

Weekly Consolidated ASG Scorecard

Results up to and including Saturday, August 16, 2025.

Bell

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Consumer Executive Weekly Summary

Metric	WoW										MTD					YTD		
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE WoW	WE 17AUG24	WoW YoY	8 Weeks Avg	8 Weeks WoW	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025
SLA																		
Consumer Executive Overview	74%	84%	75%	80%	76%	81%	7%	73%	11%	79%	3%	80%	78%	-2%	74%	6%	77%	82%
Care	67%	81%	67%	76%	68%	75%	11%	68%	11%	74%	2%	76%	71%	-6%	68%	5%	70%	78%
Sales	86%	92%	91%	87%	89%	91%	3%	85%	7%	89%	3%	89%	90%	1%	87%	4%	89%	89%
Loyalty	71%	83%	75%	83%	78%	83%	6%	69%	20%	79%	5%	77%	81%	5%	69%	17%	77%	81%
Collections	91%	92%	85%	87%	89%	91%	2%	83%	10%	89%	3%	91%	89%	-2%	87%	2%	90%	90%
ASA																		
Consumer Executive Overview	119	54	108	69	95	65	-31%	110	-41%	80	-19%	82	81	-1%	106	-23%	94	78%
Care	150	64	137	84	127	89	-30%	141	-37%	101	-11%	99	109	11%	140	-22%	131	81%
Sales	42	29	27	38	35	26	-28%	44	-41%	34	-25%	35	31	-13%	36	-15%	35	31%
Loyalty	154	61	126	61	78	50	-36%	116	-57%	86	-42%	110	65	-41%	116	-44%	84	77%
Collections	31	27	63	58	62	38	-38%	73	-48%	46	-16%	33	56	69%	50	11%	33	31%
Occupancy																		
Consumer Executive Overview	74%	71%	73%	71%	73%	72%	-1%	74%	-2%	72%	1%	72%	73%	1%	73%	0%	69%	70%
Care	79%	76%	78%	75%	78%	77%	-1%	80%	-4%	77%	1%	77%	78%	1%	80%	-3%	78%	74%
Sales	51%	48%	48%	53%	49%	50%	2%	53%	-7%	50%	-1%	50%	49%	-1%	50%	-1%	48%	49%
Loyalty	86%	82%	85%	80%	85%	83%	-2%	85%	-3%	83%	-0%	83%	84%	1%	85%	-1%	82%	79%
Collections	55%	55%	53%	54%	53%	58%	8%	57%	1%	55%	5%	54%	55%	4%	56%	-2%	49%	55%
Calls Offered																		
Consumer Executive Overview	574.4K	538.0K	549.4K	530.6K	540.1K	551.1K	2%	603.9K	-9%	544.3K	1%	1.3M	1.2M	-4%	1.4M	-10%	19.0M	17.9M
Care	308.1K	291.9K	293.2K	280.8K	290.4K	295.1K	2%	318.0K	-7%	291.3K	1%	687.2K	657.9K	-4%	731.7K	-10%	10.2M	9.8M
Sales	103.9K	96.7K	94.9K	97.2K	94.1K	99.2K	5%	120.8K	-18%	98.5K	1%	232.0K	219.5K	-5%	261.7K	-16%	3.6M	3.2M
Loyalty	105.5K	95.9K	105.6K	97.0K	102.1K	102.5K	0%	99.7K	3%	99.3K	3%	227.5K	229.6K	1%	225.2K	2%	3.1M	3.1M
Collections	57.0K	53.5K	55.7K	55.7K	53.6K	54.4K	2%	65.5K	-17%	55.2K	-1%	129.0K	123.8K	-4%	150.3K	-18%	2.1M	1.9M
Calls Handled																		
Consumer Executive Overview	547.5K	524.2K	523.7K	514.0K	517.6K	534.4K	3%	578.9K	-8%	525.0K	2%	1.2M	1.2M	-4%	1.3M	-10%	18.2M	17.4M
Care	289.7K	282.9K	275.3K	270.6K	274.9K	283.5K	3%	302.6K	-6%	278.7K	2%	659.0K	627.1K	-5%	694.7K	-10%	9.6M	9.5M
Sales	101.4K	95.1K	93.3K	95.2K	92.2K	97.6K	6%	117.8K	-17%	96.6K	1%	227.3K	215.5K	-5%	256.2K	-16%	3.5M	3.1M
Loyalty	100.6K	93.8K	101.9K	94.7K	99.3K	100.3K	1%	96.7K	4%	96.4K	4%	219.4K	223.8K	2%	218.2K	3%	3.0M	3.0M
Collections	55.8K	52.5K	53.3K	53.5K	51.2K	53.0K	3%	61.9K	-15%	53.4K	-1%	126.1K	118.8K	-6%	144.8K	-18%	2.0M	1.8M

Note for Calls Abandon%: excluding collections

Note for FCR7: lagging metric, comparison the last two weeks for WoW and WoW YoY is a week prior

Consumer Executive Weekly Summary

Metric	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WoW			8 Weeks Avg			MTD				YTD	
	MoM YoY	2024	2025	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025								
Calls Overflow Out %																		
Consumer Executive Overview	6.1%	5.7%	6.5%	5.8%	6.6%	6.8%	4%	9.0%	-24%	6.0%	13%	5.6%	6.8%	21%	10.5%	-35%	10.8%	6.3%
Care	11.8%	12.0%	12.8%	12.1%	13.8%	15.0%	8%	13.1%	14%	12.4%	21%	11.0%	14.6%	32%	14.5%	1%	17.0%	11.6%
Care: BRS Care into Loyalty	0.8%	0.8%	0.5%	2.5%	3.7%	5.2%	38%	0.4%	1141%	1.9%	165%	0.8%	4.6%	485%	0.6%	705%	3.6%	1.4%
Care: Mobility Care into Loyalty	2.5%	3.8%	2.8%	3.1%	1.2%	2.0%	74%	2.5%	-19%	2.7%	-25%	2.8%	1.9%	-30%	2.3%	-18%	4.5%	2.4%
Sales	1.0%	0.4%	0.5%	0.5%	0.3%	0.2%	-36%	1.4%	-87%	0.5%	-64%	0.7%	0.3%	-55%	1.5%	-79%	1.2%	1.0%
Loyalty	3.4%	1.7%	3.6%	1.1%	1.3%	1.1%	-14%	11.2%	-90%	1.9%	-41%	2.4%	1.3%	-46%	15.4%	-92%	9.2%	4.0%
Calls Overflow In %																		
Consumer Executive Overview	5.7%	5.6%	5.9%	5.9%	6.5%	6.8%	4%	8.6%	-21%	5.9%	16%	5.4%	6.8%	26%	10.1%	-33%	10.5%	6.1%
Care	7.6%	7.5%	8.7%	7.3%	8.2%	8.6%	6%	8.8%	-2%	7.7%	12%	7.2%	8.3%	15%	9.6%	-13%	9.6%	8.3%
Sales	8.2%	6.9%	7.6%	6.8%	10.7%	9.4%	-12%	8.7%	8%	7.5%	26%	6.6%	10.2%	55%	10.9%	-7%	10.7%	6.1%
Loyalty	5.2%	7.7%	5.1%	7.9%	5.9%	8.9%	49%	12.5%	-29%	6.8%	31%	5.8%	8.1%	39%	16.8%	-52%	18.8%	7.8%
Calls Abandon%																		
Consumer Executive Overview	4.8%	2.5%	4.6%	2.9%	4.0%	3.0%	-26%	3.9%	-24%	3.4%	-13%	3.4%	3.5%	3%	3.9%	-11%	4.0%	3.0%
Care	5.8%	3.0%	5.9%	3.5%	5.2%	3.8%	-27%	4.7%	-20%	4.2%	-10%	4.0%	4.5%	14%	4.9%	-8%	5.2%	3.6%
Sales	2.3%	1.7%	1.7%	1.9%	1.9%	1.5%	-23%	2.4%	-37%	1.9%	-21%	1.9%	1.7%	-11%	2.0%	-15%	2.0%	2.0%
Loyalty	4.4%	2.0%	3.3%	2.1%	2.6%	2.0%	-22%	3.0%	-32%	2.7%	-25%	3.3%	2.4%	-29%	3.0%	-20%	2.6%	2.4%
BHT																		
Consumer Executive Overview	777	758	771	747	778	781	0%	772	1%	766	2%	766	777	1%	771	1%	761	777
Care	815	787	812	778	806	809	0%	833	-3%	798	1%	800	806	1%	831	-3%	820	798
Sales	514	504	495	507	508	509	0%	578	-12%	512	-1%	512	508	-1%	589	-14%	591	514
Loyalty	1,188	1,158	1,158	1,125	1,189	1,191	0%	1,104	8%	1,164	2%	1,171	1,183	1%	1,100	8%	1,050	1,148
Collections	344	347	340	342	350	352	1%	351	1%	344	2%	345	350	2%	347	1%	343	344
ABT_KBI_DESTINATION																		
Consumer Executive Overview	826	808	825	790	831	831	0%	816	2%	814	2%	815	827	2%	813	2%	808	808
Care	877	845	878	827	863	863	0%	890	-3%	854	1%	859	862	0%	884	-3%	873	848
Sales	542	534	524	535	538	539	0%	607	-11%	541	-0%	542	538	-1%	618	-13%	650	542
Loyalty	1,254	1,232	1,233	1,191	1,265	1,263	-0%	1,159	9%	1,234	2%	1,241	1,258	1%	1,153	9%	1,095	1,204
Collections	344	347	338	340	375	376	0%	352	7%	350	7%	344	372	8%	349	7%	350	344
Transfers																		
Consumer Executive Overview	19.5%	19.4%	19.2%	19.3%	19.4%	19.3%	-0%	20.5%	-6%	19.3%	-0%	19.5%	19.3%	-1%	20.5%	-6%	19.6%	19.1%
Care	19.5%	19.5%	19.1%	19.2%	19.0%	19.2%	1%	19.8%	-3%	19.3%	-1%	19.5%	19.0%	-2%	19.7%	-4%	18.6%	18.8%
Sales	33.9%	33.6%	34.3%	33.6%	34.0%	33.1%	-3%	30.6%	8%	33.4%	-1%	33.4%	33.5%	0%	31.2%	7%	29.2%	32.9%
Loyalty	9.6%	9.9%	9.7%	9.9%	9.6%	10.0%	3%	11.0%	-9%	9.8%	1%	9.9%	9.8%	-1%	11.1%	-12%	10.6%	9.8%
Collections	11.2%	10.6%	11.3%	10.8%	13.9%	12.7%	-9%	19.4%	-35%	11.4%	11%	10.7%	13.0%	21%	19.3%	-33%	21.2%	12.2%
FCR1																		
Consumer Executive Overview	91%	91%	92%	91%	91%	91%	0%	91%	0%	91%	0%	91%	91%	-0%	91%	0%	91%	91%
Care	92%	92%	92%	92%	92%	92%	0%	92%	1%	92%	0%	92%	92%	0%	91%	1%	92%	92%
Sales	89%	89%	90%	89%	89%	90%	0%	90%	-0%	89%	0%	89%	89%	0%	90%	-0%	90%	90%
Loyalty	92%	91%	91%	91%	91%	91%	0%	92%	-1%	91%	-0%	92%	91%	-1%	92%	-1%	91%	91%
Collections	91%	91%	91%	91%	91%	91%	0%	91%	0%	91%	-0%	91%	91%	-0%	91%	1%	90%	91%

Overflow Out = % of calls routed to a different segment

Overflow IN = % of calls answered from a different segment

Loyalty overflow calls include Loyalty Cross-Serve

Note for Calls Abandon%: excluding collections

Note for FCR7: lagging metric, comparison the last two weeks for WoW and WoW YoY is a week prior

Consumer Executive Weekly Summary

Metric	WoW										MTD					YTD		
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE WoW	WE 17AUG24	WoW YoY	8 Weeks Avg	8 Weeks WoW	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025
FCR3																		
Consumer Executive Overview	88%	88%	88%	87%	88%	88%	-0%	88%	0%	88%	-0%	88%	88%	-0%	88%	0%	88%	88%
Care	89%	88%	89%	88%	88%	88%	-0%	88%	1%	88%	0%	89%	89%	0%	88%	1%	88%	89%
Sales	86%	86%	87%	86%	86%	86%	0%	87%	-1%	86%	0%	87%	87%	-0%	87%	-1%	87%	87%
Loyalty	89%	88%	88%	87%	88%	88%	-0%	89%	-1%	88%	-0%	89%	88%	-1%	89%	-1%	89%	89%
Collections	89%	89%	89%	89%	88%	89%	1%	89%	-0%	89%	-0%	89%	89%	-1%	89%	0%	89%	89%
FCR7																		
Consumer Executive Overview	85%	85%	85%	85%	85%	85%	0%	84%	1%	85%	-0%	85%	85%	0%	84%	1%	84%	85%
Care	85%	85%	85%	84%	85%	85%	1%	84%	2%	85%	0%	84%	85%	1%	84%	2%	84%	85%
Sales	84%	84%	84%	84%	84%	84%	-0%	84%	-1%	84%	-0%	84%	84%	-0%	84%	-1%	84%	84%
Loyalty	86%	85%	85%	84%	85%	85%	0%	86%	-1%	85%	-1%	85%	85%	-1%	85%	-1%	85%	85%
Collections	87%	87%	87%	87%	86%	86%	-1%	87%	0%	87%	-1%	87%	86%	-1%	86%	0%	86%	86%
RepSat Resolve																		
Consumer Executive Overview	69.1%	70.1%	69.3%	69.9%	69.5%	69.4%	-0%	71.5%	-3%	70.2%	-1%	70.2%	69.4%	-1%	71.6%	-3%	72.0%	71.8%
Care	70.4%	71.5%	70.1%	70.4%	70.5%	70.2%	-0%	72.0%	-3%	71.2%	-1%	71.4%	70.4%	-1%	72.6%	-3%	73.1%	72.8%
Sales	71.8%	71.9%	73.2%	72.1%	68.7%	69.0%	0%	73.8%	-7%	72.0%	-4%	73.1%	69.2%	-5%	72.0%	-4%	73.6%	73.3%
Loyalty	62.5%	63.8%	65.1%	66.6%	64.7%	65.4%	1%	67.8%	-4%	65.5%	-0%	64.0%	65.1%	2%	67.3%	-3%	67.6%	66.5%
Collections	76.7%	77.1%	74.9%	75.3%	76.4%	75.6%	-1%	84.0%	-10%	76.3%	-1%	76.1%	76.1%	0%	82.1%	-7%	78.8%	77.6%
RepSat Bottom 2																		
Consumer Executive Overview	18%	18%	19%	18%	19%	18%	-2%	17%	10%	18%	3%	18%	18%	5%	17%	10%	17%	16%
Care	16%	15%	17%	17%	17%	17%	-1%	15%	11%	16%	5%	16%	17%	8%	15%	10%	15%	15%
Sales	20%	18%	18%	18%	21%	21%	-0%	18%	18%	18%	13%	18%	21%	15%	18%	12%	17%	18%
Loyalty	26%	25%	24%	22%	24%	22%	-8%	21%	5%	23%	-4%	25%	23%	-6%	22%	9%	22%	22%
Collections	14%	16%	17%	17%	16%	18%	10%	13%	41%	16%	8%	16%	17%	8%	12%	44%	14%	16%
RepSat																		
Consumer Executive Overview	75.1%	75.6%	74.6%	75.4%	74.3%	74.8%	1%	76.4%	-2%	75.6%	-1%	75.9%	74.6%	-2%	76.4%	-2%	76.7%	77.1%
Care	77.4%	78.0%	76.3%	76.9%	76.4%	76.7%	0%	77.9%	-2%	77.5%	-1%	78.1%	76.6%	-2%	78.0%	-2%	78.6%	78.8%
Sales	73.3%	76.4%	74.7%	76.2%	71.6%	72.7%	2%	75.8%	-4%	75.0%	-3%	76.1%	72.3%	-5%	74.5%	-3%	76.8%	76.3%
Loyalty	66.6%	67.7%	68.7%	70.4%	67.3%	69.3%	3%	70.9%	-2%	69.0%	1%	67.9%	68.4%	1%	71.0%	-4%	70.9%	70.3%
Collections	79.4%	77.0%	76.8%	76.4%	78.4%	75.5%	-4%	83.9%	-10%	77.3%	-2%	77.4%	76.5%	-1%	82.9%	-8%	80.7%	78.7%
NPS																		
Consumer Executive Overview	31.6	31.1	30.7	32.5	30.9	30.9	0%	34.4	-10%	33.2	-7%	33.4	31.0	-7%	34.6	-10%	35.3	36.0
Care	36.4	36.4	33.9	36.3	34.9	35.9	3%	39.9	-10%	37.5	-4%	38.2	35.6	-7%	39.8	-11%	40.4	41.0
Sales	38.9	41.0	37.1	38.7	33.8	33.1	-2%	39.3	-16%	39.1	-15%	42.6	33.1	-22%	37.7	-12%	41.6	41.9
Loyalty	11.8	11.6	18.0	19.9	16.9	15.0	-11%	18.8	-20%	17.6	-15%	14.6	16.1	10%	19.3	-17%	20.2	19.8
Collections	48.2	44.3	40.5	37.4	38.7	39.6	2%	22.3	78%	41.6	-5%	43.9	39.1	-11%	27.1	44%	32.1	38.0
NPS Survey																		
Consumer Executive Overview	12,288	11,931	12,330	11,380	12,064	12,345	2%	14,652	-16%	11,837	4%	27,350	27,175	-1%	33,014	-18%	476,830	425,080
Care	8,358	7,932	8,375	7,518	7,957	8,078	2%	10,018	-19%	7,926	2%	18,663	17,788	-5%	22,413	-21%	319,305	297,440
Sales	547	576	509	512	659	566	-14%	923	-39%	544	4%	1,226	1,352	10%	2,237	-40%	29,390	16,720
Loyalty	2,769	2,870	2,871	2,804	2,795	3,016	8%	3,388	-11%	2,779	9%	6,138	6,560	7%	7,593	-14%	118,962	90,200
Collections	614	553	575	546	653	685	5%	323	112%	589	16%	1,323	1,475	11%	771	91%	9,173	20,700

Agent Tenure is based on calls

Note for Calls Abandon%: excluding collections

Note for FCR7: lagging metric, comparison the last two weeks for WoW and WoW YoY is a week prior

Consumer Executive Weekly Summary

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	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE WoW	WE 17AUG24	WoW YoY	8 Weeks Avg	8 Weeks WoW	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025
Calls Offered >5min %																		
Consumer Executive Overview	11.3%	4.7%	10.4%	6.3%	9.0%	6.0%	-34%	10.1%	-41%	7.4%	-20%	7.5%	7.6%	1%	9.8%	-23%	8.4%	6.3%
Care	14.4%	5.8%	13.3%	7.8%	12.4%	8.7%	-30%	12.6%	-32%	9.5%	-9%	9.1%	10.7%	17%	12.8%	-16%	12.0%	7.8%
Sales	3.4%	2.0%	1.4%	2.9%	2.2%	1.3%	-40%	3.2%	-59%	2.4%	-45%	2.7%	1.7%	-35%	2.3%	-23%	2.7%	2.7%
Loyalty	14.8%	5.8%	12.2%	5.9%	7.5%	4.1%	-46%	11.8%	-65%	8.1%	-50%	10.5%	5.9%	-44%	12.3%	-52%	7.5%	7.2%
Collections	2.2%	1.6%	7.1%	5.6%	5.3%	3.2%	-39%	7.9%	-59%	4.0%	-19%	2.3%	4.9%	110%	5.0%	-2%	2.5%	3.0%
Calls Offered >10min %																		
Consumer Executive Overview	6.3%	2.0%	5.6%	2.9%	4.6%	2.6%	-44%	5.4%	-52%	3.7%	-30%	3.9%	3.7%	-5%	5.1%	-27%	4.6%	3.2%
Care	8.0%	2.5%	7.1%	3.6%	6.5%	4.0%	-39%	7.0%	-44%	4.8%	-17%	4.8%	5.3%	12%	7.1%	-25%	6.9%	4.2%
Sales	1.5%	0.9%	0.6%	0.9%	1.0%	0.4%	-62%	1.5%	-74%	1.0%	-61%	1.1%	0.7%	-37%	0.9%	-23%	1.2%	1.1%
Loyalty	8.7%	2.4%	6.7%	2.6%	3.0%	1.2%	-58%	5.5%	-77%	4.0%	-69%	5.7%	2.2%	-61%	5.2%	-57%	3.7%	3.4%
Collections	1.1%	0.4%	3.6%	3.3%	3.6%	1.5%	-58%	4.5%	-66%	2.0%	-25%	1.2%	3.1%	161%	2.5%	27%	1.1%	1.5%
Calls Offered >15min %																		
Consumer Executive Overview	3.7%	1.0%	3.3%	1.5%	2.6%	1.3%	-51%	3.0%	-57%	2.1%	-38%	2.2%	2.0%	-9%	2.7%	-25%	2.7%	1.8%
Care	4.7%	1.4%	4.5%	1.9%	3.8%	2.1%	-46%	4.3%	-51%	2.8%	-25%	2.7%	3.0%	10%	4.1%	-27%	4.1%	2.5%
Sales	0.6%	0.3%	0.2%	0.3%	0.4%	0.1%	-81%	0.8%	-90%	0.4%	-81%	0.5%	0.3%	-48%	0.4%	-35%	0.4%	0.5%
Loyalty	5.7%	1.0%	3.7%	1.1%	1.3%	0.6%	-57%	2.1%	-74%	2.1%	-74%	3.4%	1.0%	-71%	1.9%	-47%	1.8%	1.7%
Collections	0.6%	0.3%	1.6%	2.0%	2.7%	0.7%	-74%	2.6%	-73%	1.2%	-41%	0.7%	2.1%	185%	1.4%	55%	0.6%	0.8%
Calls Offered >30min %																		
Consumer Executive Overview	1.1%	0.2%	1.0%	0.3%	0.6%	0.3%	-54%	0.8%	-65%	0.5%	-46%	0.6%	0.5%	-23%	0.8%	-38%	0.8%	0.5%
Care	1.5%	0.3%	1.5%	0.4%	0.8%	0.5%	-38%	1.3%	-61%	0.8%	-34%	0.9%	0.6%	-24%	1.3%	-50%	1.4%	0.8%
Sales	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	-95%	0.2%	-99%	0.1%	-97%	0.1%	0.0%	-63%	0.1%	-60%	0.1%	0.1%
Loyalty	1.1%	0.1%	1.0%	0.1%	0.3%	0.1%	-79%	0.1%	-27%	0.4%	-84%	0.7%	0.2%	-72%	0.1%	51%	0.3%	0.3%
Collections	0.0%	0.0%	0.5%	0.7%	1.2%	0.1%	-93%	0.8%	-90%	0.4%	-77%	0.1%	0.8%	568%	0.4%	98%	0.2%	0.2%
Calls Offered >60min %																		
Consumer Executive Overview	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-37%	0.0%	25%	0.0%	-39%	0.0%	0.0%	-40%	0.0%	-10%	0.0%	0.0%
Care	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-26%	0.0%	18%	0.0%	-34%	0.0%	0.0%	-33%	0.0%	-19%	0.0%	0.0%
Sales	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-100%	0.0%	0.0%	0.0%	-100%	0.0%	0.0%	0.0%	0.0%	19%	0.0%	0.0%
Loyalty	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-50%	0.0%	0.0%	0.0%	-77%	0.0%	0.0%	-85%	0.0%	96%	0.0%	0.0%
Collections	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-100%	0.0%	0.0%	0.0%	-100%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Shrinkage (Internal)																		
Consumer Executive Overview	44.4%	40.0%	40.0%	42.7%	42.6%	42.0%	-1%	42.2%	-0%	41.9%	0%	43.9%	41.9%	-5%	42.2%	-1%	39.9%	38.5%
Care	48.7%	42.9%	42.5%	44.5%	47.1%	45.7%	-3%	47.4%	-4%	45.2%	1%	48.4%	45.8%	-5%	47.1%	-3%	42.0%	40.5%
Sales	34.0%	31.8%	34.2%	37.3%	33.5%	34.4%	3%	32.5%	6%	34.3%	0%	33.3%	33.9%	2%	32.5%	4%	31.3%	33.5%
Loyalty	44.4%	40.9%	39.6%	44.4%	40.0%	39.8%	-1%	29.5%	35%	41.6%	-5%	43.0%	39.8%	-7%	32.5%	22%	43.9%	37.1%
Shrinkage (External)																		
Consumer Executive Overview	20.2%	19.2%	20.1%	22.1%	22.0%	19.7%	-10%	18.8%	5%	20.6%	-4%	20.7%	21.1%	2%	19.4%	9%	20.2%	19.5%
Care	21.5%	19.1%	21.3%	24.2%	24.5%	21.2%	-13%	18.8%	12%	22.1%	-4%	22.0%	23.3%	6%	19.9%	17%	19.9%	19.9%
Sales	19.4%	20.1%	19.6%	20.4%	19.3%	18.5%	-4%	20.9%	-12%	19.3%	-4%	19.5%	18.9%	-3%	20.3%	-7%	20.7%	19.8%
Loyalty	18.7%	19.6%	18.8%	20.1%	20.5%	18.7%	-9%	16.2%	15%	19.5%	-4%	19.9%	19.7%	-1%	16.9%	17%	20.4%	19.1%
Collections	16.7%	15.6%	17.0%	17.1%	15.8%	16.2%	3%	20.0%	-19%	16.6%	-3%	17.1%	16.1%	-5%	20.5%	-21%	19.7%	16.9%
60 Day NL Save Rate																		
Consumer Executive Overview	93.1%	93.3%	93.6%	93.7%	93.9%	95.8%	2%	93.9%	2%	93.6%	2%	93.0%	94.5%	2%	94.0%	0%	94.1%	93.5%
Care	96.4%	96.4%	96.6%	96.6%	96.7%	97.7%	1%	96.9%	1%	96.6%	1%	96.4%	97.0%	1%	96.8%	0%	96.9%	96.0%
Sales	98.4%	98.4%	98.4%	98.5%	98.4%	98.9%	0%	98.1%	1%	98.5%	0%	98.4%	98.6%	0%	98.1%	0%	98.1%	98.3%
Loyalty	83.2%	83.9%	84.7%	85.3%	85.8%	90.1%	5%	85.3%	6%	84.8%	6%	83.0%	87.1%	5%	85.5%	2%	86.1%	85.2%

Agent Tenure is based on calls

Note for Calls Abandon%: excluding collections

Note for FCR7: lagging metric, comparison the last two weeks for WoW and WoW YoY is a week prior

