## RESOLUTION 4667

NUNC PRO TUNC

## REQUEST FOR PROPOSALS FOR CALL CENTER

## Rectifying the eighth and ninth Whereas on page two in accordance with the text approved by the Governing Board

WHEREAS: The Puerto Rico Electric Power Authority (PREPA) is a public corporation and an instrumentality of the Government of Puerto Rico created by Act No. 83 of May 2, 1941, as amended (Act No. 83). PREPA was created to provide electrical energy in a reliable way contributing to the general welfare and sustainable future of the people of Puerto Rico, maximizing benefits and minimizing social, environmental and economic impacts. In addition, PREPA provides a service based on affordable, fair, reasonable and nondiscriminatory cost that is consistent with environmental protection, non-profit, focused on citizen participation and its clients.

WHEREAS: Act No. 83 authorizes PREPA to grant contracts and formalize all the instruments that are necessary or convenient in the exercise of any of its powers.

WHEREAS: $\quad$ Section 15(1)(a) of Act No. 83 states that all purchases and contracts for supplies or services, except professional services, entered into by PREPA, including its capital construction contracts, shall be conducted through a bid process.

WHEREAS: According to Section 15 (2)(f) of Act No. 83, a competitive bidding process shall not be necessary when in the judgment of the Governing Board, a competitive request for proposals (RFP) process for the acquisition of goods, equipment, materials or services must be carried out to encourage greater competition, reduce the risk of collusion and promote the best possible terms and conditions in benefit of greater savings and reduction of costs and operational expenses of PREPA.

WHEREAS: In a memorandum dated November 26, 2018, Mrs. Noriette Figueroa Meléndez, Customer Service Director, requested authorization to begin a Request for Proposals (RFP) process, to procure a call center solution services (Call Center) for receiving and handling all incoming calls from PREPA's customers. The requested services will
render the following benefits: minimize the waiting time to 5 minutes; minimize or reduce the abandoned calls percentage to $10 \%$; improve customer service satisfaction through a rapid and effective response; improve quality of service and diversify the services currently provided; reduce costs of overtime expenses and reduce costs related to the administration of the Call Center.

WHEREAS: The implementation of this project is essential to improve the quality of the services provided by PREPA to its clients. As part of the services to be contracted, the Call Center will manage requests from our customers for account analysis, service orders, bill payments, fix login issues on "Mi Cuenta" (www.aeepr.com), report and check outages, activation and/or reconnection of services through the remote metering system, report of emergencies, request of maintenance jobs such as tree trimming, public lighting, follow up work requests and additional customer service requests previously coordinated with PREPA.

WHEREAS: On November 29, 2018, Mr. Nelson Morales Rivera, Chief Financial Officer, certified that the budget for the Fiscal Year 2018-2019 includes the necessary funding for the RFP, in the amount of $\$ 2,300.000$.

WHEREAS: The call center solution services must have the ability to manage emails, letters, social media, faxes, live support software, as well as other forms of related work. The Call Center must have the capability to process more than 10,000 calls daily, conducted with a rigorous high service level to be measured by average response and abandoned calls percentage. To comply with these requirements, the call center solution services must have a sophisticated information and telecommunications infrastructure technology. This infrastructure must include, among other components, automatic call distribution equipment (ACD) interactive voice response unit (IVR), a service levels reporting software, call recording equipment, sufficient communications lines to receive a high volume of calls and the capacity to communicate real time with PREPA's Customer Service Center systems.

WHEREAS: The call center solution services must have scripts for calls, telephone etiquette, effective supervision, provide training for new agents when required by PREPA, capacity to incorporate new agents under specific circumstances (atmospheric events and work strikes). Also, the call center solution services must be experienced in high volume and complex services like the ones required by PREPA.

WHEREAS: PREPA's General Counsel considered Mrs. Figueroa Meléndez memorandum and evaluated the request of the Customer Service Directorate. Taking as true and correct the information provided by Mrs. Figueroa Meléndez, PREPA's General Counsel recommended the RFP process for a Call Center.

THEREFORE: According to the applicable dispositions of Act No. 83, and after careful consideration of the General Counsel's recommendation, PREPA's Governing Board hereby resolves to:

1. Authorize an RFP process to contract the services of a Call Center that includes location, communication and information systems.
2. Delegate to PREPA's Chief Executive Officer the appointment of an evaluation committee to analyze the proposals and select the best alternative.
3. The Chief Executive Officer will present to the Governing Board the result of the RFP process before the signing of the contract.
4. The General Counsel will review the terms and conditions of the contract to ensure that they meet the legal requirements regarding government contracting.

Approved in San Juan, Puerto Rico, in $30^{\text {TH }}$ day of January two thousand nineteen.


## RESOLUTION 4667

## REQUEST FOR PROPOSALS FOR CALL CENTER

WHEREAS: The Puerto Rico Electric Power Authority (PREPA) is a public corporation and an instrumentality of the Government of Puerto Rico created by Act No. 83 of May 2, 1941, as amended (Act No. 83). PREPA was created to provide electrical energy in a reliable way contributing to the general welfare and sustainable future of the people of Puerto Rico, maximizing benefits and minimizing social, environmental and economic impacts. In addition, PREPA provides a service based on affordable, fair, reasonable and nondiscriminatory cost that is consistent with environmental protection, non-profit, focused on citizen participation and its clients.

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According to Section 15 (2)(f) of Act No. 83, a competitive bidding process shall not be necessary when in the judgment of the Governing Board, a competitive request for proposals (RFP) process for the acquisition of goods, equipment, materials or services must be carried out to encourage greater competition, reduce the risk of collusion and promote the best possible terms and conditions in benefit of greater savings and reduction of costs and operational expenses of PREPA.

WHEREAS: In a memorandum dated November 26, 2018, Mrs. Noriette Figueroa Meléndez, Customer Service Director, requested authorization to begin a Request for Proposals (RFP) process, to procure a call center solution services (Call Center) for receiving and handling all incoming calls from PREPA's customers. The requested services will
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WHEREAS: On November 29, 2018, Mr. Nelson Morales Rivera, Chief Financial Officer, certified that the budget for the Fiscal Year 2018-2019 includes the necessary funding for the RFP, in the amount of $\$ 2,300.000$.

The selected company must have the ability to manage emails, letters, social media, faxes, live support software, as well as other forms of related work. The Call Center must have the capability to process more than 10,000 calls daily, conducted with a rigorous high service level to be measured by average response and abandoned calls percentage. To comply with these requirements, the selected company must have a sophisticated information and telecommunications infrastructure technology. This infrastructure must include, among other components, automatic call distribution equipment (ACD) interactive voice response unit (IVR), a service levels reporting software, call recording equipment, sufficient communications lines to receive a high volume of calls and the capacity to communicate real time with PREPA's Customer Service Center systems.

WHEREAS: The selected company must have scripts for calls, telephone etiquette, effective supervision, provide training for new agents when required by PREPA, capacity to incorporate new agents under specific circumstances (atmospheric events and work strikes). Also, the company must be experienced in high volume and complex services like the ones required by PREPA.

WHEREAS: PREPA's General Counsel considered Mrs. Figueroa Meléndez memorandum and evaluated the request of the Customer Service Directorate. Taking as true and correct the information provided by Mrs. Figueroa Meléndez, PREPA's General Counsel recommended the RFP process for a Call Center.

THEREFORE: According to the applicable dispositions of Act No. 83, and after careful consideration of the General Counsel's recommendation, PREPA's Governing Board hereby resolves to:

1. Authorize an RFP process to contract the services of a Call Center that includes location, communication and information systems.
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3. The Chief Executive Officer will present to the Governing Board the result of the RFP process before the signing of the contract.
4. The General Counsel will review the terms and conditions of the contract to ensure that they meet the legal requirements regarding government contracting.

Approved in San Juan, Puerto Rico, in $30^{\text {TH }}$ day of January two thousand nineteen.


## RFP EVALUATOR CONFLICT OF INTEREST/CONFIDENTIALITY STATEMENT

I, the undersigned, a member of the Evaluation Committee for Request for Proposal (RFP) No. 83673 for the Call Center Services will perform the evaluation under the guidelines, procedures and requirements provided by the RFP Coordinator. Further, whether I am an employee of the Puerto Rico Electric Power Authority (PREPA), I represent as follows:

1. I have a professional interest in seeing that the scoring and evaluation of the proponent responses to this RFP can be supported and defended, and that the recommendation of the Evaluation Committee will lead to the selection of the proposal most advantageous to PREPA, taking into consideration the price and evaluation factors set forth in the RFP.
2. Except as I have disclosed in detail, I neither have nor shall I during the evaluation acquire any financial interest, direct or indirect, in any proponent that would conflict in any manner or degree with my evaluation responsibilities. Members of my immediate family (spouse or children) and other family members who are in my household are subject to the same restriction and disclosure requirements. For purposes of this provision, publicly traded shares in stock of any offeror that are selected and administered by a third person, e.g. a mutual fund or retirement plan, are not subject to this restriction. Otherwise, the nature and extent of such financial interests must be disclosed by me to the RFP Coordinator for their evaluation of the significance of the financial interest on participation in this evaluation.
3. Notwithstanding my termination of employment or other later disassociation from this evaluation committee, I may not participate in the development of proposals in response to this solicitation.
4. I am aware that this evaluation will involve my knowledge of official information and possible proponent commercial information not publicly known. I agree not to disclose any information gained during the course of my service on this evaluation committee to any person, except to other PREPA employees who may in the normal course of business have a need for such information. I have read this document and understand my obligations as explained herein. I further understand that I must advise the RFP Coordinator if a conflict currently exists or arises during my term of service as an RFP evaluator. I further understand that I must sign and deliver this statement to the RFP Coordinator prior to participating in the evaluation process.

| Date: 2/26/2019 | RFP: 83673 Call Center Services |
| :---: | :---: |
| Evaluator Signature: | naplia man.fugo |
| Evaluator Name (Printed): | Natalla Martínez Ligo |
| Title: | Purchasing Supervisor |

## REP EVALUATOR CONFLICT OF INTEREST/CONFIDENTIALITY STATEMENT

I, the undersigned, a member of the Evaluation Committee for Request for Proposal (RFP) No. 83673 for the Call Center Services will perform the evaluation under the guidelines, procedures and requirements provided by the RFP Coordinator. Further, whether I am an employee of the Puerto Rico Electric Power Authority (PREPA), I represent as follows:

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Date: $\qquad$ REP \#: 83673

Evaluator Signature:


Evaluator Name (Printed): Delis I Zambian Conn
Title:


## Natalia Martinez Lugo

| From: | Delis Tamara Zambrana Colon |
| :--- | :--- |
| Sent: | Tuesday, February 26, 2019 3:17 PM |
| To: | EDGARDO DIAZ REYES |
| Cc: | Natalia Martinez Lugo |
| Subject: | Designación RFP Call Center |

Saludos,
Según hablamos la semana del 02/12/2019 y dado que estás actualmente en otros procesos prioritarios de PREPA y comités de RFPs, a partir de mañana te estaré representando como miembro del Comité Evaluador para el RFP 83673 de Call Center Services. Te mantendré al tanto del proceso de evaluación vía notas de las reuniones del Comité y en los correos electrónicos relacionados a las evaluaciones.

Favor de confirmar la información aquí suministrada para incluir esta designación en el expediente del RFP.
Gracias!
Delis Tamara Zambrana Colón
Jefa de Subdivisión de Compras
División de Suministros
787.521.3274

La información transmitida es para uso solamente de la persona o entidad a la cual es dirigida y puede contener material confidencial y/o privilegiado. Cualquier revisión, retransmisión, diseminación u otro uso o cualquier acción tomada relacionada a ésta por personas o entidades que no sean a quien va dirigida está estrictamente prohibido. Si por error usted recibe esta información, favor de contactar al remitente y borrar el material de su computadora.

## RFP EVALUATOR CONFLICT OF INTEREST/CONFIDENTIALITY STATEMENT

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Date: February 28, 2019
Evaluator Signature: RFP \#: 83673, 2019
Evaluator Name (Printed): Franeísco Javier Ramos Ortiz
Title: Corporate IT Office Administrator

## REP EVALUATOR CONFLICT OF INTEREST/CONFIDENTIALITY STATEMENT

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Date: $2 / 27 / 2019$ RFD \#: 83673
Evaluator Signature:


Evaluator Name (Printed): Carlos T. Aponte
Title: Cesstomar Service Supervisor

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Date:


Evaluator Signature:


Evaluator Name (Printed): MANvE~C2FISNAE
Title:


## GOBIERNO DE PUERTO RICO

Autoridad de Energía Eléctrica de Puerto Rico

11 de junio de 2019

## ACUSE



Fernando Padilla Padilla
Administrador de Reestructuración
y Asuntos Fiscales


Directora de Asuntos Yurídicos

## Radicación de Contrato

Según las disposiciones de la Orden Ejecutiva Núm. 1991-24 del 18 de junio de 1991 sobre la radicación de contratos, le informamos la aprobación del siguiente contrato:

| NÚMERO DE CONTRATO | $: 2019-P 00118$ <br> Insight Communications, Corp. |
| :--- | :--- |
| TÉRMINO | $: 10$ de junio de 2019 hasta el <br> 30 de junio de 2020 |
| FECHA OTORGAMIENTO | $: 10$ de junio de 2019 |

Se incluye un original de este contrato para referencia y acción pertinente.
Anejos

June 11, 2019

Neftali Bernard, President
Insight Communications, Corp.
Dear Mr. Bernard:

## Letter of Intent

Project: Call Center Services Agreement
Contract Number: 2019-P00118
Contract Amount: \$2,925,500.00
The Puerto Rico Electric Power Authority (PREPA) requests that you submit within the next five (5) working days from the receipt of this communication, the original documents that are mentioned below for compliance with the referenced contract.

The Contractor shall secure and maintain in full force and effect during the life of this Contract as provided herein, policies of insurance covering all operations engaged in by the Contract.

## A. Commonwealth of Puerto Rico Workmen's Compensation Insurance

Contractor shall provide Workmen's Compensation Insurance as required by the Workmen's Compensation Act of the Commonwealth of Puerto Rico. Contractor shall also be responsible for compliance with said Workmen's Compensation Act by all its subcontractors, agents and invitees, if any, or shall certify that such subcontractors, agents and invitees have obtained said policies on their own behalf. Contractor shall furnish to PREPA a certificate from the Puerto Rico's State Insurance Fund showing that all personnel employed in the work are covered by the Workmen's Compensation Insurance, in accordance with this Agreement.

## B. Employer's Liability Insurance

The Contractor shall provide Employer's Liability Insurance with minimum bodily injury limits of $\$ 1,000,000$ for each employee and $\$ 1,000,000$ for each accident, covering against the liability imposed by Law upon the Contractor as a result of bodily injury, by accident or disease, including death arising out of and in the course of employment, outside of and distinct from any claim under the Workmen's Compensation Act of the Commonwealth of Puerto Rico.


Insight Communications, Corp.
Letter of Intent
Project: Call Center Services Agreement
Page 2 of 3

## C. Commercial General Liability Insurance

The Contractor shall provide a Commercial General Liability Insurance with limits of $\$ 1,000,000$ per occurrence and $\$ 1,000,000$ aggregate. This insurance must include Personal Injury coverage.

Requirements under the Policies:
The Commercial General Liability required under this Agreement shall be endorsed to include:
a. As additional insured:

Puerto Rico Electric Power Authority (PREPA)
Risk Management Office
PO Box 364267
San Juan, PR 00936-4267
b. A 30 days cancellation or nonrenewable notice to be sent to the above address.
c. An endorsement including this Agreement under contractual liability coverage and identifying it in number, date and parties to the Agreement.
d. Waiver of Subrogation in favor of Puerto Rico Electric Power Authority (PREPA).
e. Breach of Warranties or Conditions:
"The breach of any of the Warranties or Conditions in this policy by the Insured shall not prejudice PREPA's rights under this policy."

## Bonds:

As an Agreement security, Contractor shall furnish at the time of execution of the Agreement:

1. Performance Bond in the amount of one hundred percent ( $100 \%$ ) of the Agreement's price with good and sufficient surety satisfactory to the Puerto Rico Electric Power Authority (PREPA) guaranteeing that Contractor will well and faithfully perform the Agreement's work.
2. Payment Bond in the amount of one hundred percent ( $100 \%$ ) of the agreement price, with good and sufficient surety satisfactory to the Puerto Rico Electric Power Authority (PREPA) to guarantee the prompt payment of all labor, supervision, equipment and materials required in the performance of the work.
3. Fidelity Bond in the amount of $10 \%$ of the Agreement's price to protect Contractor from employee-dishonesty losses.

All bonds shall be issue in the official form of the Puerto Rico Electric Power Authority (PREPA).

Insight Communications, Corp.
Letter of Intent
Project: Call Center Services Agreement
Page 3 of 3

## Furnishing of Policies:

All required policies of insurance shall be in a form acceptable to PREPA and shall be issued only by insurance companies authorized to do business in Puerto Rico. Contractor shall furnish a certificate of insurance in original signed by an authorized representative of the insurer in Puerto Rico, describing the coverage afforded.

## IMPORTANT INFORMATION

- The requested documents must be delivered to the following address prior to approval of the contract, using the official form provided by PREPA:

Attention: Natalia Martinez Lugo
Office 812, 8th floor
NEOS Building,
Santurce, PR

- Contractor is not authorized to do any work or activity related to the contract prior to the delivery of these documents.
- Please note that PREPA is not responsible for any work or activity undertaken by the contractor prior to the delivery of these documents and any such work or activity will not be paid for by PREPA.
- If the documents requested are not received as established in this letter, PREPA reserves the right to apply the following sanctions:
- Cancel your award and award it to the next, higher bidder
- Remove your name from PREPA's Supplier Registry Office for a term of not less than three months or more than one year.

For questions regarding this matter, please contact us at 787-521-1394 or via email at natalia.martinez@prepa.com.

Cordially,


11 de junio de 2019

Fernando Padilla Padilla
Administrador de Reestructuración
y Asuntos Fiscales


## Radicación de Contrato

Según las disposiciones de la Orden Ejecutiva Núm. 1991-24 del 18 de junio de 1991 sobre la radicación de contratos, le informamos la aprobación del siguiente contrato:

| NÚMERO DE CONTRATO | $: 2019-P 00117$ <br> Telecontacto-Telecontact, Inc. |
| :--- | :--- |
| TÉRMINO | $: 10$ de junio de 2019 hasta el <br> 30 de junio de 2020 |
| FECHA OTORGAMIENTO | $: 10$ de junio de 2019 |

Se incluye un original de este contrato para referencia y acción pertinente.
Anejos


June 11, 2019

Ileana Agosto Correa, General Manager
Telecontacto-Telecontact, Inc.

Dear Ms. Agosto:

## Letter of Intent

Project: Call Center Services Agreement
Contract Number: 2019-P00117
Contract Amount: \$2,925,500.00
The Puerto Rico Electric Power Authority (PREPA) requests that you submit within the next five (5) working days from the receipt of this communication, the original documents that are mentioned below for compliance with the referenced contract.

The Contractor shall secure and maintain in full force and effect during the life of this Contract as provided herein, policies of insurance covering all operations engaged in by the Contract.

## A. Commonwealth of Puerto Rico Workmen's Compensation Insurance

Contractor shall provide Workmen's Compensation Insurance as required by the Workmen's Compensation Act of the Commonwealth of Puerto Rico. Contractor shall also be responsible for compliance with said Workmen's Compensation Act by all its subcontractors, agents and invitees, if any, or shall certify that such subcontractors, agents and invitees have obtained said policies on their own behalf. Contractor shall furnish to PREPA a certificate from the Puerto Rico's State Insurance Fund showing that all personnel employed in the work are covered by the Workmen's Compensation Insurance, in accordance with this Agreement.

## B. Employer's Liability Insurance

The Contractor shall provide Employer's Liability Insurance with minimum bodily injury limits of $\$ 1,000,000$ for each employee and $\$ 1,000,000$ for each accident, covering against the liability imposed by Law upon the Contractor as a result of bodily injury, by accident or disease, including death arising out of and in the course of employment, outside of and distinct from any claim under the Workmen's Compensation Act of the Commonwealth of Puerto Rico.


## C. Commercial General Liability Insurance

The Contractor shall provide a Commercial General Liability Insurance with limits of \$1,000,000 per occurrence and $\$ 1,000,000$ aggregate. This insurance must include Personal Injury coverage.

Requirements under the Policies:
The Commercial General Liability required under this Agreement shall be endorsed to include:
a. As additional insured:

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b. A 30 days cancellation or nonrenewable notice to be sent to the above address.
c. An endorsement including this Agreement under contractual liability coverage and identifying it in number, date and parties to the Agreement.
d. Waiver of Subrogation in favor of Puerto Rico Electric Power Authority (PREPA).
e. Breach of Warranties or Conditions:
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All bonds shall be issue in the official form of the Puerto Rico Electric Power Authority (PREPA).

Telecontacto-Telecontact, Inc.
Letter of Intent
Project: Call Center Services Agreement
Page 3 of 3
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NEOS Building, Santurce, PR

- Contractor is not authorized to do any work or activity related to the contract prior to the delivery of these documents.
- Please note that PREPA is not responsible for any work or activity undertaken by the contractor prior to the delivery of these documents and any such work or activity will not be paid for by PREPA.
- If the documents requested are not received as established in this letter, PREPA reserves the right to apply the following sanctions:
- Cancel your award and award it to the next, higher bidder
- Remove your name from PREPA's Supplier Registry Office for a term of not less than three months or more than one year.

For questions regarding this matter, please contact us at 787-521-1394 or via email at natalia.martinez@prepa.com.

Cordially,


# COMMONWEALTH OF PUERTO RICO PUERTO RICO ELECTRIC POWER AUTHORITY 

## CALL CENTER SERVICES AGREEMENT

AS FIRST PARTY: The Puerto Rico Electric Power Authority (hereinafter referred to as "PREPA"), a public corporation and government instrumentality of the Commonwealth of Puerto Rico, created by Act No. 83 of May 2, 1941, as amended, represented herein by its Chief Executive Officer/Executive Director, José F. Ortiz Vázquez, of legal age, married and resident of San Juan, Puerto Rico.

AS SECOND PARTY: Telecontacto-Telecontact, Inc. (hereinafter referred to as "the Contractor"), a corporation organized and existing under the laws of Puerto Rico, with offices at 275 Ave. Jesus T Piñero Urb Hyde Park, San Juan, PR 00927, herein represented by its, General Manager, lleana Agosto Correa, of legal age, single, Executive and a resident of Trujillo Alto, Puerto Rico, duly authorized to appear in representation of the Contractor by Resolution dated May 14, 2019.

## WITNESSETH

WHEREAS, PREPA, by virtue of its enabling act (Act 83), has the authority to engage those professional, technical and consulting services necessary and convenient to the activities, programs, and operations of PREPA;

WHEREAS, Pursuant Section 205 (2) (f) of Act No. 83 a competitive bidding shall not be necessary when in the judgment of the Governing Board, a competitive request for proposal (RFP) process for the acquisition of goods, equipment, materials or services must be carried out to encourage greater competition, reduce the risk of collusion and

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promote the best possible terms and conditions in benefit of greater savings and reduction of costs and operational expenses of PREPA.

WHEREAS, on January 30, 2019, PREPA's Governing Board authorized an RFP process to contract the services of a Call Center by Resolution 4667.

NOW, THEREFORE, PREPA and Contractor enter into this Agreement under the following:

## TERMIS AND CONDITIONS

## ARTICLE 1 - Scope of Services

1.1 The services to be provided by Contractor will be (all of the following, the "Services"):
A. Contractor shall provide services for receiving and handling all inbound calls from PREPA's customers. The types of inbound calls includes customers that either desire to perform payments, request service reconnection, report outages, request maintenance such as tree trimming, public lighting, report emergencies related to the electric grid, follow-up work requests or for additional customer service requests previously coordinated with PREPA. Contractor shall provide such services in accordance with the following procedure:
(i) Receive inbound calls from the IVR for all call queues and route to the next available Customer Service Representative ("CSR").
(ii) Have the capability to provide call center services on a $24 \times 7$ basis, 365 days per year using both IVR and live Customer Service Representatives based solely in Puerto Rico.

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(iii) Provide high-quality customer service, focusing on accuracy, the completeness of information, timeliness, adherence to privacy laws, and administer a positive, efficient consumer experience.
(iv) Support inbound calls in both English and Spanish.
(v) Provide a full service operation including, but not be limited to, staff, work space, equipment, software, phones, all computer and telephone related lines and cable.
(vi) Manage and maintain a staff of qualified, trained CSRs capable of responding to the volume and type of calls outlined in the RFP 83673 Call Center Services. All CSRs shall be employees of Contractor and skilled, experienced, properly trained, fully qualified and fit for their respective assignments. The management team and number of live operators must be sufficient to provide timely responses to all inbound calls, as well as responses to administrative concerns and inquiries posed by PREPA.
(vii) Provide quality assurance tools to PREPA to monitor caller satisfaction including ability to visit call center offices and operation, listen to recorded phone calls and investigate service issues.
(viii) Contractor will be responsible for all training costs. PREPA will make available employees to provide training.
(ix) Maintain and provide performance metrics reporting on a daily basis that includes at a minimum, the number of Inbound Calls
answered, abandoned and the percentage of calls answered, the average speed of answer and the number of agents staffed at any given time interval.
(x) Comply with all applicable federal and local laws and regulations.
B. Contractor shall notify PREPA on a daily basis of any information required by PREPA's customers.
C. Contractor shall maintain full and detailed books and records, logs, records, daily reports, accounts, schedules, payroll records, receipts, statements, electronic files, correspondence and other pertinent documents as necessary for proper management under this Agreement, including as required under Applicable Law and in any way relating to this Agreement, and shall cause its vendors and subcontractors likewise to maintain such records related to the Services (the "Books and Records"). As part of the Books and Records, Contractor shall provide PREPA with such information and reports related to Services performed by Contractor and created by its systems. After three (3) months of the start of training, Contractor shall provide reports for the Services on a daily basis, which must include, at a minimum, the number of Inbound Calls answered, abandoned and percentage of calls answered, average speed of answer, number of agents staffed in the Contractor Call Center at any given time interval, or any other information provided by the Contractor systems as PREPA deems appropriate to evaluate Contractor's performance. These reports will be

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broken down in (i) 30 minutes increments with a day's total, (ii) a daily basis by week and month in Puerto Rico local time in respect of the prior day's Services,(iii) a weekly basis in daily increments until 11:59 p.m. Puerto Rico local time of each Saturday, and (iv) a monthly basis in daily increments Daily SLA) until 11:59 p.m. (Puerto Rico local time of the last day of each month, and prior to the invoice of monthly fees by Contractor. Additional reports, as agreed to by the parties, shall be provided by Contractor and shall be deemed as part of the Books and Records effective as of the date agreed to by the Parties.
D. Contractor shall allow PREPA, through reasonable mechanisms to be made available by Contractor to PREPA, to monitor Contractor's service receiving and handling of calls from clients. Contractor shall provide PREPA with any and all information, reports, or feedback related to Service quality, which are created by the monitoring of the receiving and handling of calls from customers. Contractor assumes all expenses related to the provision of telecommunication lines and the bearing of network costs associated with routing Inbound Calls to the Contractor's facility. Contractor is responsible for the properly equipping of Contractor's facility with the necessary hardware to receive and handle Inbound Calls as required by this Agreement.
1.2 The Services will meet or exceed the following Service Levels (SLA):
A. Abandoned calls: Equal or less than $10 \%$.

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B. Average speed of answer: $95 \%$ of calls responded in 5 minutes or less.
C. Other Service Levels may be added to the above at the request of PREPA and in agreement with Contractor, with 30 days' notice.
D. Meet security and compliance guidelines - Payment Card Industry (PCI), Data Security Standard (DSS), Phase-Locked Loop (PLL), Physical and Logical access, etc.
E. Provide vulnerability and penetration testing certification by a 3rd party.
1.3 Contractor shall commence performance of the Services immediately upon the date specified in a Notice to Proceed issued by PREPA (the "Commencement Date"), and shall perform the Services in strict conformity with the specifications and requirements contained herein. Contractor specifically acknowledges that time is of the essence in the performance of all of Contractor's obligations under this Agreement.
1.4 Contractor shall consult with PREPA the use of project management tools, including productivity aids and project management systems. Contractor shall use mutually acceptable project management tools and employ a regular reporting mechanism to identify project tasks, present current status reports and identify potential problems.
1.5 Except as otherwise established in the Agreement, Contractor shall utilize its facility at Galeria Pacifico, Cupey for the performance of Services. The facility will be equipped with telephone systems, computer systems, and various Contractor's support and call monitoring tools to be used in the delivery services.

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Contractor shall bear all expenses of operating the Facility, including all expenses for equipment and systems necessary to connect to any telecommunications circuits or facilities utilized by Contractor to bring calls to the Facility.
1.6 The connection from Contractor to PREPA computer systems shall be through PREPA's server. It must also meet security and compliance guidelines - PCl , DSS, PLL, physical \& logical access. Contractor must provide vulnerability \& penetration testing or certification by third party.
1.7 PREPA shall have the right to implement an extensive monitoring program. PREPA may perform remote and on-site CSR monitoring. Contractor shall monitor at least 4 calls per CSR per month.
1.8 The following shall be considered "Deliverables" for purposes of the Agreement (i) any and all reports prepared and/or delivered pursuant to the Agreement, [(ii) the Training and Script Manual, (iii) the Disaster Recovery Plan, and (iv) the Transition Plan].
1.9 Contractor shall provide adequate training to the CSRs regarding the operation of the applicable equipment and technology, assuring that such training does not interfere with Contractor's performance of the Services. This training must be free of any additional charge. In addition, Contractor shall provide to the CSRs the training required by PREPA from time to time (including, without limitation, training regarding PREPA's scripted call flows that CSRs will follow). All CSRs

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utilized for the services will be fully trained in PREPA's procedures and call handling scripts.
1.10 In the event of the expiration or termination of all or part of the Services being provided under the Agreement, Contractor shall cooperate with PREPA to facilitate the transfer of the affected Services to PREPA or a third party service provider, as applicable, or PREPA's designee. Prior to the expiration or termination date, Contractor shall assist PREPA in developing a plan which must specify the tasks to be performed by the parties in connection with the transfer of the affected Services for the performance of such tasks.
1.11 Voice Calls Volume Forecasts: PREPA shall provide Contractor with a forecast of the voice calls volume expected to be received during a month period. Ten (10) days before the end of month, PREPA shall also provide Contractor a voice call volume forecast, for the next three (3) months. The forecast submitted by PREPA, for the following month, will be considered as final. Contractor will provide, within seven (7) days before the end of month, the "measurement" staffing of said forecast, which will be considered as the final staffing, after the approval from PREPA.
1.12 During the current month, a call volume forecast must be submitted for the remaining full weeks of the month. PREPA and Contractor shall conduct weekly meetings with the purpose of coordinating the necessary adjustments, if any, in order to comply with the service level and quality required in the Agreement.

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1.13 Contractor shall be responsible to maintain, and not exceed, the hours included in the Final Staffing, as approved by the parties. If any extension of hours is required, Contractor shall request in writing an authorization from PREPA before the performance of any adjustment. Final Staffing is the official document, approved by the parties, were the hours (staff time) are established for the following month. The approval of the Final Staffing must be submitted via email, by the authorized representatives of the parties. During the weekly meetings, the parties can amend the Final Staffing, in writing.
1.14 Performance - Contractor shall perform the Services in a good and workmanlike manner and in accordance with accepted industry practices for such Services prevailing at the time and place where the Services are being rendered. Contractor shall comply with all health, safety, environmental and other company policies and procedures of PREPA that are applicable to the performance of the Services as may be communicated by PREPA to Contractor from time to time. Contractor shall furnish all materials, labor, supplies, tools, equipment, facilities, services and transportation necessary to perform the Services. All personnel furnished by Contractor or any subcontractor shall be duly qualified and experienced in their respective capacities. All tools and equipment provided by Contractor shall be repaired and maintained by Contractor at its cost.
1.15 Warranty of Licensing, Compliance with Law, Qualification, Compliance with Rules, Nondiscrimination - Contractor shall obtain and maintain during the performance of the services hereunder all permits, licenses and authorizations

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required by all applicable authorities to perform such services. Furthermore, Contractor hereby represents, warrants, and agrees that its performance hereunder will conform to all applicable laws and regulations. Contractor warrants that all employees utilized by Contractor pursuant to this Agreement will be fully trained, equipped and competent and will perform their duties in a safe, courteous manner and will work harmoniously with PREPA's personnel. Contractor will also comply with all applicable laws pertaining to nondiscrimination in employment and facilities.
1.16 Equipment - Contractor will be responsible for the acquisition, maintenance, inventory, storage, and control of all equipment, materials, supplies, and any special equipment required to perform the Services.
1.17 Service provided to others - PREPA acknowledges and agrees that Services may be provided to PREPA in conjunction with Services that Contractor may provide to third parties. Notwithstanding anything contained in any other agreement to the contrary, Contractor agrees that Services provided for PREPA, its employees and agents, will be provided pursuant to and in accordance with the provisions of this Agreement.
1.18 [Service Level Performance Credits - Will be incurred by Contractor when Service Level Performance falls below the target over a one (1) week period. For every day when Service Level Performance is below the target, PREPA will receive credit for such day's charges in Contractor's monthly invoice]. [Three (3)] or more instances of Contractor incurring Service Level Performance Credits

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within any [six (6) month] period shall constitute material breach by Contractor for all purposes of this Agreement.
1.19 Performance Credit Exclusions - Contractor will not incur in Service Level Performance Credits in the following cases:
A. When call volume for a given day exceeds the call volume baseline agreed between PREPA and Contractor.
B. The failure of any PREPA circuits or equipment that impacts the performance of Contractor's Call Center Services.
C. Force Majeure as defined in Article 8.
1.20 Additional Provisions Regarding the Services. Any and all changes and/or modifications to the scope of the Services shall be implemented via an amendment of this Agreement in writing signed by both Parties. The Contractor represents that it has or shall obtain, or cause to be obtained, all personnel necessary to undertake and provide the Services in a manner satisfactory to PREPA. The Contractor may not subcontract any of the Services that it has committed to perform or provide pursuant to this Agreement without the prior written approval of the Chief Executive Officer of PREPA or any of his or her authorized representatives. Such consent to subcontract shall not relieve the Contractor of its full responsibilities under this Agreement. Consent to the subcontracting of any part of the services shall not be construed to be an approval of said subcontract or of any of its terms, but shall operate only as an approval of the Contractor's request for execute a contract with its chosen

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subcontractor (hereinafter a "Subcontractor"). The Contractor shall be responsible for all services performed by the Subcontractor and all such services shall conform to the provisions of this Agreement.

ARTICLE 2 - CONSIDERATION AND PAYMENT
2.1 In accordance with the terms and conditions contained herein, from and after the Commencement Date, PREPA will pay Contractor the rates specified in this Article 2.1. PREPA shall have no payment obligations prior to the Commencement Date. The total amount to be paid under this Agreement shall not exceed a cumulative amount of $\$ 2,925,500.00$ subject to the terms and conditions contained in Article 6, Term/Termination and Article 12.7, Novation, providing for possible written amendment (s) if agreed upon by both Parties.

All payments to be made under this Agreement will be charged to account number 01-4017-90500-550-382 and 01-4019-92106-556-675. The rate per hour for the services until June 30,2020 is $\$ 16.00$ per CSR.

In case PREPA exercises its option to extend the term of the Agreement, as provide in Article 6, for the second and third year of the contract the rate per hour for the services will be $\$ 15.50$ per CSR. Except as expressly set forth in this Article 2.1, PREPA shall not be liable for any other payment compensation for Services performed by Contractor hereunder.
2.2 Contractor shall submit monthly invoices within the first thirty (30) days following each month during which the Services were performed, which will include a

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description of the services rendered and the number of hours spent by each person. Each invoice shall be itemized and must be duly certified by an authorized representative of the Contractor.

PREPA will review the invoices within thirty (30) days of receipt and if they are in compliance with the requirements set forth in the Agreement, it will proceed with payment. Payment is due within sixty (60) days of receipt. PREPA reserves the right to conduct the audits any portion of the Books and Records it deems necessary for any reason, including to ascertain payment information, and it will not be subject to finance charges regarding invoice payments subject to an audit. In the event of a dispute over the invoice, PREPA will pay the amount of the invoice not in dispute, and withhold the disputed amount until the dispute is resolved.

All invoices submitted by Contractor shall include the following Certification in order to proceed with its payment:

No Interest Certification:
Under penalty of absolute nullity, I hereby certify that no employee, official or director of PREPA is a party or has been granted any interest or payment by Contractor in the profits or benefits to be obtained under this Agreement by Contractor or if any employee, official or director of PREPA has any interest in the profits or benefits under this Agreement a waiver has been previously obtained.
I, also certify that the only consideration to provide the services under this Agreement to Contractor is the payment agreed with PREPA's authorized representative. The total amount of this invoice is fair and correct. The services were provided and no payment has been received for said concept.

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 Page 14This is an essential requirement and those invoices without this Certification will not be processed for payment. In order to comply with the certification requirements set forth above, Contractor shall require that subcontractors providing Services also make the certification set forth above in any invoices submitted in connection with the Services.

The Contractor shall immediately notify PREPA when the billing under the Agreement amounts seventy-five percent (75\%) of the maximum amount under the Agreement. Once this notification has been issued, the Contractor, in coordination with PREPA, will ensure that no services will be rendered in excess of the contract price, except that a written amendment is agreed upon by both parties. In addition, the Contractor shall present an itemized list of the remaining billable works under the Agreement.

## All invoices have to be sent to the following address:

Puerto Rico Electric Power Authority<br>Attn: Noriette Figueroa Meléndez<br>Customer Service Director<br>PO Box 364267<br>San Juan, Puerto Rico 00936-4267

2.3 In addition to disputed amounts set forth in an invoice, PREPA may, in addition to any other rights under this Agreement, at law or in equity, withhold payment on an invoice or portion thereof, in an amount and to such extent as may be reasonably necessary to protect Contractor from loss due to: (i) Services failing to meet Service Level and not remedied in accordance with this Agreement; (ii)

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third party liens, stop notices or other encumbrances on all or a portion of PREPA's facilities or equipment, if applicable; (iii) any breach by Contractor of any term or provision of this Agreement; (iv) a discovery that Services associated with a prior payment was not performed as reported; (vi) failure of Contractor to make payments to subcontractors as required under their respective subcontracts; (vii) any other costs or liabilities which PREPA has incurred or, in PREPA's reasonable judgment, will incur for which Contractor may be responsible; or (viii) failure of Contractor to comply with its reporting or scheduling obligations under this Agreement. PREPA shall pay the amount withheld if Contractor (a) pays, satisfies or discharges the applicable claim of PREPA against Contractor under or by virtue of this Agreement and provides PREPA with reasonable evidence of such payment, satisfaction or discharge, (b) cures all such breaches and defaults in the performance of this Agreement, or (c) provides PREPA with a letter of credit reasonably satisfactory to PREPA in the amount of the withheld payment.
2.4 In addition to the amount withheld pursuant to Article 2.3, PREPA will deduct and withhold at the source to the Contractor the equivalent of ten percent (10\%) from payment for services rendered under this Agreement in Puerto Rico, in compliance with the New Puerto Rico Internal Revenue Code, Law 1 2011, Section 1062.03, as amended. Notwithstanding the aforementioned, the withholding to be done by PREPA as herein stated could be increased to twenty percent $(20 \%)$ in the event that the Contractor is a non-resident individual, which

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is a U.S. citizen, as provided by the New Puerto Rico Internal Revenue Code, section 1062.08; or twenty-nine percent (29\%) in the event that the Contractor is a non-resident and non U.S. citizen individual; or a foreign corporation or partnership which is not dedicated to industry or business in Puerto Rico, as provided by the New Puerto Rico Internal Revenue Code, section 1062.08. PREPA shall provide a certificate stating that such tax withholding was collected. If a Release Letter has been issued to the Contractor by the Treasury Department, the Contractor shall be responsible to submit a copy of said Release Letter to PREPA for every calendar year; otherwise, payments under the Agreement shall remain subject to withholding at source. All invoices shall be segregated by categories (services, materials, equipment, etc.), to identify the amounts subject to withholding and avoid undue deductions.
2.5 In compliance with Executive Order 1991 OE- 24; and C.F.R. Part 404 et. seq., the Contractor will be responsible for rendering and paying the Federal Social Security and Income Tax Contributions for any amount owed as a result of the income, from this Agreement.
2.6 The Contractor shall not request any payment for Services rendered under the terms of this Agreement until it has been registered by PREPA at the Office of the Comptroller of Puerto Rico as established in Act 18-1975, as amended. PREPA undertakes to register this Agreement pursuant to such Act within fifteen. (15) days after the execution of this Agreement.

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## ARTICLE 3 - CONTRACTOR'S EMPLOYEES

3.1 PREPA and the Contractor agree that Contractor's status hereunder and the status of any agents, employees and subcontractors engaged by the Contractor shall be that of an independent contractor only and not that of an employee, agent, director or officer of PREPA nor shall they be considered a public servant of neither PREPA nor the Commonwealth of Puerto Rico. The Contractor recognizes that its personnel shall not be entitled to employment benefits such as vacations, sick leave, retirement benefits and other benefits from PREPA because of its condition as an independent contractor. Neither the Contractor nor its personnel shall have any authority or right to enter into contracts on behalf of PREPA. No provision of this Agreement shall be deemed to create an employment relationship between Contractor or his employees and PREPA.
3.2 The employees of Contractor engaged in performing Services hereunder will be considered employees of Contractor for all purposes and will under no circumstances be deemed to be employees of PREPA. PREPA will have no supervisory power or control over any such Contractor's employees and any complaint or change in procedure will be communicated by PREPA to Contractor who will in turn promptly give any necessary instructions to its personnel.
3.3 Contractor will be responsible for the direct supervision of its employees through its designated representative and such representative will in turn, report to and confer with the designated agents of PREPA with respect to the Services.

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3.4 Contractor agrees to assume full and complete responsibility for any and all liability to its employees on account of injury, disability, and death resulting from, or sustained by said employees in the performance of the Services defined herein.
3.5 At PREPA's request, Contractor will immediately remove from service any employee whose acts or omissions will be a violation of applicable law or constitute a breach of this Agreement.
3.6 Both parties agree to accept full and exclusive liability for the payment of any and all taxes, contributions, and other payments for unemployment compensation and/or pension benefits, Worker's Compensation, employers liability insurance or annuities now or hereafter imposed upon employers as applicable to them with respect to its employees and each party will make such payments and will make and file any and all reports and returns and take all other actions necessary to comply with the laws imposing such taxes, contributions, or other payments.
3.7 Contractor agrees to hold PREPA harmless and to indemnify and defend PREPA in full for any and all damages, claims, assessments, penalties, liabilities, charges, attorney's fees or other losses incurred during or following the term of this Agreement, which result from any assertion, claim, determination or adjudication that Contractor any of its employees are employees of PREPA, including, but not limited to, any claim, determination or adjudication made pursuant to the Internal Revenue Code, any of Puerto Rico Unemployment laws and regulations, compensation Law, or any other federal, state or local wage,

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employment, insurance, labor and other laws, statutes, regulations and ordinances.
3.8 Contractor represents and warrants that the employees used in the performance of the Services hereunder will have the qualifications, skills and experience necessary to perform the Services and will have the work records as represented to PREPA.
3.9 In the performance of this Agreement, Contractor will comply with all applicable .... statutes, regulations, ordinances pertaining to nondiscrimination in employment and facilities.

## ARTICLE 4 - INDEMNITY

4.1 PREPA agrees and hereby undertakes to release, indemnify, defend, and hold harmless Contractor, its directors, officers, employees, agents and, successors, and assigns from and against any and all liability, damages, claims, civil penalties, suits, losses, penalties or actions of every name and description, including claims of infringement of any third party's intellectual property rights and any and all costs and expenses related thereto, including the defense thereof, reasonable attorney's fees and court costs arising out of or resulting from any act or omission of PREPA, its directors, officers, employees, agents, successors, and assigns in connection with PREPA 's performance under this Agreement, except to the extent caused by (a) the gross negligence, recklessness or willful misconduct of Contractor, its directors, officers, employees, agents, successors and/or assigns or (b) arising from or in

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 Page 20connection with a violation of applicable law by Contractor, its directors, officers, employees, agents, successors or assigns.
4.2 Contractor agrees and hereby undertakes to release, indemnify, defend, and hold harmless PREPA, its directors, officers, employees, agents, and successors, and assigns from and against any and all direct liability, damages, claims, civil penalties, suits, losses, penalties or actions of every name and description, including claims of infringement of any third party's intellectual property rights and any and all costs and expenses related thereto, including the defense thereof, reasonable attorney's fees and court costs arising out of or resulting from the act or omission of Contractor, its directors, officers, employees, agents, successors, and assigns in connection with Contractor's performance under this Agreement, except to the extent caused by (a) the gross negligence, recklessness or willful misconduct of PREPA, its directors, officers, employees, agents, successors or assigns and/or (b) arising from or in connection with a violation of applicable law by PREPA, its directors, officers, employees, agents, successors or assigns.

Notwithstanding Articles 4.1 and 4.2, in the event that a government entity brings a criminal or civil action against a Party, that Party will have the right to control the management and settlement of such matter. This does not constitute a waiver of the other Party with respect to any right it may have under the circumstances that gives rise to such criminal or civil action, including, but not

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limited to, the right to intervene in any action against a Party involving the services provided under the Agreement or initiate any other claim, suit or action. Neither Party will have the right to make any admissions on behalf of the other Party.

Notwithstanding the aforementioned, in the course of any action brought against either Party, each Party, at its own expense, will provide reasonable assistance to the other Party, including but not limited to reasonable access to documents and personnel. Prior to such access, the Parties shall take those precautionary measures including, but not limited to, the execution of any document, that may be necessary to protect and preserve as confidential any information of such nature. Such reasonable assistance will not require a Party to breach or waive any privilege or legal right, including but not limited to the attorney-client privilege applicable to communications between each Party and its respective legal counsel.

## ARTICLE 5-CONFIDENTIALITY

5.1 Contractor will presume that any information, including, without limitation, business plans, customer data, employee data, financial information, or contractual information, whether written, verbal or electronic; provided to or observed by Contractor or developed by Contractor in connection herewith is confidential information unless Contractor is informed by PREPA to the contrary or, by its nature, it is public or intended to be shared in the course of Contractor's performance hereunder. Contractor will take reasonable precautions, including the

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same precautions it takes to protect its own confidential information, to ensure that no confidential information is disclosed to any third party. Contractor's obligations under this article will not apply to any of the following: (a) information in the public domain or available to the public; (b) information available from third parties without any non-disclosure obligation to PREPA ; (c) or any disclosure of confidential information required by any court, regulatory order or other service of legal process, in which case Contractor will provide PREPA prompt notice of any such order or process and cooperate with PREPA in responding such requirement.
5.2 If this Agreement terminates for any reason, Contractor shall maintain in strictest confidence both; during the term of this Agreement and subsequent to termination of this Agreement, and shall not during the term of this Agreement or thereafter disclose or divulge to any person, firm, or corporation, or use directly or indirectly, for its own benefit or the benefit of others, any information which in good faith and good conscience ought to be treated as confidential information including, without limitation, information relating to PREPA's customers, operations or intellectual property or relating to the business or affairs of PREPA which Contractor may acquire or develop in connection with or as a result of the performance of the Services hereunder. In the event of an actual or threatened breach by Contractor of the provisions of this paragraph, PREPA shall be entitled to injunctive relief for such breach. Nothing herein shall be construed as

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prohibiting PREPA from pursuing any other legal remedies available, including the recovery of damages from Contractor.
5.3 Contractor acknowledges and agrees that in connection herewith, PREPA may provide Contractor with access to several of PREPA's computer and communications systems. Contractor acknowledges and agrees that under no circumstances will it permit the systems to be used for any purpose other than those required in connection with its performance under this Agreement. Contractor agrees that it will maintain the confidentiality of codes, passwords and user names required to access those systems ("Access Information") and any information accessed via those systems and will promptly report by telephone and then in writing any compromise of the Access Information or accessed information to PREPA. Contractor will also properly secure the equipment required to access the systems and will promptly report by telephone and then in writing any damage or problems therewith.
5.4 Contractor shall maintain the Books and Records, and shall cause its subcontractors to maintain similar books and records, for the greater of: (i) six (6) years following the end of the year in which the costs were incurred hereunder; or (ii) such period of time as may be required under Applicable Laws.

## ARTICLE 6 -TERM/TERMINATION

6.1 The term of this Agreement will commence on the date of its signature by both parties and will continue in effect until June 30, 2020. PREPA, at its sole discretion, may extend the term up to four (4) additional periods of one (1) fiscal

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 Page 24year, subject to the availability of funds, in which case PREPA will notify the Contractor at least fifteen (15) days prior to the expiration of the original term.

### 6.2 Termination for Convenience

Either party shall have the right to terminate this Agreement for convenience, at any moment, by providing the other party thirty (30) days written notice by registered mail, return receipt requested, or overnight express mail. If notice is given, this Agreement shall terminate upon the expiration of thirity (30) days and PREPA shall be obligated to pay all fees and expenses incurred up to the day of effective termination, in accordance with the terms of this Agreement. The rights, duties and responsibilities of the Parties shall continue in full force and effect during the thirty (30) day notice period. Contractor shall have no further right to compensation except for what has been accrued for services rendered under this Agreement until said date of effective termination.

### 6.3 Termination for Cause

PREPA shall have the right to terminate this Agreement immediately in the event of negligence, dereliction of duty, noncompliance, or material breach by the Contractor, as determined in the sole discretion of PREPA, or for any other reason described elsewhere in this Agreement as a basis for termination. In the event this Agreement is terminated by PREPA for cause, PREPA shall be obligated to pay all fees and expenses incurred up to the day of effective termination, in accordance with the terms of this Agreement. Contractor shall

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have no further right to compensation except for what has been accrued for services rendered under this Agreement until said date of effective termination. Upon written notice to Contractor from PREPA stating that Contractor is in breach of this Agreement, Contractor will immediately remedy such breach. Where Contractor fails to remedy such breach within ten (10) days or to promptly initiate and continue in good faith to remedy a breach that cannot be reasonably remedied in ten (10) days (provided that, in no event shall the duration of any cure period exceed [thirty (30] days), PREPA will have the right to terminate this Agreement upon five (5) days' notice to Contractor. Contractor further agrees that if it commits a substantially similar breach more than twice in any three (3) month period, regardless of remedy, PREPA will have the right to terminate the Agreement upon notice to Contractor.

## ARTICLE 7- LIMITATION OF LIABILITY

In no event will either Party or its respective licensors or suppliers have any liability for any, indirect or consequential damages, loss of profits or revenue, loss or corruption of data, toll fraud, cost of cover, or substitute goods or performance. The total aggregate liability of either party for all claims arising out of or in connection with this Agreement will not exceed an amount equal to the total amount of all fees paid or payable under this Agreement. However, the limitations of liability in this section will not apply in cases of willful misconduct, personal injury or breaches of Contractor's license restrictions. The limitations of liability in this section also will apply to any liability of directors,

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officers, employees, agents and suppliers. The limitations of aggregate liability will not apply to contractual indemnification obligations provided in this Agreement. With respect to any indemnity set forth in this Agreement, each indemnitee shall give prompt notice of its receipt of any threat, indication or other notice of any claim, investigation or demand that might give rise to any losses required to be indemnified hereunder and shall reasonably cooperate in the defense of such claim. The indemnifying party shall have the right to conduct defense of such action at its sole expense.

## ARTICLE 8 - FORCE MAJEURE

Neither Party shall be in default hereunder for any failure of or delays in performance resulting from "Force Majeure". Force Majeure shall mean catastrophic storms or floods, tornadoes, hurricanes, earthquakes, and other acts of God, fires, wars, national strikes, terrorist attacks, revolts, insurrections, sabotage, epidemics, explosions, or commandeering of raw materials or products or plants or facilities by a governmental authority, provided that such event or act (i) delays or renders impossible the affected Party's performance, (ii) is beyond the reasonable control of the affected Party, and (iii) was not due to its fault or negligence. Strikes, changes in market or economic conditions, economic hardship, late delivery or failure of equipment, lockouts or differences with workers which are limited to Contractor's employees or employees of Contractor's subcontractors, climatic conditions (including rain, snow, wind, temperature and other weather conditions), and inability of either party to secure funds shall not be regarded as Force Majeure. Upon the occurrence of Force Majeure, the Party affected

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 Page 27shall give prompt notice thereof, but in no event later than seven (7) days after the day such Party learned of the Force Majeure event, to the other Party and shall, at its cost and expense, do all things reasonably possible to remove or mitigate its effects. In the event PREPA terminates this Agreement during the duration of a Force Majeure, PREPA shall pay Contractor for Services satisfactorily performed up to the date of first notice of Force Majeure and in no circumstances shall Contractor be entitled to any prospective profits or any damages because of such termination. The party claiming Force Majeure shall have the burden of proof with respect to demonstrating that the event constitutes a Force Majeure, and that it has strictly complied with the notice and other provisions of this Article 8. Except for (i) Force Majeure or (ii) a PREPA ordered suspension of any Services, no other interruption, cessation, postponement, or delay in the commencement or performance of the Services required under this Agreement from any other cause whatsoever (including any dispute arising out of this Agreement) shall relieve Contractor or PREPA from its obligations under this Agreement.

## ARTICLE 9-INSURANCE

Contractor shall secure and maintain in full force and effect, during the life of this Agreement as provided herein, policies of insurance covering all operations engaged in by the Agreement as follows:

1. Commonwealth of Puerto Rico Workmen's Compensation Insurance: Contractor shall provide Workmen's Compensation Insurance as required by the Workmen's Compensation Act of the Commonwealth of Puerto Rico. Contractor shall also be responsible for compliance with said Workmen's

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Compensation Act by all its subcontractors, agents and invitees, if any, or shall certify that such subcontractors, agents and invitees have obtained said policies on their own behalf. Contractor shall furnish to PREPA a certificate from the Puerto Rico's State Insurance Fund showing that all personnel employed in the work are covered by the Workmen's Compensation Insurance, in accordance with this Agreement.
2. Employer's Liability Insurance: Contractor shall provide Employer's Liability Insurance with minimum bodily injury limits of $\$ 1,000,000$ for each employee and $\$ 1,000,000$ for each accident covering against the liability imposed by Law upon Contractor as result of bodily injury, by accident or disease, including death arising out of and in the course of employment, and outside of and distinct from any claim under the Workmen's Compensation Act of the Commonwealth of Puerto Rico.
3. Commercial General Liability Insurance: Contractor shall provide a Commercial General Liability Insurance with limits of $\$ 1,000,000$ per occurrence and $\$ 1,000,000$ aggregate. This insurance must include Personal Injury coverage.
4. Fidelity Bond: Contractor shall provide a Fidelity Bond in the amount of $10 \%$ of the Agreement's price to protect Contractor from employee-dishonesty losses.

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Requirements Under the Policies:
The Commercial General Liability Insurance required under this Agreement shall endorsed to include:

1. As Additional Insured:

Puerto Rico Electric Power Authority (PREPA)
Risk Management office
PO Box 364267
San Juan, PR 00936-4267
2. A 30 day cancellation or nonrenewable notice to be sent to the above address.
3. An endorsement including this Agreement under contractual liability coverage and identifying it by number, date and parties to the Agreement.
4. Waiver of Subrogation in favor of the Puerto Rico Electric Power Authority (PREPA).
5. Breach Of Warranties or Conditions:
"The Breach of any warranties or Conditions in this policy by the Insured shall not prejudice PREPA'S rights under this policy"

Bonds:
As an Agreement security, Contractor shall furnish at the time of execution of the Agreement:

1. A Performance Bond in the amount of one hundred percent (100\%) of the Agreement's price with good and sufficient surety satisfactory to the Puerto Rico Electric Power Authority (PREPA) guaranteeing that Contractor will well and faithfully perform the Agreement's work.

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2. A Payment Bond in the amount of one hundred percent (100\%) of the agreement price, with good and sufficient surety satisfactory to the Puerto Rico Electric Power Authority (PREPA) to guarantee the prompt payment of all labor, supervision, equipment and materials required in the performance of the work.
3. All bonds shall be issue in the official form of the Puerto Rico Electric Power Authority (PREPA).

Furnishing Of Policies:
All required policies of insurance shall be in a form acceptable to PREPA and shall be issued only by insurance companies authorized to do business in Puerto Rico. Contractor shall furnish a certificate of insurance in original signed by an authorized representative of the insurer in Puerto Rico, describing the coverage afforded.

## ARTICLE 10 - CONTACT \& NOTICES

10.1 Each party agrees that it will designaṭe a Contact who will be primarily responsible for coordinating that party's performance under this Agreement and managing the relationship with the other party. Each will have the right to specify a Backup Contact and change its Contact and Backup Contact by notice to the other. Each may specify Contacts for particular purposes, but that will not relieve that party from its obligations under the first sentence hereof.
10.2 Except where specified elsewhere in this Agreement, any and all notices, documents, records, correspondence, approvals or demands required or permitted to be given by the parties hereto will be sufficient if made in writing and
sent by mail, postage prepaid, overnight courier, delivered by hand, or via e-mail. Where sent by mail, such notices will also be sent by facsimile. Notices to PREPA will be addressed to:

Puerto Rico Electric Power Authority
Attn: Noriette Figueroa Meléndez
Customer Service Director
POBox 364267
San Juan, Puerto Rico 00936
E-mail: noriette.figueroa@prepa.com
and to Contractor addressed to:
Telecontacto, Inc.
Attn: Miguel Merced Mader
CEO
275 Ave Jesus T. Piñeiro
San Juan, PR 00927
Email:miguel@telecontacto.com

## ARTICLE 11 - CHOICE OF LAW AND FORUM SELECTION; DISPUTE RESOLUTION

11.1 The parties hereto acknowledge and agree that this Agreement will be governed under the laws, of the Commonwealth of Puerto Rico.
11.2 During Term of this Agreement, any change in law, including, but not limited to, changes in applicable tax law, which causes an increase in Contractor's costs when providing the Services to be acquired by PREPA, shall be Contractor's responsibility, and PREPA shall not be obliged to increase the Contract Price.
11.3 Executive Negotiation

Before initiating any legal proceeding regarding any claims, controversies and disputes between the Parties arising out of, connected with, or relating to, this

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Agreement, including any dispute regarding the existence, termination or validity of this Agreement between the Parties (each a "Dispute"), the Party asserting such Dispute must provide the other Party with a notice in writing, setting forth a reasonably complete statement detailing the Dispute and the factual and legal grounds for such Dispute (the "Notice of Dispute"). Within 14 days after a Party receives the Notice of Dispute, the Parties will engage in good faith in-person "executive to executive" negotiations between the Chief Executive Officer or his authorized representative of PREPA's and executives of similar authority of Contractor familiar with the matters related to the Dispute. Such executives will have authority to negotiate and settle the dispute subject to such executives first obtaining the consent for any such settlement from the Party which they represent. If the Parties to such Dispute are unsuccessful in resolving such Dispute within 30 days after delivery of the Notice of Dispute, then the Dispute shall be resolved through legal proceedings in accordance with Article 11.4.

### 11.4 Legal Proceedings

The Parties expressly agree that only the Courts of the Commonwealth of Puerto Rico will be the courts of competent and exclusive jurisdiction to decide over the judicial controversies that the appearing Parties may have among them regarding the Terms and Conditions of this Agreement.
11.5 Continuation of Services During Dispute. Notwithstanding any Dispute, it shall be the responsibility of Contractor to continue to provide all of the Services diligently and in a good and workmanlike manner in conformity with this Agreement.

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Except to the extent expressly provided hereunder, Contractor shall have no right to cease performance hereunder or to permit the provision of the Services to be delayed. PREPA shall, subject to its right to withhold or offset amounts pursuant to this Agreement, continue to pay Contractor undisputed amounts in accordance with this Agreement; provided, however, in no event shall any Dispute prevent or limit PREPA from exercising its rights under this Agreement, at law or in equity, including PREPA's right to terminate under this Agreement.

## ARTICLE 12 - MISCELLANEOUS

12.1 Advertising - Neither party hereto will use the name, trademarks, or service marks of the other for any purpose without the prior written consent of the other.
12.2 Assignment - Contractor shall not assign nor subcontract its rights and obligations under this Agreement, except in the event PREPA gives written authorization for such actions. Provided, that no subcontract shall be considered for PREPA's approval, except when the following requirements are met: (1) Contractor delivers to PREPA a copy of the subcontract, not less than thirty (30) days prior to the effective date of the proposed subcontract; (2) the subcontract includes, as a condition for its legal validity and enforceability, a provision whereby PREPA has the right to substitute, subrogate or assume Contractor's rights under the subcontract, in the event that PREPA declares Contractor in breach or default of any of the Agreement terms and conditions; and (3) the subcontract includes, as a condition for its validity and enforceability, a provision establishing for the subcontractor the obligation to comply with all Contractor's

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obligations under the Agreement (mirror image clause), except for such obligations, terms and conditions which exclusively related with works or services not included under the subcontract. A request to subcontract shall specify the issues or matters that will be referred to the subcontractor.

The Parties acknowledge that PREPA is undergoing a transformation process, and therefore, both Parties agree that in the eventuality of the execution of a Partnership Contract, Sale Contract or any other PREPA Transaction (as these terms are defined in Act No. 120-2018, otherwise known as Puerto Rico Electric Syștem Transformation Act, as amended), PREPA may sell, assign, convey, transfer, pledge, mortgage, sublease, delegate, hypothecate, or otherwise dispose (each, a "Transfer") any of its rights, title, or interest (by novation or other instrument) in this Agreement as permitted by applicable law and at any time, and without Contractor's consent or cost,' expense or incremental liability to PREPA, to any future operator of Puerto Rico's electric power transmission and distribution system or any of its affiliates, or to any governmental agency, body, public corporation or municipality of Puerto Rico; provided, that PREPA shall notify Contractor no later than thirty (30) days before the effective date of any such Transfer. The Contractor acknowledges that all his responsibilities and obligations under the Contract, such as work to be performed and services to be provided, etc., will continue in full force and effect until the expiration of the thirty (30) day period.

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12.3 Severability - The invalidity or unenforceability of any provisions of this Agreement shall not affect the validity or enforceability of any other provision of this Agreement, which shall remain in full force and effect.
12.4 Waiver - No waiver of any breach of any portion of this Agreement will constitute a waiver of any subsequent breach of the same or any other provisions hereof, and no waiver will be effective unless made in writing.
12.5 Whole Agreement - This Agreement and each Appendix incorporated herein by reference, represent the entire agreement between the parties hereto and supersedes any prior agreement or proposed variation from their terms contained therein.
12.6 Conflicts with Other Documents - In the event of any conflict between any terms and/or conditions contained on any forms or documents exchanged by the parties of this Agreement, the terms and conditions of this Agreement will govern.
12.7 Novation- The Parties expressly agree that no amendment or change order, which could be made to the Agreement during its term, shall be understood as a contractual novation, unless both Parties agree to the contrary, specifically and in writing. The previous provision shall be equally applicable in such other cases where PREPA gives Contractor a time extension for the compliance of any of its obligations under this Agreement, or where PREPA dispenses the claim or demand of any of its credits or rights under the Agreement.

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12.8 Survival - The representations, warranties, indemnities, limitation of liability, confidentiality and work product provisions contained herein will survive the termination or expiration of the Agreement.
12.9 Employees not to Benefit - The parties hereby declare that, to the best of their knowledge, no public officer or employee of the Commonwealth of Puerto Rico, its agencies, instrumentalities, public corporations or municipalities or employee of the Legislative or Judicial branches of the Government has any direct or indirect interest in the present Agreement. Contractor certifies that neither him nor any of its partners, directors, executives, officers, and employees receive salary or any kind of compensation for the delivery of regular services by appointment in any agency, instrumentality, public corporation, or municipality of the Commonwealth of Puerto Rico.

ARTICLE 13 - COMPLIANCE WITH THE COMMONWEALTH OF PUERTO RICO

## CONTRACTING REQUIREMENTS

The Contractor will comply will all applicable Law, Regulations, or Executive Orders that regulate the contracting process and requirements of the Commonwealth of Puerto Rico.

## A. Filing of Puerto Rico Income Tax Returns

In compliance with Executive Order Number OE-1991-24 of June 18, 1991, the Contractor hereby certifies that it has filed all the necessary and required income tax returns to the Government of Puerto Rico for the last five (5) years. As evidence thereof, Contractor has delivered to PREPA an Income Tax Return

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Filing Certificate, issued by the Treasury Department of Puerto Rico assuring that Contractor has filed his Income Tax Return for the last five (5) tax years (Form SC 6088). The Contractor accepts and acknowledges its responsibility for requiring and obtaining a similar warranty and certification from each and every Contractor and Subcontractor whose service the Contractor has secured in connection with the services to be rendered under this Agreement and shall forward evidence to PREPA as to its compliance with this requirement.
B. Payment of Puerto Rico Income Taxes

In compliance with Executive Order Number OE-1991-24 of June 18, 1991, the Contractor, hereby certifies that it has complied and is current with the payment of any and all income taxes that are, or were due, to the Government of Puerto Rico. As evidence thereof, Contractor has delivered to PREPA a certification issued by the Treasury Department of Puerto Rico indicating that Contractor does not owe taxes to the Commonwealth of Puerto Rico; or is paying such taxes by an installment plan in full compliance with its terms (Form SC 6096). During the term of this Agreement, the Contractor agrees to pay and/or to remain current with any repayment plan agreed to by the Contractor with the Government of Puerto Rico. The Contractor accepts and acknowledges. its responsibility for requiring and obtaining a similar warranty and certification from each and every Contractor and Subcontractor whose service the Contractor has secured in connection with the services to be rendered under this Agreement and shall

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forward evidence to PREPA as to its compliance with this requirement.
C. Compliance with Requirements of the Department of Labor and Human Resources of the Commonwealth of Puerto Rico.

Pursuant to Executive Order Number 1992-52, dated August 28, 1992 amending OE-1991-24, the Contractor certifies and warrants that it has made all payments required for unemployment benefits, workmen's compensation and social security for chauffeurs, whichever is applicable, or that in lieu thereof, has subscribed a payment plan in connection with any such unpaid items and is in full compliance with the terms thereof. As evidence thereof, Contractor has delivered to PREPA:

1. A certification issued by the Bureau of Employment Security (Negociado de Seguridad de Empleo) of the Puerto Rico Department of Labor and Human' Resources certifying that Contractor does not owe taxes regarding Unemployment or Disability Insurance.
2. A certification issued by the Program for Social Security for Chauffeurs and Other Employees of the Puerto Rico Department of Labor and Human Resources certifying that contractor has no debt with respect to such program.

## D. Real and Personal Property Taxes

Contractor hereby certifies and guarantees that it does not have any current debt with regard to property taxes that may be registered with the Government of Puerto Rico's Municipal Tax Collection Center (known in Spanish as Centro de

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 Page 39Recaudación de Ingresos Municipales ("CRIM")). The Contractor further certifies to be current with the payment of any and all property taxes that are or were due to the Government of Puerto Rico. The Contractor shall provide:

1. A certification issued by the Municipal Revenues Collection Center ("MRCC"), assuring that Contractor does not owe any tax accruing during the last five (5) years to such governmental agency with respect to personal property; or negative Debt certification issued by the MRCC with respect to personal property taxes and a sworn statement executed by Contractor indicating that (i) its revenues are derived from the rendering of professional services, (ii) during the last 5 years (or the time in which it has been providing professional services) it has had no taxable business or personal property on the 1st of January of each year, (iii) that for such reasons it has not been required to file personal property tax returns, as required under Article 6.03 of Act 83-1991, as amended and (iv) that for such reason it does not have an electronic tax file in the MRCC's electronic system.
2. All Concepts Debt Certification issued by the MRCC assuring that Contractor does not owe any taxes to such governmental agency with respect to real and personal property; or Negative certification issued by the MRCC with respect to real property taxes.

## E. Sales and Use Taxes

The Contractor has delivered to PREPA:

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1. A Certification issued by the Puerto Rico Treasury Department indicating that Contractor does not owe Puerto Rico Sales and Use taxes to the Commonwealth of Puerto Rico; or is paying such taxes by an installment plan and is in full compliance with its terms.
2. A Puerto Rico Sales and Use Tax Filing Certificate, issued by the Treasury Department of Puerto Rico assuring that Contractor has filed his Puerto Rico Sales and Use Tax for the last sixty (60) contributory periods.
3. A copy of Contractor's Certificate of Merchant's Registration issued by the Treasury Department of Puẹrto Rico.
F. Puerto Rico Child Support Administration (ASUME)

Contractor hereby certifies that it is not duty bound to pay child support, or if so, that Contractor is up to date or has a payment plan to such effects. As evidence thereof, the Contractor has delivered to PREPA a certification issued by the Puerto Rico. Child Support Administration (known in Spanish as the Administración Para El Sustento de Menores (ASUME) certifying that the Contractor have any debt, outstanding debt, or legal procedures to collect child support payments that may be registered with ASUME.

## G. Organization Documents

The Contractor shall provide:

1. A Good Standing Certificate issued by the Department of State of Puerto Rico.

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2. A Certification of Incorporation, or Certification of Organization or Certificate of Authorization to do business in Puerto Rico issued by the Department of State of Puerto Rico.
H. Compliance with Act No. 1 of Governmental Ethics

The Contractor will certify compliance with Act No. 1 of January 3, 2012, as amended, known as the Ethics Act of the Government of Puerto Rico, which stipulates that no employee or executive of PREPA nor any member of his or her immediate family (spouse, dependent children, or other members of his or her household or any individual whose financial affairs are under the control of the employee) shall have any direct or indirect pecuniary interest in the services to be rendered under this Agreement, except as may be expressly authorized by the Governor of Puerto Rico in consultation with the Secretary of Treasury and the Secretary of Justice of the Government. 3 L.P.R.A. § 8611 et seq.
I. Law Num. 127, May 31, 2004: Contract Registration in the Comptroller's Office of Puerto Rico Act

Payment for Services under this Agreement will not be made until this Agreement is properly registered in the Office of the Comptroller of the Government of Puerto Rico pursuant to Law Number 18 of October 30, 1975, as amended.
J. Prohibition with respect to execution by public officers: (3 L.P.R.A. 8615(c)) No public officer or employee authorized to contract on behalf of the executive agency for which he/she works may execute a contract between the agency for

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which he/she works and an entity or business in which he/she or any member of his/her family unit has or has had direct or indirect economic interest during the last four (4) years prior to his/her holding office.
K. Prohibition with respect to contracting with officers or employees: (3 L.P.R.A. 8615(d))

No executive agency may execute a contract in which any of its officers or employees or any member of their family units has or has had direct or indirect economic interest during the last four (4) years prior to their holding office, unless the Governor gives authorization thereto with the previous recommendation of the Secretary of the Treasury and the Secretary of Justice.
L. Prohibition with respect to contracts with officers and employees of other Government entities: (3 L.P.R.A. 8615(e))

No public officer or employee may be a party to or have any interest in any profits or benefits produced by a contract with any other executive agency or government dependency unless the Governor gives express authorization thereto with previous recommendation from the Secretary of the Treasury and the Secretary of Justice.
M. Prohibition with respect to evaluation and approval by public officers: (3 L.P.R.A. 8615(f))

No public officer or employee who has the power to approve or authorize contracts shall evaluate, consider, approve or authorize any contract between an

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executive agency and an entity or business in which he/she or any member of his/her family unit has or has had direct or indirect economic interest during the last four (4) years prior to his/her holding office.
N. Prohibition with respect to execution by public officers contracts with former public officers: (3 L.P.R.A. 8615(h))

No executive agency shall execute contracts with or for the benefit of persons who have been public officers or employees of said executive agency until after two (2) years have elapsed from the time said person has ceased working as such.
O. Dispensation

Any and all necessary dispensations have been obtained from any government entity and that said dispensations shall become part of the contracting record.

## P. Rules of Professional Ethics

The Contractor acknowledges and accepts that it is knowledgeable of the rules of ethics of his or her profession and assumes responsibility for his or her own actions.
Q. Anti-Corruption Code for a New Puerto Rico

1. Contractor agrees to comply with the provisions of Act No. 2-2018, as the same may be amended from time to time, which establishes the AntiCorruption Code for a New Puerto Rico.

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2. The Contractor hereby certifies that it does not represent particular interests in cases or matters that imply a conflict of interest, or of public policy, between the executive agency and the particular interests it represents:
3. Contractor shall furnish a sworn statement to the effect that neither Contractor nor any president, vice president, executive director or any member of a board of officials or board of directors, or any person performing equivalent functions for Contractor has been convicted of or has pled guilty to any of the crimes listed in Article 6.8 of Act 8-2017, as amended, known as the Act for the Administration and Transformation of Human Resources in the Government of Puerto Rico or any of the crimes included in Act 2-2018.
4. Contractor hereby certifies that it has not been convicted in Puerto Rico or United States Federal court for under Articles 4.2, 4.3, or 5.7 of Act 1-2012, as amended, known as the Organic Act of the Office of Government Ethics of Puerto Rico, any of the crimes listed in Articles 250 through 266 of Act 146-2012, as amended, known as the Puerto Rico Penal Code, any of the crimes typified in Act 2-2018, as amended, known as the Anti-Corruption Code for a New Puerto Rico or any other felony that involves misuse of public funds or property, including but not limited to the crimes mentioned in Article 6.8 of Act 8-2017, as amended, known as the Act for the Administration and Transformation of Human Resources in the Government of Puerto Rico.

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5. PREPA shall have the right to terminate the Agreement in the event Contractor is convicted in Puerto Rico or United States Federal court for under Articles 4.2, 4.3, or 5.7 of Act 1-2012, as amended, known as the Organic Act of the Office of Government Ethics of Puerto Rico, any of the crimes listed in Articles 250 through 266 of Act 146-2012, as amended, known as the Puerto Rico Penal Code, any of the crimes typified in Act 2-2018, as amended, known as the Anti-Corruption Code for a New Puerto Rico or any other felony that involves misuse of public funds or property, including but not limited to the crimes mentioned in Article 6.8 of Act 8-2017, as amended, known as the Act for the Administration and Transformation of Human Resources in the Government of Puerto Rico.
R. Law 168-2000: Law for the Strengthening of the Family Support and Livelihood of Elderly People

The Contractor will certify that if there is any Judicial or Administrative Order demanding payment or any economic support regarding Act No. 168-2000, as amended, the same is current and in all aspects in compliance. Act No. 168-2000 "Law for the Strengthening of the Family Support and Livelihood of Elderly People" in Spanish: "Ley para el Fortalecimiento del Apoyo Familiar y Sustento de Personas de Edad Avanzada", 3 L.P.R.A. $\S 8611$ et seq.

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S. Provisions Required under Act 14-2004:

The Contractor agrees that articles extracted, produced, assembled, packaged or distributed in Puerto Rico by enterprises with operations in Puerto Rico, or distributed by agents established in Puerto Rico shall be used when the service is rendered, provided that they are available.

## T. Consequences of Non-Compliance

The Contractor expressly agrees that the conditions outlined throughout this Section are essential requirements of this Agreement. Consequently, should any one of these representations, warranties or certifications be incorrect, inaccurate or misleading, in whole or in part, there shall be sufficient cause for the PREPA to render this Agreement null and void, and the Contractor shall reimburse the PREPA all moneys received under this Agreement. If any of the certifications listed in items A through F of this Section shows a debt, and Contractor has requested a review or adjustment of this debt, Contractor hereby certifies that it has made such request at the time of the Agreement execution. If the requested review or adjustment is denied and such determination is final, Contractor will provide, immediately, to PREPA a proof of payment of this debt; otherwise, Contractor accepts that the owed amount be offset by PREPA and retained at the origin, deducted from the corresponding payments. The Contractor accepts and acknowledges its responsibility for requiring and obtaining a similar warranty and certification from each and every Contractor and Subcontractor whose

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service the Contractor has secured in connection with the services to be rendered under this Agreement and shall forward evidence to PREPA as to its compliance with this requirement.

## ARTICLE 14 - TRANSFER OF FUNDS

14.1 If Contractor decides to assign or transfer an amount, due or payable, to which he is entitled for services rendered or goods provided during the term of this Agreement, Contractor shall notify PREPA of such transfer of funds, in accordance to the provisions of Act 21-2012. Said notice shall clearly indicate the rights granted, including a copy of the contract under which the assignment or transfer of funds is made, the exact amount of funds to be assigned or transferred, and specific identification information regarding the assignee (full name of the person or company), address and any other contact information.
14.2 Contractor acknowledges and agrees that PREPA may deduct any amount, due or payable under this Agreement, that Contractor owes; PREPA may retain any said amount if Contractor fails to fulfill its obligations and responsibilities under this Agreement, or a claim arises for warranty or defects regarding the services rendered or goods provided under this Agreement. Contractor also acknowledges and agrees that PREPA's payment obligation under any assignment of funds will cease upon payment of the outstanding amounts under this Agreement. PREPA shall not be required to make payments or transfer any

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 Page 48funds for an amount that exceeds the payment to which Contractor is entitled to under this Agreement.
14.3 Contractor shall include with its notice of assignment of funds a cashier's check or money order for two hundred dollars (\$200), payable to "Puerto Rico Electric Power Authority", to cover administrative costs in processing such assignment.

## ARTICLE 15 - MANDATORY CLAUSES PURSUANT ACT 3-2017

Both parties acknowledge and agree that the contracted services herein may be provided to another entity of the Executive Branch which enters into an interagency agreement with PREPA or by direct disposition of the Secretariat of Government. These services will be performed under the same terms and conditions in terms of hours of work and compensation set forth in this Agreement. For the purpose of this clause, the term "entity of the Executive Branch" includes all agencies of the Government of Puerto Rico, as well as all instrumentalities and public corporations. The office of the Chief of Staff shall have the authority to terminate this Agreement at any time.

## ARTICLE 16 - SEPARABILITY

If a court of competent jurisdiction or other tribunal declares any of the Agreement provisions as null or invalid, such holding will not affect the validity and effectiveness of the remaining provisions of the Agreement and the Parties agree to comply with their respective obligations under such provisions not included by the judicial declaration.

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## ARTICLE 17 - COMPLETE AGREEMENT

This document, together with all attachments referred to herein, constitutes the entire agreement between the parties as to this subject matter and supersedes all communications, negotiations, and agreements of the Parties, whether written or oral, other than these, made prior to the signing of this Agreement. In case of conflict, the terms and conditions of this Agreement, as signed by the parties, shall prevail.

IN WITNESS THEREOF, the Parties hereto sign this Agreement in San Juan, Puerto Rico this 10 date of ___ June of 2019.

Puerto Rico Electric Power Authority Telecontacto-Telecontact, Inc.


# COMMONWEALTH OF PUERTO RICO <br> PUERTO RICO ELECTRIC POWER AUTHORITY 

## GALL CENTER SERVICES AGREEMENT

AS FIRST PARTY: The Puerto Rico Electric Power Authority (hereinafter referred to as "PREPA"), a public corporation and government instrumentality of the Commonwealth of Puerto Rico, created by Act No. 83 of May 2, 1941, as amended, represented herein by its Chief Executive Officer/Executive Director, José F. Ortiz Vázquez, of legal age, married and resident of San Juan, Puerto Rico.

AS SECOND PARTY: Insight Communications, Corp. (hereinafter referred to as "the Contractor"), a corporation organized and existing under the laws of Commonwealth of Puerto Rico, with offices at 342 San Luis Street Suite 304 New Port IV Building, San Juan, Puerto Rico 00920, herein represented by its, President, Neftali Bernard, of legal age, single, accountant and a resident of San Juan, Puerto Rico, duly authorized to appear in representation of the Contractor by Resolution dated May 13, 2019.

## WITNESSETH

WHEREAS, PREPA, by virtue of its enabling act (Act 83), has the authority to engage those professional, technical and consulting services necessary and convenient to the activities, programs, and operations of PREPA;

WHEREAS, Pursuant Section 205 (2) (f) of Act No. 83 a competitive bidding shall not be necessary when in the judgment of the Governing Board, a competitive request for proposal (RFP) process for the acquisition of goods, equipment, materials or services must be carried out to encourage greater competition, reduce the risk of collusion and

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promote the best possible terms and conditions in benefit of greater savings and reduction of costs and operational expenses of PREPA.

WHEREAS, on January 30, 2019, PREPA's Governing Board authorized an RFP process to contract the services of a Call Center by Resolution 4667.

NOW, THEREFORE, PREPA and Contractor enter into this Agreement under the following:

## TERMS AND CONDITIONS

## ARTICLE 1 - Scope of Services

1.1 The services to be provided by Contractor will be (all of the following, the "Services"):
A. Contractor shall provide services for receiving and handling all inbound calls from PREPA's customers. The types of inbound calls includes customers that either desire to perform payments, request service reconnection, report outages, request maintenance such as tree trimming, public lighting, report emergencies related to the electric grid, follow-up work requests or for additional customer service requests previously coordinated with PREPA. Contractor shall provide such services in accordance with the following procedure:
(i) Receive inbound calls from the IVR for all call queues and route to the next available Customer Service Representative ("CSR").
(ii) Have the capability to provide call center services on a $24 \times 7$ basis, 365 days per year using both IVR and live Customer Service Representatives based solely in Puerto Rico.

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(iii) Provide high-quality customer service, focusing on accuracy, the completeness of information, timeliness, adherence to privacy laws, and administer a positive, efficient consumer experience.
(iv) Support inbound calls in both English and Spanish.
(v) Provide a full service operation including, but not be limited to, staff, work space, equipment, software, phones, all computer and telephone related lines and cable.
(vi) Manage and maintain a staff of qualified, trained CSRs capable of responding to the volume and type of calls outlined in the RFP 83673 Call Center Services. All CSRs shall be employees of Contractor and skilled, experienced, properly trained, fully qualified and fit for their respective assignments. The management team and number of live operators must be sufficient to provide timely responses to all inbound calls, as well as responses to administrative concerns and inquiries posed by PREPA.
(vii) Provide quality assurance tools to PREPA to monitor caller satisfaction including ability to visit call center offices and operation, listen to recorded phone calls and investigate service issues.
(viii) Contractor will be responsible for all training costs. PREPA will make available employees to provide training.
(ix) Maintain and provide performance metrics reporting on a daily basis that includes at a minimum, the number of Inbound Calls

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answered, abandoned and the percentage of calls answered, the average speed of answer and the number of agents staffed at any given time interval.
(x) Comply with all applicable federal and local laws and regulations.
B. Contractor shall notify PREPA on a daily basis of any information required by PREP'A's customers.
C. Contractor shall maintain full and detailed books and records, logs, records, daily reports, accounts, schedules, payroll records, receipts, statements, electronic files, correspondence and other pertinent documents as necessary for proper management under this Agreement, including as required under Applicable Law and in any way relating to this Agreement, and shall cause its vendors and subcontractors likewise to maintain such records related to the Services (the "Books and Records"). As part of the Books and Records, Contractor shall provide PREPA with such information and reports related to Services performed by Contractor and created by its systems. After three (3) months of the start of training, Contractor shall provide reports for the Services on a daily basis, which must include, at a minimum, the number of Inbound Calls answered, abandoned and percentage of calls answered, average speed of answer, number of agents staffed in the Contractor Call Center at any given time interval, or any other information provided by the Contractor systems as PREPA deems appropriate to evaluate Contractor's performance. These reports will be

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broken down in (i) 30 minutes increments with a day's total, (ii) a daily basis by week and month in Puerto Rico local time in respect of the prior day's Services,(iii) a weekly basis in daily increments until 11:59 p.m. Puerto Rico local time of each Saturday, and (iv) a monthly basis in daily increments Daily SLA) until 11:59 p.m. (Puerto Rico local time of the last day of each month, and prior to the invoice of monthly fees by Contractor. Additional reports, as agreed to by the parties, shall be provided by Contractor and shall be deemed as part of the Books and Records effective as of the date agreed to by the Parties.
D. Contractor shall allow PREPA, through reasonable mechanisms to be made available by Contractor to PREPA, to monitor Contractor's service receiving and handling of calls from clients. Contractor shall provide PREPA with any and all information, reports, or feedback related to Service quality, which are created by the monitoring of the receiving and handling of calls from customers. Contractor assumes all expenses related to the provision of telecommunication lines and the bearing of network costs associated with routing Inbound Calls to the Contractor's facility. Contractor is responsible for the properly equipping of Contractor's facility with the necessary hardware to receive and handle Inbound Calls as required by this Agreement.

### 1.2 The Services will meet or exceed the following Service Levels (SLA):

A. Abandoned calls: Equal or less than 10\%.

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B. Average speed of answer: $95 \%$ of calls responded in 5 minutes or less.
C. Other Service Levels may be added to the above at the request of PREPA and in agreement with Contractor, with 30 days' notice.
D. Meet security and compliance guidelines - Payment Card Industry (PCI), Data Security Standard (DSS), Phase-Locked Loop (PLL), Physical and Logical access, etc.
E. Provide vulnerability and penetration testing certification by a 3rd party.
1.3 Contractor shall commence performance of the Services immediately upon the date specified in a Notice to Proceed issued by PREPA (the "Commencement Date"), and shall perform the Services in strict conformity with the specifications and requirements contained herein. Contractor specifically acknowledges that time is of the essence in the performance of all of Contractor's obligations under this Agreement.
1.4 Contractor shall consult with PREPA the use of project management tools, including productivity aids and project management systems. Contractor shall use mutually acceptable project management tools and employ a regular reporting mechanism to identify project tasks, present current status reports and identify potential problems.
1.5 Except as otherwise established in the Agreement, Contractor shall utilize its facility at 342 San Luis Street Suite 304 New Port IV Building, San Juan, Puerto Rico 00920 for the performance of Services. The facility will be equipped with telephone systems, computer systems, and various Contractor's support

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and call monitoring tools to be used in the delivery services. Contractor shall bear all expenses of operating the Facility, including all expenses for equipment and systems necessary to connect to any telecommunications circuits or facilities utilized by Contractor to bring calls to the Facility.
1.6 The connection from Contractor to PREPA computer systems shall be through PREPA's server. It must also meet security and compliance guidelines - PCI , DSS, PLL, physical \& logical access. Contractor must provide vulnerability \& penetration testing or certification by third party.
1.7 PREPA shall have the right to implement an extensive monitoring program. PREPA may perform remote and on-site CSR monitoring. Contractor shall monitor at least 4 calls per CSR per month.
1.8 The following shall be considered "Deliverables" for purposes of the Agreement (i) any and all reports prepared and/or delivered pursuant to the Agreement, [(ii) the Training and Script Manual, (iii) the Disaster Recovery Plan, and (iv) the Transition Plan].
1.9 Contractor shall provide adequate training to the CSRs regarding the operation of the applicable equipment and technology, assuring that such training does not interfere with Contractor's performance of the Services. This training must be free of any additional charge. In addition, Contractor shall provide to the CSRs the training required by PREPA from time to time (including, without limitation, training regarding PREPA's scripted call flows that CSRs will follow). All CSRs

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 Page 8utilized for the services will be fully trained in PREPA's procedures and call handling scripts.
1.10 In the event of the expiration or termination of all or of part of the Services being provided under the Agreement, Contractor shall cooperate with PREPA to facilitate the transfer of the affected Services to PREPA or a third party service provider, as applicable, or PREPA's designee. Prior to the expiration or termination date, Contractor shall assist PREPA in developing a plan which must specify the tasks to be performed by the parties in connection with the transfer of the affected Services for the performance of such tasks.
1.11 Voice Calls Volume Forecasts: PREPA shall provide Contractor with a forecast of the voice calls volume expected to be received during a month period. Ten (10) days before the end of month, PREPA shall also provide Contractor a voice call volume forecast, for the next three (3) months. The forecast submitted by PREPA, for the following month, will be considered as final. Contractor will provide, within seven (7) days before the end of month, the "measurement" staffing of said forecast, which will be considered as the final staffing, after the approval from PREPA.
1.12 During the current month, a call volume forecast must be submitted for the remaining full weeks of the month. PREPA and Contractor shall conduct weekly meetings with the purpose of coordinating the necessary adjustments, if any, in order to comply with the service level and quality required in the Agreement.

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1.13 Contractor shall be responsible to maintain, and not exceed, the hours included in the Final Staffing, as approved by the parties. If any extension of hours is required, Contractor shall request in writing an authorization from PREPA before the performance of any adjustment. Final Staffing is the official document, approved by the parties, were the hours (staff time) are established for the following month. The approval of the Final Staffing must be submitted via email, by the authorized representatives of the parties. During the weekly meetings, the parties can amend the Final Staffing, in writing.
1.14 Performance - Contractor shall perform the Services in a good and workmanlike manner and in accordance with accepted industry practices for such Services prevailing at the time and place where the Services are being rendered. Contractor shall comply with all health, safety, environmental and other company policies and procedures of PREPA that are applicable to the performance of the Services as may be communicated by PREPA to Contractor from time to time. Contractor shall furnish all materials, labor, supplies, tools, equipment, facilities, services and transportation necessary to perform the Services. All personnel furnished by Contractor or any subcontractor shall be duly qualified and experienced in their respective capacities. All tools and equipment provided by Contractor shall be repaired and maintained by Contractor at its cost. Rules, Nondiscrimination - Contractor shall obtain and maintain during the performance of the services hereunder all permits, licenses and authorizations

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required by all applicable authorities to perform such services. Furthermore, Contractor hereby represents, warrants, and agrees that its performance hereunder will conform to all applicable laws and regulations. Contractor warrants that all employees utilized by Contractor pursuant to this Agreement will be fully trained, equipped and competent and will perform their duties in a safe, courteous manner and will work harmoniously with PREPA's personnel. Contractor will also comply with all applicable laws pertaining to nondiscrimination in employment and facilities.
1.16 Equipment - Contractor will be responsible for the acquisition, maintenance, inventory, storage, and control of all equipment, materials, supplies, and any special equipment required to perform the Services.
1.17 Service provided to others - PREPA acknowledges and agrees that Services may be provided to PREPA in conjunction with Services that Contractor may provide to third parties. Notwithstanding anything contained in any other agreement to the contrary, Contractor agrees that Services provided for PREPA, its employees and agents, will be provided pursuant to and in accordance. with the provisions of this Agreement.
1.18 [Service Level Performance Credits - Will be incurred by Contractor when Service Level Performance falls below the target over a one (1) week period. For every day when Service Level Performance is below the target, PREPA will receive credit for such day's charges in Contractor's monthly invoice]. [Three (3)] or more instances of Contractor incurring Service Level Performance Credits

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within any [six (6) month] period shall constitute material breach by Contractor for all purposes of this Agreement.
1.19 Performance Credit Exclusions - Contractor will not incur in Service Level Performance Credits in the following cases:
A. When call volume for a given day exceeds the call volume baseline agreed between PREPA and Contractor.
B. The failure of any PREPA circuits or equipment that impacts the performance of Contractor's Call Center Services.
C. Force Majeure as defined in Article 8.
1.20 Additional Provisions Regarding the Services. Any and all changes and/or modifications to the scope of the Services shall be implemented via an amendment of this Agreement in writing signed by both Parties. The Contractor represents that it has or shall obtain, or cause to be obtained, all personnel necessary to undertake and provide the Services in a manner satisfactory to PREPA. The Contractor may not subcontract any of the Services that it has committed to perform or provide pursuant to this Agreement without the prior written approval of the Chief Executive Officer of PREPA or any of his or her authorized representatives. Such consent to subcontract shall not relieve the Contractor of its full responsibilities under this Agreement. Consent to the subcontracting of any part of the services shall not be construed to be an approval of said subcontract or of any of its terms, but shall operate only as an approval of the Contractor's request for execute a contract with its chosen

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 Page 12subcontractor (hereinafter a "Subcontractor"). The Contractor shall be responsible for all services performed by the Subcontractor and all such services shall conform to the provisions of this Agreement.

ARTICLE 2 - CONSIDERATION AND PAYMENT
2.1 In accordance with the terms and conditions contained herein, from and after the Commencement Date, PREPA will pay Contractor the rates specified in this Article 2.1. PREPA shall have no payment obligations prior to the Commencement Date. The total amount to be paid under this Agreement shall not exceed a cumulative amount of $\$ 2,925,500.00$ subject to the terms and conditions contained in Article 6, Term/Termination and Article 12.7, Novation, providing for possible written amendment (s) if agreed upon by both Parties.

All payments to be made under this Agreement will be charged to account number 01-4017-90500-550-382 and 01-4019-92106-556-675. The rate per hour for the services until June 30,2020 is $\$ 16.35$ per CSR.

In case PREPA exercises its option to extend the term of the Agreement, as provide in Article 6, for the second year of the contract the rate per hour for the services will be $\$ 16.35$ per CSR and for the third year of the contract the rate per hour for the services will be $\$ 16.00$ per CSR. Except as expressly set forth in this Article 2.1, PREPA shall not be liable for any other payment compensation for Services performed by Contractor hereunder.

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2.2 Contractor shall submit monthly invoices within the first thirty (30) days following each month during which the Services were performed, which will include a description of the services rendered and the number of hours spent by each person. Each invoice shall be itemized and must be duly certified by an authorized representative of the Contractor.

PREPA will review the invoices within thirty (30) days of receipt and if they are in compliance with the requirements set forth in the Agreement, it will proceed with payment. Payment is due within sixty (60) days of receipt. PREPA reserves the right to conduct the audits any portion of the Books and Records it deems necessary for any reason, including to ascertain payment information, and it will not be subject to finance charges regarding invoice payments subject to an audit. In the event of a dispute over the invoice, PREPA will pay the amount of the invoice not in dispute, and withhold the disputed amount until the dispute is resolved.

All invoices submitted by Contractor shall include the following Certification in order to proceed with its payment:

No Interest Certification:
Under penalty of absolute nullity, I hereby certify that no employee, official or director of PREPA is a party or has been granted any interest or payment by Contractor in the profits or benefits to be obtained under this Agreement by Contractor or if any employee, official or director of PREPA has any interest in the profits or benefits under this Agreement a waiver has been previously obtained.

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 Page 14I, also certify that the only consideration to provide the services under this Agreement to Contractor is the payment agreed with PREPA's authorized representative. The total amount of this invoice is fair and correct. The services were provided and no payment has been received for said concept.

## Contractor's Representative

This is an essential requirement and those invoices without this Certification will not be processed for payment. In order to comply with the certification requirements set forth above, Contractor shall require that subcontractors providing Services also make the certification set forth above in any invoices submitted in connection with the Services.

The Contractor shall immediately notify PREPA when the billing under the Agreement amounts seventy-five percent (75\%) of the maximum amount under the Agreement. Once this notification has been issued, the Contractor, in coordination with PREPA, will ensure that no services will be rendered in excess of the contract price, except that a written amendment is agreed upon by both parties. In addition, the Contractor shall present an itemized list of the remaining billable works under the Agreement.

All invoices have to be sent to the following address:

Puerto Rico Electric Power Authority
Attn: Noriette Figueroa Meléndez
Customer Service Director
PO Box 364267
San Juan, Puerto Rico 00936-4267

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2.3 In addition to disputed amounts set forth in an invoice, PREPA may, in addition to any other rights under this Agreement, at law or in equity, withhold payment on an invoice or portion thereof, in an amount and to such extent as may be reasonably necessary to protect Contractor from loss due to: (i) Services failing to meet Service Level and not remedied in accordance with this Agreement; (ii) third party liens, stop notices or other encumbrances on all or a portion of PREPA's facilities or equipment, if applicable; (iii) any breach by Contractor of any term or provision of this Agreement; (iv) a discovery that Services associated with a prior payment was not performed as reported; (vi) failure of Contractor to make payments to subcontractors as required under their respective subcontracts; (vii) any other costs or liabilities which PREPA has incurred or, in PREPA's reasonable judgment, will incur for which Contractor may be responsible; or (viii) failure of Contractor to comply with its reporting or scheduling obligations under this Agreement. PREPA shall pay the amount withheld if Contractor (a) pays, satisfies or discharges the applicable claim of PREPA against Contractor under or by virtue of this Agreement and provides PREPA with reasonable evidence of such payment, satisfaction or discharge, (b) cures all such breaches and defaults in the performance of this Agreement, or (c) provides PREPA with a letter of credit reasonably satisfactory to PREPA in the amount of the withheld payment.
2.4 In addition to the amount withheld pursuant to Article 2.3, PREPA will deduct and withhold at the source to the Contractor the equivalent of ten percent (10\%) from

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payment for services rendered under this Agreement in Puerto Rico, in compliance with the New Puerto Rico Internal Revenue Code, Law 1 2011, Section 1062.03, as amended. Notwithstanding' the aforementioned, the withholding to be done by PREPA as herein stated could be increased to twenty percent $(20 \%)$ in the event that the Contractor is a non-resident individual, which is a U.S. citizen, as provided by the New Puerto Rico Internal Revenue Code, section 1062.08; or twenty-nine percent $(29 \%)$ in the event that the Contractor is a non-resident and non U.S. citizen individual; or a foreign corporation or partnership which is not dedicated to industry or business in Puerto Rico, as provided by the New Puerto Rico Internal Revenue Code, section 1062.08. PREPA shall provide a certificate stating that such tax withholding was collected. If a Release Letter has been issued to the Contractor by the Treasury Department, the Contractor shall be responsible to submit a copy of said Release Letter to PREPA for every calendar year; otherwise, payments under the Agreement shall remain subject to withholding at source. All invoices shall be segregated by categories (services, materials, equipment, etc.), to identify the amounts subject to withholding and avoid undue deductions.
2.5 In compliance with Executive Order 1991 OE- 24; and C.F.R. Part 404 et. seq., the Contractor will be responsible for rendering and paying the Federal Social Security and Income Tax Contributions for any amount owed as a result of the income, from this Agreement.

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 Page 172.6 The Contractor shall not request any payment for Services rendered under the terms of this Agreement until it has been registered by PREPA at the Office of the Comptroller of Puerto Rico as established in Act 18-1975, as amended. PREPA undertakes to register this Agreement pursuant to such Act within fifteen (15) days after the execution of this Agreement.

## ARTICLE 3 - CONTRACTOR'S EMPLOYEES

3.1 PREPA and the Contractor agree that Contractor's status hereunder and the status of any agents, employees and subcontractors engaged by the Contractor shall be that of an independent contractor only and not that of an employee, agent, director or officer of PREPA nor shall they be considered a public servant of neither PREPA nor the Commonwealth of Puerto Rico. The Contractor recognizes that its personnel shall not be entitled to employment benefits such as vacations, sick leave, retirement benefits and other benefits from PREPA because of its condition as an independent contractor. Neither the Contractor nor its personnel shall have any authority or right to enter into contracts on behalf of PREPA. No provision of this Agreement shall be deemed to create an employment relationship between Contractor or his employees and PREPA.
3.2 The employees of Contractor engaged in performing Services hereunder will be considered employees of Contractor for all purposes and will under no circumstances be deemed to be employees of PREPA. PREPA will have no supervisory power or control over any such Contractor's employees and any complaint or change in procedure will be communicated by PREPA to Contractor

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who will in turn promptly give any necessary instructions to its personnel.
3.3 Contractor will be responsible for the direct supervision of its employees through its designated representative and such representative will in turn, report to and confer with the designated agents of PREPA with respect to the Services.
3.4 Contractor agrees to assume full and complete responsibility for any and all liability to its employees on account of injury, disability, and death resulting from, or sustained by said employees in the performance of the Services defined herein.
3.5 At PREPA's request, Contractor will immediately remove from service any employee whose acts or omissions will be a violation of applicable law or constitute a breach of this Agreement.
3.6 Both parties agree to accept full and exclusive liability for the payment of any and all taxes, contributions, and other payments for unemployment compensation and/or pension benefits, Worker's Compensation, employers liability insurance or annuities now or hereafter imposed upon employers as applicable to them with respect to its employees and each party will make such payments and will make and file any and all reports and returns and take all other actions necessary to comply with the laws imposing such taxes, contributions, or other payments.
3.7 Contractor agrees to hold PREPA harmless and to indemnify and defend PREPA in full for any and all damages, claims, assessments, penalties, liabilities, charges, attorney's fees or other losses incurred during or following the term of this. Agreement, which result from any assertion, claim, determination or

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adjudication that Contractor any of its employees are employees of PREPA, including, but not limited to, any claim, determination or adjudication made pursuant to the Internal Revenue Code, any of Puerto Rico Unemployment laws and regulations, compensation Law, or any other federal, state or local wage, employment, insurance, labor and other laws, statutes, regulations and ordinances.
3.8 Contractor represents and warrants that the employees used in the performance of the Services hereunder will have the qualifications, skills and experience necessary to perform the Services and will have the work records as represented to PREPA.
3.9 In the performance of this Agreement, Contractor will comply with all applicable statutes, regulations, ordinances pertaining to nondiscrimination in employment and facilities.

## ARTICLE 4 - INDEMNITY

4.1 PREPA agrees and hereby undertakes to release, indemnify, defend, and hold harmless Contractor, its directors, officers, employees, agents and, successors, and assigns from and against any and all liability, damages, claims, civil penalties, suits, losses, penalties or actions of every name and description, including claims of infringement of any third party's intellectual property rights and any and all costs and expenses related thereto, including the defense thereof, reasonable attorney's fees and court costs arising out of or resulting from any act or omission of PREPA, its directors, officers, employees, agents,

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successors, and assigns in connection with PREPA 's performance under this Agreement, except to the extent caused by (a) the gross negligence, recklessness or willful misconduct of Contractor, its directors, officers, employees, agents, successors and/or assigns or (b) arising from or in connection with a violation of applicable law by Contractor, its directors, officers, employees, agents, successors or assigns.
4.2 Contractor agrees and hereby undertakes to release, indemnify, defend, and hold harmless PREPA, its directors, officers, employees, agents, and successors, and assigns from and against any and all direct liability, damages, claims, civil penalties, suits, losses, penalties or actions of every name and description, including claims of infringement of any third party's intellectual property rights and any and all costs and expenses related thereto, including the defense thereof, reasonable attorney's fees and court costs arising out of or resulting from the act or omission of Contractor, its directors, officers, employees, agents, successors, and assigns in connection with Contractor's performance under this Agreement, except to the extent caused by (a) the gross negligence, recklessness or willful misconduct of PREPA, its directors, officers, employees, agents, successors or assigns and/or (b) arising from or in connection with a violation of applicable law by PREPA , its directors, officers, employees, agents, successors or assigns.

Notwithstanding Articles 4.1 and 4.2, in the event that a government entity brings a criminal or civil action against a Party, that Party will have the right to control

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the management and settlement of such matter. This does not constitute a waiver of the other Party with respect to any right it may have under the circumstances that gives rise to such criminal or civil action, including, but not limited to, the right to intervene in any action against a Party involving the services provided under the Agreement or initiate any other claim, suit or action. Neither Party will have the right to make any admissions on behalf of the other Party.

Notwithstanding the aforementioned, in the course of any action brought against either Party, each Party, at its own expense, will provide reasonable assistance to the other Party, including but not limited to reasonable access to documents and personnel. Prior to such access, the Parties shall take those precautionary measures including, but not limited to, the execution of any document, that may be necessary to protect and preserve as confidential any information of such nature. Such reasonable assistance will not require a Party to breach or waive any privilege or legal right, including but not limited to the attorney-client privilege applicable to communications between each Party and its respective legal counsel.

## ARTICLE 5 - CONFIDENTIALITY

5.1 Contractor will presume that any information, including, without limitation, business plans, customer data, employee data, financial information, or contractual information, whether written, verbal or electronic, provided to or observed by Contractor or developed by Contractor in connection herewith is

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confidential information unless Contractor is informed by PREPA to the contrary or, by its nature, it is public or intended to be shared in the course of Contractor's performance hereunder. Contractor will take reasonable precautions, including the same precautions it takes to protect its own confidential information, to ensure that no confidential information is disclosed to any third party. Contractor's obligations under this article will not apply to any of the following: (a) information in the public domain or available to the public; (b) information available from third parties without any non-disclosure obligation to PREPA ; (c) or any disclosure of confidential information required by any court, regulatory order or other service of legal process, in which case Contractor will provide PREPA prompt notice of any such order or process and cooperate with PREPA in responding such requirement.
5.2 If this Agreement terminates for any reason, Contractor shall maintain in strictest confidence both; during the term of this Agreement and subsequent to termination of this Agreement, and shall not during the term of this Agreement or thereafter disclose or divulge to any person, firm, or corporation, or use directly or indirectly, for its own benefit or the benefit of others, any information which in good faith and good conscience ought to be treated as confidential information including, without limitation, information relating to PREPA's customers, operations or intellectual property or relating to the business or affairs of PREPA which Contractor may acquire or develop in connection with or as a result of the performance of the Services hereunder. In the event of an actual or threatened

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breach by Contractor of the provisions of this paragraph, PREPA shall be entitled to injunctive relief for such breach. Nothing herein shall be construed as prohibiting PREPA from pursuing any other legal remedies available, including the recovery of damages from Contractor.
5.3 Contractor acknowledges and agrees that in connection herewith, PREPA may provide Contractor with access to several of PREPA's computer and communications systems. Contractor acknowledges and agrees that under no circumstances will it permit the systems to be used for any purpose other than those required in connection with its performance under this Agreement. Contractor agrees that it will maintain the confidentiality of codes, passwords and user names required to access those systems ("Access Information") and any information accessed via those systems and will promptly report by telephone and then in writing any compromise of the Access Information or accessed information to PREPA. Contractor will also properly secure the equipment required to access the systems and will promptly report by telephone and then in writing any damage or problems therewith.
5.4 Contractor shall maintain the Books and Records, and shall cause its subcontractors to maintain similar books and records, for the greater of: (i) six (6) years following the end of the year in which the costs were incurred hereunder; or (ii) such period of time as may be required under Applicable Laws.

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## ARTICLE 6 -TERM/TERMINATION

6.1 The term of this Agreement will commence on the date of its signature by both parties and will continue in effect until June 30, 2020. PREPA, at its sole discretion, may extend the term up to four (4) additional periods of one (1) fiscal year, subject to the availability of funds, in which case PREPA will notify the Contractor at least fifteen (15) days prior to the expiration of the original term.

### 6.2 Termination for Convenience

PREPA shall have the right to terminate this Agreement for convenience, at any moment, by providing the other party thirty (30) days written notice by registered mail, return receipt requested, or overnight express mail. If notice is given, this Agreement shall terminate upon the expiration of thirty (30) days and PREPA shall be obligated to pay all fees and expenses incurred up to the day of effective termination, in accordance with the terms of this Agreement. The rights, duties and responsibilities of the Parties shall continue in full force and effect during the thirty (30) day notice period. Contractor shall have no further right to compensation except for what has been accrued for services rendered under this Agreement until said date of effective termination.

### 6.3 Termination for Cause

PREPA shall have the right to terminate this Agreement immediately in the event of negligence, dereliction of duty, noncompliance, or material breach by the Contractor, as determined in the sole discretion of PREPA, or for any other reason described elsewhere in this Agreement as a basis for termination. In the

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event this Agreement is terminated by PREPA for cause, PREPA shall be obligated to pay all fees and expenses incurred up to the day of effective termination, in accordance with the terms of this Agreement. Contractor shall have no further right to compensation except for what has been accrued for services rendered under this Agreement until said date of effective termination. Upon written notice to Contractor from PREPA stating that Contractor is in breach of this Agreement, Contractor will immediately remedy such breach. Where Contractor fails to remedy such breach within ten (10) days or to promptly initiate and continue in good faith to remedy a breach that cannot be reasonably remedied in ten (10) days (provided that, in no event shall the duration of any cure period exceed [thirty (30] days), PREPA will have the right to terminate this Agreement upon five (5) days' notice to Contractor. Contractor further agrees that if it commits a substantially similar breach more than twice in any three (3) month period, regardless of remedy, PREPA will have the right to terminate the Agreement upon notice to Contractor.

## ARTICLE 7-LIMITATION OF LIABILITY

In no event will either Party or its respective licensors or suppliers have any liability for any, indirect or consequential damages, loss of profits or revenue, loss or corruption of data, toll fraud, cost of cover, or substitute goods or performance. The total aggregate liability of either party for all claims arising out of or in connection with this Agreement will not exceed an amount equal to the total amount of all fees paid or payable under this Agreement. However, the limitations of liability in this section will not apply in cases

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of willful misconduct, personal injury or breaches of Contractor's license restrictions. The limitations of liability in this section also will apply to any liability of directors, officers, employees, agents and suppliers. The limitations of aggregate liability will not apply to contractual indemnification obligations provided in this Agreement.

With respect to any indemnity set forth in this Agreement, each indemnitee shall give prompt notice of its receipt of any threat, indication or other notice of any claim, investigation or demand that might give rise to any losses required to be indemnified hereunder and shall reasonably cooperate in the defense of such claim. The indemnifying party shall have the right to conduct defense of such action at its sole expense.

## ARTICLE 8 - FORCE MAJEURE

Neither Party shall be in default hereunder for any failure of or delays in performance resulting from "Force Majeure". Force Majeure shall mean catastrophic storms or floods, tornadoes, hurricanes, earthquakes, and other acts of God, fires, wars, national strikes, terrorist attacks, revolts, insurrections, sabotage, epidemics, explosions, or commandeering of raw materials or products or plants or facilities by a governmental authority, provided that such event or act (i) delays or renders impossible the affected Party's performance, (ii) is beyond the reasonable control of the affected Party, and (iii) was not due to its fault or negligence. Strikes, changes in market or economic conditions, economic hardship, late delivery or failure of equipment, lockouts or differences with workers which are limited to Contractor's employees or employees of Contractor's subcontractors, climatic conditions (including rain, snow, wind, temperature

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and other weather conditions), and inability of either party to secure funds shall not be regarded as Force Majeure. Upon the occurrence of Force Majeure, the Party affected shall give prompt notice thereof, but in no event later than seven (7) days after the day such Party learned of the Force Majeure event, to the other Party and shall, at its cost and expense, do all things reasonably possible to remove or mitigate its effects. In the event PREPA terminates this Agreement during the duration of a Force Majeure, PREPA shall pay Contractor for Services satisfactorily performed up to the date of first notice of Force Majeure and in no circumstances shall Contractor be entitled to any prospective profits or any damages because of such termination. The party claiming Force Majeure shall have the burden of proof with respect to demonstrating that the event constitutes a Force Majeure, and that it has strictly complied with the notice and other provisions of this Article 8. Except for (i) Force Majeure or (ii) a PREPA ordered suspension of any Services, no other interruption, cessation, postponement, or delay in the commencement or performance of the Services required under this Agreement from any other cause whatsoever (including any dispute arising out of this Agreement) shall relieve Contractor or PREPA from its obligations under this Agreement.

## ARTICLE 9 - INSURANCE

Contractor shall secure and maintain in full force and effect, during the life of this Agreement as provided herein, policies of insurance covering all operations engaged in by the Agreement as follows:

1. Commonwealth of Puerto Rico Workmen's Compensation Insurance: Contractor shall provide Workmen's Compensation Insurance as required by

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the Workmen's Compensation Act of the Commonwealth of Puerto Rico. Contractor shall also be responsible for compliance with said Workmen's Compensation Act by all its subcontractors, agents and invitees, if any, or shall certify that such subcontractors, agents and invitees have obtained said policies on their own behalf. Contractor shall fumish to PREPA a certificate from the Puerto Rico's State Insurance Fund showing that all personnel employed in the work are covered by the Workmen's Compensation Insurance, in accordance with this Agreement.
2. Employer's Liability Insurance: Contractor shall provide Employer's Liability Insurance with minimum bodily injury limits of $\$ 1,000,000$ for each employee and $\$ 1,000,000$ for each accident covering against the liability imposed by Law upon Contractor as result of bodily injury, by accident or disease, including death arising out of and in the course of employment, and outside of and distinct from any claim under the Workmen's Compensation Act of the Commonwealth of Puerto Rico.
3. Commercial General Liability Insurance: Contractor shall provide a Commercial General Liability Insurance with limits of $\$ 1,000,000$ per occurrence and $\$ 1,000,000$ aggregate. This insurance must include Personal Injury coverage.
4. Fidelity Bond: Contractor shall provide a Fidelity Bond in the amount of $10 \%$ of the Agreement's price to protect Contractor from employee-dishonesty losses.

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Requirements Under the Policies:
The Commercial General Liability Insurance required under this Agreement shall endorsed to include:

1. As Additional Insured:

Puerto Rico Electric Power Authority (PREPA)
Risk Management office
PO Box 364267
San Juan, PR 00936-4267
2. A 30 day cancellation or nonrenewable notice to be sent to the above address.
3. An endorsement including this Agreement under contractual liability coverage and identifying it by number, date and parties to the Agreement.
4. Waiver of Subrogation in favor of the Puerto Rico Electric Power Authority (PREPA).
5. Breach Of Warranties or Conditions:
"The Breach of any warranties or Conditions in this policy by the Insured shall not prejudice PREPA'S rights under this policy"

Bonds:
As an Agreement security, Contractor shall furnish at the time of execution of the

## Agreement:

1. A Performance Bond in the amount of one hundred percent (100\%) of the Agreement's price with good and sufficient surety satisfactory to the Puerto Rico Electric Power Authority (PREPA) guaranteeing that Contractor will well and faithfully perform the Agreement's work.

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2. A Payment Bond in the amount of one hundred percent ( $100 \%$ ) of the agreement price, with good and sufficient surety satisfactory to the Puerto Rico Electric Power Authority (PREPA) to guarantee the prompt payment of all labor, supervision, equipment and materials required in the performance of the work.
3. All bonds shall be issue in the official form of the Puerto Rico Electric Power Authority (PREPA).

Furnishing Of Policies:
All required policies of insurance shall be in a form acceptable to PREPA and shall be issued only by insurance companies authorized to do business in Puerto Rico. Contractor shall fumish a certificate of insurance in original signed by an authorized representative of the insurer in Puerto Rico, describing the coverage afforded.

## ARTICLE 10 - CONTACT \& NOTICES

10.1 Each party agrees that it will designate a Contact who will be primarily responsible for coordinating that party's performance under this Agreement and managing the relationship with the other party. Each will have the right to specify a Backup Contact and change its Contact and Backup Contact by notice to the other. Each may specify Contacts for particular purposes, but that will not relieve that party from its obligations under the first sentence hereof.
10.2 Except where specified elsewhere in this Agreement, any and all notices, documents, records, correspondence, approvals or demands required or permitted to be given by the parties hereto will be sufficient if made in writing and

## Call Center Services Agreement - Insight Communications, Corp.

 Page 31sent by mail, postage prepaid, overnight courier, delivered by hand, or via e-mail.
Where sent by mail, such notices will also be sent by facsimile. Notices to PREPA will be addressed to:

Puerto Rico Electric Power Authority
Attn: Noriette Figueroa Meléndez
Customer Service Director
P O Box 364267
San Juan, Puerto Rico 00936
E-mail: noriette.figueroa@prepa.com
and to Contractor addressed to:

Insight Communications, Corp.
Attn: Neftali Bernard
President
342 San Luis Street Suite 304 New Port IV
San Juan, PR 00920
E-mail: nbernard@prw.net

ARTICLE 11 - CHOICE OF LAW AND FORUM SELECTION; DISPUTE RESOLUTION
11.1 The parties hereto acknowledge and agree that this Agreement will be governed under the laws, of the Commonwealth of Puerto Rico.
11.2 During Term of this Agreement, any change in law, including, but not limited to, changes in applicable tax law, which causes an increase in Contractor's costs when providing the Services to be acquired by PREPA, shall be Contractor's responsibility, and PREPA shall not be obliged to increase the Contract Price.

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### 11.3 Executive Negotiation

Before initiating any legal proceeding regarding any claims, controversies and disputes between the Parties arising out of, connected with, or relating to, this Agreement, including any dispute regarding the existence, termination or validity of this Agreement between the Parties (each a "Dispute"), the Party asserting such Dispute must provide the other Party with a notice in writing, setting forth a reasonably complete statement detailing the Dispute and the factual and legal grounds for such Dispute (the "Notice of Dispute"). Within 14 days after a Party receives the Notice of Dispute, the Parties will engage in good faith in-person "executive to executive" negotiations between the Chief Executive Officer or his authorized representative of PREPA's and executives of similar authority of Contractor familiar with the matters related to the Dispute. Such executives will have authority to negotiate and settle the dispute subject to such executives first obtaining the consent for any such settlement from the Party which they represent. If the Parties to such Dispute are unsuccessful in resolving such Dispute within 30 days after delivery of the Notice of Dispute, then the Dispute shall be resolved through legal proceedings in accordance with Article 11.4.

### 11.4 Legal Proceedings

The Parties expressly agree that only the Courts of the Commonwealth of Puerto Rico will be the courts of competent and exclusive jurisdiction to decide over the judicial controversies that the appearing Parties may have among them regarding the Terms and Conditions of this Agreement.

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11.5 Continuation of Services During Dispute. Notwithstanding any Dispute, it shall be the responsibility of Contractor to continue to provide all of the Services diligently and in a good and workmanlike manner in conformity with this Agreement. Except to the extent expressly provided hereunder, Contractor shall have no right to cease performance hereunder or to permit the provision of the Services to be delayed. PREPA shall, subject to its right to withhold or offset amounts pursuant to this Agreement, continue to pay Contractor undisputed amounts in accordance with this Agreement; provided, however, in no event shall any Dispute prevent or limit PREPA from exercising its rights under this Agreement, at law or in equity, including PREPA's right to terminate under this Agreement.

## ARTICLE 12 -MISCELLANEOUS

12.1 Advertising - Neither party hereto will use the name, trademarks, or service marks of the other for any purpose without the prior written consent of the other.
12.2 Assignment - Contractor shall not assign nor subcontract its rights and obligations under this Agreement, except in the event PREPA gives written authorization for such actions. Provided, that no subcontract shall be considered for PREPA's approval, except when the following requirements are met: (1) Contractor delivers to PREPA a copy of the subcontract, not less than thirty (30) days prior to the effective date of the proposed subcontract; (2) the subcontract includes, as a condition for its legal validity and enforceability, a provision whereby PREPA has the right to substitute, subrogate or assume Contractor's rights under the subcontract, in the event that PREPA declares Contractor in

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breach or default of any of the Agreement terms and conditions; and (3) the subcontract includes, as a condition for its validity and enforceability, a provision establishing for the subcontractor the obligation to comply with all Contractor's obligations under the Agreement (mirror image clause), except for such obligations, terms and conditions which exclusively related with works or services not included under the subcontract. A request to subcontract shall specify the issues or matters that will be referred to the subcontractor.

The Parties acknowledge that PREPA is undergoing a transformation process, and therefore, both Parties agree that in the eventuality of the execution of a Partnership Contract, Sale Contract or any other PREPA Transaction (as these terms are defined in Act No. 120-2018, otherwise known as Puerto Rico Electric System Transformation Act, as amended), PREPA may sell, assign, convey, transfer, pledge, mortgage, sublease, delegate, hypothecate, or otherwise dispose (each, a "Transfer") any of its rights, title, or interest (by novation or other instrument) in this Agreement as permitted by applicable law and at any time, and without Contractor's consent or cost, expense or incremental liability to PREPA, to any future operator of Puerto Rico's electric power transmission and distribution system or any of its affiliates, or to any governmental agency, body, public corporation or municipality of Puerto Rico; provided, that PREPA shall notify Contractor no later than thirty (30) days before the effective date of any such Transfer. The Contractor acknowledges that all his responsibilities and obligations under the Contract, such as work to be performed and services to be

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provided, etc., will continue in full force and effect until the expiration of the thirty (30) day period.
12.3 Severability - The invalidity or unenforceability of any provisions of this Agreement shall not affect the validity or enforceability of any other provision of this Agreement, which shall remain in full force and effect.
12.4 Waiver - No waiver of any breach of any portion of this Agreement will constitute a waiver of any subsequent breach of the same or any other provisions hereof, and no waiver will be effective unless made in writing.
12.5 Whole Agreement - This Agreement and each Appendix incorporated herein by reference, represent the entire agreement between the parties hereto and supersedes any prior agreement or proposed variation from their terms contained therein.
12.6 Conflicts with Other Documents - In the event of any conflict between any terms and/or conditions contained on any forms or documents exchanged by the parties of this Agreement, the terms and conditions of this Agreement will govern.
12.7 Novation- The Parties expressly agree that no amendment or change order, which could be made to the Agreement during its term, shall be understood as a contractual novation, unless both Parties agree to the contrary, specifically and in writing. The previous provision shall be equally applicable in such other cases where PREPA gives Contractor a time extension for the compliance of any of its obligations under this Agreement, or where PREPA dispenses the claim or demand of any of its credits or rights under the Agreement.

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12.8 Survival - The representations, warranties, indemnities, limitation of liability, confidentiality and work product provisions contained herein will survive the termination or expiration of the Agreement.
12.9 Employees not to Benefit - The parties hereby declare that, to the best of their knowledge, no public officer or employee of the Commonwealth of Puerto Rico, its agencies, instrumentalities, public corporations or municipalities or employee of the Legislative or Judicial branches of the Government has any direct or indirect interest in the present Agreement. Contractor certifies that neither him nor any of its partners, directors, executives, officers, and employees receive salary or any kind of compensation for the delivery of regular services by appointment in any agency, instrumentality, public corporation, or municipality of the Commonwealth of Puerto Rico.

