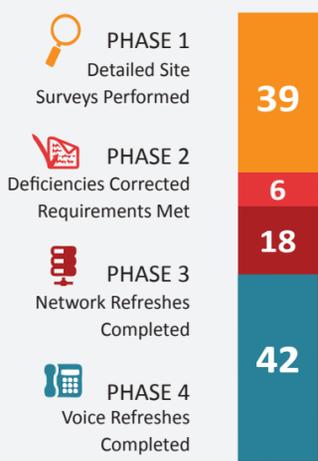


Refresh Activity



SITES REFRESHED
42 / 179* Voice
60 / 230* Network
*Q4 / To-Date

USERS IMPACTED
5,304 in Quarter 4
20,690 to date



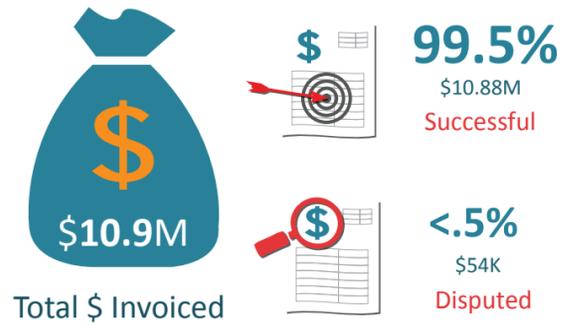
- ### CABLING & POWER
- 12** Extensive/complex site deficiencies escalated to EIC
 - 8** Complete cable/power inspections and gap analysis performed by EIC
 - 6** Requests for EIC assistance in quote solicitation process
 - 5** Agency selections made and Statements of Work provided by vendor

← Q4 ACTIVITY BREAKDOWN

BILLING



BILLING DISPUTES

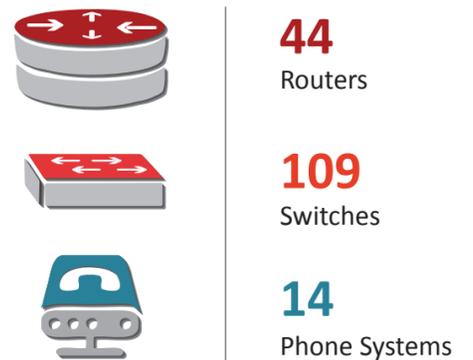


Total \$ Invoiced

INVENTORY



EOL EQUIPMENT SURPLUS



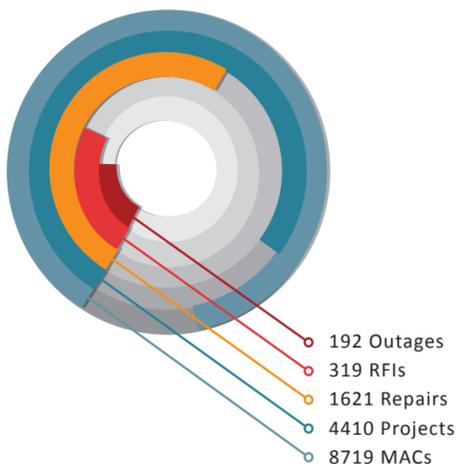
AUDIT



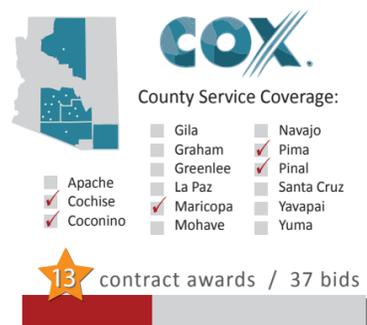
SLR PASS RATES

SEVERITY	VOICE	NETWORK
Sev 1	100%	100%
Sev 2	100%	100%
Sev 3	99.3%	99.1%

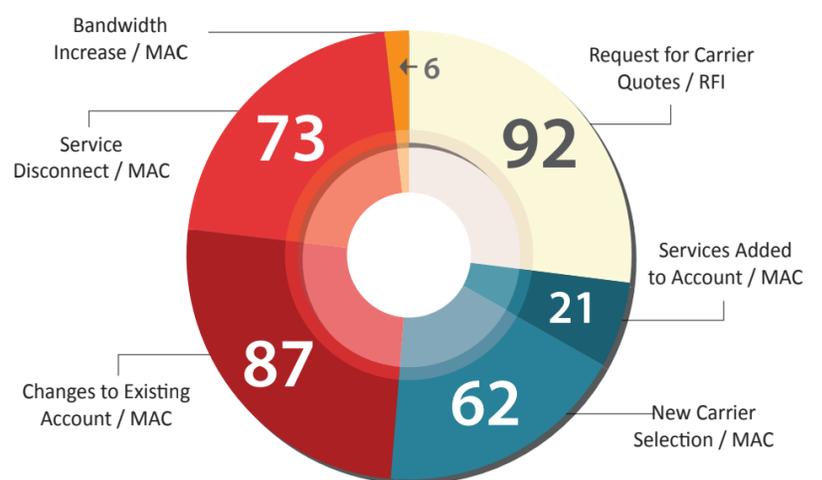
SERVICE TASKS BY TYPE



CARRIER SERVICES

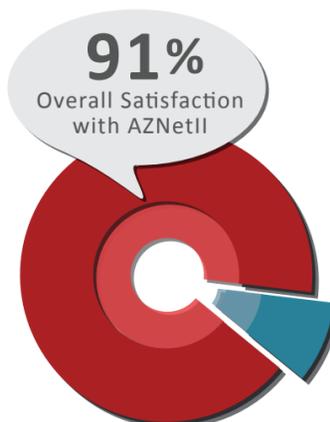


CARRIER TICKETS PROCESSED



CUSTOMER SERVICE

AZNET II ANNUAL SURVEY RESULTS



Customer Satisfaction by Service Type

