

**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
RETAIL AGGREGATE	88.19	96.97											91.28
ORDER VOLUME	491	264											755
DSO	68.75	90.00											76.92
DS1 & ABOVE	88.84	97.24											91.77

\*\* No Service Orders

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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>	87.76	82.59											86.22
<b>ORDER VOLUME</b>	474	201											675
<b>DSO</b>	64.29	88.89											73.91
<b>DS1 &amp; ABOVE</b>	88.48	82.29											86.66
<b>AFFILIATES</b>	84.44	79.69											81.65
<b>DSO</b>	50.00	87.50											80.00
<b>DS1 &amp; ABOVE</b>	86.05	78.57											81.82
<b>NON-AFFILIATES</b>	88.11	83.94											87.10
<b>DSO</b>	66.67	100.00											69.23
<b>DS1 &amp; ABOVE</b>	88.73	83.82											87.52

\*\* No Service Orders

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**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	4.03											5.13
No. of MISSED ORDERS	149	80											229
DSO	5.07	2.99											4.17
DS1 & ABOVE	6.87	14.86											7.79

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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	11.39											8.15
<b>No. of MISSED ORDERS</b>	58	33											91
<b>DSO</b>	3.40	1.00											3.00
<b>DS1 &amp; ABOVE</b>	6.58	11.72											8.52
<b>AFFILIATES</b>	4.57	6.82											5.94
<b>DSO</b>	2.00	1.00											1.50
<b>DS1 &amp; ABOVE</b>	5.00	7.40											6.50
<b>NON-AFFILIATES</b>	6.55	13.68											8.70
<b>DSO</b>	3.75	#DIV/0!											3.75
<b>DS1 &amp; ABOVE</b>	6.79	13.68											8.99

\*\* 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	0.06											0.03
No. of MISSED ORDERS	9	13											22
DSO	0.07	**											0.04
DS1 & ABOVE	0.02	0.07											0.03
<b>AFFILIATES</b>		0.08											0.05
DSO	**	**											**
DS1 & ABOVE	**	0.09											0.05
<b>NON-AFFILIATES</b>	0.02	0.06											0.03
DSO	0.08	**											0.08
DS1 & ABOVE	0.02	0.06											0.03

\*\* No Orders Missed For Facility Reasons

NEW HAMPSHIRE - SPECIAL ACCESS SERVICES  
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SOURCE: WFA

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
RETAIL AGGREGATE	0.12	0.79											0.37
No. of I CODES	1	6											7

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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>	<=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>	0.12	1.63											0.71
<b>No. of I CODES</b>	1	11											12
<b>AFFILIATES</b>	**	2.75											1.19
<b>NON-AFFILIATES</b>	0.14	1.41											0.63

\*\* No Installation Troubles



**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES  
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SOURCE: WFA

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>	3:37	3:54											3:45
No. of TROUBLE RPTS	248	254											502

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ACCESS PERFORMANCE													
TROUBLE DURATION THRESHOLD	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
	<=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>	3:33	3:18											3:23
No. of TROUBLE RPTS	210	376											586
<b>AFFILIATES</b>	3:14	3:21											3:18
<b>NON-AFFILIATES</b>	3:35	3:18											3:24

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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
RETAIL AGGREGATE	3.72	3.27											3.48
No. of TROUBLE RPTS	248	254											502

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ACCESS PERFORMANCE													
TRouble REPORT RATE THRESHOLD	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
	<=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>	1.83	3.24											2.54
No. of TROUBLE RPTS	210	376											586
<b>AFFILIATES</b>	1.58	2.46											2.05
<b>NON-AFFILIATES</b>	1.88	3.41											2.64