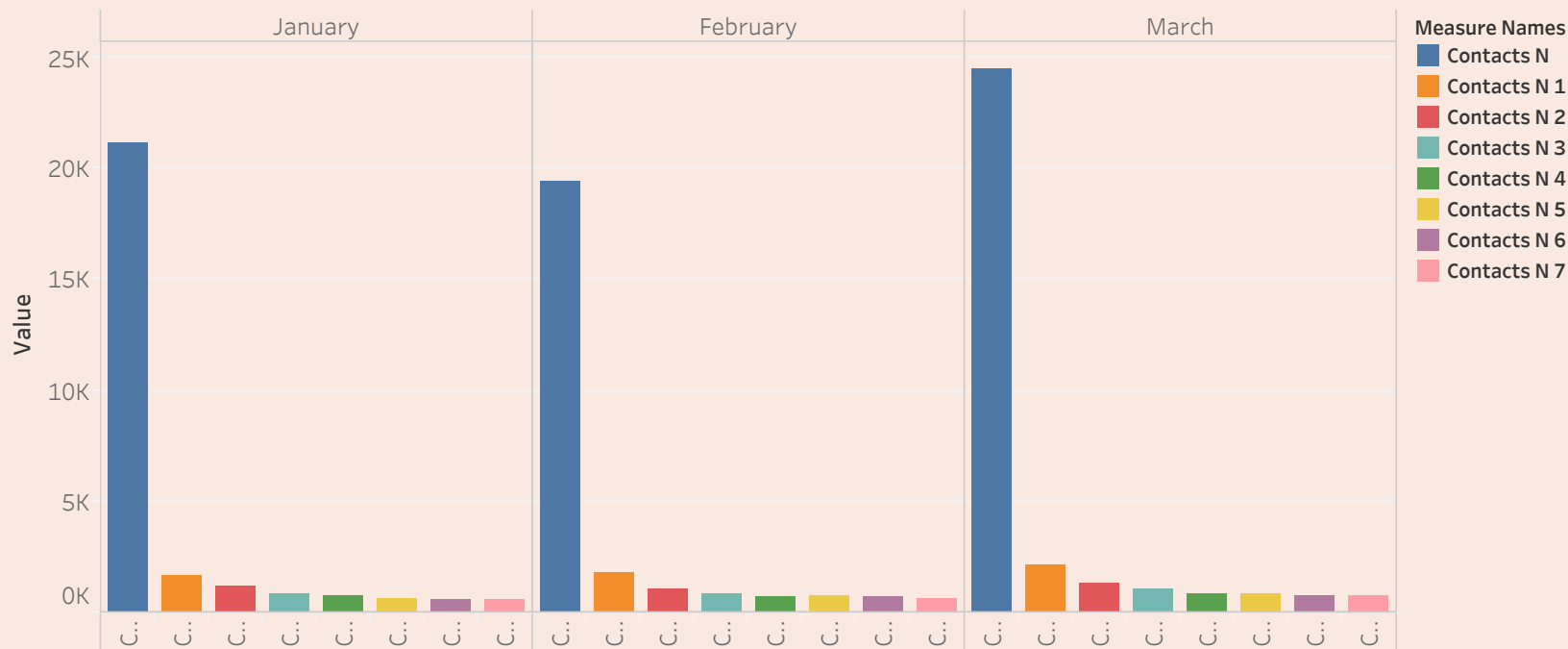
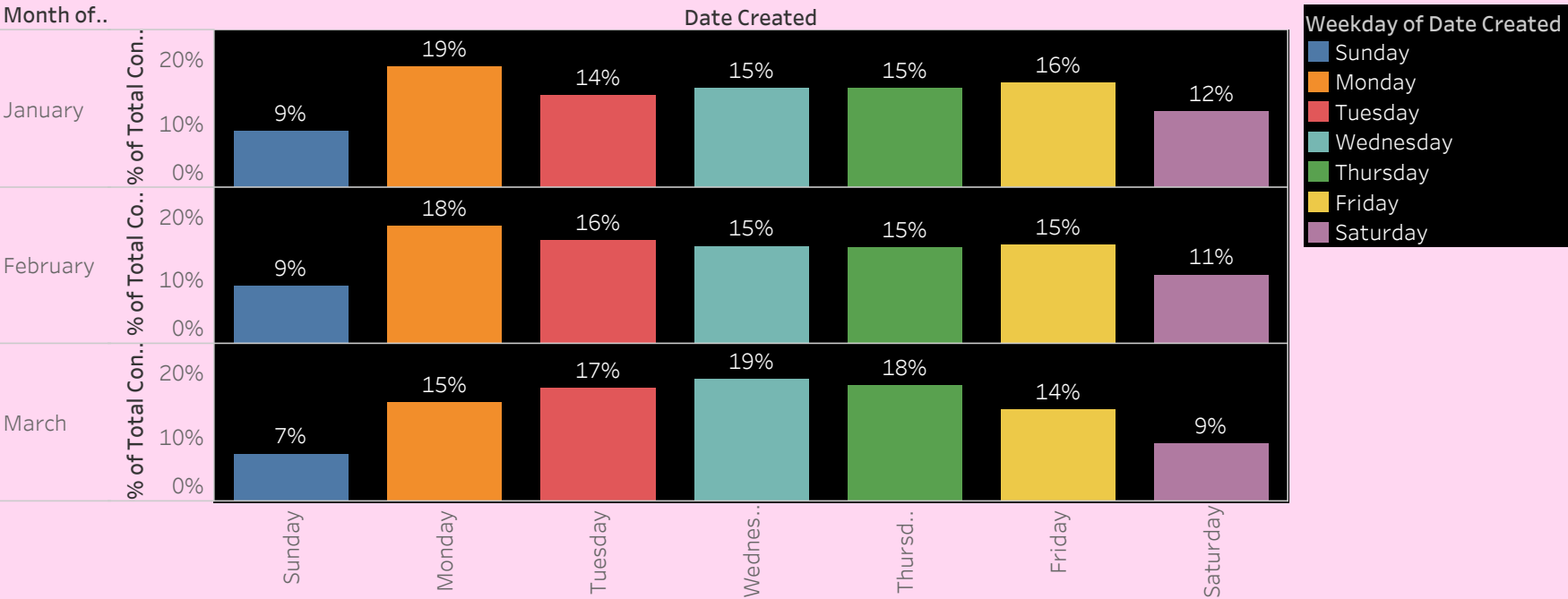


