

Field Services

Weekly Service Review

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



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 AAOPC 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: <ul style="list-style-type: none"> • 450 internet orders on month-to-month vs 2-year contract (retention) • 100 – 150 unit sales lost
Calendaring: <ul style="list-style-type: none"> • Estimated 1,000 orders impacted, not submitted or saved

Services Impacted
<ul style="list-style-type: none"> • Internet new adds in Ontario • Internet appointment booking

Outage Hotspots & Notification Program

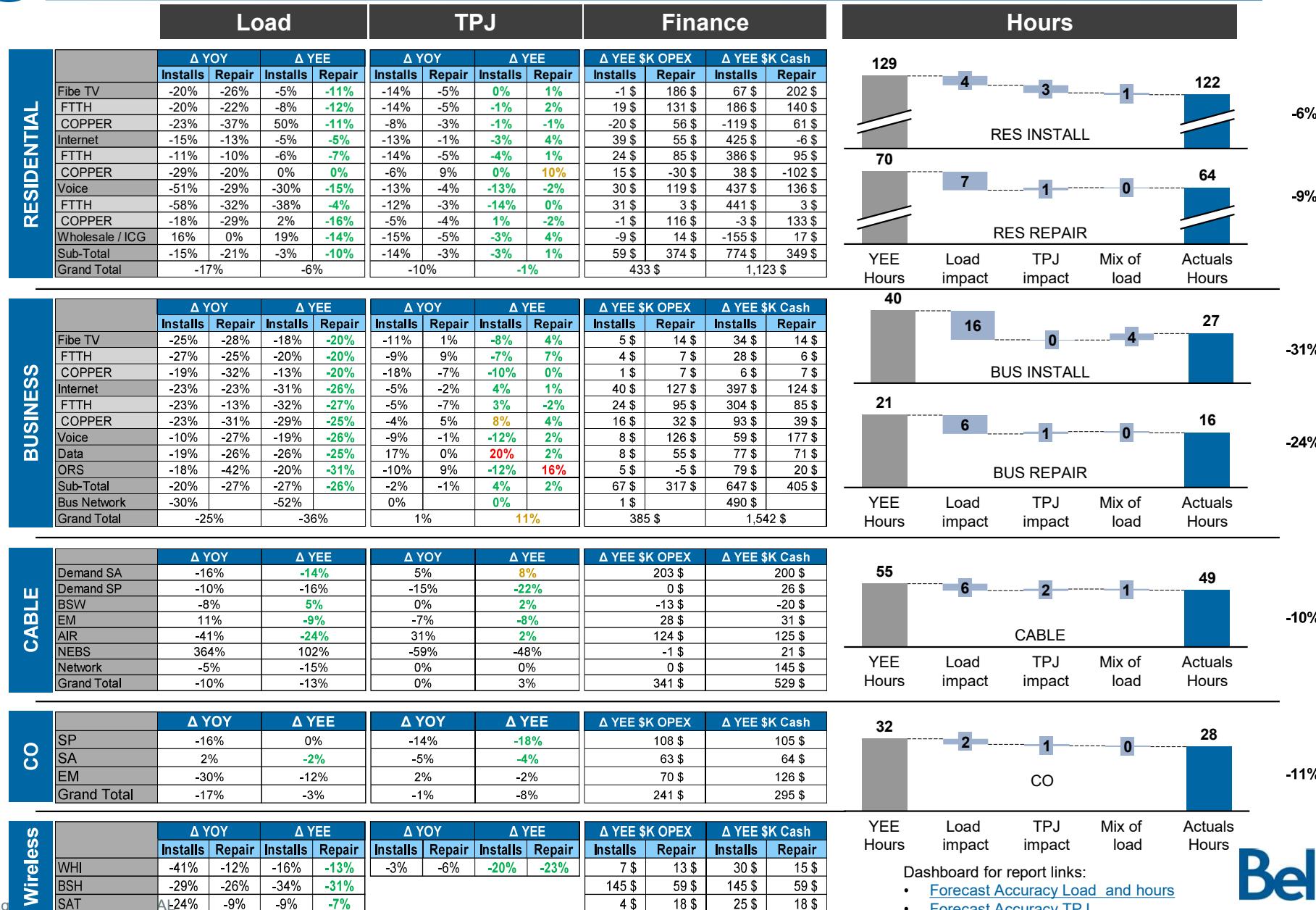
Metric	Q3 Target	YTD		QTD		Monthly						Weekly					
		Aug 24	Aug 25	Q3 24	Q3 25	Jun 24	Jun 25	Jul 24	Jul 25	Aug 24	Aug 25	Jul 13	Jul 20	Jul 27	Aug 03	Aug 10	
Outage Hotspots	ONP Related																
	% of Hotspots Activated on ONP Outage	-	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	
Outage Notification Program																	
ONP Residential	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%	64%
	% 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:

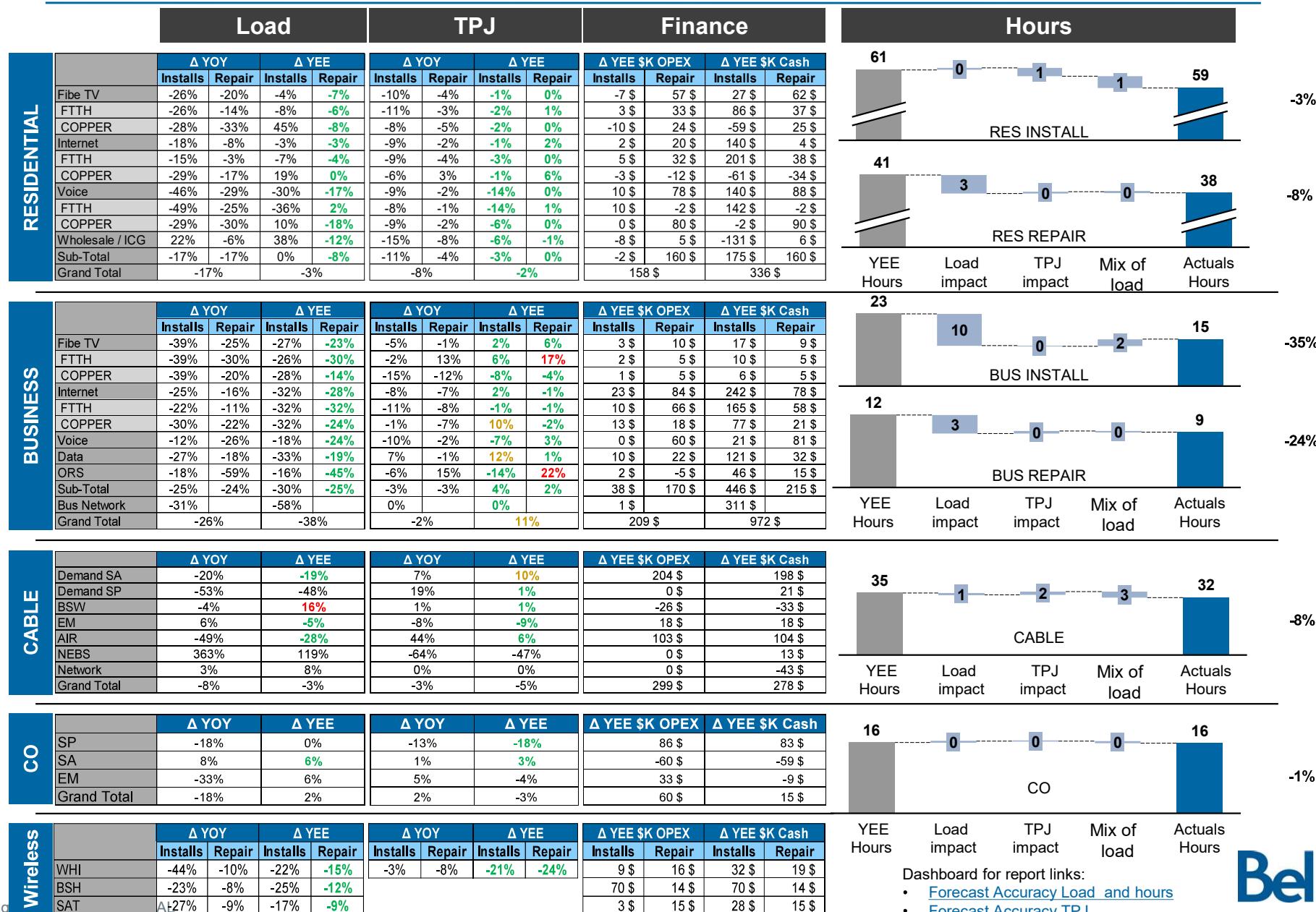
- YTD 2024 is complete month and YTD 2025 is rolling YTD.
- % of Hotspots Activated on ONP Outage: 100% of eligible customers affected by ONP are given hotspots, but only if they have Bell Mobility services on the same billing account as their Internet service(Same One Bill / Billing account number (BAN)).
- 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



