

**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 | 86.40 | 92.77 | 94.55 | 90.68 | 64.66 | 67.33 | 81.40 | 74.47 | 79.25 | | 86.09 |
| ORDER VOLUME | 491 | 264 | 419 | 166 | 110 | 118 | 116 | 101 | 86 | 94 | 106 | | 2071 |
| DSO | 68.75 | 90.00 | ** | 92.31 | 60.00 | 85.71 | 50.00 | 75.00 | 80.00 | 42.86 | 80.00 | | 73.75 |
| DS1 & ABOVE | 88.84 | 97.24 | 86.40 | 92.81 | 96.19 | 90.99 | 65.74 | 67.01 | 81.48 | 77.01 | 79.21 | | 86.59 |

** No Service Orders

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

SOURCE: WFA

| 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 | 80.92 | 76.49 | 80.63 | 65.78 | 74.08 | 65.22 | 78.06 | | 77.65 |
| ORDER VOLUME | 474 | 201 | 33 | 247 | 325 | 285 | 413 | 225 | 382 | 345 | 278 | | 3208 |
| DSO | 64.29 | 88.89 | 100.00 | 69.23 | 75.00 | 71.43 | 87.50 | 85.71 | 78.57 | 75.00 | 100.00 | | 77.23 |
| DS1 & ABOVE | 88.48 | 82.29 | 78.13 | 79.91 | 81.15 | 76.62 | 80.49 | 65.14 | 73.91 | 64.86 | 77.74 | | 77.66 |
| 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 | 80.92 | 76.49 | 80.63 | 65.78 | 74.08 | 65.22 | 78.06 | | 77.50 |
| DSO | 66.67 | 100.00 | 100.00 | 69.23 | 75.00 | 71.43 | 87.50 | 85.71 | 78.57 | 75.00 | 100.00 | | 76.92 |
| DS1 & ABOVE | 88.73 | 83.82 | 77.42 | 79.91 | 81.15 | 76.62 | 80.49 | 65.14 | 73.91 | 64.86 | 77.74 | | 77.52 |

** No Service Orders

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

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 |
| RETAIL AGGREGATE | 5.72 | 4.03 | 5.93 | 5.10 | 3.18 | 2.55 | 3.94 | 6.42 | 8.56 | 3.67 | 4.82 | | 4.87 |
| No. of MISSED ORDERS | 149 | 80 | 121 | 72 | 40 | 65 | 69 | 33 | 16 | 24 | 22 | | 691 |
| DSO | 5.07 | 2.99 | 5.52 | 4.95 | 3.24 | 2.20 | 3.00 | 10.00 | 8.00 | 4.25 | 7.00 | | 4.21 |
| DS1 & ABOVE | 6.87 | 14.86 | 8.00 | 5.83 | 2.83 | 4.50 | 4.71 | 6.31 | 8.60 | 3.55 | 4.71 | | 6.16 |

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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 | 5.77 | 8.73 | 5.63 | 6.48 | 4.78 | 8.46 | 12.54 | | 7.83 |
| No. of MISSED ORDERS | 58 | 33 | 38 | 52 | 62 | 67 | 80 | 77 | 99 | 120 | 61 | | 747 |
| DSO | 3.40 | 1.00 | 6.00 | 4.20 | 0.00 | 3.00 | 3.00 | 8.00 | 6.00 | 7.00 | ** | | 4.96 |
| DS1 & ABOVE | 6.58 | 11.72 | 11.44 | 11.06 | 5.69 | 8.91 | 5.66 | 6.46 | 4.74 | 8.50 | 12.54 | | 7.94 |
| 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 | 5.77 | 8.73 | 5.63 | 6.48 | 4.78 | 8.46 | 12.54 | | 7.89 |
| DSO | 3.75 | ** | 6.00 | 4.20 | 7.33 | 3.00 | 3.00 | 8.00 | 6.00 | 7.00 | ** | | 5.25 |
| DS1 & ABOVE | 6.79 | 13.68 | 13.70 | 11.06 | 5.69 | 8.91 | 5.66 | 6.46 | 4.74 | 8.50 | 12.54 | | 7.98 |

