

FIRM ORDER CONFIRMATION TIMELINESS (FOCT)

		RATE (QTY)	NON-AFFILIATES
Aug-11	1-6 DAYS	DS0 (1)	100.00%
		DS1 (50)	52.00%
Sep-11	1-6 DAYS	DS0 (0)	0.00%
		DS1 (58)	62.07%
Oct-11	1-6 DAYS	DS0 (0)	0.00%
		DS1 (52)	78.85%

	RATE (QTY)	NON-AFFILIATES	TOTAL
TOTALS PER QUARTER	DS0 (1)	100.00%	0.00%
	DS1 (160)	64.38%	0.00%

PERCENT INSTALLATION APPOINTMENT MET (PIAM)

	RATE (QTY)	INS_APPT_MET	NON-AFFILIATES
Aug-11	DS1 (55)	N	9.09%
		Y	90.91%
	DS3+ (2)	Y	100.00%
Sep-11	DS0 (1)	N	100.00%
	DS1 (90)	N	6.67%
		Y	93.33%
DS3+ (1)	Y	100.00%	
Oct-11	DS1 (53)	N	5.66%
		Y	94.34%

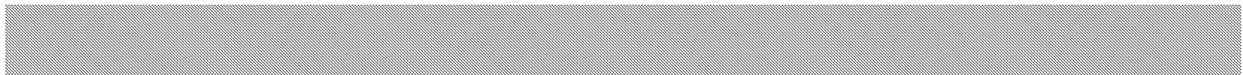
	RATE (QTY)	INS_APPT_MET	NON-AFFILIATES
TOTALS PER QUARTER	DS0 (1)	N	0.00%
		Y	100.00%
	DS1 (198)	N	7.07%
		Y	92.93%
	DS3 (3)	N	0.00%
		Y	100.00%

NEW INSTALLATION TROUBLE REPORT RATE (NITR)

	RATE (QTY)	TT_OPEN_30DAYS	NON-AFFILIATES
Aug-11	DS1 (55)	0-30 DAYS	10.91%
		N/A	89.09%
	DS3+ (2)	N/A	100.00%
Sep-11	DS0 (1)	N/A	100.00%
	DS1 (90)	0-30 DAYS	5.56%
		N/A	94.44%

	DS3+ (1)	N/A	100.00%
Oct-11	DS1 (52)	0-30 DAYS N/A	5.77% 94.23%

	RATE	TT_OPEN_30DAYS	NON-AFFILIATES
TOTALS PER QUARTER	DS0 (1)	0-30 DAYS N/A	- 100.00%
	DS1 (197)	0-30 DAYS N/A	7.11% 92.89%
	DS3+ (3)	0-30 DAYS N/A	- 100.00%



FAILURE RATE/TROUBLE REPORT (CTRR)

	RATE (QTY)	AFFILIATES	NON-AFFILIATES
Aug-11	DS0 (165)	0.00%	13.94%
	DS1 (4940)	0.02%	8.58%
	DS3+ (257)	0.00%	0.39%
Sep-11	DS0 (165)	0.00%	12.73%
	DS1 (4940)	0.00%	8.20%
	DS3+ (257)	0.00%	1.56%
Oct-11	DS0 (165)	0.00%	9.09%
	DS1 (4940)	0.00%	5.89%
	DS3+ (257)	0.00%	2.33%

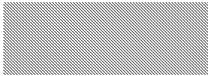
	RATE (QTY)	AFFILIATES	NON-AFFILIATES
TOTALS PER QUARTER	DS0 (165)	0.00%	35.76%
	DS1 (4940)	0.02%	22.67%
	DS3+ (257)	0.00%	4.28%



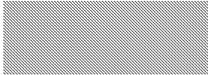
AVERAGE REPAIR INTERVAL/MEAN TIME TO RESTORE (MAD) IN HOURS

	RATE (QTY)	AFFILIATES	NON-AFFILIATES
Aug-11	DS0 (23)		23.86
	DS1 (415)	34.54	25.52
	DS3+ (1)		17.35
Sep-11	DS0 (21)		24.88
	DS1 (406)		25.17
	DS3+ (4)		16.72
Oct-11	DS0 (15)		14.32
	DS1 (304)		19.70
	DS3+ (6)		16.27

	RATE (QTY)	AFFILIATES	NON-AFFILIATES
TOTALS PER QUARTER	DS0 (59)		22
	DS1 (1125)	35	24



TOTAL
100.00%
52.00%
0.00%
62.07%
0.00%
78.85%



TOTAL
9.09%
90.91%
100.00%
100.00%
6.67%
93.33%
100.00%
5.66%
94.34%

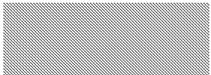
TOTAL
0.00%
100.00%
7.07%
92.93%
0.00%
100.00%



TOTAL
10.91%
89.09%
100.00%
100.00%
5.56%
94.44%

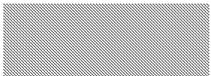
100.00%
5.77%
94.23%

TOTAL
-
100.00%
7.11%
92.89%
-
100.00%



TOTAL
13.94%
8.60%
0.39%
12.73%
8.20%
1.56%
9.09%
5.89%
2.33%

TOTAL
35.76%
22.69%
4.28%



TOTAL
23.86
25.55
17.35
24.88
25.17
16.72
14.32
19.70
16.27

TOTAL
22
24

