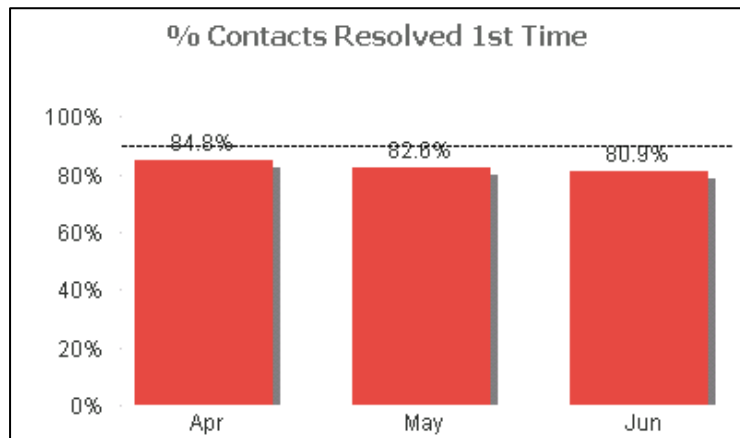
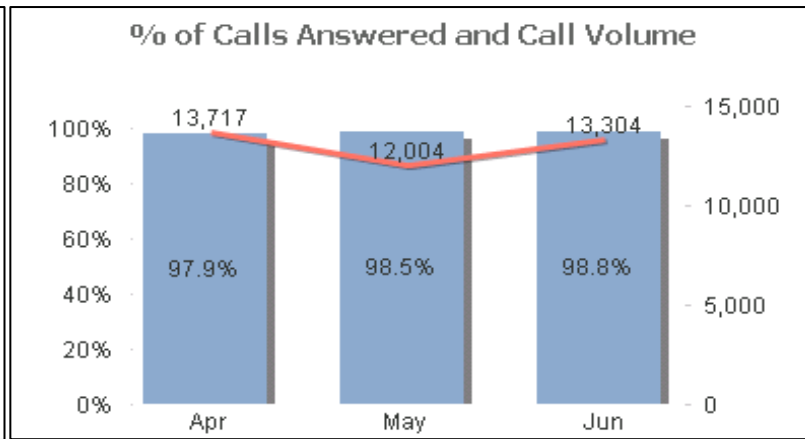
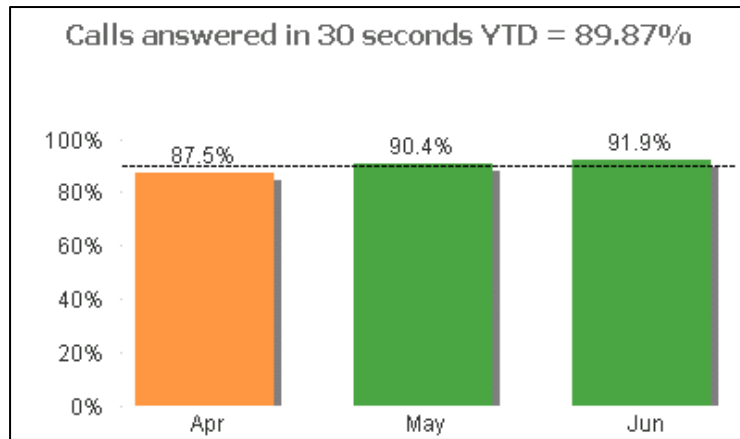


Customer Services and Out of Hours Repairs Performance Quarter 1 – April to June 2015



% of Calls Abandoned	Average Speed of Answer
0.73%	09 secs
Number of OOH Repairs calls	% of OOH calls answered in SLA
2088	93.5%

YTD Satis-faction	RAG	Current Satis-faction	Direction	Comple-tion Rate
98.3%		98.3%		%