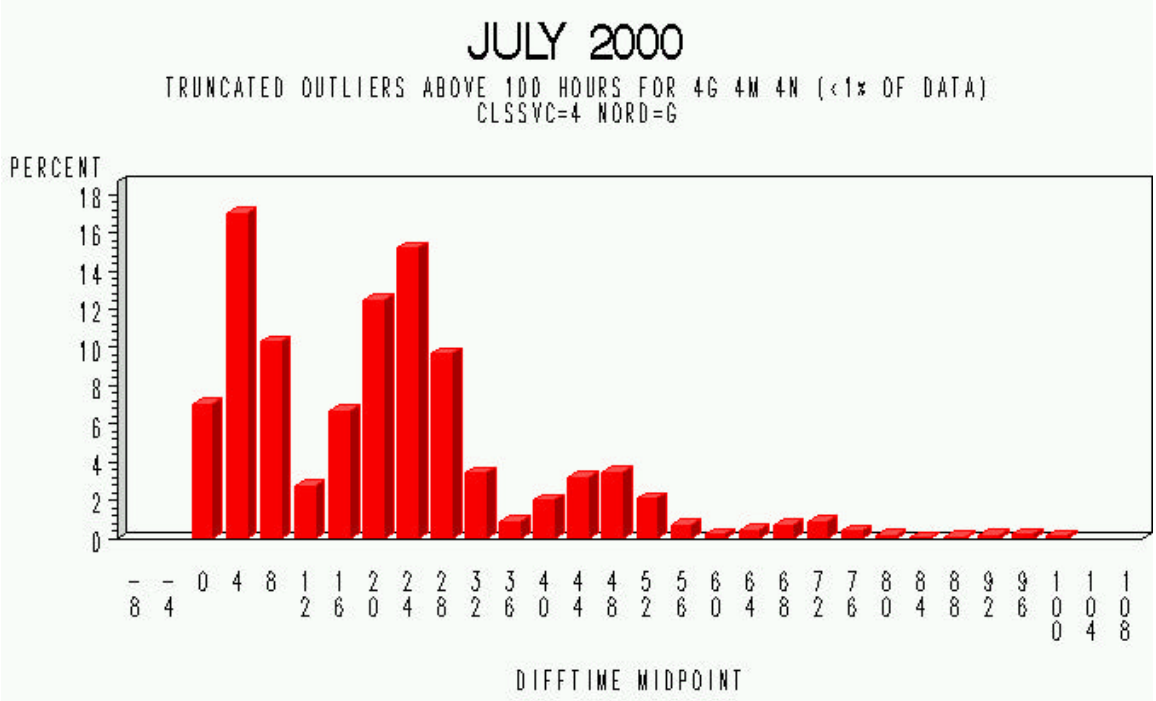
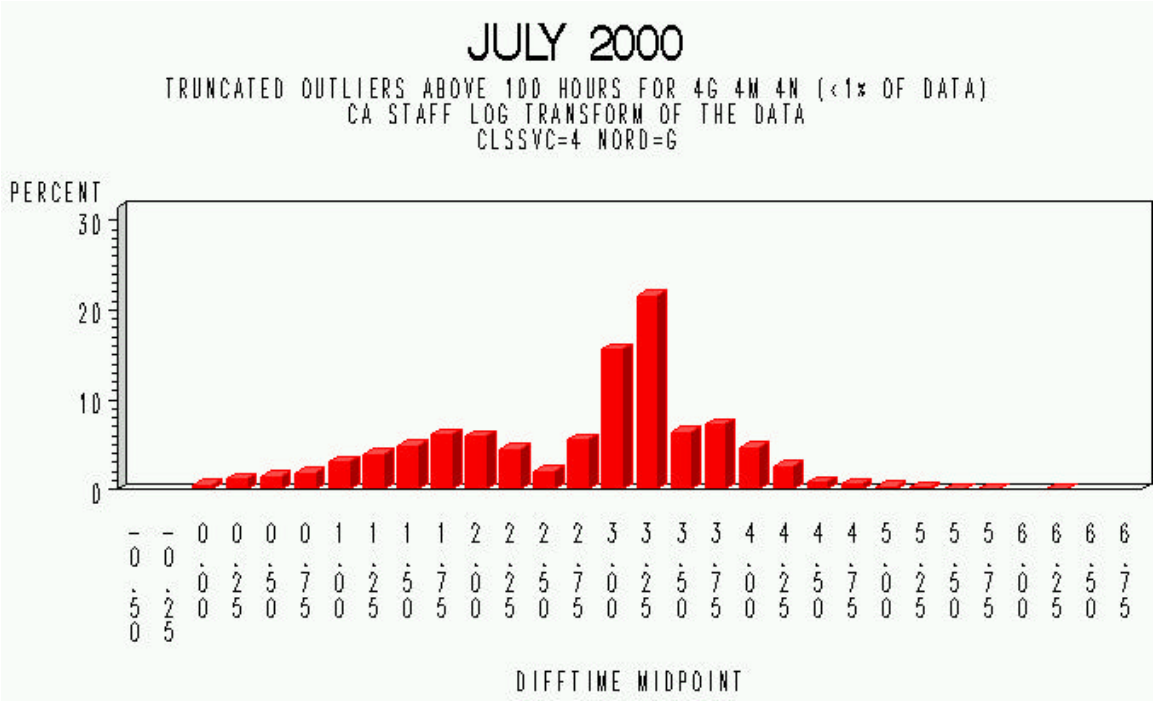
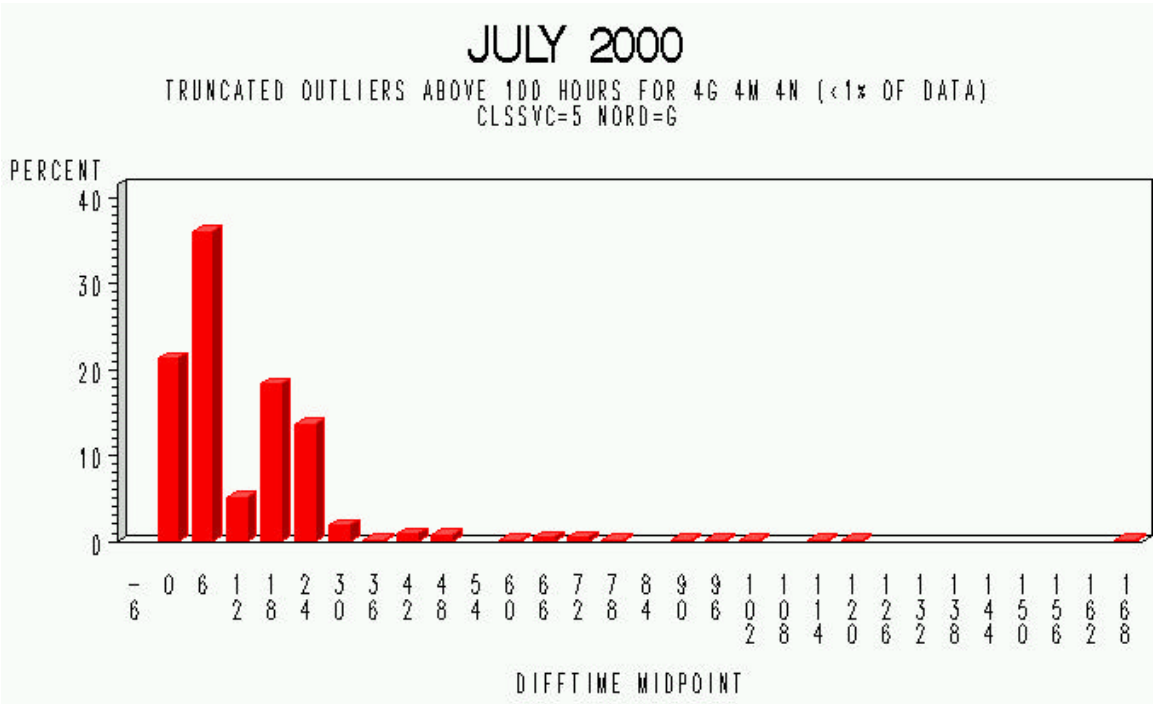
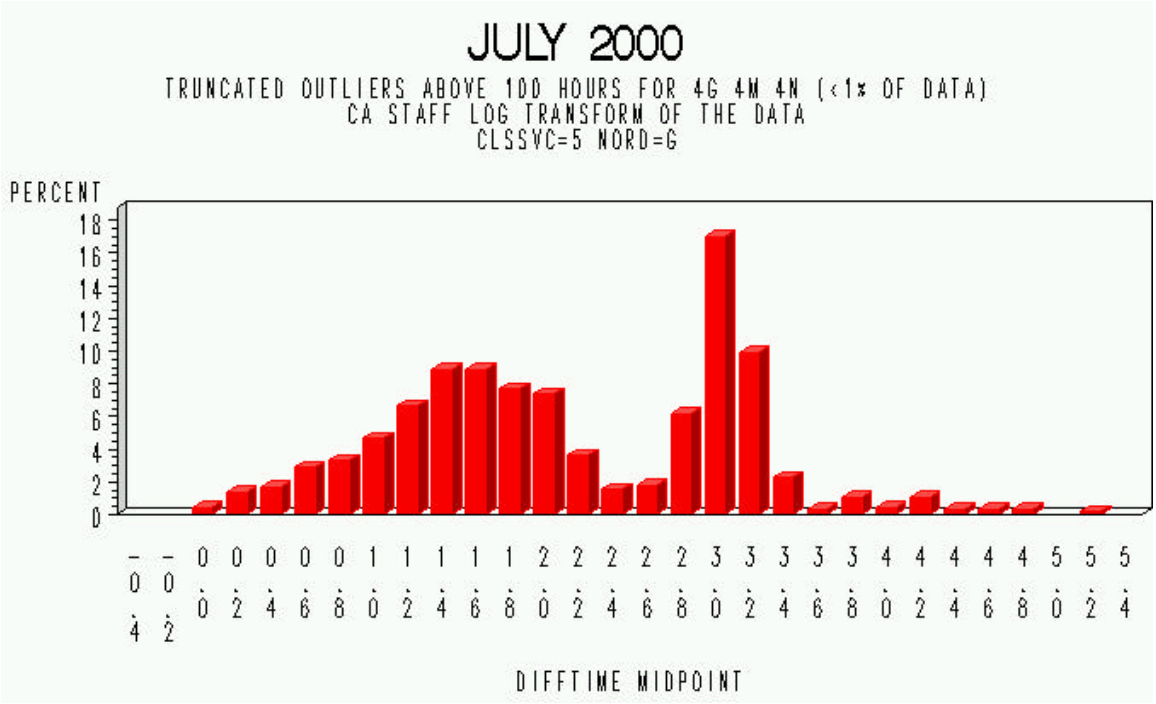
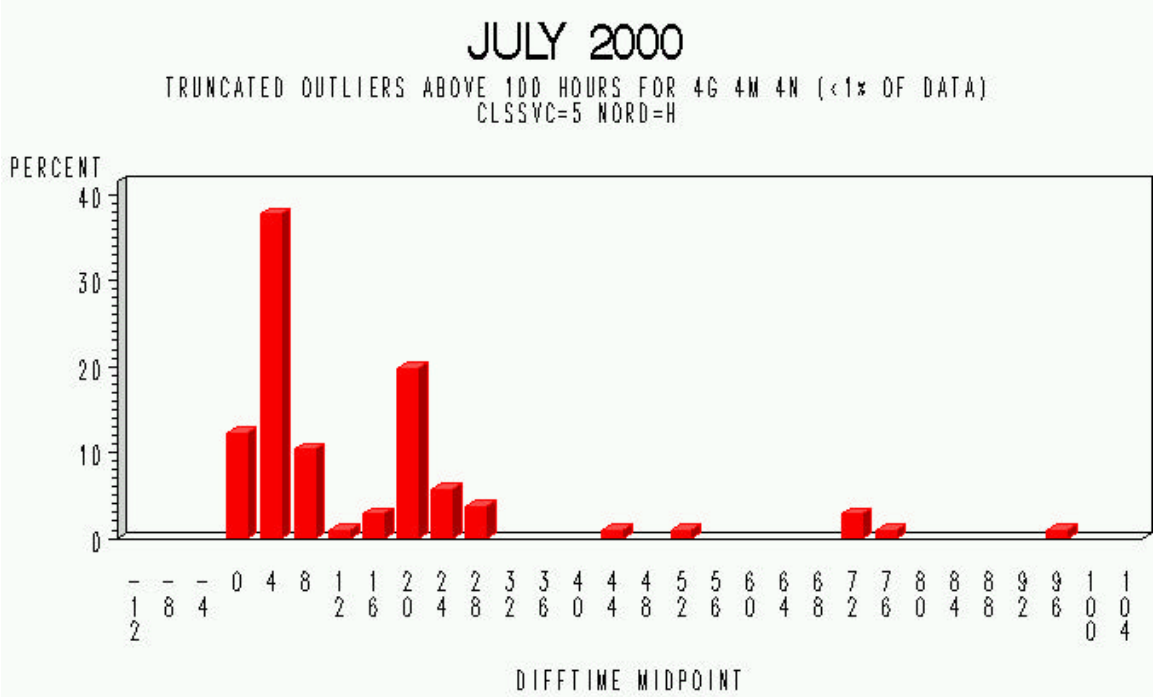
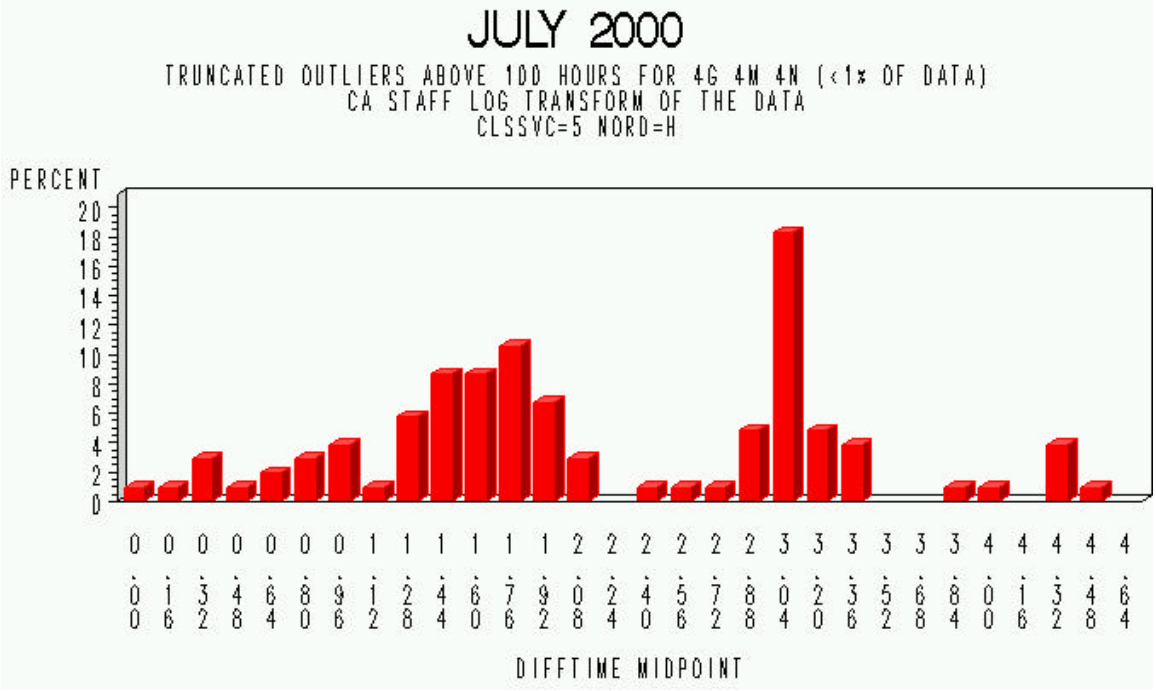

JULY 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CLSSVC=4 NORD=G
PERCENT
18
16
14
12
10
8
6
4
2
0
-8 -4 0 4 8 12 16 20 24 28 32 36 40 44 48 52 56 60 64 68 72 76 80 84 88 92 96 100 104 108
DIFFTIME MIDPOINT

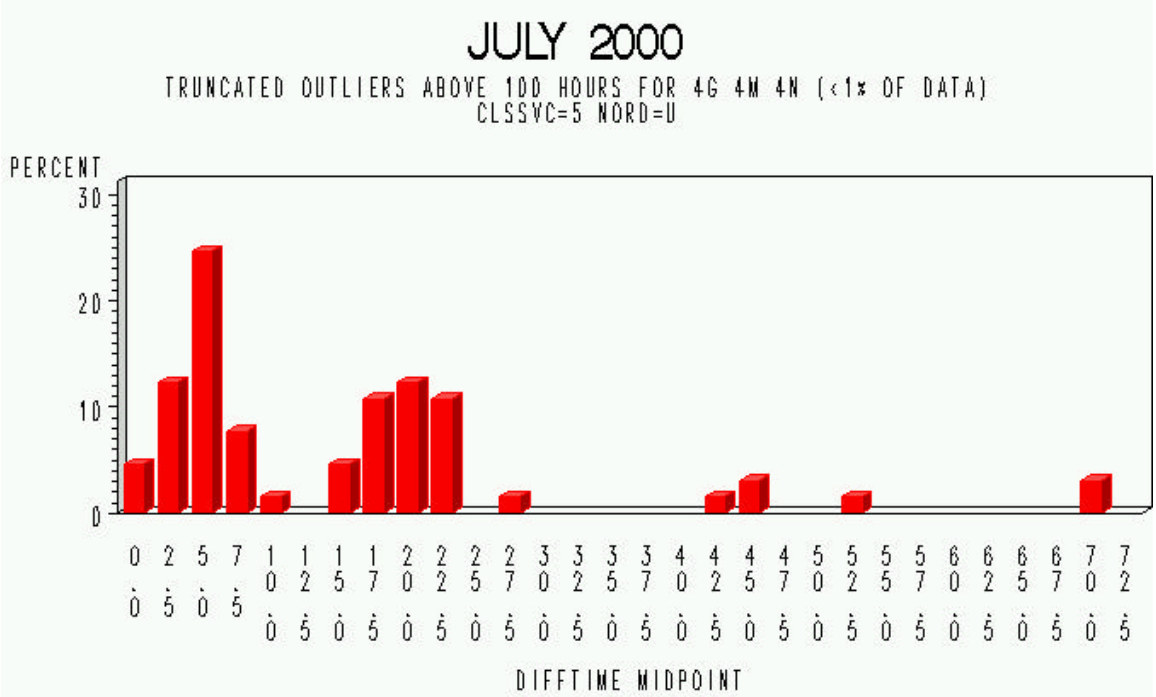

JULY 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CA STAFF LOG TRANSFORM OF THE DATA
CLSSVC=4 NORD=G
PERCENT
30
20
10
0
-0.50 -0.25 0.00 0.25 0.50 0.75 1.00 1.25 1.50 1.75 2.00 2.25 2.50 2.75 3.00 3.25 3.50 3.75 4.00 4.25 4.50 4.75 5.00 5.25 5.50 5.75 6.00 6.25 6.50 6.75
DIFFTIME MIDPOINT

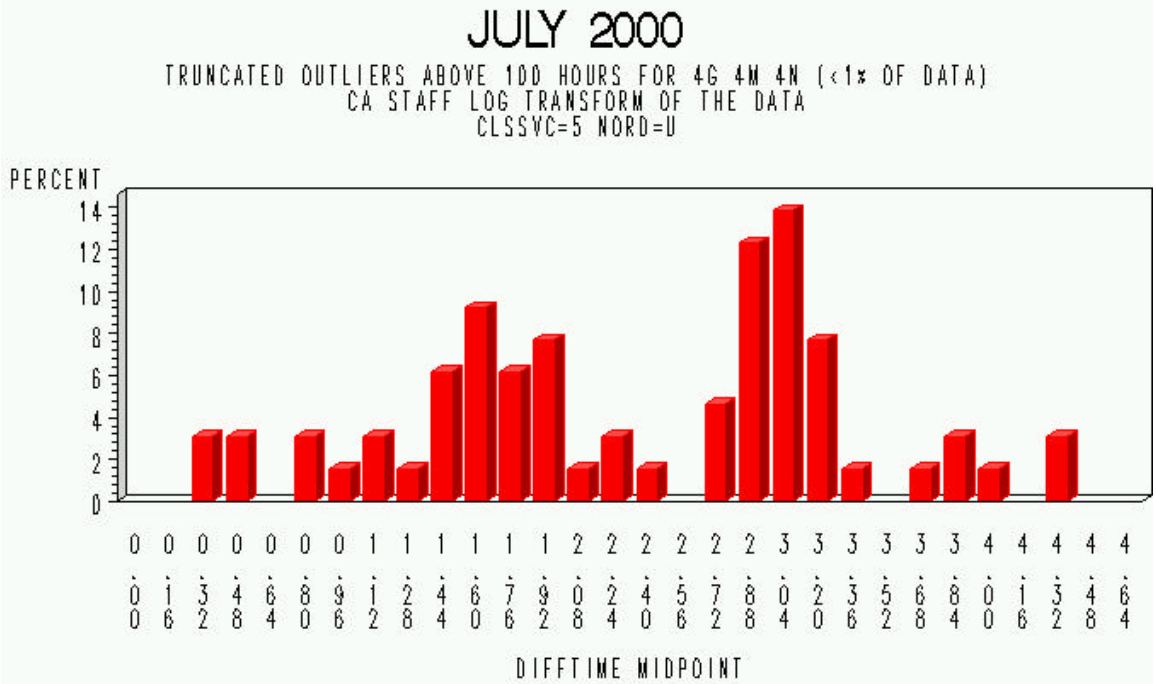

JULY 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CLSSVC=5 NORD=G
PERCENT
40
30
20
10
0
-6 0 6 12 18 24 30 36 42 48 54 60 66 72 78 84 90 96 102 108 114 120 126 132 138 144 150 156 162 168
DIFFTIME MIDPOINT

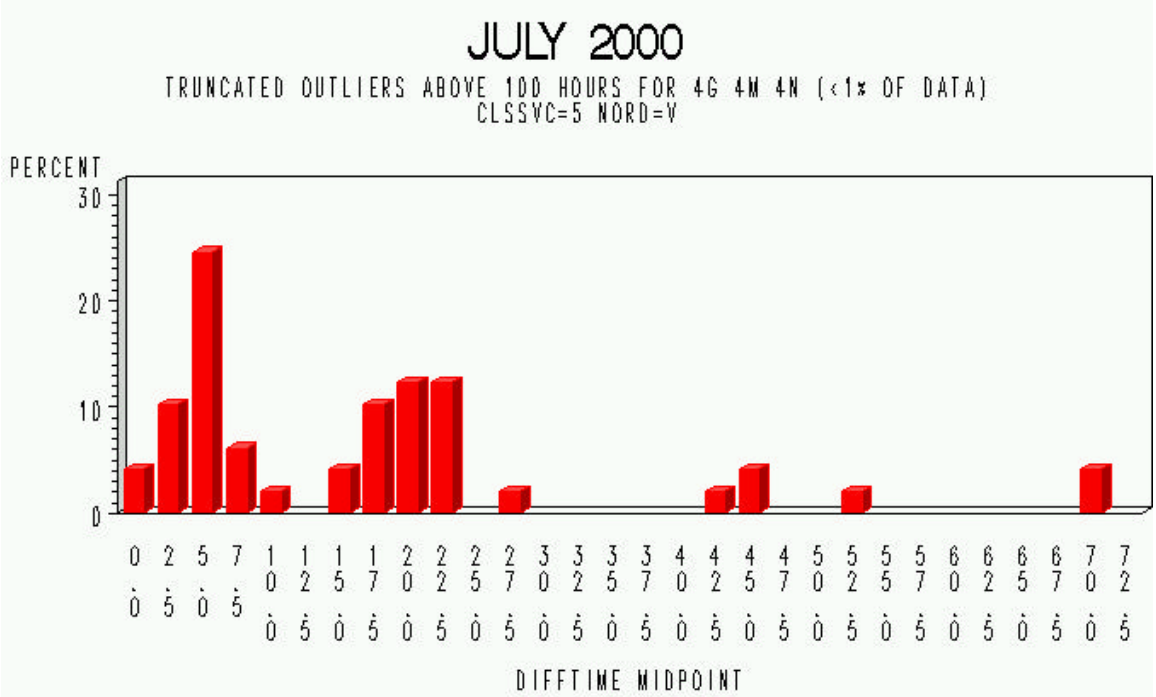

JULY 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CA STAFF LOG TRANSFORM OF THE DATA
CLSSVC=5 NORD=G
PERCENT
18
16
14
12
10
8
6
4
2
0
-0.4 -0.2 0.0 0.2 0.4 0.6 0.8 1.0 1.2 1.4 1.6 1.8 2.0 2.2 2.4 2.6 2.8 3.0 3.2 3.4 3.6 3.8 4.0 4.2 4.4 4.6 4.8 5.0 5.2 5.4
DIFFTIME MIDPOINT

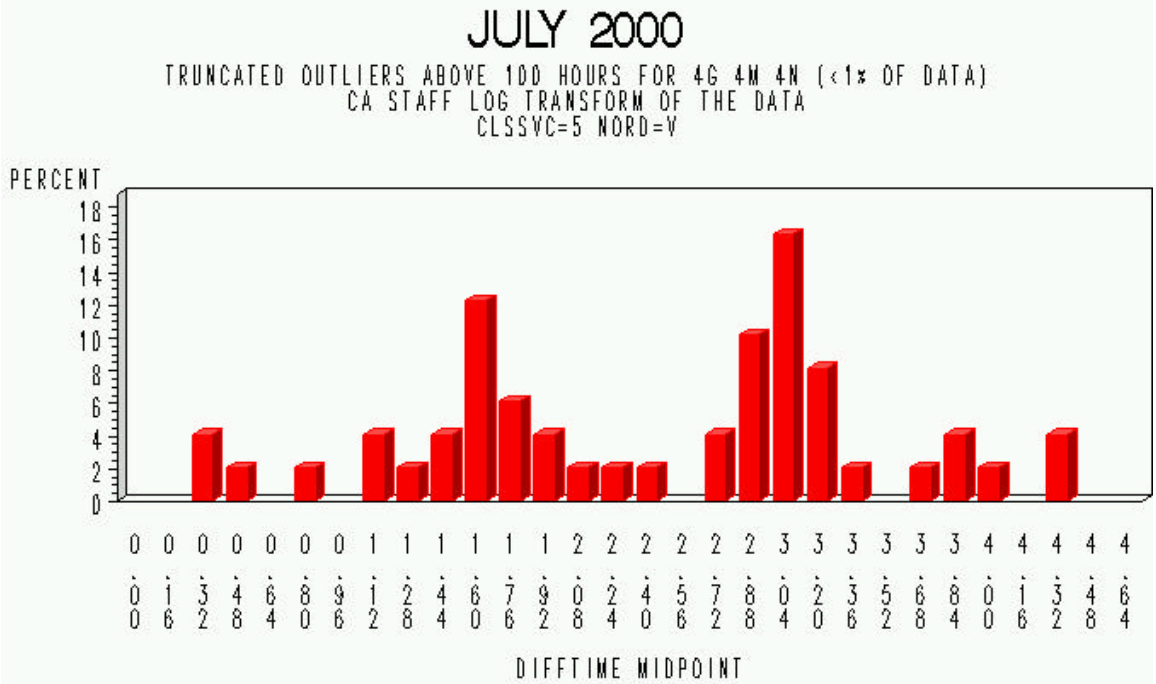

JULY 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CLSSVC=5 NORD=H
PERCENT
40
30
20
10
0
-12 -8 -4 0 4 8 12 16 20 24 28 32 36 40 44 48 52 56 60 64 68 72 76 80 84 88 92 96 100 104
DIFFTIME MIDPOINT

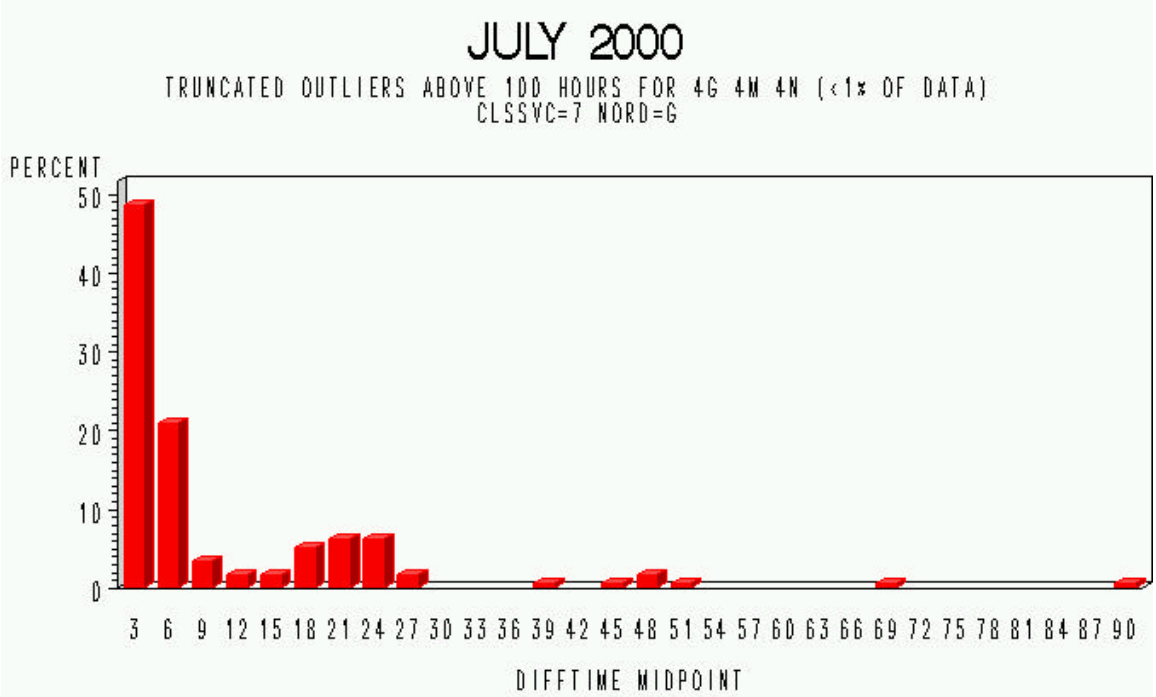

JULY 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CA STAFF LOG TRANSFORM OF THE DATA
CLSSVC=5 NORD=H
PERCENT
20
18
16
14
12
10
8
6
4
2
0
0.00 0.16 0.32 0.48 0.64 0.80 0.96 1.12 1.28 1.44 1.60 1.76 1.92 2.08 2.24 2.40 2.56 2.72 2.88 3.04 3.20 3.36 3.52 3.68 3.84 4.00 4.16 4.32 4.48 4.64
DIFFTIME MIDPOINT

