				RE	TAIL PER	FORMAN	NCE						
ON TIME PERFORMANCE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96
RETAIL AGGREGATE	44.12	54.29	54.35										51.31
ORDER VOLUME	34	35	46										115
DSO	0.00	0.00	0.00										0.00
DS1 & ABOVE	44.12	54.29	56.82										52.22

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				A	CCESS P	ERFORM	ANCE						
ON TIME PERFORMANCE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96	>=96
ACCESS AGGREGATE	0.00	82.61	48.98										55.84
ORDER VOLUME	5	23	49										77
DSO	0.00	0.00	0.00										0.00
DS1 & ABOVE	0.00	82.61	48.98										55.84
AFFILIATES	**	**	**										**
DSO	**	**	**										**
DS1 & ABOVE	**	**	**										**
NON-AFFILIATES	0.00	82.61	48.98										55.84
DSO	0.00	0.00	0.00										0.00
DS1 & ABOVE	0.00	82.61	48.98										55.84

** No Service Orders

				RE	TAIL PER	FORMAN	ICE						
AVERAGE DELAY DAYS	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<=3.0
RETAIL AGGREGATE	13.8	10.80	6.30										12.3
No. of MISSED ORDERS	19	8	3										30
DSO	0.00	0.00	0.00										0.0
DS1 & ABOVE	13.8	10.80	6.30										12.3

** No Missed Service Orders

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				ACC	ESS PER	RFORMA	NCE						
AVERAGE DELAY DAYS	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<= 3.0	<=3.0
ACCESS AGGREGATE	15.8	9.80	9.40										11.8
No. of MISSED ORDERS	5	4	5										14
DSO	0.0	0.00	0.00										0.0
DS1 & ABOVE	15.8	9.80	9.40										11.8
AFFILIATES	**	**	**										**
DSO	**	**	**										**
DS1 & ABOVE	**	**	**										**
NON-AFFILIATES	15.8	9.80	9.40										11.8
DSO	0.0	0.00	0.00										0.0
DS1 & ABOVE	15.8	9.80	9.40										11.8

** No Missed Service Orders

				RE	TAIL PER	FORMAN	ICE						
MISSED FOR FACILITIES	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
RETAIL AGGREGATE	0.00	0.00	33.33										33.33
No. of MISSED ORDERS	0	0	1										1
DSO	0.00	0.00	0.00										0.00
DS1 & ABOVE	0.00	0.00	100.00										100.00

** No Orders Missed For Facility Reasons

				ACC	CESS PEF	RFORMA	NCE						
MISSED FOR FACILITIES	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
ACCESS AGGREGATE	0.00	0.00	0.00										0.00
No. of MISSED ORDERS	0	0	0										0
DSO	0.00	0.00	0.00										0.00
DS1 & ABOVE	0.00	0.00	0.00										0.00
AFFILIATES	**	**	**										**
DSO	**	**	**										**
DS1 & ABOVE	**	**	**										**
NON-AFFILIATES	0.00	0.00	0.00										0.00
DSO	0.00	0.00	0.00										0.00
DS1 & ABOVE	0.00	0.00	0.00										0.00

** No Orders Missed For Facility Reasons

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				RE	TAIL PER	FORMAN	ICE						
INSTALLATION QUALITY	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0
RETAIL AGGREGATE	0.00	0.00	0.00										0.00
No. of I CODES	0	0	0										0

				ACC	CESS PER	RFORMA	NCE						
INSTALLATION QUALITY	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0	<=4.0
ACCESS AGGREGATE	0.00	0.00	0.00										0.00
No. of I CODES	0	0	0										0
AFFILIATES	**	**	**										**
NON-AFFILIATES	0.00	0.00	0.00										0.00

** No Installation Troubles

				RE	TAIL PER	FORMA	NCE						
TROUBLE DURATION THRESHOLD	<mark>Jan</mark> <=9.0	Feb <=9.0	<mark>Mar</mark> <=9.0	<mark>Apr</mark> <=9.0	<mark>May</mark> <=9.0	<mark>Jun</mark> <=9.0	<mark>Jul</mark> <=9.0	Aug <=9.0	<mark>Sep</mark> <=9.0	Oct <=9.0	Nov <=9.0	<mark>Dec</mark> <=9.0	<u>YTD</u> <=9.0
RETAIL AGGREGATE No. of TROUBLE RPTS	26:24 5	20:36 14	28:00 26										25:19 45

				ACC	CESS PE	RFORMA	NCE						
TROUBLE DURATION	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0	<=9.0
ACCESS AGGREGATE	15:24	20:12	29:24										24:06
No. of TROUBLE RPTS	24	80	101										205
AFFILIATES	**	**	**										**
NON-AFFILIATES	15:24	20:12	29:24										24:06

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				RE	TAIL PER	FORMAN	ICE						
TROUBLE REPORT RATE THRESHOLD	<mark>Jan</mark> <=3.5	Feb <=3.5	Mar <=3.5	Apr <=3.5	<mark>Мау</mark> <=3.5	<mark>Jun</mark> <=3.5	<mark>Jul</mark> <=3.5	Aug <=3.5	<mark>Sep</mark> <=3.5	Oct <=3.5	Nov <=3.5	Dec <=3.5	<u>YTD</u> <=3.5
RETAIL AGGREGATE No. of TROUBLE RPTS	0.07 5	0.19 14	0.34 26										0.26 45

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				ACC	ESS PER	RFORMA	NCE						
TROUBLE REPORT RATE	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
THRESHOLD	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5	<=3.5
ACCESS AGGREGATE	0.27	0.89	1.12										0.93
No. of TROUBLE RPTS	24	80	101										205
AFFILIATES	**	**											**
NON-AFFILIATES	0.27	0.89	1.12										0.93