

Definition of Outage Units	Minutes/Hour	Minutes/Day	Minutes/Week	Minutes/Period
Basic unit to measure outages will be Minutes	60	720	3,600	93,600
Basic unit to measure VTC (avg.)	n/a	200	1,000	26,000

Normal business day is 12 hours (from 7am ET/5am MT to 7pm ET/5pm MT)

		Period Start	Period End	Outage	Outage
		10/1/2010	3/31/2011	minutes	%

PO 12-5 Network Connectivity					99.91%
	WAN connectivity (50%)			50	0.05%
	Key Systems (50%)			120	0.13%
	1 CITRIX Remote Connectivity		120		
	2 Hummingbird Records Handling System				
	3 LM Portal - Intranet				
	4 LM Public Website				
	5 LM Webmail & Blackberry Mail				

PO 12-6 Email Accessibility, Telephone & VTC					99.75%
	Email Accessibility (40%)			585	0.63%
	Telephone Usability (40%)				0.00%
	VTC Usability (20%)				0.00%

		Period Start	Period End	Outage	Outage
		4/1/2011	9/30/2011	minutes	%

PO 12-5 Network Connectivity					99.86%
	WAN connectivity (50%)			46	0.05%
	Key Systems (50%)			213	0.23%
	1 CITRIX Remote Connectivity		28		
	2 Hummingbird Records Handling System		115		
	3 LM Portal - Intranet		70		
	4 LM Public Website				
	5 LM Webmail & Blackberry Mail				

PO 12-6 Email Accessibility, Telephone & VTC					99.996%
	Email Accessibility (40%)				0.00%
	Telephone Usability (40%)				0.00%
	VTC Usability (20%)			5	0.02%