## ARTICLE 13 - COMPLIANCE WITH THE COMMONWEALTH OF PUERTO RICO <br> CONTRACTING REQUIREMENTS

The Contractor will comply will all applicable Law, Regulations, or Executive Orders that regulate the contracting process and requirements of the Commonwealth of Puerto Rico.
A. Filing of Puerto Rico Income Tax Returns

In compliance with Executive Order Number OE-1991-24 of June 18, 1991, the Contractor hereby certifies that it has filed all the necessary and required income tax returns to the Government of Puerto Rico for the last five (5) years. As evidence thereof, Contractor has delivered to PREPA an Income Tax Return

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Filing Certificate, issued by the Treasury Department of Puerto Rico assuring that Contractor has filed his Income Tax Return for the last five (5) tax years (Form SC 6088). The Contractor accepts and acknowledges its responsibility for requiring and obtaining a similar warranty and certification from each and every Contractor and Subcontractor whose service the Contractor has secured in connection with the services to be rendered under this Agreement and shall forward evidence to PREPA as to its compliance with this requirement.

## B. Payment of Puerto Rico Income Taxes

In compliance with Executive Order Number OE-1991-24 of June 18, 1991, the Contractor, hereby certifies that it has complied and is current with the payment of any and all income taxes that are, or were due, to the Government of Puerto Rico. As evidence thereof, Contractor has delivered to PREPA a certification issued by the Treasury Department of Puerto Rico indicating that Contractor does not owe taxes to the Commonwealth of Puerto Rico; or is paying such taxes by an installment plan in full compliance with its terms (Form SC 6096). During the term of this Agreement, the Contractor agrees to pay and/or to remain current with any repayment plan agreed to by the Contractor with the Government of Puerto Rico. The Contractor accepts and acknowledges its responsibility for requiring and obtaining a similar warranty and certification from each and every Contractor and Subcontractor whose service the Contractor has secured in connection with the services to be rendered under this Agreement and shall
forward evidence to PREPA as to its compliance with this requirement.
C. Compliance with Requirements of the Department of Labor and Human Resources of the Commonwealth of Puerto Rico.

Pursuant to Executive Order Number 1992-52, dated August 28, 1992 amending OE-1991-24, the Contractor certifies and warrants that it has made all payments required for unemployment benefits, workmen's compensation and social security for chauffeurs, whichever is applicable, or that in lieu thereof, has subscribed a payment plan in connection with any such unpaid items and is in full compliance with the terms thereof. As evidence thereof, Contractor has delivered to PREPA:

1. A certification issued by the Bureau of Employment Security (Negociado de Seguridad de Empleo) of the Puerto Rico Department of Labor and Human Resources certifying that Contractor does not owe taxes regarding Unemployment or Disability Insurance.
2. A certification issued by the Program for Social Security for Chauffeurs and Other Employees of the Puerto Rico Department of Labor and Human Resources certifying that contractor has no debt with respect to such program.
D. Real and Personal Property Taxes

Contractor hereby certifies and guarantees that it does not have any current debt with regard to property taxes that may be registered with the Government of Puerto Rico's Municipal Tax Collection Center (known in Spanish as Centro de

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Recaudación de Ingresos Municipales ("CRIM")). The Contractor further certifies to be current with the payment of any and all property taxes that are or were due to the Government of Puerto Rico. The Contractor shall provide:

1. A certification issued by the Municipal Revenues Collection Center ("MRCC"), assuring that Contractor does not owe any tax accruing during the last five (5) years to such governmental agency with respect to personal property; or negative Debt certification issued by the MRCC with respect to personal property taxes and a sworn statement executed by Contractor indicating that (i) its revenues are derived from the rendering of professional services, (ii) during the last 5 years (or the time in which it has been providing professional services) it has had no taxable business or personal property on the 1st of January of each year, (iii) that for such reasons it has not been required to file personal property tax returns, as required under Article 6.03 of Act 83-1991, as amended and (iv) that for such reason it does not have an electronic tax file in the MRCC's electronic system.
2. All Concepts Debt Certification issued by the MRCC assuring that Contractor does not owe any taxes to such governmental agency with respect to real and personal property; or Negative certification issued by the MRCC with respect to real property taxes.
E. Sales and Use Taxes

The Contractor has delivered to PREPA:

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1. A Certification issued by the Puerto Rico Treasury Department indicating that Contractor does not owe Puerto Rico Sales and Use taxes to the Commonwealth of Puerto Rico; or is paying such taxes by an installment plan and is in full compliance with its terms.
2. A Puerto Rico Sales and Use Tax Filing Certificate, issued by the Treasury Department of Puerto Rico assuring that Contractor has filed his Puerto Rico Sales and Use Tax for the last sixty (60) contributory periods.
3. A copy of Contractor's Certificate of Merchant's Registration issued by the Treasury Department of Puerto Rico.

## F. Puerto Rico Child Support Administration (ASUME)

Contractor hereby certifies that it is not duty bound to pay child support, or if so, that Contractor is up to date or has a payment plan to such effects. As evidence thereof, the Contractor has delivered to PREPA a certification issued by the Puerto Rico Child Support Administration (known in Spanish as the Administración Para El Sustento de Menores (ASUME) certifying that the Contractor have any debt, outstanding debt, or legal procedures to collect child support payments that may be registered with ASUME.
G. Organization Documents

The Contractor shall provide:

1. A Good Standing Certificate issued by the Department of State of Puerto Rico.

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2. A Certification of Incorporation, or Certification of Organization or Certificate of Authorization to do business in Puerto Rico issued by the Department of State of Puerto Rico.
H. Compliance with Act No. 1 of Governmental Ethics

The Contractor will certify compliance with Act No. 1 of January 3, 2012, as amended, known as the Ethics Act of the Govemment of Puerto Rico, which stipulates that no employee or executive of PREPA nor any member of his or her immediate family (spouse, dependent children, or other members of his or her household or any individual whose financial affairs are under the control of the employee) shall have any direct or indirect pecuniary interest in the services to be rendered under this Agreement, except as may be expressly authorized by the Governor of Puerto Rico in consultation with the Secretary of Treasury and the Secretary of Justice of the Government. 3 L.P.R.A. § 8611 et seq.
I. Law Num. 127, May 31, 2004: Contract Registration in the Comptroller's Office of Puerto Rico Act

Payment for Services under this Agreement will not be made until this Agreement is properly registered in the Office of the Comptroller of the Government of Puerto Rico pursuant to Law Number 18 of October 30, 1975, as amended.
J. Prohibition with respect to execution by public officers: (3 L.P.R.A. 8615(c))

No public officer or employee authorized to contract on behalf of the executive agency for which he/she works may execute a contract between the agency for

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which he/she works and an entity or business in which he/she or any member of his/her family unit has or has had direct or indirect economic interest during the last four (4) years prior to his/her holding office.
K. Prohibition with respect to contracting with officers or employees: (3 L.P.R.A. 8615(d))

No executive agency may execute a contract in which any of its officers or employees or any member of their family units has or has had direct or indirect economic interest during the last four (4) years prior to their holding office, unless the Governor gives authorization thereto with the previous recommendation of the Secretary of the Treasury and the Secretary of Justice.
L. Prohibition with respect to contracts with officers and employees of other Government entities: (3 L.P.R.A. 8615(e))

No public officer or employee may be a party to or have any interest in any profits or benefits produced by a contract with any other executive agency or government dependency unless the Governor gives express authorization thereto with previous recommendation from the Secretary of the Treasury and the Secretary of Justice.
M. Prohibition with respect to evaluation and approval by public officers: (3 L.P.R.A. 8615(f))

No public officer or employee who has the power to approve or authorize contracts shall evaluate, consider, approve or authorize any contract between an

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executive agency and an entity or business in which he/she or any member of his/her family unit has or has had direct or indirect economic interest during the last four (4) years prior to his/her holding office.
N. Prohibition with respect to execution by public officers contracts with former public officers: (3 L.P.R.A. 8615(h))

No executive agency shall execute contracts with or for the benefit of persons who have been public officers or employees of said executive agency until after two (2) years have elapsed from the time said person has ceased working as such.
O. Dispensation

Any and all necessary dispensations have been obtained from any government entity and that said dispensations shall become part of the contracting record.

## P. Rules of Professional Ethics

The Contractor acknowledges and accepts that it is knowledgeable of the rules of ethics of his or her profession and assumes responsibility for his or her own actions.
Q. Anti-Corruption Code for a New Puerto Rico

1. Contractor agrees to comply with the provisions of Act No. 2-2018, as the same may be amended from time to time, which establishes the AntiCorruption Code for a New Puerto Rico.

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2. The Contractor hereby certifies that it does not represent particular interests in cases or matters that imply a conflict of interest, or of public policy, between the executive agency and the particular interests it represents.
3. Contractor shall furnish a sworn statement to the effect that neither Contractor nor any president, vice president, executive director or any member of a board of officials or board of directors, or any person performing equivalent functions for Contractor has been convicted of or has pled guilty to any of the crimes listed in Article 6.8 of Act 8-2017, as amended, known as the Act for the Administration and Transformation of Human Resources in the Government of Puerto Rico or any of the crimes included in Act 2-2018.
4. Contractor hereby certifies that it has not been convicted in Puerto Rico or United States Federal court for under Articles 4.2, 4.3, or 5.7 of Act 1-2012, as amended, known as the Organic Act of the Office of Government Ethics of Puerto Rico, any of the crimes listed in Articles 250 through 266 of Act 146-2012, as amended, known as the Puerto Rico Penal Code, any of the crimes typified in Act 2-2018, as amended, known as the Anti-Corruption Code for a New Puerto Rico or any other felony that involves misuse of public funds or property, including but not limited to the crimes mentioned in Article 6.8 of Act 8-2017, as amended, known as the Act for the Administration and Transformation of Human Resources in the Government of Puerto Rico.

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5. PREPA shall have the right to terminate the Agreement in the event Contractor is convicted in Puerto Rico or United States Federal court for under Articles 4.2, 4.3, or 5.7 of Act 1-2012, as amended, known as the Organic Act of the Office of Government Ethics of Puerto Rico, any of the crimes listed in Articles 250 through 266 of Act 146-2012, as amended, known as the Puerto Rico Penal Code, any of the crimes typified in Act 2-2018, as amended, known as the Anti-Corruption Code for a New Puerto Rico or any other felony that involves misuse of public funds or property, including but not limited to the crimes mentioned in Article 6.8 of Act 8-2017, as amended, known as the Act for the Administration and Transformation of Human Resources in the Government of Puerto Rico.
R. Law 168-2000: Law for the Strengthening of the Family Support and Livelihood of Elderly People

The Contractor will certify that if there is any Judicial or Administrative Order demanding payment or any economic support regarding Act No. 168-2000, as amended, the same is current and in all aspects in compliance. Act No. 168-2000 "Law for the Strengthening of the Family Support and Livelihood of Elderly People" in Spanish: "Ley para el Fortalecimiento del Apoyo Familiar y Sustento de Personas de Edad Avanzada", 3 L.P.R.A. §8611 et seq.

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S. Provisions Required under Act 14-2004:

The Contractor agrees that articles extracted, produced, assembled, packaged or distributed in Puerto Rico by enterprises with operations in Puerto Rico, or distributed by agents established in Puerto Rico shall be used when the service is rendered, provided that they are available.

## T. Consequences of Non-Compliance

The Contractor expressly agrees that the conditions outlined throughout this Section are essential requirements of this Agreement. Consequently, should any one of these representations, warranties or certifications be incorrect, inaccurate or misleading, in whole or in part, there shall be sufficient cause for the PREPA to render this Agreement null and void, and the Contractor shall reimburse the PREPA all moneys received under this Agreement. If any of the certifications listed in items A through F of this Section shows a debt, and Contractor has requested a review or adjustment of this debt, Contractor hereby certifies that it has made such request at the time of the Agreement execution. If the requested review or adjustment is denied and such determination is final, Contractor will provide, immediately, to PREPA a proof of payment of this debt; otherwise, Contractor accepts that the owed amount be offset by PREPA and retained at the origin, deducted from the corresponding payments. The Contractor accepts and acknowledges its responsibility for requiring and obtaining a similar warranty and certification from each and every Contractor and Subcontractor whose

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service the Contractor has secured in connection with the services to be rendered under this Agreement and shall forward evidence to PREPA as to its compliance with this requirement.

## ARTICLE 14 - TRANSFER OF FUNDS

14.1 If Contractor decides to assign or transfer an amount, due or payable, to which he is entitled for services rendered or goods provided during the term of this Agreement, Contractor shall notify PREPA of such transfer of funds, in accordance to the provisions of Act 21-2012. Said notice shall clearly indicate the rights granted, including a copy of the contract under which the assignment or transfer of funds is made, the exact amount of funds to be assigned or transferred, and specific identification information regarding the assignee (full name of the person or company), address and any other contact information.
14.2 Contractor acknowledges and agrees that PREPA may deduct any amount, due or payable under this Agreement, that Contractor owes; PREPA may retain any said amount if Contractor fails to fulfill its obligations and responsibilities under this Agreement, or a claim arises for warranty or defects regarding the services rendered or goods provided under this Agreement. Contractor also acknowledges and agrees that PREPA's payment obligation under any assignment of funds will cease upon payment of the outstanding amounts under this Agreement. PREPA shall not be required to make payments or transfer any

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funds for an amount that exceeds the payment to which Contractor is entitled to under this Agreement.
14.3 Contractor shall include with its notice of assignment of funds a cashier's check or money order for two hundred dollars (\$200), payable to "Puerto Rico Electric Power Authority", to cover administrative costs in processing such assignment.

## ARTICLE 15 - MANDATORY CLAUSES PURSUANT ACT 3-2017

Both parties acknowledge and agree that the contracted services herein may be provided to another entity of the Executive Branch which enters into an interagency agreement with PREPA or by direct disposition of the Secretariat of Government. These services will be performed under the same terms and conditions in terms of hours of work and compensation set forth in this Agreement. For the purpose of this clause, the term "entity of the Executive Branch" includes all agencies of the Government of Puerto Rico, as well as all instrumentalities and public corporations.

The office of the Chief of Staff shall have the authority to terminate this Agreement at any time.

## ARTICLE 16 - SEPARABILITY

If a court of competent jurisdiction or other tribunal declares any of the Agreement provisions as null or invalid, such holding will not affect the validity and effectiveness of the remaining provisions of the Agreement and the Parties agree to comply with their respective obligations under such provisions not included by the judicial declaration.

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## ARTICLE 17 - COMPLETE AGREEMENT

This document, together with all attachments referred to herein, constitutes the entire agreement between the parties as to this subject matter and supersedes all communications, negotiations, and agreements of the Parties, whether written or oral, other than these, made prior to the signing of this Agreement. In case of conflict, the terms and conditions of this Agreement, as signed by the parties, shall prevail.

IN WITNESS THEREOF, the Parties hereto sign this Agreement in San Juan, Puerto Rico this 10 date of $\qquad$ of 2019.

Puerto Rico Electric Power Authority Insight Communications, Corp.


By: José F. Oryz Vázquez
Title: Chief Executive Officer SSN: 660-43-3747


By: Neftali Bernard
Title: President
SSN: 660-62-9686

Número de Responsabilidad: 675 Nombre de Responsabilidad: Centro Externo de Llamadas y Facturación
Se incluye copia del Contrato descrito a continuación:
Nombre del Contratista o Compañía:
INSIGHT COMMUNICATIONS CORP. / TELECONTACTO INC.
Námero del Contrato:
Número de Cuenta: 01-4019-92106-556-675 Año Fiscal: 2019-20
Cantidad: $\$ 5,851,000.00$ Fecha de Comienzo:
I de julio 2019
Fecha de Terminación:
30 de junio 2020

Certificamos que no se proyectó sobregiro presupuestario y se posee capacidad financiera para cubrir esta transacción. Este contrato está en cumplimiento con el Inciso $G$ de la Carta Circular de la Oficina de Gerencia y Presupuesto Núm. 117.14 del it de julio de 2014.


Nombre: Noriette Figueroa Meléndez

Título:
Directora Servicio al Cliente

Fecha:

3. Recomendado por el Departamento de Presupuesto:

Firma:


Nombre: Lizzandra Matias Varela
Título: Contralora
Fecha: $\square$

## 2. Aprobado por el Director Correspondiente:

Firma:


Nombre: Ing. José F. Ortiz Vảzquez

Titulo:
Principal Oficial Ejecutivo

Fecha: 20. mayo. 2019
4. Aprobado por el Director de Finanzas:

Firma:


Nombre: Nelson Morales Rivera
Fecha:

$$
\text { 20-mayo. } 2019
$$

Todo contrato por servictios profesionales con una cuantía sobre cien mil dólares ( $\$ 100,000$ ), debe presentarse para la aprobación de la Junta de Gobierno, según la Norma Sobre Niveles de Aprobación de Documentos de la Autoridad de Energía Elécírica de Puerto Rico.

Aprobado por la Junta de Gobierno:
Firma:

Nombre: $\qquad$ Fecha:

## PERFORMANCE RATING QUESTIONNAIRE RFP 83673 CALL CENTER SERVICES

The Puerto Rico Electric Power Authority (PREPA), is a public corporation and governmental entity of the Commonwealth of Puerto Rico, created with the duty of providing electric power in a reliable manner, contributing to the general welfare and the sustainable future of Puerto Rico, maximizing the benefits and minimizing the social, environmental, and economic impacts for the citizens of Puerto Rico. The company has nearly 1.5 million customers, more than 2,500 transmission and sub-transmission line miles and more than 32,000 distribution line miles.

We recently issued a Request for Proposals (RFP) with the objectives to solicit proposals from all interested experienced and qualified organizations which can provide Call Center Services.

Overview and General Instructions: PREPA, as part of a qualification process currently underway, we received a proposal from the entity identified below. This entity listed you as one of its references for previous performance of the services being procured by PREPA. As part of the evaluation process of the proposals received, PREPA would appreciate your, or any of your team members, response to this Performance Rating Questionnaire. This Questionnaire will be taken into consideration in the evaluation of the entity's qualifications for the services. PREPA, as well as the entity that listed you as a reference, would greatly appreciate a response within five (5) business days as to not delay the evaluation process of their submission. Completed questionnaires should best sent to the same email address from which it was received.

Entity: Insight Communication, Corp. | Questionnaire |
| :--- |
| Date: |$\quad 03 / 18 / 2019$

## Services being procured:

- Call Center Services
- IVR
- Outbound Call Retention Campaigns
- Inbound Call Retention
- Port-Out Support to Dealer Locations
- Migration from Open Mobile legacy to Sprint/Boost Support


## IDENTIFICATION OF RESPONDENT

| Company: | PR WIRELESS |
| :--- | :--- |
| Name: | Juan Saca |
| Title: | President \& CEO |
| Telephone Number: | 787.348 .6634 |
| Email Address: | juan.saca@prwireless.com |
| Signature: |  |

## PERFORMANCE RATING QUESTIONNAIRE RFP 83673 CALL CENTER SERVICES

The Puerto Rico Electric Power Authority (PREPA), is a public corporation and governmental entity of the Commonwealth of Puerto Rico, created with the duty of providing electric power in a reliable manner, contributing to the general welfare and the sustainable future of Puerto Rico, maximizing the benefits and minimizing the social, environmental, and economic impacts for the citizens of Puerto Rico. The company has nearly 1.5 million customers, more than 2,500 transmission and sub-transmission line miles and more than 32,000 distribution line miles.

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## Entity: Insight Communication, Corp.

Questionnaire Date:

$$
03 / 18 / 2019
$$

## Services being procured:

- Call Center Services
- IVR
- Outbound Call Retention Campaigns
- Inbound Call Retention
- Port-Out Support to Dealer Locations
- Migration from Open Mobile legacy to Sprint/Boost Support


## IDENTIFICATION OF RESPONDENT

| Company: | PR WIRELESS |
| :--- | :--- |
| Name: | Juan Saca |
| Title: | President \& CEO |
| Telephone Number: | 787.348 .6634 |
| Email Address: | juan.saca@prwireless.com |
| Signature: |  |

## QUESTIONNAIRE

Rate the following items based on your experience with the entity as related to the services or similar services provided by the entily to you or your company.

## Quality of Services

## 1. Compliance with contract/services requirements:

$\square$ Poor $\quad \square$ Fair $\square$ Good $\square$ Very Good X Excellent
2. Level of knowledge, experience and training of the personnel:

Poor $\quad \square$ Fair $\quad \square$ Good $\quad$ Very Good
$\square$ Excellent
3. Capability of the personnel to perform the required services:
$\square$ Poor
Fair
$\square$ Good
X Very Good
$\square$ Excellent
4. Efficiency of the personnel to perform the required services:
$\square$ Poor
$\square$ Fair
$\square$ Good
X Very Good
$\square$ Excellent
5. Overall quality of services:

| $\square$ | Poor | $\square$ | Fair | $\square$ | Good | $\square$ | Very Good | X |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Timeliness of Performance |  |  |  |  |  |  |  |  |

6. Reliability:
$\square$ Poor $\quad \square$ Fair $\square$ Good $\square$ Very Good X Excellent
7. Compliance with contract delivery timeframes and/or task deadlines:

8. Cooperative behavior:
Poor
$\square \quad$ Fair
$\square$ Good
$\square \quad$ Very Good
X Excellent
9. Notifications of problems or situations that could adversely affect services:
$\square$ Poor $\quad \square$ Fair Good $\square \mathbf{X}$ Very Good $\square$ Excellent
10. Flexibility:
$\square$ Poor
$\square \quad$ Fair
$\square$ GoodVery Good
X Excellent
11. Proactivity in the resolution of problems during the provision of the services:
$\square$ Poor
Fair
Good
$\square \quad$ Very Good
X Excellent

ADDITIONAL COMMENTS (Please provide additional comments related to your experience with the entity.)
a. Friendly agents. These are the frontline of our company and the agents always deliver a friendly and warn experience to our customers.
b. Flexibility. Insight provide agents that can manage customers that are engaged and happy with our services or angry customers that are difficult to handle and heavily complain during the call. They manage them efficiently and keep the calm in adverse situations.
c. Speed. Agents are fast and efficient. They work quickly without sacrificing the quality of their work and meeting the service levels.
d. Creativity. Insight is always looking at ways to automate process that makes sense and performance management of the agents. Call Quality monitoring and KPI are values on their core.
e. Reliable. You can trust Insight will comply with the agreements and will work with you when difficult situation arises. This have been a challenging year because of PR Wireless transition from Open Mobile and Insight has been able to fulfil our requests during this period to facilitate change management and keep providing top customer service to our customers.
f. Always incorporating new technologies on services provided. Among these, self-service options in the IVR, live chat, Analytics and social media.
g. Consistently met service level agreements (SLA) period over period.
a. Attention Level: Over 95\%
b. Abandon Calls: Less than $5 \%$
c. Service Level: $95 \%$ (Calls answered within 45 seconds)
d. TMO: Under 5 minutes.

## QUESTIONNAIRE

Rate the following items based on your experience with the entity as related to the services or similar services provided by the entity to you or your company.

## Quality of Services

1. Compliance with contract/services requirements:

| $\square$ | Poor | $\square$ Fair | $\square$ | Good | $\square$ | Very Good |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2. Level of knowledge, | experience and training of the personnel: | X | Excellent |  |  |  |
| $\square$ Poor | $\square$ | Fair | $\square$ | Good | X Very Good | $\square$ |
| Excellent |  |  |  |  |  |  |

3. Capability of the personnel to perform the required services:


## Timeliness of Performance

6. Reliability:
7. Complïance with con
$\square \quad$ Poor
Customer relationship
8. Cooperative behavior:
$\square$ Poor
Fair
$\square$ Good
$\square$
Very Good
X Excellent
9. Notifications of problems or situations that could adversely affect services:
$\square$ Poor $\quad \square$ Fair Good $\square \mathrm{X}$ Very Good $\square$ Excellent
10. Flexibility:
$\square$ Poor
$\square$ Fair
$\square$ Good
$\square \quad$ Very Good
X Excellent
11. Proactivity in the resolution of problems during the provision of the services:
$\square$ Poor
$\square$ Fair
$\square$ Good
$\square \quad$ Very Good
X Excellent

ADDITIONAL COMMENTS (Please provide additional comments related to your experience with the entity.)
a. Friendly agents. These are the frontline of our company and the agents always deliver a friendly and warn experience to our customers.
b. Flexibility. Insight provide agents that can manage customers that are engaged and happy with our services or angry customers that are difficult to handle and heavily complain during the call. They manage them efficiently and keep the calm in adverse situations.
c. Speed. Agents are fast and efficient. They work quickly without sacrificing the quality of their work and meeting the service levels.
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a. Attention Level: Over 95\%
b. Abandon Calls: Less than $5 \%$
c. Service Level: $95 \%$ (Calls answered within 45 seconds)
d. TMO: Under 5 minutes.











 $100 \mathrm{~d} \quad \square$






 QUESTIONNAIRE

TELE C CONTACTO
Autoridad de Energía Eléctrica Request For Proposal
RFP - $\mathbf{8 3 6 7 3}$ Call Center Services
February 8, 2019

Puerto Rico Electric Power Authority
Response Proposal Due Date: February 27, 2019

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1. Backgrounds and Financial Information
(Corresponds to section 5 of the RFP)
A. Company Profile - General Description
Help our clients grow and build value by establishing strong long-lasting cost-effective
business relationships and innovative solutions through people that care.
Our Values
Integrity: Honesty above all things
Commitment: Determination to meet our client's needs delivering results and
excellence
Innovation: Design and creation of modern solutions that deliver strong value
Transparency: Focus on understanding customers, in order to establish a relationship of
confidence
Leadership: Commitment towards community wellbeing, creating wealth and
employment
History
Telecontacto is a bicultural/bilingual communications powerhouse BPO contact center.
Founded in 1995 by successful advertisement, marketing and public communications
experts with more than 30 years of experience, we specialize in the creation, development, and
maintenance of customer relationships in order to help our clients maximize the value of their
customers and prospects.
With multiple centers in Puerto Rico we are the most cost-effective solution for the
United States of America.


$$
\begin{aligned}
& \text { Required Qualifications of Telecontacto } \\
& \qquad \begin{array}{l}
\text { (Corresponds to page } 12 \text { of the RFP) }
\end{array} \\
& \text { Neither Proponent nor any person or entity associated who is partnering with Proponents has } \\
& \text { been the subject of any adverse findings that would prevent PREPA from selecting Proponent. } \\
& \text { Such adverse findings include, but are not limited to, the following: } \\
& \text { - Negative findings from a Federal Inspector General or from the U.S. Government } \\
& \text { - Pending or unresolved legal action from the U.S. Attorney General or from the U.S an } \\
& \text { - attorney general in Puerto Rico or another state. } \\
& \text { - Pending litigation with the Government of Puerto Rico, or any other state. } \\
& \text { - Arson conviction or pending case } \\
& \text { - Harassment conviction or pending case. } \\
& \text { - Puerto Rico and Federal or private mortgage arrears, default, or foreclosure proceedings } \\
& \text { - In rem foreclosure. } \\
& \text { - Sale tax lien or substantial tax arrears. } \\
& \text { - Fair Housing violations or current litigation. } \\
& \text { - Defaults under any Federal and Puerto Rico-sponsored program. } \\
& \text { - A record of substantial building code violations or litigation against properties owned } \\
& \text { and/or managed by Proponents or by any entity or individual that comprises } \\
& \text { - Proponents. } \\
& \text { - Past or pending voluntary or involuntary bankruptcy proceeding. } \\
& \text { - Conviction for fraud, bribery, or grand larceny. }
\end{aligned}
$$



| MAPFRE <br> Ivette Gonzalez Beauchamp <br> Vice Presidente Auxiliar Reclamaciones y <br> Servicio al Cliente <br> Urb Tres Monjitas 297 Ave Chardon SJ 00918 <br> Tel. 787250-5248 <br> Fax. 787-772-8855 <br> igonlez@mapfrepr.com | Mission-critical project. Help them handle total overflow of Hurricane Maria insurance claims of MAPFRE customers. <br> Began: March 2018 <br> End: May 2018 |
| :---: | :---: |
| Island Finance <br> Alexis Carrasquillo <br> Director Comercial <br> Ave. Ponce de Leon 207 Edificio Anexo 2do <br> piso San Juan PR 00917 <br> Tel. 787-773-7548 <br> Fax. 787-448-3476 <br> Alexies carrasquillo@island-finance.com | Mission-critical project. After Hurricane Maria Island Finance suffered major business interruption in most of their locations. With our $\mathrm{BC} / \mathrm{DR}$ they were up and running just days after the passing of the Hurricane, until they were able to resume normal operations. <br> Began: October 2017 <br> End: February 2018 |


| Cooperativa de Seguros de Vida - COSVI Customer Service Center 400 Ave Americo Miranda, San Juan 00927 <br> Sra. Johanna Oppenheimer Gerente Servicio al Cliente y Reclamaciones Tel. 787-751-5656 ext. 6434 Fax. 787-772-4167 Johanna.oppenheimer@cosvi.com | Mission-critical project. Handles entire program of customer service, payments and claims. It contains links to external client applications. <br> Began: January 2015 <br> End: Ongoing <br> - Calls Answered by Live Agents <br> - Annual Average: 60,000 <br> - Service Level: $80 \%$ answered calls in 20 ss <br> - Abandon Rate: 5\% <br> - Major Milestone: A $100 \%$ KPI's achievement every year with with $50 \%$ reduction of OPEX |
| :---: | :---: |
| Humana Puerto Rico <br> Customer Service Center <br> Gladys Yolanda Flores <br> 383 FD Roosevelt Ave San Juan 00918 <br> Regional Vice President of Operations <br> Tel. 787-622-5797 <br> Fax. 502-508-4558 <br> Gflores6@humana.com | Mission-critical project. Handles entire program of customer service for the Puerto Rico Medicare \& Commercial Members, and all their Providers. <br> Began: October 2018 <br> End: Ongoing <br> - Calls Answered by Live Agents <br> - Annual Average: 400,000 <br> - Service Level: $85 \%$ answered calls in 30 ss <br> - Abandon Rate: $5 \%$ <br> - Major Milestone: A $25 \%$ reduction of OPEX |


Letters of Recommendation:

Cooperativa de Seguros de Vida de Puerto Rico, COSVI

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28 \text { do fohroro } 0 \text { 7010 }
$$

$$
26 \text { de febrero de } 2019
$$



$\begin{aligned} & \text { Reciban un cordial saludo de la Cooperativa de Seguros de Vida de Puerto Rico, COSVI. Nos place } \\ & \text { informarles que la empresa Telecontacto a sido un colaborador indispensable para el éxito de }\end{aligned}$
$\begin{aligned} & \text { informarles que la empresa Telecontacto a sido un colaborador indispensable para el exito ce } \\ & \text { nuestra empresa. Hemos trabajado con eilos de forma muy estrecha, realizando diferentes }\end{aligned}$
proyectos en los ültimos ouatro años. Entre ellos, proyectos de retencion, proyectos de ventas,
$\begin{aligned} & \text { manejo y administración de nuestro Centro de llamadas de Servicio, el manejo y administracion de } \\ & \text { nuestro Centro de llamadas de Reclamaciones y procetos de Enouestas }\end{aligned}$
$\begin{aligned} & \text { nuestro Centro de llamadas de Reclamaciones y proyectos de Encuestas por Caildad y Servicio. La } \\ & \text { gestion de Telecontacto na apoyado nuestros retos como empresa aseguradora. Su pronta }\end{aligned}$
$\begin{aligned} & \text { gestion de Telecontacto ha apoyado nuestros retos como empresa aseguradora. Su pronta } \\ & \text { respuesta y su compromiso con nuestras neesildades de negocio han servido para fortalecer y }\end{aligned}$
$\begin{aligned} & \text { apoyar nuestro crecimiento. Los resultados se han visto reflejados en la calidad de servicio que } \\ & \text { reciben nuestros clientes y en la respuesta de estos hacia nuestra empresa. }\end{aligned}$
$\begin{aligned} & \text { reciben nuestros clientes y en la respuesta de estos hacia nuestra empresa. } \\ & \text { En COSVI, estamos muy satistechos con la co:iaboración de Telecontacto en n }\end{aligned}$
De tener alguna duda, puede comunicarse con la Sra. Johanna Oppenheimer al (787) 642-3753.
Cordialmente,
$\begin{aligned} & \text { San Juan, Puerto Rico } \\ & \text { Cooperativa de Seguros de Vida de PR, CosVI } \\ & \text { San Juan, Puerto Rico } \\ & \text { Estimado Señores: }\end{aligned}$
$\begin{aligned} & \text { San Juan, Puerto Rico } \\ & \text { Cooperativa de Seguros de Vida de PR, CosVI } \\ & \text { San Juan, Puerto Rico } \\ & \text { Estimado Señores: }\end{aligned}$
$\begin{aligned} & \text { De tener alguna ducda, puede comurnicarse con la Sra. Johanna Oppenheimer al ( } 787 \text { ) } 642 \text {-375 } \\ & \text { Cordialmente, }\end{aligned}$

With Telecontacto your business reaches a new standard of customer service through
proven methods to increase sales, improve customer service and measure the effectiveness of your communication effort.
To achieve the goals of our customers we use different techniques according to the
needs of the project. Our main services include the following:

- Customer Service (CRM), Help Desk
- Online Self Service

$$
\begin{aligned}
& \text { - Telesales - Up-sale - Cross-sell } \\
& \text { - Collections } \\
& \text { - Customer Satisfaction Surveys } \\
& \text { - Direct Response } \\
& \text { - } \quad \text { Ilingual services } \\
& \text { - Muitimedia channels - omnipre }
\end{aligned}
$$

Since the past two decades we have been designing efficient procurement programs
for AAA clients in Puerto Rico, Latin America, the United States and the Caribbean. A deep

 Our range of products and services are focused on the needs of our customers. We
maintain a passionate and enthusiastic attitude for each project we manage, integrating new innovative technology, which enables greater capacity in order to provide more flexibility and

$\begin{array}{cr}\text { Current Customer Service Accounts } & 15 \\ \text { One year ago } & 15 \\ \text { Two years ago } & 16\end{array}$
D. Average Monthly volume of calls handled for the last $\mathbf{2 4}$ months


Please see Appendix A for more details.
J. Providers of IT and Telecommunications
Genesys Pure Connect ${ }^{\oplus}$ Customer Interaction Center - Omni-channel Contact Center
Suite
 Services" for redundancy Redundant connections with automatic failover functions Power Generators at all sites
Water Cisterns at all sites
Card reader control access to facilities
Security cameras at all sites
Further details can be provided under a Non-disclosure and/or service agreement.
-suriop aroulor xipuaddy aas aseand
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E. Average number of calls handled after hours (10PM1-7AM)
All days after 10 PM until 7AM - monthly average of 6,357 for the last year Weekends after 10 PM until 7AM - monthly average of 253 for the last year

$$
\begin{array}{lll}
\quad \text { Top Management } & 7 & \text { 100\% Full Time } \\
\quad \text { Supervisors and Administrative } & 25 & 100 \% \text { Full Time } \\
\text { Agents } & 286 & 51 \% \text { Full Time } \\
& & 49 \% \text { Part-Time }
\end{array}
$$

F. Number of Employees staffed

## $0 \%$ $8 \%$ $14.5 \%$ <br> Managers <br> Agents

Note: No benchmark industry statistics for agent turnover rates are available in Puerto Rico. According to Penny Reynolds, co-founder of The Call Center School, and well-
 link for a recent article published by Penny Reynolds on the topic.
http://www.qatc.org/winter-2015-connection/exploring-call-center-turnover-numbers









AEE $|$| $\sum_{0}$ |
| :---: |
| $\sum_{06135}$ |



## K. Financial Statements Financial Statements for the last three years are provided as requested in the following pages. Telecontacto is characterized as a serious and committed company to our customers, human resources and suppliers. Our financial responsibilities are serious issue for us and we strive to be a fiscally and socially responsible entity. <br> K. Financial Statements Financial statements for the last three years are provided as requested in the following pages. Telecontacto is characterized as a serious and committed company to our customers, human resources and suppliers. Ourfinancial responsibilities are serious issue for us and we strive to be a fiscally and socially responsible entity.

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Board of Dinectors and Stookholders
of Telecontacto-Telecontac, Inc.
Page 2
Opinina
In our opinion, the financial statements referred to above present sirly, in all maverial respects, the firanatal
pocition To position of Telecontacto- Yelecontact Inc. as of December 31,2017 and the results of isp npecrations and is
cash nows for the year then endert in accordance with aecountint, principles generolly acepped in the United
States of America.

Sun Juan Puerto Rico
June 20,2018

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FPVEKGALINDEZ




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Ass
Liabilities and Stockholders' Equity



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Telecontacto - Telecontact, Inc.
Statement of Cash Flows
Year Ended December 31, 2017
 Nee cosh provided by finencing activitics
Net (decrenses) in cash Cash and cash equivalent, at beginning of year Cash and cash cocuuvalant, it end of your Supplemental disclos oure of cash now information
Cash paid during the year for interest
 Net (decrense) in cash

典





Acuse de Recibo
Fecha: 28-Junio-2019
Hora: Foo pan

| Lugar: |
| :--- |
| Supplier Registry Office |
| 1110 Ponce de Leon Avenue |
| Third Floor, Office 301 |
| NEOS Building, Santurce, PR |


MANDATORY PREMIUM AND COVERAGE CONDITIONS RIDER-PUERTO RICO

Bond Premium Paild in Full by You: If the premium for this bond is to be paid by you in its entirely,
sureiy coverage will be afforded only if the total premium is paid in fuil to, and received by, us or out
 epresentative, and we will proceed as indicated on Section 4 of this rider,
Rider Premium; Riders issued after the inception date of this bond, afforaing additional coverage and
which result in an additional premium, shall not be effective until the total additional premium due thereon
is paid in full to, and received by, us or our authorized representation.
Premium Corrections: Any additional premium due resulting from changes in rates, classifications,
premium bases, or any other adjustments (as determined by us or the proper rating organization), shall be
paid full within thirty ( 30 ) days from the date of billing of the corrective rider.
Late Payments: If payment is received after the specified due date, we will proceed as follows:
$a_{*} \quad$ For new bonds (Section 1 above), we will issue a Change of . Effective Date of Coverage Notice

 receipt of the premium payment, and
(3) the corresponding period of time during which coverage is not afforded under the bond.
 (1) that the coverage afforded by the bond will be reinstated as of the date of receipt of the
applicable additional premium payment,
(2) the period for which coverage is not afforded, and
(3) the amount of premium return due to you, if any.
 Sefinition of Authorized Representaz̈ve: Authorized representative for the purpose of this rider means
a General Agent, an Attorney in Fact, or a person duly authorized in writing by us for premium coilection
purposes.


## UNITED SURETY \& INDEMNITY COMPANY

## $\square 4$




 surty coverage will be afforded only if the total premium is paid in full to, and received by, us or our
authorzed representative on or before the effective cate shown in the bond. Otherwise, the bond will be
effective on the date the total premium is paid in full to and received by , us or our authorized representative, and we will proceed as indicated on Section 4 of this rider.

Rider Premium: Riders issued after the inception date of this bond, affording additional coverage and
which result in an additiona! premium, shall not be effetivive unitit the total additional premium due thereon
is paid in full to, and received by, us or our authorized representation.
Premium Corrections: Any additional premium due resulting from changes in rates, classifications,
premium bases, or any other adjustments (as determined by us or the proper rating organization), shall be paid full within thity ( 30 ) days from the date of billing of the corrective rider.

> Late Payments: If payment is received after the specified due date, we will proceed as follows:-

that the coverage afforded under the bond is effective as of the date of receipt of the
applicabie premium payment,
 receipt of the premium payment, and
(3) the corresponding period of time during which coverage is not afforded under the bond.

 aplicable addifional premium payment,

Cancellation of Bond: With reference to renewal of bonds, such bonds will not be effective if the
corresponding premium has not been received by us or our authorized representative on the date
established in the Canceilation Notice, which will be issued in compliance with the terms of the bond.
Definition of Authorized Representazive: Authorized representative for the purpose of this rider means
This mandatory rider supersedes any other conditions to this effect in the bond to which it is attached.

AEE_006151
UNITED SURETY \& INDEMNITY COMPANY
 WIre as follows:
WITHOUT LIMITATIO
and to bind UnITED SURETY \& INDEMNITY COMPANY thereby as fully and to the




 pursuant to in Witness Whereof, UNITED SURETY \& INDEMNITY COMPANY has, 2011.

[^1]United Surety \& Indemnity Co.
PO Box 2111
San Juan, PR 00922-2111
t. 787.273 .1818
f. 787.625 .0893
*** $G \mathbb{E} \mathbb{N} \mathbb{R} \mathbb{A} \mathbb{P} \cup \mathbb{R P O S E} \mathbb{R} I D E \mathbb{R} O$. $1 * * *$ $\mathbb{P R E P A B O N D}$

 $(\$ 2,925,500.00$ ) on behalf of INSIGHT COMMUNICATIONS, CORP. as Principal and in favor of PUERTO RICO ELECTRIC POWER AUTHORITY as Obligee.
It is hereby, understood and agreed that the DESCRIPTIONOFTHE BOND is amended to
read: PROJECT: CALL CENTER SERVICES AGREEMEI PROJECT: CALL CENTER SERVICES
CONTRACT NUMBER: $2019-$ P00118
CONTRACT AMOUNT: $\$ 2,925,500.00$
CONTRACT AMOUNT: $\$ 2,925,500.00$
instead of:
CALL CENTER SERVICES AGREEMENT
CALL CENTER SERVICES AGREEMENT,
AS PER BID NO. 83673 , ACC.\#01-4017-90500-550-382
It is further understood and agreed that all other terms and conditions of this bond shall remain
unchanged.
This rider is to be effective the Jume 26, 2019.
Signed, Sealed-and Dated this June 26, 2019.
By:
LOURDES SANTANA LOPEZ
Atorney-im-Fact
Accepted By:
PUERTO RICO ELECTRIC POWER AUTHORITY
By:
aNOE INEWLVA
KNOW ALL MEN BY THESE PRESENTS, That we INSIGHT COMMUNICATIONS, CORP.

 the Surety), are jointly and in solid held and frrmly bound unto the PUERTO RICO ELECTRIC POWER AUTHORITY, a public corporation and governmental MILLTON NINE HUNDRED TWENTY FIVE THOUSAND FIVE HUNDRED DOLLARS ( $\$ 2,925,500.00$ ) lawful money of the United States, for the
payment of which sum well and truly to be made, we bind ourselves, executors, administrators, and successors.


 persons supplying labor, equipment, tools and materials in the prosecution of the
work provided for in said contract, and any and all duly authorized modifications of said contract that may hereafter be made, notice of which modifications to the surety being hereby waived, then this obligation to be void; otherwise to remain
in full force and virtue.

 duly signed by its undersigned representative pursuant to authority of its governing body.

Countersigned:
Riders included\#1,2


## Acuse de Recibo

Los documentos entregados son:

1. Certificado de Cumplimiento (Good Standing)
2. Declaración Jurada Ley 2-2018 Código Anticorrupción formato nuevo (original)

Firma: $\qquad$

Nombre: $\qquad$

Fecha: 8-Julio-2019

Hora: $\qquad$

Lugar:
Supplier Registry Office
1110 Ponce de Leon Avenue
Third Floor, Office 301
NEOS Building, Santurce, PR

Gobierno de Puerto Rico

## CERTIFICADO DE CUMPLIMIENTO ("GOOD STANDING")

Yo, LUIS G. RIVERA MARÍN, Secretario de Estado del Gobierno de Puerto Rico,

CERTIFICO: Que, INSIGHT COMMUNICATIONS CORP.C, registro número 137656, una corporación doméstica con fines de lucro organizada bajo las leyes de Puerto Rico el 07 de agosto de 2003, ha cumplido con la radicación de sus Informes Anuales.


EN TESTIMONIO DE LO CUAL, firmo el presente y hago estampar en él el Gran Sello del Gobierno de Puerto Rico, en la ciudad de San Juan, Puerto Rico, hoy, 13 de junio de 2019.


LUIS G. RIVERA MARÍN
Secretario de Estado

 on este ado por. Maria Miranda_mmororde otad,
$\qquad$ Puerto Rico declaro bajo juramento:

1. Que mis circunstancias personales son las antes descritas.

2. Que ocupo el cargo de Sub-Socretaria en la compañía antes mencionada.
3. Que el suscribiente y la entidad que representa, su presidente, vice-presidente(s), oficiales, director(es), director ejecutivo, miembro(s) de su junta de oficiales o junta de directores, o persona(s) que se desempeñe(ñ) en funciones equivalentes, sus subsidiarias o álter ego:
a. No han sido convicto ni se han declarado culpable de cualquiera de los delitos enumerados en la Sección 6.8 de la Ley 8-2017, según enmendada, conocida como Ley para la Administración y Transformación de los Recursos Humanos en el Gobierno de Puerto Rico.
b. No han sido convicto o se declararon culpables de cualquiera de los delitos contenidos en la Ley 2-2018, conocida como el Código Anticorrupción para el Nuevo Puerto Rico.
c. No han sido convictos en Puerto Rico o en los Estados Unidos por infracción a los Artículos 4.2, 4.30 5.7 de la Ley 1-2012, según enmendada, conocida como la Ley Orgánica de la Oficina de Ética Gubernamental de Puerto Rico, cualquier de los delitos enumerados en los artículos 250 a 266 de la Ley 146-2012, según enmendada, conocida como el Código Penal de Puerto Rico, cualquiera de los delitos tipificados en la Ley 2-2018, según enmendada, conocida como el Código Anticorrupción para el Nuevo Puerto Rico o cualquier otro delito que implique el mal uso de los fondos o propiedad pública, incluyendo, pero sin limitarse, a los delitos mencionados en la Sección 6.8 de la Ley 8-2017, según enmendada, conocida como la Ley de Administración y Transformación de Recursos Humanos en el Gobierno de Puerto Rico.
4. Que, expresamente, reconozco que la convicción o culpabilidad en Puerto Rico o en los Estados Unidos por infracción a los Artículos 4.2, 4.3 o 5.7 de la Ley 1-2012, según enmendada, conocida como la Ley Orgánica de la Oficina de Ética Gubernamental de Puerto Rico; cualquiera de los delitos tipificados en la Ley 2-2018, conocida como Código Anticorrupción para el Nuevo Puerto Rico o cualquier otro delito que implique el uso indebido de fondos o propiedad pública, incluyendo, pero sin limitarse a, los delítos mencionados en la Sección 6.8 de la Ley $8-2017$, según enmendada, conocida como la Ley de
CN 078-0449
Rev. 11/17
GOVERNMENT OF PUERTO RICO
Puerto Rico Electric Power Authority
Attendance Sheet
RFP 83673 Call Center Services
3 禺
MARCH 28, $20199: 00 \mathrm{AM}$


GOVERNMENT OF PUERTO RICO

RFP 83673 Call Center Services
MARCH 25, 2019 9:00AM
INENI\&VdEa
natalia.martinez@prepacom
 ci-aponteprepa. con
GOVERNMENT OF PUERTO RICO Puerto Rico Electric Power Authority
ATTENDANCE SHET
RFP 83673 Call Center Services Telemedik-Site Visit
MARCH 21,2019 10:30AM
SIGNATURE DEPARTMENT

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| TRREPA-IT | francisco:ramosa prepa.com |
| DIC. SEN CLE | Man=.TANTANI e Plera.cum |
| IT-Telemosill | jose. figueroale telemedik. con |
| Administración General | nilda mquerven@telemedik |
| Reurrosttumanos-Telehefe | soniarmontes@telemed |
| Sevicios d chare | Kthbenain é qumil.con- |
| Telemedice Compliance | edgar-rumirla felomelix cun |
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GOVERNMENT OF PUERTO RICO
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GOVERNMENT OF PUERTO RICO
Puerto Rico Electric Power Authority

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Puerto Rico Electric Power Authority

GOVERNMENT OF PUERTO RICO
Puerto Rico Electric Power Authority
ATTENDANCE SHEET
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MARCH 18, $20198: 00 \mathrm{AM}$
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Puerto Rico Electric Power Authority
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RFP 83673 Call Center Services
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$\frac{\text { GOVERNMENT OF PUERTO RICO }}{\text { Puerto Rico Electric Power Authority }}$
RFP 83673 Call Center Services
MARCH 4, 2019 9:00AM EMAIL delis. zambrana@ prepa.com ari-apont-Qprepa.iom

franciseo.ramosDprepa.com $?$
Suministun
Simpirn al cliente
STM

Colon
SIGNATURE
ヨWVN





| From: | Natalia Martinez Lugo |
| :--- | :--- |
| Sent: | Friday, March 15, 2019 8:29 AM |
| To: | 'orlando.gonzalez@mmmhc.com'; 'Erika.gandia@mmmhc.com'; |
|  | 'solange.delahongrais@mmmhc.com' |
| Subject: | PERFORMANCE RATING QUESTIONNAIRE - TELEMEDIK |
| Attachments: | PERFORMANCE RATING QUESTIONNAIRE.docx |

## Good morning

The Puerto Rico Electric Power Authority (PREPA) recently issued a Request for Proposals (RFP) with the objectives to solicit proposals from all interested experienced and qualified organizations which can provide Call Center Services.

As part of a qualification process currently underway, we received a proposal from Telemedik. This entity listed you as one of its references for previous performance of the services being procured by PREPA. As part of the evaluation process of the proposals received, PREPA would appreciate your, or any of your team members, response to this Performance Rating Questionnaire. This Questionnaire will be taken into consideration in the evaluation of the entity's qualifications for the services.

Thank you in anticipation


La información transmitida es para uso solamente de la persona o entidad a la cual es dirigida y puede contener material confidencial y/o privilegiado. Cualquier revisión, retransmisión, diseminación u otro uso o cualquier acción tomada relacionada a ésta por personas o entidades que no sean a quien va dirigida está estrictamente prohibido. Si por error usted recibe esta información, favor de contactar al remitente y borrar el material de su computadora.

The information transmitted is intended only for the person or entity to which it is addressed and may contain confidential and/or privileged material. Any review, retransmission, dissemination or other use of, or taking of any action in reliance upon, this information by persons or entities other than the intended recipient is strictly prohibited. If you received this in error, please contact the sender and delete the material from your computer.

| From: | Natalia Martinez Lugo |
| :--- | :--- |
| Sent: | Friday, March 15, 2019 8:30 AM |
| To: | 'gonzalo.salinas@mso-pr.com'; 'liza.rivera@mmmhc.com' |
| Subject: | PERFORMANCE RATING QUESTIONNAIRE - TELEMEDIK |
| Attachments: | PERFORMANCE RATING QUESTIONNAIRE.docx |

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| From: | Natalia Martinez Lugo |
| :--- | :--- |
| Sent: | Friday, March 15, 2019 8:31 AM |
| To: | 'acases@salud.gov.pr'; 'grmarrero@salud.gov.pr' |
| Subject: | PERFORMANCE RATING QUESTIONNAIRE - TELEMEDIK |
| Attachments: | PERFORMANCE RATING QUESTIONNAIRE.docx |

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Thank you in anticipation

Natalia Martínez Lugo
Purchasing Supervisor
Materials Management Division
e-mail: natalia.martinez@aeepr.com
787.521.1394

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## Natalia Miartinez Lugo

From: Natalia Martinez Lugo<br>Sent: Friday, March 15, 2019 8:32 AM<br>To: 'glenda.gerena@familia.pr.gov'; 'hrodriguez@familia.pr.gov'<br>Subject:<br>Attachments:<br>PERFORMANCE RATING QUESTIONNAIRE - TELEMEDIK<br>PERFORMANCE RATING QUESTIONNAIRE.docx

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| From: | Natalia Martinez Lugo |
| :--- | :--- |
| Sent: | Friday, March 15, 2019 8:33 AM |
| To: | Ndumont@ssspr.com; 'dalopez@sssadvantage.com' |
| Subject: | PERFORMANCE RATING QUESTIONNAIRE - TELEMEDIK |
| Attachments: | PERFORMANCE RATING QUESTIONNAIRE.docx |

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Thank you in anticipation


Natalia Martínez Lugo
Purchasing Supervisor
Materials Management Division
e-mail: natalia.martinez@aeepr.com
787.521.1394

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GOVERNMENT OF PUERTO RICO
Puerto Rico Electric Power Authority
Attendance Sheet
RFP 83673 CALL CENTER SERVICES
APRIL 23, 2019 9:00AM
FILE REVISION - LINKACTIV

- APRL23 $20190: 00$
DEPARTMENT
7VWW Stulier@fervicioli.com
natalia.martinez@prepa.com
hlaritea.Bartsti@pepm.con


PO Box 195168, San Juan, PR 00919-5168
221 Ponce de León Ave., Floor 5, San Juan, PR 00917
T. 787.766.7000
F. 787.766.7001.
wwiderrainoli.com
Jaime A. Torrens-DAvila
EmALi: TTORRENSOHERRANOLicOM
Directo $787.766 .7000 \times 235$
FAX 787.766.7001
16 de abril de 2019

## A LA MANO POR MENSAJERO Y

## POR CORREO CERTIIICADÓ NÚM. 70181130000068911840

Sr. Neftalí González Cruz
Jefe de División de Suministro
Autoridad de Energía Eléctrica
P.O. Box 363928

San Juan, Puerto Rico 00936-3928

División de Suministro
Autoridad de Energía Eléctrica
Tercer Piso Edificio NEOS \#1110,
Avenidà Ponce de León, Parada 16-1/2
Santurce, Puerto Rico

## Re: Solicitud de Inspecciôn de Documentos/Expediente Administrativo RFP Número 83673 <br> N/E: 3169-3

Estimado señor Gonzazlez Ciuz:
Recibả un cordial salưdo. Nuestro cliente, LinkActiv, Inc. ('GinkActiv"), participó como licitador a la Solicitud de Propuesta ("RFP") número 83673 de la Autoridad de Energía Electrica ("AEE"), sobbre seivicioos de centros de llamadas para serviciọ al clieente, juntọ a otras tres (3) compañíás que ofrecen servicios similares. ${ }^{1}$

El 9 de abril de 2019, LinkActiv recibió una carta a través de la plataforma de Poweradvocate© notificando los resultados de la evaluación de las propuestas e informando que ésta no fue seleccionada parạ la adjuidicación del referido RFP. Juñto a dicha carta, la AEE notifícó el Anejo A coñ uñ sumario de las propuestas sometidas y de la determinación del Comité Evaluador.

Por la presente solicitamos àcceso a las propuestas sométidas por los licitadores en respuesta al RFP número 83673 y los documentos que forman parte del expediente administrativo, según proceda. Confiamos que el acceso a dicha documentación y expediente administrativo podrá proveerse en o antes del martes, 23 de abril de 2019, para que un representante de LinkActiv pueda examinar y copiar los docuimentos solicitados, ụ obtener la información réquerida, sẹgún próceda.

Esperamos pronta respuesta suya. De tener cualquier duda o pregunta, no vacile en comunicarse con noṣotrọs al 787-766-7000.

c. LinkActiv, Inc. (e-mail)

[^2]9 de abril de 2019

ENVIADO A TRAVES DE LA MENSAJERIA DE LA PLATAFORMA DE POWERADVOCATE©

LinkActiv, Inc.
PO Box 366398
San Juan, PR 00936-636398
Solicitud de Propuesta: RFP 83673
Call Center Services
Estimados señoras y señores:
La Autoridad de Energía Eléctrica recibió su propuesta para la solicitud de propuesta de referencia (RFP por sus siglas en inglés). El Comité Evaluador examinó su propuesta y otorgo puntuación según los criterios de evaluación establecidos en la sección 6 del RFP, sin embargo la misma no obtuvo la puntuación indicada para la adjudicación de contrato. Favor de referirse al Anejo A para la síntesis de la determinación del Comité. Aun así y según dispuesto por las leyes, políticas, procedimientos vigentes y la Guía para Procesos de Adquisiciones de Bienes y Servicios a Través de Solicitud de Propuestas, incluido como parte de la documentación para este evento, le notificamos que las siguientes compañías fueron las seleccionadas para la adjudicación del RFP 83673:

1. Insight Communication, Corp.
2. Telecontacto Contact Centers

A tenor con la Sección 3.19 de la Ley Núm. 38 del 2017, según enmendada, le informamos que la parte adversamente afectada por esta decisión podrá, dentro del término de veinte (20) días a partir del depósito en el correo federal notificando esta determinación, presentar una moción de reconsideración ante la agencia. En la alternativa, podrá presentar una solicitud de revisión ante la Junta Revisora de la Administración de Servicios Generales o la entidad apelativa que corresponda en ley o reglamento, dentro del término de veinte (20) días calendario, a partir del depósito en el correo federal notificando esta determinación. La agencia o la Junta Revisora deberá considerarla dentro de los treinta' (30) días de haberse presentado. La Junta podrá extender dicho término una sola vez, por un término adicional de quince (15) días calendario. Si se tomare alguna determinación en su consideración, el término para instar el recurso de revisión judicial empezará a contarse desde la fecha en que se depositó en el correo federal copia de la notificación de la decisión de la agencia, la entidad apelativa o la Junta Revisora resolviendo la moción. Si la agencia, la entidad apelativa o la Junta Revisora dejare de tomar alguna acción con relación a la moción de reconsideración o solicitud de revisión, dentro del término correspondiente, según dispuesto en esta Ley, se entenderá que ésta ha sido rechazada de plano, y a partir de esa fecha comenzará a correr el término para la revisión judicial.

La moción de reconsideración o la solicitud de revisión deberá entregarse en la Secretaría de Procedimientos Adjudicativos, Edificio NEOS, 6to. Piso, Pda. 16 1/2, Santurce, Puerto Rico o enviarse al PO Box 363928, San Juan, Puerto Rico 00936-3928. Las razones de la moción de reconsideración o solicitud de revisión deberán estar claramente establecidas en su moción de reconsideración o solicitud de revisión y deberá contener una certificación de envío a los demás licitadores comparecientes a la solicitud de propuesta además de tres copias, de la moción de reconsideración o solicitud de revisión.

Además de establecer claramente las razones de la moción de reconsideración o solicitud de revisión, se tiene que incluir, el número de la solicitud de propuesta, la fecha de apertura, copia de la determinación con su anejo y cualquier otra evidencia documental que interese se considere en la resolución de su moción de reconsideración o solicitud de revisión. Además, deberá incluir una copia de la moción de reconsideración o solicitud de revisión, que certifique que se envió a los demás licitadores.

También procedemos a informarle que, a tenor con la Sección 4.2 de la Ley Núm. 38 del 2017, según enmendada, en los casos de impugnación de subasta, la parte adversamente afectada por una orden o resolución final de la agencia, de la Junta Revisora de Subastas de la Administración de Servicios Generales, o de la entidad apelativa de subastas, según sea el caso, podrá presentar una solicitud de revisión ante el Tribunal de Apelaciones dentro de un término de veinte (20) días, contados a partir del archivo en autos de la copia de la notificación de la orden o resolución final de la agencia, la referida Junta Revisora de Subastas de la Administración de Servicios Generales o la entidad apelativa, o dentro del término aplicable de veinte (20) días calendario de haber transcurrido el plazo dispuesto por la Sección 3.19 de esta Ley. La mera presentación de una solicitud de revisión al amparo de esta Sección no tendrá el efecto de paralizar la adjudicación de la subasta impugnada.

Todo documento tiene que radicarse en la Secretaría de Procedimientos Adjudicativos de la Autoridad en original y tres (3) copias.

La Autoridad de Energía Eléctrica se entenderá notificada de toda solicitud de reconsideración o solicitud de revisión únicamente por la radicación de la misma ante la Secretaría de Procedimientos Adjudicativos, o mediante correo federal a la siguiente dirección: PO Box 363928, San Juan, Puerto Rico 00936-3928. Las radicaciones efectuadas fuera del lugar o apartado mencionado se entenderán por no sometidas.

Esta notificación se envía vía PowerAdvocate según establecido en la sección 7.3 de la Guia para Procesos de Adquisiciones de Bienes y Senvicios a través de Solicitud de Propuestas.

Atentamente,


Supervisora de Compras Principal
División de Suministros

9 de abril de 2019

Telecontacto Contact Centers
275 Ave. Jesús T. Piñero
San Juan, PR 00927
Solicitud de Propuesta: RFP 83673
Call Center Services
Estimados señoras y señores:
La Autoridad de Energía Eléctrica le notifica, según establecido en la sección 7.3 del Exhibit 4 de la Guía para Procesos de Adquisiciones de Bienes y Servicios a través de Solicitud de Propuestas, que su compañía fue seleccionada como proponente evaluado que cumple sustancialmente con las especificaciones, términos y condiciones y expectativas de adjudicación del RFP 83673.

A tenor con la Sección 3.19 de la Ley Núm. 38 del 2017, según enmendada, le informamos que la parte adversamente afectada por esta decisión podrá, dentro del término de veinte (20) días a partir del depósito en el correo federal notificando esta determinación, presentar una moción de reconsideración ante la agencia. En la alternativa, podrá presentar una solicitud de revisión ante la Junta Revisora de la Administración de Servicios Generales o la entidad apelativa que corresponda en ley o reglamento, dentro del término de veinte (20) días calendario, a partir del depósito en el correo federal notificando esta determinación. La agencia o la Junta Revisora deberá considerarla dentro de los treinta (30) días de haberse presentado. La Junta podrá exteñer dicho término una sola vez, por un término adicional de quince (15) días calendario. Si se tomare alguna determinación en su consideración, el término para instar el recurso de revisión judicial empezará a contarse desde la fecha en que se depositó en el correo federal copia de la notificación de la decisión de la agencia, la entidad apelativa o la Junta Revisora resolviendo la moción. Si la agencia, la entidad apelativa o la Junta Revisora dejare de tomar alguna acción con relación a la moción de recoṇsideración o solicitud de revisión, dentro del término correspondiente, según dispuesto en esta Ley, se entenderá que ésta ha sido rechazada de plano, y a partir de esa fecha comenzará a correr el término para la revisión judicial.

La moción de reconsideración o la solicitud de revisión deberá entregarse en la Secretaría de Procedimientos Adjudicativos, Edificio NEOS, 6to. Piso, Pda. 16 1/2, Santurce, Puerto Rico o enviarse al PO Box 363928, San Juan, Puerto Rico 00936-3928. Las razones de la moción de reconsideración o solicitud de revisión deberán estar claramente establecidas en su moción de reconsideración o solicitud de revisión y deberá contener una certificación de envío a lós demás licitadores comparecientes a la solicitud de propuesta además de tres copias, de la moción de reconsideración o solicitud de revisión.

Además de establecer claramente las razones de la moción de reconsideración o solicitud de revisión, se tiene que incluir, el número de la solicitud de propuesta, la fecha de apertura, copia de la determinación con su anejo y cualquier otra evidencia documental que interese se considere en la resolución de su moción de reconsideración o solicitud de revisión. Además, deberá incluir una copia de la moción de reconsideración o solicitud de revisión, que certifique que se envió a los demás licitadores.

También procedemos a informarle que, a tenor con la Sección 4.2 de la Ley Núm. 38 del 2017, según enmendada, en los casos de impugnación de subasta, la parte adversamente afectada por una orden o resolución final de la agencia, de la Junta Revisora de Subastas de la Administración de Servicios Generales, o de la entidad apelativa de subastas, según sea el caso, podrá presentar una solicitud de revisión ante el Tribunal de Apelaciones dentro de un término de veinte (20) días, contados a partir del archivo en autos de la copia de la notificación de la orden o resolución final de la agencia, la referida Junta Revisora de Subastas de la Administración de Servicios Generales o la entidad apelativa, o dentro del término aplicable de veinte (20) días calendario de haber transcurrido el plazo dispuesto por la Sección 3.19 de esta Ley. La mera presentación de una solicitud de revisión al amparo de esta Sección no tendrá el efecto de paralizar la adjudicación de la subasta impugnada.

Todo documento tiene que radicarse en la Secretaría de Procedimientos Adjudicativos de la Autoridad en original y tres (3) copias.

La Autoridad de Energía Eléctrica se entenderá notificada de toda solicitud de reconsideración o solicitud de revisión únicamente por la radicación de la misma ante la Secretaría de Procedimientos Adjudicativos, o mediante correo federal a la siguiente dirección: PO Box 363928, San Juan, Puerto Rico 00936-3928. Las radicaciones efectuadas fuera del lugar o apartado mencionado se entenderán por no sometidas.

Esta notificación se envía vía PowerAdvocate según establecido en la sección 7.3 de la Guia para Procesos de Adquisiciones de Bienes y Servicios a través de Solicitud de Propuestas.


Supervisora de Compras Principal División de Suministros

9 de abril de 2019

Jaye, Inc. d/b/a Telemedik
PMB 347
Ave. Winston Churchill \#138
San Juan, PR 00936-636398
Solicitud de Propuesta: RFP 83673
Call Center Services
Estimados señoras y señores:
La Autoridad de Energía Eléctrica recibió su propuesta para la solicitud de propuesta de referencia (RFP por sus siglas en inglés). El Comité Evaluador examinó su propuesta y otorgo puntuación según los criterios de evaluación establecidos en la sección 6 del RFP, sin embargo la misma no obtuvo la puntuación indicada para la adjudicación de contrato. Favor de referirse al Anejo A para la síntesis de la determinación del Comité. Aun así y según dispuesto por las leyes, políticas, procedimientos vigentes y la Guía para Procesos de Adquisiciones de Bienes y Servicios a Través de Solicitud de Propuestas, incluido como parte de la documentación para este evento, le notificamos que las siguientes compañías fueron las seleccionadas para la adjudicación del RFP 83673:

1. Insight Communication, Corp.
2. Telecontacto Contact Centers

A tenor con la Sección 3.19 de la Ley Núm. 38 del 2017, según enmendada, le informamos que la parte adversamente afectada por esta decisión podrá, dentro del término de veinte (20) días a partir del depósito en el correo federal notificando esta determinación, presentar una moción de reconsideración ante la agencia. En la alternativa, podrá presentar una solicitud de revisión ante la Junta Revisora de la Administración de Servicios Generales o la entidad apelativa que corresponda en ley o reglamento, dentro del término de veinte (20) días calendario, a partir del depósito en el correo federal notificando esta determinación. La agencia o la Junta Revisora deberá considerarla dentro de los treinta (30) días de haberse presentado. La Junta podrá extender dicho término una sola vez, por un término adicional de quince (15) días calendario. Si se tomare alguna determinación en su consideración, el término para instar el recurso de revisión judicial empezará a contarse desde la fecha en que se depositó en el correo federal copia de la notificación de la decisión de la agencia, la entidad apelativa o la Junta Revisora resolviendo la moción. Si la agencia, la entidad apelativa o la Junta Revisora dejare de tomar alguna acción con relación a la moción de reconsideración o solicitud de revisión, dentro del término correspondiente, según dispuesto en esta Ley, se entenderá que ésta ha sido rechazada de plano, y a partir de esa fecha comenzará a correr el término para la revisión judicial.

La moción de reconsideración o la solicitud de revisión deberá entregarse en la Secretaría de Procedimientos Adjudicativos, Edificio NEOS, 6to. Piso, Pda. 16 1/2, Santurce, Puerto Rico o enviarse al PO Box 363928, San Juan, Puerto Rico 00936-3928. Las razones de la moción de reconsideración o solicitud de revisión deberán estar claramente establecidas en su moción de reconsideración o solicitud de revisión y deberá contener una certificación de envío a los demás licitadores comparecientes a la solicitud de propuesta además de tres copias, de la moción de reconsideración o solicitud de revisión.

Además de establecer claramente las razones de la moción de reconsideración o solicitud de revisión, se tiene que incluir, el número de la solicitud de propuesta, la fecha de apertura, copia de la determinación con su anejo y cualquier otra evidencia documental que interese se considere en la resolución de su moción de reconsideración o solicitud de revisión. Además, deberá incluir una copia de la moción de reconsideración o solicitud de revisión, que certifique que se envió a los demás licitadores.

También procedemos a informarle que, a tenor con la Sección 4.2 de la Ley Núm. 38 del 2017, según enmendada, en los casos de impugnación de subasta, la parte adversamente afectada por una orden o resolución final de la agencia, de la Junta Revisora de Subastas de la Administración de Servicios Generales, o de la entidad apelativa de subastas, según sea el caso, podrá presentar una solicitud de revisión ante el Tribunal de Apelaciones dentro de un término de veinte (20) días, contados a partir del archivo en autos de la copia de la notificación de la orden o resolución final de la agencia, la referida Junta Revisora de Subastas de la Administración de Servicios Generales o la entidad apelativa, o dentro del término aplicable de veinte (20) días calendario de haber transcurrido el plazo dispuesto por la Sección 3.19 de esta Ley. La mera presentación de una solicitud de revisión al amparo de esta Sección no tendrá el efecto de paralizar la adjudicación de la subasta impugnada.

Todo documento tiene que radicarse en la Secretaría de Procedimientos Adjudicativos de la Autoridad en original y tres (3) copias.

La Autoridad de Energía Eléctrica se entenderá notificada de toda solicitud de reconsideración o solicitud de revisión únicamente por la radicación de la misma ante la Secretaría de Procedimientos Adjudicativos, o mediante correo federal a la siguiente dirección: PO Box 363928, San Juan, Puerto Rico 00936-3928. Las radicaciones efectuadas fuera del lugar o apartado mencionado se entenderán por no sometidas.

Esta notificación se envía vía PowerAdvocate según establecido en la sección 7.3 de la Guía para Procesos de Adquisiciones de Bienes y Senvicios a través de Solicitud de Propuestas.


Supervisora de Compras Principal
División de Suministros

9 de abril de 2019

Insight Communication, Corp.
342 San Luís St. Suite 304
New Port IV Building
San Juan, PR 00920
Solicitud de Propuesta: RFP 83673
Call Center Services
Estimados señoras y señores:
La Autoridad de Energía Eléctrica le notifica, según establecido en la sección 7.3 del Exhibit 4 de la Guía para Procesos de Adquisiciones de Bienes y Servicios a través de Solicitud de Propuestas, que su compañía fue seleccionada como proponente evaluado que cumple sustancialmente con las especificaciones, términos y condiciones y expectativas de adjudicación del RFP 83673.

A tenor con la Sección 3.19 de la Ley Núm. 38 del 2017, según enmendada, le informamos que la parte adversamente afectada por esta decisión podrá, dentro del término de veinte (20) días a partir del depósito en el correo federal notificando esta determinación, presentar una moción de reconsideración ante la agencia. En la alternativa, podrá presentar una solicitud de revisión ante la Junta Revisora de la Administración de Servicios Generales o la entidad apelativa que corresponda en ley o reglamento, dentro del término de veinte (20) días calendario, a partir del depósito en el correo federal notificando esta determinación. La agencia o la Junta Revisora deberá considerarla dentro de los treinta (30) días de haberse presentado. La Junta podrá extender dicho término una sola vez, por un término adicional de quince (15) días calendario. Si se tomare alguna determinación en su consideración, el término para instar el recurso de revisión judicial empezará a contarse desde la fecha en que se depositó en el correo federal copia de la notificación de la decisión de la agencia, la entidad apelativa o la Junta Revisora resolviendo la moción. Si la agencia, la entidad apelativa o la Junta Revisora dejare de tomar alguna acción con relación a la moción de reconsideración o solicitud de revisión, dentro del término correspondiente, según dispuesto en esta Ley, se entenderá que ésta ha sido rechazada de plano, y a partir de esa fecha comenzará a correr el término para la revisión judicial.

La moción de reconsideración o la solicitud de revisión deberá entregarse en la Secretaría de Procedimientos Adjudicativos, Edificio NEOS, 6to. Piso, Pda. 16 1/2, Santurce, Puerto Rico o enviarse al PO Box 363928, San Juan, Puerto Rico 00936-3928. Las razones de la moción de reconsideración o solicitud de revisión deberán estar claramente establecidas en su moción de reconsideración o solicitud de revisión y deberá contener una certificación de envío a los demás licitadores comparecientes a la solicitud de propuesta además de tres copias, de la moción de reconsideración o solicitud de revisión.

Además de establecer claramente las razones de la moción de reconsideración o solicitud de revisión, se tiene que incluir, el número de la solicitud de propuesta, la fecha de apertura, copia de la determinación con su anejo y cualquier otra evidencia documental que interese se considere en la resolución de su moción de reconsideración o solicitud de revisión. Además, deberá incluir una copia de la moción de reconsideración o solicitud de revisión, que certifique que se envió a los demás licitadores.

También procedemos a informarle que, a tenor con la Sección 4.2 de la Ley Núm. 38 del 2017, según enmendada, en los casos de impugnación de subasta, la parte adversamente afectada por una orden o resolución final de la agencia, de la Junta Revisora de Subastas de la Administración de Servicios Generales, o de la entidad apelativa de subastas, según sea el caso, podrá presentar una solicitud de revisión ante el Tribunal de Apelaciones dentro de un término de veinte (20) días, contados a partir del archivo en autos de la copia de la notificación de la orden o resolución final de la agencia, la referida Junta Revisora de Subastas de la Administración de Servicios Generales o la entidad apelativa, o dentro del término aplicable de veinte (20) días calendario de haber transcurrido el plazo dispúesto por la Sección 3.19 de esta Ley. La mera presentación de una solicitud de revisión al amparo de esta Sección no tendrá el efecto de paralizar la adjudicación de la subasta impugnada.

Todo documento tiene que radicarse en la Secretaría de Procedimientos Adjudicativos de la Autoridad en original y tres (3) copias.

La Autoridad de Energía Eléctrica se entenderá notificada de toda solicitud de reconsideración o solicitud de revisión únicamente por la radicación de la misma ante la Secretaría de Procedimientos Adjudicativos, o mediante correo federal a la siguiente dirección: PO Box 363928, San Juan, Puerto Rico 00936-3928. Las radicaciones efectuadas fuera del lugar o apartado mencionado se entenderán por no sometidas.

Esta notificación se envía vía PowerAdvocate según establecido en la sección 7.3 de la Guía para Procesos de Adquisiciones de Bienes y Servicios a través de Solicitud de Propuestas.

Atentamente,


Supervisora de Compras Principal
División de Suministros

## ANNEXA <br> REQUEST FOR PROPOSAL RFP 83673 CALL CENTER SERVICES

On February 7, 2019, PREPA published a public notice for this request for proposal on PowerAdvocate©, PREPA's official electronic sourcing platform. Invitations to participate were sent directly to vendors that PREPA understood could provide these services and to interested vendors that requested access through PowerAdvocate's Opportunities Dashboard. The RFP event link (invitation) was also published on aeepr.com. All vendors that requested access before the closing date of the RFP were granted access by the designated PREPA Procurement points of contact for this event.

By February 27, 2019, the closing date of RFP 83673, approximately twenty-two (22) companies had been granted access to the event; of which four (4) companies submitted proposals. PREPA received proposals from:

1. Insight Communication, Corp. (Insight)
2. LinkActiv LLC
3. Telecontacto Contact Centers, Inc. (Telecontacto)
4. JAYE, Inc. DBA Telemedik (Telemedik)

The Evaluation Committee examined all proposals in a proper and timely manner to determine their compliance with the proposal submission requirements. Each proposal meeting all submission requirements was independently evaluated by the Committee, which assigned a score for each evaluation criterion as indicated in Section 6 Evaluation and Selection, Subsection a. Scoring Criteria of the RFP.

The evaluation process of proposals carried out by the Committee from March 4, 2019, to April 8,2019 , required the impartial analysis of each proposal to determine compliance with the RFP criteria.

The following section provides an overview of the Committee's review for each of the Proponent's submissions (in alphabetical order).

## 1. INSIGHT COMMUNICATION, CORP. (INSIGHT)

Insight was founded in 2003, with facilities in San Juan, Puerto Rico and Dominican Republic. As part of their proposal they included information describing their experience with five (5) different industries, one of them being services for a utility company. They elaborated in their objectives, the average handling time, experience and improvements during their contract. Insight indicated that their average monthly volume of calls handled for the last twenty-four months was 544,200 for interactive voice response and 396,000 for customer services representative. They have 647 employees, of which 495 are full time agents and 25 part-time agents. Their overall monthly percentage of employee turnover is $4.5 \%$. Insight included as part of their proposal a list of their providers of IT and telecommunications infrastructure. They also indicated that they measure service quality using real time reporting, historical reporting. These tools will be
provided through a VPN connection. As part of their proposal they included additional services with no cost included for PREPA such as automated outbound campaign's, voice mail and call back tools, INBI platform (platform used to communicate with customers using SMS and other messaging channels), Web Chat tool, voice ( $100 \%$ ) and screen recording and customer service workshops and seminars. Their implementation plan was clear, detailed and well-structured. Their administrative and organizational structure shows a well-balanced use of human resources for the operation. Insight offer per hour of productive agent time was $\$ 16.35$ for the first and second year of the contract and $\$ 16.00$ for the third year.

As part of the evaluation process, the Evaluation Committee conducted a visit to Insight's facility. During the visit, Insight gave the Committee a brief presentation to describe their services as describe in their proposal; key performance indicators, illustrated their real time system tools and new communication channel. Also a live test was performed of their messaging apps (communication through SMS). Throughout the visit the Committee clarified various topics of their proposal, such as the KPI's that are included in their offer, requested sample of a disaster recovery plan and their network availability and work quality of services. This information was clarified in the visit and sent via PowerAdvocate. Their facility is suitable with the availability and capacity to absorb PREPA's call center operations and offer immediate availability of additional CSR's in case of emergencies.

After a thorough and impartial evaluation based on Insight' s proposal, facility visit and the RFP scoring criteria and requirements, their resulting score was $83 \%$ which makes Insight's proposal the highest ranking proposal.

## LINKACTIV, INC. (LINKACTIV)

LinkActiv, founded in 1994, is a wholly owned subsidiary of the Grupo Ferré-Rangel, located in Guaynabo, Puerto Rico. Their proposal included information of eight (8) contracts that they have of the requested services, one of them in the utility sector. LinkActiv provided a summary of the work description of each contract, performance metrics and the services deliverables. They indicated in their proposal that over the last twenty-four (24) months, they have handled an average of 600,000 monthly calls. LinkActiv stated that they have 750 employees, of which $70 \%$ are full-time and $30 \%$ are part-time agents. Their employee turnover is an average of $7 \%$ over the last twelve (12) months. LinkActiv are in the process of an expansion of their facilities; they expect to open a new facility in Ceiba in April 2019 and another in Canóvanas in October 2019. Their available current growth is of ' 150 seats. They listed their providers of IT and Telecommunications infrastructure. LinkActiv offers a rate of $\$ 24.17$ per hour of productive agent time for the first year of a contract, $\$ 23.81$ for the second year and $\$ 23.45$ for the third year and in addition a price per staff hour of $\$ 16.75$.

As part of the evaluation process, the Evaluation Committee conducted a visit to LinkActiv's facility on March 19, 2019. Their facility has the capacity to absorb PREPA's call center operations and offer immediate availability of additional CSR's in case of emergencies. Through the facility visit, Linkactiv clarified some aspects of their proposal such as their Cyber security infrastructure, the amount of call center operators they
currently employ, among others. The information clarified was sent via PowerAdvocate. Also, LinkActiv presented a video of their upcoming new facility layout in Ceiba.

After a thorough and impartial evaluation based on LinkActiv's proposal, facility visit and the RFP scoring criteria and requirements, their resulting score was $62 \%$.

## TELECONTACTO CONTACT CENTERS (TELECONTACTO)

Telecontacto was founded in 1995 and currently has three sites. All locations are located in the San Juan Area. As part of their proposal they included six (6) references of call center services of which one is in the utility sector. Telecontacto provided a summary of the contract, the effective dates, annual average, service level and abandoned call rate. They indicated that the average monthly volume of calls handled for the last 24 months is over 300,000 calls. They have a total of 318 employees of which 7 are top management, 25 supervisors and administrative staff and 286 customer services representatives. Of these, $51 \%$ are full time and $49 \%$ are part time. Their employee turnover rate for customer services representatives is $14.5 \%$. Telecontacto indicated that they have the availability to provide an additional 125 seats within a 45 day process if awarded a contract. A list of providers for IT and Telecommunications was provided. Telecontacto's proposed area for PREPA's call center operations is under construction. Telecontacto price provided per hour of productive agent time is $\$ 16.00$ for the first year of a contract, $\$ 15.50$ for the second year and $\$ 15.50$ for the third year, representing the lowest overall cost of the proposals.

As part of the evaluation process, the Evaluation Committee conducted a site visit to one of Telecontacto's facilities on March 19, 2019. Among their three facilities Telecontact currently has the capacity to absorb PREPA's call center operations and an additional space would be ready shortly after award execution. During the visit, they confirmed they will have immediate availability of approximately 15 additional CSR's in case of emergencies. Through the facility visit, Telecontacto clarified some aspects of their proposal such as their cyber security infrastructure, the preparedness of their facilities to handle emergencies (such as those caused by the recent hurricanes) and space available for PREPA personnel during such events, their customer service system uses Explorer 9 or as an alternative, they can use Citrix, both of which are compatible with PREPA's system. They also confirmed that PREPA supervisors will be allowed access to their facilities, that they can provide real time reporting and that they have programmers available to create customized reports, if required.

After a thorough and impartial evaluation based on Telecontacto's proposal, facility visit and the RFP scoring criteria and requirements, their resulting score was $76 \%$.

## JAYE, INC. DBA TELEMEDIK (TELEMEDIK)

Telemedik started operations in 1997, with two facilities in Guaynabo and Mayagüez. As part of their proposal, Telemedik included five (5) references of related call center services in the health-care sector. They indicated that an average of 115,054 monthly inbound calls have been handled for the last 24 months. Telemedik has a total of 420 employees of which 292 are customer services representatives, 4 are managers, 22 are
supervisors, and the rest of their employees are in health-care related positions. Their annual turnover rate of personnel is an average of $6 \%$. As part of their proposal, Telemedik mentions that they have 25 reports for review and selection, yet only provided three types of reports as examples. These were: behavior of the group in terms of availability and waiting calls, behavior of the group per interval and summary of the activity of each agent per day. Telemedik offered the PowerBi platform to develop reports upon request. Their proposal for PREPA's call center solution is based on a divided operation between their Guaynabo and Mayagüez sites. They offered a rate of $\$ 17.65$ per hour of productive agent time for the first year of a contract, $\$ 16.98$ for the second year and $\$ 16.70$ for the third year.

As part of the evaluation process, the Evaluation Committee conduct visit to Telemedik facility on March 19, 2019. The facility seemed adequate to support PREPA call center solutions, but Telemedik's representatives made it clear that they would divide PREPA's CSRs between their two facilities. Their current ratio of supervisor and employees is approximately $1: 15$ to $1: 20$. Telemedik confirmed that they can provide real time reporting and that their Uptivity server is their own which allows them to provide access to PREPA, if necessary. They also clarified that their audited financial statements were included (in their hard copy proposal). The Committee asked Telemedik about current accounts and they indicated that their Vital account generates the most volume of calls at about 100,000 calls per month. Telemedik emphasized that confidentiality (security) of information is a top priority for them.

After a thorough and impartial evaluation based on Telemedik' s proposal, facility visit and the RFP scoring criteria and requirements, their resulting score was $60 \%$.

## PUERTO RICO ELECTRIC POWER AUTHORITY



EVALUATION AND SELECTION REPORT for

REQUEST FOR PROPOSAL 83673
CALL CENTER SERVICES

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## INTRODUCTION

The Puerto Rico Electric Power Authority (PREPA), is a public corporation and governmental entity of the Commonwealth of Puerto Rico, created pursuant to Law 83 of May 2, 1941, as amended, with the duty of providing electric power in a reliable manner, contributing to the general welfare and the sustainable future of Puerto Rico, maximizing the benefits and minimizing the social, environmental, and economic impacts for its citizens. The company has nearly 1.5 million customers, more than 2,500 transmission and sub-transmission line miles and more than 32,000 distribution line miles.

PREPA issued a request for proposals (RFP) authorized by Governing Board Resolution 4667 to solicit offers from responsible and qualified parties which can provide call center services. The purpose of the RFP is to secure call center solution services for receiving and handling all inbound calls from PREPA's customers.

## PROCESS

On February 7, 2019, PREPA published a notice for this request for proposal on PowerAdvocate©C, PREPA's official electronic sourcing platform. Invitations to participate were sent directly to vendors that PREPA understood could provide these services and to interested vendors that requested access through PowerAdvocate's Opportunities Dashboard. The RFP event link (invitation) was also published on aeepr.com. All vendors that requested access before the closing date of the RFP were granted access by the designated PREPA Procurement points of contact for this event.

This request for proposal had the following Key Process Events:

- February 7, 2019 - Request for proposal issued

- February 13, 2019 - Submittal of questions
- February 20, 2019 - Questions answered by PREPA
- February 27,2019 - RFP Proposal Submission Deadline

By February 27, 2019, the closing date of RFP 83673, approximately twenty-two (22) companies had been granted access to the event; of which four (4) companies submitted proposals. PREPA received proposals from:

1. Insight Communication, Corp. (Insight)
2. LinkActiv LLC
3. Telecontacto Contact Centers, Inc. (Telecontacto)
4. JAYE, Inc. DBA Telemedik (Telemedik)

## EVALUATION AND ANALYSIS OF PROPOSALS

For the evaluation of the proposals, PREPA's Chief Executive Officer, José Ortíz, designated an Evaluation Committee (Committee) on February 22, 2019, which included the following representatives:

- Manuel Tristanì Meléndez, Customer Services Division Head
- Carlos J. Aponte Díaz, Customer Services Division Senior Supervisor
- Francisco J. Ramos Ortíz, Information Technologies Administrator Edgardo Díaz Reyes - Supply Chain Division Head

On February 26, 2019, PREPA's Supply Chain Division Head, Edgardo Díaz Reyes designated Delis T. Zambrana Colón, Head of the Purchasing Department, as his representative in the Evaluation Committee.

## Scoring Criteria

The Evaluation Committee examined all proposals in a proper and timely manner to determine their compliance with the proposal submission requirements. Each proposal meeting all submission requirements was independently evaluated by the Committee, which assigned a score for each evaluation criterion listed below, up to the maximum points.

The criteria were graded using a score of 1 to 5 :
$1=$ Inadequate, does not meet RFP expectations.
2 = Adequate, criteria are met, below the standards set by the RFP.
$3=$ Good, meets the minimum standards set by the RFP.
4 = Very good, meets the standards set by the RFP.
$5=$ Excellent, presents the best proposal that meets the standards set by the RFP.


The following is a brief summary of the indicated criteria as stated in Section 6 of the RFP overview document:

Pricing includes without limitation the proposed costs provided by the Proponent with respect to price and total cost of services.

## Company, Technical Process and Services Evaluation

- Background and financial Information
- Feedback from provided references
- Company experience and market presence in the services requested
- Company financial condition and long term financial stability

Service Management

- Service engagement plan and call management process
- Quality management and service level reporting
- Account and Contract Management Practices
- Information Technology platform
- Implementation process and management of the set-up and transition of services
- People management processes: Recruiting, Training, Supervision
- Available facilities and ability to meet PREPA's call volume requirements
- Disaster Recovery Plan
- Administrative
- Regulatory Requirements
- Information security and confidentiality
- Additional Certifications and/or required documents
- Relationship Management
- Compatibility with PREPA
- Completeness and respensiveness throughout the RFP process
- Executive leadership participation


## OVERVIEW OF THE EVALUATION PROCESS

The evaluation process of proposals carried out by the Committee from March 4, 2019, to April 8, 2019, required the impartial analysis of each proposal to determine compliance for each criterion and the requirements established in the RFP. The scoring applied to each proposal is provided in Appendix A of this Evaluation and Selection Report.

The following section provides an overview of the Committee's review of the findings in each of the Proponent's submissions (in alphabetical order). The narratives to follow provide context to the overall evaluation of the proposals:

## 1. INSIGHT COMMUNICATION, CORP ${ }_{n}$ (INSIGHT)

Insight was founded in 2003, with facilities in San Juan, Puerto Rico and Dominican Republic. As part of their proposal they included information describing their experience with five (5) different industries, one of them being services for a utility company. They elaborated in their objectives, the average handling time, experience and improvements during their contract. Insight indicated that their average monthly volume of calls handled for the last twenty-four months was 544,200 for interactive voice response and 396,000
 for customer services representative. They have 647 employees, of which 495 are full time agents and' 25 part-time agents. Their overall monthly percentage of employee turnover is $4.5 \%$. Insight included as part of their proposal a list of their providers of IT and telecommunications infrastructure. They also indicated that they measure service quality using real time reporting, historical reporting. These tools will be provided through a VPN connection. As part of their proposal they included additional services with no cost included for PREPA such as automated outbound campaign's, voice mail and call back tools, INBI platform (platform used to communicate with customers using SMS and other messaging channels), Web Chat tool, voice (100\%) and screen recording and customer service workshops and seminars. Their implementation plan was clear, detailed and wellstructured. Their administrative and organizational structure shows a well-balanced use of human resources for the operation. Insight offer per hour of productive agent time was $\$ 16.35$ for the first and second year of the contract and $\$ 16.00$ for the third year.

As part of the evaluation process, the Evaluation Committee conducted a visit to Insight's facility. During the visit, Insight gave the Committee a brief presentation to describe their services as describe in their proposal; key performance indicators, illustrated their real time system tools and new communication channel. Also a live test was performed of their messaging apps (communication through SMS). Throughout the visit the Committee clarified various topics of their proposal, such as the KPI's that are included in their offer,
requested sample of a disaster recovery plan and their network availability and work quality of services. This information was clarified in the visit and sent via PowerAdvocate. Their facility is suitable with the availability and capacity to absorb PREPA's call center operations and offer immediate availability of additional CSR's in case of emergencies.

After a thorough and impartial evaluation based on Insight' s proposal, facility visit and the RFP scoring criteria and requirements, their resulting score was $83 \%$ which makes Insight's proposal the highest ranking proposal.

## LINKACTIV, INC: (LINKACTIV)

LinkActiv, founded in 1994, is a wholly owned subsidiary of the Grupo Ferré-Rangel, located in Guaynabo, Puerto Rico. Their proposal included information of eight (8) contracts that they have of the requested services, one of them in the utility sector. LinkActiv provided a summary of the work description of each contract, performance metrics and the services deliverables. They indicated in their proposal that over the last twenty-four (24) months, they have handled an average of 600,000 monthly calls. LinkActiv stated that they have 750 employees, of which $70 \%$ are full-time and $30 \%$ are part-time agents. Their employee turnover is an average of 7\% over the last twelve (12) months. LinkActiv are in the process of an expansion of their facilities; they expect to open a new facility in Ceiba in April 2019 and another in Canóvanas in October 2019. Their available current growth is of 150 seats. They listed their providers of $\Pi T$ and Telecommunications infrastructure. LinkActiv offers a rate of $\$ 24.17$ per hour of productive agent time for the first year of a contract, $\$ 23.81$ for the second year and $\$ 23.45$ for the third year and in addition a price per staff hour of $\$ 16.75$.

As part of the evaluation process, the Evaluation Committee conducted a visit to LinkActiv's facility on March 19, 2019. Their facility has the capacity to absorb PREPA's call center operations and offer immediate availability of additional CSR's in case of emergencies. Through the facility visit, Linkactiv clarified some aspects of their proposal such as their Cyber security infrastructure, the amount of call center operators they currently employ, among others. The information clarified was sent via PowerAdvocate. Also, LinkActiv presented a video of their upcoming new facility layout in Ceiba.

After a thorough and impartial evaluation based on LinkActiv' s proposal, facility visit and the RFP scoring criteria and requirements, their resulting score was $62 \%$.

## TELECONTACTO CONTACT CENTERS (TELECONTACTO)

Telecontacto was founded in 1995 and currently has three sites. All locations are located in the San Juan Area. As part of their proposal they included six (6) references of call center services of which one is in the utility sector. Telecontacto provided a summary of the contract, the effective dates, annual average, service level and abandoned call rate, They indicated that the average monthly volume of calls handled for the last 24 months is over 300,000 calls. They have a total of 318 employees of which 7 are top management, 25 supervisors and administrative staff and 286 customer services representatives. Of these, $51 \%$ are full time and $49 \%$ are part time. Their employee turnover rate for customer services representatives is $14.5 \%$. Telecontacto indicated that they have the availability to provide an additional 125 seats within a 45 day process if awarded a contract. A list of providers for $\Pi$ and Telecommunications was provided. Telecontacto's
proposed area for PREPA's call center operations is under construction: Telecontacto price provided per hour of productive agent time is $\$ 16.00$ for the first year of a contract, $\$$ 15.50 for the second year and $\$ 15: 50$ for the third year, representing the lowest overall cost of the proposals.

As part of the evaluation process, the Evaluation Committee conducted a site visit to one of Telecontacto's facilities on March 21, 2019. Among their three facilities Telecontact currently has the capacity to absorb PREPA's call center operations and an additional space would be ready shortly after award execution. During the visit, they confirmed they have will have immediate availability of approximately 15 additional CSR's $^{\prime}$ in case of emergencies. Through the facility visit, Telecontacto clarified some aspects of their proposal such as their cyber security infrastructure, the preparedness of their facilities to handle emergencies (such as those caused by the recent hurricanes) and space available for PREPA personnel during such events, their customer service system uses Explorer 9 . or as an alternative, they can use Citrix, both of which are compatible with PREPA's system. They also confirmed that PREPA supervisors will be allowed access to their facilities, that they can provide real time reporting and that they have programmers available to create customized reports, if required.

After a thorough and impartial evaluation based on Telecontacto' s proposal, facility visit and the RFP scoring criteria and requirements, their resulting score was $76 \%$.

## JAYE, INC. DBA TELEMEDIK (TELEMEDIK)

Telemedik started operations in 1997, with two facilities in Guaynabo and Mayagüez. As part of their proposal, Telemedik included five (5) references of related call center services in the health-care sector. They indicated that an average of 115,054 monthly inbound calls have been handled for the last 24 months. Telemedik has a total of 420 employees of which 292 are customer services representatives, 4 are managers, 22 are supervisors, and the rest of their employees are in health-care related positions. Their annual turnover rate of personnel is an average of $6 \%$. As part of their proposal, Telemedik mentions that they have 25 reports for review and selection, yet only provided three types of reports as examples. These were: behavior of the group in terms of availability and waiting calls, behavior of the group per interval and summary of the activity of each agent per day. Telemedik offered the PowerBi platform to develop reports upon request. Their proposal for PREPA's call center solution is based on a divided operation between their Guaynabo and Mayagüez sites. They offered a rate of $\$ 17.65$ per hour of productive agent time for the first year of a contract, $\$ 16.98$ for the second year and $\$ 16.70$ for the third year.

As part of the evaluation process, the Evaluation Committee conducted a visit to Telemedik's facility on March 21, 2019. The facility seemed adequate to support PREPA call center solutions, but.Telemedik's representatives made it clear that they would divide PREPA's CSRs between their two facilities. Their current ratio of supervisor and employees is approximately $1: 15$ to $1: 20$. Telemedik confirmed that they can provide real time reporting and that their Uptivity server is their own which allows them to provide access to PREPA, if necessary. They also clarified that their audited financial statements were included (in their hard copy proposal). The Committee asked Telemedik about current accounts and they indicated that their Vital account generates the most volume of calls at about 100,000 calls per month. Telemedik emphasized that confidentiality (security) of information is a top priority for them.

After a thorough and impartial evaluation based on Telemedik' s proposal, facility visit and the RFP scoring criteria and requirements, their resulting score was $60 \%$.

## DETERMINATION

Upon completion of a uniform evaluation of the four proposals received for this request for proposals and according to the requirements established therein, the Evaluation Committee unanimously determined that the following companies have submitted qualified statements and recommends the commencement of negotiations with the following proponents:

1. Insight Communication, Corp.
2. Telecontacto Contact Centers

Approved today, April 9, 2019, in San Juan, Puerto Rico.



Francisco J. Ramos Ortíz
Information Technologies Administrator


Carlos J. Aponte Díaz
Customer Services Senior Supervisor


Delis T. Zambrana Colón
Head of the Purchasing Department

Appendix A - Scoring Sheet

| RFP 83673 Call Center Services |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Criteria | Proponents Weight \% | LinkActiv |  | Telemedik |  | Insight |  | Telecontacto |  |
|  |  | Percent | Score | Percent | Score | Percent | Score | Percent | Score |
| Background and Financial Information | 30\% | 16\% |  | 12\% |  | 20\% |  | 18\% |  |
| Feedback from provided references | 10.0\% | 0.06 | 3 | 0.06 | 3 | 0.06 | 3 | 0.06 | 3 |
| Company experience and market presence in the services requested | 10.0\% | 0.08 | 4 | 0.04 | 2 | 0.08 | 4 | 0.08 | 4 |
| Company financial condition and long term financial stability ... | 10.0\% | 0.02 | 1 | 0.02 . | 1 | 0.06 | 3 | 0.04 | 2 |
| Service Management | 20.0\% | 15\% |  | 12\% |  | 17\% |  | 14\% |  |
| Service engagement plan and call management process | 3.0\% | 0.024 | 4 | 0.018 | 3 | 0.03 | 5 | 0.018 | 3 |
| Quality management and service level reporting | 2.0\% | 0.012 | 3 | 0.012 | 3 | 0.02 | 5 | 0.016 | 4 |
| Account and Contract Management Practices | 1.0\% | 0.008 | 4 | 0.008 | 4 | 0.008 | 4 | 0.008 | 4 |
| Information Technology Platform | 3.0\% | 0.024 | 4 | 0.018 | 3 | 0.024 | 4 | 0.018 | 3 |
| Implementation process and management of the set-up and transition of services | 2.0\% | 0.012 | 3 | 0.012 | 3 | 0.02 | 5 | 0.012 | 3 |
| People management processes: Recruiting, Training and Supervision | 3.0\% | 0.024 | 4 | 0.018 | 3 | 0.024 | 4 | 0.024 | 4 |
| Available facilities and ability to meet PREPA's call volume requirements | 3.0\% | 0.024 | 4 | 0.018 | 3 | 0.024 | 4 | 0.024 | 4 |
| Disaster Recovery | 3.0\% | 0.018 | 3 | 0.012 | 2 | 0.018 | 3 | 0.018 | 3 |
| Administrative | 5.0\% | 4\% |  | 3\% |  | 4\% | 3 | 3\% | 3 |
| Regulatory requirements | 1.0\% | 0.006 | 3 | 0.008 | 4 | 0.008 | 4 | 0.006 | 3 |
| Information security and confidentiality | 3.0\% | 0.024 | 4 | 0.018 | 3 | 0.024 | 4 | 0.018 | 3 |
| Additional certifications and/or required documents <br> Other | 1.0\% | 0.006 | 3 | 0.006 | 3 | 0.01 | 5 | 0.006 | 3 |
| Other | 10.0\% | 7\% |  | 5\% |  | 7\% |  | 6\% |  |
| Compatibility with PREPA | 5.0\% | 0.04 | 4 | 0.02 | 2 | 0.03 | 3 | 0.03 | 3 |
| Completeness and responsiveness throughout the process | 3.0\% | 0.018 | 3 | 0.018 | 3 | 0.024 | 4 | 0.018 | 3 |
| Executive leadership participation <br> Total Score | 2.0\% | 0.012 | 3 | 0.016 | 4 | 0.016 | 4 | 0.016 | 4 |
| Total Score | 65\% | 41\% |  | 32\% |  | 48\% |  | 41\% |  |
| Pricing |  |  |  |  |  |  |  |  |  |
| Pricing |  |  | \$24.17 |  | \$17.65 |  | \$16.35 |  | \$16.00 |
| Score | 35\% | 0.21 | 3 | 0.28 | 4 | 0.35 | 5 | 0.35 | 5 |
| Total Score | 35\% | 21\% |  | 28\% |  | 35\% |  | 35\% |  |
| Total Score | 100\% | 62\% |  | 60\% |  | 83\% |  | 76\% |  |

## RESOLUTION 4667

NUNC PRO TUNC

## REQUEST FOR PROPOSALS FOR CALL CENTER

Rectifying the eighth and ninth Whereas on page two in accordance with the text approved by the Governing Board

WHEREAS: The Puerto Rico Electric Power Authority (PREPA) is a public corporation and an instrumentality of the Government of Puerto Rico created by Act No, 83 of May 2, 1941, as amended (Act No. 83). PREPA was created to provide electrical energy in a reliable way contributing to the general welfare and sustainable future of the people of Puerto Rico, maximizing benefits and minimizing social, environmental and economic impacts. In addition, PREPA provides a service based on affordable, fair, reasonable and nondiscriminatory cost that is consistent with environmental protection, non-profit, focused on citizen participation and its clients.

WHEREAS: Act No. 83 authorizes PREPA to grant contracts and formalize all the instruments that are necessary or convenient in the exercise of any of its powers.

WHEREAS: Section $15(1)(a)$ of Act No. 83 states that all purchases and contracts for supplies or services, except professional services, entered into by PREPA, including its capital construction contracts, shall be conducted through a bid process.

WHEREAS: . According to Section 15 (2)(f) of Act No. 83, a competitive bidding process shall not be necessary when in the judgment of the Governing Board, a competitive request for proposals (RFP) process for the acquisition of goods, equipment, materials or services must be carried out to encourage greater competition, reduce the risk of collusion and promote the best possible terms and conditions in benefit of greater savings and reduction of costs and operational expenses of PREPA.

WHEREAS: In a memorandum dated November 26, 2018, Mrs. Noriette Figueroa Meléndez, Customer Service Director, requested authorization to begin a Request for Proposals (RFP) process, to procure a call center solution services (Call Center) for receiving and handling all incoming calls from PREPA's customers. The requested services will

WHEREAS: PREPA's General Counsel considered Mrs. Figueroa Meléndez memorandum and evaluated the request of the Customer Service Directorate. Taking as true and correct the information provided by Mrs. Figueroa Meléndez, PREPA's General Counsel recommended the RFP process for a Call Center.

THEREFORE: According to the applicable dispositions of Act No. 83, and after careful consideration of the General Counsel's recommendation, PREPA's Governing Board hereby resolves to:

1. Authorize an RFP process to contract the services of a Call Center that includes location, communication and information systems.
2. Delegate to PREPA's Chief Executive Officer the appointment of an evaluation committee to analyze the proposals and select the best alternative.
3. The Chief Executive Officer will present to the Governing Board the result of the RFP process before the signing of the contract.
4. The General Counsel will review the terms and conditions of the contract to ensure that they meet the legal requirements regarding government contracting.

Approved in San Juan, Puerto Rico, in $30^{\mathrm{TH}}$ day of January two thousand nineteen.




[^3]
# AUTORIDAD DE ENERGÍA ELÉCTRICA Departamento de Análisis Económicos y Financieros <br> Evaluación de Estados Financieros 



| Total Activo: | 6,585,419 |  | Total Pasivo: | 6,062,085 |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Activo Corriente: | 2,955,507 | 45\% | Pasivo Corriente: | 1,465,415 | 24.2\% |
| Inventario: | - |  | Pasivo Largo Plazo: | 4,596,670 | 75.8\% |
| Planta y Equipo: | 3,629,912 | 55\% |  |  |  |
|  |  |  | Equidad: | 523,334 |  |


Observaciones
*Ratios examinados como parte de esta evaluación superan los estándares de la industria.

Preparado: $\qquad$
José R. Gandia, Gerente

Recomendado $\qquad$

Aprobado: $\qquad$ Contralora

## AUTORIDAD DE ENERGİA ELÉCTRICA

## Departamento de Análisis Económicos y Financieros

Evaluación de Estados Financieros

| Solicitante: Jaye, Inc. |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Industria: Servicios de telecomunicación y consultoría |  |  |  |  |  |
| Compañía CPA: f Hiram Vázquez Botet |  |  |  |  |  |
| Tipo Opinión: | Cualificada |  | (X) No-Cualificada (limpia) | ( ) Sujeto a |  |
| Fecha Estados |  |  |  |  |  |
| Financieros: Diciembre 31, 2016 - Estados financieros Auditados |  |  |  |  |  |
| Riesgos: Sólo aquellos asociados a la industria. |  |  |  |  |  |
| Total Activo: | 6,275,047 |  | Total Pasivo: | 5,744,886 |  |
| Activo Corriente: | 2,431,346 | 39\% | Pasivo Corriente: | 1,026,763 | 17.9\% |
| Inventario: | - |  | Pasivo Largo Plazo: | 4,718,123 | 82.1\% |
| Planta y Equipo: | 3,843,701 | 61\% |  |  |  |
|  |  |  | Equidad: | 530,161 |  |
| Ventas: | 11,852,275 |  |  |  |  |
| Ingreso Neto (NIBT): | 512 |  | Companía |  |  |
| Ingreso Neto (NIAT) | - |  | $\underline{2016}$ |  |  |
|  |  |  | No Auditado | Industria ${ }^{(1)}$ | Variación |
|  |  |  |  |  |  |
| current assets / current liabilities |  |  |  |  |  |
|  |  |  |  | 183 | Mes |
| (current assets - inventory)/ current liabilities |  |  |  |  |  |
| NIBT / total assets |  |  |  |  |  |
|  |  |  |  |  |  |
| NIBT / Sales |  |  |  |  |  |
| NiBT/equity |  |  |  |  |  |
|  |  |  |  |  |  |
| total liabilities / total assets |  |  |  |  |  |
|  |  |  |  |  |  |
| Total liabilities / net worth |  |  |  |  |  |
| Totaraseturnove sales / total assets |  |  |  |  |  |

[^4]Preparado: $\qquad$
José R. Gandía, Gerente

Recomendado: $\qquad$

Aprobado: $\qquad$ Contralora
(1) Other Professional, Scientific and Technical Services Se utilizó esta industria, ya que la industria de mercadeo directo y call center no están incluida en el libro de financial ratios.

# AUTORIDAD DE ENERGÍA ELÉCTRICA <br> Departamento de Análisis Económicos y Financieros <br> Evaluación de Estados Financieros 



Preparado:
José R. Gandía, Gerente

Recomendado: $\qquad$

Aprobado:
Lizzandra Matías Varela Contralora
(1) Other Professional, Scientific and Technical Services

Se ulilizó esta industria, ya que la industria de mercadeo directo y call center no están incluida en el libro de financial ratios.

## AUTORIDAD DE ENERGÍA ELÉCTRICA

 Departamento de Análisis Económicos y Financieros Evaluación de Estados Financieros


```
Observaciones
& Ratios examinados como parte de esta evaluación superan los estándares de la industria, pero estados finacieros no hans sido auditados.
```

Preparado: $\qquad$

> José R. Gandía, Gerente

Recomendado: $\qquad$

Aprobado: $\qquad$
Lizzandra Matías Varela
(1) Other Professional, Scientific and Technical Services

Se utilizó esta industria, ya que la industria de mercadeo directo y call center no están incluida en el libro de financial ratios.

## AUTORIDAD DE ENERGÍA ELÉCTRICA

## Departamento de Análisis Económicos y Financieros

Evaluación de Estados Financieros

| Solicitante: Telecontacto Inc. Industria: Servicios de telecomunicación y consultoría |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Compañía CPA: FPV \& Galíndez, PSC |  |  |  |  |  |
| Tipo Opinión: | Cualificada |  | (X) No-Cualificada (limpia) | ( ) Sujeto a |  |
| Fecha Estados |  |  |  |  |  |
| Financieros: Diciembre 31, 2017 - Estados financieros Auditados |  |  |  |  |  |
| Riesgos: Sólo aquellos asociados a la industria. |  |  |  |  |  |
| Total Activo: | 1,262,639 |  | Total Pasivo: | 710,700 |  |
| Activo Corriente: | 980,231 | 78\% | Pasivo Corriente: | 621,043 | 87.4\% |
| Inventario: | - |  | Pasivo Largo Plazo: | 89,657 | 12.6\% |
| Planta y Equipo: | 266,396 | 21\% |  |  |  |
|  |  |  | Equidad: | 551,939 |  |

Ventas:

Ingreso Neto (NIBT): \begin{tabular}{l}
$3,644,172$ <br>
Ingreso Neto (NIAT) <br>

$=$

358,205 <br>
\hline
\end{tabular}



1) 6ethato 0 , current assets / current liabilities
 (current assets - inventory)/ current liabilities

NIBT / total assets
2) NIBT / Sales
3) Rethondaty + + NIBT / equity

total liabilities / total assets

Total liabilities / net worth

sales / total assets

## Observaciones

* Ratios examinados como parte de esta evaluación superan los estándares de la industria, con excepción del current ratio.
$\qquad$
Preparado:
Recomendado: $\qquad$

Aprobado: $\qquad$ Contralora
(1) Other Professional, Scientific and Technical Services

Se utilizó esta industria, ya que la industria de mercadeo directo y call center no están incluida en el libro de financial ratios.

## AUTORIDAD DE ENERGÍA ELÉCTRICA

## Departamento de Análisis Económicos y Financieros

Evaluación de Estados Financieros

Solicitante: Telecontacto Inc.
Industria: Servicios de telecomunicación y consultoría
Compañía CPA: FPV \& Galíndez, PSC
Tipo Opinión:
( ) Cualificada
(X) No-Cualificada
( ) Sujeto a
(limpia)
Fecha Estados
Financieros: Diciembre 31, 2016 - Estados financieros Auditados
Riesgos:
Sólo aquellos asociados a la industria.

| Total Activo: | 1,148,659 |  | Total Pasivo: | 564,860 |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Activo Corriente: | 907,246 | 79\% | Pasivo Corriente: | 534,958 | 94.7\% |
| Inventario: | - |  | Pasivo Largo Plazo: | 29,902 | 5.3\% |
| Planta y Equipo: | 227,401 | 20\% |  |  |  |
|  |  |  | Equidad: | 583,799 |  |


| Ventas: |  |
| :--- | ---: |
| Ingreso Neto (NIBT): | $3,234,510$ <br> Ingreso Neto (NIAT) |



(current assets - inventory)/ current liabilities
3) Retnoovotatosets

So
NIBT / total assets
 NIBT / Sales
5) Retro ofegity

NIBT/equity

7)

Total liabilities / net worth

sales / total assets
Observaciones
*Ratios examinados como parte de esta evaluación superan los estándares de la industria.

## Preparado:

$\qquad$ Recomendado: $\qquad$
José R. Gandía, Gerente
Aprobado: $\qquad$
izzandra Matías Varela Contralora
(1) Other Professional, Scientific and Technical Services

Se utilizó esta industria, ya que la industria de mercadeo directo y call center no están incluida en el libro de financial ratios.

## AUTORIDAD DE ENERGÍA ELÉCTRICA

## Departamento de Análisis Económicos y Financieros

Evaluación de Estados Financieros

| Solicitante: Linkactiv Inc. (Antes conocida como El Día Directo, Inc.) Industria: Servicios de telemercadeo y consultoría |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Compañía CPA: RSM ROC \& Company |  |  |  |  |  |
| Tipo Opiniọ́n: | Cualificada |  | (X) No-Cualificada (limpia) | ( ) Sujeto a |  |
| Fecha Estados |  |  |  |  |  |
| Financieros: Diciembre 31, 2017 |  |  |  |  |  |
| Riesgos: Sólo aquellos asociados a la industria. |  |  |  |  |  |
| Total Activo: | 8,787,867 |  | Total Pasivo: | 13,756,965 |  |
| Activo Corriente: | 6,667,434 | 76\% | Pasivo Corriente: | 7,551,746 | 54.9\% |
| Inventario: | - |  | Pasivo Largo Plazo: | 4,283,282 | 31.1\% |
| Planta y Equipo: | 2,120,433 | 24\% |  |  |  |
|  |  |  | Equidad: | $(4,969,098)$ |  |



Observaciones

* La compañía presenta un desempeño inferior a la industria en las razones financièras evaluadas, inclusive mostrando mayor debildiad que en el 2016.

Preparado:
José R. Gandía, Gerente

Recomendado: $\qquad$

Aprobado: $\qquad$
(1) Other Professional, Scientific and Technical Services

Se utilizó esta industria, ya que la industria de mercadeo directo y call center no están incluida en el libro de financial ratios.

## AUTORIDAD DE ENERGÍA ELÉCTRICA

 Departamento de Análisis Económicos y Financieros Evaluación de Estados Financieros

## Observaciones

* La compañia presenta un desempeño inferior a la industria en las razones financieras evaluadas.
Preparado: $\qquad$
José R. Gandía, Gerente
$\qquad$

Aprobado: $\qquad$
zandra Matias Varela Contralora
(1) Other Professional, Scientific and Technical Services

Se utilizó esta industria, ya que la industria de mercadeo directo y call center no están incluida en el libro de financial ratios.

## AUTORIDAD DE ENERGÍA ELÉCTRICA

 Departamento de Análisis Económicos y FinancierosEvaluación de Estados Financieros

| Solicitante: Insight Communications, Corp. Industria: Servicios de telecomunicación y consultoría |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Compañía CPA: Eduardo Fadhel-Castellvi, CPA |  |  |  |  |  |
| Tipo Opinión: | Cualificada |  | (X) No-Cualificada (limpia) | ( ) Sujeto a |  |
| Fecha Estados . . |  |  |  |  |  |
| Financieros: Diciembre 31, 2017 |  |  |  |  |  |
| Riesgos: Sólo aquellos asociados a la industria. |  |  |  |  |  |
| Total Activo: | 1,785,930 |  | Total Pasivo: | 479,563 |  |
| Activo Corriente: | 1,545,856 | 87\% | Pasivo Corriente: | 479,563 | 100.0\% |
| Inventario: |  |  | Pasivo Largo Plazo: | - | 0.0\% |
| Planta y Equipo: | 202,834 | 11\% |  |  |  |
|  |  |  | Equidad: | 1,306,367 |  |



Observaciones
*Ratios examinados como parte de esta evaluación superan los estándares de la industria.

Preparado: $\qquad$
José R. Gandía, Gerente

Recomendado: $\qquad$

Aprobado: $\qquad$ Contralora
(1) Other Professional, Scientific and Technical Services

Se utilizó esta industria, ya que la industria de telecomunicación no está incluida en el libro de financial ratios.
Z:IREQUEST FOR PROPOSAL (RFP)IRFP 83673 CALI. CENTERIEVALUATION PROCESSIEVALUACION FINANCIERAMFINANCIAL EVALUATION Call Center (2).xISX]RESUMEN

## AUTORIDAD DE ENERGİA ELÉCTRICA

## Departamento de Análisis Económicos y Financieros

Evaluación de Estados Financieros

$\qquad$
Preparado:
José R. Gandia, Gerente

Recomendado: $\qquad$

Aprobado: $\qquad$
(1) Other Professional, Scientific and Technical Services

Se utilizó esta industria, ya que la industria de telecomunicación no está incluida en el libro de financial ratios.

## Natalia Martinez Lugo

| From: | José A. Roque Torres |
| :--- | :--- |
| Sent: | Wednesday, March 27, 2019 10:07 AM |
| To: | Natalia Martinez Lugo |
| Cc: | Delis Tamara Zambrana Colon |
| Subject: | RE: EVALUACIÓN FINANCIERA - RFP CALL CENTER |
| Attachments: | Evaluación Call Center.xIsX |

Hola Natalia,

Te incluyo la evaluación financiera junto con el grading. Favor de referirte al TAB Resumen.
Me dejas saber si necesitas algo adicional.

Saludos,

## A



```
José A. Roque
Tequentor
Phone: \(17675 \mathrm{c} 1-460 \mathrm{c}\)
Fax: 1887 521-4902
Puerto Rica Elentic Fower Authonity
```

From: Natalia Martinez Lugo
Sent: Tuesday, March 26, 2019 3:52 PM
To: José A. Roque Torres
Cc: Delis Tamara Zambrana Colon
Subject: EVALUACIÓN FINANCIERA - RFP CALL CENTER

## Saludos

Según conversado, el RFP establece lo siguiente:
i. Offerors must demonstrate financial stability. Proposals must include copies of the last two years end audited financial statements.

En los criterios de evaluación establece:
Company, Technical Process and Services Evaluation the criteria to be applied are listed

- Background and financial Information
-     - Company financial condition and long term financial stability

Incluyo el RFP para tu información.

Natalia Martínez Lugo<br>Purchasing Supervisor<br>Materials Management Division<br>e-mail: natalia.martinez@aeepr.com<br>787.521.1394

La información transmitida es para uso solamente de la persona o entidad a la cual es dirigida y puede contener material confidencial y/o privilegiado. Cualquier revisión, retransmisión, diseminación u otro uso o cualquier acción tomada relacionada a ésta por personas o entidades que no seàn a quien va dirigida está estrictamente prohibido. Si por error usted recibe esta información, favor de contactar al remitente y borrar el material de su computadora.

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From: Natalia Martinez Lugo
Sent: Thursday, March 21, 2019 1:33 PM
To: Lizzandra Matias Varela; EDGARDO DIAZ REYES
Cc: José A. Roque Torres
Subject: RE: EVALUACIÓN FINANCIERA - RFP CALL CENTER

## Buenas tardes

## Gracias por la información, incluyo estado financiero del 2017 para la compañía Telemedik.



Natalia Martínez Lugo<br>Purchasing Supervisor Materials Management Division e-mail: natalia,martinez@aeepr.com 787.521.1394

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From: Lizzandra Matias Varela
Sent: Thursday, March 21, 2019 9:17 AM
To: EDGARDO DIAZ REYES; Natalia Martinez Lugo
Cc: José A. Roque Torres
Subject: EVALUACIÓN FINANCIERA - RFP CALL CENTER

Saludos

Incluyo tabla comparativa y observaciones de la evaluación del RFP. De necesitar información me pueden llamar.

## Observations

(1) Telemedik's financial statements were not provided for evaluation.
(2) Telecontacto Inc.'s 2018 financial statements are unaudited as of the evaluation date. Financial statements for 2016 and 2017 are audited.
(3) Linkactiv and Insight have not presented financial statements for 2018. Financial statements for 2016 and 2017 are audited.
(4) Enclosed with this evaluation is an explanation of the financial ratios used.

Gracias

## Lizzandra Matias Varela

Contralora
Phone 787-521-4515
Lizzandra.matias@prepa.com


[^5]
## 7 de marzo de 2019

José A. Roque Torres<br>Tesorero<br>

Edgardo J. Díaz, Jefe
División de Suministros

## EVALUACIÓN FINANCIERA

El 7 de febrero de 2019, la Autoridad inició un proceso para solicitar propuestas (RFP, por sus iniciales en inglés) para otorgar un contrato de Servicios de Centro de Atención de Llamadas. El objetivo del RFP es seleccionar una compañía con la experiencia y capacidad de proveer el servicio de atención a clientes, disminuir el tiempo de espera y reducir así el por ciento de llamadas abandonadas; esto aumentará la satisfacción de los clientes atendidos.

El 22 de febrero de 2019, el Principal Oficial Ejecutivo, José F. Ortiz Vázquez, designó un Comité Evaluador, con la responsable de evaluar, negociar y recomendar las empresas seleccionadas, a través de un proceso transparente, que garantice el proteger y salvaguardar los mejores intereses de la Autoridad. Además, este comité tiene la responsabilidad de preparar informes y recomendar las propuestas que ofrezcan los mejores resultados y soluciones para la Autoridad. Por otra parte, asegurarse que los proveedores seleccionados cumplan sustancialmente con las especificaciones, términos y condiciones establecidos para el RFP. Finalmente, es responsable de evaluar e informar los procesos de negociación y recomendará su determinación al Principal Oficial Ejecutivo y a la Junta de Gobierno.

Como parte de los procesos en el RFP, está evaluar el aspecto financiero de los participantes, por lo que se les requirió a los proponentes, copia de los estados financieros de los últimos dos años. Con esto, se busca identificar la situación financiera de las empresas y su estabilidad a largo plazo.

Incluimos para su evaluación y recomendación, los estados financieros de los proponentes participantes. Además, incluimos copia del RFP para que conozca el alcance del servicio requerido y los criterios de evaluación.

De requerir información adicional, puede comunicarse con la señora Natalia Martínez Lugo, Supervisora de Compras por el 1394.

Anejos


## Natalia Martinez Lugo

| From: | Natalia Martinez Lugo |
| :--- | :--- |
| Sent: | Monday, March 11, 2019 9:04 AM |
| To: | José A. Roque Torres |
| Cc: | EDGARDO DIAZ REYES; Delis Tamara Zambrana Colon |
| Subject: | EVALUACION FINANCIERA RFP 73673 CALL CENTER SERVICES |
| Attachments: | EVALUACION FINANCIERA RFP 83673 CALL CENTER SERVICES.pdf; FINANCIAL |
|  | STATEMENTS.zip |

Buenos días,


Natalia Martínez Lugo<br>Purchasing Supervisor<br>Materials Management Division<br>e-mail: natalia.martinez@aeepr.com<br>787.521.1394

La información transmitida es para uso solamente de la persona o entidad a la cual es dirigida y puede contener material confidencial y/o privilegiado. Cualquier revisión, retransmisión, diseminación u otro uso o cualquier acción tomada relacionada a ésta por personas o entidades que no sean a quien va dirigida está estrictamente prohibido. Si por error usted recibe esta información, favor de contactar al remitente y borrar el material de su computadora.

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## RFP 83673 Call Center Services

March 25, 2019

## Request for Clarification

The information below is required for the event of reference. PREPA requires confirming if the provided price includes the following:

| Billing Formula |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: |
| Company |  |  |  |  |
| Class | Description | Billable | Max Time per Day | Price per Hour |
| AC | ACTIVE CALL | $\checkmark$ | N/A | See Option 1 Option 2 Option 3 |
| HOLD | HOLD IN A CALL | $\checkmark$ | N/A | See Option 1 Option 2 Option 3 |
| ACW | ACTIVE CALL WAIT | $V$ | N/A | See Option 1 Option 2 Option 3 |
| BREAK | BREAK | $\checkmark$ | 1-10 minute per 4 hr shift | See Option 1 Option 2 Option 3 |
| LUNCH | LUNCH TIME | Not Billed | 1 | See Option 1 Option 2 Option 3 |
| IDLE | LOGED, NOT READY | Depends | *See Notes | See Option 1 Option 2 Option3 |
| BATHROOM | BATHROOM TIME | $\checkmark$ | . | See Option 1 Option 2 Option3 |

Please provide your answer on or before March 26, 2019 at 1:00pm (ASTT).


