



Executive Performance Summary

Metrics (& Colour-coding rules)	WE 16-Aug	WoW	8Wk Avg	MTD	MTD YoY	YTD YoY
Visitors (red < -9.5%)						
App	2M	-5%	2%	4M	-5%	-4%
Web	2M	-5%	1%	3M	-2%	0%
	505K	-3%	2%	1M	-11%	-11%
Visits (red < -9.5%)						
App	4M	-5%	1%	8M	-10%	-11%
Web	3M	-6%	0%	7M	-9%	-11%
	618K	-3%	2%	1M	-15%	-12%
Self-serve Interactions (red < -9.5%)						
App	7M	-6%	2%	17M	-2%	0%
Web	4M	-11%	-4%	9M	2%	7%
	3M	-1%	9%	7M	-7%	-7%
Self-serve Transactions	231K	-3%	-1%	533K	-2%	-2%

* No thresholds apply to Self-serve Transactions

Metrics (& Colour-coding rules)	WE 16-Aug	WoW	8Wk Avg	MTD	MTD YoY	YTD YoY
Digital Channel Share (red < -9.5%)	79%	1%	0%	79%	5%	7%
Contact Center Interactions (red > 9.5%)	344K	2%	-3%	766K	-24%	-21%
Self Servable	143K	4%	-8%	316K	-39%	-29%
Non self Servable	201K	1%	0%	450K	-9%	-14%
Digital Billboards (red < -9.5%)						
Impressions	19M	3%	2%	42M	-17%	10%
Click rate	2%	8%	14%	2%	9%	11%
Transactions	12K	3%	9%	31K	-23%	1%
Conversion	4%	-7%	-6%	4%	-15%	-18%
Push Notifications (red < -9.5%)						
Delivered	66K	207%	187%	92K	70%	-31%
Click rate	5%	-60%	-57%	8%	-31%	-60%
Transactions	115	-1%	-13%	276	1871%	33%

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Definitions

Report	
Digital Traffic	Visitor tracks the unique customers that log in Visit is a unique session. Multiple pages on a visit will count as one. A visit resets if customer comes back after 30 minutes without logging out Self serve interactions measures what the customer does online. One visits can have multiple interactions
App Adoption	Adoption measured the number of customers (at the BAN level) using the app for the first time after activation New Adoption% measured the number of new adoptions vs. the number of new activations within the same given period Base Adoption% measured the number of all customers used the app after activation vs. the number of all activation base
Self-serve Interactions	Self serve interactions measures what the customer does online. One visits can have multiple interactions. It utilizes digital pages creating 3 levels of groupings
Self-serve Transactions	This metric tracks self serve customer actions that have a direct impact/change to their account. Such as change address, make payment arrangements, change your rate plan. It does not include informational interactions such as check my bill or check my usage
Self-serve Conversions	Conversions is the rate at which customers complete the flow vs all entries to the flow
Digital Channel Share	This metric is the ratio of self serve transactions to (self-serve + contact center). It excludes retail transactions
Contact Centre Interactions	Contact center interactions measures what the customer does on a call. It utilizes blueprints creating 3 levels of groupings that align with self serve interactions
Digital Billboard	Impressions is the number of unique billboard/title renders per customer for the reported period Click Rate is the number of unique billboard/title that a customer clicks on for the reported period Conversions is the rate that customers transacted based on the number of clicks Transaction Share % measured using Digital Billboard Transactions vs. All Transactions (including payments)
Push Notification	Notifications Delivered shows the amount of notifications successfully sent to customers Click Rate shows the how often the customer clicks on the notifications delivered to them Transactions show how often the customer took an action after clicking on the Push Notification

Coming Next

Self-serve Conversions - currently on hold pending data validation

NPS - change in the rating scale from 1-5 to 1-10, will bring this report back as we regroup accordingly in our data sources

Digital Support Contact Rate - facing data linkage issue due to PARTY_ID enhancement deployment, will bring this report back as we consolidate the new logic

Digital Error Rate

Digital Traffic & Self-Serve Interactions

Visitor tracks the unique customers that log in

Visit is a unique session. Multiple pages on a visit will count as one. A visit resets if customer comes back after 30 minutes without logging out

Self serve interactions measures what the customer does online. One visits can have multiple interactions

Digital Traffic	WE 16-Aug	WE 09-Aug	WE 02-Aug	WE 26-Jul	WoW %	Avg. Prev 8 weeks	Prev 8 weeks to current	MTD	Prev Yr MTD	MTD YoY%	YTD	Prev Yr YTD	YoY%
Visitors	2M	2M	2M	2M	-5%	2M	2%	4M	4M	-5%	47M	49M	-4%
App	2M	2M	2M	2M	-5%	2M	1%	3M	3M	-2%	32M	32M	0%
Bell	1M	1M	1M	1M	-4%	1M	2%	2M	2M	-1%	21M	21M	1%
Virgin	486K	530K	468K	480K	-8%	481K	1%	871K	938K	-7%	9M	10M	-6%
Lucky	104K	106K	112K	103K	-3%	106K	-2%	186K	164K	13%	2M	2M	19%
Web	505K	520K	450K	504K	-3%	493K	2%	1M	1M	-11%	15M	17M	-11%
Bell	397K	399K	341K	394K	-1%	380K	5%	833K	918K	-9%	12M	13M	-11%
Virgin	80K	92K	76K	83K	-13%	85K	-6%	185K	216K	-14%	3M	3M	-11%
Lucky	28K	28K	32K	26K	-1%	28K	0%	64K	82K	-23%	934K	1M	-9%
Visits	4M	4M	3M	3M	-5%	4M	1%	8M	9M	-10%	121M	136M	-11%
App	3M	3M	3M	3M	-6%	3M	0%	7M	8M	-9%	99M	111M	-11%
Bell	2M	2M	2M	2M	-5%	2M	1%	4M	5M	-7%	63M	69M	-9%
Virgin	861K	950K	868K	848K	-9%	864K	0%	2M	2M	-15%	30M	36M	-18%
Lucky	207K	211K	224K	203K	-2%	209K	-1%	484K	474K	2%	6M	6M	7%
Web	618K	634K	561K	614K	-3%	606K	2%	1M	2M	-15%	22M	25M	-12%
Bell	489K	490K	430K	483K	0%	470K	4%	1M	1M	-14%	17M	20M	-12%
Virgin	96K	110K	94K	100K	-13%	103K	-7%	236K	279K	-15%	4M	4M	-11%
Lucky	33K	33K	37K	31K	0%	33K	0%	76K	98K	-23%	1M	1M	-9%
Self serve Interactions	7M	8M	7M	7M	-6%	7M	2%	17M	17M	-2%	240M	239M	0%
App	4M	4M	4M	4M	-11%	4M	-4%	9M	9M	2%	138M	129M	7%
Bell	3M	3M	3M	3M	-9%	3M	-3%	6M	6M	3%	95M	83M	15%
Virgin	1M	1M	1M	1M	-16%	1M	-5%	3M	3M	-3%	36M	41M	-11%
Lucky	185K	197K	212K	185K	-6%	195K	-5%	446K	391K	14%	6M	5M	16%
Other	14K	15K	14K	12K	-10%	13K	3%	33K	19K	74%	333K	217K	53%
Web	3M	3M	3M	3M	-1%	3M	9%	7M	8M	-7%	102M	110M	-7%
Bell	2M	2M	2M	2M	0%	2M	9%	5M	5M	2%	69M	71M	-3%
Virgin	789K	818K	743K	765K	-4%	747K	6%	2M	3M	-30%	27M	35M	-21%
Lucky	228K	228K	234K	195K	0%	194K	17%	524K	376K	39%	6M	4M	31%

App Adoption

Adoption measured the number of customers (at the BAN level) using the app for the first time after activation
 New Adoption% measured the number of new adoptions vs. the number of new activations within the same given period
 Base Adoption% measured the number of all customers used the app after activation vs. the number of all activation base

App Adoption	WE 16-Aug	WE 09-Aug	WE 02-Aug	WE 26-Jul	WoW %	Avg. Prev 8 weeks	Prev 8 weeks to current	MTD	Prev Yr MTD	MTD YoY%	YTD	Prev Yr YTD	YoY%
New Adoption 30D	16K	15K	15K	14K	5%	16K	0%	36K	47K	-22%	533K	645K	-17%
Bell	10K	9K	9K	8K	6%	10K	-2%	22K	23K	-3%	308K	313K	-2%
Virgin	3K	3K	2K	2K	6%	3K	8%	6K	14K	-56%	120K	217K	-45%
Lucky	4K	3K	4K	4K	2%	4K	-1%	8K	10K	-17%	106K	114K	-8%
New Adoption 90D	20K	19K	18K	17K	2%	19K	2%	44K	56K	-21%	649K	777K	-16%
Bell	12K	11K	10K	10K	3%	12K	1%	26K	28K	-5%	372K	383K	-3%
Virgin	3K	3K	3K	3K	-1%	3K	5%	7K	17K	-56%	145K	257K	-44%
Lucky	5K	5K	5K	4K	0%	4K	2%	11K	12K	-10%	132K	137K	-4%
New Adoption All	28K	29K	26K	26K	-2%	28K	1%	65K	78K	-16%	942K	1M	-12%
Bell	18K	18K	16K	16K	-1%	18K	0%	41K	42K	-3%	587K	591K	-1%
Virgin	5K	5K	4K	4K	-7%	5K	3%	12K	22K	-48%	198K	327K	-40%
Lucky	5K	5K	6K	5K	-2%	5K	0%	13K	13K	-6%	157K	158K	0%
New Adoption% 30D	37%	38%	33%	36%	-2%	37%	2%	37%	41%	-9%	39%	43%	-10%
Bell	44%	45%	38%	43%	-3%	43%	1%	43%	40%	8%	44%	41%	8%
Virgin	51%	52%	46%	52%	-1%	50%	2%	51%	54%	-5%	56%	59%	-6%
Lucky	23%	24%	22%	22%	-3%	22%	3%	24%	32%	-26%	23%	31%	-26%
New Adoption% 90D	45%	48%	39%	43%	-5%	44%	4%	46%	50%	-8%	48%	52%	-9%
Bell	52%	55%	46%	52%	-6%	51%	3%	52%	50%	6%	54%	51%	6%
Virgin	59%	64%	54%	63%	-8%	59%	-1%	61%	64%	-5%	68%	70%	-3%
Lucky	30%	31%	27%	27%	-4%	28%	6%	31%	38%	-20%	29%	37%	-23%
New Adoption%	65%	72%	58%	65%	-9%	64%	3%	67%	69%	-3%	69%	72%	-4%
Bell	79%	88%	72%	84%	-10%	78%	2%	82%	76%	8%	85%	78%	9%
Virgin	89%	104%	85%	103%	-14%	92%	-3%	96%	84%	13%	93%	89%	4%
Lucky	35%	38%	33%	33%	-6%	34%	4%	37%	44%	-17%	34%	43%	-20%
Base Adoption 30D	3M	3M	3M	3M	1%	3M	1%	3M	3M	8%	3M	3M	8%
Bell	2M	2M	2M	2M	1%	2M	1%	2M	1M	13%	2M	1M	13%
Virgin	917K	914K	912K	924K	0%	922K	-1%	917K	936K	-2%	917K	936K	-2%
Lucky	253K	250K	246K	249K	1%	245K	4%	253K	210K	21%	253K	210K	21%
Base Adoption 90D	3M	3M	3M	3M	1%	3M	1%	3M	3M	8%	3M	3M	8%
Bell	2M	2M	2M	2M	1%	2M	1%	2M	2M	12%	2M	2M	12%
Virgin	1M	1M	1M	1M	0%	1M	0%	1M	1M	-2%	1M	1M	-2%
Lucky	316K	311K	307K	309K	1%	304K	4%	316K	258K	22%	316K	258K	22%
Base Adoption All	6M	6M	6M	6M	0%	6M	1%	6M	6M	4%	6M	6M	4%
Bell	4M	4M	4M	4M	0%	4M	1%	4M	4M	6%	4M	4M	6%
Virgin	2M	2M	2M	2M	0%	2M	0%	2M	2M	-4%	2M	2M	-4%
Lucky	407K	401K	396K	399K	1%	393K	4%	407K	338K	20%	407K	338K	20%
Base Adoption% 30D	30%	30%	30%	30%	0%	29%	0%	30%	28%	7%	30%	28%	7%
Bell	25%	25%	25%	25%	0%	25%	1%	25%	22%	12%	25%	22%	12%
Virgin	44%	44%	43%	44%	0%	44%	0%	44%	42%	3%	44%	42%	3%
Lucky	32%	32%	32%	32%	-1%	32%	-1%	32%	33%	-3%	32%	33%	-3%
Base Adoption% 90D	36%	35%	35%	35%	0%	35%	0%	36%	33%	7%	36%	33%	7%
Bell	30%	30%	30%	30%	0%	30%	1%	30%	27%	11%	30%	27%	11%
Virgin	51%	51%	51%	51%	0%	51%	0%	51%	49%	3%	51%	49%	3%
Lucky	39%	40%	40%	39%	0%	40%	-1%	39%	40%	-2%	39%	40%	-2%
Base Adoption%	67%	67%	67%	67%	0%	67%	0%	67%	66%	2%	67%	66%	2%
Bell	64%	64%	64%	64%	0%	64%	0%	64%	61%	5%	64%	61%	5%
Virgin	83%	83%	82%	82%	0%	82%	0%	83%	81%	1%	83%	81%	1%
Lucky	51%	51%	51%	51%	-1%	51%	-1%	51%	53%	-4%	51%	53%	-4%

Self-serve Interactions

Self serve interactions measures what the customer does online. One visits can have multiple interactions. It utilizes digital pages creating 3 levels of groupings

Self Serve Interactions	WE 16-Aug	WE 09-Aug	WE 02-Aug	WE 26-Jul	WoW %	Avg. Prev 8 weeks	Prev 8 weeks to current	MTD	Prev Yr MTD	MTD YoY%	YTD	Prev Yr YTD	YoY%
Total	7M	8M	7M	7M	-6%	7M	2%	17M	17M	-2%	240M	239M	0%
Self-serve & Contact Centre	4M	4M	4M	4M	-2%	4M	8%	9M	9M	1%	121M	125M	-3%
Account Management - Change Services	316K	340K	301K	301K	-7%	308K	2%	744K	838K	-11%	11M	13M	-12%
Feature Changes (Mobility & Residential)	84K	85K	75K	74K	-1%	74K	13%	192K	234K	-18%	2M	3M	-29%
HUGs	104K	117K	101K	101K	-11%	107K	-3%	249K	275K	-9%	4M	4M	14%
Plan Changes (Mobility & Residential)	128K	138K	124K	126K	-7%	127K	0%	303K	330K	-8%	5M	6M	-18%
Account Management - Manage Services	919K	987K	933K	954K	-7%	947K	-3%	2M	2M	-5%	32M	31M	3%
Activate Mobility Phone/HUG	26K	25K	30K	27K	5%	27K	-1%	59K	61K	-3%	841K	801K	5%
Appointment Inquiry	37K	48K	57K	48K	-24%	49K	-25%	101K	137K	-26%	2M	2M	-17%
Equipment (Track & Return)	26K	28K	25K	25K	-7%	28K	-5%	61K	72K	-16%	1M	952K	8%
Manage Account Info / Profile	651K	694K	642K	662K	-6%	657K	-1%	2M	2M	-3%	23M	22M	4%
Manage SIM	43K	45K	43K	43K	-5%	43K	0%	100K	109K	-8%	1M	1M	3%
Manage Suspension & Restoral	3K	4K	3K	4K	-7%	4K	-9%	8K	9K	-11%	166K	163K	2%
Marketing & Communication Preferences	133K	143K	133K	145K	-7%	140K	-5%	316K	320K	-1%	4M	4M	9%
Unlock device	0	0	0	2	-	29	-100%	0	5K	-100%	45K	80K	-44%
Billing and Payments	682K	759K	632K	689K	-10%	695K	-2%	2M	2M	-4%	24M	25M	-5%
Bill Consolidation, Format, Delivery & Reprint	14K	16K	14K	14K	-10%	15K	-6%	34K	24K	40%	410K	310K	32%
Manage Payments	633K	702K	586K	639K	-10%	646K	-2%	2M	2M	-5%	22M	23M	-5%
Payment Arrangements & Confirmation	36K	41K	32K	36K	-14%	34K	5%	89K	88K	1%	1M	1M	-9%
Sales	1M	1M	1M	1M	9%	1M	32%	3M	3M	15%	36M	39M	-7%
Add Service (New Customer, AAL, Add RGU, XSell)	1M	1M	1M	1M	9%	1M	32%	3M	3M	15%	36M	39M	-7%
Port-In Inquiries	0	0	0	0	-	0	-	0	2K	-100%	6K	30K	-81%
Support & Troubleshooting	491K	523K	500K	510K	-6%	530K	-7%	1M	1M	-6%	18M	17M	5%
Accessibility Support	5K	5K	5K	5K	11%	5K	7%	12K	16K	-29%	198K	242K	-18%
Legal, Media, and Employee Complaints	108K	127K	111K	115K	-14%	124K	-13%	272K	142K	91%	4M	2M	103%
Mobility Support	220K	228K	226K	230K	-4%	233K	-6%	510K	624K	-18%	7M	9M	-16%
Residential Support	158K	163K	159K	160K	-3%	168K	-6%	365K	453K	-19%	6M	6M	2%
Self-serve Only	3M	4M	3M	3M	-11%	3M	-5%	8M	8M	-5%	119M	114M	4%
Account Management - Manage Services	698K	769K	723K	724K	-9%	721K	-3%	2M	2M	-25%	25M	34M	-28%
Data Manager	27K	30K	28K	29K	-11%	29K	-9%	65K	77K	-15%	971K	1M	-13%
View Usage	671K	739K	694K	695K	-9%	692K	-3%	2M	2M	-26%	24M	33M	-28%
Billing and Payments	1M	2M	1M	1M	-14%	1M	-4%	3M	3M	-1%	49M	43M	14%
Billing Inquiries (Promo, Understand, Fee/Charge, Refund)	1M	2M	1M	1M	-14%	1M	-4%	3M	3M	-1%	49M	43M	14%
Engagement	95K	69K	71K	60K	36%	52K	81%	181K	105K	72%	2M	2M	16%
Contest, Surveys, and Brand Awareness	75	73	72	88	3%	83	-10%	168	2K	-92%	9K	44K	-79%
Member Benefits	94K	69K	71K	60K	36%	52K	81%	180K	103K	75%	2M	2M	-14%
Support & Troubleshooting	1M	1M	1M	1M	-11%	1M	-11%	3M	3M	4%	43M	35M	23%
Account, Profit & Billing Support	163K	188K	174K	180K	-14%	176K	-8%	404K	423K	-5%	6M	6M	-5%
Community Forum	48K	118K	162K	166K	-60%	110K	-57%	216K	172K	25%	2M	2M	13%
Contact Us	222K	243K	226K	243K	-9%	233K	-5%	531K	640K	-17%	8M	9M	-6%
Informational	299K	332K	314K	332K	-10%	373K	-20%	728K	657K	11%	13M	6M	106%
Other (Search Support, Check Outage, FAQ & More)	415K	406K	380K	393K	2%	393K	5%	932K	818K	14%	14M	12M	16%

Self-serve Transactions

This metric tracks self serve customer actions that have a direct impact/change to their account.

Such as change address, make payment arrangements, change your rate plan. It does not include informational interactions such as check my bill or check my usage

Self serve Transactions	WE 16-Aug	WE 09-Aug	WE 02-Aug	WE 26-Jul	WoW %	Avg. Prev 8 weeks	Prev 8 weeks to current	MTD	Prev Yr MTD	MTD YoY%	YTD	Prev Yr YTD	YoY%
Transaction (incl. payments)	528K	558K	480K	505K	-5%	524K	1%	1M	1M	-10%	18M	21M	-14%
Transaction (excl. payments)	231K	238K	223K	224K	-3%	232K	-1%	533K	544K	-2%	8M	8M	-2%
Mobility	85K	84K	87K	85K	2%	86K	-1%	194K	211K	-8%	3M	3M	-8%
Bell	37K	35K	34K	36K	4%	37K	0%	81K	97K	-16%	1M	1M	-11%
Virgin	19K	19K	20K	20K	-4%	20K	-8%	44K	63K	-30%	726K	951K	-24%
Lucky	30K	29K	33K	29K	1%	29K	2%	68K	52K	32%	834K	715K	17%
Residential	Data Eng. working to resolve data issues (August)												
Bell	Data Eng. working to resolve data issues (August)												
Virgin	Data Eng. working to resolve data issues (August)												
LOB-agnostic	132K	140K	123K	127K	-6%	132K	0%	308K	283K	9%	4M	4M	12%
Bell	90K	94K	83K	87K	-4%	91K	0%	209K	186K	12%	3M	3M	13%
Virgin	36K	40K	33K	34K	-11%	36K	-1%	86K	86K	-1%	1M	1M	9%
Lucky	6K	6K	7K	6K	1%	6K	8%	14K	11K	27%	157K	144K	9%
Key Transactions	63K	69K	63K	62K	-9%	64K	-2%	151K	192K	-21%	2M	3M	-27%
Change Internet Package	504	473	453	474	7%	493	2%	1K	2K	-45%	20K	29K	-30%
Bell	383	373	356	387	3%	399	-4%	854	1K	-37%	16K	18K	-13%
Virgin	121	100	97	87	21%	95	28%	248	658	-62%	4K	11K	-60%
Change TV Channel Selection	Data Eng. working to resolve data issues (August)												
Bell	Data Eng. working to resolve data issues (August)												
Virgin	Data Eng. working to resolve data issues (August)												
Features	16K	16K	17K	15K	-1%	16K	2%	38K	39K	-4%	476K	629K	-24%
Bell	3K	4K	3K	3K	-4%	4K	-2%	8K	16K	-49%	138K	271K	-49%
Virgin	2K	2K	2K	2K	-17%	2K	-13%	5K	9K	-49%	71K	143K	-50%
Lucky	11K	11K	11K	10K	4%	10K	7%	25K	14K	78%	268K	215K	24%
HUG Ordering	3K	4K	4K	3K	-18%	4K	-23%	8K	13K	-37%	164K	127K	29%
Bell	2K	2K	2K	2K	-14%	2K	-14%	5K	7K	-35%	94K	74K	27%
Virgin	1K	2K	1K	1K	-23%	2K	-33%	3K	5K	-39%	70K	53K	32%
HUG Activation	3K	2K	2K	3K	16%	3K	-7%	6K	6K	-8%	121K	101K	20%
Bell	2K	2K	1K	2K	16%	2K	-3%	4K	3K	12%	73K	62K	17%
Virgin	995	852	900	1K	17%	1K	-14%	2K	3K	-30%	49K	39K	26%
Payment Notifications	17K	19K	17K	17K	-11%	18K	-4%	42K	49K	-16%	596K	733K	-19%
Bell	12K	13K	12K	12K	-11%	13K	-6%	29K	36K	-19%	431K	552K	-22%
Virgin	5K	6K	5K	5K	-12%	5K	-1%	12K	13K	-7%	165K	181K	-8%
Payment Arrangements	10K	11K	9K	9K	-5%	9K	14%	24K	25K	-2%	297K	348K	-15%
Bell	6K	6K	5K	6K	-3%	6K	11%	14K	17K	-18%	188K	253K	-26%
Virgin	4K	5K	3K	4K	-9%	4K	18%	10K	7K	34%	109K	95K	14%
Rate Plan Changes	9K	11K	10K	10K	-18%	10K	-7%	23K	35K	-33%	339K	557K	-39%
Bell	4K	5K	4K	5K	-10%	4K	3%	10K	14K	-26%	150K	206K	-27%
Virgin	3K	4K	3K	3K	-35%	3K	-20%	7K	14K	-47%	108K	242K	-55%
Lucky	2K	3K	3K	2K	-6%	3K	-8%	6K	7K	-20%	81K	109K	-26%
Other Transactions	168K	170K	161K	162K	-1%	168K	0%	382K	352K	9%	6M	5M	14%

Digital Channel Share

This metric is the ratio of self serve transactions to (self-serve + contact center). It excludes retail transactions

Digital Channel Share	WE 16-Aug	WE 09-Aug	WE 02-Aug	WE 26-Jul	WoW %	Avg. Prev 8 weeks	Prev 8 weeks to current	MTD	Prev Yr MTD	MTD YoY%	YTD	Prev Yr YTD	YoY%
Channel Share (incl. payments)	92%	92%	91%	91%	0%	92%	0%	92%	91%	1%	91%	90%	2%
Channel Share (excl. payments)	79%	79%	79%	79%	1%	79%	0%	79%	75%	5%	78%	73%	7%
Mobility	73%	72%	73%	73%	1%	74%	-1%	73%	70%	3%	73%	69%	6%
Bell	68%	67%	68%	69%	1%	69%	-1%	68%	67%	1%	70%	65%	8%
Virgin	68%	66%	69%	67%	3%	69%	-2%	67%	69%	-2%	68%	69%	-1%
Lucky	96%	96%	95%	95%	0%	95%	0%	96%	91%	5%	95%	90%	6%
Residential													
Bell	Data Eng. working to resolve data issues (August)												
Virgin	Data Eng. working to resolve data issues (August)												
LOB-agnostic	96%	96%	96%	96%	0%	96%	0%	96%	94%	2%	95%	94%	1%
Bell	96%	96%	96%	96%	0%	96%	0%	96%	92%	4%	95%	94%	2%
Virgin	95%	95%	97%	95%	0%	96%	-1%	95%	96%	0%	95%	95%	-1%
Lucky	98%	98%	98%	97%	0%	97%	0%	98%	96%	1%	97%	96%	1%
Key Flows	59%	59%	60%	58%	0%	59%	-1%	59%	59%	1%	58%	57%	3%
Change Internet Package	12%	11%	12%	11%	8%	11%	9%	12%	26%	-54%	14%	15%	-3%
Bell	12%	11%	11%	11%	4%	11%	5%	12%	32%	-64%	14%	14%	-1%
Virgin	15%	12%	15%	12%	24%	13%	22%	14%	19%	-26%	16%	16%	-1%
Change TV Channel Selection													
Bell	Data Eng. working to resolve data issues (August)												
Virgin	Data Eng. working to resolve data issues (August)												
Features	69%	69%	73%	70%	0%	71%	-2%	70%	62%	13%	69%	63%	9%
Bell	43%	44%	46%	44%	-2%	45%	-5%	44%	51%	-14%	49%	53%	-6%
Virgin	42%	47%	52%	48%	-10%	49%	-14%	46%	53%	-13%	50%	56%	-11%
Lucky	100%	100%	100%	100%	0%	100%	0%	100%	99%	0%	100%	97%	3%
HUG Ordering	58%	63%	64%	66%	-7%	65%	-10%	61%	76%	-19%	68%	67%	2%
Bell	51%	56%	56%	57%	-9%	56%	-8%	54%	70%	-23%	60%	58%	3%
Virgin	75%	76%	79%	81%	-2%	82%	-9%	76%	85%	-11%	84%	84%	0%
HUG Activation	84%	80%	80%	82%	4%	82%	2%	83%	86%	-4%	85%	84%	1%
Bell	82%	78%	77%	79%	5%	79%	3%	81%	84%	-4%	82%	82%	1%
Virgin	87%	85%	86%	87%	3%	87%	-1%	87%	89%	-3%	89%	88%	1%
Rate Plan Changes	53%	54%	54%	52%	-2%	53%	-1%	54%	50%	8%	49%	48%	2%
Bell	48%	50%	48%	50%	-3%	47%	3%	49%	42%	19%	46%	37%	22%
Virgin	44%	48%	48%	42%	-8%	47%	-6%	47%	51%	-9%	40%	52%	-22%
Lucky	86%	87%	85%	84%	-1%	85%	1%	86%	78%	11%	84%	77%	9%
Other Flows	91%	91%	91%	91%	0%	91%	0%	91%	91%	0%	92%	91%	1%

Contact Center Interactions

Contact center interactions measures what the customer does on a call. It utilizes blueprints creating 3 levels of groupings that align with self serve interactions

Contact Centre Interactions	WE 16-Aug	WE 09-Aug	WE 02-Aug	WE 26-Jul	WoW %	Avg. Prev 8 weeks	Prev 8 weeks to current	MTD	Prev Yr MTD	MTD YoY%	YTD	Prev Yr YTD	YoY%
Total	344K	337K	325K	353K	2%	356K	-3%	766K	1M	-24%	12M	15M	-21%
Self-Servable Inquiries	143K	137K	142K	146K	4%	155K	-8%	316K	519K	-39%	5M	8M	-29%
Account Management - Change Services	14K	15K	14K	17K	-5%	20K	-32%	32K	112K	-71%	887K	2M	-48%
Feature Changes (Mobility & Residential)	9K	9K	9K	9K	6%	9K	6%	20K	29K	-30%	314K	455K	-31%
HUGs	115	118	919	3K	-3%	2K	-95%	261	10K	-97%	101K	154K	-35%
Plan Changes (Mobility & Residential)	5K	6K	5K	6K	-20%	9K	-50%	12K	73K	-84%	472K	1M	-58%
Account Management - Manage Services	31K	31K	32K	31K	-1%	33K	-8%	70K	117K	-40%	1M	2M	-29%
Activate Mobility Phone/HUG	2K	2K	2K	2K	-11%	2K	-5%	4K	6K	-40%	61K	80K	-23%
Activate Receiver	2K	2K	2K	2K	10%	2K	-6%	4K	4K	10%	64K	50K	28%
Appointment Inquiry	7K	7K	7K	7K	3%	8K	-10%	16K	37K	-57%	281K	445K	-37%
Equipment (Track & Return)	8K	9K	8K	9K	-7%	9K	-13%	18K	35K	-48%	350K	512K	-32%
Manage Account Info / Profile	4K	4K	4K	4K	3%	4K	-2%	9K	9K	1%	138K	173K	-20%
Manage SIM	2K	2K	3K	2K	-1%	3K	-2%	6K	5K	11%	74K	90K	-18%
Manage Suspension & Restoral	4K	4K	4K	4K	-4%	4K	-5%	10K	11K	-12%	169K	207K	-19%
Marketing & Communication Preferences	633	533	675	551	19%	631	0%	1K	5K	-75%	25K	37K	-32%
Unlock device	1K	1K	1K	1K	2%	1K	0%	3K	2K	35%	31K	43K	-29%
Billing and Payments	15K	16K	16K	17K	-5%	17K	-7%	36K	52K	-31%	656K	991K	-34%
Bill Consolidation, Format, Delivery & Reprint	5K	5K	5K	5K	3%	5K	-1%	11K	14K	-23%	190K	259K	-26%
Manage Payments	5K	5K	5K	5K	-8%	5K	-11%	11K	17K	-33%	208K	332K	-37%
Payment Arrangements & Confirmation	6K	6K	6K	6K	-8%	6K	-8%	14K	22K	-36%	257K	401K	-36%
Sales	3K	4K	4K	4K	-15%	4K	-20%	8K	21K	-61%	143K	290K	-51%
Add Service (New Customer, AAL, Add RGU, XSell)	3K	4K	4K	4K	-15%	4K	-20%	8K	21K	-61%	143K	290K	-51%
Support & Troubleshooting	79K	71K	76K	77K	11%	80K	-1%	170K	216K	-22%	3M	3M	-13%
Accessibility Support	219	210	210	231	4%	200	10%	464	480	-3%	7K	6K	18%
Legal, Media and Employee Complaints	592	609	504	635	-3%	625	-5%	1K	2K	-41%	19K	30K	-37%
Mobility Support	15K	14K	15K	15K	5%	16K	-7%	32K	43K	-24%	474K	662K	-28%
Residential Support	64K	57K	60K	61K	13%	64K	0%	136K	171K	-21%	2M	2M	-8%
Non-Self-Servable Inquiries	201K	199K	184K	207K	1%	201K	0%	450K	493K	-9%	7M	8M	-14%
Account Management - Manage Services	29K	29K	32K	29K	3%	31K	-6%	66K	68K	-3%	975K	962K	1%
Manage Account Info / Profile	190	641	706	608	-70%	704	-73%	996	3K	-61%	23K	36K	-37%
Move	5K	5K	7K	5K	4%	7K	-23%	12K	12K	0%	159K	160K	-1%
Ownership & Authorization	4K	4K	4K	4K	8%	4K	3%	9K	10K	-11%	135K	145K	-7%
Report Fraudulent Activity	20K	19K	20K	19K	5%	20K	0%	44K	44K	1%	658K	621K	6%
Billing and Payments	120K	120K	100K	124K	0%	114K	5%	268K	298K	-10%	4M	5M	-19%
Billing Inquiries (Promo, Understand, Fee/Charge, Refund)	89K	94K	75K	99K	-5%	89K	0%	204K	248K	-18%	3M	4M	-23%
Collections (specialized tasks)	31K	26K	25K	25K	19%	25K	22%	64K	50K	28%	818K	811K	1%
Cancellations	33K	32K	34K	34K	2%	36K	-8%	73K	78K	-7%	1M	1M	-8%
Cancel	33K	32K	34K	34K	2%	36K	-8%	73K	78K	-7%	1M	1M	-8%
Sales	955	986	1K	928	-3%	1K	-22%	2K	4K	-44%	43K	59K	-27%
Account Migration	219	214	210	158	2%	186	18%	503	862	-42%	8K	20K	-62%
EPP	27	21	25	29	29%	23	18%	54	159	-66%	1K	3K	-66%
Received Campaigns & Special Offers	709	751	855	741	-6%	1K	-30%	2K	3K	-43%	34K	36K	-5%
Support & Troubleshooting	18K	18K	18K	19K	5%	18K	-1%	41K	44K	-8%	593K	690K	-14%
Escalated Issue	4K	4K	4K	5K	-1%	4K	-3%	10K	11K	-11%	147K	175K	-16%
Self-Serve Support on Contact	14K	13K	13K	14K	6%	14K	0%	31K	33K	-7%	445K	515K	-14%

Digital Billboards

Impressions is the number of unique billboard/tile renders per customer for the reported period

Click Rate is the number of unique billboard/tile that a customer clicks on for the reported period

Conversions is the rate that customers transacted based on the number of clicks

Transaction Share % measured using Digital Billboard Transactions vs. All Transactions (including payments)

Digital Billboard Performance	WE 16-Aug	WE 09-Aug	WE 02-Aug	WE 26-Jul	WoW %	Avg. Prev 8 weeks	Prev 8 weeks to current	MTD	Prev Yr MTD	YoY%	YTD	Prev Yr YTD	YoY%
Impressions	19M	18M	17M	19M	3%	19M	2%	42M	51M	-17%	503M	457M	10%
Bell	15M	15M	14M	15M	4%	15M	2%	34M	41M	-17%	440M	355M	24%
Engagement	4M	4M	4M	4M	9%	4M	15%	9M	11M	-16%	111M	88M	26%
Sales - New Service	2M	2M	2M	2M	21%	2M	12%	4M	5M	-14%	45M	49M	-8%
Sales - Upsell	2M	2M	2M	2M	-3%	2M	3%	4M	4M	0%	45M	39M	16%
Service - Billing & Payment	979K	966K	796K	912K	1%	897K	9%	2M	2M	-2%	28M	25M	12%
Service - Account Mngt, Support & Others	4M	4M	4M	5M	3%	5M	-13%	10M	16M	-35%	162M	133M	22%
BriteBill	2M	2M	2M	2M	-6%	2M	5%	5M	3M	31%	48M	20M	142%
Virgin	4M	4M	3M	4M	-1%	4M	1%	8M	10M	-15%	63M	102M	-38%
Engagement	2M	2M	2M	2M	-10%	2M	-5%	4M	4M	10%	15M	34M	-57%
Sales - New Service	745K	567K	445K	461K	31%	601K	24%	1M	2M	-24%	12M	24M	-50%
Sales - Upsell	373K	344K	361K	386K	8%	339K	10%	770K	1M	-48%	10M	15M	-34%
Service - Billing & Payment	376K	360K	305K	319K	5%	337K	12%	849K	831K	2%	9M	10M	-8%
Service - Account Mngt, Support & Others	362K	402K	354K	367K	-10%	436K	-17%	893K	2M	-44%	17M	19M	-9%
Click Rate	2%	1%	1%	1%	8%	1%	14%	2%	2%	9%	2%	2%	11%
Bell	2%	1%	1%	1%	9%	1%	16%	2%	2%	14%	2%	1%	10%
Engagement	1%	1%	1%	1%	27%	1%	41%	2%	0%	285%	1%	0%	80%
Sales - New Service	2%	2%	2%	2%	29%	2%	27%	3%	5%	-50%	3%	2%	19%
Sales - Upsell	2%	2%	2%	2%	6%	2%	0%	3%	3%	7%	3%	2%	50%
Service - Billing & Payment	4%	4%	4%	4%	-2%	4%	-1%	4%	5%	-9%	5%	5%	-9%
Service - Account Mngt, Support & Others	1%	1%	1%	1%	-4%	1%	-2%	1%	1%	36%	1%	1%	-5%
BriteBill	1%	1%	1%	1%	-13%	1%	-1%	1%	1%	15%	2%	2%	-1%
Virgin	2%	2%	2%	2%	5%	2%	8%	2%	2%	-7%	3%	2%	46%
Engagement	0%	0%	0%	0%	-10%	0%	-30%	0%	1%	-9%	1%	1%	15%
Sales - New Service	4%	5%	5%	4%	-8%	4%	8%	5%	3%	55%	5%	3%	108%
Sales - Upsell	3%	3%	3%	3%	-2%	3%	-1%	4%	5%	-34%	5%	5%	-2%
Service - Billing & Payment	4%	4%	4%	4%	-7%	4%	-1%	4%	4%	15%	4%	4%	7%
Service - Account Mngt, Support & Others	3%	3%	3%	3%	-3%	2%	6%	3%	2%	26%	3%	2%	56%
Conversion	4%	4%	4%	4%	-7%	4%	-6%	4%	5%	-15%	4%	5%	-18%
Bell	5%	5%	5%	5%	-1%	5%	3%	5%	6%	-5%	6%	7%	-19%
Sales - New Service	4%	5%	4%	4%	-9%	4%	-2%	4%	4%	6%	4%	5%	-13%
Sales - Upsell	3%	4%	3%	3%	-20%	3%	-14%	3%	5%	-34%	5%	8%	-40%
Service - Billing & Payment	13%	12%	13%	11%	9%	12%	5%	12%	13%	-8%	11%	12%	-8%
Service - Account Mngt, Support & Others	4%	4%	4%	3%	2%	3%	27%	4%	3%	31%	3%	2%	37%
BriteBill	2%	2%	3%	2%	4%	3%	-13%	2%	4%	-41%	2%	4%	-33%
Virgin	4%	4%	4%	4%	-11%	4%	-14%	4%	4%	19%	4%	4%	-9%
Sales - New Service	1%	2%	2%	2%	-16%	2%	-35%	2%	4%	-62%	2%	3%	-29%
Sales - Upsell	3%	4%	3%	3%	-25%	3%	-19%	3%	2%	37%	3%	3%	15%
Service - Billing & Payment	12%	11%	12%	11%	6%	12%	0%	12%	10%	23%	9%	9%	-8%
Service - Account Mngt, Support & Others	2%	3%	3%	3%	-31%	2%	-19%	2%	1%	323%	1%	1%	77%
Transaction Share (as % of Overall Volume)	3%	2%	3%	2%	10%	2%	7%	2%	3%	-12%	2%	2%	21%
Bell	3%	3%	3%	3%	10%	3%	10%	3%	4%	-14%	3%	2%	32%
Virgin	2%	1%	2%	1%	5%	2%	0%	2%	1%	2%	1%	1%	-7%

*MTD & YTD is up to Aug 19

Push Notifications

Notifications Delivered shows the amount of notifications successfully sent to customers
 Click Rate shows the how often the customer clicks on the notifications delivered to them
 Transactions show how often the customer took an action after clicking on the Push Notification

Push Notification	WE 16-Aug	WE 09-Aug	WE 02-Aug	WE 26-Jul	WoW %	Avg. Prev 8 weeks	Prev 8 weeks to current	MTD	Prev Yr MTD	MTD YoY%	YTD	Prev Yr YTD	YoY%
Notification Delivered	66K	21K	21K	21K	207%	23K	187%	92K	54K	70%	760K	1M	-31%
Bell	59K	16K	16K	16K	260%	17K	242%	79K	45K	75%	628K	703K	-11%
Billing & Payments	4K	2K	2K	2K	50%	2K	46%	6K	170	3626%	64K	8K	709%
Services	16K	14K	14K	14K	16%	15K	10%	33K	45K	-26%	510K	554K	-8%
Offers	39K	0	0	0	-	77	51419%	39K	0	-	54K	141K	-62%
Virgin	6K	5K	5K	5K	28%	5K	13%	13K	9K	41%	132K	169K	-22%
Billing & Payments	3K	2K	2K	2K	97%	2K	81%	5K	372	1349%	32K	4K	779%
Services	3K	3K	3K	3K	-8%	4K	-20%	7K	9K	-16%	100K	84K	19%
Offers	0	0	0	0	-	0	-	0	0	-	0	82K	-100%
Lucky	0	0	0	0	-	0	-	0	0	-	0	230K	-100%
Billing & Payments	0	0	0	0	-	0	-	0	0	-	0	4	-100%
Offers	0	0	0	0	-	0	-	0	0	-	0	230K	-100%
Notification Clicked	3K	3K	3K	3K	23%	3K	23%	7K	6K	17%	72K	259K	-72%
Bell	3K	2K	2K	2K	36%	2K	32%	5K	5K	3%	53K	84K	-37%
Billing & Payments	368	301	305	306	22%	309	19%	739	20	3595%	8K	812	902%
Services	2K	2K	2K	1K	9%	2K	6%	4K	5K	-22%	43K	75K	-42%
Offers	463	0	0	0	-	5	9397%	463	0	-	2K	8K	-80%
Virgin	879	916	920	820	-4%	867	1%	2K	1K	72%	19K	21K	-7%
Billing & Payments	385	230	256	223	67%	255	51%	697	40	1643%	4K	475	823%
Services	494	686	664	597	-28%	613	-19%	1K	1K	18%	15K	16K	-5%
Offers	0	0	0	0	-	0	-	0	0	-	0	5K	-100%
Lucky	0	0	0	0	-	0	-	0	0	-	0	155K	-100%
Billing & Payments	0	0	0	0	-	0	-	0	0	-	0	0	-
Offers	0	0	0	0	-	0	-	0	0	-	0	155K	-100%
Click Rate	5%	13%	13%	12%	-60%	12%	-57%	8%	11%	-31%	10%	24%	-60%
Bell	4%	11%	12%	11%	-62%	11%	-61%	6%	10%	-41%	8%	12%	-29%
Billing & Payments	10%	13%	13%	13%	-19%	13%	-19%	12%	12%	-1%	13%	10%	24%
Services	10%	11%	11%	11%	-6%	11%	-4%	11%	10%	5%	8%	13%	-37%
Offers	1%	-	-	-	-	6%	-80%	1%	-	-	3%	6%	-47%
Virgin	14%	19%	18%	18%	-25%	16%	-12%	16%	13%	22%	15%	12%	20%
Billing & Payments	12%	14%	15%	14%	-15%	14%	-16%	13%	11%	20%	14%	13%	5%
Services	17%	21%	20%	20%	-22%	17%	-3%	19%	14%	40%	15%	19%	-20%
Offers	-	-	-	-	-	-	-	-	-	-	6%	-	-
Lucky	-	-	-	-	-	-	-	-	-	-	67%	-	-
Billing & Payments	-	-	-	-	-	-	-	-	-	-	0%	-	-
Offers	-	-	-	-	-	-	-	-	-	-	67%	-	-
Transaction	115	116	145	124	-1%	132	-13%	276	14	1871%	3K	2K	33%
Bell	111	112	144	121	-1%	130	-14%	268	9	2878%	2K	2K	38%
Billing & Payments	4	2	0	2	100%	1	357%	6	0	-	181	3	5933%
Services	107	110	144	119	-3%	129	-17%	262	9	2811%	2K	2K	28%
Offers	0	0	0	0	-	0	-	0	0	-	1	1	0%
Virgin	4	4	1	3	0%	2	78%	8	5	60%	62	64	-3%
Billing & Payments	4	3	0	3	33%	1	220%	7	0	-	38	0	-
Services	0	1	1	0	-100%	1	-100%	1	5	-80%	24	64	-63%
Offers	0	0	0	0	-	0	-	0	0	-	0	0	-
Lucky	0	0	0	0	-	0	-	0	0	-	0	53	-100%
Billing & Payments	0	0	0	0	-	0	-	0	0	-	0	0	-
Offers	0	0	0	0	-	0	-	0	0	-	0	53	-100%



Weekly Consolidated ASG Scorecard

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

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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 Avg	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%	6%
Care	67%	81%	67%	76%	68%	75%	11%	68%	11%	74%	2%	76%	71%	-6%	68%	5%	70%	78%	12%
Sales	86%	92%	91%	87%	89%	91%	3%	85%	7%	89%	3%	89%	90%	1%	87%	4%	89%	89%	0%
Loyalty	71%	83%	75%	83%	78%	83%	6%	69%	20%	79%	5%	77%	81%	5%	69%	17%	77%	81%	5%
Collections	91%	92%	85%	87%	89%	91%	2%	83%	10%	89%	3%	91%	89%	-2%	87%	2%	90%	90%	0%
ASA																			
Consumer Executive Overview	119	54	108	69	95	65	-31%	110	-41%	80	-19%	82	81	-1%	106	-23%	94	71	-24%
Care	150	64	137	84	127	89	-30%	141	-37%	101	-11%	99	109	11%	140	-22%	131	88	-33%
Sales	42	29	27	38	35	26	-28%	44	-41%	34	-25%	35	31	-13%	36	-15%	35	35	2%
Loyalty	154	61	126	61	78	50	-36%	116	-57%	86	-42%	110	65	-41%	116	-44%	84	74	-12%
Collections	31	27	63	58	62	38	-38%	73	-48%	46	-16%	33	56	69%	50	11%	33	37	13%
Occupancy																			
Consumer Executive Overview	74%	71%	73%	71%	73%	72%	-1%	74%	-2%	72%	1%	72%	73%	1%	73%	0%	69%	70%	0%
Care	79%	76%	78%	75%	78%	77%	-1%	80%	-4%	77%	1%	77%	78%	1%	80%	-3%	78%	74%	-5%
Sales	51%	48%	48%	53%	49%	50%	2%	53%	-7%	50%	-1%	50%	49%	-1%	50%	-1%	48%	49%	2%
Loyalty	86%	82%	85%	80%	85%	83%	-2%	85%	-3%	83%	-0%	83%	84%	1%	85%	-1%	82%	79%	-3%
Collections	55%	55%	53%	54%	53%	58%	8%	57%	1%	55%	5%	54%	55%	4%	56%	-2%	49%	55%	12%
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	-6%
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	-3%
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	-12%
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	-2%
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	-11%
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	-5%
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	-2%
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	-12%
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	-2%
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	-11%

Note for Calls Abandon%: excluding collections

Note for Call Abandon %: EXCLUDING collections

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	JUL25	AUG25	AUG24	MoM	YoY	2024	2025	YoY									
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%	-42%
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%	-31%
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%	-61%
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%	-47%
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%	-18%
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%	-57%
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%	-42%
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%	-13%
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%	-43%
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%	-58%
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%	-24%
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%	-31%
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%	1%
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%	-9%
BHT																			
Consumer Executive Overview	777	758	771	747	778	781	0%	772	1%	766	2%	766	777	1%	771	1%	761	758	-0%
Care	815	787	812	778	806	809	0%	833	-3%	798	1%	800	806	1%	831	-3%	820	798	-3%
Sales	514	504	495	507	508	509	0%	578	-12%	512	-1%	512	508	-1%	589	-14%	591	513	-13%
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	1,143	9%
Collections	344	347	340	342	350	352	1%	351	1%	344	2%	345	350	2%	347	1%	343	349	2%
ABT_KBI_DESTINATION																			
Consumer Executive Overview	826	808	825	790	831	831	0%	816	2%	814	2%	815	827	2%	813	2%	808	800	-1%
Care	877	845	878	827	863	863	0%	890	-3%	854	1%	859	862	0%	884	-3%	873	846	-3%
Sales	542	534	524	535	538	539	0%	607	-11%	541	-0%	542	538	-1%	618	-13%	650	543	-16%
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	1,203	10%
Collections	344	347	338	340	375	376	0%	352	7%	350	7%	344	372	8%	349	7%	350	348	-1%
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%	-3%
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%	1%
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%	13%
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%	-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%	-43%
FCR1																			
Consumer Executive Overview	91%	91%	92%	91%	91%	91%	0%	91%	0%	91%	0%	91%	91%	-0%	91%	0%	91%	91%	0%
Care	92%	92%	92%	92%	92%	92%	0%	92%	1%	92%	0%	92%	92%	0%	91%	1%	92%	92%	0%
Sales	89%	89%	90%	89%	89%	90%	0%	90%	-0%	89%	0%	89%	89%	0%	90%	-0%	90%	90%	0%
Loyalty	92%	91%	91%	91%	91%	91%	0%	92%	-1%	91%	-0%	92%	91%	-1%	92%	-1%	91%	91%	-0%
Collections	91%	91%	91%	91%	91%	91%	0%	91%	0%	91%	0%	91%	91%	-0%	91%	1%	90%	91%	1%

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 Avg	Jul25	Aug25	MoM	Aug24	MoM YoY	2024	2025	YoY
FCR3																			
Consumer Executive Overview	88%	88%	88%	87%	88%	88%	-0%	88%	0%	88%	-0%	88%	88%	-0%	88%	0%	88%	88%	0%
Care	89%	88%	89%	88%	88%	88%	-0%	88%	1%	88%	0%	89%	89%	0%	88%	1%	88%	89%	0%
Sales	86%	86%	87%	86%	86%	86%	0%	87%	-1%	86%	0%	87%	87%	-0%	87%	-1%	87%	87%	0%
Loyalty	89%	88%	88%	87%	88%	88%	-0%	89%	-1%	88%	-0%	89%	88%	-1%	89%	-1%	89%	89%	0%
Collections	89%	89%	89%	89%	88%	89%	1%	89%	-0%	89%	-0%	89%	89%	-1%	89%	0%	89%	89%	0%
FCR7																			
Consumer Executive Overview	85%	85%	85%	85%	85%	85%	0%	84%	1%	85%	-0%	85%	85%	0%	84%	1%	84%	85%	0%
Care	85%	85%	85%	84%	85%	85%	1%	84%	2%	85%	0%	84%	85%	1%	84%	2%	84%	85%	1%
Sales	84%	84%	84%	84%	84%	84%	-0%	84%	-1%	84%	-0%	84%	84%	-0%	84%	-1%	84%	84%	0%
Loyalty	86%	85%	85%	84%	85%	85%	0%	86%	-1%	85%	-1%	85%	85%	-1%	85%	-1%	85%	85%	0%
Collections	87%	87%	87%	87%	86%	86%	-1%	87%	0%	87%	-1%	87%	86%	-1%	86%	-0%	86%	86%	-0%
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%	-0%
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%	-0%
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%	-0%
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%	-2%
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%	-1%
RepSat Bottom 2																			
Consumer Executive Overview	18%	18%	19%	18%	19%	18%	-2%	17%	10%	18%	3%	18%	18%	5%	17%	10%	17%	16%	-1%
Care	16%	15%	17%	17%	17%	17%	-1%	15%	11%	16%	5%	16%	17%	8%	15%	10%	15%	15%	-1%
Sales	20%	18%	18%	18%	21%	21%	-0%	18%	18%	18%	13%	18%	21%	15%	18%	12%	17%	18%	4%
Loyalty	26%	25%	24%	22%	24%	22%	-8%	21%	5%	23%	-4%	25%	23%	-6%	23%	9%	22%	22%	3%
Collections	14%	16%	17%	17%	16%	18%	10%	13%	41%	16%	8%	16%	17%	8%	12%	44%	14%	16%	10%
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%	0%
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%	0%
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%	-1%
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%	-1%
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%	-2%
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	36.5	3%
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	41.1	2%
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	41.2	-1%
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	19.7	-3%
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	38.9	21%
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	425,083	-11%
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	297,446	-7%
Sales	547	576	509	512	659	566	-14%	923	-39%	544	4%	1,226	1,352	10%	2,237	-40%	29,390	16,722	-43%
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	90,206	-24%
Collections	614	553	575	546	653	685	5%	323	112%	589	16%	1,323	1,475	11%	771	91%	9,173	20,709	126%

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				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	YoY	
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%	-25%	
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%	-35%	
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%	1%	
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%	-5%	
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%	18%	
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%	-31%	
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%	-39%	
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%	-7%	
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%	-9%	
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%	32%	
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%	-31%	
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%	-40%	
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%	15%	
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%	-6%	
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%	33%	
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%	-37%	
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%	-43%	
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%	70%	
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%	-16%	
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%	27%	
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%	26%	
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%	-34%	
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%	19%	0.0%	0.0%	962%	0.0%	962%	
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%	403%	
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%	2985%	
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%	-4%	
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%	-4%	
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%	7%	
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%	403%	
Collections	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%	-16%	
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%	-3%	
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%	0%	
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%	-4%	
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%	-6%	
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%	-14%	
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%	-1%	
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%	-1%	
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%	0%	
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%	-1%	

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	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	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025	YTD YoY
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%	3%
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%	-15%
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%	-10%
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%	24%
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%	184%
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	-11%
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	-15%
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	-16%
Loyalty	614	546	512	481	503	490	-3%	402	22%	559	-12%	1,441	1,115	-23%	937	19%	12,673	15,433	22%
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	-1%
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%	-9%
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%	-24%
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%	-10%
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%	34%
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%	34%
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	-19%
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	-6%
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	-22%
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	-20%
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	-26%
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%	-17%
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%	-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%	-17%
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%	-24%
Others								11.1%									11.2%	9.9%	25.5%

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	YoY
SLA																			
SB Executive Overview	87%	86%	86%	90%	95%	92%	-4%	93%	-1%	90%	2%	88%	93%	5%	94%	-0%	80%	84%	4%
Care	85%	82%	80%	86%	95%	90%	-5%	90%	1%	87%	3%	86%	92%	7%	91%	1%	72%	81%	12%
Sales	88%	91%	96%	92%	94%	93%	-1%	94%	-1%	92%	1%	90%	94%	4%	94%	0%	89%	91%	3%
Loyalty	83%	79%	80%	92%	96%	91%	-6%	96%	-6%	89%	2%	85%	93%	10%	98%	-5%	80%	81%	1%
Collections	96%	98%	99%	98%	99%	95%	-3%	100%	-5%	98%	-3%	98%	97%	-1%	100%	-3%	94%	84%	-11%
ASA																			
SB Executive Overview	45	55	70	49	23	36	58%	25	46%	42	-14%	42	30	-28%	23	28%	81	63	-22%
Care	54	72	108	68	24	43	76%	33	31%	55	-21%	51	35	-31%	30	17%	128	81	-37%
Sales	38	32	18	29	23	26	13%	19	38%	27	-5%	32	24	-25%	20	23%	33	28	-17%
Loyalty	54	67	67	32	26	46	79%	17	177%	43	8%	49	36	-27%	14	154%	55	66	20%
Collections	17	14	12	13	13	19	41%	10	84%	14	33%	15	16	9%	10	56%	22	53	135%
Occupancy																			
SB Executive Overview	53%	53%	50%	47%	41%	49%	20%	52%	-6%	49%	0%	51%	45%	-13%	48%	-7%	55%	53%	-3%
Care	61%	63%	61%	55%	46%	56%	22%	66%	-14%	57%	-1%	59%	51%	-13%	61%	-17%	69%	63%	-9%
Sales	39%	36%	34%	36%	31%	36%	13%	39%	-10%	36%	-1%	38%	33%	-13%	37%	-9%	39%	35%	-10%
Loyalty	63%	64%	60%	47%	41%	50%	21%	49%	3%	54%	-7%	59%	46%	-23%	42%	10%	66%	63%	-4%
Collections	44%	41%	43%	37%	41%	52%	29%	34%	54%	41%	27%	38%	47%	24%	28%	65%	41%	58%	41%
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	-9%
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	-3%
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	-25%
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	-15%
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	8%
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	-8%
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	-1%
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	-25%
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	-15%
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	6%

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	WE 17AUG24	WoW YoY	8 Weeks Avg	8 Weeks Avg WoW	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025	YTD 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%	-40%
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%	-47%
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%	-39%
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%	-35%
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%	39%
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%	-38%
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%	-63%
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%	-28%
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%	-15%
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%	-30%
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%	-37%
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%	-11%
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%	-13%
BHT																			
SB Executive Overview	767	775	747	763	730	763	4%	767	-1%	755	1%	762	748	-2%	759	-1%	831	743	-11%
Care	947	968	938	931	922	962	4%	977	-1%	943	2%	950	947	-0%	970	-2%	979	948	-3%
Sales	583	572	558	596	552	581	5%	580	0%	565	3%	563	560	-1%	570	-2%	638	539	-16%
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	1,115	-10%
Collections	256	260	237	272	261	274	5%	291	-6%	261	5%	256	269	5%	284	-5%	403	235	-42%
ABT_KBI_DESTINATION																			
SB Executive Overview	822	832	797	804	772	803	4%	813	-1%	804	-0%	820	789	-4%	806	-2%	907	790	-13%
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	1,001	-3%
Sales	629	628	616	648	591	623	5%	621	0%	612	2%	612	601	-2%	607	-1%	759	577	-24%
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	1,196	-8%
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%	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%	-0%
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%	4%
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%	-6%
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%	32%
FCR1																			
SB Executive Overview	92%	93%	93%	92%	93%	93%	-0%	91%	2%	93%	0%	93%	93%	1%	91%	2%	92%	93%	1%
Care	94%	94%	94%	94%	94%	94%	0%	93%	1%	94%	-0%	94%	94%	0%	93%	0%	93%	94%	1%
Sales	89%	90%	91%	90%	92%	92%	-1%	87%	5%	90%	2%	90%	92%	3%	87%	5%	89%	89%	-0%
Loyalty	93%	94%	93%	93%	94%	93%	-0%	91%	2%	93%	-0%	93%	93%	0%	92%	1%	93%	93%	0%
Collections																	83%	96%	15%

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		WoW		8 Weeks Avg		MTD				YTD		
	MoW	YoY	MoW	YoY	MoW	YoY	MoM	AUG24	MoM	AUG24	MoM	2024	2025	YoY					
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	1%	
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	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	YoY	
NPS Survey																				
SB Executive Overview	64	50	54	55	51	66	29%	76	-13%	57	17%	138	123	-11%	155	-21%	2,250	2,182	-3%	
Care	46	31	27	36	32	45	41%	48	-6%	35	30%	84	81	-4%	98	-17%	1,164	1,345	16%	
Sales	8	8	14	11	13	11	-15%	14	-21%	11	-2%	28	25	-11%	32	-22%	523	388	-26%	
Loyalty	10	11	13	8	6	10	67%	14	-29%	11	-7%	26	17	-35%	25	-32%	563	449	-20%	
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%	-21%	
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%	-36%	
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%	-18%	
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%	35%	
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%	283%	
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%	-28%	
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%	-41%	
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%	-10%	
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%	65%	
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%	232%	
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%	-37%	
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%	-49%	
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%	-8%	
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%	73%	
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%	272%	
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%	-53%	
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%	-61%	
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%	24%	
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%	83%	
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%	89%	
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%	-3%	
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%	4%	
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%	-40%	
Loyalty								103.0%								103.0%		36.0%	56.4%	56%
Collections	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%	46%	
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%	0%	
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%	-4%	
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%	7%	
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%	-4%	
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%	10%	
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%	-35%	
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%	-19%	
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%	-75%	
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%	-31%	
Collections																	100.0%	100.0%	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 WE YoY	8 Weeks Avg	8 Weeks Avg WoW	MTD			YTD					
	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025	YoY											
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	16,806	-7%	
Sales	431	336	361	418	344	379	10%	-47%	719	-5%	925	808	-13%	1,546	-48%	17,050	15,304	-10%	
Others	28	43	47	40	58	36	-38%	6	500%	-16%	123	95	-23%	24	296%	1,027	1,502	46%	
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%	10%
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%	6%
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%	41%

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	YoY
SLA																			
MTS Executive Overview	83%	87%	89%	89%	86%	93%	8%	94%	-1%	88%	5%	85%	89%	4%	93%	-4%	89%	87%	-2%
Care	91%	92%	95%	92%	86%	93%	9%	94%	-1%	92%	1%	92%	89%	-4%	93%	-5%	89%	88%	-1%
Sales	87%	86%	86%	91%	91%	93%	3%	90%	4%	89%	4%	88%	91%	4%	87%	5%	93%	90%	-3%
Loyalty	58%	72%	75%	77%	85%	92%	8%	97%	-5%	78%	19%	66%	87%	32%	96%	-10%	85%	83%	-3%
ASA																			
MTS Executive Overview	78	47	40	42	41	25	-39%	22	14%	42	-40%	57	39	-31%	26	53%	37	55	50%
Care	35	28	18	34	45	24	-46%	21	13%	28	-14%	28	40	45%	24	66%	35	55	59%
Sales	36	36	39	23	25	19	-23%	31	-37%	29	-33%	32	24	-25%	36	-33%	21	30	41%
Loyalty	230	109	98	78	41	32	-22%	18	75%	90	-65%	158	46	-71%	23	98%	53	68	28%
Occupancy																			
MTS Executive Overview	57%	57%	55%	57%	56%	53%	-5%	44%	20%	56%	-5%	58%	55%	-4%	47%	17%	53%	55%	5%
Care	51%	51%	48%	52%	54%	49%	-10%	43%	13%	51%	-4%	52%	52%	1%	48%	10%	55%	54%	-3%
Sales	53%	56%	50%	52%	54%	50%	-7%	46%	8%	52%	-4%	55%	52%	-4%	49%	7%	38%	49%	28%
Loyalty	80%	72%	77%	72%	61%	67%	9%	47%	43%	71%	-6%	76%	65%	-14%	47%	39%	60%	64%	7%
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	503.2K	6%
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	332.7K	7%
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	63.0K	-5%
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	107.4K	13%
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	488.6K	5%
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	323.0K	5%
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	61.6K	-6%
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	103.9K	13%
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%	2.8%	62%
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%	2.8%	77%
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%	2.0%	51%
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%	3.2%	30%
BHT																			
MTS Executive Overview	834	839	816	808	826	787	-5%	805	-2%	816	-4%	831	808	-3%	783	3%	763	820	7%
Care	759	727	719	723	749	713	-5%	787	-9%	733	-3%	745	735	-1%	738	-0%	701	758	8%
Sales	756	828	779	791	770	774	0%	693	12%	786	-2%	773	770	-0%	711	8%	684	761	11%
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	1,043	3%
ABT_KBI_DESTINATION																			
MTS Executive Overview	875	899	864	850	871	826	-5%	845	-2%	860	-4%	880	852	-3%	821	4%	797	858	8%
Care	777	758	747	743	774	732	-5%	823	-11%	755	-3%	770	758	-2%	772	-2%	733	779	6%
Sales	896	959	899	925	896	889	-1%	773	15%	912	-2%	906	892	-2%	785	14%	746	872	17%
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	1,089	5%
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%	22.4%	-1%
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%	23.7%	1%
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%	37.1%	-2%
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%	-1%

MTS Executive Weekly Summary

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	YoY
FCR1																			
MTS Executive Overview	94%	94%	94%	94%	94%	93%	-0%	94%	-0%	94%	-0%	94%	94%	-0%	94%	-0%	94%	94%	0%
Care	94%	93%	93%	93%	93%	93%	-0%	93%	0%	93%	-0%	94%	94%	-0%	93%	0%	94%	94%	-0%
Sales	91%	91%	92%	90%	88%	89%	1%	92%	-3%	90%	-1%	90%	89%	-2%	92%	-3%	91%	91%	-0%
Loyalty	96%	96%	96%	97%	97%	96%	-1%	97%	-1%	96%	-0%	97%	96%	-0%	97%	-0%	96%	97%	0%
FCR3																			
MTS Executive Overview	92%	91%	92%	91%	92%	91%	-1%	91%	-1%	91%	-1%	92%	92%	-1%	92%	-0%	92%	92%	-0%
Care	91%	91%	91%	90%	91%	90%	-1%	91%	-0%	91%	-1%	92%	91%	-0%	92%	-0%	92%	92%	-0%
Sales	87%	87%	87%	87%	86%	86%	0%	88%	-3%	87%	-1%	88%	86%	-2%	88%	-3%	89%	88%	-1%
Loyalty	96%	95%	95%	95%	96%	94%	-2%	96%	-2%	95%	-1%	96%	95%	-0%	96%	-1%	95%	96%	0%
FCR7																			
MTS Executive Overview	89%	89%	89%	89%	89%	89%	0%	89%	-0%	89%	-0%	89%	89%	-0%	90%	-1%	90%	90%	-0%
Care	89%	89%	88%	88%	89%	89%	0%	88%	-0%	89%	-0%	89%	89%	0%	89%	-1%	90%	89%	-1%
Sales	86%	84%	86%	83%	82%	82%	-2%	87%	-5%	85%	-3%	84%	82%	-2%	85%	-4%	86%	85%	-1%
Loyalty	93%	93%	93%	94%	94%	94%	1%	95%	-0%	93%	1%	94%	94%	-0%	94%	-0%	94%	94%	-0%
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%	-5%
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%	-4%
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%	2%
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%	-11%
RepSat Bottom 2																			
MTS Executive Overview	14%	13%	14%	10%	13%	14%	11%	13%	8%	13%	9%	13%	13%	-1%	11%	24%	9%	12%	37%
Care	12%	11%	13%	11%	12%	12%	-0%	12%	8%	12%	4%	11%	13%	13%	9%	34%	8%	11%	36%
Sales	18%	16%	10%	17%	17%	19%	16%	17%	16%	15%	27%	18%	17%	-5%	16%	7%	14%	14%	0%
Loyalty	18%	19%	16%	6%	11%	16%	51%	16%	2%	15%	11%	18%	13%	-27%	11%	13%	7%	14%	91%
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%	-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%	-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%	1%
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%	-11%
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	45.1	-11%
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	46.9	-9%
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	49.7	9%
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	36.3	-27%
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	20,853	-6%
Care	411	425	415	479	406	397	-2%	444	-11%	416	-5%	975	900	-8%	1,043	-14%	15,901	14,862	-7%
Sales	63	51	73	50	66	50	-24%	76	-34%	57	-12%	129	128	-1%	189	-32%	2,468	1,815	-26%
Loyalty	119	137	130	154	153	134	-12%	110	22%	138	-3%	305	311	2%	249	25%	3,770	4,176	11%

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	YoY
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%	56%
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%	69%
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%	59%
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%	24%
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%	140%
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%	187%
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%	93%
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%	60%
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%	273%
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%	404%
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%	122%
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%	108%
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%	1001%	
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%	1847%	
Sales	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-100%	0.0%	-100%	0.0%	0.1%	-100%	0.1%	-100%	0.0%	0.1%	458%	
Loyalty	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%	0.1%	0.1%	0.2%	235%	
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%	11%
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%	15%
Loyalty								56.5%							52.7%		43.3%	46.9%	8%
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%	33%
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%	24%
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%	37%
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%	43%
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%	34%
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%	39%
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%	-15%
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%	36%

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	YoY
Mobility Gross Sales																			
MTS Executive Overview	87	67	62	73	73	86	18%	59	46%	81	7%	193	175	-9%	160	9%	2,264	2,076	-8%
Care	22	15	6	10	12	6	-50%	17	-65%	16	-61%	55	21	-62%	56	-63%	749	401	-46%
Sales	65	52	56	63	61	80	31%	42	90%	65	23%	138	154	12%	104	48%	1,515	1,675	11%
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%	-8%
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%	-49%
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%	32%
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	19,097	6%
Care	110	128	101	148	124	141	14%	88	60%	130	9%	305	307	1%	223	38%	3,330	3,495	5%
Sales	427	437	390	436	396	427	8%	327	31%	417	2%	1,010	921	-9%	827	11%	11,574	12,062	4%
Loyalty	34	27	25	28	31	37	19%	22	68%	29	28%	76	73	-4%	97	-25%	839	931	11%
Others	95	87	94	108	91	65	-29%	68	-4%	88	-26%	215	180	-16%	171	5%	2,243	2,609	16%
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%	1%
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%	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%	25%
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%	-1%

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	WoW YoY	8 Weeks Avg	8 Weeks Avg	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025	YoY
SLA																			
eChat Executive Overview	65%	84%	74%	82%	71%	85%	19%	57%	49%	76%	11%	72%	78%	8%	55%	40%	67%	78%	16%
Care	63%	87%	75%	87%	72%	87%	21%	51%	71%	78%	13%	72%	80%	11%	49%	61%	63%	76%	20%
Sales	70%	76%	70%	68%	69%	74%	8%	81%	-9%	72%	3%	72%	71%	-2%	78%	-10%	89%	86%	-4%
ASA																			
eChat Executive Overview	219	95	289	121	182	152	-16%	487	-69%	175	-13%	194	166	-14%	508	-67%	245	201	-18%
Care	233	81	304	103	174	128	-26%	586	-78%	170	-25%	203	153	-25%	627	-76%	284	234	-18%
Sales	164	138	239	180	209	244	17%	89	175%	193	26%	160	217	35%	83	161%	38	84	121%
Occupancy																			
eChat Executive Overview	83%	76%	78%	77%	78%	74%	-5%	90%	-17%	78%	-5%	80%	77%	-4%	90%	-15%	83%	74%	-11%
Care	85%	75%	80%	78%	80%	79%	-1%	93%	-15%	80%	-1%	81%	80%	-1%	93%	-14%	88%	75%	-14%
Sales	77%	76%	75%	76%	75%	64%	-14%	83%	-23%	74%	-14%	77%	70%	-9%	84%	-17%	74%	71%	-3%
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	-0%
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	-8%
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	40%
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	1%
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	-6%
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	41%
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%	-30%
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%	-29%
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%	-12%
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	1,290	15%
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	1,083	11%
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	2,007	6%
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%	-11%
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%	-6%
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%	-33%
FCR7																			
eChat Executive Overview	100%	100%	100%	100%	100%	100%	0%	79%	27%	100%	0%	100%	100%	0%	79%	26%	79%	91%	16%
Care	100%	100%	100%	100%	100%	100%	0%	77%	30%	100%	0%	100%	100%	0%	77%	29%	77%	91%	17%
Sales	100%	100%	100%	100%	100%	100%	0%	90%	11%	100%	0%	100%	100%	0%	90%	11%	89%	95%	7%
RepSat Resolve																			
eChat Executive Overview	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0%	78.6%	-100%	0.0%	0.0%	0.0%	0.0%	0%	78.7%	-100%	80.5%	77.0%	-4%
Care	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0%	80.9%	-100%	0.0%	0.0%	0.0%	0.0%	0%	80.9%	-100%	82.4%	79.5%	-3%
Sales	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0%	47.8%	-100%	0.0%	0.0%	0.0%	0.0%	0%	50.4%	-100%	51.2%	50.7%	-1%
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%	-1%
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%	-0%
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%	7%
NPS																			
eChat Executive Overview	33.3	-16.7						40.0				19.3			41.4		45.0	37.6	-16%
Care	33.3	-16.7						44.6				19.3			45.3		48.3	42.2	-13%
Sales	33.3	-16.7						-19.9				-10.7			-6.7	-11.3	-6.7	-6.7	-69%

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	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025	YTD YoY
NPS Survey																			
eChat Executive Overview	24	12	0	0	0	0	8,389	-100%	12	-100%	57	0	-100%	18,420	-100%	287,406	190,807	-34%	
Care	0	0	0	0	0	0	7,785	-100%	0	0	0	0	0	17,134	-100%	270,039	174,222	-35%	
Sales	24	12	0	0	0	0	604	-100%	12	-100%	57	0	-100%	1,286	-100%	17,367	16,585	-5%	
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%	23.4%	47.7%	104%
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%	21.6%	51.8%	140%
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%	26.0%	36.2%	39%

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 WoW	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025	YoY	
SLA	59%	75%	58%	68%	61%	67%	9%	20%	67%	-0%	70%	64%	-9%	57%	11%	62%	72%	16%	
ASA	208	87	187	116	157	127	-19%	-38%	205	-5%	131	143	9%	205	-30%	181	121	-33%	
Occupancy	90%	88%	91%	88%	90%	91%	1%	-2%	89%	2%	89%	90%	2%	93%	-2%	88%	88%	-1%	
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	2%	
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	4%	
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%	-27%	
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%	-22%	
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%	-31%	
BHT	959	926	961	925	946	963	2%	-1%	968	2%	941	939	2%	955	2%	967	-1%	946	
ABT_KBL_DESTINATION	1,039	1,000	1,048	989	1,019	1,035	2%	-0%	1,040	1,014	1,027	1,014	1%	1,035	-1%	1,014	992	-2%	
Transfers	23.8%	23.8%	23.4%	23.5%	23.4%	23.3%	-0%	-4%	24.2%	23.6%	23.8%	23.4%	-2%	24.3%	-4%	22.3%	22.9%	2%	
FCR1	92%	92%	92%	91%	92%	92%	-0%	1%	91%	92%	92%	92%	0%	91%	1%	91%	92%	0%	
FCR3	88%	87%	88%	87%	88%	88%	-0%	1%	87%	88%	88%	88%	0%	87%	1%	88%	88%	0%	
FCR7	84%	84%	85%	84%	84%	83%	1%	2%	84%	84%	84%	84%	0%	83%	2%	83%	84%	1%	
RepSat Resolve	68.2%	70.3%	68.9%	68.8%	70.1%	69.1%	-1%	1%	68.5%	69.7%	69.2%	69.6%	1%	69.2%	1%	70.9%	71.0%	0%	
RepSat Bottom 2	17%	16%	18%	17%	17%	17%	1%	2%	17%	17%	17%	17%	4%	17%	4%	16%	16%	-3%	
RepSat	75.8%	77.0%	75.8%	75.9%	76.2%	75.5%	-1%	0%	75.3%	76.5%	75.9%	75.9%	-1%	75.4%	1%	76.7%	77.4%	1%	
NPS	32.2	35.6	32.0	33.2	34.0	33.5	-1%	2%	32.7	34.9	34.7	34.1	-2%	33.3	2%	35.5	37.7	6%	
NPS Survey	4,932	4,749	4,951	4,512	4,657	4,859	4%	-17%	5,876	4,746	11,137	10,532	-5%	12,867	-18%	175,587	172,841	-2%	
Calls Offered >5min %	19.8%	8.2%	17.6%	10.9%	15.2%	12.6%	-17%	-31%	18.3%	12.7%	12.2%	14.0%	15%	18.8%	-25%	16.6%	11.1%	-33%	
Calls Offered >10min %	11.3%	3.8%	9.7%	5.1%	7.8%	6.0%	-23%	-42%	10.3%	6.6%	6.5%	7.0%	7%	10.6%	-34%	9.6%	5.9%	-38%	
Calls Offered >15min %	7.0%	2.1%	6.5%	2.8%	4.6%	3.3%	-30%	-51%	6.7%	4.0%	4.0%	4.0%	0%	6.6%	-40%	6.2%	3.7%	-40%	
Calls Offered >30min %	2.4%	0.5%	2.4%	0.6%	1.1%	0.8%	-26%	-62%	2.1%	1.1%	1.3%	0.9%	-29%	2.2%	-58%	2.2%	1.2%	-44%	
Calls Offered >60min %	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	-17%	61%	0.0%	0.0%	0.0%	0.0%	-28%	0.0%	-21%	0.0%	0.0%	-42%	
Shrinkage (Internal)	49.4%	42.2%	42.8%	44.2%	48.4%	46.2%	-4%	2%	45.5%	45.7%	49.0%	46.4%	-5%	45.0%	3%	42.0%	40.3%	-4%	
Shrinkage (External)	21.5%	18.0%	20.7%	24.8%	24.7%	19.7%	-20%	8%	18.2%	21.7%	21.4%	22.9%	7%	19.8%	16%	19.4%	19.8%	2%	
60 Day NL Save Rate	95.5%	95.6%	95.8%	95.9%	96.0%	97.2%	1%	1%	96.4%	95.8%	95.5%	96.3%	1%	96.3%	0%	96.4%	95.8%	-1%	
Agent Tenure <90 Days %	28.4%	30.6%	32.1%	32.2%	22.0%	24.5%	12%	-20%	30.8%	29.2%	28.7%	23.9%	-17%	30.5%	-22%	58.1%	47.2%	-19%	
Mobility Gross Sales	692	657	711	655	691	765	11%	-9%	837	701	9%	1,615	1,628	1%	2,093	-22%	28,050	21,766	-22%
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%	-27%
Residential Gross Sales	2,020	2,102	1,946	1,976	1,781	1,828	3%	-14%	2,116	1,971	-7%	4,915	4,090	-17%	4,952	-17%	57,493	55,495	-3%
Residential Sales CR	5.1%	5.5%	4.8%	5.4%	4.7%	4.5%	-4%	5%	4.3%	5.1%	-11%	5.4%	4.7%	-14%	4.2%	11%	4.7%	4.5%	-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	Avg	WoW	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025	YoY	
SLA	68%	83%	67%	78%	65%	81%	26%	3%	75%	8%	75%	72%	-5%	78%	-8%	74%	84%	13%				
ASA	124	51	126	70	145	60	-59%	-28%	83	90	-33%	89	107	20%	76	40%	99	59	-40%			
Occupancy	81%	76%	80%	75%	83%	77%	-8%	-1%	77%	77%	-0%	77%	80%	4%	77%	4%	79%	69%	-12%			
Calls Offered	74.6K	67.0K	70.8K	66.1K	77.8K	69.5K	-11%	-17%	83.6K	69.2K	0%	161.2K	166.5K	3%	190.9K	-13%	2.9M	2.3M	-20%			
Calls Handled	71.4K	65.7K	67.4K	64.2K	73.1K	67.9K	-7%	-16%	81.0K	66.8K	2%	156.0K	159.1K	2%	185.3K	-14%	2.8M	2.3M	-18%			
Calls Overflow Out %	17.8%	18.4%	15.9%	15.6%	16.2%	11.6%	-28%	-24%	15.3%	15.6%	-26%	16.6%	14.8%	-11%	15.0%	-2%	19.4%	13.1%	-33%			
Calls Overflow In %	9.0%	10.2%	10.2%	8.5%	8.3%	9.4%	13%	2%	9.2%	9.4%	-0%	9.5%	8.5%	-11%	10.2%	-17%	9.7%	11.1%	15%			
Calls Abandon%	4.2%	1.8%	4.6%	2.8%	5.9%	2.3%	-61%	-25%	3.0%	3.4%	-33%	3.1%	4.3%	37%	2.8%	51%	3.9%	2.3%	-41%			
BHT	844	814	837	787	837	824	-2%	-3%	851	821	0%	828	828	-0%	856	-3%	857	820	-4%			
ABT_KBL_DESTINATION	898	871	895	830	889	867	-2%	-3%	895	871	-1%	882	876	-1%	898	-2%	903	863	-4%			
Transfers	15.5%	14.9%	14.3%	14.7%	14.6%	14.5%	-1%	-7%	15.6%	14.8%	-2%	15.3%	14.6%	-5%	15.1%	-3%	15.2%	14.1%	-7%			
FCR1	93%	92%	93%	92%	93%	92%	0%	1%	92%	92%	0%	92%	93%	0%	92%	1%	92%	93%	0%			
FCR3	89%	89%	90%	88%	89%	89%	-0%	1%	88%	89%	-0%	89%	89%	-0%	89%	1%	89%	89%	0%			
FCR7	86%	86%	87%	85%	86%	86%	1%	1%	84%	86%	0%	86%	86%	0%	85%	1%	85%	86%	1%			
RepSat Resolve	72.4%	72.3%	70.6%	71.2%	69.7%	70.8%	2%	-7%	75.9%	72.5%	-2%	73.7%	70.3%	-5%	76.0%	-7%	74.7%	74.5%	-0%			
RepSat Bottom 2	15%	15%	17%	17%	17%	16%	-4%	13%	25%	15%	5%	15%	17%	15%	14%	21%	14%	14%	-1%			
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%	0%			
NPS	39.9	35.9	34.5	38.2	32.7	35.2	8%	-28%	49.2	38.7	-9%	41.0	34.1	-17%	47.2	-28%	44.3	43.9	-1%			
NPS Survey	2,867	2,623	2,879	2,394	2,754	2,698	-2%	-24%	3,533	2,633	2%	6,214	6,059	-2%	8,122	-25%	124,588	105,529	-15%			
Calls Offered >5min %	12.4%	4.4%	13.2%	6.5%	14.5%	5.7%	-61%	-33%	8.5%	8.8%	-36%	8.7%	10.6%	23%	7.6%	40%	9.6%	5.3%	-45%			
Calls Offered >10min %	6.3%	1.4%	6.5%	2.8%	8.1%	2.1%	-75%	-49%	4.0%	4.2%	-51%	4.0%	5.4%	34%	3.3%	63%	4.8%	2.5%	-48%			
Calls Offered >15min %	3.1%	0.7%	3.5%	1.4%	4.9%	1.0%	-81%	-54%	2.1%	2.2%	-58%	2.0%	3.1%	55%	1.6%	92%	2.8%	1.4%	-49%			
Calls Offered >30min %	0.8%	0.1%	0.6%	0.3%	0.8%	0.2%	-80%	-63%	0.4%	0.5%	-65%	0.5%	0.5%	10%	0.3%	96%	0.8%	0.4%	-52%			
Calls Offered >60min %	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-81%	-83%	0.0%	0.0%	-79%	0.0%	0.0%	9%	0.0%	14%	0.0%	0.0%	5%			
Shrinkage (External)	25.1%	23.4%	25.8%	27.6%	27.8%	27.5%	-1%	-34%	20.6%	26.2%	5%	26.4%	27.8%	5%	21.0%	32%	23.0%	22.5%	-2%			
60 Day NL Save Rate	97.2%	97.2%	97.3%	97.4%	97.4%	98.1%	1%	1%	97.0%	97.4%	1%	97.2%	97.6%	0%	97.0%	1%	96.6%	94.9%	-2%			
Agent Tenure <90 Days %	13.8%	15.4%	16.4%	19.6%	18.5%	18.2%	-1%	-15%	21.5%	16.7%	9%	13.8%	17.4%	26%	22.3%	-22%	40.6%	39.6%	-2%			
Mobility Gross Sales	325	269	258	207	211	248	18%	-53%	525	280	-11%	767	509	-34%	1,179	-57%	13,938	11,931	-14%			
Mobility Sales CR	1.8%	1.6%	1.8%	1.7%	1.6%	1.8%	16%	-30%	2.6%	1.8%	2%	1.9%	1.7%	-12%	2.4%	-32%	1.9%	1.8%	-4%			
Residential Gross Sales	654	659	590	462	581	464	-20%	-48%	894	603	-23%	1,528	1,160	-24%	1,961	-41%	27,123	25,719	-5%			
Residential Sales CR	2.5%	2.8%	2.5%	2.5%	2.6%	2.2%	-17%	-27%	3.0%	2.6%	-15%	2.6%	2.4%	-8%	2.9%	-18%	2.8%	2.8%	1%			

Mobility

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	Avg	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025	YoY	
SLA	66%	78%	62%	77%	69%	77%	11%	21%	63%	74%	4%	75%	73%	-3%	67%	9%	69%	79%	14%	
ASA	136	67	157	73	104	78	-25%	-49%	153	96	-19%	94	93	-1%	120	-22%	130	78	-40%	
Occupancy	78%	76%	79%	76%	80%	78%	-2%	-2%	75%	5%	77%	2%	76%	79%	4%	6%	77%	70%	-9%	
Calls Offered	33.2K	30.8K	31.9K	29.5K	33.6K	32.3K	-4%	-4%	34.6K	7%	31.3K	3%	73.0K	74.2K	2%	80.1K	-7%	1.4M	1.0M	-26%
Calls Handled	31.6K	30.0K	30.0K	28.6K	32.2K	31.2K	-3%	-3%	32.6K	-4%	30.1K	4%	70.4K	71.5K	1%	76.4K	-6%	1.3M	989.9K	-24%
Calls Overflow Out %	10.6%	9.3%	11.8%	8.1%	9.6%	8.4%	-13%	-13%	8.1%	3%	8.9%	-6%	8.7%	8.8%	1%	7.2%	22%	20.9%	7.9%	-62%
Calls Overflow In %	11.1%	10.5%	12.9%	11.3%	9.4%	14.4%	54%	54%	6.7%	114%	11.5%	25%	11.0%	11.1%	2%	7.9%	40%	10.9%	13.2%	21%
Calls Abandon%	4.7%	2.5%	5.8%	2.9%	3.8%	3.1%	-16%	-16%	5.6%	-44%	3.6%	-13%	3.4%	3.5%	2%	4.5%	-23%	5.2%	3.2%	-39%
BHT	958	932	970	898	958	973	2%	2%	986	-1%	942	3%	941	958	2%	978	-2%	986	946	-4%
ABT_KBI_DESTINATION	1,035	1,016	1,058	958	1,035	1,036	0%	0%	1,060	-2%	1,013	2%	1,019	1,027	1%	1,046	-2%	1,054	1,006	-5%
Transfers	14.3%	13.9%	14.6%	13.8%	13.8%	13.7%	-1%	-1%	14.8%	-7%	13.8%	-1%	14.0%	13.6%	-3%	14.3%	-5%	15.1%	13.5%	-11%
FCR1	91%	91%	92%	90%	90%	90%	0%	0%	91%	-1%	91%	-1%	91%	91%	-1%	91%	-1%	92%	92%	0%
FCR3	88%	87%	89%	86%	87%	87%	-1%	-1%	88%	-1%	88%	-1%	88%	88%	-1%	88%	-1%	89%	89%	0%
FCR7	85%	85%	86%	84%	84%	84%	0%	0%	85%	-0%	85%	-1%	85%	84%	-1%	85%	-0%	85%	85%	1%
RepSat Resolve	72.1%	72.1%	70.0%	68.0%	67.7%	69.7%	3%	3%	74.5%	-6%	71.5%	-2%	73.4%	68.6%	-6%	74.1%	-7%	74.0%	73.0%	-1%
RepSat Bottom 2	19%	17%	20%	22%	21%	20%	-0%	-0%	15%	37%	19%	10%	17%	20%	20%	16%	26%	16%	16%	3%
RepSat	76.4%	77.1%	73.3%	72.3%	72.3%	73.8%	2%	2%	78.6%	-6%	75.4%	-2%	77.8%	73.0%	-6%	77.9%	-6%	78.4%	77.7%	-1%
NPS	37.9	30.4	29.9	26.8	25.1	26.6	6%	6%	38.4	-31%	32.8	-19%	36.2	25.4	-30%	37.2	-32%	38.6	36.8	-5%
NPS Survey	963	1,020	845	795	814	851	5%	5%	1,169	-27%	920	-7%	2,362	1,897	-20%	2,803	-32%	48,461	39,369	-19%
Calls Offered >5min %	13.3%	5.8%	15.7%	6.0%	9.7%	7.8%	-19%	-19%	16.5%	-53%	9.0%	-13%	8.8%	8.9%	2%	12.4%	-28%	12.5%	7.0%	-44%
Calls Offered >10min %	7.0%	2.2%	7.7%	2.7%	4.5%	2.9%	-37%	-37%	8.0%	-64%	4.3%	-33%	4.5%	3.9%	-13%	5.5%	-29%	6.7%	3.5%	-48%
Calls Offered >15min %	3.3%	1.2%	4.7%	1.5%	2.4%	1.4%	-39%	-39%	4.0%	-64%	2.4%	-39%	2.3%	2.0%	-10%	2.6%	-22%	4.1%	2.1%	-50%
Calls Offered >30min %	1.0%	0.2%	1.2%	0.3%	0.4%	0.2%	-41%	-41%	0.9%	-74%	0.5%	-56%	0.6%	0.4%	-42%	0.5%	-27%	1.2%	0.6%	-53%
Calls Offered >60min %	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-100%	-100%	0.0%	-100%	0.0%	-100%	0.0%	0.0%	0.0%	0.0%	-46%	0.0%	0.0%	-78%
Shrinkage (External)	29.2%	26.7%	30.2%	32.8%	33.0%	33.4%	1%	1%	21.9%	52%	30.9%	8%	30.0%	33.0%	10%	22.5%	47%	24.3%	25.8%	6%
60 Day NL Save Rate	97.5%	97.6%	97.8%	97.8%	98.0%	98.5%	1%	1%	97.6%	1%	97.8%	1%	97.6%	98.1%	0%	97.6%	0%	97.2%	93.2%	-4%
Agent Tenure <90 Days %	21.9%	24.3%	26.8%	35.1%	31.3%	30.9%	-1%	-1%	21.4%	44%	26.9%	15%	22.1%	29.0%	31%	22.5%	29%	39.0%	46.7%	20%

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 WoW	Avg	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%	11%
ASA	115	37	102	68	177	45	-74%	37	24%	85	-47%	85	118	39%	46	156%	71	44	-38%
Occupancy	85%	75%	81%	73%	87%	75%	-14%	79%	-6%	77%	-3%	79%	81%	3%	79%	3%	82%	69%	-16%
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	-14%
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	-13%
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%	-6%
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%	7%
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%	-39%
BHT	733	692	714	676	726	672	-7%	752	-11%	702	-4%	715	702	-2%	760	-8%	743	707	-5%
ABT_KBI_DESTINATION	764	721	744	702	753	694	-8%	774	-10%	730	-5%	743	727	-2%	782	-7%	769	734	-5%
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%	-4%
FCR1	94%	93%	94%	93%	94%	94%	1%	92%	2%	94%	1%	94%	94%	0%	92%	2%	93%	93%	0%
FCR3	90%	90%	90%	89%	90%	90%	0%	88%	2%	90%	0%	90%	91%	0%	89%	2%	90%	90%	0%
FCR7	87%	86%	87%	85%	87%	87%	2%	84%	3%	86%	1%	86%	87%	1%	85%	2%	85%	86%	1%
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%	0%
RepSat Bottom 2	14%	13%	15%	14%	15%	14%	-8%	12%	19%	14%	3%	13%	15%	16%	12%	19%	13%	12%	-4%
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%	1%
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	48.2	0%
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	66,160	-13%
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%	-44%
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%	-44%
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%	-43%
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%	-41%
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%	64%
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%	-14%
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%	0%
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%	-35%

BRS Atlantic 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 WoW	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025	YoY
SLA	90%	92%	96%	91%	95%	95%	-0%	73%	30%	91%	5%	90%	94%	5%	70%	35%	79%	87%	10%
ASA	26	17	11	20	13	14	9%	69	-80%	23	-40%	25	17	-34%	89	-81%	67	36	-47%
Occupancy	50%	47%	50%	53%	43%	45%	4%	64%	-30%	48%	-7%	49%	45%	-7%	66%	-31%	58%	52%	-12%
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	-18%
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	-16%
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%	-36%
BHT	526	514	514	545	539	539	0%	518	4%	531	2%	526	541	3%	511	6%	510	528	4%
ABT_KBI_DESTINATION	553	539	539	576	564	569	1%	545	4%	559	2%	553	569	3%	537	6%	534	556	4%
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%	-1%
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	68.6	6%
Calls Offered >5min %	0.1%	0.1%	0.2%	0.2%	0.3%	0.5%	50%	2.4%	-79%	0.3%	77%	0.2%	0.4%	120%	3.3%	-87%	2.6%	0.4%	-85%
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%	-60%
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%	-9%
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%	2%
Mobility Gross Sales	124	78	79	96	79	101	28%	62	63%	99	2%	252	198	-21%	128	55%	1,901	3,475	83%
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%	-30%
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	-13%
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%	-27%

BRS BNQ

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	YoY
SLA	98%	94%	97%	93%	95%	93%	-2%	97%	-4%	95%	-2%	97%	94%	-3%	95%	-1%	95%	94%	-1%
ASA	4	14	8	15	11	18	71%	6	210%	12	53%	9	15	70%	14	2%	12	14	22%
Occupancy	28%	30%	24%	28%	25%	28%	10%	35%	-21%	29%	-3%	30%	26%	-12%	39%	-33%	34%	26%	-23%
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	-2%
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	-3%
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%	20%
BHT	372	345	319	320	300	268	-11%	425	-37%	336	-20%	374	287	-23%	439	-35%	479	322	-33%
ABT_KBI_DESTINATION	444	418	364	386	371	336	-9%	575	-42%	407	-17%	454	357	-21%	575	-38%	549	392	-29%
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%	-73%
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	67.4	8%
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%	-5%
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%	33%
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%	4%
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%	-15%
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%	-48%

BSH Central

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	YoY
SLA	92%	94%	92%	94%	91%	90%	-1%	95%	93%	-3%	93%	91%	-2%	95%	-3%	95%	94%	-2%
ASA	20	13	17	14	16	14	-10%	16	17	-12%	18	16	-13%	18	-14%	15	18	14%
Occupancy	33%	31%	31%	28%	30%	28%	-5%	37%	30%	-5%	32%	29%	-8%	35%	-16%	26%	30%	17%
Calls Offered	26.6K	25.7K	23.6K	23.4K	24.0K	22.8K	-5%	24.1K	24.4K	-7%	59.7K	53.3K	-11%	54.3K	-2%	602.8K	754.2K	25%
Calls Handled	26.3K	25.4K	23.3K	23.3K	23.7K	22.4K	-5%	23.9K	24.1K	-7%	59.0K	52.6K	-11%	53.9K	-2%	598.2K	746.6K	25%
Calls Abandon%	1.1%	1.1%	1.3%	0.7%	1.0%	1.8%	70%	1.2%	1.1%	55%	1.1%	1.3%	20%	1.2%	7%	1.2%	1.0%	-17%
BHT	212	205	205	201	213	203	-5%	264	202	1%	209	206	-2%	255	-19%	209	217	4%
ABT_KBL_DESTINATION	221	216	218	209	221	212	-4%	270	212	-0%	220	215	-2%	263	-18%	216	226	5%
Transfers	9.1%	9.2%	9.6%	9.4%	8.8%	8.6%	-3%	9.7%	9.0%	-5%	9.2%	8.6%	-7%	9.7%	-11%	9.1%	9.0%	-0%
FCR1	93%	93%	93%	93%	93%	93%	-0%	93%	93%	0%	93%	94%	0%	92%	1%	92%	93%	1%
FCR3	89%	89%	88%	89%	89%	90%	1%	88%	89%	1%	90%	90%	0%	88%	2%	88%	90%	1%
FCR7	86%	85%	85%	86%	86%	85%	-0%	85%	86%	1%	87%	86%	-0%	83%	4%	84%	86%	2%
RepSat Resolve	79.9%	80.6%	75.5%	75.8%	77.3%	72.2%	-7%	74.9%	77.1%	-6%	81.5%	75.9%	-7%	76.3%	-1%	74.2%	77.4%	4%
RepSat Bottom 2	13%	12%	11%	13%	13%	14%	8%	12%	13%	5%	12%	13%	5%	13%	-4%	15%	13%	-15%
RepSat	81.7%	84.0%	81.1%	81.6%	78.2%	82.2%	5%	79.6%	81.3%	1%	83.5%	80.3%	-4%	80.2%	0%	77.8%	81.3%	4%
NPS	62.2	43.7	40.0	59.4	45.7	51.2	12%	45.5	52.8	-3%	59.6	48.0	-20%	50.7	-5%	46.1	52.0	13%
NPS Survey	148	135	130	133	140	124	-11%	165	132	-6%	337	297	-12%	381	-22%	3,229	4,214	31%
Calls Offered >5min %	1.1%	0.4%	0.7%	0.5%	0.5%	0.2%	-62%	0.7%	0.7%	-73%	0.9%	0.4%	-53%	0.9%	-52%	0.7%	0.9%	23%
Calls Offered >10min %	0.5%	0.1%	0.3%	0.2%	0.1%	0.1%	18%	0.2%	0.3%	-71%	0.4%	0.1%	-73%	0.4%	-71%	0.3%	0.4%	23%
Calls Offered >15min %	0.2%	0.0%	0.1%	0.1%	0.0%	0.0%	89%	0.1%	0.1%	-68%	0.2%	0.0%	-79%	0.2%	-78%	0.1%	0.2%	28%
Calls Offered >30min %	0.1%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-89%	0.1%	0.0%	-93%	0.0%	-75%	0.0%	0.0%	71%
Shrinkage (External)	18.6%	17.6%	19.3%	19.7%	19.5%	19.3%	-1%	20.5%	19.1%	1%	18.5%	19.8%	7%	20.2%	-2%	18.0%	17.8%	-1%
Agent Tenure <90 Days %	17.1%	17.6%	18.4%	18.1%	10.4%	10.6%	2%	13.0%	14.8%	-28%	17.0%	10.2%	-40%	12.3%	-17%	39.0%	-61%	

BSH Manitoba(AAA)

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	YoY
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%			26		
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%			86.6K		
Calls Handled	2.3K	2.4K	2.2K	2.2K	2.0K	2.4K	17%			2.2K	6%	5.4K	4.9K	-9%			80.5K		
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%			288		
ABT_KBI_DESTINATION	381	317	315	349	352	357	2%			343	4%	343	354	3%			288		
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	WoW YoY	8 Weeks Avg	8 Weeks Avg WoW	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025	YoY
SLA	84%	92%	91%	89%	88%	90%	3%	84%	7%	89%	2%	89%	89%	0%	85%	5%	86%	88%	1%
ASA	48	27	29	35	36	27	-26%	39	-32%	35	-24%	37	31	-17%	35	-14%	41	38	-7%
Occupancy	53%	47%	49%	51%	49%	51%	4%	53%	-3%	50%	1%	50%	50%	-1%	49%	2%	49%	52%	6%
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	-8%
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	-8%
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%	-25%
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%	-40%
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%	-9%
BHT	529	509	504	512	519	519	0%	581	-11%	520	-0%	521	519	-0%	584	-11%	589	518	-12%
ABT_KBI_DESTINATION	556	536	529	538	546	545	-0%	612	-11%	546	-0%	548	545	-0%	613	-11%	620	545	-12%
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%	11%
FCR1	88%	88%	89%	88%	88%	89%	1%	89%	0%	88%	1%	88%	89%	1%	89%	-0%	89%	88%	-0%
FCR3	85%	84%	86%	85%	85%	86%	0%	86%	-0%	85%	1%	85%	86%	1%	86%	-1%	86%	86%	-0%
FCR7	82%	82%	83%	82%	82%	82%	0%	83%	-1%	82%	0%	82%	83%	1%	83%	-1%	83%	83%	-0%
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%	-3%
RepSat Bottom 2	22%	20%	21%	21%	22%	23%	1%	19%	22%	20%	11%	20%	22%	12%	19%	15%	18%	19%	8%
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%	-2%
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	-13%
NPS Survey	316	362	283	308	445	377	-15%	645	-42%	335	13%	716	909	27%	1,548	-41%	19,988	9,961	-50%
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%	-11%
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%	-29%
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%	0%
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%	76%
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%	0.0%	0.0%	0.0%	0.0%	0.0%	10923%
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%	-15%
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%	2%
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%	-0%
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%	20%
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	-8%
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%	-9%
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	-21%
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%	-27%

BM Sales Inbound

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	YoY
SLA	83%	91%	89%	87%	86%	89%	4%	82%	8%	88%	1%	88%	88%	-0%	84%	5%	86%	87%	2%
ASA	51	29	32	39	40	29	-28%	43	-33%	37	-23%	38	33	-13%	38	-12%	42	39	-8%
Occupancy	56%	49%	51%	54%	52%	55%	5%	55%	-1%	53%	4%	52%	54%	3%	51%	6%	50%	53%	7%
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	-9%
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	-8%
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%	-25%
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%	-40%
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%	-10%
BHT	533	514	510	522	529	526	-1%	586	-10%	526	-0%	525	527	0%	590	-11%	588	524	-11%
ABT_KBI_DESTINATION	560	540	535	547	557	552	-1%	616	-10%	552	0%	552	553	0%	618	-10%	618	552	-11%
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%	16%
FCR1	88%	88%	89%	88%	89%	89%	1%	89%	0%	88%	1%	88%	89%	1%	89%	0%	89%	89%	-0%
FCR3	85%	84%	86%	85%	85%	86%	0%	86%	-0%	85%	1%	85%	86%	1%	86%	-1%	86%	86%	-0%
FCR7	82%	82%	83%	82%	82%	82%	0%	82%	-1%	82%	0%	82%	82%	1%	83%	-1%	83%	82%	-0%
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%	-4%
RepSat Bottom 2	23%	21%	23%	21%	23%	23%	1%	19%	23%	21%	10%	20%	23%	12%	20%	17%	18%	20%	11%
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%	-3%
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	-18%
NPS Survey	279	326	248	266	396	339	-14%	573	-41%	294	15%	632	807	28%	1,397	-42%	18,025	8,478	-53%
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%	-10%
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%	-29%
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%	6%
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%	88%
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%	9965%
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%	-15%
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%	1%
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%	24%
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	1%
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%	-3%
Residential Gross Sales	206	215	199	166	209	171	-18%	202	-15%	194	-12%	457	416	-9%	450	-8%	4,615	6,421	39%
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%	13%