Consumer Executive Weekly Summary

Metric								WoW				MTD						
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE WoW	WE 17AUG24	YoY	8 Weeks Avg	8 Weeks WoW	JUL25	AUG25	MoM	AUG24	MoY YoY	2024	2025
Agent Tenure <90 Days %																		
Consumer Executive Overview	20.6%	22.4%	23.6%	25.4%	20.8%	22.4%	8%	23.4%	-4%	23.0%	-2%	20.8%	21.7%	4%	22.8%	-5%	48.7%	50.2%
Care	22.0%	24.0%	25.2%	26.1%	19.4%	20.8%	8%	27.3%	-24%	23.2%	-10%	22.3%	20.3%	-9%	27.1%	-25%	53.4%	45.5%
Sales	15.7%	16.1%	16.8%	19.3%	21.6%	23.7%	10%	23.6%	0%	18.9%	26%	15.7%	22.6%	44%	22.6%	-0%	38.7%	34.8%
Loyalty	15.1%	18.2%	19.6%	23.7%	25.4%	27.3%	7%	13.3%	105%	21.6%	27%	15.8%	26.4%	67%	12.7%	108%	48.8%	60.7%
Collections	43.1%	42.7%	43.9%	42.8%	10.7%	10.6%	-2%	22.0%	-52%	36.9%	-71%	42.2%	10.0%	-76%	21.9%	-54%	27.8%	79.0%
Mobility Gross Sales																		
Consumer Executive Overview	7,311	6,293	6,091	5,926	5,777	6,374	10%	7,593	-16%	6,608	-4%	16,476	13,536	-18%	17,318	-22%	252,191	224,731
Care	1,141	1,004	1,048	958	981	1,114	14%	1,424	-22%	1,079	3%	2,634	2,335	-11%	3,400	-31%	43,889	37,172
Sales	3,988	3,422	3,359	3,297	3,100	3,618	17%	4,313	-16%	3,632	-0%	8,987	7,471	-17%	9,697	-23%	149,843	126,573
Loyalty	614	546	512	481	503	490	-3%	402	22%	559	-12%	1,441	1,115	-23%	937	19%	12,673	15,433
Others	1,568	1,321	1,172	1,190	1,193	1,152	-3%	1,454	-21%	1,338	-14%	3,414	2,615	-23%	3,284	-20%	45,786	45,553
Mobility Sales CR																		
Consumer Executive Overview	3.6%	3.3%	3.1%	3.4%	3.1%	3.3%	5%	3.7%	-9%	3.5%	-5%	3.7%	3.2%	-12%	3.6%	-11%	3.9%	3.6%
Care	1.6%	1.4%	1.4%	1.4%	1.4%	1.6%	9%	1.9%	-18%	1.5%	1%	1.6%	1.5%	-7%	1.9%	-21%	2.1%	1.6%
Sales	9.2%	8.6%	8.4%	8.4%	8.0%	9.0%	12%	9.6%	-6%	9.0%	0%	9.4%	8.4%	-10%	9.5%	-11%	10.6%	9.5%
Loyalty	0.9%	0.8%	0.7%	0.7%	0.7%	0.6%	-8%	0.6%	6%	0.8%	-23%	0.9%	0.7%	-30%	0.6%	8%	0.5%	0.7%
Others	10.9%	10.0%	8.7%	0.0%	0.0%	0.0%		8.1%	-100%	6.5%	-100%	10.6%	0.0%	-100%	8.4%	-100%	8.7%	11.6%
Residential Gross Sales																		
Consumer Executive Overview	12,259	11,583	11,122	11,898	10,823	10,719	-1%	14,770	-27%	11,825	-9%	29,100	24,553	-16%	35,119	-30%	466,479	379,081
Care	3,220	3,267	3,122	3,010	2,859	2,810	-2%	3,582	-22%	3,129	-10%	7,689	6,413	-17%	8,347	-23%	105,696	99,546
Sales	6,974	6,381	6,185	6,719	6,145	6,020	-2%	7,572	-20%	6,602	-9%	16,144	13,823	-14%	18,019	-23%	248,881	194,332
Loyalty	786	771	700	750	797	853	7%	1,005	-15%	832	3%	1,974	1,837	-7%	2,664	-31%	34,142	27,288
Others	1,279	1,164	1,115	1,419	1,022	1,036	1%	2,611	-60%	1,262	-18%	3,293	2,480	-25%	6,089	-59%	77,760	57,915
Residential Sales CR																		
Consumer Executive Overview	5.9%	5.8%	5.4%	6.1%	5.4%	5.1%	-6%	6.7%	-25%	5.8%	-13%	6.1%	5.3%	-14%	6.9%	-24%	6.8%	5.7%
Care	4.0%	4.3%	4.0%	4.3%	3.9%	3.7%	-6%	4.0%	-7%	4.1%	-10%	4.2%	3.9%	-9%	4.0%	-2%	4.0%	3.7%
Sales	21.9%	21.7%	21.2%	23.6%	21.5%	20.0%	-7%	22.9%	-12%	22.0%	-9%	22.5%	20.9%	-7%	23.8%	-12%	24.5%	20.4%
Loyalty	1.1%	1.1%	0.9%	1.0%	1.0%	1.0%	1%	1.5%	-34%	1.1%	-10%	1.2%	1.0%	-16%	1.8%	-44%	1.5%	1.2%
Others							11.1%								11.2%			9.9%
Mobility Gross Sales and residential gross sales are inbound sales only																		
Others include BM eChat, BRS eChat, Atlantic eChat, and miscellaneous under XLOB																		

Agent Tenure is based on calls

Note for Calls Abandon%: excluding collections

Note for FCR7: lagging metric, comparison the last two weeks for WoW and WoW YoY is a week prior

SB Executive Weekly Summary

Metric	WoW								MTD								YTD	
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE WoW	WE 17AUG24	WoW YoY	8 Weeks Avg	8 Weeks Avg WoW	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025
SLA																		
SB Executive Overview	87%	86%	86%	90%	95%	92%	-4%	93%	-1%	90%	2%	88%	93%	5%	94%	-0%	80%	84%
Care	85%	82%	80%	86%	95%	90%	-5%	90%	1%	87%	3%	86%	92%	7%	91%	1%	72%	81%
Sales	88%	91%	96%	92%	94%	93%	-1%	94%	-1%	92%	1%	90%	94%	4%	94%	0%	89%	91%
Loyalty	83%	79%	80%	92%	96%	91%	-6%	96%	-6%	89%	2%	85%	93%	10%	98%	-5%	80%	81%
Collections	96%	98%	99%	98%	99%	95%	-3%	100%	-5%	98%	-3%	98%	97%	-1%	100%	-3%	94%	84%
ASA																		
SB Executive Overview	45	55	70	49	23	36	58%	25	46%	42	-14%	42	30	-28%	23	28%	81	63
Care	54	72	108	68	24	43	76%	33	31%	55	-21%	51	35	-31%	30	17%	128	87
Sales	38	32	18	29	23	26	13%	19	38%	27	-5%	32	24	-25%	20	23%	33	28
Loyalty	54	67	67	32	26	46	79%	17	177%	43	8%	49	36	-27%	14	154%	55	66
Collections	17	14	12	13	13	19	41%	10	84%	14	33%	15	16	9%	10	56%	22	53
Occupancy																		
SB Executive Overview	53%	53%	50%	47%	41%	49%	20%	52%	-6%	49%	0%	51%	45%	-13%	48%	-7%	55%	53%
Care	61%	63%	61%	55%	46%	56%	22%	66%	-14%	57%	-1%	59%	51%	-13%	61%	-17%	69%	63%
Sales	39%	36%	34%	36%	31%	36%	13%	39%	-10%	36%	-1%	38%	33%	-13%	37%	-9%	39%	35%
Loyalty	63%	64%	60%	47%	41%	50%	21%	49%	3%	54%	-7%	59%	46%	-23%	42%	10%	66%	63%
Collections	44%	41%	43%	37%	41%	52%	29%	34%	54%	41%	27%	38%	47%	24%	28%	65%	41%	58%
Calls Offered																		
SB Executive Overview	20.2K	20.1K	19.3K	18.0K	16.2K	19.2K	19%	22.9K	-16%	18.7K	3%	45.3K	38.8K	-14%	49.6K	-22%	778.8K	712.6K
Care	10.9K	11.0K	10.6K	9.8K	8.6K	10.2K	19%	11.5K	-12%	10.1K	1%	24.6K	20.6K	-16%	25.7K	-20%	394.5K	384.3K
Sales	4.7K	4.4K	4.2K	4.3K	3.8K	4.4K	15%	6.1K	-28%	4.3K	3%	10.3K	9.1K	-11%	13.0K	-30%	205.6K	154.4K
Loyalty	2.0K	1.8K	1.8K	1.8K	1.5K	1.7K	15%	2.2K	-21%	1.8K	-3%	4.4K	3.5K	-20%	4.5K	-21%	81.2K	68.6K
Collections	2.7K	2.9K	2.7K	2.2K	2.3K	2.9K	27%	3.1K	-7%	2.5K	14%	6.0K	5.5K	-8%	6.4K	-14%	97.6K	105.3K
Calls Handled																		
SB Executive Overview	19.9K	19.7K	18.8K	17.7K	16.0K	19.0K	18%	22.7K	-16%	18.4K	3%	44.6K	38.4K	-14%	49.0K	-22%	753.9K	695.0K
Care	10.7K	10.7K	10.1K	9.5K	8.5K	10.1K	18%	11.4K	-12%	9.9K	2%	24.1K	20.3K	-16%	25.3K	-20%	375.2K	372.5K
Sales	4.6K	4.3K	4.2K	4.3K	3.8K	4.3K	15%	6.0K	-28%	4.2K	3%	10.1K	9.0K	-11%	12.9K	-30%	202.1K	152.0K
Loyalty	2.0K	1.8K	1.7K	1.7K	1.5K	1.7K	15%	2.2K	-21%	1.8K	-3%	4.4K	3.5K	-20%	4.5K	-21%	79.8K	67.7K
Collections	2.7K	2.9K	2.7K	2.2K	2.3K	2.9K	27%	3.1K	-7%	2.5K	14%	6.0K	5.5K	-8%	6.4K	-14%	96.7K	102.8K

Note for Calls Abandon%: excluding collections

Note for FCR7: lagging metric, comparison the last two weeks for WoW and WoW YoY is a week prior

SB Executive Weekly Summary

Metric	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WoW			8 Weeks Avg			MTD			YTD		
	MoM YoY	MoM YoY	MoM YoY	MoM YoY	MoM YoY	MoM YoY	MoM YoY	MoM YoY	MoM YoY	MoM YoY	MoM YoY	MoM YoY	MoM YoY	MoM YoY	MoM YoY	MoM YoY	MoM YoY	
Calls Overflow Out %																		
SB Executive Overview	3.8%	3.5%	4.9%	2.1%	1.2%	1.3%	8%	2.9%	-56%	3.0%	-58%	3.3%	1.6%	-53%	2.7%	-42%	5.8%	3.4%
Care	6.1%	5.7%	9.6%	3.0%	0.4%	1.1%	155%	5.6%	-80%	4.5%	75%	5.2%	1.4%	-73%	5.3%	-74%	10.1%	5.4%
Care: SB Care into SB Loyalty	6.1%	5.7%	9.6%	3.0%	0.4%	1.1%	155%	5.6%	-80%	4.5%	75%	5.2%	1.4%	-73%	5.3%	-74%	8.8%	5.3%
Sales	2.7%	2.9%	2.5%	2.4%	2.4%	2.2%	-8%	1.9%	17%	2.9%	22%	2.9%	2.6%	-10%	1.8%	47%	3.9%	2.6%
Sales: SB Sales into SB Loyalty																		
Loyalty	2.9%	0.3%	0.5%	0.1%	0.7%	0.0%	-100%	0.0%		0.7%	-100%	1.4%	0.3%	-78%	0.0%		2.6%	3.6%
Calls Overflow In %																		
SB Executive Overview	3.7%	3.5%	4.8%	2.1%	1.2%	1.3%	8%	3.2%	-61%	3.0%	-58%	3.3%	1.6%	-53%	3.4%	-55%	6.5%	4.1%
Care	0.7%	0.1%	0.1%	0.0%	0.2%	0.0%	-100%	0.0%		0.2%	-100%	0.3%	0.1%	-79%	0.0%		2.2%	0.8%
Sales	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		1.0%	-100%	0.1%	-100%	0.1%	0.0%	-100%	1.9%	-100%	2.6%	1.9%
Loyalty	27.5%	27.9%	34.9%	18.3%	11.3%	12.5%	11%	22.8%	-45%	23.2%	-46%	25.6%	14.9%	-42%	22.7%	-34%	30.0%	25.6%
Calls Abandon%																		
SB Executive Overview	1.7%	2.0%	2.7%	1.8%	1.0%	1.2%	28%	1.1%	10%	1.6%	-22%	1.6%	1.1%	-29%	1.1%	1%	3.4%	2.4%
Care	1.9%	2.4%	3.8%	2.1%	0.9%	1.3%	50%	1.2%	10%	1.9%	-27%	1.8%	1.2%	-34%	1.2%	-6%	4.6%	2.9%
Sales	1.4%	1.6%	0.8%	1.5%	1.4%	1.3%	-4%	1.1%	13%	1.3%	-4%	1.5%	1.3%	-13%	1.1%	17%	1.7%	1.5%
Loyalty	1.1%	0.9%	1.1%	0.9%	0.5%	0.6%	24%	0.6%	-10%	0.7%	-21%	0.9%	0.5%	-41%	0.5%	0%	1.5%	1.3%
BHT																		
SB Executive Overview	767	775	747	763	730	763	4%	767	-1%	755	1%	762	748	-2%	759	-1%	831	7
Care	947	968	938	931	922	962	4%	977	-1%	943	2%	950	947	-0%	970	-2%	979	9
Sales	583	572	558	596	552	581	5%	580	0%	565	3%	563	560	-1%	570	-2%	638	5
Loyalty	1,108	1,133	1,075	1,044	1,046	1,081	3%	1,137	-5%	1,079	0%	1,107	1,065	-4%	1,135	-6%	1,236	1,1
Collections	256	260	237	272	261	274	5%	291	-6%	261	5%	256	269	5%	284	-5%	403	2
ABT_KBI_DESTINATION																		
SB Executive Overview	822	832	797	804	772	803	4%	813	-1%	804	-0%	820	789	-4%	806	-2%	907	7
Care	1,004	1,034	990	974	970	1,008	4%	1,029	-2%	998	1%	1,015	993	-2%	1,023	-3%	1,033	1,0
Sales	629	628	616	648	591	623	5%	621	0%	612	2%	612	601	-2%	607	-1%	759	5
Loyalty	1,230	1,213	1,145	1,086	1,109	1,136	2%	1,215	-6%	1,155	-2%	1,212	1,122	-7%	1,221	-8%	1,303	1,1
Transfers																		
SB Executive Overview	26.7%	26.5%	27.6%	27.2%	27.7%	26.3%	-5%	26.9%	-2%	27.2%	-3%	27.3%	27.0%	-1%	26.7%	1%	25.2%	26.5%
Care	23.7%	23.3%	23.7%	25.3%	25.2%	24.8%	-2%	24.5%	1%	24.4%	1%	24.2%	25.2%	4%	24.7%	2%	23.3%	23.2
Sales	30.8%	30.2%	33.4%	30.8%	31.9%	33.6%	5%	31.8%	6%	31.9%	5%	31.5%	32.6%	4%	30.7%	6%	29.8%	30.9
Loyalty	16.6%	18.0%	19.4%	17.8%	18.8%	18.9%	0%	17.1%	10%	17.9%	5%	17.5%	18.5%	6%	17.5%	6%	17.2%	16.2
Collections	38.6%	38.2%	38.5%	36.2%	35.5%	25.1%	-29%	33.2%	-24%	36.7%	-32%	39.8%	29.9%	-25%	33.0%	-10%	29.5%	38.8
FCR1																		
SB Executive Overview	92%	93%	93%	92%	93%	93%	-0%	91%	2%	93%	0%	93%	93%	1%	91%	2%	92%	93
Care	94%	94%	94%	94%	94%	94%	0%	93%	1%	94%	-0%	94%	94%	-0%	93%	0%	93%	94
Sales	89%	90%	91%	90%	92%	92%	-1%	87%	5%	90%	2%	90%	92%	3%	87%	5%	89%	89
Loyalty	93%	94%	93%	93%	94%	93%	-0%	91%	2%	93%	-0%	93%	93%	0%	92%	1%	93%	93
Collections																	83%	96

Overflow Out = % of calls routed to a different segment

Overflow IN = % of calls answered from a different segment

Note for SB Sales into SB Loyalty: Results are for SB Sales regular Business Hours

Note for Calls Abandon%: excluding collections

Note for FCR7: lagging metric, comparison the last two weeks for WoW and WoW YoY is a week prior

SB Executive Weekly Summary

Metric	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WoW			8 Weeks Avg			MTD			YTD		
	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025											
FCR3																		
SB Executive Overview	89%	90%	90%	89%	90%	90%	-1%	87%	3%	89%	0%	90%	91%	1%	89%	2%	89%	90%
Care	91%	91%	91%	91%	91%	90%	-1%	89%	1%	91%	-1%	92%	91%	-0%	91%	0%	90%	92%
Sales	85%	87%	88%	87%	89%	88%	-1%	83%	6%	87%	2%	87%	89%	3%	84%	6%	87%	86%
Loyalty	89%	89%	89%	89%	89%	90%	1%	88%	2%	89%	1%	90%	90%	1%	89%	1%	89%	90%
Collections																	83%	92%
FCR7																		
SB Executive Overview	86%	87%	87%	87%	88%		1%	84%	3%	87%	1%	86%	87%	1%	85%	3%	85%	87%
Care	88%	89%	89%	89%	88%		-0%	86%	1%	89%	-0%	88%	88%	0%	87%	1%	87%	89%
Sales	82%	84%	84%	84%	87%		3%	80%	7%	84%	4%	83%	87%	5%	81%	7%	83%	83%
Loyalty	85%	86%	86%	85%	86%		1%	83%	2%	85%	1%	85%	85%	0%	84%	1%	85%	85%
Collections	100%	100%	100%	100%	100%		0%	100%	0%	100%	0%	100%	100%	0%	100%	0%	79%	88%
RepSat Resolve																		
SB Executive Overview	69.2%	54.7%	52.4%	52.5%	64.5%	54.5%	-15%	53.6%	2%	58.3%	-6%	60.7%	59.2%	-3%	54.2%	9%	57.6%	58.5%
Care	66.0%	43.8%	55.2%	50.0%	56.3%	46.7%	-17%	46.9%	-1%	53.0%	-12%	55.7%	51.2%	-8%	48.5%	6%	56.7%	57.2%
Sales	71.4%	66.7%	47.6%	60.0%	73.9%	61.9%	-16%	66.7%	-7%	65.5%	-5%	69.4%	69.6%	0%	65.2%	7%	59.7%	66.3%
Loyalty	80.0%	63.6%	53.8%	50.0%	71.4%	72.7%	2%	57.1%	27%	62.8%	16%	61.5%	68.4%	11%	57.1%	20%	56.5%	51.7%
RepSat Bottom 2																		
SB Executive Overview	25%	32%	33%	38%	27%	42%	55%	33%	27%	33%	29%	31%	36%	14%	33%	9%	31%	31%
Care	27%	45%	26%	41%	35%	51%	45%	36%	40%	37%	37%	35%	44%	26%	35%	25%	31%	33%
Sales	29%	14%	48%	38%	21%	30%	47%	35%	-12%	29%	5%	26%	26%	2%	28%	-5%	29%	25%
Loyalty	9%	23%	23%	22%	14%	31%	115%	20%	54%	24%	27%	29%	24%	-17%	31%	-24%	35%	34%
RepSat																		
SB Executive Overview	70.2%	60.3%	49.3%	52.1%	67.1%	49.4%	-26%	58.1%	-15%	59.2%	-16%	63.2%	57.4%	-9%	57.1%	1%	60.4%	61.5%
Care	67.3%	47.4%	51.6%	51.2%	56.8%	38.8%	-32%	50.9%	-24%	53.8%	-28%	58.7%	47.3%	-19%	52.1%	-9%	59.4%	58.6%
Sales	70.8%	72.7%	44.0%	52.4%	75.9%	60.9%	-20%	60.9%	0%	64.4%	-6%	70.4%	68.4%	-3%	63.0%	9%	63.6%	70.2%
Loyalty	81.8%	76.9%	53.8%	55.6%	85.7%	69.2%	-19%	80.0%	-13%	68.0%	2%	64.3%	71.4%	11%	65.6%	9%	57.9%	56.6%
NPS																		
SB Executive Overview	3.1	-8.0	-14.8	-17.9	21.6	-21.3	-199%	12.8	-266%	-2.4	795%	-1.4	-1.7	-17%	0.0	7.4	7.4	
Care	-13.0	-9.7	-11.1	-13.5	-6.3	-23.8	-281%	4.0	-695%	-10.9	119%	-11.9	-15.4	-29%	-5.0	-211%	5.2	5.2
Sales	25.0	-25.0	-28.6	-27.3	69.2	-27.3	-139%	28.6	-195%	7.8	-450%	21.4	28.0	31%	12.5	124%	16.6	27.5
Loyalty	60.0	9.1	-7.7	-25.0	66.7	0.0	-100%	28.6	-100%	14.7	-100%	7.7	20.0	160%	4.0	400%	3.4	-3.7

Agent Tenure is based on calls

Note for Calls Abandon%: excluding collections

Note for FCR7: lagging metric, comparison the last two weeks for WoW and WoW YoY is a week prior

SB Executive Weekly Summary

Metric	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WoW		8 Weeks Avg		MTD				YTD			
	MoM	AUG25	AUG24	MoM	AUG24	2024	2025								2024	2025		
NPS Survey																		
SB Executive Overview	64	50	54	55	51	66	29%	76	-13%	57	17%	138	123	+11%	155	+21%	2,250	2,180
Care	46	31	27	36	32	45	41%	48	-6%	35	30%	84	81	-4%	98	-17%	1,164	1,340
Sales	8	8	14	11	13	11	-15%	14	-21%	11	-2%	28	25	-11%	32	-22%	523	380
Loyalty	10	11	13	8	6	10	67%	14	-29%	11	-7%	26	17	-35%	25	-32%	563	440
Calls Offered >5min %																		
SB Executive Overview	4.3%	5.4%	6.3%	4.3%	1.4%	2.8%	103%	1.6%	71%	3.6%	-22%	3.8%	2.2%	-42%	1.4%	51%	7.4%	5.9
Care	5.3%	7.3%	9.6%	6.3%	1.3%	3.4%	161%	2.4%	40%	4.8%	-29%	4.7%	2.5%	-46%	2.0%	28%	11.8%	7.6
Sales	4.0%	3.3%	1.4%	2.9%	2.2%	2.2%	-2%	1.3%	70%	2.5%	-13%	3.2%	2.2%	-33%	1.4%	55%	3.2%	2.6
Loyalty	5.3%	7.0%	7.8%	2.4%	1.7%	5.0%	199%	0.6%	675%	3.9%	27%	4.5%	3.4%	-25%	0.5%	584%	4.7%	6.4
Collections	0.3%	0.0%	0.0%	0.0%	0.0%	0.2%		0.0%		0.1%	231%	0.1%	0.1%	-5%	0.0%		1.1%	4.3
Calls Offered >10min %																		
SB Executive Overview	1.3%	2.3%	3.2%	2.2%	0.5%	1.2%	130%	0.4%	189%	1.5%	-19%	1.3%	0.9%	-30%	0.4%	122%	3.7%	2.7
Care	1.7%	3.2%	5.3%	3.3%	0.5%	1.6%	215%	0.6%	172%	2.1%	-26%	1.6%	1.0%	-35%	0.5%	106%	6.4%	3.7
Sales	1.3%	1.3%	0.7%	1.2%	0.9%	0.9%	0%	0.4%	100%	1.0%	-12%	1.2%	0.9%	-25%	0.5%	94%	1.1%	1.0
Loyalty	1.1%	2.1%	1.8%	0.9%	0.6%	2.0%	238%	0.1%	1373%	1.1%	78%	1.1%	1.2%	8%	0.1%	828%	1.3%	2.2
Collections	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%		0.0%	-100%	0.0%	0.0%	-100%	0.0%		0.5%	1.7
Calls Offered >15min %																		
SB Executive Overview	0.4%	0.9%	2.1%	1.2%	0.3%	0.7%	140%	0.2%	301%	0.8%	-14%	0.5%	0.5%	5%	0.1%	273%	2.1%	1.4
Care	0.5%	1.3%	3.6%	1.8%	0.3%	0.9%	226%	0.2%	454%	1.1%	-20%	0.5%	0.6%	10%	0.1%	360%	3.8%	1.9
Sales	0.4%	0.7%	0.3%	0.7%	0.4%	0.5%	34%	0.3%	67%	0.5%	6%	0.5%	0.5%	-11%	0.2%	125%	0.5%	0.5
Loyalty	0.4%	0.4%	0.6%	0.5%	0.4%	0.7%	74%	0.0%		0.4%	66%	0.4%	0.5%	33%	0.0%	1039%	0.6%	1.0
Collections	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%		0.0%	0.0%	0.0%	0.0%		0.0%		0.2%	0.8
Calls Offered >30min %																		
SB Executive Overview	0.0%	0.1%	0.6%	0.3%	0.0%	0.2%	883%	0.0%	595%	0.2%	5%	0.1%	0.1%	42%	0.0%	730%	0.6%	0.3
Care	0.0%	0.1%	1.2%	0.5%	0.0%	0.3%	2510%	0.0%	1653%	0.3%	11%	0.1%	0.2%	181%	0.0%	1954%	1.1%	0.4
Sales	0.1%	0.2%	0.0%	0.0%	0.0%	0.1%	249%	0.1%	38%	0.1%	-1%	0.2%	0.1%	-65%	0.0%	79%	0.1%	0.1
Loyalty	0.1%	0.0%	0.0%	0.1%	0.1%	0.0%	-100%	0.0%		0.0%	-100%	0.0%	0.0%	-37%	0.0%		0.1%	0.1
Collections	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%		0.0%	0.0%	0.0%	0.0%		0.0%		0.0%	0.1
Shrinkage (Internal)																		
SB Executive Overview	61.7%	59.6%	63.8%	58.3%	64.9%	56.6%	-13%	61.0%	-7%	60.1%	-6%	59.4%	61.5%	3%	62.1%	-1%	57.3%	55.4
Care	65.1%	62.3%	66.1%	61.1%	67.8%	59.5%	-12%	61.5%	-3%	62.6%	-5%	62.3%	64.2%	3%	62.8%	2%	58.5%	60.9
Sales	48.4%	48.6%	50.1%	46.9%	54.7%	44.9%	-18%	56.7%	-21%	49.6%	-9%	47.9%	50.8%	6%	57.8%	-12%	56.9%	34.3
Loyalty	56.3%	56.3%	103.0%	56.3%	56.3%	57.0%	1%	59.2%	-4%	62.4%	-9%	56.6%	56.6%	0%	57.5%	-2%	43.5%	63.5
Collections																		
Shrinkage (External)																		
SB Executive Overview	22.6%	21.2%	20.8%	20.6%	21.5%	22.8%	6%	21.6%	5%	21.3%	7%	22.3%	22.4%	0%	21.0%	7%	20.7%	20.8
Care	22.0%	19.8%	22.2%	21.3%	21.6%	24.9%	16%	22.8%	9%	21.4%	17%	21.8%	23.7%	9%	22.5%	5%	22.1%	21.3
Sales	22.3%	22.2%	19.3%	19.2%	19.7%	19.4%	-2%	22.3%	-13%	20.9%	-7%	22.8%	19.7%	-14%	21.4%	-8%	17.9%	19.1
Loyalty	29.3%	24.3%	21.0%	23.5%	29.2%	24.2%	-17%	22.0%	10%	23.9%	1%	26.1%	26.4%	1%	21.1%	25%	25.8%	24.8
Collections	10.9%	18.0%	20.2%	16.7%	11.9%	22.0%	85%	12.3%	79%	16.4%	34%	13.0%	17.9%	38%	12.3%	45%	15.4%	17.0
Agent Tenure <90 Days %																		
SB Executive Overview	13.2%	13.6%	14.5%	16.8%	17.3%	20.1%	16%	21.8%	-8%	16.3%	23%	13.4%	19.0%	42%	22.5%	-15%	50.8%	33.1
Care	18.3%	18.0%	19.3%	23.2%	27.2%	31.6%	16%	32.1%	-2%	24.2%	30%	17.7%	30.4%	71%	34.2%	-11%	50.2%	40.8
Sales	4.4%	5.2%	5.4%	5.5%	5.2%	5.3%	2%	13.9%	-62%	4.4%	22%	4.8%	5.0%	4%	13.4%	-63%	59.0%	14.8
Loyalty	19.2%	20.4%	21.4%	23.1%	13.2%	13.7%	4%	14.7%	-6%	19.3%	-29%	21.4%	13.0%	-40%	13.8%	-6%	36.8%	25.3
Collections																	100.0%	100.0

