

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES  
2010 PUC SCORECARD**

<b>RETAIL PERFORMANCE</b>													
<b>ON TIME PERFORMANCE</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>YTD</b>
<b>THRESHOLD</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>
<b>RETAIL AGGREGATE</b>	44.12	54.29	54.35	64.29									53.85
<b>ORDER VOLUME</b>	34	35	46	28									143
<b>DSO</b>	0.00	0.00	0.00	0.00									0.00
<b>DS1 &amp; ABOVE</b>	44.12	54.29	56.82	64.29									54.61

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES  
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<b>ACCESS PERFORMANCE</b>													
<b>ON TIME PERFORMANCE</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>YTD</b>
<b>THRESHOLD</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>	<b>&gt;=96</b>
<b>ACCESS AGGREGATE</b>	0.00	82.61	48.98	0.00									55.84
<b>ORDER VOLUME</b>	5	23	49	0									77
<b>DSO</b>	0.00	0.00	0.00	0.00									0.00
<b>DS1 &amp; ABOVE</b>	0.00	82.61	48.98	0.00									55.84
<b>AFFILIATES</b>	**	**	**	**									**
<b>DSO</b>	**	**	**	**									**
<b>DS1 &amp; ABOVE</b>	**	**	**	**									**
<b>NON-AFFILIATES</b>	0.00	82.61	48.98	0.00									55.84
<b>DSO</b>	0.00	0.00	0.00	0.00									0.00
<b>DS1 &amp; ABOVE</b>	0.00	82.61	48.98	0.00									55.84

\*\* No Service Orders

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<b>RETAIL PERFORMANCE</b>													
<b>AVERAGE DELAY DAYS</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>YTD</b>
<b>THRESHOLD</b>	<b>&lt;= 3.0</b>	<b>&lt;= 3.0</b>	<b>&lt;= 3.0</b>	<b>&lt;= 3.0</b>	<b>&lt;= 3.0</b>	<b>&lt;= 3.0</b>	<b>&lt;= 3.0</b>	<b>&lt;= 3.0</b>	<b>&lt;= 3.0</b>	<b>&lt;= 3.0</b>	<b>&lt;= 3.0</b>	<b>&lt;= 3.0</b>	<b>&lt;= 3.0</b>
<b>RETAIL AGGREGATE</b>	13.8	10.80	6.30	12.60									12.3
<b>No. of MISSED ORDERS</b>	19	8	3	10									40
<b>DSO</b>	0.00	0.00	0.00	0.00									0.0
<b>DS1 &amp; ABOVE</b>	13.8	10.80	6.30	12.60									12.3

\*\* No Missed Service Orders

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ACCESS PERFORMANCE													
AVERAGE DELAY DAYS	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<=3.0
<b>ACCESS AGGREGATE</b>	15.8	9.80	9.40	0.00									11.8
No. of MISSED ORDERS	5	4	5	0									14
DSO	0.0	0.00	0.00	0.00									0.0
DS1 & ABOVE	15.8	9.80	9.40	0.00									11.8
<b>AFFILIATES</b>	**	**	**	**									**
DSO	**	**	**	**									**
DS1 & ABOVE	**	**	**	**									**
<b>NON-AFFILIATES</b>	15.8	9.80	9.40	0.00									11.8
DSO	0.0	0.00	0.00	0.00									0.0
DS1 & ABOVE	15.8	9.80	9.40	0.00									11.8

\*\* No Missed Service Orders

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES  
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<b>RETAIL PERFORMANCE</b>													
<b>MISSED FOR FACILITIES</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>YTD</b>
<b>THRESHOLD</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>
<b>RETAIL AGGREGATE</b>	0.00	0.00	33.33	0.00									33.33
<b>No. of MISSED ORDERS</b>	0	0	1	0									1
<b>DSO</b>	0.00	0.00	0.00	0.00									0.00
<b>DS1 &amp; ABOVE</b>	0.00	0.00	100.00	0.00									100.00

\*\* No Orders Missed For Facility Reasons

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES  
2010 PUC SCORECARD**

<b>ACCESS PERFORMANCE</b>													
<b>MISSED FOR FACILITIES</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>YTD</b>
<b>THRESHOLD</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
<b>ACCESS AGGREGATE</b>	0.00	0.00	0.00	0.00									0.00
<b>No. of MISSED ORDERS</b>	0	0	0	0									0
<b>DSO</b>	0.00	0.00	0.00	0.00									0.00
<b>DS1 &amp; ABOVE</b>	0.00	0.00	0.00	0.00									0.00
<b>AFFILIATES</b>	**	**	**	**									**
<b>DSO</b>	**	**	**	**									**
<b>DS1 &amp; ABOVE</b>	**	**	**	**									**
<b>NON-AFFILIATES</b>	0.00	0.00	0.00	0.00									0.00
<b>DSO</b>	0.00	0.00	0.00	0.00									0.00
<b>DS1 &amp; ABOVE</b>	0.00	0.00	0.00	0.00									0.00

