

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

**RETAIL PERFORMANCE**

<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	48.15								52.94
<b>ORDER VOLUME</b>	34	35	46	28	27								170
<b>DSO</b>	0.00	0.00	0.00	0.00	0.00								0.00
<b>DS1 &amp; ABOVE</b>	44.12	54.29	56.82	64.29	48.15								53.57

**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	0.00								55.13
<b>ORDER VOLUME</b>	5	23	49	0	1								78
<b>DSO</b>	0.00	0.00	0.00	0.00	0.00								0.00
<b>DS1 &amp; ABOVE</b>	0.00	82.61	48.98	0.00	0.00								55.13
<b>AFFILIATES</b>	**	**	**	**	**								**
<b>DSO</b>	**	**	**	**	**								**
<b>DS1 &amp; ABOVE</b>	**	**	**	**	**								**
<b>NON-AFFILIATES</b>	0.00	82.61	48.98	0.00	0.00								55.13
<b>DSO</b>	0.00	0.00	0.00	0.00	0.00								0.00
<b>DS1 &amp; ABOVE</b>	0.00	82.61	48.98	0.00	0.00								55.13

\*\* No Service Orders

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES  
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**RETAIL PERFORMANCE**

<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	9.40								11.6
<b>No. of MISSED ORDERS</b>	19	8	3	10	14								54
<b>DSO</b>	0.00	0.00	0.00	0.00	0.00								0.0
<b>DS1 &amp; ABOVE</b>	13.8	10.80	6.30	12.60	9.40								11.6

\*\* No Missed Service Orders

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES  
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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	2.00								11.2
No. of MISSED ORDERS	5	4	5	0	1								15
DSO	0.0	0.00	0.00	0.00	0.00								0.0
DS1 & ABOVE	15.8	9.80	9.40	0.00	2.00								11.2
<b>AFFILIATES</b>	**	**	**	**	**								**
DSO	**	**	**	**	**								**
DS1 & ABOVE	**	**	**	**	**								**
<b>NON-AFFILIATES</b>	15.8	9.80	9.40	0.00	2.00								11.2
DSO	0.0	0.00	0.00	0.00	0.00								0.0
DS1 & ABOVE	15.8	9.80	9.40	0.00	2.00								11.2

\*\* No Missed Service Orders

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES  
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**RETAIL PERFORMANCE**

<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>RETAIL AGGREGATE</b>	0.00	0.00	33.33	0.00	0.00								33.33
<b>No. of MISSED ORDERS</b>	0	0	1	0	0								1
<b>    DSO</b>	0.00	0.00	0.00	0.00	0.00								0.00
<b>    DS1 &amp; ABOVE</b>	0.00	0.00	100.00	0.00	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>
THRESHOLD	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								0.00
No. of MISSED ORDERS	0	0	0	0	0								0
DSO	0.00	0.00	0.00	0.00	0.00								0.00
DS1 & ABOVE	0.00	0.00	0.00	0.00	0.00								0.00
<b>AFFILIATES</b>	**	**	**	**	**								**
DSO	**	**	**	**	**								**
DS1 & ABOVE	**	**	**	**	**								**
<b>NON-AFFILIATES</b>	0.00	0.00	0.00	0.00	0.00								0.00
DSO	0.00	0.00	0.00	0.00	0.00								0.00
DS1 & ABOVE	0.00	0.00	0.00	0.00	0.00								0.00

\*\* No Orders Missed For Facility Reasons

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

**RETAIL PERFORMANCE**

<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>RETAIL AGGREGATE</b>	0.00	0.00	0.00	0.00	0.00								0.00
<b>No. of I CODES</b>	0	0	0	0	0								0

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

\*\* No Installation Troubles



**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES  
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**RETAIL PERFORMANCE**

<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>	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0
<b>RETAIL AGGREGATE</b>	26:24	20:36	28:00	16:06	29:54								24:27
<b>No. of TROUBLE RPTS</b>	5	14	26	11	12								68

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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>	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0
<b>ACCESS AGGREGATE</b>	15:24	20:12	29:24	31:04	16:48								23:33
<b>No. of TROUBLE RPTS</b>	24	80	101	39	46								290
<b>AFFILIATES</b>	**	**	**	**	**								**
<b>NON-AFFILIATES</b>	15:24	20:12	29:24	31:04	16:48								23:33

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES  
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**RETAIL PERFORMANCE**

<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	0.16								0.23
<b>No. of TROUBLE RPTS</b>	5	14	26	11	12								68

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ACCESS PERFORMANCE													
TROUBLE REPORT RATE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	<=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	0.51								0.80
No. of TROUBLE RPTS	24	80	101	39	46								290
<b>AFFILIATES</b>	**	**	**	**	**								**
<b>NON-AFFILIATES</b>	0.27	0.89	1.12	0.43	0.51								0.80