

## Service Level Agreement – 7 x 24 Commitments

This document serves as PROVIDER's commitment with the Office of Management and Budget (OMB) to define service level goals, operating practices and repair, maintenance, and reporting policies.

### Part I: Definitions

For purposes of this Commitment, the following terms shall have the meanings set forth hereinafter.

- a. OMB: Office of Management and Budget of the Commonwealth of Puerto Rico
- b. Service Agreement: The agreement subscribed by OMB and PROVIDER pursuant to which OMB becomes a client of PROVIDER.
- c. SLA: Service Level Agreement Commitment pursuant to which PROVIDER commits itself upon the quality and quantity of the delivered services.
- d. PROVIDER Network: Shall mean the telecommunications infrastructure which PROVIDER presently owns/leases and operates, or may hereafter own/lease and operate. In specified cases this will include PROVIDER owned router.
- e. Network Availability: Is the percentage of time that OMB's circuits are available for service in calendar month. The Network Availability calculation is based on the total hours in a calendar month which the circuits covered by this commitment are available for commercial use, minus the total hours in the same calendar month for which the circuits were not available.

The calculation for End-to-End Network Availability for a given month is as follows:

$$\frac{(24 \text{ hours} \times \text{Days in Month}) - \text{Network Outage Time}}{(24 \text{ hours} \times \text{Days in Month})} = \text{Network Availability}$$

Service affecting factors defined in Part VIII: FORCE MAJEURE will be excluded from this calculation.

- f. Throughput or Data Delivery Rate:
  1. PROVIDER initial implementation will consider a data delivery rate based on the Metro Ethernet Forum number 10 technical specification. The Excess Information Rate and the Committed Information Rate will be equal to the UNI contracted speed for the circuit (10, 100, Mbps or 1 Gbps). Is the adjusted ratio of the total of the total user data frames delivered across the Frame Relay/ATM network to total user data frames offered to the Frame Relay/ATM Network.
  2. Throughput or Data delivery rate is the adjusted ratio of the total user data frames delivered across the Frame Relay/ATM network to total user data frames offered to the Frame Relay/ATM Networks.

The calculation for end-to-end Data Delivery Rate for a given month is as follows:

$$\frac{\text{Total Egress Kiloframes}}{\text{Total Ingress Kiloframes} - (\text{BE} + \text{Be Exceeded Kiloframes})} = \text{Throughput (packet line)}$$

Where BE + Be Exceeded Kiloframes means: Discarded frames due to excess data being sent above the maximum rate parameters of any given PVC.

PROVIDER will provide monthly utilization reports for all circuits per affiliate. PROVIDER recommends an upgrade to the CIR (Commitment Information Rate), when circuit utilization reaches or exceeds 75% utilization within OMB defined hours.

Service Affecting factors in Part VIII: FORCE MAJEURE will be excluded from this calculation

g. Latency or Delay:

Metro Ethernet (ME)

1. Latency or Delay is defined as the IP core delay and is calculated as the measurement of time taken for a Customer packet to go from one end of the IP core to the other and back again. It is measured edge-to-edge from PROVIDER's closest IP node providing access to the Customer Premise Equipment (CPE) and end-to-end when the service contracted includes PROVIDER owned router (CPE).

ATM/Frame Relay

2. Is the edge-to-edge PVC delay. It is calculated as the measurement of time taken for a Customer frame to go from one end of an ATM/Frame Relay PVC to the other and back again. It is measured edge-to-edge for PROVIDER's closest ATM/FR nodes providing access to the Customer Premise Equipment (CPE) and end-to-end when the service contracted includes PROVIDER owned router (CPE).

The calculation for the average edge-to-edge or end-to-end roundtrip network delay from a given month is as follows based on the procedure criteria defined below:

$$\text{Sum } D_1 + D_2 + D_N$$

D represents a PROVIDER node used by the PROVIDER network to deliver the Customer packet.

The above number will never exceed the results on the Table 1.