Agent Tenure is based on calls

Note for Calls Abandon%: excluding collections

Note for FCR7: lagging metric, comparison the last two weeks for WoW and WoW YoY is a week prior

SB Executive Weekly Summary

Metric	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WoW WE WoW	WoW YoY	8 Weeks Avg WoW	MTD			MoM YoY	2024	YTD 2025			
										JUL25	AUG25	MoM	AUG24					
Mobility Gross Sales																		
SB Executive Overview	459	379	408	458	402	415	3%	-43%	442	-6%	1,048	903	-14%	1,570	-42%	18,077	16,800	
Sales	431	336	361	418	344	379	10%	-47%	400	-5%	925	808	-13%	1,546	-48%	17,050	15,300	
Others	28	43	47	40	58	36	-38%	6	500%	-16%	123	95	-23%	24	296%	1,027	1,500	
Mobility Sales CR																		
SB Executive Overview	15.4%	13.6%	14.6%	15.9%	15.5%	13.6%	-13%	18.3%	-26%	15.9%	-15%	16.1%	14.6%	-9%	19.0%	-23%	15.2%	16.7%
Sales	14.7%	12.1%	12.9%	14.5%	13.3%	12.4%	-7%	18.4%	-33%	14.5%	-14%	14.3%	13.1%	-9%	18.9%	-31%	14.5%	15.5%
Others	80.0%	252.9%	0.0%	0.0%	0.0%	0.0%		12.5%	-100%	82.9%	-100%	168.5%	0.0%	-100%	24.7%	-100%	74.7%	105.7%

Mobility Gross Sales are inbound sales only

Others include SB eChat

Agent Tenure is based on calls

Note for Calls Abandon%: excluding collections

Note for FCR7: lagging metric, comparison the last two weeks for WoW and WoW YoY is a week prior

MTS Executive Weekly Summary

Metric	WoW										MTD								YTD	
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE WoW	WE 17AUG24	WoW YoY	8 Weeks Avg	8 Weeks Avg	WoW	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025	
SLA																				
MTS Executive Overview	83%	87%	89%	89%	86%	93%	8%	94%	-1%	88%	5%	85%	88%	4%	93%	-4%	89%	88%		
Care	91%	92%	95%	92%	86%	93%	9%	94%	-1%	92%	1%	92%	89%	-4%	93%	-5%	89%	88%		
Sales	87%	86%	86%	91%	91%	93%	3%	90%	4%	89%	4%	88%	91%	4%	87%	5%	93%	90%		
Loyalty	58%	72%	75%	77%	85%	92%	8%	97%	-5%	78%	19%	66%	87%	32%	96%	-10%	85%	88%		
ASA																				
MTS Executive Overview	78	47	40	42	41	25	-39%	22	14%	42	-40%	57	39	-31%	26	53%	37			
Care	35	28	18	34	45	24	-46%	21	13%	28	-14%	28	40	45%	24	66%	35			
Sales	36	36	39	23	25	19	-23%	31	-37%	29	-33%	32	24	-25%	36	-33%	21			
Loyalty	230	109	98	78	41	32	-22%	18	75%	90	-65%	158	46	-71%	23	98%	53			
Occupancy																				
MTS Executive Overview	57%	57%	55%	57%	56%	53%	-5%	44%	20%	56%	-5%	58%	55%	-4%	47%	17%	53%	5		
Care	51%	51%	48%	52%	54%	49%	-10%	43%	13%	51%	-4%	52%	52%	1%	48%	10%	55%	54%		
Sales	53%	56%	50%	52%	54%	50%	-7%	46%	8%	52%	-4%	55%	52%	-4%	49%	7%	38%	49%		
Loyalty	80%	72%	77%	72%	61%	67%	9%	47%	43%	71%	-6%	76%	65%	-14%	47%	39%	60%	64%		
Calls Offered																				
MTS Executive Overview	15.4K	16.2K	15.7K	17.3K	15.3K	16.9K	10%	13.3K	27%	15.9K	7%	36.0K	36.1K	0%	31.1K	16%	472.7K	503.		
Care	9.7K	10.4K	9.8K	11.0K	9.7K	10.7K	10%	8.4K	27%	10.1K	6%	22.9K	22.7K	-1%	19.9K	14%	311.5K	332.		
Sales	2.1K	2.1K	2.0K	2.2K	2.1K	2.3K	8%	2.1K	6%	2.1K	7%	4.9K	4.9K	-0%	5.0K	-1%	66.5K	63.		
Loyalty	3.6K	3.7K	3.9K	4.1K	3.6K	4.0K	12%	2.8K	43%	3.7K	8%	8.2K	8.4K	3%	6.2K	36%	94.7K	107.		
Calls Handled																				
MTS Executive Overview	14.7K	15.7K	15.4K	16.9K	15.0K	16.7K	11%	13.1K	27%	15.5K	8%	34.8K	35.4K	2%	30.6K	16%	464.2K	488.		
Care	9.4K	10.2K	9.7K	10.8K	9.4K	10.6K	12%	8.3K	27%	9.9K	7%	22.4K	22.3K	-0%	19.6K	14%	306.4K	323.		
Sales	2.0K	2.1K	1.9K	2.2K	2.1K	2.2K	8%	2.1K	8%	2.1K	8%	4.8K	4.8K	0%	4.9K	-0%	65.5K	61.		
Loyalty	3.2K	3.5K	3.7K	3.9K	3.5K	3.9K	12%	2.8K	43%	3.5K	11%	7.6K	8.3K	9%	6.1K	34%	92.3K	103.		
Calls Abandon%																				
MTS Executive Overview	4.2%	2.6%	2.0%	2.0%	2.0%	1.1%	-47%	1.2%	-12%	2.2%	-51%	3.2%	1.8%	-43%	1.4%	30%	1.7%	2.		
Care	2.5%	1.8%	0.8%	1.4%	2.2%	0.9%	-58%	0.9%	4%	1.6%	-40%	2.0%	1.8%	-8%	1.3%	40%	1.6%	2.		
Sales	2.0%	2.1%	3.7%	1.9%	1.5%	0.9%	-39%	2.7%	-66%	2.0%	-53%	1.9%	1.4%	-25%	2.4%	-39%	1.3%	2.		
Loyalty	10.1%	5.2%	4.0%	3.7%	1.8%	1.6%	-16%	1.0%	49%	4.1%	-62%	7.4%	2.1%	-72%	1.0%	110%	2.4%	3.		
BHT																				
MTS Executive Overview	834	839	816	808	826	787	-5%	805	-2%	816	-4%	831	808	-3%	783	3%	763	8		
Care	759	727	719	723	749	713	-5%	787	-9%	733	-3%	745	735	-1%	738	-0%	701	7		
Sales	756	828	779	791	770	774	0%	693	12%	786	-2%	773	770	-0%	711	8%	684	7		
Loyalty	1,099	1,170	1,091	1,055	1,063	994	-6%	936	6%	1,068	-7%	1,116	1,031	-8%	973	6%	1,017	1,0		
ABT_KBI_DESTINATION																				
MTS Executive Overview	875	899	864	850	871	826	-5%	845	-2%	860	-4%	880	852	-3%	821	4%	797	8		
Care	777	758	747	743	774	732	-5%	823	-11%	755	-3%	770	758	-2%	772	-2%	733	7		
Sales	896	959	899	925	896	889	-1%	773	15%	912	-2%	906	892	-2%	785	14%	746	8		
Loyalty	1,147	1,275	1,158	1,113	1,121	1,046	-7%	959	9%	1,129	-7%	1,187	1,087	-8%	998	9%	1,038	1,0		
Transfers																				
MTS Executive Overview	22.9%	23.5%	23.7%	23.4%	23.5%	23.5%	-0%	22.8%	3%	23.2%	1%	23.1%	23.5%	2%	22.6%	4%	22.7%	22.		
Care	25.2%	25.6%	26.3%	26.0%	26.0%	25.8%	-1%	23.6%	9%	25.5%	1%	25.1%	25.8%	3%	23.5%	10%	23.4%	23.		
Sales	34.5%	36.3%	36.9%	36.1%	33.9%	34.9%	3%	38.0%	-8%	35.2%	-1%	34.7%	34.9%	1%	36.2%	-4%	38.0%	37.		
Loyalty	9.2%	9.6%	9.8%	9.1%	10.6%	11.0%	3%	8.7%	26%	9.9%	11%	9.8%	10.7%	9%	9.0%	18%	9.9%	9.8%		

MTS Executive Weekly Summary

Metric	WoW								MTD								YTD	
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE WoW	WE 17AUG24	WoW YoY	8 Weeks Avg	8 Weeks WoW	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025
FCR1																		
MTS Executive Overview	94%	94%	94%	94%	94%	93%	-0%	94%	-0%	94%	-0%	94%	94%	-0%	94%	-0%	94%	94%
Care	94%	93%	93%	93%	93%	93%	-0%	93%	0%	93%	-0%	94%	94%	-0%	93%	0%	94%	94%
Sales	91%	91%	92%	90%	88%	89%	1%	92%	-3%	90%	-1%	90%	89%	-2%	92%	-3%	91%	91%
Loyalty	96%	96%	96%	97%	97%	96%	-1%	97%	-1%	96%	-0%	97%	96%	-0%	97%	-0%	96%	97%
FCR3																		
MTS Executive Overview	92%	91%	92%	91%	92%	91%	-1%	91%	-1%	91%	-1%	92%	92%	-1%	92%	-0%	92%	92%
Care	91%	91%	91%	90%	91%	90%	-1%	91%	-0%	91%	-1%	92%	91%	-0%	92%	-0%	92%	92%
Sales	87%	87%	87%	87%	86%	86%	0%	88%	-3%	87%	-1%	88%	86%	-2%	88%	-3%	89%	88%
Loyalty	96%	95%	95%	95%	96%	94%	-2%	96%	-2%	95%	-1%	96%	95%	-0%	96%	-1%	95%	96%
FCR7																		
MTS Executive Overview	89%	89%	89%	89%	89%	89%	0%	89%	-0%	89%	-0%	89%	89%	-0%	90%	-1%	90%	90%
Care	89%	89%	88%	88%	89%	89%	0%	88%	-0%	89%	-0%	89%	89%	0%	89%	-1%	90%	89%
Sales	86%	84%	86%	83%	82%	82%	-2%	87%	-5%	85%	-3%	84%	82%	-2%	85%	-4%	86%	85%
Loyalty	93%	93%	93%	94%	94%	94%	1%	95%	-0%	93%	1%	94%	94%	-0%	94%	-0%	94%	94%
RepSat Resolve																		
MTS Executive Overview	79.7%	78.4%	80.6%	81.9%	80.8%	79.2%	-2%	79.7%	-1%	79.6%	-0%	78.0%	80.0%	3%	82.0%	-3%	83.7%	79.9%
Care	80.9%	78.6%	80.6%	81.7%	81.4%	81.3%	-0%	80.7%	1%	80.1%	2%	79.0%	81.0%	2%	82.6%	-2%	83.9%	80.7%
Sales	78.1%	78.8%	82.1%	78.4%	79.4%	75.0%	-6%	78.5%	-4%	79.1%	-5%	76.7%	78.0%	2%	78.0%	0%	77.7%	79.1%
Loyalty	76.6%	77.5%	80.0%	83.4%	79.9%	74.6%	-7%	76.3%	-2%	78.2%	-5%	75.2%	77.8%	4%	82.7%	-6%	86.9%	77.1%
RepSat Bottom 2																		
MTS Executive Overview	14%	13%	14%	10%	13%	14%	11%	13%	8%	13%	9%	13%	13%	-1%	11%	24%	9%	12%
Care	12%	11%	13%	11%	12%	12%	-0%	12%	8%	12%	4%	11%	13%	13%	9%	34%	8%	11%
Sales	18%	16%	10%	17%	17%	19%	16%	17%	16%	15%	27%	18%	17%	-5%	16%	7%	14%	14%
Loyalty	18%	19%	16%	6%	11%	16%	51%	16%	2%	15%	11%	18%	13%	-27%	11%	13%	7%	14%
RepSat																		
MTS Executive Overview	82.0%	78.3%	80.3%	82.8%	81.4%	81.5%	0%	80.4%	1%	81.0%	1%	80.2%	81.0%	1%	83.4%	-3%	86.1%	81.5%
Care	83.7%	79.8%	80.5%	82.9%	82.0%	83.9%	2%	82.6%	2%	82.1%	2%	82.0%	82.4%	0%	85.2%	-3%	86.9%	82.5%
Sales	79.1%	75.0%	82.9%	77.4%	77.8%	77.2%	-1%	78.6%	-2%	79.7%	-3%	77.5%	76.9%	-1%	77.9%	-1%	79.6%	80.8%
Loyalty	77.9%	75.0%	78.0%	84.3%	81.6%	76.1%	-7%	72.6%	5%	78.2%	-3%	75.5%	78.8%	4%	80.3%	-2%	87.3%	78.1%
NPS																		
MTS Executive Overview	40.3	37.0	40.1	45.2	51.0	48.7	-4%	45.4	7%	43.8	11%	41.0	48.8	19%	50.3	-3%	50.8	45.0
Care	42.1	36.9	41.2	41.1	48.3	55.6	15%	49.5	12%	44.7	24%	42.6	50.1	18%	51.5	-3%	51.8	46.0
Sales	39.7	45.1	64.4	48.0	60.6	44.7	-26%	34.2	31%	48.7	-8%	41.1	52.0	27%	48.1	8%	45.7	49.0
Loyalty	34.5	34.3	23.1	57.1	54.2	29.7	-45%	36.4	-18%	38.3	-22%	35.7	43.6	22%	47.0	-7%	49.9	36.0
NPS Survey																		
MTS Executive Overview	593	613	618	683	625	581	-7%	630	-8%	611	-5%	1,409	1,339	-5%	1,481	-10%	22,139	20,850
Care	411	425	415	479	406	397	-2%	444	-11%	416	-5%	975	900	-8%	1,043	-14%	15,901	14,860
Sales	63	51	73	50	66	50	-24%	76	-34%	57	-12%	129	128	-1%	189	-32%	2,468	1,870
Loyalty	119	137	130	154	153	134	-12%	110	22%	138	-3%	305	311	2%	249	25%	3,770	4,170

MTS Executive Weekly Summary

Metric	WoW										MTD					YTD		
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE WoW	WE 17AUG24	WoW YoY	8 Weeks Avg	8 Weeks WoW	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025
Calls Offered >5min %																		
MTS Executive Overview	9.2%	5.1%	4.4%	4.4%	4.0%	2.3%	-42%	2.1%	11%	4.4%	-48%	6.4%	4.0%	-37%	2.5%	59%	3.6%	5.6%
Care	3.7%	2.5%	1.5%	3.3%	4.9%	2.4%	-51%	2.1%	12%	2.7%	-12%	2.5%	4.3%	70%	2.5%	73%	3.4%	5.7%
Sales	3.4%	3.3%	4.2%	2.0%	1.7%	1.5%	-10%	3.3%	-54%	2.6%	-41%	2.7%	1.9%	-30%	3.6%	-46%	1.8%	2.8%
Loyalty	27.3%	13.6%	11.7%	8.8%	2.9%	2.6%	-10%	1.1%	139%	10.2%	-75%	19.2%	4.3%	-78%	1.8%	145%	5.7%	7.1%
Calls Offered >10min %																		
MTS Executive Overview	4.5%	2.1%	1.8%	1.6%	0.6%	0.3%	-45%	0.8%	-59%	1.6%	-78%	2.8%	1.0%	-64%	0.9%	16%	1.1%	2.5%
Care	1.2%	0.8%	0.5%	1.3%	0.8%	0.2%	-71%	0.9%	-72%	0.8%	-68%	0.7%	1.0%	38%	0.8%	20%	0.9%	2.7%
Sales	0.8%	1.0%	2.1%	0.6%	0.6%	0.1%	-77%	1.2%	-89%	0.8%	-83%	0.6%	0.5%	-17%	1.3%	-61%	0.5%	0.9%
Loyalty	15.7%	6.4%	4.8%	2.9%	0.2%	0.8%	348%	0.5%	49%	4.3%	-83%	10.0%	1.4%	-86%	0.7%	97%	1.8%	2.9%
Calls Offered >15min %																		
MTS Executive Overview	2.4%	0.7%	0.7%	0.7%	0.1%	0.1%	-29%	0.3%	-80%	0.6%	-90%	1.3%	0.4%	-73%	0.3%	37%	0.3%	1.2%
Care	0.3%	0.2%	0.1%	0.7%	0.1%	0.1%	63%	0.3%	-72%	0.2%	-66%	0.2%	0.4%	110%	0.2%	111%	0.3%	1.3%
Sales	0.2%	0.2%	1.3%	0.1%	0.3%	0.0%	-100%	0.6%	-100%	0.3%	-100%	0.1%	0.2%	60%	0.6%	-74%	0.2%	0.4%
Loyalty	9.2%	2.1%	1.7%	1.0%	0.1%	0.1%	-40%	0.2%	-72%	1.9%	-97%	5.0%	0.3%	-94%	0.2%	84%	0.6%	1.2%
Calls Offered >30min %																		
MTS Executive Overview	0.2%	0.0%	0.0%	0.1%	0.0%	0.0%		0.0%	-80%	0.0%	-88%	0.1%	0.0%	-57%	0.0%	86%	0.0%	0.3%
Care	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%		0.0%	-74%	0.0%	-70%	0.0%	0.1%	161%	0.0%	279%	0.0%	0.3%
Sales	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%	-100%	0.0%	-100%	0.0%	0.0%	-100%	0.1%	-100%	0.0%	0.1%
Loyalty	0.6%	0.1%	0.0%	0.1%	0.0%	0.0%		0.0%	-100%	0.1%	-100%	0.3%	0.0%	-100%	0.0%	0.1%	0.1%	0.2%
Shrinkage (Internal)																		
MTS Executive Overview	48.0%	47.3%	35.7%	40.0%	40.2%	30.4%	-24%	45.3%	-33%	40.4%	-25%	46.4%	35.5%	-23%	45.2%	-21%	40.1%	44.3%
Care	48.0%	47.3%	35.7%	40.0%	40.2%	30.4%	-24%	33.5%	-9%	40.4%	-25%	46.4%	35.5%	-23%	37.7%	-6%	36.9%	42.4%
Loyalty								56.5%							52.7%		43.3%	46.9%
Shrinkage (External)																		
MTS Executive Overview	25.3%	23.4%	21.5%	20.2%	25.2%	18.0%	-28%	19.3%	-7%	22.6%	-20%	26.2%	21.7%	-17%	20.2%	7%	16.1%	21.5%
Care	19.2%	19.2%	18.0%	16.0%	25.9%	15.6%	-40%	19.8%	-21%	20.0%	-22%	23.1%	20.4%	-11%	20.9%	-2%	16.0%	19.9%
Sales	32.5%	30.1%	26.5%	25.2%	25.3%	18.0%	-29%	15.0%	20%	23.8%	-24%	27.9%	21.3%	-24%	14.9%	43%	14.7%	20.1%
Loyalty	34.1%	27.7%	25.6%	25.6%	23.8%	23.3%	-2%	20.9%	12%	27.1%	-14%	32.1%	24.4%	-24%	21.8%	12%	18.4%	26.3%
Agent Tenure <90 Days %																		
MTS Executive Overview	16.7%	21.1%	21.8%	21.6%	18.5%	18.9%	2%	28.2%	-33%	17.0%	11%	20.3%	18.5%	-9%	25.8%	-28%	32.2%	43.1%
Care	14.2%	19.0%	20.3%	20.9%	14.8%	14.8%	0%	35.4%	-58%	16.1%	-8%	19.2%	14.9%	-23%	32.6%	-54%	33.7%	47.0%
Sales	8.3%	16.7%	16.2%	15.4%	22.5%	22.5%	0%	0.0%		14.8%	52%	14.3%	22.0%	54%	0.0%		20.4%	17.3%
Loyalty	27.0%	28.1%	28.6%	27.0%	24.6%	26.2%	7%	26.2%	0%	20.2%	30%	26.5%	24.6%	-7%	23.0%	7%	32.4%	44.1%

MTS Executive Weekly Summary

Metric	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WoW WE WoW	WE 17AUG24	WoW YoY	8 Weeks Avg	8 Weeks WoW	MTD	MoM	MoM YoY	2024	YTD 2025
											JUL25	AUG25	AUG24	2024	2025	
Mobility Gross Sales																
MTS Executive Overview	87	67	62	73	73	86	18%	59	46%	81	7%	193	175	-9%	160	9% 2,264 2,074
Care	22	15	6	10	12	6	-50%	17	-65%	16	-61%	55	21	-62%	56	-63% 749 407
Sales	65	52	56	63	61	80	31%	42	90%	65	23%	138	154	12%	104	48% 1,515 1,678
Mobility Sales CR																
MTS Executive Overview	1.9%	1.4%	1.3%	1.4%	1.5%	1.7%	10%	1.3%	34%	1.7%	1%	1.8%	1.6%	-12%	1.5%	2% 1.5% 1.4%
Care	0.6%	0.4%	0.2%	0.2%	0.3%	0.2%	-52%	0.5%	-70%	0.4%	-64%	0.7%	0.2%	-63%	0.7%	-68% 0.7% 0.3%
Sales	6.1%	4.5%	5.4%	5.5%	6.1%	6.9%	14%	3.2%	115%	6.1%	13%	5.5%	6.3%	13%	3.5%	78% 3.8% 5.0%
Residential Gross Sales																
MTS Executive Overview	666	679	610	720	642	670	4%	505	33%	665	1%	1,606	1,481	-8%	1,318	12% 17,986 19,098
Care	110	128	101	148	124	141	14%	88	60%	130	9%	305	307	1%	223	38% 3,330 3,498
Sales	427	437	390	436	396	427	8%	327	31%	417	2%	1,010	921	-9%	827	11% 11,574 12,068
Loyalty	34	27	25	28	31	37	19%	22	68%	29	28%	76	73	-4%	97	-25% 839 938
Others	95	87	94	108	91	65	-29%	68	-4%	88	-26%	215	180	-16%	171	5% 2,243 2,608
Residential Sales CR																
MTS Executive Overview	7.2%	7.1%	6.2%	6.6%	6.7%	6.7%	1%	5.8%	16%	6.9%	-2%	7.5%	6.7%	-10%	6.8%	-1% 6.4% 6.5%
Care	3.1%	3.5%	2.8%	3.6%	3.3%	3.6%	8%	2.6%	39%	3.5%	5%	3.6%	3.6%	-2%	3.0%	20% 3.0% 3.1%
Sales	40.0%	38.2%	37.8%	37.9%	39.5%	37.0%	-6%	25.1%	47%	39.1%	-5%	40.6%	37.6%	-7%	28.0%	34% 28.9% 36.0%
Loyalty	1.0%	0.8%	0.7%	0.7%	0.9%	0.9%	7%	0.8%	22%	0.8%	15%	1.0%	0.9%	-11%	1.5%	-42% 0.9% 0.9%

Mobility Gross Sales and residential gross sales are inbound sales only

Others include MTS WLN eChat

eChat Executive Weekly Summary

Metric	WoW										MTD					YTD		
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE WoW	WE 17AUG24	WE WoW YoY	8 Weeks Avg	8 Weeks WoW	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025
SLA																		
eChat Executive Overview	65%	84%	74%	82%	71%	85%	19%	57%	49%	76%	11%	72%	78%	8%	55%	40%	67%	78%
Care	63%	87%	75%	87%	72%	87%	21%	51%	71%	78%	13%	72%	80%	11%	49%	61%	63%	76%
Sales	70%	76%	70%	68%	69%	74%	8%	81%	-9%	72%	3%	72%	71%	-2%	78%	-10%	89%	86%
ASA																		
eChat Executive Overview	219	95	289	121	182	152	-16%	487	-69%	175	-13%	194	166	-14%	508	-67%	245	208
Care	233	81	304	103	174	128	-26%	586	-78%	170	-25%	203	153	-25%	627	-76%	284	233
Sales	164	138	239	180	209	244	17%	89	175%	193	26%	160	217	35%	83	161%	38	8
Occupancy																		
eChat Executive Overview	83%	76%	78%	77%	78%	74%	-5%	90%	-17%	78%	-5%	80%	77%	-4%	90%	-15%	83%	74%
Care	85%	75%	80%	78%	80%	79%	-1%	93%	-15%	80%	-1%	81%	80%	-1%	93%	-14%	88%	75%
Sales	77%	76%	75%	76%	75%	64%	-14%	83%	-23%	74%	-14%	77%	70%	-9%	84%	-17%	74%	71%
Calls Offered																		
eChat Executive Overview	80.0K	64.2K	70.3K	68.8K	74.3K	69.9K	-6%	75.9K	-8%	71.8K	-3%	171.4K	164.1K	-4%	176.1K	-7%	2.4M	2.4M
Care	63.0K	48.6K	54.0K	52.1K	57.9K	55.0K	-5%	61.4K	-10%	55.5K	-1%	133.1K	128.5K	-3%	139.5K	-8%	2.0M	1.8M
Sales	17.1K	15.6K	16.3K	16.7K	16.5K	14.8K	-10%	14.4K	3%	16.3K	-9%	38.3K	35.6K	-7%	36.6K	-3%	368.3K	516.8K
Calls Handled																		
eChat Executive Overview	76.9K	62.9K	67.9K	67.1K	71.9K	68.4K	-5%	69.3K	-1%	69.6K	-2%	165.5K	159.6K	-4%	160.2K	-0%	2.3M	2.3M
Care	60.4K	47.8K	52.2K	51.0K	56.1K	54.1K	-4%	55.5K	-2%	53.9K	0%	128.6K	125.3K	-3%	125.1K	0%	1.9M	1.8M
Sales	16.4K	15.0K	15.7K	16.1K	15.8K	14.3K	-10%	13.8K	3%	15.7K	-9%	36.9K	34.2K	-7%	35.1K	-2%	358.6K	504.9K
Calls Abandon%																		
eChat Executive Overview	4.0%	2.0%	3.5%	2.3%	3.3%	2.1%	-35%	8.7%	-76%	2.9%	-28%	3.4%	2.7%	-20%	9.0%	-70%	5.1%	3.6%
Care	4.0%	1.6%	3.4%	2.0%	3.0%	1.7%	-45%	9.7%	-83%	2.7%	-39%	3.4%	2.4%	-28%	10.3%	-76%	5.5%	3.9%
Sales	3.8%	3.5%	3.7%	3.6%	4.0%	3.8%	-6%	4.4%	-14%	3.6%	3%	3.6%	3.8%	7%	4.1%	-8%	2.6%	2.3%
ECHAT_ABT																		
eChat Executive Overview	1,399	1,392	1,382	1,368	1,388	1,361	-2%	1,074	27%	1,380	-1%	1,387	1,375	-1%	1,072	28%	1,120	1,291
Care	1,209	1,155	1,170	1,145	1,187	1,155	-3%	955	21%	1,171	-1%	1,178	1,173	-0%	951	23%	974	1,081
Sales	2,100	2,150	2,087	2,075	2,100	2,141	2%	1,553	38%	2,100	2%	2,116	2,117	0%	1,502	41%	1,892	2,000
Transfers																		
eChat Executive Overview	3.4%	3.7%	3.5%	3.6%	3.3%	3.1%	-4%	4.9%	-36%	3.5%	-10%	3.6%	3.2%	-9%	4.9%	-34%	4.4%	3.9%
Care	0.8%	0.8%	0.8%	0.8%	0.8%	0.9%	14%	1.1%	-21%	0.8%	5%	0.8%	0.8%	-3%	1.1%	-25%	1.0%	0.9%
Sales	13.2%	12.8%	12.6%	12.5%	12.1%	11.8%	-3%	19.5%	-40%	12.5%	-6%	13.0%	12.2%	-7%	18.5%	-34%	21.4%	14.3%
FCR7																		
eChat Executive Overview	100%	100%	100%	100%	100%	100%	0%	79%	27%	100%	0%	100%	100%	0%	79%	26%	79%	91%
Care	100%	100%	100%	100%	100%	100%	0%	77%	30%	100%	0%	100%	100%	0%	77%	29%	77%	91%
Sales	100%	100%	100%	100%	100%	100%	0%	90%	11%	100%	0%	100%	100%	0%	90%	11%	89%	95%
RepSat Resolve																		
eChat Executive Overview	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	78.6%	-100%	0.0%	0.0%	0.0%	0.0%	0.0%	78.7%	-100%	80.5%	77.0%	
Care	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	80.9%	-100%	0.0%	0.0%	0.0%	0.0%	0.0%	80.9%	-100%	82.4%	79.5%	
Sales	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	47.8%	-100%	0.0%	0.0%	0.0%	0.0%	0.0%	50.4%	-100%	51.2%	50.7%	
RepSat																		
eChat Executive Overview	80.1%	81.6%	80.2%	80.8%	80.3%	80.5%	0%	76.5%	5%	80.9%	-0%	80.9%	80.5%	-1%	76.9%	5%	79.1%	78.5%
Care	82.1%	83.7%	82.6%	83.2%	82.4%	82.4%	0%	79.5%	4%	83.0%	-1%	82.9%	82.5%	-1%	79.5%	4%	81.4%	81.1%
Sales	54.4%	56.1%	52.7%	52.9%	52.5%	52.5%	0%	40.2%	31%	53.8%	-2%	55.7%	52.3%	-6%	44.8%	17%	46.2%	49.4%
NPS																		
eChat Executive Overview	33.3	-16.7					40.0				19.3		41.4		45.0		37.0	
Care							44.6						45.3		48.3		42.0	
Sales	33.3	-16.7					-19.9				19.3		-10.7		-6.7		-11.0	

Sales results include SB Sales eChat.

