

FIRM ORDER CONFIRMATION TIMELINESS (FOCT)

		RATE (QTY)	NON-AFFILIATES
Nov-11	1-6 DAYS	DS0 (3)	33.33%
		DS1 (35)	77.14%
Dec-11	1-6 DAYS	DS1 (17)	64.71%
Jan-12	1-6 DAYS	DS1 (29)	68.97%
		DS3+ (1)	100.00%

		RATE (QTY)	NON-AFFILIATES
TOTALS PER QUARTER	1-6 DAYS	DS0 (3)	33.33%
	1-6 DAYS	DS1 (81)	39.51%
	1-6 DAYS	DS3+ (2)	50.00%

PERCENT INSTALLATION APPOINTMENT MET (PIAM)

		RATE (QTY)	INS_APPT_MET	NON-AFFILIATES
Nov-11	DS0 (2)	Y	100.00%	
	DS1 (65)	N	3.08%	
		Y	96.92%	
	DS3+ (2)	Y	100.00%	
Dec-11	DS0 (3)	Y	100.00%	
	DS1 (41)	N	31.71%	
		Y	65.85%	
	DS3+ (2)	Y	100.00%	
Jan-12	DS1 (48)	N	8.33%	
		Y	91.67%	

		RATE (QTY)	INS_APPT_MET	NON-AFFILIATES
TOTALS PER QUARTER	DS0 (5)	N	0.00%	
		Y	100.00%	
	DS1 (154)	N	12.99%	
		Y	87.01%	
	DS3+ (4)	N	0.00%	
		Y	100.00%	

NEW INSTALLATION TROUBLE REPORT RATE (NITR)

	RATE (QTY)	TT_OPEN_30DAYS	NON-AFFILIATES
Nov-11	DS0 (2)	N/A	100%
	DS1 (65)	0-30 DAYS N/A	15% 85%
	DS3+ (2)	N/A	100%
Dec-11	DS0 (3)	0-30 DAYS N/A	33% 67%
	DS1 (41)	0-30 DAYS N/A	13% 90%
	DS3+ (2)	N/A	100%
Jan-12	DS1 (48)	0-30 DAYS N/A	4% 96%

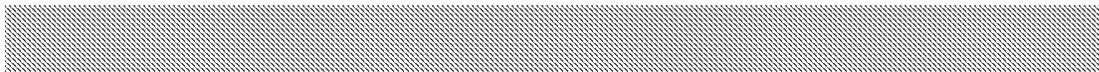
	RATE (QTY)	TT_OPEN_30DAYS	NON-AFFILIATES
TOTALS PER QUARTER	DS0 (5)	0-30 DAYS N/A	20.00% 80.00%
	DS1 (154)	0-30 DAYS N/A	10.39% 89.61%
	DS3+ (4)	0-30 DAYS N/A	0.00% 100.00%



FAILURE RATE/TROUBLE REPORT (CTRR)

	RATE (QTY)	AFFILIATES	NON-AFFILIATES
Nov-11	DS0 (157)		5.10%
	DS1 (4906)	0.02%	5.77%
	DS3+ (254)		1.57%
Dec-11	DS0 (157)		8.28%
	DS1 (4906)	0.08%	5.79%
	DS3+ (254)		2.36%
Jan-12	DS0 (157)		8.28%
	DS1 (4906)		6.28%
	DS3+ (254)		1.57%

	RATE (QTY)	AFFILIATES	NON-AFFILIATES
TOTALS PER QUARTER	DS0 (157)	0.00%	21.66%
	DS1 (4906)	0.10%	17.84%
	DS3+ (254)	0.00%	5.51%

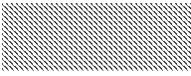


AVERAGE REPAIR INTERVAL/MEAN TIME TO RESTORE (MAD) IN HOURS

	RATE (QTY)	AFFILIATES	NON-AFFILIATES
Nov-11	DS0 (8)		10.00

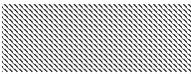
	DS1 (296)	41.41	16.54
	DS3+ (4)		15.74
Dec-11	DS0 (13)		13.16
	DS1 (307)	13.66	17.36
	DS3+ (6)		22.22
Jan-12	DS0 (13)		14.75
	DS1 (325)		15.81
	DS3+ (4)		26.56

	RATE (QTY)	AFFILIATES	NON-AFFILIATES
TOTALS PER QUARTER	DS0 (34)		13.02
	DS1 (928)	19.21	16.55
	DS3+ (14)		21.61



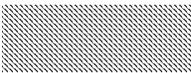
TOTAL
33.33%
77.14%
64.71%
68.97%
100.00%

TOTAL
33.33%
39.51%
50.00%



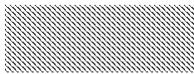
TOTAL
100.00%
3.08%
96.92%
100.00%
100.00%
31.71%
65.85%
100.00%
8.33%
91.67%

TOTAL
0.00%
100.00%
12.99%
87.01%
0.00%
100.00%



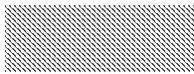
TOTAL
100%
15%
85%
100%
33%
67%
13%
90%
100%
4%
96%

TOTAL
20.00%
80.00%
10.39%
89.61%
0.00%
100.00%



TOTAL
5.10%
5.79%
1.57%
8.28%
5.87%
2.36%
8.28%
6.28%
1.57%

TOTAL
21.66%
17.94%
5.51%



TOTAL
10.00

16.63
15.74
13.16
17.31
22.22
14.75
15.81
26.56

TOTAL
13.02
16.57
21.61