

Historic Customer OTP Data			
Year and Month	N	Y	Grand Total
201101	2999713	9513487	12,513,200
201102	2856776	9698725	12,555,501
201103	2991968	11953844	14,945,812
201104	2595622	11425420	14,021,042
201105	2846651	11051795	13,898,446
201106	3253762	11562774	14,816,536
201107	3234619	10670197	13,904,816
201108	2629624	11416941	14,046,565
201109	2784262	11310860	14,095,122
201110	2782845	11413760	14,196,605
201111	2686229	10813195	13,499,424
201112	2412261	10556669	12,968,930
201201	2937702	10472283	13,409,985
201202	2602148	10979597	13,581,745
201203	2541085	12494690	15,035,775
201204	2301774	11856051	14,157,825
201205	3035956	11577899	14,613,855
201206	3017658	11429430	14,447,088
201207	2784946	11841288	14,626,234
201208	2409452	12466328	14,875,780
201209	2664097	11178505	13,842,602
201210	2621831	11876112	14,497,943
201211	2455216	11296440	13,751,656
201212	1913718	10562407	12,476,125
201301	2468666	12318355	14,787,021
201302	2224859	11489706	13,714,565
201303	2413940	12367029	14,780,969
201304	2728396	13501747	16,230,143
201305	2730771	12802717	15,533,488
201306	2961524	12167110	15,128,634
201307	3000318	13212215	16,212,533
201308	2437269	12786757	15,224,026
201309	2411055	12337981	14,749,036
201310	2387939	12773793	15,161,732
201311	2880121	10871287	13,751,408
201312	2039803	10890135	12,929,938
201401	2965857	10754158	13,720,015
201402	2311985	10588316	12,900,301
201403	2572425	12146133	14,718,558
201404	2936430	13549466	16,485,896
201405	3009940	12536698	15,546,638
201406	3540326	12097387	15,637,713
201407	2834013	13584157	16,418,170
201408	2205080	12885205	15,090,285
201409	2262529	13217978	15,480,507
201410	2401588	14192438	16,594,026
201411	2302906	11239429	13,542,335
201412	1947555	11943432	13,890,987
201501	2614150	11041892	13,656,042
201502	2819326	9871833	12,691,159
201503	2254943	13012903	15,267,846
201504	2305824	14138365	16,444,189
201505	2827349	12132514	14,959,863
201506	3265899	12830601	16,096,500
201507	3279431	12908137	16,187,568
201508	3321230	10789994	14,111,224
201509	4107863	10097439	14,205,302
201510	3843362	11616613	15,459,975
201511	2623701	11116658	13,740,359
201512	2407393	11723272	14,130,665
201601	3536092	8886480	12,422,572
201602	3773330	10522164	14,295,494
201603	3464896	13208903	16,673,799
201604	3201504	13180478	16,381,982
201605	4718614	10457944	15,176,558
201606	4435629	11225529	15,661,158
201607	4213669	10320985	14,534,654
201608	4424827	9993725	14,418,552
201609	6337470	11138986	17,476,456

Historic Customer OTP %				
Fiscal Year	Year	Month	Month	% OTP
FY11	2011	J	1	76.0%
	2011	F	2	77.2%
	2011	M	3	80.0%
	2011	A	4	81.5%
FY12	2011	M	5	79.5%
	2011	J	6	78.0%
	2011	J	7	76.7%
	2011	A	8	81.3%
FY13	2011	S	9	80.2%
	2011	O	10	80.4%
	2011	N	11	80.1%
	2011	D	12	81.4%
FY14	2012	J	1	78.1%
	2012	F	2	80.8%
	2012	M	3	83.1%
	2012	A	4	83.7%
FY15	2012	M	5	79.2%
	2012	J	6	79.1%
	2012	J	7	81.0%
	2012	A	8	83.8%
FY16	2012	S	9	80.8%
	2012	O	10	81.9%
	2012	N	11	82.1%
	2012	D	12	84.7%
FY17	2013	J	1	83.3%
	2013	F	2	83.8%
	2013	M	3	83.7%
	2013	A	4	83.2%
FY18	2013	M	5	82.4%
	2013	J	6	80.4%
	2013	J	7	81.5%
	2013	A	8	84.0%
FY19	2013	S	9	83.7%
	2013	O	10	84.3%
	2013	N	11	79.1%
	2013	D	12	84.2%
FY20	2014	J	1	78.4%
	2014	F	2	82.1%
	2014	M	3	82.5%
	2014	A	4	82.2%
FY21	2014	M	5	80.6%
	2014	J	6	77.4%
	2014	J	7	82.7%
	2014	A	8	85.4%
FY22	2014	S	9	85.4%
	2014	O	10	85.5%
	2014	N	11	83.0%
	2014	D	12	86.0%
FY23	2015	J	1	80.9%
	2015	F	2	77.8%
	2015	M	3	85.2%
	2015	A	4	86.0%
FY24	2015	M	5	81.1%
	2015	J	6	79.7%
	2015	J	7	79.7%
	2015	A	8	76.5%
FY25	2015	S	9	71.1%
	2015	O	10	75.1%
	2015	N	11	80.9%
	2015	D	12	83.0%
FY26	2016	J	1	71.5%
	2016	F	2	73.6%
	2016	M	3	79.2%
	2016	A	4	80.5%
FY27	2016	M	5	68.9%
	2016	J	6	71.7%
	2016	J	7	71.0%
	2016	A	8	69.3%
FY28	2016	S	9	63.7%

201610	5111184	9424767	14,535,951
201611	5004404	7877425	12,881,829
201612	4615451	7818969	12,434,420
201701	5086756	8983408	14,070,164
201702	3690288	9103414	12,793,702
201703	4550730	10746405	15,297,135
201704	3700803	11198883	14,899,686
201705	3566523	11479493	15,046,016
201706	3357927	12436878	15,794,805
201707	1977066	12435619	14,412,685
201708	1592625	12939925	14,532,550
201709	1747530	12187597	13,935,127
201710	1740995	13347576	15,088,571
201711	1717810	11183968	12,901,778
201712	1601539	10241363	11,842,902
201801	1841571	11022728	12,864,299
201802	1596703	10650899	12,247,602
201803	1088527	7493706	8,582,233
Grand Total	254700144	996460764	1251160908

	2016	O	10	64.8%
	2016	N	11	61.2%
	2016	D	12	62.9%
	2017	J	1	63.8%
	2017	F	2	71.2%
	2017	M	3	70.3%
	2017	A	4	75.2%
	2017	M	5	76.3%
	2017	J	6	78.7%
FY18	2017	J	7	86.3%
	2017	A	8	89.0%
	2017	S	9	87.5%
	2017	O	10	88.5%
	2017	N	11	86.7%
	2017	D	12	86.5%
	2018	J	1	85.7%
	2018	F	2	87.0%