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eChat Executive Weekly Summary

METRIC	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WoW WE WoW	WE 17AUG24	WoW YoY	8 Weeks Avg	8 Weeks WoW	MTD			YTD	
	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025									
NPS Survey																
eChat Executive Overview	24	12	0	0	0	0		8,389	-100%	12	-100%	57	0	-100%	18,420	-100%
Care	0	0	0	0	0	0		7,785	-100%	0	0	0	0	0	17,134	-100%
Sales	24	12	0	0	0	0		604	-100%	12	-100%	57	0	-100%	1,286	-100%
Agent Tenure <90 Days %																
eChat Executive Overview	16.7%	16.5%	20.3%	24.5%	16.6%	21.6%	31%	9.5%	127%	20.6%	5%	16.4%	20.9%	28%	9.5%	121%
Care	22.5%	22.2%	25.9%	31.5%	20.7%	23.0%	11%	11.2%	105%	25.9%	-11%	22.2%	22.3%	0%	11.3%	97%
Sales	4.0%	4.1%	8.1%	8.1%	6.3%	18.7%	197%	5.1%	268%	8.7%	115%	3.8%	18.1%	370%	4.7%	282%

BRS Central Care

Metric	WoW										MTD					YTD			
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE WoW	WE YoY	8 Weeks	Avg	8 Weeks	Avg	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025
SLA	59%	75%	58%	68%	61%	67%	9%	20%	67%	-0%	70%	64%	-9%	57%	11%	62%	72%		
ASA	208	87	187	116	157	127	-19%	-38%	135	-5%	131	143	9%	205	-30%	181	12		
Occupancy	90%	88%	91%	88%	90%	91%	1%	-2%	89%	2%	89%	90%	2%	93%	-2%	88%	88%		
Calls Offered	173.6K	165.6K	165.3K	155.6K	158.0K	168.1K	6%	-5%	176.2K	2%	389.6K	364.9K	-6%	405.5K	-10%	5.4M	5.6M		
Calls Handled	159.7K	159.0K	151.7K	148.3K	148.2K	159.2K	7%	-3%	164.7K	3%	369.2K	343.8K	-7%	378.0K	-9%	5.1M	5.3M		
Calls Overflow Out %	11.6%	11.6%	14.2%	12.9%	15.4%	19.0%	24%	29%	14.7%	42%	10.8%	17.2%	59%	17.2%	0%	18.4%	13.5%		
Calls Overflow In %	8.0%	7.4%	9.2%	7.6%	9.2%	9.4%	2%	-6%	10.0%	17%	7.3%	9.3%	28%	10.7%	-13%	10.5%	8.2%		
Calls Abandon%	7.8%	3.8%	8.1%	4.5%	6.0%	5.1%	-15%	-19%	6.3%	-5%	5.1%	5.6%	11%	6.6%	-15%	6.5%	4.5%		
BHT	959	926	961	925	946	963	2%	-1%	968	2%	941	939	2%	967	-1%	946	93		
ABT_KBL_DESTINATION	1,039	1,000	1,048	989	1,019	1,035	2%	-0%	1,040	2%	1,014	1,027	1%	1,035	-1%	1,014	99		
Transfers	23.8%	23.8%	23.4%	23.5%	23.4%	23.3%	-0%	-4%	24.2%	-1%	23.6%	23.8%	-2%	24.3%	-4%	22.3%	22.9%		
FCR1	92%	92%	92%	91%	92%	92%	-0%	1%	91%	0%	92%	92%	0%	91%	1%	91%	92%		
FCR3	88%	87%	88%	87%	88%	88%	-0%	1%	87%	0%	88%	88%	0%	87%	1%	88%	88%		
FCR7	84%	84%	85%	84%	84%	84%	1%	2%	83%	0%	84%	84%	1%	83%	2%	83%	84%		
RepSat Resolve	68.2%	70.3%	68.9%	68.8%	70.1%	69.1%	-1%	1%	68.5%	-1%	69.7%	-1%	69.2%	69.6%	1%	69.2%	1%	70.9%	71.0%
RepSat Bottom 2	17%	16%	18%	17%	17%	17%	1%	2%	17%	4%	17%	17%	4%	17%	1%	16%	16%		
RepSat	75.8%	77.0%	75.8%	75.9%	76.2%	75.5%	-1%	0%	75.3%	-1%	76.5%	-1%	76.5%	75.9%	-1%	75.4%	1%	76.7%	77.4%
NPS	32.2	35.6	32.0	33.2	34.0	33.5	-1%	2%	32.7	-4%	34.9	-4%	34.7	34.1	-2%	33.3	2%	35.5	37.
NPS Survey	4,932	4,749	4,951	4,512	4,657	4,859	4%	-17%	5,876	2%	4,746	11,137	10,532	-5%	12,867	-18%	175,587	172,84	
Calls Offered >5min %	19.8%	8.2%	17.6%	10.9%	15.2%	12.6%	-17%	-31%	18.3%	-1%	12.2%	14.0%	15%	18.8%	-25%	16.6%	11.1%		
Calls Offered >10min %	11.3%	3.8%	9.7%	5.1%	7.8%	6.0%	-23%	-42%	10.3%	6.6%	7.0%	7.0%	7%	10.6%	-34%	9.6%	5.9%		
Calls Offered >15min %	7.0%	2.1%	6.5%	2.8%	4.6%	3.3%	-30%	-51%	6.7%	4.0%	-18%	4.0%	0%	6.6%	-40%	6.2%	3.7%		
Calls Offered >30min %	2.4%	0.5%	2.4%	0.6%	1.1%	0.8%	-26%	-62%	2.1%	1.1%	-29%	1.3%	0.9%	-29%	2.2%	-58%	2.2%	1.2%	
Calls Offered >60min %	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	-17%	0.0%	61%	0.0%	-28%	0.0%	0.0%	-38%	0.0%	-21%	0.0%	0.0%	
Shrinkage (Internal)	49.4%	42.2%	42.8%	44.2%	48.4%	46.2%	-4%	2%	45.5%	1%	45.7%	49.0%	46.4%	-5%	45.0%	3%	42.0%	40.3%	
Shrinkage (External)	21.5%	18.0%	20.7%	24.8%	24.7%	19.7%	-20%	8%	18.2%	21.7%	-9%	21.4%	22.9%	7%	19.8%	16%	19.4%	19.8%	
60 Day NL Save Rate	95.5%	95.6%	95.8%	95.9%	96.0%	97.2%	1%	1%	96.4%	1%	95.8%	1%	95.5%	96.3%	1%	96.3%	0%	96.4%	95.8%
Agent Tenure <90 Days %	28.4%	30.6%	32.1%	32.2%	22.0%	24.5%	12%	-20%	30.8%	-16%	29.2%	28.7%	23.9%	-17%	30.5%	-22%	58.1%	47.2%	
Mobility Gross Sales	692	657	711	655	691	765	11%	-9%	837	9%	701	1,615	1,628	1%	2,093	-22%	28,050	21,76	
Mobility Sales CR	1.6%	1.5%	1.5%	1.6%	1.5%	1.6%	3%	-5%	1.7%	1.6%	-2%	1.6%	1.6%	-4%	1.7%	-10%	2.3%	1.7%	
Residential Gross Sales	2,020	2,102	1,946	1,976	1,781	1,828	3%	-14%	2,116	-7%	1,971	4,915	4,090	-17%	4,952	-17%	57,493	55,49	
Residential Sales CR	5.1%	5.5%	4.8%	5.4%	4.7%	4.5%	-4%	5%	4.3%	-11%	5.1%	4.2%	-14%	4.7%	11%	4.7%	4.5%		

BM Care

Metric	WoW										MTD				YTD		
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE WoW	WE YoY	8 Weeks Avg	8 Weeks WoW	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025
SLA	68%	83%	67%	78%	65%	81%	26%	79%	3%	75%	8%	75%	72%	-5%	78%	-8%	74% 84%
ASA	124	51	126	70	145	60	-59%	83	-28%	90	-33%	89	107	20%	76	40%	99 5
Occupancy	81%	76%	80%	75%	83%	77%	-8%	77%	-1%	77%	-0%	77%	80%	4%	77%	4%	79% 69%
Calls Offered	74.6K	67.0K	70.8K	66.1K	77.8K	69.5K	-11%	83.6K	-17%	69.2K	0%	161.2K	166.5K	3%	190.9K	-13%	2.9M 2.3M
Calls Handled	71.4K	65.7K	67.4K	64.2K	73.1K	67.9K	-7%	81.0K	-16%	66.8K	2%	156.0K	159.1K	2%	185.3K	-14%	2.8M 2.3M
Calls Overflow Out %	17.8%	18.4%	15.9%	15.6%	16.2%	11.6%	-28%	15.3%	-24%	15.6%	-26%	16.6%	14.8%	-11%	15.0%	-2%	19.4% 13.1%
Calls Overflow In %	9.0%	10.2%	10.2%	8.5%	8.3%	9.4%	13%	9.2%	2%	9.4%	-0%	9.5%	8.5%	-11%	10.2%	-17%	9.7% 11.1%
Calls Abandon%	4.2%	1.8%	4.6%	2.8%	5.9%	2.3%	-61%	3.0%	-25%	3.4%	-33%	3.1%	4.3%	37%	2.8%	51%	3.9% 2.3%
BHT	844	814	837	787	837	824	-2%	851	-3%	821	0%	828	828	-0%	856	-3%	857 82
ABT_KBL_DESTINATION	898	871	895	830	889	867	-2%	895	-3%	871	-1%	882	876	-1%	898	-2%	903 86
Transfers	15.5%	14.9%	14.3%	14.7%	14.6%	14.5%	-1%	15.6%	-7%	14.8%	-2%	15.3%	14.6%	-5%	15.1%	-3%	15.2% 14.1%
FCR1	93%	92%	93%	92%	92%	93%	0%	92%	1%	92%	0%	92%	93%	0%	92%	1%	92% 93%
FCR3	89%	89%	90%	88%	89%	89%	-0%	88%	1%	89%	-0%	89%	89%	-0%	89%	1%	89% 89%
FCR7	86%	86%	87%	85%	86%	86%	1%	84%	1%	86%	0%	86%	86%	0%	85%	1%	85% 86%
RepSat Resolve	72.4%	72.3%	70.6%	71.2%	69.7%	70.8%	2%	75.9%	-7%	72.5%	-2%	73.7%	70.3%	-5%	76.0%	-7%	74.7% 74.5%
RepSat Bottom 2	15%	15%	17%	17%	17%	16%	-4%	13%	25%	15%	5%	15%	17%	15%	14%	21%	14% 14%
RepSat	79.0%	79.2%	76.5%	77.6%	76.2%	77.6%	2%	81.0%	-4%	78.5%	-1%	79.9%	77.0%	-4%	80.6%	-5%	80.1% 80.3%
NPS	39.9	35.9	34.5	38.2	32.7	35.2	8%	49.2	-28%	38.7	-9%	41.0	34.1	-17%	47.2	-28%	44.3 43.
NPS Survey	2,867	2,623	2,879	2,394	2,754	2,698	-2%	3,533	-24%	2,633	2%	6,214	6,059	-2%	8,122	-25%	124,588 105,52
Calls Offered >5min %	12.4%	4.4%	13.2%	6.5%	14.5%	5.7%	-61%	8.5%	-33%	8.8%	-36%	8.7%	10.6%	23%	7.6%	40%	9.6% 5.3%
Calls Offered >10min %	6.3%	1.4%	6.5%	2.8%	8.1%	2.1%	-75%	4.0%	-49%	4.2%	-51%	4.0%	5.4%	34%	3.3%	63%	4.8% 2.5%
Calls Offered >15min %	3.1%	0.7%	3.5%	1.4%	4.9%	1.0%	-81%	2.1%	-54%	2.2%	-58%	2.0%	3.1%	55%	1.6%	92%	2.8% 1.4%
Calls Offered >30min %	0.8%	0.1%	0.6%	0.3%	0.8%	0.2%	-80%	0.4%	-63%	0.5%	-65%	0.5%	0.5%	10%	0.3%	96%	0.8% 0.4%
Calls Offered >60min %	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-81%	0.0%	-83%	0.0%	-79%	0.0%	0.0%	9%	0.0%	-14%	0.0% 0.0%
Shrinkage (External)	25.1%	23.4%	25.8%	27.6%	27.8%	27.5%	-1%	20.6%	34%	26.2%	5%	26.4%	27.8%	5%	21.0%	32%	23.0% 22.5%
60 Day NL Save Rate	97.2%	97.2%	97.3%	97.4%	97.4%	98.1%	1%	97.0%	1%	97.4%	1%	97.2%	97.6%	0%	97.0%	1%	96.6% 94.9%
Agent Tenure <90 Days %	13.8%	15.4%	16.4%	19.6%	18.5%	18.2%	-1%	21.5%	-15%	16.7%	9%	13.8%	17.4%	26%	22.3%	-22%	40.6% 39.6%
Mobility Gross Sales	325	269	258	207	211	248	18%	525	-53%	280	-11%	767	509	-34%	1,179	-57%	13,938 11,93
Mobility Sales CR	1.8%	1.6%	1.8%	1.7%	1.6%	1.8%	16%	2.6%	-30%	1.8%	2%	1.9%	1.7%	-12%	2.4%	-32%	1.9% 1.8%
Residential Gross Sales	654	659	590	462	581	464	-20%	894	-48%	603	-23%	1,528	1,160	-24%	1,961	-41%	27,123 25,71
Residential Sales CR	2.5%	2.8%	2.5%	2.5%	2.6%	2.2%	-17%	3.0%	-27%	2.6%	-15%	2.6%	2.4%	-8%	2.9%	-18%	2.8% 2.8%

Mobility

Metric	WoW							MTD								YTD		
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE WoW	WE 17AUG24	WoW YoY	8 Weeks Avg	8 Weeks Avg WoW	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025
SLA	66%	78%	62%	77%	69%	77%	11%	63%	21%	74%	4%	75%	73%	-3%	67%	9%	69%	79%
ASA	136	67	157	73	104	78	-25%	153	-49%	96	-19%	94	93	-1%	120	-22%	130	7
Occupancy	78%	76%	79%	76%	80%	78%	-2%	75%	5%	77%	2%	76%	79%	4%	75%	6%	77%	70%
Calls Offered	33.2K	30.8K	31.9K	29.5K	33.6K	32.3K	-4%	34.6K	-7%	31.3K	3%	73.0K	74.2K	2%	80.1K	-7%	1.4M	1.0M
Calls Handled	31.6K	30.0K	30.0K	28.6K	32.2K	31.2K	-3%	32.6K	-4%	30.1K	4%	70.4K	71.5K	1%	76.4K	-6%	1.3M	989.9
Calls Overflow Out %	10.6%	9.3%	11.8%	8.1%	9.6%	8.4%	-13%	8.1%	3%	8.9%	-6%	8.7%	8.8%	1%	7.2%	22%	20.9%	7.9%
Calls Overflow In %	11.1%	10.5%	12.9%	11.3%	9.4%	14.4%	54%	6.7%	114%	11.5%	25%	11.0%	11.1%	2%	7.9%	40%	10.9%	13.2%
Calls Abandon%	4.7%	2.5%	5.8%	2.9%	3.8%	3.1%	-16%	5.6%	-44%	3.6%	-13%	3.4%	3.5%	2%	4.5%	-23%	5.2%	3.2%
BHT	958	932	970	898	958	973	2%	986	-1%	942	3%	941	958	2%	978	-2%	986	94
ABT_KBI_DESTINATION	1,035	1,016	1,058	958	1,035	1,036	0%	1,060	-2%	1,013	2%	1,019	1,027	1%	1,046	-2%	1,054	1,000
Transfers	14.3%	13.9%	14.6%	13.8%	13.8%	13.7%	-1%	14.8%	-7%	13.8%	-1%	14.0%	13.6%	-3%	14.3%	-5%	15.1%	13.5%
FCR1	91%	91%	92%	90%	90%	90%	0%	91%	-1%	91%	-1%	91%	91%	-1%	91%	-1%	92%	92%
FCR3	88%	87%	89%	86%	87%	87%	-1%	88%	-1%	88%	-1%	88%	88%	-1%	88%	-1%	89%	89%
FCR7	85%	85%	86%	84%	84%	84%	0%	85%	-0%	85%	-1%	85%	84%	-1%	85%	-0%	85%	85%
RepSat Resolve	72.1%	72.1%	70.0%	68.0%	67.7%	69.7%	3%	74.5%	-6%	71.5%	-2%	73.4%	68.6%	-6%	74.1%	-7%	74.0%	73.0%
RepSat Bottom 2	19%	17%	20%	22%	21%	20%	-0%	15%	37%	19%	10%	17%	20%	20%	16%	26%	16%	16%
RepSat	76.4%	77.1%	73.3%	72.3%	72.3%	73.8%	2%	78.6%	-6%	75.4%	-2%	77.8%	73.0%	-6%	77.9%	-6%	78.4%	77.7%
NPS	37.9	30.4	29.9	26.8	25.1	26.6	6%	38.4	-31%	32.8	-19%	36.2	25.4	-30%	37.2	-32%	38.6	36
NPS Survey	963	1,020	845	795	814	851	5%	1,169	-27%	920	-7%	2,362	1,897	-20%	2,803	-32%	48,461	39,36
Calls Offered >5min %	13.3%	5.8%	15.7%	6.0%	9.7%	7.8%	-19%	16.5%	-53%	9.0%	-13%	8.8%	8.9%	2%	12.4%	-28%	12.5%	7.0%
Calls Offered >10min %	7.0%	2.2%	7.7%	2.7%	4.5%	2.9%	-37%	8.0%	-64%	4.3%	-33%	4.5%	3.9%	-13%	5.5%	-29%	6.7%	3.5%
Calls Offered >15min %	3.3%	1.2%	4.7%	1.5%	2.4%	1.4%	-39%	4.0%	-64%	2.4%	-39%	2.3%	2.0%	-10%	2.6%	-22%	4.1%	2.1%
Calls Offered >30min %	1.0%	0.2%	1.2%	0.3%	0.4%	0.2%	-41%	0.9%	-74%	0.5%	-56%	0.6%	0.4%	-42%	0.5%	-27%	1.2%	0.6%
Calls Offered >60min %	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-100%	0.0%	-100%	0.0%	-100%	0.0%	0.0%	-46%	0.0%	0.0%	0.0%	0.0%
Shrinkage (External)	29.2%	26.7%	30.2%	32.8%	33.0%	33.4%	1%	21.9%	52%	30.9%	8%	30.0%	33.0%	10%	22.5%	47%	24.3%	25.8%
60 Day NL Save Rate	97.5%	97.6%	97.8%	97.8%	98.0%	98.5%	1%	97.6%	1%	97.8%	1%	97.6%	98.1%	0%	97.6%	0%	97.2%	93.2%
Agent Tenure <90 Days %	21.9%	24.3%	26.8%	35.1%	31.3%	30.9%	-1%	21.4%	44%	26.9%	15%	22.1%	29.0%	31%	22.5%	29%	39.0%	46.7%

Virgin

Metric	WoW								MTD								YTD	
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE WoW	WE 17AUG24	WoW YoY	8 Weeks Avg	8 Weeks Avg WoW	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025
SLA	70%	87%	70%	79%	61%	85%	40%	89%	-4%	76%	11%	76%	71%	-6%	86%	-17%	79%	87%
ASA	115	37	102	68	177	45	-74%	37	24%	85	-47%	85	118	39%	46	156%	71	4
Occupancy	85%	75%	81%	73%	87%	75%	-14%	79%	-6%	77%	-3%	79%	81%	3%	79%	3%	82%	69%
Calls Offered	41.4K	36.3K	38.9K	36.7K	44.2K	37.3K	-16%	49.0K	-24%	38.0K	-2%	88.2K	92.3K	5%	110.7K	-17%	1.5M	1.3M
Calls Handled	39.8K	35.8K	37.4K	35.6K	40.9K	36.7K	-10%	48.4K	-24%	36.7K	0%	85.6K	87.7K	2%	108.9K	-19%	1.5M	1.3M
Calls Overflow Out %	23.5%	26.0%	19.2%	21.7%	21.5%	14.4%	-33%	20.1%	-28%	21.1%	-32%	23.2%	19.7%	-15%	20.6%	-4%	18.1%	17.1%
Calls Overflow In %	6.9%	9.9%	7.7%	5.7%	7.3%	4.3%	-41%	11.1%	-61%	7.4%	-42%	8.1%	5.8%	-28%	11.9%	-51%	8.6%	9.3%
Calls Abandon%	3.8%	1.3%	3.7%	2.7%	7.5%	1.5%	-80%	1.2%	21%	3.2%	-52%	2.9%	4.9%	71%	1.6%	203%	2.7%	1.7%
BHT	733	692	714	676	726	672	-7%	752	-11%	702	-4%	715	702	-2%	760	-8%	743	70
ABT_KBI_DESTINATION	764	721	744	702	753	694	-8%	774	-10%	730	-5%	743	727	-2%	782	-7%	769	73
Transfers	16.4%	15.7%	14.0%	15.5%	15.3%	15.3%	-0%	16.2%	-6%	15.5%	-2%	16.3%	15.4%	-6%	15.6%	-2%	15.2%	14.6%
FCR1	94%	93%	94%	93%	94%	94%	1%	92%	2%	94%	1%	94%	94%	0%	92%	2%	93%	93%
FCR3	90%	90%	90%	89%	90%	90%	0%	88%	2%	90%	0%	90%	91%	0%	89%	2%	90%	90%
FCR7	87%	86%	87%	85%	87%	87%	2%	84%	3%	86%	1%	86%	87%	1%	85%	2%	85%	86%
RepSat Resolve	72.6%	72.5%	70.9%	72.9%	70.6%	71.4%	1%	76.6%	-7%	73.0%	-2%	73.9%	71.1%	-4%	76.9%	-8%	75.2%	75.5%
RepSat Bottom 2	14%	13%	15%	14%	15%	14%	-8%	12%	19%	14%	3%	13%	15%	16%	12%	19%	13%	12%
RepSat	80.4%	80.6%	78.1%	80.5%	78.0%	79.6%	2%	82.2%	-3%	80.2%	-1%	81.3%	78.9%	-3%	82.1%	-4%	81.1%	82.0%
NPS	41.0	39.4	36.4	43.8	35.9	39.2	9%	54.5	-28%	41.8	-6%	44.0	38.1	-13%	52.4	-27%	48.0	48
NPS Survey	1,904	1,603	2,034	1,599	1,940	1,847	-5%	2,364	-22%	1,713	8%	3,852	4,162	8%	5,319	-22%	76,127	66,16
Calls Offered >5min %	11.6%	3.1%	11.1%	6.8%	18.1%	3.8%	-79%	2.9%	31%	8.6%	-55%	8.6%	12.0%	40%	4.1%	194%	6.9%	3.9%
Calls Offered >10min %	5.8%	0.7%	5.5%	2.9%	10.9%	1.3%	-88%	1.3%	5%	4.0%	-66%	3.6%	6.6%	81%	1.7%	279%	3.1%	1.7%
Calls Offered >15min %	2.9%	0.2%	2.5%	1.4%	6.8%	0.5%	-92%	0.7%	-24%	2.1%	-75%	1.7%	3.9%	123%	0.9%	357%	1.6%	0.9%
Calls Offered >30min %	0.6%	0.0%	0.2%	0.3%	1.1%	0.1%	-92%	0.1%	4%	0.4%	-75%	0.4%	0.7%	85%	0.1%	539%	0.3%	0.2%
Calls Offered >60min %	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-76%	0.0%	-78%	0.0%	-76%	0.0%	0.0%	-4%	0.0%	-4%	0.0%	0.0%
Shrinkage (External)	18.2%	18.2%	18.9%	19.4%	19.7%	18.0%	-8%	19.1%	-5%	18.8%	-4%	20.5%	19.6%	-4%	19.2%	2%	21.0%	18.0%
60 Day NL Save Rate	96.8%	96.9%	96.9%	96.9%	97.0%	97.8%	1%	96.5%	1%	97.0%	1%	96.8%	97.3%	0%	96.4%	1%	96.2%	96.4%
Agent Tenure <90 Days %	1.9%	2.0%	1.9%	1.5%	1.5%	1.5%	0%	21.6%	-93%	3.0%	-50%	2.1%	1.4%	-31%	22.1%	-93%	44.0%	28.6%