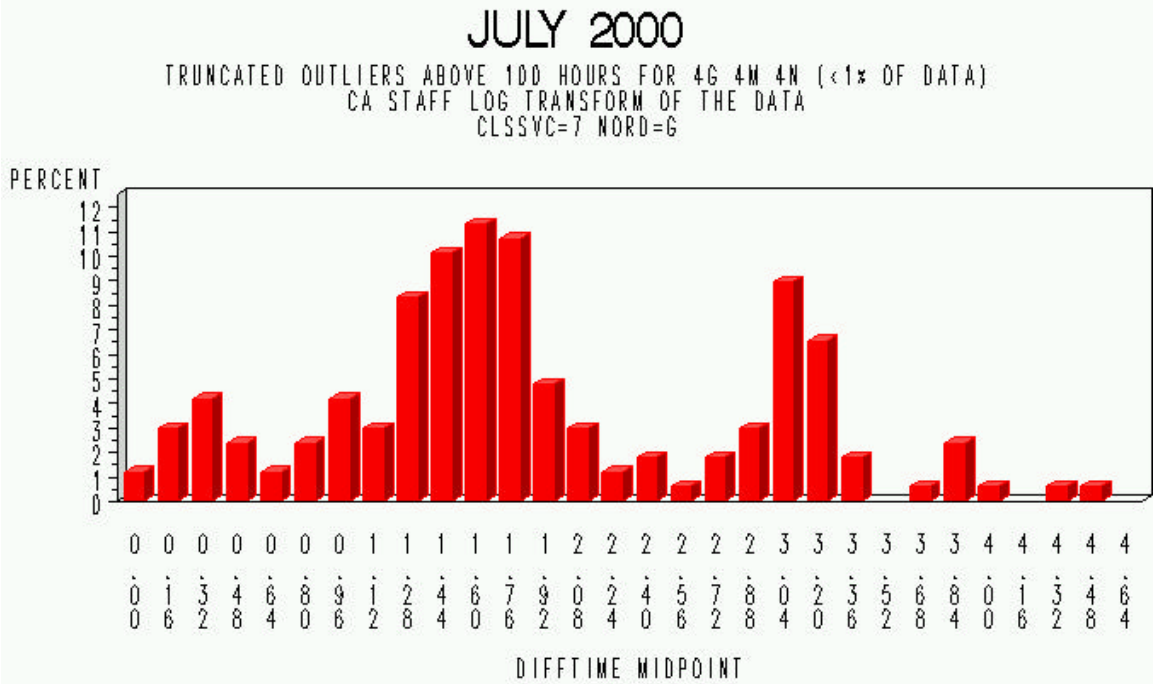

JULY 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CLSSVC=5 NORD=U
PERCENT
30
20
10
0
0.0
2.5
5.0
7.5
10.0
12.5
15.0
17.5
20.0
22.5
25.0
27.5
30.0
32.5
35.0
37.5
40.0
42.5
45.0
47.5
50.0
52.5
55.0
57.5
60.0
62.5
65.0
67.5
70.0
72.5
DIFFTIME MIDPOINT

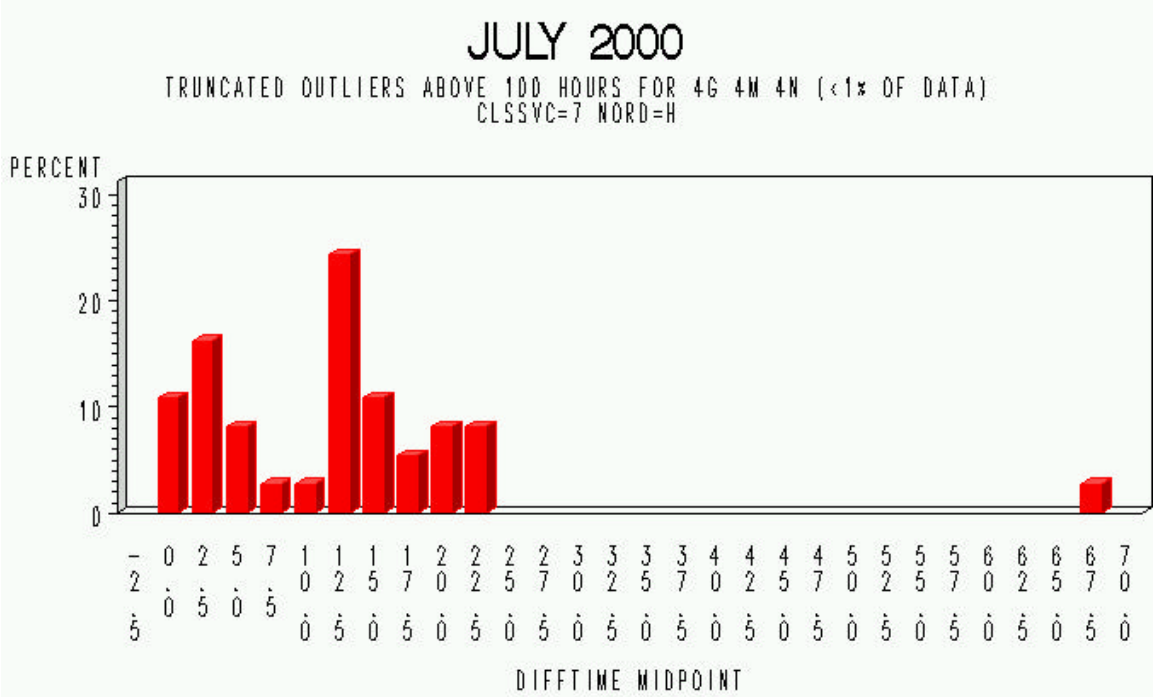

JULY 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CA STAFF LOG TRANSFORM OF THE DATA
CLSSVC=5 NORD=U
PERCENT
14
12
10
8
6
4
2
0
0.00
0.16
0.32
0.48
0.64
0.80
0.96
1.12
1.28
1.44
1.60
1.76
1.92
2.08
2.24
2.40
2.56
2.72
2.88
3.04
3.20
3.36
3.52
3.68
3.84
4.00
4.16
4.32
4.48
4.64
DIFFTIME MIDPOINT

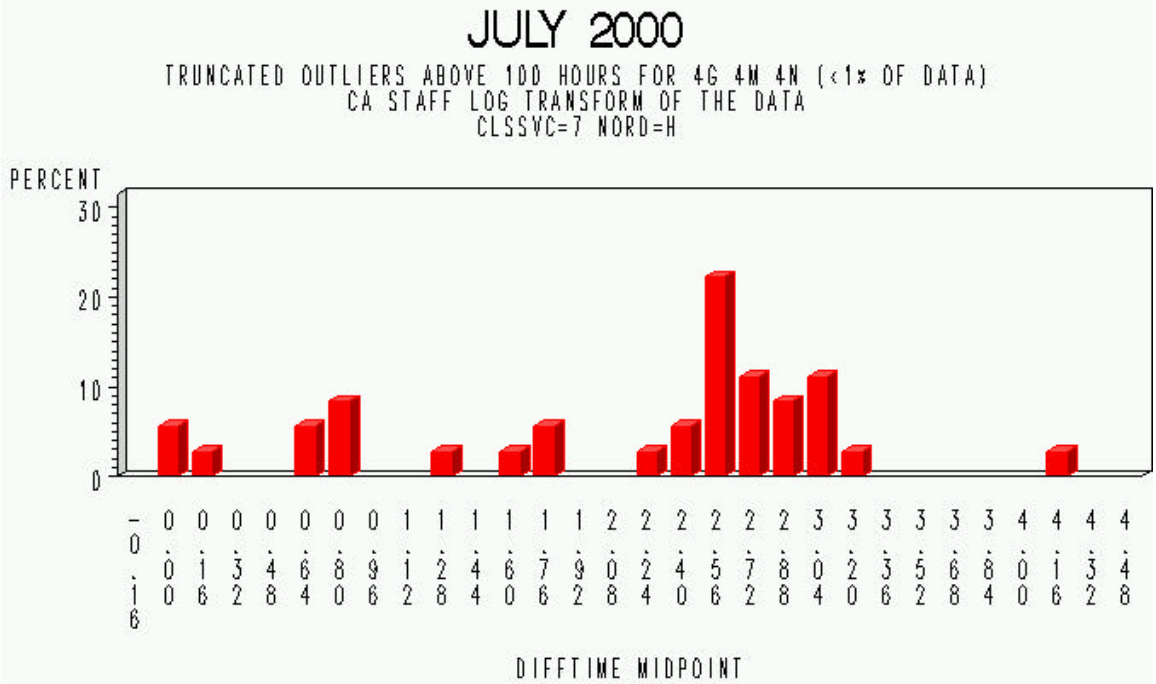

JULY 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CLSSVC=5 NORD=V
PERCENT
30
20
10
0
0.0 2.5 5.0 7.5 10.0 12.5 15.0 17.5 20.0 22.5 25.0 27.5 30.0 32.5 35.0 37.5 40.0 42.5 45.0 47.5 50.0 52.5 55.0 57.5 60.0 62.5 65.0 67.5 70.0 72.5
DIFFTIME MIDPOINT

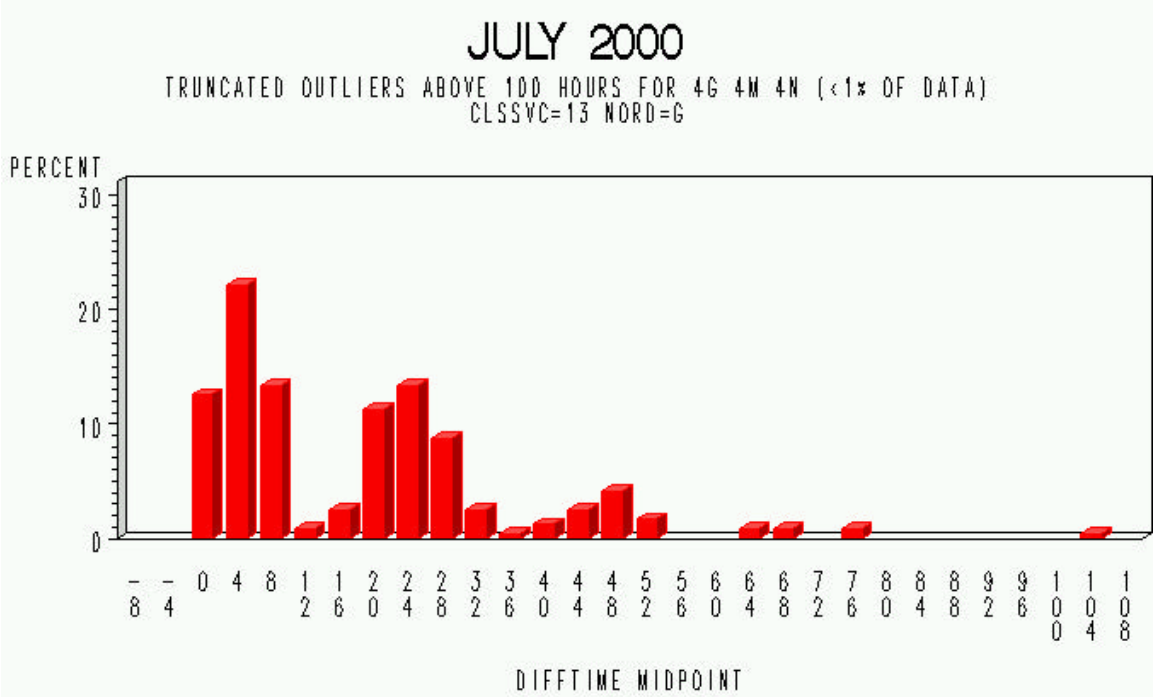

JULY 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CA STAFF LOG TRANSFORM OF THE DATA
CLSSVC=5 NORD=V
PERCENT
18
16
14
12
10
8
6
4
2
0
0.00 0.16 0.32 0.48 0.64 0.80 0.96 1.12 1.28 1.44 1.60 1.76 1.92 2.08 2.24 2.40 2.56 2.72 2.88 3.04 3.20 3.36 3.52 3.68 3.84 4.00 4.16 4.32 4.48 4.64
DIFFTIME MIDPOINT

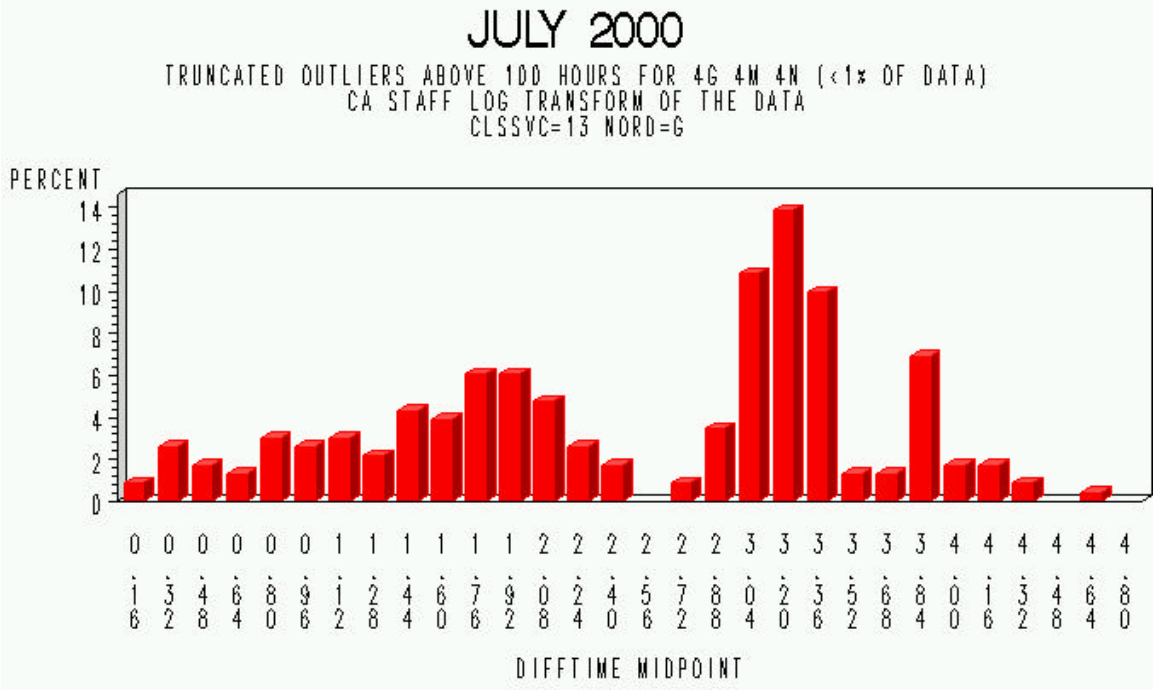

JULY 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CLSSVC=7 NORD=G
PERCENT
50
40
30
20
10
0
3 6 9 12 15 18 21 24 27 30 33 36 39 42 45 48 51 54 57 60 63 66 69 72 75 78 81 84 87 90
DIFFTIME MIDPOINT

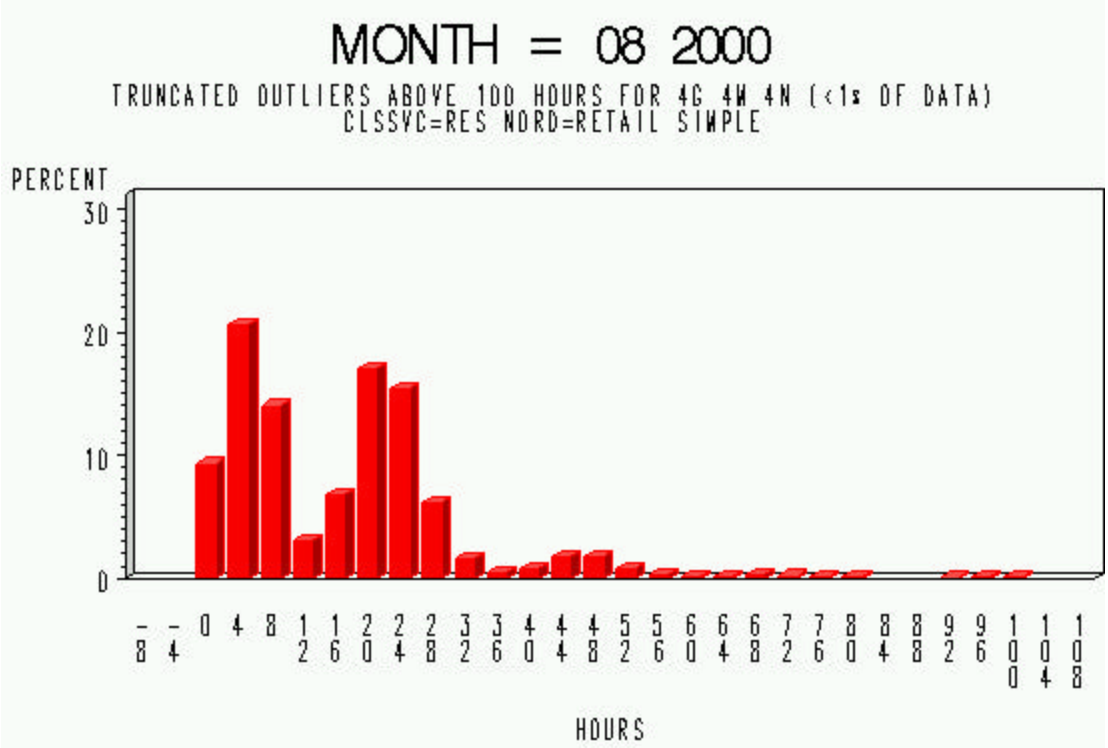

JULY 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CA STAFF LOG TRANSFORM OF THE DATA
CLSSVC=7 NORD=G
PERCENT
12
11
10
9
8
7
6
5
4
3
2
1
0
0.00 0.16 0.32 0.48 0.64 0.80 0.96 1.12 1.28 1.44 1.60 1.76 1.92 2.08 2.24 2.40 2.56 2.72 2.88 3.04 3.20 3.36 3.52 3.68 3.84 4.00 4.16 4.32 4.48 4.64
DIFFTIME MIDPOINT

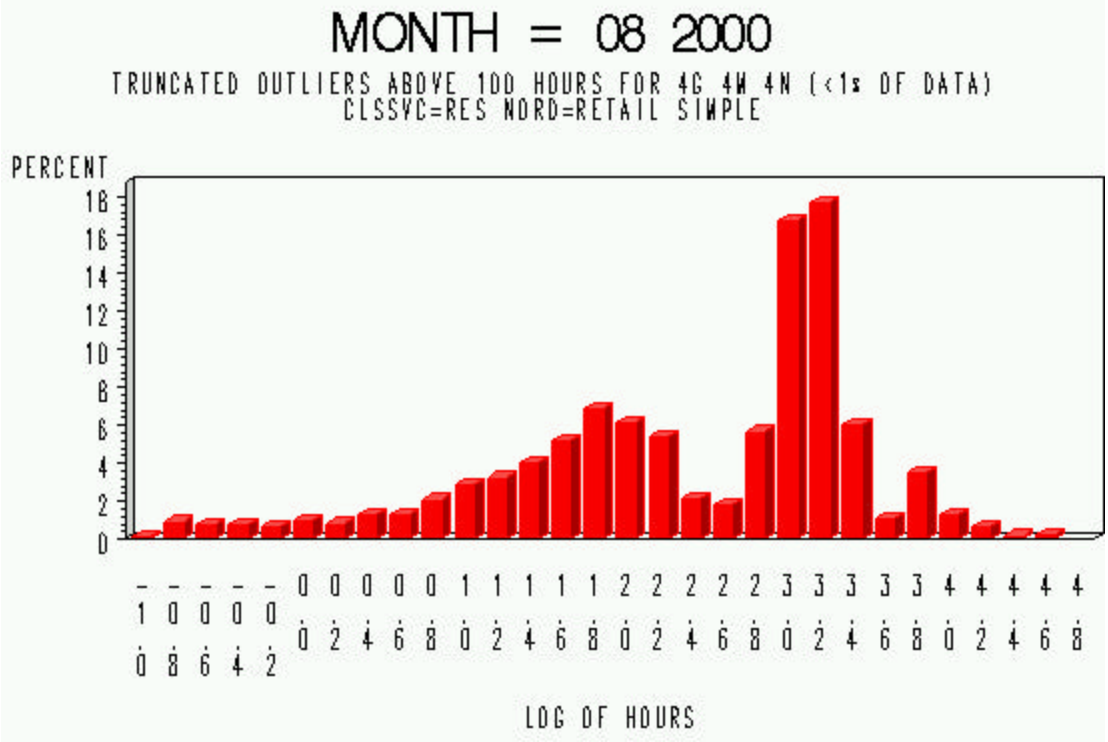

JULY 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CLSSVC=7 NORD=H
PERCENT
30
20
10
0
-2.5
0.0
2.5
5.0
7.5
10.0
12.5
15.0
17.5
20.0
22.5
25.0
27.5
30.0
32.5
35.0
37.5
40.0
42.5
45.0
47.5
50.0
52.5
55.0
57.5
60.0
62.5
65.0
67.5
70.0
DIFFTIME MIDPOINT

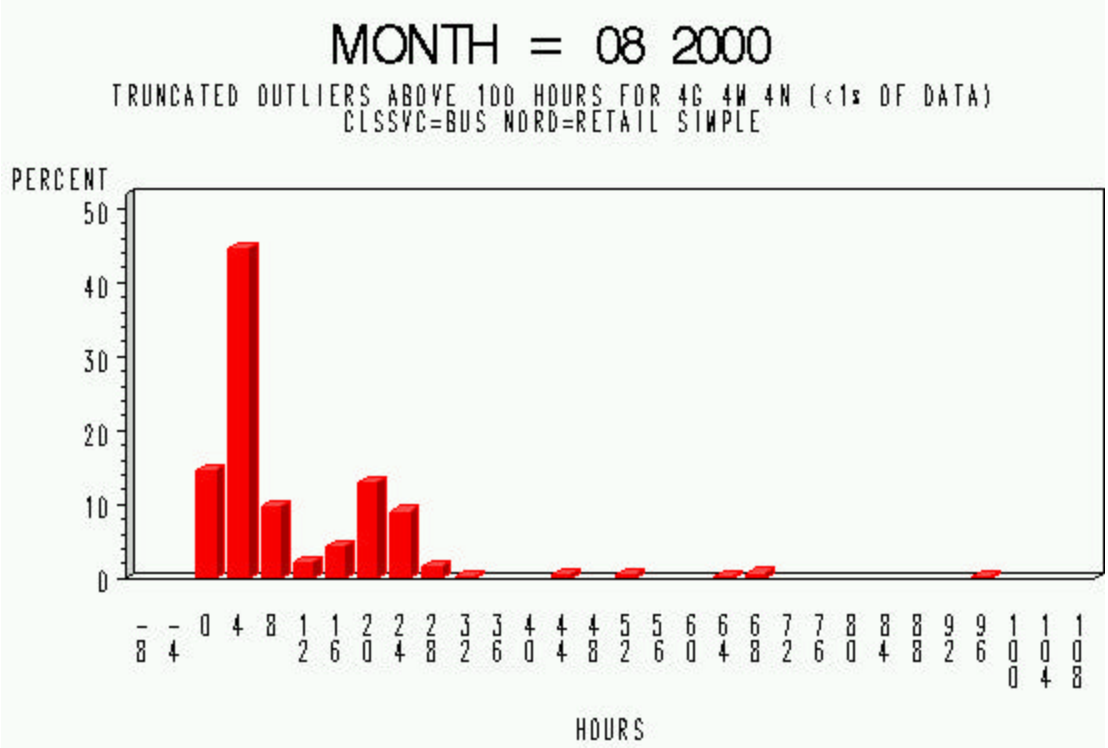

JULY 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CA STAFF LOG TRANSFORM OF THE DATA
CLSSVC=7 NORD=H
PERCENT
30
20
10
0
-0.16
0.00
0.16
0.32
0.48
0.64
0.80
0.96
1.12
1.28
1.44
1.60
1.76
1.92
2.08
2.24
2.40
2.56
2.72
2.88
3.04
3.20
3.36
3.52
3.68
3.84
4.00
4.16
4.32
4.48
DIFFTIME MIDPOINT

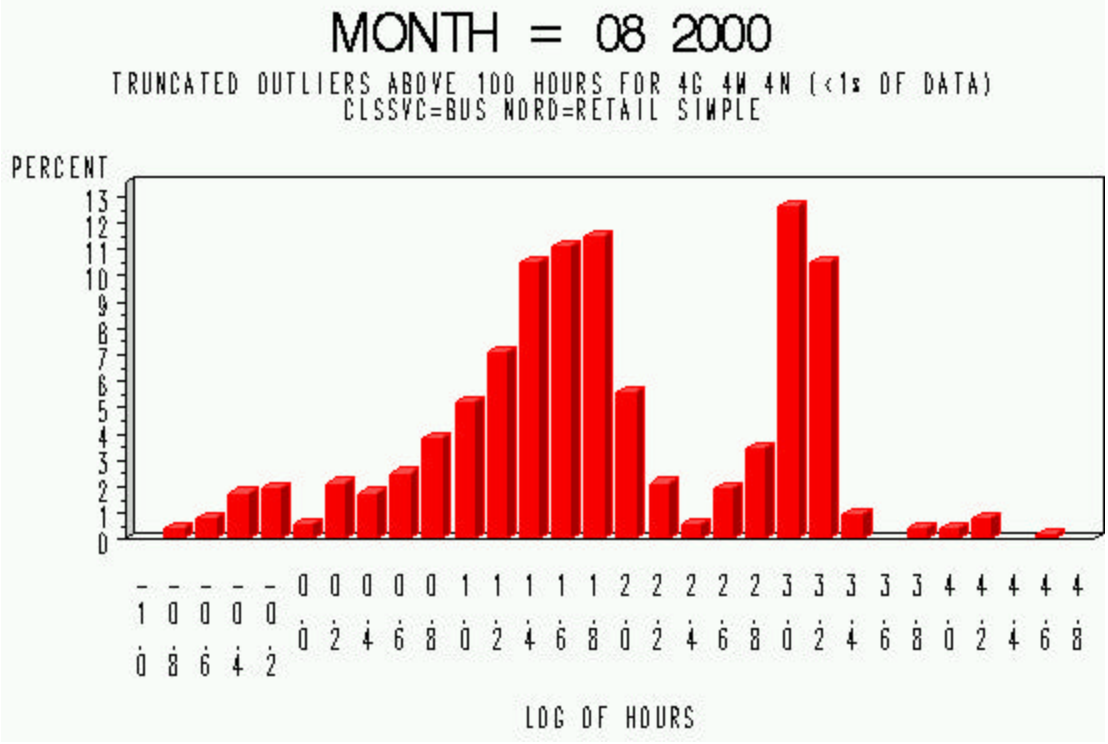

JULY 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CLSSVC=13 NORD=G
PERCENT
30
20
10
0
-8 -4 0 4 8 12 16 20 24 28 32 36 40 44 48 52 56 60 64 68 72 76 80 84 88 92 96 100 104 108
DIFFTIME MIDPOINT

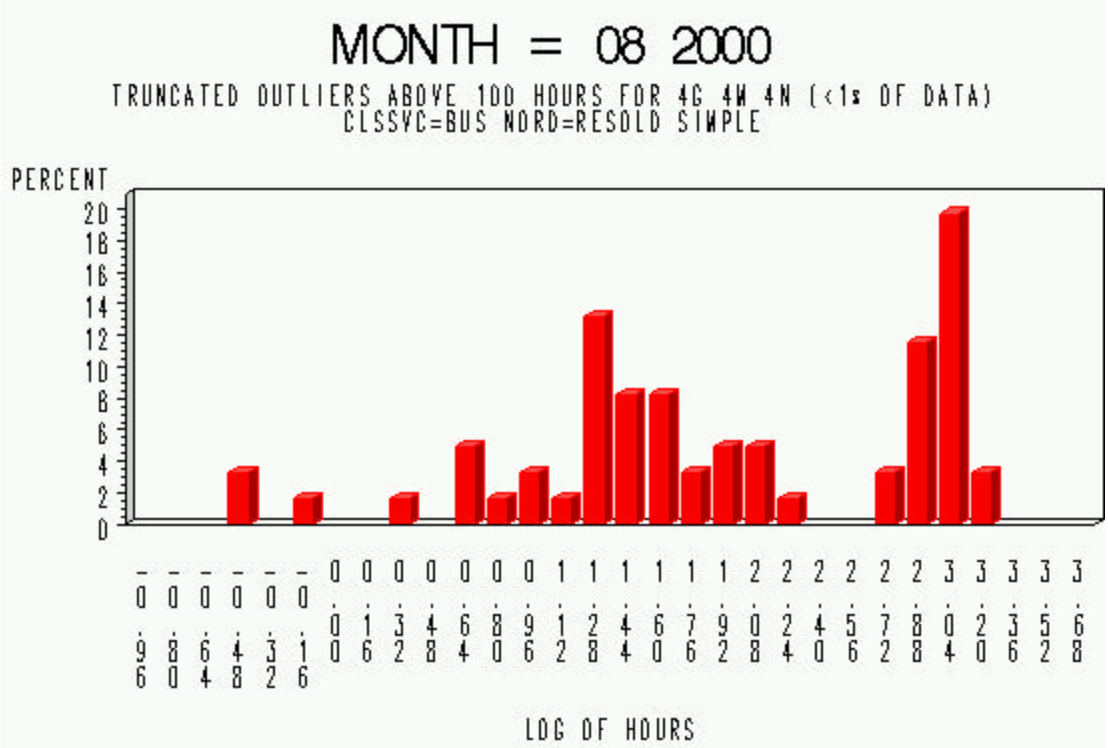

JULY 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CA STAFF LOG TRANSFORM OF THE DATA
CLSSVC=13 NORD=G
PERCENT
14
12
10
8
6
4
2
0
0.16 0.32 0.48 0.64 0.80 0.96 1.12 1.28 1.44 1.60 1.76 1.92 2.08 2.24 2.40 2.56 2.72 2.88 3.04 3.20 3.36 3.52 3.68 3.84 4.00 4.16 4.32 4.48 4.64 4.80
DIFFTIME MIDPOINT