Repeats by month



Contacts N, Contacts N 1, Contacts N 2, Contacts N 3, Contacts N 4, Contacts N 5, Contacts N 6 and Contacts N 7 for each Date Created Month. Color shows details about Contacts N, Contacts N 1, Contacts N 2, Contacts N 3, Contacts N 4, Contacts N 5, Contacts N 6 and Contacts N 7.

Calls by Day of Week



% of Total Contacts N for each Date Created Weekday broken down by Date Created Month. Color shows details about Date Created Weekday. Percents are based on each column of the table.

## Repeat calls by 1st call date

Day of D..	Month of..	Contac..	Contac..	Contac..	Contac..	Contac..	Contac..	Contac..	Contac..
1	January	386	28	25	14	16	7	7	8
	February	763	70	37	38	24	7	22	29
	March	829	73	46	53	35	24	29	21
2	January	396	31	18	37	13	10	4	9
	February	717	43	46	31	26	50	28	23
	March	783	88	52	46	23	50	28	34
3	January	983	62	62	39	34	23	17	28
	February	695	75	38	10	36	23	20	23
	March	917	87	47	31	58	33	21	22
4	January	806	73	50	36	26	15	25	29
	February	696	54	19	40	33	35	29	24
	March	783	74	37	38	29	31	26	30
5	January	844	74	38	15	21	32	15	17
	February	489	40	30	21	19	24	22	18
	March	617	37	42	25	15	16	19	9
6	January	989	66	36	19	34	34	23	25
	February	328	36	16	19	21	14	15	20
	March	443	34	27	19	11	20	15	13
7	January	701	48	31	37	36	25	28	26
	February	881	72	40	54	28	29	25	42
	March	925	87	58	49	41	27	18	43
8	January	433	37	38	28	17	15	16	8
	February	631	62	48	24	14	26	31	19
	March	777	69	58	48	21	14	31	28
9	January	391	42	32	19	20	10	13	10
	February	663	42	41	27	28	45	26	13
	March	749	88	44	25	17	41	34	33
10	January	704	54	35	37	28	15	17	13
	February	752	68	33	30	32	23	34	36
	March	796	60	21	19	47	24	41	22
11	January	725	70	35	34	22	14	27	18
	February	666	50	29	42	29	49	28	23
	March	718	48	34	49	40	41	28	23
12	January	827	65	51	13	14	26	17	25
	February	578	92	41	23	23	25	25	22
	March	508	36	48	26	22	9	12	11
13	January	957	78	30	20	18	20	19	16