PO Box 364267 San Juann, Puerto Rico 00936-4267

RFP 83673 Call Center Services Notes

Example ACW: Normally the term ACW refers to After Call Work, which is a billable activity. Not sure of the meaning of "Active Call Wait".

Example IDLE: Rep needs assistance from Supervisor, needs Coaching or is on a Special Task -This time is billable.

Example IDLE: Rep needs personal emergency time- Not billable.
Example Bathroom: Supervisors are instructed to keep a tight look-out for any "abuse" of bathroom time, and may deduct or even eliminate a break time if such abuse is determined. Also if there is "abuse" of bathroom time, supervisor may take other disciplinary actions in conjunction with the HR department.

## GOVERNMENT OF PUERTO RICO

Puerto Rico Electric Power Authority

## RFP 83673 Call Center Services

March 25, 2019

## Request for Clarlification

The information below is required for the event of reference. PREPA requires confirming if the provided price Includes the following:

| Billing Formula |  |  |  |
| :---: | :---: | :---: | :---: |
| company |  |  |  |
| Class | Description | Billable Max Time per Day | Price per Hour |
| AC | ACTIVE CALL | included in the price perv on |  |
| HOLD | HOLD IN A CALL | inciuded in the prico am on |  |
| ACW | ACTIVE CALL WAIT | indu ded in the Price Puepro |  |
| BREAK | BREAK | included in the pricooripr |  |
| LUNCH | LUNCH TIME | included in the price per or |  |
| IDLE | LOGED, NOT READY | included in the price ous |  |
| BATHROOM | BATHROOM TIME | includediln the Prico fM |  |

Please provide your answer on or before March 26, 2019 at 1:00pm (AST).


PO Box 364267 San Juan, Puerto Rico 00936-4267

| Contract Term |  | Yr1 | Yr2 |  |  | Yr 3 |
| :--- | :--- | ---: | :--- | ---: | :--- | ---: |
| Price Per Productive Hour | $\$$ | 24.17 | $\$$ | 23.81 | $\$$ | 23.45 |
| Price Per Staff Hour | $\$$ | 16.75 | $\$$ | 16.50 | $\$$ | 16.25 |

Notes:


Global Contact Center Excelence (COPC)
As defined, productive hours consider: 1.Conversation 2.Hold 3.ACW. The productive time is defined based on the mathemathic models from earland, this model takes in consideration traffic profile, call time, volume, and earland model of 69.3\%.

```
Price Per Staff Hour
```

As defined, staff hours consider 100\% of payroll hours.

| Other classification and |
| :---: | :--- |
| description |\(\left\{\begin{array}{l}As defined, productive time doesn't consider <br>

break, lunch, IDLE and bathroom time. <br>
The price per productive hour (69.3\%) just <br>
take in consideration active calls, hold time <br>
and after call work time. Those other <br>
(break,lunch,IDLE,bathroom) classification are <br>
part of,our cost.\end{array}\right.\)

## GOVERNMENT OF PUERTO RICO

## Puerto Rico Electric Power Authority

## RP 83673 Call Center Services

March 25, 2019

## Request for Clarification

The information below is required for the event of reference. PREPA requires confirming if the provided price includes the following:


Please provide your answer on or before March 26; 2019 at 1:00 pm (AST).


Response Wanda Lopez Telemedik
Sorry I just saw the request for clarification. We will send our answer tomorrow morning. In advance we confirm that the billable hours consider the complete shift of an employee in schedule to manage the forecasted volumes. From the log in to the log out at the end of the shift. We will print and answer directly in the form received early in the morning.

| 23 View Message - Intemet Explorer |  |
| :---: | :---: |
|  | a |
| View Message | 嵹 |
| Subject: REQUEST FOR CLARIFICATION <br> - © 03/25/19 05:53 PM (AST); Natalia Martinez Lugo; Puerto Rico Electric Power Authorily (PREPA) To: Selected Bid Team(s) (S) <br> - 03/26/99 09:46 AM (AST); Buton Fohamus; LinkActiv To: Buyer Team <br> - 03/2619 $12: 00$ PM (AST; JUAN DIAZ; Telecontacto Telecontact inc. To: Buyer Team O <br> - 03/26/19 12:45 PM (AST); Bution Polhamus; LinkAcilv To: Buyer Team O <br> - 03/26/19 12:58 PM (ASD); Nethali Bernard If; Insight Communications To: Buyer Tean <br> - © 03/26/49 08:52 PM (AST); Wanda Lopez; Telemedik To: Buyer Team |  |

```
From: Wanda Lopez, Telemedik
To: 田Puetto Rico Electric Power Authority (PREPA) Buyer Team
Cc: TTelemedik Bid Team
Date: 03/28/1908:49 PM (AST)
Subject: request for clarification
Message:
Sorry I just saw the request \overline{Ior clarification. We will send our answex tomorrow morning. \overline{m}}\mathrm{ advance we conirmm}
that the billable hours consider the complete shift of am empioyee in schedule to manage the forecasted volumes.
From}\mathrm{ the log in to the log out at the end of the shift. We will prist and answer directiy in the form received
early in the morning.
--- Original Message Sent 03/25/19 06:53 PM (EDI). ---
Good evening
I include Request for Clarification for the event of reference.
```


## RFP 83673 Call Center Services

March 25, 2019

## Request for Clarification

The information below is required for the event of reference. PREPA requires confirming if the provided price includes the following:

| Billing Formula |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: |
| Company |  |  |  |  |
| Class | Description | Billable | Max Time per Day | Price per Hour |
| $A C$ | ACTIVE CALL | Yes |  | $\$ 16.35$ First and Second Year, $\$ 16.00$ Thrid Year |
| HOLD | HOLD IN A CALL | No | SOP/Not used |  |
| ACW | ACTIVE CALL WAIT | Yes | TBD based on AEE operation | \$16.35 First and Second Year, $\$ 16.00$ Thrid Yea |
| BREAK | BREAK | Yes | 30 min | \$16.35 First and Second Year, \$16.00 Thrid Year |
| LUNCH | LUNCH TIME | No | 1 hour |  |
| IDLE | LOGED, NOT READY | No |  |  |
| BATHROOM | BATHROOM TIME | Yes | 10 min | $\$ 16,35$ First and Second Year, $\$ 16,00$ Thrid Year |

Please provide your answer on or before March 26, 2019 at 1:00pm (AST).


POBox 364267 San Juan, Pucrito Rico 00936-4267
We are an equal opportunily emplayer and do not discriminale on the basis of race, color, gender, age, national or socfal orighn, social slalus, political ldeas or afiliation, rellgion;

for physical or mental disablility, for veleran stalus or genetic infomation."

## GOVERNMENT OF PUERTO RICO

## Puerto Rico Electric Power Authority

## RFP 83673 Call Center Services

March 25, 2019

## Request for Clarification

The information below is required for the event of reference: PREPA requires confirming if the provided price includes the following:

| Billing Formula |  |  |  |  |
| :--- | :--- | :--- | :--- | :--- |
| Company | Description | Billable | Max Time per Day | Price per Hour |
| Class | ACTIVE CALL |  |  |  |
| AC | HOLD IN A CAILL |  |  |  |
| HOLD | ACTIVE CALL WAIT |  |  |  |
| ACW | BREAK |  |  |  |
| BREAK | LUNCH TIME |  |  |  |
| LUNCH | LOGED, NOT READY |  |  |  |
| IDLE | BATHROOM TIME |  |  |  |
| BATHROOM |  |  |  |  |

Please provide your answer on or before March 26, 2019 at 1:00pm (AST):


To All Proponents
Request for Proposal 83673 Call Center Services for the Puerto Rico Electric Power Authority (PREPA)

## ADDENDUM NO. 002

This Addendum No. 002 notifies the following information:
I. REQUEST FOR CLARIFICATION ANSWERS LOG

Included as Appendix 1 are answers to questions received.

## II. Attachments

The following attachments have been included in PowerAdvocate for the event of reference:

- Attachment A - PREPA Call Center Call Volume 2018
- Attachment B - AHT per queue - 2018
- Attachment C - Summary Interval from August 2018 until December 2018

All other terms, conditions and specification of this RFP remain unchanged.

RFP 83573 CALL CENTER SFRVMCES
REQUEST FOR CARIFICATIOMLOG

| ITEM | RECEIVED | RFP SECTION REFERENCE | QUESTIONS | ANSWERS |
| :---: | :---: | :---: | :---: | :---: |
| 1 | 2.12.2019 1:20PM |  | Please provide call volume for each of the 8 Queues, by day, by 30 minutes interval, by month, for the last 12 months in Microsoft Excel format. | Information provided in Attachment A |
| 2 | 2.12.2019 1:20PM | $\checkmark$ | What is the Average Handling Time of call for each of the 8 Queues? | Information provided in Attachment B |
| 3 | 2.12.2019 1:20PM |  | Are the SLA's ( $95 \%$ of calls answered in 5 minute or less) the same for all the Queues? If different per Queue, please provide segmented SLA's | Any CSR call |
| 4 | 2.12.2019 1:20PM |  | Do the 8 Queues hours of operations are 24/7? If hours of operation vary by queue, please provide hours of operation for each Queue. | As of now, the hours of operations for all queues are 24/7. |
| 5 | 2,12,2019 1:20PM |  | Will PREPA provide the trainers for the Inttial CSR's training? | PREPA will provide the trainers for all CSR's training. |
| 6 | 2.12.2019 1:20PM |  | Do $100 \%$ of the CSR's have to be fully bilingual? If no, please provide estimate of $\%$ of fully Bilingual CSR's? | All CSR's have to be fully bilingual |
| 7 | 2.12.2019 1:20PM |  | What calls (Which Queues), if any, require screen recording and for how long? | All calls for one month |
| 8 | 2.12.2019 1:20PM | Items under Section 12 of the RFP | Puerto RIco General Provisions - 12 (A) thru 12 ( ${ }^{\prime}$ ) on pages 20 thru 24 of the RFP have to be provided in the RFP response or only when Contractor is selected? | Must be provided by the Contractor selected |
| 9 | 2.13.2019 5:59PM |  | What would be the completed training length? | Two weeks |
| 10 | 2.13.2019 5:59PM |  | What would be the average call time (talk + ACW + hold) $\times$ service (queue)? | Five (5) minutes or less |
| 11 | 2.13.2019 5:59PM |  | What would be the number of calls received by service per half an hour intervals per day of the week of a typical week? | Information included in attachment C |
| 12 | 2.13.2019 5:59PM |  | Would agents able to attend all queues at once or should be specialized by queue? is there are any back office work depending on the calls disposition? | They will be able to handle all queues but can be asigned a particular queue depending on demand for a specific service. Minimum back office may be necessary |
| 18 | 2.13.2019 5:59PM |  | What is the current proportion of fuli-time vs. partial agents? | All employees work full time |
| 19 | 2.13.2019 5:59PM |  | What elements are required in the initial training and continuous training? Are provided by PREPA or should they be developed by LnkActiv? | Training material, PC's with PREPA's software and a projector connected to a computer with access to PREPA's network. All training will be provided by PREPA. |
| 21 | 2.13.2019 5:59PM |  | What would be expected invoice payment period? | Monthly |
| 22 | 2.13.2019 5:59PM |  | When use our Avaya environment, do you require screen and voice capture for the agent's Interactions? If so, which percent? | Yes for all calls |
| 23 | 2.13.2019 5:59PM |  | Which are the specs requirements for the PCS and Monitors used in the PREPA environment? | We recommend 24 inches monitors |
| 24 | 2.13.2019 5:59PM . |  | Is the connection between sites specified in the design diagram will be contracted by PREPA or by the service provider? Which are the specs requirements for this rannertinn/s? | The communtcation link will be contracted by provider. The link must be fiber Igb connection with firewalls appliances. For security purpose a more detailed snecification cannot be provided. |
| 25 | 2.13.2019 5:59PM |  | For the 1G bandwidth capacity certification, how many carriers needed? | One, more carriers the better. |
| 27 | 2.13.2019 6:16PM | Section 3 Scope of Services | What specifically implies training cost? Inltial training? On-going training? | Training cost - The cost using the call center facilities and the combined salary and benefits of all participants for the time spent on training. Initial_ Training vs On - Going Training - The one recelved by new employees vs continuous education received by current employees. |
| 28 | 2.13.2019 6:16PM | Section 3 Scope of Services | Does PREPA provide training material? | The contractor provides all training material. |


| 29 | 2.13.2019 6:16PM | Section 3 Scope of Services | Regarding tralning, could you please elaborate of candidates' minimum requirements? | To be computer literate, basic internet literacy, bilingual, language skills (Reading, writing, speaking and listening) |
| :---: | :---: | :---: | :---: | :---: |
| 30 | 2.13.2019 6:16PM | Section 3 Scope of Services | What is the Aft (Average Handling Time) by queue? | Information provided in Attachment B |
| 31 | 2.13.2019 6:16PM | Section 3 Scope of Services | Could you provide Call Center Metrics (AHT, Total Calls) per 30 minutes interval per dav of the week for the last 3 months? | Information provided in Attachment C |
| 32 | 2.13.2019 6:16PM | Section 3 Scope of Services | What is the expected time to initiate triting and operations? | Right after the contract takes effect |
| 36 | 2.13.2019 6:16PM | Section 3 Scope of Services | Can the connectivity between PREPA and Inslght be shared by both voice (Avaya) and data (PREPA Leoacv Svstem)? | Yes |
| 37 | 2.13.2019 6:16PM |  | Does ICC provide the IP phones? If yes, which model must be or what characteristics should have? | 96116 |
| 38 | 2.13.2019 6:16PM |  | Can softphone be used? What type of CODEC should support? (G729 y/o 6711) or any other. | G.711/H. 323 |
| 39 | 2.13.2019 6:16PM |  | When referring to Secure IT connection between sites, does it require a firewall at both connection ends? | Yes |
| 41 | 2.13.2019 6:16PM |  | What is the estimated bandwidth required to manage PREPA's campaign? | 1 6bps |
| 42 | 2.13.2019 6:16PM |  | Which is the required bandwidth to manage Avaya in each workstation? | 1 Glps |
| 43 | 2.13.2019 6:16PM |  | Which is the CODEC to manage the SIP Trunks? | 6729 |
| 44 | 2.13.2019 6:16PM |  | What are the CSR's workstation requirements? (CPU, HDD, RAM, Monitor, etc.) | Intel Core 15, 16 M3 Ram, $2 \times 24$ inches monitor, 250 GB HD |
| 45 | 2.13.2019 6:16PM |  | Which is the operating system.required for the workstations? | WINDOWS 10 |
| 46 | 2.13.2019 6:16PM |  | Does the campaign require Intemet connection? | YES |

## LinkActiv

## Request for Clarification Document (RFC)

## PREPA: RFP 83673 Call Center Services

Proposer: LinkActiv
Date: 2/13/19

| Question <br> No. | Questions | Related <br> to |
| :--- | :--- | :--- |


| 1 | What would be the completed training length? | Operations |
| :---: | :--- | :--- |
| 2 | What would be the average call time (talk + ACW + hold) x service <br> (queue)? | Operations |
| 3 | What would be the number of calls received by service per half an <br> hour intervals per day of the week of a typical week? | Operations |
| 4 | Would agents able to attend all queues at once or should be <br> specialized by queue? Is there are any back office work depending on <br> the calls disposition? | Operations |
| 5 | What are the metrics of success in productivity? (As measured today <br> by agent) | HR |
| 6 | What are the quality success metrics? (As measured today by agent) | HR |
| 7 | What profiles are required to recruit: supervisor, quality agent, call <br> agent? | HR |
| 8 | What customer profiles are served (Demographics and major <br> schedules of high-volume calls)? | HR |
| 9 | What is the Inbound versus outbound call ratio? What is the \% of <br> inbound Spanish vs English Calls? | HR |
| 10 | What is the current proportion of full-time vs. partial agents? | HR |
| 11 | What elements are required in the initial training and continuous <br> training? Are provided by PREPA or should they be developed by <br> LinkActiv? | HR |
| 12 | Can you please share a scope of work - descriptive of the service <br> required by our agents (most common interventions)? | HR |
| 13 | What would be expected invoice payment period? | Finance |
| 14 | When use our Avaya environment, do you require screen and voice <br> capture for the agent's interactions? If so, which percent? | IT |

## Insight Communications, Corp Supplier Questions RFP = 83673 <br> Feb-13-2019

## Reference: Section 3 Scope of Services

1. Can you provide the percentage of English calls by queue?
2. What specifically implies training cost? Initial training? On-going training?
3. Does PREPA provide training material?
4. Regarding training, could you please elaborate on candidates' minimum requirements?
5. What is the AHT (Average Handling Time) by queue?
6. Could you provide Call Center Metrics (AHT, Total Calls) per 30 minutes interval per day of the week for the last 3 months?
7. What is the expected time to initiate training and operations?
8. Do you plan to select more than one provider and divide traffic by percentage?
9. Is it requiered to do Outbound campaign?
10. What do you mean of "Describe your call management process"?
11. Can the connectivity between PREPA and Insight be shared by both voice (Avaya) and data (PREPA Legacy System)?

## In Option 1: <br> IVR Flow (Opt. 1) PREPA - Avaya

12. Does ICC provide the IP phones?
13. If yes, which model must be or what characteristics should have?
14. Can softphone be used? What type of CODEC should support? (G729 y/o G711) or any other.
15. When referring to Secure IT connection between sites, does it require a firewall at both connection ends?
16. Does PREPA provide the interconnection equipment at both sites?
17. What is the estimated bandwidth required to manage PREPA's campaign?
18. Which is the required bandwidth to manage Avaya in each workstation?
19. Which is the CODEC to manage the SIP Trunks?
20. What are the CSR's workstation requirements? (CPU, HDD, RAM, Monitor, etc.)
21. Which is the operating system required for the workstations?
22. Does the campaign require Internet connection?
23. Who will be responsible to install the connection between PREPA and the Provide?

22 de febrero de 2019

Director de Servicio al Cliente, Administradores de Estrategia e Informática Corporativa y Operaciones e Infraestructura

José F. Ortiz Vázquez
Principal Oficial Ejecutivo

## Designación de Comité Evaluador para Solicitud de Propuestas Servicio de Centro de Atención de Llamadas

El 7 de febrero de 2019, la Autoridad inició un proceso para solicitar propuestas (RFP, por sus iniciales en inglés) para otorgar un contrato de Servicio de Centro de Atención de Llamadas. El objetivo del proceso es seleccionar una compañía con experiencia y capacidad para proveer servicio de atención a clientes para disminuir su tiempo y reducir el por ciento de llamadas abandonadas; lo cual aumentará la satisfacción de los clientes.

Se constituirá un Comité Evaluador, responsable de negociar, evaluar y recomendar las empresas seleccionadas a través de un proceso transparente, que garantice proteger y salvaguardar los mejores intereses de la Autoridad. Además, preparará informes y recomendará las propuestas que ofrezcan los mejores resultados y soluciones para la Autoridad. Asegurará que los proveedores seleccionados cumplirán sustancialmente con las especificaciones, términos y condiciones establecidos para el RFP. Finalmente, será responsable de evaluar e informar los procesos de negociación e informará su determinación al Principal Oficial Ejecutivo y a la Junta de Gobierno.

## Principal Oficial Ejecutivo

Apartado 364267
San Juan, Puerto Rico 00936-4267

- 787.521 .4666

员 787.521.4665

Designación de Comité Evaluador para Solicitud de Propuestas
Servicio de Centro de Atención de Llamadas
Página 2

Al representante que se designe, se le delegará tomar las decisiones para cumplir con el proceso dentro del plazo estipulado. Los funcionarios designados para participar en el Comité Evaluador son los siguientes:

- Edgardo Díaz Reyes Jefe de la División de Suministros
- Manuel Tristani Meléndez Jefe de División de Servicio al Cliente
- Carlos J. Aponte Díaz Supervisor de Servicio al Cliente Senior
- Francisco J. Ramos Ortiz

Administrador de Informática Corporativa
Estas designaciones se establecen según la Resolución 4667 de la Junta de Gobierno, aprobada el 30 de enero de 2019. De requerir información adicional, pueden comunicarse con el señor Fernando M. Padilla Padilla, Administrador, Oficina Gestión de Proyectos e Innovación, al 1350.

February 7, 2019

To All Proponents

## ADDENDUM NO. 001

## Request for Proposal 83673 Call Center

This Addendum No. 001 notifies the following information:
The Request for Proposals (RFP) document for Call Center has been modified. The original RFP document previously issued has been updated. Proponents shall take into consideration the updated document when preparing and submitting its Proposal.

Sourcing Intelligence

## 83673 : RFP CALL CENTER

Open: 02/07/19 05:15 AM (AST) Close: 02/27/19 11:59 PM (AST)

Puerto Rico Electric Power Authority (PREPA)
Time Remaining: 19 days

FSpplier Preview
This page provides status information for bid teams participating in an event.

| ? | February, 2019 |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
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| 7 | 17 | 18 | 19 | 20 | 21 | 22 | 23 |
| 8 | 24 | 25 | 26 | 27 | 28 |  |  |
|  |  |  | Select | date |  |  |  |


| Schedule | (Edit) |  |
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Open
Close

| $\cdots$ Bidding Summ | ary | View | All | $\checkmark$ |  |  |  | (Edit) |
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| Bidding Team | Bid Intention | Request | s Last Contact | RFX Accessed | Uploaded Files | Saved Forms | Last Saved | Pria |
| * DRSI CALL CENTER LLC | Bidding | 0 |  |  | 0 | 0 of 3 |  | $\begin{aligned} & 区_{2}^{A} \\ & V_{i} \end{aligned}$ |
| Direct ResponSource, Inc. | Bidding | 0 |  |  | 0 | 0 of 3 |  | Ju |
| F Faneuil, Inc. | Bidding | 0 |  | 02/07/2019 | 0 | 0 of 3 |  | W |
| [0 Insight Communications | Bidding | 0 |  | 02/08/2019 | 0 | 0 of 3 |  | $\begin{aligned} & \infty \\ & B \in \otimes \end{aligned}$ |
| $8{ }^{\text {\% }}$ | -... | - |  | - | - |  |  | $>^{\text {园 }}$ |



|  | Contacts | Status | Company | Last Visited Event | Work | Cell |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Felix Pola | Active | DRSI CALL CENTER LLC |  | $\begin{gathered} 787615- \\ 4515 \end{gathered}$ | $\begin{gathered} 787-615- \\ 4515 \end{gathered}$ |
| < |  |  |  |  |  | > |

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## Detalles de Oportunidad de Subasta

