

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

<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>	<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	0.00	0.00	50.00	4.17	44.44	42.86		38.73
<b>ORDER VOLUME</b>	93	0	1	6	17	4	11	18	24	9	21		204
<b>DSO</b>	40.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		4.88
<b>DS1 &amp; ABOVE</b>	52.27	0.00	0.00	50.00	58.33	0.00	0.00	56.25	11.11	50.00	42.86		46.71

\*\* No Service Orders

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<b>ACCESS PERFORMANCE</b>													
<b>ON TIME PERFORMANCE</b>	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
<b>THRESHOLD</b>	>=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	42.86	23.08	46.67	9.09	29.63	26.42		52.27
<b>ORDER VOLUME</b>	236	0	1	1	0	7	13	15	22	27	53		375
<b>DSO</b>	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		50.00
<b>DS1 &amp; ABOVE</b>	67.23	0.00	0.00	0.00	0.00	42.86	23.08	46.67	9.09	30.77	26.42		52.28
<b>AFFILIATES</b>	**	**	**	**	0	0	0	0	0	0	0		**
<b>DSO</b>	**	**	**	**	0	0	0	0	0	0	0		**
<b>DS1 &amp; ABOVE</b>	**	**	**	**	0	0	0	0	0	0	0		**
<b>NON-AFFILIATES</b>	67.37	0.00	0.00	0.00	0.00	42.86	23.08	46.67	9.09	29.63	26.42		52.27
<b>DSO</b>	100.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		50.00
<b>DS1 &amp; ABOVE</b>	67.23	0.00	0.00	0.00	0.00	42.86	23.08	46.67	9.09	30.77	26.42		52.28

\*\* No Service Orders

**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES  
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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	18.30	3.55	9.60	14.40	7.20	18.60		11.52
<b>No. of MISSED ORDERS</b>	45	0	1	5	10	4	11	9	23	5	12		125
<b>DSO</b>	9.00	0.00	0.00	17.25	16.00	15.00	1.80	3.00	16.10	4.00	8.50		12.40
<b>DS1 &amp; ABOVE</b>	8.45	0.00	12.00	12.00	19.20	21.50	5.00	11.40	11.30	8.00	20.60		11.12

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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	3.50	9.90	5.50	7.40	7.10	8.00		7.90
No. of MISSED ORDERS	77	0	1	1	0	4	10	8	20	19	39		179
DSO	**	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	10.00	0.00		10.00
DS1 & ABOVE	8.17	0.00	12.00	22.00	0.00	3.50	9.90	5.50	7.40	6.90	8.00		7.89
<b>AFFILIATES</b>	**	**	**	**	**	**	**	**	**				**
DSO	**	**	**	**	**	**	**	**	**				**
DS1 & ABOVE	**	**	**	**	**	**	**	**	**				**
<b>NON-AFFILIATES</b>	8.17	0.00	12.00	22.00	0.00	3.50	9.90	5.50	7.40	7.10	8.00		7.90
DSO	**	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	10.00	0.00		10.00
DS1 & ABOVE	8.17	0.00	12.00	22.00	0.00	3.50	9.90	5.50	7.40	6.90	8.00		7.89

\*\* 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	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.12
<b>No. of MISSED ORDERS</b>	11	0	0	0	0	0	0	0	0	0	0	0	11
<b>DSO</b>	0.20	0.00	0.00	0.00	0.00	0.00	0.00	0.00	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	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.11

\*\* No Orders Missed For Facility Reasons

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

<b>ACCESS PERFORMANCE</b>													
<b>MISSED FOR FACILITIES</b>	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
<b>THRESHOLD</b>	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	0.00	0.00	0.00	13.64	7.41	0.00		2.83
<b>No. of MISSED ORDERS</b>	15	0	0	0	0	0	0	0	3	2	0		20
<b>DSO</b>	**	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.00
<b>DS1 &amp; ABOVE</b>	0.06	0.00	0.00	0.00	0.00	0.00	0.00	0.00	13.64	7.69	0.00		2.60
<b>AFFILIATES</b>	**	**	**	**	0	0	0	0	0	0	0		**
<b>DSO</b>	**	**	**	**	0	0	0	0	0	0	0		**
<b>DS1 &amp; ABOVE</b>	**	**	**	**	0	0	0	0	0	0	0		**
<b>NON-AFFILIATES</b>	0.06	0.00	0.00	0.00	0.00	0.00	0.00	0.00	13.64	7.41	0.00		2.83
<b>DSO</b>	**	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00		0.00
<b>DS1 &amp; ABOVE</b>	0.06	0.00	0.00	0.00	0.00	0.00	0.00	0.00	13.64	7.69	0.00		2.60

\*\* No Orders Missed For Facility Reasons



**NEW HAMPSHIRE - SPECIAL ACCESS SERVICES  
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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>	<b>&lt;=4.0</b>	<b>&lt;=4.0</b>	<b>&lt;=4.0</b>	<b>&lt;=4.0</b>	<b>&lt;=4.0</b>	<b>&lt;=4.0</b>	<b>&lt;=4.0</b>	<b>&lt;=4.0</b>	<b>&lt;=4.0</b>	<b>&lt;=4.0</b>	<b>&lt;=4.0</b>	<b>&lt;=4.0</b>	<b>&lt;=4.0</b>
<b>ACCESS AGGREGATE</b>	4.41	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	4.41
<b>No. of I CODES</b>	18	0	0	0	0	0	0	0	0	0	0	0	18
<b>AFFILIATES</b>	**	**	**	**	**	**	**	**	**	**	**	**	**
<b>NON-AFFILIATES</b>	4.41	0.00	0.00	0.00	0.00	0.00	0.00	0.00	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>	<b>&lt;=9.0</b>	<b>&lt;=9.0</b>	<b>&lt;=9.0</b>	<b>&lt;=9.0</b>	<b>&lt;=9.0</b>	<b>&lt;=9.0</b>	<b>&lt;=9.0</b>	<b>&lt;=9.0</b>	<b>&lt;=9.0</b>	<b>&lt;=9.0</b>	<b>&lt;=9.0</b>	<b>&lt;=9.0</b>	<b>&lt;=9.0</b>
<b>RETAIL AGGREGATE</b>	12:29	17:17	60:38	34:29	48:43	55:56	32:44	13:48	17:00	13:13	18:57		16:04
<b>No. of TROUBLE RPTS</b>	391	9	6	7	8	15	11	16	17	10	10		500

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<b>ACCESS PERFORMANCE</b>													
<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>ACCESS AGGREGATE</b>	13:00	234:23	45:43	64:04	58:07	29:31	27:24	34:10	40:16	17:35	14:20		27:04
<b>No. of TROUBLE RPTS</b>	411	10	32	50	43	42	52	57	37	50	44		828
<b>AFFILIATES</b>	**	**	**	**	**	**	**	**	**	**	**		**
<b>NON-AFFILIATES</b>	13:00	234:23	45:43	64:04	58:07	29:31	27:24	34:16	40:16	17:35	14:20		27:04

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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	0.19	0.14	0.20	0.21	0.13	0.13		3.89
<b>No. of TROUBLE RPTS</b>	391	9	6	7	8	15	11	16	17	10	10		500

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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	0.35	0.44	0.48	0.31	0.42	0.37		1.90
<b>No. of TROUBLE RPTS</b>	411	10	32	50	43	42	52	57	37	50	44		828
<b>AFFILIATES</b>	**	**	**	**	**								**
<b>NON-AFFILIATES</b>	3.45	0.08	0.27	0.42	0.36	0.35	0.44	0.48	0.31	0.42	0.37		1.90