Contacts N, Contacts N 1, Contacts N 2, Contacts N 3, Contacts N 4, Contacts N 5, Contacts N 6 and Contacts N 7 broken down by Date Created Day and Date Created Month.

## Repeat calls by 1st call date

Day of D..	Month of..	Contac..	Contac..	Contac..	Contac..	Contac..	Contac..	Contac..	Contac..
13	February	571	93	52	30	22	14	25	7
	March	470	64	30	26	18	10	12	7
14	January	850	36	14	22	22	15	19	24
	February	998	113	48	33	40	27	18	20
	March	958	83	46	37	23	15	11	45
15	January	512	30	20	23	30	15	11	8
	February	762	70	41	36	27	21	32	25
	March	830	89	41	29	17	24	26	32
16	January	358	27	20	19	13	18	7	7
	February	664	39	50	42	16	25	44	35
	March	934	82	53	24	16	31	36	38
17	January	644	59	39	28	32	21	10	15
	February	830	176	29	14	20	43	22	24
	March	638	64	22	11	35	23	24	32
18	January	772	66	43	25	31	14	29	11
	February	1,005	67	17	44	38	26	21	19
	March	654	40	22	40	28	32	23	17
19	January	749	62	45	30	9	27	12	19
	February	478	38	39	33	16	16	20	12
	March	436	29	32	21	19	28	10	11
20	January	664	58	35	12	30	19	20	11
	February	437	41	31	25	14	18	11	20
	March	430	39	26	12	18	14	7	6
21	January	753	47	19	37	28	21	17	19
	February	712	51	44	17	30	21	15	44
	March	904	83	56	42	30	31	19	39
22	January	623	39	45	30	30	23	29	25
	February	973	127	41	27	24	20	41	29
	March	974	82	69	41	23	13	37	29
23	January	342	26	18	18	16	18	21	14
	February	895	29	41	20	26	43	21	31
	March	1,030	95	56	38	18	40	48	52
24	January	810	65	42	30	35	19	20	29
	February	618	56	24	19	32	24	28	17
	March	1,140	84	40	23	36	42	27	24
25	January	685	53	33	44	19	17	31	38
	February	631	54	32	54	26	26	16	18

Contacts N, Contacts N 1, Contacts N 2, Contacts N 3, Contacts N 4, Contacts N 5, Contacts N 6 and Contacts N 7 broken down by Date Created Day and Date Created Month.

Repeat calls by 1st call date

Day of D..	Month of..	Contac..	Contac..	Contac..	Contac..	Contac..	Contac..	Contac..	Contac..
25	March	1,315	99	33	52	43	39	46	19
26	January	822	65	137	25	22	37	41	25
	February	542	45	45	29	17	28	20	18
	March	620	59	51	50	27	37	21	15
27	January	638	67	30	17	42	22	13	18
	February	407	50	24	13	8	10	14	12
	March	443	55	26	19	26	20	13	6
28	January	1,119	49	36	64	41	41	32	27
	February	970	74	50	36	24	27	18	27
	March	974	92	46	57	34	18	14	23
29	January	514	43	44	28	20	21	13	18
	March	852	81	47	31	13	7	19	23
30	January	353	47	23	19	12	17	14	8
	March	1,086	82	50	21	17	45	19	27
31	January	784	69	41	30	28	25	10	27
	March	920	55	34	21	43	19	23	19