BRS Atlantic Care

Metric	WoW										MTD					YTD			
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE WoW	WE YoY	8 Weeks Avg	8 Weeks WoW	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025		
SLA	90%	92%	96%	91%	95%	95%	-0%	73%	30%	91%	5%	90%	94%	5%	70%	35%	79%	87%	
ASA	26	17	11	20	13	14	9%	69	-80%	23	-40%	25	17	-34%	89	-81%	67	33%	
Occupancy	50%	47%	50%	53%	43%	45%	4%	64%	-30%	48%	-7%	49%	45%	-7%	66%	-31%	58%	52%	
Calls Offered	17.3K	16.4K	17.4K	18.1K	15.2K	17.1K	12%	20.9K	-18%	17.1K	0%	39.0K	36.5K	-6%	49.5K	-26%	768.7K	631.8K	
Calls Handled	16.8K	15.9K	17.0K	17.6K	14.8K	16.7K	13%	20.0K	-16%	16.5K	1%	37.8K	35.6K	-6%	46.6K	-24%	726.2K	609.3K	
Calls Abandon%	2.9%	3.0%	2.2%	2.5%	2.3%	2.0%	-10%	4.4%	-54%	2.8%	-28%	3.1%	2.4%	-24%	5.9%	-60%	5.4%	3.4%	
BHT	526	514	514	545	539	539	0%	518	4%	531	2%	526	541	3%	511	6%	510	52%	
ABT_KBI_DESTINATION	553	539	539	576	564	569	1%	545	4%	559	2%	553	569	3%	537	6%	534	55%	
Transfers	12.2%	12.0%	12.4%	12.0%	12.2%	12.5%	2%	14.2%	-12%	12.3%	1%	12.3%	12.3%	0%	14.5%	-15%	14.0%	13.9%	
NPS	64.7	84.8	73.5	68.1	68.0	71.8	6%	67.3	7%	72.4	-1%	70.5	72.6	3%	60.3	20%	64.8	68.3%	
Calls Offered >5min %	0.1%	0.1%	0.2%	0.2%	0.3%	0.2%	0.5%	50%	2.4%	-79%	0.3%	77%	0.2%	0.4%	120%	3.3%	-87%	2.6%	0.4%
Calls Offered >10min %	1.0%	0.2%	0.4%	0.3%	0.2%	0.5%	101%	2.8%	-83%	0.7%	-35%	0.7%	0.4%	-39%	4.1%	-90%	3.9%	1.5%	
Shrinkage (Internal)	45.8%	48.2%	50.8%	52.8%	52.0%	54.6%	5%	65.3%	-16%	49.2%	11%	47.3%	53.5%	13%	63.9%	-16%	48.2%	44.1%	
Shrinkage (External)	12.1%	14.4%	14.3%	17.1%	13.8%	15.2%	10%	12.7%	19%	13.3%	14%	11.9%	14.9%	25%	12.8%	17%	11.1%	11.3%	
Mobility Gross Sales	124	78	79	96	79	101	28%	62	63%	99	2%	252	198	-21%	128	55%	1,901	3,472	
Mobility Sales CR	1.1%	0.7%	0.7%	0.8%	0.8%	1.1%	41%	1.4%	-19%	0.9%	19%	1.0%	0.9%	-12%	1.2%	-22%	1.2%	0.8%	
Residential Gross Sales	546	506	586	572	497	518	4%	572	-9%	556	-7%	1,246	1,163	-7%	1,434	-19%	21,080	18,332	
Residential Sales CR	3.8%	3.7%	4.0%	3.8%	3.9%	3.6%	-7%	4.9%	-26%	3.9%	-8%	3.9%	3.8%	-1%	5.4%	-29%	4.8%	3.5%	

BRS BNQ

Metric							WoW			MTD						YTD		
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE WoW	WE YoY	8 Weeks Avg	8 Weeks Avg	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025	
SLA	98%	94%	97%	93%	95%	93%	-2%	-4%	95%	-2%	97%	94%	-3%	95%	-1%	95%	94%	
ASA	4	14	8	15	11	18	71%	210%	6	53%	9	15	70%	14	2%	12	1	
Occupancy	28%	30%	24%	28%	25%	28%	10%	-21%	29%	-3%	30%	26%	-12%	39%	-33%	34%	26%	
Calls Offered	3.9K	4.2K	4.1K	4.3K	3.7K	4.5K	23%	4.8K	-5%	4.1K	10%	9.3K	9.0K	-3%	11.6K	-23%	137.5K	134.2K
Calls Handled	3.8K	4.1K	4.0K	4.2K	3.6K	4.4K	21%	4.7K	-7%	4.0K	9%	9.2K	8.8K	-4%	11.4K	-23%	135.3K	131.7K
Calls Abandon%	0.3%	1.5%	0.7%	1.6%	1.0%	2.5%	146%	0.7%	238%	1.2%	105%	0.8%	1.8%	139%	1.7%	5%	1.3%	1.6%
BHT	372	345	319	320	300	268	-11%	425	-37%	336	-20%	374	287	-23%	439	-35%	479	32%
ABT_KBI_DESTINATION	444	418	364	386	371	336	-9%	575	-42%	407	-17%	454	357	-21%	575	-38%	549	35%
Transfers	1.1%	2.2%	1.3%	1.9%	1.4%	1.1%	-17%	5.5%	-79%	1.6%	-28%	1.4%	1.3%	-4%	6.1%	-79%	7.4%	2.0%
NPS	90.9	66.7	77.8	64.1	54.8	85.2	55%	63.3	35%	77.9	9%	88.2	67.2	-24%	54.5	23%	62.2	67
Calls Offered >5min %	0.1%	0.7%	0.3%	0.7%	0.5%	1.0%	87%	0.3%	204%	0.5%	96%	0.3%	0.8%	190%	0.7%	9%	0.7%	0.7%
Calls Offered >10min %	0.0%	0.5%	0.2%	0.4%	0.2%	1.0%	483%	0.1%	657%	0.4%	153%	0.2%	0.6%	129%	0.9%	-35%	0.4%	0.6%
Shrinkage (Internal)	44.8%	32.4%	23.2%	34.0%	21.3%	41.0%	93%	38.7%	6%	31.8%	29%	42.9%	31.6%	-26%	38.9%	-19%	28.6%	29.6%
Shrinkage (External)	15.4%	17.4%	17.7%	18.6%	18.6%	19.2%	3%	18.4%	4%	17.8%	8%	15.8%	19.1%	21%	19.4%	-2%	20.3%	17.4%
Agent Tenure <90 Days %	11.8%	11.8%	11.6%	12.3%	3.1%	3.1%		59.0%	-95%	8.2%	-62%	11.0%	2.9%	-74%	59.6%	-95%	49.6%	26.0%

BSH Central

Metric	WoW							MTD							YTD			
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE WoW	WE 17AUG24	WE WoW YoY	8 Weeks Avg	8 Weeks Avg WoW	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025
SLA	92%	94%	92%	94%	91%	90%	-1%	95%	-5%	93%	-3%	93%	91%	-2%	95%	-3%	95%	94%
ASA	20	13	17	14	16	14	-10%	16	-11%	17	-12%	18	16	-13%	18	-14%	15	15
Occupancy	33%	31%	31%	28%	30%	28%	-5%	37%	-22%	30%	-5%	32%	29%	-8%	35%	-16%	26%	30%
Calls Offered	26.6K	25.7K	23.6K	23.4K	24.0K	22.8K	-5%	24.1K	-5%	24.4K	-7%	59.7K	53.3K	-11%	54.3K	-2%	602.8K	754.2K
Calls Handled	26.3K	25.4K	23.3K	23.3K	23.7K	22.4K	-5%	23.9K	-6%	24.1K	-7%	59.0K	52.6K	-11%	53.9K	-2%	598.2K	746.6K
Calls Abandon%	1.1%	1.1%	1.3%	0.7%	1.0%	1.8%	70%	1.2%	47%	1.1%	55%	1.1%	1.3%	20%	1.2%	7%	1.2%	1.0%
BHT	212	205	205	201	213	203	-5%	264	-23%	202	1%	209	206	-2%	255	-19%	209	217
ABT_KBI_DESTINATION	221	216	218	209	221	212	-4%	270	-21%	212	-0%	220	215	-2%	263	-18%	216	222
Transfers	9.1%	9.2%	9.6%	9.4%	8.8%	8.6%	-3%	9.7%	-12%	9.0%	-5%	9.2%	8.6%	-7%	9.7%	-11%	9.1%	9.0%
FCR1	93%	93%	93%	93%	93%	93%	-0%	93%	1%	93%	0%	93%	94%	0%	92%	1%	92%	93%
FCR3	89%	89%	88%	89%	89%	90%	1%	88%	2%	89%	1%	90%	90%	0%	88%	2%	88%	90%
FCR7	86%	85%	85%	86%	86%	86%	-0%	85%	4%	86%	1%	87%	86%	-0%	83%	4%	84%	86%
RepSat Resolve	79.9%	80.6%	75.5%	75.8%	77.3%	72.2%	-7%	74.9%	-4%	77.1%	-6%	81.5%	75.9%	-7%	76.3%	-1%	74.2%	77.4%
RepSat Bottom 2	13%	12%	11%	13%	13%	14%	8%	12%	18%	13%	5%	12%	13%	5%	13%	-4%	15%	13%
RepSat	81.7%	84.0%	81.1%	81.6%	78.2%	82.2%	5%	79.6%	3%	81.3%	1%	83.5%	80.3%	-4%	80.2%	0%	77.8%	81.3%
NPS	62.2	43.7	40.0	59.4	45.7	51.2	12%	45.5	13%	52.8	-3%	59.6	48.0	-20%	50.7	-5%	46.1	52.1
NPS Survey	148	135	130	133	140	124	-11%	165	-25%	132	-6%	337	297	-12%	381	-22%	3,229	4,219
Calls Offered >5min %	1.1%	0.4%	0.7%	0.5%	0.5%	0.2%	-62%	0.7%	-75%	0.7%	-73%	0.9%	0.4%	-53%	0.9%	-52%	0.7%	0.9%
Calls Offered >10min %	0.5%	0.1%	0.3%	0.2%	0.1%	0.1%	18%	0.2%	-58%	0.3%	-71%	0.4%	0.1%	-73%	0.4%	-71%	0.3%	0.4%
Calls Offered >15min %	0.2%	0.0%	0.1%	0.1%	0.0%	0.0%	89%	0.1%	-27%	0.1%	-68%	0.2%	0.0%	-79%	0.2%	-78%	0.1%	0.2%
Calls Offered >30min %	0.1%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	6%	0.0%	-89%	0.1%	0.0%	-93%	0.0%	-75%	0.0%	0.0%
Shrinkage (External)	18.6%	17.6%	19.3%	19.7%	19.5%	19.3%	-1%	20.5%	-6%	19.1%	1%	18.5%	19.8%	7%	20.2%	-2%	18.0%	17.8%
Agent Tenure <90 Days %	17.1%	17.6%	18.4%	18.1%	10.4%	10.6%	2%	13.0%	-19%	14.8%	-28%	17.0%	10.2%	-40%	12.3%	-17%	39.0%	39.0%

BSH Manitoba(AAA)

Metric	WoW								MTD								YTD	
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE WoW	WE YoY	8 Weeks Avg	8 Weeks Avg	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025	
SLA	88%	91%	94%	92%	90%	92%	3%		91%	1%	90%	91%	1%				91	
ASA	30	21	16	20	24	20	-16%		22	-8%	25	22	-12%					
Occupancy	24%	23%	21%	22%	23%	24%	6%		23%	5%	23%	23%	0%				21	
Calls Offered	2.4K	2.5K	2.2K	2.3K	2.1K	2.4K	15%		2.3K	5%	5.6K	5.0K	-10%				86.6	
Calls Handled	2.3K	2.4K	2.2K	2.2K	2.0K	2.4K	17%		2.2K	6%	5.4K	4.9K	-9%				80.5	
Calls Abandon%	3.9%	2.5%	1.4%	2.1%	3.2%	1.5%	-54%		2.4%	-39%	3.1%	2.4%	-23%				7.1	
BHT	381	317	315	349	352	357	2%		343	4%	343	354	3%				2	
ABT_KBL_DESTINATION	381	317	315	349	352	357	2%		343	4%	343	354	3%				2	
Transfers	22.9%	22.0%	21.5%	24.1%	24.1%	24.6%	2%		23.1%	7%	22.7%	24.0%	6%				20.0	

BM Sales

Metric	WoW										MTD					YTD		
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE WoW	WE 17AUG24	YoY	8 Weeks Avg	8 Weeks WoW	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025
SLA	84%	92%	91%	89%	88%	90%	3%	84%	7%	89%	2%	89%	89%	0%	85%	5%	86%	88%
ASA	48	27	29	35	36	27	-26%	39	-32%	35	-24%	37	31	-17%	35	-14%	41	38
Occupancy	53%	47%	49%	51%	49%	51%	4%	53%	-3%	50%	1%	50%	50%	-1%	49%	2%	49%	52%
Calls Offered	60.9K	55.2K	54.5K	54.6K	53.7K	57.9K	8%	66.1K	-12%	56.8K	2%	134.0K	126.1K	-6%	144.3K	-13%	2.1M	1.9M
Calls Handled	59.4K	54.4K	53.6K	53.6K	52.5K	56.9K	8%	64.5K	-12%	55.6K	2%	131.3K	123.7K	-6%	141.1K	-12%	2.0M	1.9M
Calls Overflow Out %	1.4%	0.4%	0.6%	0.5%	0.1%	0.1%	-15%	2.3%	-96%	0.4%	-80%	0.6%	0.2%	-72%	2.4%	-93%	1.6%	1.2%
Calls Overflow In %	13.2%	11.4%	12.4%	11.4%	17.3%	15.0%	-13%	15.1%	-1%	12.2%	23%	10.8%	16.3%	51%	18.4%	-11%	16.2%	9.6%
Calls Abandon%	2.5%	1.3%	1.6%	1.8%	2.0%	1.7%	-18%	2.2%	-25%	1.9%	-10%	1.9%	1.8%	-6%	2.1%	-13%	2.3%	2.1%
BHT	529	509	504	512	519	519	0%	581	-11%	520	-0%	521	519	-0%	584	-11%	589	518
ABT_KBI_DESTINATION	556	536	529	538	546	545	-0%	612	-11%	546	-0%	548	545	-0%	613	-11%	620	545
Transfers	27.4%	27.2%	28.0%	27.3%	27.8%	26.9%	-3%	26.2%	3%	27.2%	-1%	27.2%	27.3%	0%	26.2%	4%	24.0%	26.6%
FCR1	88%	88%	89%	88%	88%	89%	1%	89%	0%	88%	1%	88%	89%	1%	89%	-0%	89%	88%
FCR3	85%	84%	86%	85%	85%	86%	0%	86%	-0%	85%	1%	85%	86%	1%	86%	-1%	86%	86%
FCR7	82%	82%	83%	82%	82%	82%	0%	83%	-1%	82%	0%	82%	83%	1%	83%	-1%	83%	83%
RepSat Resolve	67.1%	67.5%	68.2%	67.3%	65.5%	66.4%	1%	72.6%	-9%	68.4%	-3%	69.2%	66.3%	-4%	70.7%	-6%	72.1%	70.1%
RepSat Bottom 2	22%	20%	21%	21%	22%	23%	1%	19%	22%	20%	11%	20%	22%	12%	19%	15%	18%	19%
RepSat	69.9%	73.4%	70.4%	73.4%	69.6%	70.4%	1%	75.6%	-7%	72.3%	-3%	73.2%	70.3%	-4%	73.6%	-5%	75.6%	73.9%
NPS	30.4	28.7	20.8	26.0	23.6	24.4	3%	37.7	-35%	28.5	-14%	32.4	23.5	-27%	31.7	-26%	36.2	31.6
NPS Survey	316	362	283	308	445	377	-15%	645	-42%	335	13%	716	909	27%	1,548	-41%	19,988	9,961
Calls Offered >5min %	3.9%	1.6%	1.5%	2.5%	1.8%	1.1%	-39%	2.2%	-49%	2.3%	-51%	2.7%	1.4%	-49%	1.7%	-18%	3.2%	2.9%
Calls Offered >10min %	1.6%	0.6%	0.6%	0.6%	0.8%	0.2%	-72%	0.6%	-64%	0.9%	-75%	1.1%	0.5%	-59%	0.5%	-4%	1.4%	1.0%
Calls Offered >15min %	0.7%	0.2%	0.3%	0.3%	0.5%	0.0%	-92%	0.3%	-86%	0.5%	-91%	0.6%	0.3%	-52%	0.2%	28%	0.4%	0.4%
Calls Offered >30min %	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	-100%	0.0%	-100%	0.1%	-100%	0.1%	0.0%	-71%	0.0%	30%	0.0%	0.1%
Calls Offered >60min %	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-100%	0.0%	-100%	0.0%	-100%	0.0%	0.0%	-71%	0.0%	0.0%	0.0%	0.0%
Shrinkage (Internal)	9.7%	9.7%	19.7%	20.3%	21.3%	19.7%	-8%	31.4%	-37%	22.0%	-10%	22.4%	24.0%	7%	29.5%	-19%	22.3%	19.0%
Shrinkage (External)	18.7%	19.2%	18.9%	19.6%	18.5%	18.3%	-1%	21.4%	-15%	19.0%	-4%	19.4%	18.4%	-5%	21.1%	-13%	20.3%	20.7%
60 Day NL Save Rate	98.7%	98.7%	98.7%	98.8%	98.7%	99.0%	0%	98.2%	1%	98.8%	0%	98.7%	98.8%	0%	98.2%	1%	98.4%	98.1%
Agent Tenure <90 Days %	23.2%	23.5%	24.2%	28.0%	27.9%	30.6%	10%	24.5%	25%	25.9%	18%	22.9%	29.2%	27%	23.8%	23%	36.0%	43.2%
Mobility Gross Sales	2,984	2,561	2,542	2,462	2,325	2,886	24%	3,236	-11%	2,735	6%	6,624	5,777	-13%	7,164	-19%	107,417	99,192
Mobility Sales CR	13.3%	12.1%	12.0%	12.1%	11.7%	13.5%	16%	13.7%	-1%	12.9%	5%	13.3%	12.5%	-6%	13.6%	-8%	14.7%	13.4%
Residential Gross Sales	1,063	1,045	1,010	1,068	1,018	941	-8%	1,166	-19%	1,059	-11%	2,567	2,233	-13%	2,713	-18%	40,459	31,935
Residential Sales CR	9.7%	9.8%	9.8%	11.6%	10.4%	8.5%	-18%	10.0%	-15%	10.0%	-15%	10.1%	9.5%	-5%	10.5%	-9%	12.2%	8.9%

BM Sales Inbound

Metric							WoW			MTD						YTD		
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE WoW	WE YoY	8 Weeks Avg	8 Weeks Avg	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025	
SLA	83%	91%	89%	87%	86%	89%	4%	82%	8%	88%	1%	88%	88%	-0%	84%	5%	86%	87%
ASA	51	29	32	39	40	29	-28%	43	-33%	37	-23%	38	33	-13%	38	-12%	42	39
Occupancy	56%	49%	51%	54%	52%	55%	5%	55%	-1%	53%	4%	52%	54%	3%	51%	6%	50%	53%
Calls Offered	53.2K	47.9K	47.3K	46.7K	46.4K	51.0K	10%	57.3K	-11%	49.4K	3%	116.5K	109.9K	-6%	124.8K	-12%	1.8M	1.7M
Calls Handled	51.8K	47.2K	46.5K	45.8K	45.3K	50.0K	10%	55.8K	-10%	48.4K	3%	114.0K	107.5K	-6%	121.8K	-12%	1.8M	1.6M
Calls Overflow Out %	1.6%	0.5%	0.7%	0.5%	0.1%	0.1%	-17%	2.7%	-97%	0.5%	-81%	0.7%	0.2%	-72%	2.8%	-93%	1.9%	1.4%
Calls Overflow In %	14.9%	12.9%	14.1%	13.1%	19.5%	16.7%	-14%	17.2%	-3%	13.8%	22%	12.3%	18.4%	49%	20.9%	-12%	18.4%	11.1%
Calls Abandon%	2.7%	1.4%	1.7%	1.9%	2.3%	1.8%	-20%	2.5%	-26%	2.0%	-8%	2.0%	2.0%	1%	2.3%	-11%	2.4%	2.1%
BHT	533	514	510	522	529	526	-1%	586	-10%	526	-0%	525	527	0%	590	-11%	588	524
ABT_KBI_DESTINATION	560	540	535	547	557	552	-1%	616	-10%	552	0%	552	553	0%	618	-10%	618	552
Transfers	24.7%	24.6%	25.5%	24.3%	24.9%	24.5%	-2%	23.3%	5%	24.5%	0%	24.5%	24.6%	0%	23.3%	6%	20.8%	24.3%
FCR1	88%	88%	89%	88%	89%	89%	1%	89%	0%	88%	1%	88%	89%	1%	89%	-0%	89%	89%
FCR3	85%	84%	86%	85%	85%	86%	0%	86%	-0%	85%	1%	85%	86%	1%	86%	-1%	86%	86%
FCR7	82%	82%	83%	82%	82%	82%	0%	82%	-1%	82%	0%	82%	82%	1%	83%	-1%	83%	82%
RepSat Resolve	66.4%	67.3%	66.3%	66.7%	64.5%	65.7%	2%	72.1%	-9%	67.7%	-3%	68.7%	65.6%	-5%	70.4%	-7%	71.8%	69.2%
RepSat Bottom 2	23%	21%	23%	21%	23%	23%	1%	19%	23%	21%	10%	20%	23%	12%	20%	17%	18%	20%
RepSat	69.3%	72.3%	68.7%	72.9%	68.7%	69.9%	2%	75.3%	-7%	71.6%	-2%	72.7%	69.6%	-4%	73.2%	-5%	75.2%	72.9%
NPS	29.0	26.4	13.7	22.6	18.7	22.0	18%	35.4	-38%	25.4	-13%	31.0	20.1	-35%	28.8	-30%	34.3	28.0
NPS Survey	279	326	248	266	396	339	-14%	573	-41%	294	15%	632	807	28%	1,397	-42%	18,025	8,478
Calls Offered >5min %	4.2%	1.7%	1.6%	2.9%	2.1%	1.2%	-42%	2.4%	-50%	2.4%	-50%	2.8%	1.6%	-44%	1.8%	-13%	3.3%	3.0%
Calls Offered >10min %	1.7%	0.7%	0.7%	0.7%	0.9%	0.2%	-74%	0.7%	-65%	0.9%	-74%	1.2%	0.5%	-57%	0.5%	4%	1.5%	1.0%
Calls Offered >15min %	0.8%	0.3%	0.3%	0.4%	0.6%	0.0%	-92%	0.3%	-86%	0.5%	-90%	0.6%	0.3%	-50%	0.2%	39%	0.4%	0.5%
Calls Offered >30min %	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	-100%	0.0%	-100%	0.1%	-100%	0.1%	0.0%	-70%	0.0%	42%	0.0%	0.1%
Calls Offered >60min %	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-100%	0.0%	0.0%	0.0%	-100%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Shrinkage (Internal)	9.7%	9.7%	19.7%	20.3%	21.3%	19.7%	-8%	31.4%	-37%	22.0%	-10%	22.4%	24.0%	7%	29.5%	-19%	22.3%	19.0%
Shrinkage (External)	18.6%	18.9%	18.7%	19.5%	19.1%	18.6%	-3%	22.3%	-17%	18.9%	-1%	19.1%	18.8%	-1%	21.9%	-14%	20.8%	21.0%
Agent Tenure <90 Days %	23.4%	23.6%	24.5%	29.2%	29.0%	32.2%	11%	25.8%	25%	26.7%	20%	23.2%	30.8%	33%	25.1%	23%	35.4%	44.0%
Mobility Gross Sales	2,053	1,743	1,758	1,661	1,605	2,079	30%	1,933	8%	1,911	9%	4,615	4,050	-12%	4,450	-9%	62,830	63,423
Mobility Sales CR	13.8%	12.6%	12.5%	13.2%	12.7%	14.4%	14%	12.9%	11%	13.7%	5%	14.1%	13.4%	-5%	13.3%	1%	13.6%	13.2%
Residential Gross Sales	206	215	199	166	209	171	-18%	202	-15%	194	-12%	457	416	-9%	450	-8%	4,615	6,421
Residential Sales CR	2.4%	2.5%	2.5%	2.4%	2.8%	1.9%	-31%	2.4%	-20%	2.3%	-18%	2.3%	2.3%	0%	2.4%	-4%	1.9%	2.2%

BRS Atlantic WLN

Metric							WoW			MTD						YTD		
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE WoW	WE YoY	8 Weeks Avg	8 Weeks Avg WoW	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025	
SLA	84%	74%	77%	72%	71%	86%	22%	-3%	80%	7%	84%	78%	-7%	86%	-9%	92%	88%	
ASA	39	81	55	87	108	39	-64%	42%	58	-32%	38	72	90%	33	122%	20	30	
Occupancy	53%	53%	53%	58%	54%	50%	-6%	2%	52%	-4%	52%	52%	0%	51%	3%	35%	46%	
Calls Offered	4.9K	4.9K	4.8K	5.1K	4.4K	4.6K	3%	-15%	4.8K	-6%	11.1K	10.2K	-8%	12.5K	-18%	165.5K	152.2K	
Calls Handled	4.6K	4.5K	4.4K	4.8K	4.2K	4.4K	7%	-15%	4.6K	-3%	10.6K	9.8K	-8%	12.1K	-19%	162.3K	148.1K	
Calls Abandon%	5.0%	7.9%	6.6%	5.1%	5.8%	2.5%	-58%	-0%	4.6%	-47%	4.4%	4.1%	-6%	3.1%	31%	1.9%	2.6%	
BHT	619	625	647	656	705	660	-6%	-7%	661	-0%	638	677	6%	737	-8%	658	648	
ABT_KBI_DESTINATION	721	749	776	776	822	810	-1%	-1%	786	3%	753	810	8%	839	-3%	855	761	
Transfers	30.8%	28.1%	28.8%	29.4%	27.3%	29.5%	8%	31.3%	-6%	28.5%	4%	29.6%	28.5%	-4%	30.9%	-8%	31.5%	30.8%
NPS	66.7	66.7	100.0	50.0	33.3	100.0	200%	60.0	67%	68.8	45%	66.7	71.4	7%	50.0	43%	59.1	78.5
NPS Survey	6	6	4	4	3	4	33%	5	-20%	5	-11%	12	7	-42%	12	-42%	176	216
Calls Offered >5min %	2.8%	6.9%	4.2%	7.9%	8.6%	3.0%	-65%	1.8%	68%	4.6%	-36%	2.8%	5.7%	104%	2.2%	157%	1.2%	3.1%
Calls Offered >10min %	2.2%	5.0%	2.6%	4.5%	6.6%	1.8%	-73%	0.9%	108%	3.0%	-40%	1.6%	4.1%	160%	1.2%	260%	0.8%	2.1%
Shrinkage (External)	18.2%	14.8%	15.7%	16.5%	22.3%	18.0%	-19%	16.2%	11%	16.4%	10%	15.3%	19.8%	29%	16.7%	19%	13.8%	16.1%
Mobility Gross Sales	46	44	43	63	50	38	-24%	47	-19%	52	-26%	117	98	-16%	147	-33%	2,035	1,942
Mobility Sales CR	1.8%	1.9%	1.9%	2.5%	2.4%	1.5%	-36%	1.6%	-6%	2.2%	-31%	2.1%	1.9%	-11%	2.2%	-14%	2.1%	2.4%
Residential Gross Sales	880	813	900	899	847	839	-1%	995	-16%	875	-4%	1,990	1,895	-5%	2,426	-22%	34,697	29,390
Residential Sales CR	33.4%	33.1%	37.2%	33.8%	39.2%	32.5%	-17%	32.7%	-1%	35.7%	-9%	34.6%	35.1%	1%	34.6%	1%	34.2%	34.5%