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	YoY	
SLA	84%	74%	77%	72%	71%	86%	22%	-3%	80%	7%	84%	78%	-7%	86%	-9%	92%	88%	-5%	
ASA	39	81	55	87	108	39	-64%	42%	28	-32%	38	72	90%	33	122%	20	38	87%	
Occupancy	53%	53%	53%	58%	54%	50%	-6%	2%	52%	-4%	52%	52%	0%	51%	3%	35%	46%	33%	
Calls Offered	4.9K	4.9K	4.8K	5.1K	4.4K	4.6K	3%	-15%	5.4K	-6%	11.1K	10.2K	-8%	12.5K	-18%	165.5K	152.2K	-8%	
Calls Handled	4.6K	4.5K	4.4K	4.8K	4.2K	4.4K	7%	-15%	5.2K	-3%	10.6K	9.8K	-8%	12.1K	-19%	162.3K	148.1K	-9%	
Calls Abandon%	5.0%	7.9%	6.6%	5.1%	5.8%	2.5%	-58%	0%	2.5%	-47%	4.4%	4.1%	-6%	3.1%	31%	1.9%	2.6%	36%	
BHT	619	625	647	656	705	660	-6%	7%	713	-0%	661	638	6%	737	-8%	658	648	-1%	
ABT_KBI_DESTINATION	721	749	776	776	822	810	-1%	-1%	822	3%	786	753	8%	839	-3%	855	765	-11%	
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%	-2%
NPS	66.7	66.7	100.0	50.0	33.3	100.0	200%	67%	60.0	45%	66.7	71.4	7%	50.0	43%	59.1	78.9	34%	
NPS Survey	6	6	4	4	3	4	33%	5	-20%	5	-11%	12	7	-42%	12	-42%	176	218	24%
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%	158%
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%	163%
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%	16%
Mobility Gross Sales	46	44	43	63	50	38	-24%	47	-19%	52	-26%	117	98	-16%	147	-33%	2,035	1,942	-5%
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%	13%
Residential Gross Sales	880	813	900	899	847	839	-1%	995	-16%	875	-4%	1,990	1,895	-5%	2,426	-22%	34,697	29,396	-15%
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%	1%

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	YoY	
SLA	90%	93%	95%	86%	92%	94%	2%	87%	8%	90%	4%	90%	92%	3%	89%	4%	92%	91%	-0%
ASA	33	26	18	36	26	23	-14%	53	-57%	30	-24%	32	26	-20%	38	-32%	27	31	13%
Occupancy	47%	48%	46%	55%	47%	47%	0%	55%	-15%	48%	-3%	48%	47%	-2%	51%	-8%	50%	43%	-13%
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	1.0M	-18%
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	1.0M	-18%
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%	1.7%	14%
BHT	458	460	442	460	447	452	1%	551	-18%	462	-2%	466	452	-3%	573	-21%	582	472	-19%
ABT_KBL_DESTINATION	472	479	458	476	466	470	1%	566	-17%	480	-2%	483	471	-2%	592	-20%	674	487	-28%
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%	44.5%	20%
FCR1	91%	92%	91%	91%	91%	91%	0%	91%	-0%	91%	-1%	92%	91%	-1%	91%	-1%	91%	92%	1%
FCR3	88%	89%	88%	88%	88%	88%	0%	88%	-1%	88%	-1%	89%	88%	-1%	89%	-0%	88%	89%	1%
FCR7	86%	87%	86%	86%	86%	86%	-0%	86%	-0%	86%	-1%	87%	86%	-1%	86%	-0%	86%	87%	1%
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%	79.6%	2%
RepSat Bottom 2	14%	9%	13%	10%	17%	14%	-17%	15%	-5%	13%	6%	12%	15%	21%	16%	-4%	14%	14%	-2%
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%	81.5%	1%
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	57.9	4%
NPS Survey	162	157	149	150	145	135	-7%	197	-31%	148	-9%	369	308	-17%	488	-37%	6,758	4,728	-30%
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%	2.4%	15%
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%	1.2%	25%
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%	0.7%	40%
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%	0.2%	72%
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%	33.9%	6%
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%	19.1%	-21%
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%	98.0%	0%
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%	22.5%	-46%
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	25,439	-37%
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%	5.0%	-27%
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	133,001	-23%
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%	26.3%	-12%

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 WoW	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025	YoY	
SLA	93%	98%	99%	98%	99%	99%	-0%	97%	2%	95%	4%	93%	99%	7%	96%	3%	91%	91%	-1%
ASA	23	14	12	12	11	12	6%	15	-20%	21	-42%	26	12	-54%	19	-36%	29	28	-4%
Occupancy	40%	36%	34%	38%	32%	31%	-1%	39%	-21%	37%	-17%	40%	32%	-20%	39%	-18%	41%	43%	3%
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	-3%
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	-3%
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%	-1%
BHT	494	472	457	448	440	460	4%	548	-16%	471	-2%	485	450	-7%	541	-17%	599	471	-21%
ABT_KBI_DESTINATION	519	505	489	473	466	487	5%	585	-17%	500	-3%	516	476	-8%	578	-18%	637	498	-22%
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%	-7%
FCR1	88%	88%	87%	88%	88%	89%	2%	89%	0%	88%	1%	88%	89%	0%	89%	0%	89%	87%	-2%
FCR3	86%	85%	86%	85%	85%	87%	2%	87%	-0%	86%	2%	86%	86%	1%	86%	0%	87%	85%	-2%
FCR7	84%	83%	84%	84%	84%	84%	-0%	84%	-0%	84%	0%	84%	84%	0%	84%	1%	84%	83%	-1%
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%	0%
RepSat Bottom 2	18%	14%	6%	20%	16%	17%	10%	16%	6%	15%	14%	16%	18%	6%	17%	4%	15%	14%	-4%
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%	1%
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	52.6	-2%
NPS Survey	37	36	35	42	49	38	-22%	72	-47%	41	-7%	84	102	21%	151	-32%	1,963	1,483	-24%
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%	-13%
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%	-26%
Calls Offered >15min %	0.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-100%	0.2%	0.2%	-100%	0.2%	0.0%	-100%	0.1%	-100%	0.5%	0.3%	-35%
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%	6%
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%	-0%
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%	1%
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	35,769	-20%
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%	-17%
Residential Gross Sales	857	830	811	902	809	770	-5%	964	-20%	865	-11%	2,110	1,817	-14%	2,263	-20%	35,844	25,514	-29%
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%	-2%

BM 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	YoY	
SLA	74%	91%	82%	88%	80%	88%	11%	15%	85%	4%	80%	82%	2%	77%	7%	81%	90%	11%	
ASA	139	29	65	47	98	44	-55%	-43%	69	-35%	98	77	-21%	81	-5%	67	44	-34%	
Occupancy	78%	69%	70%	66%	75%	62%	-17%	-27%	86%	-9%	71%	71%	-1%	84%	-16%	80%	62%	-23%	
Calls Offered	19.3K	15.7K	17.8K	16.1K	19.3K	16.7K	-13%	-17%	39.2K	-0%	39.3K	41.0K	4%	88.7K	-54%	1.3M	600.9K	-54%	
Calls Handled	18.2K	15.5K	17.3K	15.8K	18.7K	16.5K	-12%	-17%	38.2K	1%	37.8K	39.8K	5%	86.4K	-54%	1.3M	591.7K	-54%	
Calls Overflow Out %	0.6%	0.1%	0.3%	0.7%	1.5%	0.4%	-71%	-70%	1.4%	-16%	0.4%	1.1%	171%	6.3%	-82%	3.5%	0.9%	-74%	
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%	-12%
Calls Abandon%	5.2%	0.9%	2.3%	1.9%	3.1%	1.4%	-57%	-44%	2.4%	-42%	3.6%	2.6%	-27%	2.5%	4%	2.2%	1.4%	-37%	
BHT	861	806	804	779	839	776	-8%	-20%	966	-4%	805	831	814	-2%	951	-14%	915	849	-7%
ABT_KBL_DESTINATION	916	854	859	814	873	815	-7%	-20%	1,015	-4%	851	882	851	-3%	998	-15%	958	891	-7%
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%	-14%
FCR1	91%	91%	91%	89%	90%	91%	0%	-0%	91%	-0%	91%	90%	-1%	91%	-0%	91%	91%	-0%	
FCR3	88%	88%	87%	86%	87%	87%	0%	-1%	88%	0%	87%	88%	-1%	88%	-0%	88%	88%	-0%	
FCR7	85%	85%	85%	82%	84%	84%	2%	0%	84%	-0%	84%	84%	-1%	84%	-0%	84%	84%	0%	
RepSat Resolve	55.0%	57.4%	59.6%	60.7%	58.4%	63.1%	8%	7%	68.0%	4%	60.5%	58.0%	60.4%	4%	67.9%	-11%	66.0%	64.5%	-2%
RepSat Bottom 2	30%	28%	26%	25%	29%	23%	-21%	16%	20%	26%	-13%	28%	26%	-6%	20%	32%	22%	23%	2%
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%	-1%
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	19.0	-9%
NPS Survey	912	1,029	930	971	876	805	-8%	-26%	1,091	-8%	871	1,946	1,989	2%	2,437	-18%	37,067	26,496	-29%
Calls Offered >5min %	13.1%	2.1%	5.8%	4.3%	8.8%	3.7%	-58%	-52%	7.7%	-40%	9.1%	6.9%	-24%	8.0%	-13%	5.8%	3.9%	-33%	
Calls Offered >10min %	8.1%	0.7%	2.7%	2.0%	5.0%	1.7%	-65%	-46%	3.2%	-48%	5.5%	3.7%	-33%	3.3%	11%	2.7%	2.0%	-27%	
Calls Offered >15min %	5.6%	0.4%	1.4%	1.0%	3.2%	0.9%	-71%	-36%	1.5%	-55%	3.7%	2.2%	-40%	1.6%	42%	1.5%	1.1%	-27%	
Calls Offered >30min %	2.0%	0.0%	0.5%	0.3%	1.2%	0.2%	-86%	-53%	0.1%	-75%	1.2%	0.7%	-38%	0.3%	187%	0.4%	0.3%	-23%	
Calls Offered >60min %	0.0%	0.0%	0.0%	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%	-58%	
Shrinkage (External)	18.5%	17.0%	15.3%	15.3%	15.2%	14.0%	-8%	-2%	14.3%	-15%	19.5%	14.9%	-23%	15.8%	-5%	19.1%	15.9%	-17%	
60 Day NL Save Rate	88.0%	88.5%	88.7%	89.3%	89.6%	92.5%	3%	4%	89.3%	4%	89.1%	87.9%	90.5%	3%	89.3%	1%	89.2%	85.8%	-4%

Atlantic Loyalty

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	YoY
SLA	88%	94%	92%	91%	90%	92%	2%	74%	25%	91%	1%	91%	92%	1%	74%	24%	82%	91%	12%
ASA	27	17	23	24	34	21	-37%	104	-80%	24	-12%	22	26	15%	95	-73%	61	24	-61%
Occupancy	59%	53%	59%	53%	52%	55%	6%	67%	-18%	56%	-1%	55%	54%	-1%	69%	-22%	64%	55%	-13%
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	278.1K	-11%
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	265.8K	-10%
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%	-42%
BHT	774	720	726	728	760	749	-1%	825	-9%	741	1%	746	750	1%	825	-9%	788	767	-3%
ABT_KBI_DESTINATION	827	768	769	776	810	795	-2%	881	-10%	789	1%	796	799	0%	883	-10%	833	811	-3%
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%	9%
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%	-3%
RepSat Bottom 2	17%	17%	15%	13%	19%	13%	-35%	24%	-49%	15%	-15%	17%	17%	3%	21%	-18%	19%	21%	13%
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%	-3%
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	47.3	-11%
NPS Survey	82	76	82	62	57	24	-58%	131	-82%	72	-67%	193	88	-54%	341	-74%	7,673	3,804	-50%
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%	-67%
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%	-73%
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%	6%
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%	0%
Residential Gross Sales	212	157	165	192	201	181	-10%	235	-23%	233	-22%	561	435	-22%	791	-45%	8,419	7,094	-16%
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%	-11%

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	MoM MoM	AUG24	MoM YoY	2024	2025	YTD YoY
FCR1	94%	95%							91%				94%		91%		91%	93%	1%
FCR3	92%	94%							89%				93%		89%		89%	90%	2%

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	2025	YoY
SLA	68%	81%	71%	82%	77%	81%	5%	61%	33%	77%	5%	75%	79%	5%	60%	32%	73%	78%	7%
ASA	168	71	153	68	78	56	-29%	154	-64%	97	-42%	120	67	-44%	152	-56%	107	90	-16%
Occupancy	91%	88%	91%	86%	91%	91%	-1%	91%	-1%	89%	1%	88%	91%	2%	91%	-1%	88%	88%	0%
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	46%
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	46%
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%	-66%
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%	-73%
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%	9%
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	5%
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	1,363	6%
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%	-14%
FCR1	92%	91%	91%	91%	91%	91%	0%	92%	-1%	91%	-0%	92%	91%	-1%	92%	-1%	92%	91%	-0%
FCR3	89%	88%	88%	87%	88%	88%	-0%	89%	-1%	88%	-1%	89%	88%	-1%	90%	-2%	89%	89%	-0%
FCR7	85%	85%	85%	84%	85%	85%	0%	86%	-2%	85%	-1%	85%	84%	-1%	86%	-2%	85%	85%	0%
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%	0%
RepSat Bottom 2	23%	22%	23%	21%	22%	23%	2%	23%	-0%	22%	1%	23%	22%	-5%	23%	-4%	22%	23%	2%
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%	0%
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	14%
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	-21%
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%	-13%
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%	-16%
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%	-17%
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%	-18%
Calls Offered >60min %	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-51%	0.0%	0.0%	0.0%	-76%	0.0%	0.0%	-84%	0.0%	0.0%	0.0%	0.0%	611%
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%	-11%
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%	1%
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%	14%
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	22%
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%	12%
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	-21%
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%	-27%

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	YoY	
SLA	74%	91%	82%	88%	80%	88%	11%	0%	85%	4%	80%	82%	2%	87%	-5%	84%	92%	10%	
ASA	139	29	65	47	98	44	-55%	23%	36	-35%	98	77	-21%	50	56%	60	36	-40%	
Occupancy	78%	69%	70%	66%	75%	62%	-17%	-19%	77%	68%	-9%	71%	-1%	73%	-3%	71%	57%	-20%	
Calls Offered	19.3K	15.7K	17.8K	16.1K	19.3K	16.7K	-13%	5%	16.0K	-0%	39.3K	41.0K	4%	36.3K	13%	537.3K	477.6K	-11%	
Calls Handled	18.2K	15.5K	17.3K	15.8K	18.7K	16.5K	-12%	4%	15.8K	1%	37.8K	39.8K	5%	35.7K	12%	525.4K	471.1K	-10%	
Calls Overflow Out %	0.6%	0.1%	0.3%	0.7%	1.5%	0.4%	-71%	-47%	0.8%	0.5%	0.4%	1.1%	171%	0.5%	128%	0.7%	0.2%	-68%	
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%	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%	-41%
BHT	861	806	804	779	839	776	-8%	-12%	885	805	-4%	831	814	-2%	883	-8%	835	806	-3%
ABT_KBI_DESTINATION	916	854	859	814	873	815	-7%	-11%	919	851	-4%	882	851	-3%	915	-7%	868	845	-3%
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%	-8%
FCR1	91%	91%	91%	89%	90%	91%	0%	-0%	91%	90%	0%	91%	90%	-1%	90%	0%	91%	90%	-0%
FCR3	88%	88%	87%	86%	87%	87%	0%	-0%	87%	87%	0%	88%	87%	-1%	87%	0%	88%	88%	-0%
FCR7	85%	84%	85%	82%	84%	84%	2%	1%	84%	84%	0%	84%	84%	-0%	83%	1%	84%	84%	0%
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%	-3%
RepSat Bottom 2	29%	28%	26%	25%	29%	23%	-21%	32%	17%	26%	-11%	27%	26%	-4%	17%	50%	21%	22%	4%
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%	-1%
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	21.4	-14%
NPS Survey	882	991	930	971	876	805	-8%	-1%	814	851	-5%	1,883	1,989	6%	1,818	9%	24,398	24,382	-0%
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%	-44%
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%	-39%
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%	-37%
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%	-28%
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%	-35%
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%	-9%
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%	1%

Atlantic Collections

Metric	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WoW WE WoW	WE 17AUG24	WoW YoY	8 Weeks Avg WoW	MTD				YTD			
	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025	YoY										
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	-12%
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	-11%
BHT	338	328	340	338	294		336				344	343	-0%	338	2%	365	351	-4%

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 Avg	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025	YoY
SLA	95%	95%	97%	91%	91%	92%	1%	89%	3%	93%	-1%	96%	91%	-5%	89%	2%	93%	92%	-1%
ASA	21	22	17	35	55	31	-44%	59	-47%	31	-1%	18	43	137%	48	-11%	30	35	16%
Occupancy	43%	41%	38%	42%	41%	44%	6%	44%	-1%	43%	3%	42%	42%	2%	44%	-3%	41%	44%	7%
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	-34%
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	-34%
BHT	378	371	355	368	373	372	-0%	412	-10%	375	-1%	376	373	-1%	402	-7%	376	419	12%
ABT_KBI_DESTINATION	401	393	381	393	402	394	-2%	436	-10%	399	-1%	399	398	-0%	430	-7%	412	443	8%
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%	-85%
FCR1	92%	92%	92%	93%	93%	92%	-0%	90%	3%	92%	0%	92%	92%	1%	89%	3%	89%	92%	3%
FCR3	91%	90%	91%	91%	91%	91%	0%	88%	3%	91%	1%	91%	91%	1%	88%	4%	88%	90%	3%
FCR7	90%	89%	90%	90%	90%	86%	-0%	86%	5%	89%	1%	90%	90%	1%	86%	5%	86%	89%	4%
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%	42%
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%	45%
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%	49%
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%	37%
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%	-6%
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%	-17%
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%	1751%

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	YoY
SLA	89%	90%	78%	84%	88%	91%	3%	80%	14%	86%	5%	88%	88%	-1%	86%	2%	89%	90%	1%
ASA	40	34	97	79	65	42	-35%	88	-52%	58	-27%	46	64	39%	56	13%	41	43	6%
Occupancy	68%	69%	69%	68%	64%	70%	9%	70%	1%	67%	5%	66%	68%	3%	69%	-2%	60%	67%	11%
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	25%
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	25%
BHT	325	336	331	328	338	342	1%	321	7%	327	5%	327	339	4%	319	6%	317	312	-2%
ABT_KBI_DESTINATION	350	362	359	353	363	366	1%	344	7%	352	4%	355	363	2%	342	6%	346	334	-3%
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%	-24%
FCR1	90%	91%	91%	91%	90%	91%	1%	92%	-1%	91%	-0%	91%	90%	-1%	92%	-1%	92%	91%	-1%
FCR3	87%	88%	88%	88%	87%	87%	1%	89%	-2%	88%	-0%	89%	88%	-1%	89%	-2%	90%	88%	-2%
FCR7	85%	85%	85%	85%	84%	84%	-1%	87%	-2%	85%	-1%	85%	84%	-1%	87%	-3%	87%	85%	-3%
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%	-2%
RepSat Bottom 2	14%	16%	17%	17%	16%	18%	10%	13%	41%	16%	8%	16%	17%	8%	12%	44%	14%	16%	13%
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%	-3%
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	44.1	2%
NPS Survey	614	553	575	546	653	684	5%	322	112%	589	16%	1,323	1,474	11%	770	91%	5,955	20,705	248%
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%	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%	12%
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%	11%
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%	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%	-4%
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%	-17%
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%	25%

SB 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	YoY	
SLA	85%	80%	77%	84%	97%	89%	-7%	89%	1%	86%	3%	86%	92%	8%	91%	2%	68%	79%	16%
ASA	56	82	127	81	23	50	115%	38	32%	62	-20%	54	38	-31%	32	16%	152	91	-40%
Occupancy	63%	66%	63%	57%	46%	57%	24%	70%	-18%	58%	-2%	61%	52%	-15%	65%	-21%	74%	66%	-10%
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	315.4K	2%
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	306.1K	4%
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%	-47%
Calls Overflow In %	0.7%	0.1%	0.1%	0.0%	0.2%					0.2%		0.3%	0.1%	-79%			2.2%	0.8%	-63%
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%	-43%
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	1,028	-6%
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	1,091	-6%
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%	-2%
FCR1	94%	94%	94%	94%	94%	94%	0%	93%	1%	94%	-0%	94%	94%	-0%	93%	0%	93%	94%	1%
FCR3	91%	91%	91%	91%	91%	90%	-1%	89%	1%	91%	-1%	92%	91%	-0%	91%	0%	90%	92%	1%
FCR7	88%	89%	89%	89%	88%	86%	-0%	86%	1%	89%	-0%	88%	88%	0%	87%	1%	87%	89%	2%
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%	1%
RepSat Bottom 2	27%	45%	27%	41%	35%	51%	45%	36%	40%	37%	37%	35%	44%	26%	36%	23%	31%	33%	6%
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%	-1%
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	4.4	4%
NPS Survey	46	31	26	36	32	45	41%	48	-6%	34	31%	84	81	-4%	97	-16%	1,155	1,342	16%
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%	-38%
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%	-44%
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%	-51%
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%	-62%
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%	-7%
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%	21.1%	-5%
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%	42.1%	-22%

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 WoW	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025	YoY
SLA	86%	90%	97%	91%	95%	93%	-2%	94%	-1%	92%	2%	89%	94%	6%	94%	-0%	87%	92%	5%
ASA	44	32	17	32	21	22	5%	20	12%	27	-19%	35	21	-40%	18	18%	34	26	-22%
Occupancy	45%	42%	37%	40%	34%	40%	17%	41%	-3%	40%	-1%	43%	37%	-14%	39%	-5%	43%	37%	-14%
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	-28%
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	-28%
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%	-39%
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%	-20%
BHT	561	549	536	586	531	576	9%	572	1%	544	6%	536	544	1%	556	-2%	649	509	-22%
ABT_KBI_DESTINATION	607	609	599	641	571	618	8%	612	1%	593	4%	586	584	-0%	594	-2%	795	546	-31%
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%	13%
FCR1	88%	89%	90%	90%	92%	92%	-0%	88%	5%	90%	2%	89%	91%	3%	88%	5%	90%	89%	-1%
FCR3	84%	85%	85%	85%	88%	87%	-1%	82%	6%	85%	2%	86%	88%	3%	84%	5%	87%	86%	-1%
FCR7	80%	82%	81%	82%	85%	85%	4%	78%	7%	81%	4%	80%	85%	6%	79%	7%	83%	81%	-2%
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	42.9	139%		
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%	-27%
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%	-8%
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%	-2%
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%	45%
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%	-40%
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%	7%
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%	-78%

Small Business WLS

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	Avg	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025	YoY
SLA	94%	94%	95%	95%	94%	93%	-1%	-1%	94%	-1%	94%	94%	93%	-1%	92%	1%	92%	91%	-2%
ASA	27	33	21	23	26	33	24%	17	92%	27	22%	26	30	12%	23	29%	32	31	-5%
Occupancy	27%	25%	27%	26%	25%	27%	6%	35%	-24%	27%	0%	28%	26%	-7%	32%	-19%	28%	31%	8%
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	-18%
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	-18%
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%	12%
BHT	670	667	640	631	627	598	-5%	608	-2%	644	-7%	677	615	-9%	621	-1%	602	646	7%
ABT_KBL_DESTINATION	716	705	682	671	667	640	-4%	648	-1%	684	-6%	720	657	-9%	656	0%	641	688	7%
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%	-9%
FCR1	89%	92%	92%	91%	93%	92%	-1%	87%	6%	91%	1%	91%	92%	2%	87%	6%	88%	89%	1%
FCR3	86%	89%	91%	89%	91%	90%	-1%	84%	7%	89%	1%	89%	91%	2%	85%	7%	86%	87%	1%
FCR7	86%	89%	90%	88%	90%	90%	2%	83%	7%	88%	2%	87%	89%	3%	83%	8%	84%	84%	1%
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%	11%	
RepSat Bottom 2	26%	5%	46%	32%	27%	32%	16%	33%	-5%	28%	13%	23%	30%	33%	28%	9%	29%	25%	-15%
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%	9%
NPS Survey	4	5	13	10	9	8	-11%	10	-20%	9	-11%	23	18	-22%	23	-22%	406	330	-19%
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%	-1%
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%	-14%
Calls Offered >15min %	0.3%	0.9%	0.1%	0.5%	0.4%	0.8%	118%	0.0%	0.6%	0.1%	42%	0.5%	0.6%	27%	0.2%	319%	0.7%	0.6%	-18%
Calls Offered >30min %	0.1%	0.4%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.1%	0.1%	18%	0.1%	0.1%	-49%	0.0%	0.1%	0.1%	0.1%	2%
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%	-1%
Mobility Gross Sales	66	31	64	60	47	23	-51%	129	-82%	45	-49%	95	74	-22%	275	-73%	1,586	1,642	4%
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%	19%

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 WoW	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025	YoY	
SLA	83%	79%	80%	92%	96%	91%	-6%	96%	-6%	89%	2%	85%	93%	10%	-5%	80%	81%	1%	
ASA	54	67	67	32	26	46	79%	17	177%	43	8%	49	36	-27%	14	154%	55	66	20%
Occupancy	63%	64%	60%	47%	41%	50%	21%	49%	3%	54%	-7%	59%	46%	-23%	42%	10%	66%	63%	-4%
Calls Offered	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	-15%
Calls Handled	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	-15%
Calls Overflow Out %	2.9%	0.3%	0.5%	0.1%	0.7%					0.7%		1.4%	0.3%	-78%			2.6%	3.6%	39%
Calls Overflow In %	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%	-15%
Calls Abandon%	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%	-13%
BHT	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	1,115	-10%
ABT_KBI_DESTINATION	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	1,196	-8%
Transfers	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%	-6%
FCR1	93%	94%	93%	93%	94%	93%	-0%	91%	2%	93%	-0%	93%	93%	0%	92%	1%	93%	93%	0%
FCR3	89%	89%	89%	89%	89%	90%	1%	88%	2%	89%	1%	90%	90%	1%	89%	1%	89%	90%	0%
FCR7	85%	86%	86%	85%	86%	83%	1%	83%	2%	85%	1%	85%	85%	0%	84%	1%	85%	85%	1%
RepSat Resolve	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%	-8%
RepSat Bottom 2	9%	23%	23%	22%	14%	31%	115%	20%	54%	24%	27%	29%	24%	-17%	31%	-24%	35%	34%	-0%
RepSat	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%	-2%
NPS	60.0	9.1	-7.7	-25.0	66.7			28.6		14.7		7.7	20.0	160%	4.0	400%	3.4	-3.7	-209%
NPS Survey	10	11	13	8	6	10	67%	14	-29%	11	-7%	26	17	-35%	25	-32%	563	449	-20%
Calls Offered >5min %	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%	35%
Calls Offered >10min %	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%	65%
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%	73%
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%	83%
Shrinkage (Internal)							103.0%								103.0%		36.0%	56.4%	56%
Shrinkage (External)	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%	-4%
Agent Tenure <90 Days %	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%	-31%

Small Business Collections

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	YoY	
SLA	96%	98%	99%	98%	99%	95%	-3%	100%	-5%	98%	-3%	98%	97%	-1%	100%	-3%	94%	84%	-11%
ASA	17	14	12	13	13	19	41%	10	84%	14	33%	15	16	9%	10	56%	22	53	135%
Occupancy	44%	41%	43%	37%	41%	52%	29%	34%	54%	41%	27%	38%	47%	24%	28%	65%	41%	58%	41%
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	8%
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	6%
BHT	256	260	237	272	261	274	5%	291	-6%	261	5%	256	269	5%	284	-5%	403	235	-42%
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%	32%
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%	232%	
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%	46%
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%	10%

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	YoY	
SLA	91%	92%	95%	92%	86%	93%	9%	-1%	92%	1%	92%	89%	-4%	93%	-5%	89%	88%	-1%	
ASA	35	28	18	34	45	24	-46%	13%	28	-14%	28	40	45%	24	66%	35	55	59%	
Occupancy	51%	51%	48%	52%	54%	49%	-10%	43%	51%	-4%	52%	52%	1%	48%	10%	55%	54%	-3%	
Calls Offered	9.7K	10.4K	9.8K	11.0K	9.7K	10.7K	10%	27%	10.1K	6%	22.9K	22.7K	-1%	19.9K	14%	311.5K	332.7K	7%	
Calls Handled	9.4K	10.2K	9.7K	10.8K	9.4K	10.6K	12%	27%	9.9K	7%	22.4K	22.3K	-0%	19.6K	14%	306.4K	323.0K	5%	
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%	2.8%	77%
BHT	759	727	719	723	749	713	-5%	-9%	733	-3%	745	735	-1%	738	-0%	701	758	8%	
ABT_KBI_DESTINATION	777	758	747	743	774	732	-5%	-11%	755	-3%	770	758	-2%	772	-2%	733	779	6%	
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%	23.7%	1%
FCR1	94%	93%	93%	93%	93%	93%	-0%	93%	0%	93%	-0%	94%	94%	-0%	93%	0%	94%	94%	-0%
FCR3	91%	91%	91%	90%	91%	90%	-1%	91%	-0%	91%	-1%	92%	91%	-0%	92%	-0%	92%	92%	-0%
FCR7	89%	89%	88%	88%	89%	89%	0%	88%	-0%	89%	-0%	89%	89%	0%	89%	-1%	90%	89%	-1%
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%	80.7%	-4%
RepSat Bottom 2	12%	11%	13%	11%	12%	12%	-0%	12%	8%	12%	4%	11%	13%	13%	9%	34%	8%	11%	36%
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%	82.5%	-5%
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	46.9	-9%
NPS Survey	411	425	415	479	406	397	-2%	444	-11%	416	-5%	975	900	-8%	1,043	-14%	15,901	14,862	-7%
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%	5.7%	69%
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%	2.7%	187%
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%	1.3%	404%
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%	0.3%	1847%
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%	42.4%	15%
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%	19.9%	24%
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%	39%	
Mobility Gross Sales	22	15	6	10	12	6	-50%	17	-65%	16	-61%	55	21	-62%	56	-63%	749	401	-46%
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%	0.7%	0.3%	-49%
Residential Gross Sales	110	128	101	148	124	141	14%	88	60%	130	9%	305	307	1%	223	38%	3,330	3,495	5%
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%	3.1%	1%

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 WoW	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025	YoY	
SLA	87%	86%	86%	91%	91%	93%	3%	4%	89%	4%	88%	91%	4%	87%	5%	93%	90%	-3%	
ASA	36	36	39	23	25	19	-23%	-37%	31	-33%	32	24	-25%	36	-33%	21	30	41%	
Occupancy	53%	56%	50%	52%	54%	50%	-7%	8%	46%	52%	55%	52%	-4%	49%	7%	38%	49%	28%	
Calls Offered	2.1K	2.1K	2.0K	2.2K	2.1K	2.3K	8%	6%	2.1K	2.1K	4.9K	4.9K	-0%	5.0K	-1%	66.5K	63.0K	-5%	
Calls Handled	2.0K	2.1K	1.9K	2.2K	2.1K	2.2K	8%	8%	2.1K	2.1K	4.8K	4.8K	0%	4.9K	0%	65.5K	61.6K	-6%	
Calls Abandon%	2.0%	2.1%	3.7%	1.9%	1.5%	0.9%	-39%	-66%	2.7%	2.0%	1.9%	1.4%	-25%	2.4%	-39%	1.3%	2.0%	51%	
BHT	756	828	779	791	770	774	0%	12%	693	786	773	770	-0%	711	8%	684	761	11%	
ABT_KBI_DESTINATION	896	959	899	925	896	889	-1%	15%	773	912	906	892	-2%	785	14%	746	872	17%	
Transfers	34.5%	36.3%	36.9%	36.1%	33.9%	34.9%	3%	-8%	38.0%	35.2%	34.7%	34.9%	1%	36.2%	-4%	38.0%	37.1%	-2%	
FCR1	91%	91%	92%	90%	88%	89%	1%	-3%	92%	90%	90%	90%	-1%	92%	-3%	91%	91%	-0%	
FCR3	87%	87%	87%	87%	86%	86%	0%	-3%	88%	87%	88%	86%	-1%	88%	-3%	89%	88%	-1%	
FCR7	86%	84%	86%	83%	82%	82%	-2%	-5%	87%	85%	84%	82%	-2%	85%	-4%	86%	85%	-1%	
RepSat Resolve	78.1%	78.8%	82.1%	78.4%	79.4%	75.0%	-6%	-4%	78.5%	79.1%	76.7%	78.0%	2%	78.0%	0%	77.7%	79.1%	2%	
RepSat Bottom 2	18%	16%	10%	17%	17%	19%	16%	16%	17%	15%	18%	17%	-5%	16%	7%	14%	14%	0%	
RepSat	79.1%	75.0%	82.9%	77.4%	77.8%	77.2%	-1%	-2%	78.6%	79.7%	77.5%	76.9%	-1%	77.9%	-1%	79.6%	80.8%	1%	
NPS	39.7	45.1	64.4	48.0	60.6	44.7	-26%	31%	34.2	48.7	41.1	52.0	27%	48.1	8%	45.7	49.7	9%	
NPS Survey	63	51	73	50	66	50	-24%	-34%	76	57	129	128	-1%	189	-32%	2,468	1,815	-26%	
Calls Offered >5min %	3.4%	3.3%	4.2%	2.0%	1.7%	1.5%	-10%	-54%	3.3%	2.6%	2.7%	1.9%	-30%	3.6%	-46%	1.8%	2.8%	59%	
Calls Offered >10min %	0.8%	1.0%	2.1%	0.6%	0.6%	0.1%	-77%	-89%	1.2%	0.8%	0.6%	0.5%	-17%	1.3%	-61%	0.5%	0.9%	93%	
Calls Offered >15min %	0.2%	0.2%	1.3%	0.1%	0.3%	0.0%	-100%	-100%	0.6%	0.3%	0.1%	0.2%	60%	0.6%	-74%	0.2%	0.4%	122%	
Calls Offered >30min %	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-100%	-100%	0.0%	0.0%	0.0%	0.0%	-100%	0.1%	-100%	0.0%	0.1%	458%	
Shrinkage (External)	32.5%	30.1%	26.5%	25.2%	25.3%	18.0%	-29%	20%	15.0%	23.8%	27.9%	21.3%	-24%	14.9%	43%	14.7%	20.1%	37%	
Agent Tenure <90 Days %	8.3%	16.7%	16.2%	15.4%	22.5%	22.5%	-	-	-	14.8%	14.3%	22.0%	52%	14.3%	54%	-	20.4%	17.3%	-15%
Mobility Gross Sales	65	52	56	63	61	80	31%	90%	42	65	138	154	12%	104	48%	1,515	1,675	11%	
Mobility Sales CR	6.1%	4.5%	5.4%	5.5%	6.1%	6.9%	14%	115%	3.2%	6.1%	13%	5.5%	6.3%	3.5%	78%	3.8%	5.0%	32%	
Residential Gross Sales	427	437	390	436	396	427	8%	31%	327	417	1,010	921	-9%	827	11%	11,574	12,062	4%	
Residential Sales CR	40.0%	38.2%	37.8%	37.9%	39.5%	37.0%	-6%	47%	25.1%	39.1%	40.6%	37.6%	-5%	28.0%	34%	28.9%	36.0%	25%	

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 WoW	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025	YoY
SLA	58%	72%	75%	77%	85%	92%	8%	97%	-5%	78%	19%	66%	87%	32%	96%	-10%	85%	83%	-3%
ASA	230	109	98	78	41	32	-22%	18	75%	90	-65%	158	46	-71%	23	98%	53	68	28%
Occupancy	80%	72%	77%	72%	61%	67%	9%	47%	43%	71%	-6%	76%	65%	-14%	47%	39%	60%	64%	7%
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	13%
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	13%
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%	30%
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	3%
ABT_KBL_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	1,089	5%
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%	-1%
FCR1	96%	96%	96%	97%	97%	96%	-1%	97%	-1%	96%	-0%	97%	96%	-0%	97%	-0%	96%	97%	0%
FCR3	96%	95%	95%	95%	96%	94%	-2%	96%	-2%	95%	-1%	96%	95%	-0%	96%	-1%	95%	96%	0%
FCR7	93%	93%	93%	94%	94%	94%	1%	95%	-0%	93%	1%	94%	94%	-0%	94%	-0%	94%	94%	-0%
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%	-11%
RepSat Bottom 2	18%	19%	16%	6%	11%	16%	51%	16%	2%	15%	11%	18%	13%	-27%	11%	13%	7%	14%	91%
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%	-11%
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	-27%
NPS Survey	119	137	130	154	153	134	-12%	110	22%	138	-3%	305	311	2%	249	25%	3,770	4,176	11%
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%	24%
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%	60%
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%	108%
Calls Offered >30min %	0.6%	0.1%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%	0.1%	-100%	0.3%	0.0%	-100%	0.0%	0.1%	0.1%	0.2%	235%
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%	43%
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%	36%

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	YoY	
SLA	65%	85%	81%	90%	91%	92%	2%	244%	81%	13%	72%	92%	28%	22%	311%	55%	77%	38%	
ASA	207	94	172	71	45	67	51%	-93%	900	-42%	177	52	-71%	998	-95%	379	289	-24%	
Occupancy	78%	72%	72%	69%	67%	68%	0%	-29%	95%	-7%	76%	68%	-11%	94%	-28%	87%	69%	-21%	
Calls Offered	25.1K	20.6K	20.8K	19.8K	20.1K	20.5K	2%	-16%	24.4K	-7%	55.2K	45.8K	-17%	54.8K	-16%	718.9K	738.2K	3%	
Calls Handled	24.2K	20.3K	20.3K	19.5K	19.9K	20.3K	2%	-4%	21.3K	-6%	53.4K	45.4K	-15%	46.8K	-3%	668.8K	706.2K	6%	
Calls Abandon%	3.9%	1.9%	2.2%	1.4%	1.1%	1.0%	-9%	-92%	12.8%	-53%	3.3%	1.0%	-70%	14.5%	-93%	7.0%	4.3%	-38%	
ABT	1,281	1,268	1,244	1,234	1,261	1,214	-4%	13%	1,075	-3%	1,258	1,238	-2%	1,050	18%	1,163	1,166	0%	
Transfers	1.5%	1.6%	1.6%	1.5%	1.6%	1.7%	2%	24%	1.4%	4%	1.6%	1.7%	5%	1.2%	33%	1.8%	1.4%	-23%	
RepSat	84.7%	85.7%	85.6%	86.5%	85.4%	85.2%	-0%	14%	74.8%	-0%	85.0%	85.4%	1%	75.4%	13%	76.8%	82.6%	7%	
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%	56%

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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	YoY
SLA	63%	89%	71%	84%	62%	85%	36%	67%	26%	76%	12%	72%	73%	1%	67%	9%	67%	75%	12%
ASA	251	72	388	123	246	165	-33%	391	-58%	204	-19%	222	210	-5%	405	-48%	232	198	-15%
Occupancy	92%	78%	88%	86%	92%	90%	-2%	92%	-2%	87%	4%	85%	91%	7%	92%	-1%	89%	82%	-8%
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	-13%
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	-12%
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%	-23%
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	18%
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%	13%
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%	-4%
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%	323%

BRS Sales eChat

Metric							WoW			MTD						YTD				
	WE 12JUL25	WE 19JUL25	WE 26JUL25	WE 02AUG25	WE 09AUG25	WE 16AUG25	WE WoW	WE YoY	WE 17AUG24	8 Weeks Avg	8 Weeks Avg	WE WoW	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025	YoY
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%				68	
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%				1,964	
Transfers	12.5%	13.4%	12.1%	12.0%	11.1%	10.7%	-4%			12.1%		-11%	12.9%	11.1%	-14%				11.3%	-89%
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%	-54%

BM Sales 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 Avg WoW	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025	YoY
SLA	70%	74%	68%	70%	68%	73%	6%	81%	-10%	71%	2%	71%	71%	-1%	78%	-9%	89%	85%	-4%
ASA	182	166	251	181	250	337	35%	92	266%	226	49%	182	269	48%	86	214%	40	100	152%
Occupancy	82%	80%	78%	77%	75%	71%	-6%	86%	-17%	78%	-9%	81%	73%	-10%	87%	-16%	75%	73%	-3%
Calls Offered	10.3K	9.3K	9.7K	9.6K	9.8K	8.9K	-9%	14.0K	-36%	9.8K	-9%	22.9K	21.1K	-8%	35.5K	-41%	351.0K	288.1K	-18%
Calls Handled	9.9K	9.0K	9.3K	9.3K	9.4K	8.5K	-10%	13.3K	-37%	9.4K	-10%	22.0K	20.2K	-8%	34.0K	-41%	341.4K	280.8K	-18%
Calls Abandon%	4.1%	4.0%	4.2%	3.5%	4.3%	4.5%	5%	4.5%	1%	4.1%	12%	4.0%	4.2%	6%	4.3%	-2%	2.7%	2.5%	-7%
ABT	2,110	2,141	2,097	2,022	2,044	2,058	1%	1,557	32%	2,074	-1%	2,104	2,046	-3%	1,505	36%	1,908	2,062	8%
Transfers	14.1%	12.6%	13.5%	13.3%	13.2%	13.1%	-1%	20.0%	-35%	13.3%	-1%	13.5%	13.4%	-0%	18.9%	-29%	22.2%	17.0%	-23%
RepSat	55.0%	55.0%	51.0%	52.0%	52.0%	51.6%	-1%	38.7%	33%	53.4%	-3%	55.0%	51.7%	-6%	43.7%	18%	44.3%	50.8%	15%
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%	-2%

SB Sales 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	Avg	JUL25	AUG25	MoM	AUG24	MoM YoY	2024	2025	YoY	
SLA	100%	100%	96%	99%	99%	99%	-0%	99%	-0%	99%	-0%	100%	99%	-0%	99%	-0%	99%	99%	99%	0%	
ASA	0	2	12	11	5	4	-7%	1	494%	5	-7%	4	342%	1	406%	1	1	33%			
Occupancy	40%	31%	35%	36%	46%	40%	-12%	49%	-18%	38%	5%	38%	41%	8%	44%	-6%	51%	42%	-17%		
Calls Offered	480	323	342	323	346	398	15%	475	-16%	375	6%	984	790	-20%	1.1K	-26%	17.2K	15.0K	-13%		
Calls Handled	480	318	342	323	346	398	15%	474	-16%	374	6%	979	790	-19%	1.1K	-25%	17.2K	14.9K	-13%		
Calls Abandon%	1.5%						0.2%			0.2%		0.5%			0.1%		0.4%	0.3%	-23%		
ABT	1,439	1,557	1,529	1,579	1,620	1,723	6%	1,435	20%	1,584	9%	1,538	1,668	8%	1,418	18%	1,561	1,544	-1%		
Transfers	6.4%	3.2%	1.8%	1.5%	2.6%	1.3%	-52%		-78%	3.7%	-66%	5.4%	1.8%	-67%	4.8%	-63%	5.1%	4.4%	-14%		
Agent Tenure <90 Days %																		21.4%			



Call Centre Sales

Weekly Performance Executive Summary

WE August 16

Mobility National Overview

-Sunday, July 27 volume under investigation.

	Previous Weeks					Current Week					2024		August MTD			August YTD				
	WE 12JUL	WE 19JUL	WE 26JUL	WE 02AUG	WE 09AUG	WE 16AUG	Aug OL	% to OL	WoW%	8 Wk Var %	SW LY	YoY%	MTD	Aug OL	Var Aug OL%	YoY%	YTD	Aug OL	Var Aug OL%	YoY%
Overall Direct Gross Sales																				
Gross Sales (include Outbound Sales)	5,897	5,121	5,103	4,929	4,726	5,394	5,970	90%	14%	-3%	5,502	-2%	11,352	13,298	85%	-13%	172,115	170,396	101%	-13%
Inbound (Exl. XLOB)																				
Gross Sales	2,053	1,743	1,756	1,661	1,605	2,079	2,218	94%	30%	7%	1,933	8%	4,050	4,790	85%	-9%	63,421	62,979	101%	1%
CDS																				
Gross Sales	1,995	1,680	1,701	1,577	1,542	2,017	2,157	94%	31%	7%	1,775	14%	3,913	4,657	84%	-3%	61,591	61,220	101%	17%
CDS Sales	1,871	1,545	1,543	1,455	1,441	1,880	-	-	30%	6%	1,685	12%	3,646	-	-	-7%	57,821	-	-	11%
EPP Consumer Sales	124	135	158	122	101	137	-	-	36%	16%	90	-	267	-	-	-	3,770	-	-	-
Calls Handled	13,388	12,457	12,316	10,707	11,197	12,837	14,236	90%	15%	3%	12,364	4%	26,826	30,741	87%	-2%	415,760	435,918	95%	20%
CDS Calls	13,061	12,084	11,894	10,278	10,853	12,421	-	-	14%	3%	12,152	2%	25,974	-	-	-4%	404,430	-	-	17%
EPP Consumer Calls	327	373	422	429	344	416	-	-	21%	19%	212	-	852	-	-	-	11,330	-	-	-
Close Rate	14.9%	13.5%	13.8%	14.7%	13.8%	15.7%	15.1%	104%	14%	3%	14.4%	9%	14.6%	15.1%	96%	-1%	14.8%	14.0%	105%	-2%
CDS Close Rate	14.3%	12.8%	13.0%	14.2%	13.3%	15.1%	-	-	14%	3%	13.9%	9%	14.0%	-	-	-3%	14.3%	-	-	-6%
EPP Consumer Close Rate	37.9%	36.2%	37.4%	28.4%	29.4%	32.9%	-	-	12%	-3%	42.5%	-22%	31.3%	-	-	-39%	33.3%	-	-	-67%
Order Conversion	11.7%	10.6%	10.8%	11.6%	10.8%	12.2%	-	-	13%	3%	11.9%	3%	11.3%	-	-	-7%	11.7%	-	-	-5%
Transfer Rate	45.8%	46.1%	49.3%	48.0%	50.1%	49.9%	-	-	-1%	5%	46.7%	7%	50.1%	-	-	10%	45.9%	-	-	2%
Call Volume (Without Transfers)	7,254	6,712	6,246	5,570	5,583	6,437	-	-	15%	-1%	6,595	-2%	13,380	-	-	-10%	225,127	-	-	18%
Close Rate (Without Transfers)	27.5%	25.0%	27.2%	28.3%	27.6%	31.3%	-	-	13%	9%	26.9%	16%	29.2%	-	-	8%	27.4%	-	-	-1%
Order Conversion (Without Transfers)	21.5%	19.8%	21.2%	22.3%	21.6%	24.3%	-	-	12%	8%	22.2%	9%	22.7%	-	-	1%	21.6%	-	-	-3%
Other Gross Sales																				
EPP Excellence	58	63	55	84	63	62	62	101%	-2%	-1%	158	-61%	137	132	103%	-68%	1,830	1,759	104%	-82%
XLOB																				
Gross Sales	2,992	2,583	2,522	2,445	2,428	2,545	2,710	94%	5%	-8%	3,099	-18%	5,565	6,108	91%	-24%	85,352	83,496	102%	-19%
Brs Sales																				
Gross Sales	958	817	774	772	725	694	902	77%	-4%	-19%	1,030	-33%	1,596	2,032	79%	-33%	25,439	24,733	103%	-37%
Calls Handled	18,289	16,357	16,504	16,622	16,670	16,427	17,013	97%	-1%	-3%	18,394	-11%	37,455	38,349	98%	-13%	508,157	541,298	94%	-13%
Close Rate	5.2%	5.0%	4.7%	4.6%	4.3%	4.2%	5.3%	80%	-3%	-17%	5.6%	-25%	4.3%	5.3%	80%	-23%	5.0%	4.6%	110%	-27%
BRS Serve To Sell																				
Gross Sales	692	657	711	655	691	765	590	130%	11%	11%	837	-9%	1,628	1,330	122%	-22%	21,766	20,962	104%	-22%
Calls Handled	43,278	42,389	46,106	41,747	45,152	48,577	34,721	140%	8%	14%	50,373	-4%	103,729	78,264	133%	-14%	1,313,574	1,304,282	101%	6%
Close Rate	1.6%	1.5%	1.5%	1.6%	1.5%	1.6%	1.7%	93%	3%	-3%	1.7%	-5%	1.6%	1.7%	92%	-10%	1.7%	1.6%	103%	-27%
Mobility Serve To Sell																				
Gross Sales	325	269	258	207	211	248	283	88%	18%	-17%	525	-53%	509	637	80%	-57%	11,931	12,847	93%	-14%
Calls Handled	17,843	16,648	14,711	12,271	13,414	13,545	16,630	81%	1%	-15%	20,128	-33%	30,560	37,486	82%	-37%	649,433	737,143	88%	-11%
Close Rate	1.8%	1.6%	1.8%	1.7%	1.6%	1.8%	1.7%	108%	16%	-2%	2.6%	-30%	1.7%	1.7%	98%	-32%	1.8%	1.7%	105%	-4%
Loyalty Cross-Serve																				
Gross Sales	614	546	512	481	503	490	607	81%	-3%	-15%	402	22%	1,115	1,369	81%	19%	15,428	14,588	106%	22%
Calls Handled	68,014	66,795	68,542	65,468	73,182	77,671	63,910	122%	6%	15%	67,649	15%	168,994	144,058	117%	10%	2,131,503	2,072,875	103%	-9%
Close Rate	0.9%	0.8%	0.7%	0.7%	0.7%	0.6%	1.0%	66%	-8%	-26%	0.6%	6%	0.7%	1.0%	69%	8%	0.7%	0.7%	103%	34%
Others																				
Gross Sales	403	294	267	330	298	348	328	106%	17%	2%	305	14%	717	739	97%	1%	10,788	10,365	104%	10%
Calls Handled	19,309	18,973	19,473	20,443	17,494	17,858	20,864	86%	2%	-5%	13,574	32%	40,195	47,030	85%	26%	664,683	822,345	81%	37%
Close Rate	2.1%	1.5%	1.4%	1.6%	1.7%	1.9%	1.6%	124%	14%	8%	2.2%	-13%	1.8%	1.6%	113%	-20%	1.6%	1.3%	129%	-20%

BM Sales: Gross Sales (WAC); Mobile Sales only (excludes Tablets)

Residential Central Overview

-Sunday, July 27 volume under investigation.

	Previous Weeks					Current Week					2024		August MTD			August YTD				
	WE 12JUL	WE 19JUL	WE 26JUL	WE 02AUG	WE 09AUG	WE 16AUG	Aug OL	% to OL	WoW%	8 Wk Var %	SW LY	YoY%	MTD	Aug OL	Var Aug OL%	YoY%	YTD	Aug OL	Var Aug OL%	YoY%
Bell Direct Gross Sales																				
Gross Sales (National include Outbound)	10,069	9,499	8,941	9,648	8,592	8,780	9,750	90%	2%	-8%	10,334	-15%	19,905	21,989	91%	-20%	285,250	307,292	93%	-12%
Total BRS Sales (Exl. XLOB)																				
Gross Sales	8,766	8,242	7,708	8,537	7,538	7,669	8,365	92%	2%	-9%	9,291	-17%	17,367	18,855	92%	-22%	239,263	249,978	96%	-17%
BRS Sales Inbound																				
Gross Sales	5,031	4,523	4,275	4,752	4,280	4,240	4,861	87%	-1%	-10%	5,411	-22%	9,695	10,958	88%	-25%	133,001	140,052	95%	-23%
Calls Handled	18,247	16,328	16,487	16,598	16,638	16,374	17,013	96%	-2%	-3%	18,354	-11%	37,368	38,349	97%	-13%	506,405	541,297	94%	-13%
Close Rate	27.6%	27.7%	25.9%	28.6%	25.7%	25.9%	28.6%	91%	1%	-7%	29.5%	-12%	25.9%	28.6%	91%	-14%	26.3%	25.9%	102%	-12%
Order Conversion	-	-	0.0%	7.4%	17.0%	16.9%	-	-	0%	112%	17.7%	-4%	17.0%	-	-	-6%	10.5%	-	-	-41%
Transfer Rate	62.0%	62.4%	62.2%	60.3%	60.8%	62.4%	-	-	3%	3%	56.7%	10%	61.6%	-	-	9%	61.4%	-	-	12%
Call Volume (Without Transfers)	6,928	6,143	6,240	6,591	6,516	6,154	-	-	-6%	-7%	7,956	-23%	14,347	-	-	-23%	195,679	-	-	-26%
Close Rate (Without Transfers)	72.6%	73.6%	68.5%	72.1%	65.7%	68.9%	-	-	5%	-3%	68.0%	1%	67.6%	-	-	-3%	68.0%	-	-	4%
Order Conversion (Without Transfers)	-	-	0.0%	18.7%	43.3%	45.1%	-	-	4%	120%	40.8%	11%	44.2%	-	-	6%	27.1%	-	-	-31%
BRS S2S																				
Gross Sales	2,020	2,102	1,946	1,976	1,781	1,828	1,873	98%	3%	-8%	2,116	-14%	4,090	4,222	97%	-17%	55,495	58,394	95%	-3%
Calls Handled	39,305	38,541	40,174	36,496	37,922	40,406	34,721	116%	7%	6%	49,041	-18%	87,095	78,264	111%	-26%	1,235,337	1,304,279	95%	1%
Close Rate	5.1%	5.5%	4.8%	5.4%	4.7%	4.5%	5.4%	84%	-4%	-13%	4.3%	5%	4.7%	5.4%	87%	11%	4.5%	4.5%	100%	-5%
Loyalty Cross-Serve																				
Gross Sales	574	614	535	558	596	672	599	112%	13%	12%	770	-13%	1,402	1,349	104%	-25%	20,194	21,357	95%	-21%
Calls Handled	66,776	65,765	68,618	65,529	73,296	77,696	61,586	126%	6%	17%	58,507	33%	169,144	138,819	122%	28%	2,050,327	2,065,340	99%	7%
Close Rate	0.9%	0.9%	0.8%	0.9%	0.8%	0.9%	1.0%	89%	6%	-5%	1.3%	-34%	0.8%	1.0%	85%	-42%	1.0%	1.0%	95%	-27%
Other Gross Sales																				
BRS Care	1,112	967	932	1,230	868	897	1,011	89%	3%	-17%	936	-4%	2,128	2,279	93%	-6%	29,688	29,456	101%	3%
BRS Cable Services Team	29	30	19	21	12	29	19	156%	142%	39%	56	-48%	48	42	115%	-70%	777	624	124%	-51%
Other (TECHNICAL, TELEBEC)	0	6	1	-	1	3	2	171%	200%	36%	2	50%	4	4	102%	-56%	108	95	114%	-23%
Total XLOB																				
Gross Sales(National)	493	472	411	349	383	328	538	61%	-14%	-24%	538	-39%	804	1,189	68%	-36%	17,780	20,275	88%	-1%
BM S2S																				
Gross Sales(ON/QC)	278	249	207	173	169	136	284	48%	-20%	-39%	331	-59%	361	641	56%	-54%	11,058	13,090	84%	-16%
Calls Handled(ON/QC)	14,918	13,939	12,100	9,721	10,926	10,463	13,037	80%	-4%	-20%	17,397	-40%	24,497	30,235	81%	-40%	550,998	623,893	88%	-11%
Close Rate(ON/QC)	1.9%	1.8%	1.7%	1.8%	1.5%	1.3%	2.2%	60%	-16%	-24%	1.9%	-32%	1.5%	2.1%	70%	-22%	2.0%	2.1%	98%	-5%
CDS(incl. EPP)																				
Gross Sales(ON/QC)	206	215	199	166	209	171	254	67%	-18%	-13%	202	-15%	416	548	76%	-8%	6,421	7,185	89%	39%
Calls Handled(ON/QC)	8,732	8,536	8,120	6,731	7,535	8,991	10,001	90%	19%	7%	8,445	6%	18,360	21,057	87%	-1%	286,050	299,999	95%	23%
Close Rate(ON/QC)	2.4%	2.5%	2.5%	2.5%	2.8%	1.9%	2.5%	75%	-31%	-19%	2.4%	-20%	2.3%	2.6%	87%	-6%	2.2%	2.4%	94%	13%

Direct Sales WE August 16

Residential - Ontario

-Sunday, July 27 volume under investigation.

	Previous Weeks					Current Week					2024		August MTD				August YTD			
	WE 12JUL	WE 19JUL	WE 26JUL	WE 02AUG	WE 09AUG	WE 16AUG	Aug OL	% to OL	Wow%	8 Wk Var %	SW LY	YoY%	MTD	Aug OL	Var Aug OL%	YoY%	YTD	Aug OL	Var Aug OL%	YoY%
Bell Direct Gross Sales																				
Gross Sales (include Outbound Sales)	6,023	5,902	5,609	6,183	5,351	5,403	6,510	83%	1%	-6%	6,859	-21%	12,362	14,363	86%	-23%	174,654	190,539	92%	-13%
Total BRS Sales (Exl. XLOB)																				
Gross Sales	5,404	5,290	5,003	5,624	4,758	4,836	5,781	84%	2%	-6%	6,330	-24%	11,045	12,718	87%	-25%	152,790	161,125	95%	-16%
BRS Sales Inbound																				
Gross Sales	2,956	2,789	2,677	3,013	2,563	2,539	3,271	78%	-1%	-6%	3,538	-28%	5,880	7,197	82%	-28%	81,140	86,110	94%	-23%
Calls Handled	9,930	8,843	9,235	8,950	8,707	8,784	-	-	1%	-2%	10,118	-13%	19,888	-	-	-15%	277,721	-	-	-12%
Close Rate	29.8%	31.5%	29.0%	33.7%	29.4%	28.9%	-	-	-2%	-4%	35.0%	-17%	29.6%	-	-	-16%	29.2%	-	-	-12%
Order Conversion	-	-	0.0%	9.4%	19.5%	19.4%	-	-	0%	106%	21.3%	-9%	19.6%	-	-	-8%	12.2%	-	-	-39%
Transfer Rate	58.8%	58.2%	58.6%	56.7%	55.5%	57.3%	-	-	3%	0%	52.2%	10%	56.5%	-	-	7%	57.9%	-	-	14%
Call Volume (Without Transfers)	4,087	3,700	3,822	3,875	3,875	3,752	-	-	-3%	-2%	4,841	-22%	8,646	-	-	-21%	116,892	-	-	-25%
Close Rate (Without Transfers)	72.3%	75.4%	70.0%	77.8%	66.1%	67.7%	-	-	2%	-4%	73.1%	-7%	68.0%	-	-	-9%	69.4%	-	-	4%
Order Conversion (Without Transfers)	-	-	0.0%	21.6%	43.8%	45.4%	-	-	4%	105%	44.5%	2%	45.2%	-	-	-1%	28.9%	-	-	-29%
BRS S2S																				
Gross Sales	1,283	1,420	1,296	1,351	1,201	1,263	1,337	94%	5%	-3%	1,571	-20%	2,776	2,943	94%	-23%	37,368	39,998	93%	-5%
Calls Handled	24,895	24,520	25,536	23,547	24,507	27,406	-	-	12%	14%	34,069	-20%	57,728	-	-	-29%	770,991	-	-	-4%
Close Rate	5.2%	5.8%	5.1%	5.7%	4.9%	4.6%	-	-	-6%	-14%	4.6%	0%	4.8%	-	-	8%	4.8%	-	-	-1%
Loyalty Cross-Serve																				
Gross Sales	399	440	394	420	420	461	449	103%	10%	6%	543	-15%	989	988	100%	-20%	14,427	14,794	98%	-15%
Calls Handled	33,665	34,280	35,411	33,517	36,199	39,325	-	-	9%	18%	31,600	24%	84,507	-	-	19%	1,037,857	-	-	-1%
Close Rate	1.2%	1.3%	1.1%	1.3%	1.2%	1.2%	-	-	1%	-10%	1.7%	-32%	1.2%	-	-	-33%	1.4%	-	-	-14%
Other Gross Sales																				
BRS Care	756	623	618	820	572	565	722	78%	-1%	-16%	651	-13%	1,383	1,588	87%	-14%	19,345	20,175	96%	-1%
BRS Cable Services Team	10	18	17	20	1	8	-	-	700%	-38%	26	-69%	16	-	-	-82%	497	-	-	-29%
Other (TECHNICAL, TELEBEC)	-	-	1	-	1	-	1	-	-	-	1	-	1	2	51%	-75%	13	47	27%	-62%
Total XLOB																				
Gross Sales	272	268	274	232	244	215	333	65%	-12%	-14%	292	-26%	528	726	73%	-25%	9,001	10,545	85%	-6%
BM S2S																				
Gross Sales	178	160	153	135	136	119	192	62%	-13%	-22%	187	-36%	301	423	71%	-34%	5,738	6,809	84%	-19%
Calls Handled	10,745	10,099	8,804	8,429	9,091	9,320	-	-	3%	-5%	11,259	-17%	21,078	-	-	-21%	339,653	-	-	-12%
Close Rate	1.7%	1.6%	1.7%	1.6%	1.5%	1.3%	-	-	-15%	-18%	1.7%	-23%	1.4%	-	-	-16%	1.7%	-	-	-9%
CDS(incl. EPP)																				
Gross Sales	94	108	121	97	108	96	140	68%	-11%	-3%	105	-9%	227	303	75%	-10%	3,263	3,736	87%	31%
Calls Handled	5,002	4,961	4,757	3,796	4,249	5,147	-	-	21%	5%	4,691	10%	10,439	-	-	0%	170,082	-	-	26%
Close Rate	1.9%	2.2%	2.5%	2.6%	2.5%	1.9%	-	-	-27%	-7%	2.2%	-17%	2.2%	-	-	-10%	1.9%	-	-	4%

Direct Sales WE August 16

Residential - Quebec

-Sunday, July 27 volume under investigation.

	Previous Weeks					Current Week					2024		August MTD			August YTD				
	WE 12JUL	WE 19JUL	WE 26JUL	WE 02AUG	WE 09AUG	WE 16AUG	Aug OL	% to OL	WoW%	8 Wk Var %	SW LY	YoY%	MTD	Aug OL	Var Aug OL%	YoY%	YTD	Aug OL	Var Aug OL%	YoY%
Bell Direct Gross Sales																				
Gross Sales (include Outbound Sales)	3,970	3,530	3,270	3,396	3,189	3,301	3,232	102%	4%	-13%	3,423	-4%	7,399	7,563	98%	-15%	108,604	115,924	94%	-10%
Total BRS Sales (Exl. XLOB)																				
Gross Sales	3,295	2,893	2,649	2,856	2,733	2,778	2,575	108%	2%	-13%	2,914	-5%	6,205	6,081	102%	-15%	84,791	88,241	96%	-19%
BRS Sales Inbound																				
Gross Sales	2,019	1,694	1,559	1,705	1,685	1,659	1,578	105%	-2%	-15%	1,834	-10%	3,736	3,727	100%	-18%	50,620	53,485	95%	-25%
Calls Handled	7,047	6,311	6,080	6,038	6,776	6,410	-	-	-5%	-4%	6,608	-3%	14,813	-	-	-3%	189,412	-	-	-12%
Close Rate	28.7%	26.8%	25.6%	28.2%	24.9%	25.9%	-	-	4%	-12%	27.8%	-7%	25.2%	-	-	-16%	26.7%	-	-	-15%
Order Conversion	-	-	-	6.5%	16.3%	16.4%	-	-	0%	46%	15.9%	3%	16.2%	-	-	-6%	9.9%	-	-	-46%
Transfer Rate	66.2%	68.2%	67.9%	66.9%	67.7%	70.2%	-	-	4%	7%	63.4%	11%	68.8%	-	-	11%	67.1%	-	-	10%
Call Volume (Without Transfers)	2,380	2,005	1,950	1,997	2,192	1,912	-	-	-13%	-16%	2,417	-21%	4,624	-	-	-20%	62,315	-	-	-26%
Close Rate (Without Transfers)	84.8%	84.5%	79.9%	85.4%	76.9%	86.8%	-	-	13%	2%	75.9%	14%	80.8%	-	-	2%	81.2%	-	-	1%
Order Conversion (Without Transfers)	-	-	-	19.6%	50.5%	55.0%	-	-	9%	68%	43.4%	27%	51.9%	-	-	14%	30.2%	-	-	-35%
BRS S2S																				
Gross Sales	732	679	640	617	575	560	549	102%	-3%	-18%	542	3%	1,301	1,296	100%	-3%	17,978	18,737	96%	1%
Calls Handled	11,644	10,768	11,386	9,128	10,019	8,972	-	-	-10%	-19%	12,929	-31%	21,171	-	-	-33%	381,784	-	-	11%
Close Rate	6.3%	6.3%	5.6%	6.8%	5.7%	6.2%	-	-	9%	0%	4.2%	49%	6.1%	-	-	44%	4.7%	-	-	-9%
Loyalty Cross-Serve																				
Gross Sales	175	168	139	137	171	211	151	140%	23%	28%	227	-7%	408	357	114%	-36%	5,687	6,536	87%	-34%
Calls Handled	20,638	19,615	20,183	19,022	22,929	24,239	-	-	6%	20%	16,708	45%	52,774	-	-	39%	626,529	-	-	21%
Close Rate	0.8%	0.9%	0.7%	0.7%	0.7%	0.9%	-	-	17%	7%	1.4%	-36%	0.8%	-	-	-54%	0.9%	-	-	-45%
Other Gross Sales																				
BRS Care	350	334	309	396	291	324	296	109%	11%	-19%	281	15%	725	700	104%	13%	10,132	9,436	107%	9%
BRS Cable Services Team	19	12	2	1	11	21	-	-	91%	167%	30	-30%	32	-	-	-54%	280	-	-	-68%
Other (TECHNICAL, TELEBEC)	0	6	0	-	-	3	1	343%	-	33%	0	-	3	2	152%	-25%	94	47	199%	276%
Total XLOB																				
Gross Sales	212	196	132	107	134	92	204	45%	-31%	-46%	241	-62%	249	458	54%	-52%	8,478	9,561	89%	4%
BM S2S																				
Gross Sales	100	89	54	38	33	17	91	19%	-48%	-76%	144	-88%	60	214	28%	-82%	5,320	6,167	86%	-11%
Calls Handled	4,173	3,840	3,296	1,292	1,835	1,143	-	-	-38%	-66%	6,138	-81%	3,419	-	-	-76%	211,345	-	-	-10%
Close Rate	2.4%	2.3%	1.6%	2.9%	1.8%	1.5%	-	-	-17%	-31%	2.3%	-37%	1.8%	-	-	-23%	2.5%	-	-	-2%
CDS(incl. EPP)																				
Gross Sales	112	107	78	69	101	75	113	66%	-26%	-24%	97	-23%	189	244	77%	-5%	3,158	3,393	93%	48%
Calls Handled	3,730	3,575	3,363	2,935	3,286	3,844	-	-	17%	10%	3,754	2%	7,921	-	-	-3%	115,968	-	-	19%
Close Rate	3.0%	3.0%	2.3%	2.4%	3.1%	2.0%	-	-	-37%	-31%	2.6%	-24%	2.4%	-	-	-1%	2.7%	-	-	25%

Direct Sales WE August 16

Residential - Atlantic

-Sunday, July 27 volume under investigation.
 -Order conversion missing for Aug 16.

	Previous Weeks					Current Week					2024		August MTD				August YTD			
	WE 12JUL	WE 19JUL	WE 26JUL	WE 02AUG	WE 09AUG	WE 16AUG	Aug OL	% to OL	WoW%	8 Wk Var %	SW LY	YoY%	MTD	Aug OL	Var Aug OL%	YoY%	YTD	Aug OL	Var Aug OL%	YoY%
Bell Direct Gross Sales																				
Gross Sales (include Outbound Sales)	1,812	1,657	1,833	1,792	1,633	1,644	1,616	102%	1%	-11%	1,947	-16%	3,735	3,894	96%	-26%	56,727	56,253	101%	-18%
Inbound																				
Gross Sales	1,638	1,476	1,651	1,663	1,545	1,538	1,401	110%	0%	-10%	1,802	-15%	3,493	3,383	103%	-25%	54,822	53,306	103%	-15%
BRS Sales Inbound																				
Gross Sales	880	813	900	899	847	839	781	107%	-1%	-6%	995	-16%	1,895	1,885	101%	-22%	29,396	29,482	100%	-15%
Calls Handled	2,631	2,459	2,421	2,660	2,160	2,585	2,358	110%	20%	5%	3,039	-15%	5,401	5,693	95%	-23%	85,201	86,965	98%	-16%
Close Rate	33.4%	33.1%	37.2%	33.8%	39.2%	32.5%	33.1%	98%	-17%	-11%	32.7%	-1%	35.1%	33.1%	106%	1%	34.5%	33.9%	102%	1%
Order Conversion	20.1%	19.5%	22.0%	20.3%	22.7%	-	-	-	-	-	18.5%	-	-	-	-	-	-	-	-	-
BRS Care																				
Gross Sales	546	506	586	572	497	518	429	121%	4%	-9%	572	-9%	1,163	1,036	112%	-19%	18,332	18,058	102%	-13%
Calls Handled	14,416	13,748	14,585	14,873	12,719	14,316	12,814	112%	13%	1%	17,288	-17%	30,466	30,939	98%	-23%	524,876	576,272	91%	-16%
Close Rate	3.8%	3.7%	4.0%	3.8%	3.9%	3.6%	3.4%	108%	-7%	-10%	3.3%	9%	3.8%	3.4%	114%	6%	3.5%	3.1%	111%	3%
BRS Loyalty Sales																				
Gross Sales	212	157	165	192	201	181	191	95%	-10%	-24%	235	-23%	435	461	94%	-45%	7,094	5,766	123%	-16%
Calls Handled	7,638	7,490	8,110	8,211	7,000	7,685	6,973	110%	10%	-1%	7,484	3%	16,619	16,837	99%	-10%	277,953	271,899	102%	-6%
Close Rate	2.8%	2.1%	2.0%	2.3%	2.9%	2.4%	2.7%	86%	-18%	-24%	3.1%	-25%	2.6%	2.7%	96%	-39%	2.6%	2.1%	120%	-11%

Direct Sales WE August 16

Residential - MTS

-Sunday, July 27 volume under investigation.
 -Order conversion missing for Aug 16.

	Previous Weeks					Current Week					2024		August MTD				August YTD			
	WE 12JUL	WE 19JUL	WE 26JUL	WE 02AUG	WE 09AUG	WE 16AUG	Aug OL	% to OL	WoW%	8 Wk Var %	SW LY	YoY%	MTD	Aug OL	Var Aug OL%	YoY%	YTD	Aug OL	Var Aug OL%	YoY%
Bell Direct Gross Sales																				
Gross Sales (include Outbound Sales)	591	611	542	652	569	631	565	112%	11%	8%	437	44%	1,361	1,297	105%	19%	17,237	16,801	103%	9%
BRS Inbound Sales																				
Gross Sales	427	437	390	436	396	427	407	105%	8%	5%	327	31%	921	934	99%	11%	12,062	11,749	103%	4%
Calls Handled	1,067	1,145	1,032	1,149	1,003	1,154	1,078	107%	15%	10%	1,302	-11%	2,449	2,476	99%	-17%	33,472	34,587	97%	-16%
Close Rate	40.0%	38.2%	37.8%	37.9%	39.5%	37.0%	37.7%	98%	-6%	-4%	25.1%	47%	37.6%	37.7%	100%	34%	36.0%	34.0%	106%	25%
Order Conversion	26.1%	24.9%	26.0%	25.8%	25.0%	-	-	-	-	-	18.3%	-	-	-	-	-	-	-	-	-
Transfer Rate	39.2%	41.1%	41.5%	37.1%	38.5%	39.9%	-	-	4%	3%	45.1%	-11%	39.0%	-	-	-12%	39.9%	-	-	-11%
Call Volume (Without Transfers)	649	674	604	723	617	693	-	-	12%	8%	715	-3%	1,493	-	-	-9%	20,106	-	-	-9%
Close Rate (Without Transfers)	65.8%	64.8%	64.6%	60.3%	64.2%	61.6%	-	-	4%	3%	45.7%	35%	61.7%	-	-	23%	60.0%	-	-	15%
Order Conversion (Without Transfers)	42.8%	42.3%	44.4%	41.1%	40.7%	-	-	-	-	-	33.3%	-	-	-	-	-	-	-	-	-
BRS Serve to Sell																				
Gross Sales	110	128	101	148	124	141	100	140%	14%	11%	88	60%	307	231	133%	38%	3,495	3,154	111%	5%
Calls Handled	3,577	3,668	3,627	4,153	3,704	3,894	3,348	116%	5%	5%	3,387	15%	8,626	7,690	112%	15%	113,220	108,885	104%	4%
Close Rate	3.1%	3.5%	2.8%	3.6%	3.3%	3.6%	3.0%	121%	8%	5%	2.6%	39%	3.6%	3.0%	119%	20%	3.1%	2.9%	107%	1%
BRS Retention																				
Gross Sales	34	27	25	28	31	37	29	129%	19%	39%	22	68%	73	66	111%	-25%	931	941	99%	11%
Calls Handled	3,283	3,559	3,715	3,933	3,528	3,945	3,232	122%	12%	13%	2,868	38%	8,289	7,423	112%	30%	106,210	99,935	106%	12%
Close Rate	1.0%	0.8%	0.7%	0.7%	0.9%	0.9%	0.9%	106%	7%	23%	0.8%	22%	0.9%	0.9%	99%	-42%	0.9%	0.9%	93%	-1%

*Inbound Gross Sales include BRS Sales, BRS Serve to Sell and Retention

*Bell Direct Gross Sales doesn't include OB

*Sales data now sourced from GM as of May 1, 2023

Direct Sales WE August 16

Virgin National Overview

-Sunday, July 27 volume under investigation.

	Previous Weeks					Current Week					2024		August MTD				August YTD			
	WE 12JUL	WE 19JUL	WE 26JUL	WE 02AUG	WE 09AUG	WE 16AUG	Aug OL	% to OL	WoW%	8 Wk Var %	SW LY	YoY%	MTD	Aug OL	Var Aug OL%	YoY%	YTD	Aug OL	Var Aug OL%	YoY%
Overall Direct Gross Sales																				
Gross Sales (include Outbound Sales)	2,823	2,741	2,616	2,549	2,453	2,423	2,951	82%	-1%	-13%	3,233	-25%	5,545	6,683	83%	-21%	91,999	95,349	96%	-13%
Mobility Sales	1,097	1,010	964	991	887	947	1,158	82%	7%	-10%	1,405	-33%	2,089	2,601	80%	-29%	39,650	40,554	98%	-18%
Residential Sales	1,726	1,731	1,652	1,558	1,566	1,476	1,793	82%	-6%	-15%	1,828	-19%	3,456	4,082	85%	-15%	52,349	54,795	96%	-8%
Inbound																				
Gross Sales	2,325	2,221	2,101	2,129	2,102	2,073	2,432	85%	-1%	-9%	3,006	-31%	4,716	5,447	87%	-28%	80,883	83,973	96%	-19%
Virgin Household Sales																				
Gross Sales	1,788	1,648	1,595	1,703	1,529	1,577	1,805	87%	3%	-8%	2,267	-30%	3,544	4,035	88%	-29%	61,283	62,750	98%	-24%
Mobile Phone Gross Sales	931	818	784	801	720	807	967	83%	12%	-5%	1,303	-38%	1,727	2,146	80%	-36%	35,769	36,881	97%	-20%
Residential Gross Sales	857	830	811	902	809	770	838	92%	-5%	-11%	964	-20%	1,817	1,889	96%	-20%	25,514	25,870	99%	-29%
Calls Handled	7,571	7,248	7,118	7,714	7,254	6,881	7,942	87%	-5%	-6%	8,685	-21%	16,109	17,698	91%	-16%	259,076	263,061	98%	-3%
Mobility Calls Handled	5,334	5,157	4,918	5,380	5,005	4,774	5,773	83%	-5%	-7%	5,498	-13%	11,065	12,811	86%	-11%	192,412	194,621	99%	9%
Residential Calls Handled	2,237	2,091	2,200	2,334	2,249	2,107	2,168	97%	-6%	-5%	3,187	-34%	5,044	4,887	103%	-27%	66,664	68,440	97%	-28%
Close Rate	23.6%	22.7%	22.4%	22.1%	21.1%	22.9%	22.7%	101%	9%	-2%	26.1%	-12%	22.0%	22.8%	96%	-15%	23.7%	23.9%	99%	-21%
Mobility Close Rate	17.5%	15.9%	15.9%	14.9%	14.4%	16.9%	16.8%	101%	18%	2%	23.7%	-29%	15.6%	16.8%	93%	-29%	18.6%	18.9%	98%	-27%
Residential Close Rate	38.3%	39.7%	36.9%	38.6%	36.0%	36.5%	38.7%	95%	2%	-6%	30.2%	21%	36.0%	38.7%	93%	9%	38.3%	37.8%	101%	-2%
Transfer Rate	45.3%	43.8%	43.7%	43.5%	45.5%	44.0%	-	-	-3%	0%	44.9%	-2%	45.0%	-	-	1%	40.9%	-	-	-7%
Mobility Transfer Rate	46.4%	44.7%	46.7%	47.1%	47.4%	46.0%	-	-	-3%	0%	47.0%	-2%	47.1%	-	-	-1%	41.3%	-	-	-14%
Residential Transfer Rate	42.6%	41.4%	36.8%	35.3%	41.4%	39.4%	-	-	-5%	0%	41.4%	-5%	40.5%	-	-	2%	39.9%	-	-	11%
Call Volume (Without Transfers)	4,142	4,075	4,011	4,356	3,952	3,854	-	-	-2%	-6%	4,782	-19%	8,855	-	-	-17%	153,041	-	-	2%
Mobility Call Volume (Without Transfers)	2,857	2,850	2,620	2,847	2,634	2,578	-	-	-2%	-7%	2,913	-12%	5,853	-	-	-10%	112,940	-	-	24%
Residential Call Volume (Without Transfers)	1,285	1,225	1,391	1,509	1,318	1,276	-	-	-3%	-5%	1,869	-32%	3,002	-	-	-28%	40,101	-	-	-32%
Close Rate (Without Transfers)	43.2%	40.4%	39.8%	39.1%	38.7%	40.9%	-	-	6%	-2%	47.4%	-14%	40.0%	-	-	-14%	40.0%	-	-	-25%
Mobility Close Rate (Without Transfers)	32.6%	28.7%	29.9%	28.1%	27.3%	31.3%	-	-	15%	2%	44.7%	-30%	29.5%	-	-	-29%	31.7%	-	-	-35%
Residential Close Rate (Without Transfers)	66.7%	67.8%	58.3%	59.8%	61.4%	60.3%	-	-	-2%	-6%	51.6%	17%	60.5%	-	-	11%	63.6%	-	-	4%
Ontario																				
Gross Sales	751	705	745	821	732	749	-	-	2%	1%	987	-24%	1,705	-	-	-18%	26,484	-	-	-27%
Mobile Phone Gross Sales	368	294	300	317	270	335	-	-	24%	3%	479	-30%	690	-	-	-28%	13,509	-	-	-25%
Residential Gross Sales	383	411	445	504	462	414	-	-	-10%	-1%	508	-19%	1,015	-	-	-9%	12,975	-	-	-28%
Calls Handled	2,983	2,984	2,964	2,987	2,851	2,715	-	-	-5%	-7%	3,273	-17%	6,344	-	-	-9%	108,537	-	-	5%
Mobility Calls Handled	2,066	2,019	1,929	1,949	1,818	1,789	-	-	-2%	-9%	1,956	-9%	4,048	-	-	-4%	78,491	-	-	26%
Residential Calls Handled	917	965	1,035	1,038	1,033	926	-	-	-10%	-4%	1,317	-30%	2,296	-	-	-17%	30,046	-	-	-27%
Close Rate	25.2%	23.6%	25.1%	27.5%	25.7%	27.6%	-	-	7%	9%	30.2%	-9%	26.9%	-	-	-9%	24.4%	-	-	-30%
Mobility Close Rate	17.8%	14.6%	15.6%	16.3%	14.9%	18.7%	-	-	26%	13%	24.5%	-24%	17.0%	-	-	-25%	17.2%	-	-	-41%
Residential Close Rate	41.8%	42.6%	43.0%	48.6%	44.7%	44.7%	-	-	0%	3%	38.6%	16%	44.2%	-	-	10%	43.2%	-	-	-2%
Quebec																				
Gross Sales	713	643	572	600	513	559	-	-	9%	-17%	837	-33%	1,218	-	-	-38%	22,018	-	-	-27%
Mobile Phone Gross Sales	239	224	206	202	166	203	-	-	22%	-12%	381	-47%	416	-	-	-49%	9,479	-	-	-23%
Residential Gross Sales	474	419	366	398	347	356	-	-	3%	-20%	456	-22%	802	-	-	-30%	12,539	-	-	-29%
Calls Handled	2,503	2,138	2,146	2,119	2,378	2,178	-	-	-8%	-5%	3,076	-29%	5,198	-	-	-25%	74,535	-	-	-14%
Mobility Calls Handled	1,422	1,240	1,274	1,207	1,458	1,257	-	-	-14%	-4%	1,810	-31%	3,090	-	-	-25%	45,050	-	-	-9%
Residential Calls Handled	1,081	898	872	912	920	921	-	-	0%	-7%	1,266	-27%	2,108	-	-	-25%	29,485	-	-	-21%
Close Rate	28.5%	30.1%	26.7%	28.3%	21.6%	25.7%	-	-	19%	-13%	27.2%	-6%	23.4%	-	-	-17%	29.5%	-	-	-15%
Mobility Close Rate	16.8%	18.1%	16.2%	16.7%	11.4%	16.1%	-	-	42%	-9%	21.0%	-23%	13.5%	-	-	-32%	21.0%	-	-	-16%
Residential Close Rate	43.8%	46.7%	42.0%	43.6%	37.7%	38.7%	-	-	2%	-14%	36.0%	7%	38.0%	-	-	-6%	42.5%	-	-	-10%
Virgin S2S																				
Gross Sales	376	410	383	289	412	328	458	72%	-20%	-19%	563	-42%	799	1,032	77%	-32%	14,661	16,089	91%	4%
Calls Handled	11,491	10,036	11,162	8,977	11,068	10,614	9,596	111%	-4%	0%	12,046	-12%	24,039	21,630	111%	-7%	363,752	381,551	95%	1%
Close Rate	3.3%	4.1%	3.4%	3.2%	3.7%	3.1%	4.8%	65%	-17%	-19%	4.7%	-34%	3.3%	4.8%	70%	-27%	4.0%	4.2%	96%	3%
Other Gross Sales																				
Virgin Loyalty	161	163	123	137	161	168	169	100%	4%	12%	176	-5%	373	380	98%	5%	4,939	5,134	96%	1%

¹ BM Sales: Gross Sales (WAC); Mobile Sales only (excludes Tablets)

Outbound National Overview

	Previous Weeks						Current Week					2024		August MTD			August YTD			
	WE 12JUL	WE 19JUL	WE 26JUL	WE 02AUG	WE 09AUG	WE 16AUG	Aug OL	%to OL	WoW%	8 Wk Var %	SW LY	YoY%	MTD	Aug OL	Var Aug OL %	YoY%	YTD	Aug OL %	Var Aug OL %	YoY%
Outbound Direct Gross Sales																				
Gross Sales	2,354	2,299	2,370	2,174	1,821	2,035	2,651	77%	12%	-11%	1,347	51%	4,602	6,159	75%	21%	65,317	76,240	86%	13%
Mobility Sales	1,018	987	1,005	1,013	860	910	1,233	74%	6%	-12%	572	59%	2,099	2,855	74%	38%	27,223	27,595	99%	-18%
Residential Sales	1,336	1,312	1,365	1,161	961	1,125	1,419	79%	17%	-11%	775	45%	2,503	3,304	76%	10%	38,094	48,645	78%	53%
Sales Outbound Household (Bell)																				
Gross Sales	1,421	1,394	1,461	1,412	1,196	1,389	1,636	85%	16%	-1%	737	88%	3,085	3,750	82%	34%	46,082	52,352	88%	35%
Mobile Phone Gross Sales	661	657	684	683	544	627	848	74%	15%	-9%	300	109%	1,401	1,944	72%	62%	19,460	18,971	103%	4%
Residential Gross Sales	760	737	777	729	652	762	788	97%	17%	6%	437	74%	1,684	1,806	93%	17%	26,622	33,381	80%	72%
RPCs	43,452	43,169	43,637	40,618	36,591	38,752	52,011	75%	6%	-9%	18,978	104%	88,047	119,201	74%	53%	1,382,604	1,698,478	81%	43%
Close Rate	3.3%	3.2%	3.3%	3.5%	3.3%	3.6%	3.1%	114%	10%	9%	3.9%	-8%	3.5%	3.1%	111%	-13%	3.3%	3.1%	-6%	
Mobility Close Rate	1.5%	1.5%	1.6%	1.7%	1.5%	1.6%	1.6%	99%	9%	1%	1.6%	2%	1.6%	1.6%	98%	6%	1.4%	1.1%	126%	-27%
Residential Close Rate	1.7%	1.7%	1.8%	1.8%	2.0%	1.5%	1.30%	10%	17%	2.3%	1.9%	-15%	1.9%	1.5%	126%	-24%	1.9%	2.0%	98%	20%
Prod Hours	6,392	6,688	6,650	6,936	6,530	6,473	7,885	82%	-1%	-3%	3,042	113%	15,149	18,072	84%	69%	196,070	231,042	85%	39%
RPC per Hour	6.8	6.5	6.6	5.9	5.6	6.0	6.6	91%	7%	-7%	6.2	-4%	5.8	6.6	88%	-10%	7.1	7.4	96%	3%
Ontario																				
Gross Sales	581	612	628	617	617	687	-	-	11%	8%	297	131%	1,480	-	-	64%	20,890	-	-	27%
Mobile Phone Gross Sales	262	292	328	307	275	347	-	-	26%	7%	115	202%	715	-	-	110%	9,080	-	-	3%
Residential Gross Sales	319	320	300	310	342	340	-	-	-1%	8%	182	87%	765	-	-	37%	11,810	-	-	55%
RPCs	26,696	26,139	27,761	26,881	23,453	24,425	-	-	4%	-9%	12,737	92%	55,102	-	-	71%	813,404	-	-	56%
Close Rate	2.2%	2.3%	2.3%	2.6%	2.8%	-	-	7%	18%	2.3%	21%	2.7%	-	-	-4%	2.6%	-	-	-19%	
Mobility Close Rate	1.0%	1.1%	1.2%	1.1%	1.2%	1.4%	-	-	21%	18%	0.9%	57%	1.3%	-	-	23%	1.1%	-	-	-34%
Residential Close Rate	1.2%	1.2%	1.1%	1.2%	1.5%	1.4%	-	-	-5%	18%	1.4%	-3%	1.4%	-	-	-20%	1.5%	-	-	-1%
Quebec																				
Gross Sales	831	778	824	788	575	669	-	-	16%	-12%	375	78%	1,567	-	-	21%	24,195	-	-	67%
Mobile Phone Gross Sales	390	361	348	371	265	247	-	-	-7%	-30%	120	106%	648	-	-	57%	9,391	-	-	42%
Residential Gross Sales	441	417	476	417	310	422	-	-	36%	4%	255	65%	919	-	-	5%	14,804	-	-	88%
RPCs	16,756	17,030	15,876	13,737	13,138	14,327	-	-	9%	-9%	5,548	158%	32,945	-	-	40%	560,644	-	-	39%
Close Rate	5.0%	4.6%	5.2%	5.7%	4.4%	4.7%	-	-	7%	-3%	6.8%	-31%	4.8%	-	-	-13%	4.3%	-	-	21%
Mobility Close Rate	2.3%	2.1%	2.2%	2.7%	2.0%	1.7%	-	-	-15%	-23%	2.2%	-20%	2.0%	-	-	12%	1.7%	-	-	3%
Residential Close Rate	2.6%	2.4%	3.0%	3.0%	2.4%	2.9%	-	-	25%	15%	4.6%	-36%	2.8%	-	-	-25%	2.6%	-	-	36%
Sales Outbound Household (Virgin)																				
Gross Sales	498	520	515	420	351	350	519	67%	0%	-32%	227	54%	829	1,236	67%	64%	11,116	11,376	98%	84%
Mobile Phone Gross Sales	166	192	180	190	167	140	191	73%	-16%	-30%	102	37%	362	455	80%	53%	3,881	3,674	106%	4%
Residential Gross Sales	332	328	335	230	184	210	328	64%	14%	-34%	125	69%	467	781	60%	73%	7,235	7,702	94%	216%
RPCs	15,722	16,196	15,329	11,989	8,111	8,481	15,395	55%	5%	-41%	9,565	-11%	20,623	36,657	56%	-13%	306,474	324,281	95%	-2%
Close Rate	3.2%	3.2%	3.4%	3.5%	4.3%	4.1%	3.4%	122%	-5%	14%	2.4%	74%	4.0%	3.4%	119%	87%	3.6%	3.5%	103%	88%
Mobility Close Rate	1.1%	1.2%	1.2%	1.6%	2.1%	1.7%	1.2%	133%	-20%	18%	1.1%	55%	1.8%	1.2%	141%	75%	1.3%	1.1%	112%	6%
Residential Close Rate	2.1%	2.0%	2.2%	1.9%	2.3%	2.5%	2.1%	116%	9%	12%	1.3%	89%	2.3%	2.1%	106%	98%	2.4%	2.4%	99%	224%
Prod Hours	2,209	2,379	2,292	2,114	1,521	1,572	2,257	70%	3%	-26%	1,479	6%	3,766	5,375	70%	10%	42,823	50,394	85%	2%
RPC per Hour	7.1	6.8	6.7	5.7	5.3	5.4	6.8	79%	1%	-20%	6.5	-17%	5.5	6.8	80%	-21%	7.2	6.4	111%	-4%
Atlantic Sales Outbound																				
Gross Sales	188	191	196	145	103	128	231	55%	24%	-22%	156	-18%	281	551	51%	-40%	2,125	3,351	63%	-59%
Mobile Phone Gross Sales	14	10	14	16	15	22	17	132%	47%	68%	11	100%	39	40	98%	-22%	220	404	54%	-63%
Residential Gross Sales	174	181	182	129	88	106	215	49%	20%	-30%	145	-27%	242	511	47%	-43%	1,905	2,948	65%	-59%
RPCs	5,410	4,851	4,887	4,608	4,750	3,683	6,303	58%	-22%	-22%	1,514	143%	10,421	15,008	69%	84%	57,825	97,640	59%	-41%
Close Rate	3.5%	3.9%	4.0%	3.1%	2.2%	3.5%	3.7%	95%	60%	0%	10.3%	-66%	2.7%	3.7%	73%	-68%	3.7%	3.4%	107%	-31%
Mobility Close Rate	0.3%	0.2%	0.3%	0.3%	0.3%	0.6%	0.3%	226%	89%	115%	0.7%	-18%	0.4%	0.3%	141%	-58%	0.4%	0.4%	92%	-38%
Residential Close Rate	3.2%	3.7%	3.7%	2.8%	1.9%	2.9%	3.4%	85%	55%	-10%	9.6%	-70%	2.3%	3.4%	68%	-69%	3.3%	3.0%	109%	-30%
Prod Hours	747	738	762	881	935	835	1,014	82%	-11%	16%	371	125%	2,103	2,414	87%	67%	10,624	18,956	56%	-62%
RPC per Hour	7.2	6.6	6.4	5.2	5.1	4.4	6.2	71%	-13%	-33%	4.1	8%	5.0	6.2	80%	11%	5.4	5.2	106%	55%
MTS Sales Outbound																				
Gross Sales	30	26	37	58	42	42	51	82%	0%	11%	-	-	109	118	92%	-	1,200	1,377	87%	-
Mobile Phone Gross Sales	10	7	11	18	24	16	23	71%	-33%	7%	-	-	49	52	95%	-	451	420	107%	-
Residential Gross Sales	20	19	26	40	18	26	29	90%	44%	14%	-	-	60	66	90%	-	749	956	78%	-
RPCs	1,428	1,320	993	1,203	950	1,392	1,981	70%	47%	10%	-	-	2,813	4,540	62%	-	48,565	56,898	85%	-
Close Rate	2.1%	2.0%	3.7%	4.8%	4.4%	3.0%	2.6%	116%	-32%	2%	-	-	3.9%	2.6%	149%	-	2.5%	2.4%	102%	-
Mobility Close Rate	0.7%	0.5%	1.1%	1.5%	2.5%	1.1%	1.1%	101%	-55%	3%	-	-	1.7%	1.1%	153%	-	0.9%	0.7%	126%	-
Residential Close Rate	1.4%	1.4%	2.6%	3.3%	1.9%	1.9%	1.5%	128%	-1%	4%	-	-	2.1%	1.5%	146%	-	1.5%	1.7%	92%	-
Prod Hours	393	363	307	347	281	401	540	74%	43%	12%	-	-	823	1,238	66%	-	11,620	12,080	96%	-
RPC per Hour	3.6	3.6	3.2	3.5	3.4	3.5	3.7	95%	3%	-3%	-	-	3.4	3.7	93%	-	4.2	4.7	89%	-
BRS Upsell Outbound																				
Gross Sales	217	168	161	139	129	126	213	59%	-2%	-25%	227	-44%	298	504	59%	-42%	4,794	7,784	62%	-62%
Mobile Phone Gross Sales	167	121	116	106	110	105	154	68%	-5%	-13%	159	-34%	248	365	68%	-32%	3,211	4,126	78%	-68%
Residential Gross Sales	50	47	45	33	19	21	59	36%	11%	-54%	68	-69%	50	139	36%	-66%	1,583	3,658	43%	-38%
RPCs	11,510	14,674	11,508	13,657	10,715	8,491	10,865	78%	-21%	-20%	8,161	4%	22,315	25,674	87%	4%	233,890	336,313	70%	-51%
Close Rate	1.9%	1.1%	1.4%	1.0%	1.2%	1.5%	2.0%	76%	23%	-6%	2.8%	-47%	1.3%	2.0%	68%	-44%	2.0%	2.3%	89%	-23%
Mobility Close Rate	1.5%	0.8%	1.0%	0.8%	1.0%	1.2%	1.4%	87%	20%	8%	1.9%	-37%</td								

Direct Sales WE August 16

Small Business Wireline

	Previous Weeks					Current Week					SBIZ		August MTD			August YTD				
	WE 12JUL	WE 19JUL	WE 26JUL	WE 02AUG	WE 09AUG	WE 16AUG	Aug OL	% to OL	WoW%	8 Wk Var %	SW LY	YoY%	MTD	Aug OL	Var Aug OL %	YoY%	YTD	Aug OL	Var Aug OL %	YoY%
Overall Direct Gross Sales																				
Gross Sales (exclude Echat & OB Wireless)	1,378	1,218	1,239	1,194	1,038	1,072	1,483	72%	3%	-12%	1,283	-16%	2,364	3,110	76%	-19%	42,848	50,308	85%	-15%
Central Inbound																				
Gross Sales	1,129	985	998	962	812	891	1,156	77%	10%	-10%	931	-4%	1,914	2,439	78%	-15%	33,845	38,763	87%	-12%
Calls Handled	12,460	12,602	11,677	11,201	10,076	11,623	12,591	92%	15%	-1%	13,184	-12%	23,860	26,415	90%	-18%	430,813	444,832	97%	-4%
Sales Inbound																				
Gross Sales	584	478	537	538	499	496	706	70%	-1%	-7%	525	-6%	1,081	1,498	72%	-17%	18,809	23,398	80%	-12%
Internet	288	236	241	255	261	264	-	-	1%	1%	260	2%	564	-	-	-11%	9,007	-	-	-8%
Calls Handled (Source - IVR)	1,680	1,620	1,541	1,611	1,419	1,628	-	-	15%	5%	1,822	-11%	3,355	-	-	-16%	53,063	-	-	-20%
Calls Handled (Destination)	1,410	1,401	1,364	1,440	1,254	1,465	1,678	87%	17%	12%	1,647	-11%	2,946	3,558	83%	-19%	45,673	56,027	82%	-13%
Overflow	270	219	177	171	165	163	-	-	-1%	-30%	175	-7%	409	-	-	11%	7,390	-	-	-47%
Close Rate	41.4%	34.1%	39.4%	37.4%	39.8%	33.9%	42.1%	80%	-15%	-17%	31.9%	6%	36.7%	42.1%	87%	3%	41.2%	41.8%	99%	1%
Internet Close Rate	20.4%	16.8%	17.7%	17.7%	20.8%	18.0%	-	-	-13%	-9%	15.8%	14%	19.1%	-	-	10%	19.7%	-	-	6%
Order Conversion	28.8%	23.8%	24.7%	23.7%	27.8%	23.3%	-	-	-16%	-14%	21.4%	9%	25.2%	-	-	4%	27.3%	-	-	2%
Transfer Rate	33.1%	33.5%	35.4%	32.4%	31.8%	35.5%	-	-	12%	5%	38.5%	-8%	33.5%	-	-	-10%	34.2%	-	-	0%
Call Volume (Without Transfers)	943	932	881	974	855	945	-	-	11%	9%	1,013	-7%	1,960	-	-	-14%	30,072	-	-	-13%
Close Rate (Without Transfers)	61.9%	51.3%	61.0%	55.2%	58.4%	52.5%	-	-	-10%	-15%	51.8%	1%	55.2%	-	-	-3%	62.5%	-	-	1%
Order Conversion (Without Transfers)	43.1%	35.7%	38.3%	35.0%	40.8%	36.2%	-	-	-11%	-12%	34.7%	4%	37.9%	-	-	-2%	41.5%	-	-	2%
Ontario																				
Gross Sales	402	305	393	387	334	368	-	-	10%	2%	370	-1%	761	-	-	-14%	13,003	-	-	-13%
Calls Handled	830	783	830	896	708	877	-	-	24%	12%	1,037	-15%	1,723	-	-	-21%	27,208	-	-	-16%
Close Rate	48.4%	39.0%	47.3%	43.2%	47.2%	42.0%	-	-	-11%	-9%	35.7%	18%	44.2%	-	-	10%	47.8%	-	-	3%
Quebec																				
Gross Sales	182	173	144	151	165	128	-	-	-22%	-27%	155	-17%	320	-	-	-22%	5,806	-	-	-10%
Calls Handled	436	468	400	408	431	448	-	-	4%	11%	436	3%	933	-	-	-9%	13,924	-	-	-6%
Close Rate	41.7%	37.0%	36.0%	37.0%	38.3%	28.6%	-	-	-25%	-34%	35.6%	-20%	34.3%	-	-	-14%	41.7%	-	-	-4%
Loyalty Inbound																				
Gross Sales	194	198	170	151	91	124	128	97%	36%	-21%	121	2%	284	267	106%	-2%	5,028	4,842	104%	-30%
Calls Handled	2,731	2,654	2,800	2,219	1,754	2,063	2,397	86%	18%	-19%	3,020	-32%	4,362	4,998	87%	-31%	91,130	82,841	110%	-24%
Close Rate	7.1%	7.5%	6.1%	6.8%	5.2%	6.0%	5.3%	112%	16%	-2%	4.0%	50%	6.5%	5.3%	122%	42%	5.5%	5.8%	94%	-7%
Care Inbound																				
Gross Sales	351	309	291	273	222	271	321	84%	22%	-8%	285	-5%	549	674	81%	-18%	10,008	10,523	95%	2%
Calls Handled	8,319	8,547	7,513	7,542	7,068	8,095	8,516	95%	15%	3%	8,517	-5%	16,552	17,860	93%	-14%	294,010	305,964	96%	7%
Close Rate	4.2%	3.6%	3.9%	3.6%	3.1%	3.3%	3.8%	89%	7%	-11%	3.3%	0%	3.3%	3.8%	88%	-5%	3.4%	3.4%	99%	-5%
MTS																				
Gross Sales	39	23	45	43	34	42	69	61%	24%	10%	63	-33%	79	131	60%	-37%	1,407	1,508	93%	-19%
Calls Handled	629	687	691	603	445	712	837	85%	60%	19%	730	-2%	1,245	1,590	78%	-18%	22,494	22,177	101%	-6%
Close Rate	6.2%	3.3%	6.5%	7.1%	7.6%	5.9%	8.3%	71%	-23%	-8%	8.6%	-32%	6.3%	8.3%	77%	-23%	6.3%	6.8%	92%	-13%
Atlantic																				
Gross Sales	120	133	122	108	110	84	153	55%	-24%	-33%	170	-51%	216	315	69%	-29%	4,769	6,175	77%	-10%
Calls Handled	1,639	1,489	1,611	1,530	1,268	1,639	1,655	99%	29%	10%	1,764	-7%	3,158	3,409	93%	-18%	53,017	63,045	84%	-12%
Close Rate	7.3%	8.9%	7.6%	7.1%	8.7%	5.1%	9.2%	55%	-41%	-39%	9.6%	-47%	6.8%	9.2%	74%	-13%	9.0%	9.8%	92%	2%
Other																				
Gross Sales	33	35	21	31	24	15	47	32%	-38%	-39%	73	-79%	49	99	49%	-58%	968	1,199	81%	-39%
Outbound																				
Gross Sales	60	53	62	69	68	43	58	74%	-37%	-24%	53	-19%	121	125	97%	-23%	2,076	2,664	78%	-44%
Wireless Gross Sales	3	11	9	19	10	3	-	-	-70%	-59%	7	-57%	15	-	-	-40%	217	-	-	-31%
Wireline Gross Sales	57	42	53	50	58	40	58	69%	-31%	-19%	46	-13%	106	125	85%	-20%	1,859	2,664	70%	-45%
RPCs	1,368	1,429	1,810	1,795	1,878	2,087	1,638	127%	11%	18%	2,792	-25%	4,298	3,531	122%	-31%	61,647	82,688	75%	-38%
Close Rate	4.4%	3.7%	3.4%	3.8%	3.6%	2.1%	3.5%	58%	-43%	-36%	1.9%	9%	2.8%	3.5%	79%	13%	3.4%	3.2%	105%	-10%
Wireless Close Rate	0.2%	0.8%	0.5%	1.1%	0.5%	0.1%	-	-	-73%	-65%	0.3%	-43%	0.3%	-	-	-12%	0.4%	-	-	10%
Wireline Close Rate	4.2%	2.9%	2.9%	2.8%	3.1%	1.9%	3.5%	54%	-38%	-31%	1.6%	16%	2.5%	3.5%	70%	17%	3.0%	3.2%	94%	-12%
Prod Hours	305.0	351.0	312.0	326.0	343.0	345.0	-	-	-	-11%	460.0	-25%	748.0	-	-	-33%	13,234.0	-	-	-11%
RPC per Hour	4.5	4.1	5.8	5.5	5.5	6.0	-	-	10%	32%	6.1	0%	5.7	-	-	3%	4.7	-	-	-30%

CONFIDENTIAL

Provided By : Sales Business Strategy Team



Direct Sales WE August 16

Small Business Wireless

	Previous Weeks					Current Week					2024		August MTD			August YTD				
	WE 12JUL	WE 19JUL	WE 26JUL	WE 02AUG	WE 09AUG	WE 16AUG	Aug OL	% to OL	WkW%	8 Wk Var %	SW LY	YoY%	MTD	Aug OL	Var Aug OL%	YoY%	YTD	Aug OL	Var Aug OL%	YoY%
SB Mobility Overall Sales																				
Gross Sales (include Outbound Sales)	462	390	417	477	412	418	512	82%	1%	-11%	732	-43%	918	1,058	87%	-42%	17,023	15,553	109%	-7%
Small Sales	435	378	390	446	368	385	512	75%	5%	-12%	719	-46%	833	1,058	79%	-47%	15,270	15,553	98%	-14%
Consumer Postpaid Sales	27	12	27	31	44	33	-	-	-25%	7%	13	154%	85	-	-	166%	1,753	-	-	161%
SB Mobility Overall AGAs																				
AGA (include OB Wireless)	323	211	260	259	254	229	276	83%	-10%	-21%	218	5%	512	573	89%	7%	9,270	8,028	115%	2%
Small AGA	308	211	242	243	235	211	276	76%	-10%	-23%	212	0%	474	573	83%	3%	8,338	8,028	104%	-4%
Consumer Postpaid AGA	15	0	18	16	19	18	-	-	-5%	14%	6	200%	38	-	-	100%	932	-	-	142%
SBIZ																				
Gross Sales	365	305	297	358	297	356	432	82%	20%	-4%	590	-40%	734	888	83%	-42%	13,662	13,036	105%	-12%
Small Sales	338	294	270	327	254	326	432	75%	28%	-4%	578	-44%	653	888	74%	-47%	11,917	13,036	91%	-19%
Consumer Postpaid Sales	27	11	27	31	43	30	-	-	-30%	-2%	12	150%	81	-	-	161%	1,745	-	-	162%
Calls Handled	1,527	1,365	1,437	1,447	1,338	1,595	1,652	97%	19%	10%	2,267	-30%	3,242	3,394	96%	-29%	53,313	61,577	87%	-18%
Consumer Overflow	1	-	-	-	-	-	-	-	-	-	96	-	-	-	-	-	5,210	-	-	-25%
Close Rate	23.9%	22.3%	20.7%	24.7%	22.2%	22.3%	26.2%	85%	1%	-13%	26.0%	-14%	22.6%	26.2%	87%	-19%	25.6%	21.2%	121%	7%
Small Close Rate	22.1%	21.5%	18.8%	22.6%	19.0%	20.4%	26.2%	78%	8%	-13%	25.5%	-20%	20.1%	26.2%	77%	-26%	22.4%	21.2%	106%	-2%
Consumer Postpaid Close Rate	2700.0%	-	-	-	-	-	-	-	-	-	12.5%	-	-	-	-	-	33.5%	-	-	248%
Order Conversion	16.0%	14.3%	14.4%	15.6%	15.2%	14.4%	-	-	-5%	-14%	12.7%	13%	14.8%	-	-	10%	16.1%	-	-	17%
Transfer Rate	42.4%	40.6%	44.1%	38.5%	41.1%	41.9%	-	-	2%	2%	38.9%	8%	41.3%	-	-	4%	40.4%	-	-	.9%
Call Volume (Without Transfers)	882	811	804	890	788	927	-	-	18%	8%	1,386	-33%	1,903	-	-	31%	31,771	-	-	-12%
Close Rate (Without Transfers)	41.4%	37.6%	36.9%	40.2%	37.7%	38.4%	-	-	2%	-11%	42.6%	-10%	38.6%	-	-	17%	43.0%	-	-	0%
Order Conversion (Without Transfers)	27.7%	24.0%	25.7%	25.4%	25.8%	24.7%	-	-	-4%	-13%	20.8%	19%	25.2%	-	-	13%	26.9%	-	-	9%
AGA	264	165	190	200	204	182	238	76%	-11%	-24%	185	-2%	412	494	83%	8%	7,855	6,859	115%	-1%
Small AGA	249	165	172	184	185	167	238	70%	-10%	-26%	179	-7%	377	494	76%	4%	6,926	6,859	101%	-9%
Consumer Postpaid AGA	15	0	18	16	19	15	-	-	-21%	-5%	6	150%	35	-	-	84%	929	-	-	143%
Ontario																				
Gross Sales	195	137	153	186	137	162	-	-	18%	-11%	341	-52%	345	-	-	-47%	6,142	-	-	-21%
Calls Handled	625	593	611	589	498	670	-	-	35%	11%	929	-28%	1,309	-	-	-28%	22,226	-	-	-21%
Close Rate	31.2%	23.1%	25.0%	31.6%	27.5%	24.2%	-	-	-12%	-20%	36.7%	-34%	26.4%	-	-	-27%	27.6%	-	-	0%
Quebec																				
Gross Sales	89	72	57	94	92	113	-	-	23%	14%	142	-20%	225	-	-	-39%	4,213	-	-	2%
Calls Handled	427	351	381	358	413	437	-	-	6%	13%	676	-35%	927	-	-	-33%	15,046	-	-	-13%
Close Rate	20.8%	20.5%	15.0%	26.3%	22.3%	25.9%	-	-	16%	2%	21.0%	23%	24.3%	-	-	-8%	28.0%	-	-	17%
West																				
Gross Sales	81	96	87	78	68	81	-	-	19%	-9%	107	-24%	164	-	-	-34%	3,307	-	-	-6%
Calls Handled	475	421	445	500	427	488	-	-	14%	6%	662	-26%	1,006	-	-	-25%	16,041	-	-	-17%
Close Rate	17.1%	22.8%	19.6%	15.6%	15.9%	16.6%	-	-	4%	-14%	16.2%	3%	16.3%	-	-	-12%	20.6%	-	-	14%
XLOB																				
Gross Sales	94	74	111	100	105	59	80	74%	-44%	-34%	135	-56%	169	170	99%	-43%	3,144	2,517	125%	20%
Sb Sales																				
Gross Sales	66	31	64	60	47	23	64	36%	-51%	-52%	129	-82%	74	138	54%	-73%	1,642	1,740	94%	4%
Calls Handled	1,410	1,401	1,364	1,440	1,254	1,465	1,678	87%	17%	12%	1,647	-11%	2,946	3,558	83%	-19%	45,673	56,027	82%	-13%
Close Rate	4.7%	2.2%	4.7%	4.2%	3.7%	1.6%	3.8%	41%	-58%	-57%	7.8%	-80%	2.5%	3.9%	65%	-67%	3.6%	3.1%	116%	19%

Mobility Online National Overview

	Previous Weeks					Current Week					2024		August MTD			August YTD				
	WE 12JUL	WE 19JUL	WE 26JUL	WE 02AUG	WE 09AUG	WE 16AUG	Aug OL	% to OL	WoW%	8 Wk Var %	SW LY	YoY%	MTD	Aug OL	Var Aug OL%	YoY%	YTD	Aug OL	Var Aug OL%	YoY%
Bell Mobility Online Gross Sales																				
Gross Sales	1,451	1,199	1,234	1,228	1,216	1,371	1,617	85%	13%	2%	1,628	-16%	2,849	3,585	79%	-20%	47,418	48,581	98%	-9%
eShop Sales	604	511	580	577	583	731	657	111%	25%	24%	899	-19%	1,445	1,491	97%	-23%	23,814	26,356	90%	-17%
eChat Sales(incl. XLOB)	847	688	654	651	633	640	961	67%	1%	-15%	729	-12%	1,404	2,095	67%	-16%	23,604	22,225	106%	1%
eShop																				
Gross Sales (Web & App)	604	511	580	577	583	731	657	111%	25%	24%	899	-19%	1,445	1,491	97%	-23%	23,814	26,356	90%	-17%
Web Sales	338	282	370	351	345	365	-	-	6%	9%	521	-30%	789	-	-	-26%	13,599	-	-	-23%
App Sales	266	229	210	226	238	366	-	-	54%	42%	378	-3%	656	-	-	-20%	10,215	-	-	-5%
Shop Traffic (Web & App)	277,178	283,751	288,250	266,298	289,188	323,386	329,256	98%	12%	19%	345,437	-6%	685,806	747,495	92%	-14%	9,308,070	11,270,123	83%	-31%
Web Traffic	252,586	260,587	265,503	245,185	265,466	296,019	-	-	12%	20%	308,849	-4%	628,360	-	-	-11%	8,452,024	-	-	-31%
App Traffic	24,592	23,164	22,747	21,113	23,722	27,367	-	-	15%	9%	36,588	-25%	57,446	-	-	-34%	856,046	-	-	-39%
Close Rate (Web & App)	0.22%	0.18%	0.20%	0.22%	0.20%	0.23%	0.20%	113%	12%	4%	0.26%	-13%	0.21%	0.20%	106%	-11%	0.26%	0.23%	109%	22%
Web CR	0.13%	0.11%	0.14%	0.14%	0.13%	0.12%	-	-	-5%	-9%	0.17%	-27%	0.13%	-	-	-17%	0.16%	-	-	10%
App CR	1.08%	0.99%	0.92%	1.07%	1.00%	1.34%	-	-	33%	30%	1.03%	29%	1.14%	-	-	22%	1.19%	-	-	55%
BM eChat																				
Gross Sales	552	471	432	426	416	418	650	64%	0%	-16%	394	6%	928	1,405	66%	-5%	15,402	14,270	108%	-6%
Chats Assisted	4,520	4,156	4,314	4,412	4,274	4,095	5,192	79%	-4%	-8%	4,687	-13%	9,548	11,222	85%	-7%	123,339	120,378	102%	-27%
Close Rate	12.2%	11.3%	10.0%	9.7%	9.7%	10.2%	12.5%	82%	5%	-9%	8.4%	21%	9.7%	12.5%	78%	2%	12.5%	11.9%	105%	29%
BRS eChat XLOB																				
Gross Sales	274	199	198	203	203	213	286	75%	5%	-7%	293	-27%	450	636	71%	-26%	7,416	7,224	103%	21%
Chats Assisted	4,583	4,452	4,559	4,882	4,625	4,039	4,976	81%	-13%	-12%	8,622	-53%	9,911	11,073	90%	-47%	172,026	195,867	88%	-29%
Close Rate	6.0%	4.5%	4.3%	4.2%	4.4%	5.3%	5.7%	92%	20%	6%	3.4%	55%	4.5%	5.7%	79%	41%	4.3%	3.7%	117%	71%
Other eChat XLOB Gross Sales																				
Atlantic eChat	13	13	10	7	6	5	14	35%	-17%	-60%	34	-85%	11	32	35%	-85%	512	496	103%	-23%
MTS eChat	8	5	14	15	8	4	11	38%	-50%	-64%	8	-50%	15	22	68%	-21%	274	235	117%	15%
Activity																				
Online Channel Mix%	5.8%	5.6%	5.9%	5.5%	5.4%	5.1%	-	-	-6%	-5%	6.3%	-20%	5.1%	-	-	-23%	6.1%	-	-	-10%
eShop Channel Mix%	2.4%	2.4%	2.8%	2.6%	2.6%	2.7%	-	-	5%	15%	3.5%	-23%	2.6%	-	-	-26%	3.1%	-	-	-17%
eChat Channel Mix%	3.4%	3.2%	3.2%	2.9%	2.8%	2.4%	-	-	-15%	-21%	2.8%	-17%	2.5%	-	-	-19%	3.1%	-	-	0%
Direct Traffic Mix%	29.8%	29.2%	32.1%	30.3%	28.4%	27.9%	-	-	-1%	-11%	25.1%	11%	28.1%	-	-	8%	26.7%	-	-	24%
Search Traffic Mix%	50.7%	48.4%	47.2%	50.9%	50.0%	47.2%	-	-	-6%	-3%	54.7%	-14%	48.9%	-	-	-3%	50.7%	-	-	28%
Digital/Social Traffic Mix%	11.8%	15.9%	16.2%	14.7%	14.7%	13.4%	-	-	-9%	2%	12.3%	9%	14.3%	-	-	-4%	16.3%	-	-	-52%
Other Traffic Mix%	7.7%	6.5%	4.5%	4.2%	7.0%	11.5%	-	-	64%	66%	7.9%	46%	8.8%	-	-	4%	6.2%	-	-	21%
Error Rate%																				
App Existing Customer Error Rate%	13.3%	11.1%	10.7%	12.0%	11.0%	14.2%	-	-	29%	20%	34.7%	-59%	11.7%	-	-	-62%	15.9%	-	-	-48%
App New Customer Error Rate%	7.1%	10.7%	9.0%	8.8%	8.8%	8.1%	-	-	-7%	-5%	23.3%	-65%	8.8%	-	-	-67%	16.4%	-	-	-37%
Web Existing Customer Error Rate%	8.9%	24.5%	11.4%	11.5%	4.6%	10.9%	-	-	136%	-5%	19.7%	-45%	6.9%	-	-	-64%	10.2%	-	-	-52%
Web New Customer Error Rate%	6.5%	7.5%	7.3%	7.4%	7.4%	5.5%	-	-	-25%	-25%	11.0%	-50%	6.5%	-	-	-45%	9.2%	-	-	-45%

*YTD Traffic and CR targets are Web only Jan-Apr and Web & App May onwards.