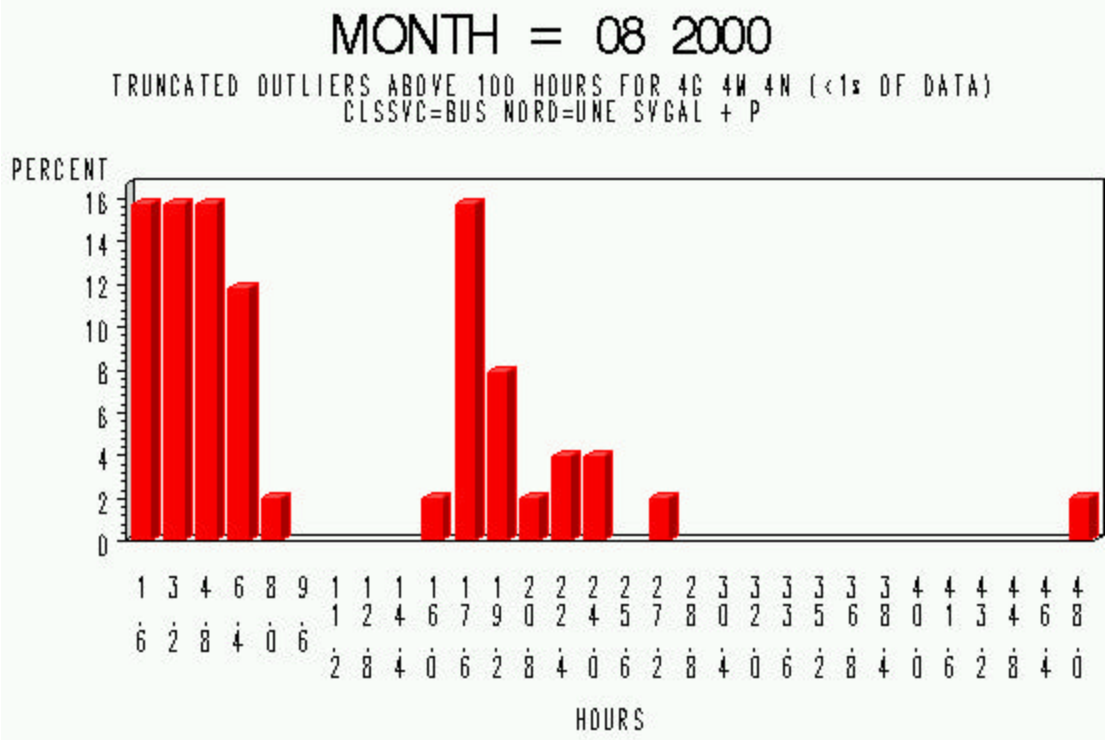

MONTH = 08 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4W 4N (<1% OF DATA)
CLSSVC=RES NORD=RETAIL SIMPLE
PERCENT
30
20
10
0
-8 -4 0 4 8 12 16 20 24 28 32 36 40 44 48 52 56 60 64 68 72 76 80 84 88 92 96 100 104 108
HOURS

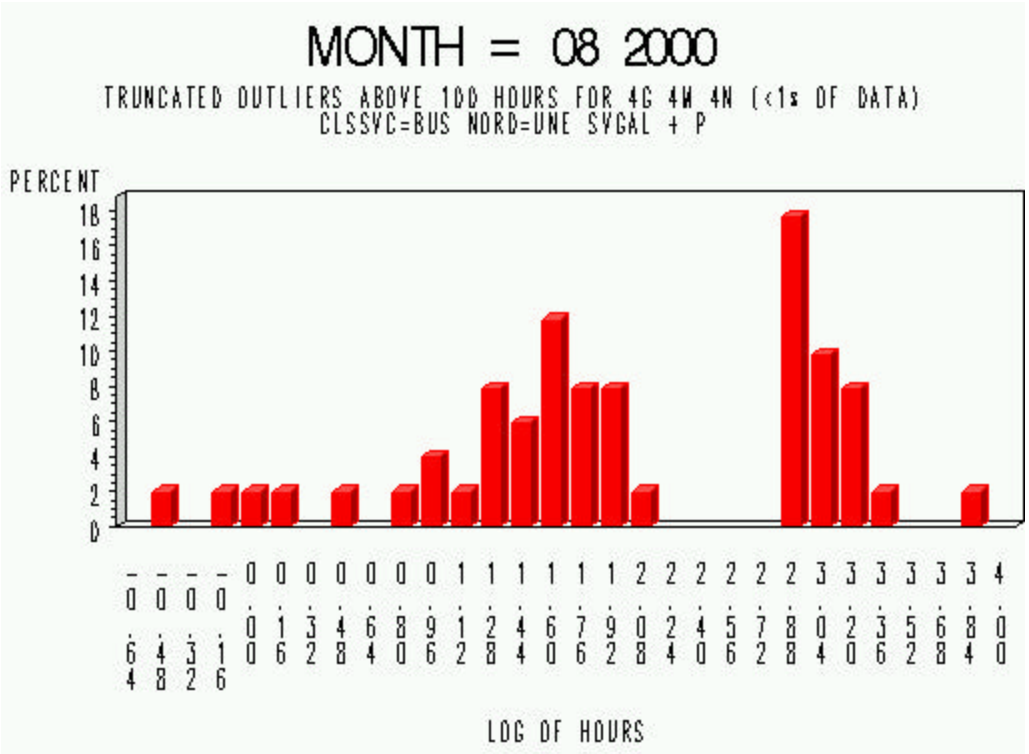

MONTH = 08 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4W 4N (<1% OF DATA)
CLSSVC=RES NORD=RETAIL SIMPLE
PERCENT
18
16
14
12
10
8
6
4
2
0
-1.0 -0.8 -0.6 -0.4 -0.2 0.0 0.2 0.4 0.6 0.8 1.0 1.2 1.4 1.6 1.8 2.0 2.2 2.4 2.6 2.8 3.0 3.2 3.4 3.6 3.8 4.0 4.2 4.4 4.6 4.8
LOG OF HOURS

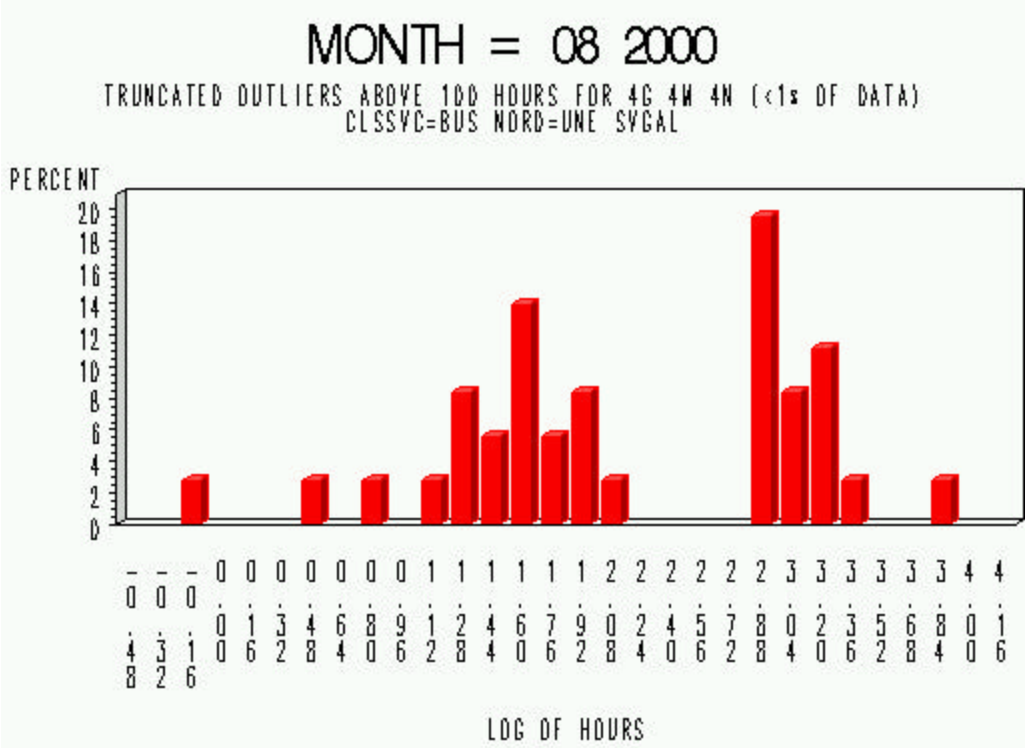

MONTH = 08 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4W 4N (<1% OF DATA)
CLSSVC=BUS NORD=RETAIL SIMPLE
PERCENT
50
40
30
20
10
0
-8 -4 0 4 8 12 16 20 24 28 32 36 40 44 48 52 56 60 64 68 72 76 80 84 88 92 96 100 104 108
HOURS

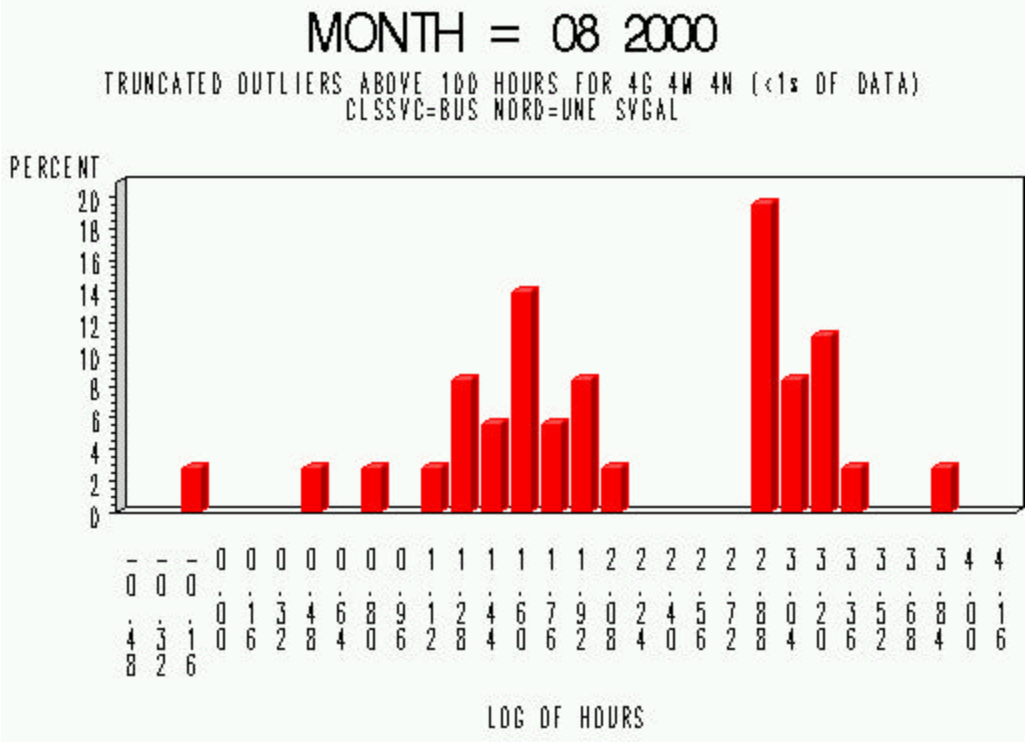

MONTH = 08 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4W 4N (<1% OF DATA)
CLSSVC=BUS NORD=RETAIL SIMPLE
PERCENT
13
12
11
10
9
8
7
6
5
4
3
2
1
0
-1.0 -0.8 -0.6 -0.4 -0.2 0.0 0.2 0.4 0.6 0.8 1.0 1.2 1.4 1.6 1.8 2.0 2.2 2.4 2.6 2.8 3.0 3.2 3.4 3.6 3.8 4.0 4.2 4.4 4.6 4.8
LOG OF HOURS

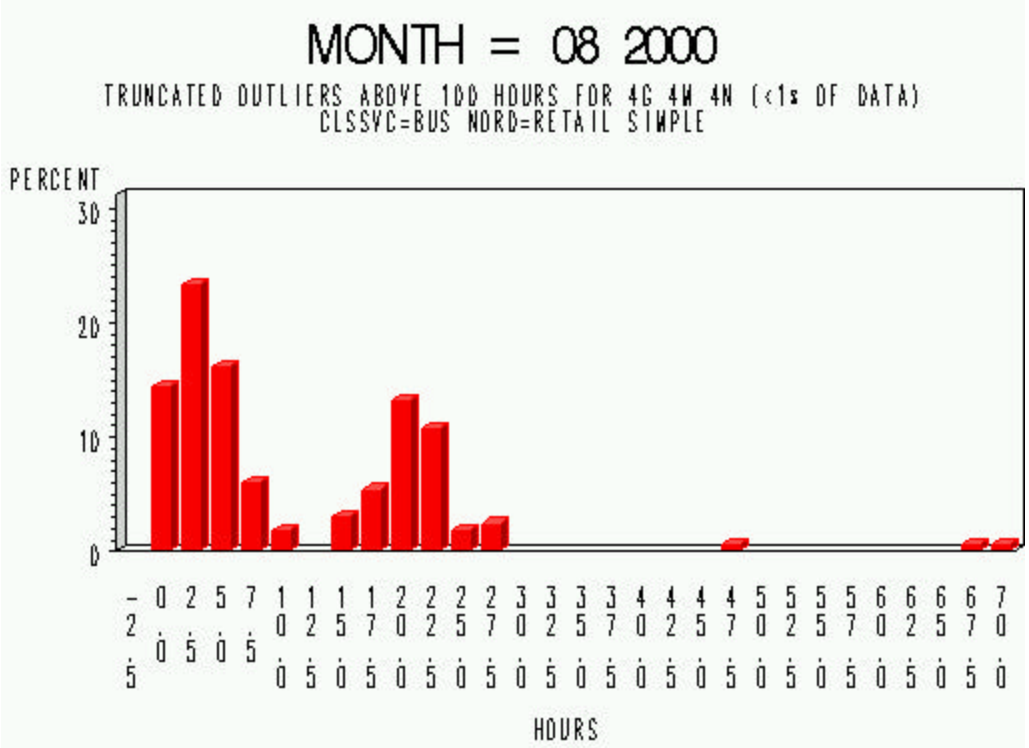

MONTH = 08 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4W 4N (<1% OF DATA)
CLSSVC=BUS NORD=RESOLD SIMPLE
PERCENT
20
18
16
14
12
10
8
6
4
2
0
-0.96
-0.80
-0.64
-0.48
-0.32
-0.16
0.00
0.16
0.32
0.48
0.64
0.80
0.96
1.12
1.28
1.44
1.60
1.76
1.92
2.08
2.24
2.40
2.56
2.72
2.88
3.04
3.20
3.36
3.52
3.68
LOG OF HOURS

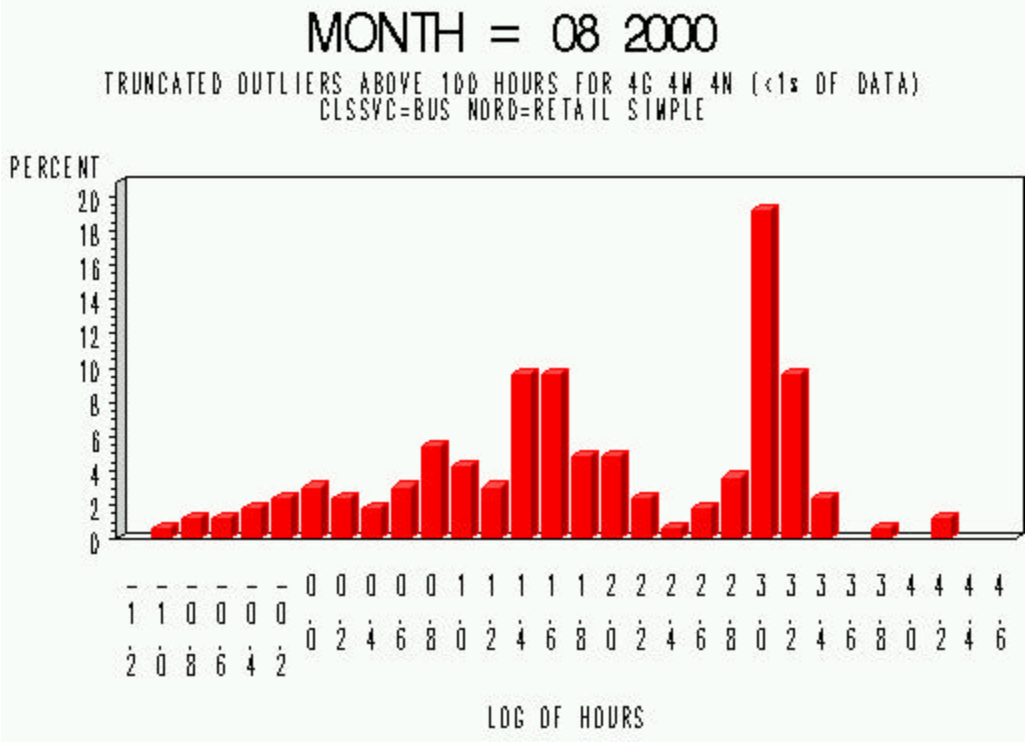

MONTH = 08 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4W 4N (<1% OF DATA)
CLSSVC=BUS NORD=UNE SVGAL + P
PERCENT
16
14
12
10
8
6
4
2
0
1.6
3.2
4.8
6.4
8.0
9.6
11.2
12.8
14.4
16.0
17.6
19.2
20.8
22.4
24.0
25.6
27.2
28.8
30.4
32.0
33.6
35.2
36.8
38.4
40.0
41.6
43.2
44.8
46.4
48.0
HOURS


MONTH = 08 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4W 4N (<1% OF DATA)
CLSSVC=BUS NORD=UNE SVGAL + P
PERCENT
18
16
14
12
10
8
6
4
2
0
-0.64
-0.48
-0.32
-0.16
0.00
0.16
0.32
0.48
0.64
0.80
0.96
1.12
1.28
1.44
1.60
1.76
1.92
2.08
2.24
2.40
2.56
2.72
2.88
3.04
3.20
3.36
3.52
3.68
3.84
4.00
LOG OF HOURS


MONTH = 08 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4W 4N (<1% OF DATA)
CLSSVC=BUS NORD=UNE SVGAL
PERCENT
20
18
16
14
12
10
8
6
4
2
0
-0.48
-0.32
-0.16
0.00
0.16
0.32
0.48
0.64
0.80
0.96
1.12
1.28
1.44
1.60
1.76
1.92
2.08
2.24
2.40
2.56
2.72
2.88
3.04
3.20
3.36
3.52
3.68
3.84
4.00
4.16
LOG OF HOURS


MONTH = 08 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4W 4N (<1% OF DATA)
CLSSVC=BUS NORD=UNE SVGAL
PERCENT
20
18
16
14
12
10
8
6
4
2
0
-0.48
-0.32
-0.16
0.00
0.16
0.32
0.48
0.64
0.80
0.96
1.12
1.28
1.44
1.60
1.76
1.92
2.08
2.24
2.40
2.56
2.72
2.88
3.04
3.20
3.36
3.52
3.68
3.84
4.00
4.16
LOG OF HOURS


MONTH = 08 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4W 4N (<1% OF DATA)
CLSSVC=BUS NORD=RETAIL SIMPLE
PERCENT
30
20
10
0
-2.5
0.0
2.5
5.0
7.5
10.0
12.5
15.0
17.5
20.0
22.5
25.0
27.5
30.0
32.5
35.0
37.5
40.0
42.5
45.0
47.5
50.0
52.5
55.0
57.5
60.0
62.5
65.0
67.5
70.0
HOURS


MONTH = 08 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4W 4N (<1% OF DATA)
CLSSVC=BUS NORD=RETAIL SIMPLE
PERCENT
20
18
16
14
12
10
8
6
4
2
0
-1.2
-1.0
-0.8
-0.6
-0.4
-0.2
0.0
0.2
0.4
0.6
0.8
1.0
1.2
1.4
1.6
1.8
2.0
2.2
2.4
2.6
2.8
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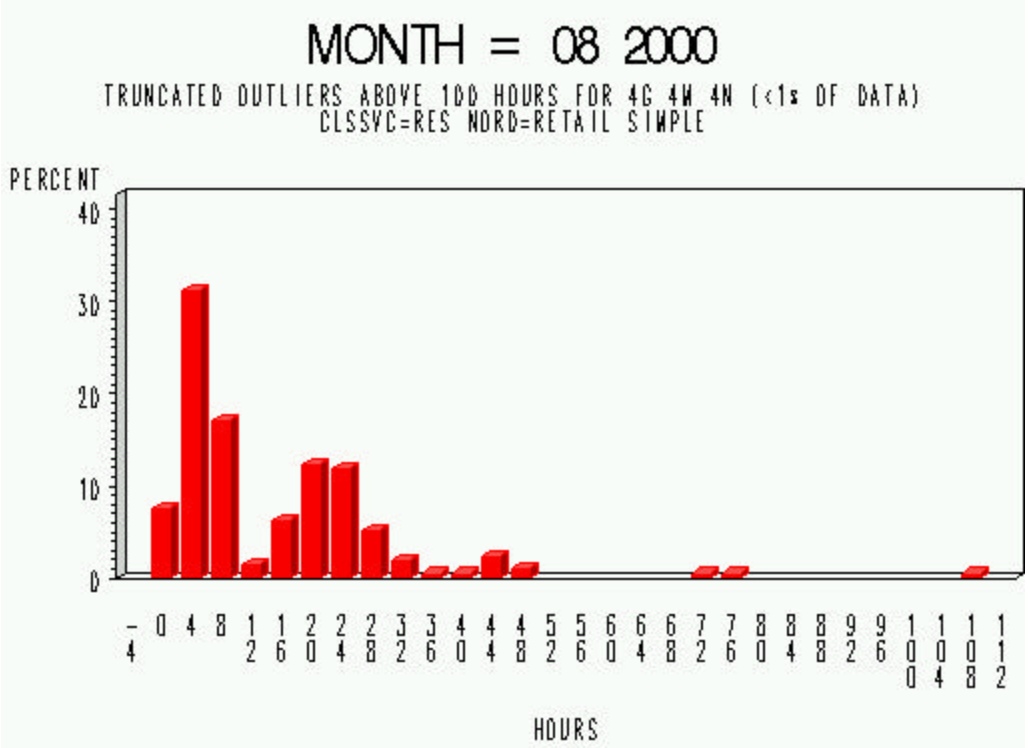
3.2
3.4
3.6
3.8
4.0
4.2
4.4
4.6
LOG OF HOURS


MONTH = 08 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4W 4N (<1% OF DATA)
CLSSVC=RES NORD=RETAIL SIMPLE
PERCENT
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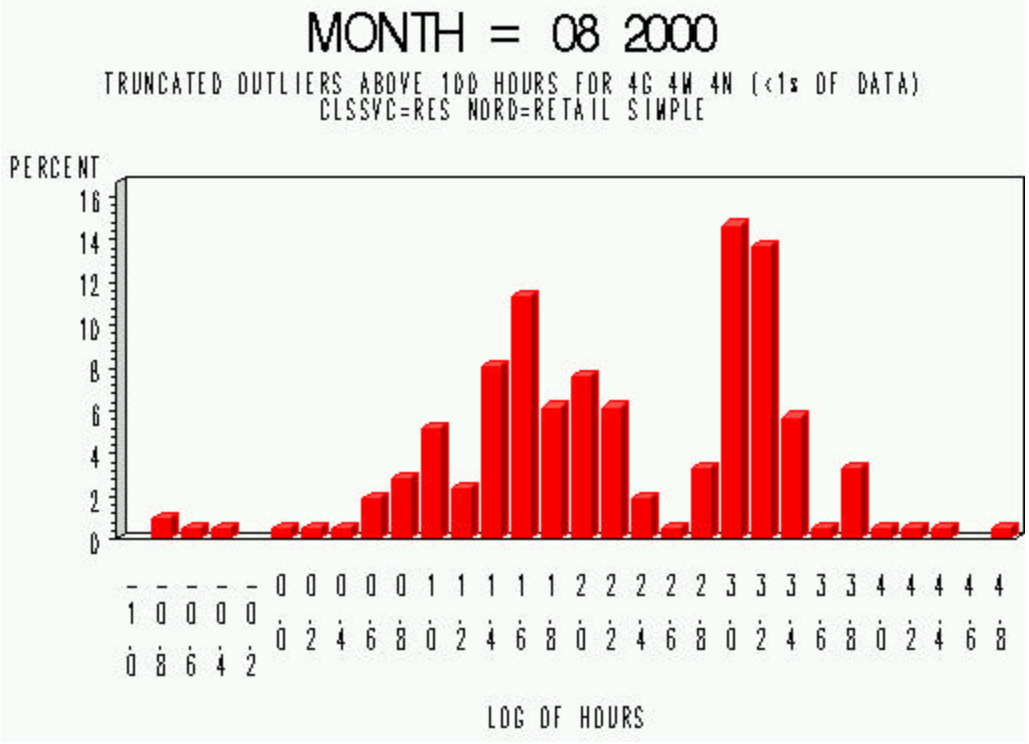
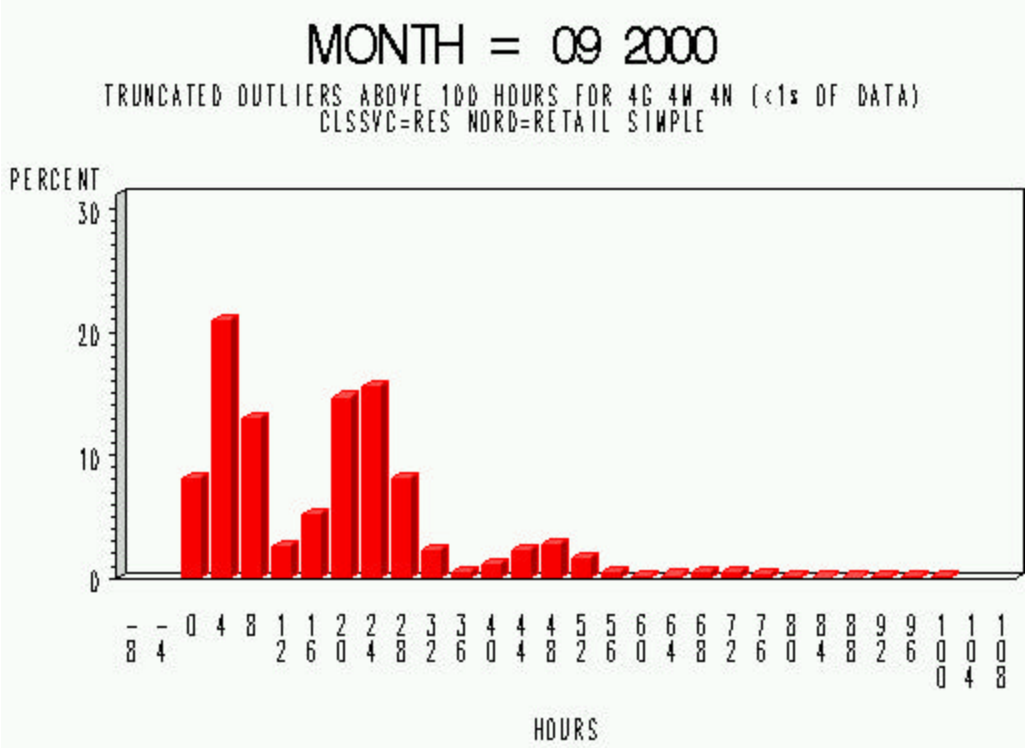
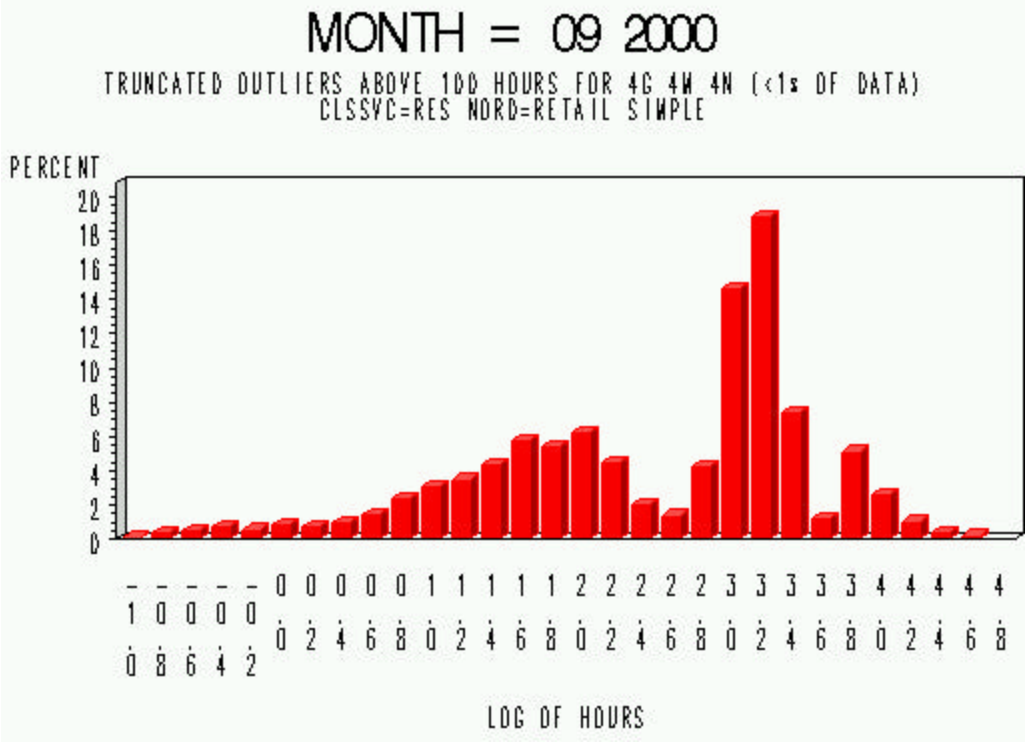
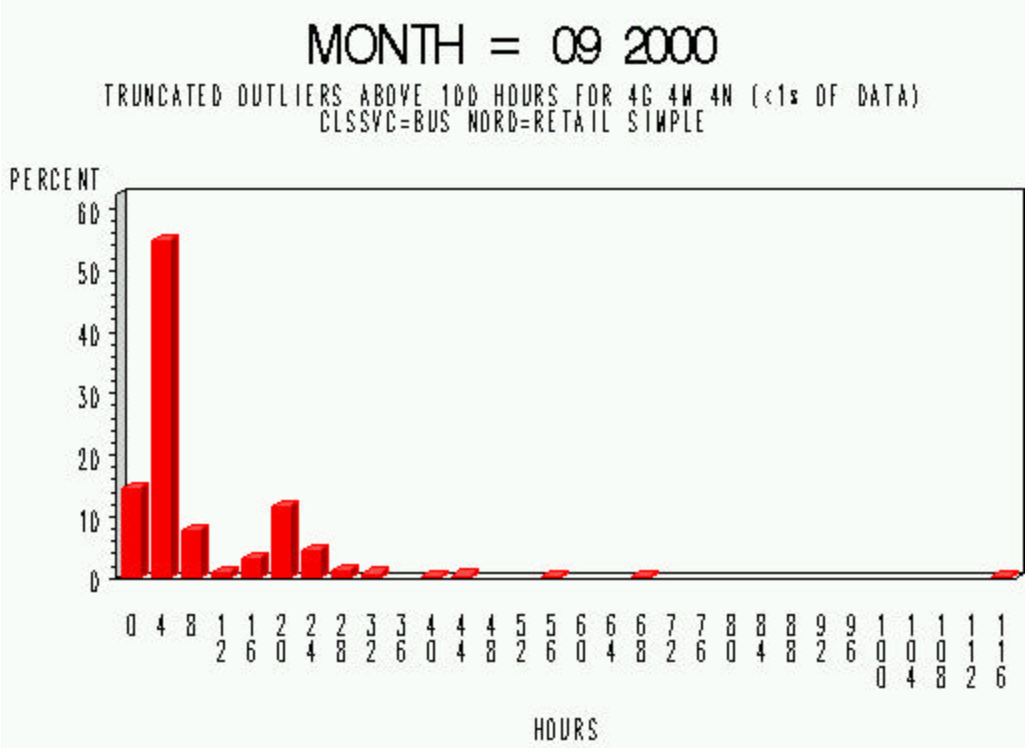
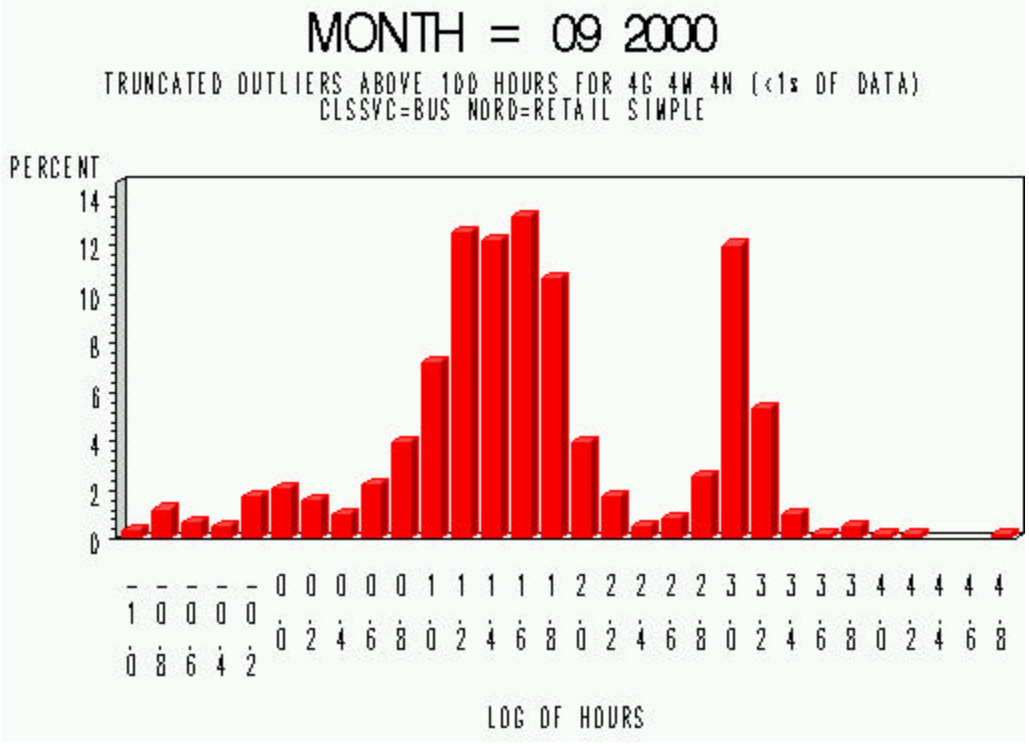
30
20
10
0
-4 0 4 8 12 16 20 24 28 32 36 40 44 48 52 56 60 64 68 72 76 80 84 88 92 96 100 104 108 112
HOURS

