

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

SOURCE: WFA

<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>	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96
<b>RETAIL AGGREGATE</b>	88.19	96.97	86.40										89.52
ORDER VOLUME	491	264	419										1174
DSO	68.75	90.00	**										76.92
DS1 & ABOVE	88.84	97.24	86.40										89.81

\*\* 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	78.79										85.88
<b>ORDER VOLUME</b>	474	201	33										708
<b>DSO</b>	64.29	88.89	100.00										75.00
<b>DS1 &amp; ABOVE</b>	88.48	82.29	78.13										86.26
<b>AFFILIATES</b>	84.44	79.69	100.00										81.82
<b>DSO</b>	50.00	87.50	**										80.00
<b>DS1 &amp; ABOVE</b>	86.05	78.57	100.00										82.00
<b>NON-AFFILIATES</b>	88.11	83.94	78.13										86.62
<b>DSO</b>	66.67	100.00	100.00										71.43
<b>DS1 &amp; ABOVE</b>	88.73	83.82	77.42										86.99

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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>	5.72	4.03	5.93										5.41
<b>No. of MISSED ORDERS</b>	<b>149</b>	<b>80</b>	<b>121</b>										350
<b>DSO</b>	5.07	2.99	5.52										4.68
<b>DS1 &amp; ABOVE</b>	6.87	14.86	8.00										7.84

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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>	6.31	11.39	11.16										9.04
<b>No. of MISSED ORDERS</b>	58	33	38										129
<b>DSO</b>	3.40	1.00	6.00										3.75
<b>DS1 &amp; ABOVE</b>	6.58	11.72	11.44										9.39
<b>AFFILIATES</b>	4.57	6.82	7.46										6.58
<b>DSO</b>	2.00	1.00	**										1.50
<b>DS1 &amp; ABOVE</b>	5.00	7.40	7.46										6.93
<b>NON-AFFILIATES</b>	6.55	13.68	13.08										9.82
<b>DSO</b>	3.75	**	6.00										4.50
<b>DS1 &amp; ABOVE</b>	6.79	13.68	13.70										10.16

\*\* No Missed Service Orders

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SOURCE: WFA

<b>RETAIL PERFORMANCE</b>													
<b>MISSED FOR FACILITIES THRESHOLD</b>	<b>Jan NA</b>	<b>Feb NA</b>	<b>Mar NA</b>	<b>Apr NA</b>	<b>May NA</b>	<b>Jun NA</b>	<b>Jul NA</b>	<b>Aug NA</b>	<b>Sep NA</b>	<b>Oct NA</b>	<b>Nov NA</b>	<b>Dec NA</b>	<b>YTD NA</b>
<b>RETAIL AGGREGATE</b>	**	**	0.01										0.01
<b>No. of MISSED ORDERS</b>	**	**	4										4
<b>DSO</b>	**	**	**										**
<b>DS1 &amp; ABOVE</b>	**	**	0.01										0.01

\*\* 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	0.33										0.05
No. of MISSED ORDERS	9	13	11										33
DSO	0.07	**	**										0.04
DS1 & ABOVE	0.02	0.07	0.34										0.05
<b>AFFILIATES</b>	**	0.08	5.00										0.09
DSO	**	**	**										**
DS1 & ABOVE	**	0.09	5.00										0.10
<b>NON-AFFILIATES</b>	0.02	0.06	0.19										0.04
DSO	0.08	**	**										0.07
DS1 & ABOVE	0.02	0.06	0.19										0.04

\*\* No Orders Missed For Facility Reasons

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES  
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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
RETAIL AGGREGATE	0.12	0.79	1.90										0.73
No. of I CODES	1	6	13										20

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**ACCESS PERFORMANCE**

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
<b>INSTALLATION QUALITY 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	4.70										1.31
<b>No. of I CODES</b>	1	11	11										23
<b>AFFILIATES</b>	**	2.75	3.08										1.96
<b>NON-AFFILIATES</b>	0.14	1.41	5.33										1.20

\*\* No Installation Troubles



**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES  
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<b>RETAIL PERFORMANCE</b>													
<b>TROUBLE DURATION THRESHOLD</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>
	<=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>													
<b>No. of TROUBLE RPTS</b>	248	254	230										732
													3:42

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	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
<b>TROUBLE DURATION</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>	3:33	3:18	3:12										3:19
<b>No. of TROUBLE RPTS</b>	210	376	285										871
<b>AFFILIATES</b>	3:14	3:21	2:17										2:56
<b>NON-AFFILIATES</b>	3:35	3:18	3:37										3:28

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RETAIL 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
<i>RETAIL AGGREGATE</i>	3.72	3.27	2.85										3.25
No. of TROUBLE RPT\$	248	254	230										732

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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>	1.83	3.24	2.51										2.53
<b>No. of TROUBLE RPTS</b>	210	376	285										871
<b>AFFILIATES</b>	1.58	2.46	2.17										2.09
<b>NON-AFFILIATES</b>	1.88	3.41	2.58										2.62