Residential Online Central Overview

	Previous Weeks					Current Week					2024		August MTD			August YTD				
	WE 12JUL	WE 19JUL	WE 26JUL	WE 02AUG	WE 09AUG	WE 16AUG	Aug OL	% to OL	WoW%	8 Wk Var %	SW LY	YoY%	MTD	Aug OL	Var Aug OL%	YoY%	YTD	Aug OL	Var Aug OL%	YoY%
Bell Residential Online Gross Sales																				
Gross Sales	2,520	2,119	2,013	2,548	2,325	2,287	3,257	70%	-2%	-8%	2,831	-19%	5,253	7,228	73%	-18%	68,053	76,132	89%	-4%
eShop Sales	1,533	1,104	1,087	1,560	1,425	1,406	2,015	70%	-1%	-5%	1,661	-15%	3,254	4,475	73%	-12%	39,658	46,088	88%	5%
eChat Sales(incl. XLOB)	987	1,015	926	988	900	881	1,241	71%	-2%	-12%	1,170	-25%	1,999	2,753	73%	-25%	28,395	30,044	95%	-15%
eShop																				
Gross Sales (Web & App)	1,533	1,104	1,087	1,560	1,425	1,406	2,015	70%	-1%	-5%	1,661	-15%	3,254	4,475	73%	-12%	39,658	46,088	88%	5%
Web Sales	1,329	957	948	1,394	1,257	1,334	-	-	6%	4%	1,520	-12%	2,963	-	-	-13%	33,707	-	-	-2%
App Sales	204	147	139	166	168	72	-	-	-57%	-65%	141	-49%	291	-	-	-9%	5,951	-	-	77%
Shop Traffic (Web & App)	299,282	263,800	288,340	363,624	399,655	418,096	453,975	92%	5%	33%	429,705	-3%	923,575	1,008,136	92%	-2%	9,752,938	10,422,543	94%	5%
Web Traffic	293,311	259,030	284,049	359,185	394,366	412,646	-	-	5%	34%	424,754	-3%	911,433	-	-	-2%	9,553,303	-	-	4%
App Traffic	5,971	4,770	4,291	4,439	5,289	5,450	-	-	3%	2%	4,951	10%	12,142	-	-	5%	199,635	-	-	26%
Close Rate (Web & App)	0.51%	0.42%	0.38%	0.43%	0.36%	0.34%	0.44%	76%	-6%	-29%	0.39%	-13%	0.35%	0.44%	79%	-11%	0.41%	0.44%	92%	0%
Web CR	0.45%	0.37%	0.33%	0.39%	0.32%	0.32%	-	-	1%	-22%	0.36%	-10%	0.33%	-	-	-11%	0.35%	-	-	-6%
App CR	3.42%	3.08%	3.24%	3.74%	3.18%	1.32%	-	-	-58%	-65%	2.85%	-54%	2.40%	-	-	-13%	2.98%	-	-	41%
BRS e Chat																				
Gross Sales	885	896	827	890	805	811	1,091	74%	1%	-9%	1,005	-19%	1,804	2,429	74%	-22%	24,925	25,969	96%	-17%
Chats Assisted	4,583	4,452	4,559	4,882	4,625	4,039	4,976	81%	-13%	-12%	8,622	-53%	9,911	11,073	90%	-47%	172,026	195,867	88%	-29%
Close Rate	19.3%	20.1%	18.1%	18.2%	17.4%	20.1%	21.9%	92%	15%	2%	11.7%	72%	18.2%	21.9%	83%	49%	14.5%	13.3%	109%	17%
BM eChat XLOB																				
Gross Sales	102	119	99	98	95	70	150	47%	-26%	-31%	165	-58%	195	324	60%	-46%	3,470	4,075	85%	13%
Chats Assisted	4,520	4,156	4,314	4,412	4,274	4,095	5,192	79%	-4%	-8%	4,687	-13%	9,548	11,222	85%	-7%	123,339	120,378	102%	-27%
Close Rate	2.3%	2.9%	2.3%	2.2%	2.2%	1.7%	2.9%	59%	-23%	-25%	3.5%	-51%	2.0%	2.9%	71%	-42%	2.8%	3.4%	83%	55%
Activity																				
Online Channel Mix%	10.1%	8.7%	8.7%	10.4%	10.4%	9.9%	-	-	-5%	0%	9.0%	9%	10.0%	-	-	8%	9.1%	-	-	9%
eShop Channel Mix%	6.1%	4.5%	4.7%	6.4%	6.4%	6.1%	-	-	-5%	2%	5.3%	14%	6.2%	-	-	15%	5.3%	-	-	19%
eChat Channel Mix%	4.0%	4.1%	4.0%	4.0%	4.0%	3.8%	-	-	-5%	-5%	3.7%	2%	3.8%	-	-	-2%	3.8%	-	-	-3%
Direct Traffic Mix%	27.3%	28.4%	27.7%	22.7%	19.2%	19.0%	-	-	-1%	-25%	14.7%	29%	19.2%	-	-	7%	24.2%	-	-	2%
Search Traffic Mix%	44.3%	46.8%	44.3%	42.7%	39.9%	38.8%	-	-	-3%	-10%	45.8%	-15%	39.4%	-	-	-14%	48.3%	-	-	-13%
Digital/Social Traffic Mix%	19.3%	22.5%	26.5%	33.6%	39.5%	40.9%	-	-	3%	56%	37.3%	10%	40.1%	-	-	18%	21.9%	-	-	12%
Other Traffic Mix%	9.1%	2.3%	1.5%	1.0%	1.3%	1.3%	-	-	1%	-76%	2.2%	-42%	1.2%	-	-	-43%	5.6%	-	-	273%
Error Rate%																				
App Existing Customer Error Rate%	10.1%	9.9%	4.8%	5.5%	5.4%	6.1%	-	-	11%	-31%	7.3%	-17%	5.4%	-	-	-40%	9.4%	-	-	-25%
Web Existing Customer Error Rate%	4.2%	5.1%	7.6%	7.0%	5.6%	6.3%	-	-	12%	-1%	8.5%	-25%	5.5%	-	-	-32%	5.9%	-	-	-20%
Web New Customer Error Rate%	1.6%	2.5%	2.2%	1.7%	3.0%	2.6%	-	-	-14%	29%	2.3%	12%	2.8%	-	-	-21%	1.7%	-	-	-53%

*YTD Traffic and CR targets are Web only Jan-Apr and Web & App May onwards.

Residential – Ontario Online Overview

	Previous Weeks					Current Week					2024		August MTD			August YTD				
	WE 12JUL	WE 19JUL	WE 26JUL	WE 02AUG	WE 09AUG	WE 16AUG	Aug OL	% to OL	WoW%	8 Wk Var %	SW LY	YoY%	MTD	Aug OL	Var Aug OL%	YoY%	YTD	Aug OL	Var Aug OL%	YoY%
Bell Residential Online Gross Sales																				
Gross Sales	1,352	1,309	1,214	1,642	1,400	1,450	-	-	4%	3%	1,699	-15%	3,282	-	-	-15%	41,615	-	-	-4%
eShop Sales	788	629	666	1,006	840	884	-	-	5%	11%	948	-7%	2,006	-	-	-6%	23,101	-	-	9%
eChat Sales(incl. XLOB)	564	680	548	636	560	566	-	-	1%	-7%	751	-25%	1,276	-	-	-27%	18,514	-	-	-16%
eShop																				
Gross Sales (Web & App)	788	629	666	1,006	840	884	-	-	5%	11%	948	-7%	2,006	-	-	-6%	23,101	-	-	9%
Web Sales	692	554	580	911	747	833	-	-	12%	19%	860	-3%	1,835	-	-	-5%	19,744	-	-	3%
App Sales	96	75	86	95	93	51	-	-	-45%	-49%	88	-42%	171	-	-	-11%	3,357	-	-	57%
Shop Traffic (Web & App)	169,810	156,045	168,734	209,809	226,099	233,542	-	-	3%	33%	248,378	-6%	521,247	-	-	-3%	5,474,969	-	-	6%
Web Traffic	166,364	153,222	166,110	206,997	222,795	230,163	-	-	3%	34%	245,330	-6%	513,650	-	-	-3%	5,354,172	-	-	6%
App Traffic	3,446	2,823	2,624	2,812	3,304	3,379	-	-	2%	6%	3,048	11%	7,597	-	-	8%	120,797	-	-	30%
Close Rate (Web & App)	0.46%	0.40%	0.39%	0.48%	0.37%	0.38%	-	-	2%	-17%	0.38%	-1%	0.38%	-	-	-3%	0.42%	-	-	2%
Web CR	0.42%	0.36%	0.35%	0.44%	0.34%	0.36%	-	-	8%	-11%	0.35%	3%	0.36%	-	-	-2%	0.37%	-	-	-2%
App CR	2.79%	2.66%	3.28%	3.38%	2.81%	1.51%	-	-	-46%	-52%	2.89%	-48%	2.25%	-	-	-18%	2.78%	-	-	21%
BRS eChat																				
Gross Sales	495	587	489	582	515	517	-	-	0%	-5%	624	-17%	1,158	-	-	-21%	16,222	-	-	-19%
Chats Assisted	3,728	3,746	3,756	4,115	3,805	3,379	-	-	-11%	-11%	7,515	-55%	8,246	-	-	-49%	145,986	-	-	-28%
Close Rate	13.3%	15.7%	13.0%	14.1%	13.5%	15.3%	-	-	13%	6%	8.3%	84%	14.0%	-	-	56%	11.1%	-	-	12%
BM eChat XLOB																				
Gross Sales	69	93	59	54	45	49	-	-	9%	-21%	127	-61%	118	-	-	-59%	2,292	-	-	11%
Chats Assisted	3,795	3,500	3,650	3,732	3,471	3,398	-	-	-2%	-9%	3,988	-15%	7,880	-	-	-9%	104,529	-	-	-26%
Close Rate	1.8%	2.7%	1.6%	1.4%	1.3%	1.4%	-	-	11%	-13%	3.2%	-55%	1.5%	-	-	-55%	2.2%	-	-	51%
Activity																				
Online Channel Mix%	9.1%	8.6%	8.3%	10.5%	10.1%	10.2%	-	-	1%	8%	8.2%	24%	10.0%	-	-	15%	9.0%	-	-	9%
eShop Channel Mix%	5.3%	4.1%	4.6%	6.4%	6.0%	6.2%	-	-	3%	16%	4.6%	35%	6.1%	-	-	28%	5.0%	-	-	24%
eChat Channel Mix%	3.8%	4.4%	3.8%	4.1%	4.0%	4.0%	-	-	-1%	-2%	3.6%	9%	3.9%	-	-	-1%	4.0%	-	-	-5%
Direct Traffic Mix%	28.7%	29.8%	28.8%	23.7%	20.6%	20.6%	-	-	0%	-24%	15.0%	38%	20.7%	-	-	12%	25.9%	-	-	12%
Search Traffic Mix%	45.0%	45.8%	43.4%	42.1%	39.2%	38.7%	-	-	-1%	-12%	44.9%	-14%	39.0%	-	-	-14%	48.8%	-	-	-15%
Digital/Social Traffic Mix%	17.6%	21.9%	26.1%	33.0%	38.7%	39.1%	-	-	1%	64%	37.5%	4%	38.9%	-	-	17%	19.8%	-	-	13%
Other Traffic Mix%	8.7%	2.6%	1.7%	1.2%	1.5%	1.5%	-	-	1%	-70%	2.6%	-43%	1.5%	-	-	-45%	5.5%	-	-	223%

*YTD Traffic and CR targets are Web only Jan-Apr and Web & App May onwards.

Residential – Quebec Online Overview

	Previous Weeks						Current Week					2024		August MTD				August YTD		
	WE 12JUL	WE 19JUL	WE 26JUL	WE 02AUG	WE 09AUG	WE 16AUG	Aug OL	% to OL	WoW%	8 Wk Var %	SW LY	YoY%	MTD	Aug OL	Var Aug OL%	YoY%	YTD	Aug OL	Var Aug OL%	YoY%
Bell Residential Online Gross Sales																				
Gross Sales	1,032	695	669	728	750	682	-	-	-9%	-27%	940	-27%	1,600	-	-	-24%	22,273	-	-	-8%
eShop Sales	613	363	298	381	414	375	-	-	-9%	-32%	532	-30%	890	-	-	-26%	12,578	-	-	-4%
eChat Sales(incl. XLOB)	419	332	371	347	336	307	-	-	-9%	-20%	408	-25%	710	-	-	-21%	9,695	-	-	-12%
eShop																				
Gross Sales (Web & App)	613	363	298	381	414	375	-	-	-9%	-32%	532	-30%	890	-	-	-26%	12,578	-	-	-4%
Web Sales	505	291	245	310	339	354	-	-	4%	-20%	479	-26%	770	-	-	-28%	9,984	-	-	-16%
App Sales	108	72	53	71	75	21	-	-	-72%	-80%	53	-60%	120	-	-	-6%	2,594	-	-	112%
Shop Traffic (Web & App)	87,027	75,075	82,257	105,830	121,317	126,370	-	-	4%	29%	129,099	-2%	278,062	-	-	-4%	2,929,700	-	-	2%
Web Traffic	84,565	73,170	80,626	104,238	119,363	124,318	-	-	4%	30%	127,207	-2%	273,577	-	-	-4%	2,852,231	-	-	1%
App Traffic	2,462	1,905	1,631	1,592	1,954	2,052	-	-	5%	-3%	1,892	8%	4,485	-	-	-2%	77,469	-	-	36%
Close Rate (Web & App)	0.70%	0.48%	0.36%	0.36%	0.34%	0.30%	-	-	-13%	-47%	0.41%	-28%	0.32%	-	-	-23%	0.43%	-	-	-6%
Web CR	0.60%	0.40%	0.30%	0.30%	0.28%	0.28%	-	-	0%	-38%	0.38%	0.28%	-	-	-25%	0.35%	-	-	-17%	
App CR	4.39%	3.78%	3.25%	4.46%	3.84%	1.02%	-	-	-73%	-79%	2.80%	-63%	2.68%	-	-	-4%	3.35%	-	-	55%
BRS eChat																				
Gross Sales	386	306	331	303	286	286	-	-	0%	-17%	370	-23%	633	-	-	-23%	8,517	-	-	-14%
Chats Assisted	855	706	803	767	820	660	-	-	-20%	-14%	1,107	-40%	1,665	-	-	-36%	26,024	-	-	-36%
Close Rate	45.1%	43.3%	41.2%	39.5%	34.9%	43.3%	-	-	24%	-3%	33.4%	30%	38.0%	-	-	21%	32.7%	-	-	33%
BM eChat XLOB																				
Gross Sales	33	26	40	44	50	21	-	-	-58%	-47%	38	-45%	77	-	-	1%	1,178	-	-	16%
Chats Assisted	725	656	664	680	803	697	-	-	-13%	0%	699	0%	1,668	-	-	8%	18,500	-	-	-31%
Close Rate	4.6%	4.0%	6.0%	6.5%	6.2%	3.0%	-	-	-52%	-47%	5.4%	-45%	4.6%	-	-	-6%	6.4%	-	-	69%
Activity																				
Online Channel Mix%	10.6%	7.8%	8.0%	8.5%	9.0%	7.9%	-	-	-13%	-17%	9.1%	-13%	8.3%	-	-	-7%	7.9%	-	-	4%
eShop Channel Mix%	6.3%	4.1%	3.6%	4.5%	5.0%	4.3%	-	-	-13%	-23%	5.1%	-16%	4.6%	-	-	-9%	4.5%	-	-	8%
eChat Channel Mix%	4.3%	3.7%	4.5%	4.1%	4.1%	3.6%	-	-	-12%	-10%	3.9%	-10%	3.7%	-	-	-4%	3.5%	-	-	0%
Direct Traffic Mix%	22.8%	22.5%	22.6%	17.8%	15.3%	14.9%	-	-	-2%	-23%	11.9%	25%	15.1%	-	-	0%	18.6%	-	-	-3%
Search Traffic Mix%	44.7%	47.3%	44.0%	41.2%	37.8%	36.1%	-	-	-5%	-11%	42.8%	-16%	37.0%	-	-	-11%	46.8%	-	-	-11%
Digital/Social Traffic Mix%	28.2%	27.8%	31.9%	39.9%	45.7%	47.8%	-	-	4%	39%	43.4%	10%	46.7%	-	-	13%	28.5%	-	-	7%
Other Traffic Mix%	4.3%	2.4%	1.5%	1.1%	1.2%	1.2%	-	-	0%	-78%	1.9%	-34%	1.2%	-	-	-34%	6.1%	-	-	318%

*YTD Traffic and CR targets are Web only Jan-Apr and Web & App May onwards.

Residential – Atlantic Online Overview

	Previous Weeks					Current Week					2024		August MTD				August YTD			
	WE 12JUL	WE 19JUL	WE 26JUL	WE 02AUG	WE 09AUG	WE 16AUG	Aug OL	% to OL	WoW%	8 Wk Var %	SW LY	YoY%	MTD	Aug OL	Var Aug OL%	YoY%	YTD	Aug OL	Var Aug OL%	YoY%
Bell Residential Online Gross Sales																				
Gross Sales	299	302	305	362	322	282	-	-	-12%	-14%	407	-31%	703	-	-	-24%	10,537	-	-	0%
eShop Sales	132	111	123	173	169	146	-	-	-14%	5%	170	-14%	355	-	-	-2%	3,947	-	-	21%
eChat Sales	167	191	182	189	153	136	-	-	-11%	-29%	237	-43%	348	-	-	-38%	6,590	-	-	-10%
eShop																				
Gross Sales	132	111	123	173	169	146	-	-	-14%	5%	170	-14%	355	-	-	-2%	3,947	-	-	21%
Close Rate	0.4%	0.4%	0.4%	0.5%	0.5%	0.4%	-	-	-18%	-7%	0.5%	-22%	0.4%	-	-	-6%	0.4%	-	-	24%
Shop Traffic	34,916	28,834	30,832	33,312	34,278	36,075	-	-	5%	13%	32,704	10%	79,363	-	-	4%	1,113,346	-	-	-2%
eChat																				
Gross Sales	167	191	182	189	153	136	233	58%	-11%	-29%	237	-43%	348	509	68%	-38%	6,590	6,007	110%	-10%
Chats Assisted	463	484	518	515	471	502	552	91%	7%	7%	657	-24%	1,097	1,206	91%	-28%	16,120	16,750	96%	-21%
Close Rate	36.1%	39.5%	35.1%	36.7%	32.5%	27.1%	42.2%	64%	-17%	-33%	36.1%	-25%	31.7%	42.2%	75%	-13%	40.9%	35.9%	114%	13%
Activity																				
Online Channel Mix%	6.9%	6.8%	6.7%	8.2%	8.1%	6.2%	-	-	-24%	-13%	7.9%	-21%	7.3%	-	-	0%	7.1%	-	-	8%
eShop Channel Mix%	3.0%	2.5%	2.7%	3.9%	4.3%	3.2%	-	-	-25%	7%	3.3%	-3%	3.7%	-	-	28%	2.6%	-	-	32%
eChat Channel Mix%	3.8%	4.3%	4.0%	4.3%	3.9%	3.0%	-	-	-23%	-27%	4.6%	-35%	3.6%	-	-	-19%	4.4%	-	-	-2%
Direct Traffic Mix%	32.4%	34.6%	33.9%	33.9%	28.5%	28.9%	-	-	1%	-12%	27.4%	5%	29.0%	-	-	5%	30.2%	-	-	-21%
Search Traffic Mix%	43.0%	49.1%	47.9%	45.9%	45.1%	45.3%	-	-	0%	-2%	61.5%	-26%	45.3%	-	-	-25%	48.7%	-	-	-3%
Digital/Social Traffic Mix%	10.2%	15.2%	17.7%	19.8%	25.9%	25.2%	-	-	-3%	46%	9.8%	156%	25.1%	-	-	138%	17.0%	-	-	59%
Other Traffic Mix%	14.3%	1.2%	0.5%	0.4%	0.5%	0.6%	-	-	31%	-83%	1.2%	-47%	0.6%	-	-	-46%	4.1%	-	-	353%

*YTD Traffic and CR targets are Web only Jan-Apr and Web & App May onwards.

Residential – MTS Online Overview

	Previous Weeks					Current Week					2024		August MTD			August YTD				
	WE 12JUL	WE 19JUL	WE 26JUL	WE 02AUG	WE 09AUG	WE 16AUG	Aug OL	% to OL	WoW%	8 Wk Var %	SW LY	YoY%	MTD	Aug OL	Var Aug OL%	YoY%	YTD	Aug OL	Var Aug OL%	YoY%
Bell Residential Online Gross Sales																				
Gross Sales	95	87	94	108	91	65	-	-	-29%	-29%	68	-4%	180	-	-	5%	2,609	-	-	16%
eChat																				
eChat Sales	95	87	94	108	91	65	144	45%	-29%	-29%	68	-4%	180	301	60%	5%	2,609	2,723	96%	16%
Chats Assisted	288	277	302	276	280	260	392	66%	-7%	-3%	286	-9%	617	818	75%	-5%	8,521	8,931	95%	1%
Close Rate	33.0%	31.4%	31.1%	39.1%	33%	25%	37%	68%	-23%	-27%	24%	5%	29%	37%	79%	11%	31%	30%	100%	15%

Virgin Mobility Online National Overview

	Previous Weeks					Current Week					2024		August MTD			August YTD				
	WE 12JUL	WE 19JUL	WE 26JUL	WE 02AUG	WE 09AUG	WE 16AUG	Aug OL	% to OL	WoW%	8 Wk Var %	SW LY	YoY%	MTD	Aug OL	Var Aug OL%	YoY%	YTD	Aug OL	Var Aug OL%	YoY%
Virgin Mobility Online Gross Sales																				
Gross Sales	1,017	830	770	730	753	706	1,258	56%	-6%	-22%	975	-28%	1,634	2,656	62%	-26%	31,757	33,263	95%	-19%
eShop Sales	429	294	318	271	278	306	579	53%	10%	-14%	369	-17%	644	1,158	56%	-24%	12,613	14,723	86%	-35%
eChat Sales	588	536	452	459	475	400	679	59%	-16%	-27%	606	-34%	990	1,498	66%	-28%	19,144	18,540	103%	-2%
eShop																				
Gross Sales (Web & App)	429	294	318	271	278	306	579	53%	10%	-14%	369	-17%	644	1,158	56%	-24%	12,613	14,723	86%	-35%
Web Sales	287	189	191	162	182	172	-	-	-5%	-26%	369	-53%	385	-	-	-54%	8,775	-	-	-55%
App Sales	142	105	127	109	96	134	-	-	40%	11%	-	-	259	-	-	-	3,838	-	-	-
Shop Traffic (Web & App)	137,764	138,717	142,839	148,066	163,970	178,750	212,436	84%	9%	29%	239,665	-25%	385,880	424,669	91%	-18%	5,091,830	4,813,613	106%	7%
Web Traffic	114,931	117,095	120,505	124,585	138,634	154,758	-	-	12%	33%	239,657	-35%	329,071	-	-	-30%	4,319,216	-	-	-9%
App Traffic	22,833	21,622	22,334	23,481	25,336	23,992	-	-	-5%	8%	8	299800%	56,809	-	-	334071%	772,614	-	-	262694%
Close Rate (Web & App)	0.31%	0.21%	0.22%	0.18%	0.17%	0.17%	0.27%	63%	1%	-33%	0.15%	11%	0.17%	0.27%	61%	-7%	0.25%	0.31%	81%	-39%
Web CR	0.25%	0.16%	0.16%	0.13%	0.13%	0.11%	-	-	-15%	-45%	0.15%	-28%	0.12%	-	-	-35%	0.20%	-	-	-50%
App CR	0.62%	0.49%	0.57%	0.46%	0.38%	0.56%	-	-	47%	2%	-	-	0.46%	-	-	-	0.50%	-	-	-
Virgin Household eChat																				
Mobility Gross Sales	588	536	452	459	475	400	679	59%	-16%	-27%	606	-34%	990	1,498	66%	-28%	19,144	18,540	103%	-2%
Chats Assisted (VDS Chat Type)	2,934	2,608	2,598	2,430	2,589	2,302	3,349	69%	-11%	-16%	2,595	-11%	5,535	7,389	75%	-7%	90,654	90,606	100%	28%
Close Rate	20.0%	20.6%	17.4%	18.9%	18.3%	17.4%	20.3%	86%	-5%	-13%	23.4%	-26%	17.9%	20.3%	88%	-22%	21.1%	20.5%	103%	-24%
Activity																				
Online Channel Mix%	15.0%	14.4%	13.1%	10.8%	10.7%	9.1%	-	-	-15%	-28%	5.5%	65%	9.8%	-	-	51%	10.8%	-	-	27%
eShop Channel Mix%	6.3%	5.1%	5.4%	4.0%	4.0%	4.0%	-	-	0%	-21%	2.1%	89%	3.9%	-	-	57%	4.3%	-	-	1%
eChat Channel Mix%	8.7%	9.3%	7.7%	6.8%	6.8%	5.2%	-	-	-24%	-32%	3.4%	51%	5.9%	-	-	48%	6.5%	-	-	53%
Direct Traffic Mix%	39.2%	42.0%	41.2%	40.6%	37.5%	44.4%	-	-	18%	13%	17.5%	154%	40.9%	-	-	117%	30.8%	-	-	-9%
Search Traffic Mix%	50.1%	44.7%	47.3%	46.4%	47.5%	41.3%	-	-	-13%	-16%	40.9%	1%	44.7%	-	-	0%	46.8%	-	-	-3%
Digital/Social Traffic Mix%	7.4%	8.5%	8.8%	9.3%	12.1%	11.4%	-	-	-6%	53%	35.6%	-68%	11.6%	-	-	-64%	17.3%	-	-	43%
Other Traffic Mix%	3.3%	4.7%	2.6%	3.7%	2.9%	3.0%	-	-	2%	-33%	6.0%	-51%	2.9%	-	-	-33%	5.1%	-	-	-6%
Error Rate%																				
App Existing Customer Error Rate%	18.0%	23.4%	18.8%	5.8%	11.6%	7.0%	-	-	-40%	-59%	18.0%	-61%	8.6%	-	-	-88%	20.0%	-	-	-24%
App New Customer Error Rate%	28.7%	6.1%	11.1%	5.9%	5.0%	13.0%	-	-	-162%	5%	0.0%	-	9.0%	-	-	-55%	21.6%	-	-	8%
Web Existing Customer Error Rate%	1.2%	1.5%	1.4%	2.1%	1.4%	0.4%	-	-	-73%	-68%	0.0%	-	0.9%	-	-	-	1.1%	-	-	-37%
Web New Customer Error Rate%	0.0%	1.5%	1.1%	0.2%	1.0%	0.7%	-	-	-28%	32%	0.0%	-	0.7%	-	-	-	0.7%	-	-	-61%

*YTD Traffic and CR targets are Web only Jan-Apr and Web & App May onwards.

Virgin Residential Online National Overview

	Previous Weeks					Current Week					2024		August MTD			August YTD				
	WE 12JUL	WE 19JUL	WE 26JUL	WE 02AUG	WE 09AUG	WE 16AUG	Aug OL	% to OL	WoW%	8 Wk Var %	SW LY	YoY%	MTD	Aug OL	Var Aug OL%	YoY%	YTD	Aug OL	Var Aug OL%	YoY%
Virgin Residential Online Gross Sales																				
Gross Sales	377	306	247	291	298	363	385	94%	22%	-10%	633	-43%	730	863	85%	-47%	13,897	15,843	88%	-30%
eShop Sales	191	98	28	40	82	183	118	155%	123%	7%	367	-50%	277	262	106%	-65%	7,418	9,049	82%	-36%
eChat Sales	186	208	219	251	216	180	268	67%	-17%	-22%	266	-32%	453	601	75%	-23%	6,479	6,794	95%	-21%
eShop																				
Gross Sales(Web)	191	98	28	40	82	183	118	155%	123%	7%	367	-50%	277	262	106%	-65%	7,418	9,049	82%	-36%
Shop Traffic(Web)	76,901	73,614	90,114	91,506	80,946	81,793	112,927	72%	1%	-2%	81,849	0%	186,513	251,302	74%	-1%	2,423,523	2,520,606	96%	15%
Close Rate(Web)	0.25%	0.13%	0.03%	0.04%	0.10%	0.22%	0.10%	214%	121%	9%	0.45%	-50%	0.15%	0.10%	142%	-65%	0.31%	0.36%	85%	-44%
Virgin Household eChat																				
Residential Gross Sales	186	208	219	251	216	180	268	67%	-17%	-22%	266	-32%	453	601	75%	-23%	6,479	6,794	95%	-21%
Chats Assisted (VIS Chat Type)	924	881	953	971	985	746	980	76%	-24%	-23%	2,518	-70%	1,984	2,200	90%	-68%	27,136	27,074	100%	-34%
Close Rate	20.1%	23.6%	23.0%	25.8%	21.9%	24.1%	27.3%	88%	10%	1%	10.6%	128%	22.8%	27.3%	84%	138%	23.9%	25.1%	95%	20%
Activity																				
Online Channel Mix%	11.3%	9.4%	8.3%	9.7%	9.8%	11.9%	-	-	22%	-1%	14.9%	-20%	10.5%	-	-	-29%	13.2%	-	-	-18%
eShop Channel Mix%	5.7%	3.0%	0.9%	1.3%	2.7%	6.0%	-	-	123%	17%	8.6%	-30%	4.0%	-	-	-53%	7.1%	-	-	-25%
eChat Channel Mix%	5.6%	6.4%	7.4%	8.3%	7.1%	5.9%	-	-	-17%	-15%	6.2%	-5%	6.5%	-	-	3%	6.2%	-	-	-8%
Direct Traffic Mix%	35.8%	34.7%	26.9%	24.9%	25.8%	26.4%	-	-	2%	8%	14.2%	86%	26.4%	-	-	93%	16.2%	-	-	-9%
Search Traffic Mix%	37.9%	39.5%	39.4%	38.3%	31.9%	29.4%	-	-	-8%	-24%	43.9%	-33%	31.3%	-	-	-24%	40.5%	-	-	-2%
Digital/Social Traffic Mix%	23.6%	23.8%	31.9%	35.1%	40.1%	42.1%	-	-	5%	22%	39.3%	7%	40.3%	-	-	-6%	39.5%	-	-	4%
Other Traffic Mix%	2.8%	2.0%	1.8%	1.6%	2.2%	2.0%	-	-	-7%	-12%	2.5%	-19%	2.1%	-	-	-1%	3.9%	-	-	22%
Error Rate%																				
Web Existing Customer Error Rate%	13.1%	8.9%	6.5%	11.0%	10.2%	5.4%	-	-	-47%	-50%	13.3%	-59%	6.9%	-	-	-48%	11.7%	-	-	-4%
Web New Customer Error Rate%	25.5%	13.4%	18.8%	27.1%	28.2%	27.7%	-	-	-1%	13%	19.2%	44%	27.4%	-	-	52%	21.2%	-	-	32%

Lucky Mobility Online National Overview

	Previous Weeks					Current Week					2024		August MTD			August YTD				
	WE 12JUL	WE 19JUL	WE 26JUL	WE 02AUG	WE 09AUG	WE 16AUG	Aug OL	% to OL	WoW%	8 Wk Var %	SW LY	YoY%	MTD	Aug OL	Var Aug OL%	YoY%	YTD	Aug OL	Var Aug OL%	YoY%
Lucky Mobility Online Gross Sales																				
Gross Sales	3,538	3,184	2,993	4,188	4,359	4,782	-	-	10%	29%	3,376	42%	10,289	-	-	31%	124,775	-	-	27%
Shop Traffic(Web)	49,504	59,584	61,887	75,884	83,425	89,212	-	-	7%	56%	57,138	56%	195,209	-	-	48%	1,576,487	-	-	6%
Close Rate	7.1%	5.3%	4.8%	5.5%	5.2%	5.4%	-	-	3%	-17%	5.9%	-9%	5.3%	-	-	-11%	7.9%	-	-	20%
Online Channel Mix%	11.6%	10.3%	10.0%	11.8%	15.0%	15.4%	-	-	3%	28%	12.5%	23%	14.7%	-	-	20%	13.1%	-	-	4%
Direct Traffic Mix%	4.0%	3.4%	3.2%	3.1%	2.8%	3.2%	-	-	14%	-11%	25.2%	-87%	3.0%	-	-	-89%	15.5%	-	-	-43%
Search Traffic Mix%	59.7%	48.7%	46.7%	45.0%	43.6%	41.6%	-	-	-5%	-21%	54.6%	-24%	43.0%	-	-	-18%	57.6%	-	-	-2%
Digital/Social Traffic Mix%	7.9%	26.5%	28.5%	32.4%	31.9%	34.0%	-	-	7%	74%	18.2%	87%	33.0%	-	-	69%	12.1%	-	-	4%
Other Traffic Mix%	28.4%	21.4%	21.6%	19.5%	21.7%	21.2%	-	-	-2%	-12%	1.9%	1002%	21.1%	-	-	992%	14.7%	-	-	496%
Shop (New Members/Logged-Out)																				
Gross Sales	860	855	781	1,146	1,202	1,332	-	-	11%	36%	699	91%	2,819	-	-	88%	41,130	-	-	129%
Shop Traffic(Web)	41,950	52,167	54,474	67,115	75,481	81,237	-	-	8%	64%	47,162	72%	176,700	-	-	63%	1,302,845	-	-	11%
Close Rate	2.1%	1.6%	1.4%	1.7%	1.6%	1.6%	-	-	3%	-17%	1.5%	11%	1.6%	-	-	16%	3.2%	-	-	108%
Shop (Existing Members/Logged-In)																				
Gross Sales	2,678	2,329	2,212	3,042	3,157	3,450	-	-	9%	27%	2,677	29%	7,470	-	-	18%	83,645	-	-	5%
Shop Traffic(Web)	7,554	7,417	7,413	8,769	7,944	7,975	-	-	0%	2%	9,976	-20%	18,509	-	-	-20%	273,642	-	-	-10%
Close Rate	35.5%	31.4%	29.8%	34.7%	39.7%	43.3%	-	-	9%	24%	26.8%	61%	40.4%	-	-	47%	30.6%	-	-	16%

Small Business Online National Overview

	Previous Weeks				Current Week				2024		August MTD				August YTD					
	WE 19JUL	WE 26JUL	WE 02AUG	WE 09AUG	WE 16AUG	Aug OL	% to OL	WoW%	8 Wk Var	SW LY	YoY%	MTD	Aug OL	Var Aug OL%	YoY%	YTD	Aug OL	Var Aug OL%	YoY%	
SMB Online Overall Sales																				
Gross Sales	84	111	100	134	94	-	-	-30%	-14%	90	4%	236	-	-	24%	3,997	-	-	2%	
Wireless Sales	49	58	52	63	43	-	-	-32%	-16%	6	617%	112	-	-	367%	1,671	-	-	63%	
Wireline Sales	35	53	48	71	51	-	-	-28%	-13%	84	-39%	124	-	-	-25%	2,326	-	-	-20%	
Small Business Mobility eShop																				
Gross Sales(Web)	6	11	12	5	7	-	-	40%	-25%	-	-	17	-	-	-	169	-	-	-	
Shop Traffic(Web)	179	160	182	162	204	-	-	26%	20%	0	-	418	-	-	-	3,277	-	-	-	
Close Rate(Web)	3.35%	6.88%	6.59%	3.09%	3.43%	-	-	11%	-38%	-	-	4.07%	-	-	-	5.16%	-	-	-	
Small Business eChat																				
Gross Sales	78	100	88	129	87	95	92%	-33%	-13%	90	-3%	219	193	113%	15%	3,828	3,591	107%	-3%	
Wireless Gross Sales	43	47	40	58	36	16	225%	-38%	-14%	6	500%	95	33	292%	296%	1,502	776	193%	46%	
Wireline Gross Sales	35	53	48	71	51	79	64%	-28%	-13%	84	-39%	124	161	77%	-25%	2,326	2,815	83%	-20%	
Total Chat Assisted	120	-	-	-	-	381	-	-	-	361	-	-	775	-	-	10,066	11,251	89%	-24%	
Wireless Chats Assisted	17	-	-	-	-	-	-	-	-	48	-	-	-	-	-	-	1,421	-	-	3%
Wireline Chats Assisted	103	-	-	-	-	-	-	-	-	313	-	-	-	-	-	-	8,645	-	-	-27%
Total Close Rate	65.0%	-	-	-	-	25.0%	-	-	-	24.9%	-	-	25.0%	-	-	38.0%	31.9%	119%	28%	
Wireless Close Rate	252.9%	-	-	-	-	-	-	-	-	12.5%	-	-	-	-	-	-	105.7%	-	-	41%
Wireline Close Rate	34.0%	-	-	-	-	-	-	-	-	26.8%	-	-	-	-	-	-	26.9%	-	-	10%
Small Business Mobility Activity																				
Direct Traffic Mix%	51.4%	51.3%	62.1%	50.0%	49.0%	-	-	-2%	-10%	-	-	51.0%	-	-	-	52.0%	-	-	-	
Search Traffic Mix%	39.7%	40.6%	33.0%	38.3%	38.2%	-	-	0%	4%	-	-	37.6%	-	-	-	37.5%	-	-	-	
Digital/Social Traffic Mix%	6.7%	7.5%	2.7%	6.8%	8.3%	-	-	23%	31%	-	-	6.9%	-	-	-	6.5%	-	-	-	
Other Traffic Mix%	2.2%	0.6%	2.2%	4.9%	4.4%	-	-	-11%	81%	-	-	4.5%	-	-	-	4.1%	-	-	-	
Error Rate%																				
Web Customer Error Rate%	5.7%	0.0%	0.0%	2.1%	4.9%	-	-	131%	160%	0.0%	-	3.2%	-	-	-	2.7%	-	-	-	

Field Services

Weekly Service Review

- | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>1 Field Incidents / Virtual Repair Incidents / Outage
Hotspots & ONP</p> <p>2 Load / Truck Rolls per AIS / L1 Calls</p> <p>3 FS AIP / FS KPI (FTR FW, Rework FW, ALOS,
Offered in 48 Hrs, Offered in 24 Hrs, Data & IPVPN)</p> <p>4 WOW & WBP / Calendars / Average Days / BTS</p> <p>5 WHI</p> <p>6 Data & IPVPN / BBM</p> <p>7 L1 / L1 L2 Dispatch</p> <p>8 Seamless Migration</p> | <p>9 Cable</p> <p>10 Winter BSW update</p> <p>11 Control Center</p> <p>12 BUZZ</p> <p>13 MTS</p> <p>14 Satellite</p> <p>15 BSH</p> <p>16 Other (Tech Tools)</p> <p>17 Details</p> |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Field Incidents – Aug 10 - 16, 2025

Overall Technology Services Incident Summary

Outages and significant degradations

Week 33	BBM	Billing	Chat, Call Centres, & Direct Sales	Commissioning/ Provisioning/ Qualification/ Activation	Corporate	Digital	Ordering & Common Product Infra	Retail	Service Assurance	Tech & Field
Outages	0	0	0	0	0	0	0	0	0	0
Significant degradations	0	0	1	0	0	0	0	0	0	0
Weekly status	●	●	●	●	●	●	●	●	●	●

● No/Low Impact ● Moderate Impact ● High Impact

Observations

Outages

- No outages to report

Degradations

- ① Beginning Sun Aug 10th at 7:30AM two degradations were experienced in Ordermax following the HTS monthly release:
- Wireline contracts - Agents using Ordermax were unable to provide Ontario customers with a 2-year contract option when placing new internet orders. This issue affected ~450 orders. The month-to-month option remained available for customers; however, we estimate 100 to 150 unit sales lost.
 - Calendaring - Agents using Ordermax were unable to process orders for existing internet and TV customers making a change to their service with no hardware updates (i.e. speed upgrade, promo change, etc.). Agents experienced a hard stop error and were unable to submit or save the order (~1,000 orders impacted).

Additional Events

- An above average number of change related incidents led to increased degradation minutes in the Digital domain.

Notable Flow Interruptions

Virtual Repair	ESIM	Call Centre
NA	NA	NA

One pager available
All incident timing reported in EST

Ordermax Degradations Following Monthly HTS Release

Degradation Description:

Two degradations were experienced in Ordermax following the HTS monthly release on Sunday, August 10:

1. Wireline contracts - unable to acquire 2-year contracts for new internet customers in Ontario
 - Agents using Ordermax were unable to provide Ontario customers with a 2-year contract option when placing new internet orders. This issue affected approximately 450 orders. The month-to-month option remained available for customers; however, we estimate 100 to 150 unit sales lost
2. Calendaring - unable to process orders for some existing internet and TV customers
 - Agents using Ordermax were unable to process orders for existing internet and TV customers making a change to their service with no hardware updates (i.e. speed upgrade, promo change, etc.). Agents experienced a hard stop error and unable to submit or save the order

Root Cause and Resolution:

Wireline Contracts:

- In preparation for the next wireline contract release (TV), a new attribute for default rank was added in the request to the schema. The new element was part of the schema in the non-prod environments but was missing in the code base deployed into production on Aug.10.
- The issue was identified shortly after go-live; however, a decision was made to deploy the fix that evening otherwise it would have done more harm to operations

Calendaring:

- Within the Ordermax calendaring module, the TV line of business was incorrectly mapped to the new set top box optional workflow (to be released in Oct). As a result, the calendaring merge logic applied STBO processing rules to both IPTV and Internet calendars. This misalignment led to the generation of blank internet appointment.
- The issue was identified late on Monday, August 11 and a fix was deployed to resolve this issue on August 12 at 8:34pm.

Top Lessons Learned / Next Steps or Focus Areas

Learning/Focus Area	Action/Next Step	Prime	Due Date
Enhance Monitoring & Alerts: Currently a subset of the 800 OM error codes that are deemed high impacting are proactively monitored. Expand this monitoring, establish baselines for all errors, and action significant changes	<ul style="list-style-type: none"> - Review and identify additional key messages which result in hard stops for processing orders in Dynatrace & set thresholds to alert - Creating a dashboard from Hermes for tracking and monitoring OM hard stops 	R. Himes /A. Monroe	Aug 29
Communication: Ignites were issued for both degradations; however, the description lacked clarity and business impact	<ul style="list-style-type: none"> - Delivery team to work with Service Owners on the content of Ignites to ensure clear impacts are in clear business language 	R. Himes /A. Monroe	Aug 22
Change Management: Improve coordination and communication with teams outside the HTS release schedule	<ul style="list-style-type: none"> - Verify and scrutinize schema changes before each deployment - Establish a mutually agreed-upon deployment schedule between AAQCP and PCPO ARTs - Implement rollback procedures to revert changes if deployment dates are not aligned - Conduct thorough testing to identify and resolve any integration issues arising from date discrepancies in test env - Better tracking and proactive communication of deployment plan/updates to all stakeholders. 	R. Himes /A. Monroe	Sep 1

Outage details	
Date:	Aug 10 th -12 th
Outage start time	Aug 10 th 6:00 am
Outage detected	Aug 10 th 11:06 am
Detected by	Business User
Flash / Ignite issued	1:55 pm est
Exec notif issued	2:18 pm est
Customer notification?	NA
Workaround enabled?	BPI Contingency
Outage end time	Aug 12 th 8:34 pm
Duration:	Various

Customer Impacts / Experience

Contracts:

- 450 internet orders on month-to-month vs 2-year contract (retention)
- 100 – 150 unit sales lost

Calendaring:

- Estimated 1,000 orders impacted, not submitted or saved

Services Impacted

- Internet new adds in Ontario
- Internet appointment booking

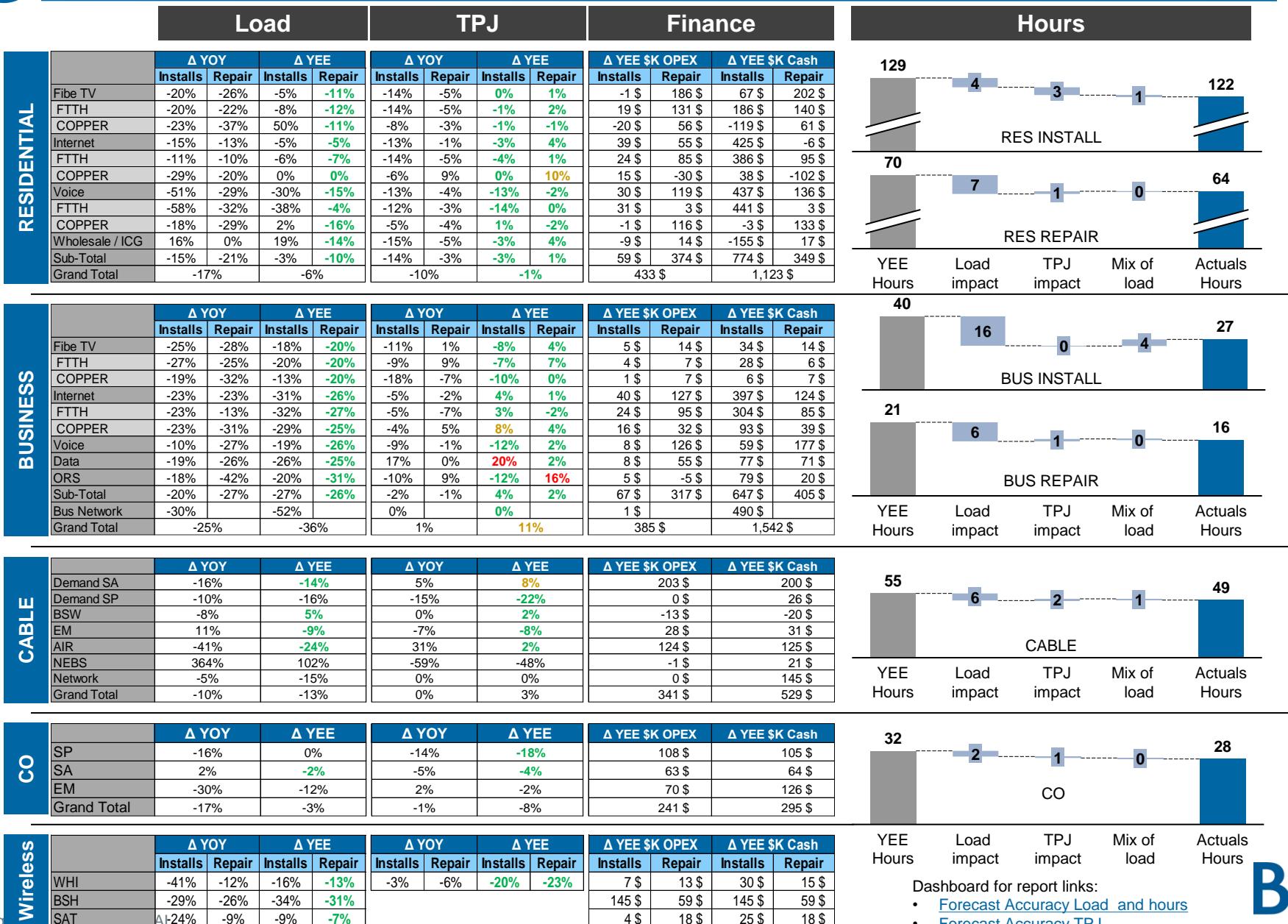
Outage Hotspots & Notification Program

Metric	Q3 Target	YTD		QTD		Monthly						Weekly					
		Aug 24	Aug 25	Q3 24	Q3 25	Jun 24	Jun 25	Jul 24	Jul 25	Aug 24	Aug 25	Jul 13	Jul 20	Jul 27	Aug 03	Aug 10	
Outage Hotspots	ONP Related																
	% of Hotspots Activated on ONP Outage	-	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
ONP Residential	Outage Notification Program																
	Customer Notified	-	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
	% Success Rate	-	-	85%	94%	71%	-	83%	-	72%	-	69%	44%	90%	90%	74%	
	% Call-in Rate - Notified	-	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
	% Call-in Rate - Not Notified	-	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD.
- % of Hotspots Activated on ONP Outage: 100% of eligible customers affected by ONP are given hotspots, but only if they have Bell Mobility services on the same billing account as their Internet service(Same One Bill / Billing account number (BAN)).
- Source:
- 2023 09 12: As per Evan Latsky: % Eligibility: The request has been submitted to Customer Ops, they are looking into it.

CORP - July YEE – August 1st to 16th



Ontario - July YEE – August 1st to 16th

		Load		TPJ		Finance		Hours	
RESIDENTIAL		Δ YOY	Δ YEE	Δ YOY	Δ YEE	Δ YEE \$K OPEX	Δ YEE \$K Cash	YEE Hours	Load impact
		Installs	Repair	Installs	Repair	Installs	Repair	61	0
	Fibe TV	-26%	-20%	-4%	-7%	-10%	-4%	57 \$	27 \$
	FTTH	-26%	-14%	-8%	-6%	-11%	-3%	33 \$	86 \$
	COPPER	-28%	-33%	45%	-8%	-8%	-5%	24 \$	59 \$
	Internet	-18%	-8%	-3%	-3%	-9%	-2%	20 \$	140 \$
	FTTH	-15%	-3%	-7%	-4%	-9%	-4%	32 \$	201 \$
	COPPER	-29%	-17%	19%	0%	-6%	3%	12 \$	38 \$
	Voice	-46%	-29%	-30%	-17%	-9%	-2%	78 \$	88 \$
	FTTH	-49%	-25%	-36%	2%	-8%	-1%	2 \$	142 \$
	COPPER	-29%	-30%	10%	-18%	-9%	-2%	80 \$	-2 \$
	Wholesale / ICG	22%	-6%	38%	-12%	-15%	-8%	5 \$	90 \$
	Sub-Total	-17%	-17%	0%	-8%	-11%	-4%	160 \$	175 \$
	Grand Total	-17%		-3%		-8%	-2%	158 \$	336 \$
BUSINESS		Δ YOY	Δ YEE	Δ YOY	Δ YEE	Δ YEE \$K OPEX	Δ YEE \$K Cash	YEE Hours	Load impact
		Installs	Repair	Installs	Repair	Installs	Repair	41	3
	Fibe TV	-39%	-25%	-27%	-23%	-5%	-1%	10 \$	17 \$
	FTTH	-39%	-30%	-26%	-30%	-2%	13%	5 \$	10 \$
	COPPER	-39%	-20%	-28%	-14%	-15%	-12%	8 \$	5 \$
	Internet	-25%	-16%	-32%	-28%	-8%	-7%	84 \$	242 \$
	FTTH	-22%	-11%	-32%	-32%	-11%	-8%	66 \$	165 \$
	COPPER	-30%	-22%	-32%	-24%	-1%	-7%	18 \$	77 \$
	Voice	-12%	-26%	-18%	-24%	-10%	-2%	60 \$	21 \$
	Data	-27%	-18%	-33%	-19%	-7%	-1%	22 \$	121 \$
	ORS	-18%	-59%	-16%	-45%	-6%	15%	5 \$	46 \$
	Sub-Total	-25%	-24%	-30%	-25%	-3%	-3%	170 \$	446 \$
	Bus Network	-31%		-58%		0%	0%	1 \$	311 \$
	Grand Total	-26%		-38%		-2%	11%	209 \$	972 \$
CABLE		Δ YOY	Δ YEE	Δ YOY	Δ YEE	Δ YEE \$K OPEX	Δ YEE \$K Cash	YEE Hours	Load impact
		Installs	Repair	Installs	Repair	Installs	Repair	23	10
	Demand SA	-20%		-19%		7%	10%	17 \$	9 \$
	Demand SP	-53%		-48%		19%	1%	5 \$	10 \$
	BSW	-4%		16%		1%	1%	242 \$	78 \$
	EM	6%		-5%		-8%	-9%	66 \$	58 \$
	AIR	-49%		-28%		44%	6%	18 \$	21 \$
	NEBS	363%		119%		-64%	-47%	60 \$	81 \$
	Network	3%		8%		0%	0%	22 \$	32 \$
	Grand Total	-8%		-3%		-3%	-5%	170 \$	446 \$
CO		Δ YOY	Δ YEE	Δ YOY	Δ YEE	Δ YEE \$K OPEX	Δ YEE \$K Cash	YEE Hours	Load impact
		Installs	Repair	Installs	Repair	Installs	Repair	35	1
	SP	-18%		0%		-13%	-18%	86 \$	83 \$
	SA	8%		6%		1%	3%	60 \$	-59 \$
	EM	-33%		6%		5%	-4%	33 \$	-9 \$
Wireless	Grand Total	-18%		2%		2%	-3%	60 \$	15 \$
		Δ YOY	Δ YEE	Δ YOY	Δ YEE	Δ YEE \$K OPEX	Δ YEE \$K Cash	YEE Hours	Load impact
		Installs	Repair	Installs	Repair	Installs	Repair	16	0
	WHI	-44%	-10%	-22%	-15%	-3%	-8%	16 \$	32 \$
	BSH	-23%	-8%	-25%	-12%	-21%	-24%	14 \$	19 \$
	SAT	▲27%	-9%	-17%	-9%	15 \$		15 \$	
	Grand Total	-17%		-3%		15 \$		16	

Dashboard for report links:

- Forecast Accuracy Load and hours
- Forecast Accuracy TPJ



Quebec - July YEE – August 1st to 16th

		Load		TPJ		Finance		Hours									
RESIDENTIAL	Δ YOY		Δ YEE		Δ YOY		Δ YEE		Δ YEE \$K OPEX		Δ YEE \$K Cash		YEE Hours	Load impact	TPJ impact	Mix of load	Actuals Hours
	Installs	Repair	Installs	Repair	Installs	Repair	Installs	Repair	Installs	Repair	Installs	Repair					
Fibe TV	-6%	-35%	10%	-13%	-16%	-4%	-6%	2%	-16 \$	64 \$	-76 \$	71 \$	47	1	2	0	44
FTTH	-5%	-33%	7%	-11%	-16%	-4%	-6%	4%	-8 \$	37 \$	-33 \$	41 \$	20	3	1	0	18
COPPER	-10%	-44%	69%	-18%	-10%	-3%	-4%	-2%	-8 \$	27 \$	-43 \$	29 \$					
Internet	-16%	-26%	-10%	-11%	-14%	8%	-5%	12%	13 \$	26 \$	220 \$	-15 \$					
FTTH	-13%	-26%	-11%	-13%	-16%	-1%	-7%	4%	10 \$	37 \$	200 \$	43 \$					
COPPER	-26%	-29%	-6%	-5%	-3%	29%	4%	27%	3 \$	-11 \$	20 \$	-57 \$					
Voice	-60%	-33%	-46%	-20%	-15%	-16%	-10%	-10%	21 \$	26 \$	298 \$	31 \$					
FTTH	-64%	-45%	-52%	-22%	-12%	-3%	-6%	4%	21 \$	4 \$	300 \$	4 \$					
COPPER	-12%	-31%	30%	-20%	-1%	-18%	-5%	-12%	0 \$	22 \$	-2 \$	27 \$					
Wholesale / ICG	8%	14%	2%	-17%	-13%	-1%	3%	12%	-2 \$	8 \$	-28 \$	9 \$					
Sub-Total	-10%	-29%	-3%	-13%	-15%	-1%	-4%	5%	16 \$	124 \$	414 \$	96 \$					
Grand Total	-17%		-6%		-10%		-1%		140 \$		511 \$						
BUSINESS	Δ YOY		Δ YEE		Δ YOY		Δ YEE		Δ YEE \$K OPEX		Δ YEE \$K Cash		YEE Hours	Load impact	TPJ impact	Mix of load	Actuals Hours
	Installs	Repair	Installs	Repair	Installs	Repair	Installs	Repair	Installs	Repair	Installs	Repair					
Fibe TV	7%	-30%	8%	-10%	-25%	-4%	-18%	-6%	0 \$	3 \$	6 \$	3 \$	10	4	0	1	8
FTTH	-4%	-19%	-1%	-5%	-22%	-2%	-16%	-7%	0 \$	2 \$	7 \$	2 \$	4	1	0	0	3
COPPER	54%	-53%	47%	-24%	-32%	-3%	-14%	-2%	-1 \$	1 \$	-2 \$	1 \$					
Internet	-19%	-11%	-32%	-21%	-9%	0%	2%	7%	10 \$	25 \$	120 \$	24 \$					
FTTH	-23%	-15%	-33%	-23%	-6%	-5%	4%	-2%	7 \$	23 \$	103 \$	21 \$					
COPPER	0%	3%	-23%	-17%	-22%	13%	-5%	28%	4 \$	2 \$	17 \$	3 \$					
Voice	31%	-46%	-2%	-31%	-40%	-12%	-40%	-8%	2 \$	13 \$	12 \$	28 \$					
Data	6%	-58%	-1%	-46%	56%	-3%	41%	-2%	0 \$	27 \$	-44 \$	33 \$					
ORS	2%	-62%	-7%	-43%	-16%	5%	-21%	8%	2 \$	1 \$	21 \$	7 \$					
Sub-Total	-7%	-38%	-19%	-29%	-4%	-4%	1%	-1%	14 \$	70 \$	114 \$	96 \$					
Bus Network	-31%		-48%		0%		0%		0 \$		157 \$						
Grand Total	-26%		-36%		2%		11%		84 \$		367 \$						
CABLE	Δ YOY		Δ YEE		Δ YOY		Δ YEE		Δ YEE \$K OPEX		Δ YEE \$K Cash		YEE Hours	Load impact	TPJ impact	Mix of load	Actuals Hours
	Installs	Repair	Installs	Repair	Installs	Repair	Installs	Repair	Installs	Repair	Installs	Repair					
Demand SA	-18%		-7%		-2%		-2%		28 \$		43 \$		11	4	1	2	8
Demand SP	48%		13%		-25%		-28%		0 \$		6 \$						
BSW	-55%		-33%		5%		-9%		1 \$		1 \$						
EM	5%		-6%		-8%		-16%		3 \$		4 \$						
AIR	-9%		2%		-9%		-18%		16 \$		16 \$						
NEBS	375%		15%		-25%		-31%		0 \$		8 \$						
Network	-46%		-67%		0%		0%		0 \$		154 \$						
Grand Total	-25%		-41%		8%		28%		48 \$		231 \$						
CO	Δ YOY		Δ YEE		Δ YOY		Δ YEE		Δ YEE \$K OPEX		Δ YEE \$K Cash		YEE Hours	Load impact	TPJ impact	Mix of load	Actuals Hours
	Installs	Repair	Installs	Repair	Installs	Repair	Installs	Repair	Installs	Repair	Installs	Repair					
SP	-12%		6%		-11%		-3%		-4 \$		-4 \$		6	0	0	0	6
SA	-10%		8%		-9%		-3%		-10 \$		-11 \$						
EM	-29%		-24%		-1%		-6%		34 \$		64 \$						
Grand Total	-15%		0%		-10%		-9%		19 \$		48 \$						
Wireless	Δ YOY		Δ YEE		Δ YOY		Δ YEE		Δ YEE \$K OPEX		Δ YEE \$K Cash		YEE Hours	Load impact	TPJ impact	Mix of load	Actuals Hours
	Installs	Repair	Installs	Repair	Installs	Repair	Installs	Repair	Installs	Repair	Installs	Repair					
WHI	-42%	-35%	-11%	-24%	-2%	13%	-14%	-11%	0 \$	2 \$	-1 \$	2 \$					
BSH	-6%	-4%	-13%	-10%					12 \$	3 \$	12 \$	3 \$					
SAT	▲19%	-3%	-11%	-6%					0 \$	3 \$	6 \$	3 \$					

Dashboard for report links:

- [Forecast Accuracy Load and hours](#)
- [Forecast Accuracy TPJ](#)



Atlantic - July YEE – August 1st to 16th

		Load		TPJ		Finance		Hours					
RESIDENTIAL			Δ YOY		Δ YEE		Δ YOY		Δ YEE				
			Installs	Repair	Installs	Repair	Installs	Repair	Installs	Repair			
	Fibe TV	-32%	-31%	-24%	-22%	-26%	1%	1%	-1%	26 \$	48 \$	144 \$	48 \$
	FTTH	-32%	-30%	-24%	-22%	-26%	1%	1%	-1%	26 \$	47 \$	143 \$	47 \$
	COPPER	-88%	-70%	-53%	-46%	-20%	-7%	17%	9%	0 \$	1 \$	0 \$	1 \$
	Internet	19%	-7%	-2%	-2%	-31%	-2%	-3%	0%	19 \$	5 \$	37 \$	3 \$
	FTTH	20%	-10%	4%	-11%	-30%	-3%	3%	-1%	10 \$	11 \$	-9 \$	11 \$
	COPPER	-30%	2%	-76%	26%	-19%	0%	8%	-1%	9 \$	-6 \$	47 \$	-8 \$
	Voice	-74%	-37%	-10%	-9%	-20%	-5%	7%	-3%	0 \$	14 \$	2 \$	17 \$
	FTTH	-90%	-52%	320%	-10%	-17%	5%	-24%	3%	0 \$	1 \$	-2 \$	1 \$
BUSINESS	COPPER	-25%	-34%	-33%	-9%	4%	-7%	6%	-4%	0 \$	14 \$	5 \$	16 \$
	Sub-Total	-17%	-27%	-15%	-14%	-30%	-3%	-2%	0%	45 \$	68 \$	186 \$	69 \$
	Grand Total	-20%		-15%		-23%		-1%		113 \$		255 \$	
CABLE			Δ YOY		Δ YEE		Δ YOY		Δ YEE				
	Demand	-11%	-22%		-4%		0%		42 \$		47 \$		
	BSW	-20%	-15%		-6%		-2%		7 \$		7 \$		
	EM	49%	-23%		14%		3%		6 \$		8 \$		
	AIR	-100%	-100%		-100%		-100%		2 \$		2 \$		
	Network	-23%	-39%		0%		0%		0 \$		67 \$		
	Grand Total	-19%	-32%		4%		7%		57 \$		131 \$		
CO			Δ YOY		Δ YEE		Δ YOY		Δ YEE				
	SP	-27%	-31%		-12%		-12%		19 \$		19 \$		
	SA	7%	-29%		-18%		-6%		84 \$		84 \$		
	EM	-23%	-26%		-3%		1%		-8 \$		59 \$		
	Grand Total	-16%	-27%		-6%		-4%		95 \$		162 \$		
Wireless			Δ YOY		Δ YEE		Δ YOY		Δ YEE				
	WHI	-30%	-7%	8%	13%	12%	-5%	-8%	-4%	0 \$	-2 \$	1 \$	-2 \$
	BSH	-47%	-15%	-48%	-19%					37 \$	18 \$	37 \$	18 \$
	SAT	-10%		-11%	23%	-1%				0 \$	0 \$	-7 \$	0 \$

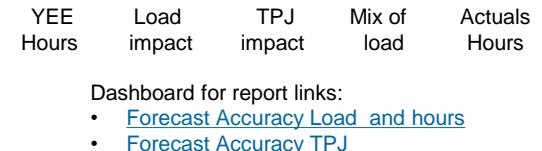
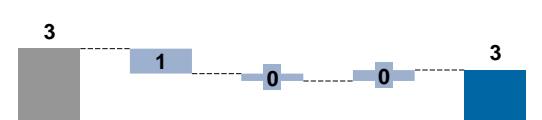
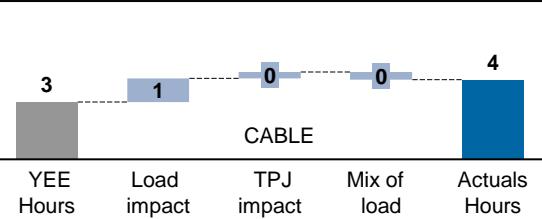
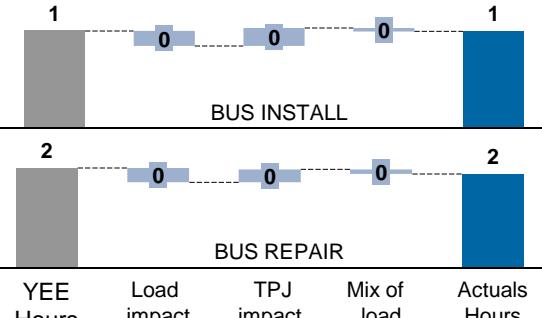
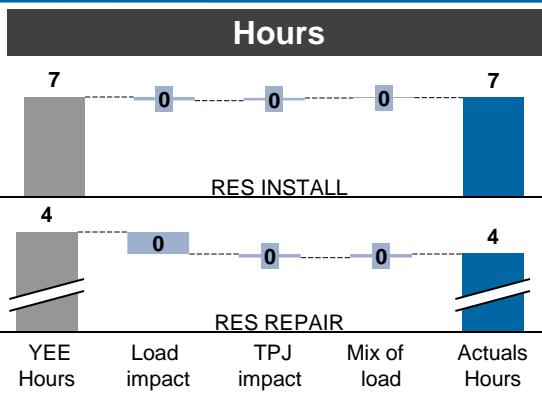
Dashboard for report links:

- [Forecast Accuracy Load and hours](#)
- [Forecast Accuracy TPJ](#)

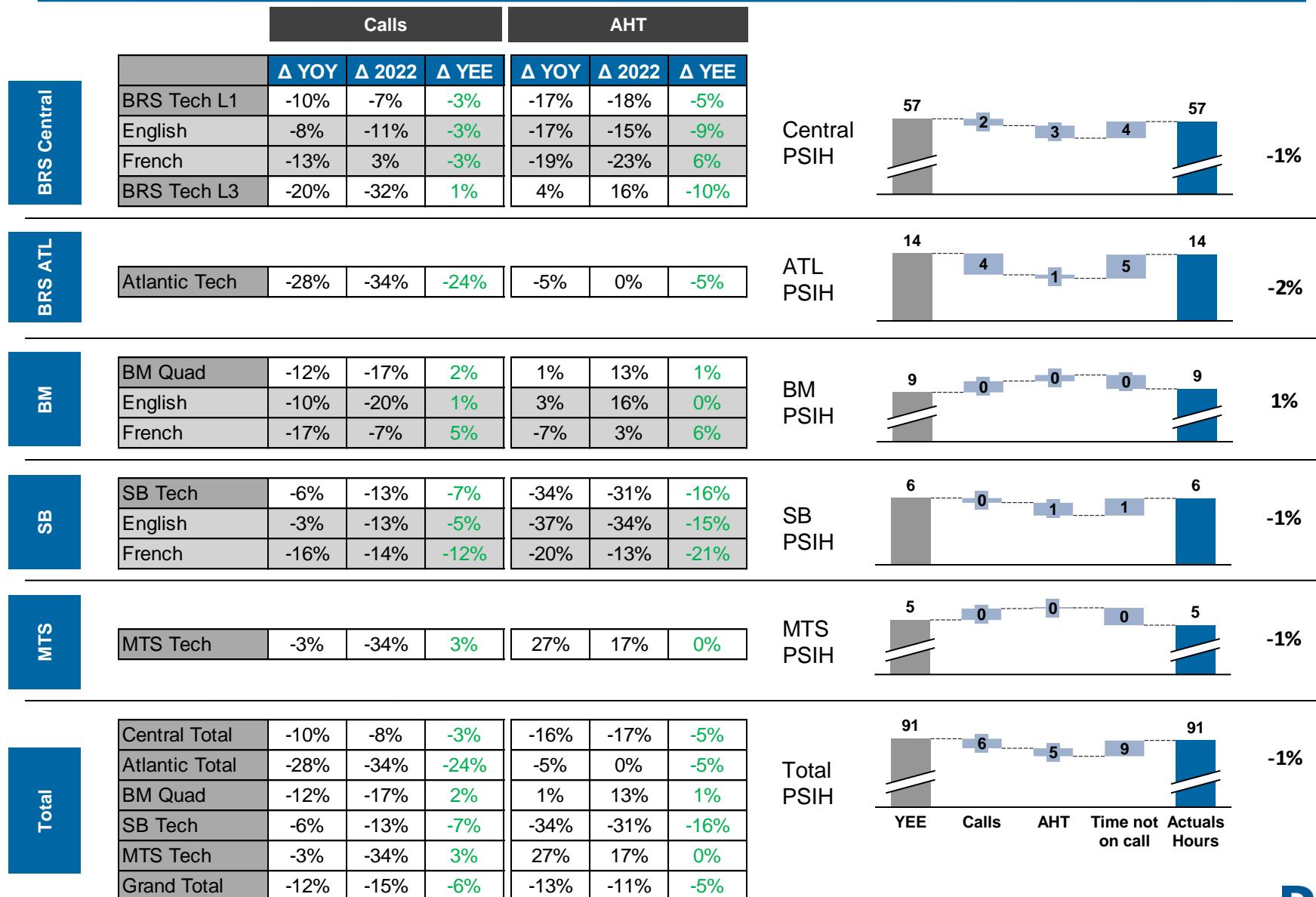


Manitoba - July YEE – August 1st to 16th

		Load		TPJ		Finance		Hours	
RESIDENTIAL		Δ YOY	Δ YEE	Δ YOY	Δ YEE	Δ YEE \$K OPEX	Δ YEE \$K Cash		
		Installs	Repair	Installs	Repair	Installs	Repair	Installs	Repair
	Fibe TV	-2%	-14%	6%	-18%	-8%	-5%	4%	-2%
	FTTH	3%	4%	1%	-21%	-9%	-11%	3%	-4%
	COPPER	-20%	-39%	44%	-12%	-4%	9%	5%	-2%
	Internet	-20%	-15%	-13%	-5%	-8%	-13%	0%	-3%
	FTTH	-13%	12%	1%	-4%	-8%	-17%	4%	-13%
	COPPER	-38%	-43%	-42%	-6%	-4%	9%	0%	10%
	Voice	23%	-13%	13%	-1%	5%	1%	4%	0%
	FTTH	-23%	45%	-16%	17%	2%	-11%	-15%	-18%
	COPPER	69%	-16%	35%	-3%	1%	3%	17%	1%
BUSINESS	Sub-Total	-11%	-14%	-4%	-11%	-7%	-4%	3%	0%
	Grand Total	-12%		-6%		-6%		2%	
								22 \$	22 \$
CABLE		Δ YOY	Δ YEE	Δ YOY	Δ YEE	Δ YEE \$K OPEX	Δ YEE \$K Cash		
		Installs	Repair	Installs	Repair	Installs	Repair	Installs	Repair
	Demand	25%		18%		9%	20%		
	BSW	26%		-41%		-26%	-17%		
	EM	0%		-76%		0%	-13%		
	AIR	6%		-27%		48%	19%		
	Network	86%		106%		0%	0%		
	Grand Total	50%		41%		-5%	-2%		
								8 \$	8 \$
CO		Δ YOY	Δ YEE	Δ YOY	Δ YEE	Δ YEE \$K OPEX	Δ YEE \$K Cash		
		Installs	Repair	Installs	Repair	Installs	Repair	Installs	Repair
	SP	-99%		-99%		181%	202%		
	SA	-7%		-16%		-3%	-6%		
	EM	-12%		-37%		18%	14%		
	Grand Total	-17%		-29%		8%	6%		
Wireless		Δ YOY	Δ YEE	Δ YOY	Δ YEE	Δ YEE \$K OPEX	Δ YEE \$K Cash		
		Installs	Repair	Installs	Repair	Installs	Repair	Installs	Repair
	WHI	-7%	-4%	29%	74%	-16%	-9%	-4%	41%
	BSH	-100%	-100%	-100%	-100%				
	SAT	+23%	-20%	12%	1%				



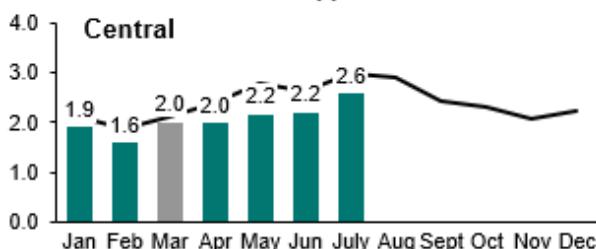
L1 - Load vs Budget – August 1st to 16th



Monthly Residential Repair Truck Rolls per 100 AIS

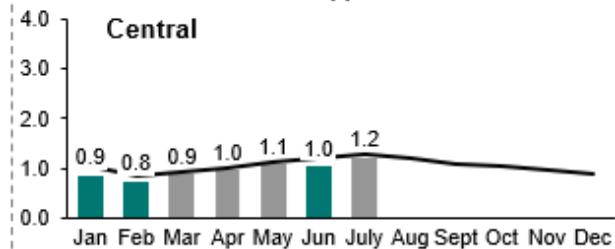
Fibre TV

Copper



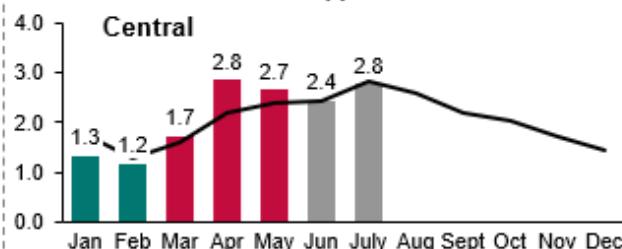
Internet (without Fibe TV)

Copper



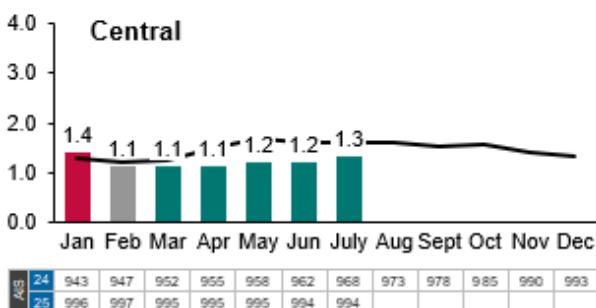
Voice standalone

Copper



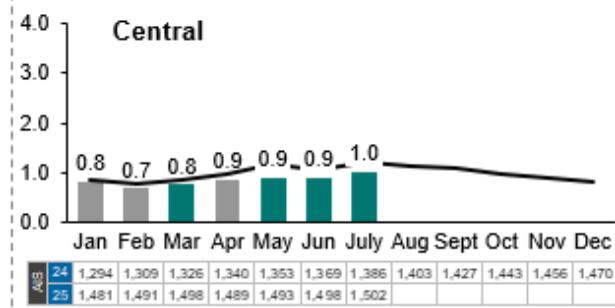
Fibre

Central



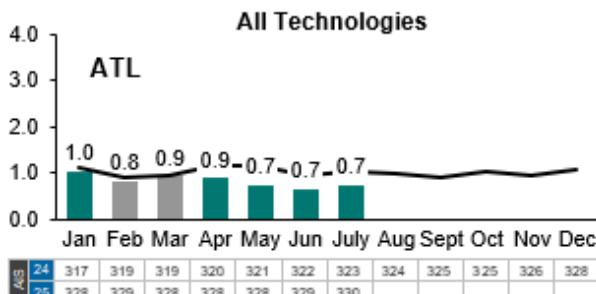
Fibre

Central



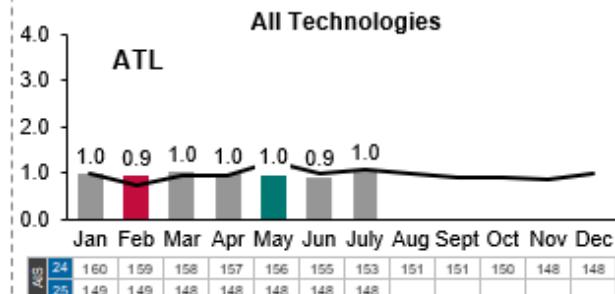
All Technologies

ATL



All Technologies

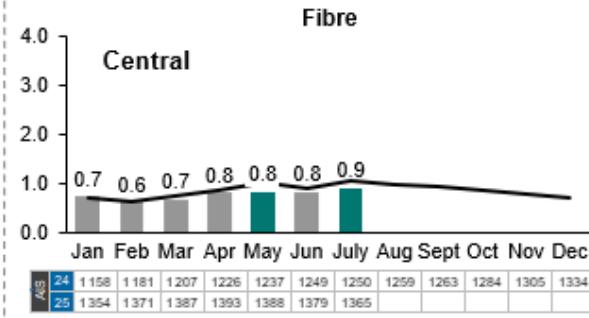
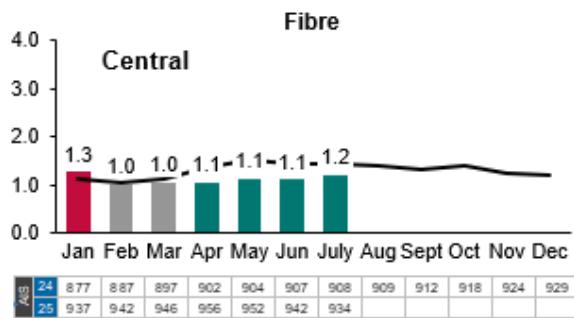
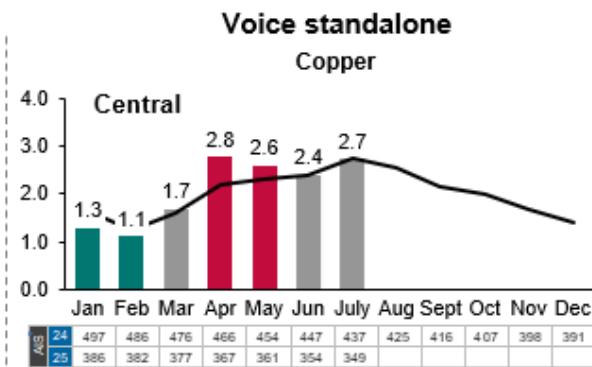
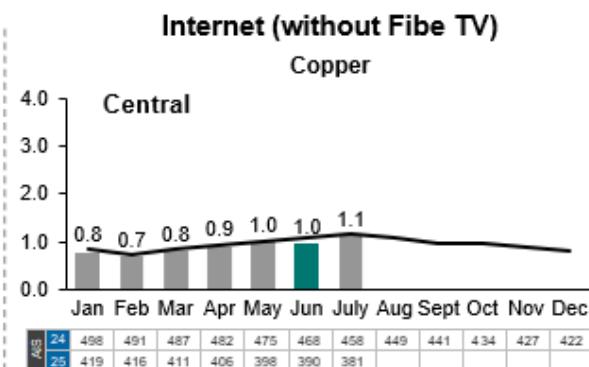
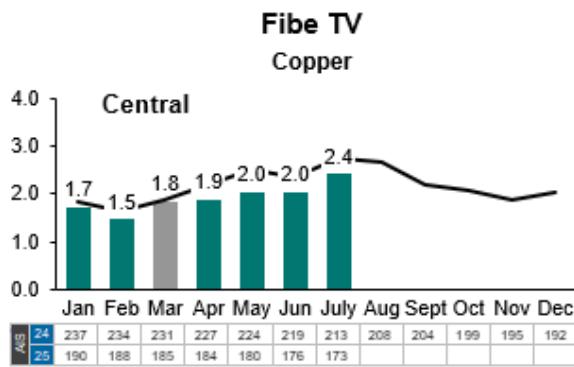
ATL



AIS and EOP volumes in thousands — 2024 ■ 2025

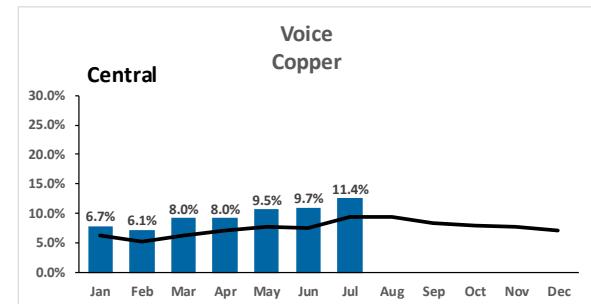
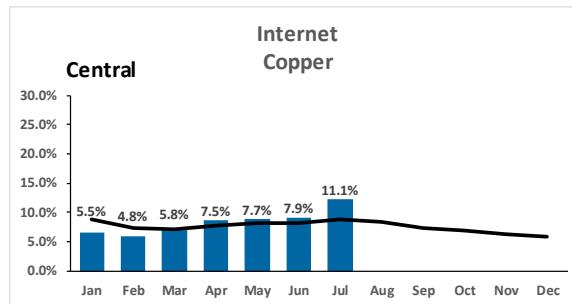
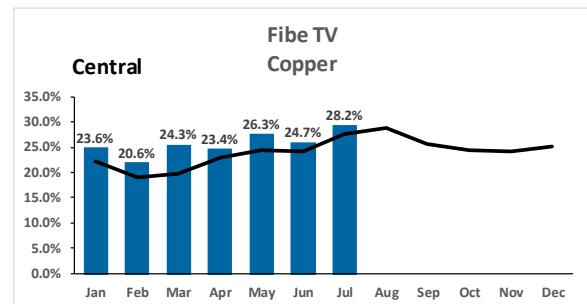
TR:AIS 90+ Days

Monthly Residential Repair Truck Rolls per 100 AIS*



AIS and EOP volumes in thousands — 2024 ■ 2025

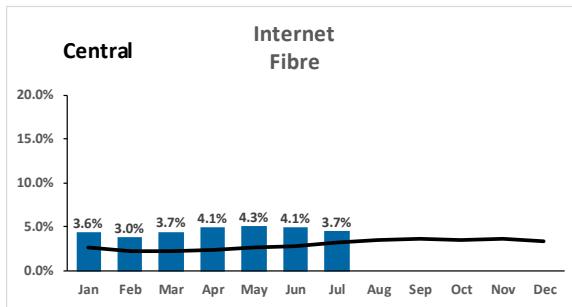
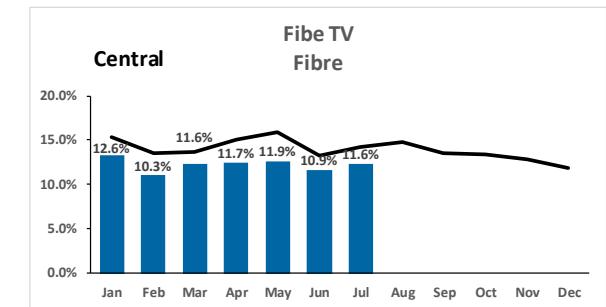
L1 – Calls per AIS



24	246	242	239	235	231	226	221	215	211	207	203	199
25	196	194	191	191	185	185	181	181				

24	527	519	513	507	501	494	484	475	468	460	451	445
25	440	436	430	430	415	415	409					

24	613	606	601	599	595	595	596	589	576	569	562	556	548
25	541	537	532	532	491	491	485						



24	943	947	952	955	958	962	968	973	978	985	990	993
25	996	997	995	995	995	995	994					

24	1294	1309	1326	1340	1353	1369	1386	1403	1427	1443	1456	1470
25	1481	1491	1498	1498	1493	1493	1498					

Graphs include calls handled only / AIS volumes in thousands

— 2024 ■ 2025

FS AIP and Board Scorecard Metrics

Metric	End Date	Q1			Q2			Q3			Q4			YTD		YE Target	
		Q1 Target	Q1_25	Q1_24	Jun_25	Q2 Target	Q2_25	Q2_24	Jul_25	Aug_25	Q3 Target	Q3_25	Q3_24	Q4 Target	Q4_25	Q4_24	
FS AIP	Call Centre Performance - Service Level																
	Tech Support (BM, BRS, SB, ATL, MTS) [MTS excludes small business]	2025-08-16	80.0	93.1	85.9	93.9	80.0	89.1	71.9	93.4	94.7	80.0	93.8	79.7	80.0	-	80.0
	Targeted 80% of the calls within 120 secs.																91.6
	Call Propensity (Tech) (Monthly update)																80.0
	[BRS Tech Central] The percentage of Calls offered vs our AIS (Average in Service) Subscribers.	2025-07-31	8.9	8.7	8.9	10.0	10.2	10.4	10.4	11.0	-	10.6	11.0	10.9	9.4	-	9.7
	Tech Support Easy Index - Overall (Monthly update)																9.8
	[Transfer, % AHT within 15 min, Repeats] [Bell Central]	2025-07-31	29.5	30.0	28.8	30.7	30.1	30.9	28.1	30.2	-	30.9	30.2	28.0	29.3	-	30.0
	Field Work Easy Index - Overall																29.9
	Fibre TV, Internet & Voice: SP, SA, Res, FW [AL/PL, Bell Incomplete, Rework] [Bell Central & Bell Atlantic]	2025-08-11	81.0	81.0	81.3	82.6	81.0	82.4	82.2	82.3	84.1	81.0	82.7	80.7	81.0	-	81.0
	First Call Resolution (Tech) [FCR7 for BRS Tech L1] The percentage of calls handled without any repeat of those calls within a 7-day time frame.	2025-08-09	70.5	70.7	70.5	69.3	70.5	69.9	70.0	68.7	69.7	70.5	68.9	69.5	70.5	-	71.0
FS AIP	WiFi Checkup and Virtual Repair Digital NPS																70.5
	SA [Bell Central]	2025-08-16	25.0	23.3	-	n/a	-	n/a	25.5	n/a	n/a	-	n/a	28.3	-	-	24.1
	NPS - Tech Support																26.8
	Central	2025-08-16	37.0	41.6	39.3	37.9	37.0	38.7	32.8	37.3	38.5	37.0	37.7	35.1	37.0	-	38.0
	Atlantic	2025-08-16	33.5	34.9	35.6	41.4	33.5	46.1	33.8	51.3	50.9	33.5	51.2	29.4	33.5	-	31.6
	MTS	2025-08-16	43.0	46.3	48.5	40.5	43.0	43.6	50.9	36.4	39.9	43.0	37.6	48.4	43.0	-	45.7
	[BRS Tech L1, L3: Central / BRS Tech L1: MTS / BRS Tech Atlantic]															-	43.0
	Repairs Offered Within 48 Hours																
	Fibre TV, Internet & Voice: SA, Res, FW [ATL TV included], [BSH included; DTH & WHI not included] [Bell Central & Bell Atlantic]	2025-08-16	91.0	95.8	93.1	96.2	91.0	94.1	95.1	93.9	96.6	91.0	94.7	93.2	91.0	-	94.3
	Mail Out + Self Install Tech Free																91.0
Board	Volume of Self Install orders that did not require a truck roll.	2025-08-16	32,055	29,177	24,389	12,810	32,411	35,354	30,944	13,166	5,470	32,767	18,636	42,604	32,767	-	35,941
	Home Connection Check + Self Install % Install Assistance TR free																86,548
	Tech-free rate for HCC + SI (no rework, excluding initial dispatch)	2025-08-16	91.0	91.6	85.8	93.1	91.0	93.0	88.8	93.4	95.2	91.0	93.8	89.4	91.0	-	91.1
	Outage Notifications - % Notified Within 30 Mins																91.0
	% of customers notified within 30 mins	2025-08-16	93.0	94.6	95.3	83.5	93.0	86.7	90.8	72.5	69.2	93.0	71.3	93.8	93.0	-	93.9

Please note:

- 2025 results and targets are based on 2025 business rules, unless noted otherwise.
- Sources: "Call Centre Performance": KBI (Key Business Indicators), "Mail Out + Self Install Tech Free": SI Team, "Outage Notifications": Data - Tables on Hadoop, includes RTSV, CCE and SHARP data
- Call Propensity (Tech) metric is updated monthly.
- Field Easy Index and First Call Resolution (Tech) metrics have a one week lag.



