

**FIRM ORDER CONFIRMATION TIMELINESS (FOCT)**

|                           |          | <b>RATE (QTY)</b> | <b>AFFILIATES</b> | <b>NON-AFFILIATES</b> | <b>TOTAL</b> |
|---------------------------|----------|-------------------|-------------------|-----------------------|--------------|
| <b>August</b>             | 1-6 DAYS | DS1(18)           | 0.00%             | 83.33%                | 83.33%       |
|                           |          | DS3(0)            | 0.00%             | 0.00%                 | 0.00%        |
| <b>September</b>          | 1-6 DAYS | DS1(19)           | 0.00%             | 84.21%                | 84.21%       |
|                           |          | DS3 (1)           | 0.00%             | 0.00%                 | 0.00%        |
| <b>October</b>            | 1-6 DAYS | DS1(8)            | 0.00%             | 75.00%                | 75.00%       |
|                           |          | DS3 (1)           | 0.00%             | 100.00%               | 100.00%      |
| <b>TOTALS PER QUARTER</b> |          |                   |                   |                       |              |
|                           | 1-6 DAYS | DS1(45)           | 0.00%             | 82.22%                | 82.22%       |
|                           |          | DS3(2)            | 0.00%             | 50.00%                | 50.00%       |

PERCENT INSTALLATION APPOINTMENT MET (PIAM)

| REACT_CMP_DT_FCC   | RATE (QTY) | INS_APPT_MET | AFFILIATES   | NON-AFFILIATES | TOTAL          |        |
|--------------------|------------|--------------|--------------|----------------|----------------|--------|
| August             | DS1(1)     | N            | 0.00%        | 10.00%         | 10.00%         |        |
|                    | DS1(9)     | Y            | 0.00%        | 90.00%         | 90.00%         |        |
| September          | DS3+ (0)   | Y            | 0.00%        | 0.00%          | 0.00%          |        |
|                    | DS3+ (0)   | N            | 0.00%        | 0.00%          | 0.00%          |        |
|                    | DS1 (2)    | N            | 0.00%        | 9.52%          | 9.52%          |        |
|                    | DS1(19)    | Y            | 0.00%        | 90.48%         | 90.48%         |        |
|                    | DS3+(0)    | N            | 0.00%        | 0.00%          | 0.00%          |        |
| October            | DS3+(0)    | Y            | 0.00%        | 0.00%          | 0.00%          |        |
|                    | DS1 (4)    | N            | 0.00%        | 17.39%         | 17.39%         |        |
|                    | DS1 (15)   | Y            | 0.00%        | 65.22%         | 65.22%         |        |
|                    | DS3 (1)    | N            | 0.00%        | 4.35%          | 4.35%          |        |
|                    | DS3 (3)    | Y            | 0.00%        | 13.04%         | 13.04%         |        |
| TOTALS PER QUARTER |            | RATE (QTY)   | INS_APPT_MET | AFFILIATES     | NON-AFFILIATES | TOTAL  |
|                    |            | DS1 (7)      | N            | 0.00%          | 12.96%         | 12.96% |
|                    |            | DS1 (43)     | Y            | 0.00%          | 79.63%         | 79.63% |
|                    |            | DS3+ (1)     | N            | 0.00%          | 1.85%          | 1.85%  |
|                    |            | DS3+ (3)     | Y            | 0.00%          | 5.56%          | 5.56%  |

**NEW INSTALLATION TROUBLE REPORT RATE (NITR)**

|                  | <b>RATE (QTY)</b> | <b>TT_OPEN_30DAYS</b> | <b>AFFILIATES</b> | <b>NON-AFFILIATES</b> | <b>TOTAL</b> |
|------------------|-------------------|-----------------------|-------------------|-----------------------|--------------|
| <b>August</b>    | <b>DS1(2)</b>     | 0-30 DAYS             | 0.00%             | 0.00%                 | 0.00%        |
|                  |                   | N/A                   | 0.00%             | 100.00%               | 100.00%      |
| <b>September</b> | <b>DS3+ (0)</b>   | 0-30 DAYS             | 0.00%             | 0.00%                 | 0.00%        |
|                  |                   | N/A                   | 0.00%             | 0.00%                 | 0.00%        |
|                  | <b>DS1 (3)</b>    | 0-30 DAYS             | 0.00%             | 0.00%                 | 0.00%        |
|                  |                   | N/A                   | 0.00%             | 100.00%               | 100.00%      |
| <b>October</b>   | <b>DS3+ (0)</b>   | 0-30 DAYS             | 0.00%             | 0.00%                 | 0.00%        |
|                  |                   | N/A                   | 0.00%             | 0.00%                 | 0.00%        |
|                  | <b>DS1 (4)</b>    | 0-30 DAYS             | 0.00%             | 25.00%                | 25.00%       |
|                  |                   | N/A                   | 0.00%             | 75.00%                | 75.00%       |
|                  |                   |                       |                   |                       |              |

