

TROUBLE REPORT

	RATE (QTY)	NON-AFILIATES	TOTAL
Nov	DS0 (107)	6.54%	6.54%
	DS1 4636)	6.43%	6.43%
	DS3+ (246)	2.85%	2.85%
Dec	DS0 (107)	1.87%	1.87%
	DS1 4636)	4.83%	4.83%
	DS3+ (246)	1.22%	1.22%
Jan	DS0 (107)	5.61%	5.61%
	DS1 4636)	5.00%	5.00%
	DS3+ (246)	2.03%	2.03%

	RATE	NON-AFILIATES	TOTAL
TOTAL TRIMESTRE	DS0 (107)	14.02%	14.02%
	DS1 4636)	16.26%	16.26%
	DS3+ (246)	6.10%	6.10%

FIRM ORDER CONFIRMATION (FOC) TIMELINESS

		RATE (QTY)	NON-AFILIATES
Nov	1-6 DAYS	DS1 (10)	70.00%
Dec	1-6 DAYS	DS1 (21)	76.19%
		DS3+ (1)	100.00%
Jan	1-6 DAYS	DS1 (41)	90.24%

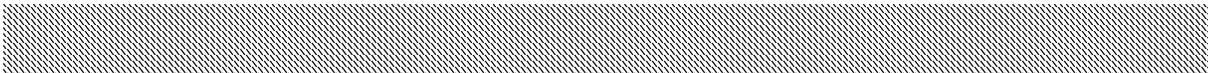
	RATE (QTY)	NON-AFILIATES	TOTAL
TOTAL TRIMESTRE 1-6 DAYS	DS1 (72)	83.33%	83.33%
	DS3+ (2)	50.00%	50.00%

PERCENT INSTALLATION APPOINTMENT MET

	RATE (QTY)	INS_APPT_MET	NON-AFILIATES
Nov	DS1 (17)	N	11.76%
		Y	88.24%
Dec	DS3+ (1)	N	100.00%
	DS1 (21)	Y	100.00%
Jan	DS1 (55)	N	3.64%
		Y	96.36%

	RATE (QTY)	INS_APPT_MET	NON-AFILIATES
	DS0 (0)	N	0.00%
		Y	0.00%

TOTAL TRIMESTRE	DS1 (89)	N	4.30%
		Y	95.70%
	DS3 (0)	N	100.00%
		Y	100.00%



NEW INSTALLATION TROUBLE REPORT RATE

	RATE (QTY)	TT_OPEN_30DAYS	NON-AFILIANES
Nov	DS1 (17)	0-30 DAYS	5.88%
		N/A	94.12%
Dec	DS3+ (1)	N/A	100.00%
	DS1 (21)	N/A	100.00%
Jan	DS3+ (1)	N/A	100.00%
	DS1 (53)	0-30 DAYS	3.77%
		N/A	96.23%

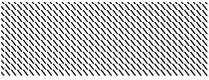
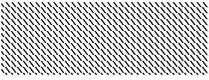
	RATE	TT_OPEN_30DAYS	NON-AFILIANES
TOTAL TRIMESTRE	DS0 (0)	0-30 DAYS	0.00%
		N/A	0.00%
	DS1 (91)	0-30 DAYS	3.30%
		N/A	96.70%
	DS3+ (1)	0-30 DAYS	0.00%
		N/A	100.00%



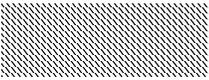
AVERAGE REPAIR INTERVAL/MEAN TIME TO RESTORE (REPRESENTED IN HOURS)

	RATE (QTY)	NON-AFILIANES	TOTAL
Nov	DS0 (7)	19.08	19.08
	DS1 (297)	10.08	10.08
	DS3+ (7)	11.74	11.74
Dec	DS0 (2)	19.62	19.62
	DS1 (224)	10.81	10.81
	DS3+ (3)	18.56	18.56
Jan	DS0 (6)	10.65	10.65
	DS1 (223)	11.38	11.38
	DS3+ (5)	10.89	10.89

	RATE (QTY)	NON-AFILIANES	TOTAL
TOTAL TRIMESTRE	DS0 (15)	15.78	15.78
	DS1 (744)	10.69	10.69
	DS3+ (15)	12.82	12.82



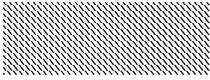
TOTAL
70.00%
76.19%
100.00%
90.24%



TOTAL
11.76%
88.24%
100.00%
100.00%
3.64%
96.36%

TOTAL
0.00%
0.00%

7.07%
92.93%
100.00%
100.00%



TOTAL
5.88%
94.12%
100.00%
100.00%
100.00%
3.77%
96.23%

TOTAL
0.00%
0.00%
3.30%
96.70%
0.00%
100.00%