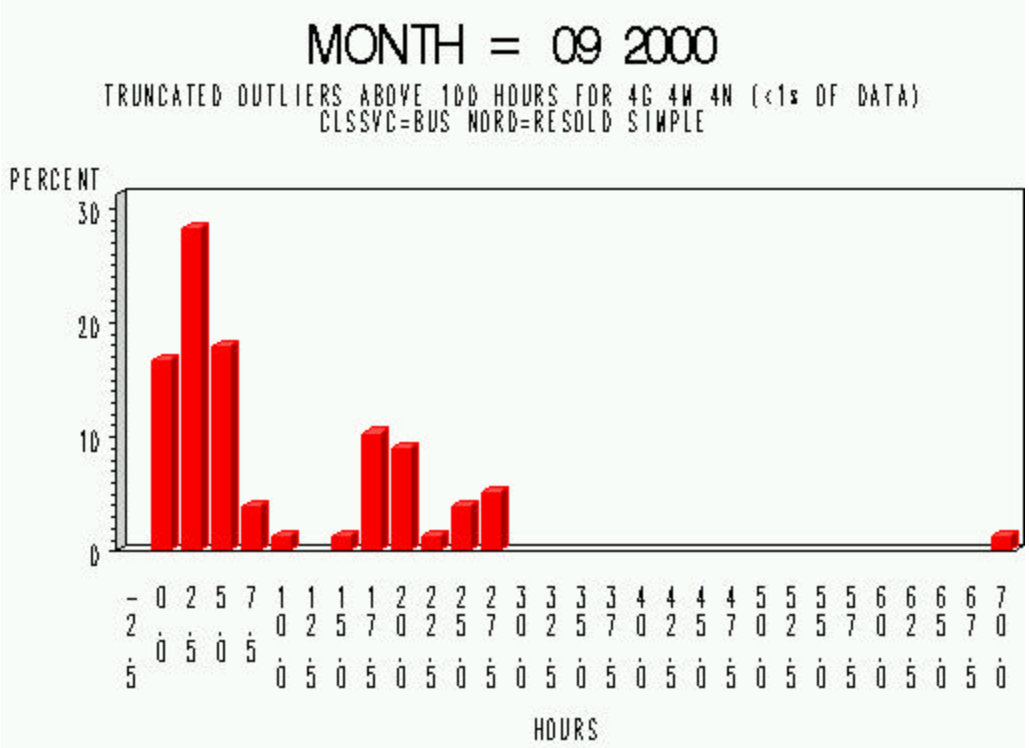

MONTH = 08 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4W 4N (<1% OF DATA)
CLSSVC=RES NORD=RETAIL SIMPLE
PERCENT
16
14
12
10
8
6
4
2
0
-1.0 -0.8 -0.6 -0.4 -0.2 0.0 0.2 0.4 0.6 0.8 1.0 1.2 1.4 1.6 1.8 2.0 2.2 2.4 2.6 2.8 3.0 3.2 3.4 3.6 3.8 4.0 4.2 4.4 4.6 4.8
LOG OF HOURS

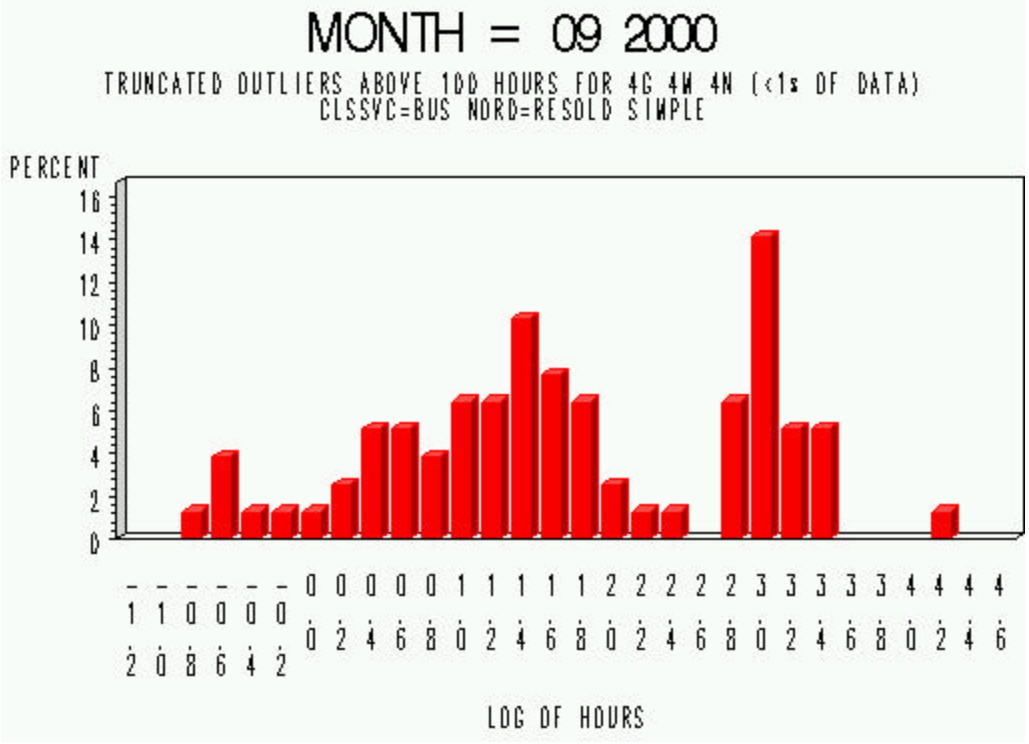

MONTH = 09 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4W 4N (<1% OF DATA)
CLSSVC=RES NORD=RETAIL SIMPLE
PERCENT
30
20
10
0
-8 -4 0 4 8 12 16 20 24 28 32 36 40 44 48 52 56 60 64 68 72 76 80 84 88 92 96 100 104 108
HOURS

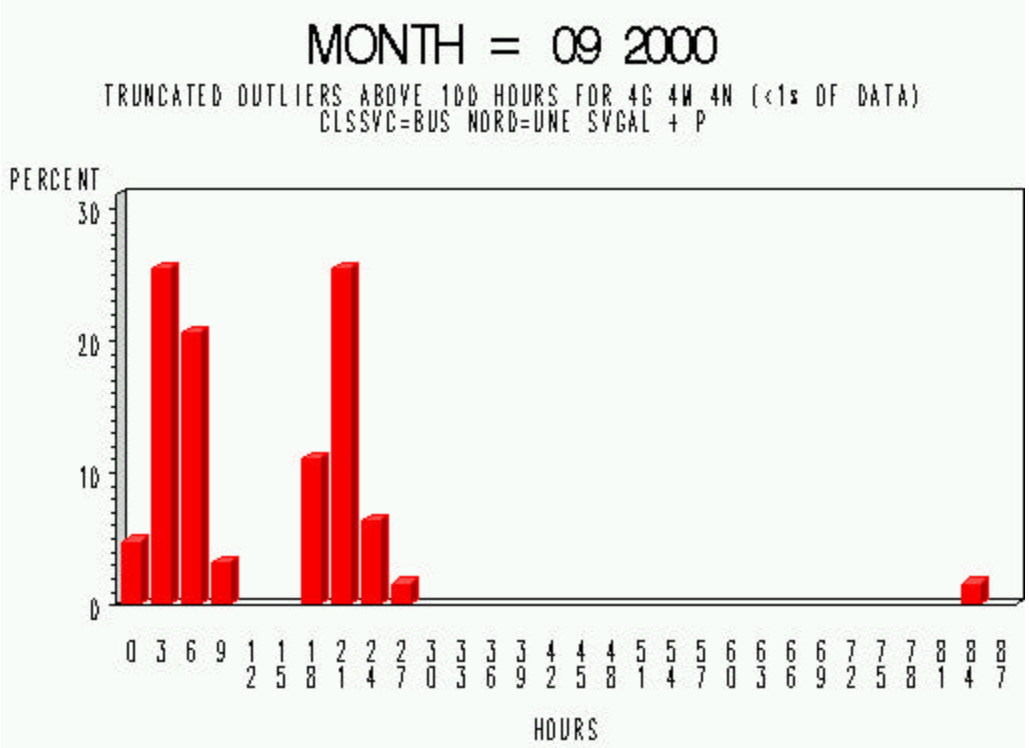

MONTH = 09 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4W 4N (<1% OF DATA)
CLSSVC=RES NORD=RETAIL SIMPLE
PERCENT
20
18
16
14
12
10
8
6
4
2
0
-1.0 -0.8 -0.6 -0.4 -0.2 0.0 0.2 0.4 0.6 0.8 1.0 1.2 1.4 1.6 1.8 2.0 2.2 2.4 2.6 2.8 3.0 3.2 3.4 3.6 3.8 4.0 4.2 4.4 4.6 4.8
LOG OF HOURS

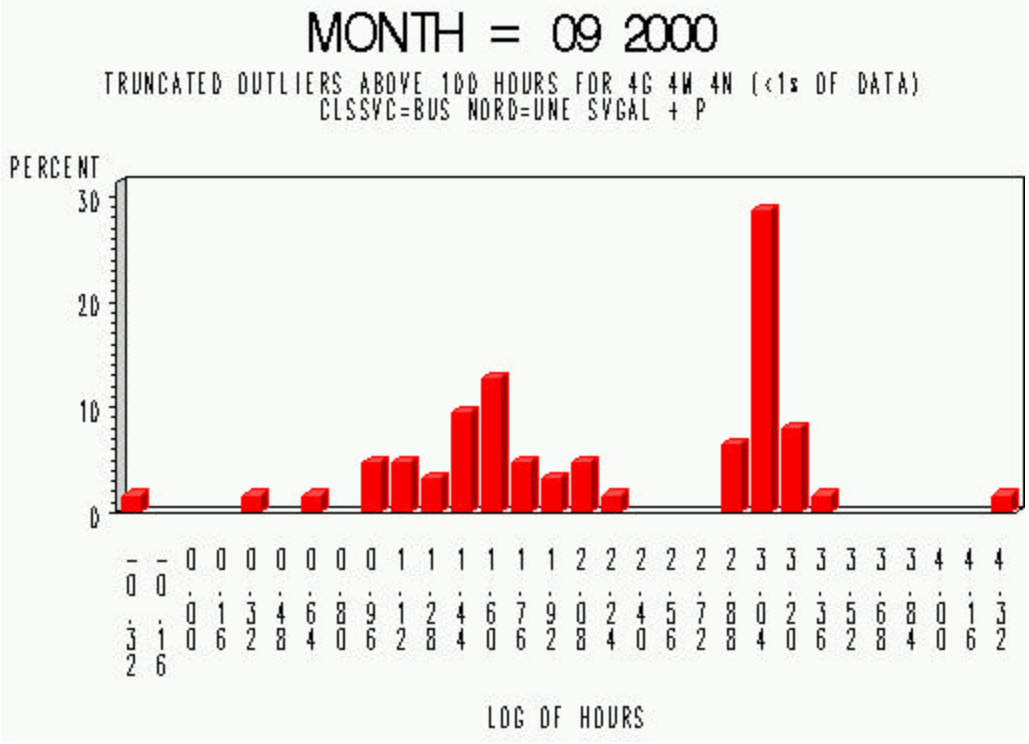

MONTH = 09 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4W 4N (<1% OF DATA)
CLSSVC=BUS NORD=RETAIL SIMPLE
PERCENT
60
50
40
30
20
10
0
0 4 8 12 16 20 24 28 32 36 40 44 48 52 56 60 64 68 72 76 80 84 88 92 96 100 104 108 112 116
HOURS

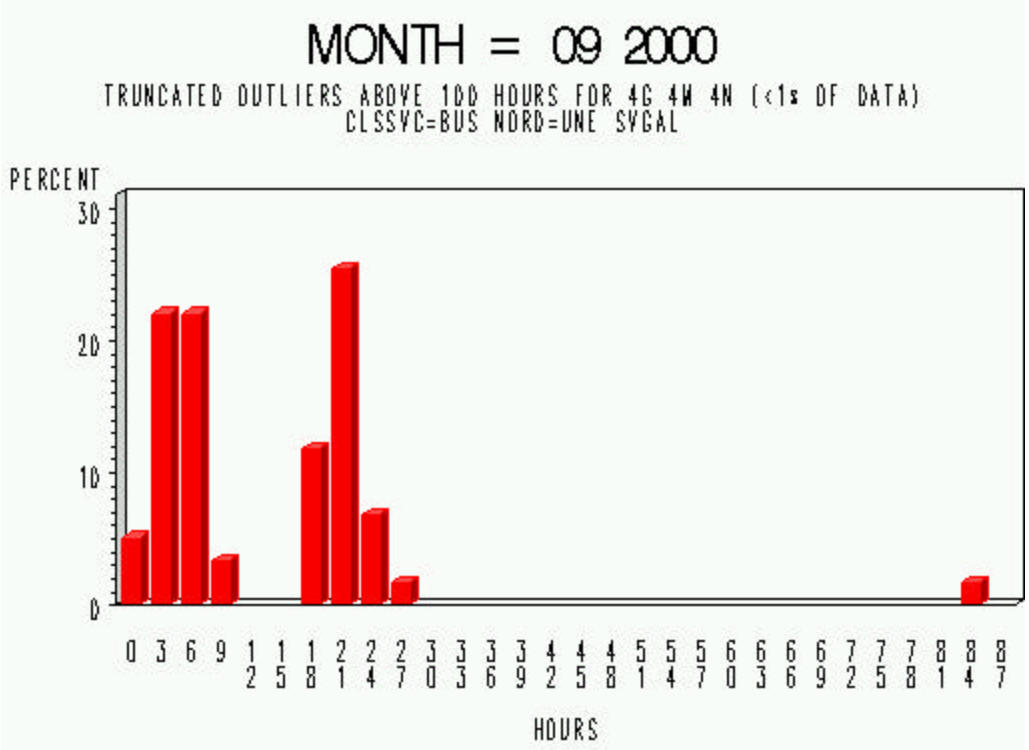

MONTH = 09 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4W 4N (<1% OF DATA)
CLSSVC=BUS NORD=RETAIL SIMPLE
PERCENT
14
12
10
8
6
4
2
0
-1.0 -0.8 -0.6 -0.4 -0.2 0.0 0.2 0.4 0.6 0.8 1.0 1.2 1.4 1.6 1.8 2.0 2.2 2.4 2.6 2.8 3.0 3.2 3.4 3.6 3.8 4.0 4.2 4.4 4.6 4.8
LOG OF HOURS

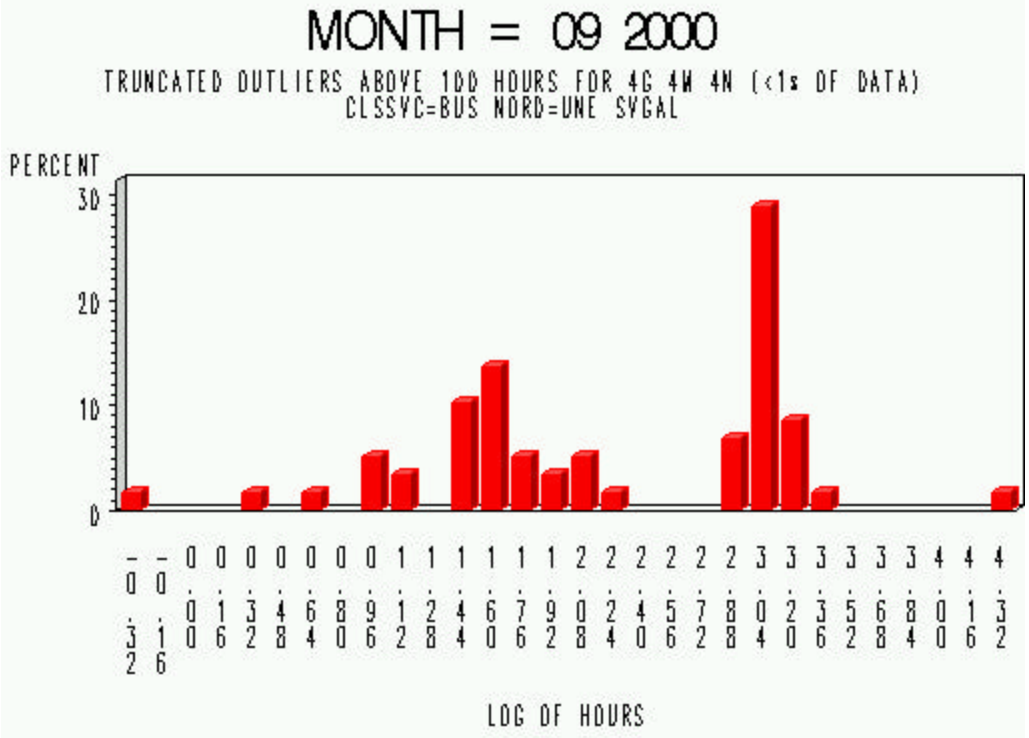

MONTH = 09 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4W 4N (<1% OF DATA)
CLSSVC=BUS NORD=RESOLD SIMPLE
PERCENT
30
20
10
0
-2.5
0.0
2.5
5.0
7.5
10.0
12.5
15.0
17.5
20.0
22.5
25.0
27.5
30.0
32.5
35.0
37.5
40.0
42.5
45.0
47.5
50.0
52.5
55.0
57.5
60.0
62.5
65.0
67.5
70.0
HOURS

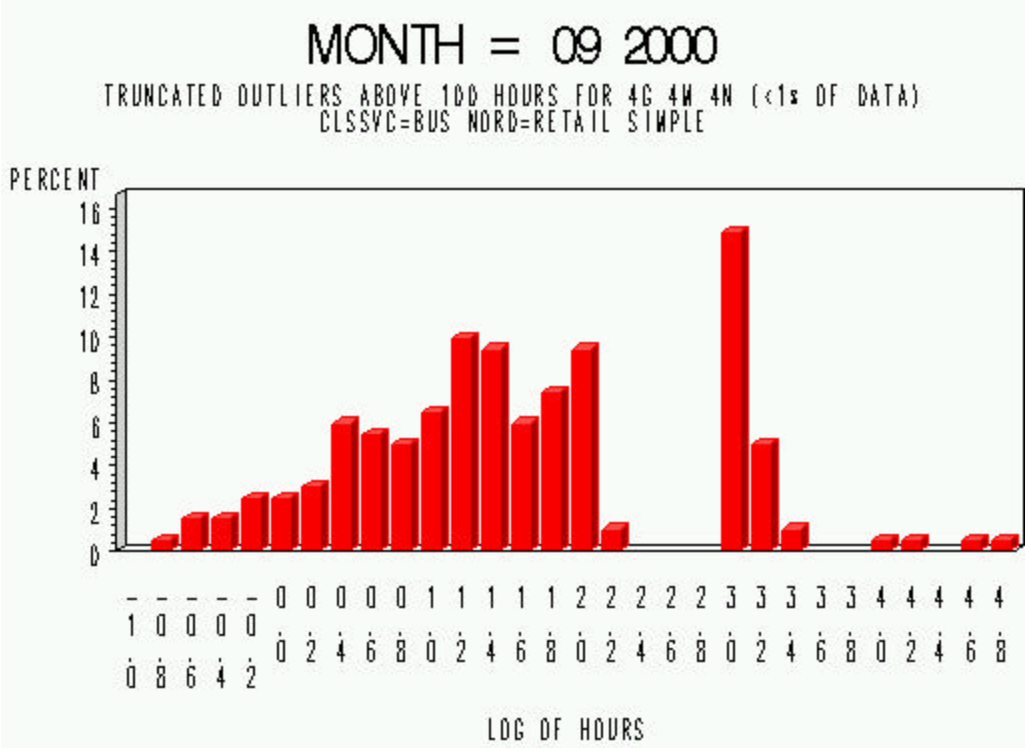

MONTH = 09 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4W 4N (<1% OF DATA)
CLSSVC=BUS NORD=RESOLD SIMPLE
PERCENT
16
14
12
10
8
6
4
2
0
-1.2
-1.0
-0.8
-0.6
-0.4
-0.2
0.0
0.2
0.4
0.6
0.8
1.0
1.2
1.4
1.6
1.8
2.0
2.2
2.4
2.6
2.8
3.0
3.2
3.4
3.6
3.8
4.0
4.2
4.4
4.6
LOG OF HOURS

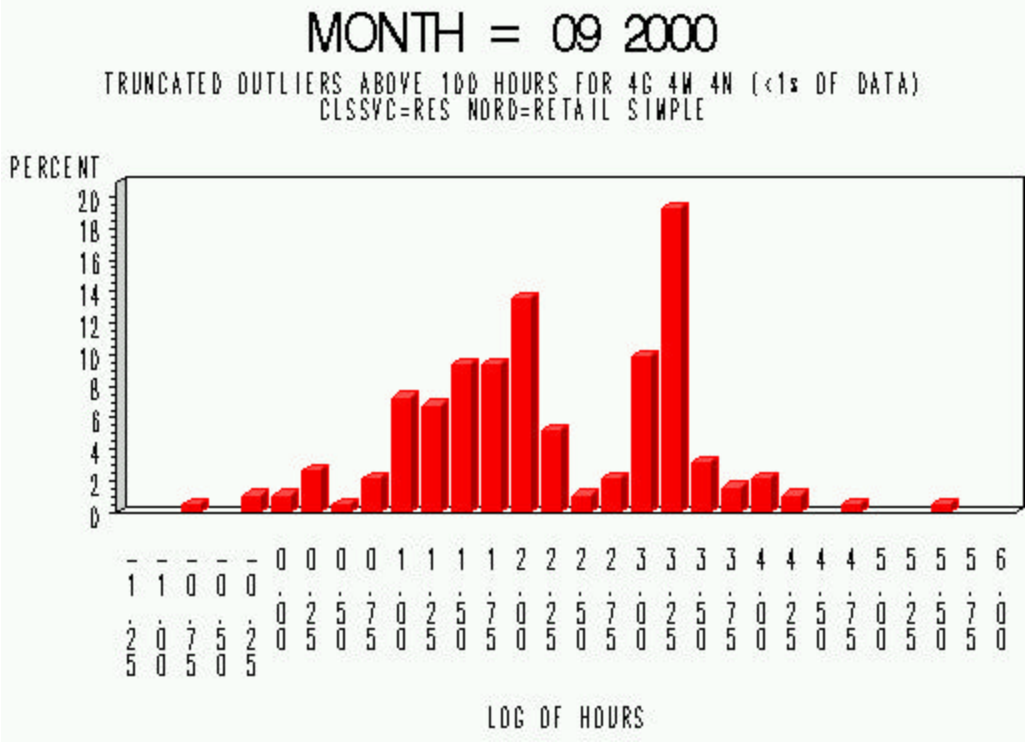

MONTH = 09 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4W 4N (<1% OF DATA)
CLSSVC=BUS NORD=UNE SVGAL + P
PERCENT
30
20
10
0
0 3 6 9 12 15 18 21 24 27 30 33 36 39 42 45 48 51 54 57 60 63 66 69 72 75 78 81 84 87
HOURS

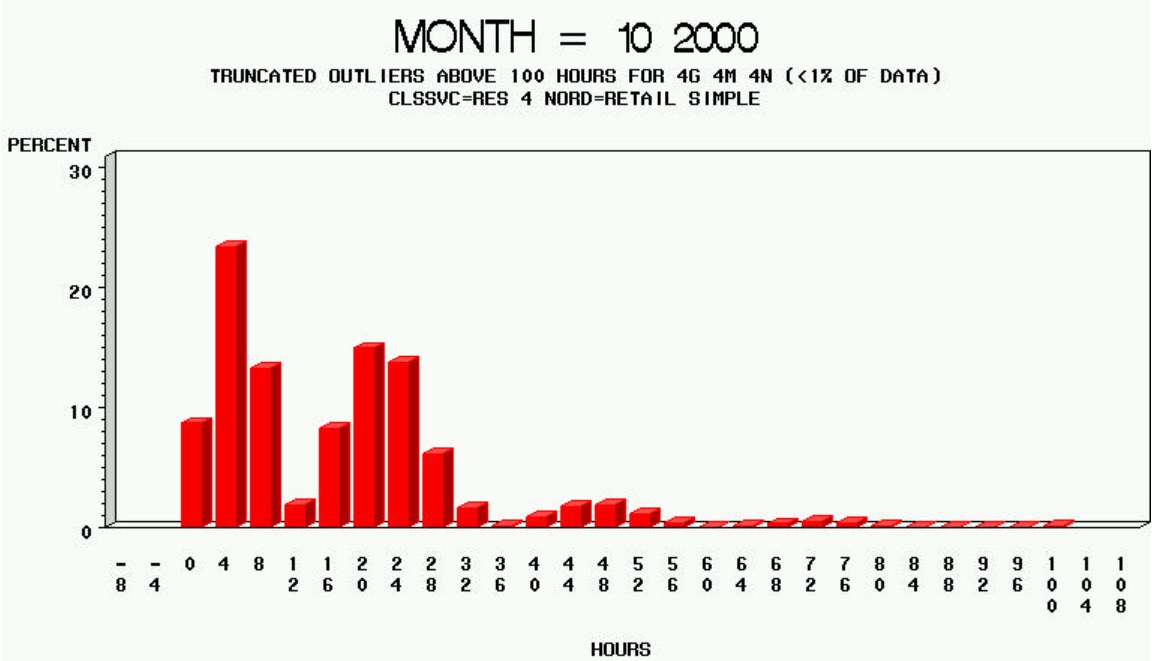

MONTH = 09 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4W 4N (<1% OF DATA)
CLSSVC=BUS NORD=UNE SVGAL + P
PERCENT
30
20
10
0
-0.32 -0.16 0.00 0.16 0.32 0.48 0.64 0.80 0.96 1.12 1.28 1.44 1.60 1.76 1.92 2.08 2.24 2.40 2.56 2.72 2.88 3.04 3.20 3.36 3.52 3.68 3.84 4.00 4.16 4.32
LOG OF HOURS