FS KPI

Metric	End Date	FS KPI														YTD Target	YE Result	YE Target			
		Q1			Q2				Q3				Q4								
		Q1 Target	Q1_25	Q1_24	Jun_25	Q2 Target	Q2_25	Q2_24	Jul_25	Aug_25	Q3 Target	Q3_25	Q3_24	Q4 Target	Q4_25	Q4_24					
FS KPI	% Rework FW - RES	Fibre TV, Internet, Voice & WHI: SA & SP, Res, FW [ALT TV included / DTH & BSH not included] [Bell Central & Bell Atlantic]	2025-08-09	4.0	3.4	3.7	2.9	3.7	2.9	3.5	3.1	3.0	3.4	3.1	3.4	3.3	-	3.4	3.7	3.2	3.6
	% Rework FW - Bell [Contractors excluded]		2025-08-09	-	2.8	2.8	2.2	-	2.3	2.4	2.2	1.8	-	2.2	2.2	-	-	2.5	-	2.5	-
	% Rework FW - BTS [Contractors excluded]		2025-08-09	-	3.7	4.0	3.1	-	3.1	3.9	3.3	3.1	-	3.2	3.7	-	-	3.7	-	3.3	-
	% Rework FW - BUS	Fibre TV, Internet & Voice: SA & SP, Bus, FW [ALT TV & BTC included / DTH, WHI & BSH not included] [Bell Central & Bell Atlantic]	2025-08-09	4.9	4.1	4.7	3.7	4.7	3.7	4.5	3.9	3.2	4.7	3.8	4.6	4.5	-	4.2	4.8	3.9	4.7
	% Rework FW - Bell [Contractors excluded]		2025-08-09	-	3.2	3.2	2.5	-	2.7	3.3	2.0	2.3	-	2.1	3.6	-	-	3.3	-	2.8	-
	% Rework FW - BTS [Contractors excluded]		2025-08-09	-	4.7	5.9	4.5	-	4.3	5.3	4.9	3.8	-	4.7	5.2	-	-	4.8	-	4.6	-
	MYA Survey - % Happy - RES	[Bell Central]	2025-08-16	95	95	95	95	95	95	95	95	95	95	95	94	95	-	95	95	95	95
	% Arrived Late and Work Load Too Heavy Misses	Fibre TV, Internet & Voice: SA & SP, Res & Bus, FW [ALT TV included for Res / ALT TV & BTC included for Bus] [BSH included; DTH & WHI not included] [Based on unique appointment / ALOS: FW, PL: FW & SV] [Bell Central & Bell Atlantic]	2025-08-16	3.5	3.2	3.4	2.6	3.5	3.1	3.2	2.9	2.6	3.5	2.8	3.5	3.5	-	3.7	3.5	3.0	3.5
	Tech Repairs Offered in 24 Hours - BUS	Fibre TV, Internet & Voice: SA, Bus, FW [WHI not included] [Bell Central & Bell Atlantic]	2025-08-16	85	90	90	89	85	88	86	88	88	85	88	88	85	-	88	85	89	85
	% Digitized (BUZZ Adoption)	SA & SP, Res & Bus, FW [Virgin included] [Bell Central & Bell Atlantic]	2025-08-16	88	88	85	92	89	91	87	92	91	90	92	87	91	-	89	89	90	90
	IPVPN Time to Install (TTI) % met <=15 cal. days	IPVPN: SP [Bell Central]	2025-08-16	93.0	97.5	98.1	97.6	93.0	96.2	97.3	96.7	100.0	93.0	98.1	97.0	93.0	-	96.6	93.0	97.0	93.0

Please note:

- **2025 results and targets are based on 2025 business rules, unless noted otherwise.**
- Sources: UDM except for "% Rework FW – RES", "% Rework FW - BUS" and "MYA Survey - % Happy - RES": Horizon Cube, "IPVPN Time to Install (TTI) % met<=15 cal. days": Missed Commitment
- Dashboard: <https://ndi.fsbiapps.int.bell.ca/> <http://mc-portal.fsbiapps.int.bell.ca/>
https://pbi.fsbiapps.int.bell.ca/PowerBI_Reports_WP/powerbi/Prod/Horizon/Rework%20Dashboard
- MYA Dashboard: https://pbi.fsbiapps.int.bell.ca/PowerBI_Reports_WP/powerbi/Prod/Horizon/MYA%20Dashboard
- MYA Survey Dashboard: https://pbi.fsbiapps.int.bell.ca/PowerBI_Reports_WP/powerbi/Prod/Capital_Projects/MYA%20Survey%20Dashboard



FS KPI

Metric	End Date	FS KPI												YTD						
		Q1			Q2				Q3				Q4							
		Q1 Target	Q1_25	Q1_24	Jun_25	Q2 Target	Q2_25	Q2_24	Jul_25	Aug_25	Q3 Target	Q3_25	Q3_24	Q4 Target	Q4_25	Q4_24	Target	Result	YE Target	
FS KPI	Average Net Time per Job Savings (HCC + SI) SP, Res [Bell Atlantic]	2025-08-16	-25.00	-	-	-11.05	-25.00	-22.76	-	-26.89	-33.67	-25.00	-28.32	-	-25.00	-	-	-25.00	-24.48	-25.00
	% Digital Interactions - VR and WiFi Fibe TV, Internet & Voice: SA, Res [Virgin included] [Bell Central]	2025-08-16	39.0	40.1	22.6	36.8	36.5	38.6	37.2	36.8	38.9	36.5	37.5	37.4	41.0	-	39.6	37.4	38.9	38.2
	Service Level Assignment SA & SP, Res & Bus, FW [BUZZ + Calls] [Virgin included] [Bell Central & Bell Atlantic]	2025-08-16	70	85	74	65	70	64	78	79	82	70	80	86	70	-	81	70	75	70
	Average Days Offered (New & Move) Fibe TV, Internet & Voice: SP, Res & Bus [Bell Central: Res & Bus], [Bell Atlantic: Res]	2025-08-16	3.2	2.7	3.3	3.1	3.2	2.9	2.8	3.1	3.2	3.2	3.1	3.0	3.2	-	3.0	3.2	2.9	3.2
	Avg. Wait Time for Service Installation Fibe TV, Internet & Voice: SP, Res & Bus [Bell Central: Res & Bus], [Bell Atlantic: Res], [Virgin Central: Res]	2025-08-16	2.9	2.4	2.8	2.6	2.9	2.4	2.5	2.5	2.8	2.8	2.6	2.6	2.8	-	2.7	2.9	2.5	2.9
	Coded Order Cycle Time - NEW - Under Development		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	% Orders Eligible for 2 Installation Options Fibe TV, Internet & Voice: SP, Res [Virgin included] [Bell Central]	2025-08-16	-	90.1	56.3	91.2	-	90.9	68.6	90.9	90.2	-	90.7	86.5	-	-	89.6	-	90.6	-

Please note:

- 2025 results and targets are based on 2025 business rules, unless noted otherwise.
- Sources: UDM except for "% Rework FW – RES", "% Rework FW - BUS" and "MYA Survey - % Happy - RES": Horizon Cube, "IPVPN Time to Install (TTI) % met<=15 cal. days": Missed Commitment
- Dashboard: <https://ndi.fsbiapps.int.bell.ca/> <http://mc-portal.fsbiapps.int.bell.ca/> https://pbi.fsbiapps.int.bell.ca/PowerBI_Reports_WP/powerbi/Prod/Horizon/Rework%20Dashboard
- MYA Dashboard: https://pbi.fsbiapps.int.bell.ca/PowerBI_Reports_WP/powerbi/Prod/Horizon/MYA%20Dashboard
- MYA Survey Dashboard: https://pbi.fsbiapps.int.bell.ca/PowerBI_Reports_WP/powerbi/Prod/Capital_Projects/MYA%20Survey%20Dashboard



First Time Right FW – Residential & Business

	Metric	Q3 Target	YTD		QTD		Monthly							Weekly				
			Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_06	Jul_13	Jul_20	Jul_27	Aug_03	
FibeTV																		
Residential FW	Install - Corporate	-	85.9%	86.8%	85.8%	86.9%	86.0%	87.2%	85.3%	87.0%	85.8%	86.5%	87.4%	86.2%	86.6%	86.6%	86.6%	
	Repair - Corporate	-	89.1%	89.2%	89.5%	89.1%	89.0%	89.1%	89.1%	88.8%	89.4%	90.3%	88.3%	88.5%	89.4%	89.4%	90.4%	
	Internet																	
	Install - Corporate	-	85.9%	87.4%	86.2%	87.9%	86.4%	88.0%	85.4%	87.8%	86.4%	88.1%	88.2%	86.4%	87.4%	87.9%	87.7%	
	Repair - Corporate	-	88.6%	88.6%	89.2%	88.3%	88.4%	88.8%	88.6%	88.0%	89.1%	89.3%	87.7%	87.0%	88.5%	88.0%	89.8%	
	Voice																	
	Install - Corporate	-	76.0%	75.5%	74.1%	75.2%	77.6%	75.7%	75.3%	75.7%	72.7%	73.4%	73.1%	73.7%	77.0%	76.8%	73.0%	
	Repair - Corporate	-	75.5%	74.0%	74.2%	74.1%	77.2%	75.7%	74.5%	73.7%	74.1%	76.3%	72.2%	73.5%	74.4%	75.6%	76.0%	
	Total (FibeTV + Internet + Voice)																	
	Install and Repair - Corporate	-	85.5%	86.4%	85.8%	86.5%	86.0%	86.9%	85.2%	86.3%	85.8%	87.2%	86.3%	85.3%	86.2%	86.5%	87.2%	
FibeTV																		
Business FW	Install - Corporate	-	75.5%	76.2%	74.6%	78.7%	73.6%	76.1%	75.9%	78.7%	73.2%	78.5%	77.8%	77.5%	76.1%	80.5%	78.2%	
	Repair - Corporate	-	86.0%	86.5%	86.1%	88.4%	85.4%	87.5%	85.5%	87.7%	87.1%	91.6%	86.0%	88.4%	88.2%	87.3%	91.8%	
	Internet																	
	Install - Corporate	-	75.2%	77.3%	75.0%	76.7%	74.6%	78.3%	74.4%	76.8%	76.1%	76.6%	77.6%	74.0%	77.6%	76.8%	76.3%	
	Repair - Corporate	-	84.6%	84.5%	84.9%	85.5%	85.8%	84.4%	84.1%	85.2%	85.6%	86.7%	83.6%	84.3%	87.2%	87.3%	87.0%	
	Voice																	
	Install - Corporate	-	79.6%	81.6%	78.5%	81.9%	80.3%	81.1%	78.1%	82.1%	79.0%	81.2%	80.5%	81.2%	86.1%	78.7%	82.6%	
	Repair - Corporate	-	76.4%	75.6%	75.3%	77.2%	76.3%	76.8%	74.7%	76.6%	74.8%	80.0%	77.3%	76.4%	75.9%	77.5%	80.3%	
	Total (FibeTV + Internet + Voice)																	
	Install and Repair - Corporate	-	78.2%	78.9%	77.8%	79.7%	78.2%	79.6%	77.3%	79.4%	78.1%	80.8%	79.3%	78.1%	80.1%	79.9%	81.0%	
Res & Bus FW			Total (FibeTV + Internet + Voice)															
Install and Repair - Corporate			-	84.6%	85.4%	84.8%	85.7%	85.0%	85.9%	84.2%	85.5%	84.9%	86.6%	85.5%	84.4%	85.4%	85.7%	86.5%

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD
- Source: Horizon Cube
- Dashboard: : <https://horizon.int.bell.ca/HORIZONPORTAL/Default.aspx>



Rework FW – FTR – Residential & Business

Metric	Q3 Target	YTD		QTD		Monthly							Weekly					
		Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_06	Jul_13	Jul_20	Jul_27	Aug_03		
		-	-	3.0%	2.3%	2.8%	2.4%	3.0%	2.3%	2.7%	2.4%	3.0%	2.7%	2.5%	2.5%	2.2%	2.4%	2.7%
FibeTV																		
Residential FW	Install - Corporate	-	-	3.0%	2.3%	2.8%	2.4%	3.0%	2.3%	2.7%	2.4%	3.0%	2.7%	2.5%	2.5%	2.2%	2.4%	2.7%
	Repair - Corporate	-	-	5.1%	4.5%	4.6%	4.3%	4.8%	4.1%	4.8%	4.4%	4.5%	3.9%	4.7%	4.9%	4.1%	4.2%	3.8%
	Internet																	
	Install - Corporate	-	-	2.0%	1.4%	1.7%	1.4%	2.0%	1.3%	1.8%	1.5%	1.7%	1.3%	1.4%	1.4%	1.6%	1.6%	1.2%
	Repair - Corporate	-	-	3.3%	2.8%	2.9%	2.8%	3.6%	2.6%	3.0%	2.8%	2.8%	2.9%	2.8%	3.2%	2.9%	3.0%	2.8%
	Voice																	
	Install - Corporate	-	-	3.2%	3.1%	3.4%	3.1%	3.3%	3.3%	3.3%	3.3%	3.6%	2.3%	3.7%	3.3%	3.2%	2.8%	2.2%
	Repair - Corporate	-	-	3.7%	3.4%	3.7%	3.5%	3.6%	3.4%	3.7%	3.5%	3.8%	3.6%	3.6%	3.6%	3.7%	2.9%	3.7%
	Total (FibeTV + Internet + Voice)																	
	Install and Repair - Corporate	-	-	3.2%	2.6%	2.8%	2.5%	3.1%	2.4%	2.9%	2.6%	2.9%	2.5%	2.6%	2.8%	2.6%	2.6%	2.4%
FibeTV																		
Business FW	Install - Corporate	-	-	3.4%	2.6%	2.7%	2.6%	4.5%	2.7%	2.5%	2.8%	3.2%	1.6%	4.2%	2.0%	3.9%	0.5%	2.1%
	Repair - Corporate	-	-	6.0%	5.0%	5.6%	4.3%	6.6%	5.0%	5.3%	4.9%	5.9%	1.7%	5.6%	7.2%	3.4%	4.9%	1.4%
	Internet																	
	Install - Corporate	-	-	2.2%	1.8%	2.0%	1.8%	2.2%	2.0%	2.1%	1.9%	1.8%	1.3%	2.0%	2.2%	1.9%	1.6%	1.2%
	Repair - Corporate	-	-	5.2%	4.1%	4.7%	4.2%	4.6%	4.0%	5.1%	4.3%	4.3%	3.6%	5.5%	5.1%	3.5%	2.5%	3.7%
	Voice																	
	Install - Corporate	-	-	1.7%	1.2%	1.7%	0.9%	1.4%	1.3%	2.0%	0.8%	1.6%	1.6%	1.1%	1.1%	0.8%	0.3%	1.7%
	Repair - Corporate	-	-	4.8%	3.7%	4.9%	3.2%	4.9%	2.8%	4.7%	3.2%	5.2%	2.8%	2.8%	2.7%	3.2%	3.4%	3.2%
	Total (FibeTV + Internet + Voice)																	
	Install and Repair - Corporate	-	-	3.7%	3.0%	3.6%	2.8%	3.7%	2.8%	3.7%	2.9%	3.6%	2.3%	3.2%	3.1%	2.7%	2.3%	2.4%

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD
- Source: Horizon Cube
- Dashboard: : <https://horizon.int.bell.ca/HORIZONPORTAL/Default.aspx>



Coded FW – FTR – Residential & Business

Metric	Q3 Target	YTD		QTD		Monthly						Weekly						
		Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_13	Jul_20	Jul_27	Aug_03	Aug_10		
		-	-	11.1%	10.9%	11.4%	10.8%	11.1%	10.5%	11.9%	10.6%	11.2%	11.1%	11.3%	11.3%	11.1%	10.7%	11.6%
FibeTV																		
Residential FW	Install - Corporate	-	-	5.9%	6.3%	5.9%	6.6%	6.2%	6.8%	6.2%	6.8%	6.1%	6.0%	6.6%	6.6%	6.4%	5.8%	6.4%
	Repair - Corporate	-	-	8.1%	8.6%	8.0%	8.9%	8.1%	8.6%	8.4%	9.2%	8.1%	8.2%	9.9%	8.7%	9.0%	7.4%	8.8%
	Internet																	
	Install - Corporate	-	-	12.2%	11.2%	12.1%	10.8%	11.7%	10.6%	12.8%	10.8%	11.9%	10.9%	12.3%	11.0%	10.5%	11.1%	11.3%
	Repair - Corporate	-	-	20.8%	21.3%	22.5%	21.3%	19.2%	20.9%	21.3%	21.0%	23.6%	22.0%	23.0%	19.7%	20.4%	24.8%	18.9%
	Voice																	
	Install - Corporate	-	-	20.8%	22.6%	22.1%	22.4%	19.2%	20.9%	21.8%	22.8%	22.1%	21.2%	22.9%	21.9%	21.5%	20.3%	22.4%
	Total (FibeTV + Internet + Voice)																	
	Install and Repair - Corporate	-	-	11.3%	11.1%	11.4%	11.0%	10.9%	10.8%	11.9%	11.2%	11.4%	10.7%	11.9%	11.2%	11.0%	10.4%	11.3%
	Business FW																	
Business FW	FibeTV																	
	Install - Corporate	-	-	21.0%	21.1%	22.7%	18.3%	21.9%	21.2%	21.6%	18.5%	23.6%	18.0%	20.5%	20.0%	19.0%	19.7%	15.5%
	Repair - Corporate	-	-	8.0%	8.5%	8.4%	7.4%	8.1%	7.5%	9.2%	7.5%	7.1%	7.3%	4.4%	8.4%	7.9%	6.8%	8.0%
	Internet																	
	Install - Corporate	-	-	22.6%	20.9%	23.0%	21.3%	23.3%	19.7%	23.5%	21.3%	22.1%	21.2%	23.8%	20.5%	21.6%	22.5%	20.1%
	Repair - Corporate	-	-	10.3%	11.4%	10.4%	10.5%	9.6%	11.6%	10.8%	10.5%	10.1%	10.5%	10.6%	9.4%	10.1%	9.3%	11.2%
	Voice																	
	Install - Corporate	-	-	18.8%	17.2%	19.8%	17.3%	18.3%	17.7%	19.8%	17.1%	19.4%	17.8%	17.7%	13.1%	21.0%	15.7%	18.5%
	Repair - Corporate	-	-	18.8%	20.6%	19.7%	19.6%	18.8%	20.4%	20.6%	20.2%	20.1%	18.0%	21.0%	21.0%	19.1%	16.6%	19.0%
	Total (FibeTV + Internet + Voice)																	
	Install and Repair - Corporate	-	-	18.1%	18.2%	18.6%	17.5%	18.1%	17.6%	19.0%	17.7%	18.4%	17.0%	18.8%	17.2%	17.7%	16.6%	17.1%

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD
- Source: Horizon Cube
- Dashboard: : <https://horizon.int.bell.ca/HORIZONPORTAL/Default.aspx>



Rework FW – Residential & Business

	Metric	Q3 Target	YTD		QTD		Monthly							Weekly				
			Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul 06	Jul 13	Jul 20	Jul 27	Aug 03	
FibeTV																		
Residential FW	Install - Corporate	3.3%	3.2%	2.3%	2.9%	2.3%	3.1%	2.1%	2.8%	2.3%	3.1%	2.7%	2.2%	2.3%	2.2%	2.3%	2.6%	
	Repair - Corporate	5.2%	5.3%	4.7%	4.8%	4.5%	5.0%	4.3%	5.0%	4.6%	4.6%	4.0%	4.9%	5.1%	4.2%	4.3%	3.8%	
	Internet																	
	Install - Corporate	2.2%	2.1%	1.6%	1.9%	1.6%	2.0%	1.6%	2.0%	1.6%	1.7%	1.4%	1.5%	1.6%	1.7%	1.8%	1.4%	
	Repair - Corporate	3.3%	3.6%	3.1%	3.1%	3.0%	3.8%	2.9%	3.3%	3.0%	3.0%	3.0%	3.2%	3.4%	3.1%	3.2%	2.9%	
	Voice																	
	Install - Corporate	5.0%	4.0%	3.8%	4.3%	3.8%	3.8%	3.7%	4.1%	4.0%	4.5%	2.9%	4.8%	3.9%	4.0%	3.5%	2.9%	
	Repair - Corporate	6.1%	5.6%	5.2%	5.6%	5.4%	5.3%	5.2%	5.6%	5.4%	5.7%	5.2%	5.6%	5.6%	5.9%	4.1%	5.4%	
	Total (FibeTV + Internet + Voice)																	
	Install and Repair - Corporate	-	3.6%	3.2%	3.4%	3.1%	3.5%	2.9%	3.4%	3.1%	3.4%	2.9%	3.1%	3.5%	3.2%	3.0%	2.9%	
Total (FibeTV + Internet + Voice + WHI)																		
Install and Repair - Corporate																		
Business FW	FibeTV																	
	Install - Corporate	4.3%	4.8%	3.5%	4.3%	3.3%	5.7%	4.0%	4.1%	3.2%	4.6%	3.6%	5.0%	2.5%	5.0%	0.0%	4.7%	
	Repair - Corporate	6.4%	6.4%	5.4%	6.0%	4.3%	6.9%	5.6%	5.5%	5.0%	6.2%	1.2%	6.2%	7.5%	3.7%	4.7%	1.5%	
	Internet																	
	Install - Corporate	3.4%	3.1%	2.3%	3.0%	2.3%	3.1%	2.6%	3.2%	2.4%	2.7%	1.9%	2.7%	2.6%	2.5%	2.1%	1.8%	
	Repair - Corporate	5.8%	5.8%	5.3%	5.4%	5.2%	5.1%	4.9%	5.7%	5.4%	5.0%	4.6%	6.7%	6.7%	4.0%	3.2%	4.7%	
	Voice																	
	Install - Corporate	2.4%	2.0%	1.5%	2.0%	1.1%	1.7%	1.6%	2.2%	1.0%	2.1%	1.6%	1.3%	1.3%	1.2%	0.3%	1.5%	
	Repair - Corporate	6.4%	5.9%	5.4%	6.1%	5.7%	6.0%	5.0%	5.8%	5.8%	6.6%	5.0%	5.0%	5.1%	6.0%	6.1%	5.7%	
	Total (FibeTV + Internet + Voice)																	
Install and Repair - Corporate																		

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD
- Source: Horizon Cube
- Dashboard: <https://horizon.int.bell.ca/HORIZONPORTAL/Default.aspx>



Rework FW – Residential & Business - Bell

	Metric	Q3 Target	YTD		QTD		Monthly							Weekly				
			Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul 06	Jul 13	Jul 20	Jul 27	Aug 03	
			-	-	1.5%	1.2%	1.1%	1.1%	1.4%	0.9%	1.1%	1.0%	1.4%	1.4%	1.1%	1.5%	0.4%	1.4%
Residential FW																		
	FibeTV																	
	Install - Corporate	-	1.5%	1.2%	1.1%	1.1%	1.4%	0.9%	1.1%	1.0%	1.4%	1.4%	1.1%	1.5%	0.4%	1.4%	1.0%	
	Repair - Corporate	-	4.0%	4.2%	3.4%	2.7%	3.8%	3.3%	2.9%	3.0%	3.7%	1.7%	3.0%	2.9%	3.3%	1.4%	2.2%	
	Internet																	
	Install - Corporate	-	1.3%	0.9%	1.0%	0.7%	1.2%	1.3%	1.2%	0.8%	0.7%	0.4%	0.7%	0.9%	0.0%	1.4%	0.6%	
	Repair - Corporate	-	3.7%	4.0%	3.8%	2.5%	3.5%	2.2%	3.7%	2.7%	4.5%	1.9%	2.6%	2.4%	4.1%	1.6%	1.5%	
	Voice																	
	Install - Corporate	-	2.3%	2.1%	1.9%	2.0%	1.5%	1.5%	1.7%	2.4%	1.7%	0.0%	0.0%	1.7%	7.7%	2.4%	0.0%	
	Repair - Corporate	-	4.6%	5.2%	4.7%	4.5%	4.3%	5.3%	4.9%	4.6%	4.9%	4.0%	5.8%	4.0%	5.5%	2.4%	5.0%	
	Total (FibeTV + Internet + Voice)																	
	Total (FibeTV + Internet + Voice + WHI)																	
	Install and Repair - Corporate	-	2.5%	2.6%	2.2%	2.2%	2.3%	2.2%	2.3%	2.2%	2.5%	1.8%	2.4%	2.3%	2.6%	1.7%	1.9%	
	Business FW																	
	FibeTV																	
	Install - Corporate	-	3.7%	2.6%	2.7%	2.3%	3.8%	1.5%	1.0%	2.8%	3.4%	0.0%	2.9%	5.0%	4.3%	0.0%	0.0%	
	Repair - Corporate	-	6.0%	4.6%	4.4%	0.6%	7.9%	3.4%	4.9%	0.8%	5.8%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	
	Internet																	
	Install - Corporate	-	2.4%	1.8%	2.3%	1.2%	2.1%	1.9%	2.3%	1.2%	2.0%	1.1%	1.2%	1.1%	1.1%	2.1%	1.1%	
	Repair - Corporate	-	5.1%	4.5%	5.5%	3.5%	4.6%	3.8%	5.1%	2.8%	6.6%	6.4%	4.5%	2.4%	3.3%	3.1%	6.5%	
	Voice																	
	Install - Corporate	-	1.2%	0.8%	1.4%	0.2%	0.7%	0.8%	1.4%	0.3%	1.5%	0.0%	0.0%	0.9%	0.4%	0.0%	0.0%	
	Repair - Corporate	-	4.6%	4.2%	5.0%	3.9%	4.2%	3.8%	5.2%	3.9%	5.4%	3.7%	3.3%	5.5%	2.8%	3.7%	4.0%	
	Total (FibeTV + Internet + Voice)																	
	Install and Repair - Corporate	-	3.3%	2.8%	3.6%	2.1%	3.1%	2.5%	3.6%	2.1%	3.8%	2.3%	2.1%	2.8%	1.8%	2.1%	2.4%	

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD
- Source: Horizon Cube
- Dashboard: <https://horizon.int.bell.ca/HORIZONPORTAL/Default.aspx>



Rework FW – Residential & Business - BTS

Metric	Q3 Target	YTD		QTD		Monthly							Weekly					
		Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul 06	Jul 13	Jul 20	Jul 27	Aug 03		
		-	-	4.1%	2.9%	4.0%	2.8%	4.1%	2.6%	3.8%	2.7%	4.3%	3.0%	2.6%	2.6%	2.8%	2.7%	3.1%
FibeTV																		
Residential FW	Install - Corporate	-	-	4.1%	2.9%	4.0%	2.8%	4.1%	2.6%	3.8%	2.7%	4.3%	3.0%	2.6%	2.6%	2.8%	2.7%	3.1%
	Repair - Corporate	-	-	5.4%	4.8%	5.0%	4.7%	5.2%	4.5%	5.2%	4.8%	4.8%	4.3%	5.0%	5.3%	4.4%	4.6%	4.0%
	Internet																	
	Install - Corporate	-	-	2.2%	1.8%	2.1%	1.7%	2.1%	1.7%	2.1%	1.7%	1.9%	1.5%	1.5%	1.6%	1.8%	1.9%	1.4%
	Repair - Corporate	-	-	3.6%	3.0%	3.1%	3.0%	3.9%	2.9%	3.2%	3.0%	3.0%	3.1%	3.2%	3.4%	2.9%	3.4%	2.9%
	Voice																	
	Install - Corporate	-	-	4.4%	4.1%	4.9%	4.1%	4.7%	4.0%	5.1%	4.4%	5.0%	3.1%	5.9%	4.5%	3.7%	3.7%	3.0%
	Repair - Corporate	-	-	5.8%	5.2%	5.8%	5.5%	5.5%	5.2%	5.7%	5.6%	5.8%	5.3%	5.6%	5.9%	5.9%	4.4%	5.3%
	Total (FibeTV + Internet + Voice)																	
	Install and Repair - Corporate	-	-	3.9%	3.3%	3.7%	3.2%	3.8%	3.1%	3.7%	3.3%	3.7%	3.0%	3.2%	3.6%	3.3%	3.2%	3.0%
Total (FibeTV + Internet + Voice + WHI)																		
Install and Repair - Corporate																		
FibeTV																		
Business FW	Install - Corporate	-	-	5.6%	4.1%	5.2%	3.7%	7.2%	5.2%	5.5%	3.4%	5.4%	5.2%	5.7%	1.7%	5.5%	0.0%	6.6%
	Repair - Corporate	-	-	6.5%	5.7%	6.3%	5.3%	6.8%	6.0%	5.7%	6.1%	6.4%	1.5%	7.6%	8.1%	4.6%	6.3%	1.9%
	Internet																	
	Install - Corporate	-	-	3.8%	2.7%	3.5%	2.9%	3.9%	3.0%	3.8%	3.0%	3.2%	2.4%	3.4%	3.4%	3.4%	2.1%	2.2%
	Repair - Corporate	-	-	6.1%	5.6%	5.4%	5.7%	5.3%	5.2%	5.9%	6.1%	4.6%	4.1%	7.5%	7.8%	4.2%	3.2%	4.2%
	Voice																	
	Install - Corporate	-	-	4.1%	3.4%	3.5%	3.4%	3.8%	3.3%	4.2%	2.9%	3.5%	5.6%	4.8%	2.3%	3.4%	1.2%	5.9%
	Repair - Corporate	-	-	6.8%	6.3%	6.8%	7.0%	7.2%	6.2%	6.2%	7.2%	7.3%	6.1%	6.2%	4.7%	8.6%	7.5%	7.2%
	Total (FibeTV + Internet + Voice)																	
	Install and Repair - Corporate	-	-	5.5%	4.6%	5.2%	4.7%	5.5%	4.5%	5.2%	4.9%	5.0%	3.8%	5.4%	5.0%	4.9%	3.8%	4.0%

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD
- Atlantic results are not included
- Source: Horizon Cube
- Dashboard: <https://horizon.int.bell.ca/HORIZONPORTAL/Default.aspx>



Rework FW – Residential & Business - Contractor

	Metric	Q3 Target	YTD		QTD		Monthly							Weekly				
			Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul 06	Jul 13	Jul 20	Jul 27	Aug 03	
			-	-	1.5%	1.3%	1.2%	1.5%	1.3%	1.1%	1.2%	1.3%	1.1%	2.3%	1.4%	1.8%	1.8%	1.5%
FibeTV																		
Residential FW	Install - Corporate	-	1.5%	1.3%	1.2%	1.5%	1.3%	1.1%	1.2%	1.3%	1.1%	2.3%	1.4%	1.8%	1.8%	1.5%	2.2%	
	Repair - Corporate	-	4.6%	4.4%	3.8%	3.3%	4.1%	3.0%	3.9%	3.5%	3.8%	2.4%	5.1%	4.5%	2.5%	2.9%	2.2%	
	Internet																	
	Install - Corporate	-	1.2%	1.1%	1.0%	1.1%	1.4%	0.7%	0.8%	1.2%	0.9%	0.9%	1.4%	2.3%	0.7%	1.0%	1.0%	
	Repair - Corporate	-	3.9%	3.8%	3.3%	3.5%	3.7%	3.8%	4.0%	3.5%	1.9%	3.2%	4.7%	4.2%	5.9%	0.8%	3.4%	
	Voice																	
	Install - Corporate	-	3.0%	2.3%	1.5%	2.5%	3.7%	8.7%	1.8%	0.0%	0.7%	8.3%	0.0%	0.0%	0.0%	0.0%	12.5%	
	Repair - Corporate	-	5.4%	6.8%	5.4%	7.7%	6.5%	6.8%	4.2%	5.6%	5.0%	12.1%	0.0%	11.8%	5.3%	6.3%	14.3%	
	Total (FibeTV + Internet + Voice)																	
	Install and Repair - Corporate	-	2.1%	2.0%	1.6%	2.1%	2.0%	1.6%	1.6%	2.0%	1.5%	2.4%	2.3%	3.0%	2.4%	1.6%	2.6%	
Total (FibeTV + Internet + Voice + WHI)																		
Install and Repair - Corporate																		
Business FW	FibeTV																	
	Install - Corporate	-	1.9%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-	0.0%	0.0%	0.0%	0.0%	
	Repair - Corporate	-	6.6%	5.6%	10.0%	0.0%	0.0%	18.2%	5.3%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
	Internet																	
	Install - Corporate	-	1.5%	1.8%	1.3%	0.0%	2.9%	3.5%	1.0%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
	Repair - Corporate	-	3.4%	5.1%	3.6%	1.8%	3.3%	7.5%	4.3%	2.0%	4.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
	Voice																	
	Install - Corporate	-	2.6%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
	Repair - Corporate	-	9.1%	7.4%	12.7%	4.4%	17.7%	8.3%	11.5%	5.4%	18.2%	0.0%	8.3%	9.1%	0.0%	0.0%	0.0%	
	Total (FibeTV + Internet + Voice)																	
	Install and Repair - Corporate	-	3.3%	3.4%	3.4%	1.3%	4.3%	5.4%	3.2%	1.5%	3.6%	0.0%	1.9%	2.6%	0.0%	0.0%	0.0%	

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD
- Source: Horizon Cube
- Dashboard: <https://horizon.int.bell.ca/HORIZONPORTAL/Default.aspx>



[View Details Res 1](#)[View Details Bus 1](#)[View Details Res 2](#)[View Details Bus 2](#)

Arrived Late On Site and Work Load Too Heavy Misses

	Metric	Q3 Target	YTD		QTD		Monthly						Weekly				
			Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul 13	Jul 20	Jul 27	Aug 03	Aug 10
Residential	Total - Install & Repair																
	Arrived Late and Work Load Too Heavy - Corp	3.1%	3.0%	2.9%	3.1%	2.7%	2.7%	2.5%	3.2%	2.8%	3.4%	2.4%	2.9%	2.8%	2.6%	2.4%	2.4%
	Arrived Late On Site - Corp	-	1.0%	0.8%	1.0%	1.0%	1.0%	0.9%	1.1%	1.0%	1.0%	0.8%	1.1%	1.0%	1.0%	0.8%	0.9%
Business	Work Load Too Heavy (PL) - Corp	-	2.0%	2.1%	2.3%	1.8%	1.7%	1.7%	2.3%	1.8%	2.4%	1.6%	1.9%	1.9%	1.8%	1.7%	1.7%
	Total - Install & Repair																
	Arrived Late and Work Load Too Heavy - Corp	5.9%	6.0%	4.2%	6.2%	3.8%	5.6%	3.4%	7.0%	3.7%	6.1%	4.0%	3.8%	3.7%	3.5%	4.0%	4.0%
Res & Bus	Arrived Late On Site - Corp	-	3.1%	2.2%	3.3%	1.6%	3.0%	1.8%	3.5%	1.7%	3.3%	1.4%	1.4%	1.7%	1.6%	1.4%	1.5%
	Work Load Too Heavy (PL) - Corp	-	3.4%	2.4%	3.4%	2.4%	3.0%	1.9%	4.1%	2.3%	3.3%	2.8%	2.7%	2.3%	2.1%	2.9%	2.8%
	Total																
Install - Corporate		-	2.5%	2.3%	2.3%	2.0%	2.2%	2.1%	2.4%	2.1%	2.3%	1.8%	2.0%	2.0%	2.1%	1.8%	1.9%
Repair - Corporate		-	4.5%	3.9%	5.0%	3.7%	4.0%	3.4%	5.2%	3.9%	5.3%	3.5%	4.1%	3.8%	3.5%	3.5%	3.5%

Please note:

- The Arrived Late and Work Load Too Heavy Misses metric is a combination of two existing metrics:
 - Technician Late Arrival for appointment (Arrived Late On Site – ALOS).
 - Appointment rescheduled due to insufficient workforce available (Workload Too Heavy – PL Coded).
- All Field Work is included (I/R & Cable).
- This provides a full view on the Field appointments (base) that were missed by either of the above which negatively affects the Customer Experience.
- YTD 2024 is complete month and YTD 2025 is rolling YTD
- Source: UDM
- Dashboard <http://mc-portal.fsbiapps.int.bell.ca/>



Tech Repairs Offered in 48 Hours

	Metric	Q3 Target	YTD		QTD		Monthly						Weekly				
			Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_13	Jul_20	Jul_27	Aug_03	Aug_10
Residential	Total																
	Repair - Ontario	92%	95%	95%	93%	95%	96%	97%	93%	94%	94%	98%	96%	97%	96%	98%	98%
	Repair - Quebec	92%	95%	98%	96%	98%	98%	98%	95%	98%	96%	99%	98%	98%	99%	99%	99%
	Repair - Atlantic	84%	82%	85%	83%	82%	86%	84%	77%	80%	83%	85%	82%	84%	83%	80%	88%
Business	Total																
	Repair - Ontario	-	96%	96%	96%	96%	95%	97%	95%	95%	96%	96%	96%	97%	91%	95%	97%
	Repair - Quebec	-	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	99%	96%	98%	99%	98%
	Repair - Atlantic	-	82%	84%	81%	79%	84%	85%	78%	80%	81%	75%	83%	78%	79%	69%	79%
Res & Bus	Total																
	Repair - Ontario	-	96%	95%	94%	95%	96%	97%	94%	95%	95%	98%	96%	97%	95%	97%	98%
	Repair - Quebec	-	95%	98%	97%	98%	98%	98%	95%	98%	96%	99%	98%	98%	99%	99%	99%
	Repair - Atlantic	-	82%	85%	82%	81%	86%	84%	77%	80%	83%	83%	82%	82%	82%	77%	86%
	Repair - Corporate	-	94%	95%	93%	94%	96%	96%	92%	94%	94%	96%	95%	95%	95%	95%	96%

Please note:

- Last week results are incomplete and subject to change once the week is completed.
- Atlantic results are not included for FibeTV Business.
- YTD 2024 is complete month and YTD 2025 is rolling YTD
- Source: UDM
- Dashboard <http://mc-portal.fsbiapps.int.bell.ca/>



Tech Repairs Offered in 24 Hours

	Metric	Q3 Target	YTD		QTD		Monthly						Weekly				
			Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_13	Jul_20	Jul_27	Aug_03	Aug_10
Residential	Total																
	Repair - Ontario	-	76%	82%	69%	88%	73%	86%	69%	85%	70%	94%	89%	91%	90%	94%	94%
	Repair - Quebec	-	79%	87%	81%	87%	87%	86%	82%	85%	75%	90%	85%	90%	96%	93%	86%
	Repair - Atlantic	-	68%	73%	67%	68%	71%	72%	59%	66%	69%	73%	68%	71%	66%	67%	80%
Business	Repair - Corporate	-	76%	82%	72%	85%	77%	85%	72%	83%	71%	91%	86%	89%	89%	90%	90%
	Total																
	Repair - Ontario	-	91%	93%	92%	92%	89%	94%	90%	91%	93%	94%	94%	95%	88%	92%	94%
	Repair - Quebec	-	96%	94%	96%	94%	97%	88%	96%	95%	95%	94%	98%	95%	98%	97%	91%
Res & Bus	Repair - Atlantic	-	70%	75%	69%	70%	75%	76%	66%	72%	66%	67%	76%	73%	69%	58%	73%
	Repair - Corporate	85%	88%	89%	88%	88%	87%	89%	86%	88%	88%	88%	91%	90%	86%	85%	89%
	Total																
	Repair - Ontario	-	78%	83%	72%	88%	76%	87%	72%	86%	73%	94%	90%	92%	90%	93%	94%
	Repair - Quebec	-	81%	87%	82%	87%	88%	86%	83%	86%	76%	91%	86%	91%	96%	93%	87%
	Repair - Atlantic	-	68%	73%	68%	68%	72%	73%	61%	67%	68%	72%	70%	71%	67%	65%	78%
	Repair - Corporate	-	78%	83%	75%	86%	79%	85%	74%	84%	73%	90%	87%	89%	89%	90%	90%

Please note:

- Last week results are incomplete and subject to change once the week is completed.
- Atlantic results are not included for FibeTV Business.
- YTD 2024 is complete month and YTD 2025 is rolling YTD
- Source: UDM
- Dashboard <http://mc-portal.fsbapps.int.bell.ca/>



WOW & WBP

	Metric	Q3 Target	YTD		QTD		Monthly						Weekly				
			Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_13	Jul_20	Jul_27	Aug_03	Aug_10
WOW Res & Bus	BTS LOSS																
	Ontario	-	6.4%	7.1%	6.5%	6.7%	5.8%	6.7%	6.4%	6.9%	6.4%	6.4%	7.2%	6.3%	6.1%	6.9%	5.1%
	Quebec	-	8.1%	8.6%	8.1%	7.8%	6.1%	8.6%	7.6%	7.4%	8.6%	8.8%	7.7%	7.3%	8.1%	7.4%	9.5%
	Corporate	-	7.0%	7.6%	7.1%	7.1%	5.9%	7.4%	6.8%	7.1%	7.2%	7.2%	7.4%	6.6%	6.7%	7.1%	6.6%
	CC JITT																
	Ontario	-	1.6%	0.9%	1.4%	0.9%	1.6%	0.8%	1.4%	0.9%	1.1%	0.9%	0.6%	0.7%	0.8%	1.0%	0.9%
	Quebec	-	2.0%	1.4%	1.9%	1.0%	2.3%	1.1%	2.0%	1.0%	1.7%	1.0%	0.8%	1.0%	0.8%	1.2%	1.0%
	Corporate	-	1.7%	1.1%	1.6%	0.9%	1.8%	0.9%	1.6%	0.9%	1.3%	0.9%	0.7%	0.8%	0.8%	1.1%	0.9%
	CC WOW																
	Ontario	-	2.5%	3.9%	2.7%	3.8%	2.5%	3.7%	2.5%	3.7%	3.0%	4.1%	4.3%	3.7%	3.8%	4.0%	4.0%
	Quebec	-	1.3%	2.7%	1.5%	2.4%	1.1%	2.7%	1.4%	2.4%	1.6%	2.5%	2.5%	3.1%	3.1%	2.5%	2.3%
	Corporate	-	2.1%	3.5%	2.2%	3.3%	2.0%	3.3%	2.1%	3.2%	2.5%	3.5%	3.7%	3.5%	3.6%	3.5%	3.5%
	CC ABS																
	Ontario	-	0.9%	1.4%	1.1%	1.4%	0.9%	1.4%	0.9%	1.3%	1.2%	1.7%	1.2%	1.4%	1.5%	1.7%	1.8%
	Quebec	-	1.2%	1.4%	1.2%	1.1%	1.2%	1.3%	1.2%	1.0%	1.2%	1.3%	1.1%	1.5%	1.3%	1.4%	1.0%
	Corporate	-	1.0%	1.4%	1.1%	1.3%	1.0%	1.4%	1.0%	1.2%	1.2%	1.5%	1.1%	1.5%	1.4%	1.6%	1.5%
WBP Res & Bus	BTS WBP																
	Ontario	-	3.5%	3.6%	1.0%	0.5%	2.9%	3.3%	0.4%	0.5%	1.2%	0.5%	0.7%	1.2%	0.2%	0.3%	
	Quebec	-	0.4%	1.5%	0.1%	0.1%	1.5%	0.3%	0.1%	0.1%	0.0%	0.2%	0.0%	0.2%	0.2%	0.2%	
	Cabling	-	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
	Corporate	-	2.1%	2.5%	0.6%	0.3%	2.1%	1.9%	0.2%	0.3%	0.7%	0.4%	0.4%	0.7%	0.2%	0.3%	

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD.
- Atlantic results are not included
- Source WOW: Action / CC
- Source WBP: CADO
- WBP: There is a one week lag as the latest week is updated on Thursday.

Calendars

	Metric	Q3 Target	YTD		QTD		Monthly							Weekly				
			Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_13	Jul_20	Jul_27	Aug_03	Aug_10	
Residential	1 Day Install																	
	Install - FibeTV - Corporate	-	29%	25%	24%	24%	26%	23%	28%	25%	22%	21%	26%	29%	24%	20%	24%	
	Install - Internet - Corporate	-	24%	25%	24%	24%	22%	22%	26%	25%	23%	22%	30%	34%	25%	20%	27%	
	2 Days Install																	
	Install - FibeTV - Corporate	-	61%	61%	59%	54%	65%	57%	60%	57%	54%	47%	64%	67%	54%	48%	51%	
	Install - Internet - Corporate	-	56%	66%	57%	59%	59%	61%	56%	61%	55%	55%	69%	72%	61%	55%	60%	
Business	2 Days Install																	
	Install - FibeTV - Corporate	-	94%	96%	97%	96%	96%	94%	97%	96%	96%	95%	99%	95%	98%	89%	98%	
	Install - Internet - Corporate	-	71%	92%	82%	89%	49%	90%	70%	90%	87%	87%	91%	94%	90%	80%	92%	

Please note:

- The Fibe & Internet – 2 Days Install metrics have 2 more days of data (3 days if Monday is Holiday) in the MTD, QTD and YTD than the last week results.
- Atlantic results are not included for FibeTV – Repair, 1 Day Install and 2 Days Install results.
- Voice – 2 Days Install excluded 807 and 705 North. Bus FibeTV – 2 Days Install included the Business IPTV FTTB Full Install – Bundle. Bus FibeTV & Internet – 2 Days Install excluded 807 and 705 North..
- YTD 2024 is complete month and YTD 2025 is rolling YTD.
- Sources: BRS Calendars - 1 Day Install and GDI – 2 Days Install Residential BRS Calendars and Business.
- Dashboard: <https://fsbi.int.bell.ca/BRSCalendar/>



Average Days Offered – Residential (New & Move)

Metric	Q3 Target	YTD		QTD		Weekly				Daily						
		Aug 24	Aug 25	Q3 24	Q3 25	Jul 20	Jul 27	Aug 03	Aug 10	Aug 10	Aug 11	Aug 12	Aug 13	Aug 14	Aug 15	Aug 16
FibeTV																
Install - ONTARIO	-	3	3	3	3	3	3	3	3	3	3	3	3	4	3	4
Install - 416	-	2	3	2	3	3	3	3	3	2	3	3	3	4	3	3
Install - 519	-	3	3	3	3	3	3	3	3	4	4	4	3	4	3	3
Install - 613	-	3	3	3	3	3	3	3	3	2	2	2	3	4	3	3
Install - 705N	-	3	4	3	5	4	4	4	4	2	2	2	5	4	4	4
Install - 705S	-	3	3	3	3	3	4	4	3	1	3	3	3	3	4	4
Install - 807	-	2	4	2	7	3	-	19	5	2	8	-	6	-	-	-
Install - 905 Central	-	3	3	3	3	2	3	3	3	2	2	3	3	4	3	4
Install - 905 East	-	2	3	3	3	2	3	3	3	4	3	3	2	4	3	4
Install - 905 West	-	3	3	3	3	2	3	3	3	2	2	3	3	5	3	3
Install - QUEBEC	-	3	3	3	3	2	3	3	3	2	3	3	3	3	3	3
Install - ERR MTL	-	3	3	3	3	2	3	4	3	2	3	3	2	3	3	3
Install - ERR Quebec	-	3	3	4	3	2	3	4	3	2	3	4	4	3	3	3
Install - ERR R Nord	-	3	3	3	3	2	3	3	3	2	3	2	3	3	3	3
Install - ERR R Sud	-	3	3	3	3	2	3	3	3	2	3	2	4	3	4	3
Install - Grand Nord	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-
Internet																
Install - ONTARIO	-	3	3	3	3	3	3	3	3	2	3	3	3	4	3	4
Install - 416	-	2	3	3	3	3	3	3	3	2	3	3	3	3	3	3
Install - 519	-	3	3	3	3	3	3	3	3	3	2	3	4	4	3	4
Install - 613	-	3	3	3	3	3	3	3	3	2	3	3	4	4	3	4
Install - 705N	-	3	4	3	5	4	4	4	4	6	3	2	3	5	5	3
Install - 705S	-	3	3	3	3	3	3	3	3	2	2	2	2	4	4	4
Install - 807	-	4	4	4	5	4	7	6	6	-	3	5	8	5	4	20
Install - 905 Central	-	3	3	3	3	3	3	3	3	2	2	3	4	4	4	4
Install - 905 East	-	3	3	3	3	3	3	3	3	2	2	3	3	4	3	4
Install - 905 West	-	3	3	3	3	3	3	3	3	2	2	3	3	3	3	4
Install - QUEBEC	-	3	3	3	3	2	3	3	3	2	2	3	3	3	3	3
Install - ERR MTL	-	3	3	3	3	2	3	3	3	2	3	2	3	4	3	3
Install - ERR Quebec	-	3	3	3	3	2	3	3	3	2	2	3	3	3	3	3
Install - ERR R Nord	-	3	3	3	3	2	3	3	3	2	2	3	3	3	3	3
Install - ERR R Sud	-	3	3	3	3	2	3	3	3	3	2	3	3	3	3	3
Install - Grand Nord	-	3	6	2	-	-	-	-	-	-	-	-	-	-	-	-
Total (FibeTV, Internet, Voice)																
Atlantic Overall	-	4	4	4	4	4	4	4	3	3	3	3	4	4	4	
Halifax	-	3	3	3	3	3	3	3	3	2	2	2	3	4	4	3
St. John's	-	3	3	3	3	3	4	3	3	2	2	2	3	4	4	4
Moncton	-	3	3	3	4	4	4	4	3	3	2	2	3	4	3	3
Atlantic Top 3 Cities	-	3	3	3	3	3	4	3	3	2	2	2	3	4	4	3

Please note:

Average Days Offered: Virgin, Wholesale, Winback and Self Install results are not included.

- YTD 2024 is complete month and YTD 2025 is rolling YTD.
- The metrics have 2 more days of data in the QTD & YTD than the last week results.
- Includes all appointment window types.
- Offered of 30 days and more have been excluded. Atlantic business rules have not changed.
- Source: WFAS with Order Max except for Atlantic which is CSM and ATL WFAS

Central Conditional formatting rules: Minimum 2.49 / Midpoint 4.5 / Maximum 6.5

Atlantic Minimum 4 / Midpoint 6 / Maximum 8

- Atlantic Top 3 Cities include Halifax, St.John's & Moncton
- Measures the average of (# of days between Earliest Available Appointment and order creation - which has the same rule as CTL Res



Average Days Offered - Residential (Change only)

Metric	Q3 Target	YTD		QTD		Weekly				Daily						
		Aug 24	Aug 25	Q3 24	Q3 25	Jul 20	Jul 27	Aug 03	Aug 10	Aug 10	Aug 11	Aug 12	Aug 13	Aug 14	Aug 15	Aug 16
Fibre TV																
Install - ONTARIO	-	2	2	2	2	2	2	3	3	3	2	2	2	3	3	3
Install - 416	-	2	2	2	2	2	2	2	2	2	2	2	2	3	2	4
Install - 519	-	2	2	2	2	2	2	3	3	13	2	3	3	3	3	3
Install - 613	-	2	2	2	2	2	2	3	3	2	2	1	2	3	4	3
Install - 705N	-	3	4	3	4	3	5	4	2	1	2	2	2	4	4	3
Install - 705S	-	2	3	3	3	3	3	3	3	1	2	2	2	2	4	4
Install - 807	-	2	4	2	5	3	-	6	25	-	25	-	-	-	-	-
Install - 905 Central	-	2	2	2	2	2	2	3	2	1	2	2	2	3	4	2
Install - 905 East	-	2	2	2	2	2	2	2	2	2	3	3	2	2	2	2
Install - 905 West	-	2	2	2	2	2	2	3	3	2	2	1	3	3	4	3
Install - QUEBEC	-	3	2	2	2	2	2	2	2	2	2	2	2	2	2	3
Install - ERR MTL	-	2	2	2	2	1	2	2	2	1	2	2	2	2	2	2
Install - ERR Quebec	-	3	3	3	3	2	3	3	3	2	2	4	4	3	3	3
Install - ERR R Nord	-	2	2	2	2	2	3	3	2	3	2	2	2	3	2	3
Install - ERR R Sud	-	3	2	2	2	2	3	3	2	2	1	3	3	2	3	4
Install - Grand Nord	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Internet																
Install - ONTARIO	-	2	2	2	2	2	2	2	2	3	2	2	2	3	3	2
Install - 416	-	2	2	2	2	1	1	2	2	3	2	1	2	2	2	2
Install - 519	-	3	2	2	2	2	2	2	3	5	2	3	2	3	3	2
Install - 613	-	2	2	2	2	2	2	2	2	2	2	1	3	3	2	3
Install - 705N	-	3	3	3	4	3	4	4	2	3	2	3	2	1	4	-
Install - 705S	-	2	2	2	2	2	3	2	2	3	1	2	2	3	3	2
Install - 807	-	3	4	4	6	4	11	5	4	-	3	5	-	-	4	-
Install - 905 Central	-	3	2	2	2	2	2	2	2	4	2	1	2	3	3	3
Install - 905 East	-	2	2	2	2	2	2	2	2	1	2	3	1	2	2	2
Install - 905 West	-	3	2	2	2	2	2	2	2	1	2	2	2	4	2	3
Install - QUEBEC	-	4	2	2	2	2	3	3	2	2	2	2	2	3	2	2
Install - ERR MTL	-	4	2	3	2	2	2	2	2	2	2	2	2	3	2	2
Install - ERR Quebec	-	4	2	2	3	2	2	3	2	2	2	2	2	2	2	3
Install - ERR R Nord	-	3	2	2	3	2	3	4	2	2	2	2	1	2	2	2
Install - ERR R Sud	-	4	2	2	2	2	2	2	3	2	2	3	3	2	3	2
Install - Grand Nord	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Please note:

Average Days Offered: Virgin, Wholesale, Winback and Self Install results are not included.

- YTD 2024 is complete month and YTD 2025 is rolling YTD.
- The metrics have 2 more days of data in the QTD & YTD than the last week results.
- Includes all appointment window types.
- Offered of 30 days and more have been excluded.
- Source: WFAS with Order Max

Conditional formatting rules: Minimum 2.49 / Midpoint 4.5 / Maximum 6.5



Average Days Offered - Business

Central New & Move Atlantic New, Move & Change

Metric	Q3 Target	YTD		QTD		Weekly				Daily						
		Aug 24	Aug 25	Q3 24	Q3 25	Jul 20	Jul 27	Aug 03	Aug 10	Aug 10	Aug 11	Aug 12	Aug 13	Aug 14	Aug 15	Aug 16
FibreTV																
Install - ONTARIO	-	3	3	3	3	3	3	4	3	2	2	2	2	4	3	2
Install - 416	-	3	3	3	3	3	3	3	3	-	2	3	2	4	3	2
Install - 519	-	3	3	3	3	2	3	7	2	-	2	2	-	-	3	-
Install - 613	-	3	3	3	3	3	3	3	2	-	2	2	2	5	3	2
Install - 705N	-	3	4	3	5	2	6	-	4	-	-	-	-	4	-	-
Install - 705S	-	3	4	3	8	7	7	20	2	-	2	2	2	-	-	-
Install - 807	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Install - 905 Central	-	3	3	3	3	3	3	3	3	-	2	2	2	4	3	2
Install - 905 East	-	3	3	3	3	3	3	3	3	2	2	2	2	4	3	2
Install - 905 West	-	3	3	3	3	3	2	4	3	-	2	2	2	4	3	-
Install - QUEBEC	-	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
Install - ERR MTL	-	2	2	2	2	2	2	2	2	-	2	2	2	2	2	2
Install - ERR Quebec	-	2	2	2	2	2	2	2	2	-	2	2	2	2	-	-
Install - ERR R Nord	-	2	2	2	2	2	2	2	2	-	2	2	2	2	2	2
Install - ERR R Sud	-	2	2	2	2	2	2	2	2	-	2	2	2	2	2	2
Install - Grand Nord	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Internet																
Install - ONTARIO	-	3	3	4	3	3	4	3	3	2	2	3	3	5	4	3
Install - 416	-	3	3	4	3	3	3	3	3	2	2	3	3	4	4	3
Install - 519	-	3	3	3	4	3	4	4	4	-	3	3	3	5	4	5
Install - 613	-	3	3	4	3	3	3	3	3	-	2	2	3	5	4	-
Install - 705N	-	3	4	3	5	3	4	5	3	-	2	2	2	4	3	2
Install - 705S	-	3	3	3	3	3	4	3	3	2	3	2	3	5	3	2
Install - 807	-	6	6	6	7	5	9	6	8	-	-	-	8	-	-	-
Install - 905 Central	-	4	3	4	4	3	4	4	3	2	2	2	4	5	4	3
Install - 905 East	-	3	3	4	3	3	4	3	4	3	2	3	3	5	5	5
Install - 905 West	-	3	3	3	3	3	3	3	3	2	2	2	3	4	4	-
Install - QUEBEC	-	3	2	2	2	2	2	2	2	2	2	2	3	2	2	2
Install - ERR MTL	-	3	2	3	2	2	2	2	2	-	2	2	3	2	2	2
Install - ERR Quebec	-	3	2	2	2	2	2	2	2	3	2	3	3	2	3	3
Install - ERR R Nord	-	2	2	2	3	2	3	3	2	-	2	2	2	2	2	2
Install - ERR R Sud	-	2	2	2	2	2	2	2	2	-	2	3	2	2	2	2
Install - Grand Nord	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total (Internet, Voice)																
Atlantic Overall	-	5	4	5	5	4	5	5	5	4	4	4	5	5	5	5
Halifax	-	4	4	4	4	6	6	4	4	2	2	4	5	6	6	5
St. John's	-	4	3	5	4	4	4	4	3	3	3	3	3	4	3	3
Moncton	-	5	4	6	4	3	4	3	3	2	2	2	3	3	5	3
Atlantic Top 3 Cities	-	4	4	5	4	4	5	4	4	3	2	3	3	4	5	4

Please note:

Average Days Offered: Virgin, Wholesale & Winback results are not included.

- YTD 2024 is complete month and YTD 2025 is rolling YTD.
- The metrics have 2 more days of data in the QTD & YTD than the last week results.
- Includes all appointment window types.
- Offered of 30 days and more have been excluded. Atlantic business rules have not changed.
- Source: WFAS with Order Max except for Atlantic which is GDA data from GDI

• Atlantic Top 3 Cities include Halifax, St.John's & Moncton

• Note: St.John includes St. John's and Witless bay.

• The average of (the daily average earliest potential offering data captured in every 15 min during agent operation hours from 6AM to 9PM) for all WFAS calendars in each metric.

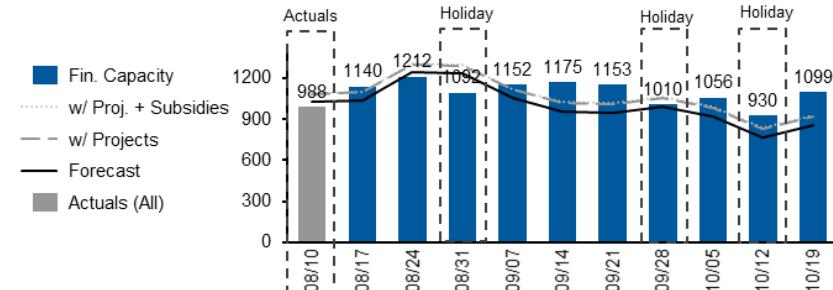
Central Conditional formatting rules: Minimum 2.49 / Midpoint 4.5 / Maximum 6.5

Atlantic Minimum 4 / Midpoint 6 / Maximum 8

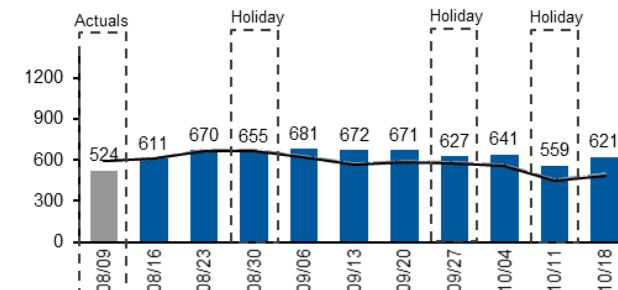


BTS % Flex – Upcoming 10 weeks

BTS Ontario Capacity



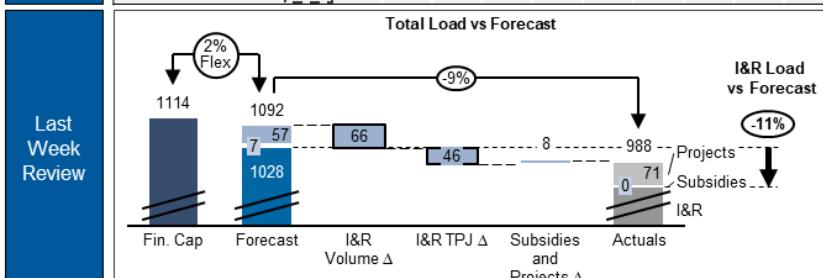
BTS Québec Capacity



Expected Plan Outputs	Pay Period Week	1	2	1	2	1	2	1	2	1	
	WBP (Avg EQE)	11	0	0	0	27	18	0	3	16	26
	OT (Avg EQE)	4	11	25	51	15	6	6	10	2	1
	Exp. PT Usage	2.9	4.3	4.9	4.1	4.2	2.3	2.2	4.5	2.8	1.9
	Idle Lever	116	247	266	261	248	235	234	218	220	207

Load (Avg. EQE)	I and R	1917	1041	1244	1232	1054	956	951	988	921	766	860
Projects	71	57	57	62	62	62	62	65	65	65	65	65
Subsidies	0	7	7	8	8	8	8	8	8	8	8	8

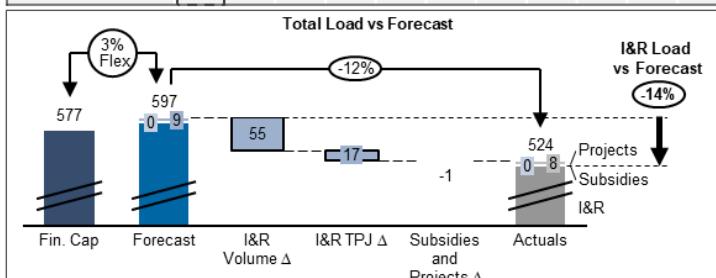
Ontario	-11%	10%	-3%	-11%	9%	23%	21%	2%	15%	21%	28%
GTA	-13%	13%	0%	-9%	13%	27%	25%	3%	17%	23%	29%
519	-8%	11%	-5%	-21%	6%	24%	22%	6%	16%	29%	35%
613	-13%	6%	-8%	-17%	3%	14%	12%	-4%	10%	15%	20%
705N	3%	-11%	-13%	-12%	-9%	-4%	-3%	-9%	1%	3%	11%
705S	-2%	0%	-5%	-2%	11%	21%	25%	9%	10%	15%	33%



Plan	10 Wks WBP Risk on Trend	10 Wks OT Risk on Trend
Capacity Plan: - July TP Decom 2025		
Forecast Plan: - Aug TP Decom 2025		

Rank	Locality
1	Ottawa Valley
2	416 East
3	Bancroft
4	Kingston
5	Brockville

Rank	Locality
1	Bracebridge
2	Owen Sound
3	Parry Sound
4	Lindsay - Haliburton
5	St. Catherines



Plan	10 Wks WBP Risk on Trend	10 Wks OT Risk on Trend
Capacity Plan: - July Decom 2025		
Forecast Plan: - Aug TP Decom 2025		

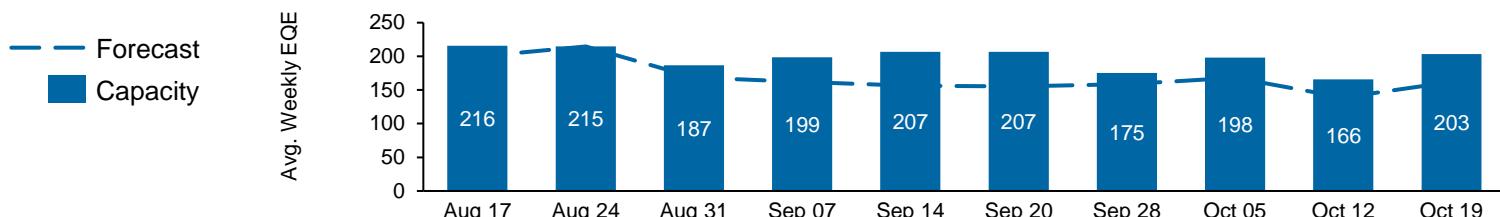
Rank	Locality
1	Thetford-Mines
2	Valleyfield
3	St-Jean-sur-Richelieu
4	Laval
5	Joliette

Rank	Locality
1	Alma
2	Rivière-du-Loup
3	Sherbrooke
4	Candiac
5	Granby



Atlantic – 10 Week Capacity Outlook

Capacity View – Atlantic



Inputs on Capacity	Contractor Flex	0%	10%	0%	0%	0%	0%	0%	10%	0%	0%
	Bell OT Flex	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Loss Factor	-10%	-10%	-10%	-10%	-10%	-10%	-10%	-10%	-10%	-10%
Capacity Mix	Bell	59%	61%	56%	66%	67%	67%	61%	68%	63%	70%
	Contractor	41%	39%	44%	34%	33%	33%	39%	32%	37%	30%
Official Forecast (Avg Weekly EQE)	Atlantic	200	215	169	162	156	155	159	168	139	162
	New Brunswick	55	59	50	46	45	45	44	47	39	45
	Nova Scotia	85	94	68	64	60	59	65	66	54	62
	Newfoundland and Labrador	49	50	40	42	41	41	41	46	38	45
	Prince Edward Island	12	13	11	10	10	10	9	9	8	9
Flex	Atlantic	8%	0%	11%	23%	32%	33%	10%	18%	20%	26%
	New Brunswick	19%	2%	7%	25%	30%	24%	0%	16%	12%	21%
	Nova Scotia	-4%	-4%	17%	26%	39%	43%	16%	22%	33%	34%
	Newfoundland and Labrador	19%	9%	18%	29%	37%	39%	23%	22%	18%	27%
	Prince Edward Island	-6%	-19%	-37%	-33%	-19%	-14%	-33%	-24%	-27%	-18%

Notes:

Forecast

Official Forecast

Residential + small business where applicable

Capacity

Action schedules with short term loss applied

Contractor Flex Assumptions

up to 15% Contractor flex available when needed

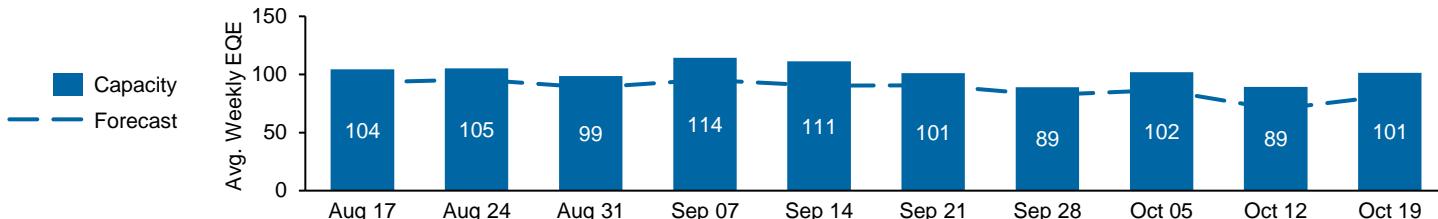
Bell Overtime Assumptions

Voluntary Bell OT available as required



MTS – 10 Week Capacity Outlook

Capacity View – MTS



Inputs on Capacity	Bell Overtime	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Contractor flex Up	0%	0%	0%	0%	0%	0%	0%	0%	0%
	Loss	10%	10%	10%	10%	10%	10%	10%	10%	10%
Capacity Mix	Bell%	40%	40%	36%	41%	42%	40%	34%	42%	36%
	Contractor%	60%	60%	64%	59%	58%	60%	66%	58%	64%
Official Forecast (Avg Weekly EQE)	MTS	93	96	89	95	90	91	82	86	70
	Brandon	8	8	7	7	7	7	6	7	6
	Interlake/Dauphin	6	6	6	7	6	6	5	6	5
	Northern	4	4	3	4	3	4	3	3	3
	South East	11	11	10	11	11	11	10	10	8
	Winnipeg	64	66	63	67	63	63	58	60	49
Flex	MTS	12%	10%	11%	20%	23%	11%	8%	18%	27%
	Brandon	21%	23%	29%	40%	45%	39%	20%	64%	43%
	Interlake/Dauphin	29%	5%	18%	21%	27%	10%	21%	27%	31%
	Northern	75%	47%	101%	135%	98%	74%	68%	135%	69%
	South East	4%	17%	-3%	4%	28%	20%	9%	22%	38%
	Winnipeg	7%	5%	6%	14%	15%	4%	3%	4%	21%

Notes:

Forecast

Official Forecast

I/R & TV Official Forecast, (Res & Bus)

Contractor Flex Assumptions

up to 15% Contractor flex available when needed

Capacity

Action schedules with short term loss applied

Bell Overtime Assumptions

Voluntary Bell OT available as required



Wireless High Speed Internet

Metric	Q3 Target	YTD		QTD		Monthly						Weekly				
		Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_13	Jul_20	Jul_27	Aug_03	Aug_10
Corpo - Residential		Total														
Install - Rework 7 days (Order based FW)	1.8%	1.8%	1.9%	1.9%	2.3%	1.7%	1.8%	1.9%	2.3%	2.0%	2.6%	1.9%	2.1%	4.7%	2.5%	
Repair - Rework 7 days (Ticket based FW)	4.2%	4.4%	3.6%	4.0%	3.7%	4.2%	4.0%	4.1%	3.7%	4.3%	3.6%	3.4%	2.6%	3.3%	4.3%	
Central - Residential		Total														
Install - Volume (Order based FW)	-	15,285	10,499	5,980	2,345	2,355	1,719	2,502	1,723	1,996	622	336	353	278	284	288
Install - Rework 7 days (Order based FW)	-	1.9%	2.1%	2.1%	2.8%	1.7%	1.9%	2.0%	2.7%	2.3%	3.3%	2.1%	2.6%	5.4%	3.2%	
Install - Volume (Truck roll based)	-	22,667	15,041	8,734	3,353	3,560	2,379	3,607	2,417	2,924	936	493	486	415	425	421
Install - % Arrived Late (Truck roll based)	-	1.0%	0.9%	0.7%	0.9%	1.0%	1.1%	1.0%	0.5%	0.5%	1.8%	0.6%	0.2%	1.5%	1.2%	1.9%
Install - % Arrived Late On Site (Truck roll based) (BTS/Bell O	-	2.1%	2.4%	1.7%	2.0%	2.4%	2.6%	2.0%	1.8%	1.3%	2.5%	0.8%	1.3%	3.1%	2.0%	2.3%
Install - % XPL (Truck roll based)	-	2.9%	2.7%	3.3%	1.6%	3.0%	1.5%	3.8%	1.4%	2.8%	2.0%	3.9%	0.6%	1.5%	2.4%	1.4%
Install - % Arrived Late On Site and PL	-	2.6%	2.6%	2.1%	2.2%	2.9%	2.8%	2.5%	1.9%	1.6%	3.0%	0.8%	1.5%	3.1%	2.8%	2.6%
Install - % Total Bell Code	-	11.7%	8.1%	10.9%	6.6%	12.4%	7.2%	11.4%	6.5%	10.5%	6.7%	8.3%	6.4%	6.5%	6.6%	6.4%
Install - % Total Customer Code	-	5.1%	5.0%	5.1%	3.9%	4.9%	5.0%	4.2%	3.7%	5.8%	4.2%	4.7%	3.3%	3.4%	4.2%	3.8%
Install - % Cancelled after Truck Roll	-	12.8%	13.2%	12.8%	15.8%	14.1%	12.4%	12.6%	14.9%	12.8%	18.2%	14.8%	14.2%	18.6%	18.6%	16.9%
Install - % Completed	-	67.4%	69.7%	68.5%	69.9%	66.2%	72.2%	69.4%	71.3%	68.2%	66.4%	68.2%	72.6%	67.0%	66.8%	68.2%
Repair - Volume (Ticket based FW)	-	12,614	11,370	6,138	3,194	2,110	1,761	2,326	2,276	2,118	918	585	446	465	363	438
Repair - Rework 7 days (Ticket based FW)	-	4.5%	3.5%	4.2%	3.6%	4.0%	3.8%	4.4%	3.7%	4.4%	3.1%	3.1%	2.9%	3.2%	3.9%	
Repair - Volume (Truck roll based)	-	13,957	12,727	6,747	3,506	2,308	1,950	2,540	2,504	2,337	1,002	650	491	498	401	477
Repair - % Arrived Late (Truck roll based)	-	0.9%	0.8%	0.7%	1.0%	0.9%	0.6%	0.6%	1.1%	0.9%	0.8%	1.4%	0.8%	1.0%	0.3%	1.1%
Repair - % Arrived Late On Site (Truck roll based) (BTS/Bell O	-	1.7%	1.3%	1.4%	1.8%	2.0%	1.2%	1.4%	1.8%	1.5%	1.8%	2.0%	2.1%	1.9%	0.3%	2.5%
Repair - % XPL (Truck roll based)	-	3.7%	3.7%	3.2%	2.7%	2.8%	2.3%	3.0%	2.8%	3.9%	2.5%	3.1%	3.1%	2.2%	3.0%	2.1%
Repair - % Arrived Late On Site and PL	-	2.3%	2.2%	1.8%	2.5%	2.8%	1.7%	2.1%	2.4%	1.8%	2.8%	2.8%	2.6%	2.4%	1.6%	3.3%
Repair - % Total Bell Code	-	5.7%	5.9%	5.0%	5.3%	4.9%	4.6%	5.2%	5.2%	5.2%	5.5%	5.7%	5.1%	4.2%	5.7%	5.7%
Repair - % Total Customer Code	-	1.8%	1.7%	1.9%	1.5%	1.7%	1.3%	1.6%	1.6%	2.1%	1.2%	0.9%	2.2%	1.2%	1.3%	1.1%
Repair - % Cancelled after Truck Roll	-	0.7%	1.0%	0.9%	0.7%	0.8%	1.3%	0.5%	0.8%	0.7%	0.3%	1.2%	0.6%	0.8%	0.5%	0.2%
Repair - % Completed	-	90.2%	89.2%	90.8%	90.9%	91.3%	90.3%	91.3%	90.8%	90.5%	91.3%	90.0%	90.8%	93.0%	90.0%	91.6%
Calendars																
Install - Av. calendar offering (days)	3.3	3.2	3.2	3.2	3.4	3.3	3.4	3.5	3.4	3.2	3.3	3.2	2.6	3.9	3.3	2.9
Repair - SDND (Ticket based - FW)	-	33.2%	26.1%	20.8%	25.5%	21.2%	25.7%	16.8%	27.2%	24.0%	21.5%	30.3%	28.7%	22.0%	20.4%	23.4%

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD.
- Install – Av. calendar offering (days); New & Move only, SV are excluded
- Source: Cube Data
- Dashboard: https://pbi.fsbipps.int.bell.ca/PowerBI_Reports_WP/powerbi/Prod/Scorecards/NWS%20Service%20Metrics



Wireless High Speed Internet

Metric	Q3 Target	YTD		QTD		Monthly						Weekly					
		Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_13	Jul_20	Jul_27	Aug_03	Aug_10	
Atlantic - Residential	Total																
	Install - Volume (Order based FW)	-	4,549	2,668	1,449	578	818	568	722	426	391	152	84	82	62	70	62
	Install - Rework 7 days (Order based FW)	-	1.3%	1.5%	1.1%	0.6%	1.5%	1.6%	1.5%	0.7%	0.8%	0.0%	1.2%	0.0%	1.6%	0.0%	0.0%
	Install - Volume (Truck roll based)	-	7,570	4,248	2,309	854	1,332	824	1,155	615	639	239	115	107	111	109	91
	Install - % Arrived Late (Truck roll based)	-	2.2%	1.2%	2.3%	0.7%	2.3%	2.2%	3.0%	0.8%	2.0%	0.4%	2.6%	0.9%	0.9%	0.0%	0.0%
	Install - % XPL (Truck roll based)	-	4.1%	4.2%	2.8%	2.3%	5.3%	2.9%	2.8%	1.1%	3.9%	5.4%	0.0%	0.9%	4.5%	2.8%	6.6%
	Install - % Arrived Late and PL	-	6.3%	5.5%	5.1%	3.0%	7.6%	5.1%	5.8%	2.0%	6.0%	5.9%	2.6%	1.9%	5.4%	2.8%	6.6%
	Install - % Total Bell Code	-	16.7%	12.0%	12.8%	9.5%	15.7%	9.8%	13.7%	8.5%	13.6%	12.1%	7.0%	6.5%	14.4%	11.9%	9.9%
	Install - % Total Customer Code	-	10.9%	12.6%	13.0%	11.4%	11.0%	9.6%	14.0%	11.1%	12.8%	12.1%	10.4%	11.2%	16.2%	11.9%	11.0%
	Install - % Cancelled after Truck Roll	-	11.4%	11.9%	10.7%	11.4%	10.4%	11.2%	9.4%	11.2%	11.4%	11.7%	9.6%	5.6%	13.5%	11.9%	9.9%
	Install - % Completed	-	60.1%	62.8%	62.8%	67.7%	61.4%	68.9%	62.5%	69.3%	61.2%	63.6%	73.0%	76.6%	55.9%	64.2%	68.1%
	Repair - Volume (Ticket based FW)	-	1,678	1,745	735	416	282	290	323	276	237	140	66	53	44	56	67
	Repair - Rework 7 days (Ticket based FW)	-	3.2%	4.2%	2.6%	4.0%	6.0%	4.8%	2.2%	3.3%	3.0%	6.9%	6.1%	0.0%	4.6%	7.1%	
	Repair - Volume (Truck roll based)	-	2,239	2,389	975	556	381	372	441	362	298	194	88	62	65	84	89
	Repair - % Arrived Late (Truck roll based)	-	1.7%	1.9%	1.7%	1.6%	1.8%	2.2%	2.3%	1.7%	1.0%	1.6%	3.4%	3.2%	0.0%	1.2%	2.3%
	Repair - % XPL (Truck roll based)	-	5.8%	3.5%	4.6%	2.7%	9.5%	2.2%	5.4%	2.8%	3.4%	2.6%	1.1%	0.0%	6.2%	4.8%	0.0%
	Repair - % Arrived Late and PL	-	7.5%	5.4%	6.4%	4.3%	11.3%	4.3%	7.7%	4.4%	4.4%	4.1%	4.6%	3.2%	6.2%	6.0%	2.3%
	Repair - % Total Bell Code	-	11.3%	7.4%	9.5%	5.0%	12.3%	4.8%	11.3%	5.5%	7.4%	4.1%	3.4%	3.2%	10.8%	7.1%	1.1%
	Repair - % Total Customer Code	-	8.2%	12.5%	8.8%	13.3%	7.4%	8.3%	9.5%	10.8%	7.1%	18.0%	11.4%	8.1%	13.9%	19.1%	18.0%
	Repair - % Cancelled after Truck Roll	-	5.1%	6.4%	5.4%	6.5%	5.8%	8.3%	5.4%	6.9%	4.7%	5.7%	9.1%	3.2%	7.7%	7.1%	5.6%
	Repair - % Completed	-	74.9%	73.0%	75.4%	74.8%	74.0%	78.0%	73.2%	76.2%	79.5%	72.2%	75.0%	85.5%	67.7%	66.7%	75.3%
	Calendars																
	Install - Av. calendar offering (days)	3.7	3.8	4.4	3.4	4.0	4.6	5.1	3.8	4.1	3.0	3.6	4.6	3.6	3.6	3.4	3.8
	Repair - SDND (Ticket based - FW)	-	65.0%	43.5%	68.2%	45.6%	50.4%	29.0%	62.6%	44.2%	75.2%	48.6%	53.0%	57.7%	57.1%	44.6%	51.5%

Please note:

- YTD 2024 is complete month and YTD 2023 is rolling YTD.
- Install – Av. calendar offering (days); New & Move only, SV are excluded
- Source: Cube Data
- Dashboard: https://pbi.fsbiapps.int.bell.ca/PowerBI_Reports_WP/powerbi/Prod/Scorecards/NWS%20Service%20Metrics



Wireless High Speed Internet

Metric	Q3 Target	YTD		QTD		Monthly						Weekly					
		Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_13	Jul_20	Jul_27	Aug_03	Aug_10	
		Total															
MTS - Residential	Install - Volume (Order based FW)	-	547	324	177	83	80	59	80	58	52	25	16	13	13	6	16
	Install - Rework 7 days (Order based FW)	-	2.7%	3.3%	3.4%	4.5%	1.3%	5.1%	5.0%	5.2%	3.9%	0.0%	0.0%	7.7%	7.7%	0.0%	0.0%
	Install - Volume (Truck roll based)	-	1,085	562	381	147	163	94	174	101	118	46	27	19	23	12	27
	Install - % Arrived Late (Truck roll based)	-	6.2%	1.1%	8.9%	0.7%	8.0%	4.3%	8.6%	1.0%	11.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%
	Install - % XPL (Truck roll based)	-	3.0%	4.6%	4.5%	2.7%	4.3%	3.2%	7.5%	3.0%	1.7%	2.2%	0.0%	5.3%	0.0%	8.3%	0.0%
	Install - % Arrived Late and PL	-	9.1%	5.7%	13.4%	3.4%	12.3%	7.5%	16.1%	4.0%	12.7%	2.2%	0.0%	10.5%	0.0%	8.3%	0.0%
	Install - % Total Bell Code	-	24.8%	20.5%	29.4%	19.1%	27.0%	22.3%	31.6%	20.8%	29.7%	15.2%	18.5%	15.8%	13.0%	16.7%	11.1%
	Install - % Total Customer Code	-	13.0%	6.9%	13.9%	10.9%	10.4%	4.3%	14.4%	10.9%	12.7%	10.9%	18.5%	5.3%	4.4%	16.7%	11.1%
	Install - % Cancelled after Truck Roll	-	11.2%	13.0%	10.0%	10.9%	12.3%	9.6%	8.1%	7.9%	13.6%	17.4%	0.0%	5.3%	21.7%	16.7%	14.8%
	Install - % Completed	-	50.4%	57.7%	46.5%	56.5%	49.1%	62.8%	46.0%	57.4%	44.1%	54.4%	59.3%	68.4%	56.5%	50.0%	59.3%
	Repair - Volume (Ticket based FW)	-	245	208	118	54	34	32	57	31	42	23	6	5	13	11	8
	Repair - Rework 7 days (Ticket based FW)	-	4.5%	10.5%	2.5%	8.7%	2.9%	9.4%	1.8%	6.5%	2.4%	13.3%	0.0%	0.0%	15.4%	18.2%	0.0%
	Repair - Volume (Truck roll based)	-	328	277	174	81	45	34	90	48	53	33	12	11	15	13	14
	Repair - % Arrived Late (Truck roll based)	-	8.5%	0.7%	9.2%	0.0%	17.8%	0.0%	8.9%	0.0%	11.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Repair - % XPL (Truck roll based)	-	3.7%	4.0%	5.8%	7.4%	6.7%	0.0%	5.6%	10.4%	3.8%	3.0%	16.7%	0.0%	0.0%	0.0%	7.1%
	Repair - % Arrived Late and PL	-	12.2%	4.7%	14.9%	7.4%	24.4%	0.0%	14.4%	10.4%	15.1%	3.0%	16.7%	0.0%	0.0%	0.0%	7.1%
	Repair - % Total Bell Code	-	4.9%	8.3%	8.6%	8.6%	6.7%	0.0%	7.8%	12.5%	3.8%	3.0%	16.7%	9.1%	0.0%	0.0%	7.1%
	Repair - % Total Customer Code	-	8.8%	4.0%	8.1%	3.7%	13.3%	0.0%	8.9%	6.3%	7.6%	0.0%	8.3%	18.2%	0.0%	0.0%	0.0%
	Repair - % Cancelled after Truck Roll	-	11.3%	10.8%	14.9%	17.3%	2.2%	2.9%	20.0%	14.6%	9.4%	21.2%	25.0%	18.2%	13.3%	15.4%	21.4%
	Repair - % Completed	-	74.7%	75.1%	67.8%	66.7%	75.6%	94.1%	63.3%	64.6%	79.3%	69.7%	50.0%	45.5%	86.7%	84.6%	57.1%
Calendars																	
Install - Av. calendar offering (days)		-	6.2	4.8	6.3	4.9	7.5	4.1	8.4	5.1	4.9	4.5	3.7	5.4	9.1	3.9	4.2
Repair - SDND (Ticket based - FW)		-	39.1%	37.1%	31.0%	28.3%	32.4%	45.2%	25.0%	23.3%	36.6%	34.8%	33.3%	50.0%	7.7%	54.6%	25.0%

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD.
- Install – Av. calendar offering (days); New & Move only, SV are excluded
- Source: Cube Data
- Dashboard: https://pbi.fsbiapps.int.bell.ca/PowerBI_Reports_WP/powerbi/Prod/Scorecards/NWS%20Service%20Metrics



IPVPN - Repair

	Metric	Q3 Target	YTD		QTD		Monthly							Weekly				
			Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_06	Jul_13	Jul_20	Jul_27	Aug_03	
			-	2,585	1,987	817	326	296	273	271	248	283	78	44	49	52	74	55
IPVPN																		
Repair	BBM + Mobility (On & Off-net) TTR - Base	-	69.2%	65.0%	67.0%	51.8%	63.5%	56.8%	74.2%	55.2%	64.0%	41.0%	65.9%	55.1%	51.9%	48.7%	45.5%	
	BBM + Mobility (On & Off-net) %TTR <= 4 Hrs	-	7,001	1,566	675	271	225	198	221	213	242	58	42	43	39	62	35	
	BBM + Mobility Single Events - Base ²	-	76.0%	75.1%	72.5%	72.9%	59.0%	76.0%	66.2%	76.0%	60.1%	71.1%	55.2%	66.7%	55.8%	61.5%	54.8%	71.4%
	BBM + Mobility Single Events - %TTR <= 4 Hrs ²	-	1,390	1,137	455	185	153	138	146	145	162	40	29	33	22	46	22	
	ALL Single Events - Field Closed TTR - Base ²	-	75.3%	73.4%	73.0%	55.1%	80.4%	69.6%	74.7%	57.2%	72.8%	47.5%	65.5%	51.5%	40.9%	58.7%	68.2%	
	ALL Single Events - Field Closed TTR - %TTR <= 4 Hrs ²	-	1,301	1,028	413	166	144	114	125	127	154	39	28	30	21	35	22	
	BBM Single Events - Field Closed TTR - Base ²	-	75.6%	75.0%	72.9%	56.0%	81.3%	73.7%	74.4%	58.3%	72.1%	48.7%	64.3%	53.3%	42.9%	57.1%	68.2%	
	BBM Single Events - Field Closed TTR - %TTR <= 4 Hrs ²	-	89	109	42	19	9	24	21	18	8	1	1	3	1	11	-	
	Mobility Single Events - Field Closed TTR - Base ²	-	71.9%	57.8%	73.8%	47.4%	66.7%	50.0%	76.2%	50.0%	87.5%	0.0%	100.0%	33.3%	0.0%	63.6%	-	
	Mobility Single Events - Field Closed TTR - %TTR <= 4 Hrs ²	-	3,885	3,465	1,217	670	456	436	384	465	415	205	84	99	108	113	66	
Repeat - IPVPN																		
	ALL Single Events - Test Centre TTR - Base	-	16.0%	13.5%	16.6%	11.7%	16.5%	14.1%	17.0%	11.6%	16.7%	10.9%	16.2%	16.2%	18.3%	16.2%	16.4%	24.6%
	ALL Single Events - Test Centre TTR - %TTR <= 4 Hrs	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	BBM + Mobility (On & Off-net) Repeat - Base	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	BBM + Mobility (On & Off-net) % Repeat	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD.
- Source: Missed Commitment
- The conditional formatting is applied to the monthly and quarterly results.
- The Single Events metrics include Ontario & Quebec regions.
- ² Only Central incidents are included.

Data - Repair

Metric	Q3 Target	YTD		QTD		Monthly						Weekly					
		Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_06	Jul_13	Jul_20	Jul_27	Aug_03	
Data																	
Total - TTR - Base	-	5,921	6,619	2,214	1,077	663	878	842	845	766	232	218	162	174	193	152	
Total - % TTR <= 4 Hrs	-	70.5%	71.3%	66.9%	65.9%	70.1%	66.5%	71.1%	66.9%	65.8%	62.5%	73.9%	68.5%	63.8%	61.7%	59.9%	
BBM + Mobility TTR - Base	-	4,171	4,676	1,609	781	481	639	617	598	526	183	140	115	133	143	125	
BBM + Mobility - % TTR <= 4 Hrs	-	69.3%	69.5%	65.9%	65.6%	70.1%	65.9%	70.0%	66.6%	63.1%	62.3%	71.4%	70.4%	66.2%	62.2%	57.6%	
Wholesale TTR - Base	-	1,714	1,936	581	295	180	239	220	246	221	49	77	47	41	50	27	
Wholesale - % TTR <= 4 Hrs	-	73.5%	75.5%	69.8%	66.9%	70.3%	68.2%	74.2%	67.6%	71.7%	63.3%	78.2%	63.8%	56.1%	60.0%	70.4%	
Corporate Single Events - Base ²	-	4,151	4,919	1,507	798	484	598	588	615	523	183	158	122	124	129	116	
Corporate Single Events - % TTR ≤ 4 Hrs ²	76.0%	75.9%	77.2%	72.7%	71.9%	73.1%	72.9%	71.1%	72.5%	75.9%	70.0%	79.8%	72.1%	70.2%	71.3%	70.7%	
BBM + Mobility Single Events - Base ²	-	2,876	3,368	1,084	552	340	427	438	413	344	139	95	83	90	92	93	
BBM + Mobility Single Events - % TTR ≤ 4 Hrs ²	-	74.6%	75.7%	71.5%	71.9%	73.8%	71.9%	70.3%	72.4%	72.7%	70.5%	77.9%	74.7%	72.2%	71.7%	68.8%	
Wholesale Single Events - Base ²	-	1,275	1,551	423	246	144	171	150	202	179	44	63	39	34	37	23	
Wholesale Single Events - % TTR ≤ 4 Hrs ²	-	79.1%	80.5%	75.9%	72.0%	71.5%	75.4%	73.3%	72.8%	82.1%	68.2%	82.5%	66.7%	64.7%	70.3%	78.3%	
Corporate Single Events - All Field Closed TTR - Base ²	-	3,781	4,532	1,376	728	439	548	553	562	473	166	150	110	111	119	104	
Corporate Single Events - Field Closed TTR - % TTR ≤ 4 Hrs ²	-	77.4%	79.7%	75.1%	75.0%	74.3%	75.9%	71.8%	75.4%	80.1%	73.5%	82.0%	76.4%	74.8%	71.4%	74.0%	
BBM Single Events - Field Closed TTR - Base ²	-	2,453	2,926	934	473	290	365	389	351	285	122	89	73	77	71	82	
BBM Single Events - Field Closed TTR - % TTR ≤ 4 Hrs ²	-	76.2%	78.3%	73.9%	76.3%	74.5%	74.5%	71.0%	77.2%	78.6%	73.8%	79.8%	78.1%	77.9%	78.9%	72.0%	
Mobility Single Events - Field Closed TTR - Base ²	-	144	158	54	27	15	20	20	23	23	4	-	1	3	14	2	
Mobility Single Events - Field Closed TTR - % TTR ≤ 4 Hrs ²	-	67.4%	69.6%	66.7%	40.7%	66.7%	85.0%	70.0%	34.8%	60.9%	75.0%	-	100.0%	33.3%	28.6%	50.0%	
BBM + Mobility Single Events - Field Closed TTR - Base ²	-	2,597	3,084	988	500	305	385	409	374	308	126	89	74	80	85	84	
BBM + Mobility Single Events - Field Closed TTR - % TTR ≤ 4 Hrs ²	-	75.7%	77.9%	73.5%	74.4%	74.1%	75.1%	70.9%	74.6%	77.3%	73.8%	79.8%	78.4%	76.3%	70.6%	71.4%	
Wholesale Single Events - Field Closed TTR - Base ²	-	1,184	1,448	388	228	134	163	144	188	165	40	61	36	31	34	20	
Wholesale Single Events - Field Closed TTR - % TTR ≤ 4 Hrs ²	-	81.1%	83.5%	79.1%	76.3%	74.6%	77.9%	74.3%	77.1%	85.5%	72.5%	85.3%	72.2%	71.0%	73.5%	85.0%	
ALL Single Events - Test Centre TTR - Base	-	5,408	6,738	1,993	1,238	622	817	741	835	721	403	215	158	175	184	159	
ALL Single Events - Test Centre TTR - % TTR <= 4 Hrs	-	73.9%	72.5%	69.9%	68.3%	71.5%	67.9%	69.9%	69.3%	72.0%	66.0%	76.7%	70.3%	67.4%	68.5%	70.4%	
Repeat - Data																	
ALL Single Events - Test Centre - Repeat - Base	-	9,244	10,727	3,599	1,931	1,109	1,311	1,279	1,332	1,275	599	339	253	287	289	243	
ALL Single Events - Test Centre - % Repeat	16.0%	13.7%	16.3%	15.1%	17.5%	14.3%	16.3%	14.5%	17.0%	15.1%	18.4%	17.7%	17.0%	18.5%	15.2%	22.2%	
Corporate Repeat - Base	-	5,728	5,469	2,432	1,002	651	798	886	804	807	198	192	167	183	169	142	
Corporate - % Repeat	-	15.2%	14.0%	16.7%	16.2%	12.9%	10.9%	15.6%	15.8%	17.2%	17.7%	22.4%	16.8%	15.3%	11.8%	17.6%	
BBM + Mobility Repeat - Base	-	4,302	4,229	1,880	788	493	609	682	616	596	172	136	126	151	137	122	
BBM + Mobility - % Repeat	-	15.3%	14.2%	16.7%	16.1%	13.8%	11.3%	16.7%	15.4%	16.3%	18.6%	22.8%	13.5%	13.9%	13.1%	18.9%	
Wholesale Repeat - Base	-	1,426	1,240	552	214	158	189	204	188	211	26	56	41	32	32	20	
Wholesale - % Repeat	-	15.2%	13.2%	16.5%	16.4%	10.1%	9.5%	11.8%	17.0%	19.9%	11.5%	21.4%	26.8%	21.9%	6.3%	10.0%	

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD.
- Source: Missed Commitment
- The conditional formatting is applied to the monthly and quarterly results.
- The Single Events metrics include Ontario & Quebec regions.
- ² Only Central incidents are included.



IPVPN, Data & BID - Install

Metric	Q3 Target	YTD		QTD		Monthly						Weekly					
		Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_13	Jul_20	Jul_27	Aug_03	Aug_10	
		-	5,821	3,574	1,543	667	719	490	580	412	470	255	82	106	96	89	147
IPVPN																	
Total - Base	-	2.0%	1.1%	1.6%	1.2%	2.0%	0.8%	0.4%	0.7%	1.5%	1.7%	2.8%	0.0%	0.9%	2.1%	1.1%	4.1%
Total - % Missed rate																	
BBM + Mobility - Base	-	5,812	3,561	1,538	667	719	488	580	412	469	255	82	106	96	89	147	
BBM + Mobility - % Missed rate	-	1.1%	1.6%	1.2%	2.0%	0.8%	0.4%	0.7%	1.5%	1.7%	2.8%	0.0%	0.9%	2.1%	1.1%	4.1%	
TTI																	
Time to Install (TTI) % met <=15 cal. Days - Base	-	691	527	132	103	76	84	54	60	42	43	16	15	16	18	19	
Time to Install (TTI) % met <=15 cal. Days (FS KPI)	93.0%	97.5%	97.0%	97.0%	98.1%	98.7%	97.6%	96.3%	96.7%	97.6%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	
Data																	
Total - Base	-	4,737	6,714	1,906	851	639	582	667	483	648	368	104	109	135	95	238	
Total - % Missed rate	2.8%	2.6%	2.0%	3.5%	2.2%	1.7%	2.6%	3.6%	2.9%	4.2%	1.4%	3.9%	2.8%	3.7%	2.1%	1.3%	
BBM + Mobility - Base	-	2,083	4,664	746	563	287	282	283	245	280	71	66	91	58	194		
BBM + Mobility - % Missed rate	-	3.0%	1.3%	4.6%	1.8%	2.1%	2.8%	5.7%	2.1%	6.1%	1.4%	1.4%	1.5%	4.4%	3.5%	1.0%	
Wholesale - Base	-	2,654	2,050	1,160	288	352	300	385	200	403	88	33	43	44	37	44	
Wholesale - % Missed rate	-	2.2%	3.4%	2.8%	3.1%	1.4%	2.3%	2.1%	4.0%	3.0%	1.1%	9.1%	4.7%	2.3%	0.0%	2.3%	
Broadband																	
Total - Base	-	4,135	3,194	1,734	444	586	452	623	307	566	137	53	64	68	61	63	
Total - % Missed rate	-	2.5%	3.4%	3.6%	3.4%	1.7%	3.1%	3.4%	3.6%	4.8%	2.9%	5.7%	3.1%	5.9%	1.6%	4.8%	
BBM + Mobility - Base	-	1,851	1,352	660	173	268	172	256	113	213	60	20	24	25	27	27	
BBM + Mobility - % Missed rate	-	2.7%	3.6%	4.6%	3.5%	1.9%	4.7%	4.7%	2.7%	7.0%	5.0%	0.0%	0.0%	12.0%	3.7%	7.4%	
Wholesale - Base	-	2,224	1,799	1,046	268	310	277	358	192	350	76	33	40	43	34	35	
Wholesale - % Missed rate	-	2.4%	3.3%	3.1%	3.4%	1.6%	2.2%	2.2%	4.2%	3.4%	1.3%	9.1%	5.0%	2.3%	0.0%	2.9%	
Core Data																	
Total - Base	-	662	3,574	200	411	61	133	53	179	85	232	51	45	68	34	176	
Total - % Missed rate	-	2.7%	0.7%	2.5%	1.0%	1.6%	0.8%	7.6%	1.7%	0.0%	0.4%	2.0%	2.2%	1.5%	2.9%	0.0%	
BBM + Mobility - Base	-	232	3,312	86	390	19	110	26	170	32	220	51	42	66	31	167	
BBM + Mobility - % Missed rate	-	5.6%	0.4%	4.7%	1.0%	5.3%	0.0%	15.4%	1.8%	0.0%	0.5%	2.0%	2.4%	1.5%	3.2%	0.0%	
Wholesale - Base	-	430	251	114	20	42	23	27	8	53	12	-	3	1	3	9	
Wholesale - % Missed rate	-	1.2%	4.0%	0.9%	0.0%	0.0%	4.4%	0.0%	0.0%	0.0%	0.0%	-	0.0%	0.0%	0.0%	0.0%	
BID (Business Internet Dedicated)																	
Total - Base	-	3,672	4,080	1,279	668	435	627	478	458	438	210	80	107	81	74	120	
Total - % Bell Missed rate	2.5%	2.4%	1.4%	3.1%	1.5%	1.6%	1.9%	1.5%	1.8%	5.0%	1.0%	1.3%	2.8%	2.5%	0.0%	1.7%	
BBM + Mobility - Base	-	3,264	3,679	1,121	587	383	568	427	404	378	183	74	90	68	67	102	
BBM + Mobility - % Bell Missed Rate	-	2.3%	1.4%	3.2%	1.4%	1.3%	1.9%	1.6%	1.5%	5.0%	1.1%	0.0%	3.3%	2.9%	0.0%	2.0%	
Wholesale - Base	-	408	401	158	81	52	59	51	54	60	27	6	17	13	7	18	
Wholesale - % Bell Missed Rate	-	3.2%	1.8%	2.5%	2.5%	3.9%	1.7%	0.0%	3.7%	5.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	
Data - TTI																	
Order Completion TTI Base	-	3351	3127	1320	495	392	464	486	341	387	154	61	71	66	69	76	
Order Completion	93.0%	93.8%	95.9%	91.4%	94.6%	95.4%	97.4%	92.6%	94.4%	91.0%	94.8%	90.2%	93.0%	93.9%	94.2%	96.1%	

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD.
- The BID results include Ontario & Quebec regions.
- Source: Missed Commitment
- The conditional formatting is applied to the monthly and quarterly results



BBM – Business Office SLAs

	Metric	Q3 Target	YTD		QTD		Monthly							Weekly				
			Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_13	Jul_20	Jul_27	Aug_03	Aug_10	
Wireline Service Assurance	Help Desk																	
	Service Level - Central	80.0%	88.2%	89.3%	87.1%	88.3%	87.5%	85.9%	87.0%	87.9%	85.9%	89.1%	84.6%	91.4%	90.3%	90.1%	88.6%	
	Service Level - Atlantic	80.0%	83.2%	90.8%	84.9%	87.4%	85.0%	92.4%	78.8%	87.5%	86.9%	87.2%	84.8%	90.6%	91.0%	86.3%	86.9%	
	Service Level - Corporate	-	87.6%	89.4%	86.8%	88.2%	87.2%	86.5%	85.9%	87.8%	86.0%	88.9%	84.7%	91.3%	90.3%	89.7%	88.4%	
	Calls Offered - Central	-	187,794	177,090	76,796	37,101	23,417	26,445	26,588	25,541	25,954	11,560	6,450	5,089	5,113	4,495	5,807	
	Calls Offered - Atlantic	-	27,413	21,119	11,463	4,001	2,991	2,735	4,287	2,745	4,013	1,256	622	637	580	527	636	
	Calls Offered - Corporate	-	215,207	198,209	88,259	41,102	26,408	29,180	30,875	28,286	29,967	12,816	7,072	5,726	5,693	5,022	6,443	
	Avg Handled Time - Central	-	411.5	414.7	411.4	432.1	399.8	427.4	405.2	430.6	427.5	435.2	439.8	434.9	447.4	439.3	432.5	
	Avg Handled Time - Atlantic	-	609.4	702.5	539.7	670.1	597.5	710.1	559.8	674.7	531.8	659.7	659.8	698.0	628.9	656.0	688.2	
	Avg Handled Time - Corporate	-	435.5	444.7	426.4	454.5	422.0	453.7	424.6	453.9	439.4	455.7	459.1	463.3	465.4	459.5	456.7	

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD.
- Source: Teradata
- The targets highlighted in blue are based on Q4 2024 targets, all others are based on Q1 2025.



