

Item	Contract	Indicator	Definition	Target	Unit	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	
						1/09/20	2/09/20	3/09/20	4/09/20	7/09/20	8/09/20	9/09/20	10/09/20	11/09/20	14/09/20	15/09/20	16/09/20	17/09/20	18/09/20	21/09/20	22/09/20	23/09/20	24/09/20	25/09/20	28/09/20	29/09/20	30/09/20	
7.10		% timely closure	7.3 divided by 7.1	greater than	95%	percent																						
7.11		% complaints closed	7.5 divided by 7.4	greater than	75%	percent																						
7.12		% complaints acknowledgement	7.7 divided by 7.6	greater than	80%	percent																						
7.13		% complaints response	7.8 divided by 7.4	greater than	80%	percent			100.0%					100.0%														