PROVIDER will provide monthly latency reports for all circuits; on a per circuits basis.

h. Tariffs: Applicable Federal and local tariffs will apply.

i. Circuit: Local network access and transport facilities provided by PROVIDER exclusively in its serving territory. These circuits will be used to connect OMB locations to a central termination point located in The Commonwealth of Puerto Rico to be determined by OMB.

j. Critical Circuit: A circuit ordered under the terms of this contract that OMB designates as critical. The maximum percentage of designated critical circuits shall not exceed 20% of OMB's total quantity of circuits. OMB shall provide PROVIDER an annual list, by circuit ID, of those circuits which it defines as a "Critical Circuit". The twenty percent (20%) will be calculated based on an individual affiliate basis. The customer will be responsible of identifying and provide to PROVIDER each affiliate group of each service group.

k. Outage Condition: is defined as any incident or fault that prevents the transmission or receipt of data messages.

l. Outage Duration: The elapsed period of time between PROVIDER being notified of an outage condition caused by PROVIDER products and services by OMB and PROVIDER resolving the outage condition. When circuits are under MNS coverage PROVIDER will be responsible to identify and acknowledge that the circuit encounters any problems. Hence for MNS circuits the outage start will initiate immediately when the MNS System identifies the issue.

- m. Outage Start: When PROVIDER is notified by OMB and a trouble ticket is opened reporting an outage condition caused by products and services provided by PROVIDER.
- n. Outage End: When an outage condition caused by products and/or services provided by PROVIDER has been resolved. And the OMB certifies the outage as corrected.
- o. Scheduled Maintenance: Planned infrastructure maintenance activity that may affect products and services PROVIDER provides OMB. OMB will be notified in advance within 48 hours notification of schedule infrastructure maintenance activities, which may impact its services. OMB will provide PROVIDER with a timeframe of opportunity to be able to comply with such request. PROVIDER will make all responsible efforts to schedule downtime off Customer defined business hours. Outages during schedule maintenance are subject to the SLA performance measures.
- p. Unscheduled Maintenance: Non scheduled emergency infrastructure maintenance activity which may affect products and services PROVIDER provides OMB.
- q. Service Request: Official request submitted by OMB to PROVIDER for new and or rearrangement of services.
- r. Trouble Ticket: Official communication from OMB to PROVIDER of an outage condition caused by products and services provided by PROVIDER. When circuits are under MNS coverage PROVIDER will be responsible to identify and acknowledge that the circuit encounters any problems. Hence for MNS circuits the outage start will initiate immediately when the MNS System identifies the issue.
- s. Average Response Time: average time PROVIDER reacts to a OMB trouble ticket / outage condition and starts problem resolution.
- t. Business Days: 8:00 am-5:00pm local time, Monday-Friday excluding PROVIDER observed holidays.
- u. Access to CUSTOMER Facilities: OMB shall provide to PROVIDER access to OMB locations as required to install and maintain the products and services provided by PROVIDER. Issues arising from access limitations imposed on PROVIDER by OMB will be excluded from SLA performance measures for those occurrences.
- v. Point of Presence: Physical demarcation/termination (circuit and/or equipment) point between products and/or services provided by PROVIDER and OMB owned and managed assets.
- w. Services: PROVIDER EVLS services are included in Exhibit A.
- x. Escalation List: List of PROVIDER personnel OMB is to contact for unresolved service issues. Escalation List included in Exhibit F. PROVIDER is responsible for maintaining this list updated.
- y. Non PROVIDER Caused Outages/Interruption of Service: Outage/Interruption of service caused by non-performance of products and services not provided to OMB by PROVIDER will result in non-service penalties being imposed on PROVIDER by OMB. OMB will incur such costs as may be assessed by PROVIDER resulting from PROVIDER implementing its problem resolution process for a situation where PROVIDER is not involved. PROVIDER will not incur in any expenses unless they have been pre-approved by the OMB designated representative. OMB will not be liable for any non-approved expense that PROVIDER incurs. OMB will inform PROVIDER in writing the designate Customer personnel that can approve an expense.

