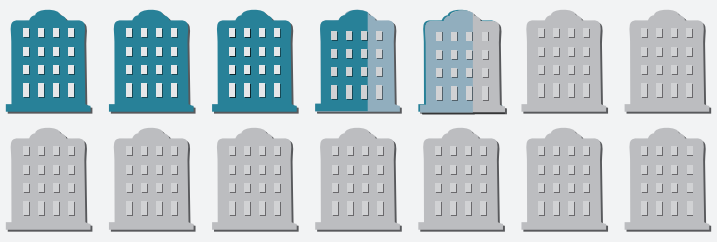
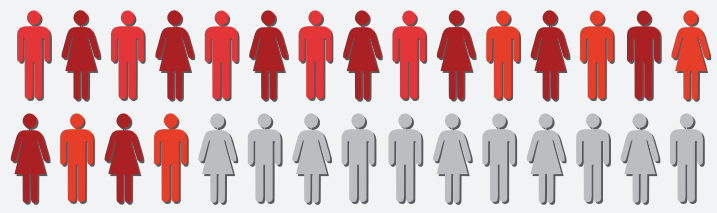
AZNet II

PROGRAM METRICS
FISCAL YEAR 2015
QUARTER ONE

Refresh Activity


740 total sites

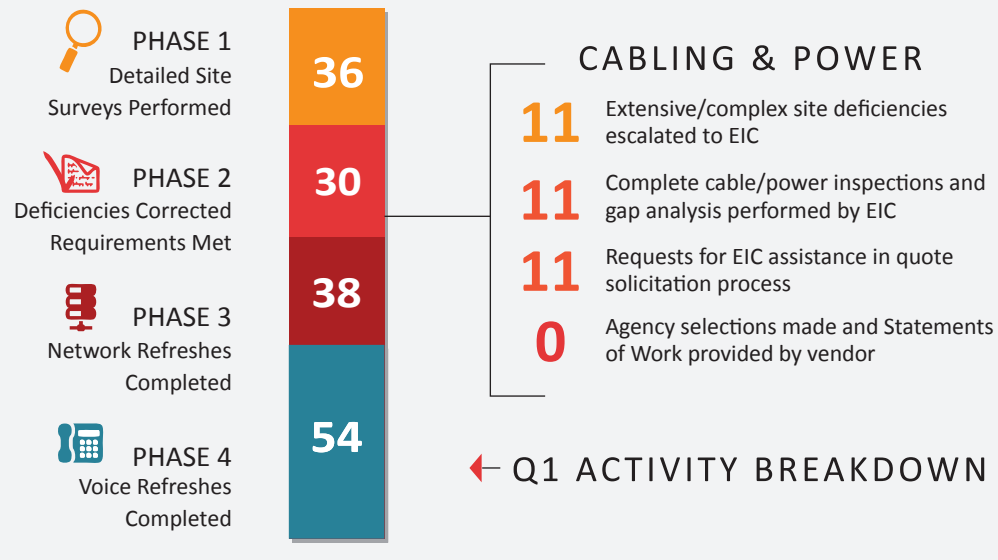

33,000 total users

SITES REFRESHED

54 / 224* Voice
38 / 268* Network
*Q1 / To-Date

USERS IMPACTED

4,462 in Quarter 4
22,592 to date



BILLING

BILLING DISPUTES

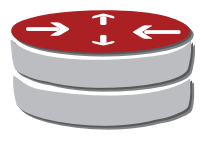
Total $ Invoiced

99.75%
$10.46M
Successful

<.25%
$26K
Disputed

INVENTORY

EOL EQUIPMENT SURSPLUS



90
Routers

83
Switches

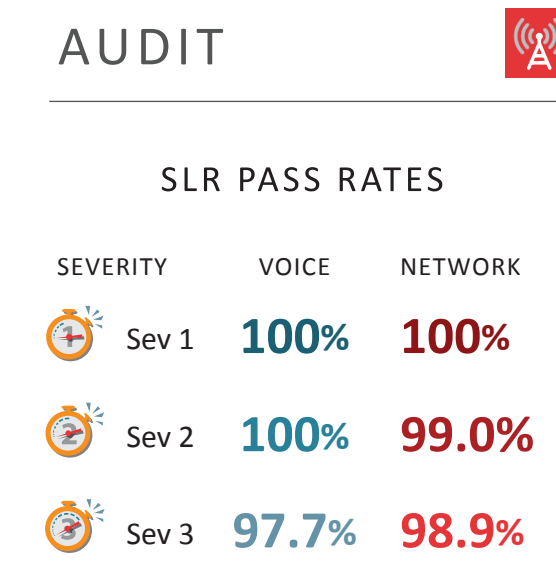
12
Phone Systems

AUDIT

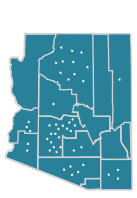
SLR PASS RATES

SEVERITY	VOICE	NETWORK
Sev 1	100%	100%
Sev 2	100%	99.0%
Sev 3	97.7%	98.9%

SERVICE TASKS BY TYPE



CARRIER SERVICES



CenturyLink
County Service Coverage:
- Apache
- Cochise
- Coconino
- Gila
- Graham
- Greenlee
- La Paz
- Maricopa
- Mohave
- Navajo
- Pima
