

FIRM ORDER CONFIRMATION TIMELINESS (FOCT)

| | | RATE (QTY) | AFFILIATES | NON-AFFILIATES | TOTAL |
|-----------------|----------|------------|------------|----------------|--------|
| February | 1-6 DAYS | DS1(8) | 0.00% | 80.00% | 80.00% |
| | | DS3(0) | 0.00% | 0.00% | 0.00% |
| March | 1-6 DAYS | DS1(0) | 0.00% | 0.00% | 0.00% |
| | | DS3 (0) | 0.00% | 0.00% | 0.00% |
| April | 1-6 DAYS | DS1(0) | 0.00% | 0.00% | 0.00% |
| | | DS3 (0) | 0.00% | 0.00% | 0.00% |

| | | RATE (QTY) | AFFILIATES | NON-AFFILIATES | TOTAL |
|--------------------|----------|------------|------------|----------------|--------|
| TOTALS PER QUARTER | 1-6 DAYS | DS1(8) | 0.00% | 80.00% | 80.00% |
| | | DS3(0) | 0.00% | 0.00% | 0.00% |

PERCENT INSTALLATION APPOINTMENT MET (PIAM)

| REACT_CMP_DT_FCC | RATE (QTY) | INS_APPT_MET | AFFILIATES | NON-AFFILIATES | TOTAL | |
|--------------------|------------|--------------|--------------|----------------|----------------|-------|
| February | DS1(0) | N | 0.00% | 0.00% | 0.00% | |
| | DS1(0) | Y | 0.00% | 0.00% | 0.00% | |
| March | DS3+ (0) | Y | 0.00% | 0.00% | 0.00% | |
| | DS3+ (0) | N | 0.00% | 0.00% | 0.00% | |
| | DS1 (0) | N | 0.00% | 0.00% | 0.00% | |
| | DS1(0) | Y | 0.00% | 0.00% | 0.00% | |
| April | DS3+(0) | N | 0.00% | 0.00% | 0.00% | |
| | DS3+(0) | Y | 0.00% | 0.00% | 0.00% | |
| | DS1 (0) | N | 0.00% | 0.00% | 0.00% | |
| | DS1 (0) | Y | 0.00% | 0.00% | 0.00% | |
| | DS3 (0) | N | 0.00% | 0.00% | 0.00% | |
| | DS3 (0) | Y | 0.00% | 0.00% | 0.00% | |
| TOTALS PER QUARTER | | | | | | |
| | | RATE (QTY) | INS_APPT_MET | AFFILIATES | NON-AFFILIATES | TOTAL |
| | | DS1 (0) | N | 0.00% | 0.00% | 0.00% |
| | | DS1 (0) | Y | 0.00% | 0.00% | 0.00% |
| | | DS3+ (0) | N | 0.00% | 0.00% | 0.00% |
| | DS3+ (0) | Y | 0.00% | 0.00% | 0.00% | |

NEW INSTALLATION TROUBLE REPORT RATE (NITR)

| | RATE (QTY) | TT_OPEN_30DAYS | AFFILIATES | NON-AFFILIATES | TOTAL |
|-----------------|-----------------|----------------|------------|----------------|---------|
| February | DS1 (5) | 0-30 DAYS | 0.00% | 0.00% | 0.00% |
| | | N/A | 0.00% | 100.00% | 100.00% |
| | DS3+ (0) | 0-30 DAYS | 0.00% | 0.00% | 0.00% |
| | | N/A | 0.00% | 100.00% | 100.00% |
| March | DS1 (0) | 0-30 DAYS | 0.00% | 0.00% | 0.00% |
| | | N/A | 0.00% | 0.00% | 0.00% |
| | DS3+ (0) | 0-30 DAYS | 0.00% | 0.00% | 0.00% |
| | | N/A | 0.00% | 0.00% | 0.00% |
| April | DS1 (0) | 0-30 DAYS | 0.00% | 0.00% | 0.00% |
| | | N/A | 0.00% | 0.00% | 0.00% |
| | DS3+ (0) | 0-30 DAYS | 0.00% | 0.00% | 0.00% |
| | | N/A | 0.00% | 0.00% | 0.00% |

| | RATE (QTY) | TT_OPEN_30DAYS | AFFILIATES | NON-AFFILIATES | TOTAL |
|---------------------------|-----------------|----------------|------------|----------------|---------|
| TOTALS PER QUARTER | DS1 (5) | 0-30 DAYS | 0.00% | 0.00% | 0.00% |
| | | N/A | 0.00% | 100.00% | 100.00% |
| | DS3+ (0) | 0-30 DAYS | 0.00% | 0.00% | 0.00% |
| | | N/A | 0.00% | 100.00% | 100.00% |

FAILURE RATE/TROUBLE REPORT (CTRR)

| | RATE (QTY) | AFFILIATES | NON-AFFILIATES | TOTAL |
|-----------------|-------------------|-------------------|-----------------------|--------------|
| February | DS0 (0) | 0.00% | 0.00% | 0.00% |
| | DS1 (17) | 0.00% | 5.60% | 5.60% |
| | DS3+ (1) | 0.00% | 0.00% | 0.00% |
| March | DS0 (0) | 0.00% | 0.00% | 0.00% |
| | DS1 (5) | 0.00% | 20.00% | 20.00% |
| | DS3+ (0) | 0.00% | 0.00% | 0.00% |
| April | DS0 (0) | 0.00% | 0.00% | 0.00% |
| | DS1 (6) | 0.00% | 0.00% | 0.00% |
| | DS3+ (1) | 0.00% | 0.00% | 0.00% |

| | RATE (QTY) | AFFILIATES | NON-AFFILIATES | TOTAL |
|--------------------|-------------------|-------------------|-----------------------|--------------|
| TOTALS PER QUARTER | DS0 (0) | 0.00% | 0.00% | 0.00% |
| | DS1 (28) | 0.00% | 93.30% | 93.30% |
| | DS3+ (2) | 0.00% | 6.70% | 6.70% |

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

| | RATE (QTY) | AFFILIATES | NON-AFFILIATES |
|---------------------------|-------------------|-------------------|-----------------------|
| February | DS0 (4) | 0.00% | 2.9% |
| | DS1 (130) | 0.00% | 92.9% |
| | DS3+ (6) | 0.00% | 4.2% |
| | TOTAL | 0.00% | 42.6% |
| March | DS0 (1) | 0.00% | 1.0% |
| | DS1 (105) | 0.00% | 95.0% |
| | DS3+ (5) | 0.00% | 4.0% |
| | TOTAL | 0.00% | 33.7% |
| April | DS0 (0) | 0.00% | 0.00% |
| | DS1 (0) | 0.00% | 0.00% |
| | DS3+ (0) | 0.00% | 0.00% |
| | TOTAL | 0.00% | 0.0% |
| TOTALS PER QUARTER | RATE (QTY) | | |
| | DS0 (5) | 0.00% | 2.0% |
| | DS1 (235) | 0.00% | 94.0% |
| | DS3+ (11) | 0.00% | 4.0% |
| | TOTAL | 0.00% | 100.0% |