- z. Response: The initiation of the network problem management process PROVIDER undertakes when it either observes a problem with a network element or is notified by OMB of an impediment that prevents OMB from utilizing PROVIDER's network products and services. Generally, the first step in the network problem management process is for PROVIDER to use remote network diagnostic applications to locate and identify the nature of the problem. When possible, PROVIDER will dispatch technicians to field locations to repair or replace network components to correct the problem.
  
- aa. Chronic: The classification and handling of detected reports as Repeated and/or Chronic in special services one becomes of the following form: The date if each open report is verified against the completed date of the previous report, if some.  
If this date of report opened against the one of 1complete closed report is smaller to 30 days, the open report considers one repeated one of the same form if another open report finds that the date of the closed report previous is smaller to 30 days and this marking as Repeated this automatically becomes Chronic.  
Agreed to the established departmental procedures, for handling of Repeated Reports, these receive a special treatment. "end-to-end" such as one proves Class from where it originates the circuit to where it finishes, with its technician in each en and the intervention of the REACT group.
  
- bb. Expedite: At CUSTOMER's request, PROVIDER will make best efforts to install PROVIDER provided network products and/or services prior to the intervals defined in this contract. CUSTOMER may incur additional charges to be assessed at prevailing rates to complete expedited installation and repair activities. PROVIDER does not guarantee that all expedited requests will be completed in advance to the contracted intervals. OMB will inform PROVIDER in writing the designated OMB personnel that can approve an expedite order. Customer will be responsible for payment only when the expedite completion date is achieved by PROVIDER.
  
- cc. Priority 1: Total loss of service. Degraded circuit (the circuit is degraded to the extent where customer is unable to use it). And an emergency condition that causes critical impact to the supported network devices.
  
- dd. Priority 2: Degraded circuit (the circuit is degraded, customer is able/ still wants to use it and is not prepared to report to PROVIDER BCSC). When an important product (equipment) function has intermittent problem, or a common, non-essential operation is failing consistently.
  
- ee. Priority 3: Non service affecting (a single non-circuit specific and/or equipment quality of service inquiry).
  
- ff. Remote Support: is defined as PROVIDER providing OMB with technical assistance via telephone, fax, email, and/or first class mail.
  
- gg. On-Site Support: is defined as PROVIDER's support engineer physically present at a location. OMB will provide reasonable accommodations to on-site support engineer(s), this include but is not limited, workspace, network connection and phone line.
  
- hh. Remote Access: is defined as terminal access to the equipment via an in-band connection through network and/or an out-band modem connected to the console.
  
- ii. Fix: Involves resolution of an incident and involves taking the appropriate steps to resolve a request for assistance. This may include providing circumvention work-around, temporary or permanent configuration fixes, fix distribution technical information, how-to assistance and other similar information.

- jj. Incident: shall mean any one single identified network device issues or problem. One contact by the End-User may include multiple Incidents, and a single Incident may require more than one contact to resolve.
- kk. Level 1 Support: shall mean identify and solving any issue that is covered in the network device installation or users' guide, and relates only to the existing pre-installed operating system and pre-configured hardware.
- ll. Level 2 Support: shall mean identifying and solving software and hardware issues that have prescribed solutions, existing patches, prior fixes, etc. This also covers basic configuration of the network device which is not covered in the installation or users' guide, and configuration of new vendor supported hardware in supported network devices utilizing existing functionalities in the current system. This may require multiple e-mail and/or telephone communications between support engineers and the OMB's representative. This level is restricted to a single incident, strictly within the scope of the problem at hand.
- mm. Level 3 Support: shall mean identifying and solving software and hardware issues that have undocumented solutions or fixes; any complex system configuration of not covered at the Level 1 Support or Level 2 Support. This level of support may require multiple e-mail communications, telephone communications, and remote sessions between support engineers and the OMB representative to fix or resolve.
- nn. Level 4 Support: shall mean any issues, above Level 3 Support, which involve development, such as original code writing, scripts or patch writing, to resolve.
- oo. Response Time: is defined as that time beginning when PROVIDER receives a call about an Incident from OMB, and ending when that/those individual(s) update(s) the OMB on the status of the problem and the action plan for resolution.
- pp. System Restoration: shall mean a solution which stabilizes the network device by providing an alternative which allows the use of the network without negative impacts or data corruption to the system. This solution can be an existing patch work around or a set of recommendations for optimizing the network operation. It shall include a documented plan for a permanent resolution, which resolutions may require Level 4 Support.