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\leftarrow < \text { Regresar}
    Quote Number: 83673
    Closing Date and Time: 2019-02-27 23:55
    Quote Status: On Quote
    Quote Type: RFP
    Description: Para ver los detalles de este evento coloque el cursor sobre el número del evento y presione el botón de
    1a, zquiercatael mouse: RFP 83673
    Date Entered: 2019-02-07 17:21
    Notes and Applicable null
    Phrases:
    Documents:
    N/A
```


## Información de Contacto：

PO Box 364267
San Juan，PR 00936－4267
［］（787）521－3434
Fax：（787）521－4120
Isla：1－800－981－2434
Audio Impedidos：（787）521－3050
雨 Facebook－＠aeepronline
5 ．Twitter－＠aeeonline
（⿴囗⿱一兀心 Instagram－aeeonline
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## Enlaces：

－Construimos
－PR．Gov
－Preguntas frecuentes
－Certificación en línea
－Portal Junta de Gobierno AEE
－Portal de Inversionistas
－Fiscal Plan for PREPA
－Petición AEE para acogerse al Título lli de la Ley PROMESA
－Crédito Energético
－Nueva Estructura Tarifaria－ Propuesta
－Compra de combustibley energía
－Interconexión de GD y Medición Neta
－Third Supplement to the
Amended and Restated
Restructuring Support
Agreement


# REQUEST FOR PROPOSALS 

RFP 83673 CALL CENTER SERVICES

Issued by the Puerto Rico Electric Power Authority

Date RFP Issued: February 8, 2019
Response Proposals Due Date: February 27, 2019

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## 1. INTRODUCTION

## a. Puerto Rico Electric Power Authority

The Puerto Rico Electric Power Authority (PREPA), is a public corporation and governmental entity of the Commonwealth of Puerto Rico, created pursuant Law 83 of May 2, 1941, as amended, with the duty of providing electric power in a reliable manner, contributing to the general welfare and the sustainable future of Puerto Rico, PREPA is tasked with maximizing benefits while minimizing the social, environmental and economic impacts.

PREPA is a government-owned company, property of the Commonwealth of Puerto Rico, and is empowered to make contracts, sell / buy assets and real estate, borrow money and issue bonds. PREPA is also responsible for the establishment of an appropriate rate structure for its services.

PREPA's Objectives:

- Reduce energy cost
- Promote smart energy consumption
- Protect the environment

Strategies to Achieve these Objectives:

- Reduce operating expenses
- Increase efficiency
- Minimize Energy Theft
- Diversify Energy Sources
- Establish Smart Grid for energy control and consumption monitoring
- Maximize use of advanced technology
- Increase access to clean sources of energy
b. Purpose and Intent

This Request for Proposals (RFP) is issued by the Puerto Rico Electric Power Authority (PREPA). The purpose of this RFP is to solicit proposals from all interested experienced and qualified organizations which can provide Call Center Services. PREPA expects selected proponent to provide its services, account management and pricing in a manner that reflects the scale and scope of the account.

The purpose of this RFP is to secure call center solution services for receiving and handling all inbound calls from PREPA's customers. Award of contract will be to a qualified firm whose proposal, conforming to this RFP, is most advantageous to PREPA considering the price and other factors as described in Section 4 Evaluation and Selection, herein. Qualified firms shall possess all required Federal and local Government licensing. Section 2 of this RFP has a detailed description of the scope of services.

## c. Statement of Confidentiality

This Request for Proposal (RFP) contains confidential and proprietary information that is the property of PREPA, which is provided for the sole purpose of permitting the recipient to respond to the RFP. The recipient agrees to maintain such information in confidence and not to copy nor disclose this information to any person outside the group directly responsible for responding to its contents. The contents of this document may not be used for any purpose other than preparation of a response to this RFP.

## d. Contract Term

This contract will be for a period of two (2) years, PREPA, at its sole discretion, may extend the term up to two (2) additional periods of two years and if the funds are available. Will be per fiscal year and will depend on the amount approved on the certified budget for the fiscal year for those services.

Draft of the contract is included as Appendix C1. Proponent must state the exceptions to the clause(s) and suggest proposed modifications to the specific contract language with which the proponent disagrees or for which proponent is unable to satisfy the condition or requirement, including an explanation of the revision (if any), unless proponent agrees and can fulfill all of the conditions and requirements of the contract clause.

## 2. DEFINITIONS/ACRONYMS

The following terms, wherever they appear or are referred to in this RFP, have the meanings set forth below:

1. Bid Bond - Security required of bidders to ensure that the proposal will not be withdrawn before the RFP is awarded and if the RFP is awarded to such, that the bidder will execute the contract; Form AUTORIDAD 500.0-368. This may be provided by certified check, legal currency or a bond by an insurance company that is authorized to do business in Puerto Rico and that is acceptable to PREPA.
2. Calendar Year - All days including the first day of January and the last day of December.
3. Contract - Legal agreement between PREPA and the Administrator.
4. Deductible - Fixed amount to be paid by Subscriber before or after receiving services under the Health Insurance Plans.
5. Executive Director - Director of the Electric Power Authority.
6. DSS - means Data Security Standard
7. Specifications - A clear, complete, and precise description of the services that are required, expressing the minimum requirements of PREPA and subject to a single interpretation.
8. Performance Bond - Security required of the Selected Bidder to ensure that the terms and conditions of the contract will be fulfilled; Form AUTORIDAD 500.0-59. This may be
provided by certified check, legal currency or a bond by an insurance company that is authorized to do business in Puerto Rico and that is acceptable to PREPA.
9. Proponent or Bidder - A natural person or legal entity that submits an electronic proposal to PREPA in compliance with this RFP.
10. PLL - means Phase Lock Loop
11. Suppliers Registry Office - A file of natural persons or legal entities that are accredited by PREPA to supply goods (real or personal property) or services.
12. Terms and Conditions - General, technical, commercial, and legal provisions set forth in this RFP that must be substantially complied with by a Bidder for its bid to be found responsive.
13. Evaluation Committee - refers to a committee designated by PREPA's Chief Executive Officer, which will evaluate all complete proposals pursuant to the criteria listed in Section 3.0 of this RFP.
14. Effective Date - 12:00 am January 1, 2019 - The defined period for both the active and retired Authority employees benefits for calendar year 2019.
15. IVR - means interactive voice response
16. Proposal - The electronic offer from a Bidder submitted on the PowerAdvocate© Platform that includes the Appendices, key terms, definitions, overall benefit plan descriptions and otherwise adheres to the RFP requirements.
17. Contractor or Selected Proponent - means a bidder or proponent awarded a contract resulting from this RFP.
18. Chief Executive Officer - refers to the CEO of the Puerto Rico Electric Power Authority.
19. Federal Agency - means any of the departments of the Executive Branch of the Government of the United States of America, or any department, corporation, agency or instrumentality created or which may be created, designated or established by the United States of America.
20. Local Parties - means local subcontractors or professionals (which may include architects and consulting engineers) and relevant service providers who are based in or have a significant on-going business presence in Puerto Rico.
21. PREPA - means the Puerto Rico Electric Power Authority.
22. RFP - means this Request for Proposals and addenda issued by PREPA.
23. Team Member - means a member of a Proponent. Team Members should be identified in Proponent' submissions and not be changed without the consent of PREPA.
24. PCI - means payment card industry
25. Logical access - means virtual address inside an operating system
26. Queues - means sequence of clients awaiting their turn to be attended

## 3. SCOPE OF SERVICES

The purpose of this RFP is to secure a call center solution services for receiving and handling all inbound calls from PREPA's customers. The types of inbound calls includes customers that either desire to perform payments, request service reconnection, report outages, request maintenance such as tree trimming, public lighting, report emergencies related to the electric grid, follow-up work requests or for additional customer service requests previously coordinated with PREPA.

## a. Deliverables

At a minimum, the key deliverables to be provided shall include such items as:

- Receive inbound calls from the IVR for all call queues and route to the next available Customer Service Representative ("CSR").
- Have the capability to provide call center services on a $24 \times 7$ basis, 365 days per year using both IVR and live Customer Service Representatives based solely in Puerto Rico.
- Provide high-quality customer service, focusing on accuracy, the completeness of information, timeliness, adherence to privacy laws, and administer a positive, efficient consumer experience.
- Support inbound calls in both English and Spanish.
- Provide a full service operation including, but not be limited to, staff, work space, equipment, software, phones, all computer and telephone related lines and cable.
- Responsible for managing and maintaining a staff of qualified, trained CSRs capable of responding to the volume and type of calls outlined in the RFP. The management team and number of live operators must be sufficient to provide timely responses to all inbound calls, as well as responses to administrative concerns and inquiries posed by PREPA.
- Provide quality assurance tools to PREPA to monitor caller satisfaction including ability to visit call center offices and operation, listen to recorded phone calls and investigate service issues.
- Proponents will be responsible of all training costs. PREPA will make available employees to provide training.
- Maintain and provide performance metrics reporting on a daily basis that includes at a minimum, the number of Inbound Calls answered, abandoned and the percentage of calls answered, the average speed of answer and the number of agents staffed at any given time interval
- Comply with all applicable federal and local laws and regulations


## b. Service Level Requirements:

Services must meet or exceed the following Service Levels:
(a) Abandoned calls: Equal or less than 10\%
(b) Average speed of answer: $95 \%$ of calls responded in 5 minutes or less
(c) Other Service Levels may be added to the above at the request of PREPA and in agreement with Proponent, with 30 days' notice
(d) Meet security and compliance guidelines - PCI, DSS, PLL, Physical and Logical access, etc.
(e) Provide vulnerability and penetration testing certification by a $3^{\text {rd }}$ party

## c. Operational Transition:

A proper training is necessary for all CSR's and supervisors of the selected contractor and it will be divided into theoretical and practical learning. Each week of training will be followed by a workshop and after eight weeks all CSR's are expected to handle all calls from PREPA's clients.

For workshops 1 and 2 an overflow of calls waiting in excess of five (5) minutes will be transferred from PREPA's Call Center to the Call Center of the selected proponent. After all CSR's are assigned to shift work schedules, all calls from all queues will be transferred to the selected contractor.

The proposed training itinerary is:

| Week | Training 1-T1 | Training 2-T2 | Workshop 1 | Workshop 2 | Groups assigned to <br> shift work schedules |
| :--- | :--- | :--- | :--- | :--- | :--- |
| 1 | Group 1 |  |  |  |  |
| $\frac{\text { Group 2 }}{}$ |  |  | Group 1-T1 |  |  |
| 3 | Group 3 | Group 1 | Group 2 - T1 |  |  |
| 4 | Group 4 | Group 2 | Group 3 - T1 | Group 1-T2 |  |
| 5 | Group 5 | Group 3 | Group 4 - T1 | Group 2 - T2 | Group 1 |
| 6 |  | Group 4 | Group 5 - T1 | Group 3 - T2 | Groups 1 \& 2 |
| 7 |  | Group 5 |  | Group 4-T2 | Groups 1, 2 \& 3 |
| $\frac{8}{9}$ |  |  |  | Group 5 - T2 | Groups 1, 2, 3 \& 4 |
| 9 |  |  |  | Groups 1, 2, 3, 4 \& 5 |  |

Request for Proposals RFP 83673 Call Center Services

## Configuration Options:

Below are two system configuration examples which are being considered as options for a call center solution.


Request for Proposals RFP 83673 Call Center Services

## d. Historical Information

The following represents the call volume for the last two years for all queues that PREPA is considering to secure call center solution services. Typically, the months of August and September may have the highest volume of calls due to the peak of hurricane season in Puerto Rico.

| Queue | April | May | June | July | August | September | October |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- |
| Without | 31,114 | 44,845 | 32,182 | 43,877 | 45,248 | N/A | 20,473 |
| Service | 2017 | 2017 | 2017 | 2017 | 2017 | 2017 |  |
| Emergency | 15,600 | 24,872 | 19,934 | 41,183 | 52,550 | N/A | 6,138 |
| Maintenance | 12,733 | 16,261 | 15,314 | 58,972 | 902 | N/A | 2,401 |
| Service <br> Orders | 50,334 | 55,499 | 60,122 | 53,526 | 60,291 | N/A | 20,894 |
| From IVR | 11,685 | 12,902 | 14,265 | 12,442 | 13,856 | N/A | 7,436 |
| IVR Failure | 523 | 9 | 9 | 16 | 7 | N/A | 17 |
| Payments | 33,714 | 35,625 | 29,250 | 10,684 | 1,291 | N/A | 9,153 |
| TOTAL | $\mathbf{1 5 5 , 8 4 1}$ | 190,123 | 171,317 | $\mathbf{8 8 , 2 0 2}$ | 90,426 | N/A | $\mathbf{6 6 , 4 0 0}$ |


| Queue | November <br> 2017 | December <br> 2017 | January <br> 2018 | February <br> 2018 | March <br> 2018 | April |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- |
| Without <br> Service | 79,676 | 74,044 | 50,788 | 38,493 | 36,468 | 31,829 |
| Emergency | 15,761 | 15,498 | 13,826 | 12,041 | 12,444 | 11,320 |
| Maintenance | 6,259 | 6,550 | 6,798 | 6,083 | 7,058 | 6,788 |
| Service <br> Orders | 35,879 | 47,446 | 70,554 | 59,034 | 64,449 | 66,757 |
| From IVR | 11,136 | 17,726 | 24,936 | 19,678 | 15,182 | 11,694 |
| IVR Failure | 39 | 21 | 12 | 3 | 8,268 | 3,791 |
| Payments | 11,702 | 13,319 | 20,953 | 17,385 | $\mathbf{2 2 , 3 0 5}$ | $\mathbf{2 2 , 9 2 6}$ |
| TOTAL | $\mathbf{1 6 0 , 5 2 6}$ | $\mathbf{1 7 4 , 8 0 6}$ | $\mathbf{1 8 8 , 1 1 5}$ | $\mathbf{1 5 2 , 9 1 0}$ | $\mathbf{1 6 6 , 3 0 5}$ | $\mathbf{1 5 5 , 1 0 5}$ |


| Queue | May | June | July | August | September |  |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- |
| 2018 | 2018 | 2018 | 2018 | 2018 | 2018 |  |
| Without <br> Service | 28,617 | 28,330 | 28,368 | 30,645 | 21,309 | 15,434 |
| Emergency | 11,217 | 10,354 | 10,111 | 12,981 | 12,470 | 11,464 |
| Maintenance | 7,371 | 7,193 | 7,349 | 9,687 | 9,410 | 10,596 |
| Service | 63,733 | 56,563 | 55,489 | 65,632 | 50,090 | 49,049 |
| Orders | 15,747 | 1,606 | 1,351 | 7,454 | 13,783 | 12,779 |
| From IVR | 1,667 | 27,290 | 21,347 | 3,118 | 8 | 6 |
| IVR Failure | 5,667 | 23,198 | $\mathbf{2 5 , 8 0 2}$ | 20,649 | $\mathbf{2 1 , 4 6 0}$ |  |
| Payments | 21,458 | 20,941 | $\mathbf{2 3 , 1 8}$ | $\mathbf{1 4 7 , 2 1 3}$ | $\mathbf{1 5 5 , 3 1 9}$ | $\mathbf{1 2 7 , 7 1 9}$ |
| TOTAL | $\mathbf{1 5 3 , 8 1 0}$ | $\mathbf{1 5 2 , 2 7 7}$ | $\mathbf{1 2 0 , 7 8 8}$ |  |  |  |


| Queue | November 2018 | December 2018 |
| :--- | :---: | :---: |
| Without Service | 15,076 | 15,217 |
| Emergency | 10,915 | 9,875 |
| Maintenance | 8,751 | 7,819 |
| Service Orders | 47,064 | 44,769 |
| From IVR | 12,107 | 11,766 |
| VRR Failure | 452 | 7 |
| Payments | 23,191 | 24,426 |
| Total | 117,556 | 113,879 |

## 4. PROPOSAL SUBMISSION

Proponent shall submit its Proposal through the Submittals tab of the RFP 83673 event on the PowerAdvocate© Platform as establish in Section 3 herein. All RFP submissions, inclusive of the pricing, discounts and other requested details are to be submitted via PowerAdvocate© on or before $11: 59 \mathrm{pm}$ AST, February 27, 2019. Proposals must be signed by the authorized representative, natural person or legal entity or by the authorized person whose name appears in PREPA's Supplier Registry Office. The signature must be shown along with the name in print and the capacity or position held.

All Proponents must submit an exact copy of the uploaded proposal in PowerAdvocate and a redacted copy in the PREPA's. Supplier Registry Office as required in Section 5.0 Confidentiality of Responses and Proprietary Information on or before 3:30 pm AST, March 1, 2019 to the following address:

Postal Address:
Puerto Rico Electric Power Authority Supplier Registry Office
PO Box 3670151
San Juan, Puerto Rico 00936

Physical Address:<br>Supplier Registry Office<br>or 1110 Ponce de Leon Avenue<br>Third Floor, Office 301<br>NEOS Building, Santurce, PR

## a. Clarifications and Modifications

Note that a Proponent may submit a Request for Clarification (RFC) to PREPA for explanation or interpretation of any matter contained in this RFP no later than 11:59 p.m. AST, February 13, 2019 via PowerAdvocate© through the Messaging Tab of the event 83673. If responses to these RFC constitute a modification or addition to the original RFP, PREPA will provide such clarification through addenda posted on PowerAdvocate no later than February 20, 2019. Questions should NOT contain proprietary information, as answers may be published in the public domain. Please note that PREPA does not guarantee answers for all questions or comments received. Be advice that PREPA will NOT accept any questions that are not submitted as stated in this section.

It is the sole responsibility of the potential proponent to monitor this site for additional information, updates and addenda concerning the RFP. Any changes or modifications to the RFP terms, conditions or specification will be made through addenda posted on PowerAdvocate.

The PowerAdvocate guide is included as part of this RFP. For technical assistance with the sourcing platform application please contact PowerAdvocate technical support: (857) $453-5800$ or via email at: support@poweradvocate.com. It is the Proponent's responsibility to make sure their proposal documents are fully uploaded before the closing date and time of the event.

## b. Communications

For this RFP process all communications must be through the messaging tab of PowerAdvocate, addressed to PREPA's designated Procurement Representatives for this RFP:

Delis T. Zambrana
Natalia Martínez Lugo
Neither Proponents nor Proponent Team Members or any of their respective Advisors, employees or representatives shall contact or attempt to contact, either directly or indirectly, at any time during the RFP Process, any of the following persons on matters related to the RFP Process, the RFP Documents, or the Proposals: (a) any member of the Evaluation Committee; (b) any Advisor of PREPA for this RFP process; (c) any employee or representative (e) any directors, officers or consultants of PREPA.

Communications with PREPA representatives, other than the designated point of contacts or with relevant entities of the Federal Government or local government regarding any matter related to the contents of this RFP are prohibited during this RFP process.

Failure to comply with these communications restrictions will result in rejection of the firm's proposal.

## c. Expenses and Rejections

Neither PREPA, the Government of Puerto Rico nor any of its instrumentalities, will be responsible for any expenses in the preparation and/or presentation of the proposals, oral interviews or disclosure of any information or material received in connection with this RFP.

PREPA reserves the right to reject any and all proposals received in response to this RFP, when determined to be in PREPA's best interest, and to waive minor noncompliance in a proposal. PREPA further reserves the right to make such investigations as it deems necessary as to the qualifications or perceived conflicts of interest of any and all firms submitting proposals in response to this RFP. The mere appearance of a conflict of interest shall constitute sufficient cause for the outright rejection of a proposal(s). In the event that any or all proposals are rejected, PREPA reserves the right to re-solicit proposals.

## d. Local Participation

PREPA encourages Proponents to engage local subcontractors, professionals and relevant service providers headquartered in Puerto Rico ("Local Parties") as Team Members and Key Individuals to the greatest extent possible.

Proponents are strongly encouraged as part of this RFP to provide descriptions of their current and/or anticipated business arrangements with Local Parties and, in particular, Local Parties who are Team Members and Key Individuals for the Project, as applicable.

## e. RFP Timeline

The following schedule is to advise all proponents of key dates of the RFP process. Please note that the RFP timeline includes target dates that may change. It is the responsibility of Proponents to monitor the PowerAdvocate website for updates to the RFP timeline and other important information.

| Key Review Process Events | Targeted Timeline |
| :--- | :--- |
| Request for Proposal Issued | February 7, 2019 |
| Supplier Questions Deadline | February 13, 2019 |
| Questions Answered | February 20,2019 |
| RFP Proposal Submission Deadline | February 27, 2019 |
| Selection Notification* | March 27, 2019 |

*At PREPA's discretion
Submittals that have not been completely uploaded by 11:59 pm AST, on February 27, 2019, will not be considered. Proponents are encouraged to allow themselves enough time to upload their proposals and to confirm that the files are available for PREPA's review.

## 5 PROPONENTS REQUIREMENTS

The following outline describes the format of the RFP and the content of each section. Proponents are required to submit their proposals in accordance with the directions and in the format specified in this RFP. Failure to materially provide the proposal in the format specified and according to the instructions given in this RFP shall cause the proposal to be disqualified for considerations for an award. The Proponent's proposal shall be formatted as follows:

## a. Cover Letter and Table of Contents

Provide a cover letter that includes a certification that the information submitted in the Proposal is true and accurate, and that the person signing the cover letter is authorized to submit the Proposal on behalf of the Proponents. Clearly identify the designated contact person for the engagement. Additional, Proponents must include a summary of the history of the company.

Provide a table of contents that clearly identifies the location of all material within the Proposal by section and page number.

## Request for Proposals RFP 83673 Call Center Services

## b. Requirement of Legal Entities

Proponents that are corporations, partnerships, or any other legal entity, U.S. or Puerto Rico based, shall be properly registered, or capable and willing to be registered, to do business in Puerto Rico and the U.S. at the time of the submission of their proposals, and comply with all applicable Puerto Rico or U.S. laws and/or requirements. A selected proponent must be part of PREPA's Supplier Registry in order to execute a contract.

## c. Required Qualifications of Proponents

Proponents to this RFP shall provide information in their proposals that demonstrates the following qualifications:

- Proponent has a satisfactory record of integrity and business ethics.
- Neither Proponent nor any person or entity associated who is partnering with Proponents has been the subject of any adverse findings that would prevent PREPA from selecting Proponent. Such adverse findings include, but are not limited to, the following:
- Negative findings from a Federal Inspector General or from the U.S. Government Accountability Office, or from an Inspector General in another state.
- Pending or unresolved legal action from the U.S. Attorney General or from the U.S an attorney general in Puerto Rico or another state.
- Pending litigation with the Government of Puerto Rico, or any other state.
- Arson conviction or pending case
- Harassment conviction or pending case.
- Puerto Rico and Federal or private mortgage arrears, default, or foreclosure proceedings
- In rem foreciosure.
- Sale tax lien or substantial tax arrears.
- Fair Housing violations or current litigation.
- Defaults under any Federal and Puerto Rico-sponsored program.
- A record of substantial building code violations or litigation against properties owned and/or managed by Proponents or by any entity or individual that comprises Proponents.
- Past or pending voluntary or involuntary bankruptcy proceeding.
- Conviction for fraud, bribery, or grand larceny.


## d. Experience and Capacity

Provide a summary of general information, its operations, years in business, capacities, willingness and/or capabilities to meet the RFP requirements. Include the types of services the Proponent offers that relates to this RFP. Identify engagement and or staff experience with entities comparable to PREPA for which the Proponents provide or has provided, similar services within the last twelve (12) months. Detail five (5) similar engagements and/or experience with private and public-sector clients that would demonstrate that the Proponent can provide the requested services. Each example should include:
a) Name of client organization.
b) Description of engagement or experience and objectives of the project including beginning and ending dates.
c) Information regarding the project that would demonstrate successfully experiences by the client, as a result of the recommendations. This may include performance metrics and improvements.
d) Letters of recommendation from previous or current client(s)

PREPA may seek information from references regarding subjects that include, but are not limited to, the quality of services provided, anticipated ability to perform the services required in this RFP and the responsiveness of the Proponent to the client during the engagement. Please provide at least five (5) references for the prime Proponent. Each reference should include the name, title, company, address, phone number and email address of the reference and any additional or alternate contact information. Inability to contact a reference will not be looked upon favorably. References will count towards experience and capacity points.

In addition, provided the following information:
i. Information of two years of experience in Puerto Rico. Including the amount of customer service, customers (accounts) currently have.
ii. Average monthly volume of calls handled for the last 24 months.
iii. Average number of calls handled afterhours (after 10 pm , weekends, etc.)
iv. Number of employees staffed: managers, supervisors, agents, etc. Identify by part-time and full-time.
v. Percentage of employee turnover
vi. Describe the number of seat agents, installed and occupied. Available Growth Capacity?
vii. Location of the facilities, indicating the dated when you started using the facility.
viii. Identified the providers of IT and Telecommunications infrastructure: IVR, switchboard, phones, circuits, call center software, etc.
ix. Offerors must demonstrate financial stability. Proposals must include copies of the last two years end audited financial statements.
x. Explain how the proponent can meet or exceed the financial demands necessary to complete the services described in this RFP.
xi. Hurricane resistant building design certification
xii. Fiber optic provider list.
xiii. Minimum of 1G bandwidth network link with PREPA capacity certification.
xiv. Cyber security infrastructure description.

## e. Service Management

a. Service Delivery
i. Describe your company's ability to fulfill PREPA's requirements
ii. Indicate the amount of Call Center operators currently employ
iii. If necessary, can you expand the number of operators? How quickly can you
ramp-up additional resources inn case of emergency?
iv. Describe your call management process. How the Call Center will operate on a continual basis 24 hours a day, 7 days a week.
v. Describe your people management processes: agent and supervisor recruiting, training and on-going management.
vi. Provide a description of the agent, supervisor, maintenance training that you will provide.
vii. Provide tenure (years of experience in customer service) of your supervisor / management team, with your company and overall.
viii. Specified if any third parties participate on the call center activities.
ix. Describe relationships, roles and responsibilities regarding the call center activities to be performed for PREPA. How do you propose to manage the account relationship with PREPA?
x. What is the volume of calls that your organization can handle simultaneously at any given time window? How are your night and weekend shifts organized and managed?
xi. Provide an implementation work plan outlining the key steps and milestones for the set-up and transition of services.
xii. How do you measure service quality and provide regular reporting updates? Please provide report samples (i.e. KPIs)
xiii. Provide a description of your information technology and communications platform, including ACD manufacturer and other technology components.
xiv. Provide network availability and network Quality of Service reports for the last 12 months.
XV. Describe your proposed solution to connect to the PREPA Call Center infrastructure in order to receive customer service calls for PREPA.
xvi. Describe your ability to integrate with the Avaya platform servicing the current PREPA call center.
xvii. Provided disaster recovery plan to protect against possible service interruption. Shall indicate the time operations are up and running and how long can you operate under those circumstances?
xviii. Describe policies, certifications and technology tools in place to protect customer data from unauthorized access and unauthorized use. How do you ensure the confidentiality and security of your customer's data?

## b. Relationship Management

PREPA intends to manage very closely the future business relationship with selected providers. In order to do so efficiently, a formal reporting and communication structure will be established. A regular meeting schedule will be required for the different reporting levels established, with ongoing access to all of PREPA's selected provider points of contact when required.

Proponent must certify that can comply and agrees to allow PREPA personnel at the proponent's Call Center.

## f. Administrative Miatters

Pricing Structure: It is understood and accepted by both PREPA and the Proponent that the submitted proposal includes all necessary costs and fees, incurred to duly provide the services. Please confirm your company understands this point.

PREPA will only pay for Services already rendered before the submitted invoice date. PREPA will not be required to make advance payments for any future service to be rendered by Contractor under Contract. Contractor shall submit monthly invoices within the first thirty (30) days following the period invoiced which will include a description of the services rendered and the number of hours spent by each person. Each invoice shall be itemized and must be dully certified by an authorized representative of the Contractor.

PREPA will review the invoices and if they are in compliance with the requirements set forth in the Contract, it will proceed with payment within sixty (60) days of receipt invoice. Payment is due upon receipt of a valid invoice. PREPA reserves the right to conduct the audits it deems necessary and it will not be subject to finance charges regarding invoice payments.

## g. Pricing

The following is a description of the minimum information which shall be supplied by proponents. Failure to supply the minimum information requested herein shall result in a proposal being considered unacceptable and therefore rejected.

Pricing: Price shall be provided per hour of productive agent time (firm/final)
Pricing Structure: Please provide price (per hour of productive agent time) for a one year, two year and three year duration contract. PREPA's expectation is that the prices will be lower for longer contract durations.

Agent Structure: Please specify the number of agents that will be required to achieve the service levels required by PREPA. Please explain in detail the methodology used to arrive at your number.

Additional Costs: Specify each additional expenses such as IT integration or other costs payable by PREPA and not included in the price structure.

## h. Compliance with General Contract Conditions

Proponents shall submit the guidelines and best practices that are provided to all staff members and policies and procedures for handling complaints.

## i. Information Security Requirements

1. Security and compliance certification by a 3rd party for PCl-DSS, PLL security, physical access and logical access to the call center resources.
2. If the company is not PCI or PLL compliant, do you agree to include in the contract you will achieve certification during the first 3 months immediately after the attribution of the contract?

## j. Commitment to Complying with all Applicable Federal and Puerto Rico Local Permits and Regulations

Proponents shall explain their adherence to complying with all applicable Federal and Puerto Rico permits and regulations. Indicate what characteristics of the team set them apart in terms of commitment to comply with all applicable laws and requirements. Indicate what specific trainings and expertise reside within the team that reinforces the commitment to compliance.

## 6 EVALUATION AND SELECTION

PREPA will examine all proposals in a proper and timely manner to determine if they meet the proposal submission requirements. Proposals that are materially deficient in meeting the submission requirements or have omitted material documents, in the sole opinion of PREPA, may be rejected.

## a. Scoring Criteria

Each proposal meeting all submission requirements will be independently evaluated by the Evaluation Committee, which will assign a score for each evaluation criterion listed below in this section up to the maximum points.

The criteria shall be graded using a score of 1 to 5 :
$1=\quad$ Inadequate, does not meet RFP expectations.
$2=\quad$ Adequate, criteria are met, below the standards set by the RFP.
$3=$ Good, meets the minimum standards set by the RFP.
$4=\quad$ Very good, meets the standards set by the RFP.
$5=\quad$ Excellent, presents the best proposal that meets the standards set by the RFP.

Complete proposals will be scored based upon the criteria listed below.

- Prícing $-35 \%$
- Background and Financial Information - 30\%
- Services Management - 20\%
- Administrative-5\%
- Relationship Management - 10\%

The following are brief summaries of the indicated criteria:
Pricing includes without limitation the proposed costs provided by the Proponent with respect to price and total cost of services

Company, Technical Process and Services Evaluation the criteria to be applied are listed in descending order of importance.

- Background and financial Information
- Feedback from provided references
- Company experience and market presence in the services requested
- Company financial condition and long term financial stability
- Service Management
- Service engagement plan and call management process
- Quality management and service level reporting
- Account and Contract Management Practices
- Information Technology platform
- Implementation process and management of the set-up and transition of services
- People management processes: Recruiting, Training, Supervision
- Available facilities and ability to meet PREPA's call volume requirements
- Disaster Recovery Plan
- Administrative
- Regulatory Requirements
- Information security and confidentiality
- Additional Certifications and/or required documents
- Relationship Management
- Compatibility with PREPA
- Completeness and responsiveness throughout the RFP process
- Executive leadership participation

PREPA and the Evaluation Committee reserves the right to include or consider any other leveling factor according to the best interests of PREPA. Proponents shall consider all the aforementioned aspects in submitting their proposals and not limit such to the price, rates, and costs items. PREPA has no obligation to select a winning Proponent as part of this RFP process.

## b. Finalist Interview

PREPA reserves the right, at its sole discretion, to invite qualified Proponents to a finalist interview with the Evaluation Committee. If PREPA elects to conduct finalist interviews, each qualified Proponents will be required to give a strictly timed 20 -minute presentation. This presentation shall highlight expertise and prior health insurance plan management services provided for similar organizations. The presentation shall also clearly explain the Proponent's approach and team composition. The Evaluation Committee may consider the scoring of a proposal based upon the presentation. Proponents are responsible for all costs or expenses incurred to attend such interview.

## 7. BONDS AND INSURANCES

Proponent shall submit along with its Proposal, a Bid Bond (Appendix C2) of not less than ten percent ( $10 \%$ ) of the total price of the Proposal for the initial one (1) year term. This Bond will be issued in favor of PREPA by an insurance company that is authorized to do business in Puerto Rico. The Bond may not have a duration of less than ninety days (90) days, securing the validity of the Proposal for such term. Proposals that do not include this security will be rejected. If there is an
extension of the ninety (90) day term, Proponent will be responsible for keeping the Bid Bond in effect. Proposals that fail to meet this requirement will be rejected outright and the bid will be deemed to be non-responsive.

At the time of the execution of the Contract, the Contractor shall secure and maintain in full force and effect during the life of this Contract the policies of insurance covering all operations engaged in by the Contract.

Work shall not commence until all insurance requirements have been met and certificates thereof have been filed with the Chief Procurement Officer. All insurance requirements shall be as indicated within the attached Draft Contract in Article 9, Insurance and Bonds.

## 8. CONFIDENTIALITY OF RESPONSES AND PROPRIETARY INFORMATION

Upon completion of the RFP process, PREPA will make public its report regarding the procurement and selection process, which shall contain certain information related to this RFP process, except trade secrets and proprietary or privileged information of the Proponents. Information considered trade secrets or non-published financial data may be classified as proprietary by the Proponents. In order to ensure that documents identified by proponents as confidential or proprietary will not be subject to disclosure by PREPA, proponents are required to submit a redacted copy of their proposal. The redacted copy must include a written explanation of why such labeled documents are confidential or proprietary, including why the disclosure of the information would be commercial harmful, specifically refer to any legal protection currently enjoyed by such information and why the disclosure of such information would not be necessary for the protection of the public interest, and request that the documents so labeled be treated as confidential by PREPA. PREPA reserves the right to make public the redacted copies of the proposals at the conclusion of the RFP process. If a redacted copy is not submitted by a Proponent, PREPA will assume that the original copy of the proposal can be made public. Proposals containing substantial contents marked as confidential or proprietary may be rejected by PREPA. Provision of any information marked as confidential or proprietary shall not prevent PREPA from disclosing such information if required by law. The ultimately awarded contract(s) and all prices set forth therein shall not be considered confidential or proprietary and such information may be made publicly available.

## 9. CONFLICTS OF INTEREST

Any contract awarded under this RFP will preclude the selected Proponents from representing before PREPA any Proponent other than those Proponents who may be assigned under this contract during the period the contract is in effect.

Proponents are required to provide a list of any other current or former advisory contracts the firm has/had with any Government Entity in Puerto Rico, or which bear any direct or indirect relation to the activities of the Government of Puerto Rico. Further, please provide a description of any recent historical or ongoing legal proceedings, interviews or investigations being conducted by any U.S. law enforcement agencies involving your firm or team that are related to transactions executed in or on behalf of the Government of Puerto and/or its public corporations. In addition, please provide a brief description of any work you have performed for any creditors or guarantors of the Government of Puerto Rico or any public corporation debt about their positions in Puerto Rico debt
obligations. Indicate whether this activity is ongoing, and if not, when the prior assignment concluded.

At some point in the selection process, PREPA may request information on any perceived conflict of interests. Also, PREPA may in the future request a list of direct or indirect relationships the firm or its professionals have to members of the PPPA or Board Members or executives of other Public Corporations.

In the event of real or apparent conflicts of interest, PREPA reserves the right, in its best interest and at its sole discretion, to reject a proposal(s) outright or to impose additional conditions upon Proponents. PREPA reserves the right to cancel any contract awarded pursuant to this RFP with 30 days' notice in the event that an actual conflict of interest, or the appearance of such conflict, is not cured to PREPA's satisfaction.

## 10. PROPOSAL ADDITIONAL INFORMATION

## a. Rejection of Proposals; Cancellation of RFP; Waiver Informalities and Withdrawal Proposal

Issuance of this RFP does not constitute a commitment by PREPA to award a contract. PREPA reserves the right to accept or reject, in whole or part, and without further explanation, any or all proposals submitted and/or cancel this solicitation and reissue this RFP or another version of it, if it deems that doing so is in the best interest of the impacted communities or the Government of Puerto Rico.

PREPA reserves the right to waive any informalities and/or irregularities in a proposal if it deems that doing so is in the best interest of the impacted communities or the Government of Puerto Rico.

Proponent that seek to withdraw their Proposals before the final date and time for submission set forth in Section 1.6 RFP, Time Table, may request do so electronically through the PowerAdvocate© Platform "Messaging" tab before such time. Any attempted withdrawal of a Proposal after the submission deadline will result in PREPA collecting on the Proponent's Bid Bond.

## b. Ownership of Proposal

All materials submitted in response to this RFP shall become the property of PREPA. Selection or rejection of a proposal does not affect this provision.

## c. Cost of Preparing Proposals

All costs associated with the response to this RFP are the sole responsibility of the Proponent.

## d. Errors and Omissions in Proposal

PREPA reserves the right to reject a proposal that contains an error or omission. PREPA also reserves the right to request correction of any errors or omissions and/or to request any
clarification or additional information from any Proponent, without opening up clarifications for all Proponents.

## 11 Process Rules and PREPAs General Instruction RFP Guide

This process will be regulated and executed according to the "GUIAS PARA PROCESOS DE ADQUISICIONES DE BIENES Y SERVICIOS A TRAVES DE RFP EN LA AEE V006032016 (Request for Proposals)". Please, see the Download Documents tab.

Proponents shall certify compliance with Section 4.17 of the "GUIAS PARA PROCESOS DE ADQUISICIONES DE BIENES Y SERVICIOS A TRAVES DE RFP EN LA AEE V006032016 (Request for Proposals)

## 12 Puerto Rico General Provisions

The Contractor will comply will all applicable State Law, Regulations or Executive Orders that regulate the contracting process and requirements of the Commonwealth of Puerto Rico.
A. Executive Order Num. OE-1991-24 of June 18, 1991 to require certification of compliance with the Internal Revenue Services of the Commonwealth of Puerto Rico: Pursuant to Executive Order Number OE-1991-24 of June 18, 1991, the Contractor will certify and guarantee that it has filed all the necessary and required income tax returns to the Government of Puerto Rico for the last five (5) years. The Contractor, further will certify that it has complied and is current with the payment of any and all income taxes that are, or were due, to the Government of Puerto Rico. The Contractor shall provide, to the satisfaction of PREPA, and whenever requested by PREPA during the term of this Contract, the necessary documentation to support its compliance with this clause. The Contractor will be given a specific amount of time to produce said documents. During the term of this Contract, the Contractor agrees to pay and/or to remain current with any repayment plan agreed to by the Contractor with the Government of Puerto Rico.
B. Executive Order Num. OE-1992-52 of August 28, 1992 to require certification of compliance with the Department of Labor of the Commonwealth of Puerto Rico. Pursuant to Executive Order Number 1992-52, dated August 28, 1992 amending OE-1991-24, the Contractor will certify and warrant that it has made all payments required for unemployment benefits, workmen's compensation and social security for chauffeurs, whichever is applicable, or that in lieu thereof, has subscribed a payment plan in connection with any such unpaid items and is in full compliance with the terms thereof. The Contractor accepts and acknowledges its responsibility for requiring and obtaining a similar warranty and certification from each and every Contractor and Sub Contractor whose service the Contractor has secured in connection with the services to be rendered under this Contract and shall forward evidence to PREPA as to its compliance with this requirement.
C. Government of Puerto Rico Municipal Tax Collection Center: The Contractor will certify and guarantee that it does not have any current debt with regards to property taxes that may be registered with the Government of Puerto Rico's Municipal Tax Collection Center (known in Spanish as Centro de Recaudación de Ingresos Municipales ("CRIM"). The Contractor further will certify to be current with the payment of any and all property taxes that are or were due to the Government of Puerto Rico. The Contractor shall provide, to the satisfaction of PREPA
and whenever requested by PREPA during the term of this Contract, Certification issued by the Municipal Revenues Collection Center (MRCC), assuring that Contractor does not owe any tax accruing to such governmental agency. To request such Certification, Contractor will use the form issued by the MRCC (called "CRIM-Certificados, Radicación, Estado de Cuenta y Todos los Conceptos" in the website). The Contractor will deliver upon request any documentation requested by PREPA. During the Term of this Contract, the Contractor agrees to pay and/or to remain current with any repayment plan agreed to by the Contractor with the Government of Puerto Rico with regards to its property taxes.

The Contractor shall provide a Personal Property Tax Filing Certification, issued by the MRCC which indicates that Contractor has filed its Personal Property Tax Return for the last five (5) contributory terms or Negative Debt certification issued by the MRCC with respect to real and property taxes and a sworn statement executed by Contractor indicating that (i) its revenues are derived from the rendering of professional services, (ii) during the last five (5) years (or the time in which it has been providing professional services) it has had no taxable business or personal property on the $1^{\text {st }}$ of January of each year, (iii) that for such reasons it has not been required to file personal property tax returns, as required under Article 6.03 of Act 83-1991, as amended and (iv) that for such reason it does not have an electronic tax file in the MRCC's electronic system.
D. The Contractor shall furnish a Certification issued by the Treasury Department of Puerto Rico which indicates that Contractor does not owe Puerto Rico Sales and Use taxes to the Commonwealth of Puerto Rico; or is paying such taxes by an installment plan and is in full compliance with its terms.
E. The Contractor shall provide a Puerto Rico Sales and Use Tax Filing Certificate, issued by the Treasury Department of Puerto Rico assuring that Contractor has filed his Puerto Rico Sales and Use Tax for the last sixty (60) contributory periods.
F. The Contractor shall provide a copy of Contractor's Certificate of Merchant's Registration issued by the Treasury Department of Puerto Rico.
G. Puerto Rico Child Support Administration (ASUME): The Contractor shall present, to the satisfaction of PREPA, the necessary documentation certifying that the Contractor nor any of its owners, affiliates of subsidiaries, if applicable, have any debt, outstanding debt, or legal procedures to collect child support payments that may be registered with the Puerto Rico Child Support Administration (known in Spanish as the Administración Para El Sustento de Menores (ASUME). The Contractor will be given a specific amount of time to deliver said documents. 3 L.P.R.A. § 8611 et seq.:
H. The Contractor shall provide a Good Standing Certificate issued by the Department of State of Puerto Rico.
I. The Contractor shall provide a Certification of Incorporation, or Certificate of Authorization to do business in Puerto Rico issued by the Department of State of Puerto Rico.
J. Social Security and Income Tax Retentions: In compliance with Executive Order 1991 OE24; and C.F.R. Part 404 et. Seq., the Contractor will be responsible for rendering and paying the Federal Social Security and Income Tax Contributions for any amount owed as a result of the income, from this Contract.
K. Income Tax Retention Law: PREPA shall deduct and withhold seven percent (7\%) of any and all payments to residents of the Commonwealth of Puerto Rico as required by the Internal Revenue Code of Puerto Rico. In case of US citizens and Non US citizens, which are nonresidents of the Commonwealth of Puerto Rico the Contractor will be retained twenty percent (20\%) and twenty-nine percent (29\%) respectively. PREPA will remit such withholdings to the Government of Puerto Rico's Treasury Department (known in Spanish as Departamento de Hacienda de Puerto Rico). The Contractor will request PREPA not to make such withholdings if, to the satisfaction of PREPA, the Contractor timely provides a release from such obligation by the Government of Puerto Rico's Treasury Department. 3 L.P.R.A. § 8611 et seq., 2011 L.P.R. 232; 232-2011.
L. Compliance with Act No. 1 of Governmental Ethics: The Contractor will certify compliance with Act No. 1 of January 3, 2012, as amended, known as the Ethics Act of the Government of Puerto Rico, which stipulates that no employee or executive of PREPA nor any member of his/he immediate family (spouse, dependent children or other members of his/her household or any individual whose financial affairs are under the control of the employee) shall have any direct or indirect pecuniary interest in the services to be rendered under this Contract, except as may be expressly authorized by the Governor of Puerto Rico in consultation with the Secretary of Treasury and the Secretary of Justice of the Government. 3 L.P.R.A. $\$ 8611$ et seq.:
M. Law 168-2000; Law for the Strengthening of the Family Support and Livelihood of Elderly People: The Contractor will certify that if there is any Judicial or Administrative Order demanding payment or any economic support regarding Act No. 168-2000, as amended, the same is current and in all aspects in compliance. Act No. 168-2000 "Law for the Strengthening of the Family Support and Livelihood of Elderly People" in Spanish: "Ley para el Fortalecimiento del Apoyo Familiar y Sustento de Personas de Edad Avanzada", 3 L.P.R.A. $\$ 8611$ et seq.
N. Law Num. 127, May 31, 2004: Contract Registration in the Comptroller's Office of Puerto Rico Act: Payment for services object of this Contract will not be made until this Contract is properly registered in the Office of the Comptroller of the Government of Puerto Rico pursuant to Law Number 18 of October 30, 1975, as amended.
O. Dispensation: Any and all necessary dispensations have been obtained from any government entity and that said dispensations shall become part of the contracting record.
P. Rules of Professional Ethics: The Contractor acknowledges and accepts that it is knowledgeable of the rules of ethics of his/her profession and assumes responsibility for his/her own actions.
Q. Both parties acknowledge and agree that the contracted services herein may be provided to another entity of the Executive Branch which enters into an interagency Contract with PREPA or by direct disposition of the Chief of Staff. These services will be performed under the same terms and conditions in terms of hours of work and compensation set forth in this Contract. For the purpose of this clause, the term "entity of the Executive Branch" includes all agencies of the Government of Puerto Rico, as well as public instrumentalities, public corporations and the Office of the Governor.
R. The office of the Chief of Staff shall have PREPA to terminate this Contract at any time.
S. The Contractor shall provide Workmen's Compensation Insurance as required by the Workmen's Compensation Act 45-1935 of the Commonwealth of Puerto Rico. The Contractor shall also be responsible for compliance with said Workmen's Compensation Act by all its subcontractors, agents, and invitees, if any.
T. Provisions Required under Act 14-2004: Contractor agrees that articles extracted, produced, assembled, packaged or distributed in Puerto Rico by enterprises with operations in Puerto Rico, or distributed by agents established in Puerto Rico shall be used when the service is rendered, provided that they are available.
U. Invoices must include a written and signed certification stating that no officer or employee of PREPA, and their respective subsidiaries or affiliates, will personally derive or obtain any benefit or profit of any kind from this Contract, with the acknowledgment that invoices that do not include this certification will not be paid. This certification must read as follows:
"We certify under penalty of nullity that no public servant of PREPA will derive or obtain any benefit or profit of any kind from the contractual relationship which is the basis of this invoice. If such benefit or profit exists, the required waiver has been obtained prior to entering into the Agreement. The only consideration to be received in exchange for the delivery of goods or for the Services provided is the agreed-upon price that has been negotiated with an authorized representative of the PREPA. The total amount shown on this invoice is true and correct. The Services have been rendered, and no payment has been received".
V. PREPA shall have the right to terminate this Agreement with thirty (30) days prior written notice to Contractor. Moreover, PREPA shall have the right to terminate this agreement immediately in the event of negligence, dereliction of duties or noncompliance by Contractor.
W. Anti-Corruption Code for a New Puerto Rico. Contractor agrees to comply with the provisions of Act No. 2-2018, as the same may be amended from time to time, which establishes the AntiCorruption Code for a New Puerto Rico. The Contractor hereby certifies that it does not represent particular interests in cases or matters that imply a conflicts of interest, or of public policy, between the executive agency and the particular interests it represents.

Contractor shall furnish a sworn statement to the effect that neither Contractor nor any president, vice president, executive director or any member of a board of officials or board of directors, or any person performing equivalent functions for Contractor has been convicted of or has pled guilty to any of the crimes listed in Article 6.8 of Act 8-2017, as amended, known as the Act for the Administration and Transformation of Human Resources in the Government of Puerto Rico or any of the crimes included in Act 2-2018.

Contractor hereby certifies that it has not been convicted in Puerto Rico or United States Federal court for under Articles 4.2, 4.3 or 5.7 of Act 1-2012, as amended, known as the Organic Act of the Office of Government Ethics of Puerto Rico, any of the crimes listed in Articles 250 through 266 of Act 146-2012, as amended, known as the Puerto Rico Penal Code, any of the crimes typified in Act 2-2018, as amended, known as the Anti-Corruption Code for a New Puerto Rico or any other felony that involves misuse of public funds or property, including but not limited to the crimes mentioned in Article 6.8 of Act 8-2017, as amended, known as the Act for the Administration and Transformation of Human Resources in the Government of Puerto Rico.

PREPA shall have the right to terminate the agreement in the event Contractor is convicted in

Puerto Rico or United States Federal court for under Articles 4.2, 4.3 or 5.7 of Act 1-2012, as amended, known as the Organic Act of the Office of Government Ethics of Puerto Rico, any of the crimes listed in Articles 250 through 266 of Act 146-2012, as amended, known as the Puerto Rico Penal Code, any of the crimes typified in Act 2-2018, as amended, known as the Anti-Corruption Code for a New Puerto Rico or any other felony that involves misuse of public funds or property, including but not limited to the crimes mentioned in Article 6.8 of Act 8-2017, as amended, known as the Act for the Administration and Transformation of Human Resources in the Government of Puerto Rico.

If any of the previously required Certifications shows a debt, and Contractor has requested a review or adjustment of this debt, Contractor will certify that it has made such request at the time of the Contract execution. If the requested review or adjustment is denied and such determination is final, Contractor will provide, immediately, to PREPA a proof of payment of this debt; otherwise, Contractor accepts that the owed amount be offset by PREPA and retained at the origin, deducted from the corresponding payments.
X. Consequences of Non-Compliance: The Contractor expressly agrees that the conditions outlined throughout this Section are essential requirements of this Contract. Consequently, should any one of these representations, warranties or certifications be incorrect, inaccurate or misleading, in whole or in part, there shall be sufficient cause for the PREPA to render this Contract null and void, and the Contractor shall reimburse the PREPA all moneys received under this Contract.

## Appendices

APPENDIX C1 - Form of Service Administration Contract
APPENDIX C2 - Bid Bond Form (AEE 500.0-368)
APPENDIX C3-Performance Bond Form (AEEE 500. 0-59)

# COMIMONWEALTH OF PUERTO RICO PUERTO RICO ELECTRIC POWER AUTHORITY 

## CALL CENTER SERVICES AGREEMENT

AS FIRST PARTY: The Puerto Rico Electric Power Authority (hereinafter referred to as "PREPA"), a public corporation and government instrumentality of the Commonwealth of Puerto Rico, created by Act No. 83 of May 2, 1941, as amended, represented herein by its Chief Executive Officer/Executive Director, José F. Ortiz Vázquez, of legal age, married and resident of San Juan, Puerto Rico. AS SECOND PARTY: $\qquad$ (hereinafter referred to as "the Contractor") a corporation organized and existing under the laws of $\qquad$ , represented in this act by its $\qquad$ , $\qquad$ , of legal age, and resident of $\qquad$ , $\qquad$ , by virtue of the Corporate Resolution of $\qquad$

Both, PREPA and Contractor will jointly be referred to as "the Parties". $\qquad$

WHEREAS, PREPA, by virtue of its enabling act (Act 83), has the authority to engage those professional, technical and consulting services necessary and convenient to the activities, programs, and operations of PREPA; $\qquad$ WHEREAS, Pursuant Section 205 (2) (f) of Act No. 83 a competitive bidding shall not be necessary when in the judgment of the Governing Board, a competitive request for proposal (RFP) process for the acquisition of goods, equipment, materials or services must be carried out to encourage greater competition, reduce the risk of collusion and promote the best possible terms and conditions in benefit of greater savings and

## Call Center Services Agreement

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reduction of costs and operational expenses of PREPA. $\qquad$

WHEREAS, on January 30, 2019, PREPA's Governing Board authorized an RFP process to contract the services of a Call Center by Resolution 4667.

NOW, THEREFORE, PREPA and Contractor enter into this Service Agreement under the following:-

## TERMS AND CONDITIONS

## ARTICLE 1 - Scope of Services

1.1 The services to be provided by Contractor will be:
A. Contractor shall provide services for receiving and handling all inbound calls from PREPA's customers. The types of inbound calls includes customers that either desire to perform payments, request service reconnection, report outages, request maintenance such as tree trimming, public lighting, report emergencies related to the electric grid, follow-up work requests or for additional customer service requests previously coordinated with PREPA. Contractor shall provide such services in accordance with the following procedure:

## Call Center Services Agreement <br> Page 3

(i) Receive inbound calls from the IVR for all call queues and route to the next available Customer Service Representative ("CSR").--------
(ii) Have the capability to provide call center services on a $24 \times 7$ basis, 365 days per year using both IVR and live Customer Service Representatives based solely in Puerto Rico.
(iii) Provide high-quality customer service, focusing on accuracy, the completeness of information, timeliness, adherence to privacy laws, and administer a positive, efficient consumer experience
(iv) Support inbound calls in both English and Spanish $\qquad$
(v) Provide a full service operation including, but not be limited to, staff, work space, equipment, software, phones, all computer and telephone related lines and cable. $\qquad$
(vi) Responsible for managing and maintaining a staff of qualified, trained CSRs capable of responding to the volume and type of calls outlined in the RFP. The management team and number of live operators must be sufficient to provide timely responses to all inbound calls, as well as responses to administrative concerns and inquiries posed by PREPA
(vii) Provide quality assurance tools to PREPA to monitor caller satisfaction including ability to visit call center offices and operation, listen to recorded phone calls and investigate service issues.

## Call Center Services Agreement

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(viii) Contractor will be responsible of all training costs. PREPA will make available employees to provide training.
(ix) Maintain and provide performance metrics reporting on a daily basis that includes at a minimum, the number of Inbound Calls answered, abandoned and the percentage of calls answered, the average speed of answer and the number of agents staffed at any given time interval.
$\qquad$
(x) Comply with all applicable federal and local laws and regulations.--1.2 Contractor's services will meet or exceed the following Service Levels (SLA):------
A. Abandoned calls: Equal or less than 10\%. $\qquad$
B. Average speed of answer: $95 \%$ of calls responded in 5 minutes or less.-----
C. Other Service Levels may be added to the above at the request of PREPA and in agreement with Contractor, with 30 days' notice.
D. Meet security and compliance guidelines - PCI, DSS, PLL, Physical and Logical access, etc.
E. Provide vulnerability and penetration testing certification by a 3rd party.-----
1.3 Contractor shall also provide such additional related services as set out in the Agreement and including, without limitation, the following:

## Call Center Services Agreement <br> Page 5

A. Contractor shall notify PREPA on a daily basis of any information required by PREPA's customers.
B. Contractor shall provide PREPA with such information and reports related to Services performed by Contractor and created by its systems. Contractor shall provide reports for the Services on a daily basis, which must include, at a minimum, the number of Inbound Calls answered, abandoned and percentage of calls answered, average speed of answer, number of agents staffed in the Contractor Call Center at any given time interval, or any other information provided by the Contractor systems as PREPA deems appropriate to evaluate Contractor's performance. These reports will be broken down in (i) 30 minutes increments with a day's total, (ii) a daily basis by week and month in Puerto Rico local time in respect of the prior day's Services,(iii) a weekly basis in daily increments until 11:59 p.m. Puerto Rico local time of each Saturday, and.(iv) a monthly basis in daily increments Daily SLA) until 11:59 p.m. (Puerto Rico local time of the last day of each month, and prior to the invoice of monthly fees by Contractor. The content of each report shall be mutually agreed to the Parties. Additional reports, as agreed to by the parties, shall be provided by Contractor and shall be deemed as part of this Contract effective as of the date agreed to by the Parties $\qquad$
C. Contractor shall allow PREPA, through reasonable mechanisms to be made available by Contractor to PREPA, to monitor Contractor's service

## Call Center Services Agreement Page 6

receiving and handling of calls from clients. Contractor shall provide PREPA with any and all information, reports, or feedback related to Service quality, which are created by the monitoring of the receiving and handling of calls from customers. Contractor assumes all expenses related to the provision of telecommunication lines and the bearing of network costs associated with routing Inbound Calls to the Contractor's facility. Contractor is responsible for the properly equipping of Contractor's facility with the necessary hardware to receive and handle Inbound Calls as required by this Agreement
1.4 Contractor shall consult with PREPA the use of project management tools, including productivity aids and project management systems. Contractor shall use mutually acceptable project management tools and employ a regular reporting mechanism to identify project tasks, present current status reports and identify potential problems.
$\qquad$
1.5 Except as otherwise established in the Agreement, Contractor shall utilize its facility at $\qquad$ for the performance of Services. The facility will be equipped with telephone systems, computer systems, and various Contractor's support and call monitoring tools to be used in the delivery services. Contractor shall bear all expenses of operating the Facility, including all expenses for equipment and systems necessary to connect to any

## Call Center Services Agreement

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telecommunications circuits or facilities utilized by Contractor to bring calls to the Facility
1.6 The connection from Contractor to PREPA computer systems shall be through PREPA's server. It must also meet security and compliance guidelines -PCl , DSS, P11, physical \& logical access. Must provide vulnerability \& penetration testing or certification by third party.
1.7 PREPA shall have the right to implement an extensive monitoring program. PREPA may perform remote and on-site CSR monitoring. Contractor shall monitor at least 4 calls per CSR per month
$\qquad$
1.8 The following shall be considered "Deliverables" for purposes of the Agreement (i) any and all reports prepared and/or delivered pursuant to the Agreement, (ii) the Training and Script Manual, (iii) the Disaster Recovery Plan, and (iv) the Transition Plan.
1.9 Contractor shall provide adequate training to the CSRs regarding the operation of the applicable equipment and technology, assuring that such training does not interfere with Contractor's performance of the Services. This training must be free of any additional charge. In addition, Contractor shall provide to the CSRs the training required by PREPA from time to time (including, without limitation, training regarding PREPA's scripted call flows that CSRs will follow). All CSRs utilized for the services will be fully trained in PREPA's procedures and call handling scripts.-

## Call Center Services Agreement <br> Page 8

1.10 In the event of the expiration or termination of all or of part of the Services being provided under the Agreement, Contractor shall cooperate with PREPA to facilitate the transfer of the affected Services to PREPA or a third party service provider, as applicable, or PREPA's designee. Prior to the expiration or termination date, Contractor shall assist PREPA in developing a plan which must specify the tasks to be performed by the parties in connection with the transfer of the affected Services for the performance of such tasks. $\qquad$
1.11 Voice Calls Volume Forecasts: PREPA shall provide Contractor with a forecast of the voice calls volume expected to be received during a month period. Ten (10) days before the end of month, PREPA shall also provide Contractor a voice call volume forecast, for the next three (3) months. The forecast submitted by PREPA, for the following month, will be considered as final. Contractor will provide, within seven (7) days before the end of month, the "measurement" staffing of said forecast, which will be considered as the final staffing, after the approval from PREPA.
1.12 During the current month, a call volume forecast must be submitted for the remaining full weeks of the month. PREPA and Contractor shall conduct weekly meetings with the purpose of coordinating the necessary adjustments, if any, in order to comply with the service level and quality required in the Agreement.--.---

## Call Center Services Agreement

 Page 91.13 Contractor shall be responsible to maintain, and not exceed, the hours included in the Final Staffing, as approved by the parties. If any extension of hours is required, Contractor shall request in writing an authorization from PREPA before the performance of any adjustment. Final Staffing is the official document, approved by the parties, were the hours (staff time) are established for the following month. The approval of the Final Staffing must be submitted via email, by the authorized representatives of the parties. During the weekly meetings, the parties can amend the Final Staffing, in writing.
1.14 Performance - Contractor will perform hereunder with the care, skill, prudence and diligence that a prudent person acting in a like capacity and familiar with the subject matter would use.
1.15 Warranty of Licensing, Compliance with Law, Qualification, Compliance with Rules, Nondiscrimination - Contractor shall obtain and maintain during the performance of the services hereunder all permits, licenses and authorizations required by all applicable authorities to perform such services. Furthermore, Contractor hereby represents, warrants, and agrees that its performance hereunder will conform to all applicable laws and regulations. Contractor warrants that all employees utilized by Contractor pursuant to this Agreement will be fully trained, equipped and competent and will perform their duties in a safe, courteous manner and will work harmoniously with PREPA's personnel. Contractor will also comply with all applicable laws pertaining to

## Call Center Services Agreement

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nondiscrimination in employment and facilities. $\qquad$
1.16 Equipment - Contractor will be responsible for the acquisition, maintenance, inventory, storage, and control of all equipment, materials, supplies, and any special equipment required to perform the Services.
1.17 Service provided to others - PREPA acknowledges and agrees that Services may be provided to PREPA in conjunction with Services that Contractor may provide to third parties. Notwithstanding anything contained in any other agreement to the contrary, Contractor agrees that Services provided for PREPA, its employees and agents, will be provided pursuant to and in accordance with the provisions of this Agreement.
1.18 Service Level Performance Credits - Will be incurred by Contractor when Service Level Performance falls below the target over a 24 hour period. For every day when Service Level Performance is below the target, PREPA will receive credit for such day's charges in Contractor's monthly invoice.
$\qquad$
1.19 Performance Credit Exclusions - Contractor will not incur in Service Level Performance Credits in the following cases: $\qquad$
A. When call volume for a given day exceeds the call volume baseline agreed between PREPA and Contractor $\qquad$

## Call Center Services Agreement

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B. The failure of any PREPA circuits or equipment that impacts the performance of Contractor's Call Center Services. $\qquad$
C. Force Majeure Event as defined in Article 8, Force Majeure of this Agreement.
1.20 Additional Provisions Regarding the Services. Any and all changes and/or modifications to the scope of the services shall be in writing and must be signed by both Parties. The Contractor represents that it has or shall obtain, or cause to be obtained, all personnel necessary to undertake and provide the Services in a manner satisfactory to PREPA. The Contractor may not subcontract any of the Services that it has committed to perform or provide pursuant to this Contract without the prior written approval of the Chief Executive Officer of PREPA or any of his or her authorized representatives. Such consent to subcontract shall not relieve the Contractor of its full responsibilities under this Contract. Consent to the subcontracting of any part of the services shall not be construed to be an approval of said subcontract or of any of its terms, but shall operate only as an approval of the Contractor's request for execute a contract with its chosen subcontractor (hereinafter a "Subcontractor"). The Contractor shall be responsible for all services performed by the Subcontractor and all such services shall conform to the provisions of this Contract.

## ARTICLE 2 - CONSIDERATION AND PAYMENT

## Call Center Services Agreement <br> Page 12

2.1 In accordance with the terms and conditions contained herein, PREPA will pay Contractor the rates specified in section 2.2 of this Article. The total amount to be paid under this Agreement ending in $\qquad$ , shall not exceed a cumulative amount of \$ $\qquad$ subject to the terms and conditions contained in Article 6, Term/Termination and Article 12.7, Novation, providing for possible written amendment (s) if agreed upon by both parties $\qquad$ All payments to be made under this Contract will be charged to account number 01-4017-90500-550-382. The rates per hour are \$__ per Representative. $\qquad$ In case PREPA exercises its option to extend the term of the Contract, as provide in Article 6, the maximum amount to be paid under the Contract for each extended period shall be $\$$ $\qquad$

$\qquad$
2.2 Contractor shall submit monthly invoices within the first thirty (30) days following the period invoiced which will include a description of the services rendered and the number of hours spent by each person. Each invoice shall be itemized and must be duly certified by an authorized representative of the Contractor. PREPA will review the invoices within thirty (30) days of receipt and if they are in compliance with the requirements set forth in the Contract, it will proceed with payment. Payment is due within sixty (60) days of receipt. PREPA reserves the right to conduct the audits it deems necessary, and it will not be subject to finance charges regarding invoice payments subject to an audit. In the event of a dispute over the invoice, PREPA will pay the amount of the invoice not in dispute,

## Call Center Services Agreement

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and withhold the disputed amount until the dispute is resolved.

All invoices submitted by Contractor shall include the following Certification in order to proceed with its payment:

## No Interest Certification:

Under penalty of absolute nullity, I hereby certify that no employee, official or director of PREPA is a party or has been granted any interest or payment by Contractor in the profits or benefits to be obtained under this Contract by Contractor or if any employee, official or director of PREPA has any interest in the profits or benefits under this Contract a waiver has been previously obtained. I, also certify that the only consideration to provide the services under this Contract to Contractor is the payment agreed with PREPA's authorized representative. The total amount of this invoice is fair and correct. The services were provided and no payment has been received for said concept.

## Contractor's Representative

This is an essential requirement and those invoices without this Certification will not be processed for payment. In order to comply with the certification requirements set forth above, Contractor shall require that subcontractors providing Services also make the certification set forth above in any invoices submitted in connection with the Services.

The Contractor shall immediately notify PREPA when the billing under the Contract amounts seventy-five percent (75\%) of the maximum amount under the Contract. Once this notification has been issued, the Contractor, in coordination

## Call Center Services Agreement

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with PREPA, will ensure that no services will be rendered in excess of the contract price, except that a written amendment is agreed upon by both parties. In addition, the Contractor shall present an itemized list of the remaining billable works under the Contract. $\qquad$

All invoices have to be sent to the following address:

Puerto Rico Electric Power Authority
Attn: Noriette Figueroa Meléndez
Customer Service Director
PO Box 364267
San Juan, Puerto Rico 00936-4267
2.3 PREPA will deduct and withhold at the source to the Contractor the equivalent of ten percent (10\%) from payment for services rendered under this Contract in Puerto Rico, in compliance with the New Puerto Rico Internal Revenue Code, Law 1 2011, Section 1062.03, as amended. Notwithstanding the aforementioned, the withholding to be done by PREPA as herein stated could be increased to twenty percent (20\%) in the event that the Contractor is a nonresident individual, which is a U.S. citizen, as provided by the New Puerto Rico Internal Revenue Code, section 1062.08; or twenty-nine percent (29\%) in the event that the Contractor is a non-resident and non U.S. citizen individual; or a foreign corporation or partnership which is not dedicated to industry or business in Puerto Rico, as provided by the New Puerto Rico Internal Revenue Code,

## Call Center Services Agreement

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section 1062.08. PREPA shall provide a certificate stating that such tax withholding was collected. $\qquad$
If a Release Letter has been issued to the Contractor by the Treasury Department, the Contractor shall be responsible to submit a copy of said Release Letter to PREPA for every calendar year; otherwise, payments under the Contract shall remain subject to withholding at source. All invoices shall be segregated by categories (services, materials, equipment, etc.), to identify the amounts subject to withholding and avoid undue deductions.
$\qquad$
2.4 In compliance with Executive Order 1991 OE- 24; and C.F.R. Part 404 et. seq., the Contractor will be responsible for rendering and paying the Federal Social Security and Income Tax Contributions for any amount owed as a result of the income, from this Contract.
2.5 The Contractor shall not request any payment for Services rendered under the terms of this Contract until it has been registered by PREPA at the Office of the Comptroller of Puerto Rico as established in Act 18-1975, as amended. PREPA undertakes to register this Contract pursuant to such Act within fifteen (15) days after the execution of this Contract.

## ARTICLE 3 - CONTRACTOR'S EMPLOYEES

3.1 PREPA and the Contractor agree that Contractor's status hereunder and the status of any agents, employees and subcontractors engaged by the Contractor

## Call Center Services Agreement <br> Page 16

shall be that of an independent contractor only and not that of an employee, agent, director or officer of PREPA nor shall they be considered a public servant of neither PREPA nor the Commonwealth of Puerto Rico. The Contractor recognizes that its personnel shall not be entitled to employment benefits such as vacations, sick leave, retirement benefits and other benefits from PREPA because of its condition as an independent contractor. Neither the Contractor nor its personnel shall have any authority or right to enter into contracts on behalf of PREPA. No provision of this Contract shall be deemed to create an employment relationship between Contractor or his employees and PREPA.-------
3.2 The employees of Contractor engaged in performing Services hereunder will be considered employees of Contractor for all purposes and will under no circumstances be deemed to be employees of PREPA. PREPA will have no supervisory power or control over any such Contractor's employees and any complaint or change in procedure will be communicated by PREPA to Contractor who will in turn promptly give any necessary instructions to its personnel. $\qquad$
3.3 Contractor will be responsible for the direct supervision of its employees through its designated representative and such representative will in turn, report to and confer with the designated agents of PREPA with respect to the Services. $\qquad$
3.4 Contractor agrees to assume full and complete responsibility for any and all liability to its employees on account of injury, disability, and death resulting from,

## Call Center Services Agreement Page 17

or sustained by said employees in the performance of the Services defined herein.--
3.5 At PREPA's request, Contractor will immediately remove from service any employee whose acts or omissions will be a violation of applicable law or constitute a breach of this Agreement
3.6 Both parties agree to accept full and exclusive liability for the payment of any and all taxes, contributions, and other payments for unemployment compensation and/or pension benefits, Worker's Compensation, employers liability insurance or annuities now or hereafter imposed upon employers as applicable to them with respect to its employees and each party will make such payments and will make and file any and all reports and returns and take all other actions necessary to comply with the laws imposing such taxes, contributions, or other payments. $\qquad$
3.7 Contractor agrees to hold PREPA harmless and to indemnify and defend PREPA in full for any and all damages, claims, assessments, penalties, liabilities, charges, attorney's fees or other losses incurred during or following the term of this Agreement, which result from any assertion, claim, determination or adjudication that Contractor any of its employees are employees of PREPA, including, but not limited to, any claim, determination or adjudication made pursuant to the Internal Revenue Code, any of Puerto Rico Unemployment laws and regulations, compensation Law, or any other federal, state or local wage,

## Call Center Services Agreement

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employment, insurance, labor and other laws, statutes, regulations and ordinances $\qquad$
3.8 Contractor represents and warrants that the employees used in the performance of the Services hereunder will have the qualifications, skills and experience necessary to perform the Services and will have the work records as represented to PREPA
3.9 In the performance of this Agreement, Contractor will comply with all applicable statutes, regulations, ordinances pertaining to nondiscrimination in employment and facilities.

## ARTICLE 4 - INDEMNITY

4.1 PREPA agrees and hereby undertakes to release, indemnify, defend, and hold harmless Contractor, its directors, officers, employees, agents and., successors, and assigns from and against any and all liability, damages, claims, civil penalties, suits, losses, penalties or actions of every name and description, including claims of infringement of any third party's intellectual property rights and any and all costs and expenses related thereto, including the defense thereof, reasonable attorney's fees and court costs arising out of or resulting from any act or omission of PREPA, its directors, officers, employees, agents, successors, and assigns in connection with PREPA 's performance under this Contract, except to the extent caused by (a) the gross negligence, recklessness or willful misconduct of Contractor, its directors, officers, employees, agents, successors and/or assigns or (b) arising from or in connection with a violation of

## Call Center Services Agreement

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applicable law by Contractor, its directors, officers, employees, agents, successors or assigns.
4.2 Contractor agrees and hereby undertakes to release, indemnify, defend, and hold harmless PREPA, its directors, officers, employees, agents, and successors, and assigns from and against any and all direct liability, damages, claims, civil penalties, suits, losses, penalties or actions of every name and description, including claims of infringement of any third party's intellectual property rights and any and all costs and expenses related thereto, including the defense thereof, reasonable attorney's fees and court costs arising out of or resulting from the act or omission of Contractor, its directors, officers, employees, agents, successors, and assigns in connection with Contractor's performance under this Contract, except to the extent caused by (a) the gross negligence, recklessness or willful misconduct of PREPA, its directors, officers, employees, agents, successors or assigns and/or (b) arising from or in connection with a violation of applicable law by PREPA, its directors, officers, employees, agents, successors or assigns. $\qquad$
Notwithstanding Articles 4.1 and 4.2, in the event that a government entity brings a criminal or civil action against a Party, that Party will have the right to control the management and settlement of such matter. This does not constitute a waiver of the other Party with respect to any right it may have under the circumstances that gives rise to such criminal or civil action, including, but not limited to, the right to intervene in any action against a Party involving the

## Call Center Services Agreement

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services provided under the Agreement or initiate any other claim, suit or action.-

Neither Party will have the right to make any admissions on behalf of the other Party.

Notwithstanding the aforementioned, in the course of any action brought against either Party, each Party, at its own expense, will provide reasonable assistance to the other Party, including but not limited to reasonable access to documents and personnel. Prior to such access, the Parties shall take those precautionary measures including, but not limited to, the execution of any document, that may be necessary to protect and preserve as confidential any information of such nature. Such reasonable assistance will not require a Party to breach or waive any privilege or legal right, including but not limited to the attorney-client privilege applicable to communications between each Party and its respective legal counsel.

## ARTICLE 5 - CONFIDENTIALITY

5.1 Contractor will presume that any information, including, without limitation, business plans, customer data, employee data, financial information, or contractual information, whether written, verbal or electronic, provided to or observed by Contractor or developed by Contractor in connection herewith is confidential information unless Contractor is informed by PREPA to the contrary or, by its nature, it is public or intended to be shared in the course of Contractor's performance hereunder. Contractor will take reasonable precautions, including the

## Call Center Services Agreement

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same precautions it takes to protect its own confidential information, to ensure that no confidential information is disclosed to any third party. Contractor's obligations under this article will not apply to any of the following: (a) information in the public domain or available to the public; (b) information available from third parties without any non-disclosure obligation to PREPA ; (c) or any disclosure of confidential information required by any court, regulatory order or other service of legal process, in which case Contractor will provide PREPA prompt notice of any such order or process and cooperate with PREPA in responding such requirement.-----
5.2 If this Contract terminates for any reason, Contractor shall maintain in strictest confidence both; during the term of this Contract and subsequent to termination of this Contract, and shall not during the term of this Contract or thereafter disclose or divulge to any person, firm, or corporation, or use directly or indirectly, for its own benefit or the benefit of others, any information which in good faith and good conscience ought to be treated as confidential information including, without limitation, information relating to PREPA's customers, operations or intellectual property or relating to the business or affairs of PREPA which Contractor may acquire or develop in connection with or as a result of the performance of the Services hereunder. In the event of an actual or threatened breach by Contractor of the provisions of this paragraph, PREPA shall be entitled to injunctive relief for such breach. Nothing herein shall be construed as prohibiting PREPA from pursuing any other legal remedies available, including

## Call Center Services Agreement

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the recovery of damages from Contractor.
5.3 Contractor acknowledges and agrees that in connection herewith, PREPA may provide Contractor with access to several of PREPA's computer and communications systems. Contractor acknowledges and agrees that under no circumstances will it permit the systems to be used for any purpose other than those required in connection with its performance under this Agreement. Contractor agrees that it will maintain the confidentiality of codes, passwords and user names required to access those systems ("Access Information") and any information accessed via those systems and will promptly report by telephone and then in writing any compromise of the Access Information or accessed information to PREPA. Contractor will also properly secure the equipment required to access the systems and will promptly report by telephone and then in writing any damage or problems therewith.

## ARTICLE 6 - TERM/TERMINATION

The term of this agreement will commence on the date of its signature by both parties and will continue in effect until $\qquad$ . PREPA, at its sole discretion, may extend the term up to two (2) additional periods of two (2) years, subject to the availability of funds, in which case PREPA will notify the Contractor at least fifteen (15) days prior to the expiration of the Original Term

## Call Center Services Agreement

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## Termination for Convenience

Either party shall have the right to terminate this Contract for convenience, at any moment, by providing the other party thirty (30) days written notice by registered mail, return receipt requested, or overnight express mail. If notice is given, this Contract shall terminate upon the expiration of thirty (30) days and PREPA shall be obligated to pay all fees and expenses incurred up to the day of effective termination, in accordance with the terms of this Contract. The rights, duties and responsibilities of the Parties shall continue in full force and effect during the thirty (30) day notice period. Contractor shall have no further right to compensation except for what has been accrued for services rendered under this Contract until said date of effective termination.

## Termination for Cause

PREPA shall have the right to terminate this Contract immediately in the event of negligence, dereliction of duty, noncompliance, or material breach by the Contractor, as determined in the sole discretion of PREPA, or for any other reason described elsewhere in this Contract as a basis for termination. In the event the Contract is terminated by PREPA for cause, PREPA shall be obligated to pay all fees and expenses incurred up to the day of effective termination, in accordance with the terms of this Contract. Contractor shall have no further right to compensation except for what has been accrued for services rendered under

## Call Center Services Agreement

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this Contract until said date of effective termination.

Upon written notice to Contractor from PREPA stating that Contractor is in breach of the Contract, Contractor will immediately remedy such breach. Where Contractor fails to remedy such breach within ten (10) days or to promptly initiate and continue in good faith to remedy a breach that cannot be reasonably remedied in ten (10) days, PREPA will have the right to terminate the Contract upon five (5) days' notice to Contractor. Contractor further agrees that if it commits a substantially similar breach more than twice in any three (3) month period, regardless of remedy, PREPA will have the right to terminate the Contract upon notice to Contractor.

## ARTICLE 7- LIMITATION OF LIABILITY

In no event will Contractor or its respective licensors or suppliers have any liability for any, indirect or consequential damages, loss of profits or revenue, loss or corruption of data, toll fraud, cost of cover, or substitute goods or performance. The total aggregate liability of either party for all claims arising out of or in connection with this Agreement will not exceed an amount equal to the total amount of all fees paid or payable under this Agreement. However, the limitations of liability in this section will not apply in cases of willful misconduct, personal injury or breaches of Contractor's license restrictions. The limitations of liability in this section also will apply to any liability of directors, officers,

## Call Center Services Agreement

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employees, agents and suppliers. The limitations of aggregate liability will not apply to contractual indemnification obligations provided in this Agreement. Notwithstanding the liabilities limits established herein, Contractor shall save and hold harmless and indemnify PREPA for all reasonable expenses and costs of any nature (including reasonable attorney's fees) incurred by PREPA and arising out of or from its fault, negligence or willful misconduct and thereby results in a claim made by any third person for physical injuries, including death, or for property damage, due to the fault or negligence of Contractor, in the performance or nonperformance of its obligations under the Agreement, but not to the extent directly caused by negligence or tort of PREPA or a third party, which is not an employee or subcontractor of Contractor

With respect to any indemnity set forth in this Agreement, each indemnities shall give prompt notice of its receipt of any threat, indication or other notice of any claim, investigation or demand that might give rise to any losses required to be indemnified hereunder and shall reasonably cooperate in the defense of such claim. The Indemnifying party shall have the right to conduct defense of such action at its sole expense.

## ARTICLE 8 -FORCE MAJEURE

8.1 Notwithstanding anything to the contrary herein contained, it is agreed that either party hereto will be relieved of its obligations hereunder in the event and to the extent that performance hereof is delayed or prevented by any cause beyond its

## Call Center Services Agreement

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control and not caused by the party hereto claiming relief hereunder, including, without limitation, acts of God, public enemies, war, insurrection, acts or orders of governmental authorities, fire, flood, explosion, riots, strikes or the recovery from such cause ("force majeure"). Contractor agrees that where relief is obtained under this Article, Contractor shall make its best efforts to resume Service and, where applicable, to meet the applicable timetable for the Services. $\qquad$
8.2 Notice of Failure - Contractor agrees to consult with and advise PREPA of any anticipated delay or failure, as soon as it becomes aware of such anticipated delay or failure or the possibility thereof, whether for force majeure or not, and, where applicable, the re-establishment of applicable timetables.
$\qquad$

## ARTICLE 9 - INSURANCE

Contractor shall secure and maintain in full force and effect, during the life of this Agreement as provided herein, policies of insurance covering all operations engaged in by the Agreement as follows: $\qquad$

1. Commonwealth of Puerto Rico Workmen's Compensation Insurance: Contractor shall provide Workmen's Compensation Insurance as required by the Workmen's Compensation Act of the Commonwealth of Puerto Rico. Contractor shall also be responsible for compliance with said Workmen's Compensation Act by all its subcontractors, agents and invitees, if any, or shall certify that such subcontractors, agents and invitees have obtained said

## Call Center Services Agreement

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policies on their own behalf. Contractor shall furnish to PREPA a certificate from the Puerto Rico's State Insurance Fund showing that all personnel employed in the work are covered by the Workmen's Compensation Insurance, in accordance with this Agreement.
2. Employer's Liability Insurance: Contractor shall provide a Commercial General Liability Insurance with minimum bodily injury limits of $\$ 1,000,000$ per occurrence and \$1,000,000 aggregate. The Commercial General Liability Insurance required under this Agreement, shall be endorsed to include: (a) As additional Insured: Puerto Rico Electric Power Authority, PO Box 364267, San Juan, Puerto Rico 00936-4267; (b) A thirty (30) day cancellation or nonrenewable notice to be sent to the above address by the Contractor.
3. Commercial General Liability Insurance: Contractor shall provide a Commercial General Liability Insurance with limits of $\$ 1,000,000$ per occurrence and \$1,000,000 aggregate. This insurance must include Personal Injury coverage.
4. Fidelity Bond: Contractor shall provide a Fidelity Bond in the amount of $10 \%$ of the Agreement's price to protect Contractor from employee-dishonesty losses.

Requirements Under the Policies:

## Call Center Services Agreement

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The Commercial General Liability Insurance required under this Agreement shall endorsed to include:
$\qquad$

1. As Additional Insured:

Puerto Rico Electric Power Authority (PREPA)
Risk Management office
PO Box 364267
San Juan, PR 00936-4267
2. A 30 day cancellation or nonrenewable notice to be sent to the above address.
3. An endorsement including this Agreement under contractual liability coverage and identifying it by number, date and parties to the Agreement. $\qquad$
4. Waiver of Subrogation in favor of the Puerto Rico Electric Power Authority (PREPA).
5. Breach Of Warranties or Conditions: $\qquad$
"The Breach of any warranties or Conditions in this policy by the Insured shall not prejudice PREPA'S rights under this policy" $\qquad$
Bonds: $\qquad$
As an Agreement security, Contractor shall furnish at the time of execution of the Agreement:

1. A Performance Bond in the amount of one hundred percent (100\%) of the Agreement's price with good and sufficient surety satisfactory to the Puerto Rico Electric Power Authority (PREPA) guaranteeing that Contractor will well

Call Center Services Agreement
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and faithfully perform the Agreement's work.
$\qquad$
2. A Payment Bond in the amount of one hundred percent (100\%) of the agreement price, with good and sufficient surety satisfactory to the Puerto Rico Electric Power Authority (PREPA) to guarantee the prompt payment of all labor, supervision, equipment and materials required in the performance of the work.-
3. All bonds shall be issue in the official form of the Puerto Rico Electric Power Authority (PREPA).

Furnishing Of Policies:
All required policies of insurance shall be in a form acceptable to PREPA and shall be issued only by insurance companies authorized to do business in Puerto Rico. Contractor shall furnish a certificate of insurance in original signed by an authorized representative of the insurer in Puerto Rico, describing the coverage afforded.

## ARTICLE 10 - CONTACT \& NOTICES

10.1 Each party agrees that it will designate a Contact who will be primarily responsible for coordinating that party's performance under this Agreement and managing the relationship with the other party. Each will have the right to specify a Backup Contact and change its Contact and Backup Contact by notice to the other. Each may specify Contacts for particular purposes, but that will not relieve

## Call Center Services Agreement

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that party from its obligations under the first sentence hereof.
$\qquad$
10.2 Except where specified elsewhere in this Agreement, any and all notices, documents, records, correspondence, approvals or demands required or permitted to be given by the parties hereto will be sufficient if made in writing and sent by mail, postage prepaid, overnight courier, delivered by hand, or via e-mail. Where sent by mail, such notices will also be sent by facsimile. Notices to PREPA will be addressed to:

Puerto Rico Electric Power Authority
Attn: Noriette Figueroa Meléndez
Customer Service Director
P O Box 364267
San Juan, Puerto Rico 00936
E-mail: noriette.figueroa@prepa.com
and to Contractor addressed to:

## ARTICLE 11 - CHOICE OF LAW AND FORUM SELECTION

11.1 The parties hereto acknowledge and agree that this Agreement will be governed under the laws, of the Commonwealth of Puerto Rico.
11.2 Also, the Parties expressly agree that only the Courts of the Commonwealth of Puerto Rico will be the courts of competent and exclusive jurisdiction to decide

## Call Center Services Agreement <br> Page 31

over the judicial 'controversies that the appearing Parties may have among them regarding the Terms and Conditions of this Agreement. $\qquad$
11.3 During Term of this Agreement, any change in law, including, but not limited to, changes in applicable tax law, which causes an increase in Contractor's costs when providing the Services to be acquired by PREPA, shall be Contractor's responsibility, and PREPA shall not be obliged to increase the Contract Price.----

## ARTICLE 12 - MISCELLANEOUS

12.1 Advertising - Neither party hereto will use the name, trademarks, or service marks of the other for any purpose without the prior written consent of the other.--
12.2 Assignment - Contractor shall not assign nor subcontract its rights and obligations under this Contract, except in the event PREPA give written authorization for such actions. Provided, that no subcontract shall be considered for PREPA's approval, except when the following requirements are met: (1) Contractor delivers to PREPA a copy of the subcontract, not less than thirty (30) days prior to the effective date of the proposed subcontract; (2) the subcontract includes, as a condition for its legal validity and enforceability, a provision whereby PREPA has the right to substitute, subrogate or assume Contractor's rights under the subcontract, in the event that PREPA declares Contractor in breach or default of any of the Contract terms and conditions; and (3) the subcontract includes, as a condition for its validity and enforceability, a provision establishing for the subcontractor the obligation to comply with all Contractor's

## Call Center Services Agreement

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obligations under the Contract (mirror image clause), except for such obligations, terms and conditions which exclusively related with works or services not included under the subcontract. A request to subcontract shall specify the issues or matters that will be referred to the subcontractor.--------
12.3 Severability - The invalidity or unenforceability of any provisions of this Agreement shall not affect the validity or enforceability of any other provision of this Agreement, which shall remain in full force and effect.
12.4 Waiver - No waiver of any breach of any portion of this Agreement will constitute a waiver of any subsequent breach of the same or any other provisions hereof, and no waiver will be effective unless made in writing.
12.5 Whole Agreement - This Agreement and each Appendix incorporated herein by reference, represent the entire agreement between the parties hereto and supersedes any prior agreement or proposed variation from their terms contained therein.
12.6 Conflicts with Other Documents - In the event of any conflict between any terms and/or conditions contained on any forms or documents exchanged by the parties of this Agreement, the terms and conditions of this Agreement will govern.
---
12.7 Novation- The Parties expressly agree that no amendment or change order, which could be made to the Contract during its term, shall be understood as a contractual

## Call Center Services Agreement <br> Page 33

novation, unless both Parties agree to the contrary, specifically and in writing. The previous provision shall be equally applicable in such other cases where PREPA gives Contractor a time extension for the compliance of any of its obligations under this Contract, or where PREPA dispenses the claim or demand of any of its credits or rights under the Contract.
12.8 Survival - The representations, warranties, indemnities, limitation of liability, confidentiality and work product provisions contained herein will survive the termination or expiration of the Agreement
12.9 Employees not to Benefit - The parties hereby declare that, to the best of their knowledge, no public officer or employee of the Commonwealth of Puerto Rico, its agencies, instrumentalities, public corporations or municipalities or employee of the Legislative or Judicial branches of the Government has any direct or indirect interest in the present Agreement. Contractor certifies that neither him nor any of its partners, directors, executives, officers, and employees receive salary or any kind of compensation for the delivery of regular services by appointment in any agency, instrumentality, public corporation, or municipality of the Commonwealth of Puerto Rico.

## ARTICLE 13 - COMPLIANCE WITH THE COMMONWEALTH OF PUERTO RICO CONTRACTING REQUIREMENTS

The Contractor will comply will all applicable Law, Regulations, or Executive Orders that regulate the contracting process and requirements of the Commonwealth of Puerto Rico.

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## A. Filing of Puerto Rico Income Tax Returns

In compliance with Executive Order Number OE-1991-24 of June 18, 1991, the Contractor hereby certifies that it has filed all the necessary and required income tax returns to the Government of Puerto Rico for the last five (5) years. As evidence thereof, Contractor has delivered to PREPA an Income Tax Return Filing Certificate, issued by the Treasury Department of Puerto Rico assuring that Contractor has filed his Income Tax Return for the last five (5) tax years (Form SC 6088). The Contractor accepts and acknowledges its responsibility for requiring and obtaining a similar warranty and certification from each and every Contractor and Subcontractor whose service the Contractor has secured in connection with the services to be rendered under this Contract and shall forward evidence to PREPA as to its compliance with this requirement.

## B. Payment of Puerto Rico Income Taxes

In compliance with Executive Order Number OE-1991-24 of June 18, 1991, the Contractor, hereby certifies that it has complied and is current with the payment of any and all income taxes that are, or were due, to the Government of Puerto Rico. As evidence thereof, Contractor has delivered to PREPA a certification issued by the Treasury Department of Puerto Rico indicating that Contractor does not owe taxes to the Commonwealth of Puerto Rico; or is paying such taxes by an installment plan in full compliance with its terms (Form SC 6096). During the term of this Contract, the Contractor agrees to pay and/or to remain current

## Call Center Services Agreement Page 35

with any repayment plan agreed to by the Contractor with the Government of Puerto Rico. The Contractor accepts and acknowledges its responsibility for requiring and obtaining a similar warranty and certification from each and every Contractor and Subcontractor whose service the Contractor has secured in connection with the services to be rendered under this Contract and shall forward evidence to PREPA as to its compliance with this requirement. $\qquad$
C. Compliance with Requirements of the Department of Labor and Human Resources of the Commonwealth of Puerto Rico.

Pursuant to Executive Order Number 1992-52, dated August 28, 1992 amending OE-1991-24, the Contractor certifies and warrants that it has made all payments required for unemployment benefits, workmen's compensation and social security for chauffeurs, whichever is applicable, or that in lieu thereof, has subscribed a payment plan in connection with any such unpaid items and is in full compliance with the terms thereof. As evidence thereof, Contractor has delivered to PREPA:

1. A certification issued by the Bureau of Employment Security (Negociado de Seguridad de Empleo) of the Puerto Rico Department of Labor and Human

Resources certifying that Contractor does not owe taxes regarding Unemployment or Disability Insurance.
2. A certification issued by the Program for Social Security for Chauffeurs and

## Call Center Services Agreement

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Other Employees of the Puerto Rico Department of Labor and Human Resources certifying that contractor has no debt with respect to such program.-

## D. Real and Personal Property Taxes

Contractor hereby certifies and guarantees that it does not have any current debt with regard to property taxes that may be registered with the Government of Puerto Rico's Municipal Tax Collection Center (known in Spanish as Centro de Recaudación de Ingresos Municipales ("CRIM")). The Contractor further certifies to be current with the payment of any and all property taxes that are or were due to the Government of Puerto Rico. The Contractor shall provide:

1. A certification issued by the Municipal Revenues Collection Center ("MRCC"), assuring that Contractor does not owe any tax accruing during the last five (5) years to such governmental agency with respect to personal property; or negative Debt certification issued by the MRCC with respect to personal property taxes and a sworn statement executed by Contractor indicating that (i) its revenues are derived from the rendering of professional services, (ii) during the last 5 years (or the time in which it has been providing professional services) it has had no taxable business or personal property on the 1st of January of each year, (iii) that for such reasons it has not been required to file personal property tax returns, as required under Article 6.03 of Act 83-1991, as amended and (iv) that for such reason it does not have an electronic tax

## Call Center Services Agreement

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file in the MRCC's electronic system. $\qquad$
2. All Concepts Debt Certification issued by the MRCC assuring that Contractor does not owe any taxes to such governmental agency with respect to real and personal property; or Negative certification issued by the MRCC with respect to real property taxes.

## E. Sales and Use Taxes

The Contractor has delivered to PREPA:

1. A Certification issued by the Puerto Rico Treasury Department indicating that Contractor does not owe Puerto Rico Sales and Use taxes to the Commonwealth of Puerto Rico; or is paying such taxes by an installment plan and is in full compliance with its terms.
2. A Puerto Rico Sales and Use Tax Filing Certificate, issued by the Treasury Department of Puerto Rico assuring that Contractor has filed his Puerto Rico Sales and Use Tax for the last sixty (60) contributory periods. $\qquad$
3. A copy of Contractor's Certificate of Merchant's Registration issued by the Treasury Department of Puerto Rico.
F. Puerto Rico Child Support Administration (ASUME)

Contractor hereby certifies that it is not duty bound to pay child support, or if so, that Contractor is up to date or has a payment plan to such effects. As evidence

## Call Center Services Agreement Page 38

thereof, the Contractor has delivered to PREPA a certification issued by the Puerto Rico Child Support Administration (known in Spanish as the Administración Para El Sustento de Menores (ASUME) certifying that the Contractor have any debt, outstanding debt, or legal procedures to collect child support payments that may be registered with ASUME. $\qquad$
G. Organization Documents

The Contractor shall provide:

1. A Good Standing Certificate issued by the Department of State of Puerto Rico
2. A Certification of Incorporation, or Certification of Organization or Certificate of Authorization to do business in Puerto Rico issued by the Department of State of Puerto Rico.
H. Compliance with Act No. 1 of Governmental Ethics

The Contractor will certify compliance with Act No. 1 of January 3, 2012, as amended, known as the Ethics Act of the Government of Puerto Rico, which stipulates that no employee or executive of PREPA nor any member of his or her immediate family (spouse, dependent children, or other members of his or her household or any individual whose financial affairs are under the control of the employee) shall have any direct or indirect pecuniary interest in the services to

Call Center Services Agreement
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be rendered under this Contract, except as may be expressly authorized by the Governor of Puerto Rico in consultation with the Secretary of Treasury and the Secretary of Justice of the Government. 3 L.P.R.A. § 8611 et seq.
I. Law Num. 127, May 31, 2004: Contract Registration in the Comptroller's Office of Puerto Rico Act

Payment for Services under this Contract will not be made until this Contract is properly registered in the Office of the Comptroller of the Government of Puerto Rico pursuant to Law Number 18 of October 30, 1975, as amended. $\qquad$
J. Prohibition with respect to execution by public officers: (3 L.P.R.A. 8615(c))

No public officer or employee authorized to contract on behalf of the executive agency for which he/she works may execute a contract between the agency for which he/she works and an entity or business in which he/she or any member of his/her family unit has or has had direct or indirect economic interest during the last four (4) years prior to his/her holding office.
K. Prohibition with respect to contracting with officers or employees: (3 L.P.R.A. 8615(d))

No executive agency may execute a contract in which any of its officers or employees or any member of their family units has or has had direct or indirect economic interest during the last four (4) years prior to their holding office, unless

## Call Center Services Agreement <br> Page 40

the Governor gives authorization thereto with the previous recommendation of the Secretary of the Treasury and the Secretary of Justice. $\qquad$
L. Prohibition with respect to contracts with officers and employees of other Government entities: (3 L.P.R.A. 8615(e))

No public officer or employee may be a party to or have any interest in any profits or benefits produced by a contract with any other executive agency or government dependency unless the Governor gives express authorization thereto with previous recommendation from the Secretary of the Treasury and the Secretary of Justice.
M. Prohibition with respect to evaluation and approval by public officers: (3 L.P.R.A. 8615(f))

No public officer or employee who has the power to approve or authorize contracts shall evaluate, consider, approve or authorize any contract between an executive agency and an entity or business in which he/she or any member of his/her family unit has or has had direct or indirect economic interest during the last four (4) years prior to his/her holding office. $\qquad$
N. Prohibition with respect to execution by public officers contracts with former public officers: (3 L.P.R.A. 8615(h))

No executive agency shall execute contracts with or for the benefit of persons who have been public officers or employees of said executive agency until after two (2) years have elapsed from the time said person has ceased working as such. $\qquad$
O. Dispensation

Any and all necessary dispensations have been obtained from any government entity and that said dispensations shall become part of the contracting record.----
P. Rules of Professional Ethics

The Contractor acknowledges and accepts that it is knowledgeable of the rules of ethics of his or her profession and assumes responsibility for his or her own actions.

## Q. Anti-Corruption Code for a New Puerto Rico

1. Contractor agrees to comply with the provisions of Act No. 2-2018, as the same may be amended from time to time, which establishes the AntiCorruption Code for a New Puerto Rico. $\qquad$
2. The Contractor hereby certifies that it does not represent particular interests in cases or matters that imply a conflict of interest, or of public policy, between the executive agency and the particular interests it represents. $\qquad$

## Call Center Services Agreement

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3. Contractor shall furnish a sworn statement to the effect that neither Contractor nor any president, vice president, executive director or any member of a board of officials or board of directors, or any person performing equivalent functions for Contractor has been convicted of or has pled guilty to any of the crimes listed in Article 6.8 of Act $8-2017$, as amended, known as the Act for the Administration and Transformation of Human Resources in the Government of Puerto Rico or any of the crimes included in Act 2-2018.--------
4. Contractor hereby certifies that it has not been convicted in Puerto Rico or United States Federal court for under Articles 4.2, 4.3, or 5.7 of Act 1-2012, as amended, known as the Organic Act of the Office of Government Ethics of Puerto Rico, any of the crimes listed in Articles 250 through 266 of Act 1462012, as amended, known as the Puerto Rico Penal Code, any of the crimes typified in Act 2-2018, as amended, known as the Anti-Corruption Code for a New Puerto Rico or any other felony that involves misuse of public funds or property, including but not limited to the crimes mentioned in Article 6.8 of Act 8-2017, as amended, known as the Act for the Administration and Transformation of Human Resources in the Government of Puerto Rico.--------
5. PREPA shall have the right to terminate the Contract in the event Contractor is convicted in Puerto Rico or United States Federal court for under Articles $4.2,4.3$, or 5.7 of Act 1-2012, as amended, known as the Organic Act of the Office of Government Ethics of Puerto Rico, any of the crimes listed in

Articles 250 through 266 of Act 146-2012, as amended, known as the Puerto Rico Penal Code, any of the crimes typified in Act 2-2018, as amended, known as the Anti-Corruption Code for a New Puerto Rico or any other felony that involves misuse of public funds or property, including but not limited to the crimes mentioned in Article 6.8 of Act $8-2017$, as amended, known as the Act for the Administration and Transformation of Human Resources in the Government of Puerto Rico.--
R. Law 168-2000: Law for the Strengthening of the Family Support and Livelihood of Elderly People

The Contractor will certify that if there is any Judicial or Administrative Order demanding payment or any economic support regarding Act No. 168-2000, as amended, the same is current and in all aspects in compliance. Act No. 1682000 "Law for the Strengthening of the Family Support and Livelihood of Elderly People" in Spanish: "Ley para el Fortalecimiento del Apoyo Familiar y Sustento de Personas de Edad Avanzada", 3 L.P.R.A. §8611 et seq.
S. Provisions Required under Act 14-2004:

Contractor agrees that articles extracted, produced, assembled, packaged or distributed in Puerto Rico by enterprises with operations in Puerto Rico, or distributed by agents established in Puerto Rico shall be used when the service

## Call Center Services Agreement

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is rendered, provided that they are available. $\qquad$

## T. Consequences of Non-Compliance

The Contractor expressly agrees that the conditions outlined throughout this Section are essential requirements of this Contract. Consequently, should any one of these representations, warranties or certifications be incorrect, inaccurate or misleading, in whole or in part, there shall be sufficient cause for the PREPA to render this Contract null and void, and the Contractor shall reimburse the PREPA all moneys received under this Contract. If any of the certifications listed in items A through F of this Section shows a debt, and Contractor has requested a review or adjustment of this debt, Contractor hereby certifies that it has made such request at the time of the Contract execution. If the requested review or adjustment is denied and such determination is final, Contractor will provide, immediately, to PREPA a proof of payment of this debt; otherwise, Contractor accepts that the owed amount be offset by PREPA and retained at the origin, deducted from the corresponding payments. The Contractor accepts and acknowledges its responsibility for requiring and obtaining a similar warranty and certification from each and every Contractor and Subcontractor whose service the Contractor has secured in connection with the services to be rendered under this Contract and shall forward evidence to PREPA as to its compliance with this requirement.

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## ARTICLE 14 - TRANSFER OF FUNDS

14.1 If Contractor decides to assign or transfer an amount, due or payable, to which he is entitled for services rendered or goods provided during the term of this Contract, Contractor shall notify PREPA of such transfer of funds, in accordance to the provisions of Act 21-2012. Said notice shall clearly indicate the rights granted, including a copy of the contract under which the assignment or transfer of funds is made, the exact amount of funds to be assigned or transferred, and specific identification information regarding the assignee (full name of the person or company), address and any other contact information.
14.2 Contractor acknowledges and agrees that PREPA may deduct any amount, due or payable under this Contract, that Contractor owes; PREPA may retain any said amount if Contractor fails to fulfill its obligations and responsibilities under this Contract, or a claim arises for warranty or defects regarding the services rendered or goods provided under this Contract. Contractor also acknowledges and agrees that PREPA's payment obligation under any assignment of funds will cease upon payment of the outstanding amounts under this Contract. PREPA shall not be required to make payments or transfer any funds for an amount that exceeds the payment to which Contractor is entitled to under this Contract

## Call Center Services Agreement

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14.3 Contractor shall include with its notice of assignment of funds a cashier's check or money order for two hundred dollars (\$200), payable to "Puerto Rico Electric Power Authority", to cover administrative costs in processing such assignment.---

## ARTICLE 15 - MANDATORY CLAUSES PURSUANT ACT 3-2017

Both parties acknowledge and agree that the contracted services herein may be provided to another entity of the Executive Branch which enters into an interagency agreement with PREPA or by direct disposition of the Secretariat of Government. These services will be performed under the same terms and conditions in terms of hours of work and compensation set forth in this Agreement. For the purpose of this clause, the term "entity of the Executive Branch" includes all agencies of the Government of Puerto Rico, as well as all instrumentalities and public corporations...----

The office of the Chief of Staff shall have the authority to terminate this Agreement at any time.

## ARTICLE 16 - DISPUTES

Except as otherwise specifically provided in this Contract, all disputes concerning questions of fact arising under this Contract shall be decided by PREPA, subject to written appeal by the Contractor within thirty (30) days to the Executive Director. As soon as practicable thereafter, the Executive Director shall inform each party hereto of his decision regarding the dispute, which decision shall be final and conclusive upon the parties hereto; unless such decision is challenged on the basis of being arbitrary,

## Call Center Services Agreement

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malicious, or capricious. If such challenge is made, either party may pursue its remedy at law or equity. In the meantime, the Contractor shall diligently proceed with the work as directed.---------

## ARTICLE 17 - SEPARABILITY

If a court of competent jurisdiction or other tribunal declares any of the Contract provisions as null or invalid, such holding will not affect the validity and effectiveness of the remaining provisions of the Contract and the Parties agree to comply with their respective obligations under such provisions not included by the judicial declaration.------
$\qquad$

## ARTICLE 18-COMPLETE AGREEMENT

This document, together with all attachments referred to herein, constitutes the entire agreement between the parties as to this subject matter and supersedes all communications, negotiations, and agreements of the Parties, whether written or oral, other than these, made prior to the signing of this Contract. In case of conflict, the terms and conditions of this Contract, as signed by the parties, shall prevail.------------------

IN WITNESS THEREOF, the Parties hereto sign this Agreement in San Juan, Puerto Rico this $\qquad$ date of $\qquad$ of 2019

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By: José F. Ortiz Vázquez
Title: Chief Executive Officer
SSN: 660-43-3747

By:
Title:
SSN:
$\qquad$
$\qquad$


## RESOLUTION 4667

## REQUEST FOR PROPOSALS FOR CALL CENTER

WHEREAS: The Puerto Rico Electric Power Authority (PREPA) is a public corporation and an instrumentality of the Government of Puerto Rico created by Act No. 83 of May 2, 1941, as amended (Act No. 83). PREPA was created to provide electrical energy in a reliable way contributing to the general welfare and sustainable future of the people of Puerto Rico, maximizing benefits and minimizing social, environmental and economic impacts. In addition, PREPA provides a service based on affordable, fair, reasonable and nondiscriminatory cost that is consistent with environmental protection, non-profit, focused on citizen participation and its clients.

WHEREAS: Act No. 83 authorizes PREPA to grant contracts and formalize all the instruments that are necessary or convenient in the exercise of any of its powers.

Section 15(1)(a) of Act No. 83 states that all purchases and contracts for supplies or services, except professional services, entered into by PREPA, including its capital construction contracts, shall be conducted through a bid process.

WHEREAS: According to Section 15 (2)(f) of Act No. 83, a competitive bidding process shall not be necessary when in the judgment of the Governing Board, a competitive request for proposals (RFP) process for the acquisition of goods, equipment, materials or services must be carried out to encourage greater competition, reduce the risk of collusion and promote the best possible terms and conditions in benefit of greater savings and reduction of costs and operational expenses of PREPA.

WHEREAS: In a memorandum dated November 26, 2018, Mrs. Noriette Figueroa Meléndez, Customer Service Director, requested authorization to begin a Request for Proposals (RFP) process, to procure a call center solution services (Call Center) for receiving and handling all incoming calls from PREPA's customers. The requested services will