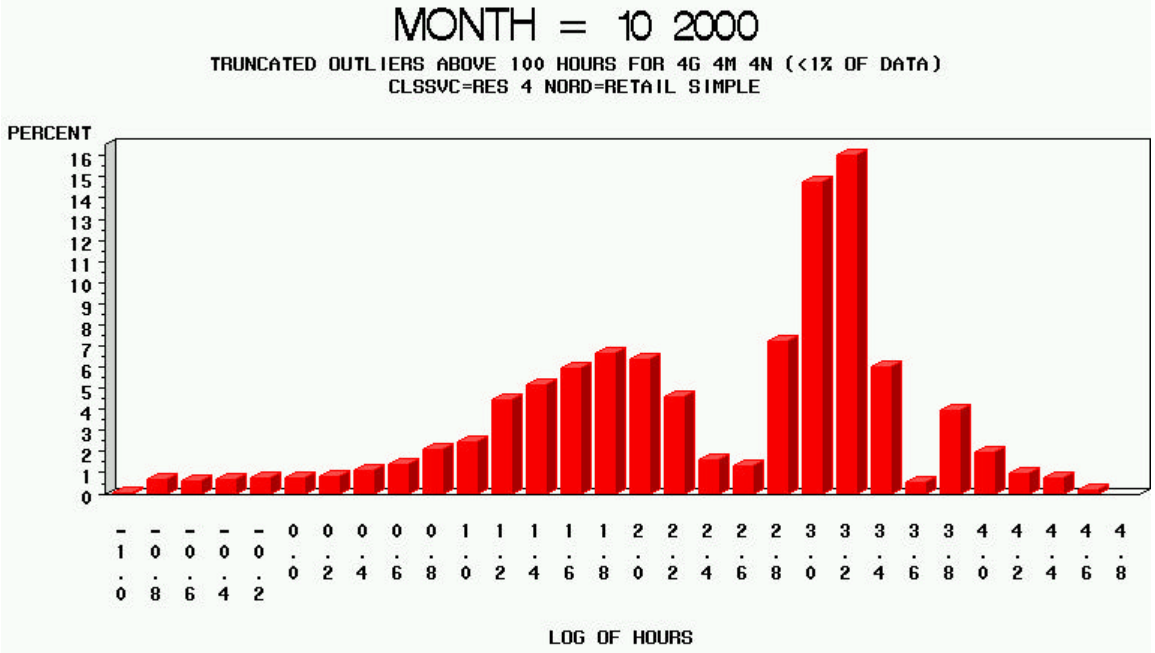

MONTH = 09 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4W 4N (<1% OF DATA)
CLSSVC=BUS NORD=UNE SVGAL
PERCENT
30
20
10
0
0 3 6 9 12 15 18 21 24 27 30 33 36 39 42 45 48 51 54 57 60 63 66 69 72 75 78 81 84 87
HOURS

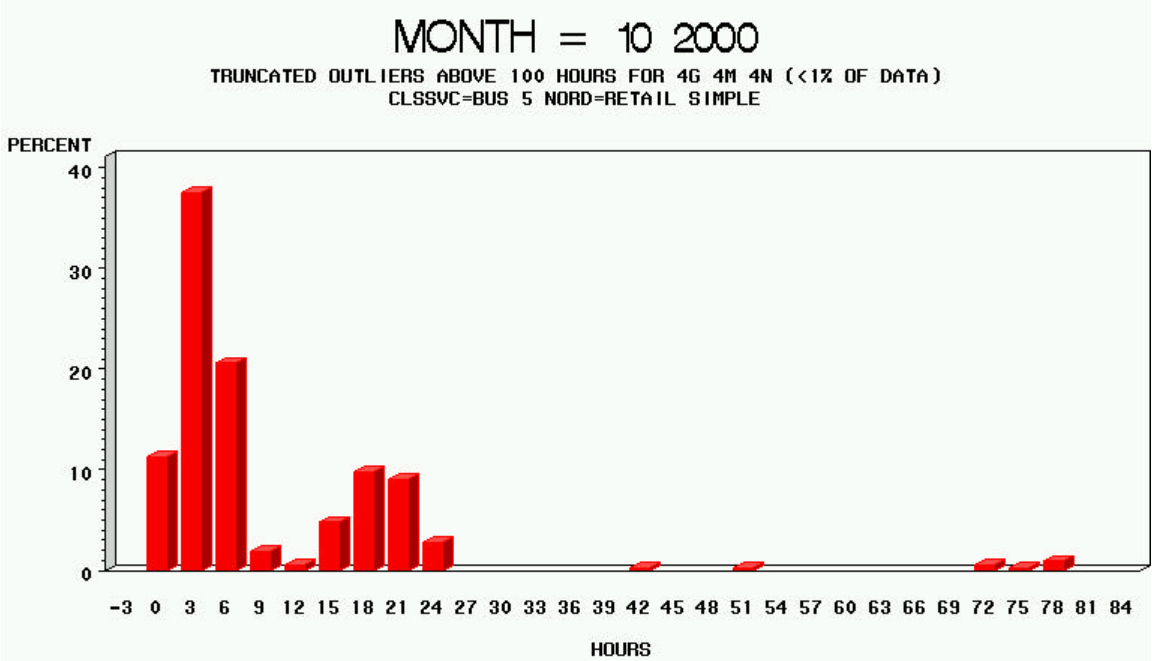

MONTH = 09 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4W 4N (<1% OF DATA)
CLSSVC=BUS NORD=UNE SVGAL
PERCENT
30
20
10
0
-0.32 -0.16 0.00 0.16 0.32 0.48 0.64 0.80 0.96 1.12 1.28 1.44 1.60 1.76 1.92 2.08 2.24 2.40 2.56 2.72 2.88 3.04 3.20 3.36 3.52 3.68 3.84 4.00 4.16 4.32
LOG OF HOURS

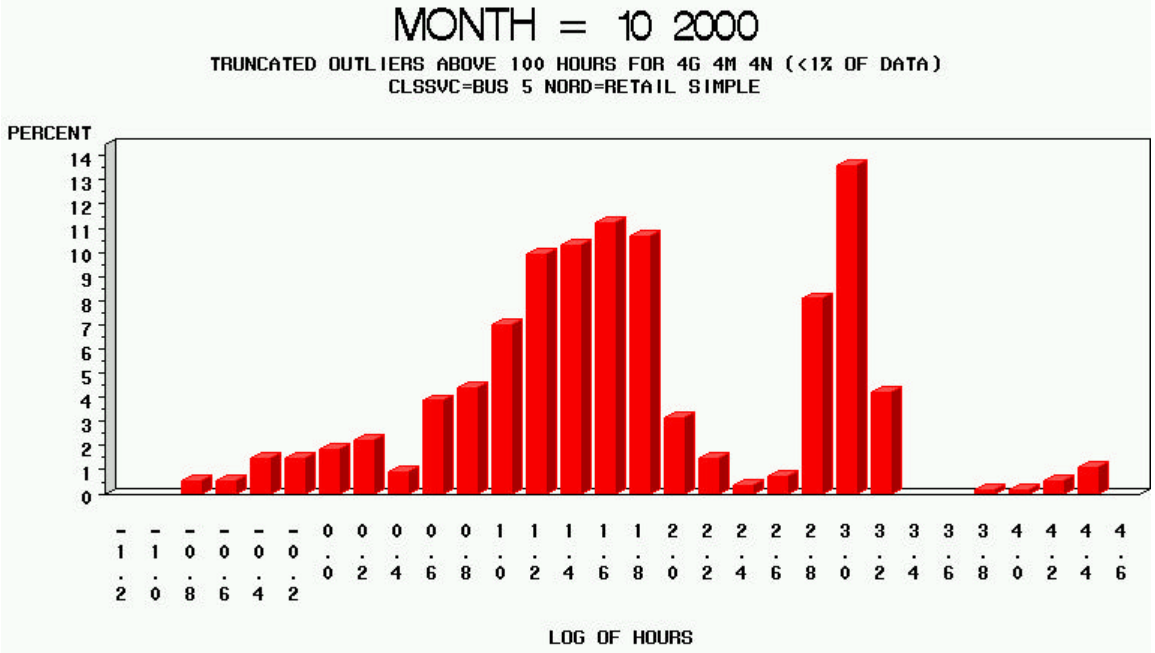

MONTH = 09 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4W 4N (<1% OF DATA)
CLSSVC=BUS NORD=RETAIL SIMPLE
PERCENT
16
14
12
10
8
6
4
2
0
-1.0
-0.8
-0.6
-0.4
-0.2
0.0
0.2
0.4
0.6
0.8
1.0
1.2
1.4
1.6
1.8
2.0
2.2
2.4
2.6
2.8
3.0
3.2
3.4
3.6
3.8
4.0
4.2
4.4
4.6
4.8
LOG OF HOURS

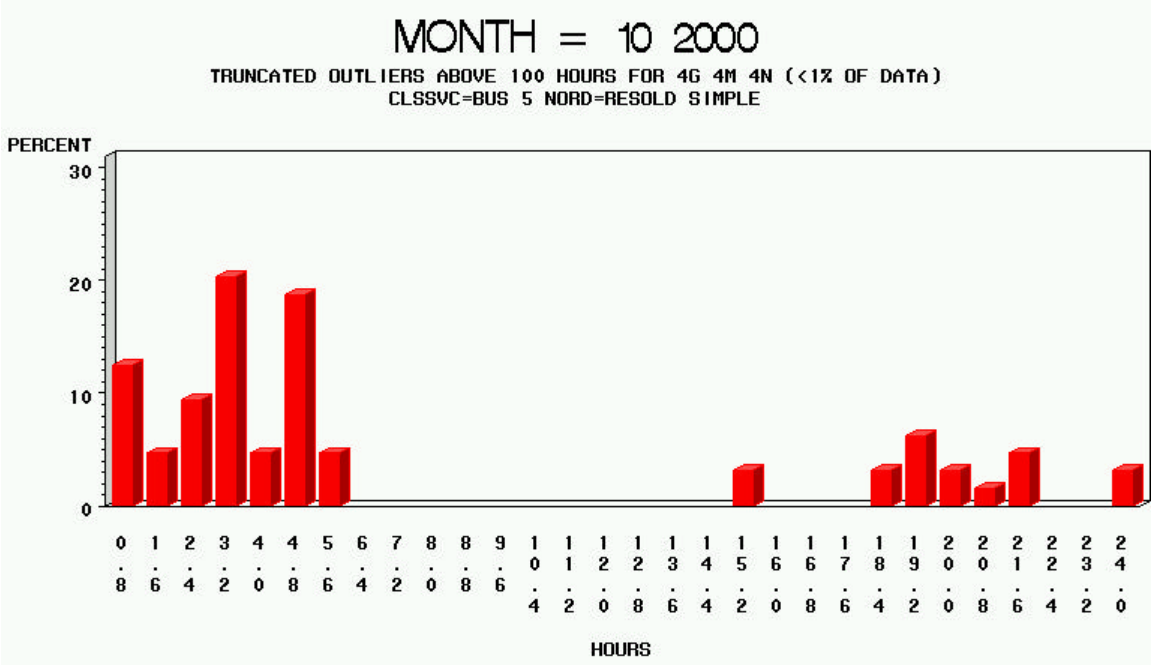

MONTH = 09 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4W 4N (<1% OF DATA)
CLSSVC=RES NORD=RETAIL SIMPLE
PERCENT
20
18
16
14
12
10
8
6
4
2
0
-1.25
-1.00
-0.75
-0.50
-0.25
0.00
0.25
0.50
0.75
1.00
1.25
1.50
1.75
2.00
2.25
2.50
2.75
3.00
3.25
3.50
3.75
4.00
4.25
4.50
4.75
5.00
5.25
5.50
5.75
6.00
LOG OF HOURS

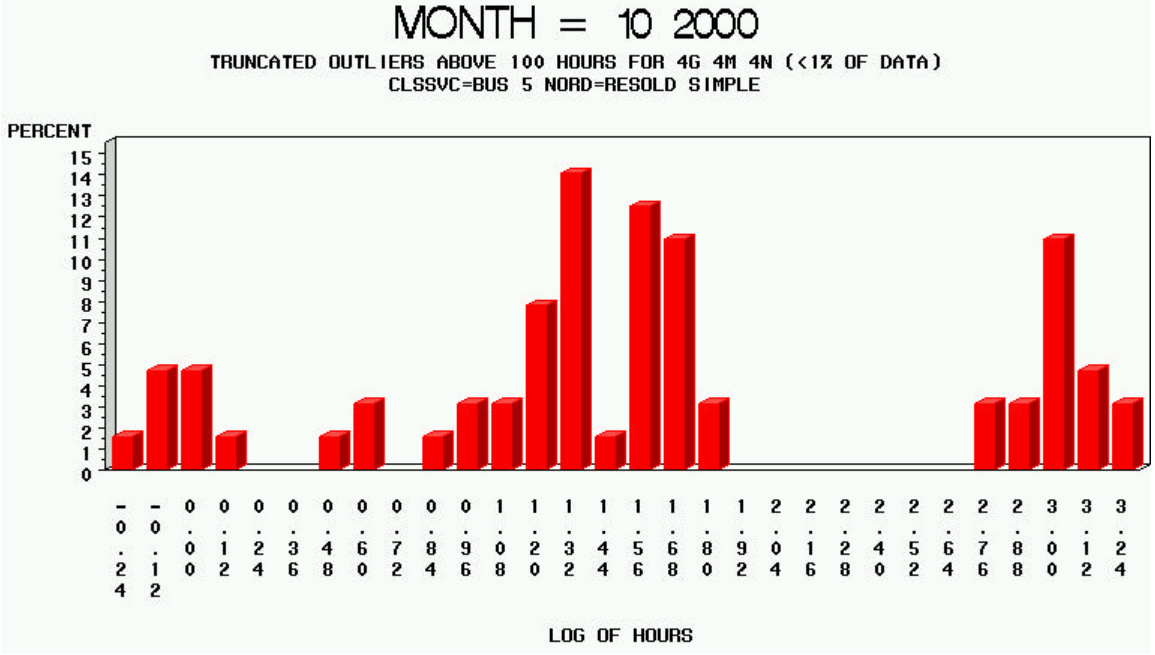

MONTH = 10 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CLSSVC=RES 4 NORD=RETAIL SIMPLE
PERCENT
30
20
10
0
-8 -4 0 4 8 12 16 20 24 28 32 36 40 44 48 52 56 60 64 68 72 76 80 84 88 92 96 100 104 108
HOURS

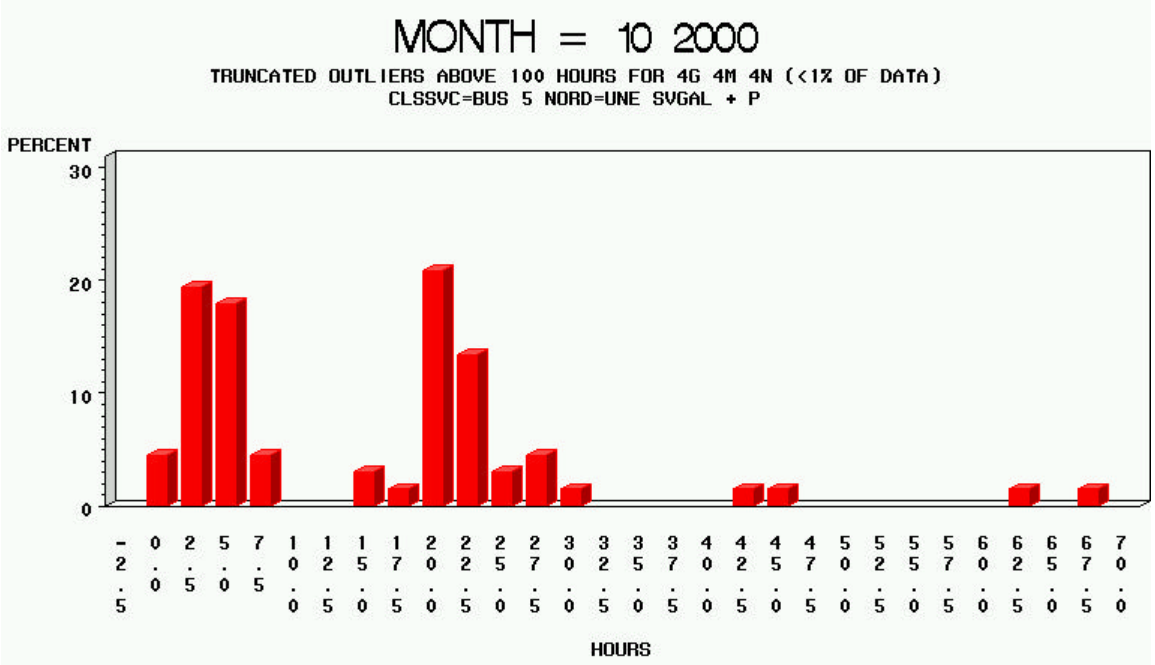

MONTH = 10 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CLSSVC=RES 4 NORD=RETAIL SIMPLE
PERCENT
16
15
14
13
12
11
10
9
8
7
6
5
4
3
2
1
0
-1.0 -0.8 -0.6 -0.4 -0.2 0.0 0.2 0.4 0.6 0.8 1.0 1.2 1.4 1.6 1.8 2.0 2.2 2.4 2.6 2.8 3.0 3.2 3.4 3.6 3.8 4.0 4.2 4.4 4.6 4.8
LOG OF HOURS

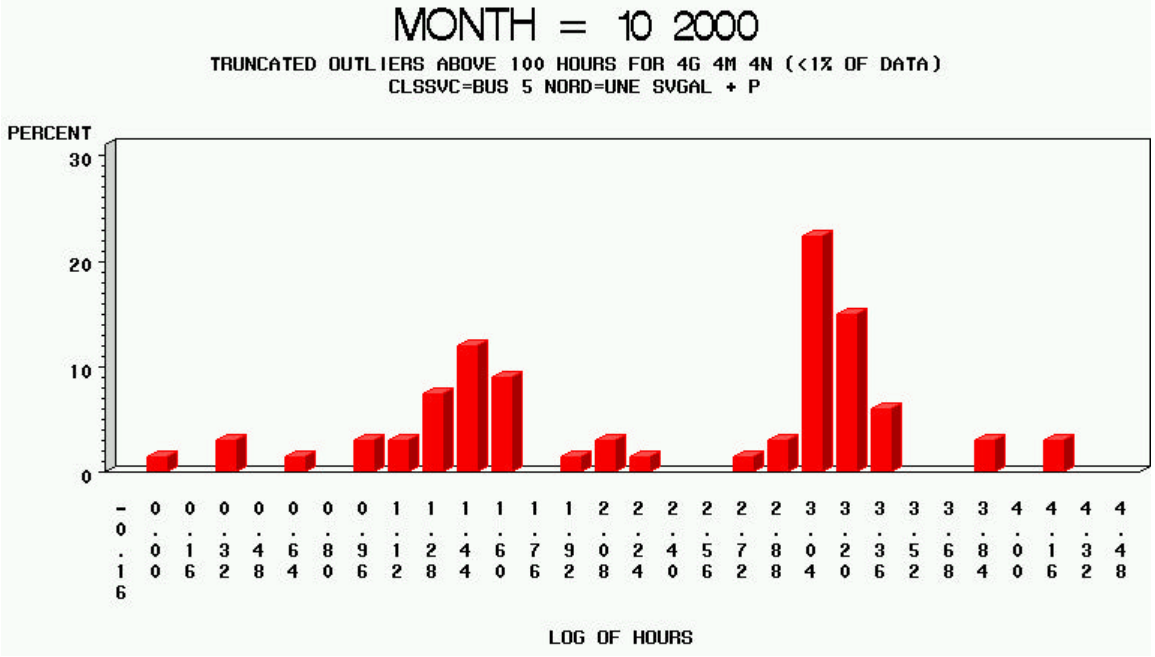

MONTH = 10 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CLSSVC=BUS 5 NORD=RETAIL SIMPLE
PERCENT
40
30
20
10
0
-3 0 3 6 9 12 15 18 21 24 27 30 33 36 39 42 45 48 51 54 57 60 63 66 69 72 75 78 81 84
HOURS

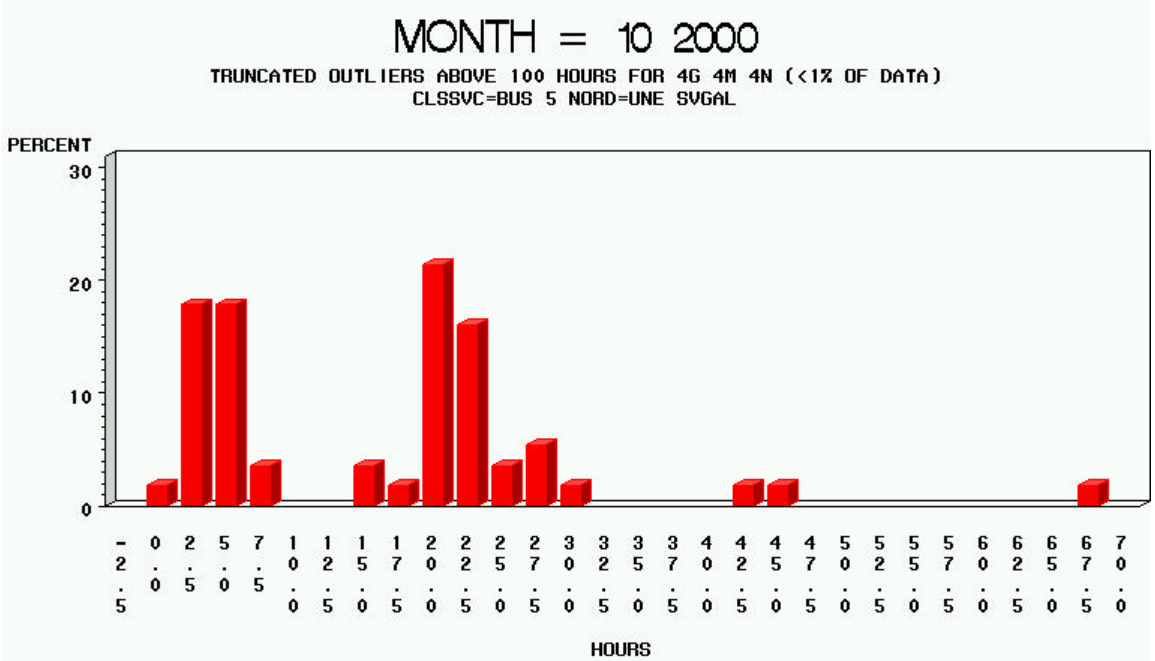

MONTH = 10 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CLSSVC=BUS 5 NORD=RETAIL SIMPLE
PERCENT
14
13
12
11
10
9
8
7
6
5
4
3
2
1
0
-1.2 -1.0 -0.8 -0.6 -0.4 -0.2 0.0 0.2 0.4 0.6 0.8 1.0 1.2 1.4 1.6 1.8 2.0 2.2 2.4 2.6 2.8 3.0 3.2 3.4 3.6 3.8 4.0 4.2 4.4 4.6
LOG OF HOURS

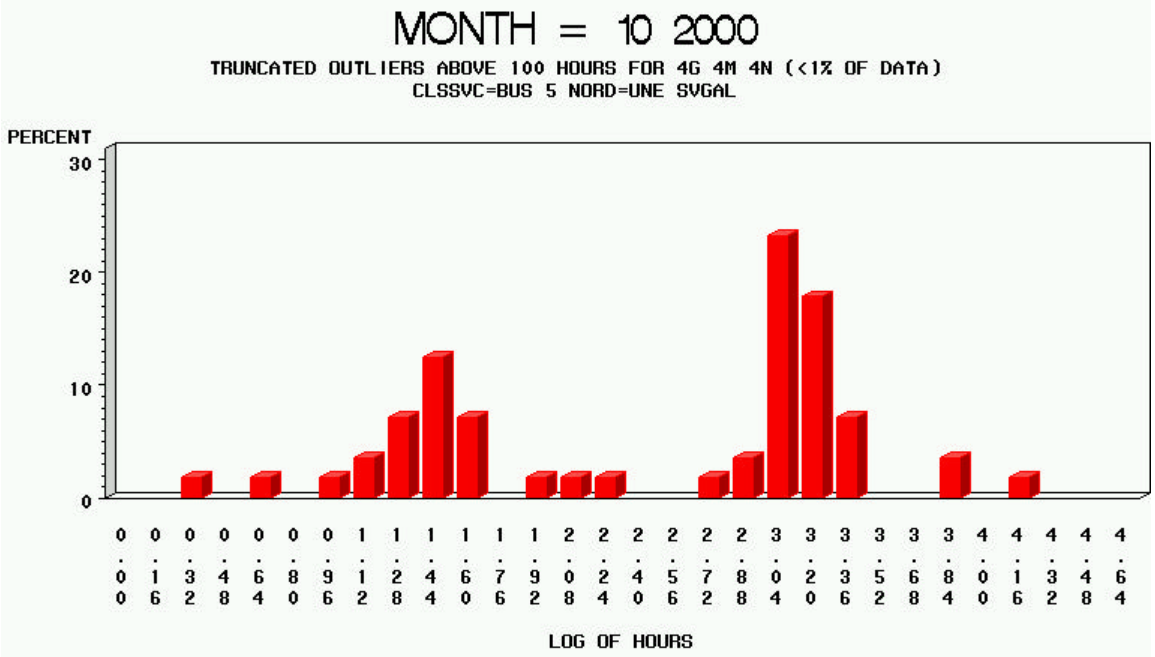

MONTH = 10 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CLSSVC=BUS 5 NORD=RESOLD SIMPLE
PERCENT
30
20
10
0
0.8 1.6 2.4 3.2 4.0 4.8 5.6 6.4 7.2 8.0 8.8 9.6 10.4 11.2 12.0 12.8 13.6 14.4 15.2 16.0 16.8 17.6 18.4 19.2 20.0 20.8 21.6 22.4 23.2 24.0
HOURS

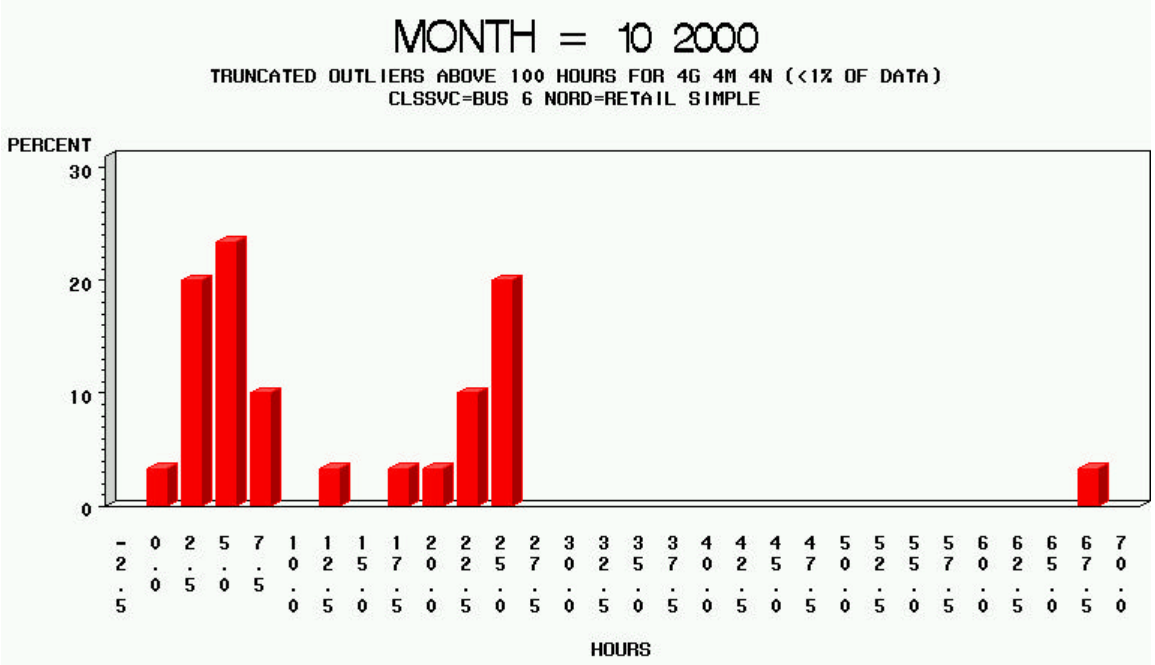

MONTH = 10 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CLSSVC=BUS 5 NORD=RESOLD SIMPLE
PERCENT
15
14
13
12
11
10
9
8
7
6
5
4
3
2
1
0
-0.24 -0.12 0.00 0.12 0.24 0.36 0.48 0.60 0.72 0.84 0.96 1.08 1.20 1.32 1.44 1.56 1.68 1.80 1.92 2.04 2.16 2.28 2.40 2.52 2.64 2.76 2.88 3.00 3.12 3.24
LOG OF HOURS


MONTH = 10 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CLSSVC=BUS 5 NORD=UNE SVGAL + P
PERCENT
30
20
10
0
-2.5
0.0
2.5
5.0
7.5
10.0
12.5
15.0
17.5
20.0
22.5
25.0
27.5
30.0
32.5
35.0
37.5
40.0
42.5
45.0
47.5
50.0
52.5
55.0
57.5
60.0
62.5
65.0
67.5
70.0
HOURS


MONTH = 10 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CLSSVC=BUS 5 NORD=UNE SVGAL + P
PERCENT
30
20
10
0
-0.16
0.00
0.16
0.32
0.48
0.64
0.80
0.96
1.12
1.28
1.44
1.60
1.76
1.92
2.08
2.24
2.40
2.56
2.72
2.88
3.04
3.20
3.36
3.52
3.68
3.84
4.00
4.16
4.32
4.48
LOG OF HOURS


MONTH = 10 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CLSSVC=BUS 5 NORD=UNE SVGAL
PERCENT
30
20
10
0
-2.5
0.0
2.5
5.0
7.5
10.0
12.5
15.0
17.5
20.0
22.5
25.0
27.5
30.0
32.5
35.0
37.5
40.0
42.5
45.0
47.5
50.0
52.5
55.0
57.5
60.0
62.5
65.0
67.5
70.0
HOURS