Part II TERM:

This Commitment shall become effective on the same date the Service Agreement is subscribed by PROVIDER and OMB.

Part III SERVICES:

The services contracted by OMB are fully described in the Service Agreement to which this SLA Commitment is made to form part of.

Part IV MAINTENANCE AND REPAIR OF CIRCUITS:

a. Average Respond Time:

The services contracted under the present agreement are to be performed solely by PROVIDER or a contractor designated to perform such services for PROVIDER. The OMB, its employees, representative and/or agents, agree not tamper, alter or in any manner intervene with the equipment installed by PROVIDER under the present service Agreement during the term of this

Agreement. Such action would constitute sufficient cause for PROVIDER to immediately cancel the present Agreement.

Maintenance service is to be rendered during regular working hours: from eight (8:00 am) to five (5:00 pm), Monday through Friday. Weekends and holidays excluded.

Major breakdown is defined as a complete failure of any of the circuits at OMB main location or any location within the 20% of total circuits that customer has defined as critical. The response time for the above will be 2 hours. The twenty percent (20%) will be calculated based on an individual affiliate basis.

Minor Failure is defined as a problem that does not affect the communication between OMB's connected points. These minor problems may be increased delay and excessive packet loss. Response time will be 8 hours Islandwide during normal working hours as described herein above.

Reporting outages of the transport facilities included in this Agreement shall be addresses to the PROVIDER call center or NOC-Network Operation Center 7x24x365 and then reported pursuant to PROVIDER Special Facilities Reporting and Escalation Procedures for EVLS ("Escalation List"). The Escalation List must be attached to this agreement. The response time will be executed as mentioned hereinbefore. Any change to the Escalation List must be notified immediately to OMB.

PROVIDER must send a monthly report about all situations and/or Incidents occurred in the previous month. The report must include the Situation/Incident, date and time of occurrence, how PROVIDER resolve it, including date and time.

In the event that the PROVIDER technical support team certify an "NTF" (no trouble found), which means that the PROVIDER facilities and/or equipments are functioning properly, OMB will be invoiced in the amount of \$00.00 for each occurrence of NTF in accordance to current tariff rate. PROVIDER will notify OMB when a problem resolution is likely to result in a NTF.

b. Service Credits: Please refer to Section SEVEN herein below:

Part V REQUEST FOR SERVICES: The procedure for request of Services, whether Maintenance Services and/additional services shall be more fully described in the Agreement between PROVIDER and OMB to which this documents forms part.

Part VI LEVELS OF SERVICE: PROVIDER commits to the following levels of service upon the definition if ownership of the equipments:

Edge-to-Edge means the interconnections points associated with PROVIDER ending nodes located in the Central Offices Exchanges.

End-to-End is related with a circuit or facility that terminates in a CPE owned or maintained by PROVIDER.

Parameters	End-to-End	Edge-to-Edge
Network of Service Availability	99.90%	99.50%
Latency or Network Transit Delay Per Node	See Table 1	See Table 1
Packet Loss	< 0.5%	< 0.5%
Throughput or data delivery rate	99.9%	99.9%
Mean Time to Repair (MTTR) or Restoration Time	See Table 2	See Table 2
New Circuit Time Install	30 calendar days	14 calendar days

When a new circuit or equipment is requested, PROVIDER must bring OMB the delivery date of the service requested. If PROVIDER doesn't deliver the new circuit or equipment in the time frame accorded, PROVIDER must credit the installation costs to and the first month costs to the OMB. Every new circuit or equipment installation needs to be certified by OMB technicians before it can be invoiced. After the circuit / equipment installation certification by the OMB technician, PROVIDER will receive a notification with the results of the test (Pass or No Pass) and then, PROVIDER could start invoicing the new circuit / equipment.

