

FIRM ORDER CONFIRMATION TIMELINESS (FOCT)

		RATE (QTY)	NON-AFFILIATES	TOTAL
Aug	1-6 DAYS	DS1(29)	82.76%	82.76%
		DS3(1)	0.00%	0.00%
Sept	1-6 DAYS	DS1(14)	70.27%	70.27%
		DS3+(5)	0.00%	0.00%
Oct	1-6 DAYS	DS1(12)	92.31%	92.31%
TOTALS PER QUARTER				
	1-6 DAYS	DS1(43)	79.63%	79.63%
		DS3(5)	0.00%	0.00%

PERCENT INSTALLATION APPOINTMENT MET (PIAM)

REACT_CMP_DT_FCC	RATE (QTY)	INS_APPT_MET	AFFILIATES	NON-AFFILIATES	TOTAL
Aug	DS1(29)	N		0.00%	0.00%
		Y		100.00%	100.00%
Sept	DS1 (19)	Y		79.00%	79.00%
		N	5.00%	16.00%	21.00%
	DS3+ (3)	Y		100.00%	100.00%
Oct	DS1 (19)	Y		79.00%	79.00%
		N	5.00%	16.00%	21.00%
	DS3+ (2)	Y		50.00%	50.00%
		N		50.00%	50.00%
TOTALS PER QUARTER					
	DS1 (67)	N	2.99%	8.96%	11.95%
		Y		100.00%	100.00%
	DS3+ (7)	N		71.00%	71.00%
		Y		29.00%	29.00%

NEW INSTALLATION TROUBLE REPORT RATE (NITR)

	RATE (QTY)	TT_OPEN_30DAYS	AFFILIATES	NON-AFFILIATES	TOTAL
Aug	DS1 (29)	0-30 DAYS		3.45%	3.45%
		N/A		96.55%	96.55%
Sept	DS1 (19)	0-30 DAYS		0.00%	0.00%
		N/A	5.26%	94.74%	100.00%
	DS3+ (3)	N/A		100.00%	100.00%
Oct	DS1 (19)	0-30 DAYS		15.79%	15.79%
		N/A	5.26%	78.95%	84.21%
	DS3+ (4)	0-30 DAYS		0.00%	0.00%

N/A

100.00%

100.00%

	RATE (QTY)	TT_OPEN_30DAYS	AFFILIATES	NON-AFFILIATES	TOTAL
TOTALS PER QUARTER	DS1 (67)	0-30 DAYS		5.97%	5.97%
		N/A	2.99%	91.04%	94.03%
	DS3+ (7)	0-30 DAYS		0.00%	0.00%
		N/A		100.00%	100.00%

FAILURE RATE/TROUBLE REPORT (CTRR)

	RATE (QTY)	AFFILIATES	NON-AFFILIATES	TOTAL
Aug	DS0 (94)	0.00%	2.13%	2.13%
	DS1 (3858)	0.00%	8.42%	8.42%
	DS3+ (255)	0.00%	2.75%	2.75%
Sept	DS0 (94)	0.00%	7.45%	7.45%
	DS1 (3858)	0.00%	6.71%	6.71%
	DS3+ (255)	0.00%	0.78%	0.78%
Oct	DS0 (94)	0.00%	5.32%	5.32%
	DS1 (3858)	0.00%	6.27%	6.27%
	DS3+ (255)	0.00%	0.78%	0.78%
TOTALS PER QUARTER	DS0 (94)	0.00%	14.89%	14.89%
	DS1 (3858)	0.00%	21.41%	21.41%
	DS3+ (255)	0.00%	4.31%	4.31%

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

	RATE (QTY)	AFFILIATES	NON-AFFILIATES	TOTAL
Aug	DS0 (2)		11.26	11.26
	DS1 (322)		13.07	13.07
	DS3+ (7)		6.984285714	6.984285714
Sep	DS0 (7)		13.46	13.46
	DS1 (257)		13.62	13.62
	DS3+ (2)		9.3	9.3
Oct	DS0 (5)		14.17	14.17
	DS1 (237)		14.99	14.99
	DS3+ (2)		10.34	10.34
TOTALS PER QUARTER	DS0 (14)		13.40	13.40
	DS1 (816)		13.80	13.80
	DS3+ (11)		8.02	8.02