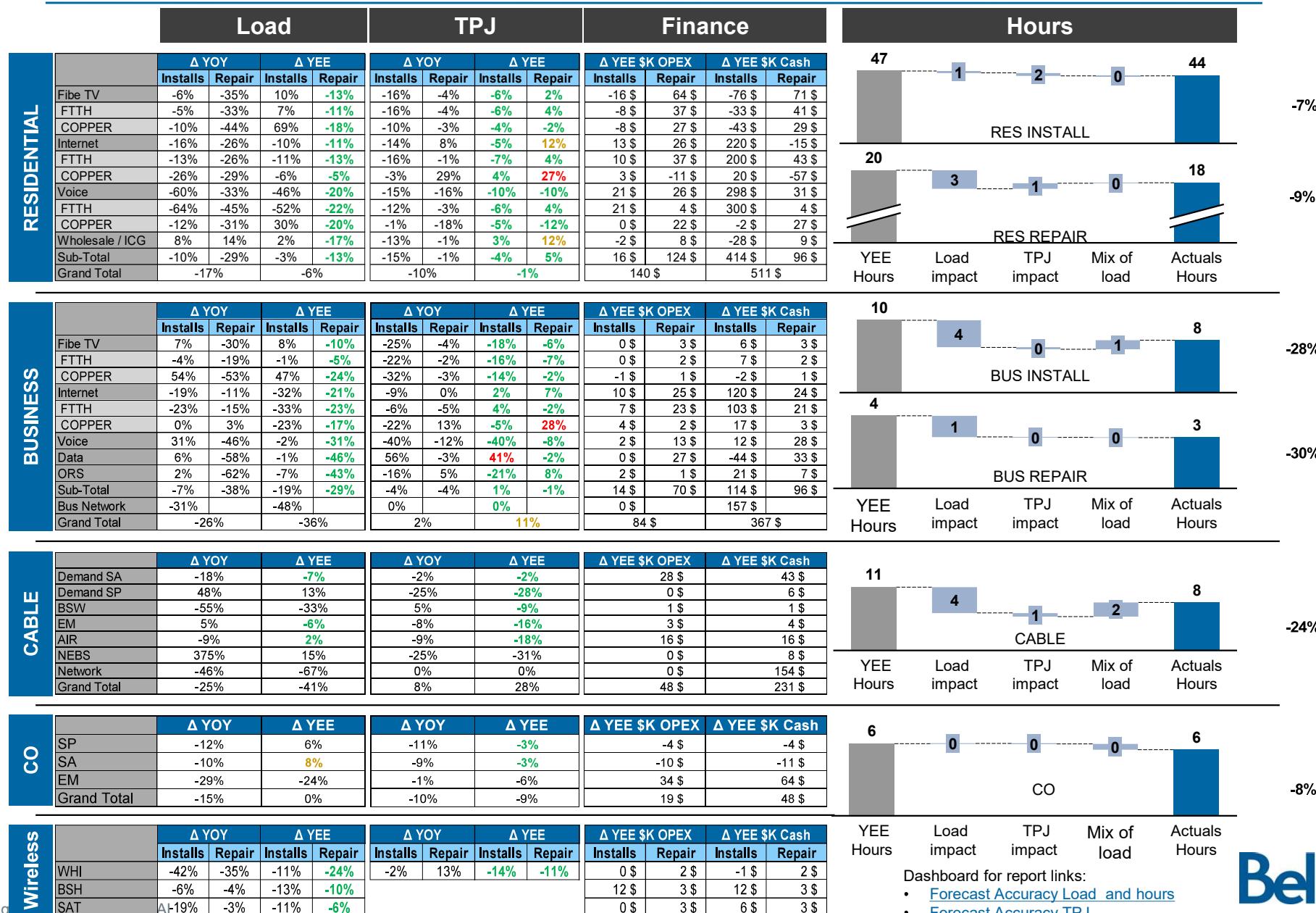
Ontario - July YEE – August 1st to 16th



YEE Hours Load impact TPJ impact Mix of load Actuals Hours
 Dashboard for report links:
 • [Forecast Accuracy Load and hours](#)
 • [Forecast Accuracy TPJ](#)

Bell

Quebec - July YEE – August 1st to 16th



Atlantic - 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	14	2	1	0	12	-17%	RES INSTALL				
	Fibe TV	-32%	-31%	-24%	-22%	-26%	1%	1%	-26 \$	48 \$	144 \$	48 \$	6	1	0	0	5	-14%	RES REPAIR				
	FTTH	-32%	-30%	-24%	-22%	-26%	1%	1%	-26 \$	47 \$	143 \$	47 \$							YEE Hours				
	COPPER	-88%	-70%	-53%	-48%	-20%	-7%	17%	0 \$	1 \$	0 \$	1 \$					Load impact						
	Internet	19%	-7%	-2%	-2%	-31%	-2%	3%	19 \$	5 \$	37 \$	3 \$				TPJ impact							
	FTTH	20%	-10%	4%	-11%	-30%	-3%	3%	10 \$	11 \$	-9 \$	11 \$			Mix of load								
	COPPER	-30%	2%	-76%	26%	-19%	0%	8%	9 \$	-6 \$	47 \$	-8 \$			Actuals Hours								
	Voice	-74%	-37%	-10%	-9%	-20%	-5%	7%	0 \$	14 \$	2 \$	17 \$											
BUSINESS	FTTH	-90%	-52%	320%	-10%	-17%	5%	-24%	0 \$	1 \$	-2 \$	1 \$											
	COPPER	-25%	-34%	-33%	-9%	4%	-7%	6%	0 \$	14 \$	5 \$	16 \$											
	Sub-Total	-17%	-27%	-15%	-14%	-30%	-3%	-2%	45 \$	68 \$	186 \$	69 \$											
	Grand Total	-20%	-27%	-15%	-14%	-23%	-3%	-1%	113 \$	255 \$													
	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	5	2	0	0	3	-30%	BUS INSTALL				
	Fibe TV	-32%	-37%	-47%	-22%	-18%	32%	-25%	2 \$	1 \$	12 \$	1 \$	4	1	0	0	3	-30%	BUS REPAIR				
	FTTH	-32%	-24%	-47%	-1%	-18%	23%	-25%	2 \$	0 \$	12 \$	0 \$											
	COPPER	0%	-53%	0%	-45%	0%	46%	0%	0 \$	1 \$	0 \$	1 \$											
CABLE	Internet	-26%	-51%	-30%	-30%	12%	10%	9%	7 \$	17 \$	37 \$	19 \$											
	FTTH	-29%	-25%	-31%	-17%	13%	-1%	9%	7 \$	6 \$	35 \$	6 \$											
	COPPER	59%	-60%	-21%	-37%	-10%	15%	8%	0 \$	10 \$	1 \$	13 \$											
	Voice	-13%	-21%	-25%	-31%	7%	1%	-7%	4 \$	46 \$	22 \$	60 \$											
	Data	-30%	-6%	-33%	-24%	13%	7%	21%	0 \$	5 \$	10 \$	5 \$											
	ORS	-19%	-97%	-45%	0%	-29%	-5%	-23%	1 \$	0 \$	9 \$	0 \$											
	Sub-Total	-23%	-33%	-31%	-30%	7%	8%	4%	15 \$	69 \$	90 \$	85 \$											
	Bus Network	-23%	-35%	0%	0%	0%	0%	0%	0 \$		19 \$												
	Grand Total	-28%	-32%	8%	3%	84 \$	84 \$	195 \$															
		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	
		Demand	-11%	-22%	-4%	0%	42 \$	47 \$					6	2	0	0	4	-28%	CABLE				
		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 \$															
		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	
		SP	-27%	-31%	-12%	-12%	19 \$	19 \$						7	2	0	0	5	-30%	CO			
		SA	7%	-29%	-18%	-6%	84 \$	84 \$															
		EM	-23%	-26%	-3%	1%	-8 \$	59 \$															
		Grand Total	-16%	-27%	-6%	-4%	95 \$	162 \$															
		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	
		WHI	-30%	-7%	8%	13%	12%	-5%	0 \$	-2 \$	1 \$	-2 \$											
		BSH	-47%	-15%	-48%	-19%	37 \$	18 \$	37 \$	18 \$													
		SAT	-20%	-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