MONTH = 10 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CLSSVC=BUS 5 NORD=UNE SVGAL
PERCENT
30
20
10
0
0.00
0.16
0.32
0.48
0.64
0.80
0.96
1.12
1.28
1.44
1.60
1.76
1.92
2.08
2.24
2.40
2.56
2.72
2.88
3.04
3.20
3.36
3.52
3.68
3.84
4.00
4.16
4.32
4.48
4.64
LOG OF HOURS


MONTH = 10 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CLSSVC=BUS 6 NORD=RETAIL SIMPLE
PERCENT
30
20
10
0
-2.5
0.0
2.5
5.0
7.5
10.0
12.5
15.0
17.5
20.0
22.5
25.0
27.5
30.0
32.5
35.0
37.5
40.0
42.5
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47.5
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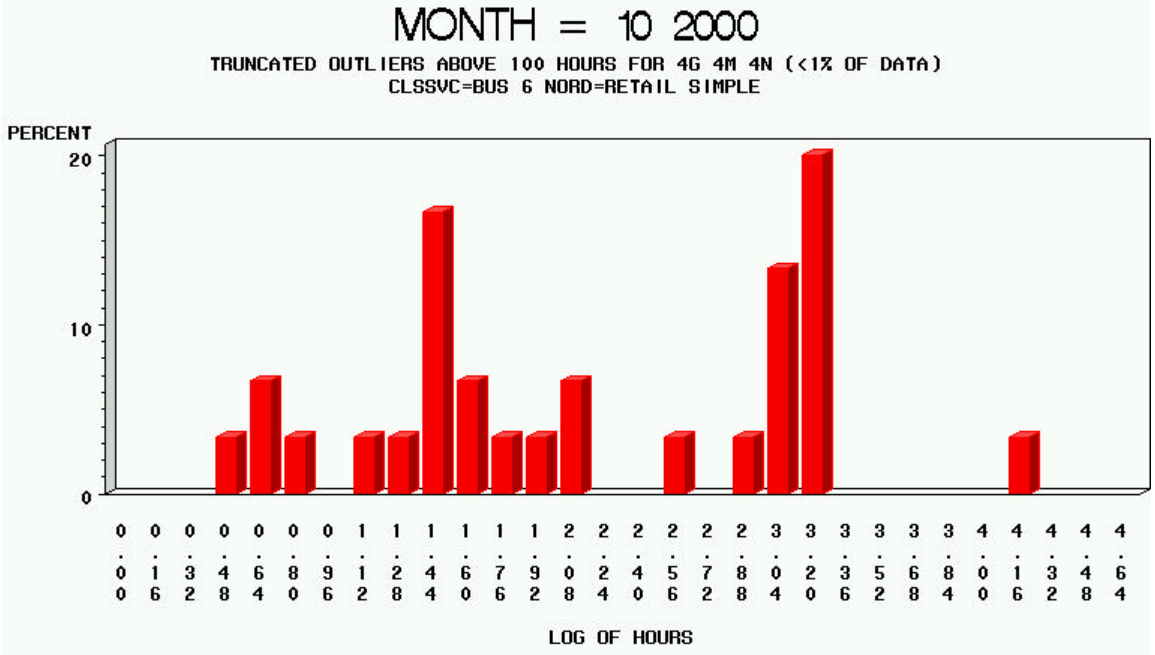
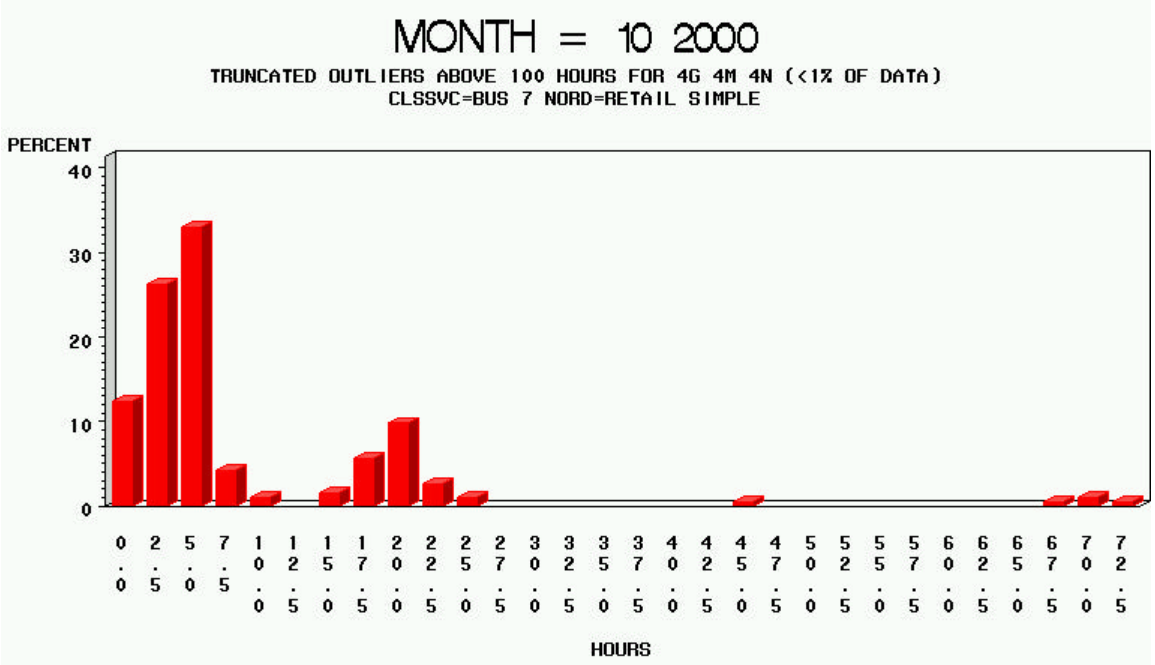
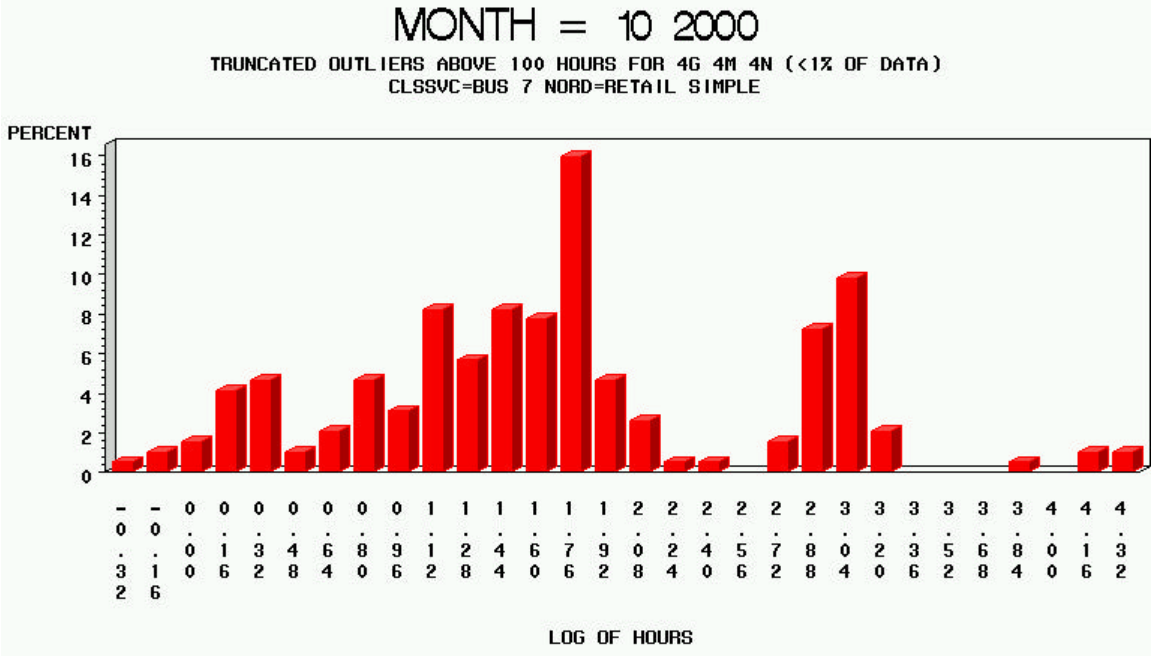
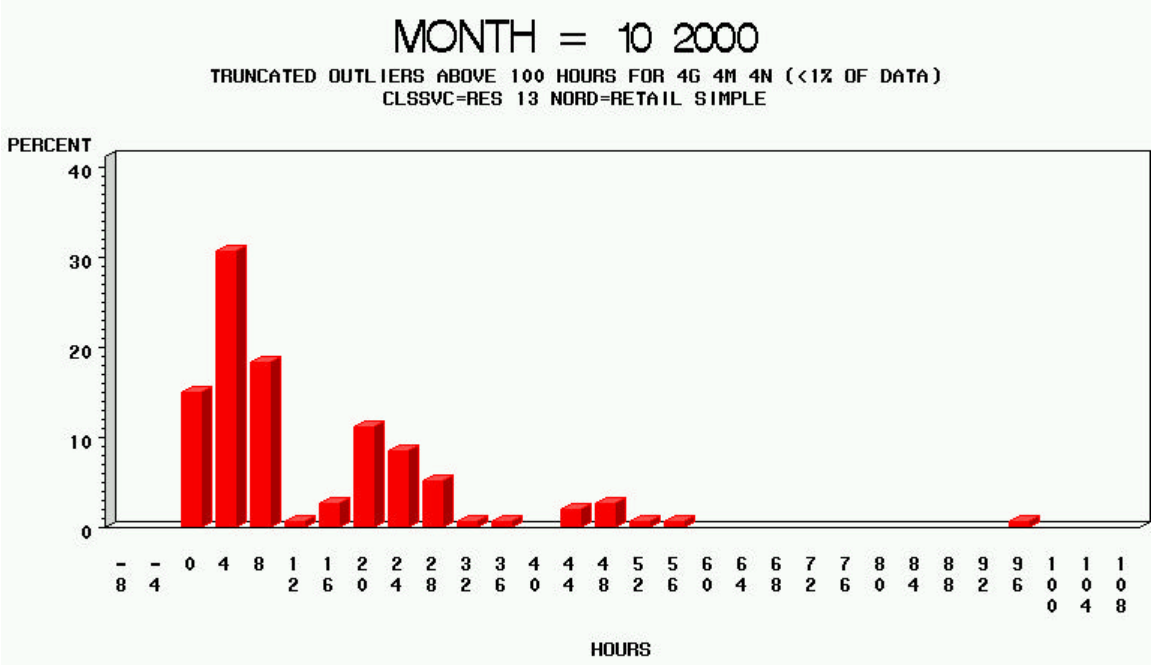
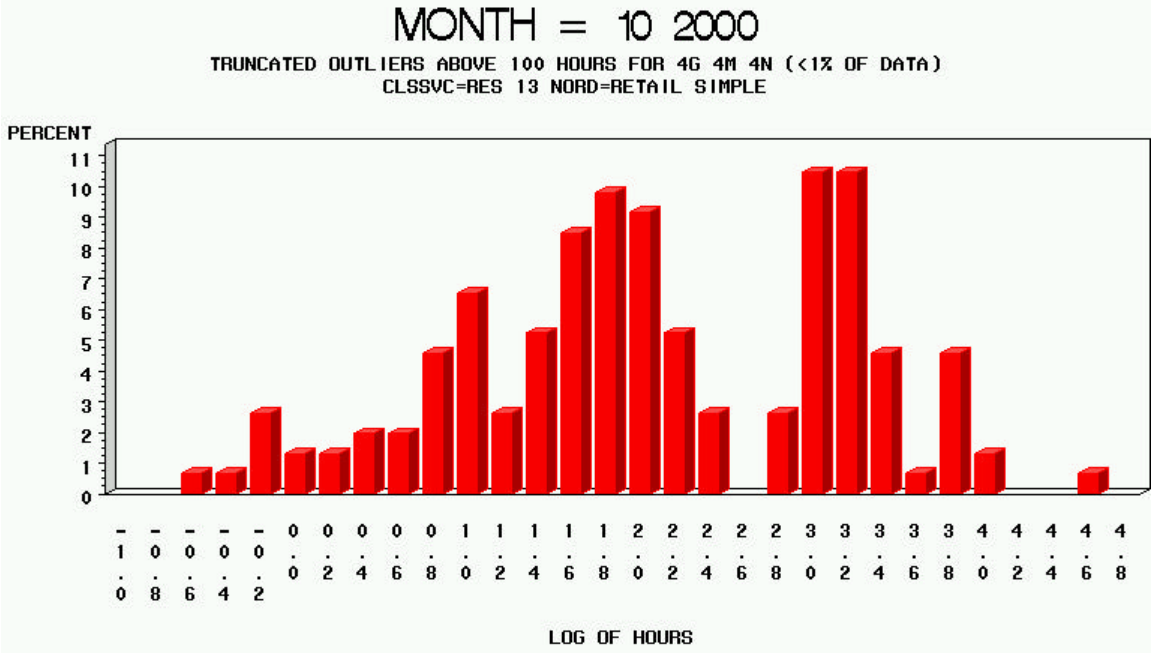
52.5
55.0
57.5
60.0
62.5
65.0
67.5
70.0
HOURS

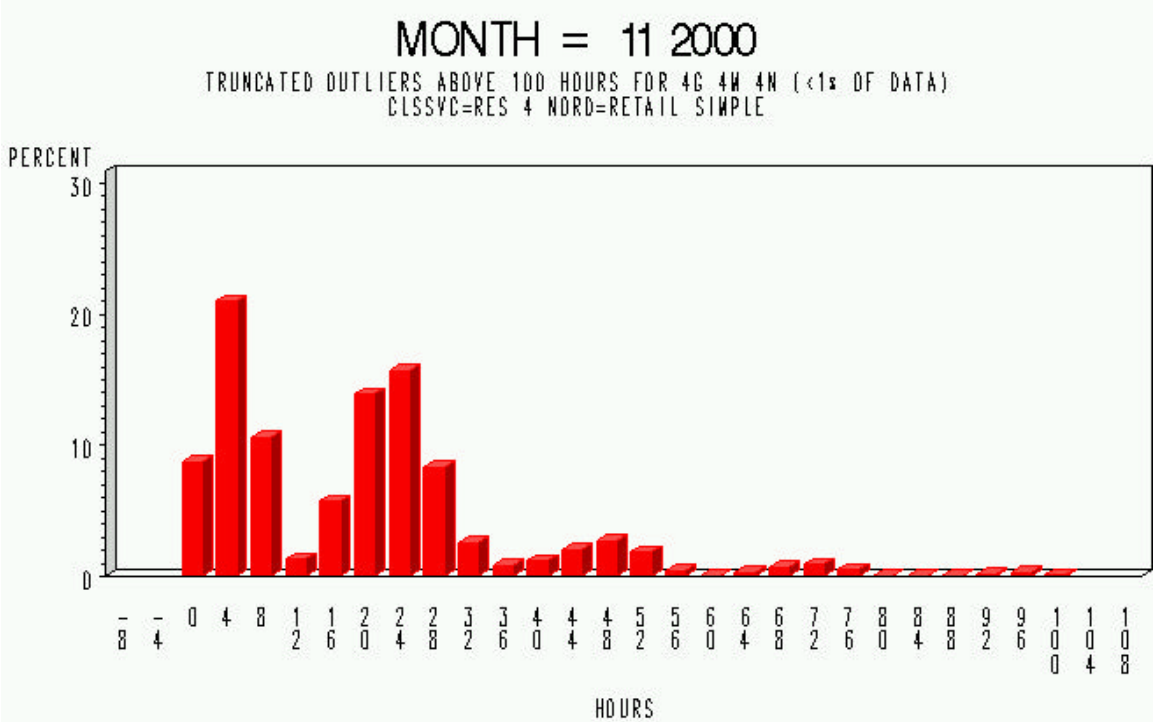

MONTH = 10 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CLSSVC=BUS 6 NORD=RETAIL SIMPLE
PERCENT
20
10
0
0.00
0.16
0.32
0.48
0.64
0.80
0.96
1.12
1.28
1.44
1.60
1.76
1.92
2.08
2.24
2.40
2.56
2.72
2.88
3.04
3.20
3.36
3.52
3.68
3.84
4.00
4.16
4.32
4.48
4.64
LOG OF HOURS

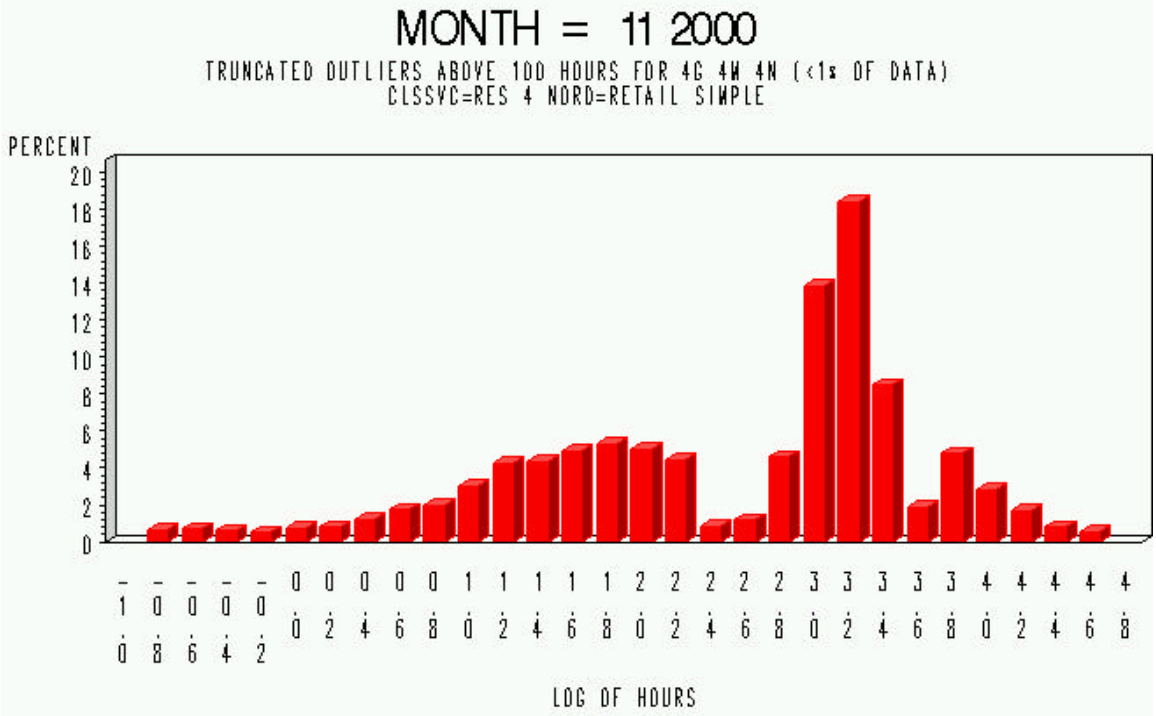

MONTH = 10 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CLSSVC=BUS 7 NORD=RETAIL SIMPLE
PERCENT
40
30
20
10
0
0.0
2.5
5.0
7.5
10.0
12.5
15.0
17.5
20.0
22.5
25.0
27.5
30.0
32.5
35.0
37.5
40.0
42.5
45.0
47.5
50.0
52.5
55.0
57.5
60.0
62.5
65.0
67.5
70.0
72.5
HOURS

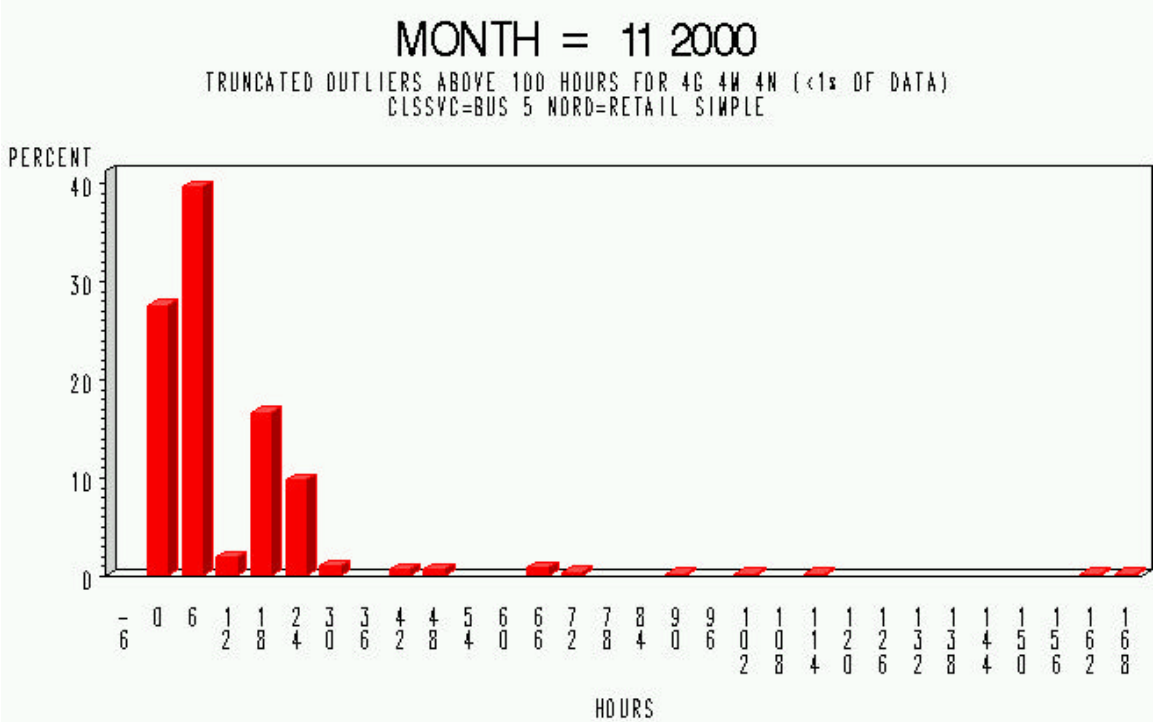

MONTH = 10 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CLSSVC=BUS 7 NORD=RETAIL SIMPLE
PERCENT
16
14
12
10
8
6
4
2
0
-0.32
-0.16
0.00
0.16
0.32
0.48
0.64
0.80
0.96
1.12
1.28
1.44
1.60
1.76
1.92
2.08
2.24
2.40
2.56
2.72
2.88
3.04
3.20
3.36
3.52
3.68
3.84
4.00
4.16
4.32
LOG OF HOURS

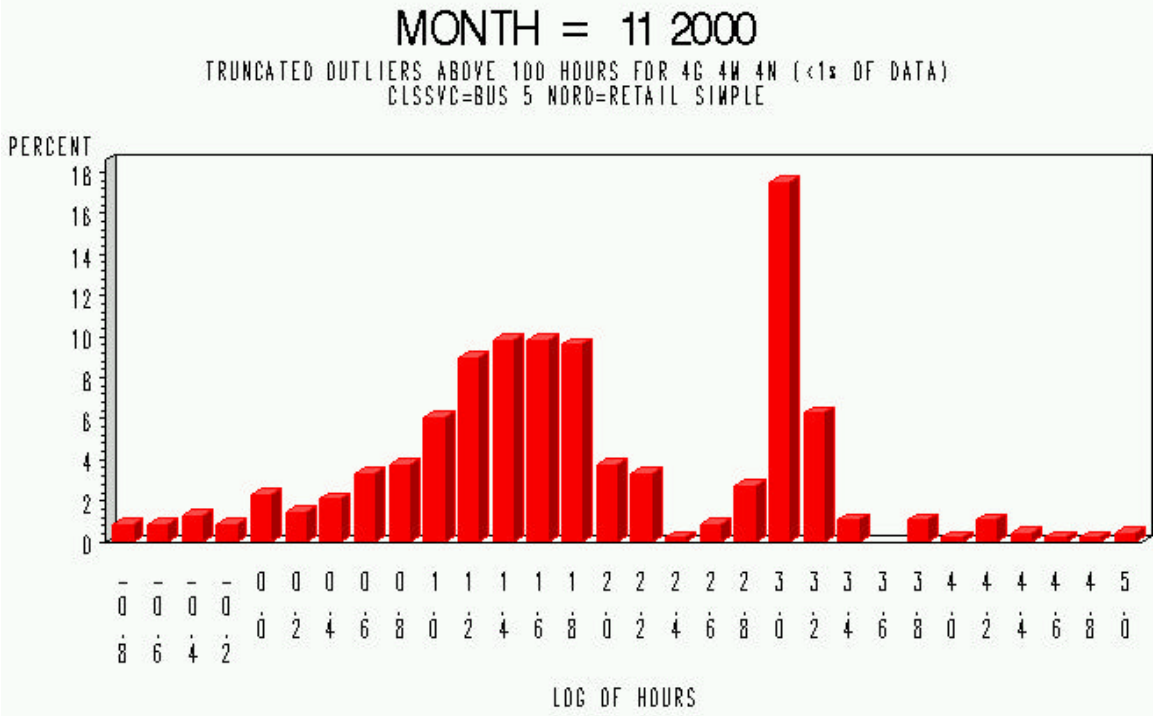

MONTH = 10 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CLSSVC=RES 13 NORD=RETAIL SIMPLE
PERCENT
40
30
20
10
0
-8 -4 0 4 8 12 16 20 24 28 32 36 40 44 48 52 56 60 64 68 72 76 80 84 88 92 96 100 104 108
HOURS

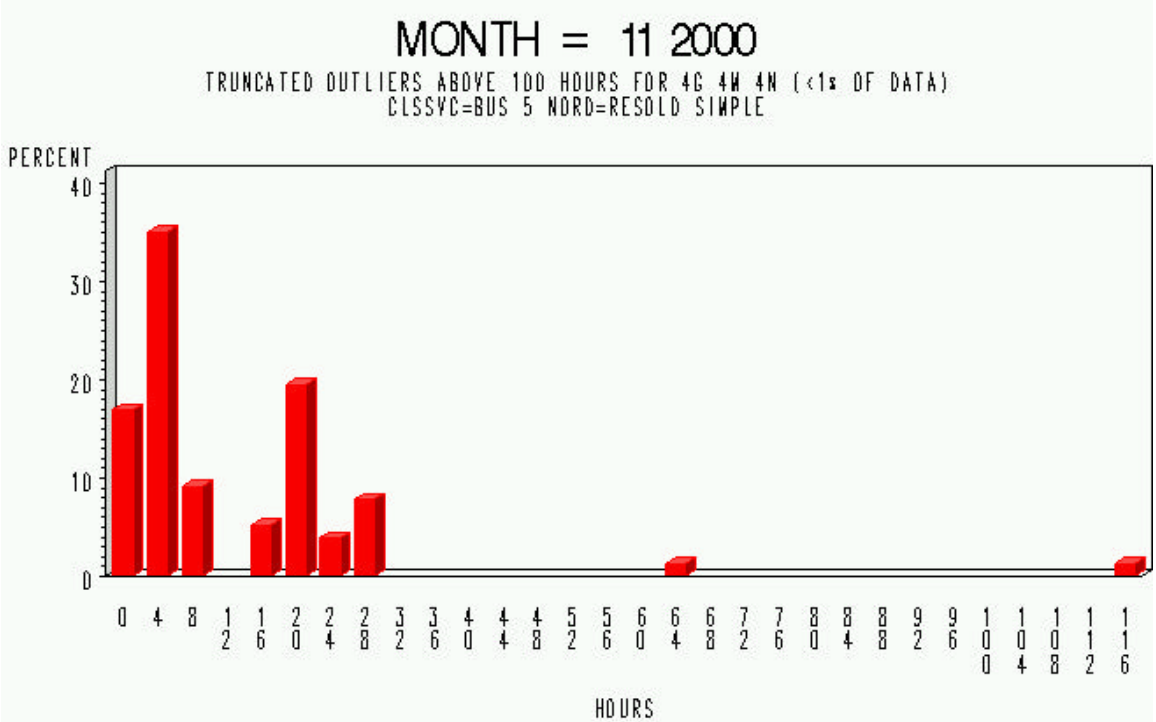

MONTH = 10 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CLSSVC=RES 13 NORD=RETAIL SIMPLE
PERCENT
11
10
9
8
7
6
5
4
3
2
1
0
-1.0 -0.8 -0.6 -0.4 -0.2 0.0 0.2 0.4 0.6 0.8 1.0 1.2 1.4 1.6 1.8 2.0 2.2 2.4 2.6 2.8 3.0 3.2 3.4 3.6 3.8 4.0 4.2 4.4 4.6 4.8
LOG OF HOURS

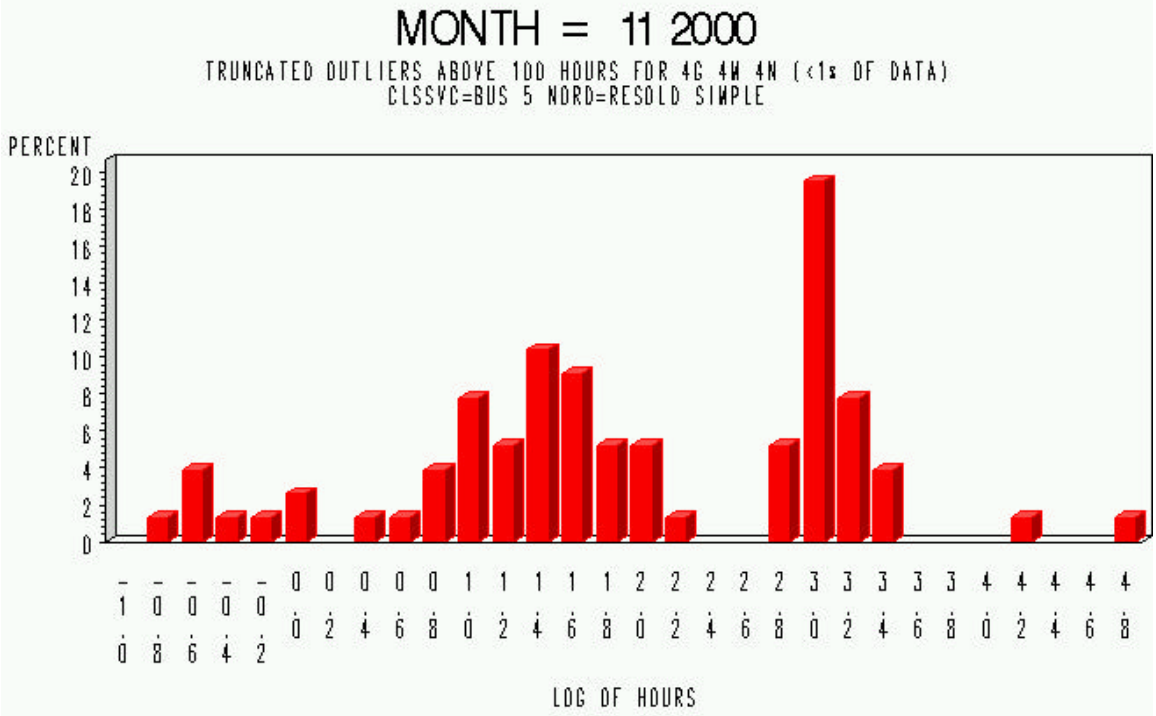

MONTH = 11 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4W 4N (<1% OF DATA)
CLSSVC=RES 4 NORD=RETAIL SIMPLE
PERCENT
30
20
10
0
-8 -4 0 4 8 12 16 20 24 28 32 36 40 44 48 52 56 60 64 68 72 76 80 84 88 92 96 100 104 108
HOURS