Part VII CREDITS: Credits will be granted based on the schedule shown on Table 3: Credits.

PROVIDER will apply the credit on individual circuits. This means that PROVIDER will compute the credit based on the accumulated non service or down time circuits that belong to the specific government entity. Credits are not to exceed 100% of the total service charges for the month. If PROVIDER doesn't apply the credit to the month invoice, the OMB will apply the credit automatically to the month invoice based on the following scenarios.

The credit will base in two different scenarios first one is when the report is during PROVIDER Business Hours. In the case the applicable credit will be according to the numbers that are resented on Table 3.

Non Business Hours will be calculated in this scenario. For each 0.10% below the performance requirement: 100% of the invoiced service charge for the affected customer of the service for the given month not to exceed 100% of the amount that would have been invoiced had there been no credits. See Table 4.

PROVIDER must inform the OMB about the circuits with non service or down time, and verify with the office or agency to make sure that the non service aren't cause by power failure or other situation beyond the control of PROVIDER.

Part VIII FORCE MAJEURE: Events of Force Majeure including, but not limited to, acts of God, acts of public enemy, acts of sovereign nation or any state or political subdivision thereof, fires, explosions, earthquakes, hurricane, tropical storms, severe storms, severe weather conditions, epidemics or quarantine restrictions, strikes, slowdowns, lockouts, labor stoppage or embargoes, sabotage, terrorist or other subversive activity and other unforeseeable situations beyond the control of a party hereto shall relieve such party (the "Non-Performing-Party"), for so long as such event shall continue, from obligations imposed upon it by this Agreement. The Non-Performing Party shall, as soon as feasible, notify the other party hereto of (a) its best reasonable assessment of the nature and duration of the event of Force Majeure or unforeseeable situation and (b) the steps it is undertaking, or plans to undertake, in order to cure or reduce the effect of such event or situation throughout the duration of the event of Force Majeure or unforeseeable situation, the Non-Performing Party shall use its best reasonable efforts to cure or reduce the effect thereof. The other party hereto shall have no right to claim damages for any resulting non-performance, partial performance or delay in performance by

the Non-Performing Party of its contractual obligations hereunder.

Where, despite any of above specified hindrances or preventions, limited performance by PROVIDER is reasonably possible, PROVIDER shall apportion its materials and resources so as to maintain and provide for OMB the services ordered by OMB which bears the same relationship to PROVIDER's total availability for all customers.

Part IX MANAGED NETWORK SERVICE (MNS): is an integrated framework of around-the-clock outsourced services for managing OMB IT Infrastructure. These services must include experienced personnel, proven processes, and sophisticated technology for a complete and scalable strategy. Expert monitoring, management and response from the Network and Security Operations Center (NOC). Highly trained and qualified personnel must be available to assist OMB 24x7x365.

