

FIRM ORDER CONFIRMATION TIMELINESS (FOCT)

		RATE (QTY)	NON-AFFILIATES TOTAL	
<b>Feb</b>	1-6 DAYS	DS1(25)	88.00%	88.00%
		DS3+ (3)	0.00%	0.00%
<b>Mar</b>	1-6 DAYS	DS1 (37)	70.27%	70.27%
		DS3+ (2)	0.00%	0.00%
<b>Apr</b>	1-6 DAYS	DS1 (13)	92.31%	92.31%

		RATE (QTY)	NON-AFFILIATES TOTAL	
TOTALS PER QUARTER 1-6 DAYS		DS1(75)	80.00%	80.00%
		DS3+ (5)	0.00%	0.00%

PERCENT INSTALLATION APPOINTMENT MET (PIAM)

REACT_CMP_DT_FCC	RATE (QTY)	INS_APPT_MET	AFFILIATES	NON-AFFILIATES
<b>Feb</b>	<b>DS1(32)</b>	N		3.13%
		Y	3.13%	93.75%
	<b>DS3+ (5)</b>	Y		100.00%
<b>Mar</b>	<b>DS1 (32)</b>	Y		100.00%
	<b>DS3+ (1)</b>	N		100.00%
<b>Apr</b>	<b>DS1 (29)</b>	N		13.79%
		Y		86.21%
	<b>DS3+ (2)</b>	Y		100.00%

	RATE (QTY)	INS_APPT_MET	AFFILIATES	NON-AFFILIATES
TOTALS PER QUARTER	<b>DS1 (93)</b>	N		5.38%
		Y	1.08%	93.55%
	<b>DS3+ (8)</b>	N		12.50%
		Y		87.50%

NEW INSTALLATION TROUBLE REPORT RATE (NITR)

	RATE (QTY)	TT_OPEN_30DA\	AFFILIATES	NON-AFFILIATES
<b>Feb</b>	<b>DS1 (32)</b>	0-30 DAYS		3.13%
		N/A	3.13%	93.75%
	<b>DS3+ (5)</b>	N/A		100.00%
<b>Mar</b>	<b>DS1 (31)</b>	0-30 DAYS		6.45%
		N/A		93.55%
	<b>DS3+ (1)</b>	N/A		100.00%
<b>Apr</b>	<b>DS1 (29)</b>	0-30 DAYS		10.34%

	N/A	89.66%
<b>DS3+ (2)</b>	N/A	100.00%

	<b>RATE (QTY) TT_OPEN_30DA\</b>	<b>AFFILIATES</b>	<b>NON-AFFILIATES</b>
<b>TOTALS PER QUARTER</b>	<b>DS1 (92)</b>	0-30 DAYS	6.52%
		N/A	1.09%
	<b>DS3+ (8)</b>		92.39%
			100.00%

FAILURE RATE/TROUBLE REPORT (CTRR)

	<b>RATE (QTY)</b>	<b>AFFILIATES</b>	<b>NON-AFFILIATES</b>	<b>TOTAL</b>
<b>Feb</b>	DS0 (103)	0.00%	6.80%	6.80%
	DS1 (4585)	0.02%	5.41%	5.43%
	DS3+ (248)	0.00%	2.02%	2.02%
<b>Mar</b>	DS0 (103)	0.00%	7.77%	7.77%
	DS1 (4585)	0.02%	6.80%	6.83%
	DS3+ (248)	0.00%	1.21%	1.21%
<b>Apr</b>	DS0 (103)	0.00%	5.83%	5.83%
	DS1 (4585)	0.00%	7.68%	7.68%
	DS3+ (248)	0.40%	3.23%	3.63%

	<b>RATE (QTY)</b>	<b>AFFILIATES</b>	<b>NON-AFFILIATES</b>	<b>TOTAL</b>
<b>TOTALS PER QUARTER</b>	DS0 (103)	0.00%	20.39%	20.39%
	DS1 (4585)	0.04%	19.89%	19.93%
	DS3+ (248)	0.40%	6.45%	6.85%

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

	<b>RATE (QTY)</b>	<b>AFFILIATES</b>	<b>NON-AFFILIATES</b>	<b>TOTAL</b>
<b>Feb</b>	DS0 (7)		15.68	15.68
	DS1 (245)	8.37	9.71	9.71
	DS3+ (5)		11.90	11.90
<b>Mar</b>	DS0 (8)		7.41	7.41
	DS1 (312)	12.80	9.61	9.62
	DS3+ (3)		10.98	10.98
<b>Apr</b>	DS0 (3)		14.94	14.94
	DS1 (334)		9.92	9.92
	DS3+ (8)	6.87	13.46	12.63

	<b>RATE (QTY)</b>	<b>AFFILIATES</b>	<b>NON-AFFILIATES</b>	<b>TOTAL</b>
<b>TOTALS PER QUARTER</b>	DS0 (21)		12.31	12.31
	DS1 (891)	10.59	9.75	9.76
	DS3+ (16)	6.87	12.44	12.09

<b>TOTAL</b>
3.13%
96.88%
100.00%
100.00%
100.00%
13.79%
86.21%
100.00%

<b>TOTAL</b>
5.38%
94.62%
12.50%
87.50%

<b>TOTAL</b>
3.13%
96.88%
100.00%
6.45%
93.55%
100.00%
10.34%

89.66%  
100.00%

---

**TOTAL**  
6.52%  
93.48%  
100.00%

---