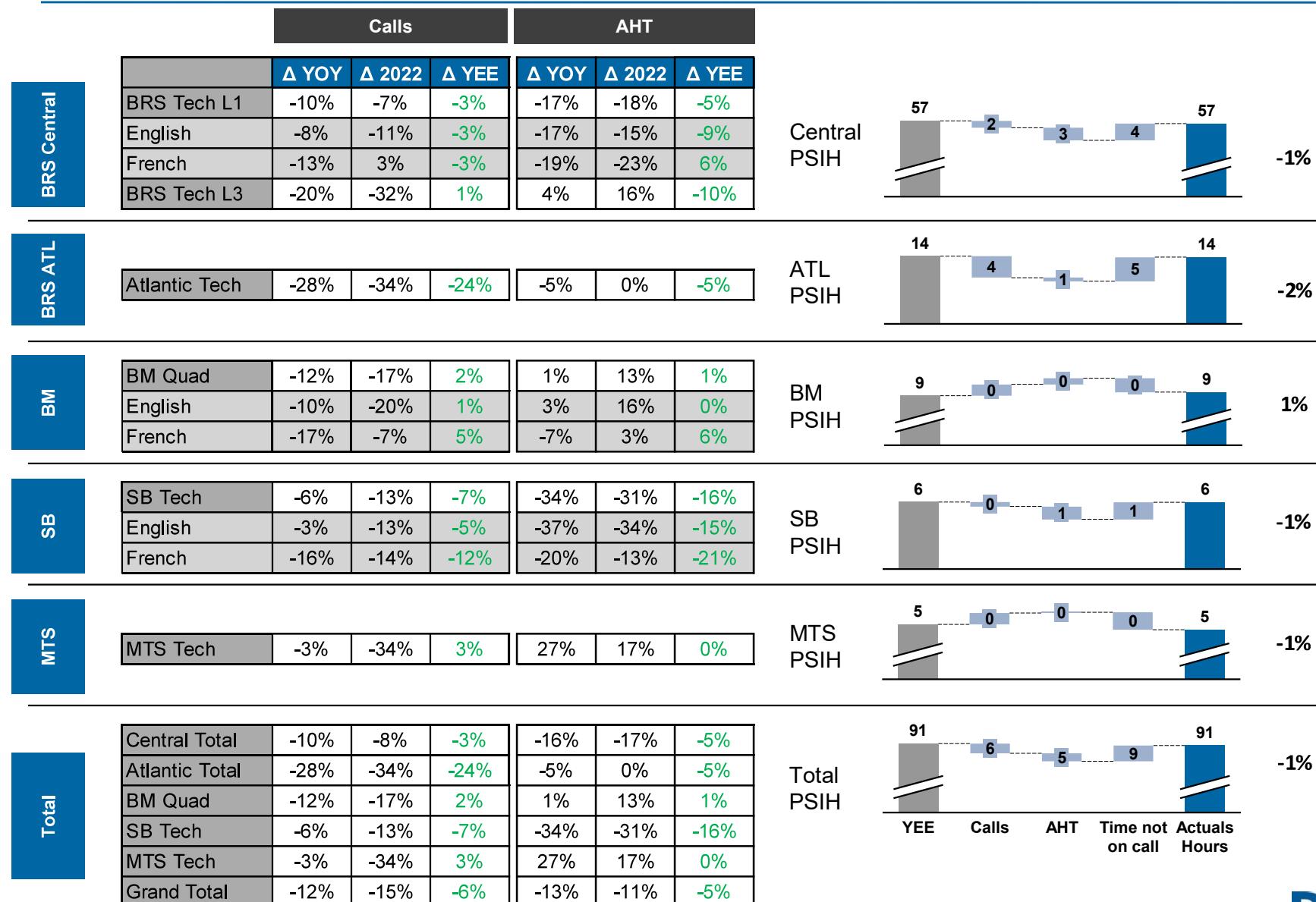
		Load		TPJ		Finance		Hours													
RESIDENTIAL	Δ YOY		Δ YEE		Δ YOY		Δ YEE		Δ YEE \$K OPEX		Δ YEE \$K Cash		7	0	0	0	0	0	7	-1%	
	Installs	Repair	Installs	Repair	Installs	Repair	Installs	Repair	Installs	Repair	Installs	Repair	7	0	0	0	0	0	7	-1%	
	Fibe TV	-2%	-14%	6%	-18%	-8%	-5%	4%	-2%	-4 \$	17 \$	-27 \$	21 \$	4	0	0	0	0	0	4	-11%
	FTTH	3%	4%	1%	-21%	-9%	-11%	3%	-4%	-1 \$	13 \$	-10 \$	15 \$	2	0	0	0	0	0	2	0%
	COPPER	-20%	-39%	44%	-12%	-4%	9%	5%	-2%	-3 \$	4 \$	-18 \$	6 \$	1	0	0	0	0	0	1	0%
	Internet	-20%	-15%	-13%	-5%	-8%	-13%	0%	-3%	5 \$	4 \$	-27 \$	2 \$	0	0	0	0	0	0	0	0%
	FTTH	-13%	12%	1%	-4%	-8%	-17%	4%	-13%	-1 \$	4 \$	-6 \$	4 \$	0	0	0	0	0	0	0	0%
	COPPER	-38%	-43%	-42%	-6%	-4%	9%	0%	10%	6 \$	0 \$	33 \$	-2 \$	0	0	0	0	0	0	0	0%
	Voice	23%	-13%	13%	-1%	5%	1%	4%	0%	-1 \$	1 \$	-3 \$	0 \$	0	0	0	0	0	0	0	0%
	FTTH	-23%	45%	-16%	17%	2%	-11%	-15%	-18%	0 \$	0 \$	1 \$	0 \$	0	0	0	0	0	0	0	0%
	COPPER	69%	-16%	35%	-3%	1%	3%	17%	1%	-1 \$	1 \$	-4 \$	0 \$	0	0	0	0	0	0	0	0%
	Sub-Total	-11%	-14%	-4%	-11%	-7%	-4%	3%	0%	0 \$	22 \$	-1 \$	23 \$	0	0	0	0	0	0	0	0%
	Grand Total	-12%	-6%			-6%		2%		22 \$		22 \$									
BUSINESS	Δ YOY		Δ YEE		Δ YOY		Δ YEE		Δ YEE \$K OPEX		Δ YEE \$K Cash		1	0	0	0	0	0	1	0%	
	Installs	Repair	Installs	Repair	Installs	Repair	Installs	Repair	Installs	Repair	Installs	Repair	1	0	0	0	0	0	1	0%	
	Fibe TV	-25%	-21%	-34%	-6%	338%	-31%	74%	-16%	0 \$	0 \$	-1 \$	0 \$	0	0	0	0	0	0	0	0%
	FTTH	-27%	100%	-7%	-5%	346%	193%	124%	-19%	0 \$	0 \$	-2 \$	0 \$	0	0	0	0	0	0	0	0%
	COPPER	0%	-42%	-80%	-6%	260%	-32%	33%	-15%	0 \$	0 \$	1 \$	0 \$	0	0	0	0	0	0	0	0%
	Internet	21%	7%	-15%	1%	4%	-16%	18%	-9%	0 \$	0 \$	1 \$	3 \$	0	0	0	0	0	0	0	0%
	FTTH	36%	24%	-20%	44%	15%	-31%	18%	-28%	0 \$	0 \$	1 \$	0 \$	0	0	0	0	0	0	0	0%
	COPPER	11%	2%	-10%	-8%	-5%	-12%	18%	-2%	0 \$	1 \$	-2 \$	3 \$	0	0	0	0	0	0	0	0%
	Voice	-49%	-8%	-35%	-18%	40%	9%	23%	5%	1 \$	7 \$	5 \$	8 \$	0	0	0	0	0	0	0	0%
	Data	84%	14%	9%	-28%	-15%	16%	24%	34%	-2 \$	0 \$	-10 \$	1 \$	0	0	0	0	0	0	0	0%
	ORS	-68%	12%	-54%	-14%	-1%	12%	52%	23%	0 \$	-1 \$	3 \$	-2 \$	2	0	0	0	0	0	2	-6%
	Sub-Total	-3%	1%	-15%	-14%	0%	6%	20%	10%	0 \$	8 \$	-4 \$	9 \$	0	0	0	0	0	0	0	0%
	Bus Network	-24%	-	-16%		6%		0%		0 \$		3 \$		0	0	0	0	0	0	0	0%
	Grand Total	-5%	-	-15%		6%		13%		8 \$		8 \$		0	0	0	0	0	0	0	0%
CABLE	Δ YOY		Δ YEE		Δ YOY		Δ YEE		Δ YEE \$K OPEX		Δ YEE \$K Cash		3	1	0	0	0	0	4	39%	
	Installs	Repair	Installs	Repair	Installs	Repair	Installs	Repair	Installs	Repair	Installs	Repair	3	1	0	0	0	0	4	39%	
	Demand	25%	-	18%		9%	-	20%		-70 \$		-87 \$		0	0	0	0	0	0	0	0%
	BSW	26%	-	-41%		-26%	-	-17%		4 \$		5 \$		0	0	0	0	0	0	0	0%
	EM	0%	-	-76%		0%	-	-13%		0 \$		0 \$		0	0	0	0	0	0	0	0%
	AIR	6%	-	-27%		48%	-	19%		3 \$		3 \$		0	0	0	0	0	0	0	0%
	Network	86%	-	106%		0%	-	0%		0 \$		-32 \$		0	0	0	0	0	0	0	0%
	Grand Total	50%	-	41%		-5%	-	-2%		-63 \$		-111 \$		0	0	0	0	0	0	0	0%
CO	Δ YOY		Δ YEE		Δ YOY		Δ YEE		Δ YEE \$K OPEX		Δ YEE \$K Cash		3	1	0	0	0	0	3	-25%	
	Installs	Repair	Installs	Repair	Installs	Repair	Installs	Repair	Installs	Repair	Installs	Repair	3	1	0	0	0	0	3	-25%	
	SP	-99%	-	-99%		181%	-	202%		7 \$		7 \$		0	0	0	0	0	0	0	0%
	SA	-7%	-	-16%		-3%	-	-6%		49 \$		50 \$		0	0	0	0	0	0	0	0%
	EM	-12%	-	-37%		18%	-	14%		11 \$		13 \$		0	0	0	0	0	0	0	0%
	Grand Total	-17%	-	-29%		8%	-	6%		67 \$		70 \$		0	0	0	0	0	0	0	0%
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	YEE Hours	Load impact	TPJ impact	Mix of load	Actuals Hours				
	WHI	-7%	-4%	29%	74%	-16%	-9%	-4%	41%	-2 \$	-4 \$	-2 \$	-4 \$	0	0	0	0	0	0	0	0%
	BSH	-100%	-100%	-100%	-100%	-100%	-100%	-100%	-100%	26 \$	24 \$	26 \$	24 \$	0	0	0	0	0	0	0	0%
	SAT	-23%	-20%	12%	1%	-	-	-	-	0 \$	0 \$	-1 \$	0 \$	0	0	0	0	0	0	0	0%