Business Provisioning Large Project Update

Customer	Timeline	Product	# of sites	Field Status	Comments
Canadian Tire	Jan'23-Sep' 25	BID	728	91% Completed	<ul style="list-style-type: none"> Bandwidth Upgrade Project 
Gov't of Alberta Supernet 2.0	Aug'23-Dec'25	IPVPN	397	72% Completed	<ul style="list-style-type: none"> Supernet 2.0 Migrations Pending CBE approval to proceed with remaining sites 
George Weston	Dec'23-Dec'25	BID	594	61% Completed	<ul style="list-style-type: none"> Install BID circuits with DHCP enabled 47 additional sites added to project 
JVN	Apr'24-Dec'25	IPVPN	356	75% Completed	<ul style="list-style-type: none"> Existing MPLS services upgrade Project started in Q3 
Granite	Jun'24-Jun'25	BID	305	Completed	<ul style="list-style-type: none"> Installing new EI circuit 
Staples	Jun'24-Aug'25	BID	151	82% Completed	<ul style="list-style-type: none"> Parallel installation of BID 100M circuits to 168 Staples locations nationally 
Walmart	Oct'24- Sep'25	BID	544	85% Completed	<ul style="list-style-type: none"> IPVPN and Internet Migration - Nation Wide Migration 
BNS	May'25-Mar'26	BID	1624	1% Completed	<ul style="list-style-type: none"> Refresh connectivity, voice and SDWAN solution at the branches (118M) 
Metrolinx	Sep' 25Junr'26	BID	338	0% Completed	<ul style="list-style-type: none"> Migrate sites from existing IPVPN to 2 x BID 



BRS Central Tech – August 10 – August 16, 2025

Week Ending	Current Week vs. Budget					Weekly			Last Year		MTD		MTD Budget		MTD YoY Var		YTD		YTD Budget		YoY Var		
	16AUG25	YEE	Var	Budget	Var	09AUG25	02AUG25	26JUL25	17AUG24	Var %	AUG25	AUG24	Budget	Var	Var %	Var	2025	2024	Budget	Var	Var %	Var	
Service Level	92%	80%	14%	80%	14%	100%	99%	97%	81%	13%	96%	80%	80%	20%	20%	16%	92%	78%	80%	15%	18%	14%	
Service Level English	93%	80%	16%	80%	16%	100%	99%	98%	80%	16%	96%	78%	80%	21%	24%	19%	93%	74%	80%	16%	25%	18%	
Service Level French	89%	80%	11%	80%	11%	99%	98%	96%	83%	7%	94%	86%	80%	18%	10%	9%	91%	86%	80%	14%	5%	5%	
ASA	48					11	13	18	69	-30%	28	73				-61%	-45	46	91			-50%	-45
Calls Offered	87.2K	92.0K	-5%	92.1K	-5%	75.8K	81.7K	81.7K	95.5K	-9%	183.8K	215.0K	205.6K	-11%	-15%	-31.2K	2.6M	2.7M	2.6M	-0%	-2%	-66.6K	
Calls Handled	85.3K	86.1K	-1%	89.6K	-5%	75.6K	81.4K	81.3K	93.6K	-9%	181.6K	209.8K	199.8K	-9%	-13%	-28.1K	2.6M	2.6M	2.6M	1%	-1%	-32.5K	
External Call %	97%					97%	97%	97%	95%	2%	97%	95%				2%	2%	96%	93%			3%	3%
Call Abandoned %	2.1%	2.8%	-26%	2.8%	-26%	0.2%	0.3%	0.5%	1.9%	7.0%	1.1%	2.4%	2.8%	-60.3%	-52.5%	-1.2%	2.1%	3.3%			-36.3%	-1.2%	
Calls Offered >5min %	5.4%					0.1%	0.3%	0.8%	5.6%	-3.4%	2.7%	6.4%				-58.4%	-3.7%	4.2%	9.4%			-55.3%	-5.2%
Calls Offered >10min %	2.6%					0.1%	0.1%	0.2%	2.7%	-2.1%	1.3%	2.7%				-51.9%	-1.4%	2.3%	4.4%			-49.0%	-2.2%
Blended Handle Time	763	817	-7%	904	-16%	771	795	790	913	-16%	772	924	904	-15%	-17%	-153	824	934			-12%	-111	
Occupancy	77%	79%	-2%	79%	-2%	63%	69%	68%	85%	-9%	70%	84%	79%	-11%	-17%	-14%	75%	83%			-10%	-8%	
Estimated PSIH	23.4K	24.8K	-6%	28.6K	-18%	25.6K	25.9K	26.3K	27.8K	-16%	55.7K	64.2K	63.8K	-13%	-13%	-8.5K	790.0K	817.7K			-3%	-27.7K	
True Calls Per Hour	4.7	4.4	7%	4.0	18%	4.7	4.5	4.6	3.9	20%	4.7	3.9	4.0	17%	20%	0.8	4.4	3.9			13%	0.5	
Average Hold Time	57					57	59	58	73	-21%	57	75				-23%	-17	58	71			-19%	-14
Shrinkage (Internal Only)	34.5%	35.0%	-2%	35.0%	-2%	34.6%	38.7%	40.1%	29.7%	16.2%	34.9%	29.8%	35.0%	-0.2%	17.2%	5.1%	32.5%	26.3%			23.6%	6.2%	
Sick (reg & STD)	10.2%	8.0%	27%	8.0%	27%	9.4%	10.7%	11.5%	7.7%	33.0%	10.1%	7.3%	8.0%	26.1%	38.1%	2.8%	11.9%	7.2%			64.1%	4.6%	
Transfer Out Rate(%) excl. CC IVR	17.3%					18.0%	17.4%	17.4%	14.5%	18.8%	17.6%	15.1%				16.9%	2.6%	16.7%	14.7%			13.6%	2.0%
Transfer Out Rate(%)	17.3%					18.1%	17.5%	17.4%	14.6%	18.8%	17.7%	15.1%				16.9%	2.5%	16.7%	14.7%			13.5%	2.0%
60 Day NL Save Rate	97.8%					96.8%	96.7%	96.7%	96.9%	0.9%	97.0%	96.9%				0.2%	0.2%	96.5%	97.1%			-0.6%	-0.6%
Net Promoter Score (NPS)	37.7					41.0	35.9	35.8	38.0	-1%	38.5	36.1				7%	2.4	39.4	35.6			11%	3.8
RepSat Top 2	73%					76%	73%	74%	76%	-4%	74%	75%				-1%	-1%	75%	75%			0%	0%
RepSat Bottom 2	18%					15%	18%	18%	16%	15%	17%	17%				-0%	-0%	16%	17%			-3%	-0%
FCR 3						75%	75%	75%	75%		76%	75%				1%	1%	76%	76%			0%	0%
FCR 7						69%	69%	69%	69%		69%	69%				0%	0%	70%	70%			-0%	-0%
Agent Tenure <90 Days %	14.2%					14.4%	21.7%	22.0%	19.8%	-28.1%	14.1%	19.1%				-26.3%	-5.0%	38.9%	41.2%			-5.6%	-2.3%

Please note:

- Source: Systems – KBI – Agent Suite – BI360 – Agent Tracker
- The target was changed from 80/20 to 80/60 in January 2024. The historical data has not been recasted.
- The switch to 80/120 for the 2025 targets starts in February for all the impacted tech segments.

BRS Atlantic Tech – August 10 – August 16, 2025

Week Ending	Current Week vs Budget					Weekly			Last Year		MTD		MTD Budget		MTD YoY Var		YTD		YTD Budget		YoY Var	
	16AUG25	YEE	Var	Budget	Var	09AUG25	02AUG25	26JUL25	17AUG24	Var %	AUG25	AUG24	Budget	Var	Var %	Var	2025	2024	Budget	Var	Var %	Var
Service Level	93%	80%	16%	80%	16%	98%	95%	97%	90%	4%	95%	87%	80%	19%	10%	9%	91%	79%	80%	14%	16%	12%
Service Level English	93%	80%	16%	80%	16%	98%	95%	97%	89%	4%	95%	86%	80%	19%	10%	9%	91%	79%	80%	14%	16%	13%
Service Level French	95%	80%	18%	80%	18%	99%	98%	97%	95%	-0%	97%	88%	80%	21%	10%	9%	91%	83%	80%	14%	10%	8%
ASA	22					6	13	13	24	-11%	14	47			-70%	-33	31	82			-62%	-50
Calls Offered	16.9K	21.7K	-22%	22.6K	-25%	15.0K	17.5K	17.3K	21.7K	-22%	36.1K	52.4K	52.2K	-31%	-31%	-16.3K	622.1K	726.3K	701.0K	-11%	-14%	-104.2K
Calls Handled	16.4K	20.9K	-22%	21.8K	-25%	14.9K	17.1K	16.9K	21.2K	-23%	35.4K	49.1K	50.4K	-30%	-28%	-13.7K	603.1K	680.4K	676.8K	-11%	-11%	-77.3K
External Call %																	100%					
Call Abandoned %	2.8%	3.5%	-19%	3.5%	-19%	1.2%	1.9%	1.9%	2.4%	16.0%	2.1%	6.2%	3.5%	-40.0%	-66.8%	-4.2%	3.1%	6.3%			-51.7%	-3.3%
Calls Offered >5min %	0.9%					0.2%	0.2%	0.2%	0.8%	19.6%	0.5%	2.1%			-75.4%	-1.6%	1.3%	4.6%			-71.1%	-3.3%
Calls Offered >10min %	0.6%					0.1%	0.2%	0.7%	0.7%	-7.2%	0.4%	3.2%			-88.5%	-2.9%	1.6%	5.8%			-72.2%	-4.2%
Blended Handle Time	666	704	-5%	708	-6%	678	677	707	678	-2%	675	708	708	-5%	-5%	-32	662	727			-9%	-65
Occupancy	51%	66%	-22%	66%	-22%	46%	48%	48%	58%	-12%	49%	60%	66%	-26%	-19%	-12%	55%	65%			-16%	-10%
Estimated PSIH	5.9K	6.2K	-5%	6.5K	-9%	6.1K	6.7K	6.9K	6.9K	-14%	13.6K	16.0K	15.1K	-10%	-15%	-2.4K	202.1K	210.5K			-4%	-8.4K
True Calls Per Hour	5.4	5.1	6%	5.1	6%	5.3	5.3	5.1	5.3	2%	5.3	5.1	5.1	5%	5%	0.2	5.4	5.0			10%	0.5
Average Hold Time	27					31	30	32	41	-34%	29	41			-29%	-12	31	40			-22%	-9
Shrinkage (Internal Only)	35.0%		35.0%								35.0%											
Sick (reg & STD)	8.0%		8.0%								8.0%											
Transfer Out Rate(%) excl. CC IVR	11.8%					11.8%	12.0%	12.5%	12.9%	-8.0%	11.7%	12.9%			-9.1%	-1.2%	11.9%	12.8%			-7.4%	-1.0%
Transfer Out Rate(%)	11.8%					11.8%	12.0%	12.5%	12.9%	-8.0%	11.7%	12.9%			-9.1%	-1.2%	11.9%	12.8%			-7.4%	-1.0%
Net Promoter Score (NPS)	49.0					50.7	44.5	58.5	31.5	56%	50.9	30.8			65%	20.0	40.3	34.0			18%	6.2
ATL FCR %																						
Agent Tenure <90 Days %	13.0%					13.3%	22.2%	21.8%	19.7%	-34.3%	13.1%	20.3%			-35.5%	-7.2%	37.8%	32.8%			15.3%	5.0%

Please note:

- Source: Systems – KBI – Agent Suite – BI360 – Agent Tracker
- The target was changed from 80/20 to 80/60 in January 2024. The historical data has not been recasted.
- The switch to 80/120 for the 2025 targets starts in February for all the impacted tech segments.



BM Tech – August 10 – August 16, 2025

Week Ending	Current Week vs. Budget					Weekly			Last Year		MTD		MTD Budget		MTD YoY Var		YTD		YTD Budget		YoY Var	
	16AUG25	YEE	Var	Budget	Var	09AUG25	02AUG25	26JUL25	17AUG24	Var %	AUG25	AUG24	Budget	Var	Var %	Var	2025	2024	Budget	Var	Var %	Var
Service Level	87%	80%	8%	80%	8%	96%	89%	91%	73%	19%	91%	76%	80%	13%	19%	14%	90%	77%	80%	12%	17%	13%
Service Level English	86%	80%	8%	80%	8%	96%	87%	90%	71%	21%	90%	74%	80%	13%	21%	16%	88%	73%	80%	10%	21%	15%
Service Level French	87%	80%	9%	80%	9%	95%	96%	97%	77%	14%	92%	82%	80%	15%	11%	9%	94%	89%	80%	18%	7%	6%
ASA	66					28	57	54	113	-41%	49	84			-41%	-35	54	85			-36%	-30
Calls Offered	14.0K	13.9K	1%	14.3K	-3%	12.7K	13.5K	13.2K	13.7K	2%	30.2K	31.3K	32.0K	-6%	-4%	-1.2K	400.1K	405.5K	417.7K	-4%	-1%	-5.4K
Calls Handled	13.6K	13.5K	1%	13.9K	-2%	12.6K	13.2K	12.9K	13.1K	4%	29.6K	30.3K	31.1K	-5%	-2%	-622	390.8K	392.7K	405.1K	-4%	-0%	-1.9K
External Call %	100%					100%	100%	100%	100%	0%	100%	100%			0%	0%	100%	100%			0%	0%
Call Abandoned %	2.2%	3.0%	-26%	3.0%	-26%	0.9%	2.0%	2.1%	4.4%	-49.8%	1.7%	3.3%	3.0%	-44.6%	-49.7%	-1.6%	2.3%	3.0%			-25.9%	-0.8%
Calls Offered >5min %	6.0%					1.6%	5.2%	4.4%	9.2%	-35.0%	4.1%	6.7%			-38.3%	-2.6%	4.7%	7.7%			-38.8%	-3.0%
Calls Offered >10min %	2.2%					0.5%	2.2%	2.3%	4.8%	-54.7%	1.4%	3.0%			-52.2%	-1.6%	2.2%	3.4%			-37.0%	-1.3%
Blended Handle Time	670	680	-2%	684	-2%	670	693	685	676	-1%	677	672	684	-1%	1%	5	680	644			6%	37
Occupancy	66%	60%	11%	59%	12%	58%	60%	60%	68%	-3%	62%	65%	59%	6%	-5%	-3%	59%	60%			-1%	-1%
Estimated PSIH	3.9K	4.3K	-10%	4.5K	-15%	4.0K	4.2K	4.1K	3.6K	7%	9.0K	8.7K	10.1K	-11%	4%	342	124.4K	116.7K			7%	7.6K
True Calls Per Hour	5.4	5.3	2%	5.3	2%	5.4	5.2	5.3	5.3	1%	5.3	5.4	5.3	1%	-1%	-0.0	5.3	5.6			-5%	-0.3
Average Hold Time	29					34	30	30	34	-13%	32	32			-1%	-0	30	32			-4%	-1
Transfer Out Rate(%) excl. CC IVR	6.5%					6.5%	7.6%	7.5%	7.7%	-15.5%	6.6%	7.8%			-15.7%	-1.2%	7.0%	8.0%			-12.7%	-1.0%
Transfer Out Rate(%)	6.5%					6.5%	7.6%	7.5%	7.7%	-15.4%	6.6%	7.8%			-15.7%	-1.2%	7.0%	8.0%			-12.7%	-1.0%
60 Day NIL Save Rate	99.0%					98.6%	98.6%	98.6%	98.2%	0.8%	98.7%	98.2%			0.5%	0.5%	98.0%	98.2%			-0.3%	-0.3%
Net Promoter Score (NPS)	35.5					24.2	32.8	19.8	25.1	41%	31.6	28.9			10%	2.7	33.2	27.4			21%	5.8
RepSat Top 2	76%					74%	73%	71%	75%	2%	75%	75%			0%	0%	75%	73%			3%	2%
RepSat Bottom 2	17%					18%	19%	22%	18%	-5%	18%	17%			3%	0%	18%	19%			-6%	-1%
FCR 7						81%	80%	80%	81%		81%	81%			-0%	-0%	81%	82%			-1%	-1%
Agent Tenure <90 Days %	0.7%					0.0%	8.2%	7.9%	21.3%	-96.8%	8.0%	22.3%			-64.0%	-14.3%	37.6%	43.0%			-12.5%	-5.4%

Please note:

- Source: Systems – KBI – Agent Suite – BI360 – Agent Tracker
- The target was changed from 80/20 to 80/60 in January 2024. The historical data has not been recasted.
- The switch to 80/120 for the 2025 targets starts in February for all the impacted tech segments.



SB Central Tech – August 10 – August 16, 2025

Week Ending	Current Week vs. Budget					Weekly			Last Year		MTD		MTD Budget		MTD YoY Var		YTD		YTD Budget		YoY Var	
	16AUG25	YEE	Var	Budget	Var	09AUG25	02AUG25	26JUL25	17AUG24	Var %	AUG25	AUG24	Budget	Var	Var %	Var	2025	2024	Budget	Var	Var %	Var
Service Level	96%	80%	20%	80%	20%	100%	100%	99%	64%	51%	98%	72%	80%	23%	36%	26%	94%	81%	80%	17%	15%	12%
Service Level English	96%	80%	20%	80%	20%	100%	100%	99%	58%	64%	98%	68%	80%	22%	44%	30%	94%	78%	80%	17%	21%	16%
Service Level French	97%	80%	21%	80%	21%	100%	99%	99%	82%	18%	98%	88%	80%	23%	11%	10%	93%	97%	80%	16%	-4%	-4%
ASA	26					12	13	15	169	-85%	19	122			-84%	-103	38	94			-59%	-56
Calls Offered	8.4K	8.9K	-6%	8.4K	1%	6.9K	7.9K	8.5K	8.6K	-2%	16.9K	18.7K	17.8K	-5%	-9%	-1.8K	274.7K	265.1K	256.9K	7%	4%	9.6K
Calls Handled	8.4K	8.6K	-3%	8.1K	4%	6.9K	7.9K	8.5K	8.2K	1%	16.9K	18.1K	17.2K	-2%	-7%	-1.3K	271.4K	258.2K	248.2K	9%	5%	13.2K
External Call %	100%					100%	100%	100%	100%	0%	100%	100%	100%		0%	0%	100%	100%			0%	0%
Call Abandoned %	0.4%	3.4%	-88%	3.0%	-86%	0.2%	0.3%	0.3%	3.9%	-89.4%	0.3%	2.8%	3.0%	-90.0%	-89.4%	-2.5%	1.2%	2.5%			-52.5%	-1.3%
Calls Offered >5min %	2.1%					0.0%	0.2%	0.3%	21.3%	-90.3%	1.1%	15.0%			-93.0%	-13.9%	3.3%	10.0%			-66.8%	-6.7%
Calls Offered >10min %	0.8%					0.0%	0.0%	0.1%	10.6%	-92.0%	0.4%	6.8%			-93.9%	-6.4%	1.5%	5.3%			-71.3%	-3.8%
Blended Handle Time	563	684	-18%	769	-27%	563	583	586	841	-33%	563	849	769	-27%	-34%	-286	709	803			-12%	-94
Occupancy	52%	65%	-20%	58%	-11%	42%	49%	50%	66%	-22%	46%	61%	58%	-20%	-25%	-15%	55%	58%			-4%	-2%
Estimated PSIH	2.5K	2.5K	-0%	3.0K	-15%	2.6K	2.6K	2.8K	2.9K	-13%	5.7K	7.0K	6.3K	-10%	-18%	-1.3K	96.5K	99.7K			-3%	-3.1K
True Calls Per Hour	6.4	5.3	21%	4.7	37%	6.4	6.2	6.1	4.3	49%	6.4	4.2	4.7	37%	51%	2.2	5.1	4.5			13%	0.6
Average Hold Time	57					55	64	66	124	-54%	56	122			-54%	-66	91	118			-23%	-27
Transfer Out Rate(%)	21.8%					21.4%	21.0%	21.2%	19.3%	13.1%	21.5%	19.2%			12.4%	2.4%	19.9%	21.5%			-7.7%	-1.7%
Net Promoter Score (NPS)	-18.4					12.2	14.9	5.3	14.7	-225%	-4.1	24.5			-117%	-28.6	11.8	24.3			-52%	-12.6
FCR 7						74%	73%	72%	74%		73%	75%			-2%	-1%	72%	76%			-4%	-3%
Agent Tenure <90 Days %	0.0%					0.0%	0.0%	0.0%	7.2%	-100.0%	0.0%	6.7%			-100.0%	-6.7%	30.3%	16.8%			80.8%	13.6%

Please note:

- Source: Systems – KBI – Agent Suite – BI360 – Agent Tracker
- The target was changed from 80/20 to 80/60 in January 2024. The historical data has not been recasted.
- The switch to 80/120 for the 2025 targets starts in February for all the impacted tech segments.



MTS Call Center Residential Tech – August 10 – August 16, 2025

Week Ending	Current Week vs Budget					Weekly		Last Year		MTD		MTD YoY Var		YTD		YoY Var		
	16AUG25	YEE	Var	Budget	Var	09AUG25	02AUG25	26JUL25	17AUG24	Var %	AUG25	AUG24	Var %	Var	2025	2024	Var %	Var
Service Level	79%					91%	82%	68%	94%	-16%	83%	91%	-8%	-8%	86%	87%	-2%	-2%
Service Level English	79%					91%	82%	68%	94%	-16%	83%	91%	-8%	-8%	86%	87%	-2%	-2%
Service Level French																		
ASA	133					46	116	234	20	550%	101	27	272%	74	84	41	104%	43
Calls Offered	7.8K	5.9K	31%	6.2K	26%	6.6K	7.3K	7.2K	6.8K	14%	16.1K	15.9K	1%	212	236.7K	248.0K	-5%	-11.3K
Calls Handled	7.3K	5.7K	28%	6.0K	23%	6.5K	6.9K	6.4K	6.8K	9%	15.4K	15.7K	-2%	-328	227.1K	243.3K	-7%	-16.2K
External Call %	87%					88%	87%	86%	83%	5%	88%	83%	5%	4%	87%	80%	9%	7%
Call Abandoned %	5.8%					2.2%	5.1%	11.9%	0.9%	555%	4%	1.1%	296.4%	3.3%	4%	2%	117.7%	2%
Calls Offered >5min %	15.3%					4.6%	12.0%	23.7%	1.4%	991%	11%	1.8%	538.3%	9.6%	9%	4%	132.7%	5%
Calls Offered >10min %	8.7%					2.1%	7.1%	16.1%	0.1%	5853%	6%	0.3%	1817.8%	6.1%	5%	1%	343.5%	4%
Blended Handle Time	804					795	813	862	646	24%	805	648	24%	157	788	647	22%	141
Occupancy	61%					51%	55%	59%	49%	24%	56%	50%	12%	6%	56%	54%	4%	2%
Estimated PSIH	2.7K					2.8K	2.8K	2.6K	2.5K	9%	6.1K	5.6K	8%	476	89.2K	81.6K	9%	7.6K
True Calls Per Hour	4.5					4.5	4.4	4.2	5.6	-20%	4.5	5.6	-19%	-1.1	4.6	5.6	-18%	-1.0
Average Hold Time	161					163	163	174	87	86%	164	85	92%	78	145	86	68%	58
Shrinkage (Internal Only)																		
Sick (reg & STD)																		
Transfer Out Rate(%) excl. CC IVR	23.4%					22.2%	22.5%	21.7%	18.9%	24%	23%	18.5%	23.5%	4.4%	21%	19%	10.0%	2%
Transfer Out Rate(%)	23.4%					22.2%	22.5%	21.7%	18.9%	24%	23%	18.5%	23.5%	4.4%	21%	19%	10.0%	2%
60 Day NL Save Rate											100%					100%		
Net Promoter Score (NPS)																		
RepSat Top 2	79%					78%	76%	77%	85%	-7%	78%	86%	-9%	-7%	80%	84%	-5%	-4%
RepSat Bottom 2	15%					13%	14%	13%	10%	51%	14%	9%	58%	5%	12%	9%	30%	3%
FCR 7						74%	75%	75%	76%		74%	76%	-4%	-3%	74%	77%	-3%	-3%
Agent Tenure <90 Days %	18.3%					18.2%	21.1%	18.3%	10.5%	74%	20%	9.7%	104.2%	10.1%	51%	13%	301.9%	38%

Please note:

- Source: Systems – KBI – Agent Suite – BI360 – Agent Tracker
- The switch to 80/120 for the 2025 targets starts in February for all the impacted tech segments.



L1_L2 Dispatch Rate Residential – Central (OR + QR)

Metric	Q3 Target	YTD		QTD		Monthly							Weekly				
		Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_13	Jul_20	Jul_27	Aug_03	Aug_10	
DSL																	
Residential	L1 Agents - Worked	-	802933	662442	308160	157268	98704	91116	107793	105700	105349	51568	25010	22046	22287	21764	23540
	L1 Agents - % Dispatch	-	19.22%	19.06%	20.03%	22.90%	19.05%	19.38%	18.92%	22.75%	19.44%	23.20%	22.99%	22.76%	23.66%	22.73%	23.36%
	Test Center - Worked	-	57252	49166	19674	12402	6050	5814	7209	7735	7280	4667	3128	1404	1167	1363	3120
	Test Center - % Dispatch	-	10.36%	11.67%	9.29%	12.34%	12.31%	13.38%	8.23%	13.45%	8.08%	10.52%	7.67%	16.88%	24.25%	16.21%	6.41%
	Total	-	18.63%	18.55%	19.39%	22.13%	18.66%	19.02%	18.25%	22.11%	18.71%	22.15%	21.29%	22.41%	23.68%	22.35%	21.38%
	IPTV																
	L1 Agents - Worked	-	407195	366043	148776	63514	48659	43369	52309	42675	48884	20839	9519	9741	9465	8660	9783
	L1 Agents - % Dispatch	-	5.49%	2.96%	5.00%	4.15%	5.42%	2.80%	5.02%	4.08%	4.88%	4.31%	3.97%	4.29%	4.08%	4.06%	4.59%
	Test Center - Worked	-	8464	7055	2590	2194	592	843	1247	539	698	1655	141	133	97	140	1486
	Test Center - % Dispatch	-	23.22%	26.76%	19.96%	21.01%	34.46%	26.33%	11.63%	51.76%	25.21%	11.00%	50.35%	58.65%	61.86%	50.00%	6.19%
	Total	-	5.85%	3.41%	5.25%	4.72%	5.77%	3.25%	5.17%	4.67%	5.17%	4.80%	4.65%	5.02%	4.66%	4.80%	4.80%
	Voice																
	L1 Agents - Worked	-	268199	202114	102183	49270	32347	28431	36494	34916	34390	14354	8397	7913	7297	6017	6650
	L1 Agents - % Dispatch	-	19.79%	19.21%	19.76%	27.16%	20.16%	22.06%	20.29%	28.47%	19.50%	23.98%	31.43%	28.99%	27.41%	24.40%	23.85%
	Test Center - Worked	-	27646	38239	13778	7090	3532	4466	4413	4939	4569	2151	1173	1156	1093	925	995
	Test Center - % Dispatch	-	25.35%	22.24%	27.24%	31.30%	24.66%	27.41%	26.65%	30.69%	28.61%	32.68%	28.05%	31.83%	30.92%	31.57%	34.27%
	Total	-	20.31%	19.69%	20.65%	27.68%	20.61%	22.78%	20.98%	28.74%	20.57%	25.11%	31.01%	29.35%	27.87%	25.35%	25.21%
	Total	-	15.57%	14.49%	16.04%	19.28%	15.68%	15.73%	15.44%	19.62%	15.73%	18.56%	19.86%	19.85%	20.14%	18.91%	17.92%
	Robots																
	Worked	-	577758	670609	248910	126732	74884	88318	82820	84945	81869	41787	19516	17121	17364	18136	18882
	% Dispatch	-	25.08%	18.93%	31.91%	12.20%	32.01%	21.04%	34.22%	12.78%	33.43%	11.03%	9.88%	11.29%	11.32%	10.23%	12.14%

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD.
- L1 Agents – Segments: BI Tech Specialties, BRS Tech L1, BRS Tech L3, BTV Night Team, Tech L1, Atlantic Tech
- Test Center – Segments: Central Test, Internal Test, Voice Outbound, Field Services Operations, Tech Support Trainers/Qaa/Perf, TCMO, Technical Case Manager
- Robots are included
- Source: L1L2 Cube



L1_L2 Dispatch Rate Residential – Atlantic

Metric	Q3 Target	YTD		QTD		Monthly						Weekly					
		Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_13	Jul_20	Jul_27	Aug_03	Aug_10	
DSL																	
Residential	Atlantic Tech - Worked	-	210652	166016	77144	35269	27786	20467	27573	23716	26484	11553	5262	5494	5667	4954	5213
	Atlantic Tech - % Dispatch	-	9.55%	11.05%	10.22%	12.64%	8.83%	12.00%	9.77%	12.78%	10.12%	12.37%	12.94%	13.11%	12.23%	12.05%	12.55%
IPTV																	
Residential	Atlantic Tech - Worked	-	154409	120247	60083	21372	18205	13226	20563	14376	20177	6996	3382	3284	3122	2954	3288
	Atlantic Tech - % Dispatch	-	4.72%	4.52%	4.15%	3.86%	4.44%	3.61%	4.07%	3.92%	4.04%	3.72%	3.93%	3.78%	4.20%	3.66%	3.68%
Voice																	
Residential	Atlantic Tech - Worked	-	102497	60104	37317	12831	11763	7411	13723	8914	12871	3917	1916	2227	2014	1667	1800
	Atlantic Tech - % Dispatch	-	20.06%	22.63%	17.54%	26.30%	18.84%	25.15%	18.70%	26.32%	17.95%	26.27%	25.68%	24.83%	27.41%	25.01%	27.28%
Total																	
Residential	Total	-	10.26%	10.79%	9.70%	12.46%	9.48%	11.68%	9.85%	12.64%	9.75%	12.10%	12.37%	12.69%	12.74%	11.72%	12.29%
Robots																	
Residential	Worked	-	8198	8638	4298	999	1342	1128	1451	696	1528	303	115	114	120	122	151
	% Dispatch	-	48.79%	58.28%	60.52%	13.01%	61.25%	61.79%	58.86%	17.67%	64.92%	2.31%	4.35%	4.39%	3.33%	4.10%	1.32%

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD.
- Atlantic Tech - Segments: Atlantic – Tech Specialty, Altantic- Tech Trio, Atlantic – Tier 2 Tech Support, Atlantic Tech, Voice Outbound, Internal Test, Field Services Operations, BRS Tech L1
- Robots are included
- Source: L1L2 Cube



8 Seamless Migration – Central

	Metric	Q3 Target	YTD		QTD		Monthly							Weekly				
			Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_13	Jul_20	Jul_27	Aug_03	Aug_10	
Agent Compliance Residential	Fiber SP	-	20746	9918	7155	2043	2323	1269	2665	1409	2457	634	332	364	332	284	277	
	Copper SA	-	920	377	263	61	103	47	114	35	69	26	6	7	13	13	9	
	Broadband	-	550	215	180	34	59	25	77	21	48	13	5	5	3	8	4	
	HP Only	-	370	162	83	27	44	22	37	14	21	13	1	2	10	5	5	
	Cancelled Copper SA	-	1910	1150	583	271	152	119	195	124	188	147	25	23	54	61	65	
	% Unwarranted	-	20.5%	5.8%	20.9%	6.6%	24.3%	8.5%	16.7%	5.7%	20.3%	7.7%	0.0%	0.0%	15.4%	0.0%	11.1%	
	Average Days Offered	-	1.13	1.06	1.25	1.08	1.05	1.05	1.21	1.08	1.28	1.06	1.03	1.05	1.03	1.09	1.05	
	% Conversion	-	95.8%	96.3%	96.5%	97.1%	95.8%	96.4%	95.9%	97.6%	97.3%	96.1%	98.2%	98.1%	96.2%	95.6%	96.9%	
	Broadband	-	96.2%	97.0%	96.6%	97.6%	96.5%	97.1%	96.1%	97.8%	97.3%	97.2%	97.8%	97.8%	98.6%	96.3%	98.0%	
	HP Only	-	94.8%	94.8%	96.1%	96.2%	93.9%	95.1%	95.4%	97.2%	97.1%	93.5%	99.1%	98.6%	92.4%	93.7%	94.4%	
Order Completion Residential	Fibre SP	-	22694	10675	7759	2188	2510	1373	2883	1506	2637	682	352	384	369	308	289	
	Fibre SP Completion	-	18979	9017	6487	1838	2121	1167	2409	1268	2211	570	295	323	310	258	240	
	Fibre SP Coded	-	3715	1658	1272	350	389	206	474	238	426	112	57	61	59	50	49	
	Temporary Copper SA	-	2628	741	959	183	225	95	446	123	271	60	25	33	26	29	26	
	Fibre SP Completion %	-	83.6%	84.5%	83.6%	84.0%	84.5%	85.0%	83.6%	84.2%	83.9%	83.6%	83.8%	84.1%	84.0%	83.8%	83.0%	
	Fibre SP Coded %	-	16.4%	15.5%	16.4%	16.0%	15.5%	15.0%	16.4%	15.8%	16.2%	16.4%	16.2%	15.9%	16.0%	16.2%	17.0%	
	S-Code (Customer) %	-	9.6%	8.6%	8.2%	8.6%	8.3%	8.8%	8.3%	8.6%	8.2%	8.7%	10.8%	9.1%	7.3%	8.1%	9.7%	
	P-Code (Bell) %	-	2.8%	3.0%	3.3%	3.2%	3.2%	2.6%	3.3%	2.9%	2.5%	3.7%	1.4%	2.3%	5.2%	3.6%	4.2%	
Agent Compliance Business	Fiber SP	-	1053	318	374	63	128	34	133	46	129	17	15	8	7	11	5	
	Copper SA	-	234	100	46	16	14	10	20	14	15	2	3	4	2	1	0	
	% Unwarranted	-	46.2%	37.0%	45.7%	43.8%	50.0%	40.0%	30.0%	42.9%	66.7%	50.0%	66.7%	25.0%	100.0%	0.0%	-	
	Average Days Offered	-	1.29	1.33	1.35	1.32	1.19	1.26	1.37	1.32	1.34	1.33	1.67	1.00	1.00	1.40	1.00	
	% Conversion	-	81.8%	76.1%	89.1%	79.8%	90.1%	77.3%	86.9%	76.7%	89.6%	89.5%	83.3%	66.7%	77.8%	91.7%	100.0%	
Order Completion Business	Fibre SP	-	2108	888	798	157	254	95	283	117	278	40	23	24	24	24	14	
	Fibre SP Completion	-	1636	703	636	130	199	78	231	95	219	35	19	19	21	19	14	
	Fibre SP Coded	-	472	185	162	27	55	17	52	22	59	5	4	5	3	5	0	
	Temporary Copper SA	-	188	82	72	12	26	10	18	8	26	4	1	2	1	2	1	
	Fibre SP Completion %	-	77.6%	79.2%	79.7%	82.8%	78.4%	82.1%	81.6%	81.2%	78.8%	87.5%	82.6%	79.2%	87.5%	79.2%	100.0%	
	Fibre SP Coded %	-	22.4%	20.8%	20.3%	17.2%	21.7%	17.9%	18.4%	18.8%	21.2%	12.5%	17.4%	20.8%	12.5%	20.8%	0.0%	
	S-Code (Customer) %	-	8.2%	6.9%	6.0%	6.4%	7.1%	5.3%	4.6%	6.8%	6.1%	5.0%	8.7%	4.2%	4.2%	8.3%	0.0%	
	P-Code (Bell) %	-	8.5%	8.6%	8.5%	6.4%	10.6%	7.4%	7.8%	7.7%	8.6%	2.5%	4.4%	16.7%	0.0%	4.2%	0.0%	

Definitions:

- Fiber SP – Sum of Fiber SP dispatches for seamless eligible customers with a technical trouble BPI within 14 days
- Fibre SP Completion – Completed Fibre SP dispatches for seamless eligible customers
- Fibre SP Coded – Coded Fibre SP dispatches for seamless eligible customers. Excludes coded dispatches where order was completed on the same day
- Copper SA – Sum of SA tickets where product is not equal to Fiber or FTTP where customer is on FTTH footprint
- Temporary Copper SA – Copper SA dispatches following a coded Fibre SP job, where the technician puts the customer back in service before they can be migrated to fibre at a later date. Excluded from conversion rate
- Unwarranted% - % of dispatched Copper SA job not within warranted reasons **
- Conversion rate% - Fiber SP / (Fiber SP + Copper SA)
- Cancelled Copper SA - # of cancelled copper dispatches as per the RPA process

[Seamless Analysis dashboard](#)

Exclusions

- Satellite dispatches, Cable and CO Dispatches
- Copper SA created as a result of a failed fiber install

**** SA warranted reasons:**

- Copper SA dispatches where STCBP string appears in report details (tester remarks) or ACUT BFM is missing.
- Type 4 troubles with customer in service (Outside network equipment)



Seamless Migration – Atlantic

	Metric	Q3 Target	YTD		QTD		Monthly						Weekly				
			Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_13	Jul_20	Jul_27	Aug_03	Aug_10
Agent Compliance Residential	Fiber SP	-	5206	317	1028	72	589	44	766	60	222	12	11	15	10	4	7
	Copper SA	-	370	66	34	3	14	9	10	3	9	0	2	1	0	0	0
	Average Days Offered % Conversion	-	5.12	4.40	6.19	4.87	4.14	5.62	6.42	5.14	5.59	2.33	3.25	4.29	4.00	3.00	2.00
Order Completion Residential	Fibre SP	-	5953	377	1265	86	688	58	892	68	307	18	12	15	12	8	8
	Fibre SP Completion	-	4448	249	856	63	501	34	639	52	184	11	10	12	9	6	4
	Fibre SP Coded	-	1505	128	409	23	187	24	253	16	123	7	2	3	3	2	4
	Temporary Copper SA	-	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Fibre SP Completion %	-	74.7%	66.1%	67.7%	73.3%	72.8%	58.6%	71.6%	76.5%	59.9%	61.1%	83.3%	80.0%	75.0%	75.0%	50.0%
	Fibre SP Coded %	-	25.3%	34.0%	32.3%	26.7%	27.2%	41.4%	28.4%	23.5%	40.1%	38.9%	16.7%	20.0%	25.0%	25.0%	50.0%
	S-Code (Customer) %	-	11.5%	16.2%	15.6%	10.5%	12.2%	24.1%	13.1%	7.4%	20.2%	22.2%	0.0%	6.7%	8.3%	25.0%	25.0%
	P-Code (Bell) %	-	3.3%	4.5%	5.5%	3.5%	4.9%	5.2%	4.7%	4.4%	7.5%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%

Definitions:

- Fiber SP – Sum of Fiber SP dispatches for seamless eligible customers with a technical trouble BPI within 14 days
- Fibre SP Completion – Completed Fibre SP dispatches for seamless eligible customers
- Fibre SP Coded – Coded Fibre SP dispatches for seamless eligible customers. Excludes coded dispatches where order was completed on the same day
- Copper SA – Sum of SA tickets where product is not equal to Fiber or FTTP where customer is on FTTH footprint
- Temporary Copper SA – Copper SA dispatches following a coded Fibre SP job, where the technician puts the customer back in service before they can be migrated to fibre at a later date. Excluded from conversion rate
- Unwarranted% - % of dispatched Copper SA job not within warranted reasons **
- Conversion rate% - Fiber SP / (Fiber SP + Copper SA)
- Cancelled Copper SA - # of cancelled copper dispatches as per the RPA process

[Seamless Analysis dashboard](#)
Exclusions

- Satellite dispatches, Cable and CO Dispatches
- Copper SA created as a result of a failed fiber install

**** SA warranted reasons:**

- Copper SA dispatches where STCBP string appears in report details (tester remarks) or ACUT BFM is missing.
- Type 4 troubles with customer in service (Outside network equipment)



Seamless Migration – MTS

	Metric	Q3 Target	YTD		QTD		Monthly						Weekly				
			Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_13	Jul_20	Jul_27	Aug_03	Aug_10
Agent Compliance Residential	Fiber SP	-	2764	1891	1322	389	464	230	494	254	393	135	63	57	57	60	59
	Copper SA	-	930	365	184	65	99	39	90	37	45	28	9	10	12	8	13
	Average Days Offered % Conversion	-	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Order Completion Residential	Fibre SP	-	2953	2082	1411	428	510	268	527	282	420	146	69	61	67	64	64
	Fibre SP Completion	-	2594	1760	1267	367	442	216	479	243	380	124	62	53	53	56	56
	Fibre SP Coded	-	359	322	144	61	68	52	48	39	40	22	7	8	14	8	8
	Temporary Copper SA	-	110	52	35	3	14	3	12	2	12	1	0	1	0	1	0
	Fibre SP Completion %	-	87.8%	84.5%	89.8%	85.8%	86.7%	80.6%	90.9%	86.2%	90.5%	84.9%	89.9%	86.9%	79.1%	87.5%	87.5%
	Fibre SP Coded %	-	12.2%	15.5%	10.2%	14.3%	13.3%	19.4%	9.1%	13.8%	9.5%	15.1%	10.1%	13.1%	20.9%	12.5%	12.5%
	S-Code (Customer) %	-	8.1%	10.2%	6.5%	10.8%	9.0%	13.8%	5.7%	10.3%	5.5%	11.6%	7.3%	8.2%	19.4%	9.4%	7.8%
	P-Code (Bell) %	-	1.4%	2.4%	1.3%	1.4%	1.8%	2.2%	0.8%	1.4%	1.2%	1.4%	1.5%	1.6%	0.0%	0.0%	3.1%
	Fiber SP	-	41	16	12	3	6	3	5	1	4	2	-	-	-	1	1
Agent Compliance Business	Copper SA	-	65	-	13	-	6	-	5	-	5	-	-	-	-	-	-
	Average Days Offered % Conversion	-	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
	% Conversion	-	60.3%	100.0%	63.2%	100.0%	85.7%	100.0%	62.5%	100.0%	66.7%	100.0%	-	-	-	100.0%	100.0%
Order Completion Business	Fibre SP	-	45	18	20	3	11	3	9	1	8	2	0	0	0	1	1
	Fibre SP Completion	-	27	14	9	3	5	2	4	1	3	2	0	0	0	1	1
	Fibre SP Coded	-	18	4	11	0	6	1	5	0	5	0	0	0	0	0	0
	Temporary Copper SA	-	12	-	2	-	6	-	2	-	0	-	-	-	-	-	-
	Fibre SP Completion %	-	60.0%	77.8%	45.0%	100.0%	45.5%	66.7%	44.4%	100.0%	37.5%	100.0%	-	-	-	100.0%	100.0%
	Fibre SP Coded %	-	40.0%	22.2%	55.0%	0.0%	54.6%	33.3%	55.6%	0.0%	62.5%	0.0%	-	-	-	0.0%	0.0%
	S-Code (Customer) %	-	28.9%	11.1%	50.0%	0.0%	27.3%	33.3%	55.6%	0.0%	50.0%	0.0%	-	-	-	0.0%	0.0%
	P-Code (Bell) %	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-	-	-	0.0%	0.0%

Definitions:

- Fiber SP – Sum of Fiber SP dispatches for seamless eligible customers with a technical trouble BPI within 14 days
- Fibre SP Completion – Completed Fibre SP dispatches for seamless eligible customers
- Fibre SP Coded – Coded Fibre SP dispatches for seamless eligible customers. Excludes coded dispatches where order was completed on the same day
- Copper SA – Sum of SA tickets where product is not equal to Fiber or FTTP where customer is on FTTH footprint
- Temporary Copper SA – Copper SA dispatches following a coded Fibre SP job, where the technician puts the customer back in service before they can be migrated to fibre at a later date. Excluded from conversion rate
- Unwarranted% - % of dispatched Copper SA job not within warranted reasons **
- Conversion rate% - Fiber SP / (Fiber SP + Copper SA)
- Cancelled Copper SA - # of cancelled copper dispatches as per the RPA process

[Seamless Analysis dashboard](#)

Exclusions

- Satellite dispatches, Cable and CO Dispatches
- Copper SA created as a result of a failed fiber install

**** SA warranted reasons:**

- Copper SA dispatches where STCBP string appears in report details (tester remarks) or ACUT BFM is missing.
- Type 4 troubles with customer in service (Outside network equipment)



Cable – FTR

	Metric	Q3 Target	YTD		QTD		Monthly							Weekly					
			Aug 24	Aug 25	Q3 24	Q3 25	Jun 24	Jun 25	Jul 24	Jul 25	Aug 24	Aug 25	Jul 13	Jul 20	Jul 27	Aug 03	Aug 10		
			-	-	2.7%	3.1%	2.2%	3.2%	2.8%	4.6%	2.4%	3.3%	2.0%	2.5%	4.7%	3.3%	2.9%	1.8%	
Cable	First Time Right				1.9%	2.8%	2.7%	4.3%	2.4%	5.5%	3.2%	4.9%	2.2%	1.5%	10.8%	1.6%	2.7%	0.9%	
	Invalid referral rate - ONTARIO				2.6%	3.1%	2.3%	3.4%	2.7%	4.7%	2.5%	3.6%	2.1%	2.4%	5.6%	3.1%	2.8%	1.6%	
	% First Dispatch to Cable - ONTARIO				22.4%	26.7%	21.7%	32.1%	28.6%	30.5%	20.8%	31.1%	21.7%	34.5%	31.1%	31.2%	34.6%	37.3%	30.4%
	% First Dispatch to Cable - QUEBEC				39.2%	39.9%	39.6%	47.6%	39.7%	43.0%	40.5%	45.9%	37.0%	51.0%	47.4%	47.6%	44.4%	53.7%	50.2%
	% First Dispatch to Cable - CORP				25.5%	29.2%	25.1%	35.3%	30.9%	33.1%	24.4%	34.0%	24.8%	38.3%	34.3%	34.3%	36.5%	41.1%	35.0%
	% BTS Referred - ONTARIO				73.6%	68.6%	74.1%	64.8%	67.5%	66.1%	75.6%	65.7%	74.1%	62.5%	66.2%	64.5%	61.7%	60.7%	65.9%
	% BTS Referred - QUEBEC				54.6%	53.1%	54.9%	47.1%	52.8%	49.1%	53.4%	48.6%	57.7%	43.9%	46.2%	48.1%	51.2%	42.2%	44.3%
	% BTS Referred - CORP				70.2%	65.7%	70.4%	61.2%	64.4%	62.6%	71.5%	62.4%	70.8%	58.3%	62.3%	61.4%	59.7%	56.4%	60.8%
	% Cable rework (45 Days) - ONTARIO				8.6%	8.1%	8.9%	7.5%	8.8%	8.2%	9.4%	7.5%	9.0%	-	6.7%				
	% Cable rework (45 Days) - QUEBEC				3.5%	3.5%	3.3%	3.4%	4.9%	2.8%	3.4%	3.4%	3.3%	-	1.9%				
	% Cable rework (45 Days) - CORP				7.9%	7.5%	8.1%	6.8%	8.2%	7.3%	8.6%	6.8%	8.1%	-	6.0%				
	% Completed - ONTARIO (trouble)				87.2%	84.7%	85.8%	84.1%	87.7%	84.2%	85.8%	84.6%	85.8%	83.0%	84.2%	84.4%	84.3%	82.9%	82.6%
	% Completed - QUEBEC (trouble)				85.1%	83.8%	84.9%	84.3%	85.6%	85.6%	86.1%	83.0%	84.8%	86.8%	81.5%	83.8%	84.4%	86.3%	86.5%
	% Completed - CORP (trouble)				86.8%	84.5%	85.7%	84.1%	87.3%	84.4%	85.8%	84.3%	85.6%	83.8%	83.7%	84.3%	84.4%	83.7%	83.5%

Please note:

- YTD 2024 is a complete month and YTD 2025 is a rolling YTD.
- Atlantic results are not included. / KPIs weren't updated historically.
- Sources: Horizon: Invalid referral rate, % Cable rework (45 Days), % Completed
- Dashboards: https://pbi.fsbapps.int.bell.ca/PowerBI_Reports_WP/powerbi/Prod/Service/CableScorecard
<https://horizon.int.bell.ca/HORIZONPORTAL/Default.aspx>



Cable – Cable Degradation

Metric	Q3 Target	YTD		QTD		Monthly						Weekly					
		Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_13	Jul_20	Jul_27	Aug_03	Aug_10	
Cable Degradation																	
Cable	Cable referral rate copper - ONTARIO	-	11.4%	12.6%	12.1%	12.1%	10.3%	12.3%	12.5%	12.4%	11.9%	11.4%	12.7%	12.3%	11.3%	10.5%	11.8%
	Cable referral rate copper - QUEBEC	-	4.1%	5.0%	5.0%	5.0%	4.3%	5.0%	4.5%	5.1%	5.9%	4.6%	5.3%	4.8%	5.0%	4.6%	5.2%
	Cable referral rate copper - CORP	-	9.8%	11.1%	10.5%	10.6%	9.1%	10.8%	10.7%	10.8%	10.5%	10.0%	10.9%	10.8%	10.2%	9.3%	10.5%
	Cable referral rate copper - 416	-	5.9%	8.3%	6.2%	8.5%	5.8%	8.6%	6.9%	8.7%	6.4%	7.9%	9.8%	9.0%	6.3%	7.2%	8.7%
	Cable referral rate copper - 905	-	9.0%	10.7%	9.3%	10.0%	8.2%	9.7%	9.6%	10.2%	8.9%	9.7%	9.9%	11.1%	10.5%	9.0%	9.5%
	Cable referral rate copper - 519	-	16.4%	18.4%	16.6%	17.6%	13.6%	17.7%	16.4%	17.7%	16.6%	17.3%	19.7%	17.6%	15.4%	17.3%	17.5%
	Cable referral rate copper - 613	-	13.3%	12.3%	14.8%	11.2%	12.5%	11.5%	15.8%	12.1%	14.9%	9.1%	12.4%	11.3%	8.8%	8.8%	9.3%
	Cable referral rate copper - 705	-	14.4%	14.1%	15.0%	13.4%	13.1%	15.1%	15.6%	13.7%	13.6%	12.9%	12.8%	11.7%	14.2%	10.7%	14.7%
	Cable referral rate copper - 807	-	5.6%	6.1%	8.2%	8.6%	6.1%	7.5%	7.8%	9.5%	9.0%	6.3%	9.7%	11.8%	8.4%	3.4%	9.0%
	Cable referral rate copper - 418	-	8.5%	9.8%	10.3%	9.6%	10.3%	11.6%	8.6%	9.7%	11.7%	9.3%	11.0%	8.9%	9.1%	13.6%	7.1%
	Cable referral rate copper - 450	-	5.3%	6.2%	6.4%	5.9%	5.3%	6.3%	5.5%	6.2%	7.5%	5.1%	5.8%	6.4%	5.7%	5.2%	6.3%
	Cable referral rate copper - 514	-	1.6%	2.1%	1.6%	2.1%	1.6%	1.8%	1.5%	2.1%	2.1%	2.1%	2.4%	1.9%	2.9%	1.1%	2.8%
	Cable referral rate copper - 819	-	8.9%	10.3%	11.0%	11.4%	8.5%	8.4%	10.7%	11.6%	11.5%	11.1%	11.5%	9.2%	11.5%	11.4%	11.7%
	Cable referral rate fibre - ONTARIO	-	1.0%	1.3%	1.0%	1.4%	1.1%	1.2%	1.2%	1.5%	1.0%	1.2%	1.5%	1.4%	1.2%	0.9%	1.4%
	Cable referral rate fibre - QUEBEC	-	1.4%	1.6%	1.2%	1.4%	1.4%	1.9%	1.0%	1.3%	1.2%	1.6%	1.5%	1.4%	1.4%	1.5%	1.9%
	Cable referral rate fibre - CORP	-	1.2%	1.4%	1.1%	1.4%	1.2%	1.5%	1.2%	1.4%	1.1%	1.3%	1.5%	1.4%	1.3%	1.1%	1.6%
	Cable referral rate fibre - 416	-	1.3%	1.6%	1.2%	1.9%	1.3%	1.8%	1.6%	2.1%	1.1%	1.6%	2.0%	1.8%	1.6%	1.4%	1.9%
	Cable referral rate fibre - 905	-	0.9%	0.9%	0.8%	1.0%	0.8%	0.7%	0.9%	1.1%	0.9%	1.0%	1.2%	1.4%	1.0%	0.6%	1.1%
	Cable referral rate fibre - 519	-	0.9%	0.8%	0.8%	0.9%	0.8%	0.6%	1.0%	0.8%	1.1%	1.1%	1.1%	1.1%	0.8%	0.9%	1.2%
	Cable referral rate fibre - 613	-	1.0%	1.2%	1.0%	1.1%	1.2%	1.3%	1.1%	1.3%	0.9%	0.8%	1.5%	1.2%	1.1%	0.5%	1.0%
	Cable referral rate fibre - 705	-	1.0%	1.6%	1.3%	1.4%	1.1%	1.3%	1.7%	1.5%	1.1%	1.4%	1.5%	0.9%	1.8%	1.1%	1.9%
	Cable referral rate fibre - 807	-	0.0%	2.4%	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%
	Cable referral rate fibre - 418	-	1.4%	1.6%	1.5%	1.3%	0.7%	2.2%	0.9%	1.0%	2.3%	1.9%	0.7%	1.1%	1.9%	1.2%	2.2%
	Cable referral rate fibre - 450	-	1.9%	2.4%	1.4%	2.2%	2.1%	2.9%	1.3%	2.1%	1.3%	2.4%	2.5%	2.1%	2.2%	2.3%	2.9%
	Cable referral rate fibre - 514	-	0.9%	0.8%	0.8%	0.7%	0.9%	0.6%	0.8%	0.7%	0.9%	0.7%	0.9%	0.8%	0.3%	1.0%	0.4%
	Cable referral rate fibre - 819	-	1.2%	1.6%	1.1%	1.4%	1.6%	1.6%	1.2%	1.4%	0.7%	1.4%	1.7%	1.1%	0.9%	1.1%	2.2%
Cable Degradation																	
Pair Changes	Pair Changes Per SA Order - ONTARIO	-	16.0%	14.4%	16.0%	14.2%	15.6%	14.5%	16.4%	14.5%	16.1%	13.4%	14.2%	14.2%	14.2%	13.3%	13.5%
	Pair Changes Per SA Order - QUEBEC	-	15.5%	13.3%	15.5%	13.7%	14.6%	12.9%	15.3%	14.7%	16.6%	11.3%	14.7%	13.3%	14.7%	10.8%	11.2%
	Pair Changes Per SA Order - CORP	-	15.9%	14.2%	15.9%	14.1%	15.4%	14.2%	16.2%	14.5%	16.2%	13.0%	14.3%	14.0%	14.3%	12.8%	13.1%
	Pair Changes Per SA Order - 416	-	12.6%	11.9%	12.8%	11.5%	11.3%	12.5%	14.5%	11.2%	11.8%	12.3%	8.3%	13.2%	11.7%	13.7%	10.9%
	Pair Changes Per SA Order - 905	-	13.2%	11.6%	13.4%	11.1%	12.3%	10.8%	13.3%	11.3%	13.5%	10.7%	11.8%	12.0%	10.4%	10.1%	11.4%
	Pair Changes Per SA Order - 519	-	19.1%	17.2%	19.0%	17.0%	19.8%	17.4%	19.5%	17.3%	19.5%	16.2%	17.7%	17.2%	16.3%	16.8%	16.2%
	Pair Changes Per SA Order - 613	-	17.2%	14.1%	16.7%	14.1%	16.6%	14.6%	17.0%	14.9%	17.1%	12.3%	14.2%	14.6%	14.2%	12.0%	13.0%
	Pair Changes Per SA Order - 705	-	22.0%	19.7%	21.8%	20.0%	22.0%	20.9%	21.8%	20.6%	21.4%	18.7%	19.7%	16.6%	22.5%	18.7%	18.3%
	Pair Changes Per SA Order - 807	-	7.6%	8.1%	7.2%	9.0%	8.8%	7.7%	9.3%	9.7%	5.4%	7.5%	9.8%	7.9%	8.7%	5.1%	8.1%
	Pair Changes Per SA Order - 418	-	23.5%	21.8%	23.3%	25.0%	23.0%	21.6%	23.7%	27.7%	24.6%	18.3%	22.0%	26.2%	25.0%	15.6%	19.8%
	Pair Changes Per SA Order - 450	-	16.1%	13.4%	16.0%	14.0%	14.6%	12.3%	14.8%	14.8%	18.1%	11.9%	15.2%	12.6%	15.0%	10.8%	12.4%
	Pair Changes Per SA Order - 514	-	11.5%	9.2%	10.8%	9.1%	10.3%	8.0%	11.5%	9.9%	10.9%	7.1%	10.1%	9.2%	11.3%	7.3%	6.0%
	Pair Changes Per SA Order - 819	-	21.2%	19.7%	23.1%	18.8%	20.4%	22.1%	23.1%	19.4%	22.9%	17.2%	23.0%	20.5%	18.2%	19.0%	15.4%

Please note:

- YTD 2024 is a complete month and YTD 2025 is a rolling YTD.
- Atlantic results are not included. / KPIs weren't updated historically.
- Sources: Horizon: Cable Referral Rate / Horizon-TAP: Pair Changes Per SA Order
- Dashboards: https://pbi.fsbipps.int.bell.ca/PowerBI_Reports_WP/powerbi/Prod/Service/CableScorecard
<https://horizon.int.bell.ca/HORIZONPORTAL/Default.aspx>



Cable - Service

Metric	Q3 Target	YTD		QTD		Monthly						Weekly				
		Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_13	Jul_20	Jul_27	Aug_03	Aug_10
Service																
Contact Rate PL Cable - ONTARIO	-	79.3%	71.7%	80.3%	85.7%	76.3%	82.9%	78.4%	87.4%	82.5%	81.5%	89.0%	84.6%	98.4%	77.2%	77.7%
Contact Rate PL Cable - QUEBEC	-	85.7%	85.2%	82.8%	92.3%	90.9%	87.3%	85.3%	91.8%	84.5%	93.1%	100.0%	50.0%	92.9%	90.0%	90.9%
Contact Rate PL Cable - ATLANTIC	-	72.5%	77.1%	67.9%	82.4%	91.7%	84.6%	70.0%	80.0%	73.3%	90.9%	81.8%	66.7%	83.3%	100.0%	100.0%
Contact Rate PL Cable - CORP	-	79.5%	73.6%	80.3%	86.2%	78.5%	83.7%	78.5%	87.2%	82.7%	83.6%	89.5%	81.0%	96.3%	80.6%	79.6%
% PL by Cable - ONTARIO	-	13.6%	7.6%	21.6%	6.4%	9.6%	5.8%	18.8%	6.5%	24.0%	6.1%	6.6%	5.8%	4.4%	5.2%	7.2%
% PL by Cable - QUEBEC	-	5.0%	5.3%	7.4%	3.7%	5.3%	5.0%	4.7%	3.8%	11.4%	3.4%	4.8%	2.4%	2.9%	3.6%	3.6%
% PL by Cable - CORP	-	12.0%	7.1%	18.9%	5.8%	8.7%	5.6%	16.2%	6.0%	21.5%	5.5%	6.2%	5.1%	4.1%	4.8%	6.4%
% Cable SD - ONTARIO	-	33.1%	32.8%	33.9%	27.0%	36.5%	27.4%	32.2%	26.3%	33.2%	28.5%	28.5%	27.1%	27.4%	31.2%	26.6%
% Cable SD - QUEBEC	-	45.1%	40.6%	46.5%	32.5%	48.2%	33.5%	45.5%	32.1%	45.6%	33.5%	33.9%	31.8%	30.9%	33.8%	34.4%
% Cable SD - CORP	-	35.3%	34.3%	36.3%	28.1%	38.9%	28.7%	34.7%	27.5%	35.7%	29.6%	29.6%	28.0%	28.1%	31.8%	28.4%
% Cable SDND - ONTARIO	-	68.1%	61.4%	61.2%	47.7%	78.5%	52.0%	56.3%	46.5%	58.4%	50.7%	50.2%	47.1%	47.1%	51.3%	54.2%
% Cable SDND - QUEBEC	-	86.8%	74.3%	86.7%	62.0%	87.8%	65.0%	84.2%	60.0%	85.6%	66.5%	61.9%	63.2%	54.1%	68.9%	70.1%
% Cable SDND - CORP	-	71.5%	63.8%	66.1%	50.7%	80.4%	54.9%	61.4%	49.2%	63.9%	54.2%	52.6%	50.1%	48.4%	55.3%	57.8%
Cable Cycle Time - All (Hours) - ONTARIO	-	71.6	69.2	97.8	76.7	55.0	72.7	93.6	82.2	108.2	63.1	78.1	80.4	71.2	68.6	60.5
Cable Cycle Time - All (Hours) - QUEBEC	-	47.0	48.8	58.4	40.3	48.1	42.6	54.3	43.1	64.7	34.6	42.5	44.2	40.6	36.8	32.8
Cable Cycle Time - All (Hours) - CORP	-	67.1	65.4	90.2	69.2	53.5	66.5	86.4	74.5	99.4	56.5	71.1	73.6	65.3	61.1	54.1
Cable Cycle Time - OOS (Hours) - ONTARIO	-	66.9	67.1	88.8	75.0	50.0	70.5	88.8	81.5	99.2	59.2	78.8	80.9	70.7	63.4	57.5
Cable Cycle Time - OOS (Hours) - QUEBEC	-	42.7	47.1	55.2	41.8	43.9	41.2	50.2	45.9	62.3	33.4	44.4	44.8	43.7	35.6	31.7
Cable Cycle Time - OOS (Hours) - CORP	-	62.2	63.1	82.1	68.6	48.7	63.9	81.8	74.9	91.6	53.8	72.7	75.1	65.7	57.6	51.8
Cable Cycle Time - NOOS (Hours) - ONTARIO	-	77.1	71.7	109.0	79.0	61.6	75.3	99.8	83.1	119.4	68.4	77.1	79.7	71.9	74.8	65.1
Cable Cycle Time - NOOS (Hours) - QUEBEC	-	53.0	51.3	62.7	38.6	55.0	44.9	59.3	39.9	67.7	35.9	40.6	43.6	37.1	37.8	34.1
Cable Cycle Time - NOOS (Hours) - CORP	-	73.0	68.2	100.4	70.0	60.4	69.9	92.2	74.1	109.3	60.1	69.1	71.7	64.8	65.1	57.3

Please note:

- YTD 2024 is a complete month and YTD 2025 is a rolling YTD.
- Atlantic results are not included except for the Contact Rate metric / KPIs weren't updated historically.
- The Cycle Time and Outage Time metrics use cleared time instead of received time.
- Sources: Horizon: Cable Cycle Time. / Odyssey: % Cable SD and SDND. / Contact Rate: GDI / UDM: All others
- Dashboards: https://pbi.fsbiapps.int.bell.ca/PowerBI_Reports_WP/powerbi/Prod/Service/CableScorecard
<https://horizon.int.bell.ca/HORIZONPORTAL/Default.aspx>



Cable - Service

Metric	Q3 Target	YTD		QTD		Monthly						Weekly					
		Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_13	Jul_20	Jul_27	Aug_03	Aug_10	
Cable	Service																
	Cable Task to Assign Time - ONTARIO	-	36.4	26.4	52.2	30.0	25.9	27.7	53.3	32.6	59.2	23.5	32.4	31.0	26.2	27.3	20.8
	Cable Task to Assign Time - QUEBEC	-	19.5	16.3	23.6	14.1	17.3	13.5	23.4	14.4	26.2	13.5	14.9	13.7	16.2	13.4	12.4
	Cable Task to Assign Time - CORP	-	33.3	24.5	46.6	26.7	24.1	24.8	47.8	29.1	52.6	21.2	28.9	27.7	24.3	24.1	18.8
	Assign Time to Dispatch Time - ONTARIO	-	21.0	25.8	27.1	30.3	15.8	27.9	24.6	32.3	31.2	25.4	29.6	29.6	29.6	25.9	25.9
	Assign Time to Dispatch Time - QUEBEC	-	8.0	11.4	9.9	11.2	6.8	10.9	9.3	12.5	11.6	8.5	11.3	13.1	13.4	9.5	7.8
	Assign Time to Dispatch Time - CORP	-	18.7	23.1	23.8	26.4	14.0	24.4	21.8	28.4	27.3	21.5	26.0	26.5	22.0	21.7	
	Dispatch to Job Completion - ONTARIO	-	14.2	17.0	18.5	16.4	13.2	17.0	15.7	17.3	17.8	14.4	16.0	19.7	15.3	15.4	14.3
	Dispatch to Job Completion - QUEBEC	-	19.5	21.1	24.9	15.0	23.9	18.3	21.6	16.2	26.8	12.6	16.2	17.4	10.9	13.9	12.5
	Dispatch to Job Completion - CORP	-	15.1	17.8	19.7	16.2	15.4	17.3	16.8	17.1	19.6	14.0	16.1	19.2	14.5	15.0	13.9
	Customer Outage Time - ONTARIO	-	130.2	139.7	190.8	102.9	111.8	98.8	162.5	109.8	198.7	85.8	109.2	108.0	92.7	85.6	88.7
	Customer Outage Time - QUEBEC	-	91.1	72.8	103.5	56.1	77.4	56.8	85.3	57.7	126.0	52.7	55.6	58.3	64.0	54.8	47.3
	Customer Outage Time - CORP	-	123.0	127.2	173.9	93.3	104.7	90.2	148.3	99.6	184.0	78.2	98.7	98.7	87.2	78.4	79.1
	Customer Outage Time - OOS - ONTARIO	-	133.0	159.7	209.9	104.5	120.6	98.2	168.1	112.3	212.4	85.4	113.0	109.2	94.4	83.1	90.2
	Customer Outage Time - OOS - QUEBEC	-	86.9	68.4	101.6	60.6	80.6	55.3	86.5	63.5	127.7	54.5	58.8	62.0	72.4	54.0	46.8
	Customer Outage Time - OOS - CORP	-	124.1	141.7	188.3	96.0	111.7	88.5	153.3	103.2	194.9	79.0	103.3	101.7	90.3	77.0	80.7
	Customer Outage Time - NOOS - ONTARIO	-	126.8	115.6	167.1	100.8	100.0	99.6	155.4	106.4	181.7	86.4	104.4	106.5	90.7	88.8	86.6
	Customer Outage Time - NOOS - QUEBEC	-	96.9	79.0	106.0	51.1	71.9	59.2	83.7	51.2	123.7	50.8	52.3	55.1	54.9	55.5	48.0
	Customer Outage Time - NOOS - CORP	-	121.8	109.3	155.7	89.7	94.8	92.4	142.0	94.9	170.3	77.3	93.0	95.0	83.4	80.0	76.9
	All IPVPN SA - % ANM/Cable Task in 6 Hrs - ONTARIO	-	52.8%	45.3%	50.0%	41.2%	58.3%	44.8%	40.5%	40.5%	61.7%	42.9%	16.7%	33.3%	46.2%	60.0%	
	All IPVPN SA - % ANM/Cable Task in 6 Hrs - QUEBEC	-	63.2%	83.3%	80.0%	50.0%	100.0%	66.7%	100.0%	100.0%	80.0%	0.0%	100.0%	-	-	-	
	All IPVPN SA - % ANM/Cable Task in 6 Hrs - CORP	-	53.4%	48.0%	52.2%	41.5%	61.5%	46.9%	42.1%	42.1%	63.5%	40.0%	28.6%	33.3%	46.2%	60.0%	
	All Data SA - % ANM/Cable Task in 6 Hrs - ONTARIO	-	50.4%	49.6%	49.4%	51.9%	54.1%	56.0%	53.3%	56.8%	44.2%	38.9%	71.4%	60.0%	52.6%	50.0%	
	All Data SA - % ANM/Cable Task in 6 Hrs - QUEBEC	-	77.9%	68.7%	70.8%	63.0%	88.0%	63.6%	77.8%	75.0%	76.7%	28.6%	42.9%	100.0%	75.0%	50.0%	
	All Data SA - % ANM/Cable Task in 6 Hrs - CORP	-	54.0%	52.0%	52.8%	53.8%	61.8%	56.8%	55.9%	60.0%	52.6%	37.2%	61.9%	64.3%	56.5%	50.0%	

Please note:

- YTD 2024 is a complete month and YTD 2025 is a rolling YTD.
- Atlantic results are not included. / KPIs weren't updated historically.
- The Cycle Time and Outage Time metrics use cleared time instead of received time.
- Sources: Horizon: Cable Cycle Time. / Odyssey: % Cable SD and SDND. / UDM: All others
- Dashboards: https://pb1.fsbipps.int.bell.ca/PowerBI_Reports_WP/powerbi/Prod/Service/CableScorecard
<https://horizon.int.bell.ca/HORIZONPORTAL/Default.aspx>



Copper - Cable Repair Calendar Offerings - Ontario

	Metric	Q3 Target	YTD		QTD		Weekly			Daily							
			Aug 24	Aug 25	Q3 24	Q3 25	Jul 20	Jul 27	Aug 03	Aug 10	Aug 10	Aug 11	Aug 12	Aug 13	Aug 14	Aug 15	Aug 16
	NPA Demand Copper - Ontario																
Cable	416	1- Downtown - Midtown - Scarborough Cable 1- Northcent - Southwest Cable	-	2 4	3 4	5 4	2 4	4	3 3	5 4	5 6	1 1	1 1	1 1	1 1	1 2	3
	905C	BRAMPTON OAKVILLE STRSVILLE	-	2 4	3 4	2 4	4 5	2 3	2 1	1 1	1 1	1 1	1 1	1 1	1 1	1 1	1
	905E	2- Cobourg - Oshawa Cable 2- Markham - Newmarket Cable	-	3 4	4 4	4 4	3 2	2 4	3 4	2 5	5 6	5 6	5 5	5 5	5 5	5 6	6
	905W	HAMILTON NIAGARA HAM RUR	-	2 3	3 3	2 3	3 3	3 2	1 1	1 1	1 1	1 1	1 1	1 1	1 1	1 2	2
	519E	3- Brantford - Simcoe Cable 3- Woodstock - Stratford Cable 3- Guelph - Orangeville Cable KITCHENER OWEN SOUND	-	3 4	4 6	7 5	5 5	5 5	7 6	6 6	5 6	6 4	6 4	6 4	6 4	6 4	4
	519W	3- Chatham - Sarnia Cable 3- London - London Rural Cable 3- Windsor - Windsor Rural Cable CLINT-LIST	-	2 2	2 3	2 3	2 3	3 2	2 3	2 1	2 1	2 1	2 1	2 1	2 1	2 1	3
	613E	4- Brockville - Smithfalls Cable 4- Cornwall - Hawkesbury Cable 4- Ottawa East - Ottawa West Cable 4- Pembroke - Rolphton Cable 4- Renfrew - Renfrew Rural Cable ARNPRIOR ST REGIS	-	2 2	3 3	3 2	1 2	1 2	2 2	1 2	1 1	1 1	1 1	1 1	1 1	2 2	2
	613W	4- Belleville - Madocnorth Cable 4- Kingston - Kingston Rural Cable BANCROFT	-	2 2	3 2	2 2	1 1	1 1	1 1	1 1	1 1	1 1	1 1	1 1	1 1	1 2	2
	705 BCMO	5- Barrie - Collingwood - Midland - Orillia Cable	-	2 4	2 5	5 5	4 3	5 5	4 3	5 5	5 5	5 5	5 5	5 5	5 5	5 5	5
	705 MUSKOKAS	5- Gravenhurst - Huntsville Cable PARRY SOUND	-	2 5	2 7	7 9	8 5	5 5	6 5	5 5	5 5	5 5	5 5	5 5	5 5	5 4	4
	705 PLH	5- Lindsay - Haliburton Cable 5- Ptbo Core - Ptbo Rural	-	2 4	2 4	4 5	5 5	2 4	3 3	2 2	2 2	2 2	2 2	2 2	2 2	2 2	3
	705N Core	6- Mattawa - North Bay - North Bay Rural Cable 6- Sudbury Core - Sudbury Rural Cable SSM CORE	-	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

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD.
- QTD 2024 is complete QTD and QTD 2025 is rolling QTD.
- Source: WFAS
- Conditional formatting rules: Minimum 3 / Midpoint 4 / Maximum 5



Copper - Cable Repair Calendar Offerings - Quebec

	Metric	Q3 Target	YTD		QTD		Weekly			Daily							
			Aug 24	Aug 25	Q3 24	Q3 25	Jul 20	Jul 27	Aug 03	Aug 10	Aug 10	Aug 11	Aug 12	Aug 13	Aug 14	Aug 15	Aug 16
	NPA	Demand Copper - Quebec															
Cable	MTL	1- MTL EST - NORD - CENTRE CABLE 1- MTL OUEST - F WEST - VALLEY CABLE	-	2 2	3 3	2 2	3 4	3 3	2 2	2 2	3 2	2 1	2 2	3 3	3 2	2 3	4 4
	RN	2- CHAPEAU CABLE 2- HULL CABLE 2- JOLIETTE CABLE 2- LAURENTIEN CABLE 2- LAVAL CABLE 2- MANIWAKI CABLE 2- STE-AGATHE CABLE	-	2 2 1 0 1 2 0	2 3 3 0 3 2 0	2 2 2 0 3 2 0	1 2 2 0 3 2 0	2 3 2 0 3 2 0	2 3 1 0 4 5 0	1 2 1 0 4 5 0	1 2 1 0 6 7 0	1 1 1 0 6 6 0	1 1 1 0 6 6 0	1 1 1 0 6 6 0	1 1 1 0 6 6 0	1 1 1 0 6 6 0	2 3 3 0 4 4 0
	RS	3- DRUMMOND CABLE 3- GRANBY CABLE 3- LONG - ST-BRUNO - CANDIAC CABLE 3- SHERBROOKE CABLE 3- SOREL CABLE 3- ST-JEAN CABLE 3- ST-JEAN RUR CABLE 3- THETFORD CABLE	-	2 2 0 2 0 0 2 2	1 2 0 3 0 0 0 3	2 2 0 0 0 0 0 0	0 0 0 5 0 0 0 3	0 1 0 2 0 0 0 3	0 1 0 0 1 0 0 3	0 1 0 0 1 0 0 3	0 1 1 0 1 0 0 2	0 1 1 0 1 0 0 1	0 1 1 0 1 0 0 1	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 0 0 0 0 0
	EST	4- ALMA CABLE 4- MALBAIE/TADOUSSAC CABLE 4- QUEBEC CABLE 4- RIV-D-LOUP CABLE 4- SAGUENAY CABLE 4- ST-FELICIEN CABLE 4- TROIS-RIVIERES CABLE 4- VICTO CABLE	-	0 2 2 2 0 2 0 0	0 2 2 3 0 2 0 0	0 2 2 3 0 2 0 0	0 2 2 2 0 2 0 0	0 2 2 3 0 2 0 0	0 2 2 3 0 2 0 0	0 2 1 3 0 2 0 0	0 1 1 3 1 2 0 0	0 1 1 2 1 4 0 0	0 1 1 1 1 4 0 0	0 0 0 0 0 5 0 0	0 0 0 0 0 4 1 0	0 0 0 0 0 4 1 0	0 0 0 0 0 4 1 0

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD.
- QTD 2024 is complete QTD and QTD 2025 is rolling QTD.
- Source: WFAS
- Conditional formatting rules: Minimum 3 / Midpoint 4 / Maximum 5



Fibre - Cable Repair Calendar Offerings - Ontario

	Metric	Q3 Target	YTD		QTD		Weekly			Daily							
			Aug 24	Aug 25	Q3 24	Q3 25	Jul 20	Jul 27	Aug 03	Aug 10	Aug 10	Aug 11	Aug 12	Aug 13	Aug 14	Aug 15	Aug 16
	NPA Demand Fibre - Ontario																
Cable	416	1- Downtown - Midtown - Scarborough Cable 1- Northcent - Southwest Cable	-	2 2	3 3	3 3	3 3	3 3	2 1	3 2	2 2	2 1	2 1	2 1	3 2	3 3	4 3
	905C	BRAMPTON OAKVILLE STRSVILLE	-	2 2 2	2 3 2	2 2 2	2 3	2 3	1 2	1 1	1 1	1 1	2 1	2 1	1 1	1 1	
	905E	2- Cobourg - Oshawa Cable 2- Markham - Newmarket Cable	-	2 2	2 2	2 2	2 1	2 1	1 1	1 1	1 1	1 1	2 1	1 2	1 2	1 2	
	905W	HAMILTON NIAGARA HAM RUR	-	2 2 2	3 2 3	2 1 4	4 2 8	7 1 5	4 2 2	4 3 3	2 1 1	1 2 1	2 2 1	2 2 1	3 1 8	2 1 7	
	519E	3- Brantford - Simcoe Cable 3- Woodstock - Stratford Cable 3- Guelph - Orangeville Cable KITCHENER OWEN SOUND	-	2 0 3 0	2 0 7 0	3 0 2 0	2 0 3 0	1 0 2 0	2 0 1 0	2 0 1 0	2 0 1 0	1 0 1 0	1 0 1 0	1 0 1 0	1 0 0 0	3 0 2 0	
		3- Chatham - Sarnia Cable 3- London - London Rural Cable 3- Windsor - Windsor Rural Cable CLINT-LIST	-	2 2 2 2	2 2 2 3	2 1 2 2	2 1 2 1	3 1 2 1	6 1 2 1	1 1 1 1	1 1 1 1	1 1 1 1	1 1 1 1	1 1 1 1	1 1 1 1		
		4- Brockville - Smithfalls Cable 4- Cornwall - Hawkesbury Cable 4- Ottawa East - Ottawa West Cable 4- Pembroke - Rolphton Cable 4- Renfrew - Renfrew Rural Cable ARNPRIOR ST REGIS	-	1 2 1 2 2 2	2 2 1 2 2 2	2 2 1 1 2 2	2 1 1 1 2 2	2 1 1 1 3 2	1 4 3 4 5 4	1 6 4 5 5 4	1 6 5 5 5 4	1 1 1 1 1 1	1 1 1 1 1 1	1 1 1 1 1 1	1 1 1 1 1 1		
		4- Belleville - Madocnorth Cable 4- Kingston - Kingston Rural Cable BANCROFT	-	2 2 2	2 2 2	1 2 2	1 2 2	1 2 1	2 2 2	1 1 2	1 2 1	1 1 1	1 1 1	1 1 1	1 1 1		
	705 BCMO	5- Barrie - Collingwood - Midland - Orillia Cable	-	2 2	2 2	2 2	2 3	2 2	2 2	2 2	1 1	1 1	2 2	3 2	2 2	1 1	
	705 MUSKOKAS	5- Gravenhurst - Huntsville Cable PARRY SOUND	-	2 2	2 2	2 2	2 1	2 1	2 1	2 1	1 1	1 1	1 1	1 1	1 1	3 2	
	705 PLH	5- Lindsay - Haliburton Cable 5- Ptbo Core - Ptbo Rural	-	1 2	2 3	1 4	2 2	3 2	2 1	3 2	2 1	2 1	3 1	3 1	4 3	4 3	
	705N Core	6- Mattawa - North Bay - North Bay Rural Cable 6- Sudbury Core - Sudbury Rural Cable SSM CORE	-	0 0 3	0 0 3	0 0 4	0 2	0 1	0 2	0 2	0 1	0 1	0 1	0 1	0 1	0 0	

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD.
- QTD 2024 is complete QTD and QTD 2025 is rolling QTD.
- Source: WFAS
- Conditional formatting rules: Minimum 2 / Midpoint 3 / Maximum 4



Fibre - Cable Repair Calendar Offerings - Quebec

	Metric	Q3 Target	YTD		QTD		Weekly			Daily							
			Aug 24	Aug 25	Q3 24	Q3 25	Jul 20	Jul 27	Aug 03	Aug 10	Aug 10	Aug 11	Aug 12	Aug 13	Aug 14	Aug 15	Aug 16
	NPA Demand Fibre - Quebec																
Cable	MTL	1- MTL EST - NORD - CENTRE CABLE	-	2	2	2	2	2	2	2	1	1	1	1	1	4	4
		1- MTL OUEST - F WEST - VALLEY CABLE	-	2	2	2	2	2	2	3	2	2	2	3	3	4	4
	RN	2- CHAPEAU CABLE	-	2	2	2	1	1	1	1	1	1	1	1	1	3	2
		2- HULL CABLE	-	1	2	1	2	2	1	3	2	3	3	3	2	1	1
		2- JOLIETTE CABLE	-	1	2	2	2	2	2	1	1	1	1	1	1	1	1
		2- LAURENTIEN CABLE	-	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		2- LAVAL CABLE	-	1	2	2	2	2	1	2	2	2	2	1	3	3	3
		2- MANIWAKI CABLE	-	2	2	2	1	1	1	1	1	1	1	1	1	3	2
	RS	2- STE-AGATHE CABLE	-	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		3- DRUMMOND CABLE	-	2	1	2	0	0	0	0	0	0	0	0	0	0	0
		3- GRANBY CABLE	-	2	2	2	2	1	1	3	1	3	2	4	5	5	2
		3- LONG - ST-BRUNO - CANDIAC CABLE	-	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	EST	3- SHERBROOKE CABLE	-	1	2	2	1	2	1	2	1	2	1	1	1	1	1
		3- SOREL CABLE	-	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		3- ST-JEAN CABLE	-	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		3- ST-JEAN RUR CABLE	-	2	0	2	0	0	0	0	0	0	0	0	0	0	0
		3- THETFORD CABLE	-	2	2	2	2	1	1	2	2	1	1	2	1	1	2
		4- ALMA CABLE	-	0	0	0	0	0	0	0	0	0	0	0	0	0	0
		4- MALBAIE/TADOUSSAC CABLE	-	2	2	2	2	2	1	1	1	1	1	1	1	1	3
		4- QUEBEC CABLE	-	2	3	2	2	2	3	2	2	1	2	2	2	2	1

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD.
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- Source: WFAS
- Conditional formatting rules: Minimum 2 / Midpoint 3 / Maximum 4



CMIS Winter BSW Load

2025 Winter Backlog Summary					
Spring Date	Total Load	Completed Orders	% Complete	Commitment Not Met	Commitment Met %
May 31st Due Date	6713	6670	99.4%	176	97.4%
June 30th Due Date	18658	18269	97.5%	1094	94.1%
Grand Totals	25371	24939	98.3%	1270	95.0%

May 31st - Winter Backlog Summary						
Contractor	Commitment Met	Not Met	Pending - Past Due	Grand Totals	% complete	Commitment Met
GC Aecon - 416 East	1401	22	4	1427	100%	98.2%
GC Aecon - 519 South	993	29	7	1029	99%	96.5%
GC Clearwag - 416 West	574	19	8	601	99%	95.5%
GC Espercom - 705 PLH	133	7		140	100%	95.0%
GC Espercom - GTA East	604	10	5	619	99%	97.6%
GC LEDCOR - St.Lawrence		1		1	100%	0.0%
GC NPL Canada - Brampton	1329	48	6	1383	100%	96.1%
GC Telcon - Hamilton/Niagara	1503	7	3	1513	100%	99.3%
Grand Totals	6537	143	33	6713	99.5%	97.4%

June 30th - Winter Backlog Summary						
Contractor	Commitment Met	Not Met	Pending - Past Due	Grand Totals	% complete	Commitment Met
GC Aecon - 416 East	8			8	100%	100.0%
GC Aecon - 519 South	370	7	9	386	98%	95.9%
GC Clearwag - 416 West	8			8	100%	100.0%
GC Espercom - 705 PLH	276	131	51	458	89%	60.3%
GC Espercom - GTA East	1373	107	39	1519	97%	90.4%
GC LEDCOR - GTA North	2952	38	60	3050	98%	96.8%
GC LEDCOR - Mississauga	1079	8	6	1093	99%	98.7%
GC LEDCOR - St.Lawrence	2087	68	27	2182	99%	95.6%
GC NPL Canada - Brampton	575	15	7	597	99%	96.3%
GC Telcon - Hamilton/Niagara	1476	12	1	1489	100%	99.1%
GC Aecon - 519 SW	1321	27	9	1357	99%	97.3%
GC Aecon - 705 SSM	142	11	7	160	96%	88.8%
GC Aecon - 705 Muskokas	620	40	30	690	96%	89.9%
GC Aecon - 705 South	1097	87	72	1256	94%	87.3%
GC LEDCOR - 613 Ottawa	2478	89	65	2632	98%	94.1%
GC Aecon - 519 North	385	2	4	391	99%	98.5%
GC Aecon - 519 Central	785	3	3	791	100%	99.2%
GC VistaCare - 705 North Bay	421	54		475	100%	88.6%
GC Broadband - 613 Ottawa	112	5		117	100%	95.7%
Grand Totals	17565	704	390	18659	97.9%	94.1%

NOTES

Overall volume changes are caused by order cancellations



Control Center Service Levels & Call Volume

	Metric	Q3 Target	YTD		QTD		Monthly							Weekly				
			Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_13	Jul_20	Jul_27	Aug_03	Aug_10	
Compliance Rate of PL	Total																	
	Install and Repair - Ontario	-	74.0%	54.0%	60.9%	65.3%	80.4%	60.3%	59.9%	65.4%	61.2%	64.9%	69.9%	60.9%	63.4%	63.3%	68.1%	
	Install and Repair - Quebec	-	82.0%	75.7%	64.6%	89.7%	86.6%	79.0%	66.5%	90.1%	61.2%	89.0%	93.3%	95.2%	94.7%	90.1%	86.6%	
	Install and Repair - Atlantic	-	77.6%	78.7%	83.0%	77.4%	82.3%	79.4%	80.9%	77.8%	83.9%	76.6%	77.6%	79.7%	79.1%	78.4%	74.5%	
	Install and Repair - Corporate	-	76.5%	61.9%	64.0%	72.4%	82.4%	67.0%	64.0%	72.2%	63.0%	72.9%	76.8%	69.4%	71.6%	71.5%	74.3%	
Assignment	Support-Free Rate																	
	Install Central Res + Virgin	-	86.6%	90.1%	88.6%	91.5%	87.5%	90.1%	88.1%	91.3%	89.0%	92.4%	91.0%	91.2%	91.9%	92.2%		
	Repair Central Res + Virgin	-	87.0%	88.2%	87.5%	88.0%	87.8%	88.8%	87.7%	88.0%	87.4%	88.2%	88.0%	88.3%	88.4%	88.0%		
	Install Atlantic Res + Virgin	-	74.7%	82.9%	79.5%	83.7%	75.9%	83.1%	78.8%	83.2%	78.9%	85.7%	83.6%	83.6%	84.1%	85.9%		
	Repair Atlantic Res + Virgin	-	74.7%	76.2%	75.2%	77.3%	75.7%	78.6%	76.1%	77.3%	75.2%	77.7%	76.8%	76.9%	79.0%	77.5%		
	Support Volume																	
	Ontario	-	212,231	137,198	74,637	27,971	25,553	18,882	25,861	20,078	25,019	7,893	4,240	4,140	4,046	3,296	3,524	
	Quebec	-	105,475	72,908	39,801	15,440	13,123	10,291	14,483	11,374	12,888	4,066	2,603	1,977	1,849	1,819	1,793	
	Atlantic	-	155,100	83,331	46,257	16,248	15,928	10,699	16,964	11,332	15,886	4,916	2,307	2,569	2,373	2,133	2,209	
	MTS	-	17,107	55,024	7,468	13,846	2,209	8,270	2,471	9,136	2,425	4,710	2,050	2,037	2,140	1,866	2,333	
	National	-	489,913	348,461	168,163	73,505	56,813	48,142	59,779	51,920	56,218	21,585	11,200	10,723	10,408	9,114	9,859	
	Service Level																	
	Ontario	70.0%	74.3%	68.4%	87.2%	77.3%	89.1%	51.4%	89.1%	73.9%	86.5%	85.7%	78.4%	85.8%	77.3%	91.2%	88.1%	
	Quebec	70.0%	76.8%	81.8%	84.5%	81.4%	84.1%	72.0%	82.8%	82.5%	87.4%	78.3%	81.7%	86.0%	90.2%	81.7%	74.6%	
	Atlantic	70.0%	85.2%	80.8%	85.9%	82.2%	85.2%	81.4%	84.7%	83.2%	85.6%	80.0%	86.3%	80.0%	86.3%	81.6%	76.2%	
	MTS	70.0%	48.1%	72.6%	54.3%	63.9%	55.3%	78.3%	52.0%	64.8%	54.5%	62.2%	71.0%	74.2%	57.7%	57.9%	67.8%	
	National	70.0%	77.3%	74.8%	84.7%	76.8%	85.5%	67.0%	84.8%	76.3%	85.0%	78.0%	79.5%	82.3%	77.7%	80.3%	78.3%	
	% Digitized (BUZZ Adoption)																	
	Ontario	90.0%	94.6%	96.0%	94.9%	96.6%	94.7%	96.9%	94.3%	96.8%	95.1%	96.3%	96.5%	96.3%	96.6%	96.8%	95.2%	
	Quebec	90.0%	93.4%	94.6%	91.6%	96.4%	93.2%	95.8%	91.9%	96.3%	91.5%	96.6%	96.2%	96.6%	97.2%	97.5%	95.6%	
	Atlantic	90.0%	56.0%	68.1%	58.4%	71.0%	57.8%	71.0%	59.0%	71.2%	59.6%	70.5%	71.4%	71.5%	71.9%	70.9%	69.6%	
	MTS	90.0%																
	Corporate	90.0%	86.2%	90.1%	87.2%	91.8%	86.9%	91.8%	86.8%	91.9%	87.3%	91.5%	92.1%	91.4%	92.1%	92.0%	90.3%	

- YTD 2024 is complete month and YTD 2025 is rolling YTD.
- CC Assigner – Ontario and Quebec results include onshore and offshore..
- Sources: Ontario and Quebec: Avaya/Atlantic: Symposium/Assigner Ontario & Quebec:Test Center/Assigner Support Rate: Horizon, BI_SEMANTIC_BASE, IMP SEM
- Compliance Rate of PL: Only agents calling the clients or techs contacting client included in the results. They must be entered in TMI. Direct Tech calls to clients will be included when they become available. The metrics have 1 more day of data (2 days if Monday is Holiday) in the MTD, QTD and YTD than the last week results.

Control Center Service Levels & Call Volume

Metric	Q3 Target	YTD		QTD		Monthly							Weekly				
		Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_13	Jul_20	Jul_27	Aug_03	Aug_10	
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
First Time Resolution - Assignment																	
Ontario	-	75.6%	82.1%	77.5%	85.2%	76.8%	84.3%	77.1%	85.1%	78.2%	85.9%	84.6%	85.8%	85.8%	85.7%	85.7%	
Quebec	-	78.5%	84.4%	79.5%	86.4%	78.8%	83.7%	79.1%	86.2%	80.0%	87.0%	86.5%	85.8%	86.5%	87.3%	87.3%	
Atlantic	-	77.9%	81.2%	79.1%	82.7%	79.2%	81.6%	79.3%	82.4%	78.8%	84.2%	82.9%	82.7%	84.0%	84.1%	84.1%	
MTS	-	-	77.7%	-	77.2%	-	74.2%	-	76.6%	-	79.4%	73.6%	74.5%	79.0%	79.4%	79.4%	
National	-	77.0%	82.0%	78.4%	83.9%	77.9%	82.2%	78.2%	83.7%	78.9%	84.8%	83.3%	83.5%	84.6%	84.7%	84.7%	
Average Handling Time - Calls																	
Ontario	-	780.9	763.0	776.4	879.7	841.8	819.7	782.7	881.3	767.7	876.7	890.4	861.5	859.8	832.5	911.5	
Quebec	-	763.7	704.8	867.3	662.3	800.8	666.8	822.0	669.8	895.1	643.8	698.2	717.2	637.6	616.9	642.6	
Atlantic	-	587.5	608.0	601.4	607.1	561.1	621.2	597.4	607.6	607.3	606.1	623.9	587.2	610.4	622.1	576.1	
MTS	-	295.8	314.9	280.9	296.7	305.1	307.3	285.3	300.0	284.8	283.1	298.0	293.6	282.7	287.4	n/a	
National	-	601.3	600.3	617.0	630.6	615.1	605.1	609.3	619.2	625.1	657.2	633.2	612.3	593.8	598.0	715.4	
Average Handling Time - BUZZ																	
Ontario	-	1108.2	1351.1	1108.6	1759.7	1230.3	1612.7	1156.8	1782.2	1108.2	1711.2	1804.1	1835.2	1717.8	1755.5	1700.0	
Quebec	-	1102.3	1356.8	1205.7	1574.3	1215.3	1550.6	1234.0	1604.9	1195.3	1500.9	1713.9	1595.9	1496.4	1527.1	1488.8	
Atlantic	-	881.4	1057.4	852.2	1109.4	869.6	1181.4	865.6	1132.3	857.1	1060.6	1184.5	1053.2	1073.8	1066.0	1050.2	
MTS	-	804.9	1166.5	816.2	1111.3	662.3	1151.0	848.5	1126.9	819.2	1087.6	1230.1	1129.0	1084.5	1058.3	1136.8	
National	-	1064.8	1304.4	1095.1	1566.8	1155.8	1509.0	1132.9	1597.0	1090.4	1502.3	1661.8	1612.1	1517.1	1522.4	1497.1	
Average Wait Time - Calls***																	
Ontario	-	140.5	177.2	48.9	100.8	42.4	422.7	37.1	132.4	54.4	40.8	98.8	66.1	56.8	30.8	35.1	
Quebec	-	104.7	77.7	63.7	89.0	61.5	165.3	75.8	82.4	55.8	105.5	115.5	31.5	23.2	88.2	136.6	
Atlantic	-	54.0	64.9	54.4	70.5	53.8	52.9	60.0	54.0	47.5	105.0	44.8	45.2	62.5	88.9	129.9	
MTS	-	MTS results will be added as soon as possible.															
National	-	73.3	84.2	41.4	67.9	38.7	162.3	42.2	67.7	39.9	68.2	63.5	37.5	37.9	49.6	94.0	
Average Wait Time - BUZZ																	
Ontario	-	189.0	390.2	58.9	352.6	52.1	625.6	46.7	401.3	71.3	240.2	326.9	257.1	510.1	142.3	69.2	
Quebec	-	123.7	145.2	79.8	209.6	85.1	225.8	86.6	180.3	67.6	284.4	237.8	125.7	239.7	216.7	274.6	
Atlantic	-	35.7	85.4	30.0	64.4	21.6	91.7	34.2	54.9	32.7	86.3	37.1	77.3	17.8	56.4	140.3	
MTS	-	338.0	312.5	209.3	261.0	213.0	233.3	237.7	270.3	217.5	245.8	193.7	134.9	361.3	247.9	231.1	
National	-	159.7	274.8	71.6	267.0	67.6	404.5	69.3	280.2	74.9	236.8	256.1	188.2	366.3	167.5	155.1	

- YTD 2024 is complete month and YTD 2025 is rolling YTD.
- CC Assigner – Ontario and Quebec results include onshore and offshore..
- Sources: Ontario and Quebec: Avaya/Atlantic: Symposium/Assigner Ontario & Quebec:Test Center/Assigner Support Rate: Horizon, BI_SEMANTIC_BASE, IMP SEM
- Note: *** Average Wait Time – Calls results may be incomplete due to delayed data.



Control Center Service Levels & Call Volume

Metric	Q3 Target	YTD		QTD		Monthly						Weekly					
		Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_13	Jul_20	Jul_27	Aug_03	Aug_10	
CRT & Data	CRT																
	SLA - Ontario	70.0%	53.6%	68.1%	19.7% 59.2%	21.7%	68.0%	13.8%	57.4%	20.7%	63.1%	47.5%	65.3%	62.3%	62.6%	63.3%	
	Call Volume - Ontario	-	56,423	29,430	18,944	7,095	6,310	4,025	7,298	4,867	6,041	2,228	1,117	1,027	1,147	988	960
	SLA - Quebec	70.0%	60.2%	78.3%	45.4% 77.3%	47.6%	77.9%	41.4%	76.2%	47.4%	80.2%	71.6%	77.2%	86.7%	84.4%	74.4%	
	Call Volume - Quebec	-	39,814	20,658	17,870	5,223	4,855	2,981	6,585	3,837	6,041	1,386	928	720	655	590	644
	Data L1																
	SLA - Ontario	70.0%	94.0%	95.7%	94.2% 95.4%	92.2%	96.7%	92.7%	95.8%	95.5%	94.3%	94.7%	97.1%	94.3%	94.4%	94.6%	
	Call Volume - Ontario	-	245,078	200,069	96,106	36,864	37,798	25,489	35,640	24,712	31,532	12,152	5,948	5,618	5,354	4,938	6,025
	Data / Mega / Lan																
	SLA - Quebec	70.0%	91.1%	88.7%	92.1% 89.8%	93.2%	88.5%	93.1%	90.7%	93.1%	87.4%	91.7%	89.4%	92.1%	94.7%	84.4%	
	Call Volume - Quebec	-	4,091	2,981	1,458	568	485	407	489	417	533	151	133	66	76	57	77

- YTD 2024 is complete month and YTD 2025 is rolling YTD.
- The metrics have 1 more day of data (2 days if Monday is Holiday) in the MTD, QTD and YTD than the last week results.
- Sources: Ontario and Quebec: Avaya

Assignment % Digitized (BUZZ Adoption)	Metric	Q3 Target	YTD		QTD		Monthly							Weekly					
			Aug 24	Aug 25	Q3 24	Q3 25	Jun 24	Jun 25	Jul 24	Jul 25	Aug 24	Aug 25	Jul 13	Jul 20	Jul 27	Aug 03	Aug 10		
	Ontario																		
Bell - Res																			
Bell - Bus			-	61.6%	69.5%	59.0%	67.1%	58.8%	70.3%	68.1%	65.8%	51.5%	69.8%	57.6%	54.6%	68.0%	72.7%	70.7%	
BTS - Res			-	83.3%	82.2%	80.4%	81.2%	82.2%	85.0%	79.7%	81.2%	79.0%	81.0%	76.0%	81.5%	79.8%	78.9%	81.6%	
BTS - Bus			-	95.8%	97.6%	96.1%	98.0%	95.9%	98.0%	95.3%	98.1%	96.3%	97.7%	98.2%	97.8%	98.2%	98.3%	96.8%	
Quebec			-	95.2%	96.3%	95.7%	97.1%	95.3%	97.9%	95.5%	97.4%	96.0%	96.0%	97.3%	96.5%	96.9%	96.7%	94.9%	
Atlantic			-	91.8%	92.5%	86.6%	98.3%	88.9%	98.7%	85.7%	97.3%	89.9%	100.0%	100.0%	95.2%	100.0%	100.0%	100.0%	
Bell - Res			-	93.2%	92.8%	90.1%	97.2%	93.2%	95.7%	88.6%	97.4%	91.8%	96.8%	95.2%	100.0%	96.9%	98.2%	96.2%	
Bell - Bus			-	93.2%	94.7%	91.4%	96.5%	92.9%	95.7%	91.8%	96.4%	91.4%	96.6%	96.5%	96.5%	97.2%	97.3%	95.8%	
BTS - Res			-	94.7%	94.6%	94.0%	95.7%	95.5%	96.4%	94.2%	95.4%	92.9%	96.3%	94.3%	96.5%	97.0%	98.2%	93.4%	
BTS - Bus			-	53.8%	66.6%	60.1%	71.0%	58.2%	72.8%	60.6%	71.4%	60.8%	70.0%	71.9%	72.0%	71.2%	72.3%	67.5%	
Contractors - Res			-	52.5%	53.2%	55.4%	58.8%	49.1%	55.2%	58.2%	57.9%	55.6%	60.7%	57.6%	59.5%	56.5%	56.4%	67.4%	
Contractors - Bus			-	59.7%	80.9%	57.1%	78.7%	60.1%	78.7%	57.1%	79.4%	59.6%	77.1%	78.7%	81.3%	82.3%	77.5%	75.7%	
MTS			-	-	-	-	-	-	-	-	-	-	MTS metric not built – 2025 implementation expected.						
Ontario			-	# Tickets	423627	348512	171331	81805	56621	52346	55101	54802	56206	27003	11722	11000	12518	11187	11523
Pick up Time (min)			-	01:42	01:45	02:00	01:54	01:58	01:48	02:01	02:00	02:08	01:42	02:18	01:36	01:43	01:34	01:42	
Resolution Time (min)			-	02:33	02:42	02:47	02:39	02:44	03:28	02:49	02:45	02:54	02:26	03:02	02:27	02:26	02:18	02:26	
Process Time (min)			-	00:42	00:42	00:43	00:36	00:42	00:36	00:44	00:36	00:44	00:39	00:35	00:35	00:35	00:36	00:36	
Buzz Over Total Transactions			-	96.5%	96.5%	97.4%	96.4%	97.4%	96.6%	97.3%	96.4%	97.3%	96.4%	96.3%	96.4%	96.0%	96.2%	96.3%	
Quebec			-	# Tickets	363002	252383	151501	58118	50000	37565	55328	40749	46859	17369	8556	7622	7035	7664	6962
Pick up Time (min)			-	01:19	01:21	01:27	01:11	01:23	01:32	01:26	01:12	01:27	01:07	01:15	01:07	01:10	01:06	01:07	
Resolution Time (min)			-	02:04	01:57	02:08	01:41	02:02	02:07	02:05	01:42	02:10	01:38	01:48	01:37	01:42	01:39	01:37	
Process Time (min)			-	00:36	00:32	00:36	00:27	00:34	00:30	00:35	00:27	00:38	00:27	00:27	00:27	00:28	00:29	00:25	
Buzz Over Total Transactions			-	94.9%	91.0%	94.7%	90.6%	95.4%	90.7%	95.1%	90.5%	94.3%	90.7%	89.5%	91.4%	90.0%	90.3%	90.6%	
Atlantic			-	# Tickets	84623	81452	31282	16323	10691	12200	11023	11107	10913	5216	2536	2491	2513	2136	2500
Pick up Time (min)			-	02:14	02:03	02:22	02:30	02:10	02:10	02:30	02:31	02:21	02:27	02:24	03:15	02:34	02:13	02:43	
Resolution Time (min)			-	03:48	04:51	04:01	04:13	03:44	03:54	04:05	04:07	04:04	04:25	03:54	05:00	04:04	04:17	04:40	
Process Time (min)			-	01:32	02:41	01:36	01:32	01:33	01:34	01:33	01:30	01:40	01:37	01:29	01:35	01:30	01:39	01:35	
Buzz Over Total Transactions			-	65.8%	74.8%	67.7%	74.2%	67.6%	78.0%	66.7%	74.3%	70.0%	74.1%	77.1%	75.3%	74.2%	72.7%	75.9%	
Corporate			-	# Tickets	871252	682347	354114	156246	117312	102111	121452	106658	113978	49588	22814	21113	22066	20987	20985
Pick up Time (min)			-	01:35	01:39	01:48	01:42	01:44	01:45	01:48	01:45	01:52	01:34	01:55	01:37	01:38	01:28	01:38	
Resolution Time (min)			-	02:28	02:41	02:37	02:27	02:32	03:01	02:36	02:30	02:43	02:22	02:40	02:27	02:23	02:16	02:25	
Process Time (min)			-	00:45	00:52	00:45	00:38	00:43	00:41	00:44	00:38	00:47	00:39	00:40	00:40	00:39	00:39	00:40	
Buzz Over Total Transactions			-	91.7%	91.3%	92.7%	91.4%	92.8%	91.8%	92.5%	91.3%	92.6%	91.5%	91.2%	91.6%	91.0%	91.0%	91.4%	

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD.
- Source: Buzz system



MTS – Calendars

Metric	Q3 Target	YTD		QTD		Monthly						Weekly					
		Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_13	Jul_20	Jul_27	Aug_03	Aug_10	
3 Days Install Offering - FibeTV / Internet																	
Residential & Business	Install - Competitive	-	79%	87%	69%	73%	88%	91%	73%	72%	64%	74%	77%	85%	72%	77%	72%
	Install - Greater Brandon	-	88%	85%	77%	55%	96%	90%	82%	73%	68%	22%	82%	90%	50%	35%	15%
	Install - Greater Winnipeg	-	87%	93%	90%	83%	78%	85%	96%	85%	88%	79%	100%	99%	85%	77%	80%
	Install - Non Competitive	-	52%	57%	42%	48%	55%	47%	42%	46%	41%	52%	48%	49%	52%	53%	50%
	Install - Manitoba (Weighted)	-	83%	88%	82%	76%	77%	82%	87%	79%	79%	72%	91%	91%	78%	72%	72%
	3 Day Install Offering - Voice																
	Install - Competitive	-	76%	82%	63%	70%	82%	84%	64%	71%	59%	68%	79%	81%	67%	73%	63%
	Install - Greater Brandon	-	88%	85%	77%	55%	96%	90%	82%	73%	68%	22%	82%	90%	50%	35%	15%
	Install - Greater Winnipeg	-	87%	93%	90%	83%	78%	85%	96%	85%	88%	79%	100%	99%	85%	77%	80%
	Install - Non Competitive	-	34%	36%	29%	31%	34%	31%	27%	28%	26%	34%	32%	29%	32%	35%	32%
	Install - Manitoba (Weighted)	-	81%	85%	80%	74%	75%	80%	85%	77%	77%	69%	89%	89%	75%	69%	69%
% Tech Repairs Offered Within 48 Hours																	
Residential	FibeTV	-	96%	97%	96%	95%	97%	97%	97%	96%	96%	94%	96%	97%	97%	94%	94%
	Internet	-	88%	90%	86%	86%	89%	90%	86%	87%	85%	83%	88%	92%	89%	84%	84%
	Voice	-	78%	79%	73%	72%	81%	81%	74%	72%	73%	72%	73%	82%	80%	70%	78%
	Total	-	91%	92%	89%	89%	92%	93%	90%	90%	89%	88%	90%	94%	92%	88%	89%
% Tech Repairs Offered Within 48 Hours																	
Business	FibeTV	-	94%	95%	98%	98%	97%	78%	100%	100%	98%	89%	100%	100%	100%	100%	83%
	Internet	-	78%	87%	83%	81%	82%	85%	83%	83%	82%	79%	85%	95%	89%	77%	80%
	Voice	-	74%	83%	75%	76%	77%	79%	77%	79%	71%	70%	84%	84%	81%	73%	74%
	Total	-	77%	85%	79%	79%	79%	82%	80%	81%	77%	75%	85%	90%	85%	75%	77%
% Tech Repairs Offered Within 48 Hours																	
Res & Bus	Total	-	90%	92%	88%	89%	91%	92%	89%	90%	88%	87%	90%	94%	92%	87%	88%
% Tech Repairs Offered Within 24 Hours																	
Residential	FibeTV	-	84%	89%	87%	82%	87%	84%	90%	88%	91%	71%	92%	94%	93%	71%	66%
	Internet	-	75%	81%	74%	71%	78%	77%	74%	77%	78%	60%	82%	85%	82%	61%	58%
	Voice	-	66%	69%	60%	57%	69%	67%	61%	61%	63%	51%	65%	73%	70%	47%	55%
	Total	-	79%	84%	79%	76%	81%	80%	81%	81%	82%	65%	85%	89%	87%	65%	62%
% Tech Repairs Offered Within 24 Hours																	
Business	FibeTV	-	87%	91%	94%	90%	95%	74%	94%	97%	96%	67%	100%	100%	100%	100%	50%
	Internet	-	64%	81%	72%	71%	68%	78%	69%	75%	75%	61%	78%	88%	82%	62%	58%
	Voice	-	60%	77%	66%	66%	62%	73%	66%	72%	65%	55%	82%	72%	76%	51%	62%
	Total	-	63%	79%	69%	69%	65%	75%	68%	74%	71%	59%	81%	81%	79%	58%	60%
% Tech Repairs Offered Within 24 Hours																	
Res & Bus	Total	-	77%	84%	78%	75%	80%	79%	80%	80%	81%	65%	85%	89%	86%	64%	62%

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD.
- Source 3 Days Install Offering: GCP: fsbi_dashboard.jarmstr2_pas_install_offer
- Results calculated by using snapshots at fixed time intervals. It is weighted to time of day, and not to order volume (intake).
- Provincial total weighted to Stats Can population statistics, and not load.
- Source Tech Repairs Offered: Genview / AccessCare.