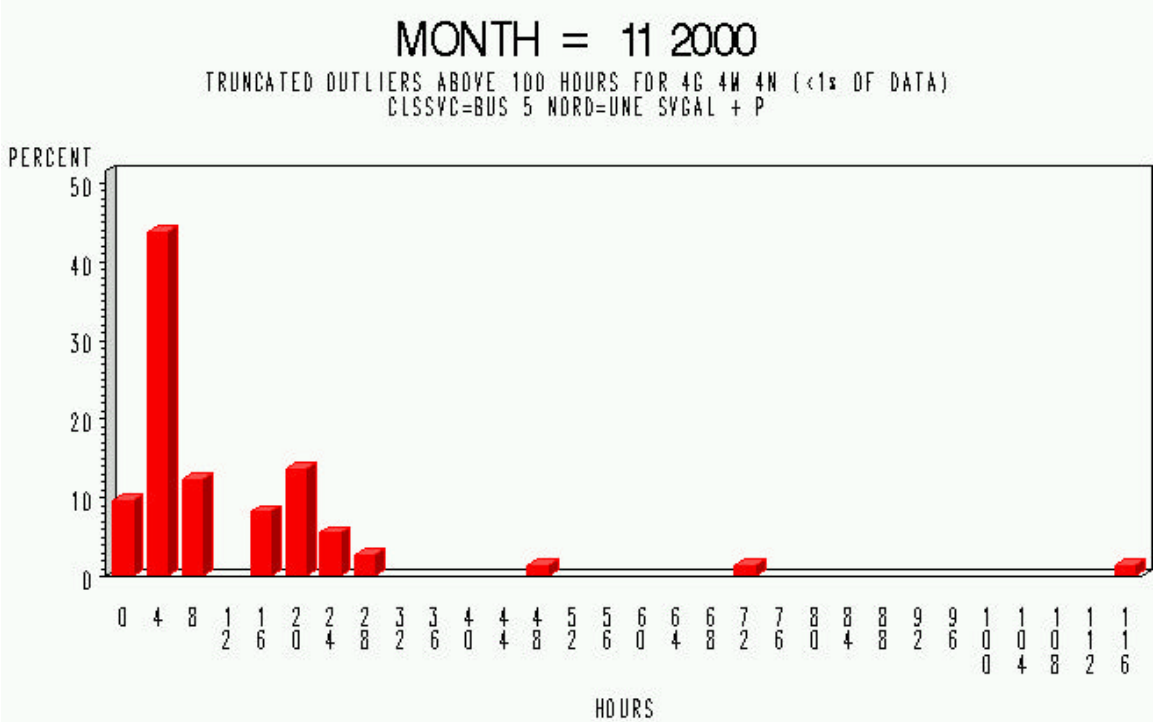

MONTH = 11 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4W 4N (<1% OF DATA)
CLSSVC=RES 4 NORD=RETAIL SIMPLE
PERCENT
20
18
16
14
12
10
8
6
4
2
0
-1.0 -0.8 -0.6 -0.4 -0.2 0.0 0.2 0.4 0.6 0.8 1.0 1.2 1.4 1.6 1.8 2.0 2.2 2.4 2.6 2.8 3.0 3.2 3.4 3.6 3.8 4.0 4.2 4.4 4.6 4.8
LOG OF HOURS

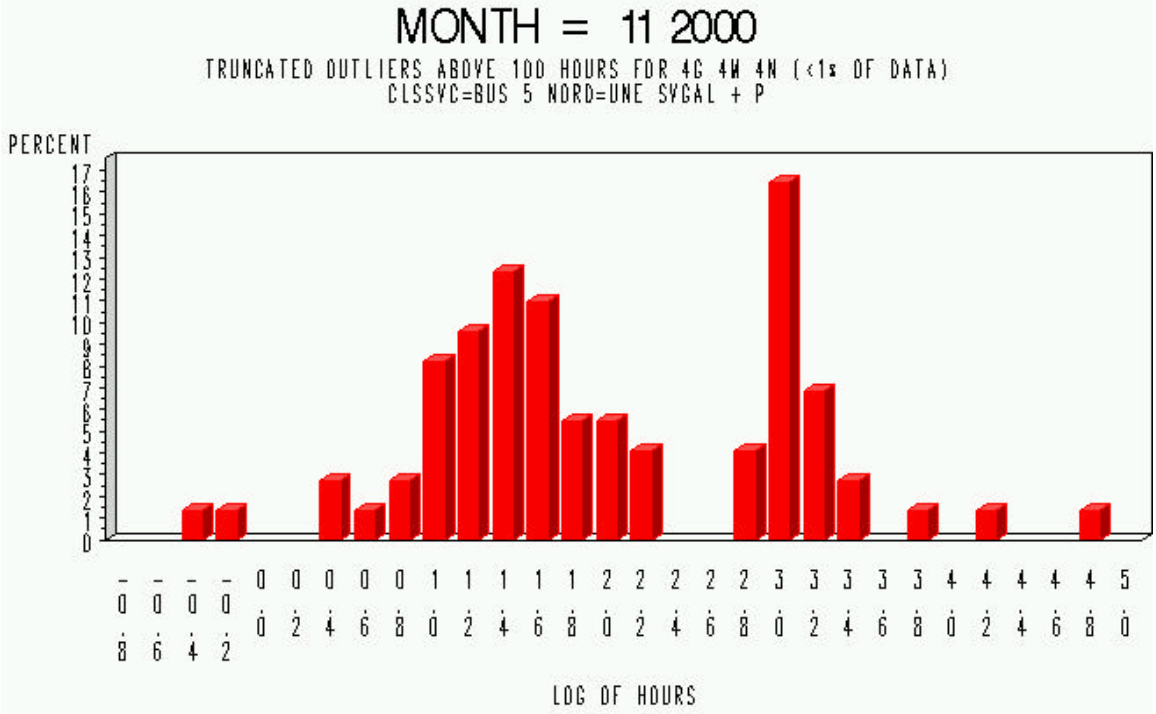

MONTH = 11 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4W 4N (<1% OF DATA)
CLSSVC=BUS 5 NORD=RETAIL SIMPLE
PERCENT
40
30
20
10
0
-6 0 6 12 18 24 30 36 42 48 54 60 66 72 78 84 90 96 102 108 114 120 126 132 138 144 150 156 162 168
HOURS

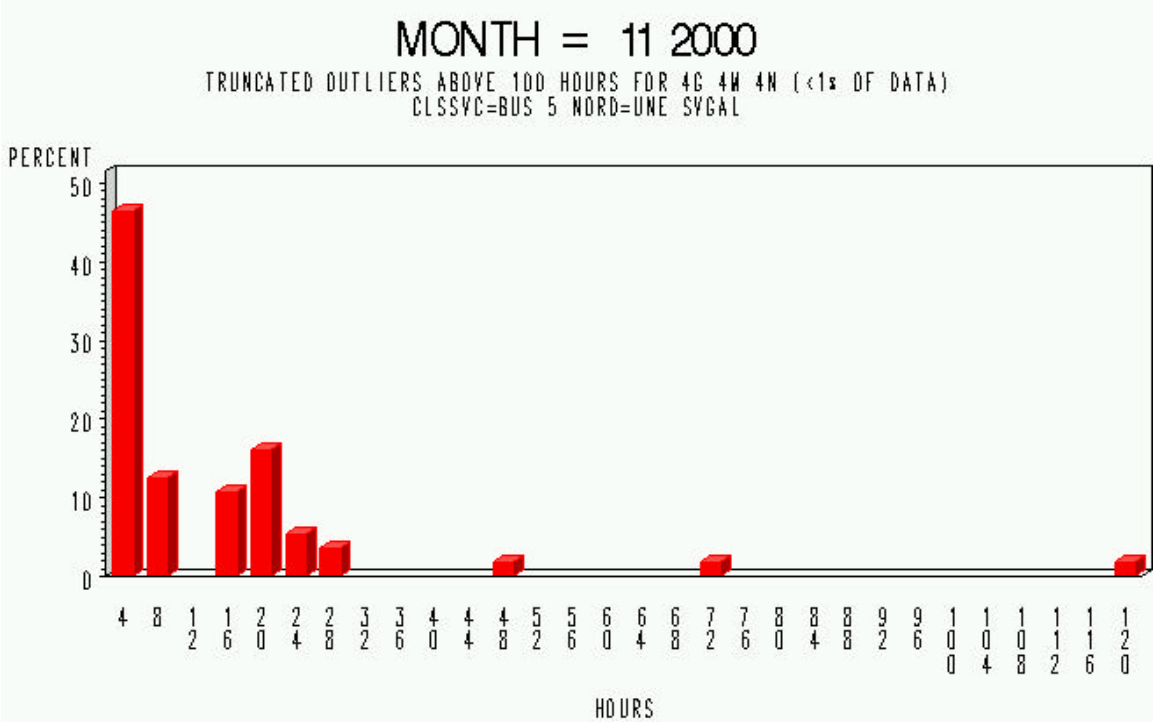

MONTH = 11 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4W 4N (<1% OF DATA)
CLSSVC=BUS 5 NORD=RETAIL SIMPLE
PERCENT
18
16
14
12
10
8
6
4
2
0
-0.8 -0.6 -0.4 -0.2 0.0 0.2 0.4 0.6 0.8 1.0 1.2 1.4 1.6 1.8 2.0 2.2 2.4 2.6 2.8 3.0 3.2 3.4 3.6 3.8 4.0 4.2 4.4 4.6 4.8 5.0
LOG OF HOURS

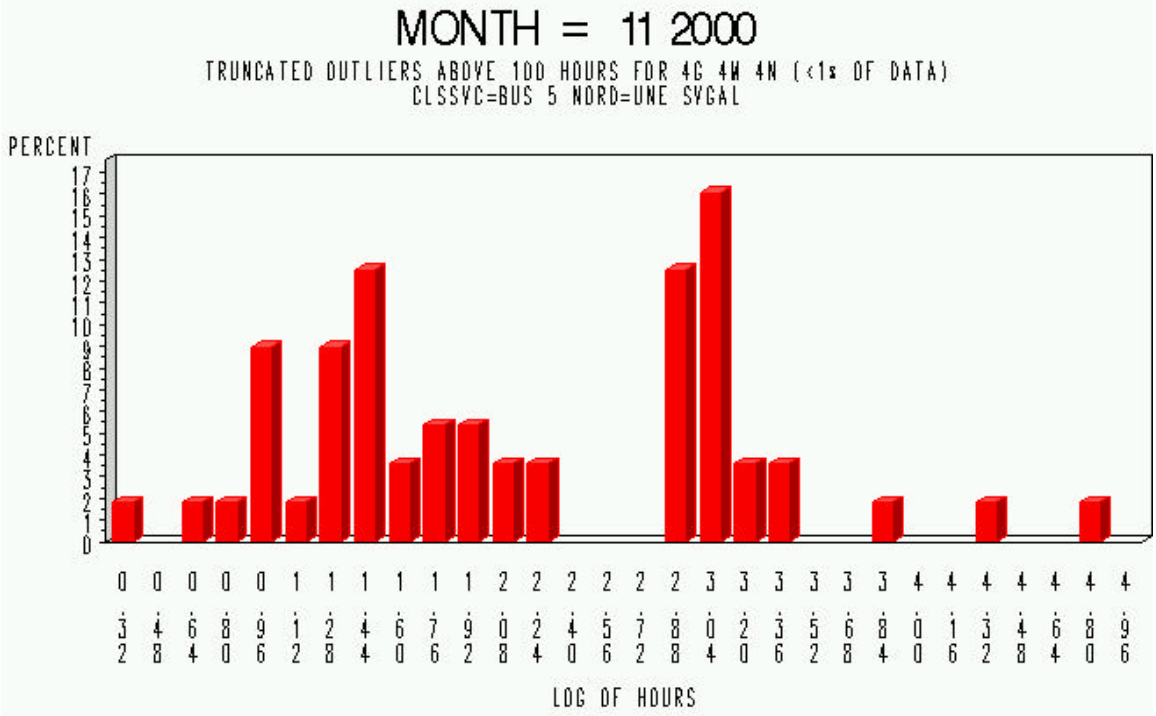

MONTH = 11 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4W 4N (<1% OF DATA)
CLSSVC=BUS 5 NORD=RESOLD SIMPLE
PERCENT
40
30
20
10
0
0 4 8 12 16 20 24 28 32 36 40 44 48 52 56 60 64 68 72 76 80 84 88 92 96 100 104 108 112 116
HOURS

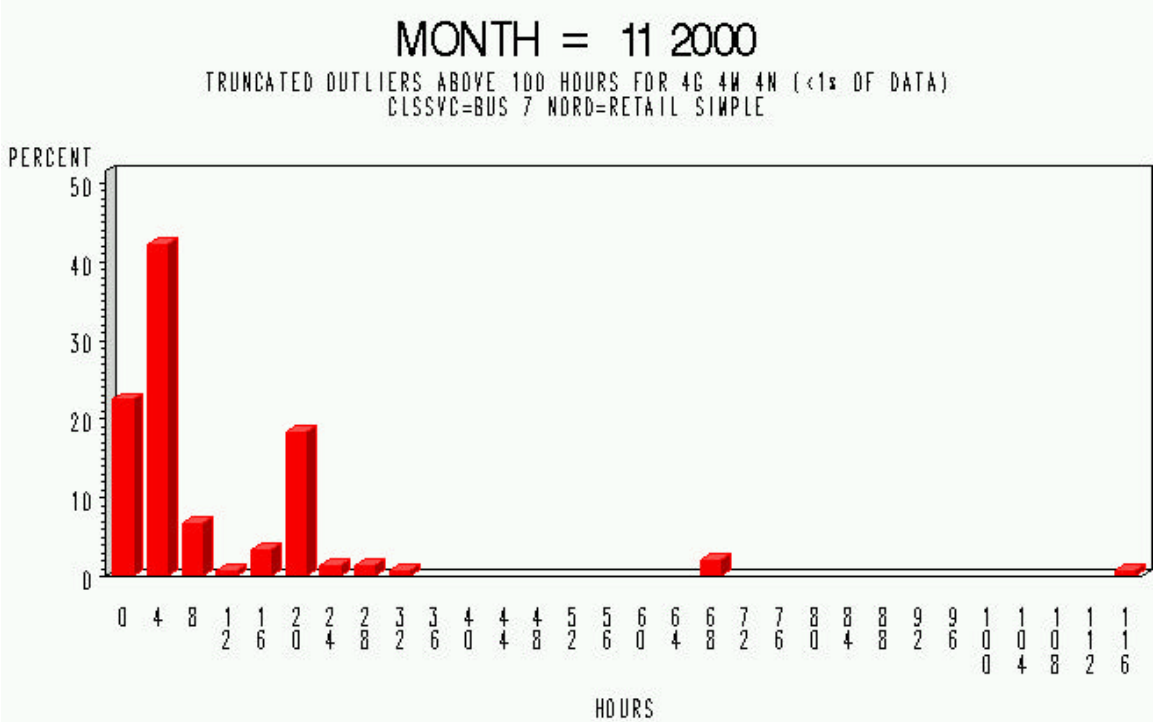

MONTH = 11 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4W 4N (<1% OF DATA)
CLSSVC=BUS 5 NORD=RESOLD SIMPLE
PERCENT
20
18
16
14
12
10
8
6
4
2
0
-1.0 -0.8 -0.6 -0.4 -0.2 0.0 0.2 0.4 0.6 0.8 1.0 1.2 1.4 1.6 1.8 2.0 2.2 2.4 2.6 2.8 3.0 3.2 3.4 3.6 3.8 4.0 4.2 4.4 4.6 4.8
LOG OF HOURS

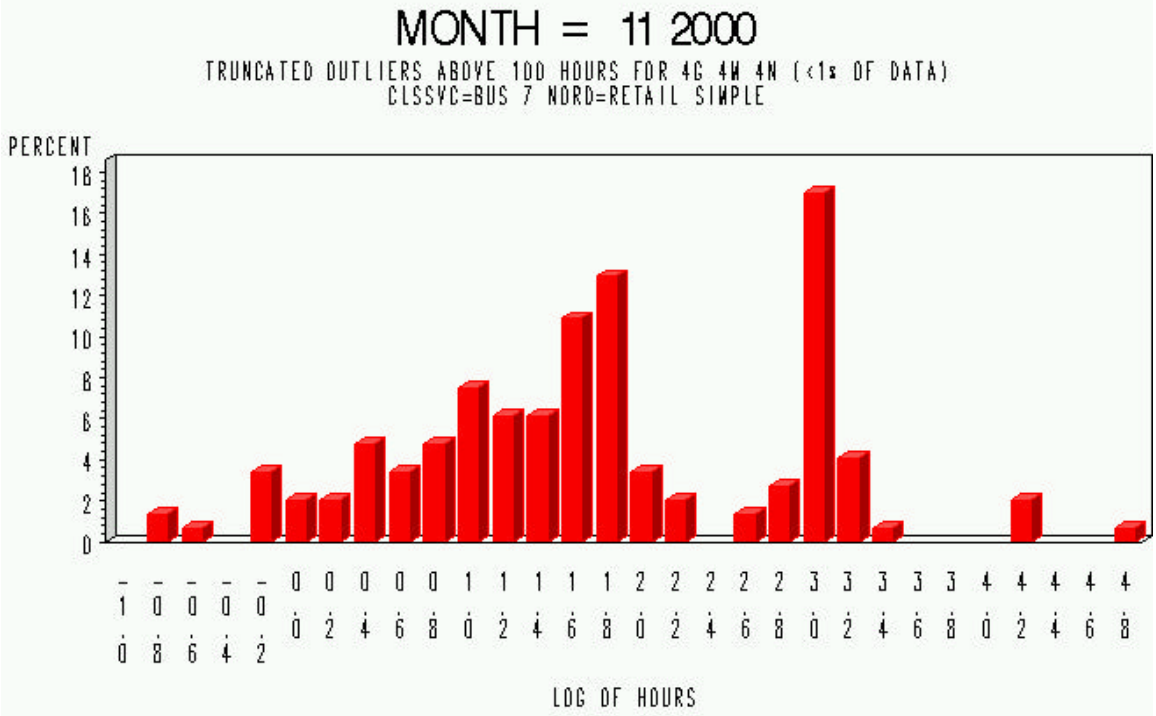

MONTH = 11 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4W 4N (<1% OF DATA)
CLSSVC=BUS 5 NORD=UNE SVGAL + P
PERCENT
50
40
30
20
10
0
0 4 8 12 16 20 24 28 32 36 40 44 48 52 56 60 64 68 72 76 80 84 88 92 96 100 104 108 112 116
HOURS

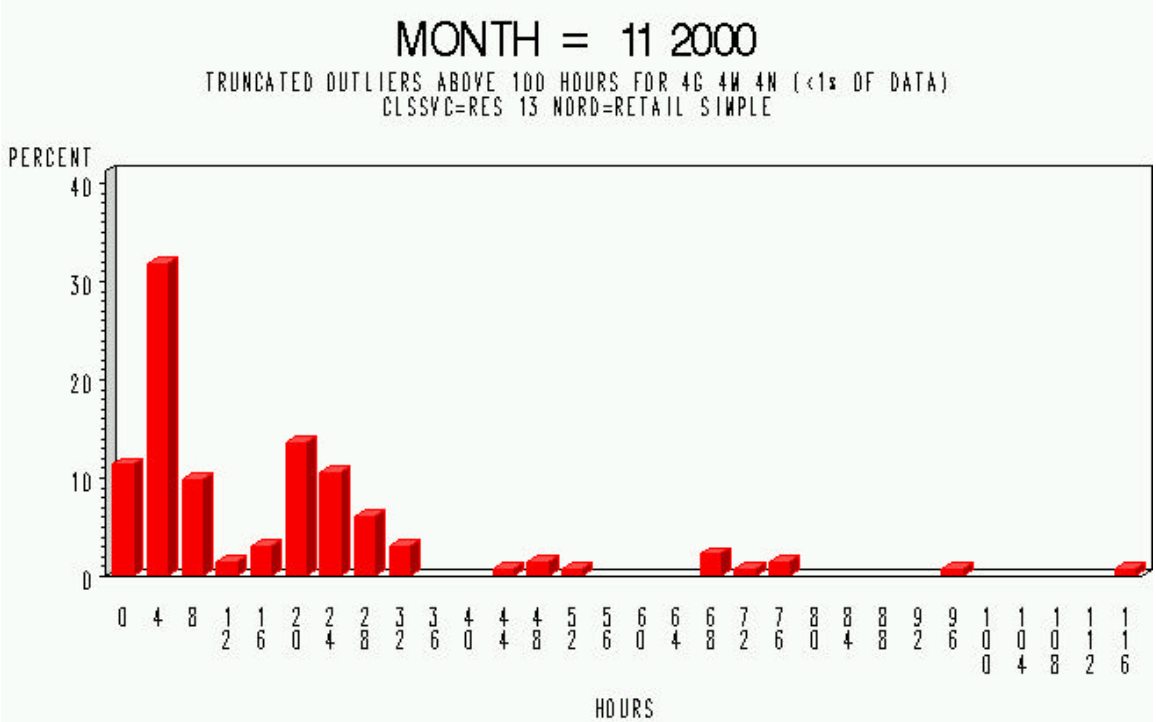

MONTH = 11 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4W 4N (<1% OF DATA)
CLSSVC=BUS 5 NORD=UNE SVGAL + P
PERCENT
17
16
15
14
13
12
11
10
9
8
7
6
5
4
3
2
1
0
-0.8 -0.6 -0.4 -0.2 0.0 0.2 0.4 0.6 0.8 1.0 1.2 1.4 1.6 1.8 2.0 2.2 2.4 2.6 2.8 3.0 3.2 3.4 3.6 3.8 4.0 4.2 4.4 4.6 4.8 5.0
LOG OF HOURS

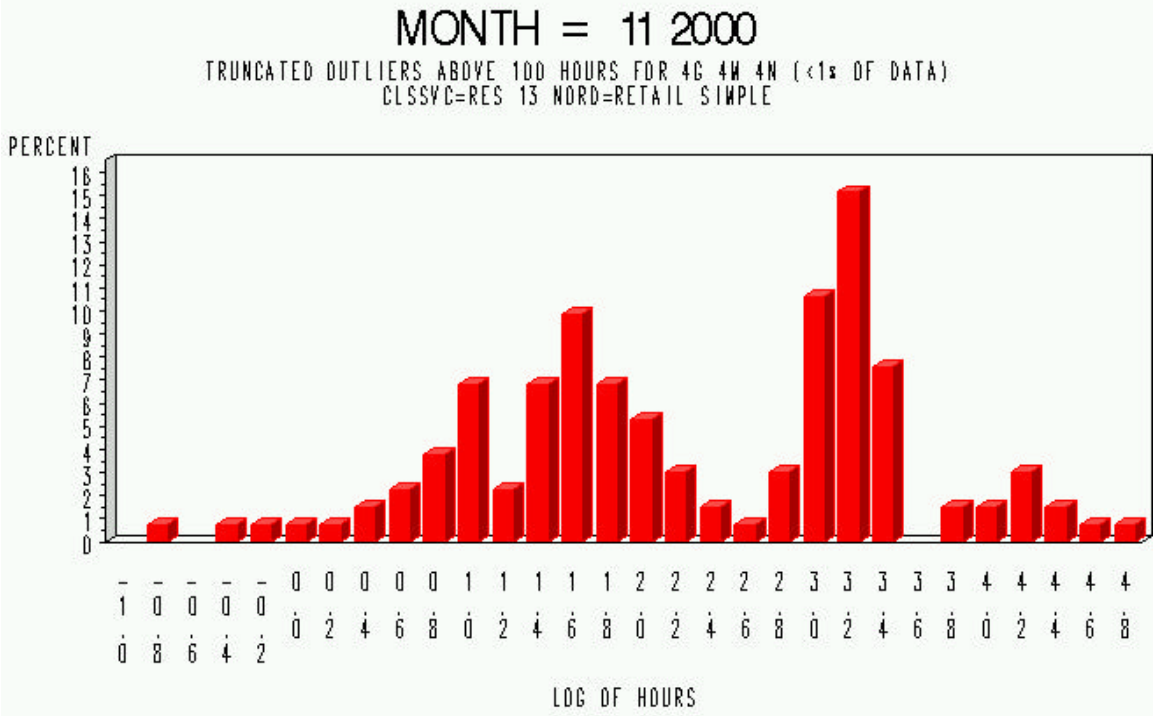

MONTH = 11 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4W 4N (<1% OF DATA)
CLSSVC=BUS 5 NORD=UNE SYGAL
PERCENT
50
40
30
20
10
0
4 8 12 16 20 24 28 32 36 40 44 48 52 56 60 64 68 72 76 80 84 88 92 96 100 104 108 112 116 120
HOURS

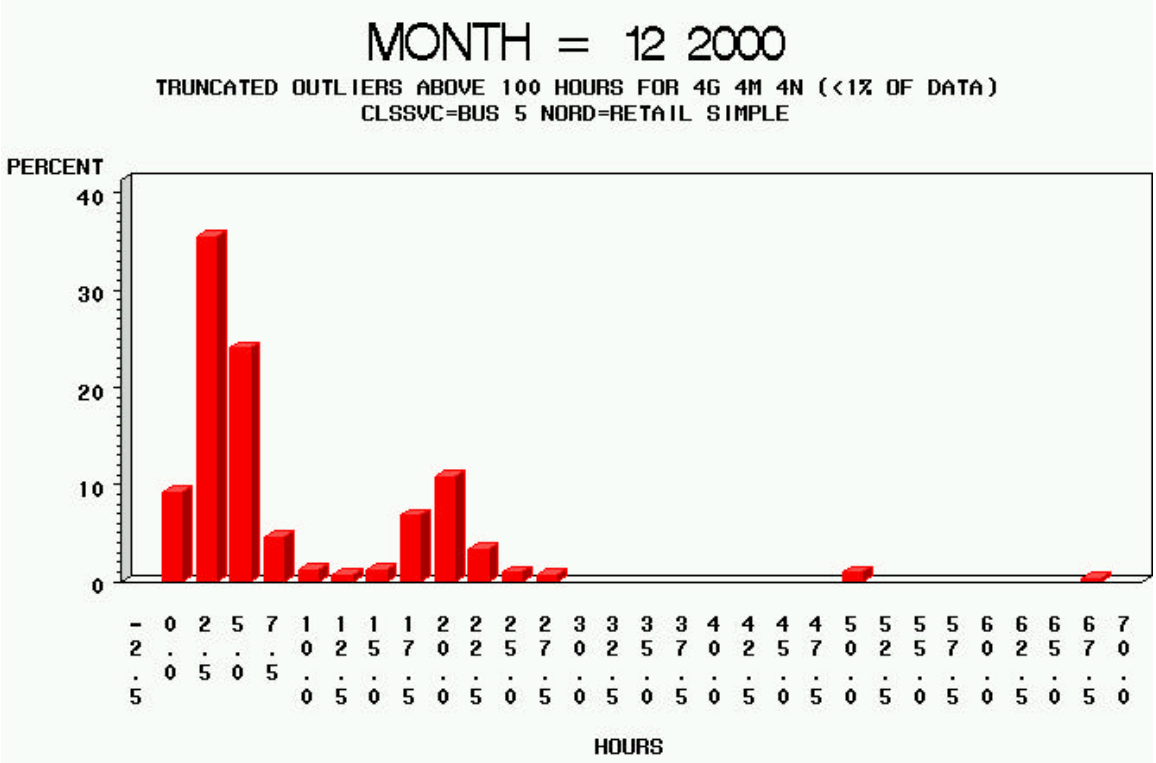

MONTH = 11 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4W 4N (<1% OF DATA)
CLSSVC=BUS 5 NORD=UNE SYGAL
PERCENT
17
16
15
14
13
12
11
10
9
8
7
6
5
4
3
2
1
0
0.32 0.48 0.64 0.80 0.96 1.12 1.28 1.44 1.60 1.76 1.92 2.08 2.24 2.40 2.56 2.72 2.88 3.04 3.20 3.36 3.52 3.68 3.84 4.00 4.16 4.32 4.48 4.64 4.80 4.96
LOG OF HOURS