Dashboard for report links:

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



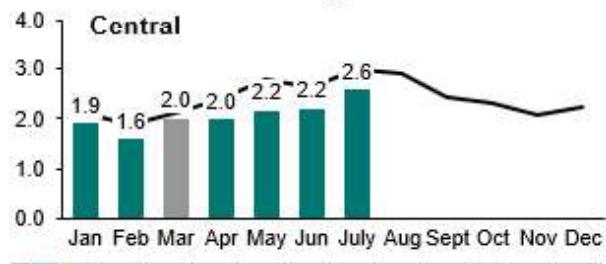
L1 - Load vs Budget – August 1st to 16th




Monthly Residential Repair Truck Rolls per 100 AIS

Fibre TV

Copper



Internet (without Fibre TV)

Copper

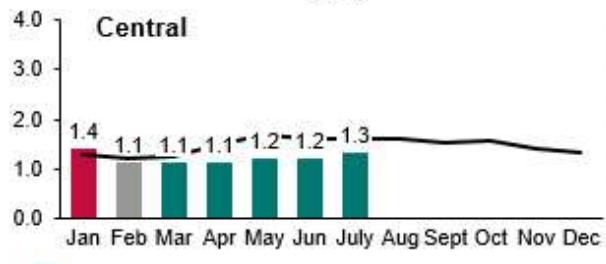


Voice standalone

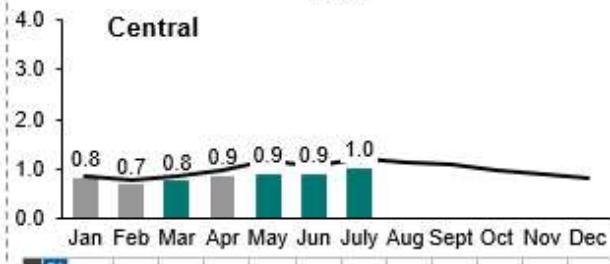
Copper



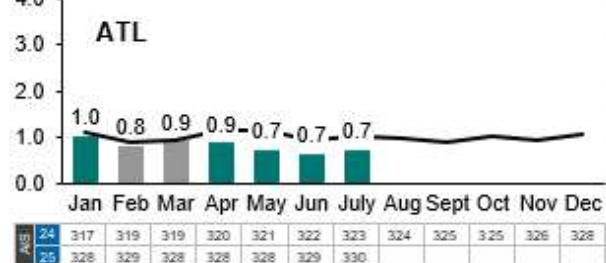
Fibre



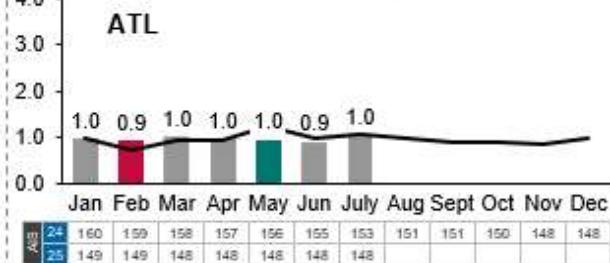
Fibre



All Technologies



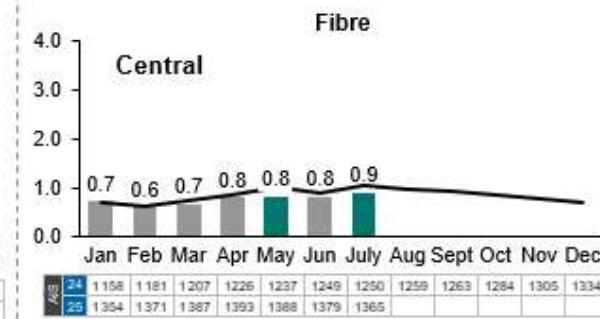
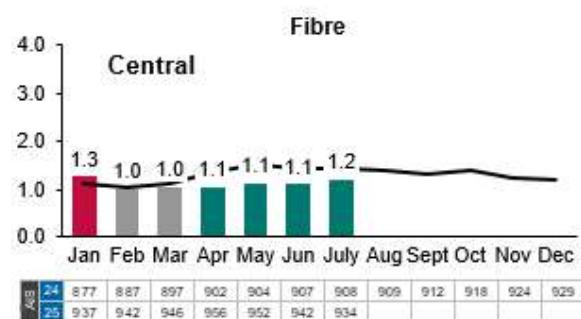
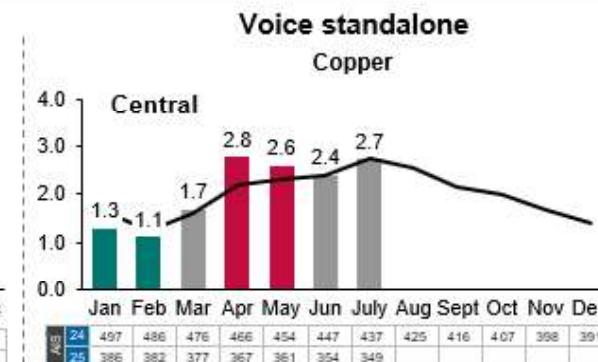
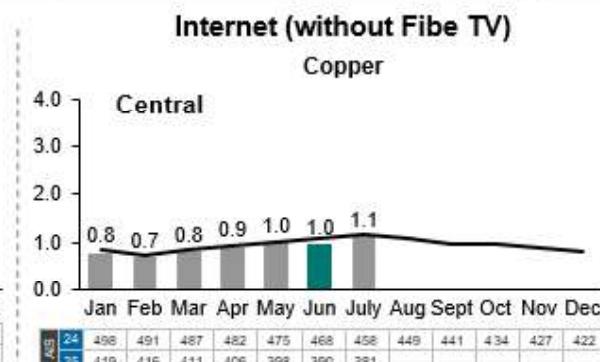
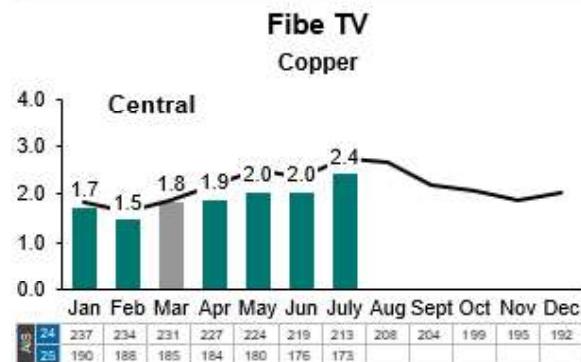
All Technologies



AIS and EOP volumes in thousands — 2024 ■ 2025

TR:AIS 90+ Days

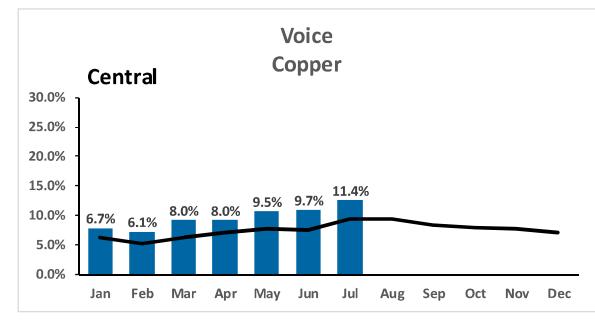
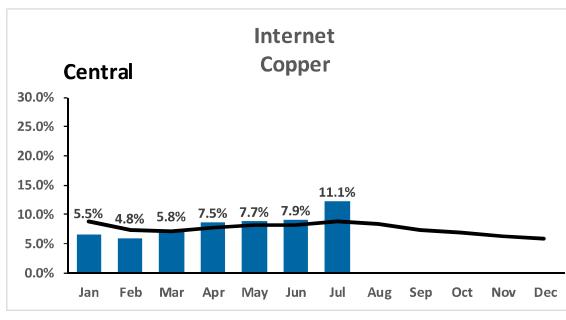
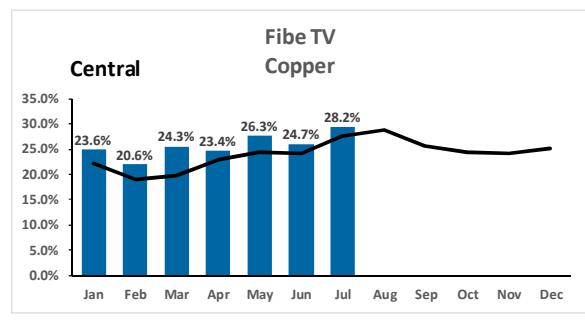
Monthly Residential Repair Truck Rolls per 100 AIS*