BRS Sales WLN

Metric	WoW										MTD				YTD		
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE WoW	WE YoY	8 Weeks Avg	8 Weeks Avg WoW	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025
SLA	90%	93%	95%	86%	92%	94%	2%	87%	8%	90%	4%	90%	92%	3%	89%	4%	92%
ASA	33	26	18	36	26	23	-14%	53	-57%	30	-24%	32	26	-20%	38	-32%	27
Occupancy	47%	48%	46%	55%	47%	47%	0%	55%	-15%	48%	-3%	48%	47%	-2%	51%	-8%	50%
Calls Offered	36.0K	34.5K	33.6K	35.4K	33.9K	34.5K	2%	47.3K	-27%	34.8K	-1%	82.0K	78.3K	-5%	99.9K	-22%	1.3M
Calls Handled	35.4K	34.0K	33.3K	34.7K	33.4K	34.1K	2%	46.0K	-26%	34.3K	-1%	80.6K	77.3K	-4%	98.1K	-21%	1.3M
Calls Abandon%	1.6%	1.3%	1.0%	1.8%	1.3%	1.1%	-17%	2.5%	-57%	1.5%	-28%	1.6%	1.2%	-22%	1.7%	-28%	1.5%
BHT	458	460	442	460	447	452	1%	551	-18%	462	-2%	466	452	-3%	573	-21%	582
ABT_KBI_DESTINATION	472	479	458	476	466	470	1%	566	-17%	480	-2%	483	471	-2%	592	-20%	674
Transfers	45.2%	44.4%	45.0%	43.7%	44.7%	43.7%	-2%	36.4%	20%	44.0%	-1%	44.1%	44.1%	-0%	38.3%	15%	37.0%
FCR1	91%	92%	91%	91%	91%	91%	0%	91%	-0%	91%	-1%	92%	91%	-1%	91%	-1%	91%
FCR3	88%	89%	88%	88%	88%	88%	0%	88%	-1%	88%	-1%	89%	88%	-1%	89%	-0%	88%
FCR7	86%	87%	86%	86%	86%	86%	-0%	86%	-0%	86%	-1%	87%	86%	-1%	86%	-0%	86%
RepSat Resolve	81.1%	82.8%	81.3%	82.6%	76.2%	77.0%	1%	76.8%	0%	79.9%	-4%	81.2%	77.0%	-5%	75.3%	2%	78.0%
RepSat Bottom 2	14%	9%	13%	10%	17%	14%	-17%	15%	-5%	13%	6%	12%	15%	21%	16%	-4%	14%
RepSat	80.6%	87.0%	83.0%	84.6%	76.9%	80.1%	4%	75.4%	6%	82.0%	-2%	83.6%	79.0%	-6%	76.9%	3%	80.8%
NPS	54.3	66.9	53.0	61.3	53.1	51.1	-4%	46.2	11%	57.7	-11%	62.1	52.6	-15%	52.5	0%	55.7
NPS Survey	162	157	149	150	145	135	-7%	197	-31%	148	-9%	369	308	-17%	488	-37%	6,758
Calls Offered >5min %	2.6%	1.9%	0.9%	2.8%	1.9%	1.4%	-26%	4.9%	-70%	2.3%	-37%	2.6%	1.8%	-31%	3.0%	-42%	2.1%
Calls Offered >10min %	1.2%	0.9%	0.2%	1.0%	0.7%	0.5%	-26%	2.9%	-83%	0.9%	-45%	1.0%	0.6%	-36%	1.5%	-56%	0.9%
Calls Offered >15min %	0.6%	0.4%	0.1%	0.4%	0.3%	0.2%	-47%	1.5%	-90%	0.4%	-63%	0.5%	0.3%	-42%	0.7%	-60%	0.5%
Calls Offered >30min %	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	-90%	0.4%	-99%	0.1%	-91%	0.1%	0.0%	-51%	0.1%	-72%	0.1%
Shrinkage (Internal)	34.6%	32.3%	34.5%	37.7%	33.7%	34.8%	3%	32.5%	7%	34.6%	1%	33.5%	34.1%	2%	32.7%	4%	31.9%
Shrinkage (External)	19.2%	22.3%	21.3%	22.8%	19.4%	19.3%	-1%	21.8%	-12%	20.2%	-4%	19.5%	19.5%	0%	20.3%	-4%	24.2%
60 Day NL Save Rate	98.0%	98.0%	98.0%	98.1%	98.1%	98.6%	1%	97.8%	1%	98.1%	1%	98.0%	98.3%	0%	97.7%	1%	97.6%
Agent Tenure <90 Days %	5.6%	5.6%	6.0%	6.1%	12.3%	13.7%	12%	24.4%	-44%	9.2%	49%	5.4%	13.0%	142%	23.2%	-44%	41.3%
Mobility Gross Sales	958	817	774	772	725	694	-4%	1,030	-33%	845	-18%	2,246	1,596	-29%	2,386	-33%	40,391
Mobility Sales CR	5.2%	5.0%	4.7%	4.6%	4.3%	4.2%	-3%	5.6%	-25%	5.0%	-15%	5.5%	4.3%	-23%	5.6%	-23%	6.9%
Residential Gross Sales	5,031	4,523	4,275	4,752	4,280	4,240	-1%	5,411	-22%	4,669	-9%	11,587	9,695	-16%	12,880	-25%	173,725
Residential Sales CR	27.6%	27.7%	25.9%	28.6%	25.7%	25.9%	1%	29.5%	-12%	27.7%	-6%	28.6%	25.9%	-9%	30.1%	-14%	29.7%

Virgin Sales Inbound

Metric	WoW										MTD					YTD		
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE WoW	WE YoY	8 Weeks	Avg	8 Weeks	Avg	JUL25	AUG25	MoM	AUG24	MoM YoY	2024
SLA	93%	98%	99%	98%	99%	99%	-0%	97%	2%	95%	4%	93%	99%	7%	96%	3%	91%	91%
ASA	23	14	12	12	11	12	6%	15	-20%	21	-42%	26	12	-54%	19	-36%	29	29
Occupancy	40%	36%	34%	38%	32%	31%	-1%	39%	-21%	37%	-17%	40%	32%	-20%	39%	-18%	41%	43%
Calls Offered	7.7K	7.3K	7.2K	7.8K	7.3K	6.9K	-5%	8.8K	-21%	7.4K	-6%	17.5K	16.2K	-7%	19.6K	-17%	274.4K	264.8K
Calls Handled	7.6K	7.3K	7.1K	7.8K	7.3K	6.9K	-5%	8.7K	-21%	7.3K	-5%	17.3K	16.1K	-7%	19.3K	-17%	269.2K	259.9K
Calls Abandon%	1.2%	0.5%	0.7%	0.7%	0.5%	0.6%	30%	0.7%	-16%	1.1%	-47%	1.5%	0.5%	-65%	1.0%	-49%	1.8%	1.8%
BHT	494	472	457	448	440	460	4%	548	-16%	471	-2%	485	450	-7%	541	-17%	599	47%
ABT_KBI_DESTINATION	519	505	489	473	466	487	5%	585	-17%	500	-3%	516	476	-8%	578	-18%	637	49%
Transfers	45.6%	44.4%	44.1%	45.2%	45.8%	44.3%	-3%	44.6%	-1%	44.9%	-1%	44.7%	45.3%	1%	44.7%	1%	44.4%	41.1%
FCR1	88%	88%	87%	88%	88%	89%	2%	89%	0%	88%	1%	88%	89%	0%	89%	0%	89%	87%
FCR3	86%	85%	86%	85%	85%	87%	2%	87%	-0%	86%	2%	86%	86%	1%	86%	0%	87%	85%
FCR7	84%	83%	84%	84%	84%	84%	-0%	84%	-0%	84%	0%	84%	84%	0%	84%	1%	84%	83%
RepSat Resolve	71.6%	69.1%	81.8%	71.0%	73.3%	72.9%	-1%	77.3%	-6%	73.9%	-1%	72.4%	72.0%	-1%	73.4%	-2%	74.5%	74.8%
RepSat Bottom 2	18%	14%	6%	20%	16%	17%	10%	16%	6%	15%	14%	16%	18%	6%	17%	4%	15%	14%
RepSat	73.8%	81.3%	83.1%	76.5%	78.0%	75.4%	-3%	78.7%	-4%	77.5%	-3%	76.4%	76.3%	-0%	77.0%	-1%	79.4%	79.9%
NPS	40.5	50.0	71.4	47.6	63.3	45.9	-27%	55.6	-17%	51.5	-11%	42.9	50.5	18%	57.6	-12%	53.7	52%
NPS Survey	37	36	35	42	49	38	-22%	72	-47%	41	-7%	84	102	21%	151	-32%	1,963	1,486
Calls Offered >5min %	1.8%	0.4%	0.3%	0.2%	0.1%	0.3%	453%	0.5%	-40%	1.4%	-78%	2.2%	0.2%	-91%	1.0%	-82%	2.5%	2.2%
Calls Offered >10min %	0.4%	0.1%	0.1%	0.0%	0.0%	0.1%	111%	0.1%	-37%	0.5%	-88%	0.7%	0.0%	-94%	0.3%	-89%	1.0%	0.7%
Calls Offered >15min %	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-100%	0.2%	-100%	0.2%	0.0%	-100%	0.1%	-100%	0.5%	0.3%
Shrinkage (External)	19.6%	20.7%	19.5%	20.0%	15.3%	16.7%	9%	17.2%	-3%	19.5%	-15%	21.4%	16.1%	-25%	17.1%	-6%	17.7%	18.8%
60 Day NL Save Rate	98.7%	98.7%	98.7%	98.8%	98.7%	99.0%	0%	98.2%	1%	98.8%	0%	98.7%	98.8%	0%	98.2%	1%	98.3%	98.1%
Agent Tenure <90 Days %	21.9%	22.5%	22.5%	21.8%	21.5%	21.7%	1%	18.3%	19%	21.4%	2%	21.5%	20.4%	-5%	17.9%	14%	36.7%	37.0%
Mobility Gross Sales	931	818	784	801	720	807	12%	1,303	-38%	825	-2%	2,009	1,727	-14%	2,714	-36%	44,587	35,761
Mobility Sales CR	12.3%	11.3%	11.0%	10.3%	9.9%	11.7%	18%	15.0%	-22%	11.3%	3%	11.6%	10.7%	-8%	14.0%	-24%	16.6%	13.8%
Residential Gross Sales	857	830	811	902	809	770	-5%	964	-20%	865	-11%	2,110	1,817	-14%	2,263	-20%	35,844	25,517
Residential Sales CR	38.3%	39.7%	36.8%	38.6%	36.0%	36.5%	2%	30.2%	21%	38.6%	-5%	40.1%	36.0%	-10%	32.9%	9%	38.9%	38.3%

BM Loyalty

Metric	WoW										MTD					YTD		
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE WoW	WE 17AUG24	WoW YoY	8 Weeks Avg	8 Weeks Avg WoW	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025
SLA	74%	91%	82%	88%	80%	88%	11%	77%	15%	85%	4%	80%	82%	2%	77%	7%	81%	90%
ASA	139	29	65	47	98	44	-55%	78	-43%	69	-35%	98	77	-21%	81	-5%	67	4
Occupancy	78%	69%	70%	66%	75%	62%	-17%	86%	-27%	68%	-9%	71%	71%	-1%	84%	-16%	80%	62%
Calls Offered	19.3K	15.7K	17.8K	16.1K	19.3K	16.7K	-13%	39.2K	-57%	16.8K	-0%	39.3K	41.0K	4%	88.7K	-54%	1.3M	600.9
Calls Handled	18.2K	15.5K	17.3K	15.8K	18.7K	16.5K	-12%	38.2K	-57%	16.3K	1%	37.8K	39.8K	5%	86.4K	-54%	1.3M	591.7
Calls Overflow Out %	0.6%	0.1%	0.3%	0.7%	1.5%	0.4%	-71%	1.4%	-70%	0.5%	-16%	0.4%	1.1%	171%	6.3%	-82%	3.5%	0.9%
Calls Overflow In %	17.2%	23.9%	17.6%	21.8%	8.3%	12.2%	47%	15.4%	-21%	18.0%	-32%	19.3%	12.5%	-35%	15.4%	-18%	15.3%	13.5%
Calls Abandon%	5.2%	0.9%	2.3%	1.9%	3.1%	1.4%	-57%	2.4%	-44%	2.4%	-42%	3.6%	2.6%	-27%	2.5%	4%	2.2%	1.4%
BHT	861	806	804	779	839	776	-8%	966	-20%	805	-4%	831	814	-2%	951	-14%	915	84
ABT_KBI_DESTINATION	916	854	859	814	873	815	-7%	1,015	-20%	851	-4%	882	851	-3%	998	-15%	958	89
Transfers	7.7%	7.7%	7.4%	8.2%	8.0%	8.3%	4%	10.0%	-16%	8.0%	5%	7.9%	8.2%	4%	10.2%	-19%	9.4%	8.1%
FCR1	91%	91%	91%	89%	90%	91%	0%	91%	-0%	91%	-0%	91%	90%	-1%	91%	-0%	91%	91%
FCR3	88%	88%	87%	86%	87%	87%	0%	88%	-1%	87%	0%	88%	87%	-1%	88%	-0%	88%	88%
FCR7	85%	85%	85%	82%	84%	84%	2%	84%	0%	84%	-0%	84%	84%	-1%	84%	-0%	84%	84%
RepSat Resolve	55.0%	57.4%	59.6%	60.7%	58.4%	63.1%	8%	68.0%	-7%	60.5%	4%	58.0%	60.4%	4%	67.9%	-11%	66.0%	64.5%
RepSat Bottom 2	30%	28%	26%	25%	29%	23%	-21%	20%	16%	26%	-13%	28%	26%	-6%	20%	32%	22%	23%
RepSat	62.6%	64.6%	65.3%	67.3%	64.2%	69.4%	8%	72.5%	-4%	66.6%	4%	64.9%	66.4%	2%	72.8%	-9%	70.9%	70.3%
NPS	3.3	3.8	13.8	14.7	3.2	13.2	312%	22.5	-41%	11.2	17%	6.9	8.7	27%	26.1	-67%	20.9	19
NPS Survey	912	1,029	930	971	876	805	-8%	1,091	-26%	871	-8%	1,946	1,989	2%	2,437	-18%	37,067	26,49
Calls Offered >5min %	13.1%	2.1%	5.8%	4.3%	8.8%	3.7%	-58%	7.7%	-52%	6.2%	-40%	9.1%	6.9%	-24%	8.0%	-13%	5.8%	3.9%
Calls Offered >10min %	8.1%	0.7%	2.7%	2.0%	5.0%	1.7%	-65%	3.2%	-46%	3.4%	-48%	5.5%	3.7%	-33%	3.3%	11%	2.7%	2.0%
Calls Offered >15min %	5.6%	0.4%	1.4%	1.0%	3.2%	0.9%	-71%	1.5%	-36%	2.1%	-55%	3.7%	2.2%	-40%	1.6%	42%	1.5%	1.1%
Calls Offered >30min %	2.0%	0.0%	0.5%	0.3%	1.2%	0.2%	-86%	0.1%	53%	0.7%	-75%	1.2%	0.7%	-38%	0.3%	187%	0.4%	0.3%
Calls Offered >60min %	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-100%	0.0%	0.0%	-100%	0.0%	-100%	0.0%	0.0%
Shrinkage (External)	18.5%	17.0%	15.3%	15.3%	15.2%	14.0%	-8%	14.3%	-2%	16.5%	-15%	19.5%	14.9%	-23%	15.8%	-5%	19.1%	15.9%
60 Day NL Save Rate	88.0%	88.5%	88.7%	89.3%	89.6%	92.5%	3%	89.3%	4%	89.1%	4%	87.9%	90.5%	3%	89.3%	1%	89.2%	85.8%

Atlantic Loyalty

Metric	WoW										MTD					YTD		
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE WoW	WE YoY	8 Weeks Avg	8 Weeks Avg	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025	
SLA	88%	94%	92%	91%	90%	92%	2%	74%	25%	91%	1%	91%	92%	1%	74%	24%	82%	91
ASA	27	17	23	24	34	21	-37%	104	-80%	24	-12%	22	26	15%	95	-73%	61	7
Occupancy	59%	53%	59%	53%	52%	55%	6%	67%	-18%	56%	-1%	55%	54%	-1%	69%	-22%	64%	55
Calls Offered	7.8K	7.7K	8.4K	8.5K	7.0K	7.9K	12%	8.7K	-10%	7.8K	1%	17.6K	16.9K	-4%	20.4K	-17%	313.3K	278.1
Calls Handled	7.4K	7.4K	8.0K	8.1K	6.7K	7.6K	14%	8.0K	-5%	7.5K	2%	16.9K	16.2K	-4%	18.8K	-14%	294.8K	265.8
Calls Abandon%	4.4%	2.2%	3.1%	3.6%	4.1%	2.7%	-34%	8.0%	-66%	3.4%	-19%	3.4%	3.4%	-1%	7.8%	-56%	5.8%	3.3
BHT	774	720	726	728	760	749	-1%	825	-9%	741	1%	746	750	1%	825	-9%	788	76
ABT_KBI_DESTINATION	827	768	769	776	810	795	-2%	881	-10%	789	1%	796	799	0%	883	-10%	833	8
Transfers	13.3%	13.4%	14.0%	12.3%	13.4%	13.7%	2%	13.9%	-2%	13.2%	4%	13.4%	13.3%	-1%	13.5%	-1%	11.4%	12.4
FCR1																	75%	
FCR3																	75%	
RepSat Resolve	87.8%	85.5%	84.1%	90.3%	84.2%	83.3%	-1%	81.7%	2%	87.1%	-4%	86.0%	85.2%	-1%	82.7%	3%	84.7%	81.9
RepSat Bottom 2	17%	17%	15%	13%	19%	13%	-35%	24%	-49%	15%	-15%	17%	17%	3%	21%	-18%	19%	21
RepSat	82.9%	82.9%	85.4%	87.1%	80.7%	87.5%	8%	75.6%	16%	85.4%	3%	83.4%	83.0%	-1%	79.2%	5%	81.5%	79.1
NPS	51.2	52.6	43.9	64.5	47.4	50.0	6%	45.0	11%	56.0	-11%	54.4	50.0	-8%	48.4	3%	53.2	47
NPS Survey	82	76	82	62	57	24	-58%	131	-82%	72	-67%	193	88	-54%	341	-74%	7,673	3,80
Calls Offered >5min %	0.6%	0.8%	1.0%	1.0%	1.5%	0.8%	-48%	4.6%	-83%	0.9%	-13%	0.7%	1.0%	59%	4.2%	-75%	2.8%	0.9
Calls Offered >10min %	0.4%	0.4%	0.8%	0.7%	1.5%	0.7%	-53%	5.7%	-87%	0.7%	-1%	0.5%	1.0%	110%	4.5%	-78%	2.8%	0.8
Shrinkage (External)	15.9%	12.5%	21.9%	15.1%	15.1%	15.4%	2%	14.6%	6%	15.7%	-2%	14.6%	15.1%	3%	14.9%	1%	13.9%	14.7
60 Day NL Save Rate	99.9%	99.9%	99.9%	99.9%	99.9%	99.9%	0%	99.9%	0%	99.9%	0%	99.9%	99.9%	0%	99.9%	0%	99.8%	99.9
Residential Gross Sales	212	157	165	192	201	181	-10%	235	-23%	233	-22%	561	435	-22%	791	-45%	8,419	7,09
Residential Sales CR	2.8%	2.1%	2.0%	2.3%	2.9%	2.3%	-18%	3.1%	-25%	3.0%	-22%	3.2%	2.6%	-18%	4.3%	-39%	2.9%	2.6

BM Loyalty Inbound

METRIC	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WoW WE WoW	WE 17AUG24	WoW YoY	8 Weeks Avg	8 Weeks Avg WoW	JUL25	AUG25	MTD MoM	MoM YoY	2024	2025	YTD
FCR1	94%	95%							91%					94%	91%	91%	93%	
FCR3	92%	94%							89%					93%	89%	89%	90%	

BRS Central Loyalty

Metric	WoW							MTD							YTD				
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE WoW	WE 17AUG24	WoW YoY	8 Weeks	Avg	8 Weeks Avg	WoW	JUL25	AUG25	MoM	AUG24	MoM YoY	2024
SLA	68%	81%	71%	82%	77%	81%	5%	61%	33%	77%		5%	75%	79%	5%	60%	32%	73%	78%
ASA	168	71	153	68	78	56	-29%	154	-64%	97		-42%	120	67	-44%	152	-56%	107	90
Occupancy	91%	88%	91%	86%	91%	91%	-1%	91%	-1%	89%		1%	88%	91%	2%	91%	-1%	88%	88%
Calls Offered	74.7K	68.8K	75.6K	68.3K	72.2K	73.9K	2%	49.0K	51%	71.0K		4%	162.4K	163.3K	1%	109.8K	49%	1.4M	2.1M
Calls Handled	71.7K	67.4K	72.8K	66.9K	70.4K	72.3K	3%	47.6K	52%	69.0K		5%	157.2K	159.5K	1%	106.9K	49%	1.4M	2.0M
Calls Overflow Out %	4.4%	2.3%	4.7%	1.3%	1.4%	1.4%	1%	20.0%	-93%	2.4%		-42%	3.0%	1.4%	-53%	24.0%	-94%	15.1%	5.2%
Calls Overflow In %	1.6%	3.1%	1.6%	4.3%	5.6%	8.5%	53%	10.2%	-16%	3.8%		122%	2.0%	7.3%	262%	19.1%	-62%	22.8%	6.3%
Calls Abandon%	4.0%	2.0%	3.6%	1.9%	2.3%	2.1%	-9%	2.6%	-19%	2.6%		-19%	3.1%	2.2%	-27%	2.6%	-14%	2.3%	2.5%
BHT	1,340	1,311	1,316	1,276	1,330	1,343	1%	1,313	2%	1,315		2%	1,322	1,330	1%	1,300	2%	1,232	1,295
ABT_KBI_DESTINATION	1,412	1,393	1,400	1,354	1,421	1,427	0%	1,375	4%	1,395		2%	1,400	1,418	1%	1,360	4%	1,280	1,365
Transfers	9.8%	10.0%	9.7%	10.1%	9.7%	9.9%	2%	11.4%	-13%	9.9%		-0%	10.0%	9.8%	-1%	11.5%	-15%	11.5%	9.9%
FCR1	92%	91%	91%	91%	91%	91%	0%	92%	-1%	91%		-0%	92%	91%	-1%	92%	-1%	92%	91%
FCR3	89%	88%	88%	87%	88%	88%	-0%	89%	-1%	88%		-1%	89%	88%	-1%	90%	-2%	89%	89%
FCR7	85%	85%	85%	84%	85%	86%	0%	86%	-2%	85%		-1%	85%	84%	-1%	86%	-2%	85%	85%
RepSat Resolve	65.8%	66.8%	67.0%	68.8%	67.1%	65.8%	-2%	66.5%	-1%	67.2%		-2%	66.3%	66.7%	1%	65.3%	2%	66.3%	66.3%
RepSat Bottom 2	23%	22%	23%	21%	22%	23%	2%	23%	-0%	22%		1%	23%	22%	-5%	23%	-4%	22%	23%
RepSat	68.3%	69.4%	70.0%	71.2%	68.1%	68.8%	1%	69.5%	-1%	69.6%		-1%	68.9%	68.8%	-0%	68.8%	-0%	69.3%	69.4%
NPS	12.9	12.8	18.7	17.7	19.6	14.4	-27%	14.3	1%	17.6		-18%	14.8	16.9	14%	12.0	40%	14.7	16.7
NPS Survey	1,656	1,628	1,729	1,617	1,709	2,053	20%	2,056	-0%	1,699		21%	3,694	4,172	13%	4,566	-9%	70,452	55,730
Calls Offered >5min %	16.2%	6.8%	15.0%	6.7%	8.0%	4.6%	-42%	16.9%	-73%	9.3%		-50%	11.5%	6.2%	-46%	17.9%	-65%	10.3%	9.0%
Calls Offered >10min %	9.3%	2.8%	8.3%	3.0%	2.7%	1.2%	-55%	7.6%	-84%	4.5%		-73%	6.0%	2.0%	-67%	7.1%	-71%	5.0%	4.2%
Calls Offered >15min %	6.1%	1.2%	4.7%	1.2%	1.0%	0.6%	-42%	3.2%	-83%	2.4%		-77%	3.6%	0.8%	-77%	2.6%	-68%	2.5%	2.1%
Calls Offered >30min %	1.1%	0.2%	1.3%	0.0%	0.2%	0.1%	-60%	0.1%	-45%	0.5%		-86%	0.7%	0.1%	-85%	0.1%	44%	0.4%	0.3%
Calls Offered >60min %	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-51%	0.0%		0.0%		-76%	0.0%	0.0%	-84%	0.0%		0.0%	0.0%
Shrinkage (External)	18.2%	20.3%	18.9%	21.2%	21.7%	19.5%	-10%	17.6%	11%	20.0%		-3%	19.9%	20.7%	4%	17.7%	17%	22.5%	20.1%
60 Day NL Save Rate	79.4%	80.1%	81.4%	82.2%	82.9%	88.2%	6%	81.0%	9%	81.5%		8%	79.1%	84.4%	7%	81.4%	4%	81.8%	82.9%
Agent Tenure <90 Days %	18.2%	22.4%	24.6%	29.7%	31.4%	33.6%	7%	13.8%	143%	26.9%		25%	19.0%	32.5%	71%	13.4%	143%	59.8%	68.2%
Mobility Gross Sales	614	546	512	481	503	490	-3%	402	22%	559		-12%	1,441	1,115	-23%	937	19%	12,670	15,428
Mobility Sales CR	0.9%	0.8%	0.7%	0.7%	0.7%	0.6%	-8%	0.7%	-9%	0.8%		-24%	1.0%	0.7%	-31%	0.7%	-8%	0.7%	0.8%
Residential Gross Sales	574	614	535	558	596	672	13%	770	-13%	599		12%	1,413	1,402	-1%	1,873	-25%	25,723	20,194
Residential Sales CR	0.9%	0.9%	0.8%	0.9%	0.8%	0.9%	6%	1.3%	-34%	0.9%		-2%	0.9%	0.8%	-12%	1.4%	-42%	1.3%	1.0%