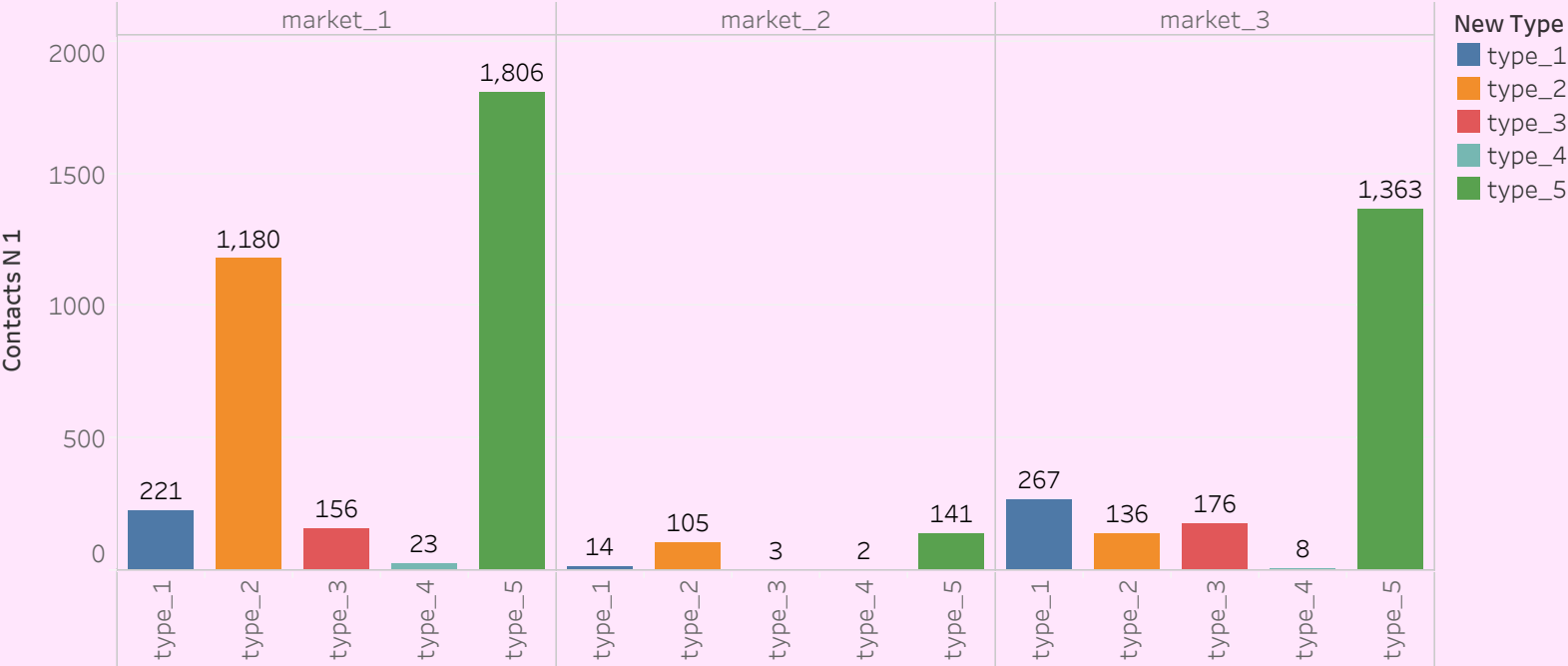
Contacts N, Contacts N 1, Contacts N 2, Contacts N 3, Contacts N 4, Contacts N 5, Contacts N 6 and Contacts N 7 broken down by Date Created Day and Date Created Month.