|                           | <b>RATE (QTY)</b> | <b>TT_OPEN_30DAYS</b> | <b>AFFILIATES</b> | <b>NON-AFFILIATES</b> | <b>TOTAL</b> |
|---------------------------|-------------------|-----------------------|-------------------|-----------------------|--------------|
| <b>TOTALS PER QUARTER</b> | <b>DS1 (9)</b>    | 0-30 DAYS             | 0.00%             | 44.44%                | 44.44%       |
|                           |                   | N/A                   | 0.00%             | 55.56%                | 55.56%       |
|                           | <b>DS3+ (0)</b>   | 0-30 DAYS             | 0.00%             | 0.00%                 | 0.00%        |
|                           |                   | N/A                   | 0.00%             | 0.00%                 | 0.00%        |

**FAILURE RATE/TROUBLE REPORT (CTRR)**

|                           | <b>RATE (QTY)</b> | <b>AFFILIATES</b> | <b>NON-AFFILIATES</b> | <b>TOTAL</b> |
|---------------------------|-------------------|-------------------|-----------------------|--------------|
| <b>August</b>             | DS0 (0)           | 0.00%             | 0.00%                 | 0.00%        |
|                           | DS1 (142)         | 0.00%             | 33.33%                | 33.33%       |
|                           | DS3+ (7)          | 0.00%             | 1.64%                 | 1.64%        |
| <b>September</b>          | DS0 (2)           | 0.00%             | 0.47%                 | 0.47%        |
|                           | DS1 (136)         | 0.00%             | 31.92%                | 31.92%       |
|                           | DS3+ (4)          | 0.00%             | 0.94%                 | 0.94%        |
| <b>October</b>            | DS0 (1)           | 0.00%             | 0.23%                 | 0.23%        |
|                           | DS1 (131)         | 0.00%             | 30.75%                | 30.75%       |
|                           | DS3+ (3)          | 0.00%             | 0.70%                 | 0.70%        |
| <b>TOTALS PER QUARTER</b> | <b>RATE (QTY)</b> |                   |                       |              |
|                           | DS0 (3)           | 0.00%             | 0.70%                 | 0.70%        |
|                           | DS1 (409)         | 0.00%             | 96.01%                | 96.01%       |
|                           | DS3+ (14)         | 0.00%             | 3.29%                 | 3.29%        |

**AVERAGE REPAIR INTERVAL/MEAN TIME TO RESTORE (MAD) IN HOURS**

|                           | <b>RATE (QTY)</b> | <b>AFFILIATES</b> | <b>NON-AFFILIATES</b> |
|---------------------------|-------------------|-------------------|-----------------------|
| <b>August</b>             | DS0 (0)           | 0.00%             | 0.0%                  |
|                           | DS1 (157)         | 0.00%             | 95.2%                 |
|                           | DS3+ (8)          | 0.00%             | 4.8%                  |
|                           | <b>TOTAL</b>      | <b>0.00%</b>      | <b>32.0%</b>          |
| <b>September</b>          | DS0 (2)           | 0.00%             | 1.2%                  |
|                           | DS1 (161)         | 0.00%             | 97.0%                 |
|                           | DS3+ (3)          | 0.00%             | 1.8%                  |
|                           | <b>TOTAL</b>      | <b>0.00%</b>      | <b>32.2%</b>          |
| <b>October</b>            | DS0 (2)           | 0.00%             | 1.1%                  |
|                           | DS1 (177)         | 0.00%             | 96.7%                 |
|                           | DS3+ (4)          | 0.00%             | 2.2%                  |
|                           | <b>TOTAL</b>      | <b>0.00%</b>      | <b>35.5%</b>          |
| <b>TOTALS PER QUARTER</b> | <b>RATE (QTY)</b> |                   |                       |
|                           | DS0 (4)           | 0.00%             | 0.8%                  |
|                           | DS1 (495)         | 0.00%             | 96.1%                 |
|                           | DS3+ (15)         | 0.00%             | 3.1%                  |
|                           | <b>TOTAL</b>      | <b>0.00%</b>      | <b>100.0%</b>         |