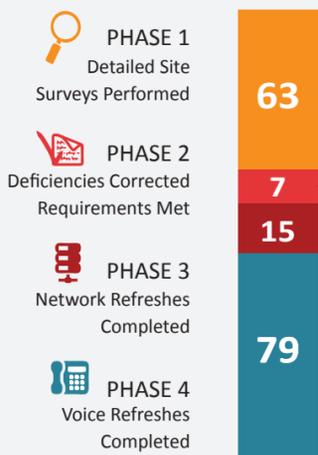


## Refresh Activity



SITES REFRESHED  
**79** in Quarter 3  
**144** to date

USERS IMPACTED  
**3,115** in Quarter 3  
**14,018** to date



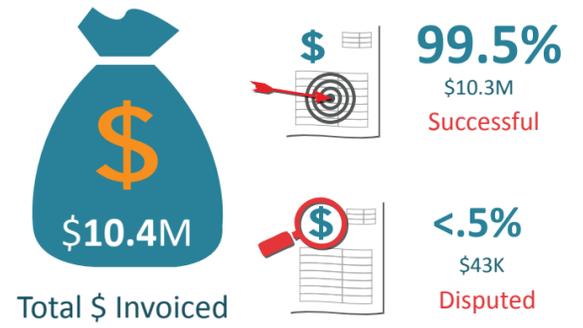
- ### CABLING & POWER
- 11** Extensive/complex site deficiencies escalated to EIC
  - 11** Complete cable/power inspections and gap analysis performed by EIC
  - 9** Requests for EIC assistance in quote solicitation process
  - 8** Agency selections made and Statements of Work provided by vendor

### ← Q3 ACTIVITY BREAKDOWN

## BILLING



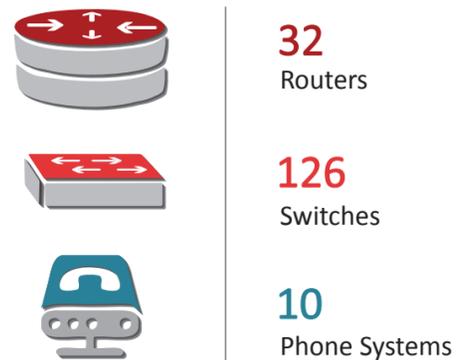
### BILLING DISPUTES



## INVENTORY



### EOL EQUIPMENT SURPLUS



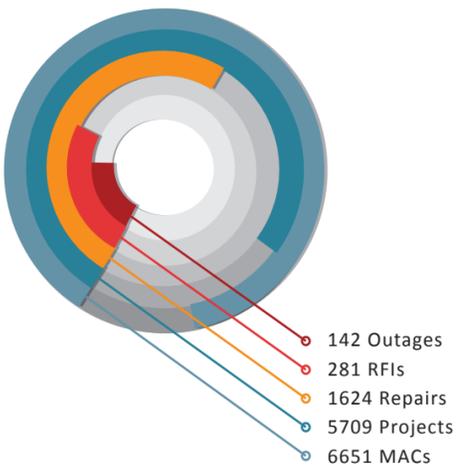
## AUDIT



### SLR PASS RATES

SEVERITY	VOICE	NETWORK
Sev 1	<b>91%</b>	<b>100%</b>
Sev 2	<b>98%</b>	<b>100%</b>
Sev 3	<b>98%</b>	<b>99.5%</b>

### SERVICE TASKS BY TYPE

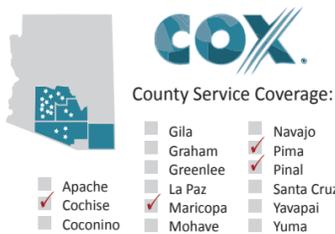


## CARRIER SERVICES

### CARRIER SERVICES BY VENDOR & COUNTY



**58** contract awards / 60 bids

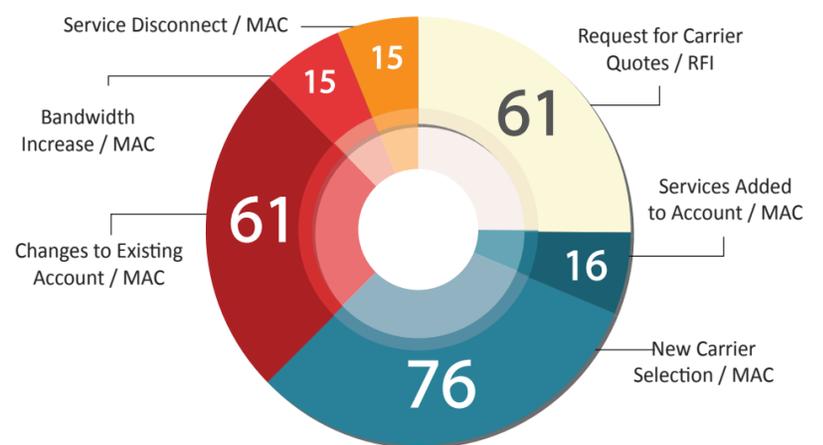


**17** contract awards / 43 bids



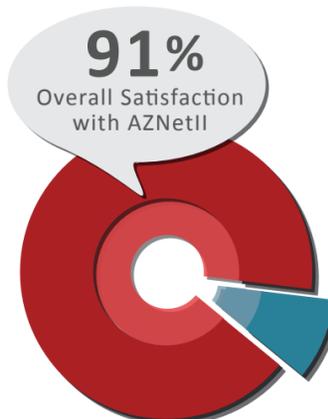
**1** contract award / 27 bids

### CARRIER TICKETS PROCESSED



## CUSTOMER SERVICE

### AZNET II ANNUAL SURVEY RESULTS



### Customer Satisfaction by Service Type