render the following benefits: minimize the waiting time to 5 minutes; minimize or reduce the abandoned calls percentage to $10 \%$; improve customer service satisfaction through a rapid and effective response; improve quality of service and diversify the services currently provided; reduce costs of overtime expenses and reduce costs related to the administration of the Call Center.

WHEREAS: The implementation of this project is essential to improve the quality of the services provided by PREPA to its clients. As part of the services to be contracted, the Call Center will manage requests from our customers for account analysis, service orders, bill payments, fix login issues on "Mi Cuenta" (www.aeepr.com), report and check outages, activation and/or reconnection of services through the remote metering system, report of emergencies, request of maintenance jobs such as tree trimming, public lighting, follow up work requests and additional customer service requests previously coordinated with PREPA.

WHEREAS: On November 29, 2018, Mr. Nelson Morales Rivera, Chief Financial Officer, certified that the budget for the Fiscal Year 2018-2019 includes the necessary funding for the RFP, in the amount of \$2,300.000.

WHEREAS: The selected company must have the ability to manage emails, letters, social media; faxes, live support software, as well as other forms of related work. The Call Center must have the capability to process more than 10,000 calls daily, conducted with a rigorous high service level to be measured by average response and abandoned calls percentage. To comply with these requirements, the selected company must have a sophisticated information and telecommunications infrastructure technology. This infrastructure must include, among other components, automatic call distribution equipment (ACD) interactive voice response unit (IVR), a service levels reporting software, call recording equipment, sufficient communications lines to receive a high volume of calls and the capacity to communicate real time with PREPA's Customer Service Center systems.

WHEREAS: The selected company must have scripts for calls, telephone etiquette, effective supervision, provide training for new agents when required by PREPA, capacity to incorporate new agents under specific circumstances (atmospheric events and work strikes). Also, the company must be experienced in high volume and complex services like the ones required by PREPA.

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WHEREAS: PREPA's General Counsel considered Mrs. Figueroa Meléndez memorandum and evaluated the request of the Customer Service Directorate. Taking as true and correct the information provided by Mrs. Figueroa Meléndez, PREPA's General Counsel recommended the RFP process for a Call Center.

THEREFORE: According to the applicable dispositions of Act No. 83, and after careful consideration of the General Counsel's recommendation, PREPA's Governing Board hereby resolves to:

1. Authorize an RFP process to contract the services of a Call Center that includes location, communication and information systems.
2. Delegate to PREPA's Chief Executive Officer the appointment of an evaluation committee to analyze the proposals and select the best alternative.
3. The Chief Executive Officer will present to the Governing Board the result of the RFP process before the signing of the contract.
4. The General Counsel will review the terms and conditions of the contract to ensure that they meet the legal requirements regarding government contracting.

Approved in San Juan, Puerto Rico, in $30^{\text {TH }}$ day of January two thousand nineteen.


26 de noviernbre de 2018

Fernàndo M. Padilla Padilla, Administradór
Oficint de Gestión de Proyectos e Innovación

Noriette Fipuroa Meléndez
Directora de Servicio al Cliente

## Solicitud de Propuestas Centro de Atención de Llamadas

Con el propósito de mejorar el servicio del Centro de Servicio al Cliente, solicitamos su autorización para realizar un proceso de Solicitud de Propuestas ( $R F P$, por sus siglas en inglés). De esta manera, la Autoridad de Energía Eléctrica (Autoridad) y nuestros olientes, pueden beneficiarse de lo sigulente:

- disminuir el tiempo de espera del cliente a .5 minutos o menos
- reducir el por ciento de llamadas abandonadas a un 10\%
-     - aumentar la satisfacción del cliente a través de una respuesta rápida y efectiva
a. aumentar lá calidad y diversidad de los servicios brindados al presente
- reducir el costo de tiempo extra
- reducir los costos asociados a la administración ḍel Centro de Llamadas

Los servicios de Centro de Atención Llamadas a contratar por la Autoridad son de naturaleza especializada, por las siguientes razones:

1. El Centro de Llamadas (Centro) es un servicio de misión ciftica para la Autoridad. Por medio del Centro, los clientes realizan pagos, informan emiergencias con el servicio eléctrico, problemas de servicio, órdenes de mantenimiento y de servicio, solicitud de reconexiones, entre otros. Ademảs, es uno de los canales de comunicación más importantes que nuestros clientes utilizan.

Fernando M. Padilla Padilla
26 de noviembre de 2018
Página 2

El Centro de Llamadas debe tenér capac̣idad para procesar más de diez mil de llamadas al dia, manteniendo unos rigurosos niveles de servicio (medidos como tiempo medio de respuesta y por ciento de llamadas abandonadas).
2. Para satisfacer los requisitos anteriores, la compañifa que provea el servicio a la Autoridad debe de contar con una infraestructura de tecnologia de información y telecomunicaciones sofisticada, que incluya entre ofros componentes, equipo de distribucion automática de llamadas (ACD, por sús siglas en inglés), unidad de respuesta automática de voz (IVR, por sus siglas en inglés), programa de medición y reporte de niveles de servicio, equipo de grabación de llamadas, líneas de comunicación suficientes para recibir alto volumen de llamadas, capacidad para comunlcarse en tiempo real con los 'equipos de comunicaciones e informática en Santurce,
3. Además, la companía que provea los servicios debe de contar con procesos probados de atención de llamadas (scripts), etiqueta telefónica, supervisión efectiva, contratación y adiestramiento de nuevos agentes en la medida que lo requiera la Autoridad, capacidad para creçer en número de agentes en circunstancias específicas, por ejemplo, en disturbios atmosféricos o problemas laborales.
4. La compañia que provea los servicios de Centro de Llamadas a la Autoridad debe de tener experiencia probada en servicios de volurnen y complejidad similares a los solicitados por la Autoridad

Por las razones hasta aquí expuestas; son pocas las companflas en Puerto Rico con la capactidad para ofrecer con garantias los servicios solicitados por la Autoridaza. Por otia parte, se desprende de lo anterior que es imperativo que la Autoridad pueda evaluar en detalle, mediante visitas en campó y reuniones de trabajo, en adicón a la documentación solicitada en ol RFP, la capacidad de cada una de las compaffas participantes en el proceṣo para satisfacer y exceder los requermientos de la Autoridad, al costo más competitivo posible.

El RFP es ut proceso competitivo y regular de compras al cual la Autoridad tiene pleno derecho y la obligación de efectuar en protección de los mejores intereses y en protección de la callidad y efectividad de sus procesos y relacion con sus clientes Este ofrece protecciones y controles iguales a la subasta formal, pero con la flexibilidad para la evaluación efectiva y ágil de todos los elementos críticos oomo un todo de manera que se pueda alcanzar las mejores condiciones para el contrato final. Además, es indispensable para alcanzar la adjudicación a través de un proceso de selección justo, claro y efectivo para todas las partes y en proteoción a los mejores intereses de la Autoridad y sus clientes.

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Por las razones:antes mencionadas y por ser éste un Contrato de una cuantla mayor de cien mil dólares ( $\$ 100,000$ ), presentamos el mismo para lá consideración de la Junta de. Gobierno, conforme lo establece la Carta Circular Núm. 120-14 del 20 de noviembre de 2014 de la Oficina de Gerencia y Presupuesto. Incluinnos la solicitud de propuestas para su evaluación junto con la certificación de fondos correspondiente.

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## ANNEX A <br> REQUEST FOR PROPOSAL RFP 83673 CALL CENTER SERVICES

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As part of the evaluation process, the Evaluation Committee conducted a visit to Insight's facility. During the visit, Insight gave the Committee a brief presentation to describe their services as describe in their proposal; key performance indicators, illustrated their real time system tools and new communication channel. Also a live test was performed of their messaging apps (communication through SMS). Throughout the visit the Committee clarified various topics of their proposal, such as the KPI's that are included in their offer, requested sample of a disaster recovery plan and their network availability and work quality of services. This information was clarified in the visit and sent via PowerAdvocate. Their facility is suitable with the availability and capacity to absorb PREPA's call center operations and offer immediate availability of additional CSR's in case of emergencies.

After a thorough and impartial evaluation based on Insight' s proposal, facility visit and the RFP scoring criteria and requirements, their resulting score was $83 \%$ which makes Insight's proposal the highest ranking proposal.

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As part of the evaluation process, the Evaluation Committee conducted a site visit to one of Telecontacto's facilities on March 19, 2019. Among their three facilities Telecontact currently has the capacity to absorb PREPA's call center operations and an additional space would be ready shortly after award execution. During the visit, they confirmed they will have immediate availability of approximately 15 additional CSR's in case of emergencies. Through the facility visit, Telecontacto clarified some aspects of their proposal such as their cyber security infrastructure, the preparedness of their facilities to handle emergencies (such as those caused by the recent hurricanes) and space available for PREPA personnel during such events, their customer service system uses Explorer 9 or as an alternative, they can use Citrix, both of which are compatible with PREPA's system. They also confirmed that PREPA supervisors will be allowed access to their facilities, that they can provide real time reporting and that they have programmers available to create customized reports, if required.

After a thorough and impartial evaluation based on Telecontacto' s proposal, facility visit and the RFP scoring criteria and requirements, their resulting score was $76 \%$.

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Telemedik started operations in 1997, with two facilities in Guaynabo and Mayagüez. As part of their proposal, Telemedik included five (5) references of related call center services in the health-care sector. They indicated that an average of 115,054 monthly inbound calls have been handled for the last 24 months. Telemedik has a total of 420 employees of which 292 are customer services representatives, 4 are managers, 22 are
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As part of the evaluation process, the Evaluation Committee conduct visit to Telemedik facility on March 19, 2019. The facility seemed adequate to support PREPA call center solutions, but Telemedik's representatives made it clear that they would divide PREPA's CSRs between their two facilities. Their current ratio of supervisor and employees is approximately $1: 15$ to $1: 20$. Telemedik confirmed that they can provide real time reporting and that their Uptivity server is their own which allows them to provide access to PREPA, if necessary. They also clarified that their audited financial statements were included (in their hard copy proposal). The Committee asked Telemedik about current accounts and they indicated that their Vital account generates the most volume of calls at about 100,000 calls per month. Telemedik emphasized that confidentiality (security) of information is a top priority for them.

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After a thorough and impartial evaluation based on Telecontacto' s proposal, facility visit and the RFP scoring criteria and requirements, their resulting score was $76 \%$.

## JAYE, INC. DBA TELEMEDIK (TELEMEDIK)

Telemedik started operations in 1997, with two facilities in Guaynabo and Mayagüez. As part of their proposal, Telemedik included five (5) references of related call center services in the health-care sector. They indicated that an average of 115,054 monthly inbound calls have been handled for the last 24 months. Telemedik has a total of 420 employees of which 292 are customer services representatives, 4 are managers, 22 are
supervisors, and the rest of their employees are in health-care related positions. Their annual turnover rate of personnel is an average of 6\%. As part of their proposal, Telemedik mentions that they have 25 reports for review and selection, yet only provided three types of reports as examples. These were: behavior of the group in terms of availability and waiting calls, behavior of the group per interval and summary of the activity of each agent per day. Telemedik offered the PowerBi platform to develop reports upon request. Their proposal for PREPA's call center solution is based on a divided operation between their Guaynabo and Mayagüez sites. They offered a rate of $\$ 17.65$ per hour of productive agent time for the first year of a contract, $\$ 16.98$ for the second year and $\$ 16.70$ for the third year.

As part of the evaluation process, the Evaluation Committee conduct visit to Telemedik facility on March 19, 2019. The facility seemed adequate to support PREPA call center solutions, but Telemedik's representatives made it clear that they would divide PREPA's CSRs between their two facilities. Their current ratio of supervisor and employees is approximately $1: 15$ to $1: 20$. Telemedik confirmed that they can provide real time reporting and that their Uptivity server is their own which allows them to provide access to PREPA, if necessary. They also clarified that their audited financial statements were included (in their hard copy proposal). The Committee asked Telemedik about current accounts and they indicated that their Vital account generates the most volume of calls at about 100,000 calls per month. Telemedik emphasized that confidentiality (security) of information is a top priority for them.

After a thorough and impartial evaluation based on Telemedik' s proposal, facility visit and the RFP scoring criteria and requirements, their resulting score was $60 \%$.

## ANNEX A <br> REQUEST FOR PROPOSAL RFP 83673 CALL CENTER SERVICES

On February 7, 2019, PREPA published a public notice for this request for proposal on PowerAdvocate®, PREPA's official electronic sourcing platform. Invitations to participate were sent directly to vendors that PREPA understood could provide these services and to interested vendors that requested access through PowerAdvocate's Opportunities Dashboard. The RFP event link (invitation) was also published on aeepr.com. All vendors that requested access before the closing date of the RFP were granted access by the designated PREPA Procurement points of contact for this event.

By February 27, 2019, the closing date of RFP 83673, approximately twenty-two (22) companies had been granted access to the event; of which four (4) companies submitted proposals. PREPA received proposals from:

1. Insight Communication, Corp. (Insight)
2. LinkActiv LLC
3. Telecontacto Contact Centers, Inc. (Telecontacto)
4. JAYE, Inc. DBA Telemedik (Telemedik)

The Evaluation Committee examined all proposals in a proper and timely manner to determine their compliance with the proposal submission requirements. Each proposal meeting all submission requirements was independently evaluated by the Committee, which assigned a score for each evaluation criterion as indicated in Section 6 Evaluation and Selection, Subsection a. Scoring Criteria of the RFP.

The evaluation process of proposals carried out by the Committee from March 4, 2019, to April 8, 2019, required the impartial analysis of each proposal to determine compliance with the RFP criteria.

The following section provides an overview of the Committee's review for each of the Proponent's submissions (in alphabetical order).

## 1. INSIGHT COMMUNICATION, CORP. (INSIGHT)

Insight was founded in 2003, with facilities in San Juan, Puerto Rico and Dominican Republic. As part of their proposal they included information describing their experience with five (5) different industries, one of them being services for a utility company. They elaborated in their objectives, the average handling time, experience and improvements during their contract. Insight indicated that their average monthly volume of calls handled for the last twenty-four months was 544,200 for interactive voice response and 396,000 for customer services representative. They have 647 employees, of which 495 are full time agents and 25 part-time agents. Their overall monthly percentage of employee turnover is 4.5\%. Insight included as part of their proposal a list of their providers of IT and telecommunications infrastructure. They also indicated that they measure service quality using real time reporting, historical reporting. These tools will be
provided through a VPN connection. As part of their proposal they included additional services with no cost included for PREPA such as automated outbound campaign's, voice mail and call back tools, INBI platform (platform used to communicate with customers using SMS and other messaging channels), Web Chat tool, voice (100\%) and screen recording and customer service workshops and seminars. Their implementation plan was clear, detailed and well-structured. Their administrative and organizational structure shows a well-balanced use of human resources for the operation. Insight offer per hour of productive agent time was $\$ 16.35$ for the first and second year of the contract and $\$ 16.00$ for the third year.

As part of the evaluation process, the Evaluation Committee conducted a visit to Insight's facility. During the visit, Insight gave the Committee a brief presentation to describe their services as describe in their proposal; key performance indicators, illustrated their real time system tools and new communication channel. Also a live test was performed of their messaging apps (communication through SMS). Throughout the visit the Committee clarified various topics of their proposal, such as the KPI's that are included in their offer, requested sample of a disaster recovery plan and their network availability and work quality of services. This information was clarified in the visit and sent via PowerAdvocate. Their facility is suitable with the availability and capacity to absorb PREPA's call center operations and offer immediate availability of additional CSR's in case of emergencies.

After a thorough and impartial evaluation based on Insight' s proposal, facility visit and the RFP scoring criteria and requirements, their resulting score was $83 \%$ which makes Insight's proposal the highest ranking proposal.

## LINKACTIV, INC. (LINKACTIV)

LinkActiv, founded in 1994, is a wholly owned subsidiary of the Grupo Ferré-Rangel, located in Guaynabo, Puerto Rico. Their proposal included information of eight (8) contracts that they have of the requested services, one of them in the utility sector. LinkActiv provided a summary of the work description of each contract, performance metrics and the services deliverables. They indicated in their proposal that over the last twenty-four (24) months, they have handled an average of 600,000 monthly calls. LinkActiv stated that they have 750 employees, of which $70 \%$ are full-time and $30 \%$ are part-time agents. Their employee turnover is an average of $7 \%$ over the last twelve (12) months. LinkActiv are in the process of an expansion of their facilities; they expect to open a new facility in Ceiba in April 2019 and another in Canóvanas in October 2019. Their available current growth is of 150 seats. They listed their providers of IT and Telecommunications infrastructure. LinkActiv offers a rate of $\$ 24.17$ per hour of productive agent time for the first year of a contract, $\$ 23.81$ for the second year and $\$ 23.45$ for the third year and in addition a price per staff hour of $\$ 16.75$.

As part of the evaluation process, the Evaluation Committee conducted a visit to LinkActiv's facility on March 19, 2019. Their facility has the capacity to absorb PREPA's call center operations and offer immediate availability of additional CSR's in case of emergencies. Through the facility visit, Linkactiv clarified some aspects of their proposal such as their Cyber security infrastructure, the amount of call center operators they
currently employ, among others. The information clarified was sent via PowerAdvocate. Also, LinkActiv presented a video of their upcoming new facility layout in Ceiba.

After a thorough and impartial evaluation based on LinkActiv' s proposal, facility visit and the RFP scoring criteria and requirements, their resulting score was $62 \%$.

## TELECONTACTO CONTACT CENTERS (TELECONTACTO)

Telecontacto was founded in 1995 and currently has three sites. All locations are located in the San Juan Area. As part of their proposal they included six (6) references of call center services of which one is in the utility sector. Telecontacto provided a summary of the contract, the effective dates, annual average, service level and abandoned call rate. They indicated that the average monthly volume of calls handled for the last 24 months is over 300,000 calls. They have a total of 318 employees of which 7 are top management, 25 supervisors and administrative staff and 286 customer services representatives. Of these, $51 \%$ are full time and $49 \%$ are part time. Their employee turnover rate for customer services representatives is $14.5 \%$. Telecontacto indicated that they have the availability to provide an additional 125 seats within a 45 day process if awarded a contract. A list of providers for IT and Telecommunications was provided. Telecontacto's proposed area for PREPA's call center operations is under construction. Telecontacto price provided per hour of productive agent time is $\$ 16.00$ for the first year of a contract, $\$ 15.50$ for the second year and $\$ 15.50$ for the third year, representing the lowest overall cost of the proposals.

As part of the evaluation process, the Evaluation Committee conducted a site visit to one of Telecontacto's facilities on March 19, 2019. Among their three facilities Telecontact currently has the capacity to absorb PREPA's call center operations and an additional space would be ready shortly after award execution. During the visit, they confirmed they will have immediate availability of approximately 15 additional CSR's in case of emergencies. Through the facility visit, Telecontacto clarified some aspects of their proposal such as their cyber security infrastructure, the preparedness of their facilities to handle emergencies (such as those caused by the recent hurricanes) and space available for PREPA personnel during such events, their customer service system uses Explorer 9 or as an alternative, they can use Citrix, both of which are compatible with PREPA's system. They also confirmed that PREPA supervisors will be allowed access to their facilities, that they can provide real time reporting and that they have programmers available to create customized reports, if required.

After a thorough and impartial evaluation based on Telecontacto' s proposal, facility visit and the RFP scoring criteria and requirements, their resulting score was $76 \%$.

## JAYE, INC. DBA TELEMEDIK (TELEMEDIK)

Telemedik started operations in 1997, with two facilities in Guaynabo and Mayagüez. As part of their proposal, Telemedik included five (5) references of related call center services in the health-care sector. They indicated that an average of 115,054 monthly inbound calls have been handled for the last 24 months. Telemedik has a total of 420 employees of which 292 are customer services representatives, 4 are managers, 22 are
supervisors, and the rest of their employees are in health-care related positions. Their annual turnover rate of personnel is an average of 6\%. As part of their proposal, Telemedik mentions that they have 25 reports for review and selection, yet only provided three types of reports as examples. These were: behavior of the group in terms of availability and waiting calls, behavior of the group per interval and summary of the activity of each agent per day. Telemedik offered the PowerBi platform to develop reports upon request. Their proposal for PREPA's call center solution is based on a divided operation between their Guaynabo and Mayagüez sites. They offered a rate of $\$ 17.65$ per hour of productive agent time for the first year of a contract, $\$ 16.98$ for the second year and $\$ 16.70$ for the third year.

As part of the evaluation process, the Evaluation Committee conduct visit to Telemedik facility on March 19, 2019. The facility seemed adequate to support PREPA call center solutions, but Telemedik's representatives made it clear that they would divide PREPA's CSRs between their two facilities. Their current ratio of supervisor and employees is approximately $1: 15$ to $1: 20$. Telemedik confirmed that they can provide real time reporting and that their Uptivity server is their own which allows them to provide access to PREPA, if necessary. They also clarified that their audited financial statements were included (in their hard copy proposal). The Committee asked Telemedik about current accounts and they indicated that their Vital account generates the most volume of calls at about 100,000 calls per month. Telemedik emphasized that confidentiality (security) of information is a top priority for them.

After a thorough and impartial evaluation based on Telemedik' s proposal, facility visit and the RFP scoring criteria and requirements, their resulting score was $60 \%$.

ENVIADO A TRAVÉS DE LA MENSAJERÍA DE LA PLATAFORMA DE POWERADVOCATE®

9 de abril de 2019

Insight Communication, Corp.
342 San Luís St. Suite 304
New Port IV Building
San Juan, PR 00920

## Solicitud de Propuesta: RFP 83673

Call Center Services
Estimados señoras y señores:
La Autoridad de Energía Eléctrica le notifica, según establecido en la sección 7.3 del Exhibit 4 de la Guía para Procesos de Adquisiciones de Bienes y Servicios a través de Solicitud de Propuestas, que su compañía fue seleccionada como proponente evaluado que cumple sustancialmente con las especificaciones, términos y condiciones y expectativas de adjudicación del RFP 83673.

A tenor con la Sección 3.19 de la Ley Núm. 38 del 2017, según enmendada, le informamos que la parte adversamente afectada por esta decisión podrá, dentro del término de veinte (20) días a partir del depósito en el correo federal notificando esta determinación, presentar una moción de reconsideración ante la agencia. En la alternativa, podrá presentar una solicitud de revisión ante la Junta Revisora de la Administración de Servicios Generales o la entidad apelativa que corresponda en ley o reglamento, dentro del término de veinte (20) días calendario, a partir del depósito en el correo federal notificando esta determinación. La agencia o la Junta Revisora deberá considerarla dentro de los treinta (30) días de haberse presentado. La Junta podrá extender dicho término una sola vez, por un término adicional de quince (15) días calendario. Si se tomare alguna determinación en su consideración, el término para instar el recurso de revisión judicial empezará a contarse desde la fecha en que se depositó en el correo federal copia de la notificación de la decisión de la agencia, la entidad apelativa o la Junta Revisora resolviendo la moción. Si la agencia, la entidad apelativa o la Junta Revisora dejare de tomar alguna acción con relación a la moción de reconsideración o solicitud de revisión, dentro del término correspondiente, según dispuesto en esta Ley, se entenderá que ésta ha sido rechazada de plano, y a partir de esa fecha comenzará a correr el término para la revisión judicial.

La moción de reconsideración o la solicitud de revisión deberá entregarse en la Secretaría de Procedimientos Adjudicativos, Edificio NEOS, 6to. Piso, Pda. 16 1/2, Santurce, Puerto Rico o enviarse al PO Box 363928, San Juan, Puerto Rico 00936-3928. Las razones de la moción de reconsideración o solicitud de revisión deberán estar claramente establecidas en su moción de reconsideración o solicitud de revisión y deberá contener una certificación de envío a los demás licitadores comparecientes a la solicitud de propuesta además de tres copias, de la moción de reconsideración o solicitud de revisión.

Además de establecer claramente las razones de la moción de reconsideración o solicitud de revisión, se tiene que incluir, el número de la solicitud de propuesta, la fecha de apertura, copia de la determinación con su anejo y cualquier otra evidencia documental que interese se considere en la resolución de su moción de reconsideración o solicitud de revisión. Además, deberá incluir una copia de la moción de reconsideración o solicitud de revisión, que certifique que se envió a los demás licitadores.

También procedemos a informarle que, a tenor con la Sección 4.2 de la Ley Núm. 38 del 2017, según enmendada, en los casos de impugnación de subasta, la parte adversamente afectada por una orden o resolución final de la agencia, de la Junta Revisora de Subastas de la Administración de Servicios Generales, o de la entidad apelativa de subastas, según sea el caso, podrá presentar una solicitud de revisión ante el Tribunal de Apelaciones dentro de un término de veinte (20) días, contados a partir del archivo en autos de la copia de la notificación de la orden o resolución final de la agencia, la referida Junta Revisora de Subastas de la Administración de Servicios Generales o la entidad apelativa, o dentro del término aplicable de veinte (20) días calendario de haber transcurrido el plazo dispuesto por la Sección 3.19 de esta Ley. La mera presentación de una solicitud de revisión al amparo de esta Sección no tendrá el efecto de paralizar la adjudicación de la subasta impugnada.

Todo documento tiene que radicarse en la Secretaría de Procedimientos Adjudicativos de la Autoridad en original y tres (3) copias.

La Autoridad de Energía Eléctrica se entenderá notificada de toda solicitud de reconsideración o solicitud de revisión únicamente por la radicación de la misma ante la Secretaría de Procedimientos Adjudicativos, o mediante correo federal a la siguiente dirección: PO Box 363928, San Juan, Puerto Rico 00936-3928. Las radicaciones efectuadas fuera del lugar o apartado mencionado se entenderán por no sometidas.

Esta notificación se envía vía PowerAdvocate según establecido en la sección 7.3 de la Guía para Procesos de Adquisiciones de Bienes y Servicios a través de Solicitud de Propuestas.


Supervisora de Compras Principal
División de Suministros

ENVIADO A TRAVÉS DE LA MENSAJERÍA DE LA PLATAFORMA DE POWERADVOCATE®

9 de abril de 2019

LinkActiv, Inc.
PO Box 366398
San Juan, PR 00936-636398

## Solicitud de Propuesta: RFP 83673

Call Center Services
Estimados señoras y señores:
La Autoridad de Energía Eléctrica recibió su propuesta para la solicitud de propuesta de referencia (RFP por sus siglas en inglés). El Comité Evaluador examinó su propuesta y otorgo puntuación según los criterios de evaluación establecidos en la sección 6 del RFP, sin embargo la misma no obtuvo la puntuación indicada para la adjudicación de contrato. Favor de referirse al Anejo A para la síntesis de la determinación del Comité. Aun así y según dispuesto por las leyes, políticas, procedimientos vigentes y la Guía para Procesos de Adquisiciones de Bienes y Servicios a Través de Solicitud de Propuestas, incluido como parte de la documentación para este evento, le notificamos que las siguientes compañías fueron las seleccionadas para la adjudicación del RFP 83673:

## 1. Insight Communication, Corp. <br> 2. Telecontacto Contact Centers

A tenor con la Sección 3.19 de la Ley Núm. 38 del 2017, según enmendada, le informamos que la parte adversamente afectada por esta decisión podrá, dentro del término de veinte (20) días a partir del depósito en el correo federal notificando esta determinación, presentar una moción de reconsideración ante la agencia. En la alternativa, podrá presentar una solicitud de revisión ante la Junta Revisora de la Administración de Servicios Generales o la entidad apelativa que corresponda en ley o reglamento, dentro del término de veinte (20) días calendario, a partir del depósito en el correo federal notificando esta determinación. La agencia o la Junta Revisora deberá considerarla dentro de los treinta (30) días de haberse presentado. La Junta podrá extender dicho término una sola vez, por un término adicional de quince (15) días calendario. Si se tomare alguna determinación en su consideración, el término para instar el recurso de revisión judicial empezará a contarse desde la fecha en que se depositó en el correo federal copia de la notificación de la decisión de la agencia, la entidad apelativa o la Junta Revisora resolviendo la moción. Si la agencia, la entidad apelativa o la Junta Revisora dejare de tomar alguna acción con relación a la moción de reconsideración o solicitud de revisión, dentro del término correspondiente, según dispuesto en esta Ley, se entenderá que ésta ha sido rechazada de plano, y a partir de esa fecha comenzará a correr el término para la revisión judicial.

La moción de reconsideración o la solicitud de revisión deberá entregarse en la Secretaría de Procedimientos Adjudicativos, Edificio NEOS, 6to. Piso, Pda. 16 1/2, Santurce, Puerto Rico o enviarse al PO Box 363928, San Juan, Puerto Rico 00936-3928. Las razones de la moción de reconsideración o solicitud de revisión deberán estar claramente establecidas en su moción de reconsideración o solicitud de revisión y deberá contener una certificación de envío a los demás licitadores comparecientes a la solicitud de propuesta además de tres copias, de la moción de reconsideración o solicitud de revisión.

Además de establecer claramente las razones de la moción de reconsideración o solicitud de revisión, se tiene que incluir, el número de la solicitud de propuesta, la fecha de apertura, copia de la determinación con su anejo y cualquier otra evidencia documental que interese se considere en la resolución de su moción de reconsideración o solicitud de revisión. Además, deberá incluir una copia de la moción de reconsideración o solicitud de revisión, que certifique que se envió a los demás licitadores.

También procedemos a informarle que, a tenor con la Sección 4.2 de la Ley Núm. 38 del 2017, según enmendada, en los casos de impugnación de subasta, la parte adversamente afectada por una orden o resolución final de la agencia, de la Junta Revisora de Subastas de la Administración de Servicios Generales, o de la entidad apelativa de subastas, según sea el caso, podrá presentar una solicitud de revisión ante el Tribunal de Apelaciones dentro de un término de veinte (20) días, contados a partir del archivo en autos de la copia de la notificación de la orden o resolución final de la agencia, la referida Junta Revisora de Subastas de la Administración de Servicios Generales o la entidad apelativa, o dentro del término aplicable de veinte (20) días calendario de haber transcurrido el plazo dispuesto por la Sección 3.19 de esta Ley. La mera presentación de una solicitud de revisión al amparo de esta Sección no tendrá el efecto de paralizar la adjudicación de la subasta impugnada.

Todo documento tiene que radicarse en la Secretaría de Procedimientos Adjudicativos de la Autoridad en original y tres (3) copias.

La Autoridad de Energía Eléctrica se entenderá notificada de toda solicitud de reconsideración o solicitud de revisión únicamente por la radicación de la misma ante la Secretaría de Procedimientos Adjudicativos, o mediante correo federal a la siguiente dirección: PO Box 363928, San Juan, Puerto Rico 00936-3928. Las radicaciones efectuadas fuera del lugar o apartado mencionado se entenderán por no sometidas.

Esta notificación se envía vía PowerAdvocate según establecido en la sección 7.3 de la Guía para Procesos de Adquisiciones de Bienes y Servicios a través de Solicitud de Propuestas.


Supervisora de Compras Principal
División de Suministros

ENVIADO A TRAVÉS DE LA MENSAJERÍA DE LA PLATAFORMA DE POWERADVOCATE®

9 de abril de 2019

Telecontacto Contact Centers
275 Ave. Jesús T. Piñero
San Juan, PR 00927

## Solicitud de Propuesta: RFP 83673

Call Center Services
Estimados señoras y señores:
La Autoridad de Energía Eléctrica le notifica, según establecido en la sección 7.3 del Exhibit 4 de la Guía para Procesos de Adquisiciones de Bienes y Servicios a través de Solicitud de Propuestas, que su compañía fue seleccionada como proponente evaluado que cumple sustancialmente con las especificaciones, términos y condiciones y expectativas de adjudicación del RFP 83673.

A tenor con la Sección 3.19 de la Ley Núm. 38 del 2017, según enmendada, le informamos que la parte adversamente afectada por esta decisión podrá, dentro del término de veinte (20) días a partir del depósito en el correo federal notificando esta determinación, presentar una moción de reconsideración ante la agencia. En la alternativa, podrá presentar una solicitud de revisión ante la Junta Revisora de la Administración de Servicios Generales o la entidad apelativa que corresponda en ley o reglamento, dentro del término de veinte (20) días calendario, a partir del depósito en el correo federal notificando esta determinación. La agencia o la Junta Revisora deberá considerarla dentro de los treinta (30) días de haberse presentado. La Junta podrá extender dicho término una sola vez, por un término adicional de quince (15) días calendario. Si se tomare alguna determinación en su consideración, el término para instar el recurso de revisión judicial empezará a contarse desde la fecha en que se depositó en el correo federal copia de la notificación de la decisión de la agencia, la entidad apelativa o la Junta Revisora resolviendo la moción. Si la agencia, la entidad apelativa o la Junta Revisora dejare de tomar alguna acción con relación a la moción de reconsideración o solicitud de revisión, dentro del término correspondiente, según dispuesto en esta Ley, se entenderá que ésta ha sido rechazada de plano, y a partir de esa fecha comenzará a correr el término para la revisión judicial.

La moción de reconsideración o la solicitud de revisión deberá entregarse en la Secretaría de Procedimientos Adjudicativos, Edificio NEOS, 6to. Piso, Pda. 16 1/2, Santurce, Puerto Rico o enviarse al PO Box 363928, San Juan, Puerto Rico 00936-3928. Las razones de la moción de reconsideración o solicitud de revisión deberán estar claramente establecidas en su moción de reconsideración o solicitud de revisión y deberá contener una certificación de envío a los demás licitadores comparecientes a la solicitud de propuesta además de tres copias, de la moción de reconsideración o solicitud de revisión.

Además de establecer claramente las razones de la moción de reconsideración o solicitud de revisión, se tiene que incluir, el número de la solicitud de propuesta, la fecha de apertura, copia de la determinación con su anejo y cualquier otra evidencia documental que interese se considere en la resolución de su moción de reconsideración o solicitud de revisión. Además, deberá incluir una copia de la moción de reconsideración o solicitud de revisión, que certifique que se envió a los demás licitadores.

También procedemos a informarle que, a tenor con la Sección 4.2 de la Ley Núm. 38 del 2017, según enmendada, en los casos de impugnación de subasta, la parte adversamente afectada por una orden o resolución final de la agencia, de la Junta Revisora de Subastas de la Administración de Servicios Generales, o de la entidad apelativa de subastas, según sea el caso, podrá presentar una solicitud de revisión ante el Tribunal de Apelaciones dentro de un término de veinte (20) días, contados a partir del archivo en autos de la copia de la notificación de la orden o resolución final de la agencia, la referida Junta Revisora de Subastas de la Administración de Servicios Generales o la entidad apelativa, o dentro del término aplicable de veinte (20) días calendario de haber transcurrido el plazo dispuesto por la Sección 3.19 de esta Ley. La mera presentación de una solicitud de revisión al amparo de esta Sección no tendrá el efecto de paralizar la adjudicación de la subasta impugnada.

Todo documento tiene que radicarse en la Secretaría de Procedimientos Adjudicativos de la Autoridad en original y tres (3) copias.

La Autoridad de Energía Eléctrica se entenderá notificada de toda solicitud de reconsideración o solicitud de revisión únicamente por la radicación de la misma ante la Secretaría de Procedimientos Adjudicativos, o mediante correo federal a la siguiente dirección: PO Box 363928, San Juan, Puerto Rico 00936-3928. Las radicaciones efectuadas fuera del lugar o apartado mencionado se entenderán por no sometidas.

Esta notificación se envía vía PowerAdvocate según establecido en la sección 7.3 de la Guía para Procesos de Adquisiciones de Bienes y Servicios a través de Solicitud de Propuestas.


Supervisora de Compras Principal
División de Suministros

ENVIADO A TRAVÉS DE LA MENSAJERÍA DE LA PLATAFORMA DE POWERADVOCATE®

9 de abril de 2019

Jaye, Inc. d/b/a Telemedik
PMB 347
Ave. Winston Churchill \#138
San Juan, PR 00936-636398

## Solicitud de Propuesta: RFP 83673

Call Center Services
Estimados señoras y señores:
La Autoridad de Energía Eléctrica recibió su propuesta para la solicitud de propuesta de referencia (RFP por sus siglas en inglés). El Comité Evaluador examinó su propuesta y otorgo puntuación según los criterios de evaluación establecidos en la sección 6 del RFP, sin embargo la misma no obtuvo la puntuación indicada para la adjudicación de contrato. Favor de referirse al Anejo A para la síntesis de la determinación del Comité. Aun así y según dispuesto por las leyes, políticas, procedimientos vigentes y la Guía para Procesos de Adquisiciones de Bienes y Servicios a Través de Solicitud de Propuestas, incluido como parte de la documentación para este evento, le notificamos que las siguientes compañías fueron las seleccionadas para la adjudicación del RFP 83673:

1. Insight Communication, Corp.
2. Telecontacto Contact Centers

A tenor con la Sección 3.19 de la Ley Núm. 38 del 2017, según enmendada, le informamos que la parte adversamente afectada por esta decisión podrá, dentro del término de veinte (20) días a partir del depósito en el correo federal notificando esta determinación, presentar una moción de reconsideración ante la agencia. En la alternativa, podrá presentar una solicitud de revisión ante la Junta Revisora de la Administración de Servicios Generales o la entidad apelativa que corresponda en ley o reglamento, dentro del término de veinte (20) días calendario, a partir del depósito en el correo federal notificando esta determinación. La agencia o la Junta Revisora deberá considerarla dentro de los treinta (30) días de haberse presentado. La Junta podrá extender dicho término una sola vez, por un término adicional de quince (15) días calendario. Si se tomare alguna determinación en su consideración, el término para instar el recurso de revisión judicial empezará a contarse desde la fecha en que se depositó en el correo federal copia de la notificación de la decisión de la agencia, la entidad apelativa o la Junta Revisora resolviendo la moción. Si la agencia, la entidad apelativa o la Junta Revisora dejare de tomar alguna acción con relación a la moción de reconsideración o solicitud de revisión, dentro del término correspondiente, según dispuesto en esta Ley, se entenderá que ésta ha sido rechazada de plano, y a partir de esa fecha comenzará a correr el término para la revisión judicial.

La moción de reconsideración o la solicitud de revisión deberá entregarse en la Secretaría de Procedimientos Adjudicativos, Edificio NEOS, 6to. Piso, Pda. 16 1/2, Santurce, Puerto Rico o enviarse al PO Box 363928, San Juan, Puerto Rico 00936-3928. Las razones de la moción de reconsideración o solicitud de revisión deberán estar claramente establecidas en su moción de reconsideración o solicitud de revisión y deberá contener una certificación de envío a los demás licitadores comparecientes a la solicitud de propuesta además de tres copias, de la moción de reconsideración o solicitud de revisión.

Además de establecer claramente las razones de la moción de reconsideración o solicitud de revisión, se tiene que incluir, el número de la solicitud de propuesta, la fecha de apertura, copia de la determinación con su anejo y cualquier otra evidencia documental que interese se considere en la resolución de su moción de reconsideración o solicitud de revisión. Además, deberá incluir una copia de la moción de reconsideración o solicitud de revisión, que certifique que se envió a los demás licitadores.

También procedemos a informarle que, a tenor con la Sección 4.2 de la Ley Núm. 38 del 2017, según enmendada, en los casos de impugnación de subasta, la parte adversamente afectada por una orden o resolución final de la agencia, de la Junta Revisora de Subastas de la Administración de Servicios Generales, o de la entidad apelativa de subastas, según sea el caso, podrá presentar una solicitud de revisión ante el Tribunal de Apelaciones dentro de un término de veinte (20) días, contados a partir del archivo en autos de la copia de la notificación de la orden o resolución final de la agencia, la referida Junta Revisora de Subastas de la Administración de Servicios Generales o la entidad apelativa, o dentro del término aplicable de veinte (20) días calendario de haber transcurrido el plazo dispuesto por la Sección 3.19 de esta Ley. La mera presentación de una solicitud de revisión al amparo de esta Sección no tendrá el efecto de paralizar la adjudicación de la subasta impugnada.

Todo documento tiene que radicarse en la Secretaría de Procedimientos Adjudicativos de la Autoridad en original y tres (3) copias.

La Autoridad de Energía Eléctrica se entenderá notificada de toda solicitud de reconsideración o solicitud de revisión únicamente por la radicación de la misma ante la Secretaría de Procedimientos Adjudicativos, o mediante correo federal a la siguiente dirección: PO Box 363928, San Juan, Puerto Rico 00936-3928. Las radicaciones efectuadas fuera del lugar o apartado mencionado se entenderán por no sometidas.

Esta notificación se envía vía PowerAdvocate según establecido en la sección 7.3 de la Guía para Procesos de Adquisiciones de Bienes y Servicios a través de Solicitud de Propuestas.


Supervisora de Compras Principal
División de Suministros

| RFP 83673 CALL CENTER SERVICES |  |  |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| CONCEPT | LINKACTIV |  |  | TELEMEDIK |  |  | INSIGHT |  |  | TELECONTACTO |  |  |
|  | YR1 | YR2 | YR3 | YR1 | YR2 | YR3 | YR1 | YR2 | YR3 | YR1 | YR2 | YR3 |
| Pricing: Price shall be provided per hour of productive agent time (firm/final) | \$ 24.17 |  |  | \$ 17.65 |  |  | \$ 16.35 |  |  | \$ 16.00 |  |  |
| Pricing: Price per staff hour | \$ 16.75 |  |  |  |  |  |  |  |  |  |  |  |
| Pricing Structure: Please provide price (per hour of productive agent time) for a one year, two year and three year duration contract. PREPA's expectation is that the prices will be lower for longer contract durations. | \$ 24.17 | \$ 23.81 | \$ 23.45 | \$ 17.65 | \$ 16.98 | \$ 16.70 | \$ 16.35 | \$ 16.35 | \$ 16.00 | \$ 16.00 | \$ 15.50 | \$ 15.50 |
| Pricing Structure: (PREPA providing call center technology) |  |  |  |  |  |  |  |  |  | \$ 14.75 | \$ 14.50 | \$ 14.50 |
| Agent Structure: Please specify the number of agents that will be required to achieve the service levels required by PREPA. Please explain in detail the methodology used to arrive at your number. |  |  |  |  |  |  |  |  |  |  |  |  |
| Additional Costs: Specify each additional expenses such as IT integration or other costs payable by PREPA and not included in the price structure. |  |  |  |  |  |  |  |  |  |  |  |  |

# PUERTO RICO ELECTRIC POWER AUTHORITY 



# EVALUATION AND SELECTION REPORT for 

REQUEST FOR PROPOSAL 83673

CALL CENTER SERVICES

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## INTRODUCTION

The Puerto Rico Electric Power Authority (PREPA), is a public corporation and governmental entity of the Commonwealth of Puerto Rico, created pursuant to Law 83 of May 2, 1941, as amended, with the duty of providing electric power in a reliable manner, contributing to the general welfare and the sustainable future of Puerto Rico, maximizing the benefits and minimizing the social, environmental, and economic impacts for its citizens. The company has nearly 1.5 million customers, more than 2,500 transmission and sub-transmission line miles and more than 32,000 distribution line miles.

PREPA issued a request for proposals (RFP) authorized by Governing Board Resolution 4667 to solicit offers from responsible and qualified parties which can provide call center services. The purpose of the RFP is to secure call center solution services for receiving and handling all inbound calls from PREPA's customers.

## PROCESS

On February 7, 2019, PREPA published a notice for this request for proposal on PowerAdvocate, PREPA's official electronic sourcing platform. Invitations to participate were sent directly to vendors that PREPA understood could provide these services and to interested vendors that requested access through PowerAdvocate's Opportunities Dashboard. The RFP event link (invitation) was also published on aeepr.com. All vendors that requested access before the closing date of the RFP were granted access by the designated PREPA Procurement points of contact for this event.

This request for proposal had the following Key Process Events:

- February 7, 2019 - Request for proposal issued

- February 13, 2019 - Submittal of questions
- February 20, 2019 - Questions answered by PREPA
- February 27,2019 - RFP Proposal Submission Deadline

By February 27, 2019, the closing date of RFP 83673, approximately twenty-two (22) companies had been granted access to the event; of which four (4) companies submitted proposals. PREPA received proposals from:

1. Insight Communication, Corp. (Insight)
2. LinkActiv LLC
3. Telecontacto Contact Centers, Inc. (Telecontacto)
4. JAYE, Inc. DBA Telemedik (Telemedik)

## EVALUATION AND ANALYSIS OF PROPOSALS

For the evaluation of the proposals, PREPA's Chief Executive Officer, Jose Ortíz, designated an Evaluation Committee (Committee) on February 22, 2019, which included the following representatives:

- Manuel Tristani Meléndez, Customer Services Division Head
- Carlos J. Aponte Díaz, Customer Services Division Senior Supervisor
- Francisco J. Ramos Ortíz, Information Technologies Administrator
- Edgardo Díaz Reyes - Supply Chain Division Head

On February 26, 2019, PREPA's Supply Chain Division Head, Edgardo Díaz Reyes designated Delis T. Zambrana Colon, Head of the Purchasing Department, as his representative in the Evaluation Committee.

## Scoring Criteria

The Evaluation Committee examined all proposals in a proper and timely manner to determine their compliance with the proposal submission requirements. Each proposal meeting all submission requirements was independently evaluated by the Committee, which assigned a score for each evaluation criterion listed below, up to the maximum points.

The criteria were graded using a score of 1 to 5 :
1 = Inadequate, does not meet RFP expectations.
2 = Adequate, criteria are met, below the standards set by the RFP.
3 = Good, meets the minimum standards set by the RFP.
$4=$ Very good, meets the standards set by the RFP.
$5=$ Excellent, presents the best proposal that meets the standards set by the RFP.


The following is a brief summary of the indicated criteria as stated in Section 6 of the RFP overview document:

Pricing includes without limitation the proposed costs provided by the Proponent with respect to price and total cost of services.

## Company, Technical Process and Services Evaluation

Background and financial Information

- Feedback from provided references
- Company experience and market presence in the services requested
- Company financial condition and long term financial stability
- Service Management
- Service engagement plan and call management process
- Quality management and service level reporting
- Account and Contract Management Practices
- Information Technology platform
- Implementation process and management of the set-up and transition of services
- People management processes: Recruiting, Training, Supervision
- Available facilities and ability to meet PREPA's call volume requirements
- Disaster Recovery Plan
- Administrative
- Regulatory Requirements
- Information security and confidentiality
- Additional Certifications and/or required documents
- Relationship Management
- Compatibility with PREPA
- Completeness and responsiveness throughout the RFP process
- Executive leadership participation


## OVERVIEW OF THE EVALUATION PROCESS

The evaluation process of proposals carried out by the Committee from March 4, 2019, to April 8, 2019, required the impartial analysis of each proposal to determine compliance for each criterion and the requirements established in the RFP. The scoring applied to each proposal is provided in Appendix A of this Evaluation and Selection Report.

The following section provides an overview of the Committee's review of the findings in each of the Proponent's submissions (in alphabetical order). The narratives to follow provide context to the overall evaluation of the proposals:

## 1. INSIGHT COMMUNICATION, CORP. (INSIGHT)

Insight was founded in 2003, with facilities in San Juan, Puerto Rico and Dominican Republic. As part of their proposal they included information describing their experience with five (5) different industries, one of them being services for a utility company. They elaborated in their objectives, the average handling time, experience and improvements during their contract. Insight indicated that their average monthly volume of calls handled for the last twenty-four months was 544,200 for interactive voice response and 396,000 for customer services representative. They have 647 employees, of which 495 are full time agents and 25 part-time agents. Their overall monthly percentage of employee turnover is $4.5 \%$. Insight included as part of their proposal a list of their providers of IT and telecommunications infrastructure. They also indicated that they measure service quality using real time reporting, historical reporting. These tools will be provided through a VPN connection. As part of their proposal they included additional services with no cost included for PREPA such as automated outbound campaign's, voice mail and call back tools, INBI platform (platform used to communicate with customers using SMS and other messaging channels), Web Chat tool, voice (100\%) and screen recording and customer service workshops and seminars. Their implementation plan was clear, detailed and wellstructured. Their administrative and organizational structure shows a well-balanced use of human resources for the operation. Insight offer per hour of productive agent time was $\$ 16.35$ for the first and second year of the contract and $\$ 16.00$ for the third year.

As part of the evaluation process, the Evaluation Committee conducted a visit to Insight's facility. During the visit, Insight gave the Committee a brief presentation to describe their services as describe in their proposal; key performance indicators, illustrated their real time system tools and new communication channel. Also a live test was performed of their messaging apps (communication through SMS). Throughout the visit the Committee clarified various topics of their proposal, such as the KPI's that are included in their offer,
requested sample of a disaster recovery plan and their network availability and work quality of services. This information was clarified in the visit and sent via PowerAdvocate. Their facility is suitable with the availability and capacity to absorb PREPA's call center operations and offer immediate availability of additional CSR's in case of emergencies.

After a thorough and impartial evaluation based on Insight' s proposal, facility visit and the RFP scoring criteria and requirements, their resulting score was $83 \%$ which makes Insight's proposal the highest ranking proposal.

## LINKACTIV, INC. (LINKACTIV)

LinkActiv, founded in 1994, is a wholly owned subsidiary of the Grupo Ferré-Rangel, located in Guaynabo, Puerto Rico. Their proposal included information of eight (8) contracts that they have of the requested services, one of them in the utility sector. LinkActiv provided a summary of the work description of each contract, performance metrics and the services deliverables. They indicated in their proposal that over the last twenty-four (24) months, they have handled an average of 600,000 monthly calls. LinkActiv stated that they have 750 employees, of which $70 \%$ are full-time and $30 \%$ are part-time agents. Their employee turnover is an average of $7 \%$ over the last twelve (12) months. LinkActiv are in the process of an expansion of their facilities; they expect to open a new facility in Ceiba in April 2019 and another in Canóvanas in October 2019. Their available current growth is of 150 seats. They listed their providers of IT and Telecommunications infrastructure. LinkActiv offers a rate of $\$ 24.17$ per hour of productive agent time for the first year of a contract, $\$ 23.81$ for the second year and $\$ 23.45$ for the third year and in addition a price per staff hour of $\$ 16.75$.

As part of the evaluation process, the Evaluation Committee conducted a visit to LinkActiv's facility on March 19, 2019. Their facility has the capacity to absorb PREPA's call center operations and offer immediate availability of additional CSR's in case of emergencies. Through the facility visit, Linkactiv clarified some aspects of their proposal such as their Cyber security infrastructure, the amount of call center operators they currently employ, among others. The information clarified was sent via PowerAdvocate. Also, LinkActiv presented a video of their upcoming new facility layout in Ceiba.

After a thorough and impartial evaluation based on LinkActiv' s proposal, facility visit and the RFP scoring criteria and requirements, their resulting score was $62 \%$.

## TELECONTACTO CONTACT CENTERS (TELECONTACTO)

Telecontacto was founded in 1995 and currently has three sites. All locations are located in the San Juan Area. As part of their proposal they included six (6) references of call center services of which one is in the utility sector. Telecontacto provided a summary of the contract, the effective dates, annual average, service level and abandoned call rate. They indicated that the average monthly volume of calls handled for the last 24 months is over 300,000 calls. They have a total of 318 employees of which 7 are top management, 25 supervisors and administrative staff and 286 customer services representatives. Of these, $51 \%$ are full time and $49 \%$ are part time. Their employee turnover rate for customer services representatives is $14.5 \%$. Telecontacto indicated that they have the availability to provide an additional 125 seats within a 45 day process if awarded a contract. A list of providers for $\Pi$ and Telecommunications was provided. Telecontacto's
proposed area for PREPA's call center operations is under construction. Telecontacto price provided per hour of productive agent time is $\$ 16.00$ for the first year of a contract, $\$$ 15.50 for the second year and $\$ 15.50$ for the third year, representing the lowest overall cost of the proposals.

As part of the evaluation process, the Evaluation Committee conducted a site visit to one of Telecontacto's facilities on March 21, 2019. Among their three facilities Telecontact currently has the capacity to absorb PREPA's call center operations and an additional space would be ready shortly after award execution. During the visit, they confirmed they have will have immediate availability of approximately 15 additional CSR's in case of emergencies. Through the facility visit, Telecontacto clarified some aspects of their proposal such as their cyber security infrastructure, the preparedness of their facilities to handle emergencies (such as those caused by the recent hurricanes) and space available for PREPA personnel during such events, their customer service system uses Explorer 9 or as an alternative, they can use Citrix, both of which are compatible with PREPA's system. They also confirmed that PREPA supervisors will be allowed access to their facilities, that they can provide real time reporting and that they have programmers available to create customized reports, if required.

After a thorough and impartial evaluation based on Telecontacto' s proposal, facility visit and the RFP scoring criteria and requirements, their resulting score was $76 \%$.

## JAYE, INC. DBA TELEMEDIK (TELEMEDIK)

Telemedik started operations in 1997, with two facilities in Guaynabo and Mayagüez. As part of their proposal, Telemedik included five (5) references of related call center services in the health-care sector. They indicated that an average of 115,054 monthly inbound calls have been handled for the last 24 months. Telemedik has a total of 420 employees of which 292 are customer services representatives, 4 are managers, 22 are supervisors, and the rest of their employees are in health-care related positions. Their annual turnover rate of personnel is an average of $6 \%$. As part of their proposal, Telemedik mentions that they have 25 reports for review and selection, yet only provided three types of reports as examples. These were: behavior of the group in terms of availability and waiting calls, behavior of the group per interval and summary of the activity of each agent per day. Telemedik offered the PowerBi platform to develop reports upon request. Their proposal for PREPA's call center solution is based on a divided operation between their Guaynabo and Mayagüez sites. They offered a rate of $\$ 17.65$ per hour of productive agent time for the first year of a contract, $\$ 16.98$ for the second year and $\$ 16.70$ for the third year.

As part of the evaluation process, the Evaluation Committee conducted a visit to Telemedik's facility on March 21, 2019. The facility seemed adequate to support PREPA call center solutions, but Telemedik's representatives made it clear that they would divide PREPA's CSRs between their two facilities. Their current ratio of supervisor and employees is approximately $1: 15$ to $1: 20$. Telemedik confirmed that they can provide real time reporting and that their Uptivity server is their own which allows them to provide access to PREPA, if necessary. They also clarified that their audited financial statements were included (in their hard copy proposal). The Committee asked Telemedik about current accounts and they indicated that their Vital account generates the most volume of calls at about 100,000 calls per month. Telemedik emphasized that confidentiality (security) of information is a top priority for them.

After a thorough and impartial evaluation based on Telemedik's proposal, facility visit and the RFP scoring criteria and requirements, their resulting score was $60 \%$.

## DETERMINATION

Upon completion of a uniform evaluation of the four proposals received for this request for proposals and according to the requirements established therein, the Evaluation Committee unanimously determined that the following companies have submitted qualified statements and recommends the commencement of negotiations with the following proponents:

1. Insight Communication, Corp.
2. Telecontacto Contact Centers

Approved today, April 9, 2019, in San Juan, Puerto Rico.


Carlos J. Aponte Díaz Customer Services Senior Supervisor


Delis T. Zambrana Colón
Head of the Purchasing Department
Appendix A - Scoring Sheet

| RFP 83673 Call Center Services |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Criteria | Proponents Weight \% | LinkActiv |  | Telemedik |  | Insight |  | Telecontacto |  |
|  |  | Percent | Score | Percent | Score | Percent | Score | Percent | Score |
| Background and Financial Information | 30\% | 16\% |  | 12\% |  | 20\% |  | 18\% |  |
| Feedback from provided references | 10.0\% | 0.06 | 3 | 0.06 | 3 | 0.06 | 3 | 0.06 | 3 |
| Company experience and market presence in the services requested | 10.0\% | 0.08 | 4 | 0.04 | 2 | 0.08 | 4 | 0.08 | - 4 |
| Company financial condition and long term financial stability | 10.0\% | 0.02 | 1 | 0.02 | 1 | 0.06 | 3 | 0.04 | 2 |
| Service Management | 20.0\% | 15\% |  | 12\% |  | 17\% |  | 14\% |  |
| Service engagement plan and call management process | 3.0\% | 0.024 | 4 | 0.018 | 3 | 0.03 | 5 | 0.018 | 3 |
| Quality management and service level reporting | 2.0\% | 0.012 | 3 | 0.012 | 3 | 0.02 | 5 | 0.016 | 4 |
| Account and Contract Management Practices | 1.0\% | 0.008 | 4 | 0.008 | 4 | 0.008 | 4 | 0.008 | 4 |
| Information Technology Platform | 3.0\% | 0.024 | 4 | 0.018 | 3 | 0.024 | 4 | 0.018 | 3 |
| Implementation process and management of the set-up and transition of services | 2.0\% | 0.012 | 3 | 0.012 | 3 | 0.02 | 5 | 0.012 | 3 |
| People management processes: Recruiting, Training and Supervision | 3.0\% | 0.024 | 4 | 0.018 | 3 | 0.024 | 4 | 0.024 | 4 |
| Available facilities and ability to meet PREPA's call volume requirements | 3.0\% | 0.024 | 4 | 0.018 | 3 | 0.024 | 4 | 0.024 | 4 |
| Disaster Recovery | 3.0\% | 0.018 | 3 | 0.012 | 2 | 0.018 | 3 | 0.018 | 3 |
| Administrative | 5.0\% | 4\% |  | 3\% |  | 4\% |  | 3\% |  |
| Regulatory requirements | 1.0\% | 0.006 | 3 | 0.008 | 4 | 0.008 | 4 | 0.006 | 3 |
| Information security and confidentiality | 3.0\% | 0.024 | 4 | 0.018 | 3 | 0.024 | 4 | 0.018 | 3 |
| Additional certifications and/or required documents | 1.0\% | 0.006 | 3 | 0.006 | 3 | 0.01 | 5 | 0.006 | 3 |
| Other | 10.0\% | 7\% |  | 5\% |  | 7\% |  | 6\% |  |
| Compatibility with PREPA | 5.0\% | 0.04 | 4 | 0.02 | 2 | 0.03 | 3 | 0.03 | 3 |
| Completeness and responsiveness throughout the process | 3.0\% | 0.018 | 3 | 0.018 | 3 | 0.024 | 4 | 0.018 | 3 |
| Executive leadership participation | 2.0\% | 0.012 | 3 | 0.016 | 4 | 0.016 | 4 | 0.016 | 4 |
| Total Score | 65\% | 41\% |  | 32\% |  | 48\% |  | 41\% |  |
| Pricing |  |  |  |  |  |  |  |  |  |
| Pricing |  |  | \$24.17 |  | \$17.65 |  | \$16.35 |  | \$16.00 |
| Score | 35\% | 0.21 | 3 | 0.28 | 4 | 0.35 | 5 | 0.35 | 5 |
| Total Score | 35\% | 21\% |  | 28\% |  | 35\% |  | 35\% |  |
| Total Score | 100\% | 62\% |  | 60\% |  | 83\% |  | 76\% |  |

7 de marzo de 2019

José A. Roque Torres

Edgardo J. Díaz, Jefe
División de Suministros

## EVALUACIÓN FINANCIERA

El 7 de febrero de 2019, la Autoridad inició un proceso para solicitar propuestas (RFP, por sus iniciales en inglés) para otorgar un contrato de Servicios de Centro de Atención de Llamadas. El objetivo del RFP es seleccionar una compañía con la experiencia y capacidad de proveer el servicio de atención a clientes, disminuir el tiempo de espera y reducir así el por ciento de llamadas abandonadas; esto aumentará la satisfacción de los clientes atendidos.

El 22 de febrero de 2019, el Principal Oficial Ejecutivo, José F. Ortiz Vázquez, designó un Comité Evaluador, con la responsable de evaluar, negociar y recomendar las empresas seleccionadas, a través de un proceso transparente, que garantice el proteger y salvaguardar los mejores intereses de la Autoridad. Además, este comité tiene la responsabilidad de preparar informes y recomendar las propuestas que ofrezcan los mejores resultados y soluciones para la Autoridad. Por otra parte, asegurarse que los proveedores seleccionados cumplan sustancialmente con las especificaciones, términos y condiciones establecidos para el RFP. Finalmente, es responsable de evaluar e informar los procesos de negociación y recomendará su determinación al Principal Oficial Ejecutivo y a la Junta de Gobierno.

Como parte de los procesos en el RFP, está evaluar el aspecto financiero de los participantes, por lo que se les requirió a los proponentes, copia de los estados financieros de los últimos dos años. Con esto, se busca identificar la situación financiera de las empresas y su estabilidad a largo plazo.

Incluimos para su evaluación y recomendación, los estados financieros de los proponentes participantes. Además, incluimos copia del RFP para que conozca el alcance del servicio requerido y los criterios de evaluación.

De requerir información adicional, puede comunicarse con la señora Natalia Martínez Lugo, Supervisora de Compras por el 1394.

Anejos


| FINANCIAL RATIOS ANALYSIS - PROPONENTS RFP CALL CENTER 2019 |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | Jaye Inc |  |  | Telemedik |  |  | Telecontacto |  |  | Linkactiv |  |  | Insight |  |  |
|  | Industry Standard | 2018 | $\underline{2017}$ | $\underline{2016}$ | 2018 | 2017 | $\underline{2016}$ | 2018** | 2017 | $\underline{2016}$ | 2018 | $\underline{2017}$ | $\underline{2016}$ | 2018 | $\underline{2017}$ | $\underline{2016}$ |
| Current ratio | 1.6 | n/a | 2.0 | 2.4 | n/a | n/a | n/a | 3.1 | 1.6 | 1.7 | n/a | 0.9 | 1.1 | n/a | 3.2 | 2.0 |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Quick ratio | 1.3 | n/a | 2.0 | 2.4 | n/a | n/a | n/a | 3.1 | 1.6 | 1.7 | n/a | 0.9 | 1.1 | n/a | 3.2 | 2.0 |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Return on total assets | 18.2 | n/a | (0.1) | n/a | n/a | n/a | n/a | 33.1 | 28.4 | 5.1 | n/a | (38.0) | (5.2) | n/a | 17.1 | 9.5 |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Return on sales | 8.5 | n/a | (0.1) | n/a | n/a | n/a | n/a | 11.8 | 9.8 | 1.8 | n/a | (17.9) | (1.7) | n/a | 5.4 | 2.9 |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Return on equity | 42.2 | n/a | (1.3) | 0.1 | n/a | n/a | n/a | 56.3 | 64.9 | 10.1 | n/a | 67.2 | 25.7 | n/a | 23.3 | 16.5 |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Debt ratio | 61.4 | n/a | 92.1 | 91.6 | n/a | n/a | n/a | 41.7 | 56.3 | 49.2 | n/a | 156.5 | 120.3 | n/a | 26.9 | 42.3 |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Total liabilities to Net Worth | 1.6 | n/a | 11.6 | 10.8 | n/a | n/a | n/a | 0.7 | 1.3 | 1.0 | n/a | (2.8) | (5.9) | n/a | 0.4 | 0.7 |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Total asset turnover | 1.9 | n/a | 1.5 | 1.9 | n/a | n/a | n/a | 2.8 | 2.9 | 2.8 | n/a | 2.1 | 3.0 | n/a | 3.2 | 3.3 |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Major Unfavorable Sign. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Observations |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| (1) Telemedik's financial statements were not provided for evaluation. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| (2) As the Telecontacto Inc.'s 2018 financial statements are unaudited we didn't consider them for this evaluation. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| (3) Linkactiv and Insight have not presented financial statements for 2018. Financial statements for 2016 and 2017 are audited. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| (4) Jaye Inc. presented audited financial statements for 2017 and 2016. No financial statements were presented for 2018. |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

Based on the financial statements submitted, none of the proponents hold a strong financial condition or a long term financial stability when compare to the industry. The proponent's equity are less than satisfactory due to a low profitability. The following score was established after comaparing the selected financial ratios with the proponents' and grading them based on those showing an overall "tolerable" financial condition. Therefore, we recommend to request to each of the proponents, if the timeframes allows PREPA, the audited financial statements for 2018 in order to evaluate if an improvement in the financial condition by any of the proponents has been achieved on 2018.

## Insight Communications, Corp. = 3

## Telecontacto $=$

Jaye, Inc. = 1
Linkactiv = 1
The criteria were graded using a score of 1 to 5 :
$1=$ Inadequate, does not meet RFP expectations.
$2=$ Adequate, criteria are met, below the standards set by the RFP.
$3=$ Good, meets the minimum standards set by the RFP
$4=$ Very good, meets the standards set by the RFP.
$5=$ Excellent, presents the best proposal that meets the standards set by the RFP.

## AUTORIDAD DE ENERGÍA ELÉCTRICA

## Departamento de Análisis Económicos y Financieros

Evaluación de Estados Financieros

Solicitante: Jaye, Inc.
Industria: Servicios de telecomunicación y consultoría
Compañía CPA: F Hiram Vázquez Botet

| Tipo Opinión: | ( ) Cualificada | (X ) No-Cualificada (limpia) | ( ) Sujeto a |
| :---: | :---: | :---: | :---: |
| Fecha Estados |  |  |  |
| Financieros: Diciembre 31, 2017 - Estados financieros Auditados |  |  |  |
| Riesgos: | ellos asociados |  |  |

Resgos. Sólo aquellos asociados a la industria.


## Observaciones

* Ratios examinados como parte de esta evaluación superan los estándares de la industria.

Preparado: $\qquad$
José R. Gandía, Gerente

Recomendado: $\qquad$

Aprobado:
Lizzandra Matías Varela
Contralora

## (1) Other Professional, Scientific and Technical Services

Se utilizó esta industria, ya que la industria de mercadeo directo y call center no están incluida en el libro de financial ratios.

## AUTORIDAD DE ENERGÍA ELÉCTRICA

## Departamento de Análisis Económicos y Financieros

Evaluación de Estados Financieros

Solicitante: Jaye, Inc.
Industria: Servicios de telecomunicación y consultoría
Compañía CPA: f Hiram Vázquez Botet

| Tipo Opinión: | ( ) Cualificada | (X ) No-Cualificada (limpia) | ( ) Sujeto a |
| :---: | :---: | :---: | :---: |
| Fecha Estados |  |  |  |
| Financieros: Diciembre 31, 2016 - Estados financieros Auditados |  |  |  |
| Riesgos: | ellos asociados |  |  |

Resgos. Sólo aquellos asociados a la industria.


## Observaciones

* Ratios examinados como parte de esta evaluación superan los estándares de la industria.

Preparado: $\qquad$
José R. Gandía, Gerente

Recomendado: $\qquad$

Aprobado:
Lizzandra Matías Varela
Contralora

## (1) Other Professional, Scientific and Technical Services

Se utilizó esta industria, ya que la industria de mercadeo directo y call center no están incluida en el libro de financial ratios.

AUTORIDAD DE ENERGÍA ELÉCTRICA

## Departamento de Análisis Económicos y Financieros

 Evaluación de Estados Financieros

## Observaciones

* No se suministraron los estados financieros para completar la evaluación
$\qquad$
Preparado:
Recomendado: $\qquad$
José R. Gandia, Gerente
Aprobado: $\xlongequal[\begin{array}{c}\text { Lizzandra Matías Varela } \\ \text { Contralora }\end{array}]{ }$
(1) Other Professional, Scientific and Technical Services

Se utilizó esta industria, ya que la industria de mercadeo directo y call center no están incluida en el libro de financial ratios.

## AUTORIDAD DE ENERGÍA ELÉCTRICA

## Departamento de Análisis Económicos y Financieros

Evaluación de Estados Financieros


Preparado: $\qquad$
José R. Gandía, Gerente

Recomendado: $\qquad$

Aprobado:
Lizzandra Matías Varela
Contralora

## (1) Other Professional, Scientific and Technical Services

Se utilizó esta industria, ya que la industria de mercadeo directo y call center no están incluida en el libro de financial ratios.

## AUTORIDAD DE ENERGÍA ELÉCTRICA

## Departamento de Análisis Económicos y Financieros

Evaluación de Estados Financieros

| Solicitante: Telecontacto Inc. Industria: Servicios de telecomunicación y consultoría |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Compañía CPA: FPV \& Galíndez, PSC |  |  |  |  |  |
| Tipo Opinión: | Cualificada |  | (X ) No-Cualificada (limpia) | ( ) Sujeto a |  |
| Fecha Estados |  |  |  |  |  |
| Financieros: Diciembre 31, 2017 - Estados financieros Auditados |  |  |  |  |  |
| Riesgos: Sólo aquellos asociados a la industria. |  |  |  |  |  |
| Total Activo: | 1,262,639 |  | Total Pasivo: | 710,700 |  |
| Activo Corriente: | 980,231 | 78\% | Pasivo Corriente: | 621,043 | 87.4\% |
| Inventario: | - |  | Pasivo Largo Plazo: | 89,657 | 12.6\% |
| Planta y Equipo: | 266,396 | 21\% |  |  |  |
|  |  |  | Equidad: | 551,939 |  |
| Ventas: | 3,644,172 |  |  |  |  |
| Ingreso Neto (NIBT): | 358,205 |  | Compañía |  |  |
| Ingreso Neto (NIAT) | - |  | $\underline{2017}$ |  |  |
|  |  |  | No Auditado | Industria ${ }^{(1)}$ | Variación |
| Current ratio |  |  | 1.6 | 1.6 | (0.0) |
| current assets / current liabilities |  |  |  |  |  |
| Quick ratio |  |  | 1.6 | 1.3 | 0.3 |
| (current assets - inventory)/ current liabilities |  |  |  |  |  |
| Return on total assets |  |  | 28.4 | 18.2 | 10.2 |
| NIBT / total assets |  |  |  |  |  |
| Return on sales |  |  | 9.8 | 8.5 | 1.3 |
| NIBT / Sales |  |  |  |  |  |
| Return on equity |  |  | 64.9 | 42.2 | 22.7 |
| NIBT / equity |  |  |  |  |  |
| Debt ratio |  |  | 56.3 | 61.4 | (5.1) |
| total liabilities / total assets |  |  |  |  |  |
| Total liabilities to Net |  |  | 1.3 | 1.6 | (0.3) |
| Total liabilities / net worth |  |  |  |  |  |
| Total asset turnover |  |  | 2.9 | 1.9 | 1.0 |

## Observaciones

* Ratios examinados como parte de esta evaluación superan los estándares de la industria, con excepción del current ratio.

Preparado: $\qquad$
José R. Gandía, Gerente

Recomendado: $\qquad$

Aprobado:
Lizzandra Matías Varela
Contralora

## (1) Other Professional, Scientific and Technical Services

Se utilizó esta industria, ya que la industria de mercadeo directo y call center no están incluida en el libro de financial ratios.

## AUTORIDAD DE ENERGÍA ELÉCTRICA

## Departamento de Análisis Económicos y Financieros

Evaluación de Estados Financieros


## Observaciones

* Ratios examinados como parte de esta evaluación superan los estándares de la industria.

Preparado: $\qquad$
José R. Gandía, Gerente

Recomendado: $\qquad$

Aprobado:
Lizzandra Matías Varela
Contralora

## (1) Other Professional, Scientific and Technical Services

Se utilizó esta industria, ya que la industria de mercadeo directo y call center no están incluida en el libro de financial ratios.

## AUTORIDAD DE ENERGÍA ELÉCTRICA

## Departamento de Análisis Económicos y Financieros

 Evaluación de Estados FinancierosSolicitante: Linkactiv Inc. (Antes conocida como El Día Directo, Inc.)
Industria: Servicios de telemercadeo y consultoría
Compañía CPA: RSM ROC \& Company
Tipo Opinión: ( )Cualificada
Fecha Estados
Financieros: Diciembre 31, 2017
Riesgos: Sólo aquellos asociados a la industria.


Preparado:
Recomendado: $\qquad$
José R. Gandía, Gerente
Aprobado: $\qquad$ Contralora

## (1) Other Professional, Scientific and Technical Services

Se utilizó esta industria, ya que la industria de mercadeo directo y call center no están incluida en el libro de financial ratios.

## AUTORIDAD DE ENERGÍA ELÉCTRICA

## Departamento de Análisis Económicos y Financieros

 Evaluación de Estados Financieros

## Observaciones

La compañía presenta un desempeño inferior a la industria en las razones financieras evaluadas.

Preparado: $\qquad$
José R. Gandía, Gerente

Recomendado: $\qquad$

Aprobado: Lizzandra Matías Varela Contralora
(1) Other Professional, Scientific and Technical Services

Se utilizó esta industria, ya que la industria de mercadeo directo y call center no están incluida en el libro de financial ratios.

## AUTORIDAD DE ENERGÍA ELÉCTRICA

## Departamento de Análisis Económicos y Financieros

Evaluación de Estados Financieros

| Solicitante: Insight Communications, Corp. Industria: Servicios de telecomunicación y consultoría |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Compañía CPA: Eduardo Fadhel-Castellvi, CPA |  |  |  |  |  |
| Fecha Estados <br> Financieros: Diciembre 31, 2017 |  |  |  |  |  |
|  |  |  |  |  |  |
| Riesgos: Sólo aquellos asociados a la industria. |  |  |  |  |  |
| Total Activo: | 1,785,930 |  | Total Pasivo: | 479,563 |  |
| Activo Corriente: | 1,545,856 | 87\% | Pasivo Corriente: | 479,563 | 100.0\% |
| Inventario: | - |  | Pasivo Largo Plazo: | - | 0.0\% |
| Planta y Equipo: | 202,834 | 11\% |  |  |  |
|  |  |  | Equidad: | 1,306,367 |  |
| Ventas: | 5,681,495 |  |  |  |  |
| Ingreso Neto (NIBT): | 304,752 |  | Compañía |  |  |
| Ingreso Neto (NIAT) | 290,764 |  | $\underline{2017}$ |  |  |
|  |  |  | Auditado | Industria ${ }^{(1)}$ | Variación |
| Current ratio |  |  | 3.2 | 1.6 | 1.6 |
| current assets / current liabilities |  |  |  |  |  |
| Quick ratio |  |  | 3.2 | 1.3 | 1.9 |
| (current assets - inventory)/ current liabilities |  |  |  |  |  |
| Return on total assets |  |  | 17.1 | 18.2 | (1.1) |
| NIBT / total assets |  |  |  |  |  |
| Return on sales |  |  | 5.4 | 8.5 | (3.1) |
| NIBT / Sales |  |  |  |  |  |
| Return on equity |  |  | 23.3 | 42.2 | (18.9) |
| NIBT / equity |  |  |  |  |  |
| Debt ratio |  |  | 26.9 | 61.4 | (34.5) |
| total liabilities / total assets |  |  |  |  |  |
| Total liabilities to Net W |  |  | 0.4 | 1.6 | (1.2) |
| Total liabilities / net worth |  |  |  |  |  |
| Total asset turnover |  |  | 3.2 | 1.9 | 1.3 |

## Observaciones

* Ratios examinados como parte de esta evaluación superan los estándares de la industria.

Preparado: $\qquad$
José R. Gandía, Gerente

Recomendado: $\qquad$

Aprobado:
izzandra Matías Varela Contralora
(1) Other Professional, Scientific and Technical Services

Se utilizó esta industria, ya que la industria de telecomunicación no está incluida en el libro de financial ratios.
D:ICALL CENTER REDACTED COPYTO PRODUCEIFinancial Evaluations[[FINANCIAL EVALUATION Call Center (2).x|sx]RESUMEN

## AUTORIDAD DE ENERGÍA ELÉCTRICA

## Departamento de Análisis Económicos y Financieros

Evaluación de Estados Financieros


## Preparado:

$\qquad$ Recomendado: $\qquad$
José R. Gandía, Gerente

$$
\text { Aprobado: } \begin{aligned}
& \text { Lizzandra Matías Varela } \\
& \text { Contralora }
\end{aligned}
$$

## (1) Other Professional, Scientific and Technical Services

Se utilizó esta industria, ya que la industria de telecomunicación no está incluida en el libro de financial ratios.

| Indicadores de gestic |  |  |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Rango |  | General |  |  | Atendidas |  |  |  | Abandonadas |  |  |  |
| Desde | Hasta | Recibidas | Atendidas | Abandonadas | < 10 | <20 | < 40 | >40 | < 10 | <20 | < 40 | > 40 |
| 00:00 | 01:00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 01:00 | 02:00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 02:00 | 03:00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 03:00 | 04:00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 04:00 | 05:00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 05:00 | 06:00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 06:00 | 07:00 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 07:00 | 08:00 | 5 | 4 | 1 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 1 |
| 08:00 | 09:00 | 6 | 6 | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 09:00 | 10:00 | 24 | 21 | 3 | 8 | 0 | 5 | 8 | 1 | 0 | 0 | 3 |
| 10:00 | 11:00 | 10 | 10 | 0 | 8 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |
| 11:00 | 12:00 | 17 | 17 | 0 | 17 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 12:00 | 13:00 | 6 | 6 | 0 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 13:00 | 14:00 | 10 | 10 | 0 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 14:00 | 15:00 | 19 | 19 | 0 | 12 | 1 | 0 | 6 | 0 | 0 | 0 | 0 |
| 15:00 | 16:00 | 8 | 8 | 0 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 16:00 | 17:00 | 4 | 4 | 0 | 3 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| 17:00 | 18:00 | 2 | 2 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 18:00 | 19:00 | 19 | 19 | 0 | 18 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| 19:00 | 20:00 | 13 | 12 | 1 | 12 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| 20:00 | 21:00 | 2 | 2 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21:00 | 22:00 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

## in por habilidad [Todos]

| Puestos |  | ASA |  | Conversando |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| RAC | Login | Prom. | Max. | Prom | $<10$ | $<20$ | $<30$ | $<60$ | < 180 | > 180 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 2 | 174 | 354 | 255 | 0 | 0 | 1 | 0 | 1 | 2 |
| 2 | 7 | 1 | 2 | 418 | 0 | 0 | 0 | 1 | 2 | 3 |
| 7 | 10 | 88 | 364 | 616 | 1 | 0 | 0 | 0 | 3 | 17 |
| 7 | 11 | 31 | 173 | 549 | 0 | 0 | 0 | 0 | 3 | 7 |
| 13 | 18 | 1 | 2 | 195 | 0 | 0 | 0 | 3 | 7 | 7 |
| 11 | 17 | 1 | 2 | 277 | 0 | 0 | 0 | 1 | 2 | 3 |
| 9 | 16 | 1 | 2 | 303 | 2 | 0 | 0 | 2 | 1 | 5 |
| 10 | 17 | 45 | 230 | 374 | 2 | 0 | 2 | 1 | 2 | 12 |
| 11 | 18 | 1 | 1 | 456 | 0 | 1 | 0 | 2 | 0 | 5 |
| 11 | 17 | 23 | 87 | 219 | 1 | 0 | 0 | 0 | 1 | 2 |
| 12 | 17 | 2 | 2 | 273 | 0 | 0 | 0 | 0 | 1 | 1 |
| 9 | 13 | 11 | 181 | 281 | 0 | 0 | 0 | 1 | 6 | 12 |
| 5 | 8 | 1 | 1 | 239 | 1 | 0 | 1 | 0 | 4 | 6 |
| 1 | 4 | 1 | 1 | 174 | 0 | 0 | 0 | 0 | 1 | 1 |
| 1 | 2 | 1 | 1 | 47 | 0 | 0 | 0 | 1 | 0 | 0 |


| rpDate |
| :---: |
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| $08-12-2015$ |

# INFORME ESTADISTICO DEL ACD <br> Comparativo diario de productividad [Todos] 

Subcentro Todos

Nodos Canales Todos
Día Todos

Desde 12/1/2015 hasta 12/8/2015
De 00:00 a 24:00

| Día | Llamadas <br> transferidas | Llamadas no <br> transferidas | Total de <br> llamadas | Porcentaje <br> atención | Promedio <br> de espera <br> (transferidas) | Promedio <br> de espera <br> (abandonadas) | Promedio de <br> conversación | Nivel de <br> servicio | Llamadas <br> en nivel <br> de servicio |
| :---: | ---: | ---: | ---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $01 / 12$ | 308 | 760 | 1068 | 28.84 | $00: 06: 35$ | $00: 09: 01$ | $00: 09: 00$ | 50 | 154 |
| $02 / 12$ | 296 | 424 | 720 | 41.11 | $00: 06: 24$ | $00: 08: 20$ | $00: 08: 30$ | 43.24 | 128 |
| $03 / 12$ | 326 | 155 | 481 | 67.78 | $00: 03: 32$ | $00: 05: 37$ | $00: 09: 01$ | 54.6 | 178 |
| $04 / 12$ | 382 | 793 | 1175 | 32.51 | $00: 07: 02$ | $00: 08: 55$ | $00: 08: 51$ | 47.38 | 181 |
| $05 / 12$ | 329 | 9 | 338 | 97.34 | $00: 00: 09$ | $00: 04: 31$ | $00: 06: 25$ | 92.71 | 305 |
| $06 / 12$ | 482 | 171 | 653 | 73.81 | $00: 02: 28$ | $00: 06: 14$ | $00: 09: 36$ | 57.05 | 275 |
| $07 / 12$ | 405 | 245 | 650 | 62.31 | $00: 03: 49$ | $00: 07: 18$ | $00: 08: 31$ | 60 | 243 |
| $08 / 12$ | 141 | 5 | 146 | 96.58 | $00: 00: 29$ | $00: 03: 32$ | $00: 06: 00$ | 82.98 | 117 |
| TOTAL | 2669 | 2562 | 5231 | 51.02 | $\mathbf{0 0 : 0 3 : 5 9}$ | $00: 08: 17$ | $00: 08: 29$ | 59.24 | 1581 |

# INFORME ESTADISTICO DEL ACD 

Calidad de servicio detallado por DDE
Subcentro Todos Nodos Todos Canales Todos
Día Todos
Desde 12/8/2015 hasta 12/8/2015
De 00:00 a 24:00

| DDE | Llamadas <br> transferidas | Llamadas no <br> transferidas | Total de <br> llamadas | Porcentaje <br> atención | Promedio <br> de espera <br> (transferidas) | Promedio <br> de espera <br> (abandonadas) | Promedio de <br> conversación | Nivel de <br> servicio | Llamadas <br> en nivel <br> de servicio |
| :---: | ---: | ---: | ---: | ---: | :---: | :---: | :---: | :---: | :---: |
| 5292 | 20 | 0 | 20 | 100 | $00: 00: 01$ | $00: 00: 00$ | $00: 04: 04$ | 100 | 20 |
| 5295 | 3 | 0 | 3 | 100 | $00: 00: 01$ | $00: 00: 00$ | $00: 03: 12$ | 100 | 3 |
| 5403 | 47 | 1 | 48 | 97.92 | $00: 00: 53$ | $00: 02: 40$ | $00: 06: 56$ | 68.09 | 32 |
| 5413 | 33 | 3 | 36 | 91.67 | $00: 00: 45$ | $00: 04: 59$ | $00: 07: 23$ | 72.73 | 24 |
| 5736 | 14 | 0 | 14 | 100 | $00: 00: 02$ | $00: 00: 00$ | $00: 06: 36$ | 100 | 14 |
| 5743 | 4 | 0 | 4 | 100 | $00: 00: 01$ | $00: 00: 00$ | $00: 01: 41$ | 100 | 4 |
| 5744 | 8 | 0 | 8 | 100 | $00: 00: 04$ | $00: 00: 00$ | $00: 03: 29$ | 100 | 8 |
| 5769 | 12 | 0 | 12 | 100 | $00: 00: 01$ | $00: 00: 00$ | $00: 04: 53$ | 100 | 12 |
| TOTAL | $\mathbf{1 4 1}$ | $\mathbf{4}$ | $\mathbf{1 4 5}$ |  |  |  |  |  |  |

## PRODUCTIVIDAD GENERAL DE LOS AGENTES

## Distribución de tiempos en el intervalo

Subcentro Todos Agentes Todos

Desde 12/9/2015 hasta 12/9/2015
De 00:00 a 00:00

| Tiempos totales |  |  |
| :--- | ---: | ---: |
| Tiempo aguardando llamada | $92: 51: 16$ | $\mathbf{6 2 \%}$ |
| Tiempo con llamada | $21: 25: 55$ | $\mathbf{1 4 \%}$ |
| Tiempo wrap-up (ACW) | $00: 07: 16$ | $0 \%$ |
| Tiempo no disponible | $\mathbf{3 5 : 1 2 : 5 6}$ | $\mathbf{2 4 \%}$ |
| Tiempo en el sistema | $\mathbf{1 4 9 : 3 7 : 2 3}$ | $\mathbf{1 0 0 \%}$ |
| Total de llamadas / consultas | $\mathbf{4 2 3}$ |  |
| Tiempo conversando inferior a 0 seg. | $00: 00: 00$ | $0 \%$ |
| Total conversando inferior a 0 seg. | 0 | $0 \%$ |


| Promedios por hora (*) |  |
| :--- | ---: |
| Tiempo promedio aguardando llamada | $\mathbf{3 7 : 1 4}$ |
| Tiempo promedio con llamada | $\mathbf{9 : 3 6}$ |
| Tiempo promedio wrap-up (ACW) | $\mathbf{0 : 0 3}$ |
| Tiempo promedio no disponible | $\mathbf{1 4 : 0 7}$ |
| Cantidad aprox. de llamadas / consultas | $\mathbf{4}$ |
| Promedio conversando inferior a 0 seg. | $\mathbf{0 : 0 0}$ |
| Cantidad conversando inferior a 0 seg. | $\mathbf{0}$ |

(*) Calculado aplicando los porcentajes a un intervalo de una hora.


# PRODUCTIVIDAD GENERAL DE LOS AGENTES 

## Ranking por total de conexiones

desde 3/24/2015 hasta 3/24/2015
de 00:00 a 00:00
Subcentro Todos
23, I24, I28, I29, I35, I36, I41, I44, I50, I55, I60, I61, I62, I67, I7 Ti

|  | Llamada retenida | Cantidad de transf. |  | Conversando < 0 segs. |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | env | rcv | total | tiempo |
|  | 00:00 | 1 | 0 | 0 | 00:00 |
|  | 00:00 | 0 | 1 | 0 | 00:00 |
|  | 00:05 | 1 | 0 | 0 | 00:00 |
|  | 00:00 | 0 | 0 | 0 | 00:00 |
|  | 00:01 | 0 | 0 | 0 | 00:00 |
|  | 00:18 | 0 | 0 | 0 | 00:00 |
|  | 00:09 | 0 | 0 | 0 | 00:00 |
|  | 00:00 | 0 | 0 | 0 | 00:00 |
|  | 00:00 | 0 | 0 | 0 | 00:00 |
|  | 00:00 | 0 | 1 | 0 | 00:00 |
|  | 00:02 | 0 | 0 | 0 | 00:00 |
|  | 00:08 | 0 | 0 | 0 | 00:00 |
|  | 00:00 | 0 | 0 | 0 | 00:00 |
|  | 00:00 | 0 | 0 | 0 | 00:00 |
|  | 00:02 | 0 | 0 | 0 | 00:00 |
|  | 00:00 | 0 | 0 | 0 | 00:00 |
|  | 00:00 | 0 | 0 | 0 | 00:00 |
|  | 00:00 | 0 | 0 | 0 | 00:00 |
|  | 00:00 | 0 | 0 | 0 | 00:00 |
|  | 00:00 | 0 | 0 | 0 | 00:00 |
|  | 00:00 | 0 | 0 | 0 | 00:00 |
|  | 00:00 | 0 | 0 | 0 | 00:00 |
|  | 00:00 | 0 | 0 | 0 | 00:00 |
|  | 00:00 | 0 | 0 | 0 | 00:00 |
|  | 00:00 | 0 | 0 | 0 | 00:00 |
|  | 00:00 | 0 | 0 | 0 | 00:00 |

## PRODUCTIVIDAD GENERAL DE LOS AGENTES

Ranking por total de conexiones
desde 3/24/2015 hasta 3/24/2015
de 00:00 a 00:00
Subcentro Todos
I23, I24, I28, I29, I35, I36, I41, I44, I50, I55, I60, I61, I62, I67, 17 Tiempos en hh:mm salvo indicación

| Agn | Tiempo login | Conexiones |  |  |  |  |  |  |  |  |  |  | Promedio (mm:ss) de conversación |  |  | Disponible |  | En servicio \% | No disponible |  | Llamada retenida | Cantidad de transf. |  | $\begin{array}{\|c} \text { Conversando } \\ <0 \text { segs. } \end{array}$ |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | Tiempo |  |  |  |  |  |  |  | cantidad |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | Demora | \% | e | s | e+s | \% | acw | \% | e | s | e+s | e | s | e+s | tiempo | \% |  | tiempo | \% |  | env | rcv | total | tiempo |
| F18 | 00:09 | 00:00 | 1 | 00:01 | 00:00 | 00:01 | 17 | 00:00 | 1 | 5 | 0 | 5 | 00:18 | 00:00 | 00:18 | 00:00 | 0 | 19 | 00:07 | 81 | 00:00 | 0 | 0 | 0 | 00:00 |
| 100 | 00:02 | 00:00 | 1 | 00:00 | 00:00 | 00:00 | 10 | 00:00 | 1 | 1 | 0 | 1 | 00:18 | 00:00 | 00:18 | 00:00 | 2 | 14 | 00:02 | 86 | 00:00 | 0 | 0 | 0 | 00:00 |
| 172 | 06:55 | 00:00 | 0 | 00:00 | 00:00 | 00:00 | 0 | 00:00 | 0 | 0 | 0 | 0 | 00:00 | 00:00 | 00:00 | 00:00 | 0 | 0 | 06:55 | 100 | 00:00 | 0 | 0 | 0 | 00:00 |


| Tiempo total en el sistema 111:15:26 | Tiempo | \% |  | Entrantes | Salientes |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Aguardando llamada | 26:59:15 | 24\% | Tiempo conversando | 58:23:22 | 00:00:04 |
| Demora en atender | 02:19:29 | 2\% | Llamadas / consultas | 6731 | 3 |
| Conversando | 58:23:26 | 52\% | Promedio de conversación | 00:00:31 | 00:00:01 |
| Despues de llamada (ACW) | 02:14:53 | 2\% | Tiempo con llamadas retenidas | 00:49:53 |  |
| No disponible | 21:18:23 | 19\% | Transferencias | env. 2 | rec. 2 |

# INFORME ESTADISTICO DEL ACD 

## Calidad de servicio general

Subcentro Todos

Nodos Canales Día

Todos
Todos
Día Todos

Desde 12/8/2015 hasta 12/8/2015
De 00:00 a 24:00
Espera aceptable 30 segundos

| Horario | Llamadas <br> transferidas | Llamadas no <br> transferidas | Total de <br> llamadas | Porcentaje <br> atención | Promedio <br> de espera <br> (transferidas) | Promedio <br> de espera <br> abandonadas) | Promedio de <br> conversación | Nivel de <br> servicio | Llamadas <br> en nivel <br> de servicio |
| :---: | ---: | ---: | ---: | ---: | ---: | ---: | ---: | ---: | ---: |
| 00:00-01:00 | 0 | 0 | 0 | 0 | $00: 00: 0$ | $00: 00: 00$ | $00: 00: 00$ | 0 | 0 |
| $01: 00-02: 00$ | 0 | 0 | 0 | 0 | $00: 00: 0$ | $00: 00: 00$ | $00: 00: 00$ | 0 | 0 |
| 02:00-03:00 | 0 | 0 | 0 | 0 | $00: 00: 0$ | $00: 00: 00$ | $00: 00: 00$ | 0 | 0 |
| 03:00-04:00 | 0 | 0 | 0 | 0 | $00: 00: 0$ | $00: 00: 00$ | $00: 00: 00$ | 0 | 0 |
| 04:00-05:00 | 0 | 0 | 0 | 0 | $00: 00: 0$ | $00: 00: 00$ | $00: 00: 00$ | 0 | 0 |
| $05: 00-06: 00$ | 0 | 0 | 0 | 0 | $00: 00: 0$ | $00: 00: 00$ | $00: 00: 00$ | 0 | 0 |
| $06: 00-07: 00$ | 0 | 0 | 0 | 0 | $00: 00: 0$ | $00: 00: 00$ | $00: 00: 00$ | 0 | 0 |
| $07: 00-08: 00$ | 4 | 1 | 5 | 80 | $00: 02: 5$ | $00: 03: 31$ | $00: 04: 15$ | 50 | 2 |
| $08: 00-09: 00$ | 6 | 0 | 6 | 100 | $00: 00: 0$ | $00: 00: 00$ | $00: 06: 58$ | 100 | 6 |
| $09: 00-10: 00$ | 21 | 3 | 24 | 87.5 | $00: 01: 2$ | $00: 04: 42$ | $00: 10: 16$ | $42: 86$ | 9 |
| $10: 00-11: 00$ | 10 | 0 | 10 | 100 | $00: 00: 3$ | $00: 00: 00$ | $00: 09: 09$ | 80 | 8 |
| $11: 00-12: 00$ | 17 | 0 | 17 | 100 | $00: 00: 0$ | $00: 00: 00$ | $00: 03: 15$ | 100 | 17 |
| $12: 00-13: 00$ | 6 | 0 | 6 | 100 | $00: 00: 0$ | $00: 00: 00$ | $00: 04: 37$ | 100 | 6 |
| $13: 00-14: 00$ | 10 | 0 | 10 | 100 | $00: 00: 0$ | $00: 00: 00$ | $00: 05: 03$ | 100 | 10 |
| $14: 00-15: 00$ | 19 | 0 | 19 | 100 | $00: 00: 4$ | $00: 00: 00$ | $00: 06: 14$ | $68: 42$ | 13 |
| $15: 00-16: 00$ | 8 | 0 | 8 | 100 | $00: 00: 0$ | $00: 00: 00$ | $00: 07: 36$ | 100 | 8 |
| $16: 00-17: 00$ | 4 | 0 | 4 | 100 | $00: 00: 2$ | $00: 00: 00$ | $00: 03: 39$ | 75 | 3 |
| $17: 00-18: 00$ | 2 | 0 | 2 | 100 | $00: 00: 0$ | $00: 00: 00$ | $00: 04: 33$ | 100 | 2 |
| $18: 00-19: 00$ | 19 | 0 | 19 | 100 | $00: 00: 1$ | $00: 00: 00$ | $00: 04: 41$ | 94.74 | 18 |
| $19: 00-20: 00$ | 12 | 1 | 13 | 92.31 | $00: 00: 0$ | $00: 00: 00$ | $00: 03: 59$ | 100 | 12 |
| $20: 00-21: 00$ | 2 | 0 | 2 | 100 | $00: 00: 0$ | $00: 00: 00$ | $00: 02: 54$ | 100 | 2 |
| $21: 00-22: 00$ | 1 | 0 | 1 | 100 | $00: 00: 0$ | $00: 00: 00$ | $00: 00: 47$ | 100 | 1 |

# INFORME ESTADISTICO DEL ACD 

Calidad de servicio general

| Subcentro | Todos |
| :--- | ---: |
| Nodos | Todos |
| Canales | Todos |
| Día | Todos |

Día Todos

| Horario | Llamadas <br> transferidas | Llamadas no <br> transferidas | Total de <br> llamadas | Porcentaje <br> atención |  |
| :---: | ---: | ---: | ---: | :---: | :---: |
| TOTAL | 141 | 5 | 146 | 96.58 |  |
| TOTAL (\%) | $96.58 \%$ | $3.42 \%$ | $100 \%$ |  |  |
|  |  |  |  |  |  |

Llamadas no transferidas por "timeout"
Llamadas no transferidas por abandono en cola Llamadas no transferidas por abandono en IVR
Abandonadas en cola antes de 10"
Atendidas antes de 30"

Desde 12/8/2015 hasta 12/8/2015
De 00:00 a 24:00
Espera aceptable 30 segundos

s) $\left.$\begin{tabular}{c|c|c|c|}
Promedio de <br>
conversación

 

Nivel de <br>
servicio

 

Llamadas <br>
en nivel <br>
de servicio
\end{tabular} \right\rvert\,

| $\mathbf{0}$ | Cantidad máxima de clientes en cola | 3 |
| ---: | :--- | ---: |
| $\mathbf{5}$ | Intentos no respondidos | 0 |
| $\mathbf{0}$ | Tiempo máximo de espera registrado | $00: 06: 04$ |
| $\mathbf{1}$ | Tiempo total de espera (transferidas) | $\mathbf{0 1 : 0 7 : 5 1}$ |
| $\mathbf{1 1 7}$ | Tiempo total de conversación | $14: 05: 34$ |

Llamadas transferidas vs abandonadas


Promedios por intervalo horario



## PUERTO RICO ELECTRIC POWER AUTHORITY

BID BOND

BOND NO. 19202048-1
KNOW ALL MEN BY THESE PRESENTS, that we INSIGHT COMMUNICATIONS, CORP. (hereinafter called the Principal) and UNITED SURETY \& INDEMNITY COMPANY ${ }_{2}$ having its principal offices at GUAYNABO, P.R.


#### Abstract

a corporation duly organized and existing under the Laws of the COMMONWEALTH OF PUERTO RICO and authorized to transact business in Puerto Rico (hereinafter called the Surety) are held and firmly bound onto the PUERTO RICO ELECTRIC POWER AUTHORITY, a public corporation and governmental instrumentality of the Commonwealth of Puerto Rico, (hereinafter called the Obligee), in the penal sum of $10 \%$ TEN PERCENT OF THE BID AMOUNT of (\$-------------), lawful money of the United States of America, for the payment of which sum well and truly to be made, the said Principal and the said Surety, bind ourselves, our heirs, executors, administrators, and successors, jointly and severally firmly by these presents.


WHEREAS, the Principal has submitted a bid for CALL CENTER SERVICES AGREEMENT. ACCOUNT \# 01-4017-90500-550-382.

NOW, THEREFORE, if the Obligee shall accept the bid of the Principal and the Principal shall enter into a contract with the Obligee in accordance with the terms of such bid, and give such bond or bonds as may be specified in the bidding or contract documents with good and sufficient surety for the faithful performance of such contract and for the prompt payment of labor and material furnished in the prosecution thereof, or in the event of the failure of the Principal to enter such contract and give such bond or bonds, if the Principal shall pay to the Obligee the different not to exceed the penalty hereof between the amount specified in said bid and such larger amount for which the Obligee may in a good faith contract with another party to perform the work covered by said bid, then this obligation shall be null and void, otherwise to remain in full force and effect.

IT IS hereby understood and agreed that this bond will be effect for a maximum period of ninety (90) days after the bid date, unless its obligation is fulfilled prior to such date.

IN WITNESS WHEREOF, the above jointly and in solid bound parties have executed this instrument under their several seals this February 26, 2019, the name and corporate seals of each corporate party being hereto affixed and these presents duly signed by its undersigned representatives pursuant to authority of its governing body.

INSIGHT COMMUNICATIONS, CORP.
PRINCIPAL


UNITED SURETY \& INDEMNITY COMPANY (SEAL) SURETY


## AUTORIDAD DE ENERGIA ELECTRICA DE PUERTO RICO

## FIANZA DE LICITACION

POR LA PRESENTE, nosotros $\qquad$ ,
(de aquí en adelante denominados "El Principal") y con oficina principal localizada en $\qquad$
$\qquad$
organizada y existente bajo las leyes del Estado Libre Asociado de Puerto Rico y autorizada pare hacer negocios en Puerto Rico (denominada de aquí en adelante "El Fiador"), nos obligamos y comprometemos con y en favor de la Autoridad de Energía Eléctrica de Puerto Rico, una corporación pública e instrumentalidad del Estado Libre Asociado de Puerto Rico (de aquí en adelante denominada "El Beneficiario"), al pago de la suma penal de $10 \%$ de $\qquad$ (\$ ), en moneda de curso legal de los Estados Unidos de América, por cuyo pago nos comprometemos el aquí Principal y el aquí Fiador y comprometemos a nuestros herederos, albaceas, administradores y sucesores, solidaria y mancomunadamente.

POR CUANTO, EL Principal ha sometido una licitación para $\qquad$

POR TANTO, si el Beneficiario aceptara la licitación del Principal y el Principal firmara un contrato con el Beneficiario conforme a los términos de esa licitación y suministrara la fianza o fianzas que pudieran estar especificadas en los documentos de la subasta o del contrato, con garantía buena y suficiente pare el cumplimiento cabal de dicho contrato y pare el pago puntual de los trabajos y materiales que fueren suplidos en la ejecución del mismo; o en caso de que el Principal fallare o se negare a perfeccionar y formalizar tal contrato o a proveer la fianza o fianzas requeridas, bajo el mismo, pero pagare al Beneficiario la diferencia entre el monto cotizado por el Principal y el monto cobrado por otro licitador que el Beneficiario contratare de buena fe para realizar el trabajo cubierto en la cotización, sin exceder ese pago el monto de la penalidad aquí establecida, entonces la obligación del Fiador, que mediante este documento se constituye, quedaría sin efecto y valor alguno.

QUEDA ENTENDIDO Y ACORDADO que esta fianza estará en vigor hasta un máximo de noventa (90) días a partir de la fecha en que se celebre la subasta aplicable a esta fianza, a menos que su obligacion sea cumplida antes de tal fecha.

EN TESTIMONIO DE LO CUAL, las partes arriba obligadas suscriben este instrumento bajo los correspondientes sellos, hoy día $\qquad$ de $\qquad$ de $\qquad$ estampando el nombre y sello corporativo de cada entidad corporativa y firmando la presente por el representante que suscribe a tenor con la autorización de su Junta Directiva.


## ENDOSO OBLIGATORIO DE PRIMAS Y CONDICIONES DE CUBIERTA - PUERTO RICO

Por la presente se entiende y se conviene que de conformidad con las reglas aprobadas por el Comisionado de Seguros de Puerto Rico, la presente fianza queda enmendada según las condiciones y estipulaciones vertidas a continuación:

1. Primas de fianzas pagadas en su totalidad por usted: Si las primas de esta fianza han de ser pagadas en su totalidad por usted, la cubierta de la fianza será concedida siempre y cuando se haya pagado la prima total $a, y$ ésta se haya recibido por, nosotros o nuestro representante autorizado en o antes de la fecha de efectividad indicada en la fianza. De lo contrario, la fianza entrará en vigor en la fecha en que se haya pagado la prima total $a, y$ se haya recibido por, nosotros o nuestro representante autorizado, y procederemos según indica la Sección 4 de este Endoso.
2. Prima de Endoso: Los endosos emitidos después de la fecha de incepción de esta fianza concediendo cubierta adicional y los cuales resultan en alguna prima adicional, no entrarán en vigor hasta tanto la prima total adicional de los mismos se haya pagado en su totalidad $a, y$ se haya recibido por, nosotros o nuestro representante autorizado.
3. Corrección de primas: Cualesquiera primas adicionales que se adeuden como resultado de cambios en tarifas, clasificaciones, bases de primas o cualesquiera otros ajustes (según determinado por nosotros o por la correspondiente organización tarifadora) serán pagadas en su totalidad dentro de los (30) días de la fecha de facturación del endoso correctivo.
4. Pagos atrasados: De recibirse el pago después de la fecha de vencimiento indicado, procederemos de la siguiente manera:
a. Para fianzas nuevas (Sección 1 antes indicada) emitiremos un Aviso de Cambio de Fecha de Efectividad de Cubierta, indicando:
(1) que la cubierta que se conceda bajo la fianza entrará en vigor a partir de la fecha en que se recibe el pago de la prima aplicable,
(2) las fechas enmendadas de incepción y de vencimiento de la fianza que resulten, las cuales serán aplazadas por el mismo número de días en que no se concedió cubierta debido al recibo tardío del pago de la prima, y
(3) el correspondiente período durante el cual no se concede cubierta bajo la fianza.
b. Para endosos de corrección de primas (Sección 3 antes indicada), emitiremos, sujeto a la reglamentación aplicable, un Aviso de Reinstalación limitada, indicando:
(1) que la cubierta que se ofrece bajo la fianza será reinstalada a partir de la fecha en que se recibe el pago aplicable de la prima adicional,
(2) el período durante el cual no se concede cubierta, y
(3) el monto de la devolución de prima, si alguna, que se le adeude a usted.
5. Cancelación de fianza: Con relación a la renovación de una fianza, dicha fianza no entrará en vigor si la prima adeudada no ha sido recibida por nosotros o por nuestro representante autorizado en la fecha establecida en el Aviso de Cancelación, el cual será emitido conforme a los términos establecidos en la fianza.
6. Definición de Representante Autorizado: Para fines de este endoso, representante autorizado significa un Agente General, Apoderado, o una persona debidamente autorizada por nosotros, por escrito, para efectos del cobro de primas.
7. Este endoso obligatorio reemplaza cualesquiera otras condiciones que existan a estos efectos en la fianza al que se aneja el presente.

## MANDATORY PREMIUM AND COVERAGE CONDITIONS RIDER-PUERTO RICO

It is hereby understood and agreed that pursuant to the regulations approved by the Commissioner of Insurance of Puerto Rico, this bond is amended according to the following conditions and stipulations:

1. Bond Premium Paid in Full by You: If the premium for this bond is to be paid by you in its entirely, surety coverage will be afforded only if the total premium is paid in full to, and received by, us or our authorized representative on or before the effective date shown in the bond. Otherwise, the bond will be effective on the date the total premium is paid in full to, and received by, us or our authorized representative, and we will proceed as indicated on Section 4 of this rider.
2. Rider Premium: Riders issued after the inception date of this bond, affording additional coverage and which result in an additional premium, shall not be effective until the total additional premium due thereon is paid in full to, and received by, us or our authorized representation.
3. Premium Corrections: Any additional premium due resulting from changes in rates, classifications, premium bases, or any other adjustments (as determined by us or the proper rating organization), shall be paid full within thirty (30) days from the date of billing of the corrective rider.
4. Late Payments: If payment is received after the specified due date, we will proceed as follows:
a. For new bonds (Section 1 above) we will issue a Change of Effective Date of Coverage Notice stating:
(1) that the coverage afforded under the bond is effective as of the date of receipt of the applicable premium payment,
(2) the resulting amended inception and expiration dates of the bond, which will be postponed by the same number of days that coverage was not afforded due to the late receipt of the premium payment, and
(3) the corresponding period of time during which coverage is not afforded under the bond.
b. For premium corrections riders (Section 8 above) we will issue, subject to the applicable regulations, a limited Reinstatement Notice stating:
(1) that the coverage afforded by the bond will be reinstated as of the date of receipt of the applicable additional premium payment,
(2) the period for which coverage is not afforded, and
(3) the amount of premium return due to you, if any.
5. Cancellation of Bond: With reference to renewal of bonds, such bonds will not be effective if the corresponding premium has not been received by us or our authorized representative on the date established in the Cancellation Notice, which will be issued in compliance with the terms of the bond.
6. Definition of Authorized Representative: Authorized representative for the purpose of this rider means a General Agent, an Attorney in Fact, or a person duly authorized in writing by us for premium collection purposes.
7. This mandatory rider supersedes any other conditions to this effect in the bond to which it is attached.

## United Surety \& Indemnity Company

A Commitment to Excellence and Integrity

## CERTIFICATE OF APPOINTMENT OF ATTORNEY-IN-FACT

Know All Men by these Presents, that UNITED SURETY \& INDEMNITY COMPANY, a corporation duly organized and existing under the laws of the Commonwealth of Puerto Rico, and having its principal office in the City of Guaynabo, Puerto Rico, does hereby certify that it has made, constituted and appointed LOURDES SANTANA LOPEZ, of Bayamon, Puerto Rico, its true and lawful Attorney-in-Fact with full power and authority conferred to sign, seal and execute in its behalf bonds, undertakings and other obligatory instruments of similar nature as follows:

## WITHOUT LIMITATION

and to bind UNITED SURETY \& INDEMNITY COMPANY thereby as fully and to the same extent as if such instruments were signed by an officer of UNITED SURETY \& INDEMNITY COMPANY and all the acts of said Attorney, pursuant to the authority given by virtue of Deed Number Eighteen (18), executed on the $10^{\text {th }}$ of October, 2008; before Notary Public Johann Martinez Batista, are hereby ratified and confirmed.

The Power of Attorney granted by the above mentioned deed, was made and executed pursuant to and by authority of the By-Laws duly adopted by the Stockholders of the Company. Certified copy of the above mentioned Deed shall be filed at the Office of the Commissioner of Insurance of Puerto Rico.

In Witness Whereof, UNITED SURETY \& INDEMNITY COMPANY has, pursuant to its By-Laws, caused the present certificate to be signed by the Secretary and its corporate seal to be hereto affixed this $31^{\text {st }}$ of March, 2011.


By:


0185
d subscribed before me by Rafael A. Blanes González, of legal executive and resident of Guaynabo, Puerto Rico, to me In 5 gabo, Puerto Rico, this


The present certificate is in full force and effect as of this 26TH. day of $\qquad$ , $\qquad$


GOBIERNO DE PUERTO RICO
Departamento de la Familia
Administración para el Sustento de Menores
CERTIFICACIÓN PATRONAL DE CUMPLIMIENTO
EMPLOYER COMPLIANCE CERTIFICATE

## Fecha de emisión:

Issue date:

2/27/2019

## INSIGHT COMMUNICATION CORP

Nombre del patrono:
Company name:

Dirección:
342 CALLE SAN LUIS STE 304
Address:

## Número patronal federal: 660629686 <br> FEIN:

## Número de participante:

0001731980
Participant number:
Se ha efectuado una búsqueda en nuestro sistema de manejo de casos y nuestro registro de pagos refleja que el cumplimiento de la persona jurídica que antecede es:
A search in our case management system and payment registry reflects that the above named legal entity compliance status is:

X Está cumpliendo con la(s) orden(es) de retención de ingreso según establecida(s) en todos los casos.
It is complying with all the income withholding orders as established in all cases.
Al presente, NO existe ninguna orden de retención de ingresos activa que lo obligue como patrono.
There is no active income withholding order to comply with, at present.

Este documento resume la información contenida en el sistema mecanizado (PRACSES) de la Administración para el Sustento de Menores. De la búsqueda en nuestro registro de pagos recibidos se desprende que la información que antecede es correcta. La información de este documento es válida por treinta (30) días, a partir de la fecha de su emisión.
This document summarizes the information contained in the Administration for Child Support Enforcement automated system (PRACSES). A search in our received payments registry shows that the information above is correct. The information contained in this document is valid for thirty (30) days from its issue date.

NOTA DE CONFIDENCIALIDAD: La información contenida en este documento y cualquier anejo del mismo es confidencial y privilegiada y tiene el propósito de que sólo sea utilizado por la persona identificada en el mismo.
CONFIDENTIALITY NOTE: The information contained in this document and any attachment is confidential and privileged and has the purpose of being used only by the person identified in it.

CERTIFICADO DE REGISTRO DE COMERCIANTE

Nombre Localidad:
INSIGHT COMMUNICATIONS CORP
SAN LUIS ST 304342 SUITE NEW PART IV
SAN JUAN PR 00921

Nombre Legal:
INSIGHT COMMUNICATIONS CORP SAN LUIS ST 304342 SUITE NEW PART IV SAN JUAN PR 00921

## 0105416-0011

## AGENTE RETENEDOR

Fecha de Emisión:
30-ene-2018
Tipo de Certificado: Comerciante Código NAICS: 56142

Actividad Comercial:
Centros de Llamadas Telefónicas

## Fecha de Expiración:

30-jun-2019


Certifico que este comerciante está inscrito en el Registro de Comerciantes del Departamento de Hacienda.


## Secretario Auxiliar de Rentas Internas

Este Certificado no es transferible y el mismo deberá exhibirse en todo momento en un lugar visible al público en la localidad indicada.

Rev. 23 ene 17


Fecha:
22 febrero 2019
ID de Contribuyente:
09262-22336
INSIGHT COMMUNICATIONS CORP
CHURCHILL AVE
ID de Correspondencia:
L1609455104

Certifico que el contribuyente identificado en la parte superior de este documento no tiene deudas por ningún concepto incluyendo contribución sobre ingresos al día 22 febrero 2019 en nuestro sistema.

## ADVERTENCIA:

De no estar de acuerdo con esta información, deberá presentar su reclamación acompañada de la evidencia correspondiente en uno de nuestros Centros de Servicio al Contribuyente (SAC). Para conocer la localización de los SAC, puede acceder a www.hacienda.pr.gov. Si tiene preguntas relacionadas a este documento, puede comunicarse al Centro de Contacto Hacienda Responde al (787) 622-0123.

## VALIDACIÓN:

Para verificar si este Certificado es válido, vaya a
https://suri.hacienda.pr.gov y presione el enlace de "Verificar Certificado". Este Certificado es válido hasta 30 días después de la fecha de emisión.

## CERTIFICACION DE DEUDA POR TODOS LOS CONCEPTOS ALL CONCEPTS REPORT

Las siguientes propiedades figuran en nuestro sistema computarizado a nombre de: INSIGHT COMMUNICATIONS CORP. con número de Seguro Social patronal: $X X X-X X-9686$.

The following properties are listed in our system under the name: INSIGHT COMMUNICATIONS CORP. with the Social Security: $X X X-X X-9686$

| \# Catastro o número de <br> propiedad/ Pin \# or property <br> number | Localización Prop. <br> Pronertv Location | Concepto <br> Concent | Deuda Total <br> Total Debt |
| :---: | :---: | :---: | :---: |
| $660-62-9686$ | EDIFICIO NEW PORT IV 342 CALLE <br> SAN LUIS SUITE 304 | Mueble | $\$ 0.00$ |
| GRAND TOTAL |  | $\$ 0.00$ |  |

Emitida/ Issued: 26 de Febrero de 2019
Expira / Expires: 27 de Mayo de 2019

Para el detalle de la deuda se debe


Note: The interest is calculated daily. This Report will be valid for 3

Número de Catastro (Pin Number)

Número de Prestamo (Loan Number)

HIP
MTG ID

Municipio
(Municipality) 79

660-62-9686

| Tipo Notif/ <br> Bill Type | Fecha Due/ <br> Due Date | Principal <br> Unpaid Tax | Descuento <br> Discount | Penalidad <br> Penalty | Intereses <br> Interest | Recargos <br> Surcharge | Adeudada <br> Amount Due |
| :--- | :--- | :---: | :---: | :---: | :---: | :---: | :---: |
| Grand Total |  | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 |

[^7]Esta certificación no sera oficial sin el importe de $\$ 2.50$ en estampillas emitidas por el CRIM. Es valida para gestiones de cobro.

Esta Certification no incluye deudas por mejoras que estuvieran sin tasar.

Direccion Postal / Postal Address INSIGHT COMMUNICATIONS CORP.

SAN JUAN PR 00926


## Certificado de Elegibilidad

Yo, Rafael Olivero Figueroa, Supervisor Registro Proveedores de la Autoridad de Energía Eléctrica.

Certifico: Que INSIGHT COMMUNICATIONS CORP. número de suplidor 124390, cumple con todos los requisitos del Registro de Proveedores y está elegible para adjudicaciones de subastas, compras bajo contrato y expedición de orden de compra hasta el 22 de junio de 2019.

La División de Suministros se reserva el derecho de requerir al suplidor la información que entienda necesaria para mantener su expediente actualizado y referir a su compañía a un Comité de Evaluación, para evaluar y recomendar la aprobación de equipo, productos o servicios especializados para ser Proveedor Cualificado.

Todo suplidor tiene la obligación continua con la Autoridad de informar los cambios que ocurran en la información suministrada sobre su negocio.

Emitido hoy, 25 dee febrero de 2019
Rafael Olivero Figueroa
Registro Proveedores


> Notes

19-FEB-2019
11-NOV-2015
13-FEB-2019
22-JUN-2018
08-AUG-2003

22-FEB-2018
13-NOV-2015
$\frac{\text { Recieved Date }}{21 \text { FEB-2019 }}$
13-NOV-2015
21-FEB-2019
13-DEC-2018
13-NOV-2015
28-FEB-2018
28-FEB-2013
13-NOV-2015

## amen tuaunวog

## Vendor Name INSIGHT COMMUNICATIONS CORP <br> Tax Payer Id 660629686 <br> AEE Vendor Number $124390^{\circ}$

General Information Documents
Required Documents
Declaración Jurada de No Conflicto de Intereses
Código de Etica
Certificación de Radicación de Planilla por los últimos 5 años De
Certificado de Cumplimiento ("Good Standing")
Certificado de Incorporación
Resolución Corporativa
Formulario para Registro de Compañías en la AEE
Formulario de Códigos de Materiales y Servicios de la AEE
oducts
Recieved

| $x$ |
| :--- |
| $\square$ |
| 1 |


| Required Documents |  |  |  |
| :---: | :---: | :---: | :---: |
| Document Name | Recieved Date | Start Date | End Date |
| Declaración Jurada de No Conflicto de Intereses | 21-FEB-2019 | 19-FEE-2019 | 19-FEB-2020 |
| Declaración Jurada de No Adjudicar Subastas o Contratos a Pers | 21-FEB-2019 | 19-FEB-2019 | 19-FEB-2020 |
| Código de Etica | 13-NOV-2015 | 11-NOV-2015 | 31-DEC-3000 |
| Certificación de Radicación de Planilla por los últimos 5 años De | 21-FEB-2019 | 13-FEB-2019 | 13-FEE-2020 |
| Certificado de Cumplimiento ("Good Standing") | 13-DEC-2018 | 22-JUN-2018 | 22-JUN-2019 |
| Certificado de Incorporación | 13-NOV-2015 | 08-AUG-2003 | 31-DEC-3000 |
| Resolución Corporativa | 28-FEB-2018 | 22-FEB-2018 | 31-DEC-3000 |
| Formulario para Registro de Compañias en la AEE | 28-FEB-2018 | 22-FEB-2018 | 22-FEE-2020 |
| Formulario de Códigos de Materiales y Servicios de la AEE | 13-NOV-2015 | 13-NOV-2015 | 31-DEC-3000 |
|  |  |  |  |

Government of Puerto Rico

## CERTIFICATE OF EXISTENCE

I, LUIS G. RIVERA MARÍN, Secretary of State of the Government of Puerto Rico,

CERTIFY: That according to our records INSIGHT COMMUNICATIONS CORP.C, with registration number 137656, is a domestic for profit corporation organized on August 7, 2003.

This certification does not certify that this corporation has filed its annual reports, pursuant to the requirements of the General Corporations Law, as amended. If you need to know if such reports have been filed, you must request a Certificate of Good Standing.


IN WITNESS WHEREOF, the undersigned by virtue of the authority vested by law, hereby issues this certificate and affixes the Great Seal of the Government of Puerto Rico, in the City of San Juan, Puerto Rico, today, February 22, 2019.


LUIS G. RIVERA MARÍN
Secretary of State


INSIGHT COMMUNICATIONS CORP
CHURCHILL AVE
SAN JUAN PR 00926

Fecha:
22 febrero 2019
ID de Contribuyente:
09262-22336
ID de Correspondencia: L1981093376

Este Comerciante ha cumplido con la radicación de sus Planillas Mensuales de Impuesto sobre Ventas y Uso y/o Planilla Mensual de Impuesto sobre Importaciones.

## ADVERTENCIA:

De no estar de acuerdo con esta información, deberá presentar su reclamación acompañada de la evidencia correspondiente en uno de nuestros Centros de Servicio al Contribuyente (SAC). Para conocer la localización de los SAC, puede acceder a www.hacienda.pr.gov. Si tiene preguntas relacionadas a este documento, puede comunicarse al Centro de Contacto Hacienda Responde al (787) 622-0123.

## VALIDACIÓN

Para verificar si este Certificado es válido, vaya a
https://suri.hacienda.pr.gov y presione el enlace de "Verificar Certificado". Este Certificado es válido hasta 30 días después de la fecha de emisión.

# Certificación Póliza de Seguro 

$$
\text { Número Control: } 201920002000066659
$$

A: PREPA
Dirección:
$\qquad$
Certificamos que el patrono: INSIGHT COMMUNICATIONS CORP , con póliza 0512002177
cumple con los siguientes requisitos para la obtención de la cubierta para sus obreros o empleados, en caso de ocurrir un accidente del trabajo.

1. Rindió su declaración de la nómina en: $\qquad$
2. Su póliza cubre los siguientes riesgos: 8810-350 OFICINISTAS DELINEANTES
3. Pagó las primas establecidas por el Administrador en:

| Semestre | Fecha de vencimiento | Fecha de pago |
| :---: | :---: | :---: |
| 1 | 8/20/2018 |  |
|  | Mes Día Año | Mes Día Año |
| 2 | 1/20/2019 | 1/17/2019 |
|  | Mes Día Año | Mes Día Año |

4. La póliza cubre la (s) siguiente (es) localidad (es):

PUERTO RICO
5. Observaciones:

Certificación para brindar servicios.

## RFP CALL CENTER SERVICES

6. Esta certificación es válida hasta el: $\mathbf{3 0 - J u n - 1 9}$


## CERTIFICACION DE DEUDA <br> CERTIFICATE OF DEBTS <br> Electrónica / Electronic

|  |  |  |  | Número de Certificación: | 201952581 |
| :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  | Certificate Number |  |
|  |  |  |  | Fecha de Certificación: Certificate Date | $\begin{array}{ll} \mathbf{2 5 / 2 / 2 0 1 9} & \text { 8:29:26AM } \\ 25-2-2019 & 8: 29 \mathrm{am} \end{array}$ |
|  |  |  |  | Fecha de Expiración: Expiration Date |  |
|  |  |  |  | Emitido por: Emitted by | crodriguez2 |
| Certifico que I hereby certif | acuerdo as of | stros | ds del día | $\begin{array}{ll} \mathbf{2 5 - 2 - 2 0 1 9} & \text { 8:29 am } \\ \text { 25-Feb-2019 } & \text { 8:29 am } \end{array}$ |  |
| el patrono the employer | INSIGHT | COMM | CATIONS | CORP |  |
| No tiene de Does not hav | con la Co bts with the | racion Insura | ondo del und Corpora | Seguro del Estado ation |  |
|  |  |  |  | STEMA SEGUROS NSURANCE SYSTEM |  |
| NUMERO POLICY | $\begin{aligned} & \text { E POLIZA } \\ & \text { IMBER } \end{aligned}$ | $\begin{aligned} & \text { AÑO } \\ & \text { YEAR } \end{aligned}$ | NUM NUMB | MERO DE CARGO BER OF CHARGES | CANTIDAD AMOUNT |
|  |  |  |  |  | 0.00 |
|  |  |  | TOTAL D TOTAL | DEUDA EN PRIMA DEBT IN PREMIUM | $\begin{aligned} & \$ 0.00 \\ & \$ 0.00 \end{aligned}$ |

Esta Certificación no será válida sin el sello oficial o código de verificación electrónica y no representará un relevo de responsabilidad por aquellas deudas con la CFSE, pendientes de ser procesadas al momento de la emisión de este documento.
This certification is not valid without the official stamp or Electronic verification code. It does not represent a release for any pending debts with the State Insurance Fund, waiting to be processed at the time of emitting this document.

Código de Verificación Electrónica:
Electronic verification code


Para validar la información contenida en este certificado, favor acceder a:
To validate the information in this certificate, please access the URL:
www.cfse.gov.pr

25-2-2019
25-Feb-2019
Guillermo Urbina Machuca
Page 1 of 2

Jefe. Div. Recaudaciones o su Rep. Autorizado<br>Chief Collection Division Representative

| NUMERO DE FACTURA INVOICE NUMBER | SISTEMA CUENTAS POR COBRAR account receive system |  |
| :---: | :---: | :---: |
|  |  | CANTIDAD AMOUNT |
|  |  | 0.00 |
|  | TOTAL DEUDA EN FACTURAS TOTAL DEBT IN INVOICES | $\begin{aligned} & \$ 0.00 \\ & \$ 0.00 \end{aligned}$ |

## Observación:

 Observation
#### Abstract

Esta certificación se considera un documento oficial de la Corporación del Fondo del Seguro del Estado. Sin embargo, la información incluida en la misma podría estar sujeta a cambios y correcciones debido a la constante actualización de nuestras bases de datos, dilación o errores en la información provista por patronos y/o tos. En caso de tener dudas o interesar corroborar el contenido de esta certificación, debe comunicarse con y/o visitar la Oficina Regional de la Corporación del Fondo del Seguro del Estado.


Esta Certificación no será válida sin el sello oficial o código de verificación electrónica y no representará un relevo de responsabilidad por aquellas deudas con la CFSE, pendientes de ser procesadas al momento de la emisión de este documento.

This certification is not valid without the official stamp or Electronic verification code. It does not represent a release for any pending debts with the State Insurance Fund, waiting to be processed at the time of emitting this document.

Código de Verificación Electrónica: Electronic verification code


Para validar la información contenida en este certificado, favor acceder a:
To validate the information in this certificate, please access the URL:
www.cfse.gov.pr

Guillermo Urbina Machuca
Page 2 of 2

Jefe. Div. Recaudaciones o su Rep. Autorizado<br>Chief Collection Division Representative

DEPARTAMENTO DEL

NEGOCIADO DE SEGURIDAD DE EMPLEO DIVISION DE CONTRIBUCIONES

## CERTIFICACIÓN ELECTRÓNICA

NOMBRE DE SOLICITANTE:INSIGHT COMMUNICATIONS, CORP.
NUMERO DE SEGURO SOCIAL O CUENTA PATRONAL FEDERAL: 660629686
NUMERO DE CERTIFICADO: N -19-043516-845584

## CERTIFICACIÓN NEGATIVA DE DEUDA DE CONTRIBUCIONES DE SEGURO POR DESEMPLEO Y SEGURO POR INCAPACIDAD NO OCUPACIONAL TEMPORAL

SE CERTIFICA QUE SE HA EFECTUADO UNA BÚSQUEDA EN NUESTROS ARCHIVOS Y DE LA MISMA SE DESPRENDE QUE A LA FECHA DE ESTA CERTIFICACIÓN EL SOLICITANTE DE REFERENCIA NO APARECE REGISTRADO COMO PATRONO, POR LO QUE NO ADEUDA CONTRIBUCIONES A LOS SEGUROS POR DESEMPLEO E INCAPACIDAD.

LA INFORMACIÓN INCLUIDA EN ESTE DOCUMENTO ES VÁLIDA POR (90) NOVENTA DÍAS A PARTIR DE LA FECHA DE SU EMISIÓN.

EN SAN JUAN, PUERTO RICO, 22 DE FEBRERO DE 2019

Para validar la información contenida en esta certificación, favor acceder a:
To validate the information in this certificate, please access the following URL:
http://www.pr.gov/validacionelectronica


ADVERTENCIA: Cualquier alteración anula el documento y constituirá violación al artículo 292 del Código Penal. WARNING: Any alteration voids this document and constitutes a violation of article 292 of the Penal Code.

[^8]ESTE DOCUMENTO ES EMITIDO ELECTRONICAMENTE THIS IS A ELECTRONIC SUBMITTED DOCUMENT

## CERTIFICACION NEGATIVA PROPIEDAD INMUEBLE

Hacemos constar que INSIGHT COMMUNICATIONS COPR. con el número de Seguro Social o Patronal 660629686 no posee propiedad inmueble segun nuestro sistema contributivo computarizado. No obstante, figura radicando planillas de propiedad mueble.

Sin embargo, la información suministrada puede ser afectada por cualquier investigación o intervención de cuenta que se haya iniciado o esté por iniciarse a este contribuyente.

Emitida hoy:
22 de Febrero de 2019
Expira/Expires:
23 de Mayo de 2019

Firma / Signature



Esta certificación tiene que estar acompañada del recibo de pago de la misma. El número de certificación que aparece como " Cuenta" en el recibo de pago debe ser el mismo.

## CERTIFICACION DE RADICACION DE PLANILLAS SOBRE LA PROPIEDAD MUEBLE PERSONAL PROPERTY TAX CERTIFICATE

Número de Seguro Social
Social Security Number
Nombre
Name
Direccion Postal
Postal Address

660-62-9686

INSIGHT COMMUNICATIONS CORP.

AVE PMB 136 SAN JUAN PR 00926

| Periodo Contributivo / Fiscal Year | Información según sistema/ Data in system |
| :--- | ---: |
| 2017 | Radicó |
| 2016 | Radicó |
| 2015 | Radicó |
| 2014 | Radicó |
| 2013 | Radicó |

Emitida/ Issued: 22 de Febrero de 2019

Expira / Expires: 23 de Mayo de 2019
Firma / Signature


Esta certificación tiene que estar acompañada del recibo de pago de la misma. El número de certificación que aparece como " Cuenta" en el recibo de pago debe ser el mismo.

PROGRAMA DE SEGURO SOCIAL PARA CHOFERES Y OTROS EMPLEADOS

## CERTIFICACIÓN ELECTRÓNICA

## NÚMERO SEGURO SOCIAL PATRONAL: 660629686

NÚMERO DE CERTIFICADO: S-19-043519-846089
EL PROGRAMA DE SEGURO SOCIAL PARA CHOFERES Y OTROS EMPLEADOS DEL DEPARTAMENTO DEL TRABAJO Y RECURSOS HUMANOS CERTIFICA:

QUE SE HA REALIZADO UNA BÚSQUEDA EN LOS ARCHIVOS DE EXPEDIENTES DE LA SECCIÓN DE DETERMINACIÓN DE PATRONOS Y COBROS DE CUENTAS ATRASADAS Y DE LA MISMA SURGE QUE:

INSIGHT COMMUNICATIONS, CORP. NO APARECE REGISTRADO EN ESTE PROGRAMA.

## EN TESTIMONIO DE LO CUAL SE EXPIDE LA PRESENTE CERTIFICACION.

EN SAN JUAN, PUERTO RICO, 25 DE FEBRERO DE 2019

Para validar la información contenida en esta certificación, favor acceder a:
To validate the information in this certificate, please access the following URL:
http://www.pr.gov/validacionelectronica


ADVERTENCIA: Cualquier alteración anula el documento y constituirá violación al artículo 292 del Código Penal. WARNING: Any alteration voids this document and constitutes a violation of article 292 of the Penal Code.

* Favor de utilizar el núm. de solicitud como código de validación
* Please use the Application number as validation code.

ESTE DOCUMENTO ES EMITIDO ELECTRONICAMENTE
THIS IS A ELECTRONIC SUBMITTED DOCUMENT

## CERTIFICACION DE RADICACION DE PLANILLAS DE CONTRIBUCION SOBRE INGRESOS <br> VIA ELECTRONICA

NUM. CUENTA: XX-XXX9686 INSIGHT COMMUNICATIONS CORP


DE NO ESTAR OBLIGADO POR LEY A RENDIR UNA PLANILLA (APLICA SOLO A INDIVIDUOS) DEBERA LLENAR EL MODELO SC 2781, CERTIFICACION DE RAZONES POR LAS CUALES EL CONTRIBUYENTE NO ESTA OBLIGADO POR LEY A RENDIR UNA PLANILLA DE CONTRIBUCION SOBRE INGRESOS DE INDIVIDUOS, EN CUALQUIERA DE LOS CENTROS DE SERVICIO AL CONTRIBUYENTE (CENTROS) Y PRESENTAR LA EVIDENCIA SOLICITADA.
PARA LA UBICACION DE LOS CENTROS, PUEDE COMUNICARSE A LOS SIGUIENTES TELEFONOS: SAN JUAN (787) 723-5556/1-877-684-3422_CAGUAS (787) 258-5272/(787)/745-0666 PONCE (787) 844-8800 MAYAGUEZ (787) 265-5200 BAYAMON (787) 778-4949/(787) 778-4973/(787) 778-4974

CODIGO: C1904420096883
SI NECESITA VALIDAR LA INFORMACION CONTENIDA EN ESTE DOCUMENTO, FAVOR DE ACCEDER A HTTP://WWW.PR.GOV
(

MODELO
GOBIERNO DE PUERTO RICO
SC 6096A
17 MAY 10

DEPARTAMENTO DE HACIENDA AREA DE RENTAS INTERNAS

FECHA: 22-02-2019
HORA : 17:56
PAG. 1 DE 1

CERTIFICACION DE DEUDA VIA ELECTRONICA
NUM. CUENTA: 001 XX-XXX9686/000 INSIGHT COMMUNICATIONS CORP