** No Missed Service Orders

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES
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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 | ** | 0.03 | 0.03 | 0.07 | 0.08 | ** | 0.03 | | 0.01 |
| No. of MISSED ORDERS | ** | ** | 4 | 2 | ** | 3 | 4 | 7 | 7 | ** | 3 | | 30 |
| DSO | ** | ** | ** | ** | ** | ** | 0.13 | ** | ** | ** | ** | | 0.03 |
| DS1 & ABOVE | ** | ** | 0.01 | 0.01 | ** | 0.03 | 0.03 | 0.07 | 0.09 | ** | 0.03 | | 0.01 |

** No Orders Missed For Facility Reasons

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

SOURCE: WFA

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 | 0.06 | 0.05 | 0.04 | 0.04 | 0.03 | 0.08 | 0.08 | | 0.05 |
| No. of MISSED ORDERS | 9 | 13 | 11 | 14 | 21 | 14 | 16 | 8 | 13 | 29 | 21 | | 169 |
| DSO | 0.07 | ** | ** | ** | 0.08 | ** | ** | ** | 0.07 | ** | ** | | 0.03 |
| DS1 & ABOVE | 0.02 | 0.07 | 0.34 | 0.06 | 0.06 | 0.05 | 0.04 | 0.04 | 0.03 | 0.09 | 0.08 | | 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 | 0.06 | 0.05 | 0.04 | 0.04 | 0.03 | 0.08 | 0.08 | | 0.05 |
| DSO | 0.08 | ** | ** | ** | 0.08 | ** | ** | ** | 0.07 | ** | ** | | 0.03 |
| DS1 & ABOVE | 0.02 | 0.06 | 0.19 | 0.06 | 0.06 | 0.05 | 0.04 | 0.04 | 0.03 | 0.09 | 0.08 | | 0.05 |

** No Orders Missed For Facility Reasons

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

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 | 1.90 | 2.39 | 2.54 | 0.44 | 2.14 | 6.45 | 10.70 | 13.33 | 7.50 | | 2.66 |
| No. of I CODES | 1 | 6 | 13 | 14 | 7 | 1 | 5 | 14 | 20 | 24 | 15 | | 120 |

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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 | 1.63 | 4.70 | 5.36 | 1.57 | 2.95 | 3.58 | 5.02 | 4.94 | 7.02 | 4.82 | | 3.45 |
| No. of I CODES | 1 | 11 | 11 | 15 | 9 | 18 | 25 | 32 | 30 | 51 | 30 | | 233 |
| AFFILIATES | ** | 2.75 | 3.08 | ** | ** | ** | ** | ** | ** | ** | ** | | 1.96 |
| NON-AFFILIATES | 0.14 | 1.41 | 5.33 | 5.38 | 1.57 | 2.95 | 3.58 | 5.02 | 4.94 | 7.02 | 4.82 | | 3.51 |

** 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 |
| RETAIL AGGREGATE | | | | | | | | | | | | | |
| No. of TROUBLE RPTS | 248 | 254 | 230 | 240 | 241 | 324 | 327 | 394 | 292 | 268 | 258 | | 3076 |

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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 | 2:53 | 5:56 | 6:52 | 10:55 | 11:16 | 10:26 | 10:25 | | 7:08 |
| No. of TROUBLE RPTS | 210 | 376 | 285 | 287 | 262 | 436 | 456 | 474 | 432 | 432 | 416 | | 4066 |
| AFFILIATES | 3:14 | 3:12 | 1:46 | ** | ** | ** | ** | ** | ** | ** | ** | | 2:42 |
| NON-AFFILIATES | 3:35 | 3:10 | 3:22 | 2:57 | 2:53 | 5:56 | 6:52 | 10:55 | 11:16 | 10:26 | 10:25 | | 7:16 |

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES
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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 | | | | | | | | | | | | | |
| No. of TROUBLE RPTS | 248 | 254 | 230 | 240 | 241 | 324 | 327 | 394 | 292 | 268 | 258 | | 3076 |

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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 | 3.24 | 2.51 | 2.50 | 2.26 | 3.69 | 3.97 | 4.07 | 3.64 | 3.60 | 3.46 | | 3.17 |
| No. of TROUBLE RPTS | 210 | 376 | 285 | 287 | 262 | 436 | 456 | 474 | 432 | 432 | 416 | | 4066 |
| AFFILIATES | 1.58 | 2.46 | 2.17 | ** | ** | ** | ** | ** | ** | ** | ** | | 2.09 |
| NON-AFFILIATES | 1.88 | 3.41 | 2.58 | 2.50 | 2.26 | 3.69 | 3.97 | 4.07 | 3.64 | 3.60 | 3.46 | | 3.22 |