VM Loyalty Inbound

Metric							WoW			MTD						YTD		
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE WoW	WE YoY	8 Weeks Avg	8 Weeks Avg WoW	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025	
SLA	74%	91%	82%	88%	80%	88%	11%	0%	85%	4%	80%	82%	2%	87%	-5%	84%	92%	
ASA	139	29	65	47	98	44	-55%	23%	36	69	-35%	98	77	-21%	50	56%	60	3
Occupancy	78%	69%	70%	66%	75%	62%	-17%	-19%	77%	68%	-9%	71%	71%	-1%	73%	-3%	71%	57%
Calls Offered	19.3K	15.7K	17.8K	16.1K	19.3K	16.7K	-13%	5%	16.0K	16.8K	-0%	39.3K	41.0K	4%	36.3K	13%	537.3K	477.6
Calls Handled	18.2K	15.5K	17.3K	15.8K	18.7K	16.5K	-12%	4%	15.8K	16.3K	1%	37.8K	39.8K	5%	35.7K	12%	525.4K	471.1
Calls Overflow Out %	0.6%	0.1%	0.3%	0.7%	1.5%	0.4%	-71%	-47%	0.8%	0.5%	-16%	0.4%	1.1%	171%	0.5%	128%	0.7%	0.2%
Calls Overflow In %	17.2%	23.9%	17.6%	21.8%	8.3%	12.2%	47%	-33%	18.3%	18.0%	-32%	19.3%	12.5%	-35%	17.4%	-28%	14.7%	15.7%
Calls Abandon%	5.2%	0.9%	2.3%	1.9%	3.1%	1.4%	-57%	7%	1.3%	2.4%	-42%	3.6%	2.6%	-27%	1.6%	60%	2.1%	1.2%
BHT	861	806	804	779	839	776	-8%	-12%	885	805	-4%	831	814	-2%	883	-8%	835	80
ABT_KBI_DESTINATION	916	854	859	814	873	815	-7%	-11%	919	851	-4%	882	851	-3%	915	-7%	868	84
Transfers	7.7%	7.7%	7.4%	8.2%	8.0%	8.3%	4%	-3%	8.5%	8.0%	5%	7.9%	8.2%	4%	8.6%	-5%	8.2%	7.5%
FCR1	91%	91%	91%	89%	90%	91%	0%	-0%	91%	90%	0%	91%	90%	-1%	90%	0%	91%	90%
FCR3	88%	88%	87%	86%	87%	87%	0%	-0%	87%	87%	0%	88%	87%	-1%	87%	0%	88%	88%
FCR7	85%	84%	85%	82%	84%	84%	2%	1%	84%	84%	-0%	84%	84%	-0%	83%	1%	84%	84%
RepSat Resolve	55.6%	57.9%	59.6%	60.7%	58.4%	63.1%	8%	-10%	70.2%	60.9%	4%	58.6%	60.4%	3%	70.5%	-14%	67.2%	65.5%
RepSat Bottom 2	29%	28%	26%	25%	29%	23%	-21%	32%	17%	26%	-11%	27%	26%	-4%	17%	50%	21%	22%
RepSat	63.2%	65.3%	65.3%	67.3%	64.2%	69.4%	8%	-7%	75.0%	67.0%	4%	65.6%	66.4%	1%	75.2%	-12%	72.2%	71.3%
NPS	4.8	5.8	13.8	14.7	3.2	13.2	312%	-55%	29.5	12.4	7%	8.2	8.7	6%	34.0	-74%	25.0	21
NPS Survey	882	991	930	971	876	805	-8%	-1%	814	851	-5%	1,883	1,989	6%	1,818	9%	24,398	24,38
Calls Offered >5min %	13.1%	2.1%	5.8%	4.3%	8.8%	3.7%	-58%	23%	3.0%	6.2%	-40%	9.1%	6.9%	-24%	4.4%	57%	5.4%	3.0%
Calls Offered >10min %	8.1%	0.7%	2.7%	2.0%	5.0%	1.7%	-65%	58%	1.1%	3.4%	-48%	5.5%	3.7%	-33%	2.0%	86%	2.6%	1.6%
Calls Offered >15min %	5.6%	0.4%	1.4%	1.0%	3.2%	0.9%	-71%	78%	0.5%	2.1%	-55%	3.7%	2.2%	-40%	1.1%	96%	1.5%	1.0%
Calls Offered >30min %	2.0%	0.0%	0.5%	0.3%	1.2%	0.2%	-86%	168%	0.1%	0.7%	-75%	1.2%	0.7%	-38%	0.4%	106%	0.4%	0.3%
Calls Offered >60min %	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-100%	0.0%	0.0%	-100%	0.0%	0.0%	0.0%	0.0%
Shrinkage (External)	18.5%	17.0%	15.3%	15.3%	15.2%	14.0%	-8%	-7%	15.0%	16.5%	-15%	19.5%	14.9%	-23%	16.7%	-11%	17.2%	15.6%
60 Day NL Save Rate	87.6%	88.1%	88.7%	89.3%	89.6%	92.5%	3%	6%	87.5%	89.0%	4%	87.7%	90.5%	3%	87.2%	4%	86.9%	87.8%

Atlantic Collections

Metric	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WoW WE WoW	WE 17AUG24	YoY WoW	8 Weeks Avg	8 Weeks Avg WoW	JUL25	AUG25	MoM	MTD	MoM YoY	2024	2025	YTD
Calls Offered	3.8K	3.8K	4.2K	4.0K	87			3.8K				9.2K	1.2K	-87%	9.2K	-88%	137.7K	121.6K	
Calls Handled	3.8K	3.7K	4.2K	4.0K	87			3.8K				9.0K	1.1K	-87%	9.1K	-87%	135.0K	119.5K	
BHT	338	328	340	338	294			336				344	343	-0%	338	2%	365	35	

BM Collections Inbound

Metric	WoW										MTD					YTD		
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE Wow	WE 17AUG24	YoY	8 Weeks Avg	8 Weeks WoW	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025
SLA	95%	95%	97%	91%	91%	92%	1%	89%	3%	93%	-1%	96%	91%	-5%	89%	2%	93%	92%
ASA	21	22	17	35	55	31	-44%	59	-47%	31	-1%	18	43	137%	48	-11%	30	35
Occupancy	43%	41%	38%	42%	41%	44%	6%	44%	-1%	43%	3%	42%	42%	2%	44%	-3%	41%	44%
Calls Offered	19.4K	18.0K	17.8K	18.8K	18.3K	18.8K	2%	20.1K	-7%	18.7K	1%	43.1K	42.2K	-2%	47.4K	-11%	903.4K	597.8K
Calls Handled	19.2K	17.8K	17.7K	18.4K	17.5K	18.5K	5%	19.6K	-6%	18.3K	1%	42.7K	40.9K	-4%	46.3K	-12%	886.2K	586.7K
BHT	378	371	355	368	373	372	-0%	412	-10%	375	-1%	376	373	-1%	402	-7%	376	419
ABT_KBI_DESTINATION	401	393	381	393	402	394	-2%	436	-10%	399	-1%	399	398	-0%	430	-7%	412	443
Transfers	2.5%	2.3%	2.3%	2.6%	3.9%	3.8%	-3%	21.7%	-82%	2.7%	39%	2.3%	3.9%	66%	21.8%	-82%	22.0%	3.4%
FCR1	92%	92%	92%	93%	93%	92%	-0%	90%	3%	92%	0%	92%	92%	1%	89%	3%	89%	92%
FCR3	91%	90%	91%	91%	91%	91%	0%	88%	3%	91%	1%	91%	91%	1%	88%	4%	88%	90%
FCR7	90%	89%	90%	90%	90%	86%	-0%	86%	5%	89%	1%	90%	90%	1%	86%	5%	86%	89%
Calls Offered >5min %	1.4%	1.3%	0.9%	3.2%	4.7%	2.7%	-42%	6.5%	-58%	2.6%	5%	0.9%	3.7%	330%	5.0%	-26%	2.1%	3.0%
Calls Offered >10min %	0.3%	0.3%	0.4%	1.5%	3.7%	0.9%	-76%	3.9%	-78%	1.0%	-14%	0.2%	2.2%	1262%	2.3%	-5%	1.0%	1.4%
Calls Offered >15min %	0.0%	0.1%	0.2%	0.4%	3.1%	0.4%	-86%	1.7%	-75%	0.6%	-26%	0.0%	1.6%	7775%	1.1%	54%	0.5%	0.8%
Calls Offered >30min %	0.0%	0.0%	0.0%	0.1%	1.9%	0.0%	-98%	0.1%	-62%	0.3%	-86%	0.0%	0.9%	38040%	0.1%	774%	0.1%	0.2%
Calls Offered >60min %	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-100%	0.0%	0.0%	0.0%	-100%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Shrinkage (External)	14.9%	14.6%	14.6%	14.0%	14.2%	16.0%	13%	18.8%	-15%	14.8%	8%	15.1%	15.0%	-0%	20.7%	-27%	19.3%	16.0%
Agent Tenure <90 Days %	79.3%	80.9%	80.5%	80.0%	1.7%	1.2%	-33%			64.9%	-98%	79.7%	1.6%	-98%			5.2%	96.7%

BRS Central Collections

Metric	WoW										MTD					YTD		
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE WoW	WE 17AUG24	WoW YoY	8 Weeks Avg	8 Weeks Avg WoW	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025
SLA	89%	90%	78%	84%	88%	91%	3%	80%	14%	86%	5%	88%	88%	-1%	86%	2%	89%	90%
ASA	40	34	97	79	65	42	-35%	88	-52%	58	-27%	46	64	39%	56	13%	41	4
Occupancy	68%	69%	69%	68%	64%	70%	9%	70%	1%	67%	5%	66%	68%	3%	69%	-2%	60%	67%
Calls Offered	33.7K	31.7K	33.7K	32.9K	35.1K	35.6K	1%	41.6K	-14%	33.6K	6%	76.8K	80.5K	5%	93.7K	-14%	919.1K	1.1M
Calls Handled	32.8K	31.0K	31.4K	31.1K	33.6K	34.5K	3%	38.6K	-11%	32.2K	7%	74.4K	76.8K	3%	89.4K	-14%	890.0K	1.1M
BHT	325	336	331	328	338	342	1%	321	7%	327	5%	327	339	4%	319	6%	317	31
ABT_KBI_DESTINATION	350	362	359	353	363	366	1%	344	7%	352	4%	355	363	2%	342	6%	346	33
Transfers	17.6%	16.7%	17.9%	17.0%	19.1%	17.4%	-9%	20.1%	-13%	17.3%	1%	16.8%	18.0%	7%	19.9%	-10%	23.8%	18.1%
FCR1	90%	91%	91%	91%	90%	91%	1%	92%	-1%	91%	-0%	91%	90%	-1%	92%	-1%	92%	91%
FCR3	87%	88%	88%	88%	87%	87%	1%	89%	-2%	88%	-0%	89%	88%	-1%	89%	-2%	90%	88%
FCR7	85%	85%	85%	85%	84%	84%	-1%	87%	-2%	85%	-1%	85%	84%	-1%	87%	-3%	87%	85%
RepSat Resolve	76.7%	77.1%	74.9%	75.3%	76.4%	75.6%	-1%	83.9%	-10%	76.3%	-1%	76.1%	76.1%	0%	82.1%	-7%	79.1%	77.6%
RepSat Bottom 2	14%	16%	17%	17%	16%	18%	10%	13%	41%	16%	8%	16%	17%	8%	12%	44%	14%	16%
RepSat	79.4%	77.0%	76.8%	76.4%	78.4%	75.4%	-4%	83.8%	-10%	77.3%	-2%	77.4%	76.5%	-1%	82.9%	-8%	81.0%	78.7%
NPS	48.2	44.3	40.5	37.4	38.7	39.5	2%	46.6	-15%	41.6	-5%	43.9	39.1	-11%	45.5	-14%	43.1	44.
NPS Survey	614	553	575	546	653	684	5%	322	112%	589	16%	1,323	1,474	11%	770	91%	5,955	20,705
Calls Offered >5min %	2.8%	1.8%	11.1%	7.7%	5.6%	3.5%	-37%	9.1%	-62%	5.0%	-30%	3.3%	5.6%	70%	5.3%	7%	3.1%	3.2%
Calls Offered >10min %	1.7%	0.6%	5.7%	4.7%	3.6%	1.9%	-48%	5.2%	-64%	2.8%	-33%	1.9%	3.6%	89%	2.8%	32%	1.5%	1.6%
Calls Offered >15min %	0.9%	0.4%	2.6%	3.2%	2.5%	0.8%	-66%	3.2%	-74%	1.6%	-48%	1.2%	2.4%	94%	1.7%	45%	0.8%	0.9%
Calls Offered >30min %	0.1%	0.1%	0.9%	1.1%	0.8%	0.1%	-87%	1.3%	-91%	0.5%	-76%	0.2%	0.8%	293%	0.6%	31%	0.3%	0.3%
Shrinkage (Internal)	44.4%	40.9%	39.6%	44.4%	40.0%	39.8%	-1%	29.5%	35%	41.6%	-5%	43.0%	39.8%	-7%	32.5%	22%	38.7%	37.1%
Shrinkage (External)	18.2%	16.4%	19.1%	19.5%	16.9%	16.3%	-3%	23.2%	-30%	18.1%	-10%	18.6%	16.9%	-9%	20.0%	-15%	21.3%	17.7%
Agent Tenure <90 Days %	15.1%	14.4%	15.3%	14.6%	17.6%	17.8%	1%	63.8%	-72%	15.3%	16%	13.8%	16.5%	19%	64.6%	-75%	56.4%	70.5%

SB Care

Metric	WoW										MTD					YTD		
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE WoW	WE 17AUG24	WE YoY	8 Weeks Avg	8 Weeks Avg	Jul25	Aug25	MoM	Aug24	MoM YoY	2024	2025
SLA	85%	80%	77%	84%	97%	89%	-7%	89%	1%	86%	3%	86%	92%	8%	91%	2%	68%	79%
ASA	56	82	127	81	23	50	115%	38	32%	62	-20%	54	38	-31%	32	16%	152	9
Occupancy	63%	66%	63%	57%	46%	57%	24%	70%	-18%	58%	-2%	61%	52%	-15%	65%	-21%	74%	66%
Calls Offered	8.9K	9.2K	8.6K	7.9K	7.1K	8.3K	16%	9.1K	-9%	8.3K	-0%	20.3K	16.9K	-17%	20.3K	-17%	310.6K	315.4
Calls Handled	8.8K	9.0K	8.3K	7.8K	7.1K	8.1K	15%	9.0K	-9%	8.1K	0%	20.0K	16.7K	-16%	20.1K	-17%	294.7K	306.1
Calls Overflow Out %	6.1%	5.7%	9.6%	3.0%	0.4%	1.1%	155%	5.6%	-80%	4.5%	-75%	5.2%	1.4%	-73%	5.3%	-74%	10.1%	5.4%
Calls Overflow In %	0.7%	0.1%	0.1%	0.0%	0.2%					0.2%		0.3%	0.1%	-79%			2.2%	0.8%
Calls Abandon%	1.4%	2.4%	4.0%	2.3%	0.4%	1.3%	251%	1.1%	19%	1.7%	-23%	1.4%	0.9%	-35%	0.9%	3%	5.0%	2.8%
BHT	1,030	1,043	1,029	1,019	977	1,039	6%	1,092	-5%	1,019	2%	1,023	1,014	-1%	1,080	-6%	1,089	1,029
ABT_KBI_DESTINATION	1,100	1,124	1,094	1,072	1,035	1,096	6%	1,158	-5%	1,086	1%	1,103	1,071	-3%	1,147	-7%	1,158	1,090
Transfers	22.8%	22.4%	22.4%	24.1%	24.0%	23.6%	-2%	24.0%	-2%	23.3%	1%	23.2%	24.0%	3%	24.1%	-0%	22.8%	22.4%
FCR1	94%	94%	94%	94%	94%	94%	0%	93%	1%	94%	-0%	94%	94%	-0%	93%	0%	93%	94%
FCR3	91%	91%	91%	91%	91%	90%	-1%	89%	1%	91%	-1%	92%	91%	-0%	91%	0%	90%	92%
FCR7	88%	89%	89%	89%	88%	88%	-0%	86%	1%	89%	-0%	88%	88%	0%	87%	1%	87%	89%
RepSat Resolve	66.0%	43.8%	57.1%	50.0%	56.3%	46.7%	-17%	46.9%	-1%	53.1%	-12%	55.7%	51.2%	-8%	49.0%	4%	56.8%	57.1%
RepSat Bottom 2	27%	45%	27%	41%	35%	51%	45%	36%	40%	37%	37%	35%	44%	26%	36%	23%	31%	33%
RepSat	67.3%	47.4%	53.3%	51.2%	56.8%	38.8%	-32%	50.9%	-24%	53.9%	-28%	58.7%	47.3%	-19%	52.5%	-10%	59.5%	58.6%
NPS	-13.0	-9.7	-7.7	-16.7	-6.3	-23.8	-281%	4.2	-671%	-11.1	114%	-11.9	-15.4	-29%	-3.1	-397%	4.2	4
NPS Survey	46	31	26	36	32	45	41%	48	-6%	34	31%	84	81	-4%	97	-16%	1,155	1,344
Calls Offered >5min %	5.7%	8.6%	11.5%	7.4%	1.3%	4.1%	223%	2.9%	39%	5.6%	-26%	5.3%	2.8%	-46%	2.3%	26%	14.2%	8.8%
Calls Offered >10min %	1.9%	3.8%	6.4%	4.0%	0.5%	1.9%	293%	0.7%	167%	2.5%	-24%	1.8%	1.2%	-33%	0.6%	116%	7.8%	4.4%
Calls Offered >15min %	0.6%	1.6%	4.4%	2.3%	0.3%	1.1%	233%	0.2%	439%	1.4%	-19%	0.6%	0.7%	11%	0.2%	345%	4.8%	2.4%
Calls Offered >30min %	0.0%	0.2%	1.4%	0.6%	0.0%	0.4%	2567%	0.0%	1607%	0.3%	12%	0.1%	0.2%	184%	0.0%	1885%	1.4%	0.5%
Shrinkage (Internal)	84.5%	83.5%	103.0%	89.0%	103.0%	103.0%	0%	103.0%		91.0%	13%	84.4%	103.0%	22%	103.0%		103.0%	95.5%
Shrinkage (External)	22.0%	19.8%	22.2%	21.3%	21.6%	24.9%	16%	22.7%	10%	21.4%	17%	21.8%	23.7%	9%	22.5%	5%	22.3%	21.19
Agent Tenure <90 Days %	20.6%	20.5%	22.1%	26.1%	29.9%	35.4%	18%	33.6%	6%	27.4%	29%	20.5%	34.1%	66%	35.5%	-4%	53.9%	42.19

Small Business WLN

Metric	WoW										MTD					YTD		
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE WoW	WE 17AUG24	WoW YoY	8 Weeks Avg	8 Weeks Avg	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025
SLA	86%	90%	97%	91%	95%	93%	-2%	94%	-1%	92%	2%	89%	94%	6%	94%	-0%	87%	92%
ASA	44	32	17	32	21	22	5%	20	12%	27	-19%	35	21	-40%	18	18%	34	2
Occupancy	45%	42%	37%	40%	34%	40%	17%	41%	-3%	40%	-1%	43%	37%	-14%	39%	-5%	43%	37%
Calls Offered	3.1K	3.0K	2.8K	2.9K	2.5K	2.8K	12%	3.8K	-27%	2.8K	-1%	6.9K	5.8K	-16%	8.4K	-31%	139.8K	100.2K
Calls Handled	3.1K	2.9K	2.8K	2.8K	2.5K	2.8K	12%	3.8K	-27%	2.8K	-1%	6.8K	5.7K	-15%	8.3K	-31%	137.2K	98.7K
Calls Overflow Out %	3.3%	3.6%	3.0%	3.0%	3.0%	2.8%	-6%	2.5%	14%	3.6%	-20%	3.5%	3.2%	-8%	2.2%	45%	5.2%	3.2%
Calls Abandon%	1.7%	1.5%	0.9%	1.6%	1.3%	1.3%	-3%	1.4%	-8%	1.4%	-11%	1.6%	1.2%	-23%	1.1%	9%	1.8%	1.4%
BHT	561	549	536	586	531	576	9%	572	1%	544	6%	536	544	1%	556	-2%	649	50
ABT_KBL_DESTINATION	607	609	599	641	571	618	8%	612	1%	593	4%	586	584	-0%	594	-2%	795	54
Transfers	25.0%	25.4%	27.8%	26.9%	26.9%	28.7%	7%	27.6%	4%	26.8%	7%	26.0%	27.7%	6%	25.9%	7%	22.9%	25.8%
FCR1	88%	89%	90%	90%	92%	92%	-0%	88%	5%	90%	2%	89%	91%	3%	88%	5%	90%	89%
FCR3	84%	85%	85%	85%	88%	87%	-1%	82%	6%	85%	2%	86%	88%	3%	84%	5%	87%	86%
FCR7	80%	82%	81%	82%	85%	85%	4%	78%	7%	81%	4%	80%	85%	6%	79%	7%	83%	81%
NPS	50.0	-33.3	-100.0	-100.0	100.0	-100.0	-200%	50.0	-300%			20.0	14.3	-29%	55.6	-74%	17.9	42.5
Calls Offered >5min %	4.7%	3.4%	1.2%	3.3%	2.1%	1.6%	-20%	1.4%	16%	2.5%	-34%	3.5%	1.8%	-48%	1.2%	57%	3.3%	2.4%
Calls Offered >10min %	1.5%	1.2%	0.7%	1.4%	0.7%	0.5%	-26%	0.7%	-21%	0.9%	-40%	1.2%	0.7%	-47%	0.4%	62%	1.0%	0.9%
Calls Offered >15min %	0.5%	0.6%	0.4%	0.7%	0.4%	0.4%	-11%	0.5%	-28%	0.5%	-21%	0.6%	0.4%	-30%	0.2%	59%	0.4%	0.4%
Calls Offered >30min %	0.1%	0.1%	0.0%	0.1%	0.0%	0.1%	78%	0.1%	-32%	0.1%	-16%	0.2%	0.1%	-70%	0.0%	9%	0.1%	0.1%
Shrinkage (Internal)	48.4%	48.6%	50.1%	46.9%	54.7%	44.9%	-18%	56.7%	-21%	49.6%	-9%	47.9%	50.8%	6%	57.8%	-12%	56.9%	34.3%
Shrinkage (External)	25.9%	25.5%	21.6%	21.8%	22.7%	22.4%	-1%	25.4%	-12%	24.1%	-7%	26.4%	22.9%	-13%	24.1%	-5%	19.7%	21.2%
Agent Tenure <90 Days %	6.3%	7.2%	7.4%	7.6%	7.4%	7.4%	1%	15.2%	-51%	5.4%	37%	6.7%	7.0%	5%	14.8%	-53%	77.1%	17.3%

Small Business WLS

Metric	WoW										MTD					YTD		
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE WoW	WE 17AUG24	WE YoY	8 Weeks Avg	8 Weeks Avg WoW	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025
SLA	94%	94%	95%	95%	94%	93%	-1%	94%	-1%	94%	-1%	94%	93%	-1%	92%	1%	92%	91%
ASA	27	33	21	23	26	33	24%	17	92%	27	22%	26	30	12%	23	29%	32	31
Occupancy	27%	25%	27%	26%	25%	27%	6%	35%	-24%	27%	0%	28%	26%	-7%	32%	-19%	28%	31%
Calls Offered	1.5K	1.4K	1.4K	1.5K	1.4K	1.6K	19%	2.3K	-29%	1.5K	10%	3.4K	3.3K	-3%	4.6K	-28%	65.8K	54.2K
Calls Handled	1.5K	1.4K	1.4K	1.4K	1.3K	1.6K	19%	2.3K	-30%	1.5K	10%	3.3K	3.2K	-3%	4.5K	-29%	64.8K	53.3K
Calls Abandon%	0.8%	1.7%	0.7%	1.2%	1.5%	1.4%	-8%	0.8%	73%	1.2%	11%	1.2%	1.4%	13%	1.1%	31%	1.4%	1.6%
BHT	670	667	640	631	627	598	-5%	608	-2%	644	-7%	677	615	-9%	621	-1%	602	640
ABT_KBL_DESTINATION	716	705	682	671	667	640	-4%	648	-1%	684	-6%	720	657	-9%	656	0%	641	680
Transfers	42.4%	40.6%	44.1%	38.5%	41.1%	41.9%	2%	38.9%	8%	41.6%	1%	42.5%	41.3%	-3%	39.6%	4%	44.5%	40.4%
FCR1	89%	92%	92%	91%	93%	92%	-1%	87%	6%	91%	1%	91%	92%	2%	87%	6%	88%	89%
FCR3	86%	89%	91%	89%	91%	90%	-1%	84%	7%	89%	1%	89%	91%	2%	85%	7%	86%	87%
FCR7	86%	89%	90%	88%	90%	83%	2%	83%	7%	88%	2%	87%	89%	3%	83%	8%	84%	84%
RepSat Resolve	70.6%	72.2%	50.0%	64.3%	66.7%	64.7%	-3%	64.7%		65.9%	-2%	70.5%	67.6%	-4%	61.1%	11%	59.7%	66.1%
RepSat Bottom 2	26%	5%	46%	32%	27%	32%	16%	33%	-5%	28%	13%	23%	30%	33%	28%	9%	29%	25%
RepSat	73.7%	78.9%	45.8%	57.9%	68.2%	63.2%	-7%	61.1%	3%	65.4%	-3%	72.9%	65.2%	-11%	60.5%	8%	64.1%	70.1%
NPS Survey	4	5	13	10	9	8	-11%	10	-20%	9	-11%	23	18	-22%	23	-22%	406	330
Calls Offered >5min %	2.7%	3.2%	1.9%	2.0%	2.6%	3.2%	22%	1.1%	188%	2.6%	22%	2.8%	2.9%	2%	1.9%	51%	3.0%	3.0%
Calls Offered >10min %	0.9%	1.7%	0.8%	1.0%	1.2%	1.5%	26%	0.0%	3287%	1.2%	24%	1.2%	1.4%	16%	0.6%	133%	1.4%	1.2%
Calls Offered >15min %	0.3%	0.9%	0.1%	0.5%	0.4%	0.8%	118%	0.0%		0.6%	42%	0.5%	0.6%	27%	0.2%	319%	0.7%	0.6%
Calls Offered >30min %	0.1%	0.4%	0.0%	0.0%	0.0%	0.1%		0.0%		0.1%	18%	0.1%	0.1%	-49%	0.0%	0.1%	0.1%	0.1%
Shrinkage (External)	12.7%	13.1%	13.0%	12.3%	10.7%	11.5%	8%	13.9%	-17%	12.6%	-8%	13.5%	11.2%	-17%	13.9%	-20%	14.1%	14.0%
Mobility Gross Sales	66	31	64	60	47	23	-51%	129	-82%	45	-49%	95	74	-22%	275	-73%	1,586	1,640
Mobility Sales CR	4.7%	2.2%	4.7%	4.2%	3.7%	1.6%	-58%	7.8%	-80%	3.4%	-54%	3.1%	2.5%	-18%	7.6%	-67%	3.0%	3.6%

Small Business Loyalty

Metric	WoW										MTD					YTD	
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE WoW	WE YoY	8 Weeks Avg	8 Weeks Avg WoW	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025
SLA	83%	79%	80%	92%	96%	91%	-6%	96%	89%	2%	85%	93%	10%	98%	-5%	80%	81%
ASA	54	67	67	32	26	46	79%	17	43	8%	49	36	-27%	14	154%	55	66
Occupancy	63%	64%	60%	47%	41%	50%	21%	49%	54%	-7%	59%	46%	-23%	42%	10%	66%	63%
Calls Offered	2.0K	1.8K	1.8K	1.8K	1.5K	1.7K	15%	2.2K	1.8K	-3%	4.4K	3.5K	-20%	4.5K	-21%	81.2K	68.6K
Calls Handled	2.0K	1.8K	1.7K	1.7K	1.5K	1.7K	15%	2.2K	1.8K	-3%	4.4K	3.5K	-20%	4.5K	-21%	79.8K	67.7K
Calls Overflow Out %	2.9%	0.3%	0.5%	0.1%	0.7%				0.7%		1.4%	0.3%	-78%			2.6%	3.6%
Calls Overflow In %	27.5%	27.9%	34.9%	18.3%	11.3%	12.5%	11%	22.8%	23.2%	-46%	25.6%	14.9%	-42%	22.7%	-34%	30.0%	25.6%
Calls Abandon%	1.1%	0.9%	1.1%	0.9%	0.5%	0.6%	24%	0.6%	0.7%	-21%	0.9%	0.5%	-41%	0.5%	0%	1.5%	1.3%
BHT	1,108	1,133	1,075	1,044	1,046	1,081	3%	1,137	1,079	0%	1,107	1,065	-4%	1,135	-6%	1,236	1,115
ABT_KBI_DESTINATION	1,230	1,213	1,145	1,086	1,109	1,136	2%	1,215	1,155	-2%	1,212	1,122	-7%	1,221	-8%	1,303	1,196
Transfers	16.6%	18.0%	19.4%	17.8%	18.8%	18.9%	0%	17.1%	17.9%	5%	17.5%	18.5%	6%	17.5%	6%	17.2%	16.2%
FCR1	93%	94%	93%	93%	94%	93%	-0%	91%	93%	-0%	93%	93%	0%	92%	1%	93%	93%
FCR3	89%	89%	89%	89%	89%	90%	1%	88%	89%	1%	90%	90%	1%	89%	1%	89%	90%
FCR7	85%	86%	86%	85%	86%		1%	83%	85%	1%	85%	85%	0%	84%	1%	85%	85%
RepSat Resolve	80.0%	63.6%	53.8%	50.0%	71.4%	72.7%	2%	57.1%	62.8%	16%	61.5%	68.4%	11%	57.1%	20%	56.5%	51.7%
RepSat Bottom 2	9%	23%	23%	22%	14%	31%	115%	20%	24%	27%	29%	24%	-17%	31%	-24%	35%	34%
RepSat	81.8%	76.9%	53.8%	55.6%	85.7%	69.2%	-19%	80.0%	68.0%	2%	64.3%	71.4%	11%	65.6%	9%	57.9%	56.6%
NPS	60.0	9.1	-7.7	-25.0	66.7			28.6	14.7			7.7	20.0	160%	4.0	400%	-3.7
NPS Survey	10	11	13	8	6	10	67%	14	11	-7%	26	17	-35%	25	-32%	563	449
Calls Offered >5min %	5.3%	7.0%	7.8%	2.4%	1.7%	5.0%	199%	0.6%	3.9%	27%	4.5%	3.4%	-25%	0.5%	584%	4.7%	6.4%
Calls Offered >10min %	1.1%	2.1%	1.8%	0.9%	0.6%	2.0%	238%	0.1%	1.1%	78%	1.1%	1.2%	8%	0.1%	828%	1.3%	2.2%
Calls Offered >15min %	0.4%	0.4%	0.6%	0.5%	0.4%	0.7%	74%	0.0%	0.4%	66%	0.4%	0.5%	33%	0.0%	1039%	0.6%	1.0%
Calls Offered >30min %	0.1%	0.0%	0.0%	0.1%	0.1%	0.0%	-100%	0.0%	0.0%	-100%	0.0%	0.0%	-37%	0.0%		0.1%	0.1%
Shrinkage (Internal)							103.0%							103.0%		36.0%	56.4%
Shrinkage (External)	29.3%	24.3%	21.0%	23.5%	29.2%	24.2%	-17%	22.0%	23.9%	1%	26.1%	26.4%	1%	21.1%	25%	25.8%	24.8%
Agent Tenure <90 Days %	19.2%	20.4%	21.4%	23.1%	13.2%	13.7%	4%	14.7%	19.3%	-29%	21.4%	13.0%	-40%	13.8%	-6%	36.8%	25.3%