Calls by market and type

New Market	New Type	Contacts N	Contacts N 1	Contacts N 2	Contacts N 3	Contacts N 4	Contacts N 5	Contacts N 6	Contacts N 7
market_1	type_5	17,527	1,806	1,043	788	645	640	524	523
	type_2	23,665	1,180	831	663	623	603	565	577
	type_1	2,504	221	136	106	114	97	86	90
	type_3	1,353	156	128	116	80	69	71	71
	type_4	284	23	15	16	14	9	10	8
	Total	45,333	3,386	2,153	1,689	1,476	1,418	1,256	1,269
market_2	type_5	2,005	141	77	45	37	39	27	30
	type_2	1,997	105	51	31	38	26	20	36
	type_1	290	14	11	9	4	4	7	3
	type_3	77	3	2	4	3	3	4	5
	type_4	20	2	1	2		2	1	
	Total	4,389	265	142	91	82	74	59	74
market_3	type_5	10,835	1,363	718	476	363	344	334	290
	type_1	759	267	240	225	207	201	181	177
	type_3	994	176	128	110	96	76	85	83
	type_2	2,549	136	99	108	69	78	67	81
	type_4	80	8	5	4	2	2	3	4
	Total	15,217	1,950	1,190	923	737	701	670	635

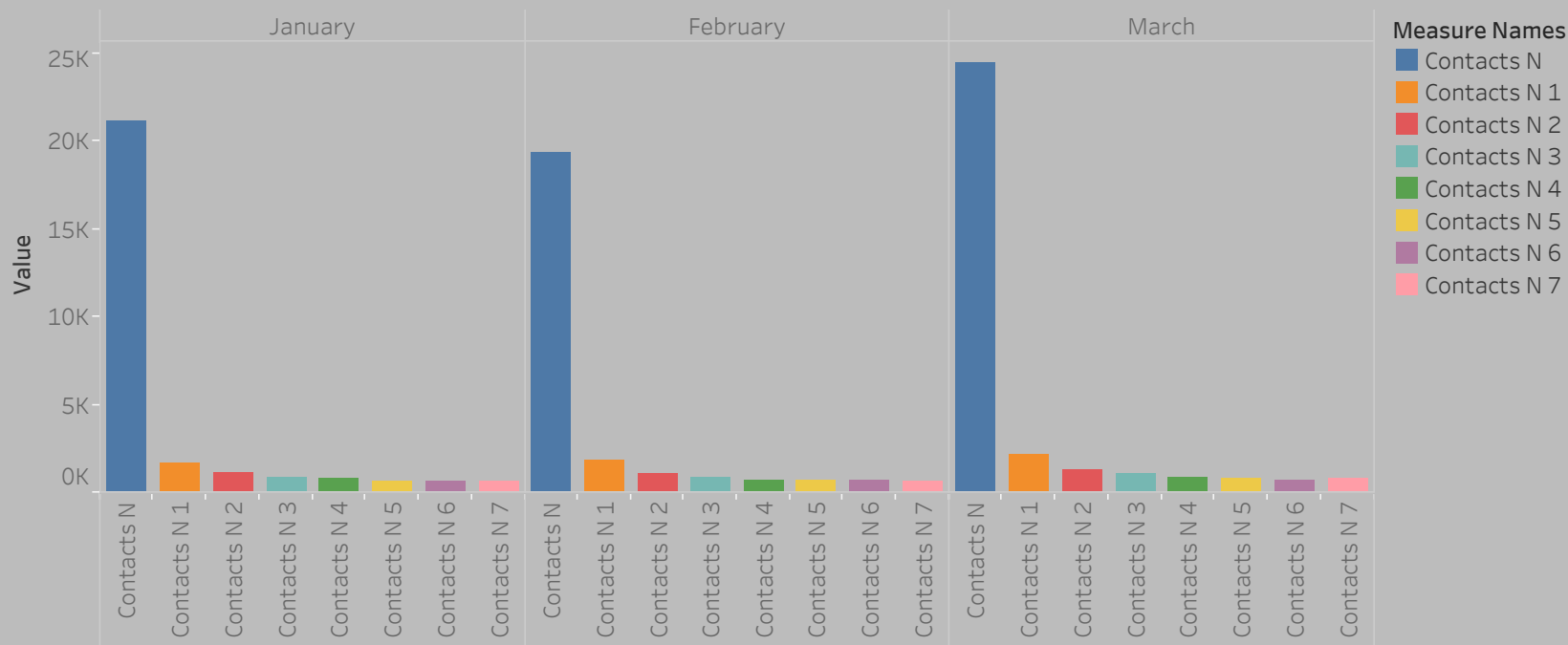
Contacts N, Contacts N 1, Contacts N 2, Contacts N 3, Contacts N 4, Contacts N 5, Contacts N 6 and Contacts N 7 broken down by New Market and New Type.