- Pinal
- Santa Cruz
- Yavapai
- Yuma

46 contract awards / 65 bids

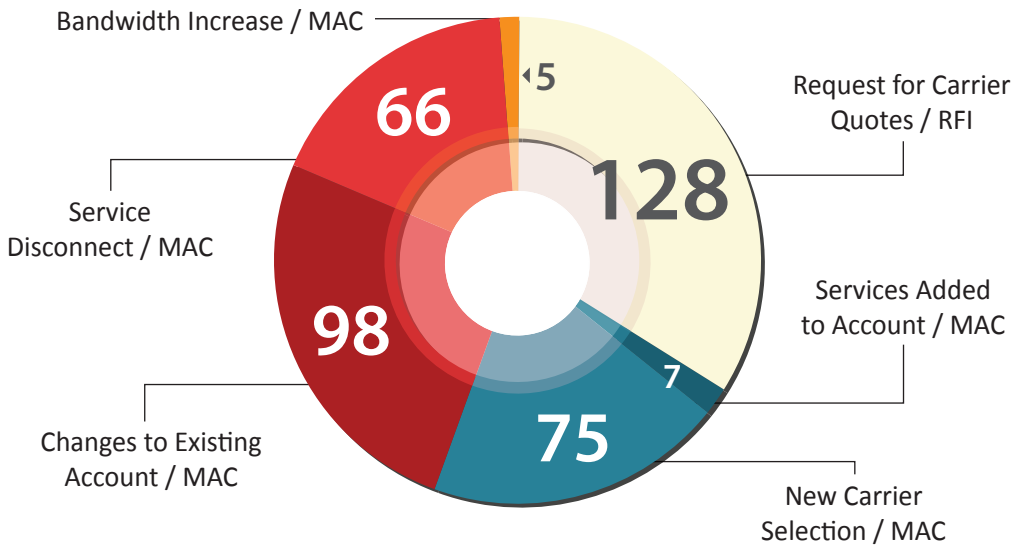
COX
County Service Coverage:
- Apache
- Cochise
- Coconino
- Gila
- Graham
- Greenlee
- La Paz
- Maricopa
- Mohave
- Navajo
- Pima
- Pinal
- Santa Cruz
- Yavapai
- Yuma

23 contract awards / 32 bids

twtelecom
County Service Coverage:
- Apache
- Cochise
- Coconino
- Gila
- Graham
- Greenlee
- La Paz
- Maricopa
- Mohave
- Navajo
- Pima
- Pinal
- Santa Cruz
- Yavapai
- Yuma

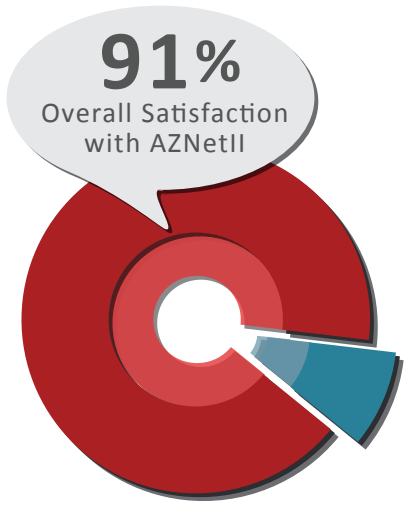
2 contract awards / 14 bids

CARRIER TICKETS PROCESSED



CUSTOMER SERVICE

AZNET II ANNUAL SURVEY RESULTS



Customer Satisfaction by Service Type

87%	Voice Repair
94%	Voice MAC
86%	Data Repair
97%	Data MAC
89%	Project Management
91%	Billing & Carrier
91%	Management & NOC

CenturyLink
Voice and Network Telecom Services

ADOA-ASET
Enterprise Infrastructure & Communication

TELESOFT
Telecom Expense Management