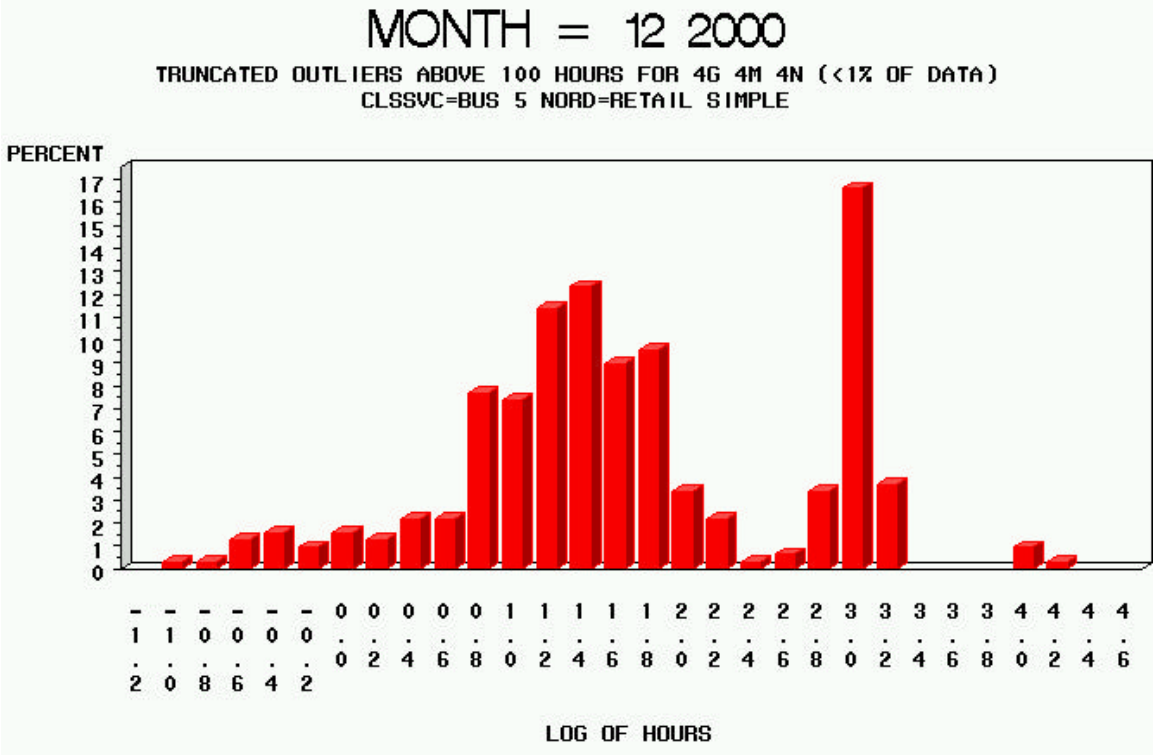

MONTH = 11 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4W 4N (<1% OF DATA)
CLSSVC=BUS 7 NORD=RETAIL SIMPLE
PERCENT
50
40
30
20
10
0
0 4 8 12 16 20 24 28 32 36 40 44 48 52 56 60 64 68 72 76 80 84 88 92 96 100 104 108 112 116
HOURS

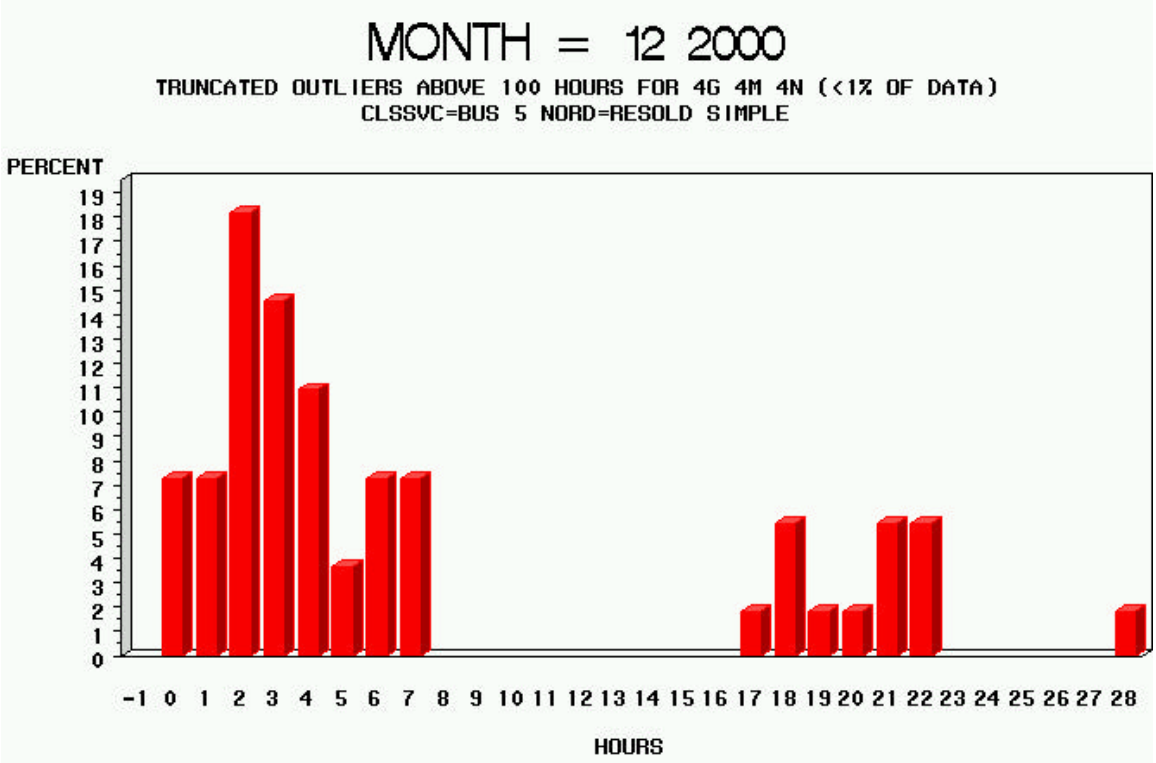

MONTH = 11 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4W 4N (<1% OF DATA)
CLSSVC=BUS 7 NORD=RETAIL SIMPLE
PERCENT
18
16
14
12
10
8
6
4
2
0
-1.0 -0.8 -0.6 -0.4 -0.2 0.0 0.2 0.4 0.6 0.8 1.0 1.2 1.4 1.6 1.8 2.0 2.2 2.4 2.6 2.8 3.0 3.2 3.4 3.6 3.8 4.0 4.2 4.4 4.6 4.8
LOG OF HOURS

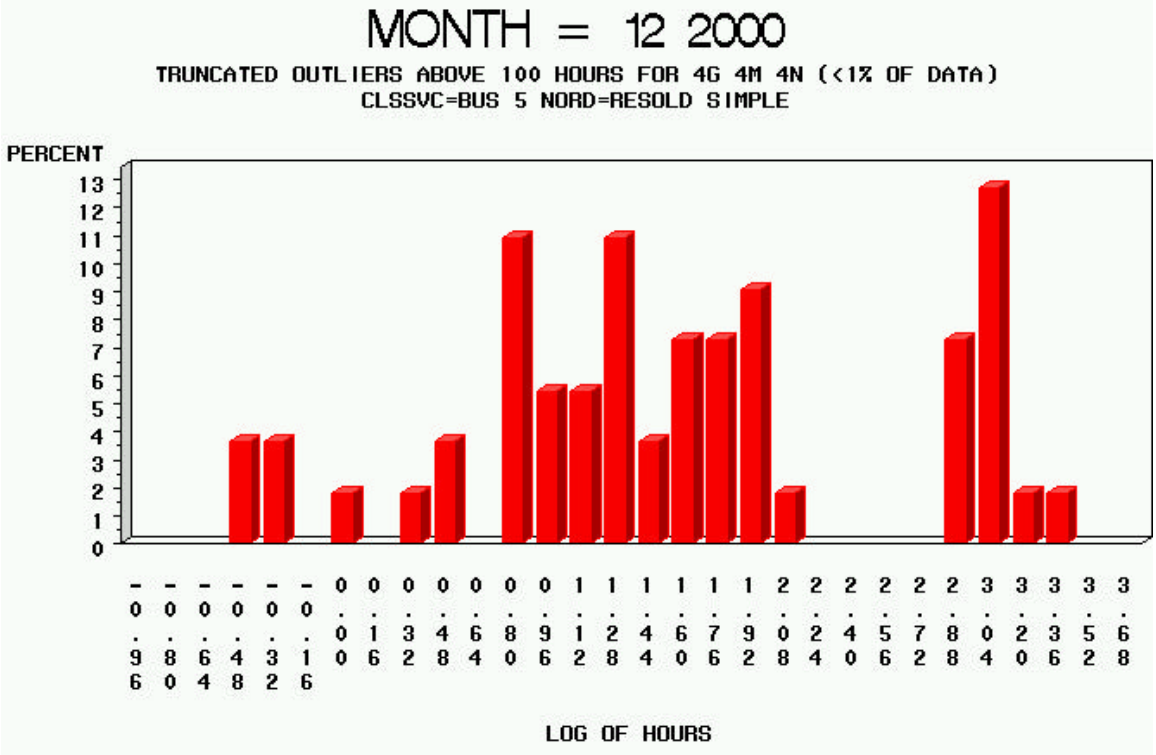

MONTH = 11 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4W 4N (<1% OF DATA)
CLSSVC=RES 13 NORD=RETAIL SIMPLE
PERCENT
40
30
20
10
0
0 4 8 12 16 20 24 28 32 36 40 44 48 52 56 60 64 68 72 76 80 84 88 92 96 100 104 108 112 116
HOURS

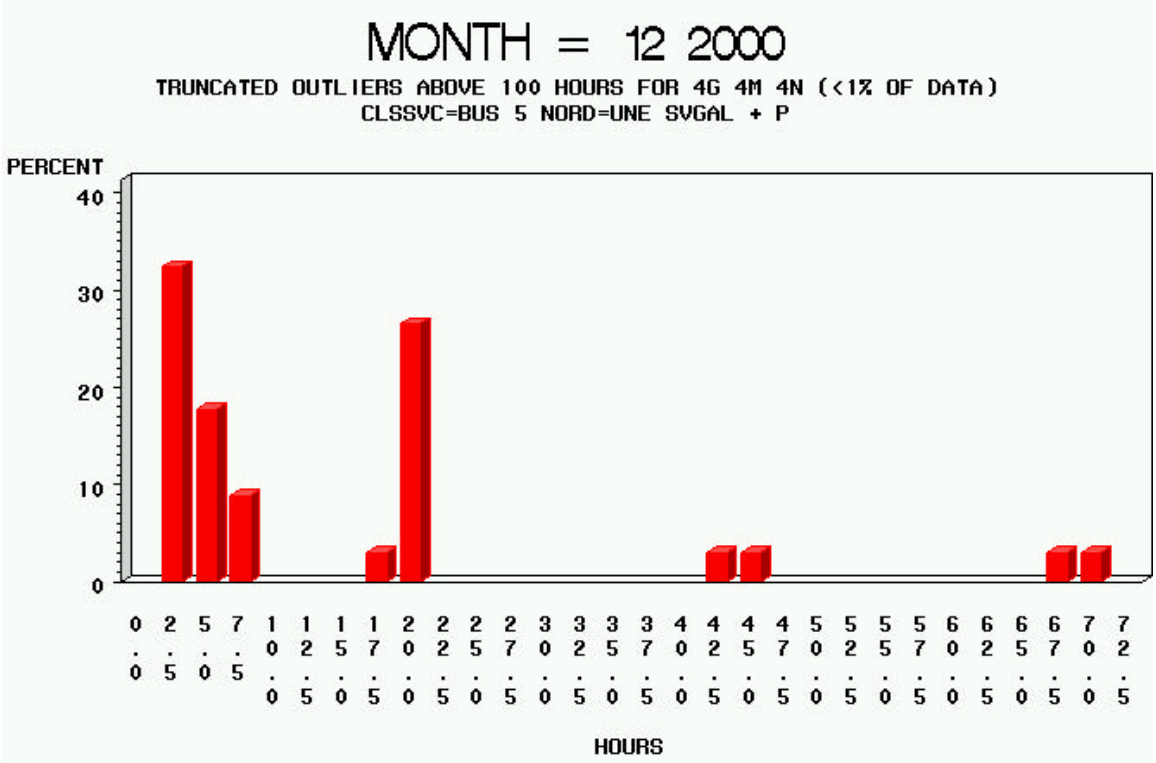

MONTH = 11 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4W 4N (<1% OF DATA)
CLSSVC=RES 13 NORD=RETAIL SIMPLE
PERCENT
16
15
14
13
12
11
10
9
8
7
6
5
4
3
2
1
0
-1.0 -0.8 -0.6 -0.4 -0.2 0.0 0.2 0.4 0.6 0.8 1.0 1.2 1.4 1.6 1.8 2.0 2.2 2.4 2.6 2.8 3.0 3.2 3.4 3.6 3.8 4.0 4.2 4.4 4.6 4.8
LOG OF HOURS

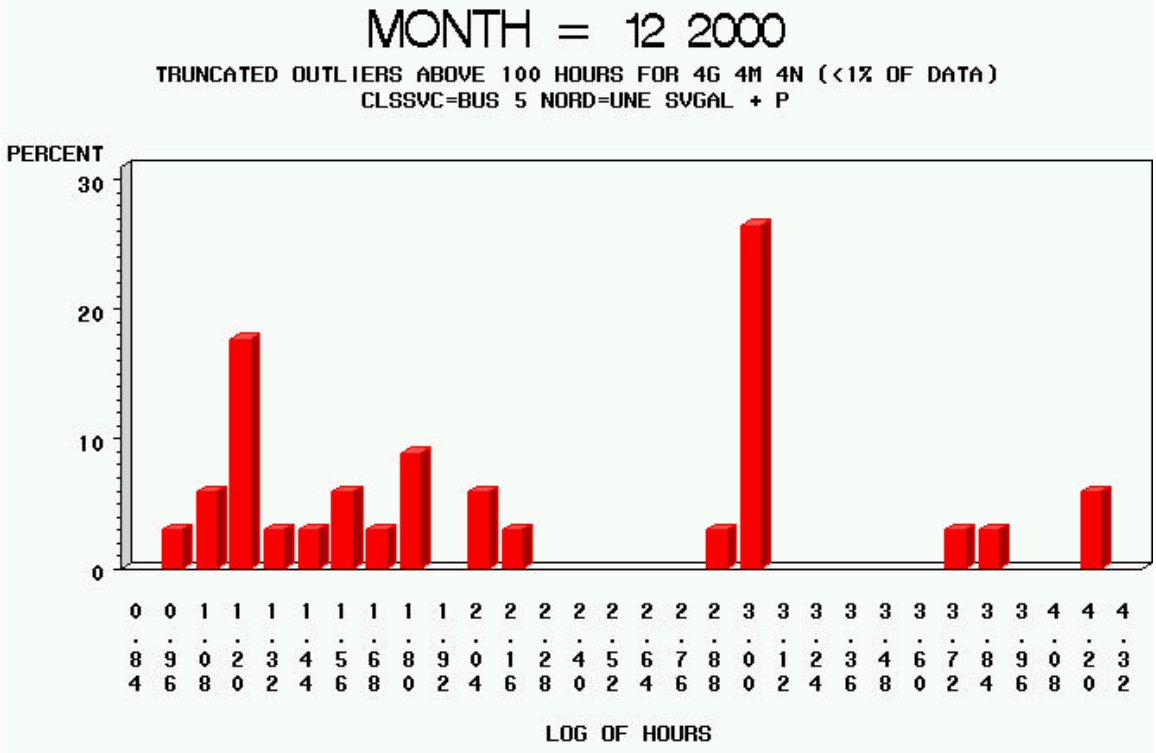

MONTH = 12 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CLSSVC=BUS 5 NORD=RETAIL SIMPLE
PERCENT
40
30
20
10
0
-2.5
0.0
2.5
5.0
7.5
10.0
12.5
15.0
17.5
20.0
22.5
25.0
27.5
30.0
32.5
35.0
37.5
40.0
42.5
45.0
47.5
50.0
52.5
55.0
57.5
60.0
62.5
65.0
67.5
70.0
HOURS

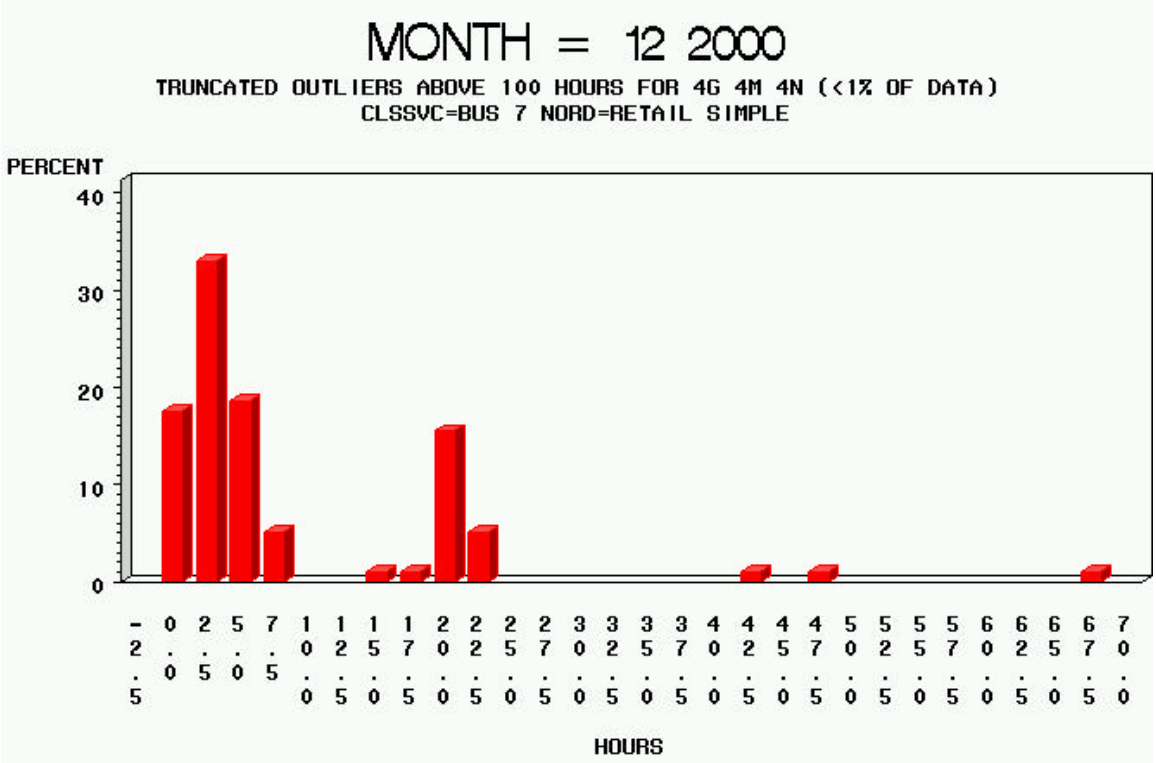

MONTH = 12 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CLSSVC=BUS 5 NORD=RETAIL SIMPLE
PERCENT
17
16
15
14
13
12
11
10
9
8
7
6
5
4
3
2
1
0
-1.2
-1.0
-0.8
-0.6
-0.4
-0.2
0.0
0.2
0.4
0.6
0.8
1.0
1.2
1.4
1.6
1.8
2.0
2.2
2.4
2.6
2.8
3.0
3.2
3.4
3.6
3.8
4.0
4.2
4.4
4.6
LOG OF HOURS

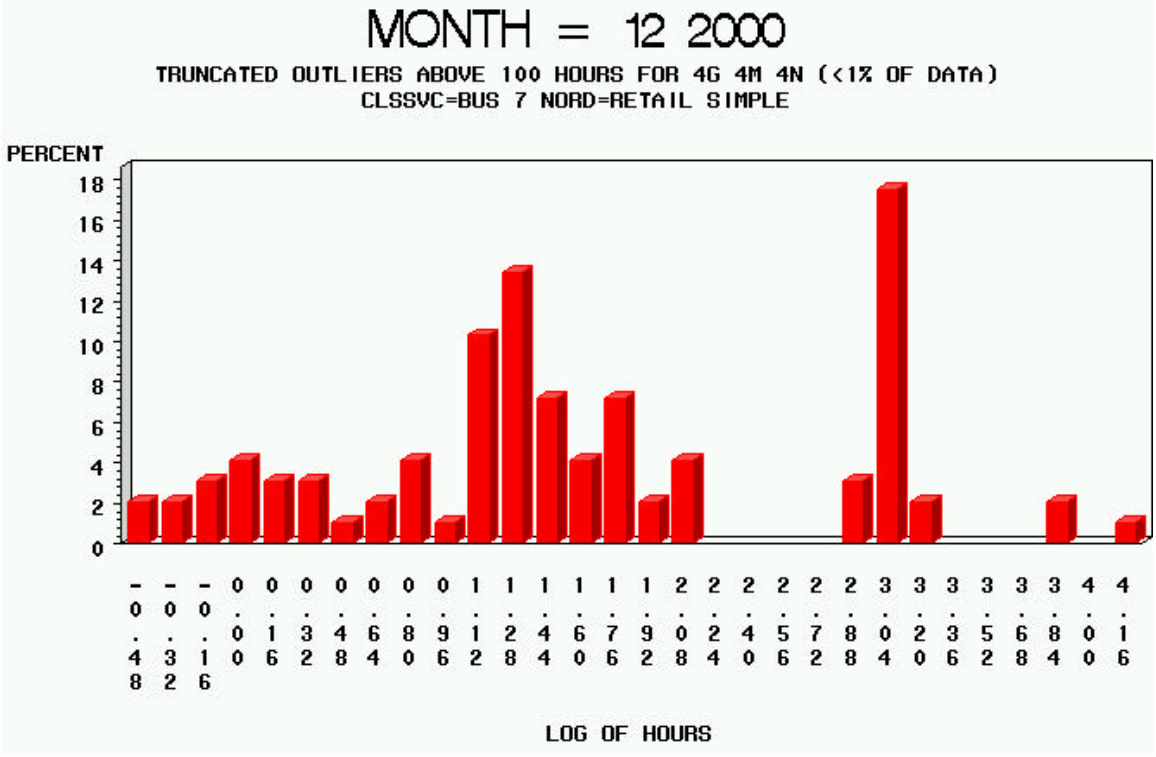

MONTH = 12 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CLSSVC=BUS 5 NORD=RESOLD SIMPLE
PERCENT
0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19
-1 0 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28
HOURS

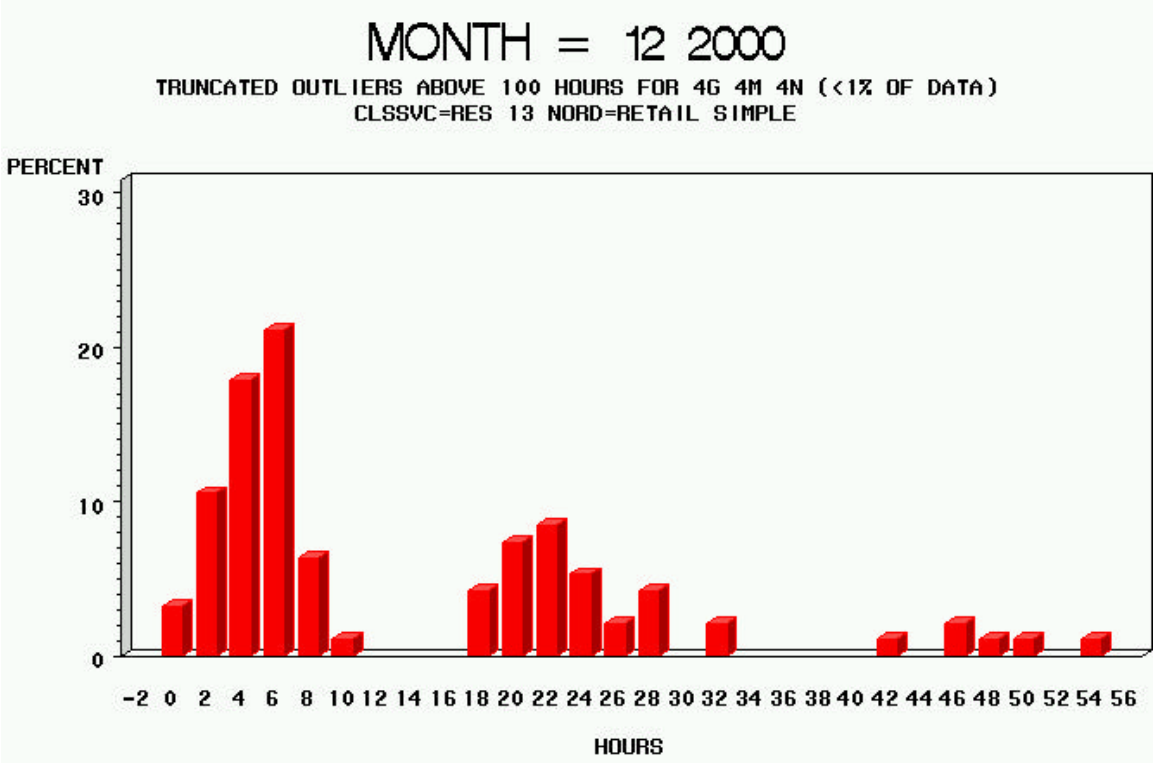

MONTH = 12 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CLSSVC=BUS 5 NORD=RESOLD SIMPLE
PERCENT
0 1 2 3 4 5 6 7 8 9 10 11 12 13
-0.96 -0.80 -0.64 -0.48 -0.32 -0.16 0.00 0.16 0.32 0.48 0.64 0.80 0.96 1.12 1.28 1.44 1.60 1.76 1.92 2.08 2.24 2.40 2.56 2.72 2.88 3.04 3.20 3.36 3.52 3.68
LOG OF HOURS

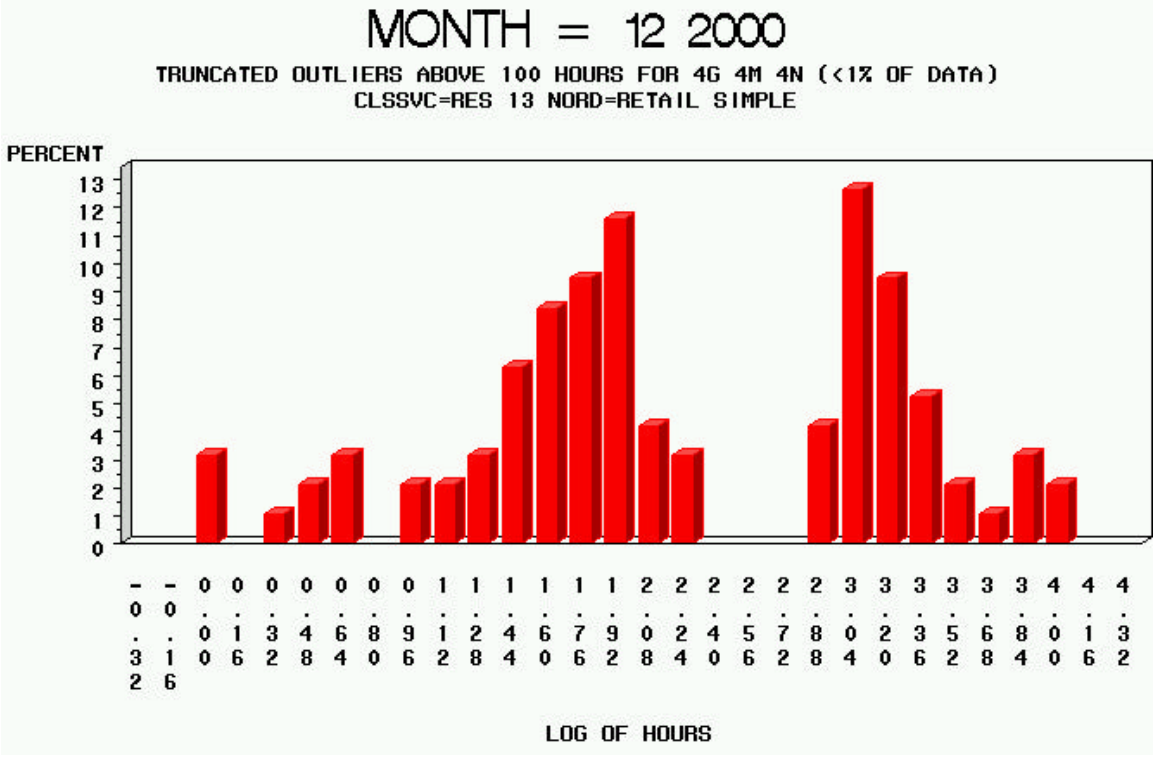

MONTH = 12 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CLSSVC=BUS 5 NORD=UNE SVGAL + P
PERCENT
40
30
20
10
0
0.0
2.5
5.0
7.5
10.0
12.5
15.0
17.5
20.0
22.5
25.0
27.5
30.0
32.5
35.0
37.5
40.0
42.5
45.0
47.5
50.0
52.5
55.0
57.5
60.0
62.5
65.0
67.5
70.0
72.5
HOURS


MONTH = 12 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CLSSVC=BUS 5 NORD=UNE SVGAL + P
PERCENT
30
20
10
0
0.84
0.96
1.08
1.20
1.32
1.44
1.56
1.68
1.80
1.92
2.04
2.16
2.28
2.40
2.52
2.64
2.76
2.88
3.00
3.12
3.24
3.36
3.48
3.60
3.72
3.84
3.96
4.08
4.20
4.32
LOG OF HOURS


MONTH = 12 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CLSSVC=BUS 7 NORD=RETAIL SIMPLE
PERCENT
40
30
20
10
0
-2.5
0.0
25.0
57.5
110.0
112.5
115.0
117.5
120.0
122.5
125.0
127.5
130.0
132.5
135.0
137.5
140.0
142.5
145.0
147.5
150.0
152.5
155.0
157.5
160.0
162.5
165.0
167.5
170.0
HOURS


MONTH = 12 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CLSSVC=BUS 7 NORD=RETAIL SIMPLE
PERCENT
18
16
14
12
10
8
6
4
2
0
-0.48
-0.32
-0.16
0.00
0.16
0.32
0.48
0.64
0.80
0.96
1.12
1.28
1.44
1.60
1.76
1.92
2.08
2.24
2.40
2.56
2.72
2.88
3.04
3.20
3.36
3.52
3.68
3.84
4.00
4.16
LOG OF HOURS


MONTH = 12 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CLSSVC=RES 13 NORD=RETAIL SIMPLE
PERCENT
30
20
10
0
-2 0 2 4 6 8 10 12 14 16 18 20 22 24 26 28 30 32 34 36 38 40 42 44 46 48 50 52 54 56
HOURS


MONTH = 12 2000
TRUNCATED OUTLIERS ABOVE 100 HOURS FOR 4G 4M 4N (<1% OF DATA)
CLSSVC=RES 13 NORD=RETAIL SIMPLE
PERCENT
13
12
11
10
9
8
7
6
5
4
3
2
1
0
-0.32 -0.16 0.00 0.16 0.32 0.48 0.64 0.80 0.96 1.12 1.28 1.44 1.60 1.76 1.92 2.08 2.24 2.40 2.56 2.72 2.88 3.04 3.20 3.36 3.52 3.68 3.84 4.00 4.16 4.32
LOG OF HOURS