Market and Type for 1st repeat calls



Sum of Contacts N 1 for each New Type broken down by New Market. Color shows details about New Type.

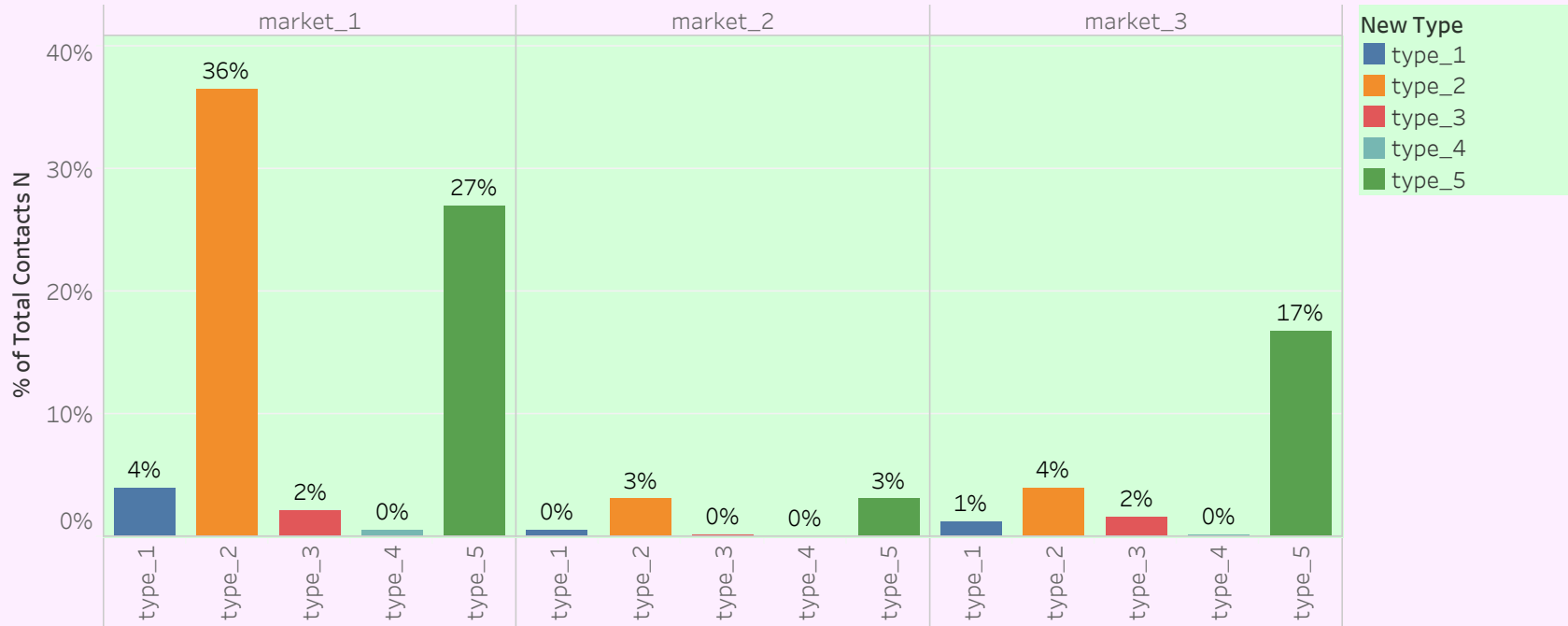
Repeat calls by month



Contacts N, Contacts N 1, Contacts N 2, Contacts N 3, Contacts N 4, Contacts N 5, Contacts N 6 and Contacts N 7 for each Date Created Month. Color shows details about Contacts N, Contacts N 1, Contacts N 2, Contacts N 3, Contacts N 4, Contacts N 5, Contacts N 6 and Contacts N 7.