Small Business Collections

Metric	WoW										MTD					YTD		
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE Wow	WE 17AUG24	YoY	8 Weeks Avg	8 Weeks WoW	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025
SLA	96%	98%	99%	98%	99%	95%	-3%	100%	-5%	98%	-3%	98%	97%	-1%	100%	-3%	94%	84%
ASA	17	14	12	13	13	19	41%	10	84%	14	33%	15	16	9%	10	56%	22	53
Occupancy	44%	41%	43%	37%	41%	52%	29%	34%	54%	41%	27%	38%	47%	24%	28%	65%	41%	58%
Calls Offered	2.7K	2.9K	2.7K	2.2K	2.3K	2.9K	27%	3.1K	-7%	2.5K	14%	6.0K	5.5K	-8%	6.4K	-14%	97.6K	105.3K
Calls Handled	2.7K	2.9K	2.7K	2.2K	2.3K	2.9K	27%	3.1K	-7%	2.5K	14%	6.0K	5.5K	-8%	6.4K	-14%	96.7K	102.8K
BHT	256	260	237	272	261	274	5%	291	-6%	261	5%	256	269	5%	284	-5%	403	235
Transfers	38.6%	38.2%	38.5%	36.2%	35.5%	25.1%	-29%	33.2%	-24%	36.7%	-32%	39.8%	29.9%	-25%	33.0%	-10%	29.5%	38.8%
Calls Offered >10min %	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%		0.0%		0.0%	-100%	0.0%	0.0%	-100%	0.0%	0.5%	1.7%	
Shrinkage (Internal)	56.3%	56.3%	103.0%	56.3%	56.3%	57.0%	1%	59.2%	-4%	62.4%	-9%	56.6%	56.6%		57.5%	-2%	43.5%	63.5%
Shrinkage (External)	10.9%	18.0%	20.2%	16.7%	11.9%	22.0%	85%	12.3%	79%	16.4%	34%	13.0%	17.9%	38%	12.3%	45%	15.4%	17.0%

MTS Care

Metric	WoW										MTD					YTD	
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE WoW	WE YoY	8 Weeks Avg	8 Weeks Avg WoW	JUL25	AUG25	MoM	AUG24	MoM YOY	2024	2025
SLA	91%	92%	95%	92%	86%	93%	9%	-1%	92%	1%	92%	89%	-4%	93%	-5%	89%	88%
ASA	35	28	18	34	45	24	-46%	21	13%	28	-14%	28	40	45%	24	66%	35
Occupancy	51%	51%	48%	52%	54%	49%	-10%	43%	13%	51%	-4%	52%	52%	1%	48%	10%	55%
Calls Offered	9.7K	10.4K	9.8K	11.0K	9.7K	10.7K	10%	8.4K	27%	10.1K	6%	22.9K	22.7K	-1%	19.9K	14%	311.5K
Calls Handled	9.4K	10.2K	9.7K	10.8K	9.4K	10.6K	12%	8.3K	27%	9.9K	7%	22.4K	22.3K	-0%	19.6K	14%	306.4K
Calls Abandon%	2.5%	1.8%	0.8%	1.4%	2.2%	0.9%	-58%	0.9%	4%	1.6%	-40%	2.0%	1.8%	-8%	1.3%	40%	1.6%
BHT	759	727	719	723	749	713	-5%	787	-9%	733	-3%	745	735	-1%	738	-0%	701
ABT_KBI_DESTINATION	777	758	747	743	774	732	-5%	823	-11%	755	-3%	770	758	-2%	772	-2%	733
Transfers	25.2%	25.6%	26.3%	26.0%	26.0%	25.8%	-1%	23.6%	9%	25.5%	1%	25.1%	25.8%	3%	23.5%	10%	23.4%
FCR1	94%	93%	93%	93%	93%	93%	-0%	93%	0%	93%	-0%	94%	94%	-0%	93%	0%	94%
FCR3	91%	91%	91%	90%	91%	90%	-1%	91%	-0%	91%	-1%	92%	91%	-0%	92%	-0%	92%
FCR7	89%	89%	88%	88%	89%	89%	0%	88%	-0%	89%	-0%	89%	89%	0%	89%	-1%	90%
RepSat Resolve	80.9%	78.6%	80.6%	81.7%	81.4%	81.3%	-0%	80.7%	1%	80.1%	2%	79.0%	81.0%	2%	82.6%	-2%	83.9%
RepSat Bottom 2	12%	11%	13%	11%	12%	12%	-0%	12%	8%	12%	4%	11%	13%	13%	9%	34%	8%
RepSat	83.7%	79.8%	80.5%	82.9%	82.0%	83.9%	2%	82.6%	2%	82.1%	2%	82.0%	82.4%	0%	85.2%	-3%	86.9%
NPS	42.1	36.9	41.2	41.1	48.3	55.6	15%	49.5	12%	44.7	24%	42.6	50.1	18%	51.5	-3%	51.8
NPS Survey	411	425	415	479	406	397	-2%	444	-11%	416	-5%	975	900	-8%	1,043	-14%	15,901
Calls Offered >5min %	3.7%	2.5%	1.5%	3.3%	4.9%	2.4%	-51%	2.1%	12%	2.7%	-12%	2.5%	4.3%	70%	2.5%	73%	3.4%
Calls Offered >10min %	1.2%	0.8%	0.5%	1.3%	0.8%	0.2%	-71%	0.9%	-72%	0.8%	-68%	0.7%	1.0%	38%	0.8%	20%	0.9%
Calls Offered >15min %	0.3%	0.2%	0.1%	0.7%	0.1%	0.1%	-63%	0.3%	-72%	0.2%	-66%	0.2%	0.4%	110%	0.2%	111%	0.3%
Calls Offered >30min %	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	-74%	0.0%	-70%	0.0%	0.1%	161%	0.0%	279%	0.0%
Shrinkage (Internal)	48.0%	47.3%	35.7%	40.0%	40.2%	30.4%	-24%	33.5%	-9%	40.4%	-25%	46.4%	35.5%	-23%	37.7%	-6%	36.9%
Shrinkage (External)	19.2%	19.2%	18.0%	16.0%	25.9%	15.6%	-40%	19.8%	-21%	20.0%	-22%	23.1%	20.4%	-11%	20.9%	-2%	16.0%
Agent Tenure <90 Days %	14.2%	19.0%	20.3%	20.9%	14.8%	14.8%	35.4%	-58%	16.1%	-8%	19.2%	14.9%	-23%	32.6%	-54%	33.7%	47.0%
Mobility Gross Sales	22	15	6	10	12	6	-50%	17	-65%	16	-61%	55	21	-62%	56	-63%	749
Mobility Sales CR	0.6%	0.4%	0.2%	0.2%	0.3%	0.2%	-52%	0.5%	-70%	0.4%	-64%	0.7%	0.2%	-63%	0.7%	-68%	0.3%
Residential Gross Sales	110	128	101	148	124	141	14%	88	60%	130	9%	305	307	1%	223	38%	3,330
Residential Sales CR	3.1%	3.5%	2.8%	3.6%	3.3%	3.6%	8%	2.6%	39%	3.5%	5%	3.6%	3.6%	-2%	3.0%	20%	3.0%

MTS Sales Inbound WLN

Metric	WoW										MTD					YTD	
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE WoW	WE YoY	8 Weeks Avg	8 Weeks Avg WoW	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025
SLA	87%	86%	86%	91%	91%	93%	3%	90%	4%	89%	4%	88%	91%	4%	87%	5%	93% 90%
ASA	36	36	39	23	25	19	-23%	31	-37%	29	-33%	32	24	-25%	36	-33%	21 3%
Occupancy	53%	56%	50%	52%	54%	50%	-7%	46%	8%	52%	-4%	55%	52%	-4%	49%	7%	38% 49%
Calls Offered	2.1K	2.1K	2.0K	2.2K	2.1K	2.3K	8%	2.1K	6%	2.1K	7%	4.9K	4.9K	-0%	5.0K	-1%	66.5K 63.0K
Calls Handled	2.0K	2.1K	1.9K	2.2K	2.1K	2.2K	8%	2.1K	8%	2.1K	8%	4.8K	4.8K	0%	4.9K	-0%	65.5K 61.6K
Calls Abandon%	2.0%	2.1%	3.7%	1.9%	1.5%	0.9%	-39%	2.7%	-66%	2.0%	-53%	1.9%	1.4%	-25%	2.4%	-39%	1.3% 2.0%
BHT	756	828	779	791	770	774	0%	693	12%	786	-2%	773	770	-0%	711	8%	684 76%
ABT_KBI_DESTINATION	896	959	899	925	896	889	-1%	773	15%	912	-2%	906	892	-2%	785	14%	746 87%
Transfers	34.5%	36.3%	36.9%	36.1%	33.9%	34.9%	3%	38.0%	-8%	35.2%	-1%	34.7%	34.9%	1%	36.2%	-4%	38.0% 37.1%
FCR1	91%	91%	92%	90%	88%	89%	1%	92%	-3%	90%	-1%	90%	89%	-2%	92%	-3%	91% 91%
FCR3	87%	87%	87%	87%	86%	86%	0%	88%	-3%	87%	-1%	88%	86%	-2%	88%	-3%	89% 88%
FCR7	86%	84%	86%	83%	82%	-2%	87%	-5%	85%	-3%	84%	82%	-2%	85%	-4%	86% 85%	
RepSat Resolve	78.1%	78.8%	82.1%	78.4%	79.4%	75.0%	-6%	78.5%	-4%	79.1%	-5%	76.7%	78.0%	2%	78.0%	0%	77.7% 79.1%
RepSat Bottom 2	18%	16%	10%	17%	17%	19%	16%	17%	16%	15%	27%	18%	17%	-5%	16%	7%	14% 14%
RepSat	79.1%	75.0%	82.9%	77.4%	77.8%	77.2%	-1%	78.6%	-2%	79.7%	-3%	77.5%	76.9%	-1%	77.9%	-1%	79.6% 80.8%
NPS	39.7	45.1	64.4	48.0	60.6	44.7	-26%	34.2	31%	48.7	-8%	41.1	52.0	27%	48.1	8%	45.7 49.
NPS Survey	63	51	73	50	66	50	-24%	76	-34%	57	-12%	129	128	-1%	189	-32%	2,468 1,818
Calls Offered >5min %	3.4%	3.3%	4.2%	2.0%	1.7%	1.5%	-10%	3.3%	-54%	2.6%	-41%	2.7%	1.9%	-30%	3.6%	-46%	1.8% 2.8%
Calls Offered >10min %	0.8%	1.0%	2.1%	0.6%	0.6%	0.1%	-77%	1.2%	-89%	0.8%	-83%	0.6%	0.5%	-17%	1.3%	-61%	0.5% 0.9%
Calls Offered >15min %	0.2%	0.2%	1.3%	0.1%	0.3%	0.0%	-100%	0.6%	-100%	0.3%	-100%	0.1%	0.2%	60%	0.6%	-74%	0.2% 0.4%
Calls Offered >30min %	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-100%	0.0%	-100%	0.0%	-100%	0.0%	0.0%	-100%	0.1%	-100%	0.0% 0.1%
Shrinkage (External)	32.5%	30.1%	26.5%	25.2%	25.3%	18.0%	-29%	15.0%	20%	23.8%	-24%	27.9%	21.3%	-24%	14.9%	43%	14.7% 20.1%
Agent Tenure <90 Days %	8.3%	16.7%	16.2%	15.4%	22.5%	22.5%	-29%	14.8%	52%	14.3%	22.0%	54%	-24%	14.9%	43%	20.4% 17.3%	
Mobility Gross Sales	65	52	56	63	61	80	31%	42	90%	65	23%	138	154	12%	104	48%	1,515 1,671
Mobility Sales CR	6.1%	4.5%	5.4%	5.5%	6.1%	6.9%	14%	3.2%	115%	6.1%	13%	5.5%	6.3%	13%	3.5%	78%	3.8% 5.0%
Residential Gross Sales	427	437	390	436	396	427	8%	327	31%	417	2%	1,010	921	-9%	827	11%	11,574 12,061
Residential Sales CR	40.0%	38.2%	37.8%	37.9%	39.5%	37.0%	-6%	25.1%	47%	39.1%	-5%	40.6%	37.6%	-7%	28.0%	34%	28.9% 36.0%

MTS WLN - Retention

Metric	WoW										MTD					YTD			
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE WoW	WE 17AUG24	WoW YoY	8 Weeks	Avg	8 Weeks	Avg	JUL25	AUG25	MoM	AUG24	MoM YoY	2024
SLA	58%	72%	75%	77%	85%	92%	8%	97%	-5%	78%	19%	66%	87%	32%	96%	-10%	85%	83%	
ASA	230	109	98	78	41	32	-22%	18	75%	90	-65%	158	46	-71%	23	98%	53	6	
Occupancy	80%	72%	77%	72%	61%	67%	9%	47%	43%	71%	-6%	76%	65%	-14%	47%	39%	60%	64%	
Calls Offered	3.6K	3.7K	3.9K	4.1K	3.6K	4.0K	12%	2.8K	43%	3.7K	8%	8.2K	8.4K	3%	6.2K	36%	94.7K	107.4K	
Calls Handled	3.2K	3.5K	3.7K	3.9K	3.5K	3.9K	12%	2.8K	43%	3.5K	11%	7.6K	8.3K	9%	6.1K	34%	92.3K	103.9K	
Calls Abandon%	10.1%	5.2%	4.0%	3.7%	1.8%	1.6%	-16%	1.0%	49%	4.1%	-62%	7.4%	2.1%	-72%	1.0%	110%	2.4%	3.2%	
BHT	1,099	1,170	1,091	1,055	1,063	994	-6%	936	6%	1,068	-7%	1,116	1,031	-8%	973	6%	1,017	1,043	
ABT_KBI_DESTINATION	1,147	1,275	1,158	1,113	1,121	1,046	-7%	959	9%	1,129	-7%	1,187	1,087	-8%	998	9%	1,038	1,083	
Transfers	9.2%	9.6%	9.8%	9.1%	10.6%	11.0%	3%	8.7%	26%	9.9%	11%	9.8%	10.7%	9%	9.0%	18%	9.9%	9.8%	
FCR1	96%	96%	96%	97%	97%	96%	-1%	97%	-1%	96%	-0%	97%	96%	-0%	97%	-0%	96%	97%	
FCR3	96%	95%	95%	95%	96%	94%	-2%	96%	-2%	95%	-1%	96%	95%	-0%	96%	-1%	95%	96%	
FCR7	93%	93%	93%	94%	94%	95%	1%	95%	-0%	93%	1%	94%	94%	-0%	94%	-0%	94%	94%	
RepSat Resolve	76.6%	77.5%	80.0%	83.4%	79.9%	74.6%	-7%	76.3%	-2%	78.2%	-5%	75.2%	77.8%	4%	82.7%	-6%	86.9%	77.1%	
RepSat Bottom 2	18%	19%	16%	6%	11%	16%	51%	16%	2%	15%	11%	18%	13%	-27%	11%	13%	7%	14%	
RepSat	77.9%	75.0%	78.0%	84.3%	81.6%	76.1%	-7%	72.6%	5%	78.2%	-3%	75.5%	78.8%	4%	80.3%	-2%	87.3%	78.1%	
NPS	34.5	34.3	23.1	57.1	54.2	29.7	-45%	36.4	-18%	38.3	-22%	35.7	43.6	22%	47.0	-7%	49.9	36.3	
NPS Survey	119	137	130	154	153	134	-12%	110	22%	138	-3%	305	311	2%	249	25%	3,770	4,170	
Calls Offered >5min %	27.3%	13.6%	11.7%	8.8%	2.9%	2.6%	-10%	1.1%	139%	10.2%	-75%	19.2%	4.3%	-78%	1.8%	145%	5.7%	7.1%	
Calls Offered >10min %	15.7%	6.4%	4.8%	2.9%	0.2%	0.8%	348%	0.5%	49%	4.3%	-83%	10.0%	1.4%	-86%	0.7%	97%	1.8%	2.9%	
Calls Offered >15min %	9.2%	2.1%	1.7%	1.0%	0.1%	0.1%	-40%	0.2%	-72%	1.9%	-97%	5.0%	0.3%	-94%	0.2%	84%	0.6%	1.2%	
Calls Offered >30min %	0.6%	0.1%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%	-100%	0.3%	0.0%	-100%	0.0%	0.0%	0.0%	0.1%	0.2%	
Shrinkage (External)	34.1%	27.7%	25.6%	25.6%	23.8%	23.3%	-2%	20.9%	12%	27.1%	-14%	32.1%	24.4%	-24%	21.8%	12%	18.4%	26.3%	
Agent Tenure <90 Days %	27.0%	28.1%	28.6%	27.0%	24.6%	26.2%	7%	26.2%	0%	20.2%	30%	26.5%	24.6%	-7%	23.0%	7%	32.4%	44.1%	

BRS Care eChat

Metric							WoW				MTD						YTD	
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE WoW	WE YoY	8 Weeks Avg	8 Weeks Avg WoW	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025	
SLA	65%	85%	81%	90%	91%	92%	2%	27%	244%	81%	13%	72%	92%	28%	22%	311%	55%	77%
ASA	207	94	172	71	45	67	51%	900	-93%	115	-42%	177	52	-71%	998	-95%	379	28%
Occupancy	78%	72%	72%	69%	67%	68%	0%	95%	-29%	73%	-7%	76%	68%	-11%	94%	-28%	87%	69%
Calls Offered	25.1K	20.6K	20.8K	19.8K	20.1K	20.5K	2%	24.4K	-16%	22.0K	-7%	55.2K	45.8K	-17%	54.8K	-16%	718.9K	738.2K
Calls Handled	24.2K	20.3K	20.3K	19.5K	19.9K	20.3K	2%	21.3K	-4%	21.5K	-6%	53.4K	45.4K	-15%	46.8K	-3%	668.8K	706.2K
Calls Abandon%	3.9%	1.9%	2.2%	1.4%	1.1%	1.0%	-9%	12.8%	-92%	2.1%	-53%	3.3%	1.0%	-70%	14.5%	-93%	7.0%	4.3%
ABT	1,281	1,268	1,244	1,234	1,261	1,214	-4%	1,075	13%	1,249	-3%	1,258	1,238	-2%	1,050	18%	1,163	1,161
Transfers	1.5%	1.6%	1.6%	1.5%	1.6%	1.7%	2%	1.4%	24%	1.6%	4%	1.6%	1.7%	5%	1.2%	33%	1.8%	1.4%
RepSat	84.7%	85.7%	85.6%	86.5%	85.4%	85.2%	-0%	74.8%	14%	85.5%	-0%	85.0%	85.4%	1%	75.4%	13%	76.8%	82.6%
Agent Tenure <90 Days %	6.0%	6.1%	15.8%	23.2%	23.4%	23.7%	2%			18.1%	31%	5.9%	23.1%	291%	1.4%	1562%	36.5%	56.7%

BM Care eChat

Metric	WoW										MTD							YTD	
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE WoW	WE 17AUG24	WoW YoY	8 Weeks Avg	8 Weeks WoW	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025	
SLA	63%	89%	71%	84%	62%	85%	36%	67%	26%	76%	12%	72%	73%	1%	67%	9%	67%	75%	
ASA	251	72	388	123	246	165	-33%	391	-58%	204	-19%	222	210	-5%	405	-48%	232	198	
Occupancy	92%	78%	88%	86%	92%	90%	-2%	92%	-2%	87%	4%	85%	91%	7%	92%	-1%	89%	82%	
Calls Offered	37.8K	28.0K	33.2K	32.3K	37.7K	34.5K	-8%	37.0K	-7%	33.5K	3%	78.0K	82.7K	6%	84.7K	-2%	1.3M	1.1M	
Calls Handled	36.3K	27.6K	31.9K	31.5K	36.2K	33.8K	-6%	34.2K	-1%	32.4K	4%	75.2K	80.0K	6%	78.3K	2%	1.2M	1.1M	
Calls Abandon%	4.1%	1.4%	4.1%	2.3%	4.1%	2.1%	-49%	7.6%	-73%	3.1%	-33%	3.5%	3.3%	-7%	7.6%	-57%	4.7%	3.6%	
ABT	1,162	1,071	1,123	1,090	1,146	1,120	-2%	881	27%	1,118	0%	1,122	1,136	1%	892	27%	871	1,029	
Transfers	0.2%	0.3%	0.2%	0.3%	0.3%	0.4%	35%	0.9%	-59%	0.3%	23%	0.3%	0.3%	6%	1.0%	-67%	0.6%	0.6%	
RepSat	80.3%	82.4%	80.6%	81.1%	80.5%	80.7%	0%	81.8%	-1%	81.3%	-1%	81.4%	80.7%	-1%	81.4%	-1%	83.4%	80.1%	
Agent Tenure <90 Days %	36.0%	35.5%	35.0%	38.9%	18.2%	22.3%	23%	17.6%	26%	32.3%	-31%	35.6%	21.5%	-40%	17.4%	24%	11.2%	47.5%	

BRS Sales eChat

Metric	WoW										MTD					YTD	
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE WoW	WE YoY	8 Weeks Avg	8 Weeks Avg	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025
SLA	68%	78%	71%	63%	67%	74%	10%		71%	3%	72%	69%	-4%			85%	
ASA	148	102	233	187	157	117	-26%		153	-24%	137	149	9%			6	
Occupancy	75%	75%	75%	77%	77%	58%	-25%		73%	-20%	76%	68%	-11%			71%	
Calls Offered	6.3K	5.9K	6.3K	6.7K	6.3K	5.6K	-12%		6.2K	-10%	14.4K	13.7K	-5%			213.7K	
Calls Handled	6.0K	5.8K	6.1K	6.5K	6.1K	5.4K	-11%		6.0K	-9%	14.0K	13.2K	-5%			209.2K	
Calls Abandon%	3.6%	2.8%	3.1%	3.8%	3.7%	2.8%	-25%		3.2%	-13%	3.2%	3.5%	9%			2.1%	
ABT	2,129	2,195	2,103	2,175	2,213	2,301	4%		2,171	6%	2,171	2,252	4%			1,96	
Transfers	12.5%	13.4%	12.1%	12.0%	11.1%	10.7%	-4%		12.1%	-11%	12.9%	11.1%	-14%			11.3%	
RepSat	53.5%	56.9%	53.8%	54.1%	52.1%	53.2%	2%		53.9%	-1%	56.6%	52.5%	-7%			46.7%	
Agent Tenure <90 Days %	5.8%	6.0%	10.4%	10.3%	9.3%	33.1%	254%		13.9%	139%	5.5%	32.7%	499%			46.3%	

BM Sales eChat

Metric							WoW				8 Weeks Avg				MTD				YTD	
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE WoW	WE YoY	8 Weeks	Avg	8 Weeks	Avg	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025	
SLA	70%	74%	68%	70%	68%	73%	6%	-10%	71%	2%	71%	71%	-1%	78%	-9%	89%	85%			
ASA	182	166	251	181	250	337	35%	266%	226	49%	182	269	48%	86	214%	40	100			
Occupancy	82%	80%	78%	77%	75%	71%	-6%	86%	78%	-9%	81%	73%	-10%	87%	-16%	75%	73%			
Calls Offered	10.3K	9.3K	9.7K	9.6K	9.8K	8.9K	-9%	14.0K	9.8K	-9%	22.9K	21.1K	-8%	35.5K	-41%	351.0K	288.1K			
Calls Handled	9.9K	9.0K	9.3K	9.3K	9.4K	8.5K	-10%	13.3K	9.4K	-10%	22.0K	20.2K	-8%	34.0K	-41%	341.4K	280.8K			
Calls Abandon%	4.1%	4.0%	4.2%	3.5%	4.3%	4.5%	5%	1%	4.1%	12%	4.0%	4.2%	6%	4.3%	-2%	2.7%	2.5%			
ABT	2,110	2,141	2,097	2,022	2,044	2,058	1%	1,557	2,074	-1%	2,104	2,046	-3%	1,505	36%	1,908	2,062			
Transfers	14.1%	12.6%	13.5%	13.3%	13.2%	13.1%	-1%	20.0%	13.3%	-1%	13.5%	13.4%	-0%	18.9%	-29%	22.2%	17.0%			
RepSat	55.0%	55.0%	51.0%	52.0%	52.0%	51.6%	-1%	38.7%	53.4%	-3%	55.0%	51.7%	-6%	43.7%	18%	44.3%	50.8%			
Agent Tenure <90 Days %	3.0%	3.0%	7.1%	7.2%	4.4%	4.5%	3%	5.5%	-18%	4.8%	-5%	2.9%	4.3%	47%	5.2%	-17%	27.1%	26.6%		

SB Sales eChat

Metric							WoW			MTD						YTD	
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE WoW	WE YoY	8 Weeks Avg	8 Weeks WoW	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025
SLA	100%	100%	96%	99%	99%	99%	-0%	-0%	99%	-0%	100%	99%	-0%	99%	-0%	99%	99%
ASA	0	2	12	11	5	4	-7%	1	494%	5	-7%	4	342%	1	406%	1	42%
Occupancy	40%	31%	35%	36%	46%	40%	-12%	49%	-18%	38%	5%	38%	41%	8%	44%	-6%	51%
Calls Offered	480	323	342	323	346	398	15%	15%	475	375	6%	984	790	-20%	1.1K	-26%	17.2K
Calls Handled	480	318	342	323	346	398	15%	15%	474	374	6%	979	790	-19%	1.1K	-25%	17.2K
Calls Abandon%	1.5%						0.2%		0.2%		0.5%			0.1%		0.4%	0.3%
ABT	1,439	1,557	1,529	1,579	1,620	1,723	6%	20%	1,435	1,584	9%	1,538	1,668	8%	1,418	18%	1,561
Transfers	6.4%	3.2%	1.8%	1.5%	2.6%	1.3%	-52%	-78%	5.7%	3.7%	-66%	5.4%	1.8%	-67%	4.8%	-63%	5.1%
Agent Tenure <90 Days %																	21.4%