1. OMB Obligations. OMB will establish all initial contact for technical assistance. OMB shall designate up to five (5) individuals as authorized technical contacts for this agreement. OMB shall give prompt notice to PROVIDER of any changes to such authorized contacts. If PROVIDER support is required, an authorized contact of OMB, and only an authorized contact, will contact PROVIDER by telephone, communication in English or Spanish language only, and insure that any required information and the issue is included in telephone conversation or through other lines of communications such as email, fax or first class mail. OMB shall provide PROVIDER with the rights to use vendor support under OMB's maintenance contracts.
2. PROVIDER Obligations. The Networking Monitoring and Managed services include; remote and on-site incident response, support, outsourcing, patching, 24x7x365 availability, monitoring, management and configuration on internetworking, open and follow up cases, and troubleshooting to help minimize any downtime. PROVIDER will provide technical services for network monitoring, hardware-software upgrades and configuration changes as requested by OMB. In case of support/troubleshooting services, PROVIDER will determine the issue, diagnose and isolate the problem, search knowledge bases known problems for resolution and determine whether it is an issue that requires Level 2 Support, Level 3 Support or Level 4 Support. PROVIDER must assign a qualified engineer and/or sub-contractor that will be responsible for managing the diagnosis and resolution of the call, and for communicating the status of the problem resolution to OMB. Coverage hours, Response Time and Fix times will depend on the call severity level and will meet the delivery specifications as shown in Table 1. The PROVIDER support engineer will provide all necessary information to OMB that is required to implement the Fix on the network device. The PROVIDER support engineer will provide OMB with any assistance required to resolve the problem and close the Incident. After resolution, PROVIDER will provide OMB information as it relates to the solved/closed Incidents in order to assist OMB in solving future Incidents. In the event that such delivery specifications cannot be met, PROVIDER will notify OMB, and PROVIDER shall assign a technical account manager ("TAM") for that incident(s) to OMB. The TAM will contact the OMB authorized contact (or such other contact as designated by the authorized contact), communicate the reason for failing to meet the delivery specifications, and the TAM and OMB's authorized contact will create an action plan on how to solve the Incident in the most efficient manner.
3. Exclusions. Notwithstanding the foregoing, PROVIDER shall have no liability if the alleged infringement arises from (a) the modification of the Indemnified Materials by any party other than PROVIDER, or (b) the use of any hardware or software product with the Indemnified Materials or a combination of the Indemnified Materials with any other software or hardware product not approved by PROVIDER, if the infringement would not have occurred using the Indemnified Materials either alone or in combination

with any software or hardware product approved by PROVIDER, or (c) use of Indemnified Materials except as specified by PROVIDER.

4. Metrics and Incident Reports. PROVIDER shall provide metrics and incident reports to OMB which will give a summary description of Incidents in a manner and with content that is mutually agreeable to the parties, and any other generally available reports reasonably requested by OMB.
5. Quarterly Service Reports. PROVIDER shall provide OMB with an overview of OMB's operation and services required during the period, if requested. OMB is required to complete s Service Quality Evaluation Form for services rendered by PROVIDER during the previous quarter.

Latency

TABLE 1 – Latency acceptance parameters

Circuit Type	Payload	MS	Payload	MS
ATM/FR – 256Kbps	1.5 Kbytes	75	32 Bytes	14
ATM/FR – 512Kbps	3.0 Kbytes	75	32 Bytes	10
ATM/FR – 1.54Mbps (T1)	12.0 Kbytes	75	32 Bytes	10
ME – 3.0Mbps	24.0 Kbytes	75	32 Bytes	10
ME – 5.0Mbps	24.0 Kbytes	75	32 Bytes	10
ME – 10.0Mbps	24.0 Kbytes	75	32 Bytes	10
ME – 20.0Mbps	24.0 Kbytes	75	32 Bytes	10
ME – 100.0Mbps	24.0 Kbytes	75	32 Bytes	10

Table 2 – Managed Services Delivery Specifications (equipment & connectivity)

Call Severity Level	Coverage Hours	Response Time	System Restoration	Fix	Reporting to OMB
Priority 1	24hrs/day 365days/year	2 hours	24 hours	3 days	Monthly
Priority 2	24hrs/day 365days/year	4 hours	48 hours	10 days	Monthly
Priority 3	24hrs/day 365days/year	12 hours	Nor Required	15 days	Monthly

Table 3: Credits

Edge to Edge (8x5 Business Hours) – 99.5%		
Availability %	Down Hours	Discount %
99.5	3	0.0
99.4	4	2.5
99.3	5	5.0
99.2	5.5	7.5
99.1	6	10.0
99.0	7	12.5
98.9	8	15.0
98.8	8.5	17.5
98.7	9	20.0
98.6	10	22.5
98.5	10.5	25.0
98.4	11	27.0
98.3	12	30.0
98.2	13	34.5
98.1	13.5	39.0
98.0	14	43.5
97.9	15	48.0
97.8	16	52.5
97.7	16.5	57.0
97.6	17	61.5
97.5	18	66.0
97.4	18.5	70.5
97.3	19	75.0
97.2	20	79.5
97.1	21	84.0
97.0	21.5	88.5
96.9	22	93.0
96.8	23	97.5
96.7	24	100.0