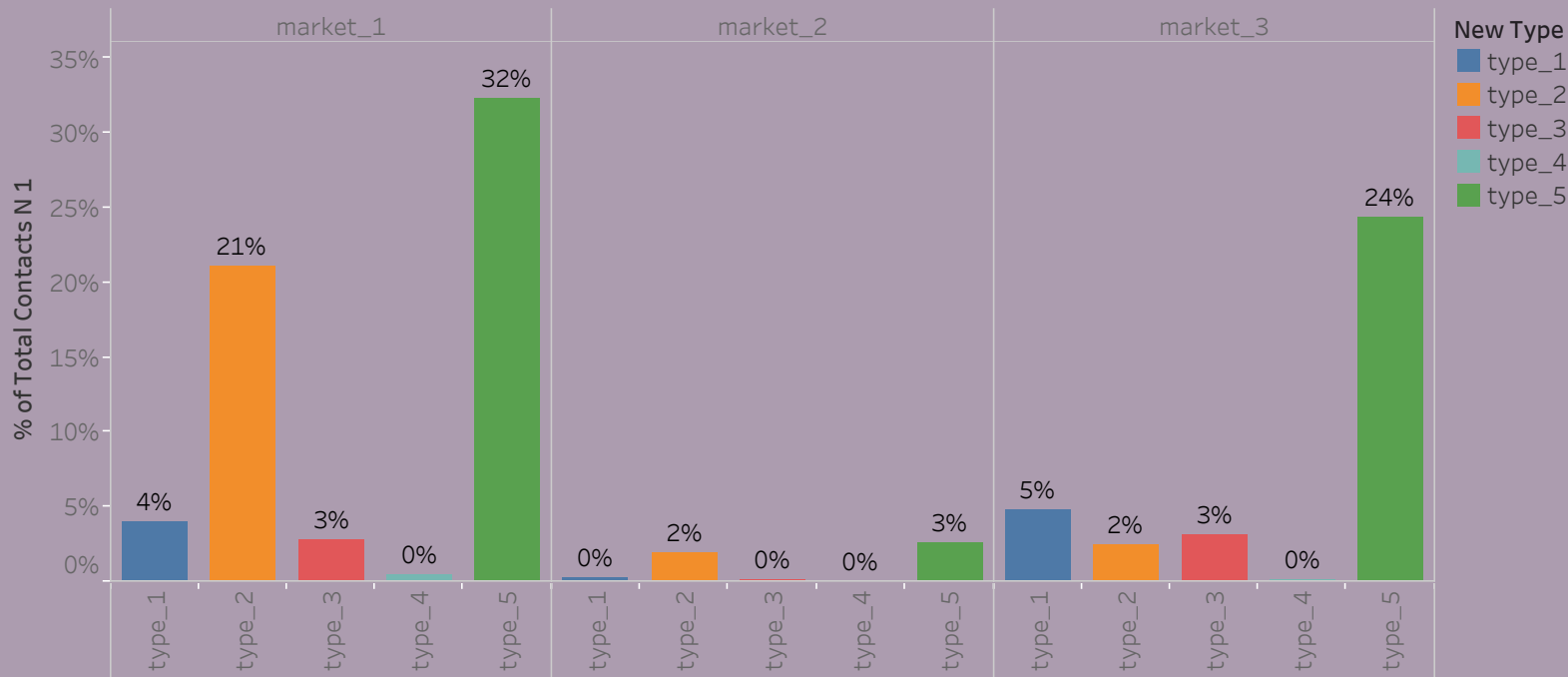


Calls by market and type across quarter 1



% of Total Contacts N for each New Type broken down by New Market. Color shows details about New Type. Percents are based on each row of the table.