MTS – Average Days Offered

	Metric	Q3 Target	YTD		QTD		Monthly						Weekly				
			Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_13	Jul_20	Jul_27	Aug_03	Aug_10
FibreTV / Internet																	
Residential & Business	Install - Manitoba	-	2	2	2	3	3	3	2	3	2	3	2	2	3	3	3
	Install - Competitive	-	3	2	3	3	2	2	3	3	3	3	3	2	3	3	3
	Install - Greater Brandon	-	2	2	2	3	2	2	2	3	3	4	2	2	4	4	5
	Install - Greater Winnipeg	-	2	2	2	2	2	2	1	2	2	2	2	1	2	2	2
	Install - Non Competitive	-	6	6	6	7	6	7	6	7	7	8	7	6	8	9	8
	Voice																
	Install - Manitoba	-	3	3	3	3	3	3	3	3	3	3	3	3	3	4	3
	Install - Competitive	-	4	3	4	4	3	3	4	4	5	4	3	4	4	4	5
	Install - Greater Brandon	-	2	2	2	3	2	2	2	3	3	4	2	2	4	4	5
	Install - Greater Winnipeg	-	2	2	2	2	2	2	1	2	2	2	2	1	2	2	2
	Install - Non Competitive	-	10	10	10	11	11	11	10	11	11	12	10	10	13	12	11

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD.
- Source: MTS – Table name: PAS_INSTALL_OFFER
- Results calculated by using snapshots at fixed time intervals. It is weighted to time of day, and not to order volume (intake).
- Conditional formatting rules: Minimum 3.0 / Midpoint 5.0 / Maximum 7.0

MTS – Install – Residential

Metric	Q3 Target	YTD		QTD		Monthly						Weekly				
		Aug 24	Aug 25	Q3 24	Q3 25	Jun 24	Jun 25	Jul 24	Jul 25	Aug 24	Aug 25	Jul 13	Jul 20	Jul 27	Aug 03	Aug 10
% Arrived Late and Work Load Too Heavy																
FibeTV	-	4.6%	2.9%	3.6%	2.9%	3.6%	2.0%	3.6%	2.7%	3.2%	3.4%	2.3%	3.2%	2.9%	2.1%	4.4%
Internet	-	4.0%	2.9%	2.7%	2.8%	3.4%	2.5%	2.8%	2.7%	2.7%	3.0%	2.0%	2.4%	4.2%	1.6%	3.8%
Voice	-	8.8%	6.1%	8.0%	7.2%	7.1%	2.4%	9.3%	5.5%	5.4%	11.0%	5.3%	4.9%	2.6%	16.0%	11.1%
Total	-	4.3%	3.0%	3.1%	2.9%	3.6%	2.3%	3.3%	2.7%	2.9%	3.3%	2.2%	2.8%	3.7%	2.0%	4.2%
% Arrived Late On Site																
FibeTV	-	2.6%	1.7%	2.6%	1.8%	2.8%	1.8%	2.7%	1.8%	2.3%	1.7%	1.7%	1.8%	2.1%	1.0%	2.1%
Internet	-	1.9%	1.9%	1.9%	1.8%	2.0%	2.2%	2.0%	1.8%	2.1%	1.7%	1.1%	1.9%	2.8%	1.0%	1.9%
Voice	-	4.4%	3.1%	4.0%	4.5%	3.2%	0.0%	2.9%	3.7%	3.1%	6.1%	3.0%	6.7%	0.0%	8.7%	6.3%
Total	-	2.2%	1.8%	2.2%	1.8%	2.3%	2.0%	2.3%	1.8%	2.2%	1.8%	1.4%	2.0%	2.4%	1.1%	2.1%
% Work Load Too Heavy (PL)																
FibeTV	-	2.2%	1.3%	1.2%	1.2%	1.0%	0.4%	1.2%	1.0%	1.1%	1.8%	0.6%	1.4%	1.0%	1.1%	2.5%
Internet	-	2.1%	1.2%	0.9%	1.2%	1.5%	0.5%	0.9%	1.1%	0.7%	1.4%	1.0%	0.8%	1.7%	0.5%	2.0%
Voice	-	4.8%	3.0%	4.4%	3.4%	4.5%	2.4%	7.0%	2.5%	2.0%	5.5%	2.6%	0.0%	2.6%	8.0%	5.6%
Total	-	2.2%	1.3%	1.1%	1.3%	1.4%	0.5%	1.1%	1.1%	0.9%	1.6%	0.9%	1.0%	1.4%	0.9%	2.3%
% First Time Right - FW																
FibeTV	-	85%	86%	86%	86%	84%	86%	86%	86%	86%	86%	88%	85%	87%	87%	87%
Internet	-	86%	85%	87%	86%	86%	85%	87%	86%	86%	87%	86%	84%	87%	86%	86%
Voice	-	81%	85%	83%	81%	80%	85%	83%	79%	81%	91%	87%	83%	81%	88%	88%
Total	-	85%	86%	86%	86%	85%	85%	86%	86%	86%	87%	87%	84%	87%	86%	86%
% Rework - First Time Right - FW																
FibeTV	-	4.9%	3.6%	4.9%	3.1%	4.8%	3.0%	5.1%	3.2%	4.4%	2.7%	3.5%	3.1%	3.0%	2.6%	2.6%
Internet	-	2.3%	1.9%	2.3%	1.7%	2.3%	1.8%	2.2%	1.7%	2.1%	1.7%	1.4%	2.5%	1.4%	1.7%	1.7%
Voice	-	4.9%	4.0%	5.0%	5.4%	6.6%	5.1%	3.9%	5.8%	7.4%	3.0%	2.6%	0.0%	11.1%	3.9%	3.9%
Total	-	3.7%	2.9%	3.7%	2.5%	3.7%	2.5%	3.7%	2.6%	3.3%	2.3%	2.6%	2.8%	2.5%	2.2%	2.2%
% First Time Right - FW - Bell																
FibeTV	-	83%	84%	84%	85%	83%	86%	86%	84%	83%	87%	87%	86%	83%	86%	86%
Internet	-	85%	83%	85%	84%	85%	84%	85%	84%	85%	82%	83%	85%	85%	80%	80%
Voice	-	78%	85%	78%	85%	77%	81%	82%	83%	72%	90%	82%	93%	82%	88%	88%
Total	-	84%	84%	84%	84%	83%	85%	86%	84%	83%	85%	84%	86%	84%	83%	83%
% First Time Right - FW - Contractor																
FibeTV	-	85%	86%	86%	87%	85%	85%	86%	87%	87%	86%	88%	84%	87%	87%	87%
Internet	-	86%	86%	87%	86%	86%	85%	87%	86%	87%	87%	87%	84%	87%	87%	87%
Voice	-	85%	85%	88%	77%	81%	89%	84%	74%	87%	92%	94%	73%	79%	89%	89%
Total	-	85%	86%	87%	86%	85%	85%	87%	86%	87%	87%	88%	84%	87%	87%	87%

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD.
- Source: MTS-Class except for % First Time Right FW and % Rework – First Time Right FW which is Horizon.
- The FTR Base and ALOS Base are subsets of the MC Base.
- Low volume expected for BUS Fibe TV, therefore some metrics will yield high fluctuations and 100% miss rate.
- The "% Arrived Late On Site" metric has 2 more day of data (3 days if Monday is Holiday) in the MTD, QTD and YTD than the last week results.



MTS – Install – Business

Metric	Q3 Target	YTD		QTD		Monthly						Weekly				
		Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_13	Jul_20	Jul_27	Aug_03	Aug_10
% Arrived Late and Work Load Too Heavy																
FibeTV	-	31.6%	26.7%	28.8%	25.0%	66.7%	25.0%	11.9%	50.0%	51.3%	0.0%	66.7%	0.0%	50.0%	0.0%	0.0%
Internet	-	17.2%	7.9%	15.1%	8.9%	17.6%	4.2%	15.7%	8.4%	14.6%	9.7%	3.5%	11.4%	15.6%	15.4%	2.8%
Voice	-	6.8%	6.1%	7.4%	4.5%	6.6%	8.6%	4.5%	6.0%	8.6%	0.0%	0.0%	3.5%	3.5%	0.0%	0.0%
Total	-	14.8%	8.3%	15.2%	7.8%	15.7%	6.9%	11.2%	8.8%	16.1%	5.6%	4.8%	7.6%	11.8%	9.1%	1.4%
% Arrived Late On Site																
FibeTV	-	25.9%	23.3%	24.3%	27.8%	46.2%	30.0%	11.4%	55.6%	52.8%	0.0%	100.0%	0.0%	50.0%	0.0%	0.0%
Internet	-	6.0%	2.3%	5.1%	3.9%	4.4%	2.4%	4.2%	4.4%	7.6%	2.9%	0.0%	9.7%	4.9%	8.7%	0.0%
Voice	-	3.9%	3.8%	4.3%	2.5%	4.4%	5.3%	3.1%	3.4%	6.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%
Total	-	7.2%	4.1%	8.9%	4.4%	6.0%	4.8%	5.8%	5.6%	12.3%	1.7%	4.0%	6.9%	4.3%	4.9%	0.0%
% Work Load Too Heavy (PL)																
FibeTV	-	8.2%	7.3%	6.1%	0.0%	33.3%	0.0%	0.8%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Internet	-	11.7%	5.8%	10.6%	5.3%	13.9%	2.1%	12.0%	4.6%	7.6%	6.9%	3.5%	2.9%	11.1%	7.7%	2.8%
Voice	-	3.1%	2.9%	3.5%	2.3%	2.7%	3.8%	1.7%	3.0%	3.3%	0.0%	0.0%	0.0%	3.5%	0.0%	0.0%
Total	-	8.3%	4.7%	7.3%	3.8%	10.6%	2.7%	6.0%	3.7%	5.2%	4.0%	1.6%	1.5%	7.9%	4.6%	1.4%
% First Time Right - FW																
FibeTV	-	80%	86%	82%	80%	78%	100%	80%	88%	85%	50%	80%	100%	100%	33%	
Internet	-	73%	80%	68%	76%	70%	84%	71%	77%	61%	71%	78%	81%	64%	75%	
Voice	-	78%	79%	75%	78%	78%	81%	77%	78%	75%	75%	71%	70%	83%	74%	
Total	-	75%	80%	73%	77%	73%	83%	75%	78%	69%	71%	75%	76%	72%	72%	
% Rework - First Time Right - FW																
FibeTV	-	1.5%	1.1%	1.9%	5.0%	0.0%	0.0%	0.0%	6.3%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Internet	-	1.7%	2.3%	1.2%	1.6%	0.0%	1.6%	1.7%	2.0%	0.7%	0.0%	0.0%	3.2%	2.2%	0.0%	
Voice	-	1.1%	1.5%	1.0%	2.5%	0.8%	0.0%	2.1%	3.0%	0.0%	0.0%	4.8%	3.7%	4.4%	0.0%	
Total	-	1.4%	1.9%	1.3%	2.1%	0.3%	0.9%	1.3%	2.6%	1.0%	0.0%	1.9%	3.4%	2.8%	0.0%	
% First Time Right - FW - Bell																
FibeTV	-	75%	79%	80%	71%	50%	100%	85%	80%	71%	50%	67%	-	100%	33%	
Internet	-	73%	81%	69%	76%	70%	84%	71%	77%	62%	71%	78%	80%	64%	75%	
Voice	-	77%	79%	74%	78%	79%	81%	75%	78%	72%	75%	71%	70%	82%	74%	
Total	-	75%	80%	71%	76%	73%	83%	74%	78%	67%	71%	75%	75%	71%	72%	
% First Time Right - FW - Contractor																
FibeTV	-	84%	100%	83%	100%	100%	100%	78%	100%	89%	-	100%	100%	100%	-	
Internet	-	67%	73%	55%	75%	67%	50%	50%	75%	50%	-	-	100%	67%	-	
Voice	-	88%	82%	88%	80%	70%	100%	87%	80%	89%	-	-	75%	100%	-	
Total	-	84%	87%	82%	87%	78%	89%	78%	87%	87%	-	100%	83%	80%	-	

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD.
- Source: MTS-Class except for % First Time Right FW and % Rework – First Time Right FW which is Horizon.
- The FTR Base and ALOS Base are subsets of the MC Base.
- Low volume expected for BUS Fibe TV, therefore some metrics will yield high fluctuations and 100% miss rate.
- The "% Arrived Late On Site" metric has 2 more day of data (3 days if Monday is Holiday) in the MTD, QTD and YTD than the last week results.



MTS – Repair – Residential

Metric	Q3 Target	YTD		QTD		Monthly							Weekly				
		Aug 24	Aug 25	Q3 24	Q3 25	Jun 24	Jun 25	Jul 24	Jul 25	Aug 24	Aug 25	Jul 13	Jul 20	Jul 27	Aug 03	Aug 10	
% Arrived Late and Work Load Too Heavy																	
FibeTV	-	4.2%	1.7%	2.8%	2.3%	3.2%	1.5%	3.1%	2.1%	2.0%	2.7%	1.8%	2.4%	2.3%	0.4%	5.8%	
Internet	-	5.0%	2.7%	4.7%	3.1%	4.3%	2.4%	3.8%	3.0%	4.1%	3.5%	3.6%	3.0%	2.5%	5.3%	2.2%	
Voice	-	7.5%	8.7%	9.6%	9.7%	7.4%	7.2%	8.7%	10.3%	8.6%	8.4%	8.6%	9.9%	9.8%	10.8%	5.0%	
Total	-	5.4%	3.9%	5.5%	4.6%	4.7%	3.3%	5.0%	4.7%	4.7%	4.4%	4.3%	4.8%	4.4%	5.1%	4.3%	
% Arrived Late On Site																	
FibeTV	-	1.8%	0.8%	1.5%	1.2%	1.3%	1.0%	1.6%	1.2%	1.8%	1.0%	1.1%	1.2%	1.1%	0.4%	2.0%	
Internet	-	1.7%	0.9%	1.8%	1.2%	1.7%	1.0%	2.0%	1.1%	1.3%	1.5%	0.8%	1.6%	0.9%	2.0%	1.4%	
Voice	-	3.9%	4.1%	4.9%	5.2%	4.5%	3.2%	5.4%	5.5%	4.1%	4.5%	3.6%	3.9%	5.6%	5.2%	2.9%	
Total	-	2.4%	1.7%	2.6%	2.3%	2.3%	1.5%	2.9%	2.4%	2.3%	2.1%	1.7%	2.1%	2.2%	2.3%	2.0%	
% Work Load Too Heavy (PL)																	
FibeTV	-	2.4%	0.9%	1.3%	1.2%	1.9%	0.6%	1.5%	0.9%	0.2%	1.7%	0.7%	1.2%	1.1%	0.0%	3.8%	
Internet	-	3.3%	1.9%	3.0%	1.9%	2.6%	1.5%	1.9%	1.9%	2.9%	2.0%	2.8%	1.5%	1.7%	3.4%	0.9%	
Voice	-	3.8%	4.8%	5.0%	4.7%	3.0%	4.1%	3.4%	4.9%	4.7%	4.1%	5.1%	6.1%	4.4%	5.9%	2.1%	
Total	-	3.1%	2.3%	3.0%	2.4%	2.4%	1.8%	2.2%	2.4%	2.5%	2.4%	2.6%	2.7%	2.2%	2.9%	2.4%	
% First Time Right - FW																	
FibeTV	-	85%	88%	86%	87%	85%	88%	87%	87%	86%	87%	87%	84%	87%	89%		
Internet	-	81%	85%	82%	85%	82%	85%	82%	85%	84%	84%	88%	81%	86%	85%		
Voice	-	74%	74%	73%	75%	76%	78%	74%	76%	72%	70%	76%	75%	74%	69%		
Total	-	81%	83%	81%	83%	81%	85%	82%	84%	81%	82%	84%	81%	83%	82%		
% Rework - First Time Right - FW																	
FibeTV	-	8.0%	6.2%	7.4%	5.5%	8.1%	6.1%	7.0%	5.6%	7.5%	5.0%	6.3%	8.5%	4.8%	3.9%		
Internet	-	6.2%	5.0%	6.0%	4.0%	5.6%	5.3%	6.2%	4.1%	5.3%	3.4%	3.0%	5.6%	3.9%	2.4%		
Voice	-	6.2%	5.1%	6.0%	4.0%	5.4%	4.7%	6.7%	3.5%	6.0%	5.8%	4.9%	2.4%	4.1%	5.8%		
Total	-	7.1%	5.6%	6.6%	4.7%	6.7%	5.5%	6.7%	4.7%	6.6%	4.8%	5.1%	5.9%	4.4%	4.1%		
% First Time Right - FW - Bell																	
FibeTV	-	83%	87%	85%	86%	85%	88%	85%	86%	87%	85%	85%	81%	89%	83%		
Internet	-	80%	84%	81%	83%	83%	87%	83%	84%	80%	75%	85%	77%	90%	75%		
Voice	-	75%	73%	75%	73%	78%	78%	77%	74%	73%	67%	75%	71%	71%	67%		
Total	-	78%	79%	78%	78%	81%	83%	80%	79%	77%	73%	80%	75%	80%	72%		
% First Time Right - FW - Contractor																	
FibeTV	-	86%	88%	87%	88%	85%	88%	88%	88%	86%	88%	87%	85%	87%	90%		
Internet	-	82%	85%	83%	86%	82%	85%	82%	86%	86%	87%	89%	83%	85%	89%		
Voice	-	71%	76%	71%	79%	74%	79%	70%	80%	70%	75%	79%	82%	77%	72%		
Total	-	82%	85%	82%	86%	82%	86%	83%	86%	83%	86%	87%	84%	85%	87%		

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD.
- Source: MTS-ACCESSCARE except for % First Time Right FW and % Rework – First Time Right FW which is Horizon.
- The FTR Base and ALOS Base are subsets of the MC Base.
- Low volume expected for BUS Fibe TV, therefore some metrics will yield high fluctuations and 100% miss rate.
- The "% Arrived Late On Site" metric has 2 more day of data (3 days if Monday is Holiday) in the MTD, QTD and YTD than the last week results.



MTS – Repair – Business

Metric	Q3 Target	YTD		QTD		Monthly						Weekly				
		Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_13	Jul_20	Jul_27	Aug_03	Aug_10
% Arrived Late and Work Load Too Heavy																
Business	FibeTV	-	14.3%	2.2%	15.3%	0.0%	20.6%	0.0%	11.1%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%
	Internet	-	11.0%	4.3%	12.1%	5.3%	9.4%	3.7%	15.9%	4.5%	14.2%	7.1%	6.5%	5.6%	5.7%	13.7%
	Voice	-	8.2%	5.5%	8.6%	5.1%	6.8%	3.1%	9.2%	5.3%	8.9%	4.8%	6.6%	4.4%	4.2%	4.0%
	Total	-	9.6%	4.9%	10.2%	5.0%	8.4%	3.2%	11.8%	4.7%	11.2%	5.6%	6.5%	4.8%	4.5%	8.7%
	% Arrived Late On Site															
	FibeTV	-	4.2%	0.7%	11.8%	0.0%	3.6%	0.0%	4.2%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%
	Internet	-	3.6%	1.3%	4.0%	2.2%	2.9%	1.6%	4.7%	1.8%	5.1%	3.1%	4.4%	0.0%	2.9%	6.3%
	Voice	-	4.3%	1.9%	4.8%	2.0%	3.1%	1.2%	6.3%	2.2%	5.0%	1.6%	1.4%	0.0%	2.8%	2.1%
	Total	-	4.0%	1.6%	4.8%	2.0%	3.0%	1.3%	5.6%	1.9%	5.4%	2.2%	2.5%	0.0%	2.7%	4.1%
	% Work Load Too Heavy (PL)															
FTR by Tech Type	FibeTV	-	10.5%	1.4%	4.2%	0.0%	17.7%	0.0%	7.4%	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%
	Internet	-	7.7%	3.0%	8.4%	3.1%	6.7%	2.1%	11.6%	2.7%	9.5%	4.0%	2.2%	5.6%	2.9%	7.8%
	Voice	-	4.0%	3.8%	4.0%	3.2%	3.8%	1.9%	3.1%	3.2%	4.1%	3.2%	5.3%	4.4%	1.4%	2.0%
	Total	-	5.7%	3.4%	5.7%	3.0%	5.5%	1.9%	6.5%	2.8%	6.2%	3.4%	4.0%	4.8%	1.8%	4.9%
	% First Time Right - FW															
	FibeTV	-	81%	91%	87%	94%	72%	91%	81%	96%	91%	83%	100%	88%	100%	80%
	Internet	-	80%	84%	80%	85%	79%	89%	81%	87%	78%	75%	83%	93%	89%	74%
	Voice	-	79%	79%	78%	77%	74%	82%	79%	78%	77%	73%	73%	83%	81%	75%
	Total	-	79%	81%	79%	81%	76%	84%	80%	82%	78%	74%	77%	87%	84%	75%
	% Rework - First Time Right - FW															
FTR by Tech Type	FibeTV	-	5.4%	4.0%	2.9%	2.9%	20.7%	9.1%	0.0%	3.6%	3.0%	0.0%	0.0%	12.5%	0.0%	0.0%
	Internet	-	6.7%	6.8%	6.7%	8.0%	6.9%	6.8%	6.2%	6.7%	6.3%	13.3%	11.3%	1.8%	6.8%	12.8%
	Voice	-	5.0%	5.4%	4.3%	6.8%	4.0%	3.3%	4.4%	6.1%	3.4%	10.5%	8.0%	5.8%	9.5%	6.9%
	Total	-	5.6%	5.8%	4.9%	7.1%	5.3%	4.6%	4.8%	6.2%	4.2%	11.2%	8.8%	4.7%	8.4%	8.8%
	% First Time Right - FW - Bell															
	FibeTV	-	80%	91%	86%	90%	70%	100%	83%	100%	88%	0%	100%	100%	-	0%
	Internet	-	80%	85%	81%	84%	80%	88%	82%	87%	78%	65%	83%	96%	89%	63%
	Voice	-	80%	80%	79%	78%	76%	80%	78%	79%	79%	76%	72%	82%	81%	80%
	Total	-	80%	81%	80%	80%	77%	82%	80%	81%	79%	72%	75%	87%	83%	75%
	% First Time Right - FW - Contractor															
FTR by Tech Type	FibeTV	-	92%	91%	88%	96%	100%	83%	67%	95%	100%	100%	100%	75%	100%	100%
	Internet	-	73%	84%	79%	85%	67%	89%	79%	87%	78%	80%	83%	90%	88%	81%
	Voice	-	74%	78%	76%	76%	68%	85%	81%	77%	71%	69%	76%	84%	82%	67%
	Total	-	74%	82%	77%	82%	68%	87%	81%	83%	74%	77%	80%	86%	85%	76%

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD.
- Source: MTS-ACCESSCARE except for % First Time Right FW and % Rework – First Time Right FW which is Horizon.
- The FTR Base and ALOS Base are subsets of the MC Base.
- Low volume expected for BUS Fibe TV, therefore some metrics will yield high fluctuations and 100% miss rate.
- The "% Arrived Late On Site" metric has 2 more day of data (3 days if Monday is Holiday) in the MTD, QTD and YTD than the last week results.



Test Center - MTS

Metric	Q3 Target	YTD		Monthly						Weekly					
		Aug 24	Aug 25	Jun 24	Jun 25	Jul 24	Jul 25	Aug 24	Aug 25	Jul 13	Jul 20	Jul 27	Aug 03	Aug 10	
FibeTV															
Residential	% Load to 4 Week Forecast	-	60.9%	57.0%	52.6%	47.4%	69.0%	64.7%	54.6%	53.3%	64.2%	64.1%	58.7%	56.0%	59.1%
	% Service Level LHO & CPDP (60 sec)	-	96.2%	89.4%	93.7%	92.3%	92.5%	83.3%	94.0%	84.9%	83.0%	82.1%	83.1%	80.5%	87.7%
	% Service Level Field Support (60 sec)	-	98.0%	92.4%	96.1%	95.3%	96.0%	86.9%	96.1%	92.2%	86.6%	86.7%	85.8%	90.3%	92.7%
	% Abandon Total	-	1.1%	3.4%	2.0%	1.9%	2.1%	5.9%	1.7%	3.9%	5.1%	7.2%	5.6%	5.5%	3.0%
	% Dispatched Fibe TV - Test Center only	-	46.6%	41.7%	49.9%	42.7%	50.1%	31.0%	45.9%	32.7%	31.5%	30.6%	31.4%	32.0%	33.4%
	% Non-Dispatched Repeats (7 days)	-	1.0%	0.9%	0.7%	0.0%	0.5%	0.0%	0.9%	1.3%	0.0%	0.0%	0.0%	2.5%	
	DSL														
Residential	% Load to 4 Week Forecast	-	104.3%	115.2%	93.3%	101.3%	104.5%	126.7%	98.8%	128.4%	117.6%	118.9%	132.9%	132.8%	134.9%
	% Service Level LHO & CPDP (60 sec)	-	96.0%	88.9%	92.4%	91.8%	93.7%	84.2%	94.1%	85.6%	85.5%	82.8%	83.7%	83.6%	85.3%
	% Abandon Total	-	2.3%	6.5%	4.5%	5.0%	3.3%	9.9%	3.4%	8.6%	8.4%	11.2%	9.6%	10.5%	8.0%
	% Dispatched DSL - Test Center only	-	52.5%	45.8%	51.3%	46.9%	56.6%	41.6%	53.0%	39.1%	42.3%	42.1%	36.5%	39.4%	38.5%
	% Non-Dispatched Repeats (7 days)	-	0.7%	0.1%	0.4%	0.0%	0.8%	0.0%	0.5%	0.0%	0.0%	0.0%	0.0%	0.0%	
	Voice														
	% Load to 4 Week Forecast	-	-	-	-	-	-	-	-	-	-	-	-	-	
Business	% Dispatched Voice - Test Center only	-	77.4%	70.7%	77.3%	78.5%	82.1%	61.7%	76.7%	60.7%	58.1%	66.2%	69.6%	60.0%	59.7%
	% Non-Dispatched Repeats (7 days)	-	0.0%	0.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
	FibeTV														
	% Dispatched Fibe TV - Test Center only	-	65.5%	65.4%	73.1%	57.1%	59.1%	0.0%	66.7%	0.0%	0.0%	-	-	0.0%	-
	% Non-Dispatched Repeats (7 days)	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-	0.0%	-	-	-	
	DSL														
	% Dispatched DSL - Test Center only	-	69.3%	63.0%	70.5%	64.5%	68.8%	34.5%	65.0%	30.0%	29.4%	42.9%	27.3%	33.3%	22.2%
	% Non-Dispatched Repeats (7 days)	-	0.6%	1.4%	1.7%	0.0%	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Voice														
	% Dispatched Voice - Test Center only	-	73.7%	68.8%	76.4%	69.1%	75.4%	20.0%	67.4%	100.0%	0.0%	0.0%	-	-	100.0%
	% Non-Dispatched Repeats (7 days)	-	0.8%	0.4%	0.0%	0.0%	0.0%	0.0%	3.5%	-	0.0%	0.0%	-	-	

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD.
- Source: RPT (Report) Test Center (FSBI)
- Source: % Dispatched & % Non-Dispatched Repeats (7 days): Cube RPT L1L2 Testing
- The "% Load to 4 Week Forecast", "% Service Level" & "% Abandon" metrics have 1 more day of data (2 days if Monday is Holiday) in the MTD, QTD and YTD than the last week results.



Satellite

Metric	Q3 Target	YTD		QTD		Monthly						Weekly					
		Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_13	Jul_20	Jul_27	Aug_03	Aug_10	
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Total																	
Install - Volume (Order based SV+FW)	-	28,699	21,771	10,113	4,204	4,436	3,378	3,890	2,912	3,213	1,292	671	551	606	548	566	
Install - Rework 7 days (Order based SV+FW)	-	2.0%	0.6%	1.6%	0.8%	1.7%	0.4%	2.0%	0.8%	1.5%	0.9%	0.5%	0.4%	1.5%	0.8%		
Install - Volume (Truck roll based)	-	36,563	28,218	13,259	5,668	5,777	4,428	5,087	3,963	4,200	1,705	889	773	809	725	743	
Install - % Arrived Late (Truck roll based)	-	4.1%	3.2%	4.5%	2.5%	5.9%	3.8%	5.4%	2.8%	4.7%	1.8%	2.7%	2.3%	2.5%	1.2%	2.0%	
Install - % XPL (Truck roll based)	-	2.5%	2.9%	2.9%	4.0%	3.9%	3.5%	3.1%	4.6%	2.6%	2.7%	3.0%	5.1%	3.1%	1.2%	3.9%	
Install - % Arrived Late and PL	-	6.7%	6.1%	7.4%	6.5%	9.8%	7.3%	8.5%	7.4%	7.3%	4.5%	5.7%	7.4%	5.6%	2.5%	5.9%	
Install - % Total Bell Code	-	4.5%	5.1%	4.5%	6.0%	5.8%	5.0%	4.9%	6.6%	4.1%	4.6%	5.3%	7.2%	4.7%	3.7%	5.8%	
Install - % Total Customer Code	-	11.4%	11.2%	12.6%	11.3%	12.0%	11.0%	13.0%	11.5%	12.2%	10.8%	11.7%	12.0%	11.5%	10.6%	10.8%	
Install - % Cancelled after Truck Roll	-	12.9%	12.8%	13.8%	14.6%	12.7%	13.1%	13.8%	14.9%	14.1%	14.0%	17.8%	14.8%	14.7%	15.6%	12.0%	
Install - % Completed	-	69.6%	68.8%	67.5%	65.9%	67.5%	68.1%	66.7%	65.0%	67.8%	68.2%	64.0%	63.4%	67.2%	67.3%	69.3%	
Residential	Repair - Volume (Ticket based SV+FW)	-	480,327	516,112	191,969	111,602	82,065	97,326	79,584	82,457	62,060	29,145	18,068	16,411	16,110	13,088	11,776
	Repair - Rework 7 days (Ticket based SV+FW)	-	3.0%	3.5%	2.9%	3.6%	2.6%	3.5%	2.8%	3.7%	2.9%	3.0%	3.8%	3.7%	4.1%	2.9%	
	Repair - Volume (Truck roll based)	-	60,638	62,896	23,977	13,699	10,265	11,282	9,915	9,684	7,793	4,015	2,085	1,907	1,910	1,642	1,821
	Repair - % Arrived Late (Truck roll based)	-	3.6%	3.7%	4.0%	3.9%	5.0%	4.9%	4.5%	4.0%	4.1%	3.7%	4.2%	2.6%	3.5%	3.5%	3.6%
	Repair - % XPL (Truck roll based)	-	2.8%	2.8%	2.7%	3.3%	4.0%	2.9%	3.2%	3.5%	2.3%	2.6%	2.0%	3.2%	2.8%	2.0%	3.4%
	Repair - % Arrived Late and PL	-	6.4%	6.4%	6.8%	7.2%	9.0%	7.8%	7.7%	7.5%	6.5%	6.3%	6.2%	5.8%	6.2%	5.5%	6.9%
	Repair - % Total Bell Code	-	5.5%	5.6%	5.0%	5.8%	6.3%	5.6%	5.8%	6.0%	4.5%	5.2%	4.4%	5.6%	5.3%	4.5%	6.3%
	Repair - % Total Customer Code	-	10.0%	9.5%	9.7%	9.9%	11.6%	10.0%	9.9%	10.2%	9.8%	9.2%	10.0%	11.1%	9.3%	9.9%	8.5%
	Repair - % Cancelled after Truck Roll	-	7.5%	8.4%	7.1%	7.7%	6.9%	7.7%	6.9%	7.9%	7.2%	7.2%	8.4%	8.3%	6.4%	8.1%	7.0%
	Repair - % Completed	-	75.3%	74.5%	76.4%	74.6%	73.7%	75.0%	75.7%	74.0%	76.9%	76.1%	75.4%	72.9%	76.7%	75.8%	75.8%
Calendars																	
Install - Average Days Offering - Total	3.3	3.3	3.7	3.3	3.7	3.6	3.9	3.5	3.8	3.2	3.4	3.4	4.2	3.7	3.5	3.2	
Install - 2 Days Calendar Offering - Total	-	60.1%	52.8%	60.6%	54.9%	54.1%	48.8%	59.8%	54.2%	60.3%	56.4%	55.8%	52.4%	55.2%	55.6%	62.3%	
Repair - % Same/Next Day Service - Total	-	62.7%	54.0%	62.6%	52.9%	52.6%	48.3%	61.8%	52.8%	62.8%	53.1%	51.8%	52.4%	52.0%	52.8%	56.5%	

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD.
- All regions are included.
- Source: NWS Cube except for Calendar metrics which is WFAS
- Dashboard: https://pbi.fsbipps.int.bell.ca/PowerBI_Reports_WP/powerbi/Prod/Scorecards/NWS%20Service%20Metrics



Satellite – Average Days Offered

Metric	Q3 Target	Weekly															
		May 04	May 11	May 18	May 25	Jun 01	Jun 08	Jun 15	Jun 22	Jun 29	Jul 06	Jul 13	Jul 20	Jul 27	Aug 03	Aug 10	
Satellite																	
Install - Ontario	-	3	3	3	4	3	3	3	3	3	3	3	4	3	3	3	
Install - Ontario - Volume	-	2194	2008	1831	1904	1825	1564	1395	1764	1468	1976	1725	1651	1532	1382	1561	
Install - Quebec	-	3	3	4	5	4	4	3	5	3	3	3	4	3	3	3	
Install - Quebec - Volume	-	1926	2033	1635	1617	1377	1085	951	940	810	721	653	665	526	757	858	
Install - Nova Scotia	-	5	5	5	6	6	7	4	5	5	6	5	5	4	4	4	
Install - Nova Scotia - Volume	-	143	149	102	152	120	101	113	134	107	111	93	103	88	79	106	
Install - New Brunswick	-	4	5	5	4	4	3	3	4	3	3	3	2	3	3	3	
Install - New Brunswick - Volume	-	218	274	289	279	254	209	225	216	158	198	164	159	148	141	131	
Install - Newfoundland and Labrador	-	6	6	6	6	5	5	4	7	7	5	5	5	7	8	7	
Install - Newfoundland and Labrador - Volume	-	255	299	245	245	204	231	201	185	143	194	116	127	108	89	89	
Install - Prince Edward Island	-	3	3	3	3	5	4	4	4	4	3	2	2	2	2	2	
Install - Prince Edward Island - Volume	-	60	38	46	46	41	65	59	84	40	50	38	24	24	23	27	
Install - British Columbia	-	6	7	6	6	6	6	5	7	5	7	5	7	8	8	6	
Install - British Columbia - Volume	-	48	47	23	48	46	43	55	41	36	59	54	49	58	62	52	
Install - Alberta	-	5	5	6	6	5	5	5	6	7	7	6	6	7	6	6	
Install - Alberta - Volume	-	185	189	144	168	165	186	179	139	118	158	139	187	177	164	190	
Install - Saskatchewan	-	10	6	6	6	10	8	9	15	10	11	9	16	14	10	7	
Install - Saskatchewan - Volume	-	27	22	35	25	38	44	55	95	70	88	81	89	65	51	55	
Install - Manitoba	-	5	5	4	6	4	4	4	3	3	3	4	3	4	3	3	
Install - Manitoba - Volume	-	158	117	109	105	80	114	125	115	106	111	152	103	103	94	108	
Bell & Non-Bell	Repair - Ontario	-	2	3	2	2	2	2	2	2	2	2	2	2	2	2	
	Repair - Ontario - Volume	-	2593	3874	3367	2871	3596	3033	2866	3336	2603	2495	2228	2331	2130	1775	2097
	Repair - Quebec	-	2	2	3	2	3	3	3	2	3	2	2	2	1	2	
	Repair - Quebec - Volume	-	1080	1372	1236	1169	1398	1421	1277	1042	957	889	842	720	741	674	734
	Repair - Nova Scotia	-	5	4	7	4	5	5	3	6	6	5	4	5	5	4	
	Repair - Nova Scotia - Volume	-	136	142	165	82	164	193	120	201	163	103	90	93	102	59	120
	Repair - New Brunswick	-	3	4	4	4	4	4	2	2	2	3	2	2	2	3	
	Repair - New Brunswick - Volume	-	181	234	310	309	438	452	307	232	222	236	208	214	157	196	141
	Repair - Newfoundland and Labrador	-	6	5	7	8	5	4	6	5	4	4	6	5	5	4	
	Repair - Newfoundland and Labrador - Volume	-	186	230	191	200	243	269	243	227	193	189	189	148	170	183	198
	Repair - Prince Edward Island	-	3	2	2	10	4	4	5	4	3	3	5	2	2	1	
	Repair - Prince Edward Island - Volume	-	72	58	61	133	96	49	109	96	100	54	51	83	38	45	44
	Repair - British Columbia	-	9	9	7	6	5	7	7	5	7	6	5	8	6	7	
	Repair - British Columbia - Volume	-	85	75	61	73	48	89	69	56	63	55	81	88	31	66	76
	Repair - Alberta	-	6	8	8	6	7	7	8	6	6	7	10	6	10	11	
	Repair - Alberta - Volume	-	237	302	300	281	325	339	213	179	190	216	208	215	172	215	187
	Repair - Saskatchewan	-	14	21	25	14	28	13	14	17	8	11	14	14	12	12	
	Repair - Saskatchewan - Volume	-	82	85	55	97	147	158	108	103	81	144	133	109	87	122	119
	Repair - Manitoba	-	5	7	6	25	7	5	4	6	4	4	4	7	5	4	
	Repair - Manitoba - Volume	-	192	225	156	253	235	146	134	152	106	87	111	132	93	98	81

Please note:

- Source: WFAS
- Conditional formatting rules: Minimum 2 / Midpoint 7 / Maximum 10



Bell Smart Home - Central

Metric	Q3 Target	YTD		QTD		Monthly							Weekly				
		Aug 24	Aug 25	Q3 24	Q3 25	Jun 24	Jun 25	Jul 24	Jul 25	Aug 24	Aug 25	Jul 13	Jul 20	Jul 27	Aug 03	Aug 10	
		Total															
Residential & SMB	Install - Volume (Truck roll based)	-	33,879	29,515	14,297	6,651	4,452	4,198	4,926	4,673	4,763	1,978	1,093	981	1,017	1,008	654
	Install - % Arrived Late (Truck roll based)	-	2.1%	2.9%	2.5%	3.5%	3.0%	3.0%	2.2%	3.5%	2.7%	3.7%	3.7%	3.0%	3.8%	3.5%	3.5%
	Install - % XPL (Truck roll based)	-	0.5%	0.8%	0.8%	1.0%	1.2%	0.8%	0.7%	1.2%	0.9%	0.6%	0.7%	0.8%	0.9%	0.6%	0.2%
	Install - % Arrived Late and PL	-	2.6%	3.7%	3.3%	4.5%	4.2%	3.8%	2.8%	4.6%	3.6%	4.3%	4.4%	3.8%	4.7%	4.1%	3.7%
	Install - % Total Bell Code	-	2.0%	2.5%	2.5%	2.0%	2.6%	1.8%	2.4%	2.1%	2.5%	1.8%	1.7%	1.6%	2.0%	1.6%	2.0%
	Install - % Total Customer Code	-	16.2%	16.2%	16.9%	15.9%	17.0%	16.9%	16.1%	15.7%	17.6%	16.2%	16.6%	15.1%	15.2%	15.2%	18.4%
	Install - % Cancelled after Truck Roll	-	7.7%	7.1%	8.1%	7.0%	9.1%	7.8%	8.5%	6.8%	7.8%	7.5%	6.0%	6.9%	7.1%	8.7%	5.8%
	Install - % Completed	72.0%	73.1%	72.7%	71.5%	73.8%	70.4%	72.0%	72.3%	74.1%	71.1%	73.2%	74.6%	74.3%	74.2%	73.2%	73.1%
	Repair - Volume (Truck roll based)	-	27,362	25,297	10,637	5,376	3,306	3,171	3,764	3,646	3,560	1,730	857	772	818	700	820
	Repair - % Arrived Late (Truck roll based)	-	1.4%	1.9%	1.8%	2.3%	1.9%	2.3%	1.6%	2.1%	2.1%	2.6%	1.9%	1.8%	1.3%	2.1%	2.9%
	Repair - % XPL (Truck roll based)	-	0.4%	0.6%	0.6%	0.6%	0.9%	0.7%	0.5%	0.6%	0.7%	0.5%	0.2%	0.4%	0.2%	1.0%	0.2%
	Repair - % Arrived Late and PL	-	1.8%	2.4%	2.4%	2.9%	2.7%	2.9%	2.1%	2.7%	2.8%	3.1%	2.1%	2.2%	1.6%	3.1%	3.2%
	Repair - % Total Bell Code	-	1.3%	1.6%	1.6%	1.3%	1.8%	1.2%	1.6%	1.5%	1.5%	1.0%	1.8%	0.5%	1.3%	1.7%	0.6%
	Repair - % Total Customer Code	-	5.5%	6.1%	5.7%	5.6%	6.3%	5.7%	5.7%	5.3%	5.8%	6.2%	6.2%	4.9%	5.8%	6.4%	6.2%
	Repair - % Cancelled after Truck Roll	-	1.9%	1.6%	1.9%	1.7%	2.0%	1.7%	1.9%	1.6%	1.8%	1.7%	1.9%	2.1%	1.7%	1.6%	1.1%
	Repair - % Completed	90.0%	90.7%	89.9%	90.1%	90.6%	89.3%	90.4%	90.2%	90.7%	90.2%	90.5%	89.9%	91.7%	90.2%	89.9%	91.3%
Calendars																	
Repair - SDND - Ontario		-	85.1%	85.2%	83.7%	83.3%	81.0%	84.6%	86.4%	85.9%	82.4%	77.8%	87.0%	82.8%	83.3%	72.7%	83.5%
Repair - SDND - Quebec		-	71.4%	71.3%	68.2%	68.9%	68.9%	71.7%	70.2%	68.8%	68.0%	69.0%	69.3%	68.8%	70.0%	62.6%	76.5%
Repair - SDND - Corporate		-	82.4%	82.7%	80.9%	80.6%	78.7%	82.2%	83.5%	82.6%	79.7%	76.2%	83.5%	80.3%	80.8%	70.6%	82.3%

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD.
- Source: NWS Cube
- Dashboard: https://pbi.fsbapps.int.bell.ca/PowerBI_Reports_WP/powerbi/Prod/Scorecards/NWS%20Service%20Metrics



BSH – Average Days Offered - Central - Install

Metric	Q3 Target	Daily														
		Aug 02	Aug 03	Aug 04	Aug 05	Aug 06	Aug 07	Aug 08	Aug 09	Aug 10	Aug 11	Aug 12	Aug 13	Aug 14	Aug 15	Aug 16
BSH																
416 East	-	2	2	2	2	2	1	7	8	-	10	11	2	2	2	2
416 East - Volume	-	5	6	10	32	26	14	6	2	-	6	5	7	4	7	2
416 West	-	2	2	2	2	2	2	4	9	5	10	13	2	2	1	-
416 West - Volume	-	10	7	13	16	20	12	5	4	4	4	4	3	6	2	-
519	-	5	3	3	2	4	2	3	7	6	11	2	1	3	4	3
519 - Volume	-	12	4	15	16	25	7	4	5	3	4	3	4	4	7	1
613	-	3	2	3	2	2	2	6	4	4	7	10	4	1	2	5
613 - Volume	-	12	7	11	25	30	12	8	2	1	5	14	9	5	6	1
705	-	3	3	4	5	3	3	5	5	3	2	4	2	2	3	3
705 - Volume	-	11	1	6	16	19	5	4	1	2	3	4	7	4	1	3
905 Central	-	3	2	2	2	2	3	6	8	11	17	11	2	2	2	2
905 Central - Volume	-	21	8	11	33	28	10	10	7	4	7	8	8	7	5	3
905 East	-	3	2	4	3	3	3	4	3	2	2	2	2	1	1	2
905 East - Volume	-	17	5	12	30	34	14	12	3	4	13	6	7	5	8	2
905 West	-	2	1	2	1	2	3	3	3	-	14	11	1	2	3	-
905 West - Volume	-	5	3	6	20	11	12	3	5	-	8	5	5	1	8	-
ERR MTL	-	3	2	3	4	3	5	4	4	2	3	2	2	2	3	3
ERR MTL - Volume	-	11	4	27	25	21	12	13	3	1	11	10	5	8	6	2
ERR QUEBEC	-	5	3	7	4	4	4	-	-	-	6	-	-	3	-	-
ERR QUEBEC - Volume	-	7	1	6	5	3	2	-	-	-	1	-	-	3	-	-
ERR RNORD	-	3	3	4	4	3	3	5	5	-	5	2	4	3	4	-
ERR RNORD - Volume	-	7	3	11	23	21	11	1	2	-	8	5	6	5	2	-
ERR RSUD	-	3	2	5	3	7	6	3	2	2	13	25	3	5	2	-
ERR RSUD - Volume	-	3	5	8	12	8	4	5	2	1	2	3	3	1	2	-
TOTAL	-	3	2	3	3	3	3	5	6	5	8	8	2	2	2	3
TOTAL - Volume	-	121	54	136	253	246	115	71	36	20	71	68	64	50	57	14

Please note:

- Source: WFAS
- Dashboard: https://pbi.fsbipps.int.bell.ca/PowerBI_Reports_WP/powerbi/Prod/Scorecards/NWS%20Service%20Metrics
- Conditional formatting rules: Minimum 5 / Midpoint 6 – 14 / Maximum 15+



BSH – Average Days Offered - Central - Repair

Metric	Q3 Target	Daily														
		Aug 02	Aug 03	Aug 04	Aug 05	Aug 06	Aug 07	Aug 08	Aug 09	Aug 10	Aug 11	Aug 12	Aug 13	Aug 14	Aug 15	Aug 16
BSH																
416 East	-	2	1	1	1	1	1	1	0	1	2	2	1	0	0	1
416 East - Volume	-	2	2	5	17	9	13	6	5	9	19	13	13	11	13	8
416 West	-	1	1	1	1	1	1	1	1	1	1	1	0	0	1	1
416 West - Volume	-	7	4	11	13	16	13	4	9	4	14	8	8	15	11	9
519	-	2	2	1	1	1	1	1	0	1	1	2	1	1	1	1
519 - Volume	-	7	4	6	14	10	13	9	1	3	13	7	10	9	8	8
613	-	1	2	1	1	1	1	1	1	1	1	2	2	4	1	1
613 - Volume	-	6	4	10	6	16	10	20	6	6	16	14	11	12	9	8
705	-	2	2	6	1	2	2	2	3	2	3	1	1	2	1	3
705 - Volume	-	1	2	5	5	6	10	5	3	7	14	6	10	6	5	2
905 Central	-	3	1	1	1	1	1	1	1	3	2	2	1	1	4	1
905 Central - Volume	-	11	5	15	16	16	16	18	11	7	11	15	26	24	21	9
905 East	-	2	2	1	2	2	3	3	2	3	2	1	1	1	1	1
905 East - Volume	-	6	4	14	18	19	11	20	9	11	28	20	14	28	22	7
905 West	-	1	1	0	1	1	1	0	1	1	1	1	0	1	1	5
905 West - Volume	-	3	3	8	10	8	6	8	7	3	9	9	10	11	7	6
ERR MTL	-	0	1	2	1	2	2	3	1	3	1	1	1	2	1	1
ERR MTL - Volume	-	3	2	10	11	12	8	12	3	2	10	11	9	11	10	4
ERR QUEBEC	-	-	-	2	1	1	-	1	9	3	2	0	4	2	-	0
ERR QUEBEC - Volume	-	-	-	3	2	1	-	1	1	1	2	1	3	1	-	1
ERR RNORD	-	1	2	1	1	3	3	3	2	2	0	0	1	1	1	1
ERR RNORD - Volume	-	3	3	4	10	7	12	4	4	3	7	7	9	5	3	3
ERR RSUD	-	-	1	1	1	2	1	1	2	-	1	1	1	1	2	1
ERR RSUD - Volume	-	-	2	2	6	10	5	3	1	-	8	6	3	7	3	2
TOTAL	-	2	1	1	1	1	1	2	1	2	1	1	1	1	1	1
TOTAL - Volume	-	49	35	93	128	130	117	110	60	56	151	117	126	140	112	67

Please note:

- Source: WFAS
- Dashboard: https://pbi.fsbipps.int.bell.ca/PowerBI_Reports_WP/powerbi/Prod/Scorecards/NWS%20Service%20Metrics
- Conditional formatting rules: Minimum 5 / Midpoint 6 – 14 / Maximum 15+



BSH – Calendar - Atlantic

	Metric	Q3 Target	Daily													
			Aug 02	Aug 03	Aug 04	Aug 05	Aug 06	Aug 07	Aug 08	Aug 09	Aug 10	Aug 11	Aug 12	Aug 13	Aug 14	Aug 15
BSH - Average Days Offer																
Install	Halifax	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Halifax - Volume	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	St. John's	-	-	-	2	3	2	-	-	-	-	-	-	-	-	-
	St. John's - Volume	-	-	-	2	2	2	-	-	-	-	-	-	-	-	-
	Fredericton	3	-	1	2	-	-	-	-	-	2	-	-	-	-	-
	Fredericton - Volume	-	1	-	1	2	-	-	-	-	1	-	-	-	-	-
	Saint John	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Saint John - Volume	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Moncton	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Moncton - Volume	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Charlottetown	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Charlottetown - Volume	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Top 6 Cities	3	-	2	2	2	-	-	-	-	2	-	-	-	-	-
	Top 6 Cities - Volume	1	-	3	4	2	-	-	-	-	1	-	-	-	-	-
	TOTAL ATL	3	-	2	2	4	-	-	-	-	2	-	-	-	-	-
	TOTAL ATL - Volume	1	-	6	7	4	-	-	-	-	1	-	-	-	-	-
BSH - Average Days Offer																
Repair	Halifax	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Halifax - Volume	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	St. John's	-	-	-	-	1	-	1	-	2	1	-	-	-	-	-
	St. John's - Volume	-	-	-	-	1	-	1	-	1	1	-	-	-	-	-
	Fredericton	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Fredericton - Volume	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Saint John	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Saint John - Volume	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Moncton	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	Moncton - Volume	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-
	Charlottetown	-	-	-	-	-	-	-	-	-	-	-	4	-	-	-
	Charlottetown - Volume	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-
	Top 6 Cities	-	-	-	1	1	1	-	2	1	-	-	4	-	-	-
	Top 6 Cities - Volume	-	-	-	1	1	1	-	1	1	-	-	1	-	-	-
	TOTAL ATL	-	45	1	1	1	1	3	2	1	-	-	3	-	2	1
	TOTAL ATL - Volume	-	-	1	1	2	1	1	1	1	-	-	2	-	-	-

Please note:

- Source: CSM and WFAS
- For Install, it measures the average of (# of days between Earliest Available Appointment and order creation)
- Install = Average Days Offer
- Repair = Average Days Offer
- Atlantic Workforce is BTS/Bell Technicians
- Conditional formatting rules: Minimum 5 / Midpoint 6 – 14 / Maximum 15+



Tech Tools Utilization

	Metric	Q3 Target	YTD		QTD		Monthly							Weekly				
			Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_13	Jul_20	Jul_27	Aug_03	Aug_10	
Integrated Test Display	Completion Rate - Total Residential																	
	Install - Corporate	-	72.5%	81.0%	84.5%	71.5%	81.8%	65.6%	82.1%	64.9%	83.1%	86.0%	51.2%	85.9%	91.2%	91.0%	78.8%	
	Repair - Corporate	-	87.2%	88.8%	89.8%	87.1%	87.8%	84.8%	89.1%	85.5%	89.2%	90.6%	83.0%	89.9%	89.7%	91.5%	89.8%	
Test Set Data Capture	Completion Rate for techs with Eligible Test Sets - Residential																	
	Install - Active Pair - Corporate	-	80.6%	80.9%	82.9%	78.6%	81.7%	80.0%	80.6%	77.8%	83.7%	80.3%	76.6%	78.1%	81.2%	79.9%	80.4%	
	Repair - Active Pair - Corporate	-	76.2%	78.3%	78.0%	77.1%	77.4%	78.1%	77.0%	76.7%	78.4%	78.1%	75.7%	75.7%	78.7%	77.4%	78.7%	
	Completion Rate for techs with Eligible Test Sets - Residential																	
	Install - Autotest - Corporate	-	85.3%	87.4%	88.2%	86.3%	86.8%	86.6%	86.4%	85.8%	88.5%	87.5%	85.5%	85.6%	88.4%	87.9%	86.2%	
	Repair - Autotest - Corporate	-	76.1%	78.1%	77.2%	76.7%	77.6%	78.5%	76.7%	76.3%	77.1%	77.5%	75.3%	75.1%	77.9%	77.3%	77.9%	
	Completion Rate for techs with Eligible Test Sets - Total - Residential																	
	Install - Corporate	-	78.8%	79.5%	81.4%	77.2%	80.1%	78.5%	79.1%	76.4%	82.1%	79.2%	75.5%	76.2%	79.9%	79.0%	79.1%	
	Repair - Corporate	-	73.4%	75.5%	75.3%	74.0%	74.7%	75.3%	74.3%	73.7%	75.6%	74.8%	72.4%	72.7%	75.4%	74.3%	75.5%	
BTS Blueprints	True Conformity - Residential																	
	Install - Corporate	-	81.1%	88.0%	82.8%	94.9%	82.4%	86.2%	82.0%	94.8%	82.7%	95.0%	94.6%	94.7%	95.3%	94.7%		
	Repair - Corporate	-	77.8%	86.8%	79.5%	94.5%	79.4%	84.4%	79.3%	94.5%	79.2%	94.3%	94.5%	94.8%	94.4%	94.1%		
	Usage - Residential																	
	Install - Corporate	-	99.0%	99.2%	99.2%	99.0%	99.2%	99.0%	99.1%	98.9%	99.1%	99.0%	98.7%	99.0%	99.0%	98.9%		
	Repair - Corporate	-	98.8%	98.7%	98.8%	98.5%	98.9%	98.7%	98.9%	98.5%	98.6%	98.4%	98.5%	98.8%	98.4%	98.3%		
Fibre Light Tool	Total Test Volume																	
	Install - Corporate	-	6211	7177	2641	1724	866	972	884	1180	831	544	254	220	274	231	226	
	Repair - Corporate	-	11360	12497	3972	2682	1569	1673	1341	1926	1156	756	450	368	382	336	321	
	Pigtail Identification Test Volume																	
	Install - Corporate	-	1520	2459	673	531	221	270	221	355	205	176	75	66	128	76	62	
	Repair - Corporate	-	1170	1394	462	266	165	169	144	177	143	89	44	38	24	52	31	
	Pigtail / Fiber port TAP record update																	
	Install - Corporate	-	31	50	17	9	4	4	7	4	5	5	1	-	1	3	1	
	Repair - Corporate	-	13	7	5	1	1	-	1	1	2	-	-	-	-	-	-	

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD.
- Atlantic results are not included.
- Source: Horizon
- Fibre Light Tool can be used to simply compare neighbour light levels to verify that a customer's light level is good or it can be used to identify a specific pigtail.
- BTS Blueprints: January 14th excluded due to BPI outage and February 16th excluded due to the TMI outage.

Tech Tools Utilization

Metric	Q3 Target	YTD		QTD		Monthly						Weekly					
		Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_13	Jul_20	Jul_27	Aug_03	Aug_10	
TTD Usage BPI Conformance	L1 Tech BPI Conformance	-	87.5%	85.6%	91.0%	81.2%	92.6%	83.4%	91.6%	81.7%	90.3%	80.1%	81.5%	82.0%	80.9%	81.1%	79.5%
	L3 Tech BPI Conformance	-	62.8%	72.0%	68.8%	67.3%	72.1%	68.2%	71.1%	68.9%	65.4%	64.1%	68.1%	66.5%	70.3%	65.0%	62.7%
	L2 Tech BPI Conformance	-	77.2%	73.8%	82.5%	67.6%	83.9%	71.1%	82.5%	66.8%	81.3%	69.3%	66.6%	66.8%	66.9%	68.7%	70.6%
	Atlantic Tech BPI Conformance	-	77.7%	63.8%	78.2%	68.4%	84.1%	60.0%	79.6%	68.8%	78.9%	67.8%	70.4%	69.2%	69.3%	68.8%	66.9%
TTD Usage Overall	L1 Tech Usage	-	66.2%	63.9%	68.6%	63.1%	68.0%	61.7%	68.3%	63.5%	69.7%	62.2%	64.1%	63.8%	63.4%	62.8%	61.6%
	L3 Tech Usage	-	41.7%	49.1%	49.8%	44.7%	57.9%	46.3%	-	45.8%	-	42.5%	45.6%	44.6%	48.5%	42.4%	42.2%
	L2 Tech Usage	-	66.9%	59.9%	74.3%	54.4%	76.1%	56.7%	75.3%	54.2%	76.0%	54.7%	55.3%	53.5%	56.0%	54.8%	54.5%
	Atlantic Tech Usage	-	58.9%	47.6%	59.4%	50.0%	63.9%	45.2%	59.6%	50.4%	59.9%	49.1%	51.8%	48.8%	48.9%	49.1%	48.5%

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD.
- Atlantic results started June 2nd, 2023
- Source: Matomo
- Dashboard: TTD Usage: <https://bpi-usage.fsbipps.int.bell.ca/TTDUsage>
- Dashboard: TTD BPI Conformance <https://bpi-usage.fsbipps.int.bell.ca/TTDUsage2>
- There was a Matomo outage on February 23rd and 24th, 2025 so TTD usage was not captured.



Details

Bell

First Time Right FW - Residential

Metric	Q3 Target	YTD		QTD		Monthly						Weekly					
		Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_06	Jul_13	Jul_20	Jul_27	Aug_03	
		-	-	-	-	-	-	-	-	-	-	-	-	-	-		
Fibre TV																	
Install - Ontario	-	85.2%	86.7%	85.6%	87.5%	85.3%	86.9%	84.8%	87.6%	86.4%	87.0%	87.8%	87.1%	87.3%	87.1%	86.9%	
Install - Quebec	-	83.6%	85.4%	82.4%	85.8%	83.6%	86.9%	82.2%	86.0%	81.4%	84.9%	87.0%	84.3%	84.6%	85.9%	84.9%	
Install - Atlantic	-	89.0%	88.5%	89.9%	87.7%	89.8%	88.0%	89.5%	87.6%	89.5%	87.9%	87.2%	87.3%	88.0%	86.5%	88.5%	
Install - Corporate	-	85.9%	86.8%	85.8%	86.9%	86.0%	87.2%	85.3%	87.0%	85.8%	86.5%	87.4%	86.2%	86.6%	86.6%	86.6%	
Repair - Ontario	-	88.7%	89.0%	89.1%	88.7%	88.7%	88.9%	88.7%	88.4%	89.3%	89.7%	87.6%	88.7%	88.7%	89.3%	89.6%	
Repair - Quebec	-	89.3%	89.6%	89.6%	89.3%	88.9%	89.2%	89.0%	89.0%	89.3%	90.6%	88.4%	87.8%	90.2%	88.8%	91.0%	
Repair - Atlantic	-	90.0%	89.1%	90.6%	90.6%	90.3%	90.0%	91.2%	90.2%	90.2%	92.3%	90.9%	89.6%	90.1%	91.0%	92.3%	
Repair - Corporate	-	89.1%	89.2%	89.5%	89.1%	89.0%	89.1%	89.1%	88.8%	89.4%	90.3%	88.3%	88.5%	89.4%	89.4%	90.4%	
Internet																	
Install - Ontario	-	86.8%	88.0%	87.4%	88.6%	87.1%	88.6%	86.8%	88.5%	88.0%	89.1%	88.2%	87.9%	88.0%	89.5%	88.6%	
Install - Quebec	-	83.8%	86.1%	83.3%	86.8%	84.5%	87.4%	83.2%	87.0%	82.5%	85.8%	88.5%	84.2%	85.8%	84.8%	85.8%	
Install - Atlantic	-	87.3%	87.7%	88.2%	87.7%	88.8%	87.1%	87.7%	87.6%	87.9%	87.9%	86.7%	86.3%	88.7%	85.6%	88.2%	
Install - Corporate	-	85.9%	87.4%	86.2%	87.9%	86.4%	88.0%	85.4%	87.8%	86.4%	88.1%	88.2%	86.4%	87.4%	87.9%	87.7%	
Repair - Ontario	-	89.0%	89.2%	89.7%	88.6%	88.7%	89.5%	88.9%	88.3%	89.6%	89.7%	87.8%	87.4%	88.9%	88.9%	90.0%	
Repair - Quebec	-	88.2%	88.0%	88.5%	88.0%	88.0%	87.9%	88.1%	88.0%	88.5%	88.0%	88.2%	86.5%	88.5%	85.9%	89.2%	
Repair - Atlantic	-	86.2%	84.7%	86.6%	86.1%	86.6%	84.7%	86.9%	85.0%	85.9%	90.3%	84.3%	84.9%	84.6%	87.8%	90.8%	
Repair - Corporate	-	88.6%	88.6%	89.2%	88.3%	88.4%	88.8%	88.6%	88.0%	89.1%	89.3%	87.7%	87.0%	88.5%	88.0%	89.8%	
Voice																	
Install - Ontario	-	76.9%	75.7%	75.9%	76.1%	78.8%	78.6%	76.0%	76.7%	76.2%	74.3%	74.5%	72.8%	79.1%	75.3%	75.4%	
Install - Quebec	-	70.9%	72.7%	67.4%	68.8%	71.9%	72.7%	68.4%	69.8%	63.4%	65.1%	66.7%	64.4%	72.6%	77.9%	60.2%	
Install - Atlantic	-	77.9%	78.1%	78.3%	81.5%	78.8%	68.6%	79.7%	80.9%	76.0%	84.0%	78.9%	88.3%	70.0%	86.4%	82.5%	
Install - Corporate	-	76.0%	75.5%	74.1%	75.2%	77.6%	75.7%	75.3%	75.7%	72.7%	73.4%	73.1%	73.7%	77.0%	76.8%	73.0%	
Repair - Ontario	-	74.3%	72.8%	73.1%	73.0%	76.3%	74.6%	73.9%	72.6%	73.3%	75.3%	71.7%	72.3%	73.1%	74.2%	75.3%	
Repair - Quebec	-	83.1%	81.8%	80.0%	81.7%	84.2%	83.9%	80.7%	81.3%	77.6%	83.2%	77.5%	81.1%	82.7%	85.9%	81.4%	
Repair - Atlantic	-	72.8%	72.3%	73.0%	70.9%	72.1%	72.9%	70.6%	70.3%	74.0%	73.4%	68.5%	69.8%	72.4%	72.4%	73.2%	
Repair - Corporate	-	75.5%	74.0%	74.2%	74.1%	77.2%	75.7%	74.5%	73.7%	74.1%	76.3%	72.2%	73.5%	74.4%	75.6%	76.0%	
Total																	
Install and Repair - Ontario	-	85.4%	86.2%	85.9%	86.3%	85.9%	86.7%	85.2%	86.0%	86.3%	87.5%	85.6%	85.5%	85.9%	86.9%	87.2%	
Install and Repair - Quebec	-	85.3%	86.6%	84.8%	86.8%	85.5%	87.4%	84.4%	86.9%	84.2%	86.5%	87.6%	85.0%	86.6%	85.9%	86.7%	
Install and Repair - Atlantic	-	86.5%	86.6%	87.6%	86.4%	87.4%	86.3%	86.9%	86.0%	87.3%	87.6%	85.4%	85.6%	86.4%	85.6%	87.8%	
Install and Repair - Corporate	-	85.5%	86.4%	85.8%	86.5%	86.0%	86.9%	85.2%	86.3%	85.8%	87.2%	86.3%	85.3%	86.2%	86.5%	87.2%	

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD
- Source: Horizon Cube
- Dashboard: : <https://horizon.int.bell.ca/HORIZONPORTAL/Default.aspx>



First Time Right FW - Business

Metric	Q3 Target	YTD		QTD		Monthly							Weekly					
		Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_06	Jul_13	Jul_20	Jul_27	Aug_03		
		-	-	73.8%	75.6%	73.9%	78.8%	70.9%	76.6%	76.2%	79.1%	72.1%	77.1%	76.2%	81.2%	75.4%	81.5%	78.5%
FibreTV																		
Install - Ontario	-	73.8%	75.6%	73.9%	78.8%	70.9%	76.6%	76.2%	79.1%	72.1%	77.1%	76.2%	81.2%	75.4%	81.5%	78.5%		
Install - Quebec	-	77.8%	77.1%	75.5%	78.2%	76.5%	76.7%	75.6%	77.9%	76.6%	79.2%	78.6%	71.0%	77.5%	79.7%	77.3%		
Install - Atlantic	-	79.5%	76.1%	75.2%	80.3%	81.9%	69.2%	73.7%	79.4%	68.2%	84.6%	90.0%	75.0%	75.0%	81.8%			
Install - Corporate	-	75.5%	76.2%	74.6%	78.7%	73.6%	76.1%	75.9%	78.7%	73.2%	78.5%	77.8%	77.5%	76.1%	80.5%	78.2%		
Repair - Ontario	-	84.9%	85.6%	84.8%	87.1%	84.9%	87.1%	83.5%	86.4%	86.7%	90.4%	85.8%	89.2%	85.8%	81.5%	91.2%		
Repair - Quebec	-	87.7%	87.1%	88.1%	88.1%	85.4%	85.2%	90.1%	86.1%	85.9%	97.4%	81.6%	83.7%	88.9%	96.9%	97.0%		
Repair - Atlantic	-	89.6%	90.7%	90.0%	95.3%	89.5%	93.6%	90.7%	97.0%	91.0%	88.9%	95.2%	94.4%	100.0%	100.0%	87.0%		
Repair - Corporate	-	86.0%	86.5%	86.1%	88.4%	85.4%	87.5%	85.5%	87.7%	87.1%	91.6%	86.0%	88.4%	88.2%	87.3%	91.8%		
Internet																		
Install - Ontario	-	73.3%	75.6%	73.7%	75.4%	72.0%	75.9%	73.2%	75.4%	74.4%	75.5%	76.0%	72.6%	76.0%	75.9%	75.3%		
Install - Quebec	-	77.9%	80.5%	76.5%	79.2%	78.1%	83.2%	75.9%	78.9%	78.4%	80.0%	78.8%	76.5%	79.6%	79.4%	79.9%		
Install - Atlantic	-	80.0%	78.2%	79.1%	78.6%	80.4%	80.1%	78.0%	79.6%	79.3%	74.1%	83.4%	75.5%	82.6%	76.4%	72.0%		
Install - Corporate	-	75.2%	77.3%	75.0%	76.7%	74.6%	78.3%	74.4%	76.8%	76.1%	76.6%	77.6%	74.0%	77.6%	76.8%	76.3%		
Repair - Ontario	-	83.8%	83.8%	84.2%	85.0%	85.7%	83.5%	83.5%	84.5%	85.4%	87.2%	83.0%	84.9%	85.6%	86.1%	88.4%		
Repair - Quebec	-	86.0%	85.7%	86.3%	85.5%	86.3%	86.5%	84.5%	85.8%	86.3%	84.3%	83.9%	80.4%	90.8%	90.0%	84.1%		
Repair - Atlantic	-	86.5%	86.0%	86.5%	88.8%	86.0%	85.5%	86.8%	88.9%	85.7%	88.3%	86.9%	90.5%	91.0%	85.6%			
Repair - Corporate	-	84.6%	84.5%	84.9%	85.5%	85.8%	84.4%	84.1%	85.2%	85.6%	86.7%	83.6%	84.3%	87.2%	87.3%	87.0%		
Voice																		
Install - Ontario	-	77.7%	80.7%	76.8%	81.6%	79.1%	79.3%	76.4%	82.5%	77.4%	77.1%	78.9%	81.2%	89.1%	79.1%	78.4%		
Install - Quebec	-	75.7%	78.3%	72.3%	79.0%	77.4%	83.2%	75.7%	77.6%	70.5%	85.3%	79.3%	77.4%	77.1%	63.2%	89.3%		
Install - Atlantic	-	85.6%	85.5%	85.3%	84.7%	85.2%	83.3%	83.4%	84.5%	86.3%	85.5%	84.7%	84.0%	82.1%	87.6%	85.6%		
Install - Corporate	-	79.6%	81.6%	78.5%	81.9%	80.3%	81.1%	78.1%	82.1%	79.0%	81.2%	80.5%	81.2%	86.1%	78.7%	82.6%		
Repair - Ontario	-	74.0%	72.5%	73.3%	75.0%	74.8%	74.2%	72.3%	74.7%	73.1%	76.6%	75.7%	74.0%	72.5%	76.4%	76.5%		
Repair - Quebec	-	77.8%	78.5%	74.0%	77.2%	74.8%	79.7%	75.0%	75.7%	74.0%	85.2%	74.3%	77.4%	81.3%	75.0%	86.2%		
Repair - Atlantic	-	82.3%	82.2%	81.9%	82.9%	81.6%	81.7%	81.5%	82.1%	80.0%	86.5%	82.4%	82.0%	82.8%	83.1%	86.7%		
Repair - Corporate	-	76.4%	75.6%	75.3%	77.2%	76.3%	76.8%	74.7%	76.6%	74.8%	80.0%	77.3%	76.4%	75.9%	77.5%	80.3%		
Total																		
Install and Repair - Ontario	-	76.5%	77.1%	76.5%	78.5%	76.8%	77.8%	76.0%	78.3%	76.9%	79.2%	78.1%	77.4%	78.4%	78.9%	79.6%		
Install and Repair - Quebec	-	79.7%	81.2%	78.3%	80.6%	79.4%	83.1%	78.2%	80.1%	78.9%	82.8%	79.4%	77.6%	82.7%	80.6%	82.9%		
Install and Repair - Atlantic	-	82.9%	82.4%	82.4%	83.4%	82.7%	82.2%	81.9%	83.2%	81.5%	84.1%	84.0%	82.3%	84.1%	84.0%	83.4%		
Install and Repair - Corporate	-	78.2%	78.9%	77.8%	79.7%	78.2%	79.6%	77.3%	79.4%	78.1%	80.8%	79.3%	78.1%	80.1%	79.9%	81.0%		

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD
- Source: Horizon Cube
- Dashboard: : <https://horizon.int.bell.ca/HORIZONPORTAL/Default.aspx>



Rework FW – FTR - Residential

Metric	Q3 Target	YTD		QTD		Monthly						Weekly					
		Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_06	Jul_13	Jul_20	Jul_27	Aug_03	
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fibre TV																	
Install - Ontario	-	4.2%	2.8%	4.0%	2.8%	4.0%	2.5%	4.0%	2.6%	4.0%	3.4%	2.9%	2.7%	2.6%	2.5%	3.8%	
Install - Quebec	-	3.2%	2.2%	3.0%	2.1%	3.2%	2.0%	2.9%	2.2%	3.3%	1.8%	2.1%	2.2%	1.9%	2.2%	1.7%	
Install - Atlantic	-	1.3%	1.7%	1.0%	2.4%	1.2%	2.3%	1.0%	2.2%	1.1%	2.8%	2.6%	2.8%	1.8%	2.4%	2.7%	
Install - Corporate	-	3.0%	2.3%	2.8%	2.4%	3.0%	2.3%	2.7%	2.4%	3.0%	2.7%	2.5%	2.5%	2.2%	2.4%	2.7%	
Repair - Ontario	-	5.6%	4.9%	5.1%	4.7%	5.4%	4.8%	5.4%	4.9%	4.8%	4.3%	5.0%	5.0%	5.1%	4.6%	4.2%	
Repair - Quebec	-	4.6%	4.0%	4.2%	4.1%	4.3%	3.4%	4.4%	4.2%	4.4%	3.9%	4.6%	5.3%	3.0%	4.4%	3.4%	
Repair - Atlantic	-	3.9%	3.9%	3.3%	2.8%	3.5%	3.0%	3.0%	2.9%	3.6%	2.2%	3.2%	3.4%	2.6%	1.8%	2.4%	
Repair - Corporate	-	5.1%	4.5%	4.6%	4.3%	4.8%	4.1%	4.8%	4.4%	4.5%	3.9%	4.7%	4.9%	4.1%	4.2%	3.8%	
Internet																	
Install - Ontario	-	2.1%	1.4%	1.9%	1.4%	2.2%	1.3%	2.0%	1.4%	1.8%	1.1%	1.4%	1.4%	1.4%	1.4%	1.1%	
Install - Quebec	-	1.9%	1.3%	1.7%	1.3%	1.8%	1.3%	1.8%	1.3%	1.7%	1.3%	1.1%	1.2%	1.5%	1.6%	1.2%	
Install - Atlantic	-	1.0%	1.5%	0.8%	2.3%	1.0%	1.8%	0.8%	2.3%	0.7%	2.1%	2.3%	2.1%	3.2%	2.8%	1.9%	
Install - Corporate	-	2.0%	1.4%	1.7%	1.4%	2.0%	1.3%	1.8%	1.5%	1.7%	1.3%	1.4%	1.4%	1.6%	1.6%	1.2%	
Repair - Ontario	-	3.4%	2.9%	3.0%	2.9%	3.9%	2.8%	3.2%	2.9%	2.9%	3.1%	2.9%	3.2%	2.8%	3.0%	3.0%	
Repair - Quebec	-	2.9%	2.6%	2.6%	2.6%	2.8%	2.2%	2.5%	2.6%	2.6%	2.5%	2.7%	3.2%	2.4%	3.1%	2.2%	
Repair - Atlantic	-	3.2%	3.7%	3.1%	2.9%	3.1%	3.2%	3.0%	2.8%	3.0%	3.2%	3.1%	3.0%	4.8%	1.4%	2.6%	
Repair - Corporate	-	3.3%	2.8%	2.9%	2.8%	3.6%	2.6%	3.0%	2.8%	2.8%	2.9%	2.8%	3.2%	2.9%	3.0%	2.8%	
Voice																	
Install - Ontario	-	3.6%	3.4%	3.6%	3.0%	3.7%	4.1%	4.1%	3.2%	3.6%	2.7%	4.4%	3.5%	2.6%	2.8%	2.5%	
Install - Quebec	-	3.4%	3.2%	4.1%	3.4%	4.8%	1.7%	3.8%	4.1%	4.9%	1.0%	4.8%	4.1%	4.2%	1.9%	1.2%	
Install - Atlantic	-	2.0%	1.9%	1.4%	2.5%	1.9%	2.5%	1.4%	2.5%	1.2%	2.0%	0.0%	1.7%	6.0%	4.6%	2.5%	
Install - Corporate	-	3.2%	3.1%	3.4%	3.1%	3.3%	3.3%	3.3%	3.3%	3.6%	2.3%	3.7%	3.3%	3.2%	2.8%	2.2%	
Repair - Ontario	-	4.1%	3.4%	4.0%	3.5%	4.0%	3.4%	3.9%	3.4%	4.0%	3.8%	3.0%	3.5%	4.0%	3.3%	3.8%	
Repair - Quebec	-	2.8%	2.7%	3.0%	3.3%	2.3%	2.2%	3.4%	3.7%	3.4%	1.6%	5.5%	4.1%	2.1%	1.5%	1.6%	
Repair - Atlantic	-	3.1%	4.1%	3.1%	3.9%	2.7%	4.5%	2.8%	3.7%	3.2%	4.8%	4.5%	3.1%	4.2%	2.4%	5.8%	
Repair - Corporate	-	3.7%	3.4%	3.7%	3.5%	3.6%	3.4%	3.7%	3.5%	3.8%	3.6%	3.6%	3.6%	3.7%	2.9%	3.7%	
Total																	
Install and Repair - Ontario	-	3.5%	2.8%	3.2%	2.7%	3.6%	2.6%	3.4%	2.8%	3.1%	2.6%	2.8%	2.9%	2.9%	2.6%	2.7%	
Install and Repair - Quebec	-	3.0%	2.3%	2.7%	2.2%	2.8%	2.0%	2.7%	2.3%	2.9%	2.1%	2.3%	2.7%	2.1%	2.5%	1.9%	
Install and Repair - Atlantic	-	2.0%	2.4%	1.6%	2.6%	1.8%	2.5%	1.6%	2.5%	1.7%	2.7%	2.8%	2.8%	2.8%	2.4%	2.6%	
Install and Repair - Corporate	-	3.2%	2.6%	2.8%	2.5%	3.1%	2.4%	2.9%	2.6%	2.9%	2.5%	2.6%	2.8%	2.6%	2.6%	2.4%	

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD
- Source: Horizon Cube
- Dashboard: : <https://horizon.int.bell.ca/HORIZONPORTAL/Default.aspx>



Rework FW – FTR - Business

Metric	Q3 Target	YTD		QTD		Monthly							Weekly				
		Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_06	Jul_13	Jul_20	Jul_27	Aug_03	
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
FibreTV																	
Install - Ontario	-	3.9%	3.0%	3.1%	2.5%	5.6%	3.4%	2.7%	2.8%	3.7%	1.0%	3.7%	2.5%	4.2%	0.8%	1.5%	
Install - Quebec	-	3.2%	2.2%	2.5%	3.0%	2.9%	1.8%	2.9%	3.1%	2.4%	2.6%	5.7%	0.0%	4.2%	0.0%	3.0%	
Install - Atlantic	-	1.8%	1.5%	1.4%	1.3%	3.2%	1.5%	0.0%	1.6%	3.4%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	
Install - Corporate	-	3.4%	2.6%	2.7%	2.6%	4.5%	2.7%	2.5%	2.8%	3.2%	1.6%	4.2%	2.0%	3.9%	0.5%	2.1%	
Repair - Ontario	-	6.6%	5.5%	6.2%	4.4%	7.1%	4.8%	6.3%	4.8%	6.1%	2.6%	5.0%	5.8%	3.3%	6.5%	2.2%	
Repair - Quebec	-	4.9%	4.9%	4.2%	6.4%	6.8%	6.6%	2.5%	7.8%	6.0%	0.0%	10.5%	14.0%	5.6%	3.1%	0.0%	
Repair - Atlantic	-	4.5%	3.0%	4.5%	0.0%	1.2%	3.2%	4.1%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Repair - Corporate	-	6.0%	5.0%	5.6%	4.3%	6.6%	5.0%	5.3%	4.9%	5.9%	1.7%	5.6%	7.2%	3.4%	4.9%	1.4%	
Internet																	
Install - Ontario	-	2.5%	2.0%	2.3%	2.2%	2.5%	2.4%	2.3%	2.4%	2.1%	1.2%	2.6%	2.5%	2.5%	2.2%	0.9%	
Install - Quebec	-	2.0%	1.5%	1.8%	1.3%	1.9%	1.6%	2.1%	1.2%	1.7%	1.6%	1.2%	2.0%	0.9%	0.3%	2.0%	
Install - Atlantic	-	1.0%	1.2%	1.1%	0.7%	1.0%	1.2%	1.0%	0.7%	0.8%	0.6%	0.6%	0.7%	0.7%	1.4%	0.8%	
Install - Corporate	-	2.2%	1.8%	2.0%	1.8%	2.2%	2.0%	2.1%	1.9%	1.8%	1.3%	2.0%	2.2%	1.9%	1.6%	1.2%	
Repair - Ontario	-	5.6%	4.4%	5.0%	4.6%	4.6%	4.3%	5.2%	4.9%	4.2%	3.1%	6.5%	5.6%	3.3%	3.3%	2.9%	
Repair - Quebec	-	4.4%	3.3%	3.9%	3.1%	4.7%	2.5%	5.1%	2.9%	3.9%	4.0%	3.1%	5.7%	2.0%	0.0%	4.7%	
Repair - Atlantic	-	4.2%	4.5%	4.7%	4.0%	4.1%	5.0%	4.6%	3.6%	5.3%	5.4%	4.7%	1.0%	7.4%	2.0%	6.7%	
Repair - Corporate	-	5.2%	4.1%	4.7%	4.2%	4.6%	4.0%	5.1%	4.3%	4.3%	3.6%	5.5%	5.1%	3.5%	2.5%	3.7%	
Voice																	
Install - Ontario	-	2.3%	1.6%	2.4%	1.3%	1.8%	1.4%	2.9%	1.0%	2.4%	2.7%	1.6%	1.4%	0.8%	0.5%	2.6%	
Install - Quebec	-	1.3%	0.8%	1.2%	0.6%	1.0%	0.9%	1.3%	0.7%	1.3%	0.0%	1.2%	0.0%	2.1%	0.0%	0.0%	
Install - Atlantic	-	0.6%	0.7%	0.7%	0.4%	0.7%	1.4%	0.9%	0.3%	0.4%	0.9%	0.0%	1.2%	0.0%	0.0%	1.1%	
Install - Corporate	-	1.7%	1.2%	1.7%	0.9%	1.4%	1.3%	2.0%	0.8%	1.6%	1.6%	1.1%	1.1%	0.8%	0.3%	1.7%	
Repair - Ontario	-	5.5%	4.2%	5.5%	3.5%	5.7%	3.0%	5.1%	3.6%	5.8%	3.4%	3.0%	2.8%	3.7%	4.0%	3.9%	
Repair - Quebec	-	4.6%	3.1%	5.3%	2.8%	4.0%	1.3%	5.2%	3.2%	5.3%	0.7%	3.4%	1.3%	3.7%	2.9%	0.9%	
Repair - Atlantic	-	3.1%	2.8%	3.3%	2.3%	3.1%	3.0%	3.4%	2.4%	3.5%	2.1%	2.3%	3.3%	1.6%	1.5%	2.5%	
Repair - Corporate	-	4.8%	3.7%	4.9%	3.2%	4.9%	2.8%	4.7%	3.2%	5.2%	2.8%	2.8%	2.7%	3.2%	3.4%	3.2%	
Total																	
Install and Repair - Ontario	-	4.3%	3.4%	4.1%	3.2%	4.2%	3.1%	4.1%	3.4%	4.0%	2.5%	3.7%	3.3%	3.0%	3.0%	2.5%	
Install and Repair - Quebec	-	3.1%	2.3%	2.9%	2.3%	3.0%	1.9%	3.3%	2.3%	3.0%	2.0%	2.6%	3.0%	2.2%	0.8%	2.4%	
Install and Repair - Atlantic	-	2.5%	2.4%	2.6%	1.9%	2.4%	2.7%	2.7%	1.9%	2.8%	2.0%	1.9%	2.2%	1.9%	1.3%	2.4%	
Install and Repair - Corporate	-	3.7%	3.0%	3.6%	2.8%	3.7%	2.8%	3.7%	2.9%	3.6%	2.3%	3.2%	3.1%	2.7%	2.3%	2.4%	

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD
- Source: Horizon Cube
- Dashboard: : <https://horizon.int.bell.ca/HORIZONPORTAL/Default.aspx>



Coded FW – FTR - Residential

Metric	Q3 Target	YTD		QTD		Monthly						Weekly							
		Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_13	Jul_20	Jul_27	Aug_03	Aug_10			
		-	-	10.6%	10.5%	10.5%	10.0%	10.7%	10.6%	11.2%	9.9%	9.6%	10.4%	10.2%	10.1%	10.4%	9.4%	11.5%	
Fibre TV																			
Residential FW	Install - Ontario	-	-	10.6%	10.5%	10.5%	10.0%	10.7%	10.6%	11.2%	9.9%	9.6%	10.4%	10.2%	10.1%	10.4%	9.4%	11.5%	
	Install - Quebec	-	-	13.2%	12.5%	14.7%	12.3%	13.3%	11.1%	14.9%	11.8%	15.4%	13.3%	13.6%	13.6%	13.6%	11.9%	13.5%	13.4%
	Install - Atlantic	-	-	9.7%	9.8%	9.1%	9.9%	9.1%	9.7%	9.5%	10.2%	9.4%	9.2%	9.9%	10.3%	11.1%	8.8%	9.2%	
	Install - Corporate	-	-	11.1%	10.9%	11.4%	10.8%	11.1%	10.5%	11.9%	10.6%	11.2%	11.1%	11.3%	11.3%	11.1%	10.7%	11.6%	
	Repair - Ontario	-	-	5.7%	6.0%	5.7%	6.5%	5.9%	6.4%	5.9%	6.7%	5.9%	5.9%	6.3%	6.2%	6.1%	6.1%	5.9%	
	Repair - Quebec	-	-	6.1%	6.4%	6.2%	6.7%	6.8%	7.5%	6.7%	6.9%	6.4%	6.5%	7.0%	6.8%	6.8%	5.6%	7.7%	
	Repair - Atlantic	-	-	6.1%	6.9%	6.1%	6.4%	6.2%	7.0%	5.8%	7.0%	6.3%	5.3%	7.0%	7.3%	7.2%	5.3%	5.0%	
	Repair - Corporate	-	-	5.9%	6.3%	5.9%	6.6%	6.2%	6.8%	6.2%	6.8%	6.1%	6.0%	6.6%	6.6%	6.4%	5.8%	6.4%	
	Internet																		
	Install - Ontario	-	-	11.1%	10.6%	10.7%	10.0%	10.7%	10.1%	11.3%	10.1%	10.2%	9.9%	10.7%	10.6%	9.1%	10.3%	10.1%	
	Install - Quebec	-	-	14.3%	12.6%	15.0%	12.1%	13.7%	11.3%	15.1%	11.7%	15.9%	13.4%	14.6%	12.8%	13.6%	13.0%	14.2%	
	Install - Atlantic	-	-	11.7%	10.7%	11.1%	10.1%	10.2%	11.1%	11.5%	10.1%	11.4%	10.0%	11.6%	8.1%	11.6%	10.0%	10.1%	
	Install - Corporate	-	-	12.2%	11.2%	12.1%	10.8%	11.7%	10.6%	12.8%	10.8%	11.9%	10.9%	12.3%	11.0%	10.5%	11.1%	11.3%	
	Repair - Ontario	-	-	7.6%	7.9%	7.4%	8.4%	7.4%	7.7%	7.8%	8.8%	7.5%	7.4%	9.4%	8.3%	8.1%	7.0%	7.6%	
	Repair - Quebec	-	-	8.9%	9.4%	8.9%	9.6%	9.2%	9.9%	9.4%	9.4%	8.9%	10.1%	10.3%	9.1%	11.0%	8.6%	11.0%	
	Repair - Atlantic	-	-	10.6%	11.7%	10.3%	11.4%	10.3%	12.2%	10.1%	12.2%	11.1%	9.5%	12.1%	10.6%	10.8%	6.5%	13.6%	
	Repair - Corporate	-	-	8.1%	8.6%	8.0%	8.9%	8.1%	8.6%	8.4%	9.2%	8.1%	8.2%	9.9%	8.7%	9.0%	7.4%	8.8%	
Voice																			
Install - Ontario	-	-	19.5%	20.8%	20.5%	20.5%	17.6%	17.3%	19.9%	20.1%	20.2%	21.2%	23.7%	18.3%	21.9%	22.2%	19.0%		
Install - Quebec	-	-	25.7%	23.9%	28.5%	26.3%	23.3%	25.6%	27.8%	26.1%	31.7%	26.7%	31.5%	23.2%	20.2%	38.6%	17.9%		
Install - Atlantic	-	-	20.1%	20.1%	20.2%	16.6%	19.3%	28.8%	18.8%	16.5%	22.9%	16.7%	10.0%	24.0%	9.1%	15.0%	21.4%		
Install - Corporate	-	-	20.8%	21.3%	22.5%	21.3%	19.2%	20.9%	21.3%	21.0%	23.6%	22.0%	23.0%	19.7%	20.4%	24.8%	18.9%		
Repair - Ontario	-	-	21.7%	23.9%	22.9%	23.6%	19.7%	22.0%	22.2%	24.0%	22.8%	22.6%	24.2%	22.9%	22.5%	20.9%	24.4%		
Repair - Quebec	-	-	14.0%	15.5%	16.9%	14.9%	13.5%	14.0%	16.0%	15.0%	19.0%	14.6%	14.8%	15.2%	12.5%	17.0%	13.9%		
Repair - Atlantic	-	-	24.2%	23.5%	24.0%	24.6%	25.2%	22.7%	26.6%	26.0%	22.8%	21.0%	27.1%	23.5%	25.2%	21.0%	19.9%		
Repair - Corporate	-	-	20.8%	22.6%	22.1%	22.4%	19.2%	20.9%	21.8%	22.8%	22.1%	21.2%	22.9%	21.9%	21.5%	20.3%	22.4%		
Total																			
Install and Repair - Ontario	-	-	11.1%	11.0%	10.9%	11.0%	10.5%	10.7%	11.4%	11.3%	10.7%	10.4%	11.6%	11.2%	10.5%	10.1%	11.0%		
Install and Repair - Quebec	-	-	11.8%	11.1%	12.5%	11.1%	11.7%	10.7%	12.9%	10.9%	13.0%	11.7%	12.4%	11.3%	11.6%	11.5%	12.2%		
Install and Repair - Atlantic	-	-	11.5%	11.0%	10.8%	11.0%	10.8%	11.2%	11.6%	11.4%	11.0%	9.9%	11.7%	10.8%	12.0%	9.6%	10.2%		
Install and Repair - Corporate	-	-	11.3%	11.1%	11.4%	11.0%	10.9%	10.8%	11.9%	11.2%	11.4%	10.7%	11.9%	11.2%	11.0%	10.4%	11.3%		

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD
- Source: Horizon Cube
- Dashboard: : <https://horizon.int.bell.ca/HORIZONPORTAL/Default.aspx>



Coded FW – FTR - Business

Metric	Q3 Target	YTD		QTD		Monthly							Weekly				
		Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_13	Jul_20	Jul_27	Aug_03	Aug_10	
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
FibeTV																	
Install - Ontario	-	22.4%	21.4%	23.0%	18.7%	23.6%	20.0%	21.1%	18.1%	24.2%	20.4%	16.4%	20.3%	17.7%	20.0%	18.4%	
Install - Quebec	-	19.0%	20.5%	22.0%	18.0%	20.7%	21.5%	21.5%	19.0%	21.0%	15.9%	29.0%	18.3%	20.3%	19.7%	12.7%	
Install - Atlantic	-	18.7%	22.2%	23.4%	17.2%	14.9%	29.2%	26.3%	19.1%	28.4%	12.5%	18.8%	25.0%	25.0%	18.2%	9.1%	
Install - Corporate	-	21.0%	21.1%	22.7%	18.3%	21.9%	21.2%	21.6%	18.5%	23.6%	18.0%	20.5%	20.0%	19.0%	19.7%	15.5%	
Repair - Ontario	-	8.5%	8.9%	9.0%	8.4%	8.0%	8.2%	10.3%	8.8%	7.2%	7.4%	5.0%	10.8%	12.0%	6.6%	7.8%	
Repair - Quebec	-	7.4%	8.2%	7.7%	6.5%	7.8%	8.2%	7.4%	6.1%	8.0%	7.4%	2.3%	5.6%	0.0%	3.0%	11.6%	
Repair - Atlantic	-	5.9%	6.2%	5.5%	4.1%	9.3%	3.2%	5.2%	3.0%	4.5%	6.8%	5.6%	0.0%	0.0%	13.0%	0.0%	
Repair - Corporate	-	8.0%	8.5%	8.4%	7.4%	8.1%	7.5%	9.2%	7.5%	7.1%	7.3%	4.4%	8.4%	7.9%	6.8%	8.0%	
Internet																	
Install - Ontario	-	24.2%	22.3%	24.1%	22.1%	25.5%	21.8%	24.5%	22.2%	23.6%	22.0%	24.9%	21.4%	22.0%	23.7%	20.5%	
Install - Quebec	-	20.1%	18.0%	21.7%	19.7%	20.0%	15.3%	22.0%	19.9%	19.9%	19.4%	21.5%	19.5%	20.3%	18.2%	20.7%	
Install - Atlantic	-	19.0%	20.6%	19.8%	20.1%	18.6%	18.7%	21.0%	19.7%	19.9%	21.1%	23.8%	16.7%	22.2%	27.3%	16.3%	
Install - Corporate	-	22.6%	20.9%	23.0%	21.3%	23.3%	19.7%	23.5%	21.3%	22.1%	21.2%	23.8%	20.5%	21.6%	22.5%	20.1%	
Repair - Ontario	-	10.6%	11.8%	10.8%	10.7%	9.7%	12.2%	11.4%	10.6%	10.4%	10.8%	9.6%	11.1%	10.6%	8.8%	12.1%	
Repair - Quebec	-	9.7%	11.0%	9.9%	11.3%	8.9%	11.0%	10.3%	11.3%	9.8%	11.5%	14.0%	7.1%	10.0%	11.2%	11.3%	
Repair - Atlantic	-	9.3%	9.4%	8.8%	7.1%	9.9%	9.5%	8.6%	7.5%	9.0%	6.4%	8.6%	2.1%	7.0%	7.8%	6.4%	
Repair - Corporate	-	10.3%	11.4%	10.4%	10.5%	9.6%	11.6%	10.8%	10.5%	10.1%	10.5%	10.6%	9.4%	10.1%	9.3%	11.2%	
Voice																	
Install - Ontario	-	20.0%	17.8%	20.8%	17.6%	19.1%	19.3%	20.8%	16.5%	20.2%	20.7%	17.4%	10.2%	20.5%	19.0%	21.3%	
Install - Quebec	-	23.0%	20.8%	26.5%	19.9%	21.6%	15.9%	23.0%	21.8%	28.3%	16.2%	22.6%	20.8%	36.8%	10.7%	17.5%	
Install - Atlantic	-	13.8%	13.8%	14.0%	14.7%	14.1%	15.3%	15.7%	15.2%	13.3%	13.6%	14.8%	18.0%	12.4%	13.3%	13.6%	
Install - Corporate	-	18.8%	17.2%	19.8%	17.3%	18.3%	17.7%	19.8%	17.1%	19.4%	17.8%	17.7%	13.1%	21.0%	15.7%	18.5%	
Repair - Ontario	-	20.6%	23.3%	21.3%	21.4%	19.6%	22.8%	22.6%	21.7%	21.2%	20.7%	23.2%	23.9%	19.7%	19.7%	21.3%	
Repair - Quebec	-	17.6%	18.5%	20.7%	20.2%	21.3%	19.0%	19.9%	21.1%	20.8%	17.5%	21.3%	14.9%	22.1%	12.9%	21.4%	
Repair - Atlantic	-	14.6%	14.9%	14.8%	14.4%	15.4%	15.4%	15.1%	15.6%	16.5%	11.8%	14.6%	15.6%	15.4%	10.8%	12.2%	
Repair - Corporate	-	18.8%	20.6%	19.7%	19.6%	18.8%	20.4%	20.6%	20.2%	20.1%	18.0%	21.0%	21.0%	19.1%	16.6%	19.0%	
Total																	
Install and Repair - Ontario	-	19.2%	19.5%	19.4%	18.3%	19.0%	19.2%	20.0%	18.4%	19.2%	18.3%	19.3%	18.6%	18.1%	18.0%	18.4%	
Install and Repair - Quebec	-	17.2%	16.5%	18.8%	17.2%	17.6%	15.0%	18.5%	17.5%	18.1%	16.3%	19.4%	15.1%	18.7%	14.7%	17.4%	
Install and Repair - Atlantic	-	14.6%	15.2%	15.0%	14.4%	14.9%	15.1%	15.4%	15.0%	15.7%	13.0%	15.6%	14.0%	14.8%	14.2%	12.0%	
Install and Repair - Corporate	-	18.1%	18.2%	18.6%	17.5%	18.1%	17.6%	19.0%	17.7%	18.4%	17.0%	18.8%	17.2%	17.7%	16.6%	17.1%	