```
342 ST LUIS NEW PORT IV *COMPUTOS HASTA: 22-02-2019
```

    CERTIFICO QUE EL CONTRIBUYENTE ARRIBA DESCRITO
    NO TIENE DEUDAS TASADAS POR CONCEPTO DE
    CONTRIBUCION SOBRE INGRESOS, PATRONAL Y
    ARBITRIOS AL DIA DE 22-02-2019 EN NUESTRO
    SISTEMA PRITAS.
    

ESTA CERTIFICACION NO INCLUYE DEUDAS PENDIENTES POR TASAR O EN PROCESO DE INVESTIGACION POR EL NEGOCIADO IMPOSITIVO A LA FECHA DE ESTA CERTIFICACION.

A DVERTENCIA:
FAVOR DE REVISAR ESTE DOCUMENTO EN DETALLE. DE EXISTIR DEUDA, Y ESTAR DE ACUERDO, PUEDE REALIZAR EL PAGO EN CUALQUIERA DE LAS COLECTURIAS DE RENTAS INTERNAS DEL DEPARTAMENTO DE HACIENDA O COLECTURIA VIRTUAL. DE NO ESTAR DE ACUERDO, DEBERA PRESENTAR SU RECLAMACION EN LOS CENTROS DE SERVICIO AL CONTRIBUYENTE. LA RECLAMACION DEBE DE INCLUIR LA EVIDENCIA DEL PAGO PARA CADA UNO DE LOS PERIODOS CONTRIBUTIVOS RECLAMADOS, COPIAS DE LAS PLANILLAS O CUALQUIER OTRO DOCUMENTO QUE EVIDENCIA QUE LA DEUDA NO PROCEDE.

CODIGO: D1905330117855
SI NECESITA VALIDAR LA INFORMACION CONTENIDA EN ESTE DOCUMENTO, FAVOR DE ACCEDER A HTTP://WWW.PR.GOV



## Estado Libre Asociado de Puerto Rico

Administración de Servicios Generales Registro Único de Licitadores

CERTIFICADO DE ELEGIBILIDAD

Fecha de Expedición
4-Junio-2018

Número de Certificado
201800357
Fecha de Vencimiento
4-Junio-2019

Nombre del Licitador: INSIGHT COMMUNICATIONS CORP
Seguro Social: $\mathbf{6 6 0 6 2 9 6 8 6}$
Número de Licitador: 20720
Dirección Postal: SAN LUIS ST $\mathbf{3 4 2}$ SUITE NEW PORT IV, SAN JUAN PR, 00918
Teléfono: 7876020400/7876615680
Fax:
Email: MMIRANDA@ICOMMPR.COM

| Persona Autorizada a Firmar Oferta | Título que Ostenta |
| :--- | :--- |
| NEFTALI BERNARD ROSADO | PRESIDENTE |
| MARIA MIRANDA | SUBSECRETARIA |

La vigencia de la elegibilidad está sujeta a que en 4-Diciembre-2018 el licitador evidencie su cumplimiento con el inciso E del Artículo 24 Plan de Reorganización Núm. 3 del 21 de noviembre de 2011 presentando la Declaración Jurada requerida por ley. Será responsabilidad de cada Agencia Ejecutiva, Corporación Pública o Municipio validar la elegibilidad del licitador antes de adjudicar cualquier procedimiento de adquisición, órdenes de compra u otorgar contratos.
ADVERTENCIA: Cualquier alteración anula este certificado y podría ser sancionado criminalmente conforme a las disposiciones aplicables del Código Penal de Puerto Rico. Para validar la información en este certificado, favor de acceder al portal https://serviciosenlinea.gobierno.pr/validacionelectronica/ y usar el número de certificado como código de validación.


ESIADOIHBRI ASOC|ADOD
PUERTO RICO


Administracion de Servicion
(icnerales

## CERTIFICACION DE REVISION O AJUSTE

Hacemos constar que INSIGHT COMMUNICATIONS CORP. con número de catastro y/o seguro social personal o patronal 660-62-9686 ha entregado documentación para análisis, referente a las deudas contributivas que aparecen en nuestro sistema computadorizado. Las mismas serán verificadas y se le enviará por correo al contribuyente el resultado del análisis indicando si existe alguna cantidad a pagar.

Sin embargo, la información suministrada puede ser afectada por cualquier investigación o intervención de cuenta que se haya iniciado o esté por iniciarse a este contribuyente.

## Esta certificación no será oficial sin el importe de $\$ 2.00$ en estampillas emitidas por el CRIM.

Emitida hoy 25 de febrero de 2019.


Auditor Cont. Mueble
Titulo


Director (a) Ejecutivo (a) o su
Representante Autorizado


February 26, 2019

## To Whom It May Concern:

I hereby certify that Insight Communications, Corp. has been a client since 2011. In addition, I perform accounting and auditing work to various affiliate companies that Mr. Neftali Bernard and partners are stockholders. As of the year ended December 31, 2017, Insight Communications Group total revenues were approximately $\$ 20,040,000.00$ with a net income of approximately $\$ 9,366,137.00$. The available cash in bank of Insight Communications Group as of the same date was $\$ 9,167,000.00$.

I can assert with no reservations that Insight Communications, Corp. can execute your desire project meeting and surpassing your organization expectations.

If you have any questions please feel free to contact me at (787) 344-6119.
Regards,


## SWORN STATEMENT

I, NEFTALI BERNARD ROSADO, of legal age, single, resident of San Juan, Puerto Rico appearing as the authorized representative of Insight Communications, Corp. under the most solemn oath, I hereby declare that:

1. My name and personal circumstances are those expressed above.
2. That I am the President of Insight Communications, Corp..
3. That Insight is participating in RFP \#83673 of the Puerto Rico Electric Power Authority.
4. Pursuant to the RFP, Insight herein certifies that:
a. It has filed all the necessary and required income tax returns to the Government of Puerto Rico for the last five (5) years. Insight, further certifies that it has complied and is current with the payment of any and all income taxes that are, or were due, to the Government of Puerto Rico.
b. that it does not have any current debt with regards to property taxes that may be registered with the Government of Puerto Rico's Municipal Tax Collection Center (known in Spanish as Centro de Recaudación de Ingresos Municipales ("CRIM"). Insight further certifies to be current with the payment of any and all property taxes that are or were due to the Government of Puerto Rico.
c. Insight certifies compliance with Act No. 1 of January 3, 2012, as amended, known as the Ethics Act of the Government of Puerto Rico, and states that no employee or executive of PREPA nor any member of his/he immediate family (spouse, dependent children or other members of his/her household or any individual whose financial affairs are under the control of the employee) shall have any direct or indirect pecuniary interest in the services to be rendered under this Contract, except as may be expressly authorized by the Governor of Puerto Rico in consultation with the Secretary of Treasury and the Secretary of Justice of the Government.
d. Insight certifies that there is no Judicial or Administrative Order demanding payment or any economic support regarding Act No. 1682000, as amended"Law for the Strengthening of the Family Support
and Livelihood of Elderly People" in Spanish: "Ley para el Fortalecimiento del Apoyo Familiar y Sustento de Personas de Edad Avanzada".
e. Insight nor any president, vice president, executive director or any member of a board of officials or board of directors, or any person performing equivalent functions for Contractor has been convicted of or has pled guilty to any of the crimes listed in Article 6.8 of Act 82017, as amended, known as the Act for the Administration and Transformation of Human Resources in the Government of Puerto Rico or any of the crimes included in Act 2-2018. Insight hereby certifies that it has not been convicted in Puerto Rico or United States Federal court for under Articles $4.2,4.3$ or 5.7 of Act 1-2012, as amended, known as the Organic Act of the Office of Government Ethics of Puerto Rico, any of the crimes listed in Articles 250 through 266 of Act 146-2012, as amended, known as the Puerto Rico Penal Code, any of the crimes typified in Act 2-2018, as amended, known as the AntiCorruption Code for a New Puerto Rico or any other felony that involves misuse of public funds or property, including but not limited to the crimes mentioned in Article 6.8 of Act 8-2017, as amended, known as the Act for the Administration and Transformation of Human Resources in the Government of Puerto Rico.
5. I hereby SWEAR and SIGN this affidavit with complete knowledge of the consequences of providing false information in a Sworn Statement and in compliance with the terms of the RFP describe above.

In Guaynabo, on February 25 ${ }^{\text {th }}, 2019$


NEFTALI
BERNARD ROSADO
Affidavit \#: 7833
Sworn and signed before me NE NEALI BERNARD ROSADO of the personal circumstances expressedabo onthis date.


## SWORN STATEMENT

I, NEFTALI BERNARD ROSADO, of legal age, single, resident of San Juan, Puerto Rico appearing as the authorized representative of Insight Communications, Corp. under the most solemn oath, I hereby declare that:

1. My name and personal circumstances are those expressed above.
2. That I am the President of Insight Communications, Corp..
3. That Insight is participating in RFP \#83673 of the Puerto Rico Electric Power Authority.
4. Pursuant to the RFP, Insight herein certifies that it has not been subject to any adverse finding in the following areas and or agencies:
a. Negative finding from the Federal Inspector General, the US Accountability Office, or from the inspector general office of any state and/or territories.
b. There are no pending or unresolved legal action from the US Attorney Office, from the US Attorney Office of Puerto Rico or any other State and/or territory.
c. There is no other pending litigation with the Government of Puerto Rico and/or any other States or territories.
d. Insight nor any of its officials or stockholders have ever been convicted of arson nor do they have a pending arson case.
e. Insight nor any of its officials or stockholders have ever been convicted of harassment nor do they have a pending harassment case.
f. Insight nor any of its officials or stockholders have ever been part of a Puerto Rico or Federal mortgage arrear, default or foreclosure proceeding.
g. Insight nor any of its officials or stockholders have ever been part of an In Rem Foreclosure.
h. Insight nor any of its officials or stockholders have been subject to any Sales Tax Liens or any substantial tax arrears.
i. Insight nor any of its officials or stockholders have been subject to Fair Housing Violations nor are part in any current Fair Housing Violation case.
j. Insight nor any of its officials or stockholders have been in default under any Federal and/or Puerto Rico sponsored program.
k. Insight nor any of its properties have been subject to any finding of substantial violation of building codes.
l. Insight nor any of its officials or stockholders have been involved as debtors in any bankruptcy proceeding.
m . Insight nor any of its officials or stockholders have ever been convicted of fraud, briber and/or grand larceny.
n. Insight nor any of its officials or stockholders have not involved in any criminal proceeding and or administrative criminal proceedings.
5. I hereby SWEAR and SIGN this affidavit with complete knowledge of the consequences of providing false information in a Sworn Statement and in compliance with the terms of the RFP describe above.

In Guaynabo, on February $25^{\text {th }}, 2019$


NEFTALI BERNARD
ROSADO

Affidavit \#: 7832
Sworn and signed before me by NEFTALI BERNARD ROSADO of the personal circumstances expressedadoyve on this date.


$\qquad$ $\begin{array}{cl}\text { representado en este acto por } & \text { Neftali Bernard Rosado } \\ \text { San Juan } & \text { Puerto Rico mayor de edad, } \frac{\text { soltero }}{\text { (Estado civil) }} \text { y vecino de }\end{array}$ San Juan
(domicilio) $\frac{\text { Puerto Rico }}{\text { (Pais) }}$, declara bajo juramento:

1. Que mis circunstancias personales son las antes descritas.
2. Que ocupo el cargo de $\qquad$ en la compañía antes mencionada.
3. Escoja una de las siguientes:

Que ni Insight Communications Corp. ni ninguna de sus afiliadas, (individuo/nombre de la compañía)
subsidiarias, compañía matriz o álter ego, ha sido convicto o se ha declarado culpable, o está bajo investigación judicial, legislativa o administrativa en Puerto Rico, en los Estados Unidos de América o cualquier otro país por cualesquiera de los delitos enumerados en la Ley Núm. 458 del 29 de diciembre de 2000, según enmendada, 3 L.P.R.A. §928-928i, o su equivalente para propósitos de dicha Ley 458.

Que $\qquad$ ${ }^{\circ}$ (Nombre de una subsidiaria, compañía matriz, afiliada o áller ego) , la cual es o fue subsidiaria, compañía matriz, afiliada o álter ego, de
$\qquad$ , se ha declarado culpable o ha sido convicto por, o está (individuo/nombre de la compañía) bajo investigación judicial, legislativa o administrativa en Puerto Rico, en los Estados Unidos de América o cualquier otro país por uno o más de los delitos según se establecen en la Ley Núm. 458 del 29 de diciembre de 2000, según enmendada, 3 L.P.R.A. §928-928i, o su equivalente para propósitos de dicha Ley Núm. 458. $\qquad$ (individuo/nombre de la compañía)
o $\qquad$ , se declaró culpable, fue convicto por, o (Nombre de una subsidiaria, compañía matriz, afiliada o álter ego) está bajo investigación judicial, legislativa o administrativa por $\qquad$

4. Esta Declaración Jurada se hace en cumplimiento con la Ley Núm. 458 del 29 de diciembre de 2000, según enmendada, 3 L.P.R.A. §928-928i.

Para que así conste, firmo la presente Declaración Jurada.


Affidávit Núm. 7834

Jurado y suscrito ante mí, por Neftali Bernard Rosad, mayor de edad, $\qquad$ soltero , $y$ vecino de
$\qquad$ , a quien conozco personalmente/a quien identifico mediante $\qquad$ -
Licencia de Conducir número $\qquad$ 1604027 En San Juan , $\qquad$ , a 25 de


# DECLARACIÓN JURADA <br> NO CONFLICTO DE INTERESES (Renovación Anual) 

Comparece | Insight Communications Corp. |
| :---: |
| (nombre de la compañía) | una $\frac{\text { Corporación }}{\text { (corporación, sociedad o individuo) }}$

organizada, existente y autorizada para hacer negocios bajo las leyes de Puerto Rico, con Seguro Social
$\qquad$ representada en este acto por $\qquad$ ,
mayor de edad, $\qquad$ y vecino de $\qquad$ , bajo el más formal juramento declaro lo siguiente:

1. Que mi nombre y demás circunstancias personales son las antes indicadas.
2. Que ocupo la posición de $\qquad$ en la compañía arriba indicada.
3. Que $\qquad$ (nombre de la compañía)
subasta ante la Autoridad de Energía Eléctrica de Puerto Rico (AEE) para proveer lo siguiente: $\qquad$ Call Center Service
4. Los directores y oficiales de $\qquad$ (nombre de la compañía) tienen la intención de participar en una invitación a subasta. Estos informan que no existe conflicto de intereses por motivo de relaciones de familia, relaciones comerciales o económicas, o por cualquier otra razón entre ellos y la AEE, sus oficiales, empleados y agentes.
5. Se incluye una certificación firmada por el Secretario indicando el nombre, dirección de los directores y oficiales de la corporación.
6. Se presenta esta declaración jurada con el propósito de certificar que la compañía, sus directores y oficiales no están en posición de tener conflicto de intereses de clase alguna en caso que se otorgue a esta corporación la invitación a una subasta.
7. Se presenta esta declaración jurada, además, con el propósito de certificar y garantizar que Insight Communications Corp. ha rendido planilla contributiva durante los últimos cinco
(nombre de la compañía)
(5) años, no adeuda contribuciones $y$ ha pagado las contribuciones de seguro por desempleo, de incapacidad y de seguro social para choferes (la que aplique), al Estado Libre Asociado de Puerto Rico, o

> que
$\qquad$ Insight Communications Corp. $\qquad$ se encuentra acogida a un plan de pago, con cuyos
(nombre de la compañia)
términos y condiciones está cumpliendo. Expresamente se reconoce que ésta es una condición esencial de cualquier contrato que $\qquad$ Insight Communications Corp. firme con la AEE, $y$ de no ser (nombre de la compañía) correcto en todo o en parte la anterior certificación, eso será causa suficiente para que la parte contratante (AEE), pueda dejar sin efecto el mismo y la parte contratada $\qquad$
(nombre de la compañía) cuyo representante es el firmante de esta declaración jurada, tendrá que reintegrar a la parte contratante (AEE) toda suma de dinero recibida bajo contrato. Esta disposición será extensiva a todo subcontratista de de $\qquad$ considerándose como tales, además, los
profesionales o técnicos que sean utilizados por $\qquad$ nsight Communications Corp. _ para cumplir con (nombre de la compañía)
sus obligaciones contractuales con la parte contratante (AEE). Será responsabilidad de Insight Communications Corp. _ proveer las certificaciones de sus subcontratistas a tales efectos.
(nombre de la compañía)
8. Se somete esta declaración jurada para la consideración de la AEE, durante el período de
$\qquad$ al $\qquad$ . Es nuestra obligación informar a la AEE de
(un año a partir de la fecha de notarización)
cualquier cambio de status que pudiese afectar nuestra declaración sobre conflicto de interés.
9. Que suscriba esta declaración en cumplimiento con la Ley Núm. 458 de 29 de diciembre de 2000, según enmendada.

PARA QUE ASÍ CONSTE, juro y suscribo la presente en $\qquad$ Puerto Rico, hoy $\qquad$ 25 de FEBク\&n 0 $\qquad$ .


Ffrma depecarante
Affidávit Núm. $\qquad$
7835
Jurado y suscrito ante mi por Nettali' Bernard Rosado , de las circunstancias personales antes indicadas y a quien conozco personalmente, oo identificado mediante $\qquad$ de $20 / 9$.
 , Puerto Rico, hoy 25 de


February 20, 2019

Neftalí Bernard II, President<br>Insight Communications<br>342 San Luis St. Suite 304<br>San Juan, PR 00921

Dear Mr. Bernard:

As requested, we hereby provide a representation letter relevant to the engagements and work activities we have performed during the past three years to assist Insight in establishing its IT Governance Program, which is driven by the core values, the strategic objectives, and code of conduct established by the Board of Directors. We can ascertain that during the work activities performed by EMG \& Associates our professionals validated that all your executives, directors, managers, and employees follow the stated core values and adhere to the established professional ethics requirements.

Insight's governance structure includes the policies and procedures that guide all the operational and administrative activities as well as all of the corporations' strategic objectives which are set and pursued in the context of the regulatory requirements relevant to the clients and markets that Insight Communications serves.

EMG \& Associates observed that your IT Governance Program includes monitoring of the actions, policies, practices, and decisions of your executives, your employees, your business partners, and your key stakeholders. The Board of Directors has established a zero-tolerance tone at the top which includes the following programs: Fraud, Waste, and Abuse; Ethics and Compliance; HIPAA Security and Privacy; IT General Controls; an d Privacy and Cybersecurity Awareness.

In support of Insight's IT Governance Program, management has established effective and efficient entity level controls which are aligned to the entity's Risk Management Policy. As part of these controls, periodic meetings are conducted by the Board of Directors and Executive Management to assess and discuss compliance efforts, address market risks, and meet client requirements - specifically in the regulatory and compliance areas.

Additionally, Insight has established specific Information Technology General Controls (ITGC) that apply to all systems components, processes, and data within the IT environment. These ITGCs are set in place to guide the effective development and implementation of systems, applications, and infrastructure as well as ensuring the integrity of programs, data files, and computer operations.

Insight's ITGCs are grouped in the following categories:

- Access to Programs and Data (Logical access controls over infrastructure, applications, and data)
- Physical Security Controls (Access to Facilities and Data Center)
- Acquisition \& System Development Lifecycle
- Program \& Infrastructure Change Management
- System and Data Backup/Recovery controls (Information Systems Resiliency)
- Computer Operations

As part of our engagements, we have evaluated the confidentiality (protection from unauthorized disclosure of system and data information), integrity (protection from improper modification of information), and availability (loss of system access) of the system.

Our assessment procedures were limited to the areas defined within the IT risks and control objectives included in our various reports. Our procedures, findings, and recommendations do not represent an audit or attestation in accordance with any generally accepted auditing principles and the results presented are solely for the use of Insight and its customers under a limited distribution agreement. Any distribution or release of our work products to any customer must be reported to and approved by EMG \& Associates.

Insight is also in compliance with the HIPAA Security \& Privacy rules relevant to Business Associates and is currently working with EMG \& Associates on a readiness assessment to obtain the PCI Certification.

Should you have any questions or comments please contact me at (787) 685-2030 or via my business email at eddiemolina@emgandassociates.com

Sincerely,


Eddie Molina, Managing Director
Technology Risk \& Advisory Services

Note: The statements within this letter are representative of the control environment that EMG \& Associates evaluated as part of various engagements during the timeframe of the evaluations conducted for which Insight's management made a representation and provided supporting documentation to ascertain the operational effectiveness of said controls. This letter does not represent a carry-over or roll-forward of the control environment and any prospective representation of the controls evaluated are not covered herein.

Government of Puerto Rico

## CERTIFICATE OF GOOD STANDING

I, LUIS G. RIVERA MARÍN, Secretary of State of the Government of Puerto Rico,<br>CERTIFY: That, INSIGHT COMMUNICATIONS CORP.C, register number 137656, a for profit domestic corporation, organized under the laws of Puerto Rico on August 7, 2003, has complied with the filing of its Annual Reports.



IN WITNESS WHEREOF, the undersigned by virtue of the authority vested by law, hereby issues this certificate and affixes the Great Seal of the Government of Puerto Rico, in the City of San Juan, Puerto Rico, today, June 22, 2018.


LUIS G. RIVERA MARÍN
Secretary of State

14 de febrero de 2019

Sr. Neftali Bernard
Insight Communications Corp

Estimado Sr. Bernard:

De acuerdo al plano de construcción (hoja S2 por el Ingeniero Estructural Alfredo Garcia Sasco Lic. 5340 y aprobado por ARPE)del edificio donde ubican sus facilidades en la Calle San Luis 342 San Juan Puerto Rico se desprende que el mismo fue diseñado de acuerdo a los siguientes códigos de construcción vigentes en año 2000:

UBC-97,AISC 7-95, Puerto Rico BLG Code, ACI 318

La estructura de los edificios de oficinas y estacionamiento resistieron favorablemente los efectos del Huracán María demostrando la capacidad para enfrentar vientos huracanados.

Cordialmente,


Jaime A Morales
Socio Administrador

February 26, 2019

Via: E-mail
To: Neftali Bernard
nbernard@incommpr.com
Insight Communications

Subject: Ready for Service Certification: New Port IV Bldg.

Dear Mr. Bernard,

Hereby we certify that the building located at the address 342 San Luis St. Suite 304 San Juan, P.R. ( $18^{\circ} 25^{\prime} 23.96^{\prime \prime} \mathrm{N}, 66^{\circ} 5^{\prime} 31.62^{\prime \prime} \mathrm{W}$ ) known as Newport IV Building has PREPA Net. fiber optic presence and is available for service orders for up to 1 Gbps with an implementation period of 26 business days.

Sincerely,


Luis E. Calderón
Business Support Representative

April 11, 2018

Gonzalo Quezada
Insight Group
130 Winston Churchill Avenue PMB \# 136
San Juan, PR 00926

## Subject: Vulnerability Management - Professional (VM-Pro) Annual Review

Dear Mr. Quezada,

As part of the Insight Group VM-Pro service, I have completed the annual review of the hosts contained in the Active View ${ }^{\text {TM }}$ interface within the Digital Defense, Inc. (DDI) Frontline ${ }^{\text {TM }}$ Vulnerability Manager (FVM). The purpose of this report is to discuss findings from your recent vulnerability scanning activities and to highlight areas that may pose a risk to Insight Group's business operations. If vulnerabilities have been marked by Insight Group as an "Acceptable Risk" within Active View, they are typically not discussed within this report unless required for clarification.

## Security GPA ${ }^{\oplus}$ Trending

The following chart displays the trend observed for your Security GPA over time.


## External Network Security Overview

Based on the assigned criticality of external hosts and their associated vulnerabilities, the external network has an initial Security GPA of 2.44 (B-).

## Vulnerability Findings

- 1 occurrence of a single critical-risk vulnerability is active on the external network.
- No occurrences of any high-risk vulnerabilities are active on the external network.
- 5 occurrences of 3 different medium-risk vulnerabilities are active on the external network.
- 20 occurrences of a 9 different low-risk vulnerabilities are active on the external network.
- 14 occurrences of 6 different trivial-risk vulnerabilities are active on the external network.


## Security Analyst Comments

The initial assessment of the external network is based on the vulnerability data provided by 14 hosts reporting in Active View. Addressing the Cisco common password; cross-site scripting vulnerabilities; and the Slowloris vulnerability will provide improvement to the Security GPA as well as the overall security posture of the external network.

## Recommended Focus for Remediation Tasks

In order to improve its external Security GPA, Digital Defense recommends that Insight Group focus its remediation efforts in addressing the following items:

- The Cisco Device at IP address 76.76.200.10 has a common password of "cisco" configured for the Telnet service. These passwords are publicly known, easily guessable, and usually identified very quickly by attackers who are attempting to obtain authenticated access to the device through password guessing or brute-force attacks. An attacker can leverage this issue to potentially gain full control over this host. Please configure a complex password for this host. Additionally, it is recommended that an alternate method of remote access be used since Telnet sends passwords over clear text, which makes it possible for intruders to sniff the password off the wire. Insight Group is investigating this as an AT\&T configuration error as this host is not located in the Insight Group facilities.
- Address the two Ubuntu Linux servers, "apps.insightgrouppr.com" at IP address 76.76.200.29 and "46-200-76-76static.centiennialpr.net" at IP address 76.76.200.46, that are vulnerable to "Web Server Cross-Site Scripting". Cross-site scripting occurs when an attacker can inject arbitrary JavaScript/HTML into a web page, typically through GET or POST parameters that are not properly sanitized by the web application. If an attacker finds one of these vulnerabilities, it may be possible to steal user session tokens, make the website appear as though it has been defaced, or potentially hijack a user's browser. Vendor specific upgrades may be available to remediate this issue. Please consult the web server software vendor for additional information. If this is a custom web application that was developed in house, it may be necessary for the developers to find the code that handles the vulnerable parameters and properly sanitize any user-supplied input.
- These two servers are utilizing "HTTP WWW-Authenticate Basic Over Plaintext HTTP". HTTP basic authentication consists of a base64 encoded string of the form "username:password". Base64 is not a form of encryption and can be decoded by an attacker. Ensure that this host is utilizing basic authentication over HTTPS. Alternatively, use digest authentication instead of basic authentication.
- "apps.insightgrouppr.com" is also vulnerable to "PhpMyAdmin Error.php Cross-Site Scripting". The "error.php" page in phpMyAdmin allows remote attackers to inject arbitrary HTML code and conduct a phishing attack. Please upgrade to phpMyAdmin 3.4.0-beta1 or newer, available at: https://www.phpmyadmin.net/downloads/
- Address the medium-risk "Slowloris Resource Depletion and Denial of Service" vulnerability that was detected on "apps.insightgrouppr.com". This denial of service is achieved by systematically establishing and maintaining connections through partial header requests and http keepalive messages. The attacker can continue this methodology until all web server connections are tied up, resulting in a complete denial of service to legitimate users. This attack only requires a tiny amount of bandwidth and a single host IP address and is not commonly detected by intrusion detection systems since the attack does not contain any malformed requests. This attack can be mitigated by limiting the number of inactive concurrent web server connections a single user may be allowed to maintain, or by setting a minimum threshold of data per second a web server connection is allowed to maintain without being dropped.
- The Cisco 1841 Router at IP address 76.76.200.83 is configured with the SNMP default community string "public". A read-only community string is like a user name or password and is sent along with each SNMP Get-Request and allows or denies access to a router's or other device's statistics. Many devices are pre-configured with "public" as the read-only community string. Attackers use lists of default and well known community strings in combination
with brute force attacks to gain access to devices and obtain information about devices on your network and possibly even reconfigure them. Disable SNMP on these hosts unless it is specifically required for remote management purposes. In Enable mode, type: "no snmp-server" to disable the SNMP server. If SNMP is required, change the SNMP community strings to be complex and difficult for an attacker to guess.
- There are 3 occurrences of "SSL Connection: Server Vulnerable to 'ROBOT' Attack". Return of Bleichenbacher's Oracle Threat (ROBOT) is the return of a 19 year old vulnerability that allows performing RSA decryption and signing operations with the private key of a TLS server. An attacker can exploit this vulnerability by passively recording traffic and later decrypting it. ROBOT only affects TLS cipher modes that use RSA encryption. Disable any ciphers that start with TLS_RSA, as ROBOT only affects TLS cipher modes that use RSA encryption. Ciphers that include DHE or ECDHE in their name do not need to be disabled because they are not affected by the ROBOT attack.


## Internal Network Security Overview

Based on the assigned criticality of internal hosts and their associated vulnerabilities, the internal network has an initial Security GPA of 2.08 (C+).

## Vulnerability Findings

- 13 occurrences of 3 different critical-risk vulnerabilities are active on the internal network.
- 23 occurrences of 4 different high-risk vulnerabilities are active on the internal network.
- 26 occurrences of 5 different medium-risk vulnerabilities are active on the internal network.
- 128 occurrences of 31 different low-risk vulnerabilities are active on the internal network.
- 103 occurrences of 13 different trivial-risk vulnerabilities are active on the internal network.


## Security Analyst Comments

The initial assessment of the internal network is based on the vulnerability data provided by 108 hosts reporting in Active View. Addressing missing Microsoft patches; a Java remote code execution vulnerability; easily guessable credentials; and end of life software will provide improvement to the Security GPA as well as the overall security posture of the external network.

## Recommended Focus for Remediation Tasks

In order to improve its internal Security GPA, Digital Defense recommends that Insight Group focus its remediation efforts in addressing the following items:

- The Windows Server 2003 host "ICCAPPROACH" at IP address 172.26.5.53 and the Windows Server 2012 R2 host "APPROACHAAA" at IP address 172.26.5.80 are missing the "MS17-010: SMB Remote Code Execution Vulnerability" patch. This patch fixes multiple remotely exploitable Server Message Block (SMB) vulnerabilities. A remote, unauthenticated attacker can use these vulnerabilities to gain privileged access to this host. Exploits for these vulnerabilities are publicly available, so it is important to quickly remediate this issue. Download and install the most recent month's rollup update from the Microsoft Update Catalog, which is available at https://portal.msrc.microsoft.com/en-us/security-guidance, or run Windows Update on "APPROACHAAA". Windows Server 2003 is no longer supported by Microsoft, but Microsoft released a patch for this operating system in wake of the "WannaCrypt" ransomware attack. This update is available at: http://www.catalog.update.microsoft.com/Search.aspx?q=KB4012598.
- Address the two other instances of missing Microsoft patches:

| Severity | Vulnerability | Occurrence |
| :---: | :--- | :---: |
| MEDIUM | MS16-047: Windows SAM and LSAD Downgrade Vulnerability - Badlock | 1 |
| LOW | MS09-048: Microsoft Windows TCP/IP Remote Code Execution Vulnerabilities | 1 |

- The Linux server "LOCALHOSTA" at IP address 172.26.5.208 is susceptible to "Java RMI Deserialization Remote Code Execution". The Java Remote Method Invocation (RMI) service that is running on this host does not validate serialized Java objects before deserializing them. This can be leveraged to remotely execute code on this host, which could result in complete compromise of the underlying system running the Java RMI service. If the Java RMI service is not required for business purposes, it should be disabled. If the RMI service is running as part of third party software installed on this asset, please contact the vendor for a patched version of the software or to determine when this issue will be resolved.
- Address the nine hosts that are configured with "HTTP WWW-Authenticate Easily Guessable Credentials" on TCP port 80. Eight of these devices are Summit 200 Switches that are configured with the username "admin" and a blank password. The other host is located at IP address 172.26.4.101 and is configured with username "admin" and password "admin". Change the password of these accounts to something secure and complex.
- The MicroTik router at IP address 172.26.5.24 is running a SSH server that is not using encryption. Data intercepted from an SSH session not using encryption is not protected and should be considered compromised. Remove the option to use no encryption from the SSH server configuration on this host. Please consult the MicroTik router user manual or contact the vendor for specific SSH server administration details.
- Make plans to migrate, upgrade, or decommission the software that reached its "End of Life" status and is no longer supported by the vendor. Consider updating these systems to a vendor supported solution. This includes:

| Severity | Vulnerability | Occurrence |
| :---: | :--- | :---: |
| HIGH | Microsoft Windows Server 2003 End of Life | 1 |
| HIGH | Microsoft Windows XP End of Life | 1 |
| LOW | PHP End of Life | 6 |
| LOW | Samba End of Life | 3 |
| LOW | ISC BIND End of Life | 2 |
| LOW | Jetty End of Life | 1 |
| LOW | Microsoft SQL Server Service Pack Outdated | 1 |

- SNMP on the internal network is often overlooked, but needs to be secured as well. Most applications use a default SNMP community string of "private" or "public" which is known within the hacker community. Access to "Writable" community strings allows an attacker to modify certain configuration files by changing SNMP MIBs. SNMP should be disabled if it is not required on this host. If SNMP is required, writeable community strings should have their permission changed to be read only. If SNMP is required and writeable community strings are necessary, these strings should be configured to be difficult for an attacker to guess.
- Address the ten occurrences of "SSL Connection: Server Vulnerable to Bar Mitzvah Attack". Bar Mitzvah exploits the weak keys used by the RC4 algorithm and allows an attacker to recover plain text from the encrypted information and potentially exposes sensitive information. This attack does not require an active man-in-themiddle session, rather passive sniffing or eavesdropping on SSL/TLS-encrypted connections. The attacker is able to intercept weak cipher keys and conduct plaintext-recovery attacks against initial bytes of a stream. Remediate this vulnerability by disabling support for the RC4 cipher suites in favor of TLS 1.2 AES-GCM cipher suites. Consult your specific vendor documentation for more information.
- Due to the numerous vulnerabilities within various implementations of SSL/TLS such as FREAK (CVE-2015-0204), POODLE (CVE-2014-3566) and DROWN (CVE-2016-0800), Digital Defense Inc. recommends the following: Obtain SSL certificates from a trusted CA (Certificate Authority) and avoid using self-signed certificates whenever possible. Do not allow certificates to expire; renew them proactively to keep an enduring level of trust. Use a cipher of 128 bits or stronger, and disable the use of weak ciphers in Apache/IIS where applicable. Sign all certificates with a SHA-2 hashing algorithm or stronger whenever possible. Make sure the key size is 2048 bits or higher. It is recommended to disable SSL versions 2 and 3, and TLS version 1.0, in favor of TLS version 1.1 or greater as there are many security flaws with SSL and early TLS. Finally, disable client-initiated "TLS and SSLv3 Renegotiation" features to prevent attackers from forcing a protocol downgrade.

If you have any questions regarding the VM-Pro service or any items identified in this letter, please feel free to contact me via e-mail or phone at your convenience. Thank you for being a valued DDI client!

Regards,


Zachary Stowers, Security+
Security Specialist, Managed Security Operations
Zachary.Stowers@digitaldefense.com
Office: 888-273-1412 x6197

Please tell us how we are doing!
https://www.surveymonkey.com/s/vlmpro

February 25, 2019

INSIGHT COMMUNICATIONS, CORP. - RECOMMENDATION LETTER

Dear Sir or Madam,

We would like to take this opportunity to acknowledge Insight Communications, Corp. for exceeding our expectations in providing Contact Center Services.

When Claro Puerto Rico initially approved INSIGHT as a customer service provider, we were not familiar with all the additional services they could provide. Insight was able to present ideas and suggestions that helped manage the operation more effectively and today we have expanded our contract to include a comprehensive suite of services including Chat, quality control and customer satisfaction surveys.

We would like to recognize Insight operational team for their service attitude while working with our staff to assure customer satisfaction. We have established a professional relationship and look forward to continuing our business relationship with Insight in the future.

Claro Puerto Rico highly recommends Insight to other organizations wanting to manage their Customer Service operations.

Regards,


February 26, 2019

RE: Insight Communications, Corp.

To Whom It May Concern,

We are pleased to provide this reference letter to Insight Communications, Corp.

Over the past few years, Insight has worked with us various Customer Service and Retention Projects managing them always in a professional and capable manner.

We found Insight staff to be very knowledgeable, dedicated and cooperative throughout the course of provisioning each campaign. In addition, they have been responsive and thorough in addressing any minor situation associated with the day to day operation of our business.

We look forward to a long relationship that allows us to keep working as a team in the future.
We would recommend Insight Communications, Corp. to you without any reservations.

Sincerely,
an u $\sqrt{c}$ (inond
Janice $V$, Quiñones Meléndez
AVP of Member Services
MMM HealthCare, LLC

February 20, 2019

RECOMMENDATION LETTER

To Whom It May Concern,

We are presenting this recommendation letter for our business partner Insight
Communications, Corp. as a result to their commitment and excellent performance of providing Contact Center Services for our company.

INSIGHT has been a supplier of services to PR Wireless (formerly Open Mobile) for over 10 years quickly proving themselves as a reliable and quality provider of Top-Notch Customer Service to one of our segments of 250,000 customers.

In partnership with our management team, Insight's operational team successfully delivered a number of projects and specialized services to complement and add value to our business.

The breadth and depth of their experience and professionalism combined with proven reliability, Insight was able to implement stringent and complex projects with PR Wireless (Sprint / Boost / Open Mobile).

Based on our experience in contractual engagements with Insight we are more than glad to recommend them as a supplier of high value Contact Center Services.


## CERTIFICATION OF INFORMATION AUTHENTICITY/VERACITY

Dear Sir or Madam:

WE CERTIFY that all the information submitted in this proposal is true and correct and through the present Certification of Information Authenticity / Veracity, the undersign accordingly to his authority as President of Insight Communications, Corp., signs this document the 27th day of February of 2019.


President
Insight Communications, Corp.
342 San Luís St. Suite 304
New Port IV Building
San Juan, Puerto Rico 00920

February 27, 2019

Puerto Rico Electric and Power Authority
San Juan, Puerto Rico

Ref: RFP 83673 \Insight Communications, Corp. - Call Center Proposal

Dear Sir or Madam:

After carefully evaluating the RFP - PREPA Call Center Services, we are pleased to present our proposal for your consideration.

Insight Communications, Corp. (ICOMM), was founded in 2003 as differentiated service-oriented venture, aligning a group of top-notch local telecommunications executives with the purpose of providing World Class Contact Center Services to all businesses in Puerto Rico, the Caribbean and US Hispanic Market.

Insight is a leading knowledge management and strategic provider of BPO-Contact Center Services in the region, with over 750 positions, headquartered in San Juan, Puerto Rico and overseas facilities in the Dominican Republic. Insight's main assets are our experienced management team, highly trained customer service professionals and state of the art technology, which enables us to cover all US Time Zones, the Caribbean and Central America 24/ 7/365.

Our team provides services to local organizations as PRASA, MMM, SSS, as well as Fortune 500 companies such as AT\&T, American Express, AbbVie among others, always building long-term relationships based on quality service and the best customer support.

Our staff of professionals with more than 25 years of experience in the field, have completed over 22 turn-key projects and achieved great success at the local and international level developing and conducting Contact Center Strategies and Personnel Development through its unique Platform for Knowledge Development \& Strategic Support (PKDESS) tool.

The proposal that follows includes a Certification of the information submitted as well as a detailed table of content that identifies services, pricing and other aspects of our offering. We also provide several added values, including some services that will improve PREPA Personnel and Organizational Development at NO COST to your organization.

Thank you for the opportunity to participate in this RFP.

If you have any questions, please feel free to contact us at any time.


Puerto Rico Electric and Power Authority
San Juan, Puerto Rico

Ref: RFP 83673 \Insight Communications, Corp. - Call Center Proposal

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Thank you for the opportunity to participate in this RFP.

If you have any questions, please feel free to contact us at any time.


## CERTIFICATION OF INFORMATION AUTHENTICITY/VERACITY

Dear Sir or Madam:

WE CERTIFY that all the information submitted in this proposal is true and correct and through the present Certification of Information Authenticity / Veracity, the undersign accordingly to his authority as President of Insight Communications, Corp., signs this document the 27th day of February of 2019.


President
Insight Communications, Corp.
342 San Luís St. Suite 304
New Port IV Building
San Juan, Puerto Rico 00920

## INSIGHT COMMUNICATIONS, CORP.



# Autoridad de Energía Eléctrica Request for Proposal RFP-83673 

## Call Center Services Contract

February 27th, 2019


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Appendix

## 1. INTRODUCTION

## a. Puerto Rico Power Authority - UNDERSTOOD

The Puerto Rico Electric Power Authority (PREPA), is a public corporation and governmental entity of the Commonwealth of Puerto Rico, created pursuant Law 83 of May 2, 1941, as amended, with the duty of providing electric power in a reliable manner, contributing to the general welfare and the sustainable future of Puerto Rico, PREPA is tasked with maximizing benefits while minimizing the social, environmental and economic impacts.

PREPA is a government-owned company, property of the Commonwealth of Puerto Rico, and is empowered to make contracts, sell / buy assets and real estate, borrow money and issue bonds. PREPA is also responsible for the establishment of an appropriate rate structure for its services.

PREPA's Objectives:

- Reduce energy cost
- Promote smart energy consumption
- Protect the environment

Strategies to Achieve these Objectives:

- Reduce operating expenses
- Increase efficiency
- Minimize Energy Theft
- Diversify Energy Sources
- Establish Smart Grid for energy control and consumption monitoring
- Maximize use of advanced technology
- Increase access to clean sources of energy


## b. Purpose and Intent - UNDERSTOOD

This Request for Proposals (RFP) is issued by the Puerto Rico Electric Power Authority (PREPA). The purpose of this RFP is to solicit proposals from all interested experienced and qualified organizations which can provide Call Center Services. PREPA expects selected proponent to provide its services, account management and pricing in a manner that reflects the scale and scope of the account.

The purpose of this RFP is to secure call center solution services for receiving and handling all inbound calls from PREPA's customers. Award of contract will be to a qualified firm whose proposal, conforming to this RFP, is most advantageous to PREPA considering the price and other factors as described in Section 4 Evaluation and Selection, herein. Qualified firms shall possess all required Federal and local Government licensing. Section 2 of this RFP has a detailed description of the scope of services.

## c. Statement of Confidentiality - UNDERSTOOD

This Request for Proposal (RFP) contains confidential and proprietary information that is the property of PREPA, which is provided for the sole purpose of permitting the recipient to respond to the RFP. The recipient agrees to maintain such information in confidence and not to copy nor disclose this information to any person outside the group directly responsible for responding to its contents. The contents of this document may not be used for any purpose other than preparation of a response to this RFP.

## d. Contract Term - UNDERSTOOD

This contract will be for a period of two (2) years, PREPA, at its sole discretion, may extend the term up to two (2) additional periods of two years and if the funds are available. Will be per fiscal year and will depend on the amount approved on the certified budget for the fiscal year for those services.
Draft of the contract is included as Appendix C1. Proponent must state the exceptions to the clause(s) and suggest proposed modifications to the specific contract language with which the proponent disagrees or for which proponent is unable to satisfy the condition or requirement, including an explanation of the revision (if any), unless proponent agrees and can fulfill all of the conditions and requirements of the contract clause.

## 2. DEFINITIONS/ACRONYMS - UNDERSTOOD

The following terms, wherever they appear or are referred to in this RFP, have the meanings set forth below:

1. Bid Bond - Security required of bidders to ensure that the proposal will not be withdrawn before the RFP is awarded and if the RFP is awarded to such, that the bidder will execute the contract; Form AUTORIDAD 500.0-368. This may be provided by certified check, legal currency or a bond by an insurance company that is authorized to do business in Puerto Rico and that is acceptable to PREPA.
2. Calendar Year - All days including the first day of January and the last day of December.
3. Contract - Legal agreement between PREPA and the Administrator.
4. Deductible - Fixed amount to be paid by Subscriber before or after receiving services under the Health Insurance Plans.
5. Executive Director - Director of the Electric Power Authority.
6. DSS - means Data Security Standard
7. Specifications - A clear, complete, and precise description of the services that are required, expressing the minimum requirements of PREPA and subject to a single interpretation.
8. Performance Bond - Security required of the Selected Bidder to ensure that the terms and conditions of the contract will be fulfilled; Form AUTORIDAD 500.0-59. This may be provided by certified check, legal currency or a bond by an insurance company that is authorized to do business in Puerto Rico and that is acceptable to PREPA.
9. Proponent or Bidder - A natural person or legal entity that submits an electronic proposal to PREPA in compliance with this RFP.
10. PLL - means Phase Lock Loop
11. Suppliers Registry Office - A file of natural persons or legal entities that are accredited by PREPA to supply goods (real or personal property) or services.
12. Terms and Conditions - General, technical, commercial, and legal provisions set forth in this RFP that must be substantially complied with by a Bidder for its bid to be found responsive.
13. Evaluation Committee - refers to a committee designated by PREPA's Chief Executive Officer, which will evaluate all complete proposals pursuant to the criteria listed in Section 3.0 of this RFP.
14. Effective Date - 12:00 am January 1, 2019 - The defined period for both the active and retired Authority employees benefits for calendar year 2019.
15. IVR - means interactive voice response
16. Proposal - The electronic offer from a Bidder submitted on the PowerAdvocate®

Platform that includes the Appendices, key terms, definitions, overall benefit plan descriptions and otherwise adheres to the RFP requirements.
17. Contractor or Selected Proponent - means a bidder or proponent awarded a contract resulting from this RFP.
18. Chief Executive Officer - refers to the CEO of the Puerto Rico Electric Power Authority.
19. Federal Agency - means any of the departments of the Executive Branch of the Government of the United States of America, or any department, corporation, agency or instrumentality created or which may be created, designated or established by the United States of America.
20. Local Parties - means local subcontractors or professionals (which may include architects and consulting engineers) and relevant service providers who are based in or have a significant on-going business presence in Puerto Rico.
21. PREPA - means the Puerto Rico Electric Power Authority.
22. RFP - means this Request for Proposals and addenda issued by PREPA.
23. Team Member - means a member of a Proponent. Team Members should be identified in Proponent' submissions and not be changed without the consent of PREPA.
24. PCI - means payment card industry
25. Logical access - means virtual address inside an operating system
26. Queues - means sequence of clients awaiting their turn to be attended

## 3. SCOPE OF THE SERVICES - UNDERSTOOD AND COMPLY

The purpose of this RFP is to secure a call center solution services for receiving and handling all inbound calls from PREPA's customers. The types of inbound calls includes customers that either desire to perform payments, request service reconnection, report outages, request maintenance such as tree trimming, public lighting, report emergencies related to the electric grid, follow-up work requests or for additional customer service requests previously coordinated with PREPA.

## a. Deliverables - UNDERSTOOD AND COMPLY

At a minimum, the key deliverables to be provided shall include such items as:
Receive inbound calls from the IVR for all call queues and route to the next available Customer Service Representative ("CSR").

- Have the capability to provide call center services on a $24 \times 7$ basis, 365 days per year using both IVR and live Customer Service Representatives based solely in Puerto Rico.
- Provide high-quality customer service, focusing on accuracy, the completeness of information, timeliness, adherence to privacy laws, and administer a positive, efficient consumer experience.
- Support inbound calls in both English and Spanish.
- Provide a full service operation including, but not be limited to, staff, work space, equipment, software, phones, all computer and telephone related lines and cable.
- Responsible for managing and maintaining a staff of qualified, trained CSRs capable of responding to the volume and type of calls outlined in the RFP. The management team and number of live operators must be sufficient to provide timely responses to all inbound calls, as well as responses to administrative concerns and inquiries posed by PREPA.
- Provide quality assurance tools to PREPA to monitor caller satisfaction including ability to visit call center offices and operation, listen to recorded phone calls and investigate service issues.
- Proponents will be responsible of all training costs. PREPA will make available employees to provide training.
- Maintain and provide performance metrics reporting on a daily basis that includes at a minimum, the number of Inbound Calls answered, abandoned and the percentage of calls answered, the average speed of answer and the number of agents staffed at any given time interval
- Comply with all applicable federal and local laws and regulations


## b. Service Level Requirements: UNDERSTOOD AND COMPLY

Services must meet or exceed the following Service Levels:
a) Abandoned calls: Equal or less than $10 \%$
b) Average speed of answer: $95 \%$ of calls responded in 5 minutes or less
c) Other Service Levels may be added to the above at the request of PREPA and in agreement with Proponent, with 30 days' notice
d) Meet security and compliance guidelines - PCI, DSS, PLL, Physical and Logical access, etc.
e) Provide vulnerability and penetration testing certification by a 3rd party

See Appendix D - Documents and Certifications
VM-Pro Preliminary Report April 2018 - Vulnerability Report

## c. Operational Transition: UNDERSTOOD AND COMPLY

A proper training is necessary for all CSR's and supervisors of the selected contractor and it will be divided into theoretical and practical learning. Each week of training will be followed by a workshop and after eight weeks all CSR's are expected to handle all calls from PREPA's clients.

For workshops 1 and 2 an overflow of calls waiting in excess of five (5) minutes will be transferred from PREPA's Call Center to the Call Center of the selected proponent. After all CSR's are assigned to shift work schedules, all calls from all queues will be transferred to the selected contractor.

The proposed training itinerary is:

| Week | Training 1-T1 | Training 2 - T2 | Workshop 1 | Workshop 2 | Groups assigned to <br> shift work schedules |
| :--- | :--- | :--- | :--- | :--- | :--- |
| 1 | Group 1 |  |  |  |  |
| 2 | Group 2 |  | Group 1 - T1 |  |  |
| 3 | Group 3 | Group 1 | Group 2 - T1 |  |  |
| 4 | Group 4 | Group 2 | Group 3 - T1 | Group 1 - T2 |  |
| 5 | Group 5 | Group 3 | Group 4 -T1 | Group 2 T2 | Group 1 |
| 6 |  | Group 4 | Group 5 - T1 | Group 3 - T2 | Groups 1 \& 2 |
| 7 |  | Group 5 |  | Group 4 - T2 | Groups 1, 2 \& 3 |
| 8 |  |  |  | Group 5 - T2 | Groups 1, 2, 3 \& 4 |
| 9 |  |  |  |  | Groups 1, 2, 3, 4 \& 5 |

## Configuration Options:

Below are two system configuration examples which are being considered as options for a call center solution.


## Insight Communications - Contact Center Solution can be implemented considering the two technical options provided by PREPA

## d. Historical Information - UNDERSTOOD

The following represents the call volume for the last two years for all queues that PREPA is considering to secure call center solution services. Typically, the months of August and September may have the highest volume of calls due to the peak of hurricane season in Puerto Rico.


| Queue | $\begin{aligned} & \text { April } \\ & 2017 \end{aligned}$ | $\begin{aligned} & \text { May } \\ & 2017 \end{aligned}$ | $\begin{aligned} & \text { June } \\ & 2017 \end{aligned}$ | $\begin{aligned} & \text { July } \\ & 2017 \end{aligned}$ | August 2017 | September 2017 | October $2017$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Without Service | 31,114 | 44,845 | 32,182 | 43,877 | 45,248 | N/A | 20,473 |
| Emergency | 15,600 | 24,872 | 19,934 | 41,183 | 52,550 | N/A | 6,138 |
| Maintenance | 12,733 | 16,261 | 15,314 | 58,972 | 902 | N/A | 2,401 |
| Service Orders | 50,334 | 55,499 | 60,122 | 53,526 | 60,291 | N/A | 20,894 |
| From IVR | 11,685 | 12,902 | 14,265 | 12,442 | 13,856 | N/A | 7.436 |
| IVR Failure | 523 | 9 | 9 | 16 | 7 | N/A | 17 |
| Payments | 33,714 | 35,625 | 29,250 | 10,684 | 1,291 | N/A | 9,153 |
| TOTAL | 155,841 | 190,123 | 171,317 | 88,202 | 90,426 | N/A | 66,400 |


| Queue | November <br> 2017 | December <br> 2017 | January <br> 2018 | February <br> 2018 | March <br> 2018 | 2018 |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- |
| Without <br> Service | 79,676 | 74,044 | 50,788 | 38,493 | 36,468 | 31,829 |
| Emergency | 15,761 | 15,498 | 13,826 | 12,041 | 12,444 | 11,320 |
| Maintenance | 6,259 | 6,550 | 6,798 | 6,083 | 7,058 | 6,788 |
| Service <br> Orders | 35,879 | 47,446 | 70,554 | 59,034 | 64,449 | 66,757 |
| From IVR | 11,136 | 17,726 | 24,936 | 19,678 | 15,182 | 11,694 |
| IVR Failure | 39 | 21 | 12 | 3 | 8,268 | 3,791 |
| Payments | 11,702 | 13,319 | 20,953 | 17,385 | 22,305 | 22,926 |
| TOTAL | $\mathbf{1 6 0 , 5 2 6}$ | 174,806 | 188,115 | 152,910 | 166,305 | 155,105 |


|  | May | June | July | August | September | October |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- |
| Queue | 2018 | 2018 | 2018 | 2018 | 2018 | 2018 |
| Without <br> Service | 28,617 | 28,330 | 28,368 | 30,645 | 21,309 | 15,434 |
| Emergency | 11,217 | 10,354 | 10,111 | 12,981 | 12,470 | 11,464 |
| Maintenance | 7,371 | 7,193 | 7,349 | 9,687 | 9,410 | 10,596 |
| Service <br> Orders | 63,733 | 56,563 | 55,489 | 65,632 | 50,090 | 49,049 |
| From IVR | 15,747 | 1,606 | 1,351 | 7,454 | 13,783 | 12,779 |
| IVR Failure | 5,667 | 27,290 | 21,347 | 3,118 | 8 | 6 |
| Payments | 21,458 | 20,941 | 23,198 | 25,802 | 20,649 | 21,460 |
| TOTAL | 153,810 | 152,277 | 147,213 | 155,319 | 127,719 | 120,788 |


| Queue | November 2018 | December 2018 |
| :--- | :---: | :---: |
| Without Service | 15,076 | 15,217 |
| Emergency | 10,915 | 9,875 |
| Maintenance | 8,751 | 7,819 |
| Service Orders | 47,064 | 44,769 |
| From IVR | 12,107 | 11,766 |
| IVR Failure | 452 | 7 |
| Payments | 23,191 | 24,426 |
| Total | 117,556 | 113,879 |

## 4. PROPOSAL SUBMISSION - UNDERSTOOD

Proponent shall submit its Proposal through the Submittals tab of the RFP 83673 event on the PowerAdvocate© Platform as establish in Section 3 herein. All RFP submissions, inclusive of the pricing, discounts and other requested details are to be submitted via PowerAdvocate® on or before 11:59 pm AST, February 27, 2019. Proposals must be signed by the authorized representative, natural person or legal entity or by the authorized person whose name appears in PREPA's Supplier Registry Office. The signature must be shown along with the name in print and the capacity or position held.

All Proponents must submit an exact copy of the uploaded proposal in PowerAdvocate and a redacted copy in the PREPA's Supplier Registry Office as required in Section 5.0 Confidentiality of Responses and Proprietary Information on or before 3:30 pm AST, March 1, 2019 to the following address:

## Postal Address:

Puerto Rico Electric Power Authority
Supplier Registry Office
PO Box 3670151
San Juan, Puerto Rico 00936

Physical Address:
Supplier Registry Office
or 1110 Ponce de Leon Avenue
Third Floor, Office 301
NEOS Building, Santurce, PR

## a. Clarifications and Modifications - UNDERSTOOD

Note that a Proponent may submit a Request for Clarification (RFC) to PREPA for explanation or interpretation of any matter contained in this RFP no later than 11:59 p.m. AST, February 13, 2019 via PowerAdvocate through the Messaging Tab of the event 83673. If responses to these RFC constitute a modification or addition to the original RFP, PREPA will provide such clarification through addenda posted on PowerAdvocate no later than February 20, 2019. Questions should NOT contain proprietary information, as answers may be published in the public domain. Please note that PREPA does not guarantee answers for all questions or comments received. Be advice that PREPA will NOT accept any questions that are not submitted as stated in this section.

It is the sole responsibility of the potential proponent to monitor this site for additional information, updates and addenda concerning the RFP. Any changes or modifications to the RFP terms, conditions or specification will be made through addenda posted on PowerAdvocate.

The PowerAdvocate guide is included as part of this RFP. For technical assistance with the sourcing platform application please contact PowerAdvocate technical support: (857) $453-5800$ or via email at: support@poweradvocate.com. It is the Proponent's responsibility to make sure their proposal documents are fully uploaded before the closing date and time of the event.

## b. Communications - UNDERSTOOD

For this RFP process all communications must be through the messaging tab of PowerAdvocate, addressed to PREPA's designated Procurement Representatives for this RFP:

Delis T. Zambrana
Natalia Martínez Lugo

Neither Proponents nor Proponent Team Members or any of their respective Advisors, employees or representatives shall contact or attempt to contact, either directly or indirectly, at any time during the RFP Process, any of the following persons on matters related to the RFP Process, the RFP Documents, or the Proposals: (a) any member of the Evaluation Committee; (b) any Advisor of PREPA for this RFP process; (c) any employee or representative (e) any directors, officers or consultants of PREPA.

Communications with PREPA representatives, other than the designated point of contacts or with relevant entities of the Federal Government or local government regarding any matter related to the contents of this RFP are prohibited during this RFP process.

Failure to comply with these communications restrictions will result in rejection of the firm's proposal.

## c. Expenses and Rejections - UNDERSTOOD

Neither PREPA, the Government of Puerto Rico nor any of its instrumentalities, will be responsible for any expenses in the preparation and/or presentation of the proposals, oral interviews or disclosure of any information or material received in connection with this RFP.

PREPA reserves the right to reject any and all proposals received in response to this RFP, when determined to be in PREPA's best interest, and to waive minor noncompliance in a proposal. PREPA further reserves the right to make such investigations as it deems necessary as to the qualifications or perceived conflicts of interest of any and all firms submitting proposals in response to this RFP. The mere appearance of a conflict of interest
shall constitute sufficient cause for the outright rejection of a proposal(s). In the event that any or all proposals are rejected, PREPA reserves the right to re-solicit proposals.

## d. Local Participation - UNDERSTOOD AND COMPLY

PREPA encourages Proponents to engage local subcontractors, professionals and relevant service providers headquartered in Puerto Rico ("Local Parties") as Team Members and Key Individuals to the greatest extent possible.

Proponents are strongly encouraged as part of this RFP to provide descriptions of their current and/or anticipated business arrangements with Local Parties and, in particular, Local Parties who are Team Members and Key Individuals for the Project, as applicable.

## e. RFP Timeline - UNDERSTOOD

The following schedule is to advise all proponents of key dates of the RFP process. Please note that the RFP timeline includes target dates that may change. It is the responsibility of Proponents to monitor the PowerAdvocate website for updates to the RFP timeline and other important information.

| Key Review Process Events | Targeted Timeline |
| :--- | :--- |
| Request for Proposal Issued | February 7, 2019 |
| Supplier Questions Deadline | February 13,2019 |
| Questions Answered | February 20,2019 |
| RFP Proposal Submission Deadline | February 27,2019 |
| Selection Notification* | March 27,2019 |

*At PREPA's discretion

Submittals that have not been completely uploaded by 11:59 pm AST, on February 27, 2019, will not be considered. Proponents are encouraged to allow themselves enough time to upload their proposals and to confirm that the files are available for PREPA's review.

## 5 PROPONENTS REQUIREMENTS - UNDERSTOOD

The following outline describes the format of the RFP and the content of each section. Proponents are required to submit their proposals in accordance with the directions and in the format specified in this RFP. Failure to materially provide the proposal in the format specified and according to the instructions given in this RFP shall cause the proposal to be disqualified for considerations for an award. The Proponent's proposal shall be formatted as follows:

## a. Cover Letter and Table of Contents - UNDERSTOOD

Provide a cover letter that includes a certification that the information submitted in the Proposal is true and accurate, and that the person signing the cover letter is authorized to submit the Proposal on behalf of the Proponents. Clearly identify the designated contact person for the engagement. Additional, Proponents must include a summary of the history of the company.

Provide a table of contents that clearly identifies the location of all material within the Proposal by section and page number.

## b. Requirement of Legal Entities - UNDERSTOOD

Proponents that are corporations, partnerships, or any other legal entity, U.S. or Puerto Rico based, shall be properly registered, or capable and willing to be registered, to do business in Puerto Rico and the U.S. at the time of the submission of their proposals, and comply with all applicable Puerto Rico or U.S. laws and/or requirements. A selected proponent must be part of PREPA's Supplier Registry in order to execute a contract.

## c. Required Qualifications of Proponents - UNDERSTOOD

Proponents to this RFP shall provide information in their proposals that demonstrates the following qualifications:

Proponent has a satisfactory record of integrity and business ethics.

- Neither Proponent nor any person or entity associated who is partnering with Proponents has been the subject of any adverse findings that would prevent PREPA from selecting Proponent. Such adverse findings include, but are not limited to, the following:
- Negative findings from a Federal Inspector General or from the U.S. Government Accountability Office, or from an Inspector General in another state.
- Pending or unresolved legal action from the U.S. Attorney General or from the U.S an attorney general in Puerto Rico or another state.
- Pending litigation with the Government of Puerto Rico, or any other state.
- Arson conviction or pending case
- Harassment conviction or pending case.
- Puerto Rico and Federal or private mortgage arrears, default, or foreclosure proceedings
- In rem foreclosure.
- Sale tax lien or substantial tax arrears.
- Fair Housing violations or current litigation.
- Defaults under any Federal and Puerto Rico-sponsored program.
- A record of substantial building code violations or litigation against properties owned and/or managed by Proponents or by any entity or individual that comprises Proponents.
- Past or pending voluntary or involuntary bankruptcy proceeding.
- Conviction for fraud, bribery, or grand larceny.


## d. Experience and Capacity - UNDERSTOOD

Provide a summary of general information, its operations, years in business, capacities, willingness and/or capabilities to meet the RFP requirements. Include the types of services the Proponent offers that relates to this RFP. Identify engagement and or staff experience with entities comparable to PREPA for which the Proponents provide or has provided, similar services within the last twelve (12) months. Detail five (5) similar engagements and/or experience with private and public-sector clients that would demonstrate that the Proponent can provide the requested services. Each example should include:
a) Name of client organization
b) Description of engagement or experience and objectives of the project including beginning and ending dates.
c) Information regarding the project that would demonstrate successfully experiences by the client, as a result of the recommendations. This may include performance metrics and improvements.
d) Letters of recommendation from previous or current client(s)

PREPA may seek information from references regarding subjects that include, but are not limited to, the quality of services provided, anticipated ability to perform the services required in this RFP and the responsiveness of the Proponent to the client during the engagement. Please provide at least five (5) references for the prime Proponent. Each reference should include the name, title, company, address, phone number and email address of the reference and any additional or alternate contact information. Inability to contact a reference will not be looked upon favorably. References will count towards experience and capacity points.

See Appendix I - Experience and Capacity

In addition, provided the following information:
i. Information of two years of experience in Puerto Rico. Including the amount of customer service, customers (accounts) currently have.

Insight Communications was founded in 2003 as a new outsourcing-oriented venture, joining a group of telecommunications executives with the purpose of providing World Class Contact Center and BPO Services to all businesses in Puerto Rico, the Caribbean and US Market. Insight Communications is a native company, currently 100\% own by local residents from Puerto Rico.

Insight began operations with 60 positions and has grown to over 750 positions in two facilities offering 24/7/365 services. Our services have evolved from just a regular call center to an organization capable of providing cloud-based systems, in the software as a service modality, operational consulting services and a unique platform for the strategic growth of your human resources. Insight's main asset is its experienced management team, highly trained personnel and state of the art technology. Each member of the Insight team is motivated, innovative and committed to provide and maintain a reputation of excellence. Our teamwork is the critical success factor.

Insight Communications Management Team has over 30 years of experience developing and managing Contact Centers for companies such as Claro (PRTC), Open Mobile/Sprint, Triple S Vida, MMM HealthCare, Walmart and PRASA among others.

| YEAR | NUMBER OF <br> ACCOUNTS |
| :---: | :---: |
| 2017 | 31 |
| 2018 | 35 |

Insight is known for establishing long-term relationships with clients, managing B2B and B2C campaigns, focusing on Customer Satisfaction. In addition, Insight has supported its customers by providing Business Processes Support by managing operations such as Collections \& Product Fulfillment.

Insight is highly experienced in delivering cost-effective solutions that range from customize systems developments to the integration of IVR technology and agent support gear to support an effective Collections and Claims \& Grievances Departments.

Insight provides everything from the traditional Outbound-Inbound interactions to Web-based services that range from handling social engagement tools to live chat options.

All our services are designed to help ensure our customers total SUCCESS.

As a responsible business partner, we know that our clients' positive results are the only true measure. This conviction will earn us a premier place among America's leading Contact Centers. It is your assurance of our excellence in terms of customer satisfaction, added sales and overall service results. Proud of our partnership with our clients, our commitment is and will always be to continue working on their behalf, devoted to total customer satisfaction and innovation, in order to meet their own clients' needs by leveraging relationships and business.
ii. Average monthly volume of calls handled for the last 24 months.

| CHANNEL | MONTHLY AVG <br> CALLS |
| ---: | ---: |
| IVR (Interactive Voice Response) | 544,200 |
| CSR (Customer Service |  |
| Representative) |  |$\quad 396,000$.

iii. Average number of calls handled afterhours (after 10pm, weekends, etc.)

Calls manage by personnel during weekends (Saturdays \& Sundays): Approximately $21 \%$ of total monthly traffic. ( 83,160 calls)

After hour calls (10:00 P.M. to 6:59 A.M. next day) represent 2.5\% of total monthly traffic ( 9,900 calls). Typically, customer service campaigns managed most of the traffic between 7:00 A.M. to 9:00 P.M., under a normal scenario.

Traffic behavior may have variations base on the type of campaign, seasonality, external elements or special marketing efforts, among others.
iv. Number of employees staffed: managers, supervisors, agents, etc. Identify by part-time and full-time.

| POSITION | EMPLOYEES |
| :--- | ---: |
| Directors \& Managers | 10 |
| Supervisors/Team Leaders/Quality | 42 |
| Agents Full Time | 495 |
| Agents Part Time | 25 |
| Agents Indirect | 45 |
| Admin/Maintenance/IT | 30 |
| TOTAL |  |

v. Percentage of employee turnover

Overall Company Turn-Over is $4.5 \%$ monthly.
vi. Describe the number of seat agents, installed and occupied. Available Growth Capacity?

Agent Seats Installed: 750
Agent Seats Occupied: 622
Available Puerto Rico: 100
Available Dominican Republic: $\mathbf{2 8}$

Insight Communications has the resources to grow in. Puerto Rico up to 150 additional seats in 2 months.
vii. Location of the facilities, indicating the dated when you started using the facility.

Insight Communications main facilities in Puerto Rico are located in:

New Port IV Bldg.
342 San Luis St. Suite 304
New Port IV Building
San Juan, Puerto Rico 00920

Operations started in 2003
viii. Identified the providers of IT and Telecommunications infrastructure: IVR, switchboard, phones, circuits, call center software, etc.

| SUPPLIER | SERVICE |
| :--- | :--- |
| AT\&T / Claro / WorldNet | VoIP Telephones Circuits \& Internet Providers |
| Benchmark PR | Networking \& Switching Support |
| Call One | Contact Center Equipment |
| Columbus Network | Internet Provider |
| Dell | Servers |
| Fortinet | Firewall \& Security (Hardware \& Software) |
| HP | Servers \& Workstations |
| Jabra | Equipment (Telephony) |
| Lenovo | Workstations |
| Microsoft | Development Software \& Licenses |
| NPR Solutions | Networking Support |
| Plantronics | Equipment (Telephony) |
| PREPA | Fiber Optic Facilities |
| Cisco | Routers |
| Extreme Networks | Switches |
| Approach Technologies | Contact Center VoIP Systems / Representation for PR and <br> Caribbean <br> VoIPSupply |
| Vology | Equipment (Telephony) |
| Vxi | Communication hardware |
| Injixo | Equipment (Telephony) |
| EMG \& Associates | Workforce Management Tool |

ix. Offerors must demonstrate financial stability. Proposals must include copies of the last two years end audited financial statements.

See Appendix A - Financial Statements (2016 \& 2017)
x. Explain how the proponent can meet or exceed the financial demands necessary to complete the services described in this RFP.

Insight Communications, Corp. as part of Insight Group can leverage its past 15 years of banking experience with First Bank to fuel growth by escalating the business requirements for access to working capital.

Insight has the accessibility to raise capital by activating available credit lines to access short and long-term funds and can raise capital from businesses related by ownership and manage by Insight Group.

Insight Group estimated revenues of over \$20,000,000 for 2017 results in its principals' capacity to finance Insight Communications operating cycle either through equity infusions, short-term loans and/or trade credits.

See Appendix D - Documents and Certifications
First Bank Certification
CPA Certification
xi. Hurricane resistant building design certification

See Appendix D - Documents and Certifications
New Port IV Certification
xii. Fiber optic provider list.

| SUPPLIER |
| :--- |
| AT\&T |
| Columbus Network |
| PREPA Networks |
| Claro |
| WorldNet |

xiii. Minimum of 1 G bandwidth network link with PREPA capacity certification.

See Appendix D - Documents and Certifications
Prepa Fiber Capacity Certification
xiv. Cyber security infrastructure description.

Appendix E - Network Availability \& Quality of Service

## e. Service Management

a. Service Delivery
i. Describe your company's ability to fulfill PREPA's requirements

Insight Communications stands on 4 key abilities that are unique differentiators among Contact Centers and allow PREPA's to assure highest results while meeting or exceeding any of its requirements:

1. Over 30 years of team experience developing Inbound / Outbound telemarketing tactical projects \& strategies for local and international firms, with an outstanding accomplishment of results and long-term average of stable client relationship.
2. Know-How Technology, Structure and Personnel experienced Platform developing \& managing Contact Center Operations. Our Professional Staff has established over 20 fully trained Contact Centers in Puerto Rico \& Latin America.
3. Business Intelligence Group of Experts providing and executing for our clients Churn Reduction Strategies thru Net Promoter Score, Quality Programs, Loyalty \& Retention Campaigns to improve customer fidelity and satisfaction.
4. Platform for Knowledge Development and Strategic Support (PKDESS). Over 49 Workshops, Seminars and Business Coaching Process for improving Staff, Supervisors and Management Organization \& Personal Productivity. Only fully specialized training program at all levels among Contact Centers in America.

These 4 key abilities will have the solid support of an on-going-training process to assure CRS's highest quality service to PREPA's customers. Our support will help to reinforce the selected capabilities to PREPA's personnel throughout the year, by scheduling a tailor-made program previously coordinated with PREPA's Management. Additionally, Insight will record 100\% of all calls with the support of a sophisticated state-of-the-art system with the capability at all time, to provide clever proven tools for PREPA to monitor 24/7/365 days operation, all of this,
complying with all applicable federal and local laws and regulation. Last but not least, in a responsible manner we will carefully evaluate every single aspect of PREPA's Service Level Requirements, and will certainly meet every RFP criteria required, including or exceeding all KPI's, while abiding to the PCI compliance requirements.

Insight will assure meeting and exceeding PREPA's requirements and achieving all management goals.
ii. Indicate the amount of Call Center operators currently employ

Insight Communications has 495 direct operators and 45 indirect.
iii. If necessary, can you expand the number of operators? How quickly can you ramp-up additional resources inn case of emergency?

Insight can activate the currently recruiting process gear to meet PREPA's requirements in an estimated time of 6 to 8 weeks.

Insight, as a part of the contingency plan, can provide 15 additional employees with the appropriate training to respond to an Emergency event immediately.
iv. Describe your call management process. How the Call Center will operate on a continual basis 24 hours a day, 7 days a week.

Insight's Contact Center has been operating for the last 15 years in a 24/7/365 modality supporting our customers operations through IVR and personnel to cover campaigns in Puerto Rico and US market.

Our Infrastructure and Technology redundancy provides the capability of sustaining all Services \& Platforms up and running 24 hours. Insight's Technology Department count with 5 full time resources in various shifts in order to support the operations.

We have implemented an alarm system and service-ticketing tool in order to provide monitoring and support to all highly sensitive components and applications 24/7.

In addition, we have assembled a group of highly capable consultants to assist and reinforce all aspects of our IT Department.

Insight has implemented through its BCP Program (Business Continuity Plan) the required facilities to mirror all Telecommunications \& Internet infrastructure, Network elements and Contact Center System Servers. Insight has established 24/7/365 support agreements with all critical vendors.

Our Facilities are equipped with security mechanism and assure a safe and comfortable-working environment for all our personnel in a three-story building with adjacent parking structure that can hold over 200 parking spaces.

See Appendix B - Insight Communications General Working Managing Methods \& Standards
v. Describe your people management processes: agent and supervisor recruiting, training and on-going management.

See Appendix B - Insight Communications General Working Managing Methods \& Standards

Section: 4. Recruitment
Section: 5. Training \& PKDESS
Section: 6. Monitoring \& Quality Assurance
vi. Provide a description of the agent, supervisor, maintenance training that you will provide.

See Appendix B - Insight Communications General Working Managing Methods \& Standards

Section: 5. Training \& PKDESS.
vii. Provide tenure (years of experience in customer service) of your supervisor / management team, with your company and overall.

Insight Communications founded in 2003 has been providing Contact Center Services to companies such as American Express, Claro, Open Mobile, Mitsubishi Motors, MMM HealthCare, Mapfre and PRASA among others.

Our team is composed of highly committed personnel focus on CSAT with over 30 years of combine experience in Contact Center Management;

Managers \& Directors $=10$ employees (10 to 30 years of experience)

Supervisors/ TL/Quality Assurance = 42 employees ( 5 to 10 years of experience)
Management biographies:
Neftalí Bernard: Co-founder of ICC with over 18 years of experience in Contact Center operations with an Accounting \& Finance degree from University of PR. Mr. Bernard worked as an accountant for Codecom and Celpage and became Finance Manager for Telular Manufacturing PR in 1992.

Victor García: Co-founder of ICC with over 15 years of experience managing business strategies and operations. Mr. García is a System Engineer, which obtained a BA in Business Administration from American University Washington DC and an MBA in International Marketing from University of Miami. He is part of the EO network of over 10,000 entrepreneurs worldwide.

Carlos Cusnier: A graduate in Economics with over 30 years of experience, MBA in Marketing and Doctorate (abd) in Dev. \& Regional Integration. Mr. Cusnier PKDESS (Platform for Knowledge Development \& Strategic Support), is a full Training \& Coaching Program for improving Productivity, Personnel Performance and Marketing-Management Strategies, with over 25 Contact Center programs for Personnel Training on strategies, Customer Service and Retention.

He is part of the SME and formerly Co- Chairman of the PCC (Postal Customer Council), Marketing Association President and 5 terms Direct Marketing Association President.

Dr. Cusnier is currently Professor at University Level in the Graduate School of Business.

Germán Muñoz: An Industrial Engineer with over 14 years of experience in the wireless telecommunications industry with strong experience in customer services and Contact Center operations for companies such as Movistar, Open Mobile and PRASA, MMM Healthcare and American Express. Mr. Munoz joined ICC in 2014 as a Business Intelligence \& Operations Director.

Gonzalo Quezada: Joined ICC in 2004 as IT Director with over 10 years of experience in Communications \& Software Development. Mr. Quezada is a Systems Engineer and has managed Contact Center Solutions from Nortel/Symposium, Aspect, Apex, Periphonics and Approach Technologies.

María Miranda: Joined ICC in 2004 and is currently in-charge of Administration and Human Resources. Mrs. Miranda is responsible for overseeing all aspects concerning Finance, Talent Acquisition, Learning and Development and E-SAT for the company.

José Zayas: Joined ICC in 2016 as Senior Supervisor with over 10-year experience in Contact Center management specialized in utilities such as PRASA.

Mivian Villegas: Joined ICC in 2016 as Junior Supervisor and Quality Assurance with over 10-year experience in Contact Center management specialized in utilities (PRASA), HealthCare and Banking campaigns.
viii. Specified if any third parties participate on the call center activities.

No. Insight did not work with $3^{\text {rd }}$ parties for Call Center activities.
ix. Describe relationships, roles and responsibilities regarding the call center activities to be performed for PREPA. How do you propose to manage the account relationship with PREPA?

Insight's single point of contact will be responsible for the oversight and management of the services and act as the primary contact person for receipt of all correspondence and notices under the service contract. All the representations made by the SPC for the shall be binding only if made in writing in accordance with the terms and conditions of the Service Contract signed between PREPA and Insight.

Composition of Key Personnel:
Single Point of Contact (SPC) / Operations Director: Germán Muñoz
Finance \& Human Resources Director: María Miranda
Quality Assurance Coordinator: TBD
Strategies, Training \& Resources Development: Carlos Cusnier
Supervisor / Team Leaders /Q. Assurance: TBD

See Appendix F - Roles and Responsibilities
x. What is the volume of calls that your organization can handle simultaneously at any given time window? How are your night and weekend shifts organized and managed?

Insight Communications has the actual technical capacity to manage approximately 1,110 calls simultaneously at any given time through the IVR and CSR's.

Insight's Contact Center capacity and resources can be determined after a comprehensive analysis of:
a. Traffic volumes by month, week, day and time intervals (60 and 30 minutes)
b. Average Handling Time (AHT)
c. Average Speed of Answer (ASA)
d. Average Holding Time
e. After Call Work Time
f. KPI's (Answered Calls and Service Level)
g. \% Occupancy

As a result of the analysis, Insight can implement a solution to comply with PREPA requirements based on 3 key elements:
a. People
b. Process
c. Technology

The proposed scheduling to manage all shifts is comprised of three stages: Traffic Forecasting, Staffing and Scheduling. Therefore, the Scheduling is based on the Traffic. Forecasting: per time of day, per day and even per date of the month (according to the historic demand).

Based on the CSR's staffed through the scheduling process, Insight establishes the staff of Supervisors, Team Leaders and Quality Assurance personnel considering the different variables require by PREPA's operations such as: billing cycles, service suspension, weather anomalies among others.

For the night shift we recruit responsible knowledgeable personnel able to manage any situation while receiving a premium rate of pay.
xi. Provide an implementation work plan outlining the key steps and milestones for the set-up and transition of services.

See Appendix B - Insight Communications General Working Managing Methods \& Standards. Section: 7. Implementation Plan
xii. How do you measure service quality and provide regular reporting updates? Please provide report samples (i.e. KPIs)

Real Time and Historical Reporting are vital functions in every contact center. Insight Communications provides state-of-the-real time, historical and analytical capabilities that empower managers and supervisors to drive the most value from their contact centers.

## Real Time Reporting

It provides supervisors and administrators with a highly customizable graphical interface to view key contact center metrics for queues, skills, teams, groups and more in real time. With Insight Communications Contact Center Management tools, each user is capable of monitoring and setting alarms based on configurable parameters. Fig 1. Shows the Contact Center Supervisor Console used by Manager \& Supervisor to monitor real time KPI's by Skill Set. Fig 2. Shows the Real Time Dashboard (Summary) to be projected on a TV or accessible via Web (laptop/desktop or mobile). Fig 3. Shows an Executive Dashboard accessible thru Insight Report Portal.


Fig 1. Contact Center Console

| $\begin{aligned} & A \\ & \frac{A}{2} \\ & E \\ & A \\ & A \end{aligned}$ | Customer Service |  | Technical Support |  | Credit \& Collection |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Queue | 5 | Queue | 0 | Queue | 0 |
|  | Atiention Level Received | Abandorment | Atiention Level Recelved | Abahdorment | Atention Leve Recelved | Abandorment |
|  | 96 | (1) \% | 4 | (1) $\%$ | 1 | (1) $\%$ |
|  | Avg. Waiting Time Max Waiting TIme Avg Talk Time | $00: 00: 08$ $00: 0: 129$ $00: 0: 0: 45$ | Avg. Wating Ime Max Waiting Time Avg TakTmo | 00:00:0, $00: 00.00$ $00: 01: 51$ | Avg. Waling Time Max Waiting Time Avg Tak Time | $00: 00: 09$ $00: 00=00$ $00: 01: 20$ |
| $\begin{gathered} A \\ \text { A } \\ \frac{1}{2} \\ \mathrm{~S} \end{gathered}$ | Agns Logged In | 29 | Agns Logged In | 4 | Agns Logged in | 3 |
|  | Agns in Call | 16 | Agns in Call | 1 | Agns In Call | 0 |
|  | Agns Available | 0 | Agns Available | 3 | Agns Available | 3 |
|  | Agns Hold | 4 | Agns Hold | 0 | Agns Hold | 0 |
|  | Agns Dnd | 6 | Agns Dnd | 0 | Agns Dnd | 0 |
| ¢ <br> 1 <br> 8 <br> 8 <br> 4 | SL | $88 \%$ | SL | $100 \%$ | SL | $100 \%$ |
|  | Total Calls | 250 | Total Calls | 10 | Total Calls | 2 |

Fig. 2. Real Time - Floor Management Dashboard (TV's)


Fig. 3 Executive Dashboard

## Historical Reporting \& Data

Insight Communications Contact Center Management tools, maintains historical data for all call-related and agent-related events across every platform in the system. A browser-based interface provides a rich set of standard historical reports. The historical database schema is open, so managers can create custom
reports using any report generation tool.

Some of the Reports are:

- Calls Offered Total
- Calls Attended Total
- Calls Answered Before 30 Seconds
- Abandoned Calls
- $\quad$ \% Abandoned
- Attended Level
- Average Speed of Answer
- Average Abandoned Time
- Average Talk Time
- \% Service Level
- Average Handling Time
- Max Delay
- Hours
- Training Hours
- FTE's
- Daily and Monthly Reports Operational Reports
- Number of Inbound, Abandoned, Answered Calls
- Maximum Waiting Time
- Average Handle Time
- Turnover Report
- Monitoring Reports
- Analysis of Business Process
- Event Affecting Performance and Contact Volume


Fig 4. ACD Sample Report
Additional report samples will be included in Appendix C.

## Contact Center - Basic Key Performance Metrics

- Service Level Agreement
- Average Speed to Answer
- Abandoned Rate
- Average Time on Hold
- Average Handling Time
- Average After Call Work
- Quality of Service
- Occupancy \& Productivity
- First Call Resolution
- Customer Satisfaction Rating
xiii. Provide a description of your information technology and communications platform,



## Contact Center Platform: Approach Technologies

Insight Communications operates at the forefront of today's rapidly evolving business technology environment, using reliable and proven state of the art Contact Center applications. This combination improves performance, offers unparalleled flexibility and increases productivity for our clients. Our systems are integrated and support the most complex requirements. Our systems are extremely secure, we employ all the latest security and confidentiality tools and technology, perform continuous quality control and auditing procedures in order to ensure both the quality and integrity of data.


Fig 5. Call Center Platform

Insight has extensive development experience. Our Information Systems management has over 30 years combined IT experience, ranging from inbound/outbound applications and scripting to state-of-the-art browser-based Web development. The Microsoft development environment provides scripting and reporting flexibility to Insight clients and allows for extremely tailored scripting and branching capabilities.

## Contact Center Systems

The Contact Center Application provides three levels of system access - Agent, Supervisor and Administrator - These levels guarantee access solely to the databases associated with their requirements and profiles.

Agents rely on a graphical user interface which allows them to handle all contacts received through the different communication channel in a unified, friendly and efficient manner.

Supervisors are provided with a graphical user interface application that monitor the center's performance in real-time, allowing them to make quick visual evaluations and generate service reports. The tool also provides customizable alarms that facilitate their achievement of the defined service quality.

Administrators Consoles is a tool that provides segmented views of all the systems campaigns. Let's the administrator configure, customize, develop applications, control and manage of all system functions with one platform. It allows administration and customization of the different agent queues, status, break, training, etc. according the needs of each individual organization.

## IP Telephony Server

The IP Telephony Server - either TDM or IP -, provides different modes of connectivity to the public network, or through a PABX, the network interface can be either analog or digital, with Caller ID (ANI) and DID (Direct Incoming Dial). In case that the local telephone company doesn't provide these services, the system can gather information through the IVR.

## IVR

Conversation model generator with a graphic interface, simplifying the development of new applications.

## Intelligent Call Routing

The ACD software makes intelligent routing decisions base on the calls associated data, assigned agents skills, telephony data, IVR gather data or port. It also has advanced administration for the calls in queue, voicemail and fax functionalities.

## Call and Screen Recording

Interactions are recorded from the beginning, allowing a complete registry of the event no matter what type of user configuration is used. The system can be configured with various recording modes: All calls, call by channel, by answering position, by campaign, among others. Supervisors and Agents have the option to record calls by specific requests (on demand).

## Digital Call and screen Playback

This module provides advanced access and playback functions with an outstanding quality. Users are displayed a grid of all previously selected audio and video files with all corresponding data: Date, Time the call started, involved Agent I.D., monitoring Supervisor I.D., recording commentary, reason for the recording, Type of call, the queue from which the call was answered and call reference number. Data can be conveniently arranged in the desired column, allowing the user to establish filters over a group of pre-established columns, over a specific column, or generate complex user-made filters.

## Automatic Dialer

The Automatic Dialer is a powerful tool that can operate on a passive, manual or predictive mode. During the selected dialing-request it can manage the calls, transfer them, along with the agent associated data. It allows CRM or user-made applications to be integrated with the IVR and provide easy interaction.

## CTI Integration

The system has a toolbar that allows the agent to set up its availability and manage the calls. Using an ActiveX component, the system allows the toolbar to be integrated to Standard CRM or user-made applications.

## Remote Agents or Locations

Remote agents / supervisors can access the Approach server through IP links, having at their disposal the same tools available at the local server location. The connection is made through the existing customer's network infrastructure.

## Remote Supervisor

Through the Remote Supervision function, the contact center supervisors can
supervise as if it was at a traditional position. The module also allows the supervisor to: coach, silent monitor, participate in the conversation, or supervise queue associated with different skills.

## Analytical Tools

The system has a set of customizable reports that provide real-time analytical and historical information that facilitates the administration of the contact center. In addition, the system generates history records (logs or cdrs), that facilitate the development of new reports, oriented to the specific requirements of each center.

Web Delivery: All generated reports can be exported or uploaded in an XML format, facilitating the delivery of the selected data.

Schedule \& Alarms: The systems generate a series of model reports with an optimal range of the call center variables, and determine the frequency in which the system generates them. These will be automatically compared to the optimal preset standard. If any of the variables goes out of range, the system will generate alarms that will be sent by email to a preset distribution list.

## Predictive Tools

The Predictive Tool is a powerful calculation engine that will provide the predictive tools to:

- Estimate Resources: this tool provides support for new campaign planning, allowing for the forecasting and assignment of the optimal resources, technological or human.
- Dial-Tables arrangement: Based on a contact list, previous management information and normalization status of a list, it'll arrange itself to maximize the probability of effective contacts at the beginning of the campaign.


## Monitoring and Quality Management

Once agents are recruited according to the competence model, their performance must be evaluated based on the recording of their interaction with the customers. The module allows the quality evaluator to generate several questionnaire forms based on a series of predefined templates, associating the items that he considers relevant for the evaluating process. Once the forms are made, the evaluations period is defined. The quality agents will see on their respective agendas the
evaluations and the pending review. The evaluation period will reflect the resulting data for the agent and supervisor evaluation. Quality reports will allow management to know each agent performance, generating the statistical reports of the entire center: percentage distribution of the agents according to the obtained score and their development in a determined period of time.

## Universal Queuing

An advanced concept in contact center design whereby multiple communications channels (such as telephone, fax and email) are integrated into a single "universal queue" to standardize processing and handling.

Interactions may have the following responses:

- On-Line: Through the following services: Telephony (ACD), Text Dialogs (Chat) and Assisted Navigation (Page-push)
- Delayed: Through the Email, Call Back and/or fax servers.

The unified contact treatment provides an integrated focus on control and results. It also makes available system report tools, focusing on the attention quality and the center's human resources.

## Web Collaboration Services

The system provides an organization with the capability to collaborate with customers externally or internally via the Internet in real time with Chat, Pagepush or Call Back Services.
xiv. Provide network availability and network Quality of Service reports for the last 12 months.

See Appendix E - Network Availability \& Quality of Service
$x v$. Describe your proposed solution to connect to the PREPA Call Center infrastructure in order to receive customer service calls for PREPA.

A 1Gbps MPLS private connection will be established between PREPA's and Insight's Contact Centers.


Fig 6. MPLS Connection (PREPA - Insight)

## Network and Workstations

All workstations are interconnected using Structure Cabling Plenum Category 5E and 6 Certified 10/100 Mbit to Extreme Networks Summit 200-48 Switches. Those switches are connected using a Hub and Spoke design to our Firewall and Antivirus Router FortiGate 300C.

In addition, Insight provide two models of PC's and accessories:
Lenovo S510 10KY SFF-1 x Core i5 6400 / 2.7 GHz
RAM 8 GB
HDD 500 GB
HD Graphics 530 - GigE
Win 10 Pro 64-bits, Microsoft Security Essentials Antivirus
19" Monitors (2)
Keyboard
Mouse
Jabra UC150 USB Headsets
Avaya 9611G / VXi Passport Headsets
Battery Backup 550 VA
Approach Multiplatform Software (Contact Center System)

HP 280 G1 - Slim tower - 1 x Core i3 4170 / 3.7 GHz
RAM 8 GB
HDD 500 GB
USB - VGA Video Card
Windows 7 SP1 64-bit, Microsoft Security Essentials Antivirus

19" Monitors (2)
Keyboard
Mouse
Jabra UC150 USB Headsets
Avaya 9611G / VXi Passport Headsets
Battery Backup 550 VA
Approach Multiplatform Software (Contact Center System)
xvi. Describe your ability to integrate with the Avaya platform servicing the current PREPA call center.

## Option 1 PREPA - Avaya

Customers call 787-521-3434 (PREPA). Calls are answered by Avaya IVR at PREPA. Calls are routed to the appropriate queue based on customer selections. Calls are answered by CSR's at PREPA in Santurce or at Insight's facilities. Calls routed to the latter are sent to Avaya H. 323 phones via an MPLS private connection.


Fig 7. Option 1 PREPA

The Avaya H. 323 phones are connected to Insight assigned VLAN for registration in AEE Avaya Call Manager System interconnected with MPLS P2P private network. This registration will provide access to Insight Customer Services Representative with the assigned skillsets. The voice is transmitted using VoIP technology with Codec G. 711 under ITU-T standards.

Option 2 PREPA - Approach Contact Center


Fig 8. Option 2 PREPA
Customers call 787-521-3434 (PREPA). Calls are answered by Avaya IVR at PREPA. Calls are routed to the appropriate queue, based on customer selections. At this point, rules are defined within Avaya to determine whether calls are routed to local Avaya CSR's or to Insight CSR's via SIP trunks established between Avaya and Approach using an MPLS private connection.

The SIP Trunk is a VoIP technology and streaming media services based on SIP

Protocol to interconnect PREPA-Avaya and Insight Communication-Approach. The SIP gateways will be configured under PREPA Avaya parameters and dialing plan. This connection is established using the MPLS private network between PREPA and Insight Communications.
xvii. Provided disaster recovery plan to protect against possible service interruption. Shall indicate the time operations are up and running and how long can you operate under those circumstances?

We work together with our Customers in tailoring all processes to comply with any special requirements. The plan will take into advisement all situations, requirements and procedures in order to be provision accordingly to the contingency.

See Appendix B - Insight Communications General Working Managing Methods \& Standards

Section: 10. Contingency Plan
xviii. Describe policies, certifications and technology tools in place to protect customer data from unauthorized access and unauthorized use. How do you ensure the confidentiality and security of your customer's data?

Insight Communications has established several policies and procedures to define the entity's governance, objectives, and expectations regarding Risk Management, Risk Analysis, and Security Incident Management to ensure client's data, processes, and intellectual capital are protected from unauthorized access. Our policies and procedures are communicated to all our employees via one on one session during on-boarding process, and via Education and Awareness sessions. In addition, all our policies and procedures include relevant sanctions to which our employees are subject to for failing to comply.

Insight Communications has established the role of Security \& Privacy Officer who oversees all IT and Physical Security operations to ensure we are in compliance with all relevant regulatory requirements that our clients must abide to. These activities include:
o Developing, initiating, maintaining, and revising the Security Plan as well as related policies and procedures in connection with the organization's Compliance Program, Human Resources Policies, and IT Policies and Procedures
related to information security
o Coordinating and conducting assessments of information security elements or components to ensure operating effectiveness to prevent illegal, unethical, or improper use of information systems and unauthorized access to systems and data.
o Developing and periodically reviewing and updating the Security Plan to ensure currency and relevance in providing guidance to management and employees.
o Monitoring all IT Security operations to ensure these are in alignment and compliance with the Security Plan

- Developing Identity Access Management Policies and Procedures as required
o Collaborating with other departments (e.g., Human Resources, Compliance, Risk Management, Internal/External Audit, Administration, Finance, etc.) to direct security compliance issues to appropriate channels for investigation and resolution.
o Responding to security incidents and alleged violations of rules, regulations, policies, procedures, and violations of the Security Plan by evaluating or recommending the initiation of investigative procedures.
o Monitoring and coordination of information security compliance activities along with the Compliance Officer to remain abreast of the status of all compliance activities to identify trends and trends.
o Identifying potential areas of compliance for Information Systems and Physical Security including but not limited to vulnerabilities, intrusion, and risks.
o Providing reports on a regular basis, and as directed or requested, to keep informed all members of the Compliance Committee, the Board, the Compliance Officer, and senior management
o Ensuring proper reporting of violations or potential violations to duly authorized enforcement agencies as appropriate and/or required.
o Working with the Human Resources Department and others to develop an
effective Information Security Education and Awareness Program, including appropriate introductory training for new employees as well as ongoing training for all employees and managers.
o Directing the organization's efforts for Disaster Recovery and Business Continuity Planning.

Our policies and procedures are communicated to all our employees via one on one sessions during on-boarding process, and via Education and Awareness sessions. Employees receive the Code of Conduct and the Employees Manual where Insight Communications policies and procedures as well as Ethics and Compliance requirements are provided. All these documents address our requirements for safeguarding client's confidential information. We are currently in compliance with HIPAA Security and Privacy rules and are in full compliance with CMS' requirements for protection of ePHI.

| The following is a list of our Policies and Procedures that in the aggregate represent our entity's governance and guiding principles related to protection and mitigation of Cyber Risks. |  |
| :---: | :---: |
| IT-01 | Acceptable Use Policy |
| IT - 02 | Data Backup Policy |
| IT-03 | Email Policy |
| IT-04 | Internet Security Policy |
| IT-05 | Document Revision and Maintenance Policy |
| IT - 06 | Information Systems Monitoring Policy |
| IT-07 | Security Management Policy |
| IT - 08 | Transmission Security Policy |
| IT - 09 | Data Integrity Policy |
| IT-10 | Encryption and Decryption Policy |
| IT-11 | Protection against Malicious Software Policy |
| IT-12 | Reuse and Disposition of Recording Media Policy |
| IT-13 | IT Physical and Environmental Security Policy |
| IT-14 | Vulnerability and Patch Management Policy |
| IT-15 | Firewall Policy |
| IT - 16 | Software Use and Copyright Policy |
| IT-17 | Incident Management Policy |
| IT-18 | Disaster Recovery Policy |
| IT - 19 | Remote Access Policy |
| IT-20 | Workstation Security Policy |
| IT - 21 | Network Access and Password Policy |
| IT - 22 | Security Awareness Policy |
| IT-23 | Change Management Policy |
| IT-24 | Social Media Policy |
| IT-25 | De-Identification Policy |
| IT-26 | Mobile Device Security Policy |
| IT-27 | Third-Party Access Policy |
| IT-29 | Risk Management Policy |
| IT-30 | Data Classification Policy |
| IT-31b | Conducting IT Risk Assessments on Insight's Third Parties |

## b. Relationship Management - UNDERSTOOD AND AGREED

PREPA intends to manage very closely the future business relationship with selected providers. In order to do so efficiently, a formal reporting and communication structure will be established. A regular meeting schedule will be required for the different reporting levels established, with ongoing access to all of PREPA's selected provider points of contact when required.

Proponent must certify that can comply and agrees to allow PREPA personnel at the proponent's Call Center.

As a part of SOP (Standard Operating Procedures), Insight Communications allows and values PREPA's personnel to be at our facilities. Insight is committed to provide the tools, system's access and the equipment necessary to perform their duties.

## f. Administrative Matters - UNDERSTOOD AND ACCEPTED

Pricing Structure: It is understood and accepted by both PREPA and the Proponent that the submitted proposal includes all necessary costs and fees, incurred to duly provide the services. Please confirm your company understands this point.

PREPA will only pay for Services already rendered before the submitted invoice date. PREPA will not be required to make advance payments for any future service to be rendered by Contractor under Contract. Contractor shall submit monthly invoices within the first thirty (30) days following the period invoiced which will include a description of the services rendered and the number of hours spent by each person. Each invoice shall be itemized and must be dully certified by an authorized representative of the Contractor.

PREPA will review the invoices and if they are in compliance with the requirements set forth in the Contract, it will proceed with payment within sixty (60) days of receipt invoice. Payment is due upon receipt of a valid invoice. PREPA reserves the right to conduct the audits it deems necessary and it will not be subject to finance charges regarding invoice payments.

## g. Pricing - UNDERSTOOD

The following is a description of the minimum information which shall be supplied by proponents. Failure to supply the minimum information requested herein shall result in a proposal being considered unacceptable and therefore rejected.

Pricing: Price shall be provided per hour of productive agent time (firm/final)

Pricing Structure: Please provide price (per hour of productive agent time) for a one year, two year and three-year duration contract. PREPA's expectation is that the prices will be lower for longer contract durations.

Agent Structure: Please specify the number of agents that will be required to achieve the service levels required by PREPA. Please explain in detail the methodology used to arrive at your number.

Additional Costs: Specify each additional expenses such as IT integration or other costs payable by PREPA and not included in the price structure.

See Appendix G - Agent Structure
See Appendix H - Pricing and Value-Added Services

## h. Compliance with General Contract Conditions - UNDERSTOOD AND COMPLY

Proponents shall submit the guidelines and best practices that are provided to all staff members and policies and procedures for handling complaints.

Insight Communications as part of its standards has established a complaint handling policy and procedures to manage any internal or external dissatisfaction. This document states that all complaints will be addressed professionally, competently and in a timely manner applying principles of natural justice and confidentiality.

Every complaint is different, but the step for dealing with them is to be the same. Here is a sample procedure for handling complaints, before implementation, we discuss with you to be agree.

1. Listen to the complaints - Receive and classify
2. Collect all information - Record complaint
3. Investigate all facts
4. Discuss and Identify options
5. Be Diligent
6. Follow up
7. Reward Honesty and Loyalty

Insight has created a Compliance Program, Code of Conduct and Privacy Program to support Insight goals and guide our management with the highest standards of business ethics. In addition, Insight creates an internal management position named Compliance Officer in order to manage all governance matters including the responsibility of auditing the entire organization in matters of operations, security and overseeing the compliance with the complaint handling policy.

## i. Information Security Requirements - UNDERSTOOD

1. Security and compliance certification by a 3rd party for PCI-DSS, PLL security, physical access and logical access to the call center resources.
2. If the company is not PCI or PLL compliant, do you agree to include in the contract you will achieve certification during the first 3 months immediately after the attribution of the contract?

Insight Communications will conduct a self-assessment for PCI in the following areas:

- Build and Maintain a Secure Network
- Protect Cardholder
- Maintain a Vulnerability Management
- Implement Strong Access Control
- Regularly Monitor and Test Networks
- Maintain an Information Security Policy

We follow three basic ongoing steps for adhering to the PCl :
Assess: identifying all locations of cardholder data, taking an inventory of Insight's IT assets and business processes for payment card processing and analyzing them for vulnerabilities that could expose cardholder data.

Repair: correcting, remediating or fixing identified vulnerabilities, securely removing any unnecessary cardholder data storage, and implementing secure business processes.

Report: documenting assessment and remediation details and submitting
compliance reports to the processing banks and card brands we do business with (or other requesting entity such as the clients we serve.

Our PCI DSS evaluation procedures follow common-sense steps that leverage security best practices and techniques that apply to global entities in the business of processing, transmitting, and storing cardholder sensitive data.

Insight Communications will engage a PCl certifying entity upon completion of our Self-Assessment. Upon adjudication of this engagement we will submit the relevant certification to PREPA in the first three months immediately after the attribution of the contract.

## j. Commitment to Complying with all Applicable Federal and Puerto Rico Local Permits and Regulations - UNDERSTOOD AND COMPLY

Proponents shall explain their adherence to complying with all applicable Federal and Puerto Rico permits and regulations. Indicate what characteristics of the team set them apart in terms of commitment to comply with all applicable laws and requirements. Indicate what specific trainings and expertise reside within the team that reinforces the commitment to compliance.

Insight Communications ensures compliance and adherence with all applicable local and federal laws by working in collaboration and consultation with our Financial Auditors, Legal Counselors, Human Resources and IT Security Consultants. This group of professionals guides and supports our management team to familiarize with all laws and assist them in complying with their fiduciary responsibilities for all operational and administrative departments.

As a secondary measure our hiring induction process laid out in the Employment Contract and Personnel Handbook all policies and laws applicable in our industry. These documents assist our employees understanding of their work responsibilities and what is expected of them in the workplace making them aware of any actions and behavior not tolerated by the Company.

Insight Communications is committed on maintaining a working environment that promotes Customer Satisfaction through a free of conflicts atmosphere, quality assurance and a compliance culture to all organizational and governmental laws and regulations.

## 6 EVALUATION AND SELECTION - UNDERSTOOD

PREPA will examine all proposals in a proper and timely manner to determine if they meet the proposal submission requirements. Proposals that are materially deficient in meeting the submission requirements or have omitted material documents, in the sole opinion of PREPA, may be rejected.

## a. Scoring Criteria - UNDERSTOOD

Each proposal meeting all submission requirements will be independently evaluated by the Evaluation Committee, which will assign a score for each evaluation criterion listed below in this section up to the maximum points.

The criteria shall be graded using a score of 1 to 5 :

1 = Inadequate, does not meet RFP expectations.
2 = Adequate, criteria are met, below the standards set by the RFP.
3 = Good, meets the minimum standards set by the RFP.
4 = Very good, meets the standards set by the RFP.
5 = Excellent, presents the best proposal that meets the standards set by the RFP. Complete proposals will be scored based upon the criteria listed below.

- Pricing - 35\%
- Background and Financial Information - 30\%
- Services Management - 20\%
- Administrative-5\%
- Relationship Management - 10\%

The following are brief summaries of the indicated criteria:

Pricing includes without limitation the proposed costs provided by the Proponent with respect to price and total cost of services

Company, Technical Process and Services Evaluation the criteria to be applied are listed in descending order of importance.

Background and financial Information

- Feedback from provided references
- Company experience and market presence in the services requested
- Company financial condition and long term financial stability

Service Management

- Service engagement plan and call management process
- Quality management and service level reporting
- Account and Contract Management Practices
- Information Technology platform
- Implementation process and management of the set-up and transition of services
- People management processes: Recruiting, Training, Supervision
- Available facilities and ability to meet PREPA's call volume requirements
- Disaster Recovery Plan

Administrative

- Regulatory Requirements
- Information security and confidentiality
- Additional Certifications and/or required documents

Relationship Management

- Compatibility with PREPA
- Completeness and responsiveness throughout the RFP process
- Executive leadership participation

PREPA and the Evaluation Committee reserves the right to include or consider any other leveling factor according to the best interests of PREPA. Proponents shall consider all the aforementioned aspects in submitting their proposals and not limit such to the price, rates, and costs items. PREPA has no obligation to select a winning Proponent as part of this RFP process.

## b. Finalist Interview - UNDERSTOOD

PREPA reserves the right, at its sole discretion, to invite qualified Proponents to a finalist interview with the Evaluation Committee. If PREPA elects to conduct finalist interviews, each qualified Proponents will be required to give a strictly timed 20-minute presentation. This presentation shall highlight expertise and prior health insurance plan management services provided for similar organizations. The presentation shall also clearly explain the Proponent's approach and team composition. The Evaluation Committee may consider the scoring of a proposal based upon the presentation. Proponents are responsible for all costs or expenses incurred to attend such interview.

## 7. BONDS AND INSURANCES - UNDERSTOOD

Proponent shall submit along with its Proposal, a Bid Bond (Appendix C2) of not less than ten percent ( $10 \%$ ) of the total price of the Proposal for the initial one (1) year term. This Bond will be issued in favor of PREPA by an insurance company that is authorized to do business in Puerto Rico. The Bond may not have a duration of less than ninety days (90) days, securing the validity of the Proposal for such term. Proposals that do not include this security will be rejected. If there is an
extension of the ninety (90) day term, Proponent will be responsible for keeping the Bid Bond in effect. Proposals that fail to meet this requirement will be rejected outright and the bid will be deemed to be non-responsive.

At the time of the execution of the Contract, the Contractor shall secure and maintain in full force and effect during the life of this Contract the policies of insurance covering all operations engaged in by the Contract.

Work shall not commence until all insurance requirements have been met and certificates thereof have been filed with the Chief Procurement Officer. All insurance requirements shall be as indicated within the attached Draft Contract in Article 9, Insurance and Bonds.

## 8. CONFIDENTIALITY OF RESPONSES AND PROPRIETARY INFORMATION UNDERSTOOD

Upon completion of the RFP process, PREPA will make public its report regarding the procurement and selection process, which shall contain certain information related to this RFP process, except trade secrets and proprietary or privileged information of the Proponents. Information considered trade secrets or non-published financial data may be classified as proprietary by the Proponents. In order to ensure that documents identified by proponents as confidential or proprietary will not be subject to disclosure by PREPA, proponents are required to submit a redacted copy of their proposal. The redacted copy must include a written explanation of why such labeled documents are confidential or proprietary, including why the disclosure of the information would be commercial harmful, specifically refer to any legal protection currently enjoyed by such information and why the disclosure of such information would not be necessary for the protection of the public interest, and request that the documents so labeled be treated as confidential by PREPA. PREPA reserves the right to make public the redacted copies of the proposals at the conclusion of the RFP process. If a redacted copy is not submitted by a Proponent,

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PREPA will assume that the original copy of the proposal can be made public. Proposals containing substantial contents marked as confidential or proprietary may be rejected by PREPA. Provision of any information marked as confidential or proprietary shall not prevent PREPA from disclosing such information if required by law. The ultimately awarded contract(s) and all prices set forth therein shall not be considered confidential or proprietary and such information may be made publicly available.

## 9. CONFLICTS OF INTEREST - UNDERSTOOD

Any contract awarded under this RFP will preclude the selected Proponents from representing before PREPA any Proponent other than those Proponents who may be assigned under this contract during the period the contract is in effect.

Proponents are required to provide a list of any other current or former advisory contracts the firm has/had with any Government Entity in Puerto Rico, or which bear any direct or indirect relation to the activities of the Government of Puerto Rico. Further, please provide a description of any recent historical or ongoing legal proceedings, interviews or investigations being conducted by any U.S. law enforcement agencies involving your firm or team that are related to transactions executed in or on behalf of the Government of Puerto and/or its public corporations. In addition, please provide a brief description of any work you have performed for any creditors or guarantors of the Government of Puerto Rico or any public corporation debt about their positions in Puerto Rico debt obligations. Indicate whether this activity is ongoing, and if not, when the prior assignment concluded.

At some point in the selection process, PREPA may request information on any perceived conflict of interests. Also, PREPA may in the future request a list of direct or indirect relationships the firm or its professionals have to members of the PPPA or Board Members or executives of other Public Corporations.

In the event of real or apparent conflicts of interest, PREPA reserves the right, in its best interest and at its sole discretion, to reject a proposal(s) outright or to impose additional conditions upon Proponents. PREPA reserves the right to cancel any contract awarded pursuant to this RFP with 30 days' notice in the event that an actual conflict of interest, or the appearance of such conflict, is not cured to PREPA's satisfaction.

## List of Insight Contracts with Government

| Entity | Status |
| :--- | :--- | :--- |
| Autoridad de Acueducto y <br> Alcantarillado de PR | Current Agreement |

## 10. PROPOSAL ADDITIONAL INFORMATION - UNDERSTOOD

a. Rejection of Proposals; Cancellation of RFP; Waiver Informalities and Withdrawal Proposal

Issuance of this RFP does not constitute a commitment by PREPA to award a contract. PREPA reserves the right to accept or reject, in whole or part, and without further explanation, any or all proposals submitted and/or cancel this solicitation and reissue this RFP or another version of it, if it deems that doing so is in the best interest of the impacted communities or the Government of Puerto Rico.

PREPA reserves the right to waive any informalities and/or irregularities in a proposal if it deems that doing so is in the best interest of the impacted communities or the Government of Puerto Rico.

Proponent that seek to withdraw their Proposals before the final date and time for submission set forth in Section 1.6 RFP, Time Table, may request do so electronically through the PowerAdvocate® Platform "Messaging" tab before such time. Any attempted withdrawal of a Proposal after the submission deadline will result in PREPA collecting on the Proponent's Bid Bond.

## b. Ownership of Proposal

All materials submitted in response to this RFP shall become the property of PREPA. Selection or rejection of a proposal does not affect this provision.

## c. Cost of Preparing Proposals

All costs associated with the response to this RFP are the sole responsibility of the Proponent.

## d. Errors and Omissions in Proposal

PREPA reserves the right to reject a proposal that contains an error or omission. PREPA also reserves the right to request correction of any errors or omissions and/or to request any clarification or additional information from any Proponent, without opening up clarifications for all Proponents.

## 11 Process Rules and PREPAs General Instruction RFP Guide - UNDERSTOOD AND COMPLY

This process will be regulated and executed according to the "GUIAS PARA PROCESOS DE ADQUISICIONES DE BIENES Y SERVICIOS A TRAVES DE RFP EN LA AEE V006032016 (Request for Proposals)". Please, see the Download Documents tab.

Proponents shall certify compliance with Section 4.17 of the "GUIAS PARA PROCESOS DE ADQUISICIONES DE BIENES Y SERVICIOS A TRAVES DE RFP EN LA AEE V006032016 (Request for Proposals)

## 12 Puerto Rico General Provisions - UNDERSTOOD

The Contractor will comply will all applicable State Law, Regulations or Executive Orders that regulate the contracting process and requirements of the Commonwealth of Puerto Rico.
A. Executive Order Num. OE-1991-24 of June 18, 1991 to require certification of compliance with the Internal Revenue Services of the Commonwealth of Puerto Rico: Pursuant to Executive Order Number OE-1991-24 of June 18, 1991, the Contractor will certify and guarantee that it has filed all the necessary and required income tax returns to the Government of Puerto Rico for the last five (5) years. The Contractor, further will certify that it has complied and is current with the payment of any and all income taxes that are, or were due, to the Government of Puerto Rico. The Contractor shall provide, to the satisfaction of PREPA, and whenever requested by PREPA during the term of this Contract, the necessary documentation to support its compliance with this clause. The Contractor will be given a specific amount of time to produce said documents. During the term of this Contract, the Contractor agrees to pay and/or to remain current with any repayment plan agreed to by the Contractor with the Government of Puerto Rico.

See Appendix D - Documents and Certifications
B. Executive Order Num. OE-1992-52 of August 28, 1992 to require certification of compliance with the Department of Labor of the Commonwealth of Puerto Rico. Pursuant to Executive Order Number 1992-52, dated August 28, 1992 amending OE-199124, the Contractor will certify and warrant that it has made all payments required for unemployment benefits, workmen's compensation and social security for chauffeurs, whichever is applicable, or that in lieu thereof, has subscribed a payment plan in connection with any such unpaid items and is in full compliance with the terms thereof. The Contractor accepts and acknowledges its responsibility for requiring and obtaining a similar warranty and certification from each and every Contractor and Sub Contractor whose service the Contractor has secured in connection with the services to be rendered under this Contract and shall forward evidence to PREPA as to its compliance with this requirement.

See Appendix D - Documents and Certifications
C. Government of Puerto Rico Municipal Tax Collection Center: The Contractor will certify and guarantee that it does not have any current debt with regards to property taxes that may be registered with the Government of Puerto Rico's Municipal Tax Collection Center (known in Spanish as Centro de Recaudación de Ingresos Municipales ("CRIM"). The Contractor further will certify to be current with the payment of any and all property taxes that are or were due to the Government of Puerto Rico. The Contractor shall provide, to the satisfaction of PREPA and whenever requested by PREPA during the term of this Contract, Certification issued by the Municipal Revenues Collection Center (MRCC), assuring that Contractor does not owe any tax accruing to such governmental agency. To request such Certification, Contractor will use the form issued by the MRCC (called "CRIM-Certificados, Radicación, Estado de Cuenta y Todos los Conceptos" in the website). The Contractor will deliver upon request any documentation requested by PREPA. During the Term of this Contract, the Contractor agrees to pay and/or to remain current with any repayment plan agreed to by the Contractor with the Government of Puerto Rico with regards to its property taxes.

The Contractor shall provide a Personal Property Tax Filing Certification, issued by the MRCC which indicates that Contractor has filed its Personal Property Tax Return for the last five (5) contributory terms or Negative Debt certification issued by the MRCC with respect to real and property taxes and a sworn statement executed by Contractor indicating that (i) its revenues are derived from the rendering of professional services, (ii) during the last five (5) years (or the time in which it has been providing professional
services) it has had no taxable business or personal property on the 1st of January of each year, (iii) that for such reasons it has not been required to file personal property tax returns, as required under Article 6.03 of Act 83-1991, as amended and (iv) that for such reason it does not have an electronic tax file in the MRCC's electronic system.

See Appendix D - Documents and Certifications
D. The Contractor shall furnish a Certification issued by the Treasury Department of Puerto Rico which indicates that Contractor does not owe Puerto Rico Sales and Use taxes to the Commonwealth of Puerto Rico; or is paying such taxes by an installment plan and is in full compliance with its terms.

See Appendix D - Documents and Certifications
E. The Contractor shall provide a Puerto Rico Sales and Use Tax Filing Certificate, issued by the Treasury Department of Puerto Rico assuring that Contractor has filed his Puerto Rico Sales and Use Tax for the last sixty (60) contributory periods.

See Appendix D - Documents and Certifications
F. The Contractor shall provide a copy of Contractor's Certificate of Merchant's Registration issued by the Treasury Department of Puerto Rico.

See Appendix D - Documents and Certifications
G. Puerto Rico Child Support Administration (ASUME): The Contractor shall present, to the satisfaction of PREPA, the necessary documentation certifying that the Contractor nor any of its owners, affiliates of subsidiaries, if applicable, have any debt, outstanding debt, or legal procedures to collect child support payments that may be registered with the Puerto Rico Child Support Administration (known in Spanish as the Administración Para El Sustento de Menores (ASUME). The Contractor will be given a specific amount of time to deliver said documents. 3 L.P.R.A. § 8611 et seq.;

See Appendix D - Documents and Certifications
H. The Contractor shall provide a Good Standing Certificate issued by the Department of State of Puerto Rico.

## See Appendix D - Documents and Certifications

I. The Contractor shall provide a Certification of Incorporation, or Certificate of

Authorization to do business in Puerto Rico issued by the Department of State of Puerto Rico.

See Appendix D - Documents and Certifications
J. Social Security and Income Tax Retentions: In compliance with Executive Order 1991 OE- 24; and C.F.R. Part 404 et. Seq., the Contractor will be responsible for rendering and paying the Federal Social Security and Income Tax Contributions for any amount owed as a result of the income, from this Contract. COMPLY
K. Income Tax Retention Law: PREPA shall deduct and withhold seven percent (7\%) of any and all payments to residents of the Commonwealth of Puerto Rico as required by the Internal Revenue Code of Puerto Rico. In case of US citizens and Non US citizens, which are nonresidents of the Commonwealth of Puerto Rico the Contractor will be retained twenty percent (20\%) and twenty-nine percent (29\%) respectively. PREPA will remit such withholdings to the Government of Puerto Rico's Treasury Department (known in Spanish as Departamento de Hacienda de Puerto Rico). The Contractor will request PREPA not to make such withholdings if, to the satisfaction of PREPA, the Contractor timely provides a release from such obligation by the Government of Puerto Rico's Treasury Department. 3 L.P.R.A. § 8611 et seq., 2011 L.P.R. 232; 232-2011. - UNDERSTOOD AND AGREED
L. Compliance with Act No. 1 of Governmental Ethics: The Contractor will certify compliance with Act No. 1 of January 3, 2012, as amended, known as the Ethics Act of the Government of Puerto Rico, which stipulates that no employee or executive of PREPA nor any member of his/he immediate family (spouse, dependent children or other members of his/her household or any individual whose financial affairs are under the control of the employee) shall have any direct or indirect pecuniary interest in the services to be rendered under this Contract, except as may be expressly authorized by the Governor of Puerto Rico in consultation with the Secretary of Treasury and the Secretary of Justice of the Government. 3 L.P.R.A. § 8611 et seq.;

See Appendix D - Documents and Certifications
M. Law 168-2000: Law for the Strengthening of the Family Support and Livelihood of Elderly People: The Contractor will certify that if there is any Judicial or Administrative Order demanding payment or any economic support regarding Act No. 168-2000, as amended, the same is current and in all aspects in compliance. Act No. 168-2000 "Law for the Strengthening of the Family Support and Livelihood of Elderly People" in Spanish: "Ley para el Fortalecimiento del Apoyo Familiar y Sustento de Personas de Edad Avanzada", 3 L.P.R.A. §8611 et seq.

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See Appendix D - Documents and Certifications
N. Law Num. 127, May 31, 2004: Contract Registration in the Comptroller's Office of Puerto Rico Act: Payment for services object of this Contract will not be made until this Contract is properly registered in the Office of the Comptroller of the Government of Puerto Rico pursuant to Law Number 18 of October 30, 1975, as amended. UNDERSTOOD AND AGREED
O. Dispensation: Any and all necessary dispensations have been obtained from any government entity and that said dispensations shall become part of the contracting record. UNDERSTOOD AND AGREED
P. Rules of Professional Ethics: The Contractor acknowledges and accepts that it is knowledgeable of the rules of ethics of his/her profession and assumes responsibility for his/her own actions. UNDERSTOOD AND AGREED
Q. Both parties acknowledge and agree that the contracted services herein may be provided to another entity of the Executive Branch which enters into an interagency Contract with PREPA or by direct disposition of the Chief of Staff. These services will be performed under the same terms and conditions in terms of hours of work and compensation set forth in this Contract. For the purpose of this clause, the term "entity of the Executive Branch" includes all agencies of the Government of Puerto Rico, as well as public instrumentalities, public corporations and the Office of the Governor. UNDERSTOOD AND AGREED
R. The office of the Chief of Staff shall have PREPA to terminate this Contract at any time. UNDERSTOOD AND AGREED
S. The Contractor shall provide Workmen's Compensation Insurance as required by the Workmen's Compensation Act 45-1935 of the Commonwealth of Puerto Rico. The Contractor shall also be responsible for compliance with said Workmen's Compensation Act by all its subcontractors, agents, and invitees, if any.

See Appendix D - Documents and Certifications
T. Provisions Required under Act 14-2004: Contractor agrees that articles extracted, produced, assembled, packaged or distributed in Puerto Rico by enterprises with operations in Puerto Rico, or distributed by agents established in Puerto Rico shall be used when the service is rendered, provided that they are available. UNDERSTOOD AND AGREED
U. Invoices must include a written and signed certification stating that no officer or employee of PREPA, and their respective subsidiaries or affiliates, will personally derive or obtain any benefit or profit of any kind from this Contract, with the acknowledgment that invoices that do not include this certification will not be paid. This certification must read as follows:
"We certify under penalty of nullity that no public servant of PREPA will derive or obtain any benefit or profit of any kind from the contractual relationship which is the basis of this invoice. If such benefit or profit exists, the required waiver has been obtained prior to entering into the Agreement. The only consideration to be received in exchange for the delivery of goods or for the Services provided is the agreed-upon price that has been negotiated with an authorized representative of the PREPA. The total amount shown on this invoice is true and correct. The Services have been rendered, and no payment has been received". UNDERSTOOD AND AGREED
V. PREPA shall have the right to terminate this Agreement with thirty (30) days prior written notice to Contractor. Moreover, PREPA shall have the right to terminate this agreement immediately in the event of negligence, dereliction of duties or noncompliance by Contractor. UNDERSTOOD AND AGREED
W. Anti-Corruption Code for a New Puerto Rico. Contractor agrees to comply with the provisions of Act No. 2-2018, as the same may be amended from time to time, which establishes the Anti-Corruption Code for a New Puerto Rico. The Contractor hereby certifies that it does not represent particular interests in cases or matters that imply a conflicts of interest, or of public policy, between the executive agency and the particular interests it represents.

Contractor shall furnish a sworn statement to the effect that neither Contractor nor any president, vice president, executive director or any member of a board of officials or board of directors, or any person performing equivalent functions for Contractor has been convicted of or has pled guilty to any of the crimes listed in Article 6.8 of Act 8-2017, as amended, known as the Act for the Administration and Transformation of Human Resources in the Government of Puerto Rico or any of the crimes included in Act 2-2018.

Contractor hereby certifies that it has not been convicted in Puerto Rico or United States Federal court for under Articles 4.2, 4.3 or 5.7 of Act 1-2012, as amended, known as the Organic Act of the Office of Government Ethics of Puerto Rico, any of the crimes listed in Articles 250 through 266 of Act 146-2012, as amended, known as the Puerto Rico Penal Code, any of the crimes typified in Act 2-2018, as amended, known as the Anti-Corruption

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Code for a New Puerto Rico or any other felony that involves misuse of public funds or property, including but not limited to the crimes mentioned in Article 6.8 of Act 8-2017, as amended, known as the Act for the Administration and Transformation of Human Resources in the Government of Puerto Rico.

PREPA shall have the right to terminate the agreement in the event Contractor is convicted in Page 24 of 26

Puerto Rico or United States Federal court for under Articles 4.2, 4.3 or 5.7 of Act 1-2012, as amended, known as the Organic Act of the Office of Government Ethics of Puerto Rico, any of the crimes listed in Articles 250 through 266 of Act 146-2012, as amended, known as the Puerto Rico Penal Code, any of the crimes typified in Act 2-2018, as amended, known as the Anti-Corruption Code for a New Puerto Rico or any other felony that involves misuse of public funds or property, including but not limited to the crimes mentioned in Article 6.8 of Act $8-2017$, as amended, known as the Act for the Administration and Transformation of Human Resources in the Government of Puerto Rico.

If any of the previously required Certifications shows a debt, and Contractor has requested a review or adjustment of this debt, Contractor will certify that it has made such request at the time of the Contract execution. If the requested review or adjustment is denied and such determination is final, Contractor will provide, immediately, to PREPA a proof of payment of this debt; otherwise, Contractor accepts that the owed amount be offset by PREPA and retained at the origin, deducted from the corresponding payments.

See Appendix D - Documents and Certifications
X. Consequences of Non-Compliance: The Contractor expressly agrees that the conditions outlined throughout this Section are essential requirements of this Contract. Consequently, should any one of these representations, warranties or certifications be incorrect, inaccurate or misleading, in whole or in part, there shall be sufficient cause for the PREPA to render this Contract null and void, and the Contractor shall reimburse the PREPA all moneys received under this Contract. UNDERSTOOD AND AGREED

## Appendix A

Financial Statements (2016 and 2017)

## Appendix B

## Insight Communications General Working Managing Methods \& Standards

1. Strategic Direction
2. Service Level \& Quality Requirements
a. Key Performance Indicators
b. Key Performance Metrics
3. Project Preparation Methodology
4. Recruitment
5. Training \& PKDESS
6. Monitoring \& Quality Assurance
7. Implementation Plan
8. Personnel Continuous Assessment
9. Daily, Weekly and Monthly Reports
10. Contingency Plan

## Description of Managing Methodology \& Standards

1. Strategic Direction

Insight Communications is one of a very few Strategic Outsource Partners that provides full services supporting the entire four customer lifecycles: Care, Resolution, Growth and Acquisition.

Our style and management philosophy is to be a proactive strategic partner that will learn your business, hire the right agents and assimilate, and deploy your own culture into "your" customer Contact Center. We will introduce new processes and tools that will demonstrate our value and drive continuous improvement and effective change.

We believe that being customer driven is a strategic concept. Being customer driven means much more than defect and error reduction, merely meeting performance metrics or reducing complaints. It is the elimination of the cause of dissatisfaction that contributes to costumer perception.

The costumer driven concept is also directed toward customer retention, market share gain, and growth. It demands constant sensitivity to changing and emerging customer and market requirements. In order to measure and achieve Customer Satisfaction, Insight Communications develop strategies and methodologies like

FCR (First Contact Resolutions), Quality Programs, Loyalty \& Retention Programs and NPS ${ }^{\circledR}$ (Net Promoter Score).


Fig. 9 Insight - CSAT Strategy
2. Service Level \& Quality Requirements

In order to comply with the requirements of the Customer we operate thru COPC ${ }^{\circledR}$ standards (Performance Management Framework for Customer Experience Operations) which guides our operation to better perform, including:
a. Key Performance Indicators (KPI's)

Insight will support any and all sales and customer service initiatives. We provide a wide range of services that can significantly improve your company's bottom-line performance. Outsourcing with Insight allows you to:

- Lower facility, equipment \& labor costs
- Improve productivity
- Gain access to world-class capabilities
- Focus on core competencies
- Allocate resources to mainstream strategic activities only you can handle
b. Key Performance Metrics
- Service Level Agreement
- Average Speed to Answer
- Abandoned Rate
- Average Time on Hold
- Average Handling Time
- First Call Resolution
- Customer Satisfaction Rating


## 3. Project Preparation Methodology

Inbound Traffic
a. Amount of Calls per half \& hour
b. Schedule
c. Seasonality
d. AHT

## Outbound Calls

e. Quantity
f. Time expected to fulfill,
g. Type of customers (to determine if we have to comply with Federal regulations)
h. Estimated AHT
i. Schedule

Personnel Requirements
j. Define CSR's profile
k. Language
I. According to the Campaign Special Characteristics: sales, customer service, etc.
m. CRM
n. Systems Knowledge
o. Other characteristics according to the Campaign requirements

Quality Forms
Evaluations
System Requirements

4. Recruitment

Attracting, hiring and retaining the right talent are critical for Insight. Adding the right players to our team is a key source of competitive advantage.

The recruitment process involves pre-screening through evaluation assessments of the CSRs personalities; call center skills, teamwork skills and communication skills. The screening criteria are based on customer needs and requirements including:

- Define the Profile and Requirements of the Personnel
- Define the amount of the personnel
- Define the tests to use according to the profile needed
- Review the Candidates Bank
- Place an add if necessary
- Interviews
- Evaluation
- Selection

We normally recruit between $5 \%$ to $10 \%$ of qualified candidates above the requirement in order to have the amount of representatives needed at the end of the Training.

Searching of the right profile:

1. Internet - Searching web databases, placing ads at various career sites.
2. Job Fairs - Participating in job and career fairs.
3. Newspaper/Periodical Advertising - Placing job ads in periodicals.
4. Radio \& Television Advertising - Placing job ads on shows.
5. Employment Agencies

## 5. Training \& PKDESS (Platform for Knowledge Development \& Strategic Support)

The training of the personnel is defined previously with the Customer to determine the different sections of the training.

Most Customers like to introduce the history, products \& services and internal processes of the Company and Insight Communications helps with other areas to provide the necessary preparation to offer the best Customer Experience. In the training we usually begin with the Compliance of the Company rules as well is needed with some Local \& Federal or Special Rules. We combine different procedures in the training: theory with practice and role-play.

The training comprises tests after each section to assure the complete understanding of the material and these results are taking into account to determine the permanence of a candidate in the project.

We evaluate during the training other aspects such as punctuality, concentration, focus, interpersonal relations, among other characteristics or features.

The candidates are informed about the operational evaluations and quality in the project.
At the end of the training the candidates have a period of nesting where they can practice, hear and participate in the operation. The nesting period has a duration of 1 to two weeks depending of the complexity of the Project.

The person responsible for the training prepares an individual report where the Supervisor / Team lead and Quality can appreciate strengths and weaknesses and be able to work with the representative in the operational phase.

## Insight Detailed Training Schedule

A. Human Resources Mandatory Training Standards include following topics:

- Employee Manual: Indicates Norms and Code of Conduct
- Law 22: Sexual Harassment \& Identity discrimination Policies
- Domestic Violence Protocol: Explanation \& Discussion of its significance and advisement
- Labor \& Legal/Ethical Standards
- Conflict Interest Policy
- Labor Laws and Best Practices (Supervisors and Managers)
B. Compliance \& Security
- HIPAA
- IT Security Awareness
- Fraud \& Waste Information Abuse
- Federal \& State Regulations
C. Operational Trainings
- Introduction to Insight Contact Center
- Specific Operational Tools
- Calls Management Process
- PREPA's Training (as requested by PREPA) to be included and structured as needed /mandatory.

D. Platform for Knowledge Development \& Strategic Support (PKDESS)

Provides knowledge transference, developing highly competent personnel with the objective of improving performance and results in programs and processes executed by and for our client, with the integration of strategic executions focus on a highly effective operation \& productivity.
... thinking on our client, we stand for innovation \& improvement

## Platform for Knowledge Development \& Strategic Support (PKDESS). It means...

+ An innovative process with over 49 Workshops, Seminars \& Coaching processes to better perform personnel at their different levels of execution
+ Provides knowledge transference, improving performance and results in programs and processes executed with the integration of strategic executions focus on a highly effective operation and Productivity, trough:

1. Identifying different priority areas whereas personnel Staff, Supervisors and Management, requires to be trained and/or improved on their capabilities/skills.
2. Delivering our client with the most functional Strategic Platform "all under one roof", to properly attend different needs with multifunctional experienced personnel, at the lowest cost in the industry.

+ Knowledge Development Program could be executed internally (our facilities) or externally (client facility).
+ Our top-notch professionals provides quick response to any client requirement, with a variety of clever topics of Workshops, Seminars and Coaching processes (Please see complete list of specialized topics)

A clear vision ... Strategic mission
$\mp$ Every aspect toward a better execution requires total management involvement and commitment with the support of qualified well-trained personnel. ICOMM clear vision and strategic mission, allows to properly deliver to clients both, with a better performance thanks to its PKDESS platform, which is a unique program among Hispanic Call Centers to improve personnel productivity and performance. PKDESS provides a full training program with 49 Workshops (19 on Contact Centers), Seminars \& Coaching processes covering 10 areas:

1-Customer Service \& Team Building 6-Time Management
2-Tactical Selling/Neuroscience 7-Leadership / Supervision
3-Retention \& Fidelity 8-Motivation / Empowerment
4-Empathy 9-Tactical \& Strategic Management

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5-Communication / Effective Negotiation
10-Call Centers (Overall Training)

Most specialized professional training for Hispanic Call Centers Staff \& Supervisors. As a sample case, we provide information about 3 of the programs more requested among Contact Centers:

## Workshop: A Quality Service thru Quality on Service

Description: Workshop is focus on a clear understanding of client priorities as center of attention thru applying clever service strategies and methodologies.
Objectives:

+ Establishing and understanding the meaning \& impact of an unparalleled service while learning how to deal with clients different behaviors particularly identifying and managing difficult clients, social styles and motivations
+ Discussing myths, realities \& tactics to improve \& measuring customer service while explaining CRM, QA \& NPS meth
+ Understanding client expectations from his own position. Learning how to visualize and address it, while identifying and solving client needs
+ Knowing clearly personnel roles \& responsibilities toward clients
+ Applying the 6 clever tactics to keep and maintain an excellent relation with customers


## Workshop: Retention \& Fidelity Generation

Description: Focus on implementing a culture toward product/service quality thru showing effective retention tools. A practical workshop which shows real alternatives to enhance fidelity while assuring client references even in markets with high competition. Objectives:
$\boldsymbol{+}$ Learning about genuine persuasion, motivation, commitment and responsibility for a long lasting relation with customers

+ Discussing own beliefs and perceptions related to proven actionable process to growth fidelity
+ Improving personal skills for an effectively interaction to gain credibility with an empowering communication
+ Client servicing skills. Participant will learn tactical approaching methods to leverage client attention \& fulfillment
+ Establishing a measurable action model toward client to effectively apply retention



## Workshop: First Contact Resolution..."that's exactly what customer expect"

Description: Address to solve client needs/problem/situation on a first call contact. Workshop content explain with an open discussion with participants about the 3 fundamental FCR roles. Participant will learn also the 5 key benefits when using and applying FCR.
Objectives:

+ Improving personal efficiency to capture client attention thru attending and solving client expectations
+ Providing capabilities to personnel for developing client solutions on a FCR basis
+ Creating a healthy stable FCR culture thru a pro-active interaction between client and rep

Improving quality standards while measuring FCR methodology to help improve the 3 fundamental key factors 1-Client Satisfaction. 2- Generate less client expenses due to repetitive calls. 3- Understand Client needs and expectations to be solve immediately according to situation in order to gain from him loyalty /fidelity \& retention

## 6. Monitoring \& Quality Assurance

There is a direct correlation between a Contact Center performance and the frequency of calls monitored.
Contact Centers should monitor at least $1 \%$ of all calls managed during a month period; meanwhile supervisors will spend more than $50 \%$ of their time on problem solving and campaign administration.
Every monitored call is subdivided in four stages to fully cover all aspects related with the service:
A. Opening: Measure, among other things, how the representative identifies himself/herself, the company, and the protocol for transferring.
B. Development: Measure how the representative deals with information, how he/she deals with a complaint, solution, or how the representative executes a sales call.
C. Closing: Measure how the representative offers additional information and provisions the call.
D. Quality Aspects: Measures the modulation, voice tone and call control Depending on the score assigned to each phase (which is defined previously by your supervisory personnel) and the relevance of each subject covered in the monitoring, the
data base generates a partial count for each segment of the call, as well a final tally which results in a giving a score for each call being monitored.

The report presents a score for each phase as well a final score and areas to improve; subjects which requires re-training and other areas as defined by the company.

The Quality Assurance Evaluation Forms, Scores and Parameters are developed jointly with PREPA. Another common practice is the weekly process of quality monitoring calibration with the PREPA personnel in charge of the Campaign.

The Quality Assurance team also identifies, in each call, Business Intelligence (BI) key issues that we convey to PREPA as areas of opportunity to increase quality of service, products, or process situations


Fig 10. Quality Assurance Program

## 7. Implementation Plan

The implementation process is structured to be finished a week before agreed date, based on PREPA requirements and timelines. It may change and can be adjust base on PREPA operational requirements.

### 7.1 Recruiting (Week 1-4)

The process expected time is four weeks, from week 1 to 4


### 7.2 Expected Calls Volumes \& Staffing (week 2)

- Discuss and determine the Service Levels and Quality Requirements. This would be used to establish staffing requirements.
- IT team will set up the internal call routing based on priorities, agent skill sets, and number of agents.


### 7.3 Call Segmentation (week 2)

- Segment out the daily incoming calls and then identify the purpose of the call for each segment to set expectations for the agent and also helps clarify exactly what training is required for the agents.
- For each call segment, Insight will understand the details involved to make every call successful and drive customer satisfaction


### 7.4 Project Implementation Procedures: Process Flowchart for Each Type of Call Segment (week 3 and 4)

- Insight will work with the client to establish a flowchart on the call flow for every type of incoming call. It is important not only for the agent to clearly understand the types of calls coming in, but also the procedure to follow \& the results expected out of each different type of call.
- The creation of this flowchart is done with the help of the PREPA. Once the finished call flow is laid out, this will again be discussed with the client to ensure both sides are clear on the expectations of a successful call.
- Documentation provided by the PREPA on the types of calls and the appropriate answers would be helpful at this point in laying out the flowchart.
- PREPA can also send Insight sample recorded calls - this will quickly give our agents a better understanding of the expectations for each call.
- For each call, we would identify the objective of the call, the appropriate greeting, the typical questions asked, the requisite knowledge required to address the question (useful for training purposes), the necessary system required to access any data to answer the question, and the typical answers that will satisfy the caller.
- In addition, for each call type, we would identify any next steps required for agent after the calls e.g. does anything need to be emailed/faxed to the caller or to the client? Does the caller require a call back \& further followup?
- We would also establish any escalation procedures in the event that agent is not able to handle the call i.e. to whom should the escalation be sent at client site, and do different topics require escalating to different people? We would identify the appropriate response to caller when he/she is being escalated, and the expected turnaround time for a resolution. It is also
important to identify a procedure for what to do in the event that the caller has not got his/her issue resolved by the escalation department and gets upset and calls back.
- These processes will help Insight agents handle all calls in the most efficient and effective manner for the callers. This process will also help clarify which further areas Insight can be trained on in order to reduce escalations and maximize First Call Resolution Rate (FCRR); ultimately improving customer satisfaction
- After the call, the agent will log the caller data, and the final disposition e.g. was the issue resolved, was it call escalated, and if so, why? This will help both sides better improve the processes and deliver a higher level of service to the caller.


### 7.5 Project Implementation Procedures: Agent Training (week 5, 6 and 7)

- Once all types of calls have been identified, and there is a clear flow and expectation for each of the call types, we have the framework to conduct an efficient and accurate training process.
- There first has to be the basic training on the company, the callers, and the general nature of the calls. Most of this data can be shared via existing documents on the company, sent by the client, and through a detailed review of the client website.
- After the basic training, the Insight team needs to learn all the details of the call types, the questions that will be asked and the appropriate response. The call segment and flowchart data will be used. For each call type the expected questions will be discussed, and one by one Insight and the client will discuss how to appropriately answer that question and how to access the correct data to answer that question. This drill down training can occur via conference call or in person with the client.
- During these training sessions, Insight will record the calls with the client for future refreshing and training purposes. All conversations will be documented and the Insight team will start to develop a deep understanding of every type of call, the outcome required, and the knowledge/data-access required to accomplish a successful call.
- PREPA are also encouraged to send Insight as many sample recorded calls as possible, as this will help expedite the training process. Any existing materials on the company and FAQs would also be useful.
- Throughout the entire training process, a Insight Account Manager will be involved in learning all the details for the project and will assist in the training of the agents. He/she will also be a liaison for both sides - to raise topics brought up by agents during calls back to client, to handle internal escalations, to oversee reports, to work with the QA department to ensure proper handling of the calls, and to be on call for additional training \&
feedback from client to ensure dissemination of new data to agents.
- Once processes and expectations and call details are established, and the agents are familiar with the calls and how to approach each question, the Insight team can conduct mock-call role plays with the Client team. During these calls, the client can tweak the insight agent's approach to calls, and offer guidance on how to make any improvements. This is the practice ground. Such mock calls can be conducted with the Team Leader and the core agents who will handle these calls. For larger projects insight will conduct its own mock calls in the event that the client cannot speak to every agent. All improvements and feedback suggested by PREPA will be documented.
- A Living Document will be maintained for the PREPA. It will house all data on the Client Company, all company call details, typical questions, appropriate responses, and will be a data repository for new updates from the client. This allows Insight to continually refresh existing agents, and train new agents. The client need only train Insight once. Thereafter, all ongoing training and growth will not require any further basic training. We do highly advocate regular conference calls between our two groups for new updates.
- Once the Insight team has learned all the processes and details, the agents will take a few days to practice and memorize all the necessary data. Then the Insight team and the client can have one more training session where the agents will demonstrate to the client their full knowledge. Mock-call role-plays will once again be conducted, but this session will be more as a demonstration of knowledge rather than a learning step. Once the client approves the quality and the knowledge base of the insight agents, during this call, the project is ready to be launched.
- The IT set up, training and implementation will be handled by the insight IT staff and will be done concurrently with the agent product knowledge training.


### 7.6 Project Implementation Procedures: IT Rollout \& Implementation Procedures (Concurrent to other tasks, 1 month)

- Normally during the training, computer training into the client's systems will happen concurrently with the product knowledge training, as the system is usually required to pull up data and answer the questions. Insight agents will pull up the system on their screen and the client can walk through how to access the necessary data in real-time with the insight agents.
- For every agent, PREPA should issue a log-in ID and password as if our agents were sitting at the client site. If access to the system is not a simple log-in onto a website, Insight will provision a VPN access directly into the client's site and proprietary software.
- During the training process, Insight will issue a DID to the client, and
together they will agree on forwarding procedures, including any menus to set up, specific greetings, call priorities, etc.
- Clients will forward their incoming calls to DID numbers.
- Both implementation teams based on PREPA's needs could agree the transition of services. Typically, the implementation and transition of services can be implemented in two ways:

1. Hard cutover
2. Cutover by phases


Fig. 11 Propose Project Plan subject to PREPA requirements

## 8. Personnel Continuous Assessment

In order to assure the fulfillment of the project requirements we maintain a process of continuous evaluation. This evaluation is divided in three areas: the operational area, which is done by the Team Leader, the evaluation of the workforce personnel and the quality evaluation.
9. Daily, Weekly and Monthly Reports

As we explained in the personnel assessment we prepare Reports in order to identify areas of opportunity for campaign and personnel growth. The reports are oriented not only to the compliance of the KPI's but also Business Intelligence in order to give the Customer information that can be useful to diminish inconformity, promote customers wishes, increase FCR, increase automation and diminish AHT, etc.

The daily reports are oriented to determine the results of one day and normally with the most important information of the campaign. The weekly reports are normally used internally to maintain the direction of the monthly goals. And the monthly reports usually are more extensive, including the results and special situations occurred during the month and also recommendations.
10. Contingency Plan

Insight's Contact Center has been operating for the last 10 years in a 24/7/365 modality supporting our customer operations through IVR's and with personnel to manage campaigns in Puerto Rico and US market.

Our Facilities Infrastructure and Technology redundancy provides the capability of sustaining all Services \& Platforms up and running 24 hours. Insight's technology department team is composed of 5 full time resources assigned in various shifts supporting the operations at all times.

We have implemented an alarm system and service-ticketing tool in order to provide monitoring and support to all highly sensitive components and applications 24/7.

A group of highly capable consultants has been assembled to assist and reinforce all aspects of our IT Department. Insight has also established 24/7/365 support agreements with all critical vendors.

Insight has implemented through its BCP Program (Business Continuity Plan) the required facilities to mirror all Telecommunications \& Internet infrastructure, Networking elements and Contact Center System Servers.

Our Facilities are equipped with the security mechanisms to assure a safe and comfortable-working environment to all our personnel in a three-story building with an adjacent parking structure and additional lot that can hold over 200 vehicles.

In addition, Insight's has established a Disaster Recovery Plan geared to withstand a disruption of any of its critical business components. All procedures are in place in order to achieve an effective recovery.

Together with our Customers a tailored Contingency Plan is design to address any emergency situation. This plan contemplates different scenarios aim to assign the correct personnel in order to follow the require steps for each particular situation.

An interruption can be caused by man or nature, which will result in Insight's business areas ability to prevent any losses while enacting the necessary outlined activities to bring all organizational resources back to business as usual.
Insight, as a part of the Contingency Plan, can set up a process to provide 10 to 20 additional representatives with the appropriate training to respond to an Emergency event immediately. Insight can also provide the require telecommunications and internet infrastructure together with over 40 fully equip workstations, 3 private offices and 1 conference room in a secure environment with access control and security cameras 24/7 in case of any event for PREPA's personnel. Our Contact Center System can be program

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in a fly to activate functionalities such as an IVR and Dialer to manage inbound automated interactions and outbound-recorded message blasts to PREPA's clients.

Insight as a secondary scenario can activate a recruiting process gear to meet PREPA's requirements.

Insight's Contingency Plan considers the following areas;
A - Insight's Data Centers:
Headquarters
AT\&T Data Center - Hato Rey
B - Voice / Telephony System
Facilities redundancy with AT\&T, Columbus, Claro \& WorldNet
(Future On-Net / PrepaNet)
Contact Center System

C - Network Infrastructure
Firewall, Routers, Switches

D - Power Supply / Data Outage Devices
Electric Power Auxiliary Plant with 750 KVA Capacity / 2,000+ Diesel Gallons
Secondary Electric Power Auxiliary Plant with 400 KVA Capacity
Insight Backup Power Plant 40KVA
UPS's

E - Water
Cistern 7,000 Gallons

F - Critical Systems \& Servers

G - Data Storage and Back-up
Note: Insight can present an example of its Business Continuity Plan and Contingency \& Disaster Recovery Plan with other clients during the supplier schedule meetings.

## Appendix C

## Call Center Reports

ICC-ACD Report-Sample 1.pdf
ICC - ACD Report DDE - Sample 2.pdf
Call Management - Sample 3.xls
ICC - ACD Report by Day - Sample 4.pdf
ICC - Distribution Time - Sample 5.pdf
ICC - "Ranking De Conexion" - Sample 6.pdf

## Appendix D

## Documents and Certifications

- First Bank Certification
- CPA Certification
- New Port IV Building Certification
- Certificación de Comerciante
- Certificación de Deuda - Departamento de Hacienda
- Certificación de Incorporación
- Certificación de Radicación de Planillas
- Certificación del Fondo de Seguro del Estado
- Certificación Negativa de Deuda de Contribuciones de Seguro por Desempleo e Incapacidad No Ocupacional Temporal
- Certificación Negativa Propiedad Inmueble
- Certificación Programa del Seguro Social para Choferes y Otros Empleados
- Certificado de Radicación de Planillas
- Certificado Registro Único de Licitadores
- Certificado de "Good Standing"
- Certificado de Elegibilidad - PREPA
- Certificado de Revisión y Ajuste del CRIM
- Declaraciones Juradas 1
- Declaraciones Juradas 2
- Declaración Jurada - Prohibición de Adjudicación de Subastas o Contratos a Personas Jurídicas Convictas de Delitos Graves y Menos Graves
- Declaración Jurada - No Conflicto de Intereses
- EMG - Letter: IT Compliance
- VM-Pro Preliminary Report April 2018 - Vulnerability Report
- Bid Bond
- Prepa Fiber Capacity Certification
- Asume


## Appendix E

Network Availability \& Quality of Service
Network Diagram

## Internet Traffic



This chart presents the internet utilization for our main data facility. The internet capacity even though can be allocated on-demand at the moment the bandwidth is 100 MB and its usage during peak hour is approximately $50 \%$ (In \& Out).

Insight LAN Traffic


This chart shows the actual network traffic in the internal network section of the call center.
Our network work on 100/1000 Mbps.

## Insight's Network Configuration Management System (NCMS)



Our Cyber Security Infrastructure consist of a comprehensive suite of components and processes focus in guarantee that every network device is in place to execute and comply with an appropriate secure system operation. Features and equipment that are in our NCMS System include but are not limited to the following:

Firewall: Fortinet 300 D
Routers: Cisco 2801, T-Marc-340, Juniper SRX210, iPhotonix 7221G
Switches: Extreme Network 200-48, Extreme Network 450-48 t

## Appendix F

## Roles and Responsibilities

## Personnel Assigned to PREPA Campaign

## OPERATIONS MANAGER

## General Purpose

Operations Manager plan, direct and coordinate the operations of the organization for PREPA and is responsible for ensuring and improving the performance, productivity, efficiency and profitability of departmental and organizational operations through the provision of effective methods and strategies. Operational Manager will be the primary Point of Contact with PREPA representatives.

Operational Manager Job Duties:

- Coordination and Supervision - Coordinate, manage and monitor the workings of various departments in the organization.
- Financial - Review financial statements and data. Utilize financial data to improve profitability. Prepare and control operational budgets. Control inventory. Plan effective strategies for the financial well-being of the company, as well as Contract Management.
- Best Practices - Improve processes and policies in support of organizational goals. Formulate and implement departmental and organizational policies and procedures to maximize output. Monitor adherence to rules, regulations and procedures.
- Human Resources - Plan the use of human resources. Organize recruitment and placement of required staff. Establish organizational structures. Delegate tasks and accountabilities. Establish work structures. Supervise staff. Monitor and evaluate performance.
- Production - Coordinate and monitor the work of various departments involved in the campaign. Monitor performance (KPI's) and implement improvements. Ensure quality of service. Manage quality and quantity of employee productivity.
- Communication - Monitor, manage and improve the efficiency of support services such as IT, HR, Account, Finance and PREPA representatives. Facilitate coordination and communication between support functions.

- Strategic Input - Liaison with top management. Assist in the development of strategic plans for operational activity. Implement and manage operational plans.


## INFORMATION TECHNOLOGY MANAGER

## General Purpose

Maintains information technology strategies by managing staff; researching and implementing technological strategic solutions to support PREPA Call Center Operation. Information Technology Manager Jog Duties:

- Accomplishes information technology staff results by communication job expectations; planning, monitoring and appraising job results; coaching, counseling, and disciplining employees; initiating, coordinating and enforcing systems, policies and procedures.
- Maintains staff by recruiting, selecting, orienting and training employees; maintaining a safe and secure work environment; developing personal growth opportunities.
- Maintains organization's effectiveness and efficiency by defining, delivering and supporting strategic plans for implementing information technologies.
- Directs technological research by studying organization goals, strategies, practices and user projects.
- Completes projects by coordinating resources and timetables with user departments and data center.
- Verifies application results by conducting system audits of technologies implemented.
- Preserves assets by implementing disaster recovery and back-up procedures and information security and control structures.
- Recommends information technology strategies, policies and procedures by evaluating organization outcomes; identifying problems; evaluating trends; anticipating requirements.
- Accomplishes financial objectives by forecasting requirements; preparing and annual budget; scheduling expenditures; analyzing variances; initiating corrective action.
- Maintains quality service by establishing and enforcing organization standards.
- Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
- Contributes to team effort by accomplishing related results as needed.


## HUMAN RESOURCES \& ADMIN MANAGER

## General Purpose

To effectively manage the human resources of ICOMM to optimize productivity, profitability and employee satisfaction.

Human Resources Manager Job Duties:

- Plan and manage recruitment and selection of staff.
- Plan and conduct new employee orientation.
- Identify and manage training and development needs for employees.
- Develop and implement human resources policies and procedures.
- Administer HR policies and procedures, compensation and benefits.
- Ensure compensation and benefits are in line with company policies.
- Benchmark compensation and benefits.
- Support annual salary review.
- Implement and monitor performance management system.
- Handle employee complaints, grievances and disputes.
- Administer employee discipline processes.
- Conduct exit interviews.
- Review and update employee rules and regulations.
- Maintain the human resource information system and employee database.
- Coordinate employee safety, welfare and wellness.
- Coordinate the employee development programs
- Maintain knowledge of legal requirements and government reporting regulations affecting HR functions.



## OFFICER OF RECRUITMENT \& ADMINISTRATIVE SUPPORT

## General Purpose

Develop recruiting strategies in support of organizational staffing objectives. Execute recruiting strategies to deliver suitable job candidates for assigned positions.

## Officer of Recruitment \& Administrative Support Duties:

- Ascertain recruitment requirements by evaluating organizational development plans.
- Confer with management to identify recruiting needs.
- Develop effective recruiting plans and strategies.
- Assess assigned positions to develop job descriptions and job candidate profiles.
- Review and clarify job specifications, competencies and skills required.
- Align job candidate profiles with staffing objectives.
- Source applicants through various methods including advertising, recruiters, job sites, career affairs.
- Maintain effective relationships with social and professional networks to source qualified candidates.
- Organize and execute college recruitment programs.
- Pre-screen job candidates.
- Review resumes and qualifications to determine suitability of candidates.
- Schedule and coordinate interviews cooperatively with hiring managers.
- Fully inform candidates about the job and company.
- Brief and debrief candidates before and after interviews.
- Verify references and conduct background checks.
- Facilitate pre-employment testing.
- Manage all communication with candidates.
- Provide regular updates and feedback to managers.
- Manage applicant-tracking system.
- Maintain accurate and current applicant database.
- Extend offers of employment within company procedures.
- Manage the job offer including negotiation and administration.
- Organize new employee orientation.
- Maintain recruiting metrics (cost per hire etc.).
- Ensure regulatory aspects of the full cycle recruitment process are compliant with federal and local regulations.

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## CALL CENTER TEAM LEADER

## General Purpose

The customer service team leader position is responsible for providing quality and efficient customer service to customers through the daily management of a team of employees to include hiring, motivating, recognizing and rewarding, coaching, counseling, training and problem solving. Additionally, the position is responsible for assisting the manager/supervisors with development, analyses and implementation of staffing, training, telemarketing, scheduling and reward/recognition programs.

## Call Center Team Leader Duties:

- Provides daily direction and communication to employees so that customer service calls are answered in a timely, efficient and knowledgeable manner.
- Provides continual evaluation of processes and procedures. Responsible for suggesting methods to improve are operations, efficiency and service to both internal and external customers.
- Provides statistical and performance feedback and coaching on a regular basis to each team member.
- Writes and administers performance reviews for skill improvement.
- Is available for employees who experience work and/or personal problems providing appropriate coaching, counseling, director and resolution.
- Ensures employees have appropriate training and other resources to perform their jobs.
- Responds to and resolves employee relations issues expressed by team members.
- Creates and maintains a high-quality work environment so team members are motivated to perform at their highest level.
- Addresses disciplinary and/or performance problems according to company policy.
- Prepares warnings and communicates effectively with employees on warnings and makes effective/appropriate decisions relative to corrective action as required.
- Assists the manager/supervisor with daily operation of the call center to include the development, analysis and implementation of staffing, training, scheduling and reward/recognition programs.
- Works as a member/leader of special or ongoing projects that are important to area/process improvement.
- Shares continual responsibility for deciding how to manage the employees, ensuring calls are handled efficiently and effectively.
- Establishes work procedures and processes that support the company and departmental standards, procedures and strategic directives.
- Uses appropriate judgment in upward communication regarding department or employee concerns.


## CALL CENTER SUPERVISOR

## General Purpose

Supervises and coordinates activities of workers providing telephone customer support services.

## Call Center Project Supervisor:

- Makes necessary changes in staffing based on the Forecast provided by PREPA and special traffic events that may affect the campaign.
- Monitors productivity of customer service representatives and generates reports.
- Reviews KIP's reports to monitor the customer experience and subordinate statistics.
- Monitors individual, team and call center results to identify and act on both positive and negative performance trends to ensure attainment of revenue goals and performance targets.
- Monitors service calls to observe employee demeanor, technical accuracy and conformity to company policies.
- Answers questions and recommends corrective services to address customer complaints.
- Provides communication and follow up to ensure representatives are fully informed of all new information related to products, procedures, customer needs and company related issues, charges or actions.
- Keys information in to computer to compile work volume statistics for accounting purposes and to keep records of customer service requests and complaints.
- Determines work procedures, prepares work schedules and expedites workflow.
- Studies and standardizes procedures to improve efficiency of subordinates.
- Maintains harmony among workers and resolves grievances.
- Prepares composite reports from individual reports by subordinates.


## QUALITY CUSTOMER SERVICE TEAM LEADER

## General Purpose

Responsible for Quality Assurance and Call Monitoring procedures and maintain highest motivation of CSR's. Ensure customer satisfaction through monitoring agent interaction with the customer.

Quality Customer Service Job Duties:

- Follow Quality Policies \& Procedures agreed with PREPA.
- Monitors CSR's and complete evaluations forms.
- Analyze agent performance metrics (KPI's).
- Create and Update CSR’s Scorecards.
- To conduct calibration sessions between the QA members and the call center team leaders and assistant managers to ensure efficient and effective communication of customer wants and needs.
- To ensure compilation of necessary documentation of the training given to the CSR's and of the monthly QA scores of the agents.
- Provides coaching and feedback to CSR's.
- Prepare different reports in line with company objectives, including Daily Quality Score Report, Performance Improvement Initiatives.
- Ensure CRS's compliance with all company policies, procedures and practices.

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## Appendix G

## Agent Structure

The preliminary analysis can provide PREPA's management a high level overview regarding the resources needed to achieve the campaign goals.

1. Premises based RFP's information:

AHT: 6 min 41 secs
\% Abandon Calls: Equal or less than 10\%
\% Service Level: 95\% of calls responded in 5 minutes or less.

Traffic by queue:

PREPA - Call Center Call Volume 2018

| Queues | January | February | March | April | May | June | July | August | September | October | November | ecember | Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Sin Servicio | 50,788 | 38,493 | 36,468 | 31,829 | 28,617 | 28,330 | 28,368 | 30,645 | 21,309 | 15,434 | 15,076 | 15,217 | 340,574 |
| Emergencia | 13,826 | 12,041 | 12,444 | 11,320 | 11,217 | 10,354 | 10,111 | 12,981 | 12,670 | 11,464 | 10,915 | 9,875 | 139,218 |
| Mantenimiento | 6,798 | 6,083 | 7,058 | 6,788 | 7,371 | 7,193 | 7,349 | 9,687 | 9,410 | 10,596 | 8,751 | 7,819 | 94,903 |
| Ordenes de Servicio | 70,554 | 59,034 | 64,449 | 66,757 | 63,733 | 56,563 | 55,519 | 65,632 | 50,090 | 49,049 | 47,064 | 44,769 | 693,213 |
| From IVR | 24,936 | 19,678 | 15,182 | 11,694 | 15,747 | 1,606 | 1,351 | 7,454 | 13,783 | 12,779 | 12,107 | 11,766 | 148,083 |
| IVR Failure | 12 | 3 | 8,268 | 3,791 | 5,667 | 27,290 | 21,747 | 3,118 | 8 | 6 | 452 | 7 | 70369 |
