

Timely Request Closure

Requests Closed within 24 days in the past 12 months

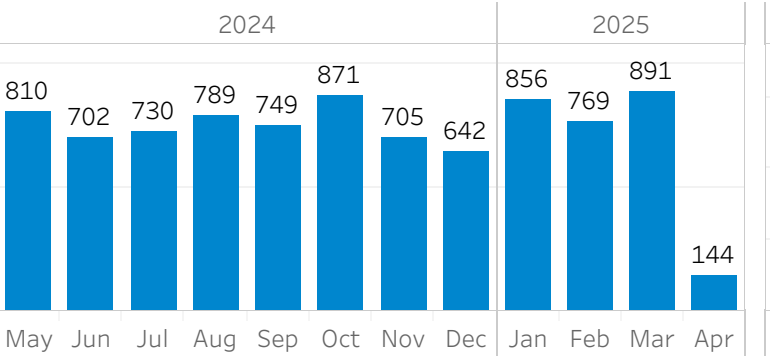


Timely Request Closure (Monthly Performance)

2024								2025			
May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr
80%	85%	79%	85%	80%	87%	84%	85%	83%	83%	84%	85%

Monthly Request Volume

Requests Received



Request Closure Times

In the past 12 months

	Count of NEXTRE..	% of Total Count of ..
Less than 5 Days	2,997	35.3%
Between 6 - 10 Days	1,873	22.1%
Between 11 - 24 Days	2,193	25.8%
Between 25 days - 2 Months	1,142	13.4%
Between 3 - 6 Months	136	1.6%
Between 6 - 12 Months	74	0.9%
More than 12 Months	78	0.9%

Open Requests

By month they were received