AIS and EOP volumes in thousands — 2024 ■ 2025



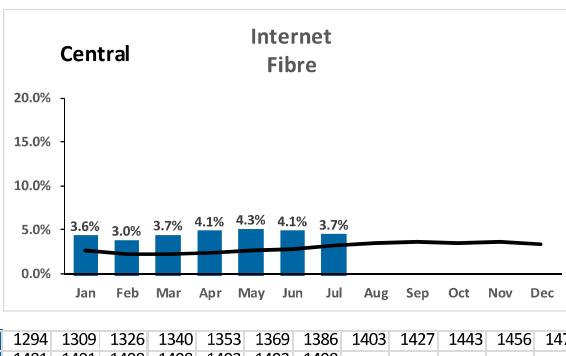
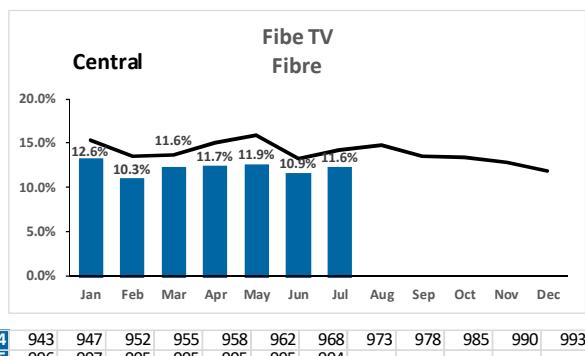
L1 – Calls per AIS



24	246	242	239	235	231	226	221	215	211	207	203	199
25	196	194	191	191	185	185	185	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	596	589	576	569	562	556	548
25	541	537	532	532	491	491	485					



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

Bell

FS AIP and Board Scorecard Metrics

Metric	End Date	Q1			Q2				Q3				Q4			YTD		YE		
		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	Target	
FS AIP	Call Centre Performance - Service Level Tech Support (BM, BRS, SB, ATL, MTS) [MTS excludes small business] Targeted 80% of the calls within 120 secs.	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	-	82.9	80.0	91.6	80.0
	Call Propensity (Tech) (Monthly update) [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	9.7	9.8	9.8
	Tech Support Easy Index - Overall (Monthly update) [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	-	28.8	30.0	30.4	29.9
	Field Work Easy Index - Overall Fibe 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	-	80.7	81.0	81.9	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	70.5	70.0	70.5
	WiFi Checkup and Virtual Repair Digital NPS 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	26.8	n/a	-
	NPS - Tech Support Central Atlantic MTS	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	37.0	39.4	37.0
	[BRS Tech L1, L3: Central / BRS Tech L1: MTS / BRS Tech 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	33.5	40.3	33.5
	Repairs Offered Within 48 Hours Fibe TV, Internet & Voice: SA, Res, FW [ATL TV included], [BSH included; DTH & WHI not included] [Bell Central & Bell Atlantic]	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	43.0	43.4	43.0
	Mail Out + Self Install Tech Free 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	86,548	83,167	130,000
	Home Connection Check + Self Install % Install Assistance TR free 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	91.0	92.7	91.0
	Outage Notifications - % Notified Within 30 Mins % 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	93.0	85.1	93.0

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	Q1			Q2				Q3				Q4			YTD		YE		
		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	Target	
FS KPI	% Rework FW - RES Fibe 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 Fibe 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 Fibe 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 Fibe 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	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	Target	Result	
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.fsbipps.int.bell.ca/> <http://mc-portal.fsbipps.int.bell.ca/> https://pbi.fsbipps.int.bell.ca/PowerBI_Reports_WP/powerbi/Prod/Horizon/Rework%20Dashboard
- MYA Dashboard: https://pbi.fsbipps.int.bell.ca/PowerBI_Reports_WP/powerbi/Prod/Horizon/MYA%20Dashboard
- MYA Survey Dashboard: https://pbi.fsbipps.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														
	Install and Repair - Corporate													85.5%	86.4%	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														
	Install and Repair - Corporate													78.2%	78.9%	77.8%	80.1%	81.0%
Res & Bus FW	Total (FibeTV + Internet + Voice)			Install and Repair - Corporate														
	Install and Repair - Corporate													84.6%	85.4%	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	
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
FibeTV																	
Residential FW	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 - 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 - 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	-	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 - 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 - 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%
FibeTV																	
Business FW	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																
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	3.4%	3.6%	3.2%	3.4%	3.1%	3.5%	2.9%	3.4%	3.1%	3.4%	3.0%	3.1%	3.5%	3.2%	3.1%	2.9%
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	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 & 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
FibeTV																	
Residential FW	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)																
	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%
Total (FibeTV + Internet + Voice + WHI)																	
Install and Repair - Corporate																	
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																	

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
FibeTV																
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	-	3.8%	3.3%	3.7%	3.2%	3.8%	3.1%	3.7%	3.3%	3.7%	3.1%	3.3%	3.6%	3.3%	3.3%	3.0%
FibeTV																
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
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																	

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

	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%	1.4%	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																	
Total - Install & Repair																		
Arrived Late and Work Load Too Heavy - Corp		3.5%	3.4%	3.1%	3.5%	2.8%	3.1%	2.6%	3.7%	2.9%	3.7%	2.6%	3.0%	2.9%	2.7%	2.6%	2.6%	
Arrived Late On Site - Corp		-	1.3%	1.0%	1.3%	1.0%	1.3%	1.0%	1.4%	1.1%	1.3%	0.9%	1.1%	1.1%	1.0%	0.8%	0.9%	
Work Load Too Heavy (PL) - Corp		-	2.2%	2.2%	2.4%	1.9%	1.9%	1.8%	2.5%	1.9%	2.6%	1.8%	2.0%	1.9%	1.8%	1.8%	1.8%	
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.fsbiapps.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
BTS LOSS																	
WOW Res & Bus	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																
WBP Res & Bus	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%
	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																	
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%
Residential	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	Install - Voice - Corporate	-	64%	69%	63%	63%	69%	60%	60%	70%	60%	53%	77%	79%	67%	56%	50%
	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	3	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	3	2	3	5	5	3	3
Install - 705S	-	3	3	3	3	3	3	3	3	2	2	2	4	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	3	4	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	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	3	2	2	3	4	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

- Dashboard: https://fsbi.int.bell.ca/missedcommitments/DATA/Internal/Atlantic_Calendar_Report.xlsx

- 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
FibreTV																
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	2	2	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	3	3	2	1	2	2	2	3	4	2
Install - 905 East	-	2	2	2	2	2	2	2	2	2	3	2	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	2	1	2	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	1	3	3	2	3	3
Install - 705N	-	3	3	3	4	3	4	4	2	2	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	2	1	2	3	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	3	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
FibeTV																
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	3	2	7	2	-	2	2	-	3	-	
Install - 613		3	3	3	3	3	3	3	2	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	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	
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	6	-	-	-	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	
Moncton		5	4	6	4	3	4	3	3	2	2	2	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

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

Atlantic Minimum 4 / Midpoint 6 / Maximum 8

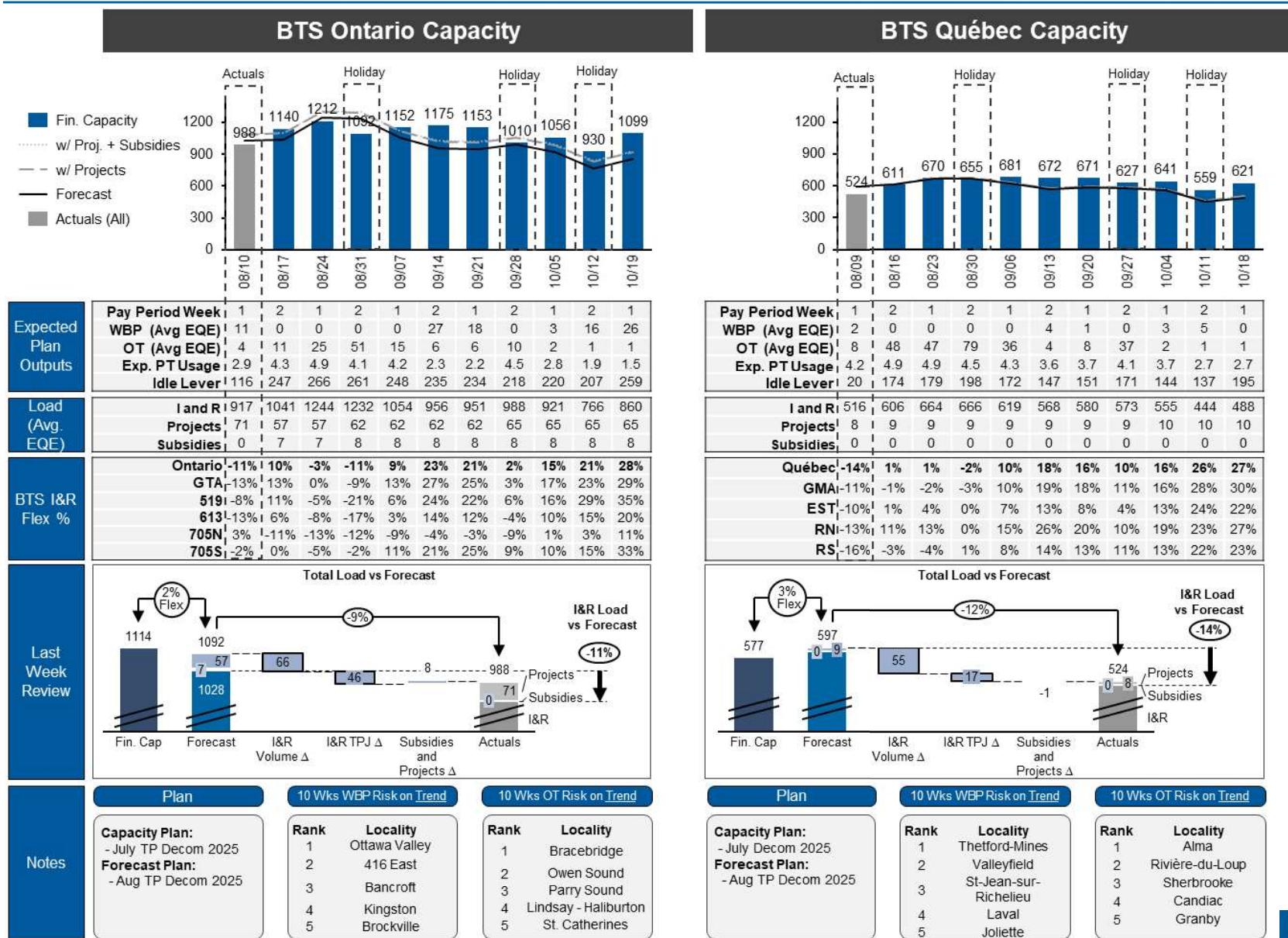
• Atlantic Top 3 Cities include Halifax, St.John's & Moncton