| Pagos | 20,953 | 17,385 | 22,305 | 22,926 | 21,458 | 20,941 | 23,198 | 25,802 | 20,649 | 21,460 | 23,191 | 24,426 | 264,694 |
| TOTAL | 187,867 | 152,717 | 166,174 | 155,105 | 153,810 | 152,277 | 147,643 | 155,319 | 127,919 | 120,788 | 117,556 | 113,879 | 1,751,054 |

## 2. Traffic Analysis:

Insight includes additional premises in order to provide better traffic distribution and resources needed to reach the project goals.


## Traffic Scenarios

In order to establish the resources needed, Insight identifies 3 traffic scenarios:

Maximum: Consider high volume of calls due to special situations.
Minimum: Takes in consideration low-season traffic.
Average: Consider average traffic along the year.

| Queue | Max | Min | Average |
| :--- | ---: | ---: | ---: |
| Emergencia | 13,826 | 9,875 | 11,602 |
| Mantenimiento | 10,596 | 6,083 | 7,909 |
| Pagos Rep | 25,802 | 17,385 | 22,058 |
| Sin Servicio | 50,788 | 15,076 | 28,381 |
| Ordenes de Servicio | 70,554 | 44,769 | 57,768 |
| From IVR | 24,936 | 1,351 | 12,340 |
| IVR Failure | 27,290 | 3 | 5,864 |
| Total | $\mathbf{1 8 7 , 8 6 7}$ | $\mathbf{1 1 3 , 8 7 9}$ | $\mathbf{1 4 5 , 9 2 1}$ |



## Traffic Distribution by Week and Day (Assumptions)

Based on Insight previous and actual experience, the traffic distribution by weekday could be:


| Hour | Distribution |
| ---: | ---: |
| $6: 00: 00$ | $1.03 \%$ |
| $7: 00: 00$ | $3.66 \%$ |
| $8: 00: 00$ | $9.06 \%$ |
| $9: 00: 00$ | $10.92 \%$ |
| $10: 00: 00$ | $10.40 \%$ |
| $11: 00: 00$ | $10.85 \%$ |
| $12: 00: 00$ | $9.51 \%$ |
| $13: 00: 00$ | $9.89 \%$ |
| $14: 00: 00$ | $9.06 \%$ |
| $15: 00: 00$ | $9.06 \%$ |
| $16: 00: 00$ | $6.10 \%$ |
| $17: 00: 00$ | $4.24 \%$ |
| $18: 00: 00$ | $2.25 \%$ |
| $19: 00: 00$ | $1.67 \%$ |
| $20: 00: 00$ | $1.22 \%$ |
| $21: 00: 00$ | $0.77 \%$ |
| $22: 00: 00$ | $0.32 \%$ |

## Analysis

This analysis shows the scenario based on traffic premises, using an Erlan-C Calculator for Contact Centers Staffing:

Average Traffic (145,921 calls/month)
Under this scenario the resources needed to manage the campaign are 80 FTE's on a Peak Hour.


## Supervision \& Quality Personnel

In order to manage personnel, administrative \& operational tasks and quality \& development programs, the propose ratio of Team Leaders and Supervisors are:

1 Team Leader per 15 Customer Service Reps (5-6)
1 Supervisor per 45 Customer Services Reps (2)
1 Quality Representative per 30 Customer Service Reps (2-3)

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## Appendix H

Pricing and Value-Added Services

## Pricing structure:

| Concept | 1st Year |  | 2nd Year |  |
| ---: | :---: | ---: | ---: | ---: |
| Rate per Hour | $\$$ | 16.35 | $\$$ | 16.35 |

Note:

- The monthly rate applies also to supervisors, team leaders and quality personnel.


## Value Added Services Included

The propose Value Added Services are based on the experiences gathered while managing Utilities Campaigns integrating the Best Practices learned from operating our Contact Center. These services are focus in handling efficiently and in a cost effective manner the day-to-day operations of the center. Insight understands that employing successfully these practices will greatly benefit PREPA by resulting in COST SAVINGS.

## I. Automated Outbound Campaign's

Insight includes 75,000 monthly outbound automated voice interactions to improve Customer's notifications in a cost-effective manner. The campaigns can be implemented to target:

- Collections Efforts
- Customer Communications (Service shortages and reestablishments)
- Marketing and Public Relations
- Among others

Monthly Market Value: US\$ 6,750.00
Annual Market Value: US\$ 81,000.00
3 Years Market Value: US\$ 243,000.00
Pricing/Cost to PREPA: US\$ 0.00

Note: Insight will route calls traffic though PREPA's communications facilities.

Value Added Benefits:

1. Improve Cash Flow
2. Ease of use by Customers - One step approval of immediate payment
3. Reduce Bad Debt and Costs associated with Agency Collections efforts
4. Improve efficiency through the increase use of Automated Payments vs. Calls provisioned by a Customer Service Representative. Example: If PREPA together with Insight can achieve a $15 \%$ success rate ( 11,250 automated payments) out of the 75,000 interactions. (Savings of $\$ 15,800.00$ monthly equivalent to $\$ 1.66$ per hour)

## II. Voice Mail and Call Back Tool

Insight can design, develop and implement, base on PREPA requirements and business rules a Voicemail/Callback tool that can manage unexpected high volumes of calls.

Design, Development \& Implementation: US\$ 7,500.00
Pricing/Cost to PREPA: US\$ 0.00

Note: This functionality can only be implemented if a call flow is based on Option 2. Insight will route calls traffic through PREPA's communications facilities. (Tool to be based on at least 6 months of historical data)

## Value Added Benefits:

1. Improve Customer Experience
2. Manage SLA's during emergency situations of unexpected volume of calls
3. Lessens the hiring additional personnel required during increase in calls due to seasonality or any other unforeseen situation

## III. INBI

INBI is platform use to communicate with customers using SMS and other messaging channels to effectively manage two way conversations for customer service, marketing engagement, transactions \& (ITR) interactive text response.

These conversations are converted into powerful insights that helps businesses in the decision-making process of solving issues and deploy customer satisfaction strategies.

Design, Development \& Implementation: US\$ 12,500.00
Pricing/Cost to PREPA: US\$ 0.00

Value Added Benefits:

1. New customer communication channel
2. Reduce traffic to Offices and Call Center
3. Multitasking (Ratio: 3 Inbi's vs 1 Call/Visit)

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## IV. Web Chat Tool

Insight will implement its stand alone Web Chat Tool to manage customer interactions through PREPA's Web Page with a specialized group of assigned personnel. The Web Chat will become a cost-effective and powerful tool to manage alternate customers interactions.

Design, Development \& Implementation: US\$ 18,750.00
Pricing/Cost to PREPA: US\$ 0.00

## Value Added Benefits:

1. Improve Customer Experience
2. Reduce calls to Contact Center and visits to PREPA's Service Centers
3. Lowers future hiring of CSR's by enabling the provisioning of 3 to 4 customers simultaneously

## V. Voice (100\%) \& Screen Recording

Insight will implement a 100\% Voice Recording functionality to manage all customer interactions and Screen Recording tool for at least 20\% of workstations.

Development \& Implementation: US\$ 7,750.00
Pricing/Cost to PREPA: US\$ 0.00

Value Added Benefits:

1. Improve Quality Assurance and Customer Experience
2. Enables supervisors and managers manage Contact Center operations effectively by providing system interactions and voice recording
3. Supports customer claims by allowing audit trail of CSR's performance

## VI. Customer Service Workshops \& Seminars

Insight includes at NO cost 5 Workshops and Seminars per year. These seminars will be aligned to PREPA's requirements in order to support the Customer Service Department. (4 hours duration each - Max 25 people).

PREPA may choose up to 5 topics of the following 10 specialized fields:

1-Customer Service \& Team Building
2-Tactical Selling
3-Retention \& Fidelity

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## 4-Empathy

5-Communication / Effective Negotiation

9-Tactical \& Strategic Management
10-Call Centers (Overall Training)

Annual Market Value: US\$ 20,125.00
3 Years Market Value: US\$ 60,375.00
Pricing/Cost to PREPA: US\$ 0.00

## Value Added Benefits:

These Workshops and Seminars are based on an innovative tool called PKDESS (Platform for Knowledge Development \& Strategic Support) focus on knowledge transference, developing highly competent personnel with the objective of improving performance and results in processes executed for PREPA, with the integration of strategic executions focus of a highly effective operation \& productivity. PKDESS is the only fully specialized program at all levels among Contact Centers in America and the most complete training program for Services Organizations.

1. Continuous improvement of PREPA personnel performance
2. Encourage leadership and team building
3. Deploy alignment between PREPA and Insight to improve Customer Satisfaction
4. Develop call handling skills, creativeness and problem solving
5. Establish mechanism to improve daily results and SLA's

## Additional Costs

Local (PR \& USA) Outbound Minutes (If Required): US\$ $0.02+10 \%$

## Appendix I

## Insight Experience and Capacity

## Organization: Autoridad de Acueductos y Alcantarillados de PR (PRASA)

Description of Services: AAA is the Government of Puerto Rico owned Sewer and Water Company, also known as Puerto Rico Aqueduct and Sewer Authority. This company is responsible for providing a reliable water service as a monopoly in Puerto Rico meeting the standards of quality required by local and federal laws.

Insight Communications as one of the Contact Centers for the Aqueduct and Sewerage Authority offers vital support to their client in the following areas:

1. Requests for new services
2. Service cancellations
3. Analysis and investigations of consumption of the invoiced services
4. Reports of breakdowns in public areas or customer facilities
5. Collections through a web platform assisted by the contact center staff

Goals/Objectives: As an Outsource Contact Center our efforts address most customer service requirements toward effectively assisting AAA physical facilities through the provisioning of all client's inquiries related to services. In order to work effectively we are committed to provide quality and efficient solutions to all client concerns. Objective are centered to three areas:

1. Customer Service Calls- Within this process the established SLA dictates the handling of $95 \%$ of the calls received within an average handling time of 5:00 minutes
2. Payment Calls (for customer paying bills through an associate) - Within this process the established SLA dictates the handling of $95 \%$ of the calls received within an average handling time of 4:30 minutes
3. Email Service Requests (Backoffice) - These cases must be worked within a period of no more than 24 hours.
Contact Center Services are provided Monday thru Sunday from 6:00 AM to 11:00 PM / 365 days a year.

Starting Date: May 25, 2016.

Experience and Improvements: Among the implementation of consulting services, tools and functionalities, Insight has added value to the business relationship with AAA highlighted in the following areas:

1. Call Classification Platform - This tool allows the representative to identify and classify the reason why the customer contacts the center.
2. AAA a Referral Platform - This tool allows access to a database with all requests for service that have confronted delays in being cared for by AAA personnel.
3. DID / Call Routing - This functionality is an alternative for managing call traffic during a DRP/BCP situation to a direct number that allows all calls to be provision. The alternative is activated in the case of contingency events or breakdowns that affect the main number of the Aqueduct and Sewerage Authority. In addition, its used for micro projects designated to handled targeted situations within a service region.
4. Approach Platform - This system allows remote access to AAA personnel assisting in the management and supervision of the services. The system allows the access to reports and metrics of the campaign as well as live monitoring of the calls and the real-time analysis of the metrics of the campaign.
5. Insight consulted AAA when it suffered an internal robbery in its Arecibo facilities providing coaching and motivational speeches to the personnel in order to foster their commitment and battle the distrust which was seriously affecting performance. to restore people confidence and commitment to their task and daily activities.
6. Insight developed an on-going consulting training program to encourage character, empathy, empowerment, communications, mindset, team building and over 6 additional topics which dealt with effectiveness, attitude, managing objections, identifying personality styles which assisted representatives to better communicate with clients.

## Contact Person:

Yazmin Montalvo
Directora Auxiliar Servicio al Cliente
Email: yazmin.montalvo@acueductospr.com
Tel: 787-616-0473

Letters of Recommendation: Pending

## Organization: Sprint/Boost/Open Mobile

Description of Services: Open Mobile is a local "Paid in Advance" wireless telecommunication carrier 4G LTE in PR that provides voice, added value services and high-speed Internet access. Insight manage the entire Customer Service \& Telemarketing Operation, as well as customer support and sales through web chat. In addition, Insight has developed a Back-Office division to support Open Mobile's operational areas in Dealer Sales \& Activations, LNP processes \& Customer Claims Management and Loyalty \& Retention programs.

## Goals/Objectives:

| Metric | Goal | Result |
| :--- | :---: | :---: |
| Answered Calls | $95 \%$ | $97 \%$ |
| Service Level | $85 \%$ | $85 \%$ |
| AHT | 7 min | 6.7 min |
| Productivity | $80 \%$ | $86 \%$ |

Starting Date: June 1, 2004

Experience and Improvements: Among the implementation of consulting services, tools and functionalities, Insight has added value to the business relationship as highlighted in the following areas:

1. IVR Platform - This tool provides continuous IVR's enhancement adding and improving automated self-management features and interactions with external and thirdparty platforms.
2. Insight developed an on-going consulting training program to encourage character, empathy, empowerment, communications, mindset, team building and over 6 additional topics which dealt with effectiveness, attitude, managing objections, identifying personality styles which assisted representatives to better communicate with clients.
3. Approach Platform - This system allows remote access to personnel assisting in the management and supervision of the services. The system allows the access to reports and real time metrics as well as live monitoring of the calls.

## Contact Person:

Juan Saca - Presidente
Email: juan.saca@prwireless.com
Office Telephone: 787-810-5757
Letters of Recommendation: Enclosed

## Organization: American Express

Description of services: Insight Communications and American Express have developed a B2B Customer Loyalty Program for Puerto Rico, Caribbean and Central America, focus in:

1. Know the customer
2. Account development
3. Identify business volume and opportunities

Due to the Loyalty program success, Insight and Amex launched a Tele-Meeting campaign for Puerto Rico, Caribbean and Central America, oriented to identify medium and large business prospects and key personnel (decision makers) in order to provide them information about Amex products and schedule a sales appointment with an Account Executive. A second business has been developed to assist Merchant Account in PR and the Caribbean with processes and procedures related with:

1. Compliance and Taxes
2. Marketing Campaign
3. Sales Support

In addition, during the last year, American Express together with Insight launched the Opt Blue and Small Shop Program in PR. This program allows Amex to increase their penetration and compete with Visa and Master Card. Insight is responsible of visiting merchant in PR to assure:

1. Amex marketing placement
2. Terminal activations
3. Manage issues and merchant questions about the program

Starting Date: January 1, 2010

## Contact Person:

Lydia García
Manager
Email: lydia.I.garcia@aexp.com
Telephone: 787-565-9635

Letters of Recommendation: Please contact Mrs. Lydia García for references.

## Organization: MMM Holdings (Medicare y Mucho Más)

Description of Services: MMM is the leading health plan under the Medicare Advantage segment in Puerto Rico. Its coverage options address the diverse Medicare health needs plus the advantage of additional pro-patient services for its beneficiaries. Insight provides Contact Center services in 4 different areas within the organization: 1 - Services to Provider - Our representatives manage calls from service providers to the plan in different capacities of GHP; validate and process payment claims, plan coverage, medical authorizations status among others. 2 - Pharmacy Services Provider - Our representatives manage and process calls from providers regarding several matters as medical preauthorizations, benefits eligibility while acting as a help support specialist to process medications. 3 -Services to Affiliates - Our representatives are managing multiple situations working with plan coverage, PCP changes, medical orders, documents delivery, pre-authorizations, etc. 4 - MMM Retention (Annually Open Enrollment) - Our representatives provision calls to retain clients and perform win-back tactics to acquire back migrated clients.

Objectives: As an Outsource Contact Center our mission is to assist MMM manage the Contact Center operation effectively through a carefully driven process that is constantly monitor by CMS to comply with all Federal regulations including HIPAA Compliance. Insight developed a Total Customer Experience on-going training program which meets an average of calls answered in a range of $85 \%$ to $95 \%$ in less than 30 seconds. A system was established for Metric Control, QA, Top Security Access Controls \& Services Level Standards.

## Starting Date: May 1, 2015

Experience and Improvements: Among the goals established was to meet the highest compliance metric and standards required by CMS. Insight year after year has comply with the stringiest service parameters and has comply with all internal audit processes which both meet and surpass all agreed SLA requirements.
Among many good experiences 2 outstanding experiences must be highlighted:

1. After Hurricane Maria aftermath Insight provided to MMM contingency facilities due to its recovery capacity providing working stations, computers and facilities since their offices were severally damaged. MMM personnel moved to our building which helped keep their operation moving-on.
2. Insight developed a full structured program base on its PKDESS Customer Experience Model, which was implemented in MMM facilities to effectively train their
employees thru several weeks to provide a change-management-focus-on-client platform. This support allowed to reinforce vision to a properly and successful interaction with their clients.

## Contact Person:

Janice Quiñonez
AVP of Member Services
Email: lydia.l.garcia@aexp.com
Telephone: 787-565-9635

Letters of Recommendation: Enclosed


## Organization: Claro Puerto Rico

Description of Services: Claro Puerto Rico is the strongest and biggest telecommunications provider in Puerto Rico. Insight Communications serves as one of the Contact Centers that manages Claro's customer service overflow in addition to specialized campaigns that range from NPS surveys to quality assurance auditing.
Our company manages for Claro vital support services for their clients in the following areas:

1. Chat
2. Roaming \& Retention
3. Analysis and investigations of wireless consumption

Objectives: As an Outsource Contact Center our services address most customer service requirements focusing in FCR to achieve Customer Satisfaction. Insight has achieved all goals established by Claro and has surpass all expectations by inserting best practices learned from managing other campaigns/projects for Fortune 500 companies.

Starting Date: February 1, 2011
Experience and Improvements: Insight together with Claro has develop a resources development plan to maximize representative's involvement in the operation by establishing an associate corporate experience platform. Among the implementation of systems, tools and functionalities, Insight has added value to the business relationship as highlighted in the following areas:

1. Call Referral Platform - This tool allows access to a database which registers all incoming to understand clients service patterns.
2. Call Classification Platform - This tool allows the representative to identify and classify the reason why the customer contacts the center.
3. Two Way Text Messaging Platform - This tool allows the communication between clients and the contact center which assist in managing inquiries cost effectively since a representative can work 2 to 3 interactions concurrently.
4. Spark Platform - This tool provides internal communication throughout the campaign to maintain representatives informed at all times of any last-minute information.
5. Insight developed an on-going consulting training program to encourage character, empathy, empowerment, communications, mindset, team building and over 6 additional topics which dealt with effectiveness, attitude, managing objections, identifying personality styles which assisted representatives to better communicate with clients.

## Contact Person:

Yariluz Pérez
Customer Experience Director
Letters of Recommendation: Enclosed

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## Other projects:

Cooperativa de Seguros Múltiples (Call Center): Designed the Telemarketing InboundOutbound program while developed all DM /Sales tactics and the recruitment of personnel. Saved $\$ 5,000,000$ in renewal policies vs. same amount lost before establishing program.

American International Insurance: Created the Inbound-Outbound Project combining Direct Marketing strategies for improving 40\% their insurance products penetration in PR market. Over 12 campaigns conducted with double digits, which triple products sales penetration.

Banco Popular: (Alternative Delivery Channels Contact Center). Re-designed the Outbound \& Inbound Call Center developing a new marketing-sales approach. Trained all TSR's force and Management, establishing a DM strategy to leverage database effort improving by $30 \%$ results.

Cigna Insurance Company: Developed the telemarketing operation while merging direct marketing strategies with insurance products. Recruited \& trained sales agents force. Developed DM conceptual campaigns improving by 65\% results in their sales (3 times more than average).

Banco Santander: Designed and steered the implementation of Tele-Santander Contact Center. A 2 phase project which encompassed facilities, equipment, personnel, training, call center guidelines and personnel manual. Provided supervision and management consulting for over 3 years.

Stewart Enterprises: Implemented the Simplicity Plan Call Center Project for Customer care while provided training at all levels before and after establishment, including followup tactical program for client retention and up-grade.

## Appendix E

Network Availability \& Quality of Service
Network Diagram

As requested, we are including Network Availability and Quality of Service report for the week ending at Mar-22-2019. At this moment, our system is not collecting more than a week. Our IT department will be implementing a tool to store one year of information.

Internet Traffic


This chart presents the internet utilization for our main data facility. The internet capacity even though can be allocated on-demand at the moment the bandwidth is 100 MB and its usage during peak hour is approximately $50 \%$ (In \& Out).

Insight LAN Traffic


This chart shows the actual network traffic in the internal network section of the call center. Our network work on 100/1000 Mbps.

Insight's Network Configuration Management System (NCMS)


Our Cyber Security Infrastructure consist of a comprehensive suite of components and processes focus in guarantee that every network device is in place to execute and comply with an appropriate secure system operation. Features and equipment that are in our NCMS System include but are not limited to the following:

Firewall: Fortinet 300 D
Routers: Cisco 2801, T-Marc-340, Juniper SRX210, iPhotonix 7221G
Switches: Extreme Network 200-48, Extreme Network 450-48 t

## Appendix H

## Pricing and Value-Added Services

## Pricing structure:

| Concept | 1st Year |  | 2nd Year |  |
| :---: | :---: | :---: | :---: | :---: |
|  |  | 3rd Year |  |  |
| Rate per Hour | $\$$ | 16.35 | $\$$ | 16.35 |

Note:

- The monthly rate applies also to supervisors, team leaders and quality personnel.


## Value Added Services Included

The propose Value Added Services are based on the experiences gathered while managing Utilities Campaigns integrating the Best Practices learned from operating our Contact Center. These services are focus in handling efficiently and in a cost-effective manner the day-to-day operations of the center. Insight understands that employing successfully these practices will greatly benefit PREPA by resulting in COST SAVINGS.

## I. Automated Outbound Campaign's

Insight includes 75,000 monthly outbound automated voice interactions to improve Customer's notifications in a cost-effective manner. The campaigns can be implemented to target:

- Collections Efforts
- Customer Communications (Service shortages and reestablishments)
- Marketing and Public Relations
- Among others

Monthly Market Value: US\$ 6,750.00
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3 Years Market Value: US\$ 243,000.00
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Note: Insight will route calls traffic though PREPA's communications facilities.

Value Added Benefits:

1. Improve Cash Flow
2. Ease of use by Customers - One step approval of immediate payment
3. Reduce Bad Debt and Costs associated with Agency Collections efforts
4. Improve efficiency through the increase use of Automated Payments vs. Calls provisioned by a Customer Service Representative. Example: If PREPA together with Insight can achieve a 15\% success rate ( 11,250 automated payments) out of the 75,000 interactions. (Savings of $\$ 15,800.00$ monthly equivalent to $\$ 1.66$ per hour)

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Design, Development \& Implementation: US\$ 7,500.00
Pricing/Cost to PREPA: US\$ 0.00

Note: This functionality can only be implemented if a call flow is based on Option 2. Insight will route calls traffic through PREPA's communications facilities. (Tool to be based on at least 6 months of historical data)

Value Added Benefits:

1. Improve Customer Experience
2. Manage SLA's during emergency situations of unexpected volume of calls
3. Lessens the hiring additional personnel required during increase in calls due to seasonality or any other unforeseen situation

## III. INBI

INBI is platform use to communicate with customers using SMS and other messaging channels to effectively manage two-way conversations for customer service, marketing engagement, transactions \& (ITR) interactive text response.

These conversations are converted into powerful insights that helps businesses in the decisionmaking process of solving issues and deploy customer satisfaction strategies.

Design, Development \& Implementation: US\$ 12,500.00
Pricing/Cost to PREPA: US\$ 0.00

Value Added Benefits:

1. New customer communication channel
2. Reduce traffic to Offices and Call Center
3. Multitasking (Ratio: 3 Inbi's vs 1 Call/Visit)

## IV. Web Chat Tool

Insight will implement its standalone Web Chat Tool to manage customer interactions through PREPA's Web Page with a specialized group of assigned personnel. The Web Chat will become a cost-effective and powerful tool to manage alternate customers interactions.

Design, Development \& Implementation: US\$ 18,750.00
Pricing/Cost to PREPA: US\$ 0.00

Value Added Benefits:

1. Improve Customer Experience
2. Reduce calls to Contact Center and visits to PREPA's Service Centers
3. Lowers future hiring of CSR's by enabling the provisioning of 3 to 4 customers simultaneously

## V. Voice (100\%) \& Screen Recording

Insight will implement a $100 \%$ Voice Recording functionality to manage all customer interactions and Screen Recording tool for at least $20 \%$ of workstations.

Development \& Implementation: US\$ 7,750.00
Pricing/Cost to PREPA: US\$ 0.00

Value Added Benefits:

1. Improve Quality Assurance and Customer Experience
2. Enables supervisors and managers manage Contact Center operations effectively by providing system interactions and voice recording
3. Supports customer claims by allowing audit trail of CSR's performance

## VI. Customer Service Workshops \& Seminars

Insight includes at NO cost 5 Workshops and Seminars per year. These seminars will be aligned to PREPA's requirements in order to support the Customer Service Department. (4 hours duration each - Max 25 people).

PREPA may choose up to 5 topics of the following 10 specialized fields:
1-Customer Service \& Team Building
6-Time Management
2-Tactical Selling
7-Leadership / Supervision

## 3-Retention \& Fidelity

4-Empathy
5-Communication / Effective Negotiation

8-Motivation / Empowerment
9-Tactical \& Strategic Management
10-Call Centers (Overall Training)

Annual Market Value: US\$ 20,125.00
3 Years Market Value: US\$ 60,375.00
Pricing/Cost to PREPA: US $\$ 0.00$

Value Added Benefits:
These Workshops and Seminars are based on an innovative tool called PKDESS (Platform for Knowledge Development \& Strategic Support) focus on knowledge transference, developing highly competent personnel with the objective of improving performance and results in processes executed for PREPA, with the integration of strategic executions focus of a highly effective operation \& productivity. PKDESS is the only fully specialized program at all levels among Contact Centers in America and the most complete training program for Services Organizations.

1. Continuous improvement of PREPA personnel performance
2. Encourage leadership and team building
3. Deploy alignment between PREPA and Insight to improve Customer Satisfaction
4. Develop call handling skills, creativeness and problem solving
5. Establish mechanism to improve daily results and SLA's

## Additional Costs

Local (PR \& USA) Outbound Minutes (If Required): US\$ $0.02+10 \%$


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## Business Continuity Plan

## DOCUMENT CHANGE CONTROL



Reviewed by $\qquad$
$\qquad$

## Business Continuity Plan

Approved by: $\qquad$
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## Section I: Introduction

## A. How to Use This Plan

In the event of a disaster which interferes with INSIGHT COMMUNICATIONS' ability to conduct business from one of its offices, this plan is to be used by the responsible individuals to coordinate the business recovery of their respective areas and/or departments. The plan is designed to contain, or provide reference to, all of the information that might be needed at the time of a business recovery
This plan is not intended to cover the operations of INSIGHT COMMUNICATIONS' separately structured Emergency Response Team.
Index of Acronyms: (EOC) Emergency Operations Center - (EMT) Emergency Management Team - (ERT) Emergency Response Team - (BCP) Business Continuity Plan - (IT) Information Technology
Section I, Introduction, contains general statements about the organization of the plan. It also establishes responsibilities for the testing (exercising), training, and maintenance activities that are necessary to guarantee the ongoing viability of the plan.
Section II, Business Continuity Strategy, describes the strategy that the Operations and Administration Department will control/implement to maintain business continuity in the event of a facility disruption. These decisions determine the content of the action plans, and if they change at any time, the plans should be changed accordingly.
Section II, Recovery Teams, lists the Recovery Team functions, those individuals who are assigned specific responsibilities, and procedures on how each of the team members is to be notified.
Section IV, Team Procedures, determines what activities and tasks are to be taken, in what order, and by whom in order to affect the recovery.
Section V, Appendices, contains all of the other information needed to carry out the plan. Other sections refer the reader to one or more Appendices to locate the information needed to carry out the Team Procedures steps.

## B. Objectives

The objective of the Business Continuity Plan is to coordinate recovery of critical business functions in managing and supporting the business recovery in the event of a facilities (office building) disruption or disaster. This can include short or long-term disasters or other disruptions, such as fires, floods, earthquakes, explosions, terrorism, tornadoes,
extended power interruptions, hazardous chemical spills, and other natural or man-made disasters.

A disaster is defined as any event that renders a business facility inoperable or unusable so that it interferes with the organization's ability to deliver essential business services.

## The priorities in a disaster situation are to:

1. Ensure the safety of employees and visitors in the office buildings. (Responsibility of the ERT)
2. Mitigate threats or limit the damage that threats can cause. (Responsibility of the ERT)
3. Have advanced preparations to ensure that critical business functions can continue.
4. Have documented plans and procedures to ensure the quick, effective execution of recovery strategies for critical business functions
The Operations and Administration Business Continuity Plan includes procedures for all phases of recovery as defined in the Business Continuity Strategy section of this document.
C. Scope

The Business Continuity Plan is limited in scope to recovery and business continuance from a serious disruption in activities due to non-availability of INSIGHT COMMUNICATIONS facilities. The Business Continuity Plan includes procedures for all phases of recovery as defined in the Business Continuity Strategy of this document. This plan is separate from INSIGHT COMMUNICATIONS' Disaster Recovery Plan, which focuses on the recovery of technology facilities and platforms, such as critical applications, databases, servers or otherrequired technology infrastructure (see Assumption \#1 below). Unless otherwise modified, this plan does not address temporary interruptions of duration less than the time frames determined to be critical to business operations.
$f$ this plan is focused on localized disasters such as fires, floods, and other localized naturalor man-made disasters. This plan is not intended to cover major regional or national disasters such as regional earthquakes, war, or nuclear holocaust. However, it can provide some guidance in the event of such a large scale disaster.

## D. Assumptions

The viability of this Business Continuity Plan is based on the following assumptions:

1. That a viable and tested IT Disaster Recovery Plan exists and will be put into operation to restore data center service at a backup site within five to seven days.
2. That the Organization's facilities management department has identified available space for relocation of departments which can be occupied and used normally within two to five days of a facilities emergency.
3. That this plan has been properly maintained and updated as required.
4. That each department has their own Business Continuity
5. The functions and roles referenced in this plan do not have to previously exist within an organization; they can be assigned to one or more individuals as new responsibilities or delegated to an external third party if funding for such services can be arranged and allocated.

## E. Changes to the Plan/Maintenance Responsibilities

Maintenance of the Operations and Administration Business Continuity Plan is the joint responsibility of the Operations and Administration management, the Facilities Management Department, and the Business Continuity Coordinator.

Operations and Administration management is responsible for:

1. Periodically reviewing the adequacy and appropriateness of its Business Continuity strategy.
2. Assessing the impact on the Operations and Administration Business Continuity Plan of additions or changes to existing business functions, Operations and Administration procedures, equipment, and facilities requirements.
3. Keeping recovery team personnel assignments current, considering promotions, transfers, and terminations.
4. Communicating all plan changes to the Business Continuity Coordinator so that the organization's IT master Disaster Recovery Plan can be updated.

## acilities Management Department management is responsible for:

1. Maintaining and/or monitoring offsite office space enough for critical Operations and Administration functions and to meet the Operations and Administration facility recovery time frames.
Communicating changes in the "Organization IT Disaster Recovery Plan" plan that would affect groups/departments to those groups/departments in a timely manner so they can make any necessary changes in their plan.
2. Communicating all plan changes to the Business Continuity Coordinator so that the master plan can be updated.

## The Business Continuity Coordinator is responsible for:

1. Keeping the organization's IT Recovery Plan updated with changes made to Operations and Administration facilities plans.
2. Coordinating changes among plans and communicating to Operations and Administration management when other changes require them to update their plans.
3. Communicate and share all BCP documents annually with the operational areas, including managers, supervisors, team leaders and administrative personnel.

## F. Plan Testing Procedures and Responsibilities

Operations and Administration management is responsible for ensuring the workability of their Business Continuity Plan. This should be periodically verified by active or passive testing. The testing will be performed between the $2^{\text {nd }}$ and $4^{\text {rd }}$ week of May every year by Technology an Operation department under de supervision of the Compliance Officer.
G. Plan Training Procedures and Responsibilities

Operations and Administration management is responsible for ensuring that the personnel who would carry out the Business Continuity Plan aresufficiently aware of the plan's details. This may be accomplished in a number of ways including; practice exercises, participation in tests, and awareness programs conducted by the Business Continuity Coordinator. The training to personnel responsible will be the $1^{\text {st }}$ week of May every year.

Your Contact Center

## Business Continuity Plan

## H. Plan Distribution List

The Operations and Administration Business Continuity Plan will be distributed to the following departments and/or individuals, and will be numbered in the following manner:


## Section II: Business Continuity Strategy

## A. Introduction

This section of the Operations and Administration Business Continuity Plan describes the strategy devised to maintain business continuity in the event of a facilities disruption. This strategy would be invoked should the INSIGHT COMMUNICATIONS Operations and Administration primary facility somehow be damaged or inaccessible.
It is assumed that each critical business function at your location also has their own group/department Business Continuity Plan, which is similar to this plan except the recovery procedures and appendices have been customized for each respective group/department based on size, and complexity.

## B. Business Function Recovery Priorities

The strategy is to recover critical Operations and Administration business functions at the alternate site location. This can be possible if an offsite strategy has been put into effect by Office Services and Disaster Recovery/IT Teams to provide the recovery service. Information Systems will recover IT functions based on the critical departmental business functions and defined strategie

Business Functions by Location are listed in Appendix B (Recovery Priorities for Critical Business Functions). "Time Critical Business Functions," i.e., those of which are of the most critical for immediate recovery at the secondary location are:

Reference: Appendix B - Recovery Priorities for Critical Business Functions

## C. Relocation Strategy and Alternate Business Site

In the event of a disaster or disruption to the office facilities, the strategy is to recover operations by relocating to an alternate business site. The short-term strategies (for disruptions lasting two weeks or less), which have been selected, include:


For all locations, if a long-term disruption occurs (i.e. major building destruction, etc.); the above strategies will be used in the short-term (less than two weeks). The long-term strategies will be to acquire/lease and equip new office space in another building in the same metropolitan area.

## Recovery Plan Phases

The activities necessary to recover from a INSIGHT COIMMUNICATIONS facilities disaster or disruption will be divided into four phases. These phases will follow each other sequentially in time.

## 1. Disaster Occurrence

This phase begins with the occurrence of the disaster event and continues until a decision is made to activate the recovery plans. The major activities that take place in this phase includes: emergency response measures, notification of management, damage assessment activities, and declaration of the disaster.
The triggers to activate the BCP are:

- Natural Disasters
- Civil Unrest
- Strikes
- Disruption/Interruption of services (Power, Voice or Data Connectivity) The Incident Commander is the person in charge of declares a disaster and activates the BCP. The Chain in command (Fig 1 - Chain in Command) establish the Team responsibilities by departments:

Human Resources and Finance

Legal / Contracts
Contact Center Operations (Puerto Rico and Dominican Republic)
the case of the Incident Commander cannot perform or declare a disaster, the charge is the Finance \& Administration Officer.
2. Plan Activation
this phase, the Business Continuity Plans are put into effect. This phase continues until the alternate facility is occupied, critical business functions reestablished, and computer system service restored to INSIGHT COMMUNICATIONS' Departments. The major activities in this phase include: notification and assembly of the recovery teams, implementation of interim procedures, and relocation to the secondary facility/backup site, and reestablishment of data communications.

## 3. Alternate Site Operations

This phase begins after secondary facility operations are established and continues until the primary facility is restored. The primary recovery activities during this phase are backlog reduction and alternate facility processing procedures.

## 4. Transition to Primary Site

This phase consists of any and all activities necessary to a primary facility location.

## D. Vital Records Backup

All vital records for Operations and Administration that would be affected by a facilities disruption are maintained and controlled by either Operations and Administration or Disaster Recovery/IT. Some of these files are periodically backed up and stored at an offsite location as part of normal Operations and Administration operations.
When Operations and Administration requires or-site file rooms, scanning, and organization offsite storage locations, best practices advise using one near-by Records Warehouse and another secure site for vital records and data back-up. All vital documents are typically located in files within the office complex and the most current back-up copies are in a secure off-site storage facility.
E. Restoration of Hardcopy Files, Forms, and Supplies

In the event of a facilities disruption, critical records located in the Operations and Administration Department may be destroyed or inaccessible. In this case, the last backup of critical records in the secure warehouse would be transported to the secondary facility. The amount of critical records, which would have to be reconstructed, will depend on when the last shipment of critical records to the offsite storage location occurred.

## Operations and Administration management will arrange the frequency of rotation of critical records to the offisite storage site.

following categories of information can be exposed to loss:

1. Any files stored on-site in file cabinets and control file rooms.
formation stored on local PC hard drives.
Any work in progress.
2. Received and un-opened mail.
3. Documents in offices, work cubes and files.
4. Off-site records stored in the Records Warehouse (if this is not a secure, hardened facility).

Business Continuity Plan
Your Contact Center

## F. On-line Access to INSIGHT COMMUNICATIONS Computer Systems

In the event of a facilities disruption, the IT Disaster Recovery Plan strategy should be to assist in re-establishing connectivity to the INSIGHT COMMUNICATIONS departments and to establish remote communications to any alternate business site location. If the data center is affected by a disaster or disruption, the IT Disaster Recovery Plan should include recovering processing at a pre-determined alternate site. Seryices covered would include; phones, cellular phones, pagers, communications, and all other services required for restoring limited emergency service to the organization.

In this case, data communications will be rerouted from the data processing hot or cold site to the respective alternate business site locations.
**BCP Representatives - It will be necessary to contact your respective Information Technology department in order to complete this section. You should understand, and enter here, what the recovery timeframe is for systems recovery (i.e. will have critical systems restored within hours or days) and what the strategy is for acquisition, installation, and connection of PC's/terminals. Acquisition and recovery of critical standalone personal computer capabilities should also be considered here. You should also understand the Information Technology strategy for recovery of applications, either AS/400 based and/or those on desktop systems, which Operations and Administration relies on.**

## Mail and Report Distribution

During the time that INSIGHT COMMUNICATIONS department operations are run from the secondary facilities, output reports and forms will have to be delivered to that location. The data center may or may not have the same print capability if the disruption affected the data center as well, so it may be necessary to prioritize printing of output.

The EOC Administration Team in conjunction with designated delivery/courier services will distribute mail to all INSIGHT COMMUNICATIONS alternate business sites. Due to the possibility of multiple alternate business sites and the additional travel time required for mail service activities, the number of mail pickups and deliveries could possibly be decreased from the normal daily routine to once daily. Mail pickup and delivery schedules, including overnight mail, will be established and communicated to each alternate business Overnight mail/package delivery carriers should be contacted directly by a business function for items requiring pickup after the last scheduled pickup by the EOC Administration Team. All overnight mail service vendors will be notified by the EOC Administration Team of appropriate alternate office addresses to redirect deliverables to INSIGHT COMMUNICATIONS personnel or provide for pick up at the post office by a Team member.

Your Contact Center

## Section III: Recovery Teams

## A. Purpose and Objective

This section of the plan identifies who will participate in the recovery process for the Operations and Administration Business Continuity Plan. The participants are organized into one or more teams. Each team has a designated team leader and an alternate for that person. Other team members are assigned either to specific responsibilities or as team members to carry out tasks as needed.

The information in this section is organized into several subsections
B. Recovery Team Descriptions

This section lists the team definitions for the Operations and Administration Team and gives a short explanation of the function of each team or function.
Operations and Administration Recovery Team:
Responsible for oversight of the Operations and Administration recovery functions.
C. Recovery Team Assignments

This section identifies the team roles and the specific responsibilities that have been assigned to the team.


Business Continuity Plan
Your Contact Center

## D. Personnel Notification

This section specifies how the team members are to be notified if the plan is to be put into effect by identifying who calls whom, and in what order. Notification will be made by email (group email) (RPN@icommpr.com) and contacting personnel by phone.

References: Appendix A - Employee Telephone Lists
E. Team Contacts

This section identifies other people or organizations outside of the Operations and Administration Team who might need to be contacted during the recovery process. Their names and telephone numbers are provided.

Reference: Appendix A - Employee Telephone Lists
F. Team Responsibilities (EMT)


Fig. 1 - Chain in Command

Business Continuity Plan

Departmental Recovery Teams (ERT)

| Name | Department/Position | Floor | Comments |
| :--- | :--- | :--- | :--- |
| María Miranda | HR \& Finance | 3 |  |
| Germán Muñoz | Operations PR | 3 |  |
| Gonzalo Quezada | IT | - |  |
| Velda Rodriguez | CC Operations PR | 3 |  |
| Saymara Aldarondo | CC Operations PR | 3 |  |
| Rubén Rivera | CC Operations PR | 3 |  |
| Neftali Bernard | President | 3 |  |
| Carlos Cusnier | Compliance Officer | 3 |  |
| Mivian Villegas | CC Operations PR | 3 |  |
| José Zayas | CC Operations PR | 3 |  |
| Ledvia Báez | CC Operations PR | 3 |  |
| Alexandra Burgos | HR | 3 |  |
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## Business Continuity Coordinator

In the event of a disaster, the Business Continuity Coordinator is responsible for ensuring that the following activities are successfully completed:

- Works with the INSIGHT COMMUNICATIONS Emergency Management Team to officially declare a disaster and start the Disaster Recovery/Business Continuation process to recover INSIGHT COMMUNICATIONS' business functions at an alternate site.
- Alert INSIGHT COMMUNICATIONS' Senior Management that a disaster has been declared.
- Assist in the development of an official public statement concerning the disaster. The INSIGHT COMMUNICATIONS' EOC Communications Team Leader is the only individual authorized to make public statements about organization affairs.
- Monitor the progress of all Business Continuity and Disaster Recovery teams daily.
- Present Business Continuity Plan recovery status reports to Senior Management on a daily basis.
- Interface with appropriate work management personnel throughout the recovery process.
- Communicate directions received from INSIGHT COMMUNICATIONS' Senior Management to the EOC and Departmental Business Continuity Team Leaders.
- Provide on-going support and guidance to the Business Continuity teams and personnel.
- Review staff availability and recommend alternate assignments, if necessary.
- Work with INSIGHT COMMUNICATIONS' Senior Management to authorize the use of the alternate recovery site selected for re-deploying critical INSIGHT COMMUNICAJIONS resources.

Review/and report critical processing schedules and backlog work progress, daily.

- Ensure that a record of all Business Continuity and Disaster Recovery activity and expenses incurfed by INSIGHT COMMUNICATIONS is being maintained.


## EOC Communications Team -

This team is responsible for providing information regarding the disaster and recovery efforts to:

- INSIGHT COMMUNICATIONS and organization offices Senior Management
- Customers
- Vendors/Contracts
- Regulatory Agencies
- Other Stakeholders
- Coordinating, submitting, and tracking any and all claims for insurance.


## EOC Human Resources Team -

This team is responsible for:

- Providing information regarding the disaster and recovery efforts to employees and families.
- Assisting in arranging cash advances if out of area travel is required.
- Notifying employee's emergency contact of employee injury or fatality.
- Ensuring the processing of all life, health, and accident insurance claims as required.
- Coordinates temporary organization employee requests


## EOC Administration Team -

This team is responsible for

- Ensuring the recovery/restoration persionnel has assistance with clerical tasks, errands, and other administrative activities.
- Arranging for the availability of necessary office support services and equipment.
- Providing a channel for authorization of expenditures for all recovery personnel.
- Arranging travel for employees.
- Tracking all costs related to the recovery and restoration effort.

Identifying and documenting when repairs can begin and obtaining cost estimates.

- Determining where forms and supplies should be delivered, based on damage to the normal storage areas for the materials.
Contacting vendors to schedule specific start dates for the repairs.
Taking appropriate actions to safeguard equipment from further damage or deterioration.
Coordinating the removal, shipment, and safe storage of all furniture, documentation, supplies, and other materials as necessary.
- Supervise all salvage and cleanup activities.
- Coordinating required departmental relocations to the recovery sites.
- Coordinating relocation to the permanent site after repairs are made
- Assuring that arrangements are made for meals and temporary housing facilities, when required, for all recovery personnel.
- Assuring order placement for consumable materials (forms, supplies, etc.) for processing based upon input from the other teams.
- Assuring that mail, and reports are redirected to the proper location as required.


## Emergency Response Team -

This team is responsible for:

- The safety of all employees.
- Inspecting the physical structure and identifying areas that may have sustained damage.
- Expanding on and/or revising the findings of thePreliminary Damage Assessment.
- Providing management with damage assessment reports and recommendations.


## Information Technology Recovery Team (See also Disaster Recovery Plan) -

This team is responsible for:

- Activating the IT Technology Recovery Plan (See also Disaster Recovery Plan).
- Managing the IT disaster response and recovery procedures.
- Mobilizing and managing IT resources.
- Coordinating all communications related activities, as required, with telephone \& data communications, PC, LAN support personnel, and other IT related vendors.
required, in the acquisition and installation of equipment at the recovery site.
- Ensuring that cellular telephones, and other special-order equipment and supplies are delivered to teams as requested.

Participating in testing equipment and facilities.

Coordinating telephone setup at the EOC and recovery site.
Coordinating and performing restoration or replacement of all desktop PCs, LANs, telephones, and telecommunications access at the damaged site.

- Coordinating Disaster Recovery/IT efforts between different departments in the same or remote locations.
- Training Disaster Recovery/IT Team Members.


## Business Continuity Plan

- Keeping Senior Management and the EOC Business Continuity Coordinator appraised of recovery status.


Business Continuity Plan
Your Contact Center

## Section IV: Recovery Procedures

## A. Purpose and Objective

This section of the plan describes the specific activities and tasks that are to be carried out in the recovery process for Operations and Administration. Given the Business Continuity Strategy outlined in Section II, this section transforms those strategies into a very specific set of action activities and tasks according to recoyeryphase.
The Recovery Procedures are organized in the following order. recovery phase, activity within the phase, and task within the activity.
The recovery phases are described in Section II.D of the Plan. In the Recovery Procedures document, the phases are listed in the order in which they will occur. The description for each recovery phase begins on a new page.
Each activity is assigned to one of the recovery teams. Each activity has a designated team member who has the primary assignment to complete the activity. Most activities also have an alternate team member assigned. The activities will only generally be performed in this sequence.

The finest level of detail in the Recovery Procedures is the task. All plan activities are completed by performing one or more tasks. The tasks are humbered sequentially within each activity, and this is generally the order in which they would be performed.

## B. Recovery Activities and Tasks

## PHASE I: Disaster Occurrence

## ACTIVITY: Emergency Response and Emergency Operations Center Designation ACTIVITY IS PERFORMED AT LOCATION: Main Office or Emergency Operations Center ACTIVITY IS THE RESPONSIBILITY OF THIS TEAM: All Employees

## TASKS:

1. After a disaster occurs, quickly assess the situation to determine whether to immediately evacuate the building or not, depending upon the nature of the disaster, the extent of damage, and the potential for additional danger.

Note: If the main office is total loss, not accessible or suitable for occupancy, the remaining activities can be performed from the Emergency Operations Center (EOC), after ensuring that all remaining tasks in each activity have been addressed. This applies to all activities where the Main Office is the location impacted by the disaster. The location(s) of the EOC are designated in Appendix D - Emergency Operations Center (EOC) Locations. The EOC may be temporarily setup at any one of several optional locations, depending on the situation and accessibility of each one. Once the Alternate site is ready for occupancy the EOC can be moved to that location.
2. Quickly assess whether any personnel in your surrounding area are injured and need medical attention. If you are able to assist them without causing further injury to them or without putting yourself in further danger, then provide what assistance you can and also call for help. If further danger is imminent, then immediately evacuate the building.
3. If appropriate, evacuate the building in accordance with your building's emergency evacuation procedures. Use the nearest stairwells. Do not use elevators.
4. Outside of the building meet at Parking Lot Area - New Port IV Building. Do not wander around or leave the area until instructed to do so.
Check in with your department manager for roll call. This is important to ensure that all employees are accounted for.

## ACTIVITY: Notification of Management

## ACTIVITY IS PERFORMED AT LOCATION: At Any Available Phone

ACTIVITY IS THE RESPONSIBILITY OF: Operations and Administration Management Team

TASKS:

1. Team leader informs the members of the Operations and Administration management team and notifies the Operations and Administration senior management if they have not been informed.
2. Operations and Administration personnel are notified of the disaster by following procedures as included in Section III. D. - Recovery Personnel Notification.
3. Depending upon the time of the disaster, personnel are instructed what to do (i.e. stay at home and wait to be notified again, etc.)

## ACTIVITY: Preliminary Damage Assessment <br> ACTIVITY IS PERFORMED AT LOCATION: Main Office Location <br> ACTIVITY IS THE RESPONSIBILITY OF: Operations and Administration Management Team

## TASKS:

1. Contact the Organization Emergency Response Team Leader to determine responsibilities and tasks to be performed by the Operations and Administration Management Team or employees.
2. If the Organization Emergency Response Team requests assistance in performing the Preliminary Damage Assessment, caution all personnel to avoid safety risks as follows:

- Enter only those areas the authorities give permission to enter.
- Ensure that all electrical power supplies are cut to any area or equipment that could posses a threat to personal safety.
- Ensure that under no circumstances is power to be restored to computer equipment until the comprehensive damage assessment has been conducted, reviewed, and authority to restore power has been expressly given by the Emergency Management Team.

3. Inform all team members that no alteration of facilities or equipment can take place until the Risk Management representatives (this is a function provided through the Department of Central Services as a statewide service) have made a thorough assessment of the damage and given their written agreement that repairs may begin.
4. Instruct the Organization Emergency Response Team Leader to deliver the preliminary damage assessment status report immediately upon completion.
5. Facilitate retrieval of items (contents of file cabinets -- petty cash box, security codes, network backup tapes, control books, etc.) needed to conduct the preliminary damage assessment
6. Ensure that administrative support is available, as required.
7. Arrange a meeting with the Emergency Management Team and Management Teams from other GROUPSYDEPARTMENTS in your facility (location) to review the disaster declaration recommendation that results from the preliminary damage assessment and to determine the course of action to be taken. With this group, determine the strategy to recommend to Senior Management (the Emergency Management Team Leader will be responsible for communicating this to Senior Management).

## ACTIVITY: Declaration of a Disaster

## ACTIVITY IS PERFORMED AT LOCATION: Main Office Location or Alternate Site/Emergency Operations Center

ACTIVITY IS THE RESPONSIBILITY OF: Operations and Administration Management Team

## TASKS:

1. Actual declaration of a disaster is to be made by the Emergency Management Team, after consulting with senior management. The Operations and Administration Management Team should wait for notification from the Emergency Management Team that a disaster has been declared and that groups/departments are to start executing their Business Continuity Plans and relocate to their Alternate Business Site Location.
2. The person contacted verifies that the caller is someone who is authorized to do the notification.
3. The person contacted notifies the Operations and Administration Senior Management, if they have not yet been contacted.
4. In the event the Emergency Management Team cannot be assembled or reached, the Team Leaders from each Operations and Administration Management Team at the location should assemble, gather appropriate information, consult with senior management, and make the decision whether to declare the disaster.
5. Because of the significance, disruption, and cost of declaring a disaster, appropriate facts should be gathered and considered before making the decision to declare a disaster. Individual groups/department personnel or the respective Operations and Administration Management Teams should not unilaterally make a decision to declare a disaster. This is responsibility of the Emergency Management Team.


## PHASE II: Plan Activation

## ACTIVITY: Notification and Assembly of Recovery Teams and Employees <br> ACTIVITY IS PERFORMED AT LOCATION: Alternate Site/Emergency Operations Center ACTIVITY IS THE RESPONSIBILITY OF: Operations and Administration Management Team

## TASKS:

1. The team leader calls each member of the management team, instructs them of what time frame to assemble at the Operations and Administration Emergency Operations Center (to be decided at the time), and to bring their copies of the Rlan. The location(s) of the EOC are designated in Appendix D - Emergency Operations Center (EOC) Locations. The EOC may be temporarily setup at any one of several optional locations, depending on the situation and accessibility of each one. Once the Alternate site is ready for occupancy the EOC can move to that location, if preferred.
2. Review the recovery strategy and action plan with the assembled team.
3. If necessary, adjust the management team assignments based on which members are available.
4. The Management Team contacts critical employees and tells them to assemble at the alternate site. If the alternate site is a long distance from the primary site (i.e. out-of-state), then individuals should make their own travel arrangements to the alternate site. Noncritical employees should be instructed to stay at home, doing what work is possible from home, until notified otherwise.
5. In the event of a disaster that affects telecommunications service regionally, the Management Team should instruct critical employees to proceed to the alternate site even if they have not been contacted directly. Delays in waiting for direct communications can have a negative impact on INSIGHT COMMUNICATIONS' ability to recover vital services.

Business Continuity Plan
Your Contact Center

## ACTIVITY: Relocation to Alternate Site

## ACTIVITY IS PERFORMED AT LOCATION: Alternate Site

## ACTIVITY IS THE RESPONSIBILITY OF: All Critical Personnel

## TASKS

1. When instructed by the Operations and Administration Management Team, make arrangements to commute or travel to the alternate site. Reference item \#5 under Notification and Assembly Procedures for exception to this step.
2. The Operations and Administration Management Team needs to consult with the Emergency Management Team and the Organization Emergency Response Team to determine if access can be gained to the primary (damaged) site to retrieve vital records and other materials. The Organization Emergency Response Team will only allow access to the primary site if the authorities grant access. This will be dependent upon the nature of the disaster and the extent of damage.
3. If allowed access to the primary site to retrieve vital records and other materials, perform some pre-planning to determine what is most important to retrieve. This may be necessary since the time you may be allowed access to the primary site may be minimal.
4. Depending on the amount of vital resords and other materials you are able to retrieve from the primary site, make arrangements to transport this material to the alternate site. If the material is not too great, this could be accomplished by giving to employees to carry along with them. If the material is a large amount, then make arrangements for transport services and/or overnight courien services.
5. Management and critical employees travel to alternate site.


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## ACTIVITY: Implementation of Interim Procedures

ACTIVITY IS PERFORMED AT LOCATION: Alternate Site
ACTIVITY IS THE RESPONSIBILITY OF: Operations and Administration Management Team

## TASKS:

1. After arrival at the alternate site, map out locations that can be used for workspace. This should include unused offices and cubicles, conference rooms, training rooms, lunch/break areas, and open space in hallways or in other areas.
2. Obtain additional tables and chairs, either from the office or from outside rental agencies to provide additional workspace. Place in any available open areas, but be cautious of not blocking exits for fire evacuation purposes.
3. Determine flexible working schedules for staff to ensure that client and business needs are met, but also to enable effective use of space. This may require that some employee's work staggered shifts or may need to work evening or nightshifts.
4. Gather vital records and other materials that were retrieved from the primary site and determine appropriate storage locations, keeping in mind effectiveness of workgroups.
5. Determine which vital records, forms, and supplies are missing. Obtain from off-site storage location or from other sources, as needed, per Appendices E \& F.
6. Developed prioritized work activities, especially if all staff members are not available.


## ACTIVITY: Establishment of Telephone Communications

## ACTIVITY IS PERFORMED AT LOCATION: Alternate Site

## ACTIVITY IS THE RESPONSIBILITY OF: IT Liaison

## TASKS:

1. Contact the Organization Disaster Recovery/IT Team to determine what activities they are taking to reroute telephone communications to the alternate site. Do not directly contact the telephone company - this will be handled by the Organization Disaster Recovery/IT Team.
2. If your alternate site is at another INSIGHT COMMUNICATIONS office, prepare a list of phone extensions which your staff will be temporarily using and provide this list to the alternate site switchboard attendant.
3. If your primary office phones will not be switched to the alternate site, let the Organization Disaster Recovery/IT Team know that the phones need to be transferred to the phone numbers you will be using at the alternate site
4. Coordinate with the Organization Communications Team regarding contacting customers to notify them of the disaster situation, how INSIGHT COMMUNICATIONS is responding, and how you can be reached. Do not contact customers until the Organization Communications Team has given you directions.

Organization Communications will provide you with scripts and guidance on how to discuss the disaster with customers to provide assurance that their confidence in INSIGHT COMMUNICATIONS will be maintained.

## ACTIVITY: Restoring Data Processing and Data Communications with Primary or Secondary Backup Data Center <br> ACTIVITY IS PERFORMED AT LOCATION: Alternate Site <br> ACTIVITY IS THE RESPONSIBILITY OF THIS TEAM: IT Liaison

## TASKS:

1. Contact the Organization Disaster Recovery/IT Team to determine when the data center is to be recovered, if affected by the disaster. Also, discuss when data communications will be established between the primary or secondary backup data center and your alternate site.
2. If your alternate site is another INSIGHT COMMUNICATIONS office, determine ifthat site has access to the computer systems that Operations and Administration uses. If so, work with local office management to determine how workstations can be shared between personnel from their groups/departments and Operations and Administration. This may involve using flexible hours or multiple shifts for your personne
3. Discuss with the Organization Disaster Recovery/IT Team when and how replacement PC's and/or terminals will be provided to you at the alternate site and when they will be connected.
4. Discuss with the Organization Disaster Recovery/IT Team when the files from your normal PC/LAN servers and applications will be restored and how you can access those files. Also, work with other INSIGHT COMMUNICATIONS management at your alternate site to discuss using their LAN servers.
5. Discuss with the Organization Disaster Recovery/IT Team your normal application report distributions, such as when you can expect to receive standard computer reports and how they will be distributed to your alternate site.
6. Communicate the IT recovery status to all Operations and Administration personnel who regularly use the systems.

| Data |  |  | Data in Order of Criticality |  |  |
| :--- | :--- | :--- | :--- | :--- | :---: |
| Rank | Data | Data Type | Backup Location(s) |  |  |
| 1 | Approach | Voice Recordings | Daily | QNAP Server \& NAS |  |
| 2 | QNAP | Vocie Recordings \& | Daily | Replicated to Secondary QNAP Server @ <br> Recovery/Alternate Site |  |
| 3 | FreePBX | BBXCVPS <br> call routigurations and protocols | As Configuration changes <br> are applied | Replicated to Secondary PBX server @ <br> Recovery/Alternate Site |  |
| 4 | Peachtree <br> Accounting |  <br> Administration Data | Weekly | Local NAS |  |
| 5 | ADP- <br> Payroll | Outsourced | Outsourced | Outsourced |  |
| 6 | ViciDial | Tepehone System and <br> Voice Recordings | Daily | At\&t Data Center - Hato Rey, PR |  |

Business Continuity Plan

PHASE III: Alternate Site Operations

## ACTIVITY: Alternate Site Processing Procedures

ACTIVITY IS PERFORMED AT LOCATION: Alternate Site
ACTIVITY IS THE RESPONSIBILITY OF: Alternate Site Operations Team

TASKS:

1. Communicate with customers regarding the disaster and re-solicit phone contacts (in conjunction with the Organization Communications Team)
2. Acquire needed vital documents
3. Access missing documents and files and reconstruct, if necessary


## ACTIVITY: Manage work backlog reduction.

## ACTIVITY IS PERFORMED AT LOCATION: Alternate Site

ACTIVITY IS THE RESPONSIBILITY OF: Alternate Site Operations Team

## TASKS:

1. Determine priorities for work backlogs to ensure the most important backlogged tasks are resolved first.
2. Set an overtime schedule, if required, based on staff and system availability
3. Set backlog priorities, establish a backlog status reports if necessary, and communicate this to the Operations and Administration supervisor.
4. Report the backlog status to Operations and Administration management on a regular basis.
5. If backlogs appear to be very large or will take a significant time to recover, determine if temporaries could be used for certain tasks to help eliminate the backlogs. If justified,


## PHASE IV: Transition to Primary Operations

## ACTIVITY: Changing Telephone and Data Communications Back to Primary Site

 ACTIVITY IS PERFORMED AT LOCATION: Alternate Site ACTIVITY IS THE RESPONSIBILITY OF: IT Liaison
## TASKS

1. Coordinate with the Organization Disaster Recovery/lT Team to determine when Operations and Administration will be relocating back to the primary site. Verify that they have a schedule to ensure that telephone and data communications are rerouted accordingly.
2. Discuss when and how PC's, terminals, and printers, if brought into the alternate site, will be de-installed, moved back to the primary site and re-installed.


## ACTIVITY: Terminating Alternate Site Procedures <br> ACTIVITY IS PERFORMED AT LOCATION: Alternate Site and Primary Site ACTIVITY IS THE RESPONSIBILITY OF: Operations and Administration Team

## TASKS:

1. Determine which alternate site operating procedures will be suspended or discontinued and when.
2. Communicate the changes in procedures to all affected staff.
3. Determine if additional procedures are needed upon return to the primary site, such as to continue resolving work backlogs.


## ACTIVITY: Relocating Personnel, Records, and Equipment Back to Primary (Original) Site ACTIVITY IS PERFORMED AT LOCATION: Alternate Site and Primary Site <br> ACTIVITY IS THE RESPONSIBILITY OF: Operations and Administration Management Team

TASKS:

1. In conjunctions with the Emergency Management Team and the Organization Emergency Response Team, determine when Operations and Administration will be scheduled for relocating back to the primary site.
2. Communicate this schedule to all Operations and Administration personnel.
3. Inventory vital records, equipment, supplies, and other materials, which need to be transported from the alternate site to the primary site.
4. Pack, box, and identify all materials to be transported back to the primary site.
5. In conjunction with the Organization Administration Team, make arrangement for a moving company or courier service to transport the boxes back to the primary site.


## Section V: Appendices

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Appendix B - Recovery Priorities for Critical Business Functions
Appendix C - Alternate Site Recovery Resource Requirements
Appendix D - Emergency Operations Center (EOC) Locations
Appendix E - Vital Records
Appendix F - Forms and Supplies
Appendix G - Vendor Lists
Appendix H - Desktop Computer Configurations
Appendix I - Computer System Reports
Appendix J - Critical Software Resources
Appendix K - Alternate Site Transportation Information
Appendix L - Alternate Site Accommodations Information
Appendix M - Severity Impact Assessments
Appendix N - INSIGHT COMMUNICATIONS Business Impact Assessment
Appendix 0 -Recovery Tasks List
Appendix P - Recommended INSIGHTCOMMUNICATIONS Office Recovery
Appendix Q - Guides to EMS

Appendix A - Employee Telephone Lists

|  | Employee | Title/Function | Office Phone $\#$ | Home Phone <br> \# | Cellular/ Pager \# | EMAIL | Time <br> Called | Arrival <br> Time | Comment |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Neftali Bernard | President | 787-625-1930 |  | 787-602-0400 | nbernard@icommpr.com |  |  |  |
|  | Carlos Cusnier | Compliance Officer | 787-625-1930 |  | 787-922-1622 | ccusnier@icommpr.com |  |  |  |
|  | María Miranda | HR Director | 787-625-1930 |  | 787-661-5698 | mmiranda@icommpr.com |  |  |  |
|  | Migdalia Marquez | HR Coordinator | 787-625-1930 |  | 787-532-3838 | mmarquez@icommpr.com |  |  |  |
|  | Gonzalo Quezada | IT Director | 787-625-1930 |  | 787-661-569 | lezada@icommpr.com |  |  |  |
|  | José Torres | IT Supervisor | 787-625-1930 |  | 787-932-0046 | torres@icommpr.com |  |  |  |
| * | Miguel Santos | IT Technician | 787-625-1930 |  | 37-718-3011 | santos @icommprcom |  |  |  |
| * | Ruben Rivera | Supervisor | 787-625-1930 |  | $787-424-0211$ | rrivera@icommpr.com |  |  |  |
| * | Velda Rodriguez | Supervisor | 787-625-1930 |  | 87-618-1517 | verodriguez@icommpr.com |  |  |  |
| * | Saymara Aldarondo | Supervisor | 787-625-1930 |  | $787-525-1804$ | aldarondo@icommpr.com |  |  |  |
| * | Mivian Villegas | Supervisor | 787-625-1930 |  | 939-258-3505 | mvillegas@icommpr.com |  |  |  |
|  | Germán Muñoz | Director | 787-625-1930 |  | $-530-007$ | gmunoz@icommpr.com |  |  |  |
| * | Ledvia Báez | Supervisor | 787-625-1930 |  | 787-359-0416 | lbaez@icommpr.com |  |  |  |
|  | Alexandra Burgos | HR | $787-625-1930$ |  | 787-410-7609 | aburgos@icommpr.com |  |  |  |
|  | Recovery Personnel | Email Group |  |  |  | RPN@icommpr.com |  |  | This group includes all members of DRP/BCP |
|  | Fire, Police, Emergency |  | 911 |  |  |  |  |  |  |

* Indicates Team Leader
** Indicates Alternate Team Leader


Appendix B - Recovery Priorities for Critical Business Functions

| Department | Priorities | Maximum Allowable Downtime |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Operations and Administration |  | 1-2 Days | 3-5 days | 1-2 weeks | > 2 weeks |
| Contact Center Operation | Critical |  |  |  |  |
| Finance/HR |  | - | X |  |  |
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Appendix C - Alternate Site Recovery Resource Requirements General Requirements

| \# | Description | Current Number | BCP Number | Comments |
| :---: | :---: | :---: | :---: | :---: |
| 1. | Number of people | 40 | 20 |  |
| 2. | Square footage needed | 1000 | 500 |  |
| 3. | Power Outlets 110V | 70 |  |  |
| 4. | Power Outlets 220V | 0 |  |  |
| 5. | Telephones | 0 |  |  |
| 6. | Telephone lines | 1 |  |  |
| 7. | Desks |  |  |  |
| 8. | Chairs |  | 20 |  |
| 9. | Tables | 0 |  |  |
| 10. | Typewriters |  | 0 |  |
| 11. | Photocopiers | 1 | 1 |  |
| 12. | Calculators |  | 0 |  |
| 13. | Microfiche Viewers | 0 | 0 |  |
| 14. | File Cabinets (specify type |  | 0 |  |
| 15. | Other - Please atte |  |  |  |

Business Continuity Plan

Technical Requirements

| $\#$ | Description | Current <br> Number | BCP <br> Number | Comments |
| :--- | :--- | :---: | :---: | :---: |
| 1. | Telephone Lines (regular) | 1 | 1 |  |
| 2. | Telephone Lines (800 or special) | 0 | 0 |  |
| 3. | Single Line Telephone Sets | 0 | 0 |  |
| 4. | Other Type Telephone Sets <br> TWO LINE | 0 | 0 |  |
| 5. | Stand-alone FAX Machines | 0 | 0 |  |
| 6. | PC's | 40 | 20 |  |
| 7. | LAN/WAN Connections | 40 | 20 |  |
| 8. | Printers - LAN | 1 | 4 |  |
| 9. | Printers - Direct attach to PC | 0 | 0 |  |
| 10. | PC Connectivity outside INSIGHT <br> COMMUNICATIONS* (Internet) | 40 | 20 |  |
| 11 | Other Computers | 0 | 0 |  |
| 12. | Fax - Stand alone | 0 | 0 |  |
| 13. | Other - Please attach list |  |  |  |

## Appendix D - Emergency Operations Center (EOC) Locations

## Disaster Affecting Which Area/Building: INSIGHT COMMUNICATIONS

EOC Location:
LogoMarca Building
Avenida Rómulo Betancourt \# 1210 Piso 5
Santo Domingo, República Dominicana


EOC Location:
Doral Bank Plaza
Piso 7
Suite 701 A
Calle Resolución \#33
San Juan, PR 00920Map of Recovery/Alternate Facility Location at Puerto Rico


Your Contact Center

## Business Continuity Plan

Alternate Sites


## Business Continuity Plan

Appendix E - Vital Records

| Description | Primary Location of <br> Records | Alternate (Backup) <br> Location of Records | Other Sources to <br> Obtain Records |
| :--- | :--- | :--- | :--- |
| Settlement Agreements | Department File <br> Cabinets |  | Vault <br> Canned images on <br> Network drive/Other <br> Parties |
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## Appendix F - Forms and Supplies

| Form/Supply <br> Name/Description | Primary Locations <br> Where Stored | Alternate Sources <br> to Obtain <br> Form/Supply | Vendor's <br> Name/Phone |
| :--- | :--- | :--- | :--- |
| No special form or supplies <br> other than standard office <br> supplies. |  |  |  |
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## Business Continuity Plan

Appendix G - Vendor Lists


## Appendix H - Desktop Computer Configurations

Description of Desktop: HP 200 G1 MT / clone $\qquad$
Used By: All Insight Employees $\qquad$
Business Activity Supported: Connection with External Apps via Internet
Connected to Which LAN's: 172.27.100.0 /24 VLAN 802.1Q Tag 8
Used for Host Access (Which Applications): cctoolbar, SAP
Special Features, Boards, Memory Size, Etc.: HDD 160GB+ RAM 4GB CPU 2GHz+ $\qquad$
Ethernet Net Cards, Fax/Modems: built-in 10/100 network controller


Proprietary Software required (indicate release number, version and/or level, as applicable:
CcToolbar very 4.0.36.20, $\qquad$


Appendix I-Computer System Reports

| Report Name | Report Description | System <br> Produced <br> From | Alternate <br> Sources of <br> Report or <br> Information |
| :--- | :--- | :--- | :--- |
| No special computer reports <br> required. |  |  |  |
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Your Contact Center

Appendix J - Critical Software Resources

| Software Application | Publisher or Vendor | Platform | Recovery <br> Criticality |  |
| :--- | :--- | :--- | :--- | :--- |
| Approach | Tecnovoz | Call Center | 24h |  |
| ADP | Payroll | Payroll | 72h |  |
| SAP |  | CRM | 24h |  |
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## Appendix K - Alternate Site Transportation Information

Employees will be notified (by team members), if a disaster is declared, as to the location and when to report. Since recovery site is local, transportation to the work location is up to the employee unless directed otherwise. Directions will be supplied at the time of notification, if necessary.


## Appendix L - Alternate Site Accommodations Information

Should alternate site accommodations be required team members will be notified. Employees will be contacted (by team members), if a disaster is declared, as to the location and where to go. Since accommodations are local, transportation to the work location is up to the employee unless directed otherwise. Directions will be supplied at the time of notification, if necessary.


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Your Contact Center

Appendix M - Severity Impact Assessments Operations and Administration


Appendix N - INSIGHT COMMUNICATIONS Business Impact Assessment


Appendix O-Recovery Tasks List
Recovery Activation Date:

| Task <br> No. | Task Description | Estimated <br> Time | Actual <br> Time | Assigned To | Assigned <br> Time | Completed <br> Time | Comments |
| :---: | :--- | :--- | :--- | :--- | :--- | :--- | :--- |
| 10 | Receive Communication on emergency <br> Situation |  |  |  |  |  |  |
| 20 | Identify recovery site |  |  |  |  |  |  |
| 30 | Retrieve Business Continuity Plans |  |  |  |  |  |  |
| 40 | Notify department members identified in <br> Appendix A |  |  |  |  |  |  |
| 50 | Retrieval of department Vital Records |  |  |  |  |  |  |
| 60 | Oversee delivery and placement of <br> office equipment. |  |  |  |  |  |  |
| 70 | Oversee delivery and placement of <br> office supplies. |  |  |  |  |  |  |
| 80 |  |  |  |  |  |  |  |

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## Business Continuity Plan

## DOCUMENT CHANGE CONTROL



Reviewed by $\qquad$
$\qquad$

## Business Continuity Plan

Approved by: $\qquad$
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## Section I: Introduction

## A. How to Use This Plan

In the event of a disaster which interferes with INSIGHT COMMUNICATIONS' ability to conduct business from one of its offices, this plan is to be used by the responsible individuals to coordinate the business recovery of their respective areas and/or departments. The plan is designed to contain, or provide reference to, all of the information that might be needed at the time of a business recovery
This plan is not intended to cover the operations of INSIGHT COMMUNICATIONS' separately structured Emergency Response Team.
Index of Acronyms: (EOC) Emergency Operations Center - (EMT) Emergency Management Team - (ERT) Emergency Response Team - (BCP) Business Continuity Plan - (IT) Information Technology
Section I, Introduction, contains general statements about the organization of the plan. It also establishes responsibilities for the testing (exercising), training, and maintenance activities that are necessary to guarantee the ongoing viability of the plan.
Section II, Business Continuity Strategy, describes the strategy that the Operations and Administration Department will control/implement to maintain business continuity in the event of a facility disruption. These decisions determine the content of the action plans, and if they change at any time, the plans should be changed accordingly.
Section II, Recovery Teams, lists the Recovery Team functions, those individuals who are assigned specific responsibilities, and procedures on how each of the team members is to be notified.
Section IV, Team Procedures, determines what activities and tasks are to be taken, in what order, and by whom in order to affect the recovery.
Section V, Appendices, contains all of the other information needed to carry out the plan. Other sections refer the reader to one or more Appendices to locate the information needed to carry out the Team Procedures steps.

## B. Objectives

The objective of the Business Continuity Plan is to coordinate recovery of critical business functions in managing and supporting the business recovery in the event of a facilities (office building) disruption or disaster. This can include short or long-term disasters or other disruptions, such as fires, floods, earthquakes, explosions, terrorism, tornadoes,
extended power interruptions, hazardous chemical spills, and other natural or man-made disasters.

A disaster is defined as any event that renders a business facility inoperable or unusable so that it interferes with the organization's ability to deliver essential business services.

## The priorities in a disaster situation are to:

1. Ensure the safety of employees and visitors in the office buildings. (Responsibility of the ERT)
2. Mitigate threats or limit the damage that threats can cause. (Responsibility of the ERT)
3. Have advanced preparations to ensure that critical business functions can continue.
4. Have documented plans and procedures to ensure the quick, effective execution of recovery strategies for critical business functions
The Operations and Administration Business Continuity Plan includes procedures for all phases of recovery as defined in the Business Continuity Strategy section of this document.
C. Scope

The Business Continuity Plan is limited in scope to recovery and business continuance from a serious disruption in activities due to non-availability of INSIGHT COMMUNICATIONS facilities. The Business Continuity Plan includes procedures for all phases of recovery as defined in the Business Continuity Strategy of this document. This plan is separate from INSIGHT COMMUNICATIONS' Disaster Recovery Plan, which focuses on the recovery of technology facilities and platforms, such as critical applications, databases, servers or otherrequired technology infrastructure (see Assumption \#1 below). Unless otherwise modified, this plan does not address temporary interruptions of duration less than the time frames determined to be critical to business operations.
$f$ this plan is focused on localized disasters such as fires, floods, and other localized naturalor man-made disasters. This plan is not intended to cover major regional or national disasters such as regional earthquakes, war, or nuclear holocaust. However, it can provide some guidance in the event of such a large scale disaster.

## D. Assumptions

The viability of this Business Continuity Plan is based on the following assumptions:

1. That a viable and tested IT Disaster Recovery Plan exists and will be put into operation to restore data center service at a backup site within five to seven days.
2. That the Organization's facilities management department has identified available space for relocation of departments which can be occupied and used normally within two to five days of a facilities emergency.
3. That this plan has been properly maintained and updated as required.
4. That each department has their own Business Continuity
5. The functions and roles referenced in this plan do not have to previously exist within an organization; they can be assigned to one or more individuals as new responsibilities or delegated to an external third party if funding for such services can be arranged and allocated.

## E. Changes to the Plan/Maintenance Responsibilities

Maintenance of the Operations and Administration Business Continuity Plan is the joint responsibility of the Operations and Administration management, the Facilities Management Department, and the Business Continuity Coordinator.

Operations and Administration management is responsible for:

1. Periodically reviewing the adequacy and appropriateness of its Business Continuity strategy.
2. Assessing the impact on the Operations and Administration Business Continuity Plan of additions or changes to existing business functions, Operations and Administration procedures, equipment, and facilities requirements.
3. Keeping recovery team personnel assignments current, considering promotions, transfers, and terminations.
4. Communicating all plan changes to the Business Continuity Coordinator so that the organization's IT master Disaster Recovery Plan can be updated.

## acilities Management Department management is responsible for:

1. Maintaining and/or monitoring offsite office space enough for critical Operations and Administration functions and to meet the Operations and Administration facility recovery time frames.
Communicating changes in the "Organization IT Disaster Recovery Plan" plan that would affect groups/departments to those groups/departments in a timely manner so they can make any necessary changes in their plan.
2. Communicating all plan changes to the Business Continuity Coordinator so that the master plan can be updated.

## The Business Continuity Coordinator is responsible for:

1. Keeping the organization's IT Recovery Plan updated with changes made to Operations and Administration facilities plans.
2. Coordinating changes among plans and communicating to Operations and Administration management when other changes require them to update their plans.
3. Communicate and share all BCP documents annually with the operational areas, including managers, supervisors, team leaders and administrative personnel.

## F. Plan Testing Procedures and Responsibilities

Operations and Administration management is responsible for ensuring the workability of their Business Continuity Plan. This should be periodically verified by active or passive testing. The testing will be performed between the $2^{\text {nd }}$ and $4^{\text {rd }}$ week of May every year by Technology an Operation department under de supervision of the Compliance Officer.
G. Plan Training Procedures and Responsibilities

Operations and Administration management is responsible for ensuring that the personnel who would carry out the Business Continuity Plan aresufficiently aware of the plan's details. This may be accomplished in a number of ways including; practice exercises, participation in tests, and awareness programs conducted by the Business Continuity Coordinator. The training to personnel responsible will be the $1^{\text {st }}$ week of May every year.

Your Contact Center

## Business Continuity Plan

## H. Plan Distribution List

The Operations and Administration Business Continuity Plan will be distributed to the following departments and/or individuals, and will be numbered in the following manner:


## Section II: Business Continuity Strategy

## A. Introduction

This section of the Operations and Administration Business Continuity Plan describes the strategy devised to maintain business continuity in the event of a facilities disruption. This strategy would be invoked should the INSIGHT COMMUNICATIONS Operations and Administration primary facility somehow be damaged or inaccessible.

It is assumed that each critical business function at your location also has their own group/department Business Continuity Plan, which is similar to this plan except the recovery procedures and appendices have been customized for each respective group/department based on size, and complexity.

## B. Business Function Recovery Priorities

The strategy is to recover critical Operations and Administration business functions at the alternate site location. This can be possible if an offsite strategy has been put into effect by Office Services and Disaster Recovery/IT Teams to provide the recovery service. Information Systems will recover IT functions based on the critical departmental business functions and defined strategie

Business Functions by Location are listed in Appendix B (Recovery Priorities for Critical Business Functions). "Time Critical Business Functions," i.e., those of which are of the most critical for immediate recovery at the secondary location are:

Reference: Appendix B - Recovery Priorities for Critical Business Functions

## C. Relocation Strategy and Alternate Business Site

In the event of a disaster or disruption to the office facilities, the strategy is to recover operations by relocating to an alternate business site. The short-term strategies (for disruptions lasting two weeks or less), which have been selected, include:


For all locations, if a long-term disruption occurs (i.e. major building destruction, etc.); the above strategies will be used in the short-term (less than two weeks). The long-term strategies will be to acquire/lease and equip new office space in another building in the same metropolitan area.

## Recovery Plan Phases

The activities necessary to recover from a INSIGHT COIMMUNICATIONS facilities disaster or disruption will be divided into four phases. These phases will follow each other sequentially in time.

## 1. Disaster Occurrence

This phase begins with the occurrence of the disaster event and continues until a decision is made to activate the recovery plans. The major activities that take place in this phase includes: emergency response measures, notification of management, damage assessment activities, and declaration of the disaster.
The triggers to activate the BCP are:

- Natural Disasters
- Civil Unrest
- Strikes
- Disruption/Interruption of services (Power, Voice or Data Connectivity) The Incident Commander is the person in charge of declares a disaster and activates the BCP. The Chain in command (Fig 1 - Chain in Command) establish the Team responsibilities by departments:

Human Resources and Finance

Legal / Contracts
Contact Center Operations (Puerto Rico and Dominican Republic)
the case of the Incident Commander cannot perform or declare a disaster, the charge is the Finance \& Administration Officer.
2. Plan Activation
this phase, the Business Continuity Plans are put into effect. This phase continues until the alternate facility is occupied, critical business functions reestablished, and computer system service restored to INSIGHT COMMUNICATIONS' Departments. The major activities in this phase include: notification and assembly of the recovery teams, implementation of interim procedures, and relocation to the secondary facility/backup site, and reestablishment of data communications.

## 3. Alternate Site Operations

This phase begins after secondary facility operations are established and continues until the primary facility is restored. The primary recovery activities during this phase are backlog reduction and alternate facility processing procedures.

## 4. Transition to Primary Site

This phase consists of any and all activities necessary to a primary facility location.

## D. Vital Records Backup

All vital records for Operations and Administration that would be affected by a facilities disruption are maintained and controlled by either Operations and Administration or Disaster Recovery/IT. Some of these files are periodically backed up and stored at an offsite location as part of normal Operations and Administration operations.
When Operations and Administration requires or-site file rooms, scanning, and organization offsite storage locations, best practices advise using one near-by Records Warehouse and another secure site for vital records and data back-up. All vital documents are typically located in files within the office complex and the most current back-up copies are in a secure off-site storage facility.
E. Restoration of Hardcopy Files, Forms, and Supplies

In the event of a facilities disruption, critical records located in the Operations and Administration Department may be destroyed or inaccessible. In this case, the last backup of critical records in the secure warehouse would be transported to the secondary facility. The amount of critical records, which would have to be reconstructed, will depend on when the last shipment of critical records to the offsite storage location occurred.

## Operations and Administration management will arrange the frequency of rotation of critical records to the offisite storage site.

following categories of information can be exposed to loss:

1. Any files stored on-site in file cabinets and control file rooms.
formation stored on local PC hard drives.
Any work in progress.
2. Received and un-opened mail.
3. Documents in offices, work cubes and files.
4. Off-site records stored in the Records Warehouse (if this is not a secure, hardened facility).

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## F. On-line Access to INSIGHT COMMUNICATIONS Computer Systems

In the event of a facilities disruption, the IT Disaster Recovery Plan strategy should be to assist in re-establishing connectivity to the INSIGHT COMMUNICATIONS departments and to establish remote communications to any alternate business site location. If the data center is affected by a disaster or disruption, the IT Disaster Recovery Plan should include recovering processing at a pre-determined alternate site. Seryices covered would include; phones, cellular phones, pagers, communications, and all other services required for restoring limited emergency service to the organization.

In this case, data communications will be rerouted from the data processing hot or cold site to the respective alternate business site locations.
**BCP Representatives - It will be necessary to contact your respective Information Technology department in order to complete this section. You should understand, and enter here, what the recovery timeframe is for systems recovery (i.e. will have critical systems restored within hours or days) and what the strategy is for acquisition, installation, and connection of PC's/terminals. Acquisition and recovery of critical standalone personal computer capabilities should also be considered here. You should also understand the Information Technology strategy for recovery of applications, either AS/400 based and/or those on desktop systems, which Operations and Administration relies on.**

## Mail and Report Distribution

During the time that INSIGHT COMMUNICATIONS department operations are run from the secondary facilities, output reports and forms will have to be delivered to that location. The data center may or may not have the same print capability if the disruption affected the data center as well, so it may be necessary to prioritize printing of output.

The EOC Administration Team in conjunction with designated delivery/courier services will distribute mail to all INSIGHT COMMUNICATIONS alternate business sites. Due to the possibility of multiple alternate business sites and the additional travel time required for mail service activities, the number of mail pickups and deliveries could possibly be decreased from the normal daily routine to once daily. Mail pickup and delivery schedules, including overnight mail, will be established and communicated to each alternate business Overnight mail/package delivery carriers should be contacted directly by a business function for items requiring pickup after the last scheduled pickup by the EOC Administration Team. All overnight mail service vendors will be notified by the EOC Administration Team of appropriate alternate office addresses to redirect deliverables to INSIGHT COMMUNICATIONS personnel or provide for pick up at the post office by a Team member.

Your Contact Center

## Section III: Recovery Teams

## A. Purpose and Objective

This section of the plan identifies who will participate in the recovery process for the Operations and Administration Business Continuity Plan. The participants are organized into one or more teams. Each team has a designated team leader and an alternate for that person. Other team members are assigned either to specific responsibilities or as team members to carry out tasks as needed.

The information in this section is organized into several subsections
B. Recovery Team Descriptions

This section lists the team definitions for the Operations and Administration Team and gives a short explanation of the function of each team or function.
Operations and Administration Recovery Team:
Responsible for oversight of the Operations and Administration recovery functions.
C. Recovery Team Assignments

This section identifies the team roles and the specific responsibilities that have been assigned to the team.


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## D. Personnel Notification

This section specifies how the team members are to be notified if the plan is to be put into effect by identifying who calls whom, and in what order. Notification will be made by email (group email) (RPN@icommpr.com) and contacting personnel by phone.

## References: Appendix A - Employee Telephone Lists

E. Team Contacts

This section identifies other people or organizations outside of the Operations and Administration Team who might need to be contacted during the recovery process. Their names and telephone numbers are provided.

Reference: Appendix A - Employee Telephone Lists
F. Team Responsibilities (EMT)


Fig. 1 - Chain in Command

Business Continuity Plan

Departmental Recovery Teams (ERT)

| Name | Department/Position | Floor | Comments |
| :--- | :--- | :--- | :--- |
| María Miranda | HR \& Finance | 3 |  |
| Germán Muñoz | Operations PR | 3 |  |
| Gonzalo Quezada | IT | - |  |
| Velda Rodriguez | CC Operations PR | 3 |  |
| Saymara Aldarondo | CC Operations PR | 3 |  |
| Rubén Rivera | CC Operations PR | 3 |  |
| Neftali Bernard | President | 3 |  |
| Carlos Cusnier | Compliance Officer | 3 |  |
| Mivian Villegas | CC Operations PR | 3 |  |
| José Zayas | CC Operations PR | 3 |  |
| Ledvia Báez | CC Operations PR | 3 |  |
| Alexandra Burgos | HR | 3 |  |
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## Business Continuity Coordinator

In the event of a disaster, the Business Continuity Coordinator is responsible for ensuring that the following activities are successfully completed:

- Works with the INSIGHT COMMUNICATIONS Emergency Management Team to officially declare a disaster and start the Disaster Recovery/Business Continuation process to recover INSIGHT COMMUNICATIONS' business functions at an alternate site.
- Alert INSIGHT COMMUNICATIONS' Senior Management that a disaster has been declared.
- Assist in the development of an official public statement concerning the disaster. The INSIGHT COMMUNICATIONS' EOC Communications Team Leader is the only individual authorized to make public statements about organization affairs.
- Monitor the progress of all Business Continuity and Disaster Recovery teams daily.
- Present Business Continuity Plan recovery status reports to Senior Management on a daily basis.
- Interface with appropriate work management personnel throughout the recovery process.
- Communicate directions received from INSIGHT COMMUNICATIONS' Senior Management to the EOC and Departmental Business Continuity Team Leaders.
- Provide on-going support and guidance to the Business Continuity teams and personnel.
- Review staff availability and recommend alternate assignments, if necessary.
- Work with INSIGHT COMMUNICATIONS' Senior Management to authorize the use of the alternate recovery site selected for re-deploying critical INSIGHT COMMUNICAJIONS resources.

Review/and report critical processing schedules and backlog work progress, daily.

- Ensure that a record of all Business Continuity and Disaster Recovery activity and expenses incurfed by INSIGHT COMMUNICATIONS is being maintained.


## EOC Communications Team -

This team is responsible for providing information regarding the disaster and recovery efforts to:

- INSIGHT COMMUNICATIONS and organization offices Senior Management
- Customers
- Vendors/Contracts
- Regulatory Agencies
- Other Stakeholders
- Coordinating, submitting, and tracking any and all claims for insurance.


## EOC Human Resources Team -

This team is responsible for:

- Providing information regarding the disaster and recovery efforts to employees and families.
- Assisting in arranging cash advances if out of area travel is required.
- Notifying employee's emergency contact of employee injury or fatality.
- Ensuring the processing of all life, health, and accident insurance claims as required.
- Coordinates temporary organization employee requests


## EOC Administration Team -

This team is responsible for

- Ensuring the recovery/restoration persionnel has assistance with clerical tasks, errands, and other administrative activities.
- Arranging for the availability of necessary office support services and equipment.
- Providing a channel for authorization of expenditures for all recovery personnel.
- Arranging travel for employees.
- Tracking all costs related to the recovery and restoration effort.

Identifying and documenting when repairs can begin and obtaining cost estimates.

- Determining where forms and supplies should be delivered, based on damage to the normal storage areas for the materials.
Contacting vendors to schedule specific start dates for the repairs.
Taking appropriate actions to safeguard equipment from further damage or deterioration.
Coordinating the removal, shipment, and safe storage of all furniture, documentation, supplies, and other materials as necessary.
- Supervise all salvage and cleanup activities.
- Coordinating required departmental relocations to the recovery sites.
- Coordinating relocation to the permanent site after repairs are made
- Assuring that arrangements are made for meals and temporary housing facilities, when required, for all recovery personnel.
- Assuring order placement for consumable materials (forms, supplies, etc.) for processing based upon input from the other teams.
- Assuring that mail, and reports are redirected to the proper location as required.


## Emergency Response Team -

This team is responsible for:

- The safety of all employees.
- Inspecting the physical structure and identifying areas that may have sustained damage.
- Expanding on and/or revising the findings of thePreliminary Damage Assessment.
- Providing management with damage assessment reports and recommendations.


## Information Technology Recovery Team (See also Disaster Recovery Plan) -

This team is responsible for:

- Activating the IT Technology Recovery Plan (See also Disaster Recovery Plan).
- Managing the IT disaster response and recovery procedures.
- Mobilizing and managing IT resources.
- Coordinating all communications related activities, as required, with telephone \& data communications, PC, LAN support personnel, and other IT related vendors.
required, in the acquisition and installation of equipment at the recovery site.
- Ensuring that cellular telephones, and other special-order equipment and supplies are delivered to teams as requested.

Participating in testing equipment and facilities.

Coordinating telephone setup at the EOC and recovery site.
Coordinating and performing restoration or replacement of all desktop PCs, LANs, telephones, and telecommunications access at the damaged site.

- Coordinating Disaster Recovery/IT efforts between different departments in the same or remote locations.
- Training Disaster Recovery/IT Team Members.


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- Keeping Senior Management and the EOC Business Continuity Coordinator appraised of recovery status.


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## Section IV: Recovery Procedures

## A. Purpose and Objective

This section of the plan describes the specific activities and tasks that are to be carried out in the recovery process for Operations and Administration. Given the Business Continuity Strategy outlined in Section II, this section transforms those strategies into a very specific set of action activities and tasks according to recoyeryphase.
The Recovery Procedures are organized in the following order. recovery phase, activity within the phase, and task within the activity.
The recovery phases are described in Section II.D of the Plan. In the Recovery Procedures document, the phases are listed in the order in which they will occur. The description for each recovery phase begins on a new page.
Each activity is assigned to one of the recovery teams. Each activity has a designated team member who has the primary assignment to complete the activity. Most activities also have an alternate team member assigned. The activities will only generally be performed in this sequence.

The finest level of detail in the Recovery Procedures is the task. All plan activities are completed by performing one or more tasks. The tasks are humbered sequentially within each activity, and this is generally the order in which they would be performed.

## B. Recovery Activities and Tasks

## PHASE I: Disaster Occurrence

## ACTIVITY: Emergency Response and Emergency Operations Center Designation ACTIVITY IS PERFORMED AT LOCATION: Main Office or Emergency Operations Center ACTIVITY IS THE RESPONSIBILITY OF THIS TEAM: All Employees

## TASKS:

1. After a disaster occurs, quickly assess the situation to determine whether to immediately evacuate the building or not, depending upon the nature of the disaster, the extent of damage, and the potential for additional danger.

Note: If the main office is total loss, not accessible or suitable for occupancy, the remaining activities can be performed from the Emergency Operations Center (EOC), after ensuring that all remaining tasks in each activity have been addressed. This applies to all activities where the Main Office is the location impacted by the disaster. The location(s) of the EOC are designated in Appendix D - Emergency Operations Center (EOC) Locations. The EOC may be temporarily setup at any one of several optional locations, depending on the situation and accessibility of each one. Once the Alternate site is ready for occupancy the EOC can be moved to that location.
2. Quickly assess whether any personnel in your surrounding area are injured and need medical attention. If you are able to assist them without causing further injury to them or without putting yourself in further danger, then provide what assistance you can and also call for help. If further danger is imminent, then immediately evacuate the building.
3. If appropriate, evacuate the building in accordance with your building's emergency evacuation procedures. Use the nearest stairwells. Do not use elevators.
4. Outside of the building meet at Parking Lot Area - New Port IV Building. Do not wander around or leave the area until instructed to do so.
Check in with your department manager for roll call. This is important to ensure that all employees are accounted for.

## ACTIVITY: Notification of Management

## ACTIVITY IS PERFORMED AT LOCATION: At Any Available Phone

ACTIVITY IS THE RESPONSIBILITY OF: Operations and Administration Management Team

TASKS:

1. Team leader informs the members of the Operations and Administration management team and notifies the Operations and Administration senior management if they have not been informed.
2. Operations and Administration personnel are notified of the disaster by following procedures as included in Section III. D. - Recovery Personnel Notification.
3. Depending upon the time of the disaster, personnel are instructed what to do (i.e. stay at home and wait to be notified again, etc.)


## ACTIVITY: Preliminary Damage Assessment

## ACTIVITY IS PERFORMED AT LOCATION: Main Office Location

## ACTIVITY IS THE RESPONSIBILITY OF: Operations and Administration Management Team

## TASKS:

1. Contact the Organization Emergency Response Team Leader to determine responsibilities and tasks to be performed by the Operations and Administration Management Team or employees.
2. If the Organization Emergency Response Team requests assistance in performing the Preliminary Damage Assessment, caution all personnel to avoid sarety risks as follows:

- Enter only those areas the authorities give permission to enter.
- Ensure that all electrical power supplies are cut to any area or equipment that could posses a threat to personal safety.
- Ensure that under no circumstances is power to be restored to computer equipment until the comprehensive damage assessment has been conducted, reviewed, and authority to restore power has been expressly given by the Emergency Management Team.

3. Inform all team members that no alteration of facilities or equipment can take place until the Risk Management representatives (this is a function provided through the Department of Central Services as a statewide service) have made a thorough assessment of the damage and given their written agreement that repairs may begin.
4. Instruct the Organization Emergency Response Team Leader to deliver the preliminary damage assessment status report immediately upon completion.
5. Facilitate retrieval of items (contents of file cabinets -- petty cash box, security codes, network backup tapes, control books, etc.) needed to conduct the preliminary damage assessment
6. Ensure that administrative support is available, as required.
7. Arrange a meeting with the Emergency Management Team and Management Teams from other GROUPSKDEPARTMENTS in your facility (location) to review the disaster declaration recommendation that results from the preliminary damage assessment and to determine the course of action to be taken. With this group, determine the strategy to recommend to Senior Management (the Emergency Management Team Leader will be responsible for communicating this to Senior Management).

## ACTIVITY: Declaration of a Disaster

## ACTIVITY IS PERFORMED AT LOCATION: Main Office Location or Alternate Site/Emergency Operations Center

ACTIVITY IS THE RESPONSIBILITY OF: Operations and Administration Management Team

## TASKS:

1. Actual declaration of a disaster is to be made by the Emergency Management Team, after consulting with senior management. The Operations and Administration Management Team should wait for notification from the Emergency Management Team that a disaster has been declared and that groups/departments are to start executing their Business Continuity Plans and relocate to their Alternate Business Site Location.
2. The person contacted verifies that the caller is someone who is authorized to do the notification.
3. The person contacted notifies the Operations and Administration Senior Management, if they have not yet been contacted.
4. In the event the Emergency Management Team cannot be assembled or reached, the Team Leaders from each Operations and Administration Management Team at the location should assemble, gather appropriate information, consult with senior management, and make the decision whether to declare the disaster.
5. Because of the significance, disruption, and cost of declaring a disaster, appropriate facts should be gathered and considered before making the decision to declare a disaster. Individual groups/department personnel or the respective Operations and Administration Management Teams should not unilaterally make a decision to declare a disaster. This is responsibility of the Emergency Management Team.


## PHASE II: Plan Activation

## ACTIVITY: Notification and Assembly of Recovery Teams and Employees <br> ACTIVITY IS PERFORMED AT LOCATION: Alternate Site/Emergency Operations Center ACTIVITY IS THE RESPONSIBILITY OF: Operations and Administration Management Team

## TASKS:

1. The team leader calls each member of the management team, instructs them of what time frame to assemble at the Operations and Administration Emergency Operations Center (to be decided at the time), and to bring their copies of the Rlan. The location(s) of the EOC are designated in Appendix D - Emergency Operations Center (EOC) Locations. The EOC may be temporarily setup at any one of several optional locations, depending on the situation and accessibility of each one. Once the Alternate site is ready for occupancy the EOC can move to that location, if preferred.
2. Review the recovery strategy and action plan with the assembled team.
3. If necessary, adjust the management team assignments based on which members are available.
4. The Management Team contacts critical employees and tells them to assemble at the alternate site. If the alternate site is a long distance from the primary site (i.e. out-of-state), then individuals should make their own travel arrangements to the alternate site. Noncritical employees should be instructed to stay at home, doing what work is possible from home, until notified otherwise.
5. In the event of a disaster that affects telecommunications service regionally, the Management Team should instruct critical employees to proceed to the alternate site even if they have not been contacted directly. Delays in waiting for direct communications can have a negative impact on INSIGHT COMMUNICATIONS' ability to recover vital services.

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## ACTIVITY: Relocation to Alternate Site

## ACTIVITY IS PERFORMED AT LOCATION: Alternate Site

## ACTIVITY IS THE RESPONSIBILITY OF: All Critical Personnel

## TASKS

1. When instructed by the Operations and Administration Management Team, make arrangements to commute or travel to the alternate site. Reference item \#5 under Notification and Assembly Procedures for exception to this step.
2. The Operations and Administration Management Team needs to consult with the Emergency Management Team and the Organization Emergency Response Team to determine if access can be gained to the primary (damaged) site to retrieve vital records and other materials. The Organization Emergency Response Team will only allow access to the primary site if the authorities grant access. This will be dependent upon the nature of the disaster and the extent of damage.
3. If allowed access to the primary site to retrieve vital records and other materials, perform some pre-planning to determine what is most important to retrieve. This may be necessary since the time you may be allowed access to the primary site may be minimal.
4. Depending on the amount of vital resords and other materials you are able to retrieve from the primary site, make arrangements to transport this material to the alternate site. If the material is not too great, this could be accomplished by giving to employees to carry along with them. If the material is a large amount, then make arrangements for transport services and/or overnight courien services.
5. Management and critical employees travel to alternate site.


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## ACTIVITY: Implementation of Interim Procedures

ACTIVITY IS PERFORMED AT LOCATION: Alternate Site
ACTIVITY IS THE RESPONSIBILITY OF: Operations and Administration Management Team

## TASKS:

1. After arrival at the alternate site, map out locations that can be used for workspace. This should include unused offices and cubicles, conference rooms, training rooms, lunch/break areas, and open space in hallways or in other areas.
2. Obtain additional tables and chairs, either from the office or from outside rental agencies to provide additional workspace. Place in any available open areas, but be cautious of not blocking exits for fire evacuation purposes.
3. Determine flexible working schedules for staff to ensure that client and business needs are met, but also to enable effective use of space. This may require that some employee's work staggered shifts or may need to work evening or nightshifts.
4. Gather vital records and other materials that were retrieved from the primary site and determine appropriate storage locations, keeping in mind effectiveness of workgroups.
5. Determine which vital records, forms, and supplies are missing. Obtain from off-site storage location or from other sources, as needed, per Appendices E \& F.
6. Developed prioritized work activities, especially if all staff members are not available.


## ACTIVITY: Establishment of Telephone Communications

## ACTIVITY IS PERFORMED AT LOCATION: Alternate Site

## ACTIVITY IS THE RESPONSIBILITY OF: IT Liaison

## TASKS:

1. Contact the Organization Disaster Recovery/IT Team to determine what activities they are taking to reroute telephone communications to the alternate site. Do not directly contact the telephone company - this will be handled by the Organization Disaster Recovery/IT Team.
2. If your alternate site is at another INSIGHT COMMUNICATIONS office, prepare a list of phone extensions which your staff will be temporarily using and provide this list to the alternate site switchboard attendant.
3. If your primary office phones will not be switched to the alternate site, let the Organization Disaster Recovery/IT Team know that the phones need to be transferred to the phone numbers you will be using at the alternate site
4. Coordinate with the Organization Communications Team regarding contacting customers to notify them of the disaster situation, how INSIGHT COMMUNICATIONS is responding, and how you can be reached. Do not contact customers until the Organization Communications Team has given you directions.

Organization Communications will provide you with scripts and guidance on how to discuss the disaster with customers to provide assurance that their confidence in INSIGHT COMMUNICATIONS will be maintained.

## ACTIVITY: Restoring Data Processing and Data Communications with Primary or Secondary Backup Data Center <br> ACTIVITY IS PERFORMED AT LOCATION: Alternate Site <br> ACTIVITY IS THE RESPONSIBILITY OF THIS TEAM: IT Liaison

## TASKS:

1. Contact the Organization Disaster Recovery/IT Team to determine when the data center is to be recovered, if affected by the disaster. Also, discuss when data communications will be established between the primary or secondary backup data center and your alternate site.
2. If your alternate site is another INSIGHT COMMUNICATIONS office, determine ifthat site has access to the computer systems that Operations and Administration uses. If so, work with local office management to determine how workstations can be shared between personnel from their groups/departments and Operations and Administration. This may involve using flexible hours or multiple shifts for your personne
3. Discuss with the Organization Disaster Recovery/IT Team when and how replacement PC's and/or terminals will be provided to you at the alternate site and when they will be connected.
4. Discuss with the Organization Disaster Recovery/IT Team when the files from your normal PC/LAN servers and applications will be restored and how you can access those files. Also, work with other INSIGHT COMMUNICATIONS management at your alternate site to discuss using their LAN servers.
5. Discuss with the Organization Disaster Recovery/IT Team your normal application report distributions, such as when you can expect to receive standard computer reports and how they will be distributed to your alternate site.
6. Communicate the IT recovery status to all Operations and Administration personnel who regularly use the systems.

| Data |  |  | Data in Order of Criticality |  |  |
| :--- | :--- | :--- | :--- | :--- | :---: |
| Rank | Data | Data Type | Backup Location(s) |  |  |
| 1 | Approach | Voice Recordings | Daily | QNAP Server \& NAS |  |
| 2 | QNAP | Vocie Recordings \& | Daily | Replicated to Secondary QNAP Server @ <br> Recovery/Alternate Site |  |
| 3 | FreePBX | BBXCVPS <br> call routigurations and protocols | As Configuration changes <br> are applied | Replicated to Secondary PBX server @ <br> Recovery/Alternate Site |  |
| 4 | Peachtree <br> Accounting |  <br> Administration Data | Weekly | Local NAS |  |
| 5 | ADP- <br> Payroll | Outsourced | Outsourced | Outsourced |  |
| 6 | ViciDial | Tepehone System and <br> Voice Recordings | Daily | At\&t Data Center - Hato Rey, PR |  |

Business Continuity Plan

PHASE III: Alternate Site Operations

## ACTIVITY: Alternate Site Processing Procedures

ACTIVITY IS PERFORMED AT LOCATION: Alternate Site
ACTIVITY IS THE RESPONSIBILITY OF: Alternate Site Operations Team

TASKS:

1. Communicate with customers regarding the disaster and re-solicit phone contacts (in conjunction with the Organization Communications Team)
2. Acquire needed vital documents
3. Access missing documents and files and reconstruct, if necessary


## ACTIVITY: Manage work backlog reduction.

## ACTIVITY IS PERFORMED AT LOCATION: Alternate Site

ACTIVITY IS THE RESPONSIBILITY OF: Alternate Site Operations Team

## TASKS:

1. Determine priorities for work backlogs to ensure the most important backlogged tasks are resolved first.
2. Set an overtime schedule, if required, based on staff and system availability
3. Set backlog priorities, establish a backlog status reports if necessary, and communicate this to the Operations and Administration supervisor.
4. Report the backlog status to Operations and Administration management on a regular basis.
5. If backlogs appear to be very large or will take a significant time to recover, determine if temporaries could be used for certain tasks to help eliminate the backlogs. If justified,


## PHASE IV: Transition to Primary Operations

## ACTIVITY: Changing Telephone and Data Communications Back to Primary Site

 ACTIVITY IS PERFORMED AT LOCATION: Alternate Site ACTIVITY IS THE RESPONSIBILITY OF: IT Liaison
## TASKS

1. Coordinate with the Organization Disaster Recovery/lT Team to determine when Operations and Administration will be relocating back to the primary site. Verify that they have a schedule to ensure that telephone and data communications are rerouted accordingly.
2. Discuss when and how PC's, terminals, and printers, if brought into the alternate site, will be de-installed, moved back to the primary site and re-installed.


## ACTIVITY: Terminating Alternate Site Procedures <br> ACTIVITY IS PERFORMED AT LOCATION: Alternate Site and Primary Site ACTIVITY IS THE RESPONSIBILITY OF: Operations and Administration Team

## TASKS:

1. Determine which alternate site operating procedures will be suspended or discontinued and when.
2. Communicate the changes in procedures to all affected staff.
3. Determine if additional procedures are needed upon return to the primary site, such as to continue resolving work backlogs.


## ACTIVITY: Relocating Personnel, Records, and Equipment Back to Primary (Original) Site ACTIVITY IS PERFORMED AT LOCATION: Alternate Site and Primary Site <br> ACTIVITY IS THE RESPONSIBILITY OF: Operations and Administration Management Team

TASKS:

1. In conjunctions with the Emergency Management Team and the Organization Emergency Response Team, determine when Operations and Administration will be scheduled for relocating back to the primary site.
2. Communicate this schedule to all Operations and Administration personnel.
3. Inventory vital records, equipment, supplies, and other materials, which need to be transported from the alternate site to the primary site.
4. Pack, box, and identify all materials to be transported back to the primary site.
5. In conjunction with the Organization Administration Team, make arrangement for a moving company or courier service to transport the boxes back to the primary site.


## Section V: Appendices

## Appendix A - Employee Telephone Lists

Appendix B - Recovery Priorities for Critical Business Functions
Appendix C - Alternate Site Recovery Resource Requirements
Appendix D - Emergency Operations Center (EOC) Locations
Appendix E - Vital Records
Appendix F - Forms and Supplies
Appendix G - Vendor Lists
Appendix H - Desktop Computer Configurations
Appendix I - Computer System Reports
Appendix J - Critical Software Resources
Appendix K - Alternate Site Transportation Information
Appendix L - Alternate Site Accommodations Information
Appendix M - Severity Impact Assessments
Appendix N - INSIGHT COMMUNICATIONS Business Impact Assessment
Appendix 0 -Recovery Tasks List
Appendix P - Recommended INSIGHTCOMMUNICATIONS Office Recovery
Appendix Q - Guides to EMS

Appendix A - Employee Telephone Lists

|  | Employee | Title/Function | Office Phone $\#$ | Home Phone <br> \# | Cellular/ Pager \# | EMAIL | Time <br> Called | Arrival <br> Time | Comment |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | Neftali Bernard | President | 787-625-1930 |  | 787-602-0400 | nbernard@icommpr.com |  |  |  |
|  | Carlos Cusnier | Compliance Officer | 787-625-1930 |  | 787-922-1622 | ccusnier@icommpr.com |  |  |  |
|  | María Miranda | HR Director | 787-625-1930 |  | 787-661-5698 | mmiranda@icommpr.com |  |  |  |
|  | Migdalia Marquez | HR Coordinator | 787-625-1930 |  | 787-532-3838 | mmarquez@icommpr.com |  |  |  |
|  | Gonzalo Quezada | IT Director | 787-625-1930 |  | 787-661-569 | lezada@icommpr.com |  |  |  |
|  | José Torres | IT Supervisor | 787-625-1930 |  | 787-932-0046 | torres@icommpr.com |  |  |  |
| * | Miguel Santos | IT Technician | 787-625-1930 |  | 37-718-3011 | santos @icommprcom |  |  |  |
| * | Ruben Rivera | Supervisor | 787-625-1930 |  | $787-424-0211$ | rrivera@icommpr.com |  |  |  |
| * | Velda Rodriguez | Supervisor | 787-625-1930 |  | 87-618-1517 | verodriguez@icommpr.com |  |  |  |
| * | Saymara Aldarondo | Supervisor | 787-625-1930 |  | $787-525-1804$ | aldarondo@icommpr.com |  |  |  |
| * | Mivian Villegas | Supervisor | 787-625-1930 |  | 939-258-3505 | mvillegas@icommpr.com |  |  |  |
|  | Germán Muñoz | Director | 787-625-1930 |  | $-530-007$ | gmunoz@icommpr.com |  |  |  |
| * | Ledvia Báez | Supervisor | 787-625-1930 |  | 787-359-0416 | lbaez@icommpr.com |  |  |  |
|  | Alexandra Burgos | HR | $787-625-1930$ |  | 787-410-7609 | aburgos@icommpr.com |  |  |  |
|  | Recovery Personnel | Email Group |  |  |  | RPN@icommpr.com |  |  | This group includes all members of DRP/BCP |
|  | Fire, Police, Emergency |  | 911 |  |  |  |  |  |  |

* Indicates Team Leader
** Indicates Alternate Team Leader


Appendix B - Recovery Priorities for Critical Business Functions

| Department | Priorities | Maximum Allowable Downtime |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: |
| Operations and Administration |  | 1-2 Days | 3-5 days | 1-2 weeks | > 2 weeks |
| Contact Center Operation | Critical |  |  |  |  |
| Finance/HR |  | - | X |  |  |
|  |  |  |  |  |  |
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Appendix C - Alternate Site Recovery Resource Requirements General Requirements

| \# | Description | Current Number | BCP Number | Comments |
| :---: | :---: | :---: | :---: | :---: |
| 1. | Number of people | 40 | 20 |  |
| 2. | Square footage needed | 1000 | 500 |  |
| 3. | Power Outlets 110V | 70 |  |  |
| 4. | Power Outlets 220V | 0 |  |  |
| 5. | Telephones | 0 | 0 |  |
| 6. | Telephone lines | 1 |  |  |
| 7. | Desks |  |  |  |
| 8. | Chairs |  | 20 |  |
| 9. | Tables | 0 |  |  |
| 10. | Typewriters |  | 0 |  |
| 11. | Photocopiers |  | 1 |  |
| 12. | Calculators |  | 0 |  |
| 13. | Microfiche Viewers | 0 | 0 |  |
| 14. | File Cabinets (specify type | 0 | 0 |  |
| 15. | Other - Please attach list |  |  |  |

Business Continuity Plan

Technical Requirements

| $\#$ | Description | Current <br> Number | BCP <br> Number | Comments |
| :--- | :--- | :---: | :---: | :---: |
| 1. | Telephone Lines (regular) | 1 | 1 |  |
| 2. | Telephone Lines (800 or special) | 0 | 0 |  |
| 3. | Single Line Telephone Sets | 0 | 0 |  |
| 4. | Other Type Telephone Sets <br> TWO LINE | 0 | 0 |  |
| 5. | Stand-alone FAX Machines | 0 | 0 |  |
| 6. | PC's | 40 | 20 |  |
| 7. | LAN/WAN Connections | 40 | 20 |  |
| 8. | Printers - LAN | 1 | 4 |  |
| 9. | Printers - Direct attach to PC | 0 | 0 |  |
| 10. | PC Connectivity outside INSIGHT <br> COMMUNICATIONS* (Internet) | 40 | 20 |  |
| 11 | Other Computers | 0 | 0 |  |
| 12. | Fax - Stand alone | 0 | 0 |  |
| 13. | Other - Please attach list |  |  |  |

## Appendix D - Emergency Operations Center (EOC) Locations

## Disaster Affecting Which Area/Building: INSIGHT COMMUNICATIONS

EOC Location:
LogoMarca Building
Avenida Rómulo Betancourt \# 1210 Piso 5
Santo Domingo, República Dominicana


EOC Location:
Doral Bank Plaza
Piso 7
Suite 701 A
Calle Resolución \#33
San Juan, PR 00920Map of Recovery/Alternate Facility Location at Puerto Rico


Your Contact Center

## Business Continuity Plan

Alternate Sites


## Business Continuity Plan

Appendix E - Vital Records

| Description | Primary Location of <br> Records | Alternate (Backup) <br> Location of Records | Other Sources to <br> Obtain Records |
| :--- | :--- | :--- | :--- |
| Settlement Agreements | Department File <br> Cabinets |  | Vault <br> Canned images on <br> Network drive/Other <br> Parties |
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## Appendix F - Forms and Supplies

| Form/Supply <br> Name/Description | Primary Locations <br> Where Stored | Alternate Sources <br> to Obtain <br> Form/Supply | Vendor's <br> Name/Phone |
| :--- | :--- | :--- | :--- |
| No special form or supplies <br> other than standard office <br> supplies. |  |  |  |
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## Business Continuity Plan

Appendix G - Vendor Lists


## Appendix H - Desktop Computer Configurations

Description of Desktop: HP 200 G1 MT / clone $\qquad$
Used By: All Insight Employees $\qquad$
Business Activity Supported: Connection with External Apps via Internet
Connected to Which LAN's: 172.27.100.0 /24 VLAN 802.1Q Tag 8
Used for Host Access (Which Applications): cctoolbar, SAP
Special Features, Boards, Memory Size, Etc.: HDD 160GB+ RAM 4GB CPU 2GHz+ $\qquad$
Ethernet Net Cards, Fax/Modems: built-in 10/100 network controller


Proprietary Software required (indicate release number, version and/or level, as applicable:
CcToolbar very 4.0.36.20, $\qquad$


Appendix I-Computer System Reports

| Report Name | Report Description | System <br> Produced <br> From | Alternate <br> Sources of <br> Report or <br> Information |
| :---: | :---: | :---: | :---: |
| No special computer reports <br> required. |  |  |  |
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Your Contact Center

Appendix J - Critical Software Resources

| Software Application | Publisher or Vendor | Platform | Recovery <br> Criticality |  |
| :--- | :--- | :--- | :--- | :--- |
| Approach | Tecnovoz | Call Center | 24h |  |
| ADP | Client CRM | Payroll | 72h |  |
| SAP |  | CRM | 24 h |  |
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## Appendix K - Alternate Site Transportation Information

Employees will be notified (by team members), if a disaster is declared, as to the location and when to report. Since recovery site is local, transportation to the work location is up to the employee unless directed otherwise. Directions will be supplied at the time of notification, if necessary.


## Appendix L - Alternate Site Accommodations Information

Should alternate site accommodations be required team members will be notified. Employees will be contacted (by team members), if a disaster is declared, as to the location and where to go. Since accommodations are local, transportation to the work location is up to the employee unless directed otherwise. Directions will be supplied at the time of notification, if necessary.


Business Continuity Plan
Your Contact Center

Appendix M - Severity Impact Assessments Operations and Administration

|  | Severity of Impact |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | Least |  | to ----->> |  | Greatest | Comments |
|  | Impact Area | 1 | 2 |  | 4 | - 5 |  |
| 1 | Cash Flow Interruption | X |  |  |  |  |  |
| 2 | Inoperative Billing Systems | X |  |  |  |  |  |
| 3 | Inoperative Financial Controls | X |  |  |  |  |  |
| 4 | Loss of Customers |  |  |  |  |  |  |
| 5 | Financial Reporting (Banks, IR |  | X |  |  |  |  |
| 6 | Increases in Liability |  |  |  |  |  |  |
| 7 | Loss of Public Image |  |  |  |  |  |  |
| 8 | Operations and Administration Violations |  |  |  |  |  |  |
| 9 | Contractual Violations |  |  |  |  | X |  |
| $\begin{aligned} & 1 \\ & 0 \\ & \hline \end{aligned}$ | Vendor Liabilities \& Relations |  |  | X |  |  |  |
| 1 <br> 1 <br> 1 | Customer Liability \& Relations |  |  |  |  | X |  |
| $\begin{array}{\|l} \hline 1 \\ 2 \\ \hline \end{array}$ | Effect on Employee Morale |  |  | X |  |  |  |
| 1 3 | Staff Resignations | X |  |  |  |  |  |

Appendix N - INSIGHT COMMUNICATIONS Business Impact Assessment


Appendix O-Recovery Tasks List
Recovery Activation Date:

| Task <br> No. | Task Description | Estimated <br> Time | Actual <br> Time | Assigned To | Assigned <br> Time | Completed <br> Time | Comments |
| :---: | :--- | :--- | :--- | :--- | :--- | :--- | :--- |
| 10 | Receive Communication on emergency <br> Situation |  |  |  |  |  |  |
| 20 | Identify recovery site |  |  |  |  |  |  |
| 30 | Retrieve Business Continuity Plans |  |  |  |  |  |  |
| 40 | Notify department members identified in <br> Appendix A |  |  |  |  |  |  |
| 50 | Retrieval of department Vital Records |  |  |  |  |  |  |
| 60 | Oversee delivery and placement of <br> office equipment. |  |  |  |  |  |  |
| 70 | Oversee delivery and placement of <br> office supplies. |  |  |  |  |  |  |
| 80 |  |  |  |  |  |  |  |

CONFIDENTIAL Document for Internal Use by INSIGHT COMMUNICATIONS Personnel Only Version Number: 5.00 Last Updated: Feb-2018

## PERFORMANCE RATING QUESTIONNAIRE RFP 83673 CALL CENTER SERVICES

The Puerto Rico Electric Power Authority (PREPA), is a public corporation and governmental entity of the Commonwealth of Puerto Rico, created with the duty of providing electric power in a reliable manner, contributing to the general welfare and the sustainable future of Puerto Rico, maximizing the benefits and minimizing the social, environmental, and economic impacts for the citizens of Puerto Rico. The company has nearly 1.5 million customers, more than 2,500 transmission and sub-transmission line miles and more than 32,000 distribution line miles.

We recently issued a Request for Proposals (RFP) with the objectives to solicit proposals from all interested experienced and qualified organizations which can provide Call Center Services.


#### Abstract

Overview and General Instructions: PREPA, as part of a qualification process currently underway, we received a proposal from the entity identified below. This entity listed you as one of its references for previous performance of the services being procured by PREPA. As part of the evaluation process of the proposals received, PREPA would appreciate your, or any of your team members, response to this Performance Rating Questionnaire. This Questionnaire will be taken into consideration in the evaluation of the entity's qualifications for the services. PREPA, as well as the entity that listed you as a reference, would greatly appreciate a response within five (5) business days as to not delay the evaluation process of their submission. Completed questionnaires should best sent to the same email address from which it was received.


## Entity: Insight Communication, Corp.

Questionnaire Date:

03/18/2019

## Services being procured:

- Call Center Services
- IVR
- Outbound Call Retention Campaigns
- Inbound Call Retention
- Port-Out Support to Dealer Locations
- Migration from Open Mobile legacy to Sprint/Boost Support


## IDENTIFICATION OF RESPONDENT

| Company: | PR WIRELESS |
| :--- | :--- |
| Name: | Juan Saca |
| Title: | President \& CEO |
| Telephone Number: | 787.348.6634 |
| Email Address: | juan.saca@prwireless.com |
| Signature: |  |

## QUESTIONNAIRE

Rate the following items based on your experience with the entity as related to the services or similar services provided by the entity to you or your company.

## Quality of Services

## 1. Compliance with contract/services requirements: <br> Poor $\quad \square$ Fair $\quad \square$ Good $\square$ Very Good X Excellent

2. Level of knowledge, experience and training of the personnel:
Poor
Fair
Good
X Very Good
Excellent
3. Capability of the personnel to perform the required services:

| $\square$ | Poor | $\square$ | Fair | $\square$ | Good | X | ood | $\square$ | Excellent |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 4. Efficiency of the personnel to perform the required services: |  |  |  |  |  |  |  |  |  |
| $\square$ | Poor | $\square$ | Fair | $\square$ | Good | X | Very Good | $\square$ | Excellent |
| 5. Overall quality of services: |  |  |  |  |  |  |  |  |  |
| $\square$ | Poor | $\square$ | Fair | $\square$ | Good | $\square$ | Very Good | X | Excellent |
| Timeliness of Performance |  |  |  |  |  |  |  |  |  |
| 6. Reliability: |  |  |  |  |  |  |  |  |  |
| $\square$ | Poor | $\square$ | Fair | $\square$ | Good | $\square$ | Very Good | X | Excellent |
| 7. Compliance with contract delivery timeframes and/or task deadlines: |  |  |  |  |  |  |  |  |  |
| $\square$ | Poor | $\square$ | Fair | $\square$ | Good | X | Very Good | $\square$ | Excellent |
| Customer relationship |  |  |  |  |  |  |  |  |  |

8. Cooperative behavior:
Poor $\quad \square$ Fair $\quad \square$ Good $\square$ Very Good X Excellent
9. Notifications of problems or situations that could adversely affect services:

| $\square$ | Poor | $\square$ | Fair |  | Good | $\square \mathbf{X}$ | Very Good | $\square$ |
| :---: | :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- |
| 10. Flexibility: |  |  |  |  | Excellent |  |  |  |
| $\square$ | Poor | $\square$ | Fair | $\square$ | Good | $\square$ | Very Good | X |

11. Proactivity in the resolution of problems during the provision of the services:
Poor
Fair
Good
Very Good
X Excellent

ADDITIONAL COMMENTS (Please provide additional comments related to your experience with the entity.)
a. Friendly agents. These are the frontline of our company and the agents always deliver a friendly and warn experience to our customers.
b. Flexibility. Insight provide agents that can manage customers that are engaged and happy with our services or angry customers that are difficult to handle and heavily complain during the call. They manage them efficiently and keep the calm in adverse situations.
c. Speed. Agents are fast and efficient. They work quickly without sacrificing the quality of their work and meeting the service levels.
d. Creativity. Insight is always looking at ways to automate process that makes sense and performance management of the agents. Call Quality monitoring and KPI are values on their core.
e. Reliable. You can trust Insight will comply with the agreements and will work with you when difficult situation arises. This have been a challenging year because of PR Wireless transition from Open Mobile and Insight has been able to fulfil our requests during this period to facilitate change management and keep providing top customer service to our customers.
f. Always incorporating new technologies on services provided. Among these, self-service options in the IVR, live chat, Analytics and social media.
g. Consistently met service level agreements (SLA) period over period.
a. Attention Level: Over 95\%
b. Abandon Calls: Less than $5 \%$
c. Service Level: $95 \%$ (Calls answered within 45 seconds)
d. TMO: Under 5 minutes.

 reliable manner, contributing to the general welfare and the sustainable future of Puerto Rico,
 citizens of Puerto Rico. The company has nearly 1.5 million customers, more than 2,500 transmission and sub-transmission line miles and more than 32,000 distribution line miles.
We recently issued a Request for Proposals (RFP) with the objectives to solicit proposals from all interested experienced and qualified organizations which can provide Call Center Services.
Overview and General Instructions: PREPA, as part of a qualification process currently underway, we received a proposal from the entity identified below. This entity listed you as one of its references for previous performance of the services being procured by PREPA. As part of the evaluation process of the proposals received, PREPA would appreciate your, or any of your team members, response to this Performance Rating Questionnaire. This Questionnaire will be taken into consideration in the evaluation of the entity's qualifications for the services. PREPA, as well as the entity that listed you as a reference, would greatly appreciate a response within five (5) business days as to not delay the evaluation process of their submission. Completed questionnaires should best sent to the same email address from which it was received.

## $3 / 15 / 2019$ <br> . <br> Entity: LinkActiv, Inc.

## 特

Services being procured:

## QUESTIONNAIRE

Rate the following items based on your experience with the entity as related to the services or similar services provided by the entity to you or your company.

(v) Excellent
6. Reliability:
$\square \quad$ Poor
$\square$
7. Compliance with contract delivery timeframes and/or task deadlines:
$\square$ Poor
$\square$$\square$ Fair $\quad \square \quad \square$ Good $\quad \square$ Very Good $\quad \square \quad$ Excellent
Poor $\square$ Fair $\square$ Good $\square$ Very Good $\square$ Excellent
Customer relationship



Government of Puerto Rico

## CERTIFICATE OF GOOD STANDING

I, LUIS G. RIVERA MARÍN, Secretary of State of the Government of Puerto Rico,

CERTIFY: That, pursuant to Puerto Rico's General Law of Corporations, LINKACTIV LLC, register number 84766, a for profit domestic Limited Liability Company organized under the laws of Puerto Rico on September 2, 1993, has complied with the payment of its Annual Fees.


IN WITNESS WHEREOF, the undersigned by virtue of the authority vested by law, hereby issues this certificate and affixes the Great Seal of the Government of Puerto Rico, in the City of San Juan, Puerto Rico, today, February 19, 2019.


LUIS G. RIVERA MARÍN
Secretary of State

## Project: AEE

Last Rev: JLC: 022519

## Kickoff and Setup

Project Planning
Communicate Decision Date
Letter of Intent
Final Contract
nitial Kick-off Meeting
Scripts Specification Requirement
Report Requirement Analysis (5 days)
IT Requirements
Training Planning with AEE
Pre-Check Training Modules
Recruit, Training and Setu

- New Hire Process

New Hires Recruiting
New Hres Training
LinkActiv Basic Training
EE Training
Supervisor/QA Coaching \& Mentoring Training
Infrastructure Provisioning
Circuits Configuration and Testing
AEE Applications Installation and Test (10 days)
Platforms Test in Pre-Production (10 days)
On the Job Training Support-Nesting
Campaign Setup
Scripts Analysis and Design
Report Building and Validation
Softphone Development and Testing
ACD Configuration and Setup
Client Station / Setup Remote Access

- Project Launch

Checkpoint Meetings - tbd
Project Managers

Legen
$\frac{\text { Legend: }}{\text { Not Started }}$
In Process Completed Delayed

|  |  | Responsible |  |  |  |  |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Start Date | End Date | LinkActiv | AEE | 3rd Party | Status | Comments/Risks | Month1 |  |  |  | Month2 |  |  |  |
|  |  |  |  |  |  |  | 1 | 2 | 3 | 4 | 1 | 2 | 3 | 4 |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  | AEE |  |  |  |  |  |  |  |  |  |  |  |
|  |  | Sales Director | AEE |  |  |  |  |  |  |  |  |  |  |  |
|  |  | Sales Director | AEE |  |  |  |  |  |  |  |  |  |  |  |
|  |  | LinkActiv Team | AEE Team |  |  |  |  |  |  |  |  |  |  |  |
|  |  | Account Executive | tbd |  |  |  |  |  |  |  |  |  |  |  |
|  |  | Account Executive | tbd |  |  |  |  |  |  |  |  |  |  |  |
|  |  | IT Director |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | HR Director | AEE |  |  |  |  |  |  |  |  |  |  |  |
|  |  | HR Director | AEE |  |  |  | $\square$ | $\square$ |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | HR Director |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  | $\square$ | - | - | $\longrightarrow$ |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | LinkActiv Trainer |  |  |  |  |  |  |  |  | $\Rightarrow$ |  |  |  |
|  |  | LinkActiv CSRs |  | AEE trainers |  |  |  |  |  |  |  | , |  |  |
|  |  | Sups/QA | AEE |  |  |  |  |  |  |  |  | $\square$ |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | IT Director | IT-tbd | IT-tbd |  |  |  |  |  | 3 |  |  |  |  |
|  |  | IT Director | 1 T -tbd | IT-tbd |  |  |  |  | $\square$ | $\longrightarrow$ |  |  |  |  |
|  |  | IT Director | 17 -tbd | 17 -tbd |  |  |  |  |  | $\square$ |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | RH Trainer | AEE |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | IT Development Manager | IT-tbd | IT-tbd |  |  |  |  | , |  |  |  |  |  |
|  |  | Shared Services Manager | IT-tbd | 17 -tbd |  |  |  | - | $\checkmark$ |  |  |  |  |  |
|  |  | IT Development Manager | 17 -tbd | 17-tbd |  |  |  |  |  |  | - | - |  |  |
|  |  | IT Infrastructure Manager | 1 T -tbd | IT-tbd |  |  |  |  |  |  |  |  |  |  |
|  |  | IT Infrastructure Manager | IT-tbd | IT-tbd |  |  |  |  |  |  |  | $\square$ |  |  |
|  |  | LinkActiv Team | AEE Team | AEE Team |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

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# REQUEST FOR PROPOSALS RFP 83673 CALL CENTER SERVICES 

Issued by the Puerto Rico Electric Power Authority
Date RFP Issued: February 8, 2019
Response Proposals Due Date: February 27, 2019

February 27, 2019

## Delis Tamara Zambrana <br> Natalia Martinez Lugo <br> Puerto Rico Power Authority Supply Chain Division 2019

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## OTHER DOCUMENTS

Uploaded to PowerAdvocate:

- Cover Letter
- Audited Financial Statements 20167 @017
- Appendix - C2 - Bid Bond
- Sample Operational Reports
- Proposed Implementation Chart
- Good Standing Certificate
- SURI Registro de Comerciante
- DRP Plan
- Letters of Recommendation


## Introduction

LinkActiv is delighted to have the opportunity to respond to your Request for Proposal, to partner with a solution that will improve PREPA response times, first call resolution rates, customer contact quality and overall customer service management costs.

- The accompanying proposal provides a comprehensive response to all the requirements outlined in the RFP document, as well as additional information provided on the answers to vendors questions.
- The designated primary contact person for the engagement is:

Burton M. Polhamus López
Sales \& Client Relationship Manager
T.787.641.5400 x3441
M.787.918.2241
F. 787.641.3905
E. bpolhamus@linkactiv.com

Should you have any questions, please do not hesitate to contact us.

## LinkActiv

## Brief History and Overview of Operations

LinkActiv, Inc. (LinkActiv), founded in 1994 with more than 25 years' experience, is a wholly owned subsidiary of the Grupo Ferré-Rangel, which is the largest media, communications and services conglomerate in Puerto Rico. LinkActiv is located in Guaynabo, Puerto Rico, employs more than 1,300 people and serves more than 30 clients in several industries.

In its facilities, LinkActiv operates more than 15 call center campaigns and is considered one of the largest Direct Marketing Company in Puerto Rico.

LinkActiv is responsible for relations among companies, their customers and users through a technology and processing platform that enables interaction through multiples assistance channels. LinkActiv operates mostly in the Spanish/English speaking markets.

The principal products and solutions provided by LinkActiv include:

- Multimedia Contact Center - Fully bilingual (English and Spanish), CTI-based inboundoutbound system that integrates traditional voice and IP technologies to contact, acquire, service and retain customers. The automated, interactive technology consolidates multiple channels at agent's computers, including Telephone, Web, IVR, SMS, Email, MMS and Chat.
- Customer Relationship Management (CRM) - Seamless CRM services that includes analytics, flexibility and accessibility of information to allow proper and instant retrieval and utilization of customer information.
- Strategic Database Services - Complete, multi-channel database solutions that allow clients to build, maintain and use customer data efficiently and successfully. LinkActiv database management expertise include; database development and acquisition, data entry, data warehousing, database updating, hygiene and maintenance, database segmentation and profiling, list rental and e-mail address acquisition.
- Direct Mail and Print Shop - Promote clients' new products or services with targeted direct mail pieces, which includes the design, production and printing of tailored direct mail pieces.
- Warehouse and Fulfilment - Barcode and web-based inventory management programs for better control and visibility of processes.
- In-house Training Center - Tailor-made training to clients and lease of LinkActiv training facilities to company groups.
- Staffing Services - Full service agency for temporary and/or full-time projects.


## b. Requirement of Legal Entities

- LinkActiv acknowledges that we are a corporation, properly registered to do business in Puerto Rico and the U.S. at the time of the submission of this proposal and comply with all applicable Puerto Rico or U.S. laws and/or requirements. See uploaded Certificate of Good Standing.
- LinkActiv is part of PREPA's Supplier Registry to execute a contract - Vendor \#123868.


## c. Required Qualifications of Proponents

LinkActiv certifies the following:

- For the past 25 years since starting operations, we have a satisfactory record of integrity and business ethics.
- Neither LinkActiv nor any person or entity associated with LinkActiv has been the subject of any adverse findings that would prevent PREPA from selecting LinkActiv. Such adverse findings include, but are not limited to, the following:
- Negative findings from a Federal Inspector General or from the U.S. Government Accountability Office, or from an Inspector General in another state.
- Pending or unresolved legal action from the U.S. Attorney General or from the U.S an attorney general in Puerto Rico or another state.
- Pending litigation with the Government of Puerto Rico, or any other state.
- Arson conviction or pending case
- Harassment conviction or pending case.
- Puerto Rico and Federal or private mortgage arrears, default, or foreclosure proceedings
- In rem foreclosure.
- Sale tax lien or substantial tax arrears.
- Fair Housing violations or current litigation.
- Defaults under any Federal and Puerto Rico-sponsored program.
- A record of substantial building code violations or litigation against properties owned and/or managed by Proponents or by any entity or individual that comprises Proponents.
- Past or pending voluntary or involuntary bankruptcy proceeding.
- Conviction for fraud, bribery, or grand larceny.


## d. Experience and Capacity

- Summary of general information Company Profile - LinkActiv


## General facts

1. Name of Company
a. LinkActiv, Inc.
2. Holding Company
a. Grupo Ferré-Rangel
b. www.grupoferrerangel.com/home/
3. Number ofemployees
a. 1,300
4. Employer Social Security Number
a. 660-505-713
5. Physical \& Postal Address
a. AmelialndustrialPark20CalleDiana,Guaynabo,PR00968 PO Box 366398, San Juan PR 00936-6398
6. LinkActiv contact
a. Dennisse Diaz-dennisse.diaz@gfrpr.com
7. Ratio part-time/full-time
a. $70 / 30$
8. Ratio of employee with higher end (bachelors or higher)
a. $30 \%$
9. Totalyears' operating as a company in Puerto Rico
a. 25 years
10. LinkActiv contact
information:
Web: www.linkactiv.com, Tel- 787-641-5400, Fax - 787-641-3905
Mailing Address: PO BOX 366398, San Juan, PR 00936-6398

## Summary of relevant information

LinkActiv, founded in 1993 is a full-service bilingual, bi-cultural direct marketing company servicing Puerto Rico, USA and Canada, primarily focused in the development and execution of interactive, personalized marketing strategies and managing relationships with customers in a multichannel communication structure.

As part of Grupo Ferré Rangel, the main group of media, information and communication services in Puerto Rico, clients from a wide range of industries have benefited from our expertise and resources. As a familyowned company with a multi-talented leadership team, we are guided by a commitment to entrepreneurship. As business partners, we provide carefully crafted solutions and high-quality bilingual- bicultural customer engagement services; utilizing 25 years of industry experience to deliver a service solution with inherent cost advantages to attain unparalleled client ROI

We are a premier international designer and supplier of Contact Center, Data \& Intelligence Management, Fulfilment, Mailing and Industrial Commercial Printing services.

We are the \#1 Customer Engagement Solutions Provider in Puerto Rico


LinkActiv provides services to entities in the following industries:

- Financial and BankingServices
- Emergency Management
- Telecommunications
- Consumer Goods
- Automotive
- Government
- Insurance
- Utilities
- Pharmaceutical
- Hospitality

Our Business Footprint:


LinkActiv's unique attributes:

Account team - "BrandTeam" - A multidisciplinary team where each resource performs tasks relating to its area, but in line with the brand, objectives and expectations of the customer. Acknowledging that each solution for each customer is differentinits characteristics and service needs, the responsibilities areexecuted to attain optimal solutionsfor each client. Every LinkActivcustomer is assigned with a structure as shown in the image below:

A. Synchronized multichannel execution: One voice, multiple channels - to maximize the effectiveness of resources, LinkActiv runs an idea (strategic objectives ofthe project) through different communication channels. We are the only provider in PR with the ability to run simultaneousandcoordinatedeffortsinallchannelsofdirect communication.
B. All services under one roof - The unique service feature of LinkActiv's all under one roof approach, promotes a larger return on the client's investment (ROI) in relation to the services provided by LinkActiv, by providing a more solid level of service, as wellascontact strategies focused on the client, which can be managed with high quality and a single focus. This approach improves outcomes for:
a. Client acquisition
b. Client loyalty andretention
C. Sales
d. Lower operation costs

## Some of the qualities that make us leaders in the market of contact center in PR are:

- Strongcapabilities ofproviding customizedandeffective solutionsand products,based and developed on the specific needs of each customer
- Lastgeneration contactcentermultimediatechnology(telephone,e-mail, chat, social networks, printing and sending of mail pieces in demand)
- Remote monitoring systems
- Real-time Internetreporting
- QualityControlDepartmentfocusedoncustomerprocessadherenceandclient satisfaction
- Low staff turnover (below 10\%)
- Safe and ready-to-recover facilities(no morethan 72 hours) in case of disaster


## LinkActiv Experience

- LinkActiv has 25 years of experience managing projects of comparable size and sensitivity.



## Customers we serve under partnerships

## LinkActiv relevant qualifications

- SSAE18 -LinkActiv is certified as an entity that meets the standards of the SSAE18 standard (previously SAS70). This certification, product of a rigorous process of a $3^{\text {rd }}$ party audit, ensures that LinkActiv operates under the strictest standards of process compliance and informationsecurity.
- Useoftheproperprotocolstoprocesssensitiveand/orconfidentialcustomer data.
- Definitive proof that the necessary controls follow safety standards at large such asFERPA, HIPAA,SOXandGLBAbusinessservicelevels
- Certification that the data is accessible to authorized personnel only when necessary.
- PCI -Certification issued by the payment card industry that ensures that LinkActiv complieswiththehigheststandards ofprotection ofelectronictransactiondata
- Safe and fast-recovery installations. LinkActiv has bunker-type facilities, designed with business continuity in mind.
- Multiple redundant data and telephony paths
- ATT (Optic Fiber Transport)
- 100 MB internet
- 437 telephonyports
- WorldNet (Optic Fiber Transport)
- 30MB Internet
- 184 telephonyports
- Claro (PRIs)
- 69 Telephonyports
- Neptune (Wireless Transport)
- 100MB Wireless Internet
- Entirenetworkandcomputersareprotected byenterprise-levelUPS
- Building1-80KVA
- Building2-50KVA
- Data Center
o 30KVA dedicated to the data center
- AVAYA technology (telephone box) that provides tools and a greater capacity for redundancy (Main and ESS environment).
- Physical structure, "bunker type", in non-flood zone
- 3 Private cisterns of drinking water
- Four(4) powergenerators, capable of providingenergyforseveralweeksif necessary
o Onan-Industrial Grade-2 generators work and 2 rest, alternating in cycles of 12 hours
- 24/7 security in both the operational facilities and company-owned parking lots

Additionally..... LinkActiv is expanding:

- 2 additional facilities, located in the east area of the island-Ceiba and Canovanas, which will have the same resilience and constitute as alternatives for redundancy services.

- The one located further east, in the town of Ceiba, LinkActiv North America, willexclusivelyexportservicesforclientsfrommainlandUS.
[] From what used to be the formerNaval Base of Roosevelt Roads
- New facilities will provide access and work opportunity to additional bilingualhuman resources located onthenortheast\&eastsideof the island.
. Thelightertheshade,themorebilingualhouseholdsare present

(Source: American Community Survey 2016 - US
Census Bureau)

Our proposal considers providing adedicatedatmosphereand 100\% seating capacityfor service agents and supervisors.

Call center facilities are equipped with all furniture, computers, telecommunications and monitoring equipment needed to manage the call center.

## Benefits of the LinkActiv solution

- Dedicatedresourceswithvastexperienceincustomerservicemanagement
- Proven track record of providing consistent results to clients in public and private entities
- Fast and efficientimplementation
- Safe and fast Recovery Installations
- Identify engagement and or staff experience with entities comparable to PREPA for which the LinkActiv provide or has provided, similar services within the last twelve (12) months.

| Client Name | Medicaid Program-PR Dept of Health |
| :---: | :---: |
| - Work <br> Description and Performance Metrics | Dedicated/secured Customer service unit to handle over 100k monthly calls and or pre-screening requests |
| - Project Duration | 60 months |
| - End Date | 7/2017 |
| - Service Deliverables | IB/OB Call Center, Mailing Services |
| - Main Contact | Luz Cruz Romero 787-765-2929 ext.6712 / 6713 |


| Client Name | AAA |
| :--- | :--- |
| $\bullet \quad$Work <br> Description and <br> Performance <br> Metrics | Dedicated team of 120 Agents to Handle over 80k calls per <br> month. LinkActiv handled two types of calls, Client Service and <br> Payable. 7 days a week from 6:00am to 11:00pm |
| $\bullet$ | Project Duration |
| $\bullet$ | End Date months |
| $\bullet \quad$Service <br> Deliverables | I/30/2017 |
| $\bullet$ | Main Contact |

- Detail five (5) similar engagements and/or experience with private and public-sector clients that would demonstrate that the LinkActiv can provide the requested services.

| 1. | Client Name |
| :--- | :--- |
| Werk <br> Derformance <br> Metrics | Medicaid Program-PR Dept of Health |
| $\bullet$ | Dedicated/secured Customer service unit to handle over 100k <br> monthly calls and or pre-screening requests |
| $\bullet$ | End Date |$\quad 7 / 2017$.


| 2. | Client Name |
| :--- | :--- | AAA


| 3. | Client Name |
| :--- | :--- |
| $\bullet$ | Rising Phoenix |
|  | Description and <br> Performance <br> Metrics | | STEP Program (Shelter and Temporary Emergency Program) -Tu |
| :--- |
| Hogar Renace. Linkavtiv mantains a dedicated program/team of |
| 600 agents to perform the services of receiving and handling the |
| intake of all applicants for the STEP program calls |



| 5. | Client Name | T-Mobile PR/USA |
| :---: | :---: | :---: |
|  | Work <br> Description and Performance Metrics | Dedicated team of 75 agents to handle over 75 k calls per month. Tele sales inbound channel for the PR and USA Hispanic Market that operates 7 days a week from 7:00am to 3:00am |
| - | Project Duration | 156 months |
| - | End Date | Active 11/30/2019 |
| - | Service Deliverables | IB/OB/CHAT/Mailing |
| - | Main Contact | Jose Detres 787-460-8191 |
|  |  |  |


| 6. Client Name | Oriental Bank |
| :---: | :---: |
| - Work Description and Performance Metrics | Dedicated Team of 45 agents to handle over 50k monthly calls. Very regulated industry, LinkActiv comply with SAE 18 and PCI certifications. Monday to Saturday from 8:00am to 9:00pm |
| - Project Duration | 12 months |
| - End Date | Active 9/30/2019 |
| - Service Deliverables | IB/Collections/OB/Chat |
| - Main Contact | Rene Colon 787-630-4122 |
|  |  |


| 7. Client Name | Triple-S |
| :---: | :---: |
| - Work <br> Description and Performance Metrics | Dedicated Team of 150 agents to handle over 90k calls monthly. Very Regulatory industry by CMS (Federal Entity) URAC Certify. 7 days a week from 8:00am to 9:00pm. 2.5MM |
| - Project Duration | 84 months |
| - End Date | Active 12/31/2019 |
| - Service Deliverables | IB/OB/Chat |
| - Main Contact | Nanette Dumont 787-749-4949 |
|  |  |


| 8. Client Name | Assurant Solutions |
| :---: | :---: |
| - Work Description and Performance Metrics | Dedicated team of 60 agents to handle over 50k monthly calls. Retentions, Client Service, claims line and sales, work 7 days a week 8:00am to 8:00pm. |
| - Project Duration | 36 months |
| - End Date | Active 5/31/2020 |
| - Service Deliverables | IB/OB/Surveys |
| - Main Contact | Saribel Ferreras 787-408-7401 |
|  |  |

- PREPA may seek information from references regarding subjects that include, but are not limited to, the quality of services provided, anticipated ability to perform the services required in this RFP and the responsiveness of LinkActiv to the client during the engagement.
- Please provide at least five (5) references for LinkActiv.

| References |  |  |  |  |  |
| :--- | :--- | :--- | :--- | :--- | :--- |
| Name | Andre Leblanc | Luz Cruz Romero | Saribel Ferreras | Jose Detres | Nannette Dumont |
| Title | Program Manager | Executive Director | Customer <br> Experience <br> Manager | Telesales <br> Director | VP Client Services |
| Company | Rising Phoenix | Medicaid | Assurant | T-Mobile | Triple S |
| Address | Amelia Industrial <br> Park, Calle Diana Lote <br> 20, Guaynabo PR <br> 00968 | PO Box 70184, San <br> Juan PR 00936 | Torre Chardon <br> 30Avenida <br> Carlos Chardon <br> Suite 1101 San <br> Juan, PR 00918 | 654 Munoz <br> Rivera Ave. <br> Suite 2000 San <br> Juan PR 00918 | PO Box 363628 San <br> Juan PR 00936 |
| Phone | $225-284-9149$ | $787-765-2929$ <br> ext.6712 / 6713 | 787-282-5214 | 787-460-8191 | 787-749-4949 |
| Email | Aleblanc <br> @tidalbasingroup.com | Luz.cruz <br> @salud.pr.gov | saribel.ferreras@a <br> ssurant.com | Jose.detres <br> @t-mobile.com | Ndumont <br> @ssspr.com |
| Other <br> contact | n/a | n/a | n/a | n/a | n/a |

- In addition, provide the following information:
i. Information of two years of experience in Puerto Rico. Including the amount of customer service customers (accounts) currently have.
a. LinkActiv has 25 years of experience. Currently, we have 10 customer service accounts. And for the last two years, 12 customer service accounts.
ii. Average monthly volume of calls handled for the last $\mathbf{2 4}$ months.
a. 600,000 monthly calls
iii. Average number of calls handled afterhours (after 10 pm , weekends, etc.)
a. 200,000 monthly calls
iv. Number of employees staffed: managers, supervisors, agents, etc. Identify by part-time and full-time.
a. 750 Contact center employees, $70 \%$ FT 30\% PT
v. Percentage of employee turnover
a. $7 \%$ turnover (average last 12 months)
vi. Describe the number of seat agents, installed and occupied. Available Growth Capacity?
a. Agents Seats 650 @ Guaynabo
i. New locations: Ceiba-200 April 2019 + 200 July 2019 / Canovanas-200 October 2019
b. Occupied: 500
c. Available Growth: 150 seats
vii. Location of the facilities, indicating the dated when you started using the facility.
a. Amelia Industrial Park, Calle Diana, Lot 18 \& 20, Guaynabo, PR.
b. March 19, 2001
viii. Identified the providers of IT and Telecommunications infrastructure: IVR, switchboard, phones, circuits, call center software, etc.
a. IT Infrastructure providers - LinkActiv \& GFR PR internal teams
b. IVR Platform - Avaya (Envision Technologies), Acucall, NobelBiz
c. Switchboard (ACD), phones - Avaya (Envision Technologies)
d. Data Cabling - World Interdata Solutions, LinkActiv internal team
e. Data Circuits - ATT, WorldNet and Neptuno
f. Telephone circuits - ATT, Claro, WorldNet
g. Call center software - Avaya Aura Ver 7.1.3 / Contact Center Elite
ix. Offerors must demonstrate financial stability. Proposals must include copies of the last two years end audited financial statements.
a. Please see 2016 and 2017 audited financial uploaded thru Power Advocate
x. Explain how the proponent can meet or exceed the financial demands necessary to complete the services described in this RFP.
a. LinkActiv has a steady positive cash flow, necessary for the financial demands of this PREPA business.
xi. Hurricane resistant building design certification
- LinkActiv has bunker-type facilities, designed with business continuity in mind.
- Multiple redundant data and telephony paths
- ATT (Optic Fiber Transport)
- 100 MB internet
- 437 telephonyports
- WorldNet (Optic Fiber Transport)
- 30MB Internet
- 184 telephonyports
- Claro (PRIs)
- 69 Telephonyports
- Neptune (Wireless Transport)
- 100MB Wireless Internet
- Entirenetworkand computersare protected byenterprise-levelUPS
- Building1-80KVA
- Building2-50KVA
- Data Center
o 30KVA dedicated to the data center
- AVAYA technology (telephone box) that provides tools and a greater capacity for redundancy (Main and ESS environment).
- Physical structure, "bunker type", in non-flood zone
- 3 Private cisterns of drinking water
- Four(4) powergenerators,capable of frovidingenergyforseveralweeksif necessary
o Onan-Industrial Grade-2 generators work and 2 rest, alternating in cycles of 12 hours
- $24 / 7$ security in both the operational facilities and company-owned parking lots
xii. Fiber optic provider list.
a. Telephone circuits - ATT, Claro, WorldNet and Liberty.
xiii. Minimum of 1G bandwidth network link with PREPA capacity certification.
a. Bandwith with PREPA will be available at exisiting PREPANET facilities in Linkactiv through OnNet.


## xiv. Cyber security infrastructure description.

Systems/Data Security

- Relevant systems for PREPA
- Avaya ACD and multichannel communications management suite (upgraded to latest stable release on August 2018), which is $100 \%$ compatible with PREPA
- Redundant ACD operating under High Availability Mode (two separate servers acting like independent ACD's in case one fails) also, we have an Enterprise Survivable Servers (ESS) Architecture.
- Network firewalls
- Cisco / Nortel network
- 10 GB backbone
- Data Security- Physical and logical security to keep data safe and confidential at all times
- SSAE18 certified (previously SAS70)/PII Protocols
- Server, data and telecom room w/ biometric access control
- FM200 protected
- Dedicated closed areas for PREPA
- Access control to building and call center
- $100 \%$ ID enforcement at all times
- 24/7 Corporate security guards


## e. Service Management

## a. Service Delivery

i. Describe your company's ability to fulfill PREPA's requirements

LinkActiv's approach to fulfill PREPA's requirements is defined in 4 main areas: People, Infrastructure, Systems/Security, and Category Experience.

## People

- LinkActiv's account and service team have over 8 years of hands-on experience and KPI delivery in customer service management for utilities in PR, in both Spanish and English. This experience comes from the management of PRASA's customer service and payments call center, custom made IT back office applications to streamline communications between the customer service call center and field service offices, including the design, composition, printing and mailing of 1.2 million monthly customer and commercial invoices.
- At LinkActiv we take great care selecting the right candidates and, our employee sourcing, testing, selecting, training and on-boarding processes, are geared towards getting the right profiles for customer service.
- Custom On-Boarding program which objectives are to make all new hires feel "at home" since the day they are selected to work on any of our campaigns and increase agent retention.
- Agents with longer tenure = better customer service and shorter, more efficient interactions.
- More efficient interactions = efficiency = lower overall operational costs. This efficiency translates to better services for PREPA and its customers.


## Infrastructure

- Bunker type facilities designed with business continuity in mind
- No windows
- Multiple redundant telephony and data paths
- ATT (Fiber Optic Transport)
- Claro (PRIs)
- WorldNet (Fiber Optic Transport)
- Neptuno (Wireless Transport)
- Multiple Metro Ethernet Internet lines
- Private water wells
- Entire network, ACD and computers protected by enterprise level UPS's
- Four (4) Onan Industrial grade emergency power generators capable of providing electrical power for several weeks if necessary
- 2 generators needed for entire campus
- 2 generators work and 2 rest, alternating on 12 hours cycles
- Company owned parking lots with security, which guarantees $100 \%$ spaces for all LinkActiv employees


## Systems/Data Security

- Relevant systems for PREPA
- Avaya ACD and multichannel communications management suite (upgraded to latest release on August 2018), which is 100\% compatible with PREPA
- Redundant ACD operating under high availability mode (two separate servers acting like independent ACD's in case one fails)
- Network firewalls
- Cisco / Nortel network
- 10 GB backbone
- Data Security- Physical and logical security to keep data safe and confidential at all times
- SSAE18 certified (previously SAS70)/PII Protocols
- Server, data and telecom room w/ biometric access control
- FM200 protected
- Dedicated closed areas for PREPA
- Access control to building and call center
- $100 \%$ ID enforcement at all times
- 24/7 Corporate security guards
- Security cameras
- All computers with USB access blocked
- Paperless environment, no cellphone policy
- Daily backups


## Category Experience

- Experience with utilities
- 8+ years of experience handling PRASA's customer service call center
- Custom application development for case follow up between call center and field service offices (commercial offices)
- Proven experience managing operations 24/7 during emergencies such as major service interruptions and hurricanes
ii. Indicate the amount of Call Center operators currently employ
a. 750 call center operators
iii. If necessary, can you expand the number of operators? How quickly can you ramp-up additional resources inn case of emergency?
a. Yes, we can provide up to 25 resources on a weekly basis. Number can be higher in emergency situations. As PREPA's business has a seasonality due to weather in the summer months, our HR department will preventively create a talent pool to be ready for short term operator increase.
iv. Describe your call management process. How the Call Center will operate on a continual basis $\mathbf{2 4}$ hours a day, $\mathbf{7}$ days a week.
- LinkActiv maintains a dedicated program / team to perform the services of receiving and handling the user entities customer calls. There are agents dedicated to handle the user entities calls, supervisors to support the dedicated agents, and a manager to support the dedicated supervisors. We have the capability of operating on a continual basis 24 hours a day, 7 days a week by establishing three (3) daily shifts if required by client.
- The user entities Call Centers are staffed with agents to provide incoming call support for the related Call Center services. Each agent has an individual work station/telephone, and Supervisors and Managers are on duty during each shift to monitor the related operation/services. When a call is received the user entities IVR systems routes the incoming calls to LinkActiv operations, were the Avaya communication system (ACD) ensures that all incoming calls received are distributed to the specific Call Center agent. In addition, the Avaya communication system allows LinkActiv to move call distribution, direct calls transparently, route calls by agent skill set, call resolution management, etc. Avaya provides LinkActiv with the platform for which data pertaining to the Call Center statistics is maintained and generated.
- The calls received and distributed are exhibited in a monitor at the user entities Call Centers in order to monitor and display the status of all calls received. Among the status/statistics that are displayed are included:
- Call waiting
- Oldest call waiting
- Expected wait time
- Abandoned calls
- Number of agents staffed
- State per agent
- In addition, calls received are fully recorded in the NICE/UPTIVITY voice \& screen capture recording system, which enables to record agent's conversation with the client

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members or customers. Also, we have a secondary recording system platform from OrecX. Once the calls are received, the agents are responsible of classifying all calls into predetermined categories using the Soft Phone. Classifying calls enables both agents and supervisors to better identify and resolve particular scenarios in assurance that all calls are properly managed in accordance with the user entities requirements.

- Also, on a daily basis, operational summary reports (including the results of the Call Center metrics) are generated and monitored by management in order to ensure that calls are properly managed in accordance with the user entities requirements. Sample reports include:
- The EOD interval report, which includes forecasted calls, calls received, calls handled \% of forecast, utilization and cumulative service level.
- The scorecard report, which includes the performance information per agent and supervisor. This report includes the managed calls per agent, number of orders, number of lines, lines per order, conversion rate, lines per order ratio and total calls answered, among others. In addition, this report includes the occupancy data, such as, the average, handled time, occupancy and auxiliary time.
v. Describe your people management processes: agent and supervisor recruiting, training and on-going management.


## Recruitment

LinkActiv has established a formal hiring and recruiting process, which requires the involvement of the Human Resources Department as well as Operations. Formal job descriptions are developed, and qualifications are defined for the required positions before candidates are hired. Most common job requirements include but are not limited to ability to speak English and Spanish, typing skills, customer service experience, computer literacy and ability to navigate the internet, among others. LinkActiv has a very strict screening process that includes phone screens, behavioral interviews and skills assessment tools. Different levels of Background checks that include criminal, National Sex Offender, financial and/or drug tests are conducted according to client's requirements. Also proof of academic or education level is required.

## Our Talent Acquisition Process



## Onboarding

The Human Resources department has established an Onboarding Program to enhance the employee experience and accelerate the agent's time to competency. The program provides new employee orientation and guidance through the recruitment, training and production phases during the first 90 days in the job. New employee surveys are conducted in each phase to measure employee engagement and satisfaction.


## Training

LinkActiv partners with the client to assure a quality Train the Trainer is conducted to accelerate the agents' time to competency in production phase. When the client provides the training materials, LinkActiv trainers may review and provide recommendations on delivery and testing strategies. Based on client's requirements, training materials may be adapted and uploaded to LinkActiv e-learning systems, while protecting copyright/content proprietary rights. LinkActiv understands that providing development opportunities contributes to employee retention and engagement. For that purpose, agent's training needs assessments are identified through quality audits and training activities are programmed according to such results and are executed through different channels such as individual coaching, group trainings or e-learning. Also, a full curriculum for employee development is offered through LinkActiv University.


## On-Going Management

LinkActiv personnel policies are documented and published in an employee manual. The employee manual outlines corporate policies and the code of professional conduct describes the employees' responsibility for proper business dealings with LinkActiv and its clients. Every new employee receives a copy of the manual, concurring with LinkActiv's policies and procedures which include the signing of an acknowledgement form. A consistent disciplinary process is in place to manage deviations in the policies. Supervisors and Managers are constantly trained and updated on the ongoing changes in policies and procedures.

At LinkActiv we ensure our agents development and performance by providing monthly evaluations that measures goals compliance. Our monthly evaluation form complies with the parameters established by our client. Furthermore, LinkActiv Quality Assurance Department, ensures the quality level of calls through monitoring and evaluating them according to the established call script. Evaluated calls are discussed in individual coaching sessions, providing space to discuss strengths, opportunity areas and establish action plans in order to help the agents improve their performance.

Quality Specialists are properly trained to identify the needs of each campaign and share findings with our training and development department, in order to address the needs. Ongoing trainings are constantly provided, and results are measured and documented.
vi. Provide a description of the agent, supervisor, maintenance training that you will provide.

According to RFP specifications, PREPA will provide all training materials and trainers to conduct the initial "Train the Trainer" to LinkActiv trainers during a 2-week period. LinkActiv is committed to having the required number of trainers available to participate in the TtT. LinkActiv trainers may review and provide recommendations on delivery and testing strategies during the TtT. Supervisors will participate in the TtT. Maintenance training needs will be identified in a continuous basis through quality monitoring, coaching and performance evaluations. All these inputs are used to develop ongoing trainings for the agents and supervisors.

## Sample Training Program:

- Telephone etiquette
- Monitoring and Quality Controls
- Suggestive Selling
- Customer Service and Sales Best Practices
- Writing Skills
- Handling Customer Objections and Handling difficult calls
- Role play with systems and product (along with other representatives taking the training, the training specialist and a supervisor of the campaign)
- $\quad$ Side by side and OJT (On the job training)
vii. Provide tenure (years of experience in customer service) of your supervisor / management team, with your company and overall.
a. Supervisors at LinkActiv have an average of 7 years of tenure in customer service and $95 \%$ have been appointed by internal promotions.
b. Managers average 6.4 years of tenure in customer service and all have previous experience in the Contact Center industry.
viii. Specified if any third parties participate on the call center activities.
a. LinkActiv does not utilize any 3rd parties for call center activities.
b. Nonetheless, LinkActiv does utilize 3rd parties for infrastructure management (Avaya Call Center Technology), and telephony providers (Claro, WorldNet,AT\&T and Neptuno)
ix. Describe relationships, roles and responsibilities regarding the call center activities to be performed for PREPA. How do you propose to manage the account relationship with PREPA?

Organizational approach: Two key factors defines our organizational approach.
BrandTeam structure for each client: We approach Client Business solutions with a multidisciplinary BrandTeam structure. Different service disciplines defined for each client, work defines the optimum solution to the client's needs.

This enables LinkActiv to deliver seamless, timely and business building solutions. For each client the BrandTeam structure is as follows:


Structured reporting program custom designed to each client's information needs. It works on two levels: the first delivers daily KPI results and the second generates quarterly business reviews with clients to review results, project management assessment and identifies actions going forward. Critical to the process success is that each project has a timetable and a task leader.

## PREPA Operations Team



## Contact Center Manager

- Maintainthe operativerelation with the clients.
- Recommend
processes improvementsin order to increase revenue, customer satisfaction or costs reduction.
- Manage, evaluate and developtoits personnel utilizingthe tools or reports developed by Shared Services.
- Assure compliance of KPIs contractedfor each service.
- Implement new projects
- Develop continuous imnrnvomort



## Shared Service Manager

- Implement new projects.
- Document processes.
- Develop continucus improvement projects.
- Ensure the project objectives are defined and operating to consistently achieving targets.
- Monitortrarsactions to assure process compliance for individual CSRs or Project.
- Forecasting, staffing and schedulingto meet transaction volume demands.
- Develop and Prepare reports of KPIs that serve of tool of management to the Contact Center

LinkActiv proposes that the call center shall be managed by a BrandTeam consisting of:

