Quarterly Service Availability Metrics	July	August	September	3rd Quarter	Conditions (Force Majeure Excluded)	Credits Available
1 - Service Availability					Scheduled Maintenance Excluded	
Video						N
Target (minimum)	97.0%	97.0%	97.0%	98.0%		
Achieved	89.8%	100.00%	100.00%	96.6%		
Data/Telephone						N
Target	99.5%	99.5%	99.5%	-	By Month Only	
Achieved	89.8%	100.00%	100.00%			
2- Timely Response & Cure of Trouble Reports					Requires Open Trouble Ticket, Excludes HOA or Resident Caused Events	Y
Minor (<=10% Customers Affected & Common Areas)						
Target (minimum)		-	-	90.0%	<24 Hour Response, Cure by Second Day, Quarterly Only	
Achieved				100.00%		
Major (>10% - <75% Customers Affected)						
Target (minimum)		-	-	90.0%	<4 Hour Response - Cure Within 24 Hours When Reasonable, Quarterly Only	
Achieved				100.0%		
Outage (>=75% Customers Affected)						
Target (minimum)		-	-	90.0%	<2 Hour Response - Cure within 12 Hours When Reasonable, Quarterly Only	
Achieved				100.0%		
3- Outages					Limit on Maximum Credits Per Month	Y
Less than 12 hours	4	0	0	-	No Credit	
13 to 24 hours	-	-	-	-	1- Day Credit	
24 to 48 hours	-	-	-	-	3 - Day Credit	
Over 48 hours	-	-	-	-	7 - Day Credit	
4- Customer Service Orders						Y
Target		-	-	90.0%	<24 Hour Appointment, Work Complete <72Hours, Weekends & Holidays Excluded	
Achieved				100.00%		
5- Customer Hold Time <=90 Seconds						N
Target				90.0%		
Achieved				85.1%		