\*\* No Orders Missed For Facility Reasons

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES  
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<b>RETAIL PERFORMANCE</b>													
<b>INSTALLATION QUALITY</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>YTD</b>
<b>THRESHOLD</b>	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0
<b>RETAIL AGGREGATE</b>	0.00	0.00	0.00	0.00									0.00
<b>No. of I CODES</b>	0	0	0	0									0

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<b>ACCESS PERFORMANCE</b>													
<b>INSTALLATION QUALITY</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>YTD</b>
<b>THRESHOLD</b>	<b>&lt;=4.0</b>	<b>&lt;=4.0</b>	<b>&lt;=4.0</b>	<b>&lt;=4.0</b>	<b>&lt;=4.0</b>	<b>&lt;=4.0</b>	<b>&lt;=4.0</b>	<b>&lt;=4.0</b>	<b>&lt;=4.0</b>	<b>&lt;=4.0</b>	<b>&lt;=4.0</b>	<b>&lt;=4.0</b>	<b>&lt;=4.0</b>
<b>ACCESS AGGREGATE</b>	0.00	0.00	0.00	0.00									0.00
<b>No. of I CODES</b>	0	0	0	0									0
<b>AFFILIATES</b>	**	**	**	**									**
<b>NON-AFFILIATES</b>	0.00	0.00	0.00	0.00									0.00

\*\* No Installation Troubles



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<b>RETAIL PERFORMANCE</b>													
<b>TROUBLE DURATION</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>YTD</b>
<b>THRESHOLD</b>	<b>&lt;=9.0</b>	<b>&lt;=9.0</b>	<b>&lt;=9.0</b>	<b>&lt;=9.0</b>	<b>&lt;=9.0</b>	<b>&lt;=9.0</b>	<b>&lt;=9.0</b>	<b>&lt;=9.0</b>	<b>&lt;=9.0</b>	<b>&lt;=9.0</b>	<b>&lt;=9.0</b>	<b>&lt;=9.0</b>	<b>&lt;=9.0</b>
<b>RETAIL AGGREGATE</b>	26:24	20:36	28:00	16:06									23:24
<b>No. of TROUBLE RPTS</b>	5	14	26	11									56

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<b>ACCESS PERFORMANCE</b>													
<b>TROUBLE DURATION</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>YTD</b>
<b>THRESHOLD</b>	<b>&lt;=9.0</b>	<b>&lt;=9.0</b>	<b>&lt;=9.0</b>	<b>&lt;=9.0</b>	<b>&lt;=9.0</b>	<b>&lt;=9.0</b>	<b>&lt;=9.0</b>	<b>&lt;=9.0</b>	<b>&lt;=9.0</b>	<b>&lt;=9.0</b>	<b>&lt;=9.0</b>	<b>&lt;=9.0</b>	<b>&lt;=9.0</b>
<b>ACCESS AGGREGATE</b>	15:24	20:12	29:24	31:04									25:09
<b>No. of TROUBLE RPTS</b>	24	80	101	39									244
<b>AFFILIATES</b>	**	**	**	**									**
<b>NON-AFFILIATES</b>	15:24	20:12	29:24	31:04									25:09

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES  
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<b>RETAIL PERFORMANCE</b>													
<b>TROUBLE REPORT RATE</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>YTD</b>
<b>THRESHOLD</b>	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5
<b>RETAIL AGGREGATE</b>	0.07	0.19	0.34	0.15									0.24
<b>No. of TROUBLE RPTS</b>	5	14	26	11									56

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<b>ACCESS PERFORMANCE</b>													
<b>TROUBLE REPORT RATE</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>YTD</b>
<b>THRESHOLD</b>	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5
<b>ACCESS AGGREGATE</b>	0.27	0.89	1.12	0.43									0.85
<b>No. of TROUBLE RPTS</b>	24	80	101	39									244
<b>AFFILIATES</b>	**	**	**	**									**
<b>NON-AFFILIATES</b>	0.27	0.89	1.12	0.43									0.85