• 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.

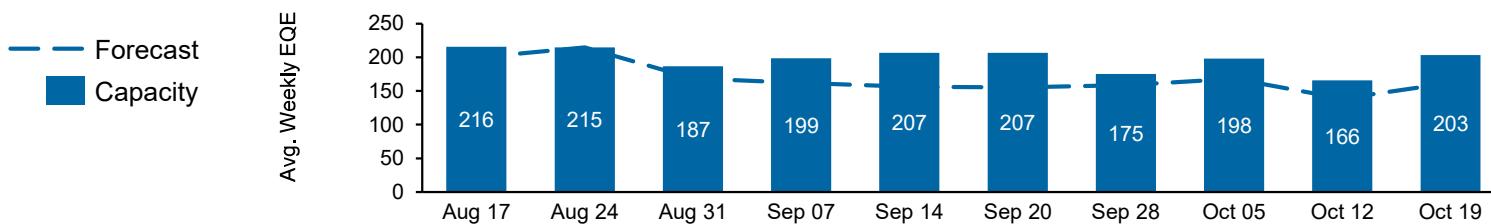


BTS % Flex – Upcoming 10 weeks



Atlantic – 10 Week Capacity Outlook

Capacity View – Atlantic



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

Notes:
Forecast

Official Forecast

Residential + small business where applicable

Contractor Flex Assumptions

up to 15% Contractor flex available when needed

Capacity

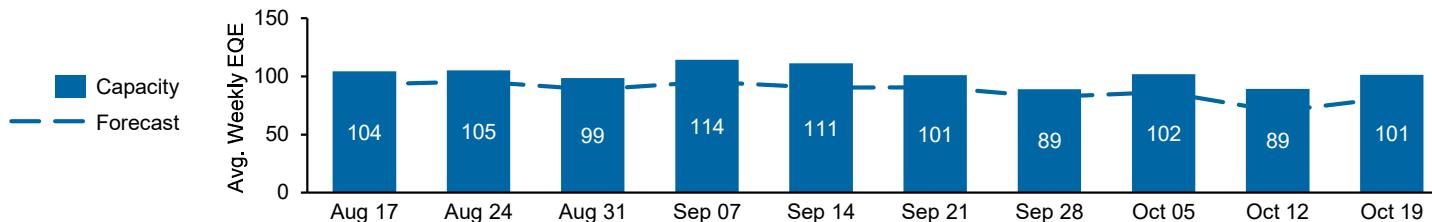
Action schedules with short term loss applied

Bell Overtime Assumptions

Voluntary Bell OT available as required

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



5 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%	5.5%	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	3.2	3.4	3.3	3.4	3.5	3.4	3.2	3.3	3.2	2.6	3.9	3.3
	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	
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.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	
Total																	
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%		
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%	
MTS - Residential	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%	
	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.fsbipps.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	-	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 - Base ²	-	2,001	1,566	675	271	225	198	221	213	242	58	42	43	39	62	35	
	BBM + Mobility Single Events - %TTR <= 4 Hrs ²	-	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%	
	ALL Single Events - Field Closed TTR - Base ²	-	1,390	1,137	455	185	153	138	146	145	162	40	29	33	22	46	22	
	ALL Single Events - Field Closed TTR - %TTR <= 4 Hrs 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%	
	BBM Single Events - Field Closed TTR - Base ²	-	1,301	1,028	413	166	144	114	125	127	154	39	28	30	21	35	22	
	BBM Single Events - Field Closed TTR - %TTR <= 4 Hrs 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%	
	Mobility Single Events - Field Closed TTR - Base ²	-	89	109	42	19	9	24	21	18	8	1	1	3	1	11	-	
	Mobility Single Events - Field Closed TTR - %TTR <= 4 Hrs 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%	-	
Repeat	ALL Single Events - Test Centre TTR - Base	-	3,885	3,465	1,217	670	456	436	384	465	415	205	84	99	108	113	66	
	ALL Single Events - Test Centre TTR - %TTR <= 4 Hrs	-	67.5%	65.2%	66.9%	56.6%	68.9%	62.6%	64.8%	55.9%	65.3%	58.1%	63.1%	54.6%	50.9%	55.8%	63.6%	
Repeat - IPVPN																		
Repeat	ALL Single Events - Test Centre - Repeat - Base	-	7,971	6,933	2,589	1,253	903	907	818	907	845	346	185	202	204	183	130	
	ALL Single Events - Test Centre - % Repeat	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%	
BBM	BBM + Mobility (On & Off-net) Repeat - Base	-	2,844	2,414	931	411	329	340	326	324	294	87	55	81	68	77	58	
	BBM + Mobility (On & Off-net) % Repeat	-	13.6%	16.0%	14.9%	13.1%	12.5%	14.4%	14.4%	13.0%	14.0%	13.8%	5.5%	21.0%	11.8%	15.6%	15.5%	

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																	
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																	
Wholesale - Base		-	2,654	2,050	1,160	288	352	300	385	200	403	88	33	43	44	37	44
Wholesale - % Missed rate																	
Broadband																	
Total - Base		-	4,135	3,194	1,734	444	586	452	623	307	566	137	53	64	68	61	63
Total - % Missed rate																	
BBM + Mobility - Base		-	1,851	1,352	660	173	268	172	256	113	213	60	20	24	25	27	27
BBM + Mobility - % Missed rate																	
Wholesale - Base		-	2,224	1,799	1,046	268	310	277	358	192	350	76	33	40	43	34	35
Wholesale - % Missed rate																	
Core Data																	
Total - Base		-	662	3,574	200	411	61	133	53	179	85	232	51	45	68	34	176
Total - % Missed rate																	
BBM + Mobility - Base		-	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 - % Missed rate																	
Wholesale - Base		-	232	3,312	86	390	19	110	26	170	32	220	51	42	66	31	167
Wholesale - % Missed rate																	
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																	
Wholesale - Base		-	408	401	158	81	52	59	51	54	60	27	6	17	13	7	18
Wholesale - % Bell Missed Rate																	
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	
Help Desk																	
Wireline Service Assurance	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 

Bell

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 7																						
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 NL 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																	
Residential	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																	
Residential	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%
	Fiber SP	-	1053	318	374	63	128	34	133	46	129	17	15	8	7	11	5
Agent Compliance Business	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%
	Fibre SP	-	2108	888	798	157	254	95	283	117	278	40	23	24	24	24	14
Order Completion Business	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
	Copper SA	-	370	66	34	3	14	9	10	3	9	0	2	1	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
Order Completion Residential	% Conversion	-	93.4%	82.8%	96.8%	96.0%	97.7%	83.0%	98.7%	95.2%	96.1%	100.0%	84.6%	93.8%	100.0%	100.0%
	Fibre SP	-	5953	377	1265	86	688	58	892	68	307	18	12	15	12	8
	Fibre SP Completion	-	4448	249	856	63	501	34	639	52	184	11	10	12	9	6
	Fibre SP Coded	-	1505	128	409	23	187	24	253	16	123	7	2	3	3	2
	Temporary Copper SA	-	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%
	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%	50.0%
S-Code (Customer) %	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%
	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%

