

FIRM ORDER CONFIRMATION TIMELINESS (FOCT)

		RATE (QTY)	NON-AFFILIATES	TOTAL
Feb	1-6 DAYS	DS1(12)	50.00%	50.00%
		DS3(1)	0.00%	0.00%
Mar	1-6 DAYS	DS1(9)	66.67%	66.67%
		DS3+ (1)	0.00%	0.00%
Apr	1-6 DAYS	DS1(14)	64.29%	64.29%
		DS3+ (1)	100%	100.00%
TOTALS PER QUARTER	1-6 DAYS	DS1(35)	60.00%	60.00%
		DS3(3)	33.33%	33.33%

PERCENT INSTALLATION APPOINTMENT MET (PIAM)

REACT_CMP_DT_FCC	RATE (QTY)	INS_APPT_MET	AFFILIATES	NON-AFFILIATES	TOTAL
Feb	DS1(1)	N		6.25%	6.25%
	DS1(15)	Y		93.75%	93.75%
	DS3+ (1)	Y		100.00%	100.00%
Mar	DS1 (11)	Y		85.00%	85.00%
	DS1(2)	N		15.00%	15.00%
	DS3+(11)	Y		100.00%	100.00%
Apr	DS1 (17)	Y		100.00%	100.00%
		Y		0.00%	0.00%
TOTALS PER QUARTER	RATE (QTY)	INS_APPT_MET	AFFILIATES	NON-AFFILIATES	TOTAL
	DS1 (3)	N		6.52%	6.52%
	DS1 (43)	Y		93.48%	93.48%
	DS3+ (11)	Y		100.00%	100.00%
		N			

NEW INSTALLATION TROUBLE REPORT RATE (NITR)

	RATE (QTY)	TT_OPEN_30DAYS	AFFILIATES	NON-AFFILIATES	TOTAL
Feb	DS1 (16)	0-30 DAYS		0.00%	0%
		N/A		100.00%	100%
Mar	DS3+ (1)	0-30 DAYS		0.00%	0%
		N/A		100.00%	100%
	DS1 (15)	0-30 DAYS		0.00%	0%
		N/A		13.33%	86.67%
Apr	DS3+ (10)	0-30 DAYS		0.00%	0%
		N/A		100.00%	100%
	DS1 (17)	0-30 DAYS		0.00%	0%
TOTALS PER QUARTER	DS1 (48)	0-30 DAYS		0.00%	0%
		N/A		4.17%	95.83%
	DS3+ (11)	0-30 DAYS		0.00%	0%
		N/A		0.00%	100.00%

FAILURE RATE/TROUBLE REPORT (CTRR)

	RATE (QTY)	AFFILIATES	NON-AFFILIATES	TOTAL	
Feb	DS0 (281)		0.00%	2.49%	2.49%
	DS1 (3800)		0.03%	6.18%	3.11%
	DS3+ (176)		0.57%	3.98%	2.28%
Mar	DS0 (281)		0.00%	1.78%	1.78%
	DS1 (3800)		0.00%	8.21%	8.21%
	DS3+ (176)		0.00%	3.41%	3.41%
Apr	DS0 (281)		0.00%	3.91%	3.91%
	DS1 (3800)		0.00%	5.63%	5.63%
	DS3+ (176)		0.00%	6.25%	6.25%
	RATE (QTY)	AFFILIATES	NON-AFFILIATES	TOTAL	
TOTALS PER QUARTER	DS0 (281)		0.00%	8.19%	8.19%
	DS1 (3800)		0.03%	20.03%	10.03%
	DS3+ (176)		0.57%	13.64%	7.10%

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

	RATE (QTY)	AFFILIATES	NON-AFFILIATES	TOTAL	
Feb	DS0 (7)		0.00	12.24	12.24
	DS1 (239)		16.79	15.66	16.23
	DS3+ (7)		4.64	20.81	12.72
Mar	DS0 (5)		0.00	8.98	8.98
	DS1 (212)		0.00	15.88	15.88
	DS3+ (7)		0.00	8.31	8.31
Apr	DS0 (10)		0.00	14.35	14.35
	DS1 (212)		0.00	15.78	15.78
	DS3+ (11)		0.00	9.52	9.52
	RATE (QTY)	AFFILIATES	NON-AFFILIATES	TOTAL	
TOTALS PER QUARTER	DS0 (22)		0.00	10.94	10.94
	DS1 (663)		16.79	15.93	16.36
	DS3+ (25)		4.64	12.51	8.58