End to End (8x5 Business Hours) – 99.9%		
Availability %	Down Hours	Discount %
99.9	0.5	0
99.8	1	2
99.7	2	4
99.6	2.5	6
99.5	3	8
99.4	4	10
99.3	5	12
99.2	5.5	14
99.1	6	16
99.0	7	18
98.9	7.5	20
98.8	8	22
98.7	9	24
98.6	10	26
98.5	10.5	28
98.4	11	30
98.3	12	32
98.2	12.5	36
98.1	13	40
98.0	14	44
97.9	15	48
97.8	15.5	52
97.7	16	56
97.6	17	60
97.5	18	64
97.4	18.5	68
97.3	19	72
97.2	20	76
97.1	20.5	80
97.0	21	84
96.9	22	88
96.8	23	92
96.7	23.5	96
96.6	24	100

Table 4: Credits for Non Business Hours

Availability %	Down Hours	Discount %
99.9	43.2	0
99.8	86.4	1
99.7	129.6	2
99.6	172.8	3
99.5	216.0	4
99.4	259.2	5
99.3	302.4	6
99.2	345.6	7
99.1	388.8	8
99.0	432.0	9
98.9	475.2	10
98.8	518.4	11
98.7	561.6	12
98.6	604.8	13
98.5	648.0	14
98.4	691.2	15
98.3	734.4	16
98.2	777.6	17
98.1	820.8	18
98.0	864.0	19
97.9	907.2	20
97.8	950.4	21
97.7	993.6	22
97.6	1036.8	23
97.5	1080.0	24
97.4	1123.2	25
97.3	1166.4	26
97.2	1209.6	27
97.1	1252.8	28
97.0	1296.0	29
96.9	1339.2	30
96.8	1382.4	31
96.7	1425.6	32
96.6	1468.8	33
96.5	1512.0	34
96.4	1555.2	35
96.3	1598.4	36
96.2	1641.6	37
96.1	1684.8	38
96.0	1728.0	39
95.9	1771.2	40
95.8	1814.4	41
95.7	1857.6	42
95.6	1900.8	43
95.5	1944.0	44
95.4	1987.2	45

<b>Availability %</b>	<b>Down Hours</b>	<b>Discount %</b>
95.3	2030.4	46
95.2	2073.6	47
95.1	2116.8	48
95.0	2160.0	49
94.9	2203.2	50
94.8	2246.4	51
94.7	2289.6	52
94.6	2332.8	53
94.5	2376.0	54
94.4	2419.2	55
94.3	2462.4	56
94.2	2505.6	57
94.1	2548.8	58
94.0	2592.0	59
93.9	2635.2	60
93.8	2678.4	61
93.7	2721.6	62
93.6	2764.8	63
93.5	2808.0	64
93.4	2851.2	65
93.3	2894.4	66
93.2	2937.6	67
93.1	2980.8	68
93.0	3024.0	69
92.9	3067.2	70
92.8	3110.4	71
92.7	3153.6	72
92.6	3196.8	73
92.5	3240.0	74
92.4	3283.2	75
92.3	3326.4	76
92.2	3369.6	77
92.1	3412.8	78
92.0	3456.0	79
91.9	3499.2	80
91.8	3542.4	81
91.7	3585.6	82
91.6	3628.8	83
91.5	3672.0	84
91.4	3715.2	85
91.3	3758.4	86
91.2	3801.6	87
91.1	3844.8	88
91.0	3888.0	89
90.9	3931.2	90
90.8	3974.4	91
90.7	4017.6	92
90.6	4060.8	93
90.5	4104.0	94

<b>Availability %</b>	<b>Down Hours</b>	<b>Discount %</b>
90.4	4147.2	95
90.3	4190.4	96
90.2	4233.6	97
90.1	4276.8	98
90.0	4320.0	99
89.9	4363.2	100