				RE <sup>*</sup>	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											49.28
ORDER VOLUME	34	35											69
DSO	0.00	0.00											0.00
DS1 & ABOVE	44.12	54.29											49.28

				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											67.86
ORDER VOLUME	5	23											28
DSO	0.00	0.00											0.00
DS1 & ABOVE	0.00	82.61											67.86
AFFILIATES	**	**											**
DSO	**	**											**
DS1 & ABOVE	**	**											**
NON-AFFILIATES	0.00	82.61											67.86
DSO	0.00	0.00											0.00
DS1 & ABOVE	0.00	82.61											67.86

<sup>\*\*</sup> No Service Orders

				RE <sup>-</sup>	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											12.9
No. of MISSED ORDERS	19	8											27
DSO	0.00	0.00											0.0
DS1 & ABOVE	13.8	10.80											12.9

<sup>\*\*</sup> No Missed Service Orders

				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											13.1
No. of MISSED ORDERS	5	4											9
DSO	0.0	0.00											0.0
DS1 & ABOVE	15.8	9.80											13.1
AFFILIATES	**	**											**
DSO	**	**											**
DS1 & ABOVE	**	**											**
NON-AFFILIATES	15.8	9.80											13.1
DSO	0.0	0.00											0.0
DS1 & ABOVE	15.8	9.80											13.1
			min out to reconstruction out to the	naza inga kanang kinja makh kabuntanka	e latinkās pierrossas latinkās paletosis	trituare agricus sa compressione	MARINEN CANADA (ARTHUR	Naccasta kancata kasa Pinkaya kan Naji Naji	ndisyn acydr gin diwn yn arlann ar				ETDIX SONANGO HIDOSTAS

<sup>\*\*</sup> 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											0.00
No. of MISSED ORDERS	0	0											0
DSO	0.00	0.00											0.00
DS1 & ABOVE	0.00	0.00											0.00
							-						

<sup>\*\*</sup> No Orders Missed For Facility Reasons

				ACC	CESS PER	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
No. of MISSED ORDERS	0	0											0
DSO	0.00	0.00											0.00
DS1 & ABOVE	0.00	0.00											0.00
AFFILIATES	**	**											**
DSO	**	**											**
DS1 & ABOVE	**	**											**
NON-AFFILIATES	0.00	0.00											0.00
DSO	0.00	0.00											0.00
DS1 & ABOVE	0.00	0.00											0.00

<sup>\*\*</sup> No Orders Missed For Facility Reasons

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

				ACC	ESS PER	RFORMAI	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
No. of I CODES	0	0											0
AFFILIATES	**	**											**
NON-AFFILIATES	0.00	0.00											0.00

<sup>\*\*</sup> No Installation Troubles

				RE	TAIL PEF	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
RETAIL AGGREGATE	26:24	20:36											22:04
No. of TROUBLE RPTS	5	14											19

				ACC	CESS PEI	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											19:03
No. of TROUBLE RPTS	24	80											104
AFFILIATES	**	**											**
NON-AFFILIATES	15:24	20:12											19:03

				RE <sup>-</sup>	TAIL PER	FORMAN	ICE						
TROUBLE REPORT RATE THRESHOLD	Jan <=3.5	Feb <=3.5	Mar <=3.5	Apr <=3.5	May <=3.5	Jun <=3.5	Jul <=3.5	Aug <=3.5	Sep <=3.5	Oct <=3.5	Nov <=3.5	Dec <=3.5	YTD <=3.5
RETAIL AGGREGATE  No. of TROUBLE RPTS	0.07 5	0.19 14											0.16 19

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				ACC	ESS PER	RFORMAI	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											0.75
No. of TROUBLE RPTS	24	80											104
AFFILIATES	**	**											**
NON-AFFILIATES	0.27	0.89											0.75