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	-	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	-	75.6%	84.0%	88.0%	85.7%	82.6%	85.5%	84.7%	87.3%	89.9%	82.8%	87.5%	85.1%	82.6%	88.2%	81.9%
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%
Agent Compliance Business	Fiber SP	-	41	16	12	3	6	3	5	1	4	2	-	-	-	1	1
	Copper SA	-	65	-	13	-	6	-	5	-	5	-	-	-	-	-	-
	Average Days Offered	-	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		-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	Invalid referral rate - ONTARIO		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%	
	Invalid referral rate - QUEBEC		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 - CORP		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.fsbiapps.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%	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%	1.4%	1.7%	1.1%	0.9%	1.1%	2.2%	
	Cable Degradation																
Pair	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://ppi.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.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	
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	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	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 Data	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	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://pbi.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		
Cable	NPA Demand Copper - Ontario																		
	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
	905C	BRAMPTON OAKVILLE STRSVILLE	-	-	2	4	3	2	4	2	2	1	1	1	1	1	1	2	3
	905E	2- Cobourg - Oshawa Cable 2- Markham - Newmarket Cable	-	-	3	4	4	4	3	2	4	3	2	2	5	5	5	6	
	905W	HAMILTON NIAGARA HAM RUR	-	-	2	3	2	3	4	5	3	3	2	2	2	2	2	4	4
	519E	3- Brantford - Simcoe Cable 3- Woodstock - Stratford Cable 3- Guelph - Orangeville Cable KITCHENER OWEN SOUND	-	-	3	4	4	6	7	5	5	5	7	6	6	5	6	4	4
	519W	3- Chatham - Sarnia Cable 3- London - London Rural Cable 3- Windsor - Windsor Rural Cable CLINT-LIST	-	-	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	613E	4- Brockville - Smithfalls Cable 4- Cornwall - Hawksbury Cable 4- Ottawa East - Ottawa West Cable 4- Pembroke - Rolphton Cable 4- Renfrew - Renfrew Rural Cable ARNPRIOR ST REGIS	-	-	2	2	3	3	1	1	1	1	1	1	1	1	2	2	
	613W	4- Belleville - Madocnorth Cable 4- Kingston - Kingston Rural Cable BANCROFT	-	-	2	2	3	2	1	1	1	1	2	1	1	1	1	2	3
	705 BCMO	5- Barrie - Collingwood - Midland - Orillia Cable	-	-	2	4	2	5	5	4	3	5	4	3	5	5	5	5	5
	705 MUSKOKAS	5- Gravenhurst - Huntsville Cable PARRY SOUND	-	-	2	5	2	7	7	9	8	5	5	6	5	5	5	5	4
	705 PLH	5- Lindsay - Haliburton Cable 5- Ptbo Core - Ptbo Rural	-	-	2	4	2	4	4	5	5	4	4	5	7	3	4	4	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

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 3	3 4	2 3	2 2	3 2	2 1	2 2	3 2	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 1 0 1 2 0	2 3 0 3 3 0	2 2 0 3 2 0	2 3 0 3 2 0	1 2 0 2 3 0	2 2 0 4 5 0	1 2 0 6 7 0	1 2 0 6 6 0	1 2 0 6 7 0	1 2 0 6 6 0	1 2 0 6 6 0	1 2 0 6 6 0	2 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 5 0 0 0 2	0 1 0 2 0 0 0 3	0 1 0 3 1 0 0 3	0 1 0 1 1 0 0 2	0 1 0 1 1 0 0 2	0 1 0 1 1 0 0 1						
	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 2 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 2 2 0 0	0 1 1 3 1 2 1 0	0 1 1 1 1 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
Cable	NPA Demand Fibre - Ontario																
	416	1- Downtown - Midtown - Scarborough Cable 1- Northcent - Southwest Cable	-	2 2	3 3	3 3	3 3	3 3	3 3	2 2	3 2	2 1	2 1	2 1	3 2	3 2	4 3
	905C	BRAMPTON OAKVILLE STRSVILLE	-	2 2	2 3	2 2	2 2	3 2	2 3	1 1	1 2	1 1	1 1	2 1	1 1	1 3	2 2
	905E	2- Cobourg - Oshawa Cable 2- Markham - Newmarket Cable	-	2 2	2 2	2 2	2 1	2 1	1 1	1 1	1 2	1 2	1 2	1 2	1 1	1 1	2 2
	905W	HAMILTON NIAGARA HAM RUR	-	2 2	3 2	4 1	6 2	7 1	4 2	2 1	2 1	2 1	2 1	2 1	2 1	3 1	2 1
	519E	3- Brantford - Simcoe Cable 3- Woodstock - Stratford Cable 3- Guelph - Orangeville Cable KITCHENER OWEN SOUND	-	2 0 3	2 0 2	3 0 7	2 0	3 2	5 2	2 3	2 1	1 1	1 1	1 1	1 1	8 7	2 2
	519W	3- Chatham - Sarnia Cable 3- London - London Rural Cable 3- Windsor - Windsor Rural Cable CLINT-LIST	-	2 2 2	2 2 2	2 1	3 2	6 2	1 1								
	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	-	1 2 1 2 2 2	2 2 2 1	2 2 1	2 1	3 4	4 5	1 5	6 4	6 5	5 4	4 3	3 2	3 2	
	613W	4- Belleville - Madocnorth Cable 4- Kingston - Kingston Rural Cable BANCROFT	-	2 2 2	2 2 2	1 2	1 2	2 1	2 1	2 1	1 2	1 1	1 1	1 1	1 1	3 2	3 2
	705 BCMO	5- Barrie - Collingwood - Midland - Orillia Cable	-	2 2	2 2	2 3	2 2	2 2	2 2	1 1	1 1	2 2	3 3	2 2	2 1	2 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	3 2
	705 PLH	5- Lindsay - Haliburton Cable 5- Ptbo Core - Ptbo Rural	-	1 2	2 3	1 4	2 2	2 2	3 1	2 2	1 1	1 1	1 1	4 3	4 3	4 3	4 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 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
Cable	NPA Demand Fibre - Quebec																
	MTL	1- MTL EST - NORD - CENTRE CABLE 1- MTL OUEST - F WEST - VALLEY CABLE	-	2 2	1 2	1 2	1 2	1 3	4 4	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 1 1 0 1 2 0	2 2 2 0 2 2 0	2 1 2 0 2 1 0	2 1 2 0 1 1 0	2 1 2 0 2 1 0	1 1 2 0 2 1 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 1 0 0 - 2	1 2 0 2 0 0 0 2	2 2 0 2 0 0 0 2	0 1 0 1 0 0 0 1	0 1 0 2 0 0 0 3	0 1 0 3 0 0 0 0	0 1 0 3 0 0 0 0	0 1 0 3 0 0 0 0	0 2 0 4 0 0 0 0	0 2 0 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 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 0 0 0	0 2 2 2 0 0 0 0	0 2 2 2 0 0 0 0	0 1 1 2 0 0 0 0	0 1 1 3 2 0 0 0	0 1 1 3 2 0 0 0	0 1 1 3 2 0 0 0	0 1 1 2 2 1 1 1						

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



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 Clearway - 416 West	574	19	8	601	99%	95.5%
GC Expercom - 705 PLH	133	7	5	140	100%	95.0%
GC Expercom - 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/Niagar	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 Clearway - 416 West	8			8	100%	100.0%
GC Expercom - 705 PLH	276	131	51	458	89%	60.3%
GC Expercom - 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/Niagar	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%
	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%
	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%
	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%
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
	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
	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
	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
	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
	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%
	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%
	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%
	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%
	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%
	% 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%
	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%
	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%
	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%
	MTS metric not built – 2025 implementation expected.															

- 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%	
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%	
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%	
MTS	-	-	77.7%	-	77.2%	-	74.2%	-	76.6%	-	79.4%	73.6%	74.5%	79.0%	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%	
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	-	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																
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
CRT & Data																
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																		
BTS - Res																		
BTS - Bus																		
Quebec																		
Bell - Res																		
Bell - Bus																		
BTS - Res																		
BTS - Bus																		
Atlantic																		
Bell - Res																		
Bell - Bus																		
Contractors - Res																		
Contractors - Bus																		
MTS																		
Bell - Res																		
Bell - Bus																		
Contractors - Res																		
Contractors - Bus																		
MTS metric not built – 2025 implementation expected.																		
Dispatch	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	00:44	00:44	00:36	00:39	00:35	00:35	00:35	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%
	Corporate	# 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%

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 - FibreTV / 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 Days 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	FibreTV	-	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	FibreTV	-	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%
Res & Bus % Tech Repairs Offered Within 48 Hours																	
Total		-	90%	92%	88%	89%	91%	92%	89%	90%	88%	87%	90%	94%	92%	87%	88%
% Tech Repairs Offered Within 24 Hours																	
Residential	FibreTV	-	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	FibreTV	-	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%
Res & Bus % Tech Repairs Offered Within 24 Hours																	
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
	Install - Competitive	-	3	2	3	3	2	2	3	3	3	3	3	2	3	3
	Install - Greater Brandon	-	2	2	2	3	2	2	2	3	3	4	2	2	4	5
	Install - Greater Winnipeg	-	2	2	2	2	2	2	1	2	2	2	2	1	2	2
	Install - Non Competitive	-	6	6	6	7	6	7	6	7	7	8	7	6	8	9
	Voice															
	Install - Manitoba	-	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	5
	Install - Greater Brandon	-	2	2	2	3	2	2	2	3	3	4	2	2	4	5
	Install - Greater Winnipeg	-	2	2	2	2	2	2	1	2	2	2	2	1	2	2
	Install - Non Competitive	-	10	10	10	11	11	11	10	11	11	12	10	10	13	12