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD
- Source: Horizon Cube
- Dashboard: : <https://horizon.int.bell.ca/HORIZONPORTAL/Default.aspx>



Rework FW - Residential

Metric	Q3 Target	YTD		QTD		Monthly						Weekly					
		Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_06	Jul_13	Jul_20	Jul_27	Aug_03	
Fibre TV																	
Install - Ontario	-	4.6%	3.2%	4.4%	3.1%	4.6%	3.0%	4.1%	3.0%	4.6%	3.7%	3.2%	3.0%	3.3%	2.6%	4.0%	
Install - Quebec	-	3.5%	2.5%	3.6%	2.2%	3.5%	2.2%	3.4%	2.3%	3.9%	2.0%	1.7%	2.0%	2.1%	2.7%	1.9%	
Install - Atlantic	-	1.5%	1.2%	1.1%	1.3%	1.3%	1.0%	1.1%	1.1%	1.2%	1.8%	1.2%	1.5%	0.8%	1.5%	1.6%	
Install - Corporate	3.3%	3.2%	2.3%	2.9%	2.3%	3.1%	2.1%	2.8%	2.3%	3.1%	2.7%	2.2%	2.3%	2.2%	2.3%	2.6%	
Repair - Ontario	-	5.8%	5.1%	5.3%	4.9%	5.6%	5.0%	5.6%	5.0%	4.9%	4.4%	5.2%	5.1%	5.2%	4.6%	4.4%	
Repair - Quebec	-	4.9%	4.2%	4.4%	4.3%	4.5%	3.5%	4.5%	4.4%	4.5%	4.0%	4.8%	5.5%	3.2%	4.4%	3.5%	
Repair - Atlantic	-	4.2%	4.2%	3.6%	2.9%	3.8%	3.2%	3.2%	3.1%	3.8%	2.0%	3.4%	3.6%	2.9%	2.1%	2.1%	
Repair - Corporate	5.2%	5.3%	4.7%	4.8%	4.5%	5.0%	4.3%	5.0%	4.6%	4.6%	4.0%	4.9%	5.1%	4.2%	4.3%	3.8%	
Internet																	
Install - Ontario	-	2.2%	1.9%	2.2%	1.8%	2.2%	1.8%	2.3%	1.9%	1.9%	1.5%	1.9%	1.8%	1.8%	2.0%	1.4%	
Install - Quebec	-	2.1%	1.6%	2.0%	1.5%	2.0%	1.5%	1.9%	1.5%	2.0%	1.5%	1.2%	1.4%	1.7%	1.6%	1.4%	
Install - Atlantic	-	1.2%	1.0%	0.9%	0.9%	1.3%	0.9%	0.9%	1.0%	0.8%	0.6%	1.1%	1.4%	0.3%	1.3%	0.6%	
Install - Corporate	2.2%	2.1%	1.6%	1.9%	1.6%	2.0%	1.6%	2.0%	1.6%	1.7%	1.4%	1.5%	1.6%	1.7%	1.8%	1.4%	
Repair - Ontario	-	3.8%	3.1%	3.2%	3.2%	4.2%	3.0%	3.6%	3.1%	3.1%	3.2%	3.2%	3.5%	3.1%	3.3%	3.2%	
Repair - Quebec	-	3.2%	2.8%	2.8%	2.8%	3.1%	2.5%	2.6%	2.8%	2.7%	2.7%	3.0%	3.4%	2.5%	3.5%	2.1%	
Repair - Atlantic	-	3.7%	4.0%	3.5%	2.9%	3.6%	2.8%	3.4%	3.0%	3.5%	2.7%	3.0%	3.1%	5.1%	1.1%	2.5%	
Repair - Corporate	3.3%	3.6%	3.1%	3.0%	3.0%	3.8%	2.9%	3.3%	3.0%	3.0%	3.0%	3.2%	3.4%	3.1%	3.2%	2.9%	
Voice																	
Install - Ontario	-	4.4%	4.2%	4.5%	4.0%	4.2%	4.4%	4.9%	4.1%	4.3%	3.5%	5.2%	4.9%	3.3%	3.6%	3.3%	
Install - Quebec	-	4.5%	3.9%	5.5%	4.1%	5.8%	2.5%	5.5%	4.8%	6.7%	1.3%	6.9%	3.2%	4.8%	3.3%	1.6%	
Install - Atlantic	-	2.5%	1.9%	1.7%	2.3%	2.5%	2.0%	1.7%	2.3%	1.4%	2.1%	0.0%	1.7%	7.0%	2.5%	2.6%	
Install - Corporate	5.0%	4.0%	3.8%	4.3%	3.8%	3.8%	3.7%	4.1%	4.0%	4.5%	2.9%	4.8%	3.9%	4.0%	3.5%	2.9%	
Repair - Ontario	-	6.0%	5.3%	5.9%	5.4%	5.8%	5.5%	5.8%	5.4%	5.9%	5.4%	4.9%	5.7%	6.4%	4.7%	5.3%	
Repair - Quebec	-	5.0%	4.8%	5.3%	5.9%	4.1%	4.1%	6.0%	6.2%	5.8%	4.1%	9.0%	6.9%	3.6%	2.7%	4.5%	
Repair - Atlantic	-	4.5%	5.3%	4.4%	4.7%	4.0%	4.8%	4.2%	4.6%	4.6%	5.1%	5.2%	3.8%	5.7%	2.3%	6.2%	
Repair - Corporate	6.1%	5.6%	5.2%	5.6%	5.4%	5.3%	5.2%	5.6%	5.4%	5.7%	5.2%	5.6%	5.6%	5.9%	4.1%	5.4%	
Total																	
Install and Repair - Ontario	-	4.1%	3.6%	3.9%	3.5%	4.2%	3.5%	4.1%	3.6%	3.8%	3.2%	3.6%	3.8%	3.8%	3.3%	3.3%	
Install and Repair - Quebec	-	3.4%	2.9%	3.3%	2.7%	3.2%	2.4%	3.1%	2.8%	3.5%	2.6%	2.8%	3.4%	2.5%	3.0%	2.3%	
Install and Repair - Atlantic	-	2.3%	2.3%	1.8%	2.1%	2.1%	1.9%	1.8%	2.1%	1.9%	2.1%	2.2%	2.4%	2.5%	1.6%	2.2%	
Install and Repair - Corporate	-	3.6%	3.2%	3.4%	3.1%	3.5%	2.9%	3.4%	3.1%	3.4%	2.9%	3.1%	3.5%	3.2%	3.0%	2.9%	

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD
- Source: Horizon Cube
- Dashboard: : <https://horizon.int.bell.ca/HORIZONPORTAL/Default.aspx>



Rework FW - Business

Metric	Q3 Target	YTD		QTD		Monthly							Weekly				
		Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_06	Jul_13	Jul_20	Jul_27	Aug_03	
FibreTV																	
Install - Ontario	-	5.6%	4.1%	5.1%	3.3%	6.7%	4.6%	4.2%	3.4%	5.7%	2.9%	5.1%	4.0%	5.6%	0.0%	4.2%	
Install - Quebec	-	4.2%	3.2%	3.6%	4.0%	4.9%	3.5%	5.1%	3.8%	2.8%	4.9%	5.7%	0.0%	5.4%	0.0%	6.0%	
Install - Atlantic	-	2.3%	1.6%	1.9%	0.0%	3.0%	1.8%	1.5%	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Install - Corporate	4.3%	4.8%	3.5%	4.3%	3.3%	5.7%	4.0%	4.1%	3.2%	4.6%	3.6%	5.0%	2.5%	5.0%	0.0%	4.7%	
Repair - Ontario	-	7.0%	6.0%	6.6%	4.5%	7.5%	5.5%	6.5%	5.1%	6.4%	1.9%	5.7%	6.1%	3.8%	6.4%	2.4%	
Repair - Quebec	-	5.3%	5.2%	4.5%	6.3%	7.3%	6.7%	2.7%	7.6%	6.5%	0.0%	11.4%	14.0%	5.9%	3.2%	0.0%	
Repair - Atlantic	-	4.8%	3.1%	5.5%	0.0%	1.3%	4.4%	4.4%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Repair - Corporate	6.4%	6.4%	5.4%	6.0%	4.3%	6.9%	5.6%	5.5%	5.0%	6.2%	1.2%	6.2%	7.5%	3.7%	4.7%	1.5%	
Internet																	
Install - Ontario	-	3.7%	2.7%	3.5%	2.9%	3.6%	3.1%	3.6%	3.0%	3.2%	2.3%	3.2%	3.0%	3.3%	2.9%	1.8%	
Install - Quebec	-	2.7%	2.0%	2.7%	1.8%	2.9%	2.1%	3.0%	1.7%	2.4%	1.9%	2.1%	2.9%	1.5%	0.4%	2.4%	
Install - Atlantic	-	1.3%	1.3%	1.4%	0.5%	1.1%	1.0%	1.4%	0.6%	1.2%	0.0%	1.2%	0.0%	0.7%	0.0%	0.0%	
Install - Corporate	3.4%	3.1%	2.3%	3.0%	2.3%	3.1%	2.6%	3.2%	2.4%	2.7%	1.9%	2.7%	2.6%	2.5%	2.1%	1.8%	
Repair - Ontario	-	6.3%	5.7%	5.7%	5.9%	5.2%	5.7%	5.8%	6.3%	4.9%	4.0%	8.3%	7.2%	4.2%	4.3%	3.6%	
Repair - Quebec	-	4.8%	4.5%	4.5%	4.3%	5.2%	3.1%	5.5%	4.0%	4.7%	5.6%	3.5%	7.8%	3.6%	0.0%	6.3%	
Repair - Atlantic	-	4.7%	4.7%	5.4%	3.1%	4.6%	4.4%	5.4%	2.5%	6.1%	5.6%	4.1%	1.1%	3.3%	1.1%	6.9%	
Repair - Corporate	5.8%	5.8%	5.3%	5.4%	5.2%	5.1%	4.9%	5.7%	5.4%	5.0%	4.6%	6.7%	6.7%	4.0%	3.2%	4.7%	
Voice																	
Install - Ontario	-	2.9%	2.1%	2.8%	1.6%	2.3%	2.1%	3.0%	1.3%	3.0%	3.2%	1.9%	1.6%	1.3%	0.6%	3.0%	
Install - Quebec	-	1.8%	1.2%	1.8%	0.7%	1.3%	0.8%	2.1%	0.8%	1.8%	0.0%	1.5%	0.0%	2.4%	0.0%	0.0%	
Install - Atlantic	-	0.8%	0.8%	0.9%	0.2%	0.7%	1.2%	1.0%	0.3%	0.9%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	
Install - Corporate	2.4%	2.0%	1.5%	2.0%	1.1%	1.7%	1.6%	2.2%	1.0%	2.1%	1.6%	1.3%	1.3%	1.2%	0.3%	1.5%	
Repair - Ontario	-	6.8%	6.2%	6.8%	6.7%	6.9%	6.3%	6.4%	6.7%	7.4%	7.0%	5.5%	5.5%	7.8%	7.2%	8.1%	
Repair - Quebec	-	5.7%	5.1%	6.8%	7.8%	5.4%	3.6%	6.7%	9.0%	7.0%	1.7%	9.0%	4.9%	9.4%	8.5%	2.1%	
Repair - Atlantic	-	3.8%	3.7%	3.9%	3.2%	3.8%	3.5%	4.0%	3.3%	4.4%	2.4%	3.1%	4.3%	2.3%	2.2%	2.8%	
Repair - Corporate	6.4%	5.9%	5.4%	6.1%	5.7%	6.0%	5.0%	5.8%	5.8%	6.6%	5.0%	5.0%	5.1%	6.0%	6.1%	5.7%	
Total																	
Install and Repair - Ontario	-	5.3%	4.5%	5.2%	4.5%	5.2%	4.5%	5.1%	4.6%	5.1%	3.8%	5.1%	4.7%	4.4%	4.1%	3.8%	
Install and Repair - Quebec	-	3.8%	3.1%	3.9%	3.2%	4.0%	2.6%	4.3%	3.4%	4.0%	2.8%	3.6%	4.6%	3.3%	1.2%	3.3%	
Install and Repair - Atlantic	-	2.9%	2.7%	3.1%	1.9%	2.8%	2.7%	3.2%	2.0%	3.4%	1.9%	2.2%	2.2%	1.6%	1.1%	2.2%	
Install and Repair - Corporate	4.7%	4.6%	3.9%	4.6%	3.8%	4.5%	3.7%	4.6%	3.9%	4.6%	3.2%	4.3%	4.3%	3.7%	3.1%	3.4%	

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD
- Source: Horizon Cube
- Dashboard: : <https://horizon.int.bell.ca/HORIZONPORTAL/Default.aspx>



Rework FW – Residential - Bell

Metric	Q3 Target	YTD		QTD		Monthly						Weekly					
		Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_06	Jul_13	Jul_20	Jul_27	Aug_03	
Fibre TV																	
Residential FW	Install - Ontario	-	4.3%	1.0%	8.0%	7.1%	0.0%	0.0%	5.6%	8.3%	7.1%	0.0%	0.0%	16.7%	14.3%	0.0%	0.0%
	Install - Quebec	-	3.1%	1.5%	3.2%	0.0%	4.4%	0.0%	5.7%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Install - Atlantic	-	1.4%	1.2%	1.0%	1.1%	1.3%	0.9%	1.0%	1.0%	1.4%	1.4%	1.1%	1.4%	0.3%	1.5%	1.0%
	Install - Corporate	-	1.5%	1.2%	1.1%	1.1%	1.4%	0.9%	1.1%	1.0%	1.4%	1.4%	1.1%	1.5%	0.4%	1.4%	1.0%
	Repair - Ontario	-	6.5%	4.8%	2.5%	3.5%	11.4%	9.1%	4.8%	4.8%	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%
	Repair - Quebec	-	3.9%	4.2%	4.4%	6.4%	5.6%	2.2%	5.8%	7.1%	4.9%	4.8%	16.7%	0.0%	5.9%	0.0%	5.0%
	Repair - Atlantic	-	4.0%	4.2%	3.4%	2.6%	3.6%	3.2%	2.7%	2.9%	3.8%	1.6%	2.5%	3.0%	3.2%	1.5%	2.0%
	Repair - Corporate	-	4.0%	4.2%	3.4%	2.7%	3.8%	3.3%	2.9%	3.0%	3.7%	1.7%	3.0%	2.9%	3.3%	1.4%	2.2%
	Internet																
	Install - Ontario	-	2.4%	1.7%	4.0%	0.0%	2.8%	3.3%	3.2%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Install - Quebec	-	1.2%	0.9%	0.6%	0.0%	2.0%	1.2%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Install - Atlantic	-	1.2%	0.9%	0.9%	0.8%	1.1%	1.2%	1.1%	0.9%	0.6%	0.5%	0.8%	1.0%	0.0%	1.6%	0.7%
	Install - Corporate	-	1.3%	0.9%	1.0%	0.7%	1.2%	1.3%	1.2%	0.8%	0.7%	0.4%	0.7%	0.9%	0.0%	1.4%	0.6%
	Repair - Ontario	-	4.4%	4.5%	4.0%	2.5%	3.6%	2.4%	5.4%	2.9%	4.8%	0.0%	2.9%	3.0%	0.0%	5.1%	0.0%
	Repair - Quebec	-	3.4%	2.0%	6.9%	2.1%	3.1%	0.0%	8.8%	2.9%	5.4%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%
	Repair - Atlantic	-	3.6%	4.0%	3.6%	2.6%	3.5%	2.3%	3.2%	2.6%	4.4%	2.3%	2.3%	2.4%	4.7%	1.2%	1.8%
	Repair - Corporate	-	3.7%	4.0%	3.8%	2.5%	3.5%	2.2%	3.7%	2.7%	4.5%	1.9%	2.6%	2.4%	4.1%	1.6%	1.5%
	Voice																
	Install - Ontario	-	3.5%	3.8%	1.7%	0.0%	0.0%	5.9%	4.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
	Install - Quebec	-	4.7%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-	0.0%	0.0%	0.0%	0.0%	-
	Install - Atlantic	-	2.2%	1.9%	1.9%	2.2%	1.6%	1.1%	1.6%	2.7%	1.8%	0.0%	0.0%	1.8%	8.6%	3.1%	0.0%
	Install - Corporate	-	2.3%	2.1%	1.9%	2.0%	1.5%	1.5%	1.7%	2.4%	1.7%	0.0%	0.0%	1.7%	7.7%	2.4%	0.0%
	Repair - Ontario	-	5.2%	4.3%	5.7%	2.0%	5.8%	7.0%	7.9%	2.1%	4.5%	1.7%	3.3%	1.5%	1.6%	2.4%	2.2%
	Repair - Quebec	-	6.4%	8.9%	7.3%	17.1%	6.3%	8.1%	4.9%	17.7%	11.9%	12.5%	16.7%	36.4%	16.7%	12.5%	12.5%
	Repair - Atlantic	-	4.5%	5.2%	4.3%	4.5%	3.8%	4.8%	4.2%	4.5%	4.5%	4.3%	5.5%	3.2%	5.7%	2.1%	5.2%
	Repair - Corporate	-	4.6%	5.2%	4.7%	4.5%	4.3%	5.3%	4.9%	4.6%	4.9%	4.0%	5.8%	4.0%	5.5%	2.4%	5.0%
Total																	
Install and Repair	Install and Repair - Ontario	-	4.3%	3.7%	4.7%	2.0%	4.7%	5.1%	6.2%	2.3%	4.0%	0.8%	3.3%	2.2%	1.8%	2.4%	1.1%
	Install and Repair - Quebec	-	3.5%	3.2%	4.5%	4.5%	3.9%	1.8%	4.5%	5.3%	6.4%	2.0%	8.2%	8.0%	4.5%	1.6%	2.3%
	Install and Repair - Atlantic	-	2.4%	2.5%	2.0%	2.1%	2.1%	2.0%	1.9%	2.1%	2.3%	1.9%	2.1%	2.1%	2.5%	1.6%	2.0%
	Install and Repair - Corporate	-	2.5%	2.6%	2.2%	2.2%	2.3%	2.2%	2.3%	2.2%	2.5%	1.8%	2.4%	2.3%	2.6%	1.7%	1.9%

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD
- Source: Horizon Cube
- Dashboard: : <https://horizon.int.bell.ca/HORIZONPORTAL/Default.aspx>



Rework FW – Business - Bell

Metric	Q3 Target	YTD		QTD		Monthly							Weekly				
		Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_06	Jul_13	Jul_20	Jul_27	Aug_03	
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
FibreTV																	
Install - Ontario	-	4.8%	3.3%	3.7%	4.2%	3.9%	0.9%	0.9%	5.1%	3.8%	0.0%	5.6%	8.3%	7.1%	0.0%	0.0%	
Install - Quebec	-	2.7%	2.2%	0.0%	0.0%	4.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Install - Atlantic	-	2.4%	1.5%	2.3%	0.0%	3.5%	2.0%	1.8%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Install - Corporate	-	3.7%	2.6%	2.7%	2.3%	3.8%	1.5%	1.0%	2.8%	3.4%	0.0%	2.9%	5.0%	4.3%	0.0%	0.0%	
Repair - Ontario	-	8.7%	7.6%	5.8%	2.4%	12.5%	2.4%	7.8%	2.9%	8.8%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	
Repair - Quebec	-	4.5%	4.4%	1.3%	0.0%	9.4%	8.0%	0.0%	0.0%	3.7%	0.0%	0.0%	#N/A	0.0%	0.0%	0.0%	
Repair - Atlantic	-	4.5%	2.7%	4.5%	0.0%	1.5%	2.5%	4.2%	0.0%	4.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Repair - Corporate	-	6.0%	4.6%	4.4%	0.6%	7.9%	3.4%	4.9%	0.8%	5.8%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	
Internet																	
Install - Ontario	-	2.9%	2.2%	2.8%	1.6%	2.4%	2.3%	2.6%	1.8%	2.5%	0.9%	1.5%	1.7%	1.5%	3.3%	0.6%	
Install - Quebec	-	2.1%	1.8%	2.0%	1.3%	2.8%	2.6%	2.5%	0.8%	1.7%	2.9%	0.0%	1.4%	0.9%	1.1%	3.6%	
Install - Atlantic	-	1.3%	1.3%	1.4%	0.6%	0.8%	0.6%	1.4%	0.7%	1.2%	0.0%	1.3%	0.0%	0.8%	0.8%	0.0%	
Install - Corporate	-	2.4%	1.8%	2.3%	1.2%	2.1%	1.9%	2.3%	1.2%	2.0%	1.1%	1.2%	1.1%	1.1%	2.1%	1.1%	
Repair - Ontario	-	5.6%	5.1%	6.1%	4.4%	4.8%	5.0%	5.4%	3.4%	7.1%	9.1%	4.3%	3.5%	3.8%	7.0%	7.1%	
Repair - Quebec	-	4.5%	2.6%	3.2%	2.2%	3.6%	0.0%	3.0%	1.9%	6.1%	3.0%	3.9%	5.6%	0.0%	0.0%	3.0%	
Repair - Atlantic	-	4.9%	4.6%	5.7%	3.3%	4.8%	4.1%	5.6%	2.5%	6.3%	6.0%	4.9%	1.1%	3.9%	1.2%	7.5%	
Repair - Corporate	-	5.1%	4.5%	5.5%	3.5%	4.6%	3.8%	5.1%	2.8%	6.6%	6.4%	4.5%	2.4%	3.3%	3.1%	6.5%	
Voice																	
Install - Ontario	-	1.9%	1.0%	1.9%	0.3%	1.0%	0.8%	2.0%	0.4%	1.9%	0.0%	0.0%	0.9%	0.7%	0.0%	0.0%	
Install - Quebec	-	0.4%	0.7%	1.6%	0.0%	0.0%	0.0%	0.7%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Install - Atlantic	-	0.7%	0.8%	0.9%	0.2%	0.5%	1.2%	1.0%	0.3%	0.9%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	
Install - Corporate	-	1.2%	0.8%	1.4%	0.2%	0.7%	0.8%	1.4%	0.3%	1.5%	0.0%	0.0%	0.9%	0.4%	0.0%	0.0%	
Repair - Ontario	-	6.3%	5.4%	7.3%	5.9%	5.2%	5.6%	8.0%	5.3%	7.7%	9.4%	3.5%	8.9%	4.8%	6.0%	9.8%	
Repair - Quebec	-	3.9%	3.8%	4.0%	9.1%	3.5%	0.0%	1.8%	12.5%	4.8%	0.0%	20.0%	11.1%	0.0%	12.5%	0.0%	
Repair - Atlantic	-	3.7%	3.6%	3.8%	3.1%	3.6%	3.4%	3.9%	3.2%	4.2%	2.5%	2.9%	4.1%	2.3%	2.2%	2.9%	
Repair - Corporate	-	4.6%	4.2%	5.0%	3.9%	4.2%	3.8%	5.2%	3.9%	5.4%	3.7%	3.3%	5.5%	2.8%	3.7%	4.0%	
Total																	
Install and Repair - Ontario	-	4.0%	3.2%	4.4%	2.5%	3.4%	2.7%	4.4%	2.4%	4.5%	2.8%	2.1%	3.6%	2.2%	3.2%	2.4%	
Install and Repair - Quebec	-	2.6%	2.1%	2.4%	1.4%	2.9%	1.8%	2.0%	1.3%	2.9%	2.0%	1.2%	2.3%	0.6%	1.2%	2.3%	
Install and Repair - Atlantic	-	2.9%	2.7%	3.1%	2.0%	2.7%	2.5%	3.2%	2.0%	3.4%	2.0%	2.3%	2.2%	1.8%	1.2%	2.4%	
Install and Repair - Corporate	-	3.3%	2.8%	3.6%	2.1%	3.1%	2.5%	3.6%	2.1%	3.8%	2.3%	2.1%	2.8%	1.8%	2.1%	2.4%	

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD
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- Dashboard: : <https://horizon.int.bell.ca/HORIZONPORTAL/Default.aspx>



Rework FW – Residential - BTS

Metric	Q3 Target	YTD		QTD		Monthly						Weekly					
		Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_06	Jul_13	Jul_20	Jul_27	Aug_03	
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fibre TV																	
Install - Ontario	-	4.6%	3.2%	4.4%	3.1%	4.6%	3.0%	4.1%	3.0%	4.6%	3.7%	3.2%	3.0%	3.2%	2.6%	4.0%	
Install - Quebec	-	3.6%	2.5%	3.6%	2.3%	3.5%	2.2%	3.4%	2.3%	3.9%	2.1%	1.7%	2.1%	2.1%	2.7%	1.9%	
Install - Corporate	-	4.1%	2.9%	4.0%	2.8%	4.1%	2.6%	3.8%	2.7%	4.3%	3.0%	2.6%	2.6%	2.8%	2.7%	3.1%	
Repair - Ontario	-	5.8%	5.1%	5.3%	4.9%	5.5%	5.0%	5.6%	5.0%	4.9%	4.4%	5.2%	5.1%	5.2%	4.7%	4.4%	
Repair - Quebec	-	4.9%	4.2%	4.4%	4.3%	4.5%	3.5%	4.5%	4.4%	4.5%	4.0%	4.8%	5.5%	3.2%	4.5%	3.5%	
Repair - Corporate	-	5.4%	4.8%	5.0%	4.7%	5.2%	4.5%	5.2%	4.8%	4.8%	4.3%	5.0%	5.3%	4.4%	4.6%	4.0%	
Internet																	
Install - Ontario	-	2.2%	1.9%	2.2%	1.8%	2.2%	1.8%	2.3%	1.9%	1.9%	1.5%	1.9%	1.8%	1.9%	2.0%	1.5%	
Install - Quebec	-	2.2%	1.6%	2.0%	1.5%	2.0%	1.5%	2.0%	1.5%	2.0%	1.5%	1.2%	1.4%	1.7%	1.6%	1.3%	
Install - Corporate	-	2.2%	1.8%	2.1%	1.7%	2.1%	1.7%	2.1%	1.7%	1.9%	1.5%	1.5%	1.6%	1.8%	1.9%	1.4%	
Repair - Ontario	-	3.8%	3.1%	3.2%	3.2%	4.2%	3.0%	3.6%	3.1%	3.1%	3.3%	3.2%	3.5%	3.1%	3.3%	3.2%	
Repair - Quebec	-	3.2%	2.8%	2.8%	2.8%	3.1%	2.5%	2.6%	2.8%	2.7%	2.7%	3.0%	3.4%	2.6%	3.5%	2.2%	
Repair - Corporate	-	3.6%	3.0%	3.1%	3.0%	3.9%	2.9%	3.2%	3.0%	3.0%	3.1%	3.2%	3.4%	2.9%	3.4%	2.9%	
Voice																	
Install - Ontario	-	4.4%	4.2%	4.6%	4.0%	4.3%	4.4%	4.9%	4.2%	4.3%	3.6%	5.2%	4.9%	3.4%	3.7%	3.3%	
Install - Quebec	-	4.5%	3.9%	5.5%	4.2%	5.9%	2.6%	5.5%	4.9%	6.8%	1.3%	7.0%	3.3%	4.9%	3.4%	1.6%	
Install - Corporate	-	4.4%	4.1%	4.9%	4.1%	4.7%	4.0%	5.1%	4.4%	5.0%	3.1%	5.9%	4.5%	3.7%	3.7%	3.0%	
Repair - Ontario	-	6.0%	5.4%	5.9%	5.6%	5.8%	5.4%	5.7%	5.6%	5.9%	5.5%	5.0%	5.9%	6.6%	4.8%	5.5%	
Repair - Quebec	-	5.0%	4.6%	5.3%	5.3%	4.0%	3.9%	6.0%	5.6%	5.5%	3.8%	8.5%	6.0%	2.7%	2.3%	4.1%	
Repair - Corporate	-	5.8%	5.2%	5.8%	5.5%	5.5%	5.2%	5.7%	5.6%	5.8%	5.3%	5.6%	5.9%	5.9%	4.4%	5.3%	
Total																	
Install and Repair - Ontario	-	4.1%	3.6%	3.9%	3.5%	4.2%	3.5%	4.1%	3.6%	3.8%	3.3%	3.6%	3.8%	3.8%	3.3%	3.3%	
Install and Repair - Quebec	-	3.4%	2.9%	3.2%	2.7%	3.2%	2.4%	3.1%	2.7%	3.5%	2.6%	2.7%	3.3%	2.5%	3.0%	2.3%	
Install and Repair - Corporate	-	3.9%	3.3%	3.7%	3.2%	3.8%	3.1%	3.7%	3.3%	3.7%	3.0%	3.2%	3.6%	3.3%	3.2%	3.0%	

Please note:

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Rework FW – Business - BTS

Metric	Q3 Target	YTD		QTD		Monthly						Weekly					
		Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_06	Jul_13	Jul_20	Jul_27	Aug_03	
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
FibreTV																	
Install - Ontario	-	6.1%	4.4%	5.8%	3.0%	8.3%	6.0%	5.3%	2.8%	6.8%	4.2%	5.0%	2.6%	4.8%	0.0%	5.7%	
Install - Quebec	-	4.8%	3.5%	4.4%	4.8%	5.1%	3.8%	5.9%	4.4%	3.4%	6.1%	6.5%	0.0%	6.3%	0.0%	7.3%	
Install - Corporate	-	5.6%	4.1%	5.2%	3.7%	7.2%	5.2%	5.5%	3.4%	5.4%	5.2%	5.7%	1.7%	5.5%	0.0%	6.6%	
Repair - Ontario	-	6.8%	5.8%	6.7%	4.7%	6.7%	5.8%	6.4%	5.3%	6.2%	2.0%	6.0%	5.7%	4.0%	6.8%	2.5%	
Repair - Quebec	-	5.5%	5.4%	5.1%	7.0%	6.9%	6.4%	3.1%	8.4%	7.0%	0.0%	12.5%	14.0%	6.5%	4.4%	0.0%	
Repair - Corporate	-	6.5%	5.7%	6.3%	5.3%	6.8%	6.0%	5.7%	6.1%	6.4%	1.5%	7.6%	8.1%	4.6%	6.3%	1.9%	
Internet																	
Install - Ontario	-	4.2%	3.0%	3.9%	3.3%	4.5%	3.5%	4.1%	3.4%	3.6%	2.9%	3.8%	3.4%	4.0%	2.8%	2.3%	
Install - Quebec	-	3.0%	2.1%	2.9%	1.9%	2.9%	1.9%	3.2%	2.0%	2.6%	1.5%	2.6%	3.2%	1.8%	0.0%	1.9%	
Install - Corporate	-	3.8%	2.7%	3.5%	2.9%	3.9%	3.0%	3.8%	3.0%	3.2%	2.4%	3.4%	3.4%	3.4%	2.1%	2.2%	
Repair - Ontario	-	6.4%	5.8%	5.7%	6.0%	5.2%	5.7%	5.9%	6.6%	4.6%	3.4%	8.8%	7.7%	4.2%	4.0%	3.2%	
Repair - Quebec	-	4.9%	4.8%	4.7%	4.6%	5.5%	3.6%	6.0%	4.3%	4.6%	6.1%	3.5%	8.0%	4.1%	0.0%	7.2%	
Repair - Corporate	-	6.1%	5.6%	5.4%	5.7%	5.3%	5.2%	5.9%	6.1%	4.6%	4.1%	7.5%	7.8%	4.2%	3.2%	4.2%	
Voice																	
Install - Ontario	-	4.2%	3.7%	4.0%	3.8%	3.9%	3.4%	4.2%	3.0%	4.2%	7.6%	4.8%	2.9%	2.6%	1.5%	8.5%	
Install - Quebec	-	3.8%	2.1%	2.2%	1.9%	3.1%	2.5%	4.4%	2.5%	1.1%	0.0%	4.8%	0.0%	9.1%	0.0%	0.0%	
Install - Corporate	-	4.1%	3.4%	3.5%	3.4%	3.8%	3.3%	4.2%	2.9%	3.5%	5.6%	4.8%	2.3%	3.4%	1.2%	5.9%	
Repair - Ontario	-	6.9%	6.5%	6.7%	6.9%	7.4%	6.4%	5.9%	7.0%	7.3%	6.6%	5.9%	4.8%	8.3%	7.4%	7.8%	
Repair - Quebec	-	6.3%	5.5%	7.7%	7.6%	6.2%	4.2%	8.3%	8.6%	7.7%	2.1%	8.1%	4.1%	10.4%	7.8%	2.8%	
Repair - Corporate	-	6.8%	6.3%	6.8%	7.0%	7.2%	6.2%	6.2%	7.2%	7.3%	6.1%	6.2%	4.7%	8.6%	7.5%	7.2%	
Total																	
Install and Repair - Ontario	-	5.9%	4.9%	5.5%	5.0%	5.9%	5.0%	5.3%	5.3%	4.0%	5.9%	5.0%	5.0%	4.4%	4.2%		
Install and Repair - Quebec	-	4.2%	3.5%	4.3%	3.8%	4.4%	3.0%	4.9%	4.0%	4.2%	3.0%	4.2%	5.1%	4.4%	1.2%	3.7%	
Install and Repair - Corporate	-	5.5%	4.6%	5.2%	4.7%	5.5%	4.5%	5.2%	4.9%	5.0%	3.8%	5.4%	5.0%	4.9%	3.8%	4.0%	

Please note:

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Rework FW – Residential - Contractor

Metric	Q3 Target	YTD		QTD		Monthly						Weekly					
		Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_06	Jul_13	Jul_20	Jul_27	Aug_03	
		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Fibre TV																	
Residential FW	Install - Ontario	-	25.0%	-	-	-	-	-	-	-	-	-	-	-	-	-	
	Install - Quebec	-	2.5%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
	Install - Atlantic	-	1.5%	1.3%	1.2%	1.5%	1.3%	1.1%	1.2%	1.3%	1.1%	2.3%	1.4%	1.8%	1.8%	1.5%	
	Install - Corporate	-	1.5%	1.3%	1.2%	1.5%	1.3%	1.1%	1.2%	1.3%	1.1%	2.3%	1.4%	1.8%	1.8%	1.5%	
	Repair - Ontario	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
	Repair - Quebec	-	1.1%	3.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
	Repair - Atlantic	-	4.6%	4.4%	3.9%	3.3%	4.0%	3.0%	3.9%	3.6%	3.8%	2.4%	5.2%	4.6%	2.5%	2.9%	
	Repair - Corporate	-	4.6%	4.4%	3.8%	3.3%	4.1%	3.0%	3.9%	3.5%	3.8%	2.4%	5.1%	4.5%	2.5%	2.9%	
	Internet																
	Install - Ontario	-	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-	0.0%	0.0%	-	0.0%	-	
	Install - Quebec	-	0.0%	2.8%	0.0%	16.7%	0.0%	0.0%	0.0%	14.3%	0.0%	20.0%	0.0%	50.0%	-	0.0%	
	Install - Atlantic	-	1.2%	1.1%	1.0%	1.0%	1.4%	0.7%	0.8%	1.1%	0.9%	0.6%	1.4%	1.8%	0.7%	1.0%	
	Install - Corporate	-	1.2%	1.1%	1.0%	1.1%	1.4%	0.7%	0.8%	1.2%	0.9%	0.9%	1.4%	2.3%	0.7%	1.0%	
	Repair - Ontario	-	0.0%	-	0.0%	-	-	-	0.0%	-	0.0%	-	-	-	-	-	
	Repair - Quebec	-	5.2%	3.5%	3.5%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
	Repair - Atlantic	-	3.9%	3.8%	3.3%	3.5%	3.7%	3.9%	3.9%	3.6%	1.9%	3.2%	4.9%	4.2%	5.9%	0.8%	
	Repair - Corporate	-	3.9%	3.8%	3.3%	3.5%	3.7%	3.8%	4.0%	3.5%	1.9%	3.2%	4.7%	4.2%	5.9%	0.8%	
	Voice																
	Install - Ontario	-	100.0%	0.0%	-	0.0%	-	-	-	-	-	0.0%	-	-	-	0.0%	
	Install - Quebec	-	0.0%	0.0%	0.0%	-	0.0%	-	-	-	-	-	-	-	-	-	
	Install - Atlantic	-	3.0%	2.5%	1.5%	2.6%	3.7%	8.7%	1.8%	0.0%	0.7%	9.1%	0.0%	0.0%	0.0%	0.0%	
	Install - Corporate	-	3.0%	2.3%	1.5%	2.5%	3.7%	8.7%	1.8%	0.0%	0.7%	8.3%	0.0%	0.0%	0.0%	0.0%	
	Repair - Ontario	-	50.0%	-	-	-	-	-	-	-	-	-	-	-	-	-	
	Repair - Quebec	-	0.0%	8.3%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	-	-	0.0%	-	-	
	Repair - Atlantic	-	5.4%	6.8%	5.5%	7.8%	6.9%	5.1%	4.3%	5.7%	5.2%	12.1%	0.0%	12.5%	5.3%	6.3%	
	Repair - Corporate	-	5.4%	6.8%	5.4%	7.7%	6.5%	6.8%	4.2%	5.6%	5.0%	12.1%	0.0%	11.8%	5.3%	6.3%	
Total																	
Install and Repair - Ontario	-	15.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-	0.0%		
Install and Repair - Quebec	-	1.9%	2.9%	0.7%	3.4%	1.2%	1.7%	1.8%	2.4%	0.0%	5.9%	0.0%	12.5%	0.0%	8.3%		
Install and Repair - Atlantic	-	2.1%	2.0%	1.6%	2.1%	2.0%	1.6%	1.6%	2.0%	1.5%	2.4%	2.3%	2.9%	2.4%	1.6%		
Install and Repair - Corporate	-	2.1%	2.0%	1.6%	2.1%	2.0%	1.6%	1.6%	2.0%	1.5%	2.4%	2.3%	3.0%	2.4%	1.6%		

Please note:

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Rework FW – Business - Contractor

Metric	Q3 Target	YTD		QTD		Monthly						Weekly					
		Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_06	Jul_13	Jul_20	Jul_27	Aug_03	
FibreTV																	
Install - Ontario	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Install - Quebec	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Install - Atlantic	-	1.9%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-	0.0%	0.0%	0.0%	0.0%	
Install - Corporate	-	1.9%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	-	0.0%	0.0%	0.0%	0.0%	
Repair - Ontario	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Repair - Quebec	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Repair - Atlantic	-	6.6%	5.6%	10.0%	0.0%	0.0%	18.2%	5.3%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Repair - Corporate	-	6.6%	5.6%	10.0%	0.0%	0.0%	18.2%	5.3%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Internet																	
Install - Ontario	-	-	0.0%	-	-	-	-	-	-	-	-	-	-	-	-	-	
Install - Quebec	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Install - Atlantic	-	1.5%	1.8%	1.3%	0.0%	2.9%	3.5%	1.0%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Install - Corporate	-	1.5%	1.8%	1.3%	0.0%	2.9%	3.5%	1.0%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Repair - Ontario	-	-	0.0%	-	-	-	-	-	-	-	-	-	-	-	-	-	
Repair - Quebec	-	0.0%	0.0%	-	-	-	-	-	-	-	-	-	-	-	-	-	
Repair - Atlantic	-	3.5%	5.2%	3.6%	1.8%	3.3%	7.5%	4.3%	2.0%	4.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Repair - Corporate	-	3.4%	5.1%	3.6%	1.8%	3.3%	7.5%	4.3%	2.0%	4.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Voice																	
Install - Ontario	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Install - Quebec	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Install - Atlantic	-	2.6%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Install - Corporate	-	2.6%	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Repair - Ontario	-	-	0.0%	-	0.0%	-	-	-	0.0%	-	-	-	-	-	-	0.0%	
Repair - Quebec	-	50.0%	-	0.0%	-	-	-	-	-	0.0%	-	-	-	-	-	-	
Repair - Atlantic	-	8.8%	7.5%	13.1%	4.6%	17.7%	8.3%	11.5%	5.6%	19.1%	0.0%	8.3%	9.1%	0.0%	0.0%	0.0%	
Repair - Corporate	-	9.1%	7.4%	12.7%	4.4%	17.7%	8.3%	11.5%	5.4%	18.2%	0.0%	8.3%	9.1%	0.0%	0.0%	0.0%	
Total																	
Install and Repair - Ontario	-	-	0.0%	-	0.0%	-	-	-	0.0%	-	-	-	-	-	-	0.0%	
Install and Repair - Quebec	-	25.0%	0.0%	0.0%	-	-	-	-	-	0.0%	-	-	-	-	-	-	
Install and Repair - Atlantic	-	3.3%	3.4%	3.4%	1.3%	4.3%	5.4%	3.2%	1.5%	3.6%	0.0%	1.9%	2.6%	0.0%	0.0%	0.0%	
Install and Repair - Corporate	-	3.3%	3.4%	3.4%	1.3%	4.3%	5.4%	3.2%	1.5%	3.6%	0.0%	1.9%	2.6%	0.0%	0.0%	0.0%	

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD
- Source: Horizon Cube
- Dashboard: : <https://horizon.int.bell.ca/HORIZONPORTAL/Default.aspx>



Arrived Late On Site and Work Load Too Heavy Misses Residential

Metric	Q3 Target	YTD		QTD		Monthly						Weekly					
		Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_13	Jul_20	Jul_27	Aug_03	Aug_10	
		-	-	2.0%	2.1%	1.8%	1.6%	1.8%	1.7%	1.9%	1.8%	1.7%	1.3%	1.7%	2.5%	1.7%	1.4%
FibeTV																	
Install - Ontario	-	2.3%	1.8%	1.6%	1.5%	2.2%	1.6%	1.3%	1.6%	1.9%	1.4%	1.4%	2.1%	0.8%	2.3%	1.2%	1.6%
Install - Quebec	-	2.1%	2.1%	1.9%	2.1%	2.2%	2.2%	2.2%	2.3%	1.4%	1.8%	2.5%	1.9%	1.8%	2.1%	1.4%	1.4%
Install - Atlantic	-	2.1%	2.0%	1.8%	1.8%	2.1%	1.8%	1.8%	1.9%	1.6%	1.5%	2.1%	1.7%	2.0%	1.6%	1.4%	1.4%
Install - Corporate	-	3.7%	3.5%	4.3%	3.4%	3.3%	3.0%	4.3%	3.5%	4.7%	3.1%	3.7%	3.4%	3.2%	3.3%	3.0%	3.0%
Repair - Ontario	-	3.1%	3.0%	3.5%	2.8%	2.5%	2.8%	3.6%	3.0%	3.8%	2.3%	2.9%	3.4%	2.8%	2.5%	2.5%	2.1%
Repair - Quebec	-	5.2%	4.8%	5.0%	5.4%	6.2%	4.7%	6.4%	5.7%	5.2%	4.5%	6.0%	7.2%	4.3%	4.6%	4.2%	4.2%
Repair - Atlantic	-	3.3%	3.2%	3.5%	3.0%	2.8%	3.0%	3.7%	3.1%	3.8%	2.6%	3.2%	3.3%	3.0%	2.7%	2.6%	2.6%
Repair - Corporate	-	3.0%	2.7%	3.0%	2.8%	2.9%	2.9%	2.9%	2.9%	2.9%	2.9%	2.9%	2.9%	2.9%	2.9%	2.9%	2.9%
Internet																	
Install - Ontario	-	2.3%	2.1%	1.8%	1.6%	1.7%	1.9%	1.8%	2.0%	1.8%	1.5%	1.5%	2.3%	1.8%	1.7%	1.5%	1.5%
Install - Quebec	-	2.5%	2.0%	2.6%	2.1%	2.2%	1.9%	3.3%	2.5%	2.0%	1.3%	2.4%	3.2%	2.5%	0.9%	1.5%	1.5%
Install - Atlantic	-	2.0%	2.1%	1.8%	1.8%	1.7%	1.9%	1.9%	1.9%	1.9%	1.6%	1.8%	2.1%	1.8%	1.5%	1.7%	1.7%
Install - Corporate	-	3.1%	3.2%	3.2%	2.9%	3.0%	2.9%	3.2%	3.0%	3.5%	3.0%	3.7%	3.4%	3.6%	2.3%	2.5%	2.1%
Repair - Ontario	-	3.1%	3.0%	3.5%	2.8%	2.5%	2.8%	3.6%	3.0%	3.8%	2.3%	2.9%	3.4%	2.8%	2.5%	2.5%	2.1%
Repair - Quebec	-	5.2%	4.8%	5.0%	5.4%	6.2%	4.7%	6.4%	5.7%	5.2%	4.5%	6.0%	7.2%	4.3%	4.6%	4.2%	4.2%
Repair - Atlantic	-	3.3%	3.2%	3.5%	3.0%	2.8%	3.0%	3.7%	3.1%	3.8%	2.6%	3.2%	3.3%	3.0%	2.7%	2.6%	2.6%
Repair - Corporate	-	3.0%	2.7%	3.0%	2.8%	2.9%	2.9%	2.9%	2.9%	2.9%	2.9%	2.9%	2.9%	2.9%	2.9%	2.9%	2.9%
Voice																	
Install - Ontario	-	2.6%	2.9%	2.4%	2.5%	2.2%	2.4%	2.6%	2.6%	2.4%	2.4%	2.3%	2.4%	2.9%	2.3%	2.2%	2.2%
Install - Quebec	-	3.0%	2.7%	2.9%	2.4%	2.8%	2.4%	2.4%	2.0%	3.3%	3.3%	2.1%	0.7%	2.6%	2.7%	4.0%	4.0%
Install - Atlantic	-	3.6%	3.8%	3.7%	4.2%	3.1%	3.0%	2.9%	5.0%	4.0%	2.0%	6.5%	4.4%	5.3%	2.8%	1.6%	1.6%
Install - Corporate	-	2.8%	2.8%	2.6%	2.5%	2.4%	2.4%	2.6%	2.5%	2.7%	2.6%	2.3%	2.0%	2.9%	2.4%	2.7%	2.7%
Repair - Ontario	-	6.4%	4.9%	8.1%	4.8%	6.1%	4.1%	7.8%	5.1%	8.9%	4.1%	5.6%	5.1%	5.1%	4.1%	4.0%	4.0%
Repair - Quebec	-	4.7%	4.0%	5.9%	4.4%	4.1%	3.8%	6.0%	4.2%	7.3%	4.7%	4.8%	4.7%	4.7%	2.3%	3.9%	6.0%
Repair - Atlantic	-	7.0%	6.3%	8.4%	7.5%	8.4%	6.2%	9.7%	8.0%	8.0%	6.2%	10.3%	6.1%	6.1%	6.4%	5.3%	5.3%
Repair - Corporate	-	6.2%	5.0%	7.7%	5.2%	6.0%	4.4%	7.8%	5.5%	8.4%	4.6%	6.2%	5.2%	4.9%	4.5%	4.6%	4.6%
Total																	
Install and Repair - Ontario	3.0%	3.0%	3.0%	3.4%	2.7%	2.6%	2.6%	3.6%	2.9%	3.6%	2.3%	2.8%	3.2%	2.7%	2.5%	2.2%	2.2%
Install and Repair - Quebec	3.0%	2.8%	2.6%	2.6%	2.3%	2.6%	2.3%	2.4%	2.2%	3.1%	2.5%	2.7%	1.7%	2.3%	2.1%	3.1%	3.0%
Install and Repair - Atlantic	3.7%	3.1%	2.8%	3.1%	3.1%	2.7%	3.7%	3.4%	2.7%	2.3%	3.8%	3.5%	3.0%	2.4%	2.1%	2.1%	2.1%
Install and Repair - Corporate	3.1%	3.0%	2.9%	3.1%	2.7%	2.7%	2.5%	3.2%	2.8%	3.4%	2.4%	2.9%	2.8%	2.6%	2.4%	2.4%	2.4%

Please note:

- The Arrived Late and Work Load Too Heavy Misses metric is a combination of two existing metrics:
 - Technician Late Arrival for appointment (Arrived Late On Site – ALOS).
 - Appointment rescheduled due to insufficient workforce available (Workload Too Heavy – PL Coded).
- All Field Work is included (I/R & Cable).
- This provides a full view on the Field appointments (base) that were missed by either of the above which negatively affects the Customer Experience
- YTD 2024 is complete month and YTD 2025 is rolling YTD
- Source: UDM
- Dashboard: <http://mc-portal.fsbipps.int.bell.ca/>



Arrived Late On Site and Work Load Too Heavy Misses Business

Metric	Q3 Target	YTD		QTD		Monthly							Weekly				
		Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_13	Jul_20	Jul_27	Aug_03	Aug_10	
FibeTV																	
Install - Ontario	-	4.8%	3.7%	5.2%	3.0%	4.7%	3.4%	5.5%	3.4%	4.7%	1.9%	1.4%	5.5%	2.4%	1.2%	1.2%	
Install - Quebec	-	4.9%	3.6%	4.3%	2.0%	5.7%	2.2%	3.7%	1.4%	5.3%	3.3%	4.6%	1.0%	1.3%	3.6%	2.4%	
Install - Central	-	4.8%	3.7%	4.9%	2.6%	5.1%	2.9%	4.9%	2.6%	4.9%	2.6%	2.7%	3.6%	2.1%	2.4%	1.8%	
Repair - Ontario	-	5.1%	3.7%	4.1%	3.2%	3.1%	3.5%	5.4%	3.6%	3.0%	2.0%	2.2%	7.7%	2.3%	1.5%	2.3%	
Repair - Quebec	-	6.9%	5.0%	5.5%	6.1%	5.2%	6.0%	4.0%	4.8%	7.2%	9.1%	11.1%	2.4%	6.4%	4.8%	13.3%	
Repair - Central	-	5.5%	4.1%	4.5%	3.9%	3.6%	4.1%	5.1%	3.9%	4.1%	4.0%	4.5%	6.7%	3.1%	2.3%	5.8%	
Internet																	
Install - Ontario	-	4.2%	2.9%	4.1%	2.0%	4.1%	2.4%	4.3%	2.1%	4.1%	1.9%	1.1%	2.2%	1.8%	2.5%	1.3%	
Install - Quebec	-	4.7%	2.9%	4.3%	2.2%	4.3%	2.5%	4.9%	2.1%	4.0%	2.4%	2.5%	1.5%	3.0%	2.5%	1.5%	
Install - Atlantic	-	4.0%	2.6%	4.3%	3.7%	4.2%	1.4%	6.1%	2.8%	3.8%	5.8%	4.9%	3.4%	1.0%	8.9%	4.1%	
Install - Corporate	-	4.3%	2.9%	4.2%	2.2%	4.2%	2.4%	4.6%	2.1%	4.1%	2.3%	1.7%	2.1%	2.0%	2.9%	1.5%	
Repair - Ontario	-	5.2%	3.4%	5.5%	3.4%	4.1%	3.0%	6.6%	3.4%	5.6%	3.4%	4.5%	3.3%	2.4%	3.0%	3.6%	
Repair - Quebec	-	5.4%	3.9%	4.9%	4.2%	4.9%	4.2%	4.4%	3.8%	5.2%	5.1%	4.4%	3.8%	4.4%	3.6%	7.3%	
Repair - Atlantic	-	5.9%	6.6%	6.5%	8.9%	7.6%	6.6%	6.9%	7.3%	6.0%	12.5%	7.8%	8.6%	8.3%	14.0%	11.0%	
Repair - Corporate	-	5.3%	4.1%	5.5%	4.5%	4.8%	3.8%	6.3%	4.1%	5.6%	5.3%	5.0%	4.3%	3.7%	5.3%	5.5%	
Voice																	
Install - Ontario	-	5.6%	3.5%	6.8%	3.4%	4.9%	3.5%	7.4%	3.6%	5.9%	3.0%	3.5%	3.6%	3.2%	1.9%	4.1%	
Install - Quebec	-	4.1%	3.4%	3.9%	3.0%	4.0%	3.5%	2.8%	4.0%	4.2%	1.0%	3.7%	3.2%	4.1%	0.6%	1.0%	
Install - Atlantic	-	3.8%	3.6%	4.1%	4.1%	1.5%	3.1%	4.4%	3.2%	4.6%	6.2%	2.4%	2.9%	5.8%	5.6%	7.0%	
Install - Corporate	-	5.0%	3.5%	5.8%	3.5%	4.3%	3.4%	6.0%	3.6%	5.3%	3.2%	3.3%	3.4%	4.0%	2.4%	3.9%	
Repair - Ontario	-	10.3%	7.4%	10.9%	5.3%	9.7%	4.3%	12.7%	5.1%	10.7%	5.6%	5.5%	4.4%	4.5%	5.6%	5.5%	
Repair - Quebec	-	9.3%	7.9%	9.3%	8.2%	8.3%	5.3%	10.0%	7.9%	9.0%	9.0%	11.8%	9.0%	6.2%	8.2%	9.8%	
Repair - Atlantic	-	6.7%	5.7%	7.4%	7.5%	7.4%	6.6%	7.9%	7.5%	7.5%	7.3%	7.6%	6.0%	8.8%	6.6%	7.9%	
Repair - Corporate	-	9.4%	7.0%	10.0%	6.2%	9.0%	5.1%	11.4%	6.1%	9.8%	6.4%	6.9%	5.3%	5.6%	6.2%	6.6%	
Total																	
Install and Repair - Ontario	6.1%	6.2%	4.2%	6.6%	3.2%	5.6%	3.1%	7.5%	3.3%	6.3%	3.1%	3.1%	3.5%	2.7%	3.0%	3.0%	
Install and Repair - Quebec	5.4%	5.5%	3.9%	5.2%	3.4%	5.1%	3.3%	5.3%	3.3%	5.3%	3.5%	4.3%	2.8%	3.7%	3.0%	3.9%	
Install and Repair - Atlantic	5.9%	5.6%	5.0%	6.2%	6.7%	6.2%	5.0%	6.9%	5.9%	6.0%	8.5%	6.3%	5.6%	6.9%	9.1%	8.0%	
Install and Repair - Corporate	5.9%	6.0%	4.2%	6.2%	3.8%	5.6%	3.4%	7.0%	3.7%	6.1%	4.0%	3.8%	3.7%	3.5%	4.0%	4.0%	

Please note:

- The Arrived Late and Work Load Too Heavy Misses metric is a combination of two existing metrics:
 - Technician Late Arrival for appointment (Arrived Late On Site – ALOS).
 - Appointment rescheduled due to insufficient workforce available (Workload Too Heavy – PL Coded).
- All Field Work is included (I/R & Cable). Atlantic results are not included for FibeTV.
- This provides a full view on the Field appointments (base) that were missed by either of the above which negatively affects the Customer Experience YTD
- YTD 2024 is complete month and YTD 2025 is rolling YTD
- Source UDM
- Dashboard: <http://mc-portal.fsbiapps.int.bell.ca/>



Arrived Late On Site - Residential

Metric	Q3 Target	YTD		QTD		Monthly						Weekly				
		Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_13	Jul_20	Jul_27	Aug_03	Aug_10
		-	-	1.0%	0.7%	0.7%	0.6%	1.0%	0.9%	0.7%	0.7%	0.6%	1.0%	0.7%	0.6%	0.4%
Fibre TV																
Install - Ontario	-	1.0%	0.7%	0.7%	0.6%	1.0%	0.9%	0.7%	0.7%	0.6%	0.5%	0.6%	1.0%	0.7%	0.6%	0.4%
Install - Quebec	-	1.0%	1.0%	0.9%	1.0%	1.2%	1.1%	0.8%	1.1%	1.0%	0.7%	1.4%	0.3%	1.5%	0.6%	0.8%
Install - Atlantic	-	0.7%	0.5%	0.7%	0.6%	0.8%	0.5%	0.8%	0.6%	0.5%	0.6%	0.9%	0.5%	0.7%	0.8%	0.3%
Install - Corporate	-	0.9%	0.7%	0.8%	0.8%	1.0%	0.8%	0.8%	0.8%	0.7%	0.6%	1.0%	0.6%	1.0%	0.7%	0.5%
Repair - Ontario	-	1.0%	0.7%	1.1%	0.8%	0.9%	0.8%	1.2%	0.9%	1.1%	0.7%	0.9%	1.3%	0.8%	0.7%	0.7%
Repair - Quebec	-	1.0%	0.7%	0.8%	1.1%	1.0%	0.7%	0.8%	1.2%	0.9%	0.9%	1.4%	0.7%	0.9%	0.7%	1.2%
Repair - Atlantic	-	1.4%	1.0%	1.7%	1.3%	1.2%	1.0%	1.9%	1.5%	1.4%	0.8%	0.6%	2.2%	1.5%	0.9%	0.5%
Repair - Corporate	-	1.0%	0.7%	1.1%	1.0%	0.9%	0.8%	1.2%	1.1%	1.1%	0.8%	1.0%	1.2%	0.9%	0.7%	0.8%
Internet																
Install - Ontario	-	0.7%	0.6%	0.6%	0.7%	0.8%	0.7%	0.7%	0.9%	0.6%	0.5%	0.6%	1.0%	0.6%	0.5%	0.6%
Install - Quebec	-	0.8%	0.8%	0.7%	0.7%	0.7%	1.0%	0.7%	0.8%	0.7%	0.7%	0.8%	0.5%	0.7%	0.6%	0.9%
Install - Atlantic	-	1.0%	0.6%	1.2%	0.8%	0.9%	0.6%	1.3%	0.9%	1.0%	0.6%	0.5%	0.9%	1.2%	0.5%	0.7%
Install - Corporate	-	0.8%	0.7%	0.7%	0.7%	0.8%	0.8%	0.7%	0.8%	0.7%	0.6%	0.7%	0.8%	0.7%	0.5%	0.7%
Repair - Ontario	-	0.9%	0.7%	0.8%	0.9%	0.7%	0.7%	0.9%	0.9%	0.8%	0.8%	1.0%	1.2%	0.7%	0.9%	0.8%
Repair - Quebec	-	0.9%	0.7%	0.7%	1.1%	0.7%	0.7%	0.8%	1.1%	0.9%	0.9%	1.4%	0.4%	0.8%	0.9%	1.2%
Repair - Atlantic	-	2.6%	2.3%	2.5%	2.3%	3.2%	2.5%	2.9%	2.5%	3.1%	1.7%	3.7%	2.8%	1.5%	2.1%	1.5%
Repair - Corporate	-	1.0%	0.8%	0.9%	1.0%	0.8%	0.8%	1.0%	1.0%	1.0%	0.9%	1.3%	1.1%	0.8%	0.9%	0.9%
Voice																
Install - Ontario	-	1.1%	0.9%	0.9%	1.0%	1.2%	1.0%	1.1%	1.1%	0.8%	0.9%	0.9%	1.0%	1.3%	0.6%	0.9%
Install - Quebec	-	1.5%	1.3%	1.4%	1.6%	1.4%	1.5%	1.2%	1.3%	1.5%	2.0%	1.4%	0.3%	1.4%	1.7%	2.7%
Install - Atlantic	-	1.2%	0.9%	1.3%	1.7%	1.1%	0.6%	1.2%	2.1%	1.0%	0.8%	2.5%	1.3%	0.0%	1.6%	0.0%
Install - Corporate	-	1.2%	1.0%	1.1%	1.2%	1.3%	1.1%	1.2%	1.2%	1.0%	1.2%	1.1%	0.8%	1.3%	1.0%	1.4%
Repair - Ontario	-	2.4%	1.0%	2.7%	1.3%	2.4%	1.1%	2.8%	1.4%	2.9%	1.1%	1.5%	1.9%	1.7%	1.3%	1.0%
Repair - Quebec	-	1.6%	1.1%	1.7%	1.8%	1.1%	1.0%	1.8%	1.7%	2.0%	1.9%	1.6%	2.0%	1.2%	1.4%	2.3%
Repair - Atlantic	-	4.1%	4.4%	5.5%	5.3%	4.9%	4.5%	5.8%	5.5%	5.7%	4.8%	7.6%	3.7%	5.3%	5.2%	3.2%
Repair - Corporate	-	2.5%	1.6%	2.8%	2.0%	2.5%	1.6%	3.1%	2.1%	3.1%	1.8%	2.4%	2.2%	2.2%	2.0%	1.5%
Total																
Install - Corporate	-	0.9%	0.7%	0.8%	0.8%	0.9%	0.8%	0.8%	0.9%	0.7%	0.7%	0.8%	0.8%	0.9%	0.6%	0.8%
Repair - Corporate	-	1.2%	0.9%	1.3%	1.1%	1.1%	0.9%	1.4%	1.2%	1.3%	1.0%	1.4%	1.3%	1.1%	1.0%	1.0%
Total																
Install and Repair - Ontario	-	1.0%	0.7%	1.0%	0.9%	1.0%	0.8%	1.1%	0.9%	1.0%	0.7%	0.9%	1.2%	0.9%	0.7%	0.7%
Install and Repair - Quebec	-	1.0%	0.9%	0.9%	1.0%	0.9%	0.9%	0.8%	1.0%	1.0%	1.0%	1.2%	0.5%	1.0%	0.8%	1.2%
Install and Repair - Atlantic	-	1.3%	1.0%	1.5%	1.3%	1.4%	1.1%	1.6%	1.4%	1.3%	1.0%	1.6%	1.4%	1.4%	1.2%	0.8%
Install and Repair - Corporate	-	1.0%	0.8%	1.0%	1.0%	1.0%	0.9%	1.1%	1.0%	1.0%	0.8%	1.1%	1.0%	1.0%	0.8%	0.9%

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD
- Source: UDM
- Dashboard: <http://mc-portal.fsbipps.int.bell.ca/>



Arrived Late On Site - Business

Metric	Q3 Target	YTD		QTD		Monthly							Weekly				
		Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_13	Jul_20	Jul_27	Aug_03	Aug_10	
FibeTV																	
Install - Ontario	-	4.2%	3.2%	4.6%	2.8%	4.6%	3.2%	4.3%	3.1%	4.8%	1.7%	0.9%	5.9%	2.3%	1.5%	1.4%	
Install - Quebec	-	3.4%	2.6%	2.6%	0.4%	4.1%	2.2%	2.4%	0.3%	1.8%	0.7%	1.2%	0.0%	0.0%	1.5%	0.0%	
Install - Central	-	3.9%	3.0%	3.9%	1.8%	4.4%	2.8%	3.7%	2.0%	3.7%	1.3%	1.0%	3.4%	1.6%	1.5%	0.7%	
Repair - Ontario	-	1.4%	1.2%	1.5%	1.3%	0.6%	0.6%	1.5%	1.6%	1.2%	0.7%	1.2%	2.8%	1.9%	0.8%	0.0%	
Repair - Quebec	-	1.9%	1.7%	2.6%	2.4%	1.2%	1.7%	1.6%	1.7%	3.1%	3.9%	5.3%	0.0%	2.2%	2.5%	5.5%	
Repair - Central	-	1.6%	1.3%	1.7%	1.6%	0.7%	0.9%	1.5%	1.6%	1.7%	1.6%	2.3%	2.3%	2.0%	1.2%	1.7%	
Internet																	
Install - Ontario	-	3.7%	2.4%	3.6%	1.8%	3.8%	2.0%	3.7%	1.8%	3.7%	1.8%	0.9%	1.9%	1.6%	2.5%	1.2%	
Install - Quebec	-	3.7%	2.4%	3.8%	1.9%	3.2%	2.0%	4.1%	2.1%	3.6%	1.6%	2.8%	1.5%	2.1%	1.7%	0.8%	
Install - Atlantic	-	0.7%	0.6%	0.8%	0.3%	1.3%	0.2%	0.8%	0.3%	0.6%	0.6%	0.0%	0.0%	0.0%	0.0%	1.3%	
Install - Corporate	-	3.5%	2.3%	3.5%	1.7%	3.5%	1.9%	3.7%	1.8%	3.4%	1.7%	1.4%	1.7%	1.6%	2.1%	1.1%	
Repair - Ontario	-	1.4%	1.1%	1.9%	1.0%	1.5%	0.9%	2.0%	1.0%	1.9%	0.9%	0.9%	1.3%	0.5%	0.5%	1.5%	
Repair - Quebec	-	1.6%	1.2%	1.5%	0.8%	1.5%	1.1%	1.2%	0.4%	1.8%	1.8%	0.0%	1.2%	0.0%	1.1%	2.7%	
Repair - Atlantic	-	2.1%	2.2%	2.4%	1.5%	1.8%	2.8%	2.3%	1.6%	3.0%	1.5%	0.6%	4.1%	0.7%	1.9%	1.3%	
Repair - Corporate	-	1.6%	1.3%	1.9%	1.0%	1.6%	1.2%	1.9%	1.0%	2.1%	1.2%	0.7%	1.7%	0.5%	0.9%	1.7%	
Voice																	
Install - Ontario	-	4.4%	2.6%	5.5%	2.3%	4.0%	2.5%	5.9%	2.6%	5.1%	1.7%	2.5%	2.2%	2.4%	1.3%	2.3%	
Install - Quebec	-	3.0%	3.0%	3.0%	2.7%	2.9%	3.4%	2.1%	3.6%	3.3%	0.9%	3.7%	2.5%	3.8%	0.7%	0.6%	
Install - Atlantic	-	1.4%	1.2%	1.1%	0.4%	0.5%	1.8%	1.0%	0.4%	1.5%	0.3%	0.7%	0.0%	0.0%	0.8%	0.0%	
Install - Corporate	-	3.8%	2.4%	4.3%	2.0%	3.4%	2.6%	4.4%	2.4%	4.2%	1.2%	2.4%	1.8%	2.1%	1.0%	1.4%	
Repair - Ontario	-	3.9%	3.2%	4.1%	1.2%	4.1%	1.1%	4.9%	1.2%	4.0%	1.3%	0.8%	0.2%	1.5%	0.5%	1.7%	
Repair - Quebec	-	4.1%	3.7%	4.1%	1.5%	3.7%	1.2%	3.7%	1.4%	4.2%	1.9%	3.1%	0.0%	4.0%	0.0%	3.9%	
Repair - Atlantic	-	2.7%	2.8%	3.7%	2.9%	2.6%	2.4%	3.5%	3.4%	3.5%	1.7%	2.3%	3.1%	5.1%	2.2%	1.0%	
Repair - Corporate	-	3.7%	3.2%	4.0%	1.7%	3.7%	1.5%	4.5%	1.8%	3.9%	1.4%	1.4%	1.0%	2.4%	0.9%	1.7%	
Total																	
Install - Corporate	-	3.6%	2.4%	3.7%	1.8%	3.5%	2.2%	3.9%	2.0%	3.6%	1.5%	1.7%	1.9%	1.8%	1.7%	1.1%	
Repair - Corporate	-	2.7%	2.1%	2.9%	1.4%	2.6%	1.3%	3.2%	1.4%	2.9%	1.4%	1.1%	1.5%	1.4%	1.0%	1.8%	
Total																	
Install and Repair - Ontario	-	3.3%	2.3%	3.5%	1.6%	3.3%	1.7%	3.8%	1.6%	3.4%	1.4%	1.1%	1.7%	1.5%	1.4%	1.5%	
Install and Repair - Quebec	-	3.2%	2.4%	3.2%	1.7%	2.9%	2.0%	3.0%	1.8%	3.2%	1.6%	2.3%	1.2%	2.0%	1.3%	1.6%	
Install and Repair - Atlantic	-	2.1%	1.9%	2.5%	1.6%	1.8%	1.9%	2.4%	1.8%	2.6%	1.3%	1.2%	2.1%	1.8%	1.6%	1.1%	
Install and Repair - Corporate	-	3.1%	2.2%	3.3%	1.6%	3.0%	1.8%	3.5%	1.7%	3.3%	1.4%	1.4%	1.7%	1.6%	1.4%	1.5%	

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD
- Atlantic results are not included for FibeTV
- Source: UDM
- Dashboard: <http://mc-portal.fsbapps.int.bell.ca/>



Tech Repairs Offered in 48 Hours

	Metric	Q3 Target	YTD		QTD		Monthly							Weekly				
			Aug 24	Aug 25	Q3 24	Q3 25	Jun 24	Jun 25	Jul 24	Jul 25	Aug 24	Aug 25	Jul 13	Jul 20	Jul 27	Aug 03	Aug 10	
Residential	FibeTV																	
	Repair - Ontario	-	95%	95%	93%	96%	97%	97%	94%	95%	94%	98%	96%	98%	96%	98%	98%	
	Repair - Quebec	-	95%	98%	96%	98%	98%	99%	95%	98%	96%	99%	98%	99%	99%	98%	99%	
	Repair - Atlantic	-	89%	91%	90%	89%	92%	91%	87%	88%	90%	90%	89%	91%	90%	86%	92%	
	Repair - Corporate	-	95%	96%	94%	95%	96%	97%	93%	95%	94%	97%	96%	97%	96%	96%	97%	
	Internet																	
	Repair - Ontario	-	97%	96%	94%	96%	97%	98%	95%	95%	96%	98%	97%	97%	98%	98%	99%	
	Repair - Quebec	-	95%	99%	97%	98%	99%	99%	95%	98%	97%	99%	99%	99%	99%	99%	99%	
	Repair - Atlantic	-	77%	80%	78%	78%	81%	81%	70%	76%	80%	83%	80%	78%	78%	76%	87%	
	Repair - Corporate	-	95%	96%	94%	96%	97%	97%	93%	95%	95%	98%	97%	96%	97%	97%	98%	
Business	Voice																	
	Repair - Ontario	-	91%	90%	88%	92%	93%	94%	87%	91%	89%	94%	92%	93%	92%	94%	92%	
	Repair - Quebec	-	93%	96%	93%	96%	95%	96%	93%	95%	91%	98%	97%	95%	97%	98%	97%	
	Repair - Atlantic	-	70%	75%	69%	70%	78%	74%	60%	67%	69%	76%	68%	74%	72%	70%	80%	
	Repair - Corporate	-	87%	88%	86%	88%	91%	91%	83%	88%	86%	91%	89%	90%	89%	90%	91%	
	Total																	
	Repair - Ontario	92%	95%	95%	93%	95%	96%	97%	93%	94%	94%	98%	96%	97%	96%	98%	98%	
	Repair - Quebec	92%	95%	98%	96%	98%	98%	98%	95%	98%	96%	99%	98%	98%	99%	99%	99%	
	Repair - Atlantic	84%	82%	85%	83%	82%	86%	84%	77%	80%	83%	85%	82%	84%	83%	80%	88%	
	Repair - Corporate	91%	94%	95%	93%	95%	96%	96%	92%	94%	94%	97%	95%	96%	95%	96%	97%	
Res & Bus	FibeTV																	
	Repair - Ontario	-	97%	98%	97%	96%	97%	98%	97%	97%	97%	94%	96%	99%	96%	90%	97%	
	Repair - Quebec	-	98%	98%	98%	99%	99%	98%	97%	99%	99%	100%	100%	97%	100%	100%	100%	
	Repair - Central	-	97%	98%	98%	97%	97%	98%	97%	98%	97%	95%	97%	99%	97%	93%	98%	
	Internet																	
Business	Repair - Ontario	-	97%	97%	97%	96%	95%	97%	97%	96%	97%	97%	97%	97%	97%	91%	97%	97%
	Repair - Quebec	-	98%	98%	98%	99%	99%	99%	97%	98%	98%	98%	99%	99%	97%	98%	99%	99%
	Repair - Atlantic	-	81%	83%	80%	79%	81%	85%	77%	81%	78%	74%	83%	82%	80%	71%	74%	
	Repair - Corporate	-	95%	95%	94%	94%	94%	95%	94%	94%	94%	94%	96%	95%	90%	93%	94%	
	Voice																	
Business	Repair - Ontario	-	95%	95%	95%	94%	95%	96%	94%	94%	95%	96%	95%	96%	89%	94%	96%	
	Repair - Quebec	-	98%	97%	98%	96%	98%	98%	99%	97%	98%	95%	99%	91%	98%	96%	95%	
	Repair - Atlantic	-	83%	84%	82%	78%	86%	85%	79%	80%	82%	76%	82%	75%	78%	68%	81%	
	Repair - Corporate	-	93%	92%	92%	90%	93%	92%	91%	90%	93%	90%	92%	89%	87%	86%	91%	
	Total																	
Res & Bus	Repair - Ontario	-	96%	96%	96%	96%	95%	95%	97%	95%	95%	96%	96%	96%	97%	91%	95%	97%
	Repair - Quebec	-	98%	98%	98%	98%	98%	98%	98%	98%	98%	98%	99%	99%	96%	98%	99%	98%
	Repair - Atlantic	-	82%	84%	81%	79%	84%	85%	78%	80%	81%	75%	83%	78%	79%	69%	79%	
	Repair - Corporate	-	94%	94%	93%	93%	94%	94%	93%	93%	94%	92%	94%	94%	93%	89%	90%	93%

Please note:

- Last week results are incomplete and subject to change once the week is completed.
- Atlantic results are not included for FibeTV Business.
- YTD 2024 is complete month and YTD 2025 is rolling YTD
- Source: UDM Dashboard: <http://mc-portal.fsbipps.int.bell.ca/>



Tech Repairs Offered in 24 Hours

	Metric	Q3 Target	YTD		QTD		Monthly							Weekly				
			Aug 24	Aug 25	Q3 24	Q3 25	Jun 24	Jun 25	Jul 24	Jul 25	Aug 24	Aug 25	Jul 13	Jul 20	Jul 27	Aug 03	Aug 10	
FibeTV																		
Residential	Repair - Ontario	-	76%	82%	69%	88%	73%	87%	69%	85%	68%	94%	89%	92%	89%	94%	94%	
	Repair - Quebec	-	79%	87%	81%	87%	86%	86%	83%	86%	74%	90%	85%	91%	96%	91%	87%	
	Repair - Atlantic	-	76%	80%	75%	76%	78%	80%	69%	74%	78%	79%	74%	80%	74%	74%	86%	
	Repair - Corporate	-	77%	83%	74%	86%	78%	86%	73%	84%	72%	91%	87%	90%	89%	91%	91%	
	Internet																	
	Repair - Ontario	-	78%	84%	71%	89%	75%	88%	71%	87%	72%	95%	91%	92%	93%	94%	95%	
	Repair - Quebec	-	80%	88%	81%	87%	88%	87%	81%	85%	76%	92%	86%	91%	97%	95%	87%	
	Repair - Atlantic	-	61%	67%	62%	64%	64%	69%	53%	61%	64%	71%	68%	65%	60%	62%	79%	
	Repair - Corporate	-	77%	84%	73%	87%	78%	86%	73%	85%	73%	93%	88%	90%	92%	93%	92%	
	Voice																	
	Repair - Ontario	-	69%	74%	61%	82%	66%	83%	59%	80%	62%	88%	85%	87%	83%	87%	88%	
	Repair - Quebec	-	77%	83%	77%	83%	84%	82%	80%	82%	69%	85%	81%	87%	94%	90%	79%	
	Repair - Atlantic	-	54%	60%	52%	55%	58%	59%	44%	51%	52%	62%	54%	58%	56%	57%	68%	
	Repair - Corporate	-	68%	73%	63%	77%	69%	78%	61%	75%	62%	82%	79%	81%	80%	81%	81%	
Total																		
Business	Repair - Ontario	-	76%	82%	69%	88%	73%	86%	69%	85%	70%	94%	89%	91%	90%	94%	94%	
	Repair - Quebec	-	79%	87%	81%	87%	87%	86%	82%	85%	75%	90%	85%	90%	96%	93%	86%	
	Repair - Atlantic	-	68%	73%	67%	68%	71%	72%	59%	66%	69%	73%	68%	71%	66%	67%	80%	
	Repair - Corporate	-	76%	82%	72%	85%	77%	85%	72%	83%	71%	91%	86%	89%	89%	90%	90%	
	FibeTV																	
	Repair - Ontario	-	91%	94%	92%	93%	90%	96%	91%	94%	92%	91%	91%	95%	94%	87%	94%	
	Repair - Quebec	-	96%	94%	95%	98%	98%	89%	96%	98%	93%	99%	100%	97%	100%	100%	98%	
	Repair - Central	-	92%	94%	93%	94%	92%	94%	92%	95%	93%	93%	93%	96%	95%	91%	95%	
	Internet																	
	Repair - Ontario	-	92%	93%	93%	93%	88%	94%	91%	92%	94%	94%	95%	95%	88%	93%	95%	
	Repair - Quebec	-	96%	94%	95%	94%	97%	88%	95%	94%	94%	94%	98%	96%	98%	98%	91%	
	Repair - Atlantic	-	69%	73%	67%	69%	72%	75%	65%	71%	63%	64%	76%	76%	69%	59%	66%	
	Repair - Corporate	-	89%	90%	89%	89%	87%	90%	88%	89%	89%	89%	93%	92%	86%	88%	89%	
	Voice																	
Res & Bus	Repair - Ontario	-	91%	92%	92%	91%	89%	94%	89%	90%	93%	94%	92%	94%	86%	93%	94%	
	Repair - Quebec	-	97%	94%	97%	93%	96%	88%	98%	94%	95%	89%	99%	89%	98%	93%	85%	
	Repair - Atlantic	-	70%	76%	69%	71%	76%	77%	65%	72%	67%	68%	75%	71%	68%	58%	76%	
	Repair - Corporate	-	87%	87%	87%	85%	87%	87%	85%	85%	87%	86%	88%	86%	83%	82%	88%	
	Total																	
Res & Bus	Repair - Ontario	-	91%	93%	92%	92%	89%	94%	90%	91%	93%	94%	94%	95%	88%	92%	94%	
	Repair - Quebec	-	96%	94%	96%	94%	97%	88%	96%	95%	95%	94%	98%	95%	98%	97%	91%	
	Repair - Atlantic	-	70%	75%	69%	70%	75%	76%	66%	72%	66%	67%	76%	73%	69%	58%	73%	
	Repair - Corporate	85%	88%	89%	88%	88%	87%	89%	86%	88%	88%	88%	91%	90%	86%	85%	89%	

Please note:

- Last week results are incomplete and subject to change once the week is completed.
- Atlantic results are not included for FibeTV Business. / COIN tickets are not included for SD Availability Business.
- YTD 2024 is complete month and YTD 2025 is rolling YTD
- Source: UDM / Dashboard <http://mc-portal.fsbapps.int.bell.ca/>



Calendars

	Metric	Q3 Target	YTD		QTD		Monthly						Weekly				
			Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_13	Jul_20	Jul_27	Aug_03	Aug_10
FibeTV - 1 Day Install																	
Residential	Install - Ontario	-	26%	24%	25%	21%	28%	23%	30%	23%	23%	18%	24%	27%	22%	15%	21%
	Install - Quebec	-	33%	26%	23%	26%	24%	23%	25%	27%	20%	25%	28%	32%	26%	26%	26%
	Install - Corporate	-	29%	25%	24%	24%	26%	23%	28%	25%	22%	21%	26%	29%	24%	20%	24%
	Internet - 1 Day Install																
	Install - Ontario	-	26%	25%	28%	24%	27%	23%	31%	26%	27%	22%	30%	34%	26%	18%	26%
	Install - Quebec	-	22%	25%	17%	23%	15%	21%	18%	23%	14%	24%	28%	33%	24%	25%	28%
	Install - Corporate	-	24%	25%	24%	24%	22%	22%	26%	25%	23%	22%	30%	34%	25%	20%	27%
	FibeTV - 2 Days Install																
	Install - Ontario	-	63%	60%	63%	53%	66%	57%	66%	56%	60%	47%	61%	62%	57%	47%	51%
	Install - Quebec	-	59%	63%	53%	54%	63%	58%	53%	58%	46%	47%	68%	73%	50%	48%	50%
	Install - Corporate	-	61%	61%	59%	54%	65%	57%	60%	57%	54%	47%	64%	67%	54%	48%	51%
	Internet - 2 Days Install																
	Install - Ontario	-	60%	66%	62%	60%	65%	64%	61%	63%	61%	55%	68%	68%	63%	56%	60%
	Install - Quebec	-	49%	65%	47%	56%	51%	57%	47%	58%	42%	53%	73%	82%	56%	53%	60%
	Install - Corporate	-	56%	66%	57%	59%	59%	61%	56%	61%	55%	55%	69%	72%	61%	55%	60%
	Voice - 2 Days Install																
	Install - Ontario	-	63%	66%	64%	60%	72%	65%	62%	65%	61%	52%	77%	63%	64%	52%	52%
	Install - Quebec	-	65%	76%	61%	68%	64%	51%	56%	79%	56%	54%	78%	100%	73%	63%	47%
	Install - Corporate	-	64%	69%	63%	63%	69%	60%	60%	70%	60%	53%	77%	79%	67%	56%	50%
Business																	
Business	FibeTV - 2 Days Install																
	Install - Ontario	-	91%	93%	94%	92%	92%	88%	95%	92%	92%	90%	98%	91%	97%	80%	96%
	Install - Quebec	-	98%	99%	100%	100%	100%	100%	100%	100%	99%	100%	100%	100%	100%	100%	100%
	Install - Corporate	-	94%	96%	97%	96%	96%	94%	97%	96%	96%	95%	99%	95%	98%	89%	98%
	Internet - 2 Days Install																
	Install - Ontario	-	58%	81%	70%	75%	0%	73%	55%	76%	74%	72%	77%	81%	86%	55%	86%
	Install - Quebec	-	76%	96%	86%	95%	64%	97%	76%	96%	91%	92%	96%	98%	91%	93%	95%
	Install - Corporate	-	71%	92%	82%	89%	49%	90%	70%	90%	87%	87%	91%	94%	90%	80%	92%

Please note:

- The Fibe & Internet – 2 Days Install metrics have 2 more days of data (3 days if Monday is Holiday) in the MTD, QTD and YTD than the last week results.
- Atlantic results are not included.
- 2 Days Install excluded 807 and 705 North. Bus FibeTV – 2 Days Install included the Business IPTV FTTB Full Install – Bundle.
- YTD 2024 is complete month and YTD 2025 is rolling YTD.
- Sources: 1 Day Install: BRS Calendars / 2 Days Install: Residential: BRS Calendars and Business: GDI



BTS Attrition – Up to Aug 16

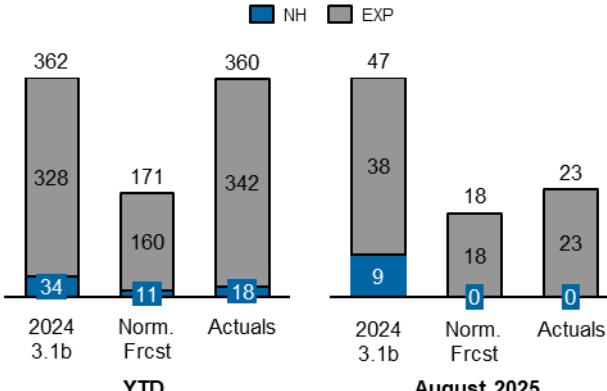
Based on 3.1b forecast

Metric		YTD		Actual		EOP - août - 25		YEE adjusted to tenure mix		YEE	
		Aug-24	Aug-25	Aug-24	Aug-25	Actual	Base	Aug-25	Variance	Aug-25	Variance
CORPO	NH M1-M3	9.8%	12.5%	0.0%	0.0%	0	1	0.0%	0.0%	16.7%	-16.7%
	NH M4-M6	6.0%	10.7%	6.8%	0.0%	0	3	0.0%	0.0%	25.0%	-25.0%
	NH M7-M12	3.0%	2.2%	5.3%	0.0%	0	4	0.0%	0.0%	0.0%	0.0%
	EXP	5.4%	6.8%	1.1%	0.5%	23	4408	0.4%	0.1%	0.9%	-0.4%
	TOTAL	5.3%	6.6%	1.5%	0.5%	24	4486	0.4%	0.1%	1.4%	-0.9%
Ontario	NH M1-M3	0.0%	0.0%	0.0%	0.0%	0	1	0.0%	0.0%	0.0%	0.0%
	NH M4-M6	8.2%	0.0%	6.8%	0.0%	0	1	0.0%	0.0%	0.0%	0.0%
	NH M7-M12	2.8%	0.0%	0.0%	0.0%	0	0	0.0%	0.0%	0.0%	0.0%
	EXP	6.9%	8.1%	1.4%	0.7%	17	2435	0.5%	0.2%	1.1%	-0.4%
	TOTAL	5.2%	8.1%	1.3%	0.0%	17	2447	0.0%	0.0%	1.1%	-1.1%
Quebec	NH M1-M3	9.4%	0.0%	0.0%	0.0%	0	0	0.0%	0.0%	16.7%	-16.7%
	NH M4-M6	5.8%	0.0%	0.0%	0.0%	0	2	0.0%	0.0%	25.0%	-25.0%
	NH M7-M12	3.3%	0.0%	0.0%	0.0%	0	3	0.0%	0.0%	0.0%	0.0%
	EXP	2.7%	0.0%	0.0%	0.0%	5	1603	0.0%	0.0%	0.8%	-0.8%
	TOTAL	5.4%	0.0%	0.0%	0.0%	6	1667	0.0%	0.0%	2.1%	-2.1%

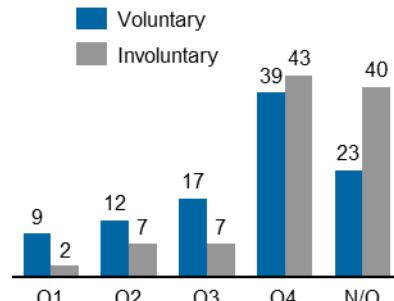
Metric		YTD		Actual		EOP - août - 25		YEE adjusted to tenure mix		YEE	
		Aug-24	Aug-25	Aug-24	Aug-25	Actual	Base	Aug-25	Variance	Aug-25	Variance
Corpo	STD	29.0%	16.3%	4.6%	1.4%	1	70	0.0%	1.4%	13.5%	-12.1%
Ontario	STD	20.0%	23.1%	0.0%	0.0%	0	10	0.0%	0.0%	16.7%	-16.7%
Quebec	STD	31.5%	0.0%	0.0%	0.0%	1	59	0.0%	0.0%	15.2%	-15.2%

*Excludes VSP attrition

YTD Field attrition vs. 2025 3.1b



YTD Field attrition by quartile



YTD Field attrition split

YTD top reasons for attrition	
Voluntary (89%)	
1.	Resign - Personal (42%)
2.	Personal Reason (35%)
3.	Work Conditions (8%)
Involuntary (11%)	
1.	Dismissal with cause (39%)
2.	Dismissal behavior issue (27%)
3.	Illness or injury (12%)

*Excludes VSP & Student attrition

Wireless High Speed Internet

Metric	Q3 Target	YTD		QTD		Monthly						Weekly					
		Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_13	Jul_20	Jul_27	Aug_03	Aug_10	
Total																	
Ontario - Residential	Install - Volume (Order based FW)	-	12,786	8,683	5,168	2,009	1,885	1,328	2,127	1,471	1,763	538	293	305	241	239	258
	Install - Rework 7 days (Order based FW)	-	1.9%	1.9%	2.2%	2.7%	1.7%	1.6%	2.1%	2.7%	2.2%	2.9%	2.1%	2.3%	5.0%	2.9%	
	Install - Volume (Truck roll based)	-	18,845	12,382	7,474	2,825	2,828	1,847	3,036	2,030	2,557	795	424	408	353	358	368
	Install - % Arrived Late (Truck roll based)	-	0.8%	0.7%	0.6%	0.7%	0.9%	0.8%	0.9%	0.4%	0.3%	1.4%	0.7%	0.0%	0.6%	0.8%	1.9%
	Install - % Arrived Late (Truck roll based) (BTS/Bell Only)	-	1.6%	1.6%	1.4%	1.2%	1.8%	1.9%	1.7%	1.0%	1.1%	1.8%	0.9%	0.6%	0.7%	1.7%	2.0%
	Install - % XPL (Truck roll based)	-	2.6%	2.8%	3.2%	1.8%	2.6%	1.7%	3.7%	1.6%	2.5%	2.1%	4.5%	0.5%	1.4%	2.5%	1.6%
	Install - % Arrived Late On Site and PL	-	2.1%	1.9%	1.8%	1.5%	2.2%	2.1%	2.1%	1.1%	1.4%	2.3%	0.9%	0.9%	0.7%	2.3%	2.3%
	Install - % Total Bell Code	-	11.4%	7.7%	10.6%	6.4%	11.8%	6.6%	11.3%	6.3%	10.0%	6.8%	8.0%	6.4%	6.2%	7.0%	6.5%
	Install - % Total Customer Code	-	5.1%	4.9%	5.1%	3.4%	4.8%	4.9%	4.0%	3.4%	5.9%	3.5%	4.7%	3.2%	3.1%	3.6%	3.3%
	Install - % Cancelled after Truck Roll	-	12.6%	12.9%	12.0%	14.6%	14.0%	12.7%	11.8%	13.7%	12.2%	16.9%	13.4%	11.5%	17.0%	18.4%	15.0%
	Install - % Completed	-	67.8%	70.1%	69.1%	71.1%	66.7%	71.9%	70.1%	72.5%	68.9%	67.6%	69.1%	74.8%	68.3%	66.8%	69.8%
	Repair - Volume (Ticket based FW)	-	11,343	10,094	5,632	2,872	1,899	1,553	2,154	2,035	1,889	837	533	395	427	331	396
	Repair - Rework 7 days (Ticket based FW)	-	4.4%	3.3%	4.1%	3.5%	4.0%	3.5%	4.4%	3.5%	4.1%	3.4%	3.0%	2.3%	3.0%	4.2%	
	Repair - Volume (Truck roll based)	-	12,454	11,256	6,151	3,141	2,066	1,717	2,346	2,232	2,057	909	589	433	455	364	430
	Repair - % Arrived Late (Truck roll based)	-	0.9%	0.7%	0.7%	0.9%	1.0%	0.7%	0.7%	1.1%	0.8%	0.6%	1.4%	0.9%	0.9%	0.3%	0.7%
	Repair - % Arrived Late (Truck roll based) (BTS/Bell Only)	-	1.7%	1.3%	1.4%	1.6%	2.3%	1.3%	1.5%	1.7%	1.4%	1.6%	2.0%	2.1%	1.8%	0.4%	2.2%
	Repair - % XPL (Truck roll based)	-	3.2%	3.7%	2.8%	2.7%	2.6%	2.2%	2.8%	2.7%	2.9%	2.5%	3.1%	3.2%	1.8%	3.0%	2.3%
	Repair - % Arrived Late On Site and PL	-	2.3%	2.1%	1.8%	2.4%	3.0%	1.7%	2.2%	2.3%	1.7%	2.7%	2.8%	2.6%	2.4%	1.7%	3.1%
	Repair - % Total Bell Code	-	5.0%	5.7%	4.4%	4.9%	4.3%	4.5%	4.9%	4.8%	4.1%	5.1%	5.1%	5.1%	3.5%	5.5%	5.4%
	Repair - % Total Customer Code	-	1.7%	1.6%	1.8%	1.4%	1.8%	1.3%	1.5%	1.5%	2.0%	1.2%	0.9%	1.9%	1.3%	1.1%	1.2%
	Repair - % Cancelled after Truck Roll	-	0.7%	0.9%	0.9%	0.7%	0.8%	1.2%	0.6%	0.9%	0.8%	0.1%	1.4%	0.7%	0.9%	0.3%	0.0%
	Repair - % Completed	-	90.9%	89.5%	91.4%	91.2%	91.7%	90.5%	91.6%	91.0%	91.7%	91.8%	90.5%	91.2%	93.4%	90.4%	91.9%
Calendars																	
	Install - Av. calendar offering (days)	-	3.3	3.3	3.4	3.5	3.5	3.7	3.7	3.5	3.2	3.5	3.3	2.7	4.1	3.6	3.1
	Repair - SDND (Ticket based - FW)	-	26.5%	17.1%	14.1%	17.7%	13.7%	15.7%	10.3%	19.0%	15.7%	14.7%	23.5%	20.7%	14.8%	12.4%	17.4%

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD.
- Install – Av. calendar offering (days); New & Move only, SV are excluded.
- Source: Cube Data
- Dashboard: https://pbi.fsbapps.int.bell.ca/PowerBI_Reports_WP/powerbi/Prod/Scorecards/NWS%20Service%20Metrics



Wireless High Speed Internet

Metric	Q3 Target	YTD		QTD		Monthly						Weekly					
		Aug_24	Aug_25	Q3_24	Q3_25	Jun_24	Jun_25	Jul_24	Jul_25	Aug_24	Aug_25	Jul_13	Jul_20	Jul_27	Aug_03	Aug_10	
Total																	
Quebec - Residential	Install - Volume (Order based FW)	-	2,499	1,816	812	336	470	391	375	252	233	84	43	48	37	45	30
	Install - Rework 7 days (Order based FW)	-	2.3%	2.9%	2.0%	3.3%	1.9%	2.8%	1.3%	2.8%	2.6%	5.6%	2.3%	4.2%	8.1%	4.4%	
	Install - Volume (Truck roll based)	-	3,822	2,659	1,260	528	732	532	571	387	367	141	69	78	62	67	53
	Install - % Arrived Late (Truck roll based)	-	1.9%	1.9%	1.4%	1.9%	1.6%	2.3%	1.4%	1.0%	1.6%	4.3%	0.0%	1.3%	6.5%	3.0%	1.9%
	Install - % Arrived Late (Truck roll based) (BTS/Bell Only)	-	4.8%	5.7%	3.7%	5.7%	4.7%	5.3%	4.0%	5.5%	2.7%	6.3%	0.0%	5.1%	15.4%	3.7%	4.8%
	Install - % XPL (Truck roll based)	-	4.5%	2.0%	4.1%	0.6%	4.8%	0.9%	4.2%	0.3%	4.9%	1.4%	0.0%	1.3%	1.6%	1.5%	0.0%
	Install - % Arrived Late On Site and PL	-	5.2%	5.9%	4.1%	5.9%	5.3%	5.6%	4.4%	5.5%	3.4%	7.1%	0.0%	5.1%	15.4%	5.6%	4.8%
	Install - % Total Bell Code	-	13.3%	10.3%	12.7%	7.6%	14.8%	9.2%	11.9%	8.0%	13.9%	6.4%	10.1%	6.4%	8.1%	4.5%	5.7%
	Install - % Total Customer Code	-	5.4%	5.5%	5.1%	6.3%	4.9%	5.3%	5.1%	5.7%	4.9%	7.8%	4.4%	3.9%	4.8%	7.5%	7.6%
	Install - % Cancelled after Truck Roll	-	14.0%	15.0%	17.1%	22.4%	14.5%	11.3%	17.0%	21.2%	16.6%	25.5%	23.2%	28.2%	27.4%	19.4%	30.2%
	Install - % Completed	-	65.4%	68.3%	64.4%	63.6%	64.2%	73.5%	65.7%	65.1%	63.5%	59.6%	62.3%	61.5%	59.7%	67.2%	56.6%
	Repair - Volume (Ticket based FW)	-	1,271	1,276	506	322	211	208	172	241	229	81	52	51	38	32	42
	Repair - Rework 7 days (Ticket based FW)	-	5.8%	5.3%	4.9%	5.0%	4.3%	6.3%	4.1%	5.8%	7.0%	0.0%	3.9%	7.8%	5.3%	0.0%	
	Repair - Volume (Truck roll based)	-	1,503	1,471	596	365	242	233	194	272	280	93	61	58	43	37	47
	Repair - % Arrived Late (Truck roll based)	-	0.8%	0.9%	0.5%	1.6%	0.0%	0.0%	0.0%	1.1%	1.1%	3.2%	1.6%	0.0%	2.3%	0.0%	4.3%
	Repair - % Arrived Late (Truck roll based) (BTS/Bell Only)	-	1.4%	1.2%	0.9%	2.7%	0.0%	0.6%	0.0%	2.3%	1.8%	3.9%	2.0%	2.3%	2.9%	0.0%	5.0%
	Repair - % XPL (Truck roll based)	-	7.7%	3.9%	7.7%	3.0%	5.0%	3.0%	5.2%	3.3%	11.4%	2.2%	3.3%	1.7%	7.0%	2.7%	0.0%
	Repair - % Arrived Late On Site and PL	-	2.8%	2.6%	1.9%	3.7%	1.5%	2.3%	0.6%	3.7%	3.2%	3.9%	2.0%	2.3%	2.9%	0.0%	5.0%
	Repair - % Total Bell Code	-	11.4%	7.6%	10.9%	8.5%	10.3%	5.2%	8.3%	8.1%	13.2%	9.7%	11.5%	5.2%	11.6%	8.1%	8.5%
	Repair - % Total Customer Code	-	2.4%	2.5%	2.4%	1.9%	0.8%	1.3%	2.6%	2.2%	2.9%	1.1%	1.6%	5.2%	0.0%	2.7%	0.0%
	Repair - % Cancelled after Truck Roll	-	0.8%	1.8%	0.8%	0.8%	0.8%	2.2%	0.0%	0.4%	0.4%	2.2%	0.0%	0.0%	0.0%	2.7%	2.1%
	Repair - % Completed	-	84.5%	86.7%	84.9%	88.2%	87.2%	89.3%	88.7%	88.6%	81.8%	87.1%	85.3%	87.9%	88.4%	86.5%	89.4%
Calendars																	
Install - Av. calendar offering (days)		-	2.5	2.8	2.4	2.5	2.4	2.7	2.3	2.7	2.9	2.0	2.5	2.0	2.3	1.8	2.1
Repair - SDND (Ticket based - FW)		-	92.5%	95.2%	94.6%	92.4%	89.4%	96.4%	94.6%	93.4%	93.0%	89.5%	94.1%	93.2%	100.0%	100.0%	79.5%

Please note:

- YTD 2024 is complete month and YTD 2025 is rolling YTD.
- Install – Av. calendar offering (days); New & Move only, SV are excluded
- Source: Cube Data
- Dashboard: https://pbi.fsbipps.int.bell.ca/PowerBI_Reports_WP/powerbi/Prod/Scorecards/NWS%20Service%20Metrics



CSB Customer Operations Scorecard

Report Date: WE August 16th, 2025

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Consumer Mobility and Wireline Executive Summary

Consumer SLA met

August 16, 2025	Status	YEE Current Week	Actual Current Week	Actual Prior Week	Actual Prior Year	Status YoY	Aug MTD'25 Budget	Aug MTD'25 Actual	Aug MTD'24 Actual	Status YoY	YTD'25 Budget	YTD'25 Actual	YTD'24 Actual	Status YoY
	WoW (if no YEE)													
Consumer														
Service Level	80%	81%	76%	73%	80%	80%	78%	74%	80%	80%	82%	77%	77%	80%
Calls Offered	580.9K	551.1K	540.1K	603.9K	1.2M	1.2M	1.2M	1.4M	1.2M	1.2M	17.2M	17.9M	19.0M	17.2M
Calls Handled	563.6K	534.4K	517.6K	578.9K	1.2M	1.2M	1.2M	1.3M	1.2M	1.2M	16.7M	17.4M	18.2M	16.7M
Blended Handle Time	840	781	778	772	797	797	777	771	797	797	--	758	761	--
FCR7	--	--	84.9%	84.4%	--	--	84.8%	84.2%	--	--	--	84.8%	84.5%	--
60 Day NL Save Rate	--	95.8%	93.9%	93.9%	--	--	94.5%	94.0%	--	--	--	93.3%	94.1%	--
NPS Call Center (Overall)	--	30.7	30.7	35.0	30.7	--	30.8	34.9	30.8	--	--	36.6	35.5	--
NPS (Care)	--	35.5	34.6	39.8	35.5	--	35.3	39.6	35.3	--	--	40.8	40.3	--
NPS (Loyalty)	--	15.0	16.9	18.8	15.0	--	16.1	19.3	16.1	--	--	19.7	20.2	--
Rep Sat Top 2	--	75.0%	74.4%	76.5%	75.0%	--	74.7%	76.5%	74.7%	--	--	77.1%	76.8%	--
Rep Sat Bottom 2	--	18.2%	18.6%	16.6%	18.2%	--	18.4%	16.8%	18.4%	--	--	16.3%	16.6%	--
Transfer Rate	--	19.3%	19.4%	20.5%	19.3%	--	19.3%	20.5%	19.3%	--	--	19.1%	19.6%	--
CCTS Bell														
Volumes (Total)	--	112	127	66	65	--	270	149	65	--	--	270	149	65
Volumes (Mobility)	--	65	71	38	65	--	153	84	84	--	--	153	84	84
Volumes (Residential)	--	47	56	28	47	--	117	65	65	--	--	117	65	65

