*AZNe*t SLAs Inception to Date Scorecard - October 2007

Service Level Agreement		JUN 06	JUL 06	AUG 06	SEP 06	OCT 06	NOV 06	DEC 06	JAN 07	FEB 07	MAR 07	APR 07	MAY 07	JUN 07	JUL 07	AUG 07	SEP 07	OCT 07
CRITICAL SERVICE LEVEL																		
Severity 1 Trouble Repair SLA	SLA Status																	
	Incident Count	9	5	2	2	1	4	7	2	1	3	2	1	1	0	0	1	4
	Missed Tickets	0	0	0	0	1	0	1	0	0	1	0	0	0	0	0	0	1
	Metric	-27.23	-14.52	-9.14	-4.57	68.02	-10.07	-12.68	-2.27	-1.98	5.07	-5.63	-7.63	-7.11	0.00	0.00	-3.55	-19.75
Severity 2 Trouble Repair SLA	SLA Status																	
	Incident Count	20	17	23	16	21	14	20	15	13	10	13	11	12	6	12	25	19
	Missed Tickets	1	1	1	0	4	2	0	0	0	1	1	1	0	0	0	2	1
	Metric	-70.48	-47.26	-76.53	-71.62	-51.13	-50.49	-86.09	-64.11	-46.47	-32.24	-52.08	-42.15	-51.97	-24.52	-45.36	-118.50	-85.61
Chronic Problems	SLA Status																	
	Incident Count	0	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0
Total SLA Credits		$1,400						$1,400			$1,100							
Seats by Month		40,170	40,170	38,873	38,873	38,873	39,563	39,730	39,332	39,236	39,288	39,400	39,432	39,373	39,427	39,659	39,615	39,624

Notes: Green means met SLA, Red means missed SLA and service credit paid