

**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>
THRESHOLD	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96
<b>RETAIL AGGREGATE</b>	44.12	54.29	54.35	64.29	48.15	67.16	71.43	37.21	38.36	59.46	43.48		50.17
ORDER VOLUME	34	35	46	28	27	67	21	43	146	74	69		590
DSO	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.00
DS1 & ABOVE	44.12	54.29	56.82	64.29	48.15	67.16	75.00	37.21	38.36	60.27	44.12		50.60

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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	33.33	0.00	0.00	78.26	87.23	50.00		64.61
<b>ORDER VOLUME</b>	5	23	49	0	1	3	2	1	23	47	24		178
<b>DSO</b>	0.00	0.00	0.00	0.00	0.00	0.00	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	33.33	0.00	0.00	78.26	87.23	50.00		64.61
<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	33.33	0.00	0.00	78.26	87.23	50.00		64.61
<b>DSO</b>	0.00	0.00	0.00	0.00	0.00	0.00	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	33.33	0.00	0.00	78.26	87.23	50.00		64.61

\*\* No Service Orders

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES  
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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>	<= 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>RETAIL AGGREGATE</b>	13.8	10.80	6.30	12.60	9.40	7.80	8.00	8.00	9.90	5.70	8.30		9.1
<b>No. of MISSED ORDERS</b>	19	8	3	10	14	22	6	27	90	30	39		268
<b>DSO</b>	0.00	0.00	0.00	0.00	0.00	0.00	5.00	0.00	0.00	12.00	1.00		6.0
<b>DS1 &amp; ABOVE</b>	13.8	10.80	6.30	12.60	9.40	7.80	8.60	8.00	9.90	5.40	8.50		9.1

\*\* No Missed Service Orders

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES  
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<b>ACCESS 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>	<= 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	8.00	11.50	1.00	44.80	53.80	14.80		21.7
<b>No. of MISSED ORDERS</b>	5	4	5	0	1	2	2	1	5	6	12		43
<b>DSO</b>	0.0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.0
<b>DS1 &amp; ABOVE</b>	15.8	9.80	9.40	0.00	2.00	8.00	11.50	1.00	44.80	53.80	14.80		21.7
<b>AFFILIATES</b>	**	**	**	**	**	**	**	**	**	**	**	**	**
<b>DSO</b>	**	**	**	**	**	**	**	**	**	**	**	**	**
<b>DS1 &amp; ABOVE</b>	**	**	**	**	**	**	**	**	**	**	**	**	**
<b>NON-AFFILIATES</b>	15.8	9.80	9.40	0.00	2.00	8.00	11.50	1.00	44.80	53.80	14.80		21.7
<b>DSO</b>	0.0	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.0
<b>DS1 &amp; ABOVE</b>	15.8	9.80	9.40	0.00	2.00	8.00	11.50	1.00	44.80	53.80	14.80		21.7

\*\* 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	50.00	0.00	66.67	0.00	33.33	0.00		18.33
<b>No. of MISSED ORDERS</b>	0	0	1	0	0	1	2	2	3	3	0		12
<b>DSO</b>	0.00	0.00	0.00	0.00	0.00	0.00	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	50.00	0.00	66.67	0.00	50.00	0.00		26.67

\*\* No Orders Missed For Facility Reasons

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

ACCESS PERFORMANCE													
MISSED FOR FACILITIES	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
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	0.00	0.00	0.00	0.00	0.00	0.00	0.00
No. of MISSED ORDERS	0	0	0	0	0	0	0	0	0	0	0	0	0
DSO	0.00	0.00	0.00	0.00	0.00	0.00	0.00	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	0.00	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	0.00	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	0.00	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	0.00	0.00	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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**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>	<=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	0.00	0.00	0.00	0.00	0.00	0.00		0.00
<b>No. of I CODES</b>	0	0	0	0	0	0	0	0	0	0	0		0

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ACCESS PERFORMANCE													
INSTALLATION QUALITY	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	<=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	0.00	0.00	0.00	0.00	0.00		0.00
No. of I CODES	0	0	0	0	0	0	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	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													
TROUBLE DURATION	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	<=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	6:54	15:18	20:18	25:48	9:12	28:00		20:29
No. of TROUBLE RPTS	5	14	26	11	12	7	19	13	12	19	16		154

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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	21:00	19:54	22:18	15:06	15:18	12:42		20:21
<b>No. of TROUBLE RPTS</b>	24	80	101	39	46	49	49	53	67	51	52		611
<b>AFFILIATES</b>	**	**	**	**	**	**	**	**	**	**	**		**
<b>NON-AFFILIATES</b>	15:24	20:12	29:24	31:04	16:48	21:00	19:54	22:18	15:06	15:18	12:42		20:21

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RETAIL 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>RETAIL AGGREGATE</b>	0.07	0.19	0.34	0.15	0.16	0.09	0.25	0.17	0.16	0.25	0.07		0.20
No. of TROUBLE RPTS	5	14	26	11	12	7	19	13	12	19	16		154

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

<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>	<b>&lt;=3.5</b>	<b>&lt;=3.5</b>	<b>&lt;=3.5</b>	<b>&lt;=3.5</b>	<b>&lt;=3.5</b>	<b>&lt;=3.5</b>	<b>&lt;=3.5</b>	<b>&lt;=3.5</b>	<b>&lt;=3.5</b>	<b>&lt;=3.5</b>	<b>&lt;=3.5</b>	<b>&lt;=3.5</b>	<b>&lt;=3.5</b>
<b>ACCESS AGGREGATE</b>	0.27	0.89	1.12	0.43	0.51	0.54	0.54	0.59	0.74	0.57	2.39		0.85
<b>No. of TROUBLE RPTS</b>	24	80	101	39	46	48	49	53	67	51	52		610
<b>AFFILIATES</b>	**	**	**	**	**	**	**	**	**	**	**	**	**
<b>NON-AFFILIATES</b>	0.27	0.89	1.12	0.43	0.51	0.54	0.54	0.59	0.74	0.57	2.39		0.85