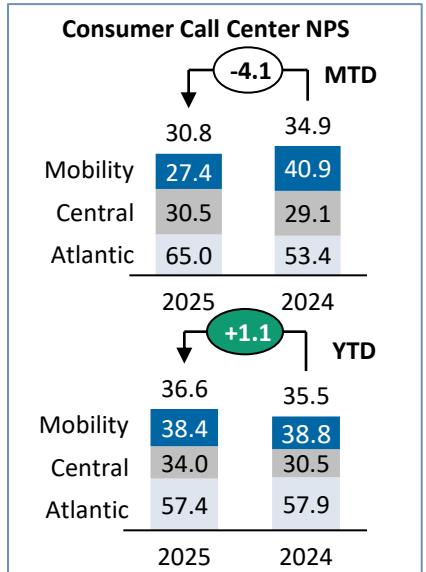
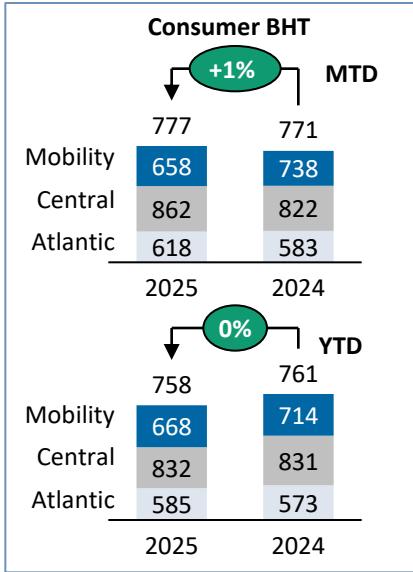
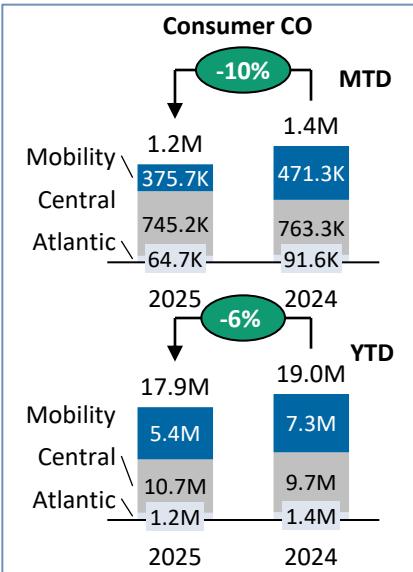
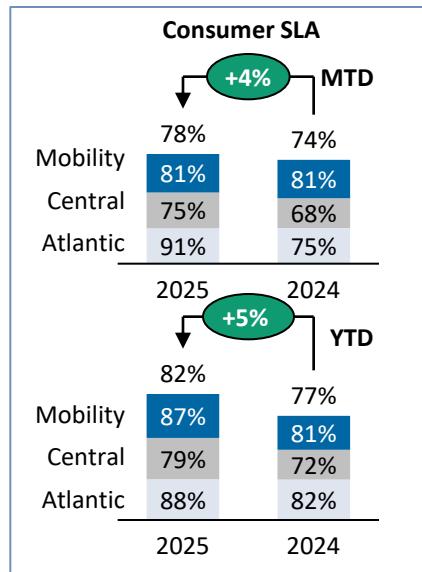
Digital NPS: will resume later this month on a 10 pt scale

YEE7 2025

2024/2025 SLA 80/60

MTD = August MTD

Results are as of August 17 and subject to change



BM/VM & BRS Central, BRS Atlantic, MTS Res: Executive Summary

August 16, 2025	YEE	Actual	Actual	Actual	Aug Budget	Aug MTD'25	Aug MTD'25	Aug MTD'24	MTD Status YoY	YTD'25	YTD'25	YTD'24	YTD Status YoY
	Current Week	Current Week	Prior Week	Prior Year		Actual	Actual	Actual		Budget	Actual	Actual	
BM/VM & BRS Central													
Service Level	80%	80%	74%	72%	80%	77%	73%	73%	●	80%	81%	76%	●
Calls Offered	524.3K	500.2K	494.4K	547.1K	1.1M	1.1M	1.2M	1.2M	●	15.4M	16.1M	17.0M	●
Calls Handled	509.1K	484.5K	473.1K	524.1K	1.1M	1.1M	1.2M	1.2M	●	14.9M	15.6M	16.3M	●
Blended Handle Time	880	796	790	787	816	790	787	787	●	--	774	778	●
Overflow (BRS Care into BRS Loyalty)	--	5.2%	3.7%	0.4%	--	4.6%	0.6%	0.6%	--	--	1.4%	3.6%	--
FCR7	--	--	84.6%	84.3%	--	84.6%	84.1%	84.1%	●	--	84.7%	84.3%	●
60 Day NL Save Rate	--	95.3%	93.3%	93.3%	--	93.7%	93.4%	93.4%	●	--	92.7%	93.4%	●
NPS Call Center (Overall)	--	29.4	29.2	34.1	--	29.4	33.8	33.8	●	--	35.7	34.0	●
Net Promoter Score (Care)	--	34.1	33.5	38.9	--	34.1	38.7	38.7	●	--	40.2	39.2	●
Net Promoter Score (Loyalty)	--	14.1	14.0	17.1	--	14.3	16.9	16.9	●	--	17.5	16.8	●
Rep Sat Top 2	--	74.6%	74.1%	76.3%	--	74.4%	76.1%	76.1%	●	--	76.9%	76.4%	●
Rep Sat Bottom 2	--	18.4%	18.9%	16.7%	--	18.6%	17.0%	17.0%	●	--	16.5%	16.8%	●
Transfer Rate	--	19.6%	19.6%	20.9%	--	19.6%	21.0%	21.0%	●	--	19.5%	20.1%	●
BRS Atlantic WLN													
Service Level	80%	93%	90%	77%	80%	91%	75%	75%	●	80%	88%	82%	●
Calls Offered	39.8K	29.5K	26.7K	38.8K	79.7K	64.7K	91.6K	91.6K	●	1.2M	1.2M	1.4M	●
Calls Handled	38.5K	28.8K	25.8K	37.0K	76.9K	62.7K	86.5K	86.5K	●	1.2M	1.1M	1.3M	●
Blended Handle Time	576	617	630	585	576	618	583	583	●	--	585	573	●
FCR7	--	--	86.9%	89.9%	--	87.1%	88.8%	88.8%	●	--	85.6%	86.7%	●
NPS Call Center (Overall)	--	67.9	58.5	55.0	--	65.0	53.4	53.4	●	--	57.4	57.9	●
Net Promoter Score (Care)	--	71.8	68.0	67.3	--	72.6	60.3	60.3	●	--	68.6	64.8	●
Net Promoter Score (Loyalty)	--	50.0	47.4	45.0	--	50.0	48.4	48.4	●	--	47.3	53.2	●
Transfer Rate	--	15.4%	14.9%	15.1%	--	14.9%	15.0%	15.0%	●	--	14.3%	14.1%	●
MTS Residential WLN													
Service Level	80%	93%	86%	94%	--	89%	93%	93%	●	--	87%	89%	●
Calls Offered	16.8K	16.9K	15.3K	13.3K	--	36.1k	31.1k	31.1k	●	--	503.2k	472.7k	●
Calls Handled	16.1K	16.7K	15.0K	13.1K	--	35.4k	30.6k	30.6k	●	--	488.6k	464.2k	●
Blended Handle Time	840	787	826	805	--	808	783	783	●	--	820	763	●
CCTS Bell													
Mobility & BRS Central Volumes	--	107	115	59	--	250	134	134	●	--	250	134	●
BRS Atlantic Volumes	--	3	7	5	--	12	11	11	●	--	12	11	●
MTS Volumes	--	2	5	2	--	8	4	4	●	--	8	4	●

● SL >75% ● SL >70% ● SL <69%

Digital NPS: will resume later this month on a 10 pt scale

CCTS YTD Volumes fiscal year is Aug-Aug

FCR 7 & CCTS Results are one week removed at all frequencies
Results include Segment Groups: Care, Sales, Loyalty, Collections

Results as of August 17 and subject to change

MTD = August MTD
YEET 2025

Small Business Wireline Executive Summary

SB SLA met

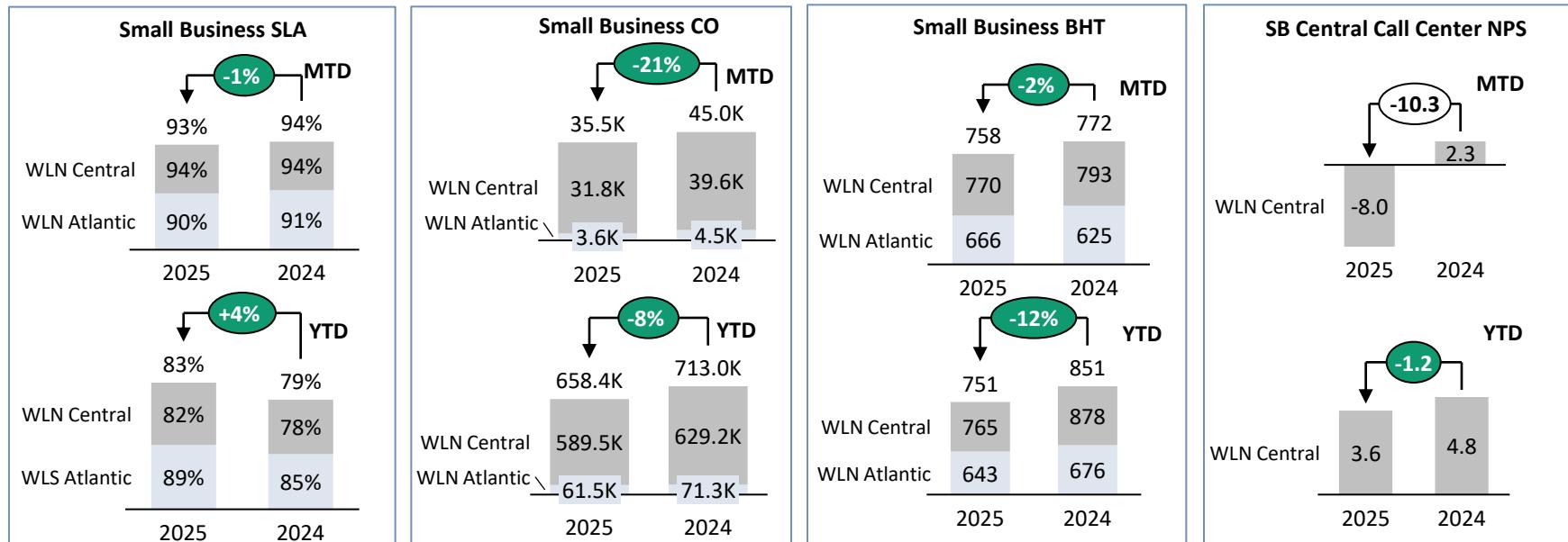
August 16, 2025	Status WoW	YEE Current Week	Actual Current Week	Actual Prior Week	Actual Prior Year	Status YoY	Aug MTD'25 Budget	Aug MTD'25 Actual	Aug MTD'24 Actual	Status YoY	YTD'25 Budget	YTD'25 Actual	YTD'24 Actual	Status YoY
Small Business														
WoW														
Service Level	●	80%	92%	96%	93%	●	80%	93%	94%	●	80%	83%	79%	●
Calls Offered	●	20.3K	17.6K	14.8K	20.6K	●	41.8K	35.5K	45.0K	●	684.8K	658.4K	713.0K	●
Calls Handled	●	19.7K	17.4K	14.7K	20.4K	●	40.4K	35.1K	44.5K	●	661.6K	641.7K	689.1K	●
Blended Handle Time	●	917	776	738	782	●	961	758	772	●	--	751	851	●
FCR7	--	--	88.1%	86.0%	●	--	--	87.8%	87.0%	●	--	88.1%	86.2%	●
NPS Call Center (SB Central)	●	--	-24.5	14.3	12.1	●	--	-8.0	2.3	●	--	3.6	4.8	●
Transfer Rate	●	--	24.9%	26.5%	25.6%	●	--	25.7%	25.4%	●	--	25.4%	23.4%	●
CCTS SBM														
Volumes SB Central	●	--	6	10	3	●	--	17	6	●	--	17	6	●

2024/2025 SLA 80/60

YEET 2025

MTD = August MTD

Results are as of August 10 and subject to change



Small Business Central and Atlantic: Wireline Executive Summary

August 16, 2025	YEE	Actual	Actual	Actual	Aug	Aug	Aug	MTD	YTD'25	YTD'25	YTD'24	YTD
	Current Week	Current Week	Prior Week	Week Prior Year					Budget	Actual	Actual	
SB Central WLN												
Service Level	80%	91%	96%	93%	80%	94%	94%	●	80%	82%	78%	●
Calls Offered	18.5K	15.7K	13.4K	18.2K	37.5k	31.8K	39.6K	●	611.3K	589.5K	629.2K	●
Calls Handled	17.9K	15.5K	13.3K	18.0K	36.3k	31.5K	39.3K	●	592.0K	575.3K	608.5K	●
Blended Handle Time	942	790	746	804	1003	770	793	●	--	765	878	●
FCR7	--	--	87.4%	84.0%	--	87.0%	85.2%	●	--	86.8%	85.6%	●
NPS Call Center (Overall)	--	-24.5	14.3	12.1	--	-8.0	2.3	●	--	3.6	4.8	●
Transfer Rate	--	24.3%	25.9%	25.5%	--	25.1%	25.2%	●	--	25.2%	23.1%	●
SB Atlantic WLN												
Service Level	80%	94%	86%	93%	80%	90%	91%	●	80%	89%	85%	●
Calls Offered	1.8K	1.9K	1.4K	2.1K	4.1k	3.6K	4.5K	●	69.9K	61.5K	71.3K	●
Calls Handled	1.7K	1.8K	1.4K	2.0K	3.8k	3.4K	4.3K	●	66.1K	59.3K	68.2K	●
Blended Handle Time	675	662	685	619	696	666	625	●	--	643	676	●
MTS WLN Small Business												
Service Level	80%	94%	98%	90%	80%	95%	87%	●	--	89%	87%	●
Calls Offered	0.8K	0.7K	0.4K	0.7K	811.2	1.3K	1.6K	●	--	22.9k	24.4k	●
Calls Handled	0.8K	0.7K	0.4K	0.7K	770.6	1.2K	1.5K	●	--	22.5k	23.9k	●
ABT	615	616	727	607	615	655	648	●	--	610	690	●
CCTS SBM												
Small Business Central CCTS Volumes	--	6	10	3	--	17	6	●	--	17	6	●

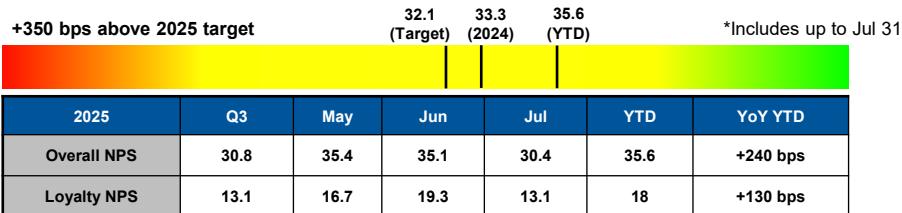
● SL >75% ● SL >70% ● SL <69%
YEE7 2025

CCTS YTD Volumes fiscal year is Aug-Aug
FCR 7 & CCTS Results are one week removed at all frequencies
SB Central includes Segment Groups: Care, Sales, Loyalty, Collections

Results as of August 17 and subject to change
MTD = August MTD

NPS Top/Bottom 5 – Bell Consumer & Virgin [Loyalty]

- Price Value** continues to be a main driver of NPS (largest survey vol. mix)
- Technical issues and Price Increase (PV) continue to pressure NPS from a MoM standpoint
- Promo Expiry/PI pressured Loyalty NPS, less care survey volume
- 700K more customers impacted by Price Increase YoY



Bell Consumer: Aug 1-15, 2025					
BPI Flow	2025 NPS	NPS YoY	2025 BPI Vol. Mix	FSUM7	
Top 5 NPS Flows					
Move Order Request	56	-4	1%	21%	
Unsaveable	53	10	5%	38%	
Hardware Upgrade Inquiry (Household)	41	8	3%	1%	
Payment Inquiry (Household)	39	-14	3%	1%	
Service / Plan Change Inquiry (Household)	38	5	3%	1%	
Bottom 5 NPS Flows					
Billing and Balance Investigation (Household)	17	2	9%	4%	
Promotion inquiries	7	1	1%	2%	
Cancellation Inquiries (Household)	0	-12	12%	17%	
Recurring Charge Inquiry (Household)	-9	1	3%	2%	
Technical Issues	-27	6	2%	13%	

Virgin: Aug 1-15, 2025					
BPI Flow	2025 NPS	NPS YoY	2025 BPI Vol. Mix	FSUM7	
Top 5 NPS Flows					
Payment Inquiry (Household)	64	12	5%	1%	
Feature Change / Inquiry (Household)	52	-10	2%	0.2%	
Usage Charge Inquiry (Household)	39	2	4%	0.4%	
Cancel Virgin Internet and Modem Return (MOB)	34	8	9%	43%	
Hardware Upgrade Inquiry (Household)	31	-13	4%	2%	
Bottom 5 NPS Flows					
Recurring Charge Inquiry (Household)	22	-26	7%	5%	
Cancellation Inquiries (Household))	19	-19	14%	22%	
Billing and Balance Investigation (Household)	18	-18	7%	2%	
Service / Plan Change Inquiry (Household)	12	-18	7%	2%	
Price Increase (Household)	-54	-43	7%	0.2%	

*Note: ~2% of all calls results in a survey & FSUM7 (Total Future RGU Deactivations/Total Calls) is captured until Aug 15, 2025.

Price Increases, Promo Expiry drove NPS pressure MoM, Less Care survey volume

Direct & Digital Executive Sales Overview

Overall Direct delivered 25.0k sales, 85% to OL and -15% YoY

	Sales	% to OL	WoW	YoY		Sales	% to OL	WoW	YoY
Total Wireless	8.8K	84%	11%	-14%	Total Wireline	16.2K	86%	1%	-16%
Call Centre	6.8K	88%	12%	-12%	Call Centre	13.6K	89%	1%	-14%
Bell	5.4K	90%	14%	-2%	Bell	11.0K	92%	2%	-13%
Virgin	0.9K	82%	7%	-33%	Virgin	1.5K	82%	-6%	-19%
Small Business	0.4K	82%	1%	-43%	Small Business	1.1K	72%	3%	-16%
<i>Inbound</i>	3.2K	90%	24%	-15%	<i>Inbound</i>	12.1K	92%	1%	-16%
XLOB	2.6K	93%	3%	-19%	XLOB	0.3K	57%	-19%	-42%
<i>Outbound</i>	0.9K	74%	5%	58%	<i>Outbound</i>	1.2K	79%	14%	42%
Online	2.1K	72%	5%	-20%	Online	2.7K	73%	1%	-23%
Bell	1.4K	85%	13%	-16%	Bell	2.3K	70%	-2%	-19%
Virgin	0.7K	56%	-6%	-28%	Virgin	0.4K	94%	22%	-43%

Wireless Call Centre

- Bell sales delivered 90% to target, -2% YoY
 - CDS CR up +22% YoY (excl. transfers and short calls) managing lower call volume (-7% YoY excl. transfers and short calls)
 - XLOB pressured -18% YoY due to lower call volume and CR driven by lapsing of eDM campaign prior year
- Virgin sales decline due to lower Inbound call volume (-22% YoY excl. short calls) and CR pressure while lapsing \$34/20GB (ROC), \$29/10GB (QC) and lower Connection Charges prior year
- Outbound sales up +58% YoY as offshore agents ramp (Bell Prod Hours up +113% YoY)

Wireless Online

- Online sales delivered 72% to target, -20% YoY
 - Bell Online sales -16% YoY largely due to lower eChat volume (-39%) and eShop sales driven by lower traffic (-6%) and CR pressure with unfavourable traffic mix (Search -14% YoY)
 - Virgin Online pressured -28% YoY while lapsing richer offers prior year; Channel Mix remains favourable, up +51% YoY (9%)

Wireline Call Centre

- Bell sales delivered 92% to target, -13% YoY; YoY pressure largely due to lower Inbound call volume (BRS Central -23% YoY excl. transfers, ATL -15% YoY, MTS -11% YoY)
 - BRS Sales IB CR and Order Conversion continue to trend strong (+1% YoY and +11% YoY excl. transfers respectively)
- Virgin sales delivered 82% to plan, -19% YoY largely driven by lower Inbound call volume (83% to OL, -32% YoY excl. transfers) while CR remains strong (+17% YoY excl. transfers)
- Outbound sales up +42% YoY as offshore agents ramp (Bell Prod Hours up +113% YoY)

Wireline Online

- Online sales delivered 73% to plan, -23% YoY
 - Bell Online sales -19% YoY largely due to lower eChat volume (-39% YoY) and eShop CR with unfavourable traffic mix (Search -15% YoY)
 - Virgin Online -43% YoY driven by lower eChat volume (-70% YoY) and eShop CR pressure alongside a -34% decline in mix of new customers progressing into the solution builder; WoW sales up +22% following eShop flow reintroduction (Aug 7th)

Appendix

Direct – HUG Performance

Call Centre delivered 2.4k HUGs, with 2k HUGs coming from Loyalty (+54% YoY)

	Previous Weeks										Current Week				2024	August MTD		August YTD	
	6/21/25	6/28/25	7/05/25	7/12/25	7/19/25	7/26/25	8/02/25	8/09/25	8/16/25	WoW %	8 Wk Avg	% to 8 wk	YoY%	MTD	YoY%	YTD	YoY%		
Overall Call Centre	2,988	2,709	2,344	2,094	1,762	1,833	2,067	2,377	2,350	-1%	2,272	3%	28%	5,262	20%	78,905	19%		
Loyalty	2,565	2,318	1,947	1,734	1,436	1,530	1,704	2,047	1,990	-3%	1,910	4%	54%	4,504	45%	62,607	42%		
Loyalty HUGs																			
Loyalty Inbound	1,825	1,691	1,437	1,280	975	1,101	1,193	1,418	1,438	1%	1,365	5%	62%	3,194	44%	46,192	36%		
Loyalty Cross-Serve	1,572	1,481	1,406	1,256	968	1,101	1,193	1,418	1,438	1%	1,299	11%	142%	3,194	116%	42,753	97%		
Client Solutions	253	210	31	24	7	0	0	0	0	-	66	-100%	-100%	0	-100%	3,439	-72%		
Retention L1	0	0	0	0	0	0	0	0	0	-	0	-	-	0	-	0	-100%		
Calls Handled (BM Call Types Only)	23,135	25,507	25,284	27,585	26,994	29,876	27,106	33,093	33,553	1%	27,323	23%	32%	74,890	28%	859,182	-20%		
Calls Handled (BM Ret Call Types Only)	22,607	22,608	24,681	26,846	25,644	29,002	26,069	31,507	30,846	-2%	26,121	18%	25%	69,883	24%	802,529	-5%		
Loyalty Cross-Serve	18,763	18,854	23,773	25,793	24,652	29,002	26,069	31,506	30,845	-2%	24,802	24%	96%	69,881	99%	721,420	52%		
Client Solutions	3,844	3,754	908	1,053	992	0	0	0	0	-	1,319	-100%	-100%	0	-100%	81,001	-78%		
Retention L1	0	0	0	0	0	0	0	1	1	0%	0	700%	-	2	-99%	108	-84%		
HUG Rate (BM Ret Call Types Only)	8.1%	7.5%	5.8%	4.8%	3.8%	3.8%	4.6%	4.5%	4.7%	4%	5.4%	-13%	30%	4.6%	16%	5.8%	43%		
Other Loyalty HUG	740	627	510	454	461	429	511	629	552	-12%	545	1%	34%	1,310	46%	16,415	61%		
Virgin Solutions	373	294	302	247	285	261	319	410	313	-24%	311	1%	-17%	823	2%	10,698	21%		
Virgin Loyalty Outbound - Saveback	138	109	45	46	64	55	63	77	92	19%	75	23%	2200%	178	642%	1,888	821%		
Mobility Loyalty Outbound - Saveback	202	201	131	124	99	96	106	115	110	-4%	134	-18%	588%	240	627%	3,011	487%		
Atlantic - Residential Loyalty	27	22	31	36	11	11	22	27	32	19%	23	37%	220%	63	250%	724	55%		
Executive Care - Frontline	0	0	0	0	0	3	1	0	4	-	1	700%	-	5	-	22	83%		
Executive Care - Specialized Frontline	0	1	1	1	2	3	0	0	1	-	1	0%	-83%	1	-92%	72	-47%		
Care/EPP Channel	423	391	397	360	326	303	363	330	360	9%	362	0%	-34%	758	-40%	16,298	-26%		
Care Channel HUGs																			
Care/Case Managers	283	238	277	229	195	178	168	183	173	-5%	219	-21%	-53%	392	-52%	10,818	-11%		
Calls Handled (BM Call Types Only)	95,876	95,874	102,748	98,570	97,420	90,375	83,288	92,716	90,608	-2%	94,608	-4%	-19%	204,581	-15%	3,574,086	3%		
HUG Rate	0.3%	0.2%	0.3%	0.2%	0.2%	0.2%	0.2%	0.2%	0.2%	-3%	0.2%	-17%	-42%	0.2%	-44%	0.3%	-13%		
Sales Channel HUG																			
EPP	140	153	120	131	131	125	195	147	187	27%	143	31%	5%	366	-16%	5,480	-96%		

Note: These are HUGs ordered

Mobility National Sales Overview

	Previous Weeks					Current Week					2024		August MTD			August YTD				
	WE 12JUL	WE 19JUL	WE 26JUL	WE 02AUG	WE 09AUG	WE 16AUG	Aug OL	% to OL	WoW%	8 Wk Var %	SW LY	YoY%	MTD	Aug OL	Var Aug OL%	YoY%	YTD	Aug OL	Var Aug OL%	YoY%
Overall Direct Gross Sales																				
Gross Sales (include Outbound Sales)	5,897	5,121	5,105	4,929	4,726	5,394	5,970	90%	14%	-3%	5,502	-2%	11,352	13,298	85%	-13%	172,117	170,396	101%	-13%
Inbound (Excl. XLOB)																				
Gross Sales	2,053	1,743	1,758	1,661	1,605	2,079	2,218	94%	30%	7%	1,933	8%	4,050	4,790	85%	-9%	63,423	62,979	101%	1%
CDS																				
Gross Sales	1,995	1,680	1,703	1,577	1,542	2,017	2,157	94%	31%	7%	1,775	14%	3,913	4,657	84%	-3%	61,593	61,220	101%	17%
CDS Sales	1,871	1,545	1,545	1,455	1,441	1,880	-	-	30%	6%	1,685	12%	3,646	-	-	-7%	57,823	-	-	11%
EPP Consumer Sales	124	135	158	122	101	137	-	-	36%	16%	90	-	267	-	-	-	3,770	-	-	-
Calls Handled	13,388	12,457	12,316	10,707	11,197	12,837	14,236	90%	15%	3%	12,364	4%	26,826	30,741	87%	-2%	415,760	435,918	95%	20%
CDS Calls	13,061	12,084	11,894	10,278	10,853	12,421	-	-	14%	3%	12,152	2%	25,974	-	-	-4%	404,430	-	-	17%
EPP Consumer Calls	327	373	422	429	344	416	-	-	21%	19%	212	-	852	-	-	-	11,330	-	-	-
Close Rate	14.9%	13.5%	13.8%	14.7%	13.8%	15.7%	15.1%	104%	14%	3%	14.4%	9%	14.6%	15.1%	98%	-1%	14.8%	14.0%	105%	-2%
CDS Close Rate	14.3%	12.8%	13.0%	14.2%	13.3%	15.1%	-	-	14%	3%	13.9%	9%	14.0%	-	-	-3%	14.3%	-	-	-6%
EPP Consumer Close Rate	37.9%	36.2%	37.4%	28.4%	29.4%	32.9%	-	-	12%	-3%	42.5%	-22%	31.3%	-	-	-39%	33.3%	-	-	-67%
Order Conversion	11.7%	10.6%	10.8%	11.6%	10.8%	12.2%	-	-	13%	3%	11.9%	3%	11.3%	-	-	-7%	11.7%	-	-	-5%
Transfer Rate	45.8%	46.1%	49.3%	48.0%	50.1%	49.9%	-	-	-1%	5%	46.7%	7%	50.1%	-	-	10%	45.9%	-	-	2%
Call Volume (Without Transfers)	7,254	6,712	6,246	5,570	5,583	6,437	-	-	15%	-1%	6,595	-2%	13,380	-	-	-10%	225,127	-	-	18%
Close Rate (Without Transfers)	27.5%	25.0%	27.3%	28.3%	27.6%	31.3%	-	-	13%	9%	26.9%	16%	29.2%	-	-	8%	27.4%	-	-	-1%
Order Conversion (Without Transfers)	21.5%	19.8%	21.2%	22.3%	21.6%	24.3%	-	-	12%	8%	22.2%	9%	22.7%	-	-	1%	21.6%	-	-	-3%
Other Gross Sales																				
EPP Excellence	58	63	55	84	63	62	62	101%	-2%	-1%	158	-61%	137	132	103%	-68%	1,830	1,759	104%	-82%
XLOB																				
Gross Sales	2,992	2,583	2,522	2,445	2,428	2,545	2,710	94%	5%	-8%	3,099	-18%	5,565	6,108	91%	-24%	85,352	83,496	102%	-19%
Brs Sales																				
Gross Sales	958	817	774	772	725	694	902	77%	-4%	-19%	1,030	-33%	1,596	2,032	79%	-33%	25,439	24,733	103%	-37%
Calls Handled	18,289	16,357	16,504	16,622	16,670	16,423	17,013	97%	-1%	-3%	18,394	-11%	37,451	38,349	98%	-13%	508,153	541,298	94%	-13%
Close Rate	5.2%	5.0%	4.7%	4.6%	4.3%	4.2%	5.3%	80%	-3%	-16%	5.6%	-25%	4.3%	5.3%	80%	-23%	5.0%	4.6%	110%	-27%
BRS Serve To Sell																				
Gross Sales	692	657	711	655	691	765	590	130%	11%	11%	837	-9%	1,628	1,330	122%	-22%	21,766	20,962	104%	-22%
Calls Handled	43,278	42,389	46,106	41,747	45,152	48,572	34,721	140%	8%	14%	50,373	-4%	103,724	78,264	133%	-14%	1,313,569	1,304,282	101%	6%
Close Rate	1.6%	1.5%	1.5%	1.6%	1.5%	1.6%	1.7%	93%	3%	-3%	1.7%	-5%	1.6%	1.7%	92%	-10%	1.7%	1.6%	103%	-27%
Mobility Serve To Sell																				
Gross Sales	325	269	258	207	211	248	283	88%	18%	-17%	525	-53%	509	637	80%	-57%	11,931	12,847	93%	-14%
Calls Handled	17,843	16,648	14,711	12,271	13,414	13,545	16,630	81%	1%	-15%	20,128	-33%	30,560	37,486	82%	-37%	649,433	737,143	88%	-11%
Close Rate	1.8%	1.6%	1.8%	1.7%	1.6%	1.8%	1.7%	108%	16%	-2%	2.6%	-30%	1.7%	1.7%	98%	-32%	1.8%	1.7%	105%	-4%
Loyalty Cross-Serve																				
Gross Sales	614	546	512	481	503	490	607	81%	-3%	-15%	402	22%	1,115	1,369	81%	19%	15,428	14,588	106%	22%
Calls Handled	68,014	66,795	68,542	65,468	73,182	77,669	63,910	122%	6%	15%	67,649	15%	168,992	144,058	117%	10%	2,131,501	2,072,875	103%	.9%
Close Rate	0.9%	0.8%	0.7%	0.7%	0.7%	0.6%	1.0%	66%	-8%	-26%	0.6%	6%	0.7%	1.0%	69%	8%	0.7%	0.7%	103%	34%
Others																				
Gross Sales	403	294	267	330	298	348	328	106%	17%	2%	305	14%	717	739	97%	1%	10,788	10,365	104%	10%
Calls Handled	19,309	18,973	19,473	20,443	17,494	17,858	20,864	86%	2%	-5%	13,574	32%	40,195	47,030	85%	26%	664,683	822,345	81%	37%
Close Rate	2.1%	1.5%	1.4%	1.6%	1.7%	1.9%	1.6%	124%	14%	8%	2.2%	-13%	1.8%	1.6%	113%	-20%	1.6%	1.3%	129%	-20%

BM Sales: Gross Sales (WAC); Mobile Sales only (excludes Tablets)

Virgin National Sales Overview

	Previous Weeks					Current Week					2024		August MTD				August YTD			
	WE 12JUL	WE 19JUL	WE 26JUL	WE 02AUG	WE 09AUG	WE 16AUG	Aug OL	% to OL	WoW%	8 Wk Var %	SW LY	YoY%	MTD	Aug OL	Var Aug OL%	YoY%	YTD	Aug OL	Var Aug OL%	YoY%
Overall Direct Gross Sales																				
Gross Sales (include Outbound Sales)	2,823	2,741	2,616	2,549	2,453	2,423	2,951	82%	-1%	-13%	3,233	-25%	5,545	6,683	83%	-21%	91,999	95,349	96%	-13%
Mobility Sales	1,097	1,010	964	991	887	947	1,158	82%	7%	-10%	1,405	-33%	2,089	2,601	80%	-29%	39,650	40,554	98%	-18%
Residential Sales	1,726	1,731	1,652	1,558	1,566	1,476	1,793	82%	-6%	-15%	1,828	-19%	3,456	4,082	85%	-15%	52,349	54,795	96%	-8%
Inbound																				
Gross Sales	2,325	2,221	2,101	2,129	2,102	2,073	2,432	85%	-1%	-9%	3,006	-31%	4,716	5,447	87%	-28%	80,883	83,973	96%	-19%
Virgin Household Sales																				
Gross Sales	1,788	1,648	1,595	1,703	1,529	1,577	1,805	87%	3%	-8%	2,267	-30%	3,544	4,035	88%	-29%	61,283	62,750	98%	-24%
Mobile Phone Gross Sales	931	818	784	801	720	807	967	83%	12%	-5%	1,303	-38%	1,727	2,146	80%	-36%	35,769	36,881	97%	-20%
Residential Gross Sales	857	830	811	902	809	770	838	92%	-5%	-11%	964	-20%	1,817	1,889	96%	-20%	25,514	25,870	99%	-29%
Calls Handled	7,571	7,248	7,118	7,714	7,254	6,880	7,942	87%	-5%	-6%	8,685	-21%	16,108	17,698	91%	-17%	259,075	263,061	98%	-3%
Mobility Calls Handled	5,334	5,157	4,918	5,380	5,005	4,774	5,773	83%	-5%	-7%	5,498	-13%	11,065	12,811	86%	-11%	192,412	194,621	99%	9%
Residential Calls Handled	2,237	2,091	2,200	2,334	2,249	2,106	2,168	97%	-6%	-5%	3,187	-34%	5,043	4,887	103%	-27%	66,663	68,440	97%	-28%
Close Rate	23.6%	22.7%	22.4%	22.1%	21.1%	22.9%	22.7%	101%	9%	-2%	26.1%	-12%	22.0%	22.8%	97%	-15%	23.7%	23.9%	99%	-21%
Mobility Close Rate	17.5%	15.9%	15.9%	14.9%	14.4%	16.9%	16.8%	101%	18%	2%	23.7%	-29%	15.6%	16.8%	93%	-29%	18.6%	18.9%	98%	-27%
Residential Close Rate	38.3%	39.7%	36.9%	38.6%	36.0%	36.6%	38.7%	95%	2%	-6%	30.2%	21%	36.0%	38.7%	93%	9%	38.3%	37.8%	101%	-2%
Transfer Rate	45.3%	43.8%	43.7%	43.5%	45.5%	44.0%	-	-	-3%	-1%	44.9%	-2%	45.0%	-	-	-1%	40.9%	-	-	-7%
Mobility Transfer Rate	46.4%	44.7%	46.7%	47.1%	47.4%	46.0%	-	-	-3%	0%	47.0%	-2%	47.1%	-	-	-1%	41.3%	-	-	-14%
Residential Transfer Rate	42.6%	41.4%	36.8%	35.3%	41.4%	39.4%	-	-	-5%	-1%	41.4%	-5%	40.5%	-	-	2%	39.9%	-	-	11%
Call Volume (Without Transfers)	4,142	4,075	4,011	4,356	3,952	3,854	-	-	-2%	-6%	4,782	-19%	8,855	-	-	-17%	153,041	-	-	2%
Mobility Call Volume (Without Transfers)	2,857	2,850	2,620	2,847	2,634	2,578	-	-	-2%	-7%	2,913	-12%	5,853	-	-	-10%	112,940	-	-	24%
Residential Call Volume (Without Transfers)	1,285	1,225	1,391	1,509	1,318	1,276	-	-	-3%	-5%	1,869	-32%	3,002	-	-	-28%	40,101	-	-	-32%
Close Rate (Without Transfers)	43.2%	40.4%	39.8%	39.1%	38.7%	40.9%	-	-	6%	-2%	47.4%	-14%	40.0%	-	-	-14%	40.0%	-	-	-25%
Mobility Close Rate (Without Transfers)	32.6%	28.7%	29.9%	28.1%	27.3%	31.3%	-	-	15%	2%	44.7%	-30%	29.5%	-	-	-29%	31.7%	-	-	-35%
Residential Close Rate (Without Transfers)	46.7%	67.8%	58.3%	59.8%	61.4%	60.3%	-	-	-2%	-6%	51.6%	17%	60.5%	-	-	11%	63.6%	-	-	4%
Ontario																				
Gross Sales	751	705	745	821	732	749	-	-	2%	1%	987	-24%	1,705	-	-	-18%	26,484	-	-	-27%
Mobile Phone Gross Sales	368	294	300	317	270	335	-	-	24%	3%	479	-30%	690	-	-	-28%	13,509	-	-	-25%
Residential Gross Sales	383	411	445	504	462	414	-	-	-10%	-1%	508	-19%	1,015	-	-	-9%	12,975	-	-	-28%
Calls Handled	2,983	2,984	2,964	2,987	2,851	2,715	-	-	-5%	-7%	3,273	-17%	6,344	-	-	-9%	108,537	-	-	5%
Mobility Calls Handled	2,066	2,019	1,929	1,949	1,818	1,789	-	-	-2%	-9%	1,956	-9%	4,048	-	-	-4%	78,491	-	-	26%
Residential Calls Handled	917	965	1,035	1,038	1,033	926	-	-	-10%	-4%	1,317	-30%	2,296	-	-	-17%	30,046	-	-	-27%
Close Rate	25.2%	23.6%	25.1%	27.5%	25.7%	27.6%	-	-	7%	9%	30.2%	-9%	26.9%	-	-	-9%	24.4%	-	-	-30%
Mobility Close Rate	17.8%	14.6%	15.6%	16.3%	14.9%	18.7%	-	-	26%	13%	24.5%	-24%	17.0%	-	-	-25%	17.2%	-	-	-41%
Residential Close Rate	41.8%	42.6%	43.0%	48.6%	44.7%	44.7%	-	-	0%	3%	38.6%	16%	44.2%	-	-	10%	43.2%	-	-	-2%
Quebec																				
Gross Sales	713	643	572	600	513	559	-	-	9%	-17%	837	-33%	1,218	-	-	-38%	22,018	-	-	-27%
Mobile Phone Gross Sales	239	224	206	202	166	203	-	-	22%	-12%	381	-47%	416	-	-	-49%	9,479	-	-	-23%
Residential Gross Sales	474	419	366	398	347	356	-	-	3%	-20%	456	-22%	802	-	-	-30%	12,539	-	-	-29%
Calls Handled	2,503	2,138	2,146	2,119	2,378	2,177	-	-	-8%	-5%	3,076	-29%	5,197	-	-	-25%	74,534	-	-	-14%
Mobility Calls Handled	1,422	1,240	1,274	1,207	1,458	1,257	-	-	-14%	-4%	1,810	-31%	3,090	-	-	-25%	45,050	-	-	-9%
Residential Calls Handled	1,081	898	872	912	920	920	-	-	0%	-7%	1,266	-27%	2,107	-	-	-25%	29,484	-	-	-21%
Close Rate	28.5%	30.1%	26.7%	28.3%	21.6%	25.7%	-	-	19%	-13%	27.2%	-6%	23.4%	-	-	-17%	29.5%	-	-	-15%
Mobility Close Rate	16.8%	18.1%	16.2%	16.7%	11.4%	16.1%	-	-	42%	-9%	21.0%	-23%	13.5%	-	-	-32%	21.0%	-	-	-16%
Residential Close Rate	43.8%	46.7%	42.0%	43.6%	37.7%	38.7%	-	-	3%	-14%	36.0%	7%	38.1%	-	-	-6%	42.5%	-	-	-10%
Virgin S2S																				
Gross Sales	376	410	383	289	412	328	458	72%	-20%	-19%	563	-42%	799	1,032	77%	-32%	14,661	16,089	91%	4%
Calls Handled	11,491	10,036	11,162	8,977	11,068	10,614	9,596	111%	-4%	0%	12,046	-12%	24,039	21,630	111%	-7%	363,752	381,551	95%	1%
Close Rate	3.3%	4.1%	3.4%	3.2%	3.7%	3.1%	4.8%	65%	-17%	-19%	4.7%	-34%	3.3%	4.8%	70%	-27%	4.0%	4.2%	96%	3%
Other Gross Sales																				
Virgin Loyalty	161	163	123	137	161	168	169	100%	4%	12%	176	-5%	373	380	98%	5%	4,939	5,134	96%	1%

¹ BM Sales: Gross Sales (WAC); Mobile Sales only (excludes Tablets)

Outbound National Sales Overview

	Previous Weeks					Current Week					2024		August MTD			August YTD				
	WE 12JUL	WE 19JUL	WE 26JUL	WE 02AUG	WE 09AUG	WE 16AUG	Aug OL	% to OL	WoW%	8 Wk Var %	SW LY	YoY%	MTD	Aug OL	Var Aug OL %	YoY%	YTD	Aug OL	Var Aug OL %	YoY%
Outbound Direct Gross Sales																				
Gross Sales	2,354	2,299	2,370	2,174	1,821	2,035	2,651	77%	12%	-11%	1,347	51%	4,602	6,159	75%	21%	65,317	76,240	86%	13%
Mobile Sales	1,018	987	1,005	1,013	860	910	1,233	74%	6%	-12%	572	59%	2,099	2,855	74%	38%	27,223	27,595	99%	-18%
Residential Sales	1,336	1,312	1,365	1,161	961	1,125	1,419	79%	17%	-11%	775	45%	2,503	3,304	76%	10%	38,094	48,645	78%	53%
Sales Outbound Household (Bell)																				
Gross Sales	1,421	1,394	1,461	1,412	1,196	1,389	1,836	85%	16%	-1%	737	88%	3,085	3,750	82%	34%	46,082	52,352	88%	35%
Mobile Phone Gross Sales	661	657	684	683	544	627	848	74%	15%	-9%	300	109%	1,401	1,944	72%	62%	19,460	18,971	103%	4%
Residential Gross Sales	760	737	777	729	652	762	788	97%	17%	6%	437	74%	1,684	1,806	93%	17%	26,622	33,381	80%	72%
RPCs	43,452	43,169	43,637	40,618	36,591	38,752	52,011	75%	6%	-9%	18,978	104%	88,047	119,201	74%	53%	1,382,604	1,698,478	81%	43%
Close Rate	3.3%	3.2%	3.3%	3.5%	3.3%	3.6%	3.1	114%	10%	9%	3.9%	-8%	3.5%	3.1%	111%	-13%	3.3%	3.1%	-6%	
Mobility Close Rate	1.5%	1.5%	1.6%	1.7%	1.5%	1.6%	1.6%	99%	9%	1%	1.6%	2%	1.6%	1.6%	99%	6%	1.4%	1.1%	126%	-27%
Residential Close Rate	1.7%	1.7%	1.8%	1.8%	1.8%	2.0%	1.5%	130%	10%	17%	2.3%	-15%	1.9%	1.5%	126%	-24%	1.9%	2.0%	98%	20%
Prod Hours	6,392	6,688	6,650	6,936	6,530	6,473	7,885	82%	-1%	-3%	3,042	113%	15,149	18,072	84%	69%	196,070	231,042	85%	39%
RPC per Hour	6.8	6.5	6.6	5.9	5.6	6.0	6.6	91%	7%	-7%	6.2	-4%	5.8	6.6	88%	-10%	7.1	7.4	96%	3%
Ontario																				
Gross Sales	581	612	628	617	617	687	-	-	11%	8%	297	131%	1,480	-	-	64%	20,890	-	-	27%
Mobile Phone Gross Sales	262	292	328	307	275	347	-	-	26%	7%	115	202%	715	-	-	110%	9,080	-	-	3%
Residential Gross Sales	319	320	300	310	342	340	-	-	-1%	8%	182	87%	765	-	-	37%	11,810	-	-	55%
RPCs	26,696	26,139	27,761	26,881	23,453	24,425	-	-	4%	-9%	12,737	92%	55,102	-	-	71%	813,404	-	-	56%
Close Rate	2.2%	2.3%	2.3%	2.3%	2.6%	2.8%	-	-	7%	18%	2.3%	21%	2.7%	-	-	-4%	2.6%	-	-	-19%
Mobility Close Rate	1.0%	1.1%	1.2%	1.1%	1.2%	1.4%	-	-	21%	18%	0.9%	57%	1.3%	-	-	23%	1.1%	-	-	-34%
Residential Close Rate	1.2%	1.2%	1.1%	1.2%	1.5%	1.4%	-	-	-5%	18%	1.4%	-3%	1.4%	-	-	-20%	1.5%	-	-	-1%
Quebec																				
Gross Sales	831	778	824	788	575	669	-	-	16%	-12%	375	78%	1,567	-	-	21%	24,195	-	-	67%
Mobile Phone Gross Sales	390	361	348	371	265	247	-	-	-7%	-30%	120	106%	648	-	-	57%	9,391	-	-	42%
Residential Gross Sales	441	417	476	417	310	422	-	-	36%	4%	255	65%	919	-	-	5%	14,804	-	-	88%
RPCs	16,756	17,030	15,876	13,737	13,138	14,327	-	-	9%	-9%	5,548	158%	32,945	-	-	40%	560,644	-	-	39%
Close Rate	5.0%	4.6%	5.2%	5.7%	4.4%	4.7%	-	-	7%	-3%	6.8%	-31%	4.8%	-	-	-13%	4.3%	-	-	21%
Mobility Close Rate	2.3%	2.1%	2.2%	2.7%	2.0%	1.7%	-	-	-15%	-23%	2.2%	-20%	2.0%	-	-	12%	1.7%	-	-	3%
Residential Close Rate	2.6%	2.4%	3.0%	3.0%	2.4%	2.9%	-	-	25%	15%	4.6%	-36%	2.8%	-	-	-25%	2.6%	-	-	36%
Sales Outbound Household (Virgin)																				
Gross Sales	498	520	515	420	351	350	519	67%	0%	-32%	227	54%	829	1,236	67%	64%	11,116	11,376	98%	84%
Mobile Phone Gross Sales	166	192	180	190	167	140	191	73%	-16%	-30%	102	37%	362	455	80%	53%	3,881	3,674	106%	4%
Residential Gross Sales	332	328	335	230	184	210	328	64%	14%	-34%	125	69%	467	781	60%	73%	7,235	7,702	94%	216%
RPCs	15,722	16,196	15,329	11,989	8,111	8,481	15,395	55%	5%	-41%	9,565	-11%	20,623	36,657	56%	-13%	306,474	324,281	95%	-2%
Close Rate	3.2%	3.2%	3.4%	3.5%	4.3%	4.1%	3.4%	122%	-5%	14%	2.4%	74%	4.0%	3.4%	119%	87%	3.6%	3.5%	103%	88%
Mobility Close Rate	1.1%	1.2%	1.2%	1.6%	2.1%	1.7%	1.2%	133%	-20%	18%	1.1%	55%	1.8%	1.2%	141%	75%	1.3%	1.1%	112%	6%
Residential Close Rate	2.1%	2.0%	2.2%	1.9%	2.3%	2.5%	2.1%	116%	9%	12%	1.3%	89%	2.3%	2.1%	106%	98%	2.4%	2.4%	99%	224%
Prod Hours	2,209	2,379	2,292	2,114	1,521	1,572	2,257	70%	3%	-26%	1,479	6%	3,766	5,375	70%	10%	42,823	50,394	85%	2%
RPC per Hour	7.1	6.8	6.7	5.7	5.3	5.4	6.8	79%	1%	-20%	6.5	-17%	5.5	6.8	80%	-21%	7.2	6.4	111%	-4%
Atlantic Sales Outbound																				
Gross Sales	198	191	196	145	103	128	231	55%	24%	-22%	156	-18%	281	551	51%	-40%	2,125	3,351	63%	-59%
Mobile Phone Gross Sales	14	10	14	16	15	22	17	132%	47%	68%	11	100%	39	40	98%	-22%	220	404	54%	-63%
Residential Gross Sales	174	181	182	129	88	106	215	49%	20%	-30%	145	-27%	242	511	47%	-43%	1,905	2,948	65%	-59%
RPCs	5,410	4,851	4,887	4,608	4,750	3,683	6,303	58%	-22%	-22%	1,514	143%	10,421	15,008	69%	84%	57,825	97,640	59%	-41%
Close Rate	3.5%	3.9%	4.0%	3.1%	2.2%	3.5%	3.7%	95%	60%	0%	10.3%	-66%	2.7%	3.7%	73%	-68%	3.7%	3.4%	107%	-31%
Mobility Close Rate	0.3%	0.2%	0.3%	0.3%	0.3%	0.6%	0.3%	226%	89%	115%	0.7%	-18%	0.4%	0.3%	141%	-58%	0.4%	0.4%	92%	-38%
Residential Close Rate	3.2%	3.7%	3.7%	2.8%	1.9%	2.9%	3.4%	85%	55%	-10%	9.6%	-70%	2.3%	3.4%	68%	-69%	3.3%	3.0%	109%	-30%
Prod Hours	747	738	762	881	935	835	1,014	82%	-11%	16%	371	125%	2,103	2,414	87%	67%	10,624	18,956	56%	-62%
RPC per Hour	7.2	6.6	6.4	5.2	5.1	4.4	6.2	71%	-13%	-33%	4.1	8%	5.0	6.2	80%	11%	5.4	5.2	106%	55%
MTS Sales Outbound																				
Gross Sales	30	26	37	58	42	42	51	82%	0%	11%	-	-	109	118	92%	-	1,200	1,377	87%	-
Mobile Phone Gross Sales	10	7	11	18	24	16	23	71%	-33%	7%	-	-	49	52	95%	-	451	420	107%	-
Residential Gross Sales	20	19	26	40	18	26	29	90%	44%	14%	-	-	60	66	90%	-	749	956	78%	-
RPCs	1,428	1,320	993	1,203	950	1,392	1,981	70%	47%	10%	-	-	2,813	4,540	62%	-	48,565	56,898	85%	-
Close Rate	2.1%	2.0%	3.7%	4.8%	4.4%	3.0%	2.6%	116%	-32%	2%	-	-	3.9%	2.6%	149%	-	2.5%	2.4%	102%	-
Mobility Close Rate	0.7%	0.5%	1.1%	1.5%	2.5%	1.1%	1.1%	101%	-55%	-3%	-	-	1.7%	1.1%	153%	-	0.9%	0.7%	126%	-
Residential Close Rate	1.4%	1.4%	2.6%	3.3%	1.9%	1.9%	1.5%	128%	-1%	4%	-	-	2.1%	1.5%	146%	-	1.5%	1.7%	92%	-
Prod Hours	393	363	307	347	281	401	540	74%	43%	12%	-	-	823	1,238	66%	-	11,620	12,080	96%	-
RPC per Hour	3.6	3.6	3.2	3.5	3.4	3.5	3.7	95%	3%	-3%	-	-	3.4	3.7	93%	-	4.2	4.7	89%	-
BRS Upsell Outbound																				
Gross Sales	217	168	161	139	129	126	213	59%	-2%	-25%	227	-44%	298	504	59%	-42%	4,794	7,784	62%	-62%
Mobile Phone Gross Sales	167	121	116	106	110	105	154	68%	-5%	-13%	159	-34%	248	365	68%	-32%	3,211	4,126	78%	-68%
Residential Gross Sales	50	47	45	33	19	21	59	36%	11%	-54%	68	-69%	50	139	36%	-66%	1,583	3,658	43%	-38%
RPCs	11,510	14,674	11,508	13,657	10,715	8,491	10,865	78%	-21%	-20%	8,161	4%	22,315	25,674	87%	4%	233,890	336,313	70%	-51%
Close Rate	1.9%	1.1%	1.4%	1.0%	1.2%	1.5%	2.0%	76%	23%	-6%	2.8%	-47%	1.3%	2.0%	68%	-44%	2.0%	2.3%	89%	-23%
Mobility Close Rate	1.5%	0.8%	1.0%	0.8%	1.0%	1.2%	1.4%	87%	20%	8%	1.9%	-37%	1.1%	1.4%	78%	-35%	1.4%	1.2%	112%	-35%
Residential Close Rate	0.4%	0.3%	0.4%	0.2%	0.2%	0.5%	0.5%</													

Residential Central Sales Overview

	Previous Weeks					Current Week					2024		August MTD			August YTD				
	WE 12JUL	WE 19JUL	WE 26JUL	WE 02AUG	WE 09AUG	WE 16AUG	Aug OL	% to OL	WoW%	8 Wk Var %	SW LY	YoY%	MTD	Aug OL	Var Aug OL%	YoY%	YTD	Aug OL	Var Aug OL%	YoY%
Bell Direct Gross Sales																				
Gross Sales (National include Outbound)	10,069	9,499	8,941	9,648	8,592	8,780	9,750	90%	2%	-8%	10,334	-15%	19,905	21,989	91%	-20%	285,250	307,292	93%	-12%
Total BRS Sales (Exl. XLOB)																				
Gross Sales	8,766	8,242	7,708	8,537	7,538	7,669	8,365	92%	2%	-9%	9,291	-17%	17,367	18,855	92%	-22%	239,263	249,978	96%	-17%
BRS Sales Inbound																				
Gross Sales	5,031	4,523	4,275	4,752	4,280	4,240	4,861	87%	-1%	-10%	5,411	-22%	9,695	10,958	88%	-25%	133,001	140,052	95%	-23%
Calls Handled	18,247	16,328	16,487	16,598	16,638	16,370	17,013	96%	-2%	-3%	18,354	-11%	37,364	38,349	97%	-13%	506,401	541,297	94%	-13%
Close Rate	27.6%	27.7%	25.9%	28.6%	25.7%	25.9%	28.6%	91%	1%	-7%	29.5%	-12%	25.9%	28.6%	91%	-14%	26.3%	25.9%	102%	-12%
Order Conversion	-	-	0.0%	7.4%	17.0%	16.9%	-	-	0%	112%	17.7%	-4%	17.0%	-	-	-6%	10.5%	-	-	41%
Transfer Rate	62.0%	62.4%	62.2%	60.3%	60.8%	62.4%	-	-	3%	3%	56.7%	10%	61.6%	-	-	9%	61.4%	-	-	12%
Call Volume (Without Transfers)	6,928	6,143	6,240	6,591	6,516	6,151	-	-	-6%	-7%	7,956	-23%	14,344	-	-	-23%	195,676	-	-	-26%
Close Rate (Without Transfers)	72.6%	73.6%	68.5%	72.1%	65.7%	68.9%	-	-	5%	-3%	68.0%	1%	67.6%	-	-	-3%	68.0%	-	-	4%
Order Conversion (Without Transfers)	-	-	0.0%	18.7%	43.3%	45.1%	-	-	4%	121%	40.8%	11%	44.2%	-	-	6%	27.1%	-	-	-31%
BRS S2S																				
Gross Sales	2,020	2,102	1,946	1,976	1,781	1,828	1,873	98%	3%	-8%	2,116	-14%	4,090	4,222	97%	-17%	55,495	58,394	95%	-3%
Calls Handled	39,305	38,541	40,174	36,496	37,922	40,403	34,721	116%	7%	6%	49,041	-18%	87,092	78,264	111%	-26%	1,235,334	1,304,279	95%	1%
Close Rate	5.1%	5.5%	4.8%	5.4%	4.7%	4.5%	5.4%	84%	-4%	-13%	4.3%	5%	4.7%	5.4%	87%	11%	4.5%	4.5%	100%	-5%
Loyalty Cross-Serve																				
Gross Sales	574	614	535	558	596	672	599	112%	13%	12%	770	-13%	1,402	1,349	104%	-25%	20,194	21,357	95%	-21%
Calls Handled	66,776	65,765	68,618	65,529	73,296	77,694	61,586	126%	6%	17%	58,507	33%	169,142	138,819	122%	28%	2,050,325	2,065,340	99%	7%
Close Rate	0.9%	0.9%	0.8%	0.9%	0.8%	0.9%	1.0%	89%	6%	-5%	1.3%	-34%	0.8%	1.0%	85%	-42%	1.0%	1.0%	95%	-27%
Other Gross Sales																				
BRS Care	1,112	967	932	1,230	868	897	1,011	89%	3%	-17%	936	-4%	2,128	2,279	93%	-6%	29,688	29,456	101%	3%
BRS Cable Services Team	29	30	19	21	12	29	19	156%	142%	39%	56	-48%	48	42	115%	-70%	777	624	124%	-51%
Other (TECHNICAL, TELEBEC)	0	6	1	-	1	3	2	171%	200%	36%	2	50%	4	4	102%	-56%	108	95	114%	-23%
Total XLOB																				
Gross Sales(National)	493	472	411	349	383	328	538	61%	-14%	-24%	538	-39%	804	1,189	68%	-36%	17,780	20,275	88%	-1%
BM S2S																				
Gross Sales(ON/QC)	278	249	207	173	169	136	284	48%	-20%	-39%	331	-59%	361	641	56%	-54%	11,058	13,090	84%	-16%
Calls Handled(ON/QC)	14,918	13,939	12,100	9,721	10,926	10,463	13,037	80%	-4%	-20%	17,397	-40%	24,497	30,235	81%	-40%	550,998	623,893	88%	-11%
Close Rate(ON/QC)	1.9%	1.8%	1.7%	1.8%	1.5%	1.3%	2.2%	60%	-16%	-24%	1.9%	-32%	1.5%	2.1%	70%	-22%	2.0%	2.1%	98%	-5%
CDS(incl. EPP)																				
Gross Sales(ON/QC)	206	215	199	166	209	171	254	67%	-18%	-13%	202	-15%	416	548	76%	-8%	6,421	7,185	89%	39%
Calls Handled(ON/QC)	8,732	8,536	8,120	6,731	7,535	8,991	10,001	90%	19%	7%	8,445	6%	18,360	21,057	87%	-1%	286,050	299,999	95%	23%
Close Rate(ON/QC)	2.4%	2.5%	2.5%	2.5%	2.8%	1.9%	2.5%	75%	-31%	-19%	2.4%	-20%	2.3%	2.6%	87%	-6%	2.2%	2.4%	94%	13%

Residential Sales Atlantic

	Previous Weeks					Current Week					2024		August MTD			August YTD				
	WE 12JUL	WE 19JUL	WE 26JUL	WE 02AUG	WE 09AUG	WE 16AUG	Aug OL	% to OL	WoW%	8 Wk Var %	SW LY	YoY%	MTD	Aug OL	Var Aug OL%	YoY%	YTD	Aug OL	Var Aug OL%	YoY%
Bell Direct Gross Sales																				
Gross Sales (include Outbound Sales)	1,812	1,657	1,833	1,792	1,633	1,644	1,616	102%	1%	-11%	1,947	-16%	3,735	3,894	96%	-26%	56,727	56,253	101%	-18%
Inbound																				
Gross Sales	1,638	1,476	1,651	1,663	1,545	1,538	1,401	110%	0%	-10%	1,802	-15%	3,493	3,383	103%	-25%	54,822	53,306	103%	-15%
BRS Sales Inbound																				
Gross Sales	880	813	900	899	847	839	781	107%	-1%	-6%	995	-16%	1,895	1,885	101%	-22%	29,396	29,482	100%	-15%
Calls Handled	2,631	2,459	2,421	2,660	2,160	2,585	2,358	110%	20%	5%	3,039	-15%	5,401	5,693	95%	-23%	85,201	86,965	98%	-16%
Close Rate	33.4%	33.1%	37.2%	33.8%	39.2%	32.5%	33.1%	98%	-17%	-11%	32.7%	-1%	35.1%	33.1%	106%	1%	34.5%	33.9%	102%	1%
Order Conversion	20.1%	19.5%	22.0%	20.3%	22.7%	19.5%	-	-	-14%	-9%	18.5%	5%	20.7%	-	-	7%	19.9%	-	-	0%
BRS Care																				
Gross Sales	546	506	586	572	497	518	429	121%	4%	-9%	572	-9%	1,163	1,036	112%	-19%	18,332	18,058	102%	-13%
Calls Handled	14,416	13,748	14,585	14,873	12,719	14,316	12,814	112%	13%	1%	17,288	-17%	30,466	30,939	98%	-23%	524,876	576,272	91%	-16%
Close Rate	3.8%	3.7%	4.0%	3.8%	3.9%	3.6%	3.4%	108%	-7%	-10%	3.3%	9%	3.8%	3.4%	114%	6%	3.5%	3.1%	111%	3%
BRS Loyalty Sales																				
Gross Sales	212	157	165	192	201	181	191	95%	-10%	-24%	235	-23%	435	461	94%	-45%	7,094	5,766	123%	-16%
Calls Handled	7,638	7,490	8,110	8,211	7,000	7,733	6,973	111%	10%	0%	7,484	3%	16,667	16,837	99%	-9%	278,001	271,899	102%	-6%
Close Rate	2.8%	2.1%	2.0%	2.3%	2.9%	2.3%	2.7%	85%	-18%	-24%	3.1%	-25%	2.6%	2.7%	95%	-39%	2.6%	2.1%	120%	-11%

Residential Sales MTS

	Previous Weeks					Current Week					2024		August MTD			August YTD				
	WE 12JUL	WE 19JUL	WE 26JUL	WE 02AUG	WE 09AUG	WE 16AUG	Aug OL	% to OL	WoW%	8 Wk Var %	SW LY	YoY%	MTD	Aug OL	Var Aug OL%	YoY%	YTD	Aug OL	Var Aug OL%	YoY%
Bell Direct Gross Sales																				
Gross Sales (include Outbound Sales)	591	611	542	652	569	631	565	112%	11%	8%	437	44%	1,361	1,297	105%	19%	17,237	16,801	103%	9%
BRS Inbound Sales																				
Gross Sales	427	437	390	436	396	427	407	105%	8%	5%	327	31%	921	934	99%	11%	12,062	11,749	103%	4%
Calls Handled	1,067	1,145	1,032	1,149	1,003	1,154	1,078	107%	15%	10%	1,302	-11%	2,449	2,476	99%	-17%	33,472	34,587	97%	-16%
Close Rate	40.0%	38.2%	37.8%	37.9%	39.5%	37.0%	37.7%	98%	-6%	-4%	25.1%	47%	37.6%	37.7%	100%	34%	36.0%	34.0%	106%	25%
Order Conversion	26.1%	24.9%	26.0%	25.8%	25.0%	24.4%	-	-	-2%	-4%	18.3%	34%	24.6%	-	-	17%	24.1%	-	-	19%
Transfer Rate	39.2%	41.1%	41.5%	37.1%	38.5%	39.9%	-	-	4%	3%	45.1%	-11%	39.0%	-	-	-12%	39.9%	-	-	-11%
Call Volume (Without Transfers)	649	674	604	723	617	693	-	-	12%	8%	715	-3%	1,493	-	-	-9%	20,106	-	-	-9%
Close Rate (Without Transfers)	65.8%	64.8%	64.6%	60.3%	64.2%	61.6%	-	-	-4%	-3%	45.7%	35%	61.7%	-	-	23%	60.0%	-	-	15%
Order Conversion (Without Transfers)	42.8%	42.3%	44.4%	41.1%	40.7%	40.7%	-	-	0%	-3%	33.3%	22%	40.3%	-	-	7%	40.2%	-	-	9%
BRS Serve to Sell																				
Gross Sales	110	128	101	148	124	141	100	140%	14%	11%	88	60%	307	231	133%	38%	3,495	3,154	111%	5%
Calls Handled	3,577	3,668	3,627	4,153	3,704	3,894	3,348	116%	5%	5%	3,387	15%	8,626	7,690	112%	15%	113,220	108,885	104%	4%
Close Rate	3.1%	3.5%	2.8%	3.6%	3.3%	3.6%	3.0%	121%	8%	5%	2.6%	39%	3.6%	3.0%	119%	20%	3.1%	2.9%	107%	1%
BRS Retention																				
Gross Sales	34	27	25	28	31	37	29	129%	19%	39%	22	68%	73	66	111%	-25%	931	941	99%	11%
Calls Handled	3,283	3,559	3,715	3,933	3,528	3,945	3,232	122%	12%	13%	2,868	38%	8,289	7,423	112%	30%	106,210	99,935	106%	12%
Close Rate	1.0%	0.8%	0.7%	0.7%	0.9%	0.9%	0.9%	106%	7%	23%	0.8%	22%	0.9%	0.9%	99%	-42%	0.9%	0.9%	93%	-1%

*Inbound Gross Sales include BRS Sales, BRS Serve to Sell and Retention

*Bell Direct Gross Sales doesn't include OB

*Sales data now sourced from GM as of May 1, 2023

Small Business Sales Wireline

	Previous Weeks					Current Week					SBIZ		August MTD			August YTD					
	WE 12JUL	WE 19JUL	WE 26JUL	WE 02AUG	WE 09AUG	WE 16AUG	Aug OL	% to OL	WoW%	8 Wk Var %	SW LY	YoY%	MTD	Aug OL	Var Aug OL %	YoY%	YTD	Aug OL	Var Aug OL %	YoY%	
Overall Direct Gross Sales																					
Gross Sales (exclude Echat & OB Wireless)	1,378	1,218	1,239	1,194	1,038	1,072	1,483	72%	3%	-12%	1,283	-16%	2,364	3,110	76%	-19%	42,848	50,308	85%	-15%	
Central Inbound																					
Gross Sales	1,129	985	998	962	812	891	1,156	77%	10%	-10%	931	-4%	1,914	2,439	78%	-15%	33,845	38,763	87%	-12%	
Calls Handled	12,460	12,602	11,677	11,201	10,076	11,623	12,591	92%	15%	-1%	13,184	-12%	23,860	26,415	90%	-18%	430,813	444,832	97%	-4%	
Sales Inbound																					
Gross Sales	584	478	537	538	499	496	706	70%	-1%	-7%	525	-6%	1,081	1,498	72%	-17%	18,809	23,398	80%	-12%	
Internet	288	236	241	255	261	264	-	-	1%	1%	260	2%	564	-	-	-11%	9,007	-	-	-8%	
Calls Handled (Source - IVR)	1,680	1,620	1,541	1,611	1,419	1,628	-	-	15%	5%	1,822	-11%	3,355	-	-	-16%	53,063	-	-	-20%	
Calls Handled (Destination)	1,410	1,401	1,364	1,440	1,254	1,465	1,678	87%	17%	12%	1,647	-11%	2,946	3,558	83%	-19%	45,673	56,027	82%	-13%	
Overflow	270	219	177	171	165	163	-	-	-1%	-30%	175	-7%	409	-	-	11%	7,390	-	-	-47%	
Close Rate	41.4%	34.1%	39.4%	37.4%	39.8%	33.9%	42.1%	80%	-15%	-17%	31.9%	6%	36.7%	42.1%	87%	3%	41.2%	41.8%	99%	1%	
Internet Close Rate	20.4%	16.8%	17.7%	17.7%	20.8%	18.0%	-	-	-13%	-9%	15.8%	14%	19.1%	-	-	10%	19.7%	-	-	6%	
Order Conversion	28.8%	23.8%	24.7%	23.7%	27.8%	23.3%	-	-	-16%	-14%	21.4%	9%	25.2%	-	-	4%	27.3%	-	-	2%	
Transfer Rate	33.1%	33.5%	35.4%	32.4%	31.8%	35.5%	-	-	12%	5%	38.5%	-8%	33.5%	-	-	-10%	34.2%	-	-	0%	
Call Volume (Without Transfers)	943	932	881	974	855	945	-	-	11%	9%	1,013	-7%	1,960	-	-	-14%	30,072	-	-	-13%	
Close Rate (Without Transfers)	61.9%	51.3%	61.0%	55.2%	58.4%	52.5%	-	-	-10%	-15%	51.8%	1%	55.2%	-	-	-3%	62.25%	-	-	1%	
Order Conversion (Without Transfers)	43.1%	35.7%	38.3%	35.0%	40.8%	36.2%	-	-	-11%	-12%	34.7%	4%	37.9%	-	-	-2%	41.5%	-	-	2%	
Ontario																					
Gross Sales	402	305	393	387	334	368	-	-	10%	2%	370	-1%	761	-	-	-14%	13,003	-	-	-13%	
Calls Handled	830	783	830	896	708	877	-	-	24%	12%	1,037	-15%	1,723	-	-	-21%	27,208	-	-	-16%	
Close Rate	48.4%	39.0%	47.3%	43.2%	47.2%	42.0%	-	-	-11%	-9%	35.7%	18%	44.2%	-	-	10%	47.8%	-	-	3%	
Quebec																					
Gross Sales	182	173	144	151	165	128	-	-	-22%	-27%	155	-17%	320	-	-	-22%	5,806	-	-	-10%	
Calls Handled	436	468	400	408	431	448	-	-	4%	11%	436	3%	933	-	-	-9%	13,924	-	-	-6%	
Close Rate	41.7%	37.0%	36.0%	37.0%	38.3%	28.6%	-	-	-25%	-34%	35.6%	-20%	34.3%	-	-	-14%	41.7%	-	-	-4%	
Loyalty Inbound																					
Gross Sales	194	198	170	151	91	124	128	97%	36%	-21%	121	2%	284	267	106%	-2%	5,028	4,842	104%	-30%	
Calls Handled	2,731	2,654	2,800	2,219	1,754	2,063	2,397	86%	18%	-19%	3,020	-32%	4,362	4,998	87%	-31%	91,130	82,841	110%	-24%	
Close Rate	7.1%	7.5%	6.1%	6.8%	5.2%	6.0%	5.3%	112%	16%	-2%	4.0%	50%	6.5%	5.3%	122%	42%	5.5%	5.8%	94%	-7%	
Care Inbound																					
Gross Sales	351	309	291	273	222	271	321	84%	22%	-8%	285	-5%	549	674	81%	-18%	10,008	10,523	95%	2%	
Calls Handled	8,319	8,547	7,513	7,542	7,068	8,095	8,516	95%	15%	3%	8,517	-5%	16,552	17,860	93%	-14%	294,010	305,964	96%	7%	
Close Rate	4.2%	3.6%	3.9%	3.6%	3.1%	3.3%	3.8%	89%	7%	-11%	3.3%	0%	3.3%	3.8%	88%	-5%	3.4%	3.4%	99%	-5%	
MTS																					
Gross Sales	39	23	45	43	34	42	69	61%	24%	10%	63	-33%	79	131	60%	-37%	1,407	1,508	93%	-19%	
Calls Handled	629	687	691	603	445	712	837	85%	60%	19%	730	-2%	1,245	1,590	78%	-18%	22,494	22,177	101%	-6%	
Close Rate	6.2%	3.3%	6.5%	7.1%	7.6%	5.9%	8.3%	71%	-23%	-8%	8.6%	-32%	6.3%	8.3%	77%	-23%	6.3%	6.8%	92%	-13%	
Atlantic																					
Gross Sales	120	133	122	108	110	84	153	55%	-24%	-33%	170	-51%	216	315	69%	-29%	4,769	6,175	77%	-10%	
Calls Handled	1,639	1,489	1,611	1,530	1,268	1,639	1,655	99%	29%	10%	1,764	-7%	3,158	3,409	93%	-18%	53,017	63,045	84%	-12%	
Close Rate	7.3%	8.9%	7.6%	7.1%	8.7%	5.1%	9.2%	55%	-41%	-39%	9.6%	-47%	6.8%	9.2%	74%	-13%	9.0%	9.8%	92%	2%	
Other																					
Gross Sales	33	35	21	31	24	15	47	32%	-38%	-39%	73	-79%	49	99	49%	-58%	968	1,199	81%	-39%	
Outbound																					
Gross Sales	60	53	62	69	68	43	58	74%	-37%	-24%	53	-19%	121	125	97%	-23%	2,076	2,664	78%	-44%	
Wireless Gross Sales	3	11	9	19	10	3	-	-	-70%	-59%	7	-57%	15	-	-	-40%	217	-	-	-31%	
Wireline Gross Sales	57	42	53	50	58	40	58	69%	-31%	-19%	46	-13%	106	125	85%	-20%	1,859	2,664	70%	-45%	
RPCs	1,368	1,429	1,810	1,795	1,878	2,087	1,638	127%	11%	18%	2,792	-25%	4,298	3,531	122%	-31%	61,647	82,688	75%	-38%	
Close Rate	4.4%	3.7%	3.4%	3.8%	3.6%	2.1%	3.5%	58%	-43%	-36%	1.9%	9%	2.8%	3.5%	79%	13%	3.4%	3.2%	105%	-10%	
Wireless Close Rate	0.2%	0.8%	0.5%	1.1%	0.5%	0.1%	-	-	-73%	-65%	0.3%	-43%	0.3%	-	-	-12%	0.4%	-	-	10%	
Wireline Close Rate	4.2%	2.9%	2.9%	2.8%	3.1%	1.9%	3.5%	54%	-38%	-31%	1.6%	16%	2.5%	3.5%	70%	17%	3.0%	3.2%	94%	-12%	
Prod Hours	305.0	351.0	312.0	326.0	343.0	345.0	-	-	-	-	10%	32%	6.1	0%	5.7	-	-	3%	4.7	-	-
RPC per Hour	4.5	4.1	5.8	5.5	5.5	6.0	-	-	-	-	10%	32%	-	-	-	-	-	-	-	-30%	

Small Business Sales Wireless

	Previous Weeks					Current Week					2024		August MTD			August YTD				
	WE 12JUL	WE 19JUL	WE 26JUL	WE 02AUG	WE 09AUG	WE 16AUG	Aug OL	% to OL	WoW%	8 Wk Var %	SW LY	YoY%	MTD	Aug OL	Var Aug OL%	YoY%	YTD	Aug OL	Var Aug OL%	YoY%
SB Mobility Overall Sales																				
Gross Sales (include Outbound Sales)	462	390	417	477	412	418	512	82%	1%	-11%	732	-43%	918	1,058	87%	-42%	17,023	15,553	109%	-7%
Small Sales	435	378	390	446	368	385	512	75%	5%	-12%	719	-46%	833	1,058	79%	-47%	15,270	15,553	98%	-14%
Consumer Postpaid Sales	27	12	27	31	44	33	-	-	-25%	7%	13	154%	85	-	-	166%	1,753	-	-	161%
SB Mobility Overall AGAs																				
AGA (include OB Wireless)	323	211	260	259	254	229	276	83%	-10%	-21%	218	5%	512	573	89%	7%	9,270	8,028	115%	2%
Small AGA	308	211	242	243	235	211	276	76%	-10%	-23%	212	0%	474	573	83%	3%	8,338	8,028	104%	-4%
Consumer Postpaid AGA	15	0	18	16	19	18	-	-	-5%	14%	6	200%	38	-	-	100%	932	-	-	142%
SBIZ																				
Gross Sales	365	305	297	358	297	356	432	82%	20%	-4%	590	-40%	734	888	83%	-42%	13,662	13,036	105%	-12%
Small Sales	338	294	270	327	254	326	432	75%	28%	-4%	578	-44%	653	888	74%	-47%	11,917	13,036	91%	-19%
Consumer Postpaid Sales	27	11	27	31	43	30	-	-	-30%	-2%	12	150%	81	-	-	161%	1,745	-	-	162%
Calls Handled	1,527	1,365	1,437	1,447	1,338	1,595	1,652	97%	19%	10%	2,267	-30%	3,242	3,394	96%	-29%	53,313	61,577	87%	-18%
Consumer Overflow	1	-	-	-	-	-	-	-	-	-	96	-	-	-	-	-	5,210	-	-	-25%
Close Rate	23.9%	22.3%	20.7%	24.7%	22.2%	22.3%	26.2%	85%	1%	-13%	26.0%	-14%	22.6%	26.2%	87%	-19%	25.6%	21.2%	121%	7%
Small Close Rate	22.1%	21.5%	18.8%	22.6%	19.0%	20.4%	26.2%	78%	8%	-13%	25.5%	-20%	20.1%	26.2%	77%	-26%	22.4%	21.2%	106%	-2%
Consumer Postpaid Close Rate	2700.0%	-	-	-	-	-	-	-	-	-	12.5%	-	-	-	-	-	33.5%	-	-	248%
Order Conversion	16.0%	14.3%	14.4%	15.6%	15.2%	14.4%	-	-	-5%	-14%	12.7%	13%	14.8%	-	-	10%	16.1%	-	-	17%
Transfer Rate	42.4%	40.6%	44.1%	38.5%	41.1%	41.9%	-	-	2%	2%	38.9%	8%	41.3%	-	-	4%	40.4%	-	-	.9%
Call Volume (Without Transfers)	882	811	804	890	788	927	-	-	18%	8%	1,386	-33%	1,903	-	-	31%	31,771	-	-	-12%
Close Rate (Without Transfers)	41.4%	37.6%	36.9%	40.2%	37.7%	38.4%	-	-	2%	-11%	42.6%	-10%	38.6%	-	-	-17%	43.0%	-	-	0%
Order Conversion (Without Transfers)	27.7%	24.0%	25.7%	25.4%	25.8%	24.7%	-	-	-4%	-13%	20.8%	19%	25.2%	-	-	13%	26.9%	-	-	9%
AGA	264	165	190	200	204	182	238	76%	-11%	-24%	185	-2%	412	494	83%	8%	7,855	6,859	115%	-1%
Small AGA	249	165	172	184	185	167	238	70%	-10%	-26%	179	-7%	377	494	76%	4%	6,926	6,859	101%	-9%
Consumer Postpaid AGA	15	0	18	16	19	15	-	-	-21%	-5%	6	150%	35	-	-	84%	929	-	-	143%
Ontario																				
Gross Sales	195	137	153	186	137	162	-	-	18%	-11%	341	-52%	345	-	-	-47%	6,142	-	-	-21%
Calls Handled	625	593	611	589	498	670	-	-	35%	11%	929	-28%	1,309	-	-	-28%	22,226	-	-	-21%
Close Rate	31.2%	23.1%	25.0%	31.6%	27.5%	24.2%	-	-	-12%	-20%	36.7%	-34%	26.4%	-	-	-27%	27.6%	-	-	0%
Quebec																				
Gross Sales	89	72	57	94	92	113	-	-	23%	14%	142	-20%	225	-	-	-39%	4,213	-	-	2%
Calls Handled	427	351	381	358	413	437	-	-	6%	13%	676	-35%	927	-	-	-33%	15,046	-	-	-13%
Close Rate	20.8%	20.5%	15.0%	26.3%	22.3%	25.9%	-	-	16%	2%	21.0%	23%	24.3%	-	-	-8%	28.0%	-	-	17%
West																				
Gross Sales	81	96	87	78	68	81	-	-	19%	-9%	107	-24%	164	-	-	-34%	3,307	-	-	-6%
Calls Handled	475	421	445	500	427	488	-	-	14%	6%	662	-26%	1,006	-	-	-25%	16,041	-	-	-17%
Close Rate	17.1%	22.8%	19.6%	15.6%	15.9%	16.6%	-	-	4%	-14%	16.2%	3%	16.3%	-	-	-12%	20.6%	-	-	14%
XLOB																				
Gross Sales	94	74	111	100	105	59	80	74%	-44%	-34%	135	-56%	169	170	99%	-43%	3,144	2,517	125%	20%
Sb Sales																				
Gross Sales	66	31	64	60	47	23	64	36%	-51%	-52%	129	-82%	74	138	54%	-73%	1,642	1,740	94%	4%
Calls Handled	1,410	1,401	1,364	1,440	1,254	1,465	1,678	87%	17%	12%	1,647	-11%	2,946	3,558	83%	-19%	45,673	56,027	82%	-13%
Close Rate	4.7%	2.2%	4.7%	4.2%	3.7%	1.6%	3.8%	41%	-58%	-57%	7.8%	-80%	2.5%	3.9%	65%	-67%	3.6%	3.1%	116%	19%

Mobility Online National Sales Overview

	Previous Weeks					Current Week					2024		August MTD				August YTD			
	WE 12JUL	WE 19JUL	WE 26JUL	WE 02AUG	WE 09AUG	WE 16AUG	Aug OL	% to OL	WoW%	8 Wk Var %	SW LY	YoY%	MTD	Aug OL	Var Aug OL%	YoY%	YTD	Aug OL	Var Aug OL%	YoY%
Bell Mobility Online Gross Sales																				
Gross Sales	1,451	1,199	1,234	1,228	1,216	1,371	1,617	85%	13%	2%	1,628	-16%	2,849	3,585	79%	-20%	47,418	48,581	98%	-9%
eShop Sales	604	511	580	577	583	731	657	111%	25%	24%	899	-19%	1,445	1,491	97%	-23%	23,814	26,356	90%	-17%
eChat Sales(incl. XLOB)	847	688	654	651	633	640	961	67%	1%	-15%	729	-12%	1,404	2,095	67%	-16%	23,604	22,225	106%	1%
eShop																				
Gross Sales (Web & App)	604	511	580	577	583	731	657	111%	25%	24%	899	-19%	1,445	1,491	97%	-23%	23,814	26,356	90%	-17%
Web Sales	338	282	370	351	345	365	-	-	6%	9%	521	-30%	789	-	-	-26%	13,599	-	-	-23%
App Sales	266	229	210	226	238	366	-	-	54%	42%	378	-3%	656	-	-	-20%	10,215	-	-	-5%
Shop Traffic (Web & App)	277,178	283,751	288,250	266,298	289,188	323,386	329,256	98%	12%	19%	345,437	-6%	685,806	747,495	92%	-14%	9,308,070	11,270,123	83%	-31%
Web Traffic	252,586	260,587	265,503	245,185	265,466	296,019	-	-	12%	20%	308,849	-4%	628,360	-	-	-11%	8,452,024	-	-	-31%
App Traffic	24,592	23,164	22,747	21,113	23,722	27,367	-	-	15%	9%	36,588	-25%	57,446	-	-	-34%	856,046	-	-	-39%
Close Rate (Web & App)	0.22%	0.18%	0.20%	0.22%	0.20%	0.23%	0.20%	113%	12%	4%	0.26%	-13%	0.21%	0.20%	106%	-11%	0.26%	0.23%	109%	22%
Web CR	0.13%	0.11%	0.14%	0.14%	0.13%	0.12%	-	-	-5%	-9%	0.17%	-27%	0.13%	-	-	-17%	0.16%	-	-	10%
App CR	1.08%	0.99%	0.92%	1.07%	1.00%	1.34%	-	-	33%	30%	1.03%	29%	1.14%	-	-	22%	1.19%	-	-	55%
BM eChat																				
Gross Sales	552	471	432	426	416	418	650	64%	0%	-16%	394	6%	928	1,405	66%	-5%	15,402	14,270	108%	-6%
Chats Assisted	4,520	4,156	4,314	4,412	4,274	4,095	5,192	79%	-4%	-8%	4,687	-13%	9,548	11,222	85%	-7%	123,339	120,378	102%	-27%
Close Rate	12.2%	11.3%	10.0%	9.7%	9.7%	10.2%	12.5%	82%	5%	-9%	8.4%	21%	9.7%	12.5%	78%	2%	12.5%	11.9%	105%	29%
BRS eChat XLOB																				
Gross Sales	274	199	198	203	203	213	286	75%	5%	-7%	293	-27%	450	636	71%	-26%	7,416	7,224	103%	21%
Chats Assisted	4,583	4,452	4,559	4,882	4,625	4,039	4,976	81%	-13%	-12%	8,622	-53%	9,911	11,073	90%	-47%	172,026	195,867	88%	-29%
Close Rate	6.0%	4.5%	4.3%	4.2%	4.4%	5.3%	5.7%	92%	20%	6%	3.4%	55%	4.5%	5.7%	79%	41%	4.3%	3.7%	117%	71%
Other eChat XLOB Gross Sales																				
Atlantic eChat	13	13	10	7	6	5	14	35%	-17%	-60%	34	-85%	11	32	35%	-85%	512	496	103%	-23%
MTS eChat	8	5	14	15	8	4	11	38%	-50%	-64%	8	-50%	15	22	68%	-21%	274	235	117%	15%
Activity																				
Online Channel Mix%	5.8%	5.6%	5.9%	5.5%	5.4%	5.1%	-	-	-6%	-5%	6.3%	-20%	5.1%	-	-	-23%	6.1%	-	-	-10%
eShop Channel Mix%	2.4%	2.4%	2.8%	2.6%	2.6%	2.7%	-	-	5%	15%	3.5%	-23%	2.6%	-	-	-26%	3.1%	-	-	-17%
eChat Channel Mix%	3.4%	3.2%	3.2%	2.9%	2.8%	2.4%	-	-	-15%	-21%	2.8%	-	-	-	-	-19%	3.1%	-	-	0%
Direct Traffic Mix%	29.8%	29.2%	32.1%	30.3%	28.4%	27.9%	-	-	-1%	-11%	25.1%	11%	28.1%	-	-	8%	26.7%	-	-	24%
Search Traffic Mix%	50.7%	48.4%	47.2%	50.9%	50.0%	47.2%	-	-	-6%	-3%	54.7%	-14%	48.9%	-	-	-3%	50.7%	-	-	28%
Digital/Social Traffic Mix%	11.8%	15.9%	16.2%	14.7%	14.7%	13.4%	-	-	-9%	2%	12.3%	9%	14.3%	-	-	-4%	16.3%	-	-	-52%
Other Traffic Mix%	7.7%	6.5%	4.5%	4.2%	7.0%	11.5%	-	-	64%	66%	7.9%	46%	8.8%	-	-	4%	6.2%	-	-	21%
Error Rate%																				
App Existing Customer Error Rate%	13.3%	11.1%	10.7%	12.0%	11.0%	14.2%	-	-	29%	20%	34.7%	-59%	11.7%	-	-	-62%	15.9%	-	-	-48%
App New Customer Error Rate%	7.1%	10.7%	9.0%	8.8%	8.8%	8.1%	-	-	-7%	-5%	23.3%	-65%	8.8%	-	-	-67%	16.4%	-	-	-37%
Web Existing Customer Error Rate%	8.9%	24.5%	11.4%	11.5%	4.6%	10.9%	-	-	136%	-5%	19.7%	-45%	6.9%	-	-	-64%	10.2%	-	-	-52%
Web New Customer Error Rate%	6.5%	7.5%	7.3%	7.4%	7.4%	5.5%	-	-	-25%	-25%	11.0%	-50%	6.5%	-	-	-45%	9.2%	-	-	-45%

*YTD Traffic and CR targets are Web only Jan-Apr and Web & App May onwards.

Residential Online Central Sales Overview

	Previous Weeks					Current Week					2024		August MTD			August YTD				
	WE 12JUL	WE 19JUL	WE 26JUL	WE 02AUG	WE 09AUG	WE 16AUG	Aug OL	% to OL	WoW%	8 Wk Var %	SW LY	YoY%	MTD	Aug OL	Var Aug OL%	YoY%	YTD	Aug OL	Var Aug OL%	YoY%
Bell Residential Online Gross Sales																				
Gross Sales	2,520	2,119	2,013	2,548	2,325	2,287	3,257	70%	-2%	-8%	2,831	-19%	5,253	7,228	73%	-18%	68,053	76,132	89%	-4%
eShop Sales	1,533	1,104	1,087	1,560	1,425	1,406	2,015	70%	-1%	-5%	1,661	-15%	3,254	4,475	73%	-12%	39,658	46,088	88%	5%
eChat Sales(incl. XLOB)	987	1,015	926	988	900	881	1,241	71%	-2%	-12%	1,170	-25%	1,999	2,753	73%	-25%	28,395	30,044	95%	-15%
eShop																				
Gross Sales (Web & App)	1,533	1,104	1,087	1,560	1,425	1,406	2,015	70%	-1%	-5%	1,661	-15%	3,254	4,475	73%	-12%	39,658	46,088	88%	5%
Web Sales	1,329	957	948	1,394	1,257	1,334	-	-	6%	4%	1,520	-12%	2,963	-	-	-13%	33,707	-	-	-2%
App Sales	204	147	139	166	168	72	-	-	-57%	-65%	141	-49%	291	-	-	-9%	5,951	-	-	77%
Shop Traffic (Web & App)	299,282	263,800	288,340	363,624	399,655	418,096	453,975	92%	5%	33%	429,705	-3%	923,575	1,008,136	92%	-2%	9,752,938	10,422,543	94%	5%
Web Traffic	293,311	259,030	284,049	359,185	394,366	412,646	-	-	5%	34%	424,754	-3%	911,433	-	-	-2%	9,553,303	-	-	4%
App Traffic	5,971	4,770	4,291	4,439	5,289	5,450	-	-	3%	2%	4,951	10%	12,142	-	-	5%	199,635	-	-	26%
Close Rate (Web & App)	0.51%	0.42%	0.38%	0.43%	0.36%	0.34%	0.44%	76%	-6%	-29%	0.39%	-13%	0.35%	0.44%	79%	-11%	0.41%	0.44%	92%	0%
Web CR	0.45%	0.37%	0.33%	0.39%	0.32%	0.32%	-	-	1%	-22%	0.36%	-10%	0.33%	-	-	-11%	0.35%	-	-	-6%
App CR	3.42%	3.08%	3.24%	3.74%	3.18%	1.32%	-	-	-58%	-65%	2.85%	-54%	2.40%	-	-	-13%	2.98%	-	-	41%
BRs eChat																				
Gross Sales	885	896	827	890	805	811	1,091	74%	1%	-9%	1,005	-19%	1,804	2,429	74%	-22%	24,925	25,969	96%	-17%
Chats Assisted	4,583	4,452	4,559	4,882	4,625	4,039	4,976	81%	-13%	-12%	8,622	-53%	9,911	11,073	90%	-47%	172,026	195,867	88%	-29%
Close Rate	19.3%	20.1%	18.1%	18.2%	17.4%	20.1%	21.9%	92%	15%	2%	11.7%	72%	18.2%	21.9%	83%	49%	14.5%	13.3%	109%	17%
BM eChat XLOB																				
Gross Sales	102	119	99	98	95	70	150	47%	-26%	-31%	165	-58%	195	324	60%	-46%	3,470	4,075	85%	13%
Chats Assisted	4,520	4,156	4,314	4,412	4,274	4,095	5,192	79%	-4%	-8%	4,687	-13%	9,548	11,222	85%	-7%	123,339	120,378	102%	-27%
Close Rate	2.3%	2.9%	2.3%	2.2%	2.2%	1.7%	2.9%	59%	-23%	-25%	3.5%	-51%	2.0%	2.9%	71%	-42%	2.8%	3.4%	83%	55%
Activity																				
Online Channel Mix%	10.1%	8.7%	8.7%	10.4%	10.4%	9.9%	-	-	-5%	0%	9.0%	9%	10.0%	-	-	8%	9.1%	-	-	9%
eShop Channel Mix%	6.1%	4.5%	4.7%	6.4%	6.4%	6.1%	-	-	-5%	2%	5.3%	14%	6.2%	-	-	15%	5.3%	-	-	19%
eChat Channel Mix%	4.0%	4.1%	4.0%	4.0%	4.0%	3.8%	-	-	-5%	-5%	3.7%	2%	3.8%	-	-	-2%	3.8%	-	-	-3%
Direct Traffic Mix%	27.3%	28.4%	27.7%	22.7%	19.2%	19.0%	-	-	-1%	-25%	14.7%	29%	19.2%	-	-	7%	24.2%	-	-	2%
Search Traffic Mix%	44.3%	46.8%	44.3%	42.7%	39.9%	38.8%	-	-	-3%	-10%	45.8%	-15%	39.4%	-	-	-14%	48.3%	-	-	-13%
Digital/Social Traffic Mix%	19.3%	22.5%	26.5%	33.6%	39.5%	40.9%	-	-	3%	56%	37.3%	10%	40.1%	-	-	18%	21.9%	-	-	12%
Other Traffic Mix%	9.1%	2.3%	1.5%	1.0%	1.3%	1.3%	-	-	1%	-76%	2.2%	-42%	1.2%	-	-	-43%	5.6%	-	-	273%
Error Rate%																				
App Existing Customer Error Rate%	10.1%	9.9%	4.8%	5.5%	5.4%	6.1%	-	-	11%	-31%	7.3%	-17%	5.4%	-	-	-40%	9.4%	-	-	-25%
Web Existing Customer Error Rate%	4.2%	5.1%	7.6%	7.0%	5.6%	6.3%	-	-	12%	-1%	8.5%	-25%	5.5%	-	-	-32%	5.9%	-	-	-20%
Web New Customer Error Rate%	1.6%	2.5%	2.2%	1.7%	3.0%	2.6%	-	-	-14%	29%	2.3%	12%	2.8%	-	-	-21%	1.7%	-	-	-53%

*YTD Traffic and CR targets are Web only Jan-Apr and Web & App May onwards.

Virgin Mobility Online National Sales Overview

	Previous Weeks					Current Week					2024		August MTD			August YTD				
	WE 12JUL	WE 19JUL	WE 26JUL	WE 02AUG	WE 09AUG	WE 16AUG	Aug OL	% to OL	WoW%	8 Wk Var %	SW LY	YoY%	MTD	Aug OL	Var Aug OL%	YoY%	YTD	Aug OL	Var Aug OL%	YoY%
Virgin Mobility Online Gross Sales																				
Gross Sales	1,017	830	770	730	753	706	1,258	56%	-6%	-22%	975	-28%	1,634	2,656	62%	-26%	31,757	33,263	95%	-19%
eShop Sales	429	294	318	271	278	306	579	53%	10%	-14%	369	-17%	644	1,158	56%	-24%	12,613	14,723	86%	-35%
eChat Sales	588	536	452	459	475	400	679	59%	-16%	-27%	606	-34%	990	1,498	66%	-28%	19,144	18,540	103%	-2%
eShop																				
Gross Sales (Web & App)	429	294	318	271	278	306	579	53%	10%	-14%	369	-17%	644	1,158	56%	-24%	12,613	14,723	86%	-35%
Web Sales	287	189	191	162	182	172	-	-	-5%	-26%	369	-53%	385	-	-	-54%	8,775	-	-	-55%
App Sales	142	105	127	109	96	134	-	-	40%	11%	-	-	259	-	-	-	3,838	-	-	-
Shop Traffic (Web & App)	137,764	138,717	142,839	148,066	163,970	178,750	212,436	84%	9%	29%	239,665	-25%	385,880	424,669	91%	-18%	5,091,830	4,813,613	106%	7%
Web Traffic	114,931	117,095	120,505	124,585	138,634	154,758	-	-	12%	33%	239,657	-35%	329,071	-	-	-30%	4,319,216	-	-	-9%
App Traffic	22,833	21,622	22,334	23,481	25,336	23,992	-	-	-5%	8%	8	299800	56,809	-	-	334071%	77,614	-	-	262694%
Close Rate (Web & App)	0.31%	0.21%	0.22%	0.18%	0.17%	0.17%	0.27%	63%	1%	-33%	0.15%	11%	0.17%	0.27%	61%	-7%	0.25%	0.31%	81%	-39%
Web CR	0.25%	0.16%	0.16%	0.13%	0.13%	0.11%	-	-	-15%	-45%	0.15%	-28%	0.12%	-	-	-35%	0.20%	-	-	-50%
App CR	0.62%	0.49%	0.57%	0.46%	0.38%	0.56%	-	-	47%	2%	-	-	0.46%	-	-	-	0.50%	-	-	-
Virgin Household eChat																				
Mobility Gross Sales	588	536	452	459	475	400	679	59%	-16%	-27%	606	-34%	990	1,498	66%	-28%	19,144	18,540	103%	-2%
Chats Assisted (VDS Chat Type)	2,934	2,608	2,598	2,430	2,589	2,302	3,349	69%	-11%	-16%	2,595	-11%	5,535	7,389	75%	-7%	90,654	90,606	100%	28%
Close Rate	20.0%	20.6%	17.4%	18.9%	18.3%	17.4%	20.3%	86%	-5%	-13%	23.4%	-26%	17.9%	20.3%	88%	-22%	21.1%	20.5%	103%	-24%
Activity																				
Online Channel Mix%	15.0%	14.4%	13.1%	10.8%	10.7%	9.1%	-	-	-15%	-28%	5.5%	65%	9.8%	-	-	51%	10.8%	-	-	27%
eShop Channel Mix%	6.3%	5.1%	5.4%	4.0%	4.0%	4.0%	-	-	0%	-21%	2.1%	89%	3.9%	-	-	57%	4.3%	-	-	1%
eChat Channel Mix%	8.7%	9.3%	7.7%	6.8%	6.8%	5.2%	-	-	-24%	-32%	3.4%	51%	5.9%	-	-	48%	6.5%	-	-	53%
Direct Traffic Mix%	39.2%	42.0%	41.2%	40.6%	37.5%	44.4%	-	-	18%	13%	17.5%	154%	40.9%	-	-	117%	30.8%	-	-	-9%
Search Traffic Mix%	50.1%	44.7%	47.3%	46.4%	47.5%	41.3%	-	-	-13%	-16%	40.9%	1%	44.7%	-	-	0%	46.8%	-	-	-3%
Digital/Social Traffic Mix%	7.4%	8.5%	8.8%	9.3%	12.1%	11.4%	-	-	-6%	53%	35.6%	-68%	11.6%	-	-	-64%	17.3%	-	-	43%
Other Traffic Mix%	3.3%	4.7%	2.6%	3.7%	2.9%	3.0%	-	-	2%	-33%	6.0%	-51%	2.9%	-	-	-33%	5.1%	-	-	-6%
Error Rate%																				
App Existing Customer Error Rate%	18.0%	23.4%	18.8%	5.8%	11.6%	7.0%	-	-	-40%	-59%	18.0%	-61%	8.6%	-	-	-88%	20.0%	-	-	-24%
App New Customer Error Rate%	28.7%	6.1%	11.1%	5.9%	5.0%	13.0%	-	-	162%	5%	0.0%	-	9.0%	-	-	-55%	21.6%	-	-	8%
Web Existing Customer Error Rate%	1.2%	1.5%	1.4%	2.1%	1.4%	0.4%	-	-	-73%	-68%	0.0%	-	0.9%	-	-	-	1.1%	-	-	-37%
Web New Customer Error Rate%	0.0%	1.5%	1.1%	0.2%	1.0%	0.7%	-	-	-28%	32%	0.0%	-	0.7%	-	-	-	0.7%	-	-	-61%

*YTD Traffic and CR targets are Web only Jan-Apr and Web & App May onwards.

Virgin Residential Online National Sales Overview

	Previous Weeks					Current Week					2024		August MTD			August YTD				
	WE 12JUL	WE 19JUL	WE 26JUL	WE 02AUG	WE 09AUG	WE 16AUG	Aug OL	% to OL	8 Wk Var %	SW LY	YoY%	MTD	Aug OL	Var Aug OL%	YoY%	YTD	Aug OL	Var Aug OL%	YoY%	
Virgin Residential Online Gross Sales																				
Gross Sales	377	306	247	291	298	363	385	94%	22%	-10%	633	-43%	730	863	85%	-47%	13,897	15,843	88% -30%	
eShop Sales	191	98	28	40	82	183	118	155%	123%	7%	367	-50%	277	262	106%	-65%	7,418	9,049	82% -36%	
eChat Sales	186	208	219	251	216	180	268	67%	-17%	-22%	266	-32%	453	601	75%	-23%	6,479	6,794	95% -21%	
eShop																				
Gross Sales(Web)	191	98	28	40	82	183	118	155%	123%	7%	367	-50%	277	262	106%	-65%	7,418	9,049	82% -36%	
Shop Traffic(Web)	76,901	73,614	90,114	91,506	80,946	81,793	112,927	72%	1%	-2%	81,849	0%	186,513	251,302	74%	-1%	2,423,523	2,520,606	98% 15%	
Close Rate(Web)	0.25%	0.13%	0.03%	0.04%	0.10%	0.22%	0.10%	214%	121%	9%	0.45%	-50%	0.15%	0.10%	142%	-65%	0.31%	0.36%	85% -44%	
Virgin Household eChat																				
Residential Gross Sales	186	208	219	251	216	180	268	67%	-17%	-22%	266	-32%	453	601	75%	-23%	6,479	6,794	95% -21%	
Chats Assisted (VIS Chat Type)	924	881	953	971	985	746	980	76%	-24%	-23%	2,518	-70%	1,984	2,200	90%	-68%	27,136	27,074	100% -34%	
Close Rate	20.1%	23.6%	23.0%	25.8%	21.9%	24.1%	27.3%	88%	10%	1%	10.6%	128%	22.8%	27.3%	84%	138%	23.9%	25.1%	95% 20%	
Activity																				
Online Channel Mix%	11.3%	9.4%	8.3%	9.7%	9.8%	11.9%	-	-	22%	-1%	14.9%	-20%	10.5%	-	-	-29%	13.2%	-	-	-18%
eShop Channel Mix%	5.7%	3.0%	0.9%	1.3%	2.7%	6.0%	-	-	123%	17%	8.6%	-30%	4.0%	-	-	-53%	7.1%	-	-	-25%
eChat Channel Mix%	5.6%	6.4%	7.4%	8.3%	7.1%	5.9%	-	-	-17%	-15%	6.2%	-5%	6.5%	-	-	3%	6.2%	-	-	-8%
Direct Traffic Mix%	35.8%	34.7%	26.9%	24.9%	25.8%	26.4%	-	-	2%	8%	14.2%	86%	26.4%	-	-	93%	16.2%	-	-	9%
Search Traffic Mix%	37.9%	39.5%	39.4%	38.3%	31.9%	29.4%	-	-	-8%	-24%	43.9%	-33%	31.3%	-	-	-24%	40.5%	-	-	2%
Digital/Social Traffic Mix%	23.6%	23.8%	31.9%	35.1%	40.1%	42.1%	-	-	5%	22%	39.3%	7%	40.3%	-	-	-6%	39.5%	-	-	4%
Other Traffic Mix%	2.8%	2.0%	1.8%	1.6%	2.2%	2.0%	-	-	-7%	-12%	2.5%	-19%	2.1%	-	-	-1%	3.9%	-	-	22%
Error Rate%																				
Web Existing Customer Error Rate%	13.1%	8.9%	6.5%	11.0%	10.2%	5.4%	-	-	-47%	-50%	13.3%	-59%	6.9%	-	-	-48%	11.7%	-	-	4%
Web New Customer Error Rate%	25.5%	13.4%	18.8%	27.1%	28.2%	27.7%	-	-	-1%	13%	19.2%	44%	27.4%	-	-	52%	21.2%	-	-	32%