

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES  
2009 PUC SCORECARD**

**RETAIL PERFORMANCE**

<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>RETAIL AGGREGATE</b>	51.61	0.00	0.00	16.67	41.18								47.86
<b>ORDER VOLUME</b>	93	0	1	6	17								117
<b>DSO</b>	40.00	0.00	0.00	0.00	0.00								32.07
<b>DS1 &amp; ABOVE</b>	52.27	0.00	0.00	50.00	58.33								52.54

\*\* No Service Orders

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES  
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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>
THRESHOLD	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96
<b>ACCESS AGGREGATE</b>	67.37	0.00	0.00	0.00	0.00								66.81
ORDER VOLUME	236	0	1	1	0								238
DSO	100.00	0.00	0.00	0.00	0.00								99.58
DS1 & ABOVE	67.23	0.00	0.00	0.00	0.00								66.67
<b>AFFILIATES</b>	**	**	**	**	0								**
DSO	**	**	**	**	0								**
DS1 & ABOVE	**	**	**	**	0								**
<b>NON-AFFILIATES</b>	67.37	0.00	0.00	0.00	0.00								66.81
DSO	100.00	0.00	0.00	0.00	0.00								100.00
DS1 & ABOVE	67.23	0.00	0.00	0.00	0.00								66.67

\*\* No Service Orders

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**RETAIL PERFORMANCE**

<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>	8.49	0.00	12.00	16.20	17.60								10.67
<b>No. of MISSED ORDERS</b>	45	0	1	5	10								61
<b>DSO</b>	9.00	0.00	0.00	17.25	16.00								10.85
<b>DS1 &amp; ABOVE</b>	8.45	0.00	12.00	12.00	19.20								10.56

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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>	8.17	0.00	12.00	22.00	0.00								8.39
No. of MISSED ORDERS	77	0	1	1	0								79
DSO	**	0.00	0.00	0.00	0.00								0.00
DS1 & ABOVE	8.17	0.00	12.00	22.00	0.00								8.39
<b>AFFILIATES</b>	**	**	**	**	**								**
DSO	**	**	**	**	**								**
DS1 & ABOVE	**	**	**	**	**								**
<b>NON-AFFILIATES</b>	8.17	0.00	12.00	22.00	0.00								8.39
DSO	**	0.00	0.00	0.00	0.00								0.00
DS1 & ABOVE	8.17	0.00	12.00	22.00	0.00								8.39

\*\* No Missed Service Orders

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES  
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**RETAIL PERFORMANCE**

<b>MISSED FOR FACILITIES</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>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
<b>RETAIL AGGREGATE</b>	0.12	0.00	0.00	0.00	0.00								0.12
<b>No. of MISSED ORDERS</b>	11	0	0	0	0								11
<b>DSO</b>	0.20	0.00	0.00	0.00	0.00								0.20
<b>DS1 &amp; ABOVE</b>	0.11	0.00	0.00	0.00	0.00								0.11

\*\* No Orders Missed For Facility Reasons

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<b>ACCESS PERFORMANCE</b>													
<b>MISSED FOR FACILITIES</b>	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>	0.06	0.00	0.00	0.00	0.00								0.06
No. of MISSED ORDERS	15	0	0	0	0								15
DSO	**	0.00	0.00	0.00	0.00								0.00
DS1 & ABOVE	0.06	0.00	0.00	0.00	0.00								0.06
<b>AFFILIATES</b>	**	**	**	**	0								**
DSO	**	**	**	**	0								**
DS1 & ABOVE	**	**	**	**	0								**
<b>NON-AFFILIATES</b>	0.06	0.00	0.00	0.00	0.00								0.06
DSO	**	0.00	0.00	0.00	0.00								0.00
DS1 & ABOVE	0.06	0.00	0.00	0.00	0.00								0.06

\*\* No Orders Missed For Facility Reasons

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES  
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**RETAIL PERFORMANCE**

<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>RETAIL AGGREGATE</b>	6.17	0.00	0.00	0.00	0.00								6.17
<b>No. of I CODES</b>	10	0	0	0	0								10

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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>	4.41	0.00	0.00	0.00	0.00								4.41
<b>No. of I CODES</b>	18	0	0	0	0								18
<b>AFFILIATES</b>	**	**	**	**	**								**
<b>NON-AFFILIATES</b>	4.41	0.00	0.00	0.00	0.00								4.41

\*\* No Installation Troubles

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES  
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**RETAIL PERFORMANCE**

<b>TROUBLE DURATION</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>	<=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>	12:29	17:17	60:38	34:29	48:43								13:39
<b>No. of TROUBLE RPTS</b>	391	9	6	7	8								421

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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
<b>ACCESS AGGREGATE</b>	13:00	234:23	45:43	64:04	58:07								24:33
No. of TROUBLE RPTS	411	10	32	50	43								546
<b>AFFILIATES</b>	**	**	**	**	**								**
<b>NON-AFFILIATES</b>	13:00	234:23	45:43	64:04	58:07								24:33

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**RETAIL PERFORMANCE**

<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>RETAIL AGGREGATE</b>	4.93	0.11	0.08	0.09	0.10								4.67
<b>No. of TROUBLE RPTS</b>	391	9	6	7	8								421

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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>	3.45	0.08	0.27	0.42	0.36								2.88
<b>No. of TROUBLE RPTS</b>	411	10	32	50	43								546
<b>AFFILIATES</b>	**	**	**	**	**								**
<b>NON-AFFILIATES</b>	3.45	0.08	0.27	0.42	0.36								2.88