

**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
<i>RETAIL AGGREGATE</i>	88.19	96.97	86.40	92.77									89.93
ORDER VOLUME	491	264	419	166									1340
DSO	68.75	90.00	**	92.31									82.05
DS1 & ABOVE	88.84	97.24	86.40	92.81									90.16

** No Service Orders

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES
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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
ACCESS AGGREGATE	87.76	82.59	78.79	79.35									84.19
ORDER VOLUME	474	201	33	247									955
DSO	64.29	88.89	100.00	69.23									72.97
DS1 & ABOVE	88.48	82.29	78.13	79.91									84.64
AFFILIATES	84.44	79.69	100.00	**									81.82
DSO	50.00	87.50	**	**									80.00
DS1 & ABOVE	86.05	78.57	100.00	**									82.00
NON-AFFILIATES	88.11	83.94	78.13	79.35									84.50
DSO	66.67	100.00	100.00	69.23									70.37
DS1 & ABOVE	88.73	83.82	77.42	79.91									84.96

** 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
RETAIL AGGREGATE	5.72	4.03	5.93	5.10									5.36
No. of MISSED ORDERS	149	80	121	72									422
DSO	5.07	2.99	5.52	4.95									4.73
DS1 & ABOVE	6.87	14.86	8.00	5.83									7.58

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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
ACCESS AGGREGATE	6.31	11.39	11.16	10.40									9.43
No. of MISSED ORDERS	58	33	38	52									181
DSO	3.40	1.00	6.00	4.20									3.92
DS1 & ABOVE	6.58	11.72	11.44	11.06									9.86
AFFILIATES	4.57	6.82	7.46	**									6.58
DSO	2.00	1.00	**	**									1.50
DS1 & ABOVE	5.00	7.40	7.46	**									6.93
NON-AFFILIATES	6.55	13.68	13.08	10.40									10.02
DSO	3.75	**	6.00	4.20									4.36
DS1 & ABOVE	6.79	13.68	13.70	11.06									10.47

** No Missed Service Orders

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RETAIL 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
RETAIL AGGREGATE	**	**	0.01	0.01									0.00
No. of MISSED ORDERS	**	**	4	2									6
DSO	**	**	**	**									0.03
DS1 & ABOVE	**	**	0.01	0.01									0.00

** 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
ACCESS AGGREGATE	0.02	0.06	0.33	0.06									0.05
No. of MISSED ORDERS	9	13	11	14									47
DSO	0.07	**	**	**									0.03
DS1 & ABOVE	0.02	0.07	0.34	0.06									0.05
AFFILIATES	**	0.08	5.00	**									0.09
DSO	**	**	**	**									**
DS1 & ABOVE	**	0.09	5.00	**									0.10
NON-AFFILIATES	0.02	0.06	0.19	0.06									0.04
DSO	0.08	**	**	**									0.04
DS1 & ABOVE	0.02	0.06	0.19	0.06									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	2.39									1.11
No. of I CODES	1	6	13	14									34

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ACCESS PERFORMANCE													
INSTALLATION QUALITY THRESHOLD	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
	<=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	1.63	4.70	5.36									1.69
No. of I CODES	1	11	11	15									38
AFFILIATES	**	2.75	3.08	0.00									1.96
NON-AFFILIATES	0.14	1.41	5.33	5.38									1.65

** 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
RETAIL AGGREGATE	3:37	3:32	3:20	4:37									3:46
No. of TROUBLE RPTS	248	254	230	240									972

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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	3:11	3:06	2:57									3:10
No. of TROUBLE RPTS	210	376	285	287									1158
AFFILIATES	3:14	3:12	1:46	**									2:42
NON-AFFILIATES	3:35	3:10	3:22	2:57									3:13

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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	2.85	3.01									3.19
No. of TROUBLE RPTS	248	254	230	240									972

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ACCESS PERFORMANCE													
TROUBLE REPORT RATE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	VTD
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	3.24	2.51	2.50									2.52
No. of TROUBLE RPTS	210	376	285	287									1158
AFFILIATES	1.58	2.46	2.17	**									2.09
NON-AFFILIATES	1.88	3.41	2.58	2.50									2.59