

**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	57.97	85.19
ORDER VOLUME	491	264	419	166	110	118	116	101	86	94	106	69	2140
DSO	68.75	90.00	**	92.31	60.00	85.71	50.00	75.00	80.00	42.86	80.00	50.00	72.09
DS1 & ABOVE	88.84	97.24	86.40	92.81	96.19	90.99	65.74	67.01	81.48	77.01	79.21	58.73	85.74

** No Service Orders

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES
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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	57.56	76.63
ORDER VOLUME	474	201	33	247	325	285	413	225	382	345	278	172	3380
DSO	64.29	88.89	100.00	69.23	75.00	71.43	87.50	85.71	78.57	75.00	100.00	63.64	75.89
DS1 & ABOVE	88.48	82.29	78.13	79.91	81.15	76.62	80.49	65.14	73.91	64.86	77.74	57.14	76.65
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	57.56	76.45
DSO	66.67	100.00	100.00	69.23	75.00	71.43	87.50	85.71	78.57	75.00	100.00	63.64	75.49
DS1 & ABOVE	88.73	83.82	77.42	79.91	81.15	76.62	80.49	65.14	73.91	64.86	77.74	57.14	76.48

** No Service Orders

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES
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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
RETAIL AGGREGATE	5.72	4.03	5.93	5.10	3.18	2.55	3.94	6.42	8.56	3.67	4.82	6.00	4.91
No. of MISSED ORDERS	149	80	121	72	40	65	69	33	16	24	22	20	711
DSO	5.07	2.99	5.52	4.95	3.24	2.20	3.00	10.00	8.00	4.25	7.00	10.00	4.24
DS1 & ABOVE	6.87	14.86	8.00	5.83	2.83	4.50	4.71	6.31	8.60	3.55	4.71	5.56	6.11

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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	5.27	7.63
No. of MISSED ORDERS	58	33	38	52	62	67	80	77	99	120	61	64	811
DSO	3.40	1.00	6.00	4.20	0.00	3.00	3.00	8.00	6.00	7.00	**	2.33	4.69
DS1 & ABOVE	6.58	11.72	11.44	11.06	5.69	8.91	5.66	6.46	4.74	8.50	12.54	5.41	7.74
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	5.27	7.67
DSO	3.75	**	6.00	4.20	7.33	3.00	3.00	8.00	6.00	7.00	**	2.33	4.93
DS1 & ABOVE	6.79	13.68	13.70	11.06	5.69	8.91	5.66	6.46	4.74	8.50	12.54	5.41	7.77

** 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	0.13	0.02
No. of MISSED ORDERS	**	**	4	2	**	3	4	7	7	**	3	9	39
DSO	**	**	**	**	**	**	0.13	**	**	**	**	0.50	0.06
DS1 & ABOVE	**	**	0.01	0.01	**	0.03	0.03	0.07	0.09	**	0.03	0.10	0.02

** No Orders Missed For Facility Reasons

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES
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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	0.06	0.05	0.04	0.04	0.03	0.08	0.08	0.08	0.05
No. of MISSED ORDERS	9	13	11	14	21	14	16	8	13	29	21	13	182
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	0.08	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	0.08	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	0.08	0.05

** No Orders Missed For Facility Reasons

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES
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SOURCE: WFA

RETAIL PERFORMANCE	
INSTALLATION QUALITY	THRESHOLD
Jan	<=4.0
Feb	<=4.0
Mar	<=4.0
Apr	<=4.0
May	<=4.0
Jun	<=4.0
Jul	<=4.0
Aug	<=4.0
Sep	<=4.0
Oct	<=4.0
Nov	<=4.0
Dec	<=4.0
YTD	<=4.0
RETAIL AGGREGATE	No. of i CODES
0.12	1
0.79	6
1.90	13
2.39	14
2.54	7
0.44	1
2.14	5
6.45	14
10.70	20
13.33	24
7.50	15
12.00	21
3.08	141

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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	6.44	3.78
No. of I CODES	1	11	11	15	9	18	25	32	30	51	30	29	262
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	6.44	3.85

** 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	3:20	6:01	6:25	8:30	8:19	9:11	6:09	15:02	7:07
No. of TROUBLE RPTS		248	254	230	240	241	324	327	394	292	268	258	450	3526

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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	17:07	8:51
No. of TROUBLE RPTS	210	376	285	287	262	436	456	474	432	432	416	843	4909
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	17:07	9:00

**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	3.72	3.27	2.85	3.01	3.03	4.20	4.04	4.97	3.69	3.40	3.27	5.76	3.76
No. of TROUBLE RPTS	248	254	230	240	241	324	327	394	292	268	258	450	3526

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

SOURCE: WFA

ACCESS PERFORMANCE													
TRUBLE 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	6.97	3.50
No. of TROUBLE RPTS	210	376	285	287	262	436	456	474	432	432	416	843	4909
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	6.97	3.56