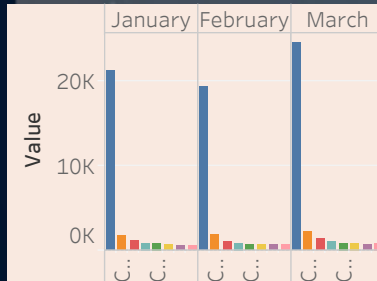
1st repeat call by market and type across Q1



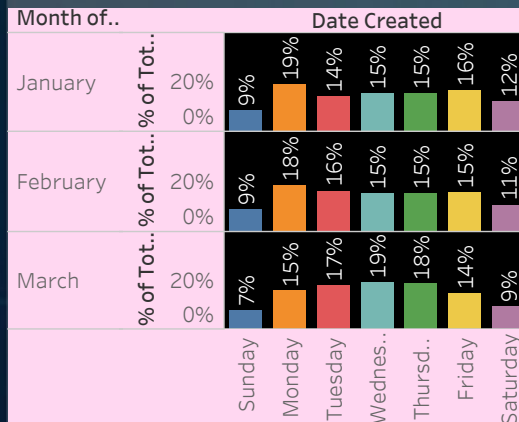
% of Total Contacts N 1 for each New Type broken down by New Market. Color shows details about New Type. Percents are based on each row of the table.

## Google Fiber for customer satisfaction

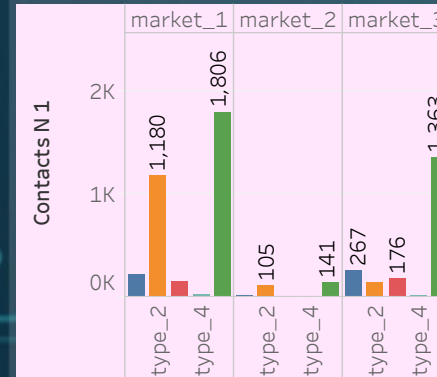
### Repeats by month



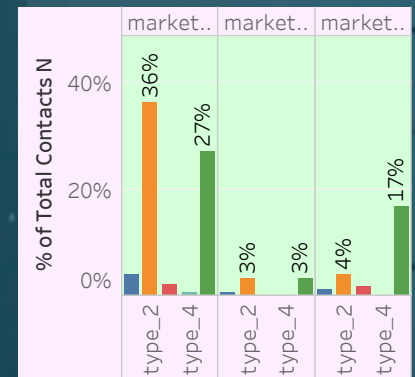
### Calls by Day of Week



### Market and Type for 1st repeat calls



### Calls by market and type across quarter 1



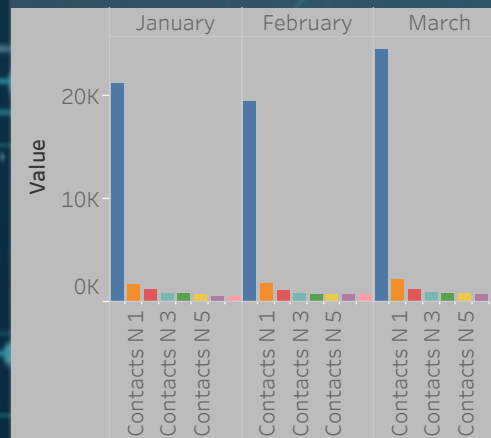
### Repeat calls by 1st call date

Day of D..	Month of..	Contac..	Co
1	January	386	
	February	763	
	March	829	
2	January	396	
	February	717	
	March	783	
3	January	983	
	February	695	
	March	917	
4	January	806	
	February	696	
	March	783	
5	January	844	

### Calls by market and type

New Market	New Type	Contacts N	Contacts N 1	Contacts N 2
market_1	type_5	17,527	1,806	1,043
	type_2	23,665	1,180	831
	type_1	2,504	221	136
	type_3	1,353	156	128
	type_4	284	23	15
	Total	45,333	3,386	2,153
market_2	type_5	2,005	141	77
	type_2	1,997	105	51
	type_1	290	14	11
	type_3	77	3	2

### Repeat calls by month



### 1st repeat call by market and type across Q1

