

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES  
2008 PUC SCORECARD**

SOURCE: WFA

RETAIL PERFORMANCE													
ON TIME PERFORMANCE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96
<b>RETAIL AGGREGATE</b>	88.19												88.19
ORDER VOLUME	491												491
DSO	68.75												68.75
DS1 & ABOVE	88.84												88.84

\*\* No Service Orders

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ACCESS PERFORMANCE													
ON TIME PERFORMANCE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96
<b>ACCESS AGGREGATE</b>													87.76
ORDER VOLUME	474												474
DSO	64.29												64.29
DS1 & ABOVE	88.48												88.48
<b>AFFILIATES</b>													84.44
DSO	50.00												50.00
DS1 & ABOVE	86.05												86.05
<b>NON-AFFILIATES</b>													88.11
DSO	66.67												66.67
DS1 & ABOVE	88.73												88.73

\*\* No Service Orders

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SOURCE: WFA

RETAIL 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>RETAIL AGGREGATE</b>	5.72												5.72
No. of MISSED ORDERS	149												149
DSO	5.07												5.07
DS1 & ABOVE	6.87												6.87

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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>	6.31												6.31
No. of MISSED ORDERS	58												58
DSO	3.40												3.40
DS1 & ABOVE	6.58												6.58
<b>AFFILIATES</b>	4.57												4.57
DSO	2.00												2.00
DS1 & ABOVE	5.00												5.00
<b>NON-AFFILIATES</b>	6.55												6.55
DSO	3.75												3.75
DS1 & ABOVE	6.79												6.79

\*\* No Missed Service Orders

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RETAIL PERFORMANCE													
MISSED FOR FACILITIES THRESHOLD	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
<b>RETAIL AGGREGATE</b>	**												**
No. of MISSED ORDERS	**												**
DSO	**												**
DS1 & ABOVE	**												**

\*\* No Orders Missed For Facility Reasons

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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>	0.02												0.02
No. of MISSED ORDERS	9												9
DSO	0.07												0.07
DS1 & ABOVE	0.02												0.02
<b>AFFILIATES</b>	**												**
DSO	**												**
DS1 & ABOVE	**												**
<b>NON-AFFILIATES</b>	0.02												0.02
DSO	0.08												0.08
DS1 & ABOVE	0.02												0.02

\*\* No Orders Missed For Facility Reasons

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RETAIL 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>RETAIL AGGREGATE</b>	0.12												0.12
No. of I CODES	1												1

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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
ACCESS AGGREGATE	0.12												0.12
No. of I CODES	1												1
AFFILIATES	**												**
NON-AFFILIATES	0.14												0.14

\*\* 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>	3:37												3:37
<b>No. of TROUBLE RPTS</b>	248												248

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ACCESS 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
ACCESS AGGREGATE	3:33												3:33
No. of TROUBLE RPTS	210												210
AFFILIATES	3:14												3:14
NON-AFFILIATES	3:35												3:35

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SOURCE: WFA

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>	3.72												3.72
No. of TROUBLE RPTS	248												248

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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
ACCESS AGGREGATE	1.83												1.83
No. of TROUBLE RPTS	210												210
AFFILIATES	1.58												1.58
NON-AFFILIATES	1.88												1.88