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																	
Residential	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																	
FTR by Tech Type	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																
FTR by Tech Type	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%	
	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%	
	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%	
	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%	
	% First Time Right - FW - Bell																
FTR by Tech Type	FibeTV	-	83%	84%	84%	85%	83%	86%	86%	84%	83%	87%	87%	86%	83%	86%	
	Internet	-	85%	83%	85%	84%	85%	84%	85%	84%	85%	82%	83%	85%	85%	80%	
	Voice	-	78%	85%	78%	85%	77%	81%	82%	83%	72%	90%	82%	93%	82%	88%	
	Total	-	84%	84%	84%	84%	83%	85%	86%	84%	83%	85%	84%	86%	84%	83%	
% First Time Right - FW - Contractor																	
FTR by Tech Type	FibeTV	-	85%	86%	86%	87%	85%	85%	86%	87%	87%	86%	88%	84%	87%	87%	
	Internet	-	86%	86%	87%	86%	86%	85%	87%	86%	87%	87%	87%	84%	87%	87%	
	Voice	-	85%	85%	88%	77%	81%	89%	84%	74%	87%	92%	94%	73%	79%	89%	
	Total	-	85%	86%	87%	86%	85%	85%	87%	86%	87%	87%	88%	84%	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																	
Business	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)																
FTR by Tech Type	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%	3.5%	0.0%	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																
FTR by Tech Type	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																
FTR by Tech Type	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																	
Residential	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																	
FTR by Tech Type	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%	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%	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%	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.



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%
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	3	4	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	6	6	7	6	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	4	3	3	3	4	3	4	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	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	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	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	3	2	2	2	3	2	2
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	6
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	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	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	5
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	9
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	3
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																	
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%	
Residential & SMB	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
Install	BSH	-	2	2	2	2	2	1	7	8	-	10	11	2	2	2
	416 East	-	5	6	10	32	26	14	6	2	-	6	5	7	4	7
	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
	519 - Volume	-	12	4	15	16	25	7	4	5	3	4	3	4	4	7
	613	-	3	2	3	2	2	2	6	4	4	7	10	4	1	2
	613 - Volume	-	12	7	11	25	30	12	8	2	1	5	14	9	5	6
	705	-	3	3	4	5	3	3	5	5	3	2	4	2	2	3
	705 - Volume	-	11	1	6	16	19	5	4	1	2	3	4	7	4	1
	905 Central	-	3	2	2	2	2	3	6	8	11	17	11	2	2	2
	905 Central - Volume	-	21	8	11	33	28	10	10	7	4	7	8	8	7	5
	905 East	-	3	2	4	3	3	3	4	3	2	2	2	2	1	1
	905 East - Volume	-	17	5	12	30	34	14	12	3	4	13	6	7	5	8
	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
	ERR MTL - Volume	-	11	4	27	25	21	12	13	3	1	11	10	5	8	6
	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	3
	TOTAL - Volume	-	121	54	136	253	246	115	71	36	20	71	68	64	50	57

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 <td data-kind="ghost"></td>																
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	1	-	2	-	1	-

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.fsbiapps.int.bell.ca/TTDUsage>
- Dashboard: TTD BPI Conformance <https://bpi-usage.fsbiapps.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	
FibreTV																	
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
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%	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%	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	
FibreTV																	
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%	3.6%	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
FibeTV																
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
FibeTV																
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%	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	
FibreTV																	
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%	3.8%	2.9%	3.3%	3.0%	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																	
Business FW	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%
Business FW	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%	0.7%	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%
Business FW	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	
FibreTV																	
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 - 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
- Source: Horizon Cube
- 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
FibreTV																
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%	3.1%	3.2%	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:

- 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 - 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	-	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%	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:

- 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 - 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	-	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%	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%	2.2%	
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 - 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%	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%	2.3%	
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 - Ontario	-	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 - 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%	25.0%	
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%	0.5%	
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 - 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%	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%	3.4%	
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 - 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%	14.3%	
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 - 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%	-	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%	14.3%	
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%	14.3%	
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%	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%	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%	2.5%	
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%	

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
FibeTV																
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
FibreTV																
Install - Ontario	-	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%	1.3%
Install - Quebec	-	2.3%	1.8%	1.6%	1.5%	2.2%	1.6%	1.3%	1.6%	1.9%	1.4%	2.1%	0.8%	2.3%	1.2%	1.6%
Install - Atlantic	-	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%
Install - Corporate	-	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%
Repair - Ontario	-	4.0%	3.7%	4.9%	3.5%	3.3%	3.1%	4.9%	3.7%	5.4%	3.2%	3.6%	3.8%	3.2%	3.7%	2.8%
Repair - Quebec	-	3.3%	3.3%	3.3%	3.2%	3.5%	2.9%	3.2%	3.2%	4.0%	3.3%	3.8%	2.4%	2.9%	2.8%	3.8%
Repair - Atlantic	-	3.1%	2.9%	3.4%	3.2%	3.0%	2.6%	3.8%	3.6%	2.9%	2.3%	3.3%	3.4%	3.6%	2.3%	2.0%
Repair - 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%
Internet																
Install - Ontario	-	1.7%	2.1%	1.7%	1.8%	1.5%	1.9%	1.8%	2.0%	1.8%	1.5%	1.5%	2.3%	1.8%	1.7%	1.5%
Install - Quebec	-	2.3%	2.1%	1.8%	1.6%	1.7%	1.9%	1.6%	1.5%	1.9%	1.8%	1.9%	1.1%	1.4%	1.5%	2.4%
Install - Atlantic	-	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%
Install - Corporate	-	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%
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%	2.1%
Repair - Quebec	-	3.1%	3.2%	3.2%	2.9%	3.0%	2.9%	3.2%	2.9%	3.5%	3.0%	3.3%	2.1%	3.0%	2.6%	3.4%
Repair - Atlantic	-	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%
Repair - Corporate	-	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%
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%
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%
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%
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%
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%
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%	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%
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%
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%
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%
Install and Repair - Atlantic	3.7%	3.1%	2.8%	3.1%	3.1%	3.1%	2.7%	3.7%	3.4%	2.7%	2.3%	3.8%	3.5%	3.0%	2.4%	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%

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/>



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
FibreTV																
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.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
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%
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%
Business																
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																
Repair - Ontario	-	97%	97%	97%	96%	95%	97%	97%	96%	97%	97%	97%	97%	91%	97%	97%
Repair - Quebec	-	98%	98%	98%	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																
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%	97%	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																
Repair - Ontario	-	96%	96%	96%	96%	95%	95%	97%	95%	95%	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%
Repair - Corporate	-	94%	94%	93%	93%	94%	94%	93%	94%	93%	94%	94%	93%	89%	90%	93%
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
FibeTV																
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																
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%
Business																
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%	93%	93%	92%	86%	88%	89%
Voice																
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																
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%
Res & Bus																
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. / 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.fsbipps.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																
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%
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

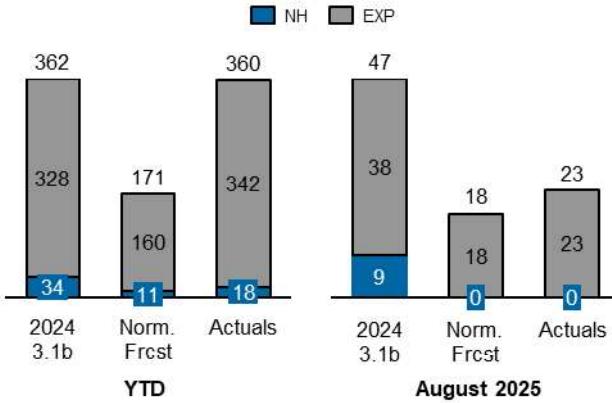
Based on 3.1b forecast

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%	

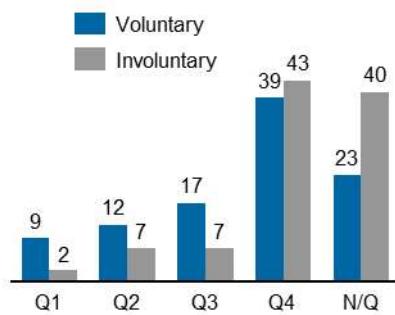
Metric		YTD		Actual		EOP - août - 25		YEE adjusted to tenure mix			YEE	
		Aug-24	Aug-25	Aug-24	Aug-25	Actual	Base	Aug-25	Variance	Aug-25	Variance	
Corpo	STD	29.0%	16.3%	4.6%	1.4%	1	70	0.0%	1.4%	13.5%	-12.1%	
Ontario	STD	20.0%	23.1%	0.0%	0.0%	0	10	0.0%	0.0%	16.7%	-16.7%	
Quebec	STD	31.5%	0.0%	0.0%	0.0%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

Bell

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																	
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%	
Ontario - Residential	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.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	
Total																	
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%	
Quebec - Residential	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