- Account Director
- Operation Manager
- Supervisors
- Group leaders
- Service agents
- Training resources
- Quality control resources

This task force will have the direct support of the departments of:

- Human resources
- IT
- Administration
$x$. What is the volume of calls that your organization can handle simultaneously at any given time window? How are your night and weekend shifts organized and managed?
- LinkActiv handles simultaneous call volume through thirty (30) T1's which translates to 700 calls simultaneously with a capacity of growth up to 3,000 simultaneous calls.
- To handle this call volume, weekdays, night and weekend shifts are organized and managed through our proprietary Workforce Management process. LinkActiv's Shared Services Department prepares the forecast and staffing requirements for each project per day and half an hour interval, using LinkActiv' s statistics (average handling time, call volume, call profile, customer service representative absenteeism and attrition) and/or Clients requirements (service level, calls forecasted, etc.).
- A forecast and staff requirement schedules are prepared before the 5 th of each month and is projected for the next three months. Based on that information, Human Resources Department plans recruitment and training. The forecast is shared with the Client. Client has 5 days to approve or modify the forecast, and LinkActiv has 5 days to prepare the final forecast and staff requirements. Entire process must be completed on or before 15th of every month. Interaction between PREPA and LinkActiv's WFP responsible teams takes place on a weekly forecast conference call. In this call both groups review previous week call behavior and plan call forecast for next week. Adjustments to call forecasts are made every 15 days.
- If the Client and LinkActiv do not have enough historical data to prepare a forecast, LinkActiv develops a projected forecast based on PREPA's business expectations and LinkActiv's utilities standard call profile. The project begins with a high distribution of part time CSRs (Customer Services Representatives) with highly hourly availability in order to fit with the real call volume and call profile.
xi. Provide an implementation work plan outlining the key steps and milestones for the setup and transition of services.
a. LinkActiv's implementation strategy uses Project Management methodology and tools for planning and implementing single and simultaneous projects. These includes project management, status reporting, client communications, dealing with issues and change management.
b. Gantt charts are used to track the start and finish dates by week or months of the critical activities of a project and who is responsible for each task (specific resources or departments.) LinkActiv's use of this method reduces risk and guarantees delivery of projects on time and on budget.
c. At LinkActiv, we have the capability to manage and implement project rollouts in any one or combination of the following implementation approaches: Big Bang, Phased Rollout or Parallel Adoption (for existing operations).
d. Please, see GANTT chart document uploaded thru Power Advocate

xii. How do you measure service quality and provide regular reporting updates? Please provide report samples (i.e. KPIs)

LinkActiv structures reporting programs custom designed to each client's information needs. It works on two levels: the first delivers daily KPI results and the second generates monthly business reviews with clients to review results, project management assessment and identifies actions going forward. Critical to the process success is that each project has a timetable and a task leader. On a monthly basis, project goals are transferred to the different components of the operation.

The components are the following:

- Operations
- Operations Manager
- Senior Supervisor dedicated to the project
- Supervisor (1:15 sales representatives)
- Sales Representatives
- Quality \& Training
- Quality analyst (1:50 sales representatives)
- Monitor 6 evaluations per agent, per month
- New hires trainer (1:25 sales representatives in classroom)
- Floor trainer (1:80 sales representatives)
- Shared Services
- GQA (covering the entire schedule)
- Workforce analyst (projections, staffing and scheduling)
- Reporting analyst (reporting, billing)
- Project Management
- Implement projects
- Process improvements

The main responsibilities of the Operations Manager are the following:

- Point of contact of the client site manager
- Ensure compliance of Service Level Agreements
- Manage, evaluate and develop staff in charge
- Design, recommend and implement enhancement projects in order to improve results
- Implement new projects
- Develop continuous improvement

In order to assure project performance and result tracking, the Shared Service department currently delivers the following reports:

- 30-minute interval reports
- Interval reports (calls metrics, staffing metrics)
- 2-hours interval reports
- Summary of daily activities (FE sales, LPS, calls, \%SL, LPH, Occupancy)
- Update leaderboard (sales volume versus goals)
- Daily reports
- Performance reports per queue and idiom (calls metrics, sales metrics, staffing metrics)
- Customer service representatives and supervisors' scorecard (calls metrics, sales metrics, staffing metrics, attendance, QA scores)
- Closing report (daily stats)
- Weekly reports
- Supervisors dashboard (track supervisors coaching work in order to assure supervisors spent at least $75 \%$ of their time coaching)
- Staffing reports (FTE tracker, SQI, IDP)
- Features and Accessories report
- Every 15 days
- Employee performance (incentive report)
- Monthly
- Master list
- Monthly business review
- Newly hired training
- Time to competency (TTC)

Supervisors meet on a weekly basis with his/her agents in order to provide feedback on their performance indicators and develop and individual plan for the next week. In order to assure project results, QA Department provides constant coaching to agents, discussing evaluated calls, strengths and opportunity areas. They provide individual coaching, team huddles and calibrations with agents and client.

Quality assurance procedures are available, documented and approved by management to ensure that call services are properly managed and monitored. On a daily basis, the Quality Unit monitors the performance of each agent in the Call Centers based in pre-defined criteria and user entities requirements. Two types of monitoring procedures are performed; a side by side evaluation and off-side evaluation, which includes the selection of call recordings from the UPTIVITY application to listen and evaluate the related performances. Each agent is evaluated at least 6 times during the month through the side-by-side and/or offside monitoring, to ensure evaluators alignment, on a weekly basis the QA team runs calibration sessions.

Key Performance Indicators (KPIs) are continuously tracked by management to monitor the compliance and performance of the project. The KPIs are reviewed twice per month in the formal "Check Point" meetings.
At "Check Point" meeting each component of the operation presents the results of its indicators for the period and set target and action plans for next period. A summary operations scorecard is shared as evidence of the meeting and monitoring KPIs review.

## Please, see REPORT SAMPLE document uploaded thru Power Advocate

xiii. Provide a description of your information technology and communications platform, including ACD manufacturer and other technology components.

- An AVAYA WMWare Virtual Environment
- CM Version 7.1.3 in HA and ESS
- CMS HA Version 18.0.2
- Maximum Ports Capacity: 65,000 Installed: 3,000
- Maximum Stations: 12,000 Installed: 1,235
- Maximum Logged Agent Capacity: 3,000 Installed: 1,400
- Maximum Administered Agents: 10,000 Registered: 2,400
- LinkActiv has a $24 / 7$ maintenance contract with AVAYA for system support. Our system is configured as a high availability environment with multiple redundancy servers.
- NICE/Uptivity Discover Platform Version 17.3 for Quality Assurance \& Recording System (Voice / Data)
xiv. Provide network availability and network Quality of Service reports for the last 12 months.
a. Please, see REPORTS document uploaded thru Power Advocate

xv. Describe your proposed solution to connect to the PREPA Call Center infrastructure in order to receive customer service calls for PREPA.

Based on the two systems configurations examples PREPA is considering for options for the contact center solution, LinkActiv can effectively work under either scenario, as LinkActiv operates on an Avaya network, compatible to that of PREPA.

Nonetheless, LinkActiv suggests PREPA IVR flow option 2. There are various reasons for that:
i. Since LinkActiv operates on an Avaya network, similar to that of PREPA, having PREPA's calls routed to our Avaya ACD, provides PREPA an additional level of security as LinkActiv's ACD can potentially serve as a backup to PREPA's ACD should it fail for any reason (in which case PREPA's customer service numbers, can be rerouted to LinkActiv' s service trunks's).
ii. Scenario 2 does not require PREPA to incur in the high cost of acquiring the additional Avaya station licenses required under scenario 1
xvi. Describe your ability to integrate with the Avaya platform servicing the current PREPA call center.

LinkActiv has a dedicated AVAYA Certified Staff, with more than 20 years combined experience, working with all the AVAYA Contact Center platforms. We also have a dedicated Business Analytics and Reports Unit, in charge of providing tailored reporting solutions, in real time or automatically sent to our clients by 30-minute intervals.

LinkActiv has implemented multiples ACD to ACD configurations projects for major clients such as PRASA, Triple S and T-Mobile. With a combined volume of more than 15 million transactions, and with an average up time of 99.9\%.

- PRASA: AVAYA - CISCO Implementation
- For this project, we interconnect using SIP Trunk and H. 323 protocol. A call comes from PRASA to our AVAYA ACD into a private trunk group, and then is delivered to the agent's phones using skill based routing and intelligent agent selection. In addition, this type of implementation allows us to use the full array of AVAYA CMS Reports.
- Triple S: AVAYA - AVAYA implementation
- For this project, we tie both AVAYA ACD's using SIP Trunking and the H. 323 protocols.
- T-Mobile: AVAYA - AVAYA Implementation
- For this project, we integrate both AVAYA ACD's using SIP Trunking, VoIP and Intelligent Routing. We have redundant private circuits and fully redundant servers for a complete disaster recovery approach. We also provide to the client the full array of AVAYA CMS reports.
xvii. Provided disaster recovery plan to protect against possible service interruption. Shall indicate the time operations are up and running and how long can you operate under those circumstances?
a. Please, see document uploaded thru Power Advocate.
b. Our DRP is designed to have operations up and running in less than 4 hours
xviii. Describe policies, certifications and technology tools in place to protect customer data from unauthorized access and unauthorized use. How do you ensure the confidentiality and security of your customer's data?

LinkActiv Best Practices for Protecting Electronic Restricted Data
These practices were endorsed by the Information Technology Security Committee and are updated periodically.

## INTRODUCTION

In order to sustain our current SSAE18 certification, and because of its very nature, restricted data (see definition below) must be protected from unauthorized access or disclosure. Everyone at LinkActiv has a responsibility to protect restricted data under their control. The following practices are designed to provide realistic, achievable steps for protecting this information. They do not supersede corporate or government requirements for protection of restricted and essential data.

Please note: LinkActiv' s Minimum Network Connectivity Requirements apply to all devices that connect to LinkActiv network, regardless of whether they contain or access restricted data. The information below is in addition to these requirements.

## DEFINITION

Restricted Data: LinkActiv's Information Technology Security Committee has defined "restricted data" as "Any client confidential or personal information that is protected by law or policy and that requires the highest level of access control and security protection, whether in storage or in transit."
Restricted data includes, but is not necessarily limited to:

- Personal Identity Information (PII)
- Electronic protected health information (ePHI) protected by Federal HIPAA legislation
- Credit card data regulated by the Payment Card Industry (PCI)
- Information relating to an ongoing criminal investigation
- Court-ordered settlement agreements requiring non-disclosure
- Information specifically identified by contract as restricted
- Other information for which the degree of adverse effect that may result from unauthorized access or disclosure is high


## GENERAL GUIDELINES REGARDING RESTRICTED INFORMATION:

- Store the minimum amount of restricted data possible and know where it is stored.
- Securely delete restricted data when there is no longer a business need for its retention. -Don't forget about email, attachments, screenshots, old or previous versions of files, drafts, archives, copies, backups, CDs/DVDs, old floppies, etc.
- Always shred or otherwise destroy restricted data when disposing of it or equipment that contains it.
- Information on how to securely delete files and email is available at Request: for Mac / PC / email
- Also see disposal and re-use of devices and electronic media.
- Truncate, de-identify or redact restricted data that you must retain whenever possible.


## LINKACTIV BEST PRACTICES FOR PROTECTING ELECTRONIC RESTRICTED DATA, INCLUDING PII

A. Encryption:

Restricted data will be encrypted when it is transmitted. This includes email, online, remote access, file transfers, and workstation/server communications.
B. Authorized use only:

LinkActiv will enforce proper authorization and training prior to accessing restricted data. LinkActiv personnel must never share or discuss restricted data with unauthorized individuals and must sign a confidentiality and nondisclosure agreements upon recruitment.
C. Use of strong passwords:

Passwords that protect restricted data must meet LinkActiv's Password Standards. They must use a mixture of upper- and lower-case letters, numbers, and symbols; and be at least 8 characters in length (or 10 if they're complex). See the Standards for additional requirements.

- Password protects all devices.
- Don't share your passwords or private account information.
- Use different passwords for accounts that provide access to restricted data than for your less-sensitive accounts. Also use different passwords for LinkActiv and personal accounts.
- Users will get locked out of LinkActiv systems after three failed login attempts.
D. Keep devices and applications up to date:

Information Technology System personnel will make sure all devices and applications have all necessary security updates or "patches" and will keep them current.
E. The Use of Anti-virus Software:

All desktop and laptop computers connected to LinkActiv's network will have current, up-to-date software to detect viruses, spyware, and other malicious software.
F. Firewalls and Instruction Prevention Systems.

Firewall and IPS will be in place to ensure restricted access to systems and or platforms.
G. Physical Security:

LinkActiv will ensure proper physical security of electronic restricted data. Access control via proximity cards to restricted areas, $24 / 7$ security guards on premise, CCTV systems and monitoring systems are in place to ensure unauthorized access. In addition, the following controls are in place:

- Physically secure (lock down) workstations when not in use+
- Paperless environment (no printer, fax or electronic devices on the floor)
- Mobile phones or any other electronic devices are not permitted in the work area
- Lockers are provided in order for employees to store their personal items, not authorized in the work area
- No restricted data can be stored on portable electronic devices
H. Secure laptop computers, mobile devices, CDs/DVDs, memory sticks, external hard drive, etc. at all time:
I. Information Protection for Internet and Email:

Sending of restricted data or personal information via email or instant message (IM) is prohibited.
J. Prevention of Scam/Spam:

LinkActiv will maintain anti-spam control to prevent spam and suspicious emails; don't open, forward or reply to them.
K. Installation of unknown or unsolicited programs on LinkActiv computers is prohibited.
L. LinkActiv will ensure the shutdown, locking and logging off the center computers when not in use and that such equipment will require a password when wakeup.
M. Restricted data must be encrypted when it is transmitted.

This includes email, remote access, file transfers, and workstation/server communications. When distributing restricted information to others, be sure you notify them that the data is restricted and requires security protections.
N. Disposal and Re-Use of Electronic Devices and Media:

Restricted data must be destroyed completely and securely removed from computers, electronic devices, and electronic media (including backups) before disposal. This includes workstations, laptops, portable devices, printers, copy machines, faxes, data sticks, external hard drives, CDs/DVDs, tapes, etc. Physical documents with restricted data must be shred.
O. Test, Development and Training Systems:

LinkActiv personnel must never use actual restricted data in test or development systems, or for training purposes.
P. Reporting Security Incidents:

Immediately report suspected security incidents and breaches to your supervisor and the ITS Support Center. Also report lost or missing LinkActiv computing equipment to proper personnel.
Q. Policies:

All employees who work with restricted data must be familiar with LinkActiv policies relating to restricted data. Many of these policies are available on the employee manual. Also applicable are Acceptable Use Policy, Minimum Network Connectivity Requirements, Information System Policies, procedures and guidelines; and any specific non-disclosure agreements that apply to information that you work with.

A signed statement of receipt and understanding of applicable policies \& requirements will be required prior to obtaining access to restricted data.

## Sanctions:

Employees who violate LinkActiv policies or State or Federal laws regarding privacy or security of confidential, restricted and/or protected information may be subject to corrective or disciplinary actions in accordance with existing LinkActiv personnel policies. Personnel must contact Human Resources for additional information.
Violation of local, State and Federal laws may carry additional consequences of prosecution under the law, costs of litigation, payment of damages, (or both); or all.

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## Background Checks:

Background checks may be required when hiring or reassigning individuals to critical positions that will require access to restricted data. Contact the Human Resources Office for additional information.

Education and Training:

All employees whose jobs involve working with restricted data should receive training on basic computer security awareness, security incident response, practices for protecting restricted data, and policy requirements relevant to restricted data.
R. Disaster recovery and emergency procedures:

All critical restricted data must be backed up regularly to a secure location. Backup media containing restricted data must be physically secure and/or encrypted and must be transported securely.

Personnel must be familiar with their department's disaster recovery plan and emergency operations procedures for the protection of restricted data in the event of a disaster.
S. Third Party/Vendor Relationships:

Third Party Vendor will not have access to restricted personal information.

## b. Relationship Management

- PREPA intends to manage very closely the future business relationship with selected providers. In order to do so efficiently, a formal reporting and communication structure will be established. A regular meeting schedule will be required for the different reporting levels established, with ongoing access to all of PREPA's selected provider points of contact when required.
- LinkActiv certifies that will comply and agrees to allow PREPA personnel at the LinkActiv's Call Center.

Close Client-LinkActiv business relationships it's a core discipline at LinkActiv. Formal daily reporting and communication are regular tasks for our Account Managers and Operations Supervisors. As a LinkActiv client, PREPA will receive both manual and automated daily reports, as well as personal contact thru telephone and email. Since most of our clients, have a dedicated workspace within our facilities, daily status meetings and weekly calibration sessions are permanently scheduled.

LinkActiv account managers are the main liaison between LinkActiv and client. Amongst AM responsibilities are:

- Project setup
- Strategic direction
- KPI monitoring
- Report analysis
- Client meetings
- Business reviews
- Internal
- w/ Client

This executive accomplishes project objectives by planning and evaluating project activities, working closely with client management to understand the business requirements for the project, developing effective working relationships and ongoing management processes. Defines the deliverables, resource requirements and develops work plan for the project, to manage the development and delivery. The Account Manager ensures that the project is delivered within the financial requirements of the contract.

Estimates and plans project(s) from start and the procedures to manage the relationship and delivery of KPI's. A critical role is to manage, monitor and motivate the cross functional team and multiple country KPI's assigned of the project. Responsible to develop project presentations in response to client needs to demonstrate service deliverables and business development action plans.

Organizational approach

- Two key factors define our organizational approach.

BrandTeam structure for each client: We approach Client Business solutions with a multidisciplinary BrandTeam structure. Different service disciplines defined for each client, work defines the optimum solution to the client's needs. This enables LinkActiv to deliver seamless, timely and business building solutions. For each client the BrandTeam structure is as follows:

## MULTIDISCIPLINARY BRAND TEAM



- Structured reporting program custom designed to each client's information needs. It works on two levels: the first delivers daily KPI results and the second generates quarterly business reviews with clients to review results, project management assessment and identifies actions going forward. Critical to the process success is that each project has a timetable and a task leader.


## PREPA's BrandTeam structure



## f. Administrative Matters

- Pricing Structure:
- It is understood and accepted by both PREPA and the LinkActiv that the submitted proposal includes all necessary costs and fees, incurred to duly provide the services.
- LinkActiv acknowledges this point.
- PREPA will only pay for Services already rendered before the submitted invoice date.
- PREPA will not be required to make advance payments for any future service to be rendered by Contractor under Contract.
- LinkActiv shall submit monthly invoices within the first thirty (30) days following the period invoiced which will include a description of the services rendered and the number of hours spent by each person.
- Each invoice will be itemized and will be dully certified by an authorized representative of the LinkActiv.
- PREPA will review the invoices and if they are in compliance with the requirements set forth in the Contract, it will proceed with payment within sixty (60) days of receipt invoice.
- Payment is due upon receipt of a valid invoice.
- PREPA reserves the right to conduct the audits it deems necessary and it will not be subject to finance charges regarding invoice payments.


## g. Pricing

- The following is a description of the minimum information which shall be supplied by proponents. Failure to supply the minimum information requested herein shall result in a proposal being considered unacceptable and therefore rejected.
- Pricing: Price shall be provided per hour of productive agent time (firm/final)
- Uploaded in the platform
- Pricing Structure: Please provide price (per hour of productive agent time) for a one year, two year and three-year duration contract. PREPA's expectation is that the prices will be lower for longer contract durations.
- Uploaded in the platform
- Agent Structure: Please specify the number of agents that will be required to achieve the service levels required by PREPA. Please explain in detail the methodology used to arrive at your number.
- 107 stations and 139 customer services agents
- Methodology
- The Erlang C algorithm expresses the probability that an arriving customer will need to queue (as opposed to immediately being served). Erlang C assumes an infinite population of sources, which jointly offer traffic of A Erlangs to N servers. However, if all the servers are busy when a request arrives from a source, the request is queued. An unlimited number of requests may be held in the queue in this way simultaneously. This formula calculates the probability of queuing offered traffic, assuming that blocked calls stay in the system until they can be handled. This formula is used to determine the number of agents or customer service representatives needed to staff a call center, for a specified desired probability of queuing. However, the Erlang C formula assumes that callers never hang up while in queue, that all calls begin and end in the same time period being considered, and that callers never try to call back after having hung up while in queue. These deficiencies make the formula predict that more agents should be used than are really needed to maintain a desired service level.
- It is assumed that the call arrivals can be modeled by a Poisson process and that call holding times are described by a negative exponential distribution.
- To handle this call volume, weekdays, night and weekend shifts are organized and managed through our proprietary Workforce Management process. LinkActiv's Shared Services Department prepares the forecast and staffing requirements for each project per day and half an hour interval, using LinkActiv's statistics (average handling time, call volume, call profile, customer service representative absenteeism and attrition) and/or Clients requirements (service level, calls forecasted, etc.).
- A forecast and staff requirement schedules are prepared before the 5th of each month and is projected for the next three months. Based on that information, Human Resources Department plans recruitment and training. The forecast is shared with the Client. Client has 5 days to approve or modify the forecast, and LinkActiv has 5 days to prepare the final forecast and staff requirements. Entire process must be completed on or before 15th of every month. Interaction between PREPA and LinkActiv's WFP responsible teams takes place on a weekly forecast conference call. In this call both groups review previous week call behavior and plan call forecast for next week. Adjustments to call forecasts are made every 15 days.
- If the Client and LinkActiv do not have enough historical data to prepare a forecast, LinkActiv develops a projected forecast based on the PREPA's business expectations and LinkActiv's utilities standard call profile. The project begins with a high distribution of part time CSRs (Customer Services Representatives) with highly hourly availability in order to fit with the real call volume and call profile.
- Additional Costs: Specify each additional expense such as IT integration or other costs payable by PREPA and not included in the price structure.
- None


## h. Compliance with General Contract Conditions

- Proponents shall submit the guidelines and best practices that are provided to all staff members and policies and procedures for handling complaints.
- As a general business practice, all LinkActiv employees must sign a confidentiality and non-disclosure agreements, as a requirement for employment. While this is in place and in order to comply with all contract conditions, PREPA account staff will be briefed in detail on all contractual agreements with PREPA. This ensures full account staff understanding of agreements and service expectations.
- Besides having all team members informed on contract obligations, also as a general practice, LinkActiv prepares account reviews on a bi-annual basis. All Linkactiv key stakeholders participate actively in preparing these account reviews. This is another way LinkActiv senior staff ensures that all account team members are aligned with strategy and results expected by PREPA.
- General Contract conditions complaints are channeled through the established organizational structure. They are required to be managed within 24 hours of receiving a written communication detailing issue at hand. All complaints are investigated, and investigation results as well as any necessary corrective action, is discussed with client.



## i. Information Security Requirements

- Security and compliance certification by a 3rd party for PCI-DSS, PLL security, physical access and logical access to the call center resources.
- LinkActiv relevant qualifications
- SSAE18 -LinkActiv is certified as an entity that meets the standards of the SSAE18 standard (previously SAS70). This certification, product of a rigorous process of a 3rd party audit, ensures that LinkActiv operates under the strictest standards of process compliance and information security.
- Use of the proper protocols to process sensitive and/or confidential customer data.
- Definitive proof that the necessary controls follow safety standards at large such as FERPA, HIPAA, SOX and GLBA business service levels
- Certification that the data is accessible to authorized personnel only when necessary.
- $\mathbf{P C I}$-Certification issued by the payment card industry that ensures that LinkActiv complies with the highest standards of protection of electronic transaction data


## j. Commitment to Complying with all Applicable Federal and Puerto Rico Local Permits and Regulations

- Contractual - LinkActiv can and will comply as required by PREPA with all State and Federal requirements depicted in the call center services contracted terms and conditions. As the documents required in this section expire on a yearly basis, LinkActiv will provide PREPA with updated certifications during the tenure of the agreement.
- Customer engagement regulatory compliance - As the call center tasks to be executed are entirely inbound, and since in the vast majority of cases, there will be a pre-existing relationship as defined by both the FTC and FCC, there are no major regulatory compliance concerns.


# REQUEST FOR PROPOSALS RFP 83673 CALL CENTER SERVICES 

Issued by the Puerto Rico Electric Power Authority
Date RFP Issued: February 8, 2019
Response Proposals Due Date: February 27, 2019

February 27, 2019

## Delis Tamara Zambrana <br> Natalia Martinez Lugo <br> Puerto Rico Power Authority Supply Chain Division 2019

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## OTHER DOCUMENTS

Uploaded to PowerAdvocate:

- Cover Letter
- Audited Financial Statements 20167 @017
- Appendix - C2 - Bid Bond
- Sample Operational Reports
- Proposed Implementation Chart
- Good Standing Certificate
- SURI Registro de Comerciante
- DRP Plan
- Letters of Recommendation


## Introduction

LinkActiv is delighted to have the opportunity to respond to your Request for Proposal, to partner with a solution that will improve PREPA response times, first call resolution rates, customer contact quality and overall customer service management costs.

- The accompanying proposal provides a comprehensive response to all the requirements outlined in the RFP document, as well as additional information provided on the answers to vendors questions.
- The designated primary contact person for the engagement is:

Burton M. Polhamus López
Sales \& Client Relationship Manager
T.787.641.5400 x3441
M.787.918.2241
F. 787.641.3905
E. bpolhamus@linkactiv.com

Should you have any questions, please do not hesitate to contact us.

## LinkActiv

## Brief History and Overview of Operations

LinkActiv, Inc. (LinkActiv), founded in 1994 with more than 25 years' experience, is a wholly owned subsidiary of the Grupo Ferré-Rangel, which is the largest media, communications and services conglomerate in Puerto Rico. LinkActiv is located in Guaynabo, Puerto Rico, employs more than 1,300 people and serves more than 30 clients in several industries.

In its facilities, LinkActiv operates more than 15 call center campaigns and is considered one of the largest Direct Marketing Company in Puerto Rico.

LinkActiv is responsible for relations among companies, their customers and users through a technology and processing platform that enables interaction through multiples assistance channels. LinkActiv operates mostly in the Spanish/English speaking markets.

The principal products and solutions provided by LinkActiv include:

- Multimedia Contact Center - Fully bilingual (English and Spanish), CTI-based inboundoutbound system that integrates traditional voice and IP technologies to contact, acquire, service and retain customers. The automated, interactive technology consolidates multiple channels at agent's computers, including Telephone, Web, IVR, SMS, Email, MMS and Chat.
- Customer Relationship Management (CRM) - Seamless CRM services that includes analytics, flexibility and accessibility of information to allow proper and instant retrieval and utilization of customer information.
- Strategic Database Services - Complete, multi-channel database solutions that allow clients to build, maintain and use customer data efficiently and successfully. LinkActiv database management expertise include; database development and acquisition, data entry, data warehousing, database updating, hygiene and maintenance, database segmentation and profiling, list rental and e-mail address acquisition.
- Direct Mail and Print Shop - Promote clients' new products or services with targeted direct mail pieces, which includes the design, production and printing of tailored direct mail pieces.
- Warehouse and Fulfilment - Barcode and web-based inventory management programs for better control and visibility of processes.
- In-house Training Center - Tailor-made training to clients and lease of LinkActiv training facilities to company groups.
- Staffing Services - Full service agency for temporary and/or full-time projects.


## b. Requirement of Legal Entities

- LinkActiv acknowledges that we are a corporation, properly registered to do business in Puerto Rico and the U.S. at the time of the submission of this proposal and comply with all applicable Puerto Rico or U.S. laws and/or requirements. See uploaded Certificate of Good Standing.
- LinkActiv is part of PREPA's Supplier Registry to execute a contract - Vendor \#123868.


## c. Required Qualifications of Proponents

LinkActiv certifies the following:

- For the past 25 years since starting operations, we have a satisfactory record of integrity and business ethics.
- Neither LinkActiv nor any person or entity associated with LinkActiv has been the subject of any adverse findings that would prevent PREPA from selecting LinkActiv. Such adverse findings include, but are not limited to, the following:
- Negative findings from a Federal Inspector General or from the U.S. Government Accountability Office, or from an Inspector General in another state.
- Pending or unresolved legal action from the U.S. Attorney General or from the U.S an attorney general in Puerto Rico or another state.
- Pending litigation with the Government of Puerto Rico, or any other state.
- Arson conviction or pending case
- Harassment conviction or pending case.
- Puerto Rico and Federal or private mortgage arrears, default, or foreclosure proceedings
- In rem foreclosure.
- Sale tax lien or substantial tax arrears.
- Fair Housing violations or current litigation.
- Defaults under any Federal and Puerto Rico-sponsored program.
- A record of substantial building code violations or litigation against properties owned and/or managed by Proponents or by any entity or individual that comprises Proponents.
- Past or pending voluntary or involuntary bankruptcy proceeding.
- Conviction for fraud, bribery, or grand larceny.


## d. Experience and Capacity

- Summary of general information Company Profile - LinkActiv


## General facts

1. Name of Company
a. LinkActiv, Inc.
2. Holding Company
a. Grupo Ferré-Rangel
b. www.grupoferrerangel.com/home/
3. Number ofemployees
a. 1,300
4. Employer Social Security Number
a. 660-505-713
5. Physical \& Postal Address
a. AmelialndustrialPark20CalleDiana,Guaynabo,PR00968 PO Box 366398, San Juan PR 00936-6398
6. LinkActiv contact
a. Dennisse Diaz-dennisse.diaz@gfrpr.com
7. Ratio part-time/full-time
a. $70 / 30$
8. Ratio of employee with higher end (bachelors or higher)
a. $30 \%$
9. Totalyears' operating as a company in Puerto Rico
a. 25 years
10. LinkActiv contact
information:
Web: www.linkactiv.com, Tel- 787-641-5400, Fax - 787-641-3905
Mailing Address: PO BOX 366398, San Juan, PR 00936-6398

## Summary of relevant information

LinkActiv, founded in 1993 is a full-service bilingual, bi-cultural direct marketing company servicing Puerto Rico, USA and Canada, primarily focused in the development and execution of interactive, personalized marketing strategies and managing relationships with customers in a multichannel communication structure.

As part of Grupo Ferré Rangel, the main group of media, information and communication services in Puerto Rico, clients from a wide range of industries have benefited from our expertise and resources. As a familyowned company with a multi-talented leadership team, we are guided by a commitment to entrepreneurship. As business partners, we provide carefully crafted solutions and high-quality bilingual- bicultural customer engagement services; utilizing 25 years of industry experience to deliver a service solution with inherent cost advantages to attain unparalleled client ROI

We are a premier international designer and supplier of Contact Center, Data \& Intelligence Management, Fulfilment, Mailing and Industrial Commercial Printing services.

We are the \#1 Customer Engagement Solutions Provider in Puerto Rico


LinkActiv provides services to entities in the following industries:

- Financial and BankingServices
- Emergency Management
- Telecommunications
- Consumer Goods
- Automotive
- Government
- Insurance
- Utilities
- Pharmaceutical
- Hospitality

Our Business Footprint:


LinkActiv's unique attributes:

Account team - "BrandTeam" - A multidisciplinary team where each resource performs tasks relating to its area, but in line with the brand, objectives and expectations of the customer. Acknowledging that each solution for each customer is differentinits characteristics and service needs, the responsibilities areexecuted to attain optimal solutionsfor each client. Every LinkActivcustomer is assigned with a structure as shown in the image below:

A. Synchronized multichannel execution: One voice, multiple channels - to maximize the effectiveness of resources, LinkActiv runs an idea (strategic objectives ofthe project) through different communication channels. We are the only provider in PR with the ability to run simultaneousandcoordinatedeffortsinallchannelsofdirect communication.
B. All services under one roof - The unique service feature of LinkActiv's all under one roof approach, promotes a larger return on the client's investment (ROI) in relation to the services provided by LinkActiv, by providing a more solid level of service, as wellascontact strategies focused on the client, which can be managed with high quality and a single focus. This approach improves outcomes for:
a. Client acquisition
b. Client loyalty andretention
C. Sales
d. Lower operation costs

## Some of the qualities that make us leaders in the market of contact center in PR are:

- Strongcapabilities ofproviding customizedandeffective solutionsand products,based and developed on the specific needs of each customer
- Lastgeneration contactcentermultimediatechnology(telephone,e-mail, chat, social networks, printing and sending of mail pieces in demand)
- Remote monitoring systems
- Real-time Internetreporting
- QualityControlDepartmentfocusedoncustomerprocessadherenceandclient satisfaction
- Low staff turnover (below 10\%)
- Safe and ready-to-recover facilities(no morethan 72 hours) in case of disaster


## LinkActiv Experience

- LinkActiv has 25 years of experience managing projects of comparable size and sensitivity.



## Customers we serve under partnerships

## LinkActiv relevant qualifications

- SSAE18 -LinkActiv is certified as an entity that meets the standards of the SSAE18 standard (previously SAS70). This certification, product of a rigorous process of a $3^{\text {rd }}$ party audit, ensures that LinkActiv operates under the strictest standards of process compliance and informationsecurity.
- Useoftheproperprotocolstoprocesssensitiveand/orconfidentialcustomer data.
- Definitive proof that the necessary controls follow safety standards at large such asFERPA, HIPAA,SOXandGLBAbusinessservicelevels
- Certification that the data is accessible to authorized personnel only when necessary.
- PCI -Certification issued by the payment card industry that ensures that LinkActiv complieswiththehigheststandards ofprotection ofelectronictransactiondata
- Safe and fast-recovery installations. LinkActiv has bunker-type facilities, designed with business continuity in mind.
- Multiple redundant data and telephony paths
- ATT (Optic Fiber Transport)
- 100 MB internet
- 437 telephonyports
- WorldNet (Optic Fiber Transport)
- 30MB Internet
- 184 telephonyports
- Claro (PRIs)
- 69 Telephonyports
- Neptune (Wireless Transport)
- 100MB Wireless Internet
- Entirenetworkandcomputersareprotected byenterprise-levelUPS
- Building1-80KVA
- Building2-50KVA
- Data Center
o 30KVA dedicated to the data center
- AVAYA technology (telephone box) that provides tools and a greater capacity for redundancy (Main and ESS environment).
- Physical structure, "bunker type", in non-flood zone
- 3 Private cisterns of drinking water
- Four(4) powergenerators, capable ofprovidingenergyforseveralweeksif necessary
o Onan-Industrial Grade-2 generators work and 2 rest, alternating in cycles of 12 hours
- $24 / 7$ security in both the operational facilities and company-owned parking lots

Additionally..... LinkActiv is expanding:

- 2 additional facilities, located in the east area of the island-Ceiba and Canovanas, which will have the same resilience and constitute as alternatives for redundancy services.

- The one located further east, in the town of Ceiba, LinkActiv North America, willexclusivelyexportservicesforclientsfrommainlandUS.
[] From what used to be the formerNaval Base of Roosevelt Roads
- New facilities will provide access and work opportunity to additional bilingualhuman resources located onthenortheast\&eastsideof the island.
. Thelightertheshade,themorebilingualhouseholdsare present

(Source: American Community Survey 2016 - US
Census Bureau)

Our proposal considers providing adedicatedatmosphereand 100\% seating capacityfor service agents and supervisors.

Call center facilities are equipped with all furniture, computers, telecommunications and monitoring equipment needed to manage the call center.

## Benefits of the LinkActiv solution

- Dedicatedresourceswithvastexperienceincustomerservicemanagement
- Proven track record of providing consistent results to clients in public and private entities
- Fast and efficientimplementation
- Safe and fast Recovery Installations
- Identify engagement and or staff experience with entities comparable to PREPA for which the LinkActiv provide or has provided, similar services within the last twelve (12) months.

| Client Name | Medicaid Program-PR Dept of Health |
| :---: | :---: |
| - Work <br> Description and Performance Metrics | Dedicated/secured Customer service unit to handle over 100k monthly calls and or pre-screening requests |
| - Project Duration | 60 months |
| - End Date | 7/2017 |
| - Service Deliverables | IB/OB Call Center, Mailing Services |
| - Main Contact | Luz Cruz Romero 787-765-2929 ext.6712 / 6713 |


| Client Name | AAA |
| :--- | :--- |
| $\bullet \quad$Work <br> Description and <br> Performance <br> Metrics | Dedicated team of 120 Agents to Handle over 80k calls per <br> month. LinkActiv handled two types of calls, Client Service and <br> Payable. 7 days a week from 6:00am to 11:00pm |
| $\bullet$ | Project Duration |
| $\bullet$ | End Date months |
| $\bullet \quad$Service <br> Deliverables | I/30/2017 |
| $\bullet$ | Main Contact |

- Detail five (5) similar engagements and/or experience with private and public-sector clients that would demonstrate that the LinkActiv can provide the requested services.

| 1. | Client Name |
| :--- | :--- |
| Werk <br> Derformance <br> Metrics | Medicaid Program-PR Dept of Health |
| $\bullet$ | Dedicated/secured Customer service unit to handle over 100k <br> monthly calls and or pre-screening requests |
| $\bullet$ | End Date |$\quad 7 / 2017$.


| 2. | Client Name |
| :--- | :--- | AAA


| 3. | Client Name |
| :--- | :--- |
| $\bullet$ | Rising Phoenix |
|  | Description and <br> Performance <br> Metrics | | STEP Program (Shelter and Temporary Emergency Program) -Tu |
| :--- |
| Hogar Renace. Linkavtiv mantains a dedicated program/team of |
| 600 agents to perform the services of receiving and handling the |
| intake of all applicants for the STEP program calls |



| 5. | Client Name | T-Mobile PR/USA |
| :---: | :---: | :---: |
|  | Work <br> Description and Performance Metrics | Dedicated team of 75 agents to handle over 75 k calls per month. Tele sales inbound channel for the PR and USA Hispanic Market that operates 7 days a week from 7:00am to 3:00am |
| - | Project Duration | 156 months |
| - | End Date | Active 11/30/2019 |
| - | Service Deliverables | IB/OB/CHAT/Mailing |
| - | Main Contact | Jose Detres 787-460-8191 |
|  |  |  |


| 6. Client Name | Oriental Bank |
| :---: | :---: |
| - Work Description and Performance Metrics | Dedicated Team of 45 agents to handle over 50k monthly calls. Very regulated industry, LinkActiv comply with SAE 18 and PCI certifications. Monday to Saturday from 8:00am to 9:00pm |
| - Project Duration | 12 months |
| - End Date | Active 9/30/2019 |
| - Service Deliverables | IB/Collections/OB/Chat |
| - Main Contact | Rene Colon 787-630-4122 |
|  |  |


| 7. Client Name | Triple-S |
| :---: | :---: |
| - Work <br> Description and Performance Metrics | Dedicated Team of 150 agents to handle over 90k calls monthly. Very Regulatory industry by CMS (Federal Entity) URAC Certify. 7 days a week from 8:00am to 9:00pm. 2.5MM |
| - Project Duration | 84 months |
| - End Date | Active 12/31/2019 |
| - Service Deliverables | IB/OB/Chat |
| - Main Contact | Nanette Dumont 787-749-4949 |
|  |  |


| 8. Client Name | Assurant Solutions |
| :---: | :---: |
| - Work <br> Description and Performance Metrics | Dedicated team of 60 agents to handle over 50k monthly calls. Retentions, Client Service, claims line and sales, work 7 days a week 8:00am to 8:00pm. |
| - Project Duration | 36 months |
| - End Date | Active 5/31/2020 |
| - Service Deliverables | IB/OB/Surveys |
| - Main Contact | Saribel Ferreras 787-408-7401 |
|  |  |

- PREPA may seek information from references regarding subjects that include, but are not limited to, the quality of services provided, anticipated ability to perform the services required in this RFP and the responsiveness of LinkActiv to the client during the engagement.
- Please provide at least five (5) references for LinkActiv.

| References |  |  |  |  |  |
| :--- | :--- | :--- | :--- | :--- | :--- |
| Name | Andre Leblanc | Luz Cruz Romero | Saribel Ferreras | Jose Detres | Nannette Dumont |
| Title | Program Manager | Executive Director | Customer <br> Experience <br> Manager | Telesales <br> Director | VP Client Services |
| Company | Rising Phoenix | Medicaid | Assurant | T-Mobile | Triple S |
| Address | Amelia Industrial <br> Park, Calle Diana Lote <br> 20, Guaynabo PR <br> 00968 | PO Box 70184, San <br> Juan PR 00936 | Torre Chardon <br> 30Avenida <br> Carlos Chardon <br> Suite 1101 San <br> Juan, PR 00918 | 654 Munoz <br> Rivera Ave. <br> Suite 2000 San <br> Juan PR 00918 | PO Box 363628 San <br> Juan PR 00936 |
| Phone | $225-284-9149$ | $787-765-2929$ <br> ext.6712 / 6713 | 787-282-5214 | 787-460-8191 | 787-749-4949 |
| Email | Aleblanc <br> @tidalbasingroup.com | Luz.cruz <br> @salud.pr.gov | saribel.ferreras@a <br> ssurant.com | Jose.detres <br> @t-mobile.com | Ndumont <br> @ssspr.com |
| Other <br> contact | n/a | n/a | n/a | n/a | n/a |

- In addition, provide the following information:
i. Information of two years of experience in Puerto Rico. Including the amount of customer service customers (accounts) currently have.
a. LinkActiv has 25 years of experience. Currently, we have 10 customer service accounts. And for the last two years, 12 customer service accounts.
ii. Average monthly volume of calls handled for the last $\mathbf{2 4}$ months.
a. 600,000 monthly calls
iii. Average number of calls handled afterhours (after 10 pm , weekends, etc.)
a. 200,000 monthly calls
iv. Number of employees staffed: managers, supervisors, agents, etc. Identify by part-time and full-time.
a. 750 Contact center employees, $70 \%$ FT 30\% PT
v. Percentage of employee turnover
a. $7 \%$ turnover (average last 12 months)
vi. Describe the number of seat agents, installed and occupied. Available Growth Capacity?
a. Agents Seats 650 @ Guaynabo
i. New locations: Ceiba-200 April 2019 + 200 July 2019 / Canovanas-200 October 2019
b. Occupied: 500
c. Available Growth: 150 seats
vii. Location of the facilities, indicating the dated when you started using the facility.
a. Amelia Industrial Park, Calle Diana, Lot 18 \& 20, Guaynabo, PR.
b. March 19, 2001
viii. Identified the providers of IT and Telecommunications infrastructure: IVR, switchboard, phones, circuits, call center software, etc.
a. IT Infrastructure providers - LinkActiv \& GFR PR internal teams
b. IVR Platform - Avaya (Envision Technologies), Acucall, NobelBiz
c. Switchboard (ACD), phones - Avaya (Envision Technologies)
d. Data Cabling - World Interdata Solutions, LinkActiv internal team
e. Data Circuits - ATT, WorldNet and Neptuno
f. Telephone circuits - ATT, Claro, WorldNet
g. Call center software - Avaya Aura Ver 7.1.3 / Contact Center Elite
ix. Offerors must demonstrate financial stability. Proposals must include copies of the last two years end audited financial statements.
a. Please see 2016 and 2017 audited financial uploaded thru Power Advocate
x. Explain how the proponent can meet or exceed the financial demands necessary to complete the services described in this RFP.
a. LinkActiv has a steady positive cash flow, necessary for the financial demands of this PREPA business.
xi. Hurricane resistant building design certification
- LinkActiv has bunker-type facilities, designed with business continuity in mind.
- Multiple redundant data and telephony paths
- ATT (Optic Fiber Transport)
- 100 MB internet
- 437 telephonyports
- WorldNet (Optic Fiber Transport)
- 30MB Internet
- 184 telephonyports
- Claro (PRIs)
- 69 Telephonyports
- Neptune (Wireless Transport)
- 100MB Wireless Internet
- Entirenetworkand computersare protected byenterprise-levelUPS
- Building1-80KVA
- Building2-50KVA
- Data Center
o 30KVA dedicated to the data center
- AVAYA technology (telephone box) that provides tools and a greater capacity for redundancy (Main and ESS environment).
- Physical structure, "bunker type", in non-flood zone
- 3 Private cisterns of drinking water
- Four(4) powergenerators,capable of frovidingenergyforseveralweeksif necessary
o Onan-Industrial Grade-2 generators work and 2 rest, alternating in cycles of 12 hours
- $24 / 7$ security in both the operational facilities and company-owned parking lots
xii. Fiber optic provider list.
a. Telephone circuits - ATT, Claro, WorldNet and Liberty.
xiii. Minimum of 1G bandwidth network link with PREPA capacity certification.
a. Bandwith with PREPA will be available at exisiting PREPANET facilities in Linkactiv through OnNet.


## xiv. Cyber security infrastructure description.

Systems/Data Security

- Relevant systems for PREPA
- Avaya ACD and multichannel communications management suite (upgraded to latest stable release on August 2018), which is $100 \%$ compatible with PREPA
- Redundant ACD operating under High Availability Mode (two separate servers acting like independent ACD's in case one fails) also, we have an Enterprise Survivable Servers (ESS) Architecture.
- Network firewalls
- Cisco / Nortel network
- 10 GB backbone
- Data Security- Physical and logical security to keep data safe and confidential at all times
- SSAE18 certified (previously SAS70)/PII Protocols
- Server, data and telecom room w/ biometric access control
- FM200 protected
- Dedicated closed areas for PREPA
- Access control to building and call center
- $100 \%$ ID enforcement at all times
- 24/7 Corporate security guards


## e. Service Management

## a. Service Delivery

i. Describe your company's ability to fulfill PREPA's requirements

LinkActiv's approach to fulfill PREPA's requirements is defined in 4 main areas: People, Infrastructure, Systems/Security, and Category Experience.

## People

- LinkActiv's account and service team have over 8 years of hands-on experience and KPI delivery in customer service management for utilities in PR, in both Spanish and English. This experience comes from the management of PRASA's customer service and payments call center, custom made IT back office applications to streamline communications between the customer service call center and field service offices, including the design, composition, printing and mailing of 1.2 million monthly customer and commercial invoices.
- At LinkActiv we take great care selecting the right candidates and, our employee sourcing, testing, selecting, training and on-boarding processes, are geared towards getting the right profiles for customer service.
- Custom On-Boarding program which objectives are to make all new hires feel "at home" since the day they are selected to work on any of our campaigns and increase agent retention.
- Agents with longer tenure = better customer service and shorter, more efficient interactions.
- More efficient interactions = efficiency = lower overall operational costs. This efficiency translates to better services for PREPA and its customers.


## Infrastructure

- Bunker type facilities designed with business continuity in mind
- No windows
- Multiple redundant telephony and data paths
- ATT (Fiber Optic Transport)
- Claro (PRIs)
- WorldNet (Fiber Optic Transport)
- Neptuno (Wireless Transport)
- Multiple Metro Ethernet Internet lines
- Private water wells
- Entire network, ACD and computers protected by enterprise level UPS's
- Four (4) Onan Industrial grade emergency power generators capable of providing electrical power for several weeks if necessary
- 2 generators needed for entire campus
- 2 generators work and 2 rest, alternating on 12 hours cycles
- Company owned parking lots with security, which guarantees $100 \%$ spaces for all LinkActiv employees


## Systems/Data Security

- Relevant systems for PREPA
- Avaya ACD and multichannel communications management suite (upgraded to latest release on August 2018), which is 100\% compatible with PREPA
- Redundant ACD operating under high availability mode (two separate servers acting like independent ACD's in case one fails)
- Network firewalls
- Cisco / Nortel network
- 10 GB backbone
- Data Security- Physical and logical security to keep data safe and confidential at all times
- SSAE18 certified (previously SAS70)/PII Protocols
- Server, data and telecom room w/ biometric access control
- FM200 protected
- Dedicated closed areas for PREPA
- Access control to building and call center
- $100 \%$ ID enforcement at all times
- 24/7 Corporate security guards
- Security cameras
- All computers with USB access blocked
- Paperless environment, no cellphone policy
- Daily backups


## Category Experience

- Experience with utilities
- 8+ years of experience handling PRASA's customer service call center
- Custom application development for case follow up between call center and field service offices (commercial offices)
- Proven experience managing operations 24/7 during emergencies such as major service interruptions and hurricanes
ii. Indicate the amount of Call Center operators currently employ
a. 750 call center operators
iii. If necessary, can you expand the number of operators? How quickly can you ramp-up additional resources inn case of emergency?
a. Yes, we can provide up to 25 resources on a weekly basis. Number can be higher in emergency situations. As PREPA's business has a seasonality due to weather in the summer months, our HR department will preventively create a talent pool to be ready for short term operator increase.
iv. Describe your call management process. How the Call Center will operate on a continual basis $\mathbf{2 4}$ hours a day, $\mathbf{7}$ days a week.
- LinkActiv maintains a dedicated program / team to perform the services of receiving and handling the user entities customer calls. There are agents dedicated to handle the user entities calls, supervisors to support the dedicated agents, and a manager to support the dedicated supervisors. We have the capability of operating on a continual basis 24 hours a day, 7 days a week by establishing three (3) daily shifts if required by client.
- The user entities Call Centers are staffed with agents to provide incoming call support for the related Call Center services. Each agent has an individual work station/telephone, and Supervisors and Managers are on duty during each shift to monitor the related operation/services. When a call is received the user entities IVR systems routes the incoming calls to LinkActiv operations, were the Avaya communication system (ACD) ensures that all incoming calls received are distributed to the specific Call Center agent. In addition, the Avaya communication system allows LinkActiv to move call distribution, direct calls transparently, route calls by agent skill set, call resolution management, etc. Avaya provides LinkActiv with the platform for which data pertaining to the Call Center statistics is maintained and generated.
- The calls received and distributed are exhibited in a monitor at the user entities Call Centers in order to monitor and display the status of all calls received. Among the status/statistics that are displayed are included:
- Call waiting
- Oldest call waiting
- Expected wait time
- Abandoned calls
- Number of agents staffed
- State per agent
- In addition, calls received are fully recorded in the NICE/UPTIVITY voice \& screen capture recording system, which enables to record agent's conversation with the client

LINKACTIV
members or customers. Also, we have a secondary recording system platform from OrecX. Once the calls are received, the agents are responsible of classifying all calls into predetermined categories using the Soft Phone. Classifying calls enables both agents and supervisors to better identify and resolve particular scenarios in assurance that all calls are properly managed in accordance with the user entities requirements.

- Also, on a daily basis, operational summary reports (including the results of the Call Center metrics) are generated and monitored by management in order to ensure that calls are properly managed in accordance with the user entities requirements. Sample reports include:
- The EOD interval report, which includes forecasted calls, calls received, calls handled \% of forecast, utilization and cumulative service level.
- The scorecard report, which includes the performance information per agent and supervisor. This report includes the managed calls per agent, number of orders, number of lines, lines per order, conversion rate, lines per order ratio and total calls answered, among others. In addition, this report includes the occupancy data, such as, the average, handled time, occupancy and auxiliary time.
v. Describe your people management processes: agent and supervisor recruiting, training and on-going management.


## Recruitment

LinkActiv has established a formal hiring and recruiting process, which requires the involvement of the Human Resources Department as well as Operations. Formal job descriptions are developed, and qualifications are defined for the required positions before candidates are hired. Most common job requirements include but are not limited to ability to speak English and Spanish, typing skills, customer service experience, computer literacy and ability to navigate the internet, among others. LinkActiv has a very strict screening process that includes phone screens, behavioral interviews and skills assessment tools. Different levels of Background checks that include criminal, National Sex Offender, financial and/or drug tests are conducted according to client's requirements. Also proof of academic or education level is required.

## Our Talent Acquisition Process



## Onboarding

The Human Resources department has established an Onboarding Program to enhance the employee experience and accelerate the agent's time to competency. The program provides new employee orientation and guidance through the recruitment, training and production phases during the first 90 days in the job. New employee surveys are conducted in each phase to measure employee engagement and satisfaction.


## Training

LinkActiv partners with the client to assure a quality Train the Trainer is conducted to accelerate the agents' time to competency in production phase. When the client provides the training materials, LinkActiv trainers may review and provide recommendations on delivery and testing strategies. Based on client's requirements, training materials may be adapted and uploaded to LinkActiv e-learning systems, while protecting copyright/content proprietary rights. LinkActiv understands that providing development opportunities contributes to employee retention and engagement. For that purpose, agent's training needs assessments are identified through quality audits and training activities are programmed according to such results and are executed through different channels such as individual coaching, group trainings or e-learning. Also, a full curriculum for employee development is offered through LinkActiv University.


## On-Going Management

LinkActiv personnel policies are documented and published in an employee manual. The employee manual outlines corporate policies and the code of professional conduct describes the employees' responsibility for proper business dealings with LinkActiv and its clients. Every new employee receives a copy of the manual, concurring with LinkActiv's policies and procedures which include the signing of an acknowledgement form. A consistent disciplinary process is in place to manage deviations in the policies. Supervisors and Managers are constantly trained and updated on the ongoing changes in policies and procedures.

At LinkActiv we ensure our agents development and performance by providing monthly evaluations that measures goals compliance. Our monthly evaluation form complies with the parameters established by our client. Furthermore, LinkActiv Quality Assurance Department, ensures the quality level of calls through monitoring and evaluating them according to the established call script. Evaluated calls are discussed in individual coaching sessions, providing space to discuss strengths, opportunity areas and establish action plans in order to help the agents improve their performance.

Quality Specialists are properly trained to identify the needs of each campaign and share findings with our training and development department, in order to address the needs. Ongoing trainings are constantly provided, and results are measured and documented.
vi. Provide a description of the agent, supervisor, maintenance training that you will provide.

According to RFP specifications, PREPA will provide all training materials and trainers to conduct the initial "Train the Trainer" to LinkActiv trainers during a 2-week period. LinkActiv is committed to having the required number of trainers available to participate in the TtT. LinkActiv trainers may review and provide recommendations on delivery and testing strategies during the TtT. Supervisors will participate in the TtT. Maintenance training needs will be identified in a continuous basis through quality monitoring, coaching and performance evaluations. All these inputs are used to develop ongoing trainings for the agents and supervisors.

## Sample Training Program:

- Telephone etiquette
- Monitoring and Quality Controls
- Suggestive Selling
- Customer Service and Sales Best Practices
- Writing Skills
- Handling Customer Objections and Handling difficult calls
- Role play with systems and product (along with other representatives taking the training, the training specialist and a supervisor of the campaign)
- $\quad$ Side by side and OJT (On the job training)
vii. Provide tenure (years of experience in customer service) of your supervisor / management team, with your company and overall.
a. Supervisors at LinkActiv have an average of 7 years of tenure in customer service and $95 \%$ have been appointed by internal promotions.
b. Managers average 6.4 years of tenure in customer service and all have previous experience in the Contact Center industry.
viii. Specified if any third parties participate on the call center activities.
a. LinkActiv does not utilize any 3rd parties for call center activities.
b. Nonetheless, LinkActiv does utilize 3rd parties for infrastructure management (Avaya Call Center Technology), and telephony providers (Claro, WorldNet,AT\&T and Neptuno)
ix. Describe relationships, roles and responsibilities regarding the call center activities to be performed for PREPA. How do you propose to manage the account relationship with PREPA?

Organizational approach: Two key factors defines our organizational approach.
BrandTeam structure for each client: We approach Client Business solutions with a multidisciplinary BrandTeam structure. Different service disciplines defined for each client, work defines the optimum solution to the client's needs.

This enables LinkActiv to deliver seamless, timely and business building solutions. For each client the BrandTeam structure is as follows:


Structured reporting program custom designed to each client's information needs. It works on two levels: the first delivers daily KPI results and the second generates quarterly business reviews with clients to review results, project management assessment and identifies actions going forward. Critical to the process success is that each project has a timetable and a task leader.

## PREPA Operations Team



## Contact Center Manager

- Maintainthe operativerelation with the clients.
- Recommend
processes improvementsin order to increase revenue, customer satisfaction or costs reduction.
- Manage, evaluate and developtoits personnel utilizingthe tools or reports developed by Shared Services.
- Assure compliance of KPIs contractedfor each service.
- Implement new projects
- Develop continuous imnrnvomort



## Shared Service Manager

- Implement new projects.
- Document processes.
- Develop continucus improvement projects.
- Ensure the project objectives are defined and operating to consistently achieving targets.
- Monitortrarsactions to assure process compliance for individual CSRs or Project.
- Forecasting, staffing and schedulingto meet transaction volume demands.
- Develop and Prepare reports of KPIs that serve of tool of management to the Contact Center

LinkActiv proposes that the call center shall be managed by a BrandTeam consisting of:

- Account Director
- Operation Manager
- Supervisors
- Group leaders
- Service agents
- Training resources
- Quality control resources

This task force will have the direct support of the departments of:

- Human resources
- IT
- Administration
$x$. What is the volume of calls that your organization can handle simultaneously at any given time window? How are your night and weekend shifts organized and managed?
- LinkActiv handles simultaneous call volume through thirty (30) T1's which translates to 700 calls simultaneously with a capacity of growth up to 3,000 simultaneous calls.
- To handle this call volume, weekdays, night and weekend shifts are organized and managed through our proprietary Workforce Management process. LinkActiv's Shared Services Department prepares the forecast and staffing requirements for each project per day and half an hour interval, using LinkActiv' s statistics (average handling time, call volume, call profile, customer service representative absenteeism and attrition) and/or Clients requirements (service level, calls forecasted, etc.).
- A forecast and staff requirement schedules are prepared before the 5 th of each month and is projected for the next three months. Based on that information, Human Resources Department plans recruitment and training. The forecast is shared with the Client. Client has 5 days to approve or modify the forecast, and LinkActiv has 5 days to prepare the final forecast and staff requirements. Entire process must be completed on or before 15th of every month. Interaction between PREPA and LinkActiv's WFP responsible teams takes place on a weekly forecast conference call. In this call both groups review previous week call behavior and plan call forecast for next week. Adjustments to call forecasts are made every 15 days.
- If the Client and LinkActiv do not have enough historical data to prepare a forecast, LinkActiv develops a projected forecast based on PREPA's business expectations and LinkActiv's utilities standard call profile. The project begins with a high distribution of part time CSRs (Customer Services Representatives) with highly hourly availability in order to fit with the real call volume and call profile.
xi. Provide an implementation work plan outlining the key steps and milestones for the setup and transition of services.
a. LinkActiv's implementation strategy uses Project Management methodology and tools for planning and implementing single and simultaneous projects. These includes project management, status reporting, client communications, dealing with issues and change management.
b. Gantt charts are used to track the start and finish dates by week or months of the critical activities of a project and who is responsible for each task (specific resources or departments.) LinkActiv's use of this method reduces risk and guarantees delivery of projects on time and on budget.
c. At LinkActiv, we have the capability to manage and implement project rollouts in any one or combination of the following implementation approaches: Big Bang, Phased Rollout or Parallel Adoption (for existing operations).
d. Please, see GANTT chart document uploaded thru Power Advocate

xii. How do you measure service quality and provide regular reporting updates? Please provide report samples (i.e. KPIs)

LinkActiv structures reporting programs custom designed to each client's information needs. It works on two levels: the first delivers daily KPI results and the second generates monthly business reviews with clients to review results, project management assessment and identifies actions going forward. Critical to the process success is that each project has a timetable and a task leader. On a monthly basis, project goals are transferred to the different components of the operation.

The components are the following:

- Operations
- Operations Manager
- Senior Supervisor dedicated to the project
- Supervisor (1:15 sales representatives)
- Sales Representatives
- Quality \& Training
- Quality analyst (1:50 sales representatives)
- Monitor 6 evaluations per agent, per month
- New hires trainer (1:25 sales representatives in classroom)
- Floor trainer (1:80 sales representatives)
- Shared Services
- GQA (covering the entire schedule)
- Workforce analyst (projections, staffing and scheduling)
- Reporting analyst (reporting, billing)
- Project Management
- Implement projects
- Process improvements

The main responsibilities of the Operations Manager are the following:

- Point of contact of the client site manager
- Ensure compliance of Service Level Agreements
- Manage, evaluate and develop staff in charge
- Design, recommend and implement enhancement projects in order to improve results
- Implement new projects
- Develop continuous improvement

In order to assure project performance and result tracking, the Shared Service department currently delivers the following reports:

- 30-minute interval reports
- Interval reports (calls metrics, staffing metrics)
- 2-hours interval reports
- Summary of daily activities (FE sales, LPS, calls, \%SL, LPH, Occupancy)
- Update leaderboard (sales volume versus goals)
- Daily reports
- Performance reports per queue and idiom (calls metrics, sales metrics, staffing metrics)
- Customer service representatives and supervisors' scorecard (calls metrics, sales metrics, staffing metrics, attendance, QA scores)
- Closing report (daily stats)
- Weekly reports
- Supervisors dashboard (track supervisors coaching work in order to assure supervisors spent at least $75 \%$ of their time coaching)
- Staffing reports (FTE tracker, SQI, IDP)
- Features and Accessories report
- Every 15 days
- Employee performance (incentive report)
- Monthly
- Master list
- Monthly business review
- Newly hired training
- Time to competency (TTC)

Supervisors meet on a weekly basis with his/her agents in order to provide feedback on their performance indicators and develop and individual plan for the next week. In order to assure project results, QA Department provides constant coaching to agents, discussing evaluated calls, strengths and opportunity areas. They provide individual coaching, team huddles and calibrations with agents and client.

Quality assurance procedures are available, documented and approved by management to ensure that call services are properly managed and monitored. On a daily basis, the Quality Unit monitors the performance of each agent in the Call Centers based in pre-defined criteria and user entities requirements. Two types of monitoring procedures are performed; a side by side evaluation and off-side evaluation, which includes the selection of call recordings from the UPTIVITY application to listen and evaluate the related performances. Each agent is evaluated at least 6 times during the month through the side-by-side and/or offside monitoring, to ensure evaluators alignment, on a weekly basis the QA team runs calibration sessions.

Key Performance Indicators (KPIs) are continuously tracked by management to monitor the compliance and performance of the project. The KPIs are reviewed twice per month in the formal "Check Point" meetings.
At "Check Point" meeting each component of the operation presents the results of its indicators for the period and set target and action plans for next period. A summary operations scorecard is shared as evidence of the meeting and monitoring KPIs review.

## Please, see REPORT SAMPLE document uploaded thru Power Advocate

xiii. Provide a description of your information technology and communications platform, including ACD manufacturer and other technology components.

- An AVAYA WMWare Virtual Environment
- CM Version 7.1.3 in HA and ESS
- CMS HA Version 18.0.2
- Maximum Ports Capacity: 65,000 Installed: 3,000
- Maximum Stations: 12,000 Installed: 1,235
- Maximum Logged Agent Capacity: 3,000 Installed: 1,400
- Maximum Administered Agents: 10,000 Registered: 2,400
- LinkActiv has a $24 / 7$ maintenance contract with AVAYA for system support. Our system is configured as a high availability environment with multiple redundancy servers.
- NICE/Uptivity Discover Platform Version 17.3 for Quality Assurance \& Recording System (Voice / Data)
xiv. Provide network availability and network Quality of Service reports for the last 12 months.
a. Please, see REPORTS document uploaded thru Power Advocate

xv. Describe your proposed solution to connect to the PREPA Call Center infrastructure in order to receive customer service calls for PREPA.

Based on the two systems configurations examples PREPA is considering for options for the contact center solution, LinkActiv can effectively work under either scenario, as LinkActiv operates on an Avaya network, compatible to that of PREPA.

Nonetheless, LinkActiv suggests PREPA IVR flow option 2. There are various reasons for that:
i. Since LinkActiv operates on an Avaya network, similar to that of PREPA, having PREPA's calls routed to our Avaya ACD, provides PREPA an additional level of security as LinkActiv's ACD can potentially serve as a backup to PREPA's ACD should it fail for any reason (in which case PREPA's customer service numbers, can be rerouted to LinkActiv' s service trunks's).
ii. Scenario 2 does not require PREPA to incur in the high cost of acquiring the additional Avaya station licenses required under scenario 1
xvi. Describe your ability to integrate with the Avaya platform servicing the current PREPA call center.

LinkActiv has a dedicated AVAYA Certified Staff, with more than 20 years combined experience, working with all the AVAYA Contact Center platforms. We also have a dedicated Business Analytics and Reports Unit, in charge of providing tailored reporting solutions, in real time or automatically sent to our clients by 30-minute intervals.

LinkActiv has implemented multiples ACD to ACD configurations projects for major clients such as PRASA, Triple S and T-Mobile. With a combined volume of more than 15 million transactions, and with an average up time of 99.9\%.

- PRASA: AVAYA - CISCO Implementation
- For this project, we interconnect using SIP Trunk and H. 323 protocol. A call comes from PRASA to our AVAYA ACD into a private trunk group, and then is delivered to the agent's phones using skill based routing and intelligent agent selection. In addition, this type of implementation allows us to use the full array of AVAYA CMS Reports.
- Triple S: AVAYA - AVAYA implementation
- For this project, we tie both AVAYA ACD's using SIP Trunking and the H. 323 protocols.
- T-Mobile: AVAYA - AVAYA Implementation
- For this project, we integrate both AVAYA ACD's using SIP Trunking, VoIP and Intelligent Routing. We have redundant private circuits and fully redundant servers for a complete disaster recovery approach. We also provide to the client the full array of AVAYA CMS reports.
xvii. Provided disaster recovery plan to protect against possible service interruption. Shall indicate the time operations are up and running and how long can you operate under those circumstances?
a. Please, see document uploaded thru Power Advocate.
b. Our DRP is designed to have operations up and running in less than 4 hours
xviii. Describe policies, certifications and technology tools in place to protect customer data from unauthorized access and unauthorized use. How do you ensure the confidentiality and security of your customer's data?

LinkActiv Best Practices for Protecting Electronic Restricted Data
These practices were endorsed by the Information Technology Security Committee and are updated periodically.

## INTRODUCTION

In order to sustain our current SSAE18 certification, and because of its very nature, restricted data (see definition below) must be protected from unauthorized access or disclosure. Everyone at LinkActiv has a responsibility to protect restricted data under their control. The following practices are designed to provide realistic, achievable steps for protecting this information. They do not supersede corporate or government requirements for protection of restricted and essential data.

Please note: LinkActiv' s Minimum Network Connectivity Requirements apply to all devices that connect to LinkActiv network, regardless of whether they contain or access restricted data. The information below is in addition to these requirements.

## DEFINITION

Restricted Data: LinkActiv's Information Technology Security Committee has defined "restricted data" as "Any client confidential or personal information that is protected by law or policy and that requires the highest level of access control and security protection, whether in storage or in transit."
Restricted data includes, but is not necessarily limited to:

- Personal Identity Information (PII)
- Electronic protected health information (ePHI) protected by Federal HIPAA legislation
- Credit card data regulated by the Payment Card Industry (PCI)
- Information relating to an ongoing criminal investigation
- Court-ordered settlement agreements requiring non-disclosure
- Information specifically identified by contract as restricted
- Other information for which the degree of adverse effect that may result from unauthorized access or disclosure is high


## GENERAL GUIDELINES REGARDING RESTRICTED INFORMATION:

- Store the minimum amount of restricted data possible and know where it is stored.
- Securely delete restricted data when there is no longer a business need for its retention. -Don't forget about email, attachments, screenshots, old or previous versions of files, drafts, archives, copies, backups, CDs/DVDs, old floppies, etc.
- Always shred or otherwise destroy restricted data when disposing of it or equipment that contains it.
- Information on how to securely delete files and email is available at Request: for Mac / PC / email
- Also see disposal and re-use of devices and electronic media.
- Truncate, de-identify or redact restricted data that you must retain whenever possible.


## LINKACTIV BEST PRACTICES FOR PROTECTING ELECTRONIC RESTRICTED DATA, INCLUDING PII

A. Encryption:

Restricted data will be encrypted when it is transmitted. This includes email, online, remote access, file transfers, and workstation/server communications.
B. Authorized use only:

LinkActiv will enforce proper authorization and training prior to accessing restricted data. LinkActiv personnel must never share or discuss restricted data with unauthorized individuals and must sign a confidentiality and nondisclosure agreements upon recruitment.
C. Use of strong passwords:

Passwords that protect restricted data must meet LinkActiv's Password Standards. They must use a mixture of upper- and lower-case letters, numbers, and symbols; and be at least 8 characters in length (or 10 if they're complex). See the Standards for additional requirements.

- Password protects all devices.
- Don't share your passwords or private account information.
- Use different passwords for accounts that provide access to restricted data than for your less-sensitive accounts. Also use different passwords for LinkActiv and personal accounts.
- Users will get locked out of LinkActiv systems after three failed login attempts.
D. Keep devices and applications up to date:

Information Technology System personnel will make sure all devices and applications have all necessary security updates or "patches" and will keep them current.
E. The Use of Anti-virus Software:

All desktop and laptop computers connected to LinkActiv's network will have current, up-to-date software to detect viruses, spyware, and other malicious software.
F. Firewalls and Instruction Prevention Systems.

Firewall and IPS will be in place to ensure restricted access to systems and or platforms.
G. Physical Security:

LinkActiv will ensure proper physical security of electronic restricted data. Access control via proximity cards to restricted areas, $24 / 7$ security guards on premise, CCTV systems and monitoring systems are in place to ensure unauthorized access. In addition, the following controls are in place:

- Physically secure (lock down) workstations when not in use+
- Paperless environment (no printer, fax or electronic devices on the floor)
- Mobile phones or any other electronic devices are not permitted in the work area
- Lockers are provided in order for employees to store their personal items, not authorized in the work area
- No restricted data can be stored on portable electronic devices
H. Secure laptop computers, mobile devices, CDs/DVDs, memory sticks, external hard drive, etc. at all time:
I. Information Protection for Internet and Email:

Sending of restricted data or personal information via email or instant message (IM) is prohibited.
J. Prevention of Scam/Spam:

LinkActiv will maintain anti-spam control to prevent spam and suspicious emails; don't open, forward or reply to them.
K. Installation of unknown or unsolicited programs on LinkActiv computers is prohibited.
L. LinkActiv will ensure the shutdown, locking and logging off the center computers when not in use and that such equipment will require a password when wakeup.
M. Restricted data must be encrypted when it is transmitted.

This includes email, remote access, file transfers, and workstation/server communications. When distributing restricted information to others, be sure you notify them that the data is restricted and requires security protections.
N. Disposal and Re-Use of Electronic Devices and Media:

Restricted data must be destroyed completely and securely removed from computers, electronic devices, and electronic media (including backups) before disposal. This includes workstations, laptops, portable devices, printers, copy machines, faxes, data sticks, external hard drives, CDs/DVDs, tapes, etc. Physical documents with restricted data must be shred.
O. Test, Development and Training Systems:

LinkActiv personnel must never use actual restricted data in test or development systems, or for training purposes.
P. Reporting Security Incidents:

Immediately report suspected security incidents and breaches to your supervisor and the ITS Support Center. Also report lost or missing LinkActiv computing equipment to proper personnel.
Q. Policies:

All employees who work with restricted data must be familiar with LinkActiv policies relating to restricted data. Many of these policies are available on the employee manual. Also applicable are Acceptable Use Policy, Minimum Network Connectivity Requirements, Information System Policies, procedures and guidelines; and any specific non-disclosure agreements that apply to information that you work with.

A signed statement of receipt and understanding of applicable policies \& requirements will be required prior to obtaining access to restricted data.

## Sanctions:

Employees who violate LinkActiv policies or State or Federal laws regarding privacy or security of confidential, restricted and/or protected information may be subject to corrective or disciplinary actions in accordance with existing LinkActiv personnel policies. Personnel must contact Human Resources for additional information.
Violation of local, State and Federal laws may carry additional consequences of prosecution under the law, costs of litigation, payment of damages, (or both); or all.

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## Background Checks:

Background checks may be required when hiring or reassigning individuals to critical positions that will require access to restricted data. Contact the Human Resources Office for additional information.

Education and Training:

All employees whose jobs involve working with restricted data should receive training on basic computer security awareness, security incident response, practices for protecting restricted data, and policy requirements relevant to restricted data.
R. Disaster recovery and emergency procedures:

All critical restricted data must be backed up regularly to a secure location. Backup media containing restricted data must be physically secure and/or encrypted and must be transported securely.

Personnel must be familiar with their department's disaster recovery plan and emergency operations procedures for the protection of restricted data in the event of a disaster.
S. Third Party/Vendor Relationships:

Third Party Vendor will not have access to restricted personal information.

## b. Relationship Management

- PREPA intends to manage very closely the future business relationship with selected providers. In order to do so efficiently, a formal reporting and communication structure will be established. A regular meeting schedule will be required for the different reporting levels established, with ongoing access to all of PREPA's selected provider points of contact when required.
- LinkActiv certifies that will comply and agrees to allow PREPA personnel at the LinkActiv's Call Center.

Close Client-LinkActiv business relationships it's a core discipline at LinkActiv. Formal daily reporting and communication are regular tasks for our Account Managers and Operations Supervisors. As a LinkActiv client, PREPA will receive both manual and automated daily reports, as well as personal contact thru telephone and email. Since most of our clients, have a dedicated workspace within our facilities, daily status meetings and weekly calibration sessions are permanently scheduled.

LinkActiv account managers are the main liaison between LinkActiv and client. Amongst AM responsibilities are:

- Project setup
- Strategic direction
- KPI monitoring
- Report analysis
- Client meetings
- Business reviews
- Internal
- w/ Client

This executive accomplishes project objectives by planning and evaluating project activities, working closely with client management to understand the business requirements for the project, developing effective working relationships and ongoing management processes. Defines the deliverables, resource requirements and develops work plan for the project, to manage the development and delivery. The Account Manager ensures that the project is delivered within the financial requirements of the contract.

Estimates and plans project(s) from start and the procedures to manage the relationship and delivery of KPI's. A critical role is to manage, monitor and motivate the cross functional team and multiple country KPI's assigned of the project. Responsible to develop project presentations in response to client needs to demonstrate service deliverables and business development action plans.

Organizational approach

- Two key factors define our organizational approach.

BrandTeam structure for each client: We approach Client Business solutions with a multidisciplinary BrandTeam structure. Different service disciplines defined for each client, work defines the optimum solution to the client's needs. This enables LinkActiv to deliver seamless, timely and business building solutions. For each client the BrandTeam structure is as follows:

## MULTIDISCIPLINARY BRAND TEAM



- Structured reporting program custom designed to each client's information needs. It works on two levels: the first delivers daily KPI results and the second generates quarterly business reviews with clients to review results, project management assessment and identifies actions going forward. Critical to the process success is that each project has a timetable and a task leader.


## PREPA's BrandTeam structure



## f. Administrative Matters

- Pricing Structure:
- It is understood and accepted by both PREPA and the LinkActiv that the submitted proposal includes all necessary costs and fees, incurred to duly provide the services.
- LinkActiv acknowledges this point.
- PREPA will only pay for Services already rendered before the submitted invoice date.
- PREPA will not be required to make advance payments for any future service to be rendered by Contractor under Contract.
- LinkActiv shall submit monthly invoices within the first thirty (30) days following the period invoiced which will include a description of the services rendered and the number of hours spent by each person.
- Each invoice will be itemized and will be dully certified by an authorized representative of the LinkActiv.
- PREPA will review the invoices and if they are in compliance with the requirements set forth in the Contract, it will proceed with payment within sixty (60) days of receipt invoice.
- Payment is due upon receipt of a valid invoice.
- PREPA reserves the right to conduct the audits it deems necessary and it will not be subject to finance charges regarding invoice payments.


## g. Pricing

- The following is a description of the minimum information which shall be supplied by proponents. Failure to supply the minimum information requested herein shall result in a proposal being considered unacceptable and therefore rejected.
- Pricing: Price shall be provided per hour of productive agent time (firm/final)
- Uploaded in the platform
- Pricing Structure: Please provide price (per hour of productive agent time) for a one year, two year and three-year duration contract. PREPA's expectation is that the prices will be lower for longer contract durations.
- Uploaded in the platform
- Agent Structure: Please specify the number of agents that will be required to achieve the service levels required by PREPA. Please explain in detail the methodology used to arrive at your number.
- 107 stations and 139 customer services agents
- Methodology
- The Erlang C algorithm expresses the probability that an arriving customer will need to queue (as opposed to immediately being served). Erlang C assumes an infinite population of sources, which jointly offer traffic of A Erlangs to N servers. However, if all the servers are busy when a request arrives from a source, the request is queued. An unlimited number of requests may be held in the queue in this way simultaneously. This formula calculates the probability of queuing offered traffic, assuming that blocked calls stay in the system until they can be handled. This formula is used to determine the number of agents or customer service representatives needed to staff a call center, for a specified desired probability of queuing. However, the Erlang C formula assumes that callers never hang up while in queue, that all calls begin and end in the same time period being considered, and that callers never try to call back after having hung up while in queue. These deficiencies make the formula predict that more agents should be used than are really needed to maintain a desired service level.
- It is assumed that the call arrivals can be modeled by a Poisson process and that call holding times are described by a negative exponential distribution.
- To handle this call volume, weekdays, night and weekend shifts are organized and managed through our proprietary Workforce Management process. LinkActiv's Shared Services Department prepares the forecast and staffing requirements for each project per day and half an hour interval, using LinkActiv's statistics (average handling time, call volume, call profile, customer service representative absenteeism and attrition) and/or Clients requirements (service level, calls forecasted, etc.).
- A forecast and staff requirement schedules are prepared before the 5th of each month and is projected for the next three months. Based on that information, Human Resources Department plans recruitment and training. The forecast is shared with the Client. Client has 5 days to approve or modify the forecast, and LinkActiv has 5 days to prepare the final forecast and staff requirements. Entire process must be completed on or before 15th of every month. Interaction between PREPA and LinkActiv's WFP responsible teams takes place on a weekly forecast conference call. In this call both groups review previous week call behavior and plan call forecast for next week. Adjustments to call forecasts are made every 15 days.
- If the Client and LinkActiv do not have enough historical data to prepare a forecast, LinkActiv develops a projected forecast based on the PREPA's business expectations and LinkActiv's utilities standard call profile. The project begins with a high distribution of part time CSRs (Customer Services Representatives) with highly hourly availability in order to fit with the real call volume and call profile.
- Additional Costs: Specify each additional expense such as IT integration or other costs payable by PREPA and not included in the price structure.
- None


## h. Compliance with General Contract Conditions

- Proponents shall submit the guidelines and best practices that are provided to all staff members and policies and procedures for handling complaints.
- As a general business practice, all LinkActiv employees must sign a confidentiality and non-disclosure agreements, as a requirement for employment. While this is in place and in order to comply with all contract conditions, PREPA account staff will be briefed in detail on all contractual agreements with PREPA. This ensures full account staff understanding of agreements and service expectations.
- Besides having all team members informed on contract obligations, also as a general practice, LinkActiv prepares account reviews on a bi-annual basis. All Linkactiv key stakeholders participate actively in preparing these account reviews. This is another way LinkActiv senior staff ensures that all account team members are aligned with strategy and results expected by PREPA.
- General Contract conditions complaints are channeled through the established organizational structure. They are required to be managed within 24 hours of receiving a written communication detailing issue at hand. All complaints are investigated, and investigation results as well as any necessary corrective action, is discussed with client.



## i. Information Security Requirements

- Security and compliance certification by a 3rd party for PCI-DSS, PLL security, physical access and logical access to the call center resources.
- LinkActiv relevant qualifications
- SSAE18 -LinkActiv is certified as an entity that meets the standards of the SSAE18 standard (previously SAS70). This certification, product of a rigorous process of a 3rd party audit, ensures that LinkActiv operates under the strictest standards of process compliance and information security.
- Use of the proper protocols to process sensitive and/or confidential customer data.
- Definitive proof that the necessary controls follow safety standards at large such as FERPA, HIPAA, SOX and GLBA business service levels
- Certification that the data is accessible to authorized personnel only when necessary.
- $\mathbf{P C I}$-Certification issued by the payment card industry that ensures that LinkActiv complies with the highest standards of protection of electronic transaction data


## j. Commitment to Complying with all Applicable Federal and Puerto Rico Local Permits and Regulations

- Contractual - LinkActiv can and will comply as required by PREPA with all State and Federal requirements depicted in the call center services contracted terms and conditions. As the documents required in this section expire on a yearly basis, LinkActiv will provide PREPA with updated certifications during the tenure of the agreement.
- Customer engagement regulatory compliance - As the call center tasks to be executed are entirely inbound, and since in the vast majority of cases, there will be a pre-existing relationship as defined by both the FTC and FCC, there are no major regulatory compliance concerns.


## DISASTER RECOVERY PROCEDURES

LinkActiv will develop customized Disaster Recovery Plan as per specific client needs and requirements.

## Overview

The LINKACTIV DRP address three main functional areas

## Recovery:

Once the infrastructure is back in place it will be necessary to recover production data. Since recovery may not be up to the point of failure, it is important to identify any processing that needs to be redone. Can all of the data feeds to the system be identified? How many of them can be redone with 100\% certainty of success? It is important to minimize "holes" in data (especially in a distributed processing environment where one step could be dependent on one or more predecessor steps or actions), and then to identify the action to be taken when data inconsistencies are detected. There should be an audit trail for all work performed during this phase. Once the data is recovered there should be some type of validation process (discussed in more detail below) to ensure that the recovery was complete, leaving a consistent work environment.

## Restoring / Sustaining Business Operations:

Critical business processing (which may not encompass all application systems) will need to be supported. All processing requirements and service level agreements need to be defined and documented. Dependencies between processes also need to be defined. It is important to document the existing process and then build the plan accordingly. Anything that ran before (in production) will probably need to run again (at the hot site), so scheduling and dependency information is critical. Remember that routine maintenance (including backups) should still be performed at the hot site (it too is an asset that requires protection).

## Transferring Data back to Production Servers:

This is one area that is very important. A process needs to be defined to manage this migration. Often the best approach is to execute the DRP on the production servers in order to synchronize the systems to a specific point in time. It should also be noted that this is one of the more difficult tasks to test.

## The LINKACTIV DRP address three main technical areas

## Hardware Issues:

This includes equipment restoration, configuration (disk capacity, peripheral devices, device names, RAM, file systems and volume groups, 08 users, etc.) and operating system version and patch level.

Another issue is deciding whether to use an existing pre-configured machine template or to completely configure a machine (load the OS, initialize and configure disks, TCP/IP configuration, SCSI addresses, everything). There are pros and cons to each scenario. LINKACTIV IT Team approach must be to plan for

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the worst case (i.e., the complete rebuild). Note: It may be possible to reconstruct the production machine on a new machine using a tape backup. This method does not leave much room for flexibility relative to hardware configuration, but is very fast when compared to a manual system reconstruction.

The key to success is to ensure that DRP machines have at least as much capacity as the production machines that they are replacing, that they are compatible architectures, and that the "designee personnel" has the installation media for the 08 load.

## Networking Issues:

What part of the production system must be replicated for the DRP? This environment most likely consists of several machines, and there is a good chance that the environment is not suitable for a total replication. IT Team must try to avoid scenarios where the applications connect to machines using hardcoded IP Addresses rather than hostnames (which is preferable) what other configuration information is required? Are there requirements for connections to an external network (WAN, Internet, Extranet) documented and update? Is there any other type of Client/Server or n-tier activity that will need to be supported? All networking requirements and issues need to be identified, documented, and then addressed in the DRP.

## Software Issues:

This is a very broad area that encompasses many things. Software includes the Operating System, user written applications, and third party software (RDBMS, report writers, GUI products, backup/recovery products, scheduling software, etc.). A comprehensive inventory of currently used software, including current version, license information, and support contact information is part of the DRP.

Whenever possible it is preferable to be using current versions of the products in production (for improved product support). It is also desirable to have the installation media, installation guide/notes, licensing information, support information, and current configuration information available for these products (all of which is critical for rebuilding the installation).

Regarding custom applications, it is desirable to have the source code, libraries, and "make" files in addition to the executable code. There is always the chance that the application will need to be recompiled due to version incompatibilities, bad executables, path changes, etc.

## Creating the Procedures that Support the DRP

Execution of the plan will be stressful and people may forget simple, everyday things. Also, resources/staffing may change and the people assigned to execute the DRP may not be familiar with it. The use of the DRP session checklists is very desirable. These lists should have sections for a timestamp, initials of the person doing the work, and room for comments. This information will be critical if a problem is found downstream.

Despite the fact that the complete IT Team is part of the disaster recovery efforts a single person should be identified as a DR Coordinator (the IT Director), with a backup person identified to fill-in if necessary. The IT Director will be responsible for monitoring each phase of the DRP, coordinating with the various groups involved with executing the DRP, and providing status information to the Management of LINKACTIV during DRP execution. Resources should be identified within each department or LINKACTIV functional area as being responsible for each and every task and procedure, and they should know exactly what is expected of them. Again, nothing should be left to chance!

Data should be gathered during testing (e.g., reports, screen prints, transaction logs, etc.) and saved for future review. In the event of problems that data may help the team make a root cause determination regarding the problems that it can be corrected. If everything goes right it provides the necessary documentation to support an external validation effort of the DRP exercise. The only way to really know if "everything worked" is to know what "everything" is, and then to be able to demonstrate that the necessary tasks were completed successfully!

## Disaster Recovery Check List

1) Maintenance of the disaster recovery plan

- Establish a disaster-recovery team of employees who know your business best, and assign responsibilities for specific tasks.
- Identify your risks (kinds of disasters you're most likely to experience).
- Prioritize critical business functions and how quickly these must be recovered.
- Update and test the plan at least annually.

2) Alternative operational locations

- Determine which alternatives are available.
- For LINKACTIV the most suitable alternative is the APEX facilities

3) Validate status of the Backup site.

- Power generators.
- Computers and software.
- Critical computer data files (payroll, accounts payable and receivable, customer orders, inventory).
- Phones/radios/TVs.
- Equipment and spare parts.
- Vehicles
- Digital cameras.
- Common supplies.
- Supplies unique to your business (order forms, contracts, etc.).
- Basic first aid/sanitary supplies, potable water and food.

4) Safeguard the LINKACTIV property

- The building
- The equipment
- The computer systems
- The company and customer records
- Other company assets

5) Contact information

- Keep current and multiple contact information (e.g.,home and cell phone numbers, personal email addresses) for: - Employees
- Key customers
- Important vendors, suppliers, business partners
- Insurance companies

6) Communications

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- LINKACTIV must have access to multiple and reliable methods of communicating with your employees:
- Emergency toll-free hotline - Yes
- Website - Yes
- Cell phones - Yes
- BlackBerry(TM) - Yes
- -Two-way radios - Yes
- Internet - Yes
- E-mail - Yes

7) Employee preparation

- Make sure LINKACTIV employees know:
- Company emergency plan.
- Where they should relocate to work.
- How to use and have access to reliable methods of communication, such as satellite/cell phones, e-mail, voice mail, Internet, text messages, BlackBerry(TM), PDAs.
- How they will be notified to return to work.
- Emergency company housing options available for them and their family.

8) Customer preparation

- Make sure LINKACTIV key customers know:
- Your emergency contact information for sales and service support (publish on your website).
- What to expect from your company in the event of a prolonged disaster displacement.


## 9) Evacuation order

When a mandatory evacuation is issued, be prepared to grab and leave with critical office records and equipment:

- Company business continuity / disaster recovery plan and checklist.
- Insurance policies and company contracts.
- Employee payroll and contact information.
- Desktop/laptop computers.
- Customer records, including orders in progress.
- Photographs/digital images of your business property.
- Post disaster contact information inside your business to alert emergency workers how to reach you.
- Secure your building and property.

10) Cash management

Be prepared to meet emergency cash-flow needs:

- Keep enough cash on hand to handle immediate needs.

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- Use Internet banking services to monitor account activity, manage cash flow, and initiate wires, pay bills.
- Issue corporate cards to essential personnel to cover emergency business expenses.

11) Post-disaster recovery procedures

- Consider how your post-disaster business may differ from today.
- Plan whom you will want to contact and when.
- Assign specific tasks to responsible employees.
- Track progress and effectiveness.
- Document lessons learned and best practices.
- 787.641 .0101
- 787.641 .3905
e linkactiv.com

4. PO Box 366398

San Juan, PR 00936-6398

February 21, 2019
In Reference:
REQUEST FOR PROPOSALS
RFP 83673 CALL CENTER SERVICES
Ms. Deliz Tamara Zambrana
Procurement Representative
Puerto Rico Power Authority
Dear Ms. Zambrana,
LinkActiv is delighted to have the opportunity to respond to your Request for Proposal, to partner with a solution that will improve PREPA response times, first call resolution rates, customer contact quality and overall customer service management costs.

- The accompanying proposal provides a comprehensive response to all the requirements outlined in the RFP document, as well as additional information provided on the answers to vendors questions.
- This letter certifies that the information submitted in the Proposal is true and accurate, and that the person signing this cover letter is authorized to submit the Proposal on behalf of Linkactiv.
- The designated primary contact person for the engagement is:

Burton M. Polhamus López
Sales \& Client Relationship Manager
T.787.641.5400 $\times 3441$
M.787.918.2241
F. 787.641.3905
E. burton.polhamus@linkactiv.com

Should you have any questions, please do not hesitate to contact us.


Dennisse Diaz
Sales and Marketing Director
Cc: Burton Polhamus

February 25, 2019
In Reference:
REQUEST FOR PROPOSALS
REP 83673 CALL CENTER SERVICES

## Ms. Deliz Tamara Zambrana <br> Procurement Representative <br> Puerto Rico Electric Power Authority

Dear Ms. Zambrana:

We gladly present this letter of recommendation regarding our business relationship with Linkactiv, Inc. From the assigned project and operations team to the quality of services provided, Linkactiv had the ability to perform the services required and were always available and responsive to our needs during the engagement. I have had a good experience with them over the past few years for the services they have rendered to us. I therefore strongly recommend their customer engagement services.


Should you required more information, please feel free to contact me.


February 27, 2019
In Reference:
REQUEST FOR PROPOSALS
REP 83673 CALL CENTER SERVICES

Ms. Deliz Tamara Zambrana<br>Procurement Representative<br>Puerto Rico Electric Power Authority

Dear Ms. Zambrana:

We confirm that Triple-S Salud maintains a business relationship with Linkactiv, for the past seven years. Linkactiv is serving as a delegated entity to our commercial and medicare advantage businesses call center services.

Linkactiv has a team of approximately 150 agents currently serving over 90K calls monthly for the inbound call center, outreach/customer engagement program calls and chat contacts under the policies and standards established by us and the regulators. Linkactiv has the ability to perform the services required and are available and responsive to our needs during the engagement. I have had a good experience over the past few years for the services they have rendered to us. I therefore recommend their call center and customer engagement services.

Should you required more information, please feel free to contact me at 787-749-4027.

Respectfully,


Nanette M. Dumont
Service Management VP
PO Box 363628
San Juan, PR 00936-3628
ndumont@ssspr.com

February 25, 2019

In Reference:
REQUEST FOR PROPOSALS

## RFP 83673 CALL CENTER SERVICES

Ms. Deliz Tamara Zambrana<br>Procurement Representative<br>Puerto Rico Electric Power Authority

Dear Ms. Zambrana:

We gladly present this letter of recommendation regarding our business relationship with Linkactiv, Inc. From the assigned project and operations team to the quality of services provided, Linkactiv had the ability to perform the services required and were always available and responsive to our needs during the engagement. I have had a good experience with them over the past few years for the services they have rendered to us. I therefore strongly recommend their customer engagement services.

| $\bullet$ | Client Name | T-Mobile PR/USA |
| :--- | :--- | :--- |
| $\bullet$ | Work Description <br> and Performance <br> Metrics | Dedicated team of 75 agents to handle over 75k calls per <br> month. Tele sales inbound channel for the PR and USA Hispanic <br> Market that operates 7 days a week from 7:00am to 3:00am |
| $\bullet$ | Project Duration | 156 months |
| $\bullet$ | End Date | Active 11/30/2019 |
| $\bullet$ | Service |  |
|  | Deliverables | IB/OB/CHAT/Mailing |

Should you required more information, please feel free to contact me.



## PUERTO RICO ELECTRIC POWER AUTHORITY

BID BOND
BOND NUMBER: 58723000
KNOW ALL MEN BY THESE PRESENTS, that we, LINKACTIV INC. (hereinafter called the Principal) and, WESTERN SURETY COMPANY, having its principal offices at 15 CALLE 2 STE. 440, GUAYNABO, PR 009681742 a corporation duly organized and existing under the Laws of the State of Connecticut and authorized to transact business in Puerto Rico (hereinafter called the Surety) are held and firmly bound unto the PUERTO RICO ELECTRIC POWER AUTHORITY, a public corporation and governmental instrumentality of the Commonwealth of Puerto Rico, (hereinafter called the Obligee), in the penal sum of TEN PERCENT OF THE BID PRICE DOLLARS $-\cdots--\quad-(10 \%)$, lawful money of the United States of America, for the payment of which sum well and truly to be made, the said Principal and the said Surety, bind ourselves, our heirs, executors, administrators, and successors, jointly and severally firmly by these presents.

WHEREAS, the Principal has submitted a bid for "REQUEST FOR PROPOSAL 83673 - CALL CENTER SERVICES."

NOW, THEREFORE, if the Obligee shall accept the bid of the Principal and the Principal shall enter into a contract with the Obligee in accordance with the terms of such bid, and give such bond or bonds as may be specified in the bidding or contract documents with good and sufficient surety for the faithful performance of such contract and for the prompt payment of labor and material furnished in the prosecution thereof, or in the event of the payment of labor and material furnished in the prosecution thereof, or in the event of the failure of the Principal to enter such contract and give such bond or bonds, if the Principal shall pay to the Obligee the different not to exceed the penalty hereof between the amount specified in said bid and such larger amount of which the Obligee may in a good faith contract with another party to perform the work covered by said bid, then this obligation shall be null and void, otherwise to remain in full force and effect.

IT IS hereby understood and agreed that this bond will be effect for a maximum period of ninety ( 90 ) days after the bid date, unless its obligation is fulfilled prior to such date.

IN WITNESS WHEREOF, the above jointly and in solid bound parties have executed this instrument under their several seals this $\underline{\underline{2} 7^{T H}}$ day of FEBRUARY, 2019 the name and corporate seal of each corporate party being hereto affixed and these presents duly signed by its undersigned representatives pursuant to authority of its governing body.


LINKACTIV INC.


WESTERN SURETY COMPANY


# Western Surety Company 

## POWER OF ATTORNEY APPOINTING INDIVDUUAL ATTORNEY-IN-FACT

Know All Men By These Presents, That WESTERN SURETY COMPANY, a South Dakota corporation, is a duly organized and existing corporation having its principal office in the City of Sioux Falls, and State of South Dakota, and dwat il does by virtue of the signature and seal herein affixed hereby make, constitutc and appoint

## Lizzamarie Torres-Delgado, Individually

of San Juan $\longrightarrow$ PR__ its true and lawful Allomey(s)-in-Fact with full power and authority hereby conferred to sign, seal and execute for and on its behalf bonds, undertakings and other obligatory instruments of similar nature

## - In Unlimited Amounts -

and to bind it thereby as fully and to the same extent as if such instruments were signod by a duly authorized officer of the corporation and all the acts of said Attomey, pursuant to the authority hereby given, are hereby ratified and confirmed.

This Power of Attomey is made and executed pursuant to end by authority of the By-Law printed on the reverse lerrof, duly adopted, as indicated, by the shareholders of the corporation.

In. Whtnesi Whereof, WESTERN SURETY COMPANY has caused these presents to be signed by its Vise President and its corporate seal to be hereto affixed on this $\qquad$ day of March 2014 $\qquad$


State of South Dakota County of Minnehahs ss
On this 25 th being by me duly swom, did depose and say; that he revides in the City of Sioux Fais, SURETY COMPANY described in and which ecouted the above instrument; that be to thereto pursuant to like authority, and acknowledges same to be the act and deed of said comporation.

## My comnnission expires

June 23, 2015


I, L. Nelson, Assistant Secrectary of WESTERN SURETY COMPANY do hereby certify that the Power of Atlomey hereinabove sel forth is still in fore, and furlher certify that the By-Law of the corporation printed on the reverse hersof is still in force. In teslimony whereof 1 have bereanto subseribed my name and affixed the seal of the said corporation this $\qquad$ day of $\qquad$ 2019


WESTERN SURETY
COMPANY



Commonwealth of Puerto Rico
OFFICE OF THE COMMIISSIONER OF INSURANCE

Certificate of Authority<br>This is to certify that<br>Western Surety Company

101 South Phillips Avenue
Sioux Falle SD 57104-6703
has complled with the corresponding requirements of the Insurance Code of Puerto Rico and is therefore granted authority to transact, within Puerto Rico Surety insurance.

This authorizatlon shall be in force from July 01, 2018 to June 30, 2019 unless previously suspended, revoked or terminated pursuant to the law and regulations in force.

In witness whereof, 1 hereunto subscribe my name and affix my official seal at Guaynabo, Puerto Rico, this 7th day of June, 2018.



Javier RIvera Rfos
Commissloner of Insurance

Lizzamarie Torres Delgado PO BOX 195555 SAN JUAN PR 00919-5555

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| License No: 100100847 <br> Commonwealth of Puerto Rico <br> NPN: 16631393 <br> OFFICE OF THE COMMISSIONER OF INSURANCE <br> Lizzamarie Torres Delgado <br> 250 PONCE DE LEON AVE. <br> SUITE 405 <br> SAN JUAN PR 00918 <br> This is to certify that pursuant to requirements of the Insurance Code of Puerto Rico the above named is qualified to do business in Puerto Rico with the authorly listed below. |  |  |  |  |
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| POWER OF ATTORNEY | EFFECTIVE <br> DATE | EXPIRATION DATE | MAXIMUM AMOUNT | DATE OF POWER |
| Zurich American insurance Company | 07/01/2014 | 06/30/2020 | UNLIMITED | 05/24/2012 |
| Travelers Casually and Surety Company | 07/01/2014 | 06/30/2020 | UNLIMITED | 03/27/2012 |
| Fidelity And Deposit Company of Maryland | 07/01/2014 | 06/30/2020 | UNLIMITED | 05/24/2012 |
| RLI Insurance Company | 07/04/2014 | 06/30/2020 | \$ 25,000,000.00 | 09/13/2012 |
| Argonaul Insurance Company | 07/01/2014 | 06/30/2020 | \$25,000,000.00 | 07/05/2012 |
| American Casualty Company of Reading, Pennsylvania | 08/15/2014 | 06/30/2020 | UNLIMITED | 07/10/2014 |
| Continental Casualty Company | 08/15/2014 | 06/30/2020 | UNLIMITED | 07/10/2014 |
| National Fire Insurance Company of Hartford | 08/15/2014 | 06/30/2020 | UNLIMITED | 07/10/2014 |
| Travelers Casualty and Surety Company of America | 03/15/2016 | 06/30/2020 | UNLIMITED | 03/30/2012 |
| Aspen American Insurance Company | 05/07/2015 | 06/30/2020 | UNLIMITED | 04/16/2015 |
| North American Specialty Insurance Company | 05/07/2015 | 06/30/2020 | \$ 5,000,000,00 | 04/16/2015 |
| Washington International Insurance Company | 05/07/2015 | 06/30/2020 | \$ 5,000,000.00 | 04/16/2015 |
| Westoort Insurance Corporation | 05/07/2015 | 06/30/2020 | \$ 5,000,000.00 | 04/16/2015 |
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| Liberty Mutual Insurance Company | 07/01/2014 | 06/30/2020 | UNLIMITED | 01/15/2013 |
| Western Surety Company | 08/15/2014 | 06/30/2020 | UNLIMITED | 03/25/2014 |
| The Guarantee Company of North America USA | 01/27/2014 | 06/30/2020 | UNLIMITED | 12/20/2013 |
| The ContInental Insurance Company | 08/15/2014 | 06/30/2020 | UNLIMITED | 07/10/2014 |
| Atiantic Specialty Insurance Company | 03/01/2016 | 06/30/2020 | \$50,000,000.00 | 08/05/2013 |
| Endurance Assurance Corporation | 05/05/20'17 | 06/30/2020 | UNLIMITED | 04/24/2017 |

This qualification shall remain in effect until the expiration date, when applicable, unless previously suspended, revoked or terminated pursuant to the law and regulations in force.


Price Per Staff Hour
As defined, staff hours consider 100\% of payroll hours.

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| Atten before 20 sec | 0 |  |  | 0 |  |  |
| Aban Calls w/o 30 sec | 0 |  |  | 0 |  |  |
| Aban Calls Total | 0 |  |  | 0 |  |  |
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| Avg Hold Time | 0 |  |  | 0 |  |  |
| OB Calls | 0 |  |  | 0 |  |  |
| Avg OB Time | 0 |  |  |  |  |  |


| 7 Q2 | 2019 Q3 |  |  |  |  |  | 2019 Q4 |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Jun | Q2 | Jul | Aug | Sept | Q3 | Oct | Nov | Dec |
|  | 0 |  |  |  | 0 |  |  |  |
|  | 0 |  |  |  | 0 |  |  |  |
|  | 0 |  |  |  | 0 |  |  |  |
|  | 0 |  |  |  | 0 |  |  |  |
|  | 0 |  |  |  | 0 |  |  |  |
|  | 0 |  |  |  | 0 |  |  |  |
|  | 0.00\% |  |  |  | 0.00\% |  |  |  |
|  | 0 |  |  |  | 0 |  |  |  |
|  | 0 |  |  |  | 0 |  |  |  |
|  | 0 |  |  |  | 0 |  |  |  |
|  | 0.0\% |  |  |  | 0.0\% |  |  |  |
|  | 0 |  |  |  | 0 |  |  |  |
|  | 0 |  |  |  | 0 |  |  |  |
|  | 0 |  |  |  | 0 |  |  |  |
|  | 0 |  |  |  | 0 |  |  |  |


| Q4 | YTD |
| :---: | :---: |
| 0 | 0 |
| 0 | 0 |
| 0 | 0 |
| 0 | 0 |
| 0 | 0 |
| 0 | 0 |
| $0.00 \%$ | $0.0 \%$ |
| 0 | 0 |
| 0 | 0 |
| 0 | 0 |
| $0.0 \%$ | $0.0 \%$ |
| 0 | 0 |
| 0 | 0 |
| 0 | 0 |
| 0 | 0 |

February 27, 2019

Via: E-mail
To: Alejandro Mercado
amercado@kode.world
Kode Services, LLC.

## Subject: Ready for Service Certification: LinkActiv

Dear Mr. Mercado,

Hereby we certify that the building located at the address Amelia Industrial Park, Calle Diana, Guaynabo, P.R. ( $\left.\mathbf{1 8}^{\circ} \mathbf{2 5}^{\prime} 2.20^{\prime \prime} \mathrm{N}, 66^{\circ} \mathbf{7}^{\prime} 0.11^{\prime \prime} \mathrm{W}\right)$ known as LinkActiv has PREPA Net. fiber optic presence and is available for service orders for up to 1 Gbps with an implementation period of 26 business days after required construction and setup.

Sincerely,


Luis E. Calderón
Business Support Representative

## suri

CERTIFICADO DE REGISTRO DE COMERCIANTE

## Nombre Localidad:

LINKACTIV INC
AMELIA INDUSTRIAL PARK LOTE 20 CALLE DIANA
GUAYNABO PR 00968

## Nombre Legal:

LINKACTIV INC
AMELIA INDUSTRIAL PARK
LOTE 20 CALLE DIANA
GUAYNABO PR 00968

## 0134085-0019

## AGENTE RETENEDOR

Fecha de Emisión:
14-nov-2016
Tipo de Certificado: Comerciante
Código NAICS:
56142

## Actividad Comercial:

Centros de Llamadas Telefónicas

## Fecha de Expiración:

31-mar-2019

Certifico que este comerciante está inscrito en el Registro de Comerciantes del Departamento de Hacienda.


## Secretario Auxiliar de Rentas Internas

Este Certificado no es transferible y el mismo deberá exhibirse en todo momento en un lugar visible al público en la localidad indicada.

## Gobierno de Puerto Rico Autoridad de Energía Eléctrica

22 de febrero de 2019


## Designación de Comité Evaluador para Solicitud de Propuestas Servicio de Centro de Atención de Llamadas

El 7 de febrero de 2019, la Autoridad inició un proceso para solicitar propuestas (RFP, por sus iniciales en inglés) para otorgar un contrato de Servicio de Centro de Atención de Llamadas. El objetivo del proceso es seleccionar una compañía con experiencia y capacidad para proveer servicio de atención a clientes para disminuir su tiempo y reducir el por ciento de llamadas abandonadas; lo cual aumentará la satisfacción de los clientes.

Se constituirá un Comité Evaluador, responsable de negociar, evaluar y recomendar las empresas seleccionadas a través de un proceso transparente, que garantice proteger y salvaguardar los mejores intereses de la Autoridad. Además, preparará informes y recomendará las propuestas que ofrezcan los mejores resultados y soluciones para la Autoridad. Asegurará que los proveedores seleccionados cumplirán sustancialmente con las especificaciones, términos y condiciones establecidos para el RFP. Finalmente, será responsable de evaluar e informar los procesos de negociación e informará su determinación al Principal Oficial Ejecutivo y a la Junta de Gobierno.

## Principal Oficial Ejecutivo

Apartado 364267
San Juan, Puerto Rico 00936-4267
[ 787.521 .4666
787.521.4665

Designación de Comité Evaluador para Solicitud de Propuestas
Servicio de Centro de Atención de Llamadas
Página 2

Al representante que se designe, se le delegará tomar las decisiones para cumplir con el proceso dentro del plazo estipulado. Los funcionarios designados para participar en el Comité Evaluador son los siguientes:

- Edgardo Díaz Reyes

Jefe de la División de Suministros

- Manuel Tristani Meléndez Jefe de División de Servicio al Cliente
- Carlos J. Aponte Díaz

Supervisor de Servicio al Cliente Senior

- Francisco J. Ramos Ortiz

Administrador de Informática Corporativa
Estas designaciones se establecen según la Resolución 4667 de la Junta de Gobierno, aprobada el 30 de enero de 2019. De requerir información adicional, pueden comunicarse con el señor Fernando M. Padilla Padilla, Administrador, Oficina Gestión de Proyectos e Innovación, al 1350.

## GOVERNMENT OF PUERTO RICO

## Puerto Rico Electric Power Authority

February 7, 2019

To All Proponents

## ADDENDUM NO. 001

## Request for Proposal 83673 Call Center

This Addendum No. 001 notifies the following information:
The Request for Proposals (RFP) document for Call Center has been modified. The original RFP document previously issued has been updated. Proponents shall take into consideration the updated document when preparing and submitting its Proposal.

February 20, 2019

To All Proponents
Request for Proposal 83673 Call Center Services for the Puerto Rico Electric Power Authority (PREPA)

## ADDENDUM NO. 002

This Addendum No. 002 notifies the following information:

## I. REQUEST FOR CLARIFICATION ANSWERS LOG

Included as Appendix 1 are answers to questions received.

## II. Attachments

The following attachments have been included in PowerAdvocate for the event of reference:

- Attachment A - PREPA Call Center Call Volume 2018
- Attachment B - AHT per queue - 2018
- Attachment C - Summary Interval from August 2018 until December 2018

All other terms, conditions and specification of this RFP remain unchanged.

| RFP 83673 CALL CENTER SERVICES REQUEST FOR CLARIFICATION LOG |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: |
| ITEM | RECEIVED | RFP SECTION REFERENCE | QUESTIONS | ANSWERS |
| 1 | 2.12.2019 1:20PM |  | Please provide call volume for each of the 8 Queues, by day, by 30 minutes interval, by month, for the last 12 months in Microsoft Excel format. | Information provided in Attachment A |
| 2 | 2.12.2019 1:20PM |  | What is the Average Handling Time of call for each of the 8 Queues? | Information provided in Attachment B |
| 3 | 2.12.2019 1:20PM |  | Are the SLA's (95\% of calls answered in 5 minute or less) the same for all the Queues? If different per Queue, please provide segmented SLA's | Any CSR call |
| 4 | 2.12.2019 1:20PM |  | Do the 8 Queues hours of operations are 24/7? If hours of operation vary by queue, please provide hours of operation for each Queue. | As of now, the hours of operations for all queues are 24/7. |
| 5 | 2.12.2019 1:20PM |  | Will PREPA provide the trainers for the initial CSR's training? | PREPA will provide the trainers for all CSR's training. |
| 6 | 2.12.2019 1:20PM |  | Do $100 \%$ of the CSR's have to be fully bilingual? If no, please provide estimate of \% of fully Bilingual CSR's? | All CSR's have to be fully bilingual |
| 7 | 2.12.2019 1:20PM |  | What calls (Which Queues), if any, require screen recording and for how long? | All calls for one month |
| 8 | 2.12.2019 1:20PM | Items under Section 12 of the RFP | Puerto Rico General Provisions - 12 (A) thru 12 (X) on pages 20 thru 24 of the RFP have to be provided in the RFP response or only when Contractor is selected? | Must be provided by the Contractor selected |
| 9 | 2.13.2019 5:59PM |  | What would be the completed training length? | Two weeks |
| 10 | 2.13.2019 5:59PM |  | What would be the average call time (talk + ACW + hold) $\times$ service (queue)? | Five (5) minutes or less |
| 11 | 2.13.2019 5:59PM |  | What would be the number of calls received by service per half an hour intervals per day of the week of a typical week? | Information included in attachment C |
| 12 | 2.13.2019 5:59PM |  | Would agents able to attend all queues at once or should be specialized by queue? Is there are any back office work depending on the calls disposition? | They will be able to handle all queues but can be asigned a particular queue depending on demand for a specific service. Minimum back office may be necessary |
| 18 | 2.13.2019 5:59PM |  | What is the current proportion of full-time vs. partial agents? | All employees work full time |
| 19 | 2.13.2019 5:59PM |  | What elements are required in the initial training and continuous training? Are provided by PREPA or should they be developed by LinkActiv? | Training material, PC's with PREPA's software and a projector connected to a computer with access to PREPA's network. All training will be provided by PREPA. |
| 21 | 2.13.2019 5:59PM |  | What would be expected invoice payment period? | Monthly |
| 22 | 2.13.2019 5:59PM |  | When use our Avaya environment, do you require screen and voice capture for the agent's interactions? If so, which percent? | Yes for all calls |
| 23 | 2.13.2019 5:59PM |  | Which are the specs requirements for the PCs and Monitors used in the PREPA environment? | We recommend 24 inches monitors |
| 24 | 2.13.2019 5:59PM |  | Is the connection between sites specified in the design diagram will be contracted by PREPA or by the service provider? Which are the specs requirements for this connection/s? | The communication link will be contracted by provider. The link must be fiber 1 gb connection with firewalls appliances. For security purpose a more detailed specification cannot be provided. |
| 25 | 2.13.2019 5:59PM |  | For the 1G bandwidth capacity certification, how many carriers needed? | One, more carriers the better. |
| 27 | 2.13.2019 6:16PM | Section 3 Scope of Services | What specifically implies training cost? Initial training? On-going training? | Training Cost - The cost using the call center facilities and the combined salary and benefits of all participants for the time spent on training. Initial Training vs On - Going Training - The one received by new employees vs continuous education received by current employees. |
| 28 | 2.13.2019 6:16PM | Section 3 Scope of Services | Does PREPA provide training material? | The contractor provides all training material. |


| 29 | 2.13.2019 6:16PM | Section 3 Scope of Services | Regarding training, could you please elaborate on candidates' minimum requirements? | To be computer literate, basic internet literacy, bilingual, language skills (Reading, writing, speaking and listening) |
| :---: | :---: | :---: | :---: | :---: |
| 30 | 2.13.2019 6:16PM | Section 3 Scope of Services | What is the AHT (Average Handling Time) by queue? | Information provided in Attachment B |
| 31 | 2.13.2019 6:16PM | Section 3 Scope of Services | Could you provide Call Center Metrics (AHT, Total Calls) per 30 minutes interval per dav of the week for the last 3 months? | Information provided in Attachment C |
| 32 | 2.13.2019 6:16PM | Section 3 Scope of Services | What is the expected time to initiate training and operations? | Right after the contract takes effect |
| 36 | 2.13.2019 6:16PM | Section 3 Scope of Services | Can the connectivity between PREPA and Insight be shared by both voice (Avaya) and data (PREPA Leaacv Svstem)? | Yes |
| 37 | 2.13.2019 6:16PM |  | Does ICC provide the IP phones? If yes, which model must be or what characteristics should have? | 9611G |
| 38 | 2.13.2019 6:16PM |  | Can softphone be used? What type of CODEC should support? (G729 y/o G711) or any other. | G.711/H. 323 |
| 39 | 2.13.2019 6:16PM |  | When referring to Secure IT connection between sites, does it require a firewall at both connection ends? | Yes |
| 41 | 2.13.2019 6:16PM |  | What is the estimated bandwidth required to manage PREPA's campaign? | 1 Gbps |
| 42 | 2.13.2019 6:16PM |  | Which is the required bandwidth to manage Avaya in each workstation? | 1 Gbps |
| 43 | 2.13.2019 6:16PM |  | Which is the CODEC to manage the SIP Trunks? | G729 |
| 44 | 2.13.2019 6:16PM |  | What are the CSR's workstation requirements? (CPU, HDD, RAM, Monitor, etc.) | Intel Core I5, 16 MB Ram, $2 \times 24$ inches monitor, 250 GB HD |
| 45 | 2.13.2019 6:16PM |  | Which is the operating system required for the workstations? | WINDOWS 10 |
| 46 | 2.13.2019 6:16PM |  | Does the campaign require Internet connection? | YES |

# COMMONWEALTH OF PUERTO RICO PUERTO RICO ELECTRIC POWER AUTHORITY 

## CALL CENTER SERVICES AGREEMENT

AS FIRST PARTY: The Puerto Rico Electric Power Authority (hereinafter referred to as "PREPA"), a public corporation and government instrumentality of the Commonwealth of Puerto Rico, created by Act No. 83 of May 2, 1941, as amended, represented herein by its Chief Executive Officer/Executive Director, José F. Ortiz Vázquez, of legal age, married and resident of San Juan, Puerto Rico. $\qquad$

AS SECOND PARTY: $\qquad$ (hereinafter referred to as "the Contractor") a corporation organized and existing under the laws of $\qquad$ , represented in this act by its $\qquad$ , $\qquad$ , of legal age, and resident of $\qquad$ , $\qquad$ , by virtue of the Corporate Resolution of $\qquad$ ,

Both, PREPA and Contractor will jointly be referred to as "the Parties". $\qquad$
$\qquad$
WHEREAS, PREPA, by virtue of its enabling act (Act 83), has the authority to engage those professional, technical and consulting services necessary and convenient to the activities, programs, and operations of PREPA;

WHEREAS, Pursuant Section 205 (2) (f) of Act No. 83 a competitive bidding shall not be necessary when in the judgment of the Governing Board, a competitive request for proposal (RFP) process for the acquisition of goods, equipment, materials or services must be carried out to encourage greater competition, reduce the risk of collusion and promote the best possible terms and conditions in benefit of greater savings and reduction of costs and operational expenses of PREPA.

## Call Center Services Agreement

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WHEREAS, on January 30, 2019, PREPA's Governing Board authorized an RFP process to contract the services of a Call Center by Resolution 4667.

NOW, THEREFORE, PREPA and Contractor enter into this Service Agreement under the following:

## TERMS AND CONDITIONS

## ARTICLE 1 - Scope of Services

1.1 The services to be provided by Contractor will be:
A. Contractor shall provide services for receiving and handling all inbound calls from PREPA's customers. The types of inbound calls includes customers that either desire to perform payments, request service reconnection, report outages, request maintenance such as tree trimming, public lighting, report emergencies related to the electric grid, follow-up work requests or for additional customer service requests previously coordinated with PREPA. Contractor shall provide such services in accordance with the following procedure:
(i) Receive inbound calls from the IVR for all call queues and route to the next available Customer Service Representative ("CSR").---------
(ii) Have the capability to provide call center services on a $24 \times 7$ basis, 365 days per year using both IVR and live Customer Service Representatives based solely in Puerto Rico.
(iii) Provide high-quality customer service, focusing on accuracy, the completeness of information, timeliness, adherence to privacy laws, and administer a positive, efficient consumer experience. $\qquad$
(iv) Support inbound calls in both English and Spanish. $\qquad$
(v) Provide a full service operation including, but not be limited to, staff, work space, equipment, software, phones, all computer and telephone related lines and cable. $\qquad$
(vi) Responsible for managing and maintaining a staff of qualified, trained CSRs capable of responding to the volume and type of calls outlined in the RFP. The management team and number of live operators must be sufficient to provide timely responses to all inbound calls, as well as responses to administrative concerns and inquiries posed by PREPA.
(vii) Provide quality assurance tools to PREPA to monitor caller satisfaction including ability to visit call center offices and operation, listen to recorded phone calls and investigate service issues.---------
(viii) Contractor will be responsible of all training costs. PREPA will make available employees to provide training.
(ix) Maintain and provide performance metrics reporting on a daily basis that includes at a minimum, the number of Inbound Calls answered, abandoned and the percentage of calls answered, the average

## Call Center Services Agreement

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speed of answer and the number of agents staffed at any given time

(x) Comply with all applicable federal and local laws and regulations.---
1.2 Contractor's services will meet or exceed the following Service Levels (SLA):------
A. Abandoned calls: Equal or less than 10\%.
B. Average speed of answer: $95 \%$ of calls responded in 5 minutes or less.------
C. Other Service Levels may be added to the above at the request of PREPA and in agreement with Contractor, with 30 days' notice.
D. Meet security and compliance guidelines - PCI, DSS, PLL, Physical and Logical access, etc.
E. Provide vulnerability and penetration testing certification by a 3rd party.------
1.3 Contractor shall also provide such additional related services as set out in the Agreement and including, without limitation, the following:
A. Contractor shall notify PREPA on a daily basis of any information required by PREPA's customers.
B. Contractor shall provide PREPA with such information and reports related to Services performed by Contractor and created by its systems. Contractor shall provide reports for the Services on a daily basis, which must include, at a minimum, the number of Inbound Calls answered, abandoned and percentage of calls answered, average speed of answer, number of agents staffed in the Contractor Call Center at any given time interval, or any other information provided by the Contractor systems as PREPA deems

## Call Center Services Agreement

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appropriate to evaluate Contractor's performance. These reports will be broken down in (i) 30 minutes increments with a day's total, (ii) a daily basis by week and month in Puerto Rico local time in respect of the prior day's Services,(iii) a weekly basis in daily increments until 11:59 p.m. Puerto Rico local time of each Saturday, and (iv) a monthly basis in daily increments Daily SLA) until 11:59 p.m. (Puerto Rico local time of the last day of each month, and prior to the invoice of monthly fees by Contractor. The content of each report shall be mutually agreed to the Parties. Additional reports, as agreed to by the parties, shall be provided by Contractor and shall be deemed as part of this Contract effective as of the date agreed to by the Parties.
C. Contractor shall allow PREPA, through reasonable mechanisms to be made available by Contractor to PREPA, to monitor Contractor's service receiving and handling of calls from clients. Contractor shall provide PREPA with any and all information, reports, or feedback related to Service quality, which are created by the monitoring of the receiving and handling of calls from customers. Contractor assumes all expenses related to the provision of telecommunication lines and the bearing of network costs associated with routing Inbound Calls to the Contractor's facility. Contractor is responsible for the properly equipping of Contractor's facility with the necessary hardware to receive and handle Inbound Calls as required by this Agreement.

## Call Center Services Agreement

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1.4 Contractor shall consult with PREPA the use of project management tools, including productivity aids and project management systems. Contractor shall use mutually acceptable project management tools and employ a regular reporting mechanism to identify project tasks, present current status reports and identify potential problems.
1.5 Except as otherwise established in the Agreement, Contractor shall utilize its facility at $\qquad$ for the performance of Services. The facility will be equipped with telephone systems, computer systems, and various Contractor's support and call monitoring tools to be used in the delivery services. Contractor shall bear all expenses of operating the Facility, including all expenses for equipment and systems necessary to connect to any telecommunications circuits or facilities utilized by Contractor to bring calls to the Facility. $\qquad$
1.6 The connection from Contractor to PREPA computer systems shall be through PREPA's server. It must also meet security and compliance guidelines -PCI , DSS, P11, physical \& logical access. Must provide vulnerability \& penetration testing or certification by third party.
1.7 PREPA shall have the right to implement an extensive monitoring program. PREPA may perform remote and on-site CSR monitoring. Contractor shall monitor at least 4 calls per CSR per month.
1.8 The following shall be considered "Deliverables" for purposes of the Agreement (i) any and all reports prepared and/or delivered pursuant to the Agreement,

## Call Center Services Agreement

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(ii) the Training and Script Manual, (iii) the Disaster Recovery Plan, and (iv) the Transition Plan.
1.9 Contractor shall provide adequate training to the CSRs regarding the operation of the applicable equipment and technology, assuring that such training does not interfere with Contractor's performance of the Services. This training must be free of any additional charge. In addition, Contractor shall provide to the CSRs the training required by PREPA from time to time (including, without limitation, training regarding PREPA's scripted call flows that CSRs will follow). All CSRs utilized for the services will be fully trained in PREPA's procedures and call handling scripts.-
1.10 In the event of the expiration or termination of all or of part of the Services being provided under the Agreement, Contractor shall cooperate with PREPA to facilitate the transfer of the affected Services to PREPA or a third party service provider, as applicable, or PREPA's designee. Prior to the expiration or termination date, Contractor shall assist PREPA in developing a plan which must specify the tasks to be performed by the parties in connection with the transfer of the affected Services for the performance of such tasks.
1.11 Voice Calls Volume Forecasts: PREPA shall provide Contractor with a forecast of the voice calls volume expected to be received during a month period. Ten (10) days before the end of month, PREPA shall also provide Contractor a voice call volume forecast, for the next three (3) months. The forecast submitted by PREPA, for the following month, will be considered as final. Contractor will provide, within seven (7) days before the end of month, the "measurement" staffing of said

## Call Center Services Agreement

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forecast, which will be considered as the final staffing, after the approval from PREPA.
1.12 During the current month, a call volume forecast must be submitted for the remaining full weeks of the month. PREPA and Contractor shall conduct weekly meetings with the purpose of coordinating the necessary adjustments, if any, in order to comply with the service level and quality required in the Agreement. $\qquad$
1.13 Contractor shall be responsible to maintain, and not exceed, the hours included in the Final Staffing, as approved by the parties. If any extension of hours is required, Contractor shall request in writing an authorization from PREPA before the performance of any adjustment. Final Staffing is the official document, approved by the parties, were the hours (staff time) are established for the following month. The approval of the Final Staffing must be submitted via email, by the authorized representatives of the parties. During the weekly meetings, the parties can amend the Final Staffing, in writing.
1.14 Performance - Contractor will perform hereunder with the care, skill, prudence and diligence that a prudent person acting in a like capacity and familiar with the subject matter would use.
1.15 Warranty of Licensing, Compliance with Law, Qualification, Compliance with Rules, Nondiscrimination - Contractor shall obtain and maintain during the performance of the services hereunder all permits, licenses and authorizations required by all applicable authorities to perform such services. Furthermore, Contractor hereby represents, warrants, and agrees that its performance

## Call Center Services Agreement

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hereunder will conform to all applicable laws and regulations. Contractor warrants that all employees utilized by Contractor pursuant to this Agreement will be fully trained, equipped and competent and will perform their duties in a safe, courteous manner and will work harmoniously with PREPA's personnel. Contractor will also comply with all applicable laws pertaining to nondiscrimination in employment and facilities.
1.16 Equipment - Contractor will be responsible for the acquisition, maintenance, inventory, storage, and control of all equipment, materials, supplies, and any special equipment required to perform the Services.
1.17 Service provided to others - PREPA acknowledges and agrees that Services may be provided to PREPA in conjunction with Services that Contractor may provide to third parties. Notwithstanding anything contained in any other agreement to the contrary, Contractor agrees that Services provided for PREPA, its employees and agents, will be provided pursuant to and in accordance with the provisions of this Agreement.
1.18 Service Level Performance Credits - Will be incurred by Contractor when Service Level Performance falls below the target over a 24 hour period. For every day when Service Level Performance is below the target, PREPA will receive credit for such day's charges in Contractor's monthly invoice.
1.19 Performance Credit Exclusions - Contractor will not incur in Service Level Performance Credits in the following cases:
A. When call volume for a given day exceeds the call volume baseline agreed between PREPA and Contractor.
B. The failure of any PREPA circuits or equipment that impacts the performance of Contractor's Call Center Services.
C. Force Majeure Event as defined in Article 8, Force Majeure of this Agreement.
1.20 Additional Provisions Regarding the Services. Any and all changes and/or modifications to the scope of the services shall be in writing and must be signed by both Parties. The Contractor represents that it has or shall obtain, or cause to be obtained, all personnel necessary to undertake and provide the Services in a manner satisfactory to PREPA. The Contractor may not subcontract any of the Services that it has committed to perform or provide pursuant to this Contract without the prior written approval of the Chief Executive Officer of PREPA or any of his or her authorized representatives. Such consent to subcontract shall not relieve the Contractor of its full responsibilities under this Contract. Consent to the subcontracting of any part of the services shall not be construed to be an approval of said subcontract or of any of its terms, but shall operate only as an approval of the Contractor's request for execute a contract with its chosen subcontractor (hereinafter a "Subcontractor"). The Contractor shall be responsible for all services performed by the Subcontractor and all such services shall conform to the provisions of this Contract.

## ARTICLE 2 - CONSIDERATION AND PAYMENT

## Call Center Services Agreement

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2.1 In accordance with the terms and conditions contained herein, PREPA will pay Contractor the rates specified in section 2.2 of this Article. The total amount to be paid under this Agreement ending in $\qquad$ , shall not exceed a cumulative amount of $\$$ $\qquad$ subject to the terms and conditions contained in Article 6, Term/Termination and Article 12.7, Novation, providing for possible written amendment (s) if agreed upon by both parties. payments to be made under this Contract will be charged to account number 01-4017-90500-550-382. The rates per hour are $\$$ $\qquad$ per Representative. $\qquad$ In case PREPA exercises its option to extend the term of the Contract, as provide in Article 6, the maximum amount to be paid under the Contract for each extended period shall be $\$$ $\qquad$ .
2.2 Contractor shall submit monthly invoices within the first thirty (30) days following the period invoiced which will include a description of the services rendered and the number of hours spent by each person. Each invoice shall be itemized and must be duly certified by an authorized representative of the Contractor. PREPA will review the invoices within thirty (30) days of receipt and if they are in compliance with the requirements set forth in the Contract, it will proceed with payment. Payment is due within sixty (60) days of receipt. PREPA reserves the right to conduct the audits it deems necessary, and it will not be subject to finance charges regarding invoice payments subject to an audit. In the event of a dispute over the invoice, PREPA will pay the amount of the invoice not in dispute, and withhold the disputed amount until the dispute is resolved.

All invoices submitted by Contractor shall include the following Certification in order to proceed with its payment:-

No Interest Certification:
Under penalty of absolute nullity, I hereby certify that no employee, official or director of PREPA is a party or has been granted any interest or payment by Contractor in the profits or benefits to be obtained under this Contract by Contractor or if any employee, official or director of PREPA has any interest in the profits or benefits under this Contract a waiver has been previously obtained. I, also certify that the only consideration to provide the services under this Contract to Contractor is the payment agreed with PREPA's authorized representative. The total amount of this invoice is fair and correct. The services were provided and no payment has been received for said concept.

Contractor's Representative

This is an essential requirement and those invoices without this Certification will not be processed for payment. In order to comply with the certification requirements set forth above, Contractor shall require that subcontractors providing Services also make the certification set forth above in any invoices submitted in connection with the Services.

The Contractor shall immediately notify PREPA when the billing under the Contract amounts seventy-five percent (75\%) of the maximum amount under the Contract. Once this notification has been issued, the Contractor, in coordination with PREPA, will ensure that no services will be rendered in excess of the contract price, except that a written amendment is agreed upon by both parties. In addition,
the Contractor shall present an itemized list of the remaining billable works under the Contract.

All invoices have to be sent to the following address:

Puerto Rico Electric Power Authority
Attn: Noriette Figueroa Meléndez
Customer Service Director
PO Box 364267
San Juan, Puerto Rico 00936-4267
2.3 PREPA will deduct and withhold at the source to the Contractor the equivalent of ten percent (10\%) from payment for services rendered under this Contract in Puerto Rico, in compliance with the New Puerto Rico Internal Revenue Code, Law 1 2011, Section 1062.03, as amended. Notwithstanding the aforementioned, the withholding to be done by PREPA as herein stated could be increased to twenty percent $(20 \%)$ in the event that the Contractor is a non-resident individual, which is a U.S. citizen, as provided by the New Puerto Rico Internal Revenue Code, section 1062.08; or twenty-nine percent (29\%) in the event that the Contractor is a non-resident and non U.S. citizen individual; or a foreign corporation or partnership which is not dedicated to industry or business in Puerto Rico, as provided by the New Puerto Rico Internal Revenue Code, section 1062.08. PREPA shall provide a certificate stating that such tax withholding was collected. If a Release Letter has been issued to the Contractor by the Treasury Department, the Contractor shall be responsible to submit a copy of said Release Letter to PREPA for every calendar year; otherwise, payments under the Contract shall

## Call Center Services Agreement

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remain subject to withholding at source. All invoices shall be segregated by categories (services, materials, equipment, etc.), to identify the amounts subject to withholding and avoid undue deductions.
2.4 In compliance with Executive Order 1991 OE- 24; and C.F.R. Part 404 et. seq., the Contractor will be responsible for rendering and paying the Federal Social Security and Income Tax Contributions for any amount owed as a result of the income, from this Contract.
2.5 The Contractor shall not request any payment for Services rendered under the terms of this Contract until it has been registered by PREPA at the Office of the Comptroller of Puerto Rico as established in Act 18-1975, as amended. PREPA undertakes to register this Contract pursuant to such Act within fifteen (15) days after the execution of this Contract.

## ARTICLE 3 - CONTRACTOR'S EMPLOYEES

3.1 PREPA and the Contractor agree that Contractor's status hereunder and the status of any agents, employees and subcontractors engaged by the Contractor shall be that of an independent contractor only and not that of an employee, agent, director or officer of PREPA nor shall they be considered a public servant of neither PREPA nor the Commonwealth of Puerto Rico. The Contractor recognizes that its personnel shall not be entitled to employment benefits such as vacations, sick leave, retirement benefits and other benefits from PREPA because of its condition as an independent contractor. Neither the Contractor nor its personnel shall have any authority or right to enter into contracts on behalf of PREPA. No provision of

## Call Center Services Agreement

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this Contract shall be deemed to create an employment relationship between Contractor or his employees and PREPA.
3.2 The employees of Contractor engaged in performing Services hereunder will be considered employees of Contractor for all purposes and will under no circumstances be deemed to be employees of PREPA. PREPA will have no supervisory power or control over any such Contractor's employees and any complaint or change in procedure will be communicated by PREPA to Contractor who will in turn promptly give any necessary instructions to its personnel. $\qquad$
3.3 Contractor will be responsible for the direct supervision of its employees through its designated representative and such representative will in turn, report to and confer with the designated agents of PREPA with respect to the Services. $\qquad$
3.4 Contractor agrees to assume full and complete responsibility for any and all liability to its employees on account of injury, disability, and death resulting from, or sustained by said employees in the performance of the Services defined herein.--
3.5 At PREPA's request, Contractor will immediately remove from service any employee whose acts or omissions will be a violation of applicable law or constitute a breach of this Agreement.
3.6 Both parties agree to accept full and exclusive liability for the payment of any and all taxes, contributions, and other payments for unemployment compensation and/or pension benefits, Worker's Compensation, employers liability insurance or annuities now or hereafter imposed upon employers as applicable to them with respect to its employees and each party will make such payments and will make

## Call Center Services Agreement

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and file any and all reports and returns and take all other actions necessary to comply with the laws imposing such taxes, contributions, or other payments. $\qquad$
3.7 Contractor agrees to hold PREPA harmless and to indemnify and defend PREPA in full for any and all damages, claims, assessments, penalties, liabilities, charges, attorney's fees or other losses incurred during or following the term of this Agreement, which result from any assertion, claim, determination or adjudication that Contractor any of its employees are employees of PREPA, including, but not limited to, any claim, determination or adjudication made pursuant to the Internal Revenue Code, any of Puerto Rico Unemployment laws and regulations, compensation Law, or any other federal, state or local wage, employment, insurance, labor and other laws, statutes, regulations and ordinances. $\qquad$
3.8 Contractor represents and warrants that the employees used in the performance of the Services hereunder will have the qualifications, skills and experience necessary to perform the Services and will have the work records as represented to PREPA
3.9 In the performance of this Agreement, Contractor will comply with all applicable statutes, regulations, ordinances pertaining to nondiscrimination in employment and facilities.

## ARTICLE 4 - INDEMNITY

4.1 PREPA agrees and hereby undertakes to release, indemnify, defend, and hold harmless Contractor, its directors, officers, employees, agents and, successors, and assigns from and against any and all liability, damages, claims, civil penalties,

## Call Center Services Agreement

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suits, losses, penalties or actions of every name and description, including claims of infringement of any third party's intellectual property rights and any and all costs and expenses related thereto, including the defense thereof, reasonable attorney's fees and court costs arising out of or resulting from any act or omission of PREPA, its directors, officers, employees, agents, successors, and assigns in connection with PREPA 's performance under this Contract, except to the extent caused by (a) the gross negligence, recklessness or willful misconduct of Contractor, its directors, officers, employees, agents, successors and/or assigns or (b) arising from or in connection with a violation of applicable law by Contractor, its directors, officers, employees, agents, successors or assigns.
4.2 Contractor agrees and hereby undertakes to release, indemnify, defend, and hold harmless PREPA, its directors, officers, employees, agents, and successors, and assigns from and against any and all direct liability, damages, claims, civil penalties, suits, losses, penalties or actions of every name and description, including claims of infringement of any third party's intellectual property rights and any and all costs and expenses related thereto, including the defense thereof, reasonable attorney's fees and court costs arising out of or resulting from the act or omission of Contractor, its directors, officers, employees, agents, successors, and assigns in connection with Contractor's performance under this Contract, except to the extent caused by (a) the gross negligence, recklessness or willful misconduct of PREPA, its directors, officers, employees, agents, successors or

## Call Center Services Agreement

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assigns and/or (b) arising from or in connection with a violation of applicable law by PREPA , its directors, officers, employees, agents, successors or assigns.-----Notwithstanding Articles 4.1 and 4.2, in the event that a government entity brings a criminal or civil action against a Party, that Party will have the right to control the management and settlement of such matter. This does not constitute a waiver of the other Party with respect to any right it may have under the circumstances that gives rise to such criminal or civil action, including, but not limited to, the right to intervene in any action against a Party involving the services provided under the Agreement or initiate any other claim, suit or action.

Neither Party will have the right to make any admissions on behalf of the other Party.

Notwithstanding the aforementioned, in the course of any action brought against either Party, each Party, at its own expense, will provide reasonable assistance to the other Party, including but not limited to reasonable access to documents and personnel. Prior to such access, the Parties shall take those precautionary measures including, but not limited to, the execution of any document, that may be necessary to protect and preserve as confidential any information of such nature. Such reasonable assistance will not require a Party to breach or waive any privilege or legal right, including but not limited to the attorney-client privilege applicable to communications between each Party and its respective legal counsel.

## ARTICLE 5 - CONFIDENTIALITY

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5.1 Contractor will presume that any information, including, without limitation, business plans, customer data, employee data, financial information, or contractual information, whether written, verbal or electronic, provided to or observed by Contractor or developed by Contractor in connection herewith is confidential information unless Contractor is informed by PREPA to the contrary or, by its nature, it is public or intended to be shared in the course of Contractor's performance hereunder. Contractor will take reasonable precautions, including the same precautions it takes to protect its own confidential information, to ensure that no confidential information is disclosed to any third party. Contractor's obligations under this article will not apply to any of the following: (a) information in the public domain or available to the public; (b) information available from third parties without any non-disclosure obligation to PREPA ; (c) or any disclosure of confidential information required by any court, regulatory order or other service of legal process, in which case Contractor will provide PREPA prompt notice of any such order or process and cooperate with PREPA in responding such requirement.-----
5.2 If this Contract terminates for any reason, Contractor shall maintain in strictest confidence both; during the term of this Contract and subsequent to termination of this Contract, and shall not during the term of this Contract or thereafter disclose or divulge to any person, firm, or corporation, or use directly or indirectly, for its own benefit or the benefit of others, any information which in good faith and good conscience ought to be treated as confidential information including, without limitation, information relating to PREPA's customers, operations or intellectual

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property or relating to the business or affairs of PREPA which Contractor may acquire or develop in connection with or as a result of the performance of the Services hereunder. In the event of an actual or threatened breach by Contractor of the provisions of this paragraph, PREPA shall be entitled to injunctive relief for such breach. Nothing herein shall be construed as prohibiting PREPA from pursuing any other legal remedies available, including the recovery of damages from Contractor.
5.3 Contractor acknowledges and agrees that in connection herewith, PREPA may provide Contractor with access to several of PREPA's computer and communications systems. Contractor acknowledges and agrees that under no circumstances will it permit the systems to be used for any purpose other than those required in connection with its performance under this Agreement. Contractor agrees that it will maintain the confidentiality of codes, passwords and user names required to access those systems ("Access Information") and any information accessed via those systems and will promptly report by telephone and then in writing any compromise of the Access Information or accessed information to PREPA. Contractor will also properly secure the equipment required to access the systems and will promptly report by telephone and then in writing any damage or problems therewith.

## ARTICLE 6 - TERM/TERMINATION

The term of this agreement will commence on the date of its signature by both parties and will continue in effect until $\qquad$ . PREPA, at its sole discretion,

## Call Center Services Agreement

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may extend the term up to two (2) additional periods of two (2) years, subject to the availability of funds, in which case PREPA will notify the Contractor at least fifteen (15) days prior to the expiration of the Original Term.

Termination for Convenience

Either party shall have the right to terminate this Contract for convenience, at any moment, by providing the other party thirty (30) days written notice by registered mail, return receipt requested, or overnight express mail. If notice is given, this Contract shall terminate upon the expiration of thirty (30) days and PREPA shall be obligated to pay all fees and expenses incurred up to the day of effective termination, in accordance with the terms of this Contract. The rights, duties and responsibilities of the Parties shall continue in full force and effect during the thirty (30) day notice period. Contractor shall have no further right to compensation except for what has been accrued for services rendered under this Contract until said date of effective termination.

Termination for Cause

PREPA shall have the right to terminate this Contract immediately in the event of negligence, dereliction of duty, noncompliance, or material breach by the Contractor, as determined in the sole discretion of PREPA, or for any other reason described elsewhere in this Contract as a basis for termination. In the event the Contract is terminated by PREPA for cause, PREPA shall be obligated to pay all fees and expenses incurred up to the day of effective termination, in accordance

## Call Center Services Agreement

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with the terms of this Contract. Contractor shall have no further right to compensation except for what has been accrued for services rendered under this Contract until said date of effective termination.

Upon written notice to Contractor from PREPA stating that Contractor is in breach of the Contract, Contractor will immediately remedy such breach. Where Contractor fails to remedy such breach within ten (10) days or to promptly initiate and continue in good faith to remedy a breach that cannot be reasonably remedied in ten (10) days, PREPA will have the right to terminate the Contract upon five (5) days' notice to Contractor. Contractor further agrees that if it commits a substantially similar breach more than twice in any three (3) month period, regardless of remedy, PREPA will have the right to terminate the Contract upon notice to Contractor.

## ARTICLE 7- LIMITATION OF LIABILITY

In no event will Contractor or its respective licensors or suppliers have any liability for any, indirect or consequential damages, loss of profits or revenue, loss or corruption of data, toll fraud, cost of cover, or substitute goods or performance. The total aggregate liability of either party for all claims arising out of in connection with this Agreement will not exceed an amount equal to the total amount of all fees paid or payable under this Agreement. However, the limitations of liability in this section will not apply in cases of willful misconduct, personal injury or breaches of Contractor's license restrictions. The limitations of liability in this section also will apply to any liability of directors, officers, employees, agents and

## Call Center Services Agreement

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suppliers. The limitations of aggregate liability will not apply to contractual indemnification obligations provided in this Agreement. Notwithstanding the liabilities limits established herein, Contractor shall save and hold harmless and indemnify PREPA for all reasonable expenses and costs of any nature (including reasonable attorney's fees) incurred by PREPA and arising out of or from its fault, negligence or willful misconduct and thereby results in a claim made by any third person for physical injuries, including death, or for property damage, due to the fault or negligence of Contractor, in the performance or nonperformance of its obligations under the Agreement, but not to the extent directly caused by negligence or tort of PREPA or a third party, which is not an employee or subcontractor of Contractor.

With respect to any indemnity set forth in this Agreement, each indemnities shall give prompt notice of its receipt of any threat, indication or other notice of any claim, investigation or demand that might give rise to any losses required to be indemnified hereunder and shall reasonably cooperate in the defense of such claim. The Indemnifying party shall have the right to conduct defense of such action at its sole expense.

## ARTICLE 8 - FORCE MAJEURE

8.1 Notwithstanding anything to the contrary herein contained, it is agreed that either party hereto will be relieved of its obligations hereunder in the event and to the extent that performance hereof is delayed or prevented by any cause beyond its control and not caused by the party hereto claiming relief hereunder, including,

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without limitation, acts of God, public enemies, war, insurrection, acts or orders of governmental authorities, fire, flood, explosion, riots, strikes or the recovery from such cause ("force majeure"). Contractor agrees that where relief is obtained under this Article, Contractor shall make its best efforts to resume Service and, where applicable, to meet the applicable timetable for the Services $\qquad$
8.2 Notice of Failure - Contractor agrees to consult with and advise PREPA of any anticipated delay or failure, as soon as it becomes aware of such anticipated delay or failure or the possibility thereof, whether for force majeure or not, and, where applicable, the re-establishment of applicable timetables.

## ARTICLE 9 - INSURANCE

Contractor shall secure and maintain in full force and effect, during the life of this Agreement as provided herein, policies of insurance covering all operations engaged in by the Agreement as follows:

1. Commonwealth of Puerto Rico Workmen's Compensation Insurance: Contractor shall provide Workmen's Compensation Insurance as required by the Workmen's Compensation Act of the Commonwealth of Puerto Rico. Contractor shall also be responsible for compliance with said Workmen's Compensation Act by all its subcontractors, agents and invitees, if any, or shall certify that such subcontractors, agents and invitees have obtained said policies on their own behalf. Contractor shall furnish to PREPA a certificate from the Puerto Rico's State Insurance Fund showing that all personnel employed in the
work are covered by the Workmen's Compensation Insurance, in accordance with this Agreement.
2. Employer's Liability Insurance: Contractor shall provide a Commercial General Liability Insurance with minimum bodily injury limits of $\$ 1,000,000$ per occurrence and $\$ 1,000,000$ aggregate. The Commercial General Liability Insurance required under this Agreement, shall be endorsed to include: (a) As additional Insured: Puerto Rico Electric Power Authority, PO Box 364267, San Juan, Puerto Rico 00936-4267; (b) A thirty (30) day cancellation or nonrenewable notice to be sent to the above address by the Contractor.
3. Commercial General Liability Insurance: Contractor shall provide a Commercial General Liability Insurance with limits of $\$ 1,000,000$ per occurrence and $\$ 1,000,000$ aggregate. This insurance must include Personal Injury coverage.
4. Fidelity Bond: Contractor shall provide a Fidelity Bond in the amount of $10 \%$ of the Agreement's price to protect Contractor from employee-dishonesty losses.

Requirements Under the Policies: $\qquad$
The Commercial General Liability Insurance required under this Agreement shall endorsed to include:

1. As Additional Insured:

Puerto Rico Electric Power Authority (PREPA)
Risk Management office
PO Box 364267
San Juan, PR 00936-4267

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2. A 30 day cancellation or nonrenewable notice to be sent to the above address.
3. An endorsement including this Agreement under contractual liability coverage and identifying it by number, date and parties to the Agreement.
4. Waiver of Subrogation in favor of the Puerto Rico Electric Power Authority (PREPA).
5. Breach Of Warranties or Conditions:
"The Breach of any warranties or Conditions in this policy by the Insured shall not prejudice PREPA'S rights under this policy"

Bonds:
As an Agreement security, Contractor shall furnish at the time of execution of the Agreement:

1. A Performance Bond in the amount of one hundred percent (100\%) of the Agreement's price with good and sufficient surety satisfactory to the Puerto Rico Electric Power Authority (PREPA) guaranteeing that Contractor will well and faithfully perform the Agreement's work.
2. A Payment Bond in the amount of one hundred percent ( $100 \%$ ) of the agreement price, with good and sufficient surety satisfactory to the Puerto Rico Electric Power Authority (PREPA) to guarantee the prompt payment of all labor, supervision, equipment and materials required in the performance of the work.-
3. All bonds shall be issue in the official form of the Puerto Rico Electric Power Authority (PREPA).

Furnishing Of Policies:

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All required policies of insurance shall be in a form acceptable to PREPA and shall be issued only by insurance companies authorized to do business in Puerto Rico. Contractor shall furnish a certificate of insurance in original signed by an authorized representative of the insurer in Puerto Rico, describing the coverage afforded.

## ARTICLE 10 - CONTACT \& NOTICES

10.1 Each party agrees that it will designate a Contact who will be primarily responsible for coordinating that party's performance under this Agreement and managing the relationship with the other party. Each will have the right to specify a Backup Contact and change its Contact and Backup Contact by notice to the other. Each may specify Contacts for particular purposes, but that will not relieve that party from its obligations under the first sentence hereof.
10.2 Except where specified elsewhere in this Agreement, any and all notices, documents, records, correspondence, approvals or demands required or permitted to be given by the parties hereto will be sufficient if made in writing and sent by mail, postage prepaid, overnight courier, delivered by hand, or via e-mail. Where sent by mail, such notices will also be sent by facsimile. Notices to PREPA will be addressed to:

Puerto Rico Electric Power Authority
Attn: Noriette Figueroa Meléndez
Customer Service Director
P O Box 364267
San Juan, Puerto Rico 00936
E-mail: noriette.figueroa@prepa.com

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and to Contractor addressed to:

## ARTICLE 11 - CHOICE OF LAW AND FORUM SELECTION

11.1 The parties hereto acknowledge and agree that this Agreement will be governed under the laws, of the Commonwealth of Puerto Rico.--------------------------------------------
11.2 Also, the Parties expressly agree that only the Courts of the Commonwealth of Puerto Rico will be the courts of competent and exclusive jurisdiction to decide over the judicial controversies that the appearing Parties may have among them regarding the Terms and Conditions of this Agreement.
11.3 During Term of this Agreement, any change in law, including, but not limited to, changes in applicable tax law, which causes an increase in Contractor's costs when providing the Services to be acquired by PREPA, shall be Contractor's responsibility, and PREPA shall not be obliged to increase the Contract Price.----

## ARTICLE 12 - MISCELLANEOUS

12.1 Advertising - Neither party hereto will use the name, trademarks, or service marks of the other for any purpose without the prior written consent of the other.
12.2 Assignment - Contractor shall not assign nor subcontract its rights and obligations under this Contract, except in the event PREPA give written authorization for such actions. Provided, that no subcontract shall be considered for PREPA's approval, except when the following requirements are met: (1) Contractor delivers to PREPA a copy of the subcontract, not less than thirty (30) days prior to the effective date

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of the proposed subcontract; (2) the subcontract includes, as a condition for its legal validity and enforceability, a provision whereby PREPA has the right to substitute, subrogate or assume Contractor's rights under the subcontract, in the event that PREPA declares Contractor in breach or default of any of the Contract terms and conditions; and (3) the subcontract includes, as a condition for its validity and enforceability, a provision establishing for the subcontractor the obligation to comply with all Contractor's obligations under the Contract (mirror image clause), except for such obligations, terms and conditions which exclusively related with works or services not included under the subcontract. A request to subcontract shall specify the issues or matters that will be referred to the subcontractor.--------
12.3 Severability - The invalidity or unenforceability of any provisions of this Agreement shall not affect the validity or enforceability of any other provision of this Agreement, which shall remain in full force and effect.
12.4 Waiver - No waiver of any breach of any portion of this Agreement will constitute a waiver of any subsequent breach of the same or any other provisions hereof, and no waiver will be effective unless made in writing.
12.5 Whole Agreement - This Agreement and each Appendix incorporated herein by reference, represent the entire agreement between the parties hereto and supersedes any prior agreement or proposed variation from their terms contained therein.

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12.6 Conflicts with Other Documents - In the event of any conflict between any terms and/or conditions contained on any forms or documents exchanged by the parties of this Agreement, the terms and conditions of this Agreement will govern.
12.7 Novation- The Parties expressly agree that no amendment or change order, which could be made to the Contract during its term, shall be understood as a contractual novation, unless both Parties agree to the contrary, specifically and in writing. The previous provision shall be equally applicable in such other cases where PREPA gives Contractor a time extension for the compliance of any of its obligations under this Contract, or where PREPA dispenses the claim or demand of any of its credits or rights under the Contract.
12.8 Survival - The representations, warranties, indemnities, limitation of liability, confidentiality and work product provisions contained herein will survive the termination or expiration of the Agreement.
12.9 Employees not to Benefit - The parties hereby declare that, to the best of their knowledge, no public officer or employee of the Commonwealth of Puerto Rico, its agencies, instrumentalities, public corporations or municipalities or employee of the Legislative or Judicial branches of the Government has any direct or indirect interest in the present Agreement. Contractor certifies that neither him nor any of its partners, directors, executives, officers, and employees receive salary or any kind of compensation for the delivery of regular services by appointment in any agency, instrumentality, public corporation, or municipality of the Commonwealth of Puerto Rico.

## ARTICLE 13 - COMPLIANCE WITH THE COMMONWEALTH OF PUERTO RICO <br> CONTRACTING REQUIREMENTS

The Contractor will comply will all applicable Law, Regulations, or Executive Orders that regulate the contracting process and requirements of the Commonwealth of Puerto Rico.

## A. Filing of Puerto Rico Income Tax Returns

In compliance with Executive Order Number OE-1991-24 of June 18, 1991, the Contractor hereby certifies that it has filed all the necessary and required income tax returns to the Government of Puerto Rico for the last five (5) years. As evidence thereof, Contractor has delivered to PREPA an Income Tax Return Filing Certificate, issued by the Treasury Department of Puerto Rico assuring that Contractor has filed his Income Tax Return for the last five (5) tax years (Form SC 6088). The Contractor accepts and acknowledges its responsibility for requiring and obtaining a similar warranty and certification from each and every Contractor and Subcontractor whose service the Contractor has secured in connection with the services to be rendered under this Contract and shall forward evidence to PREPA as to its compliance with this requirement.

## B. Payment of Puerto Rico Income Taxes

In compliance with Executive Order Number OE-1991-24 of June 18, 1991, the Contractor, hereby certifies that it has complied and is current with the payment of any and all income taxes that are, or were due, to the Government of Puerto Rico. As evidence thereof, Contractor has delivered to PREPA a certification issued by
the Treasury Department of Puerto Rico indicating that Contractor does not owe taxes to the Commonwealth of Puerto Rico; or is paying such taxes by an installment plan in full compliance with its terms (Form SC 6096). During the term of this Contract, the Contractor agrees to pay and/or to remain current with any repayment plan agreed to by the Contractor with the Government of Puerto Rico. The Contractor accepts and acknowledges its responsibility for requiring and obtaining a similar warranty and certification from each and every Contractor and Subcontractor whose service the Contractor has secured in connection with the services to be rendered under this Contract and shall forward evidence to PREPA as to its compliance with this requirement.
C. Compliance with Requirements of the Department of Labor and Human Resources of the Commonwealth of Puerto Rico.

Pursuant to Executive Order Number 1992-52, dated August 28, 1992 amending OE-1991-24, the Contractor certifies and warrants that it has made all payments required for unemployment benefits, workmen's compensation and social security for chauffeurs, whichever is applicable, or that in lieu thereof, has subscribed a payment plan in connection with any such unpaid items and is in full compliance with the terms thereof. As evidence thereof, Contractor has delivered to PREPA:

1. A certification issued by the Bureau of Employment Security (Negociado de Seguridad de Empleo) of the Puerto Rico Department of Labor and Human Resources certifying that Contractor does not owe taxes regarding

Unemployment or Disability Insurance.
2. A certification issued by the Program for Social Security for Chauffeurs and Other Employees of the Puerto Rico Department of Labor and Human Resources certifying that contractor has no debt with respect to such program.-

## D. Real and Personal Property Taxes

Contractor hereby certifies and guarantees that it does not have any current debt with regard to property taxes that may be registered with the Government of Puerto Rico's Municipal Tax Collection Center (known in Spanish as Centro de Recaudación de Ingresos Municipales ("CRIM")). The Contractor further certifies to be current with the payment of any and all property taxes that are or were due to the Government of Puerto Rico. The Contractor shall provide:

1. A certification issued by the Municipal Revenues Collection Center ("MRCC"), assuring that Contractor does not owe any tax accruing during the last five (5) years to such governmental agency with respect to personal property; or negative Debt certification issued by the MRCC with respect to personal property taxes and a sworn statement executed by Contractor indicating that (i) its revenues are derived from the rendering of professional services, (ii) during the last 5 years (or the time in which it has been providing professional services) it has had no taxable business or personal property on the 1st of January of each year, (iii) that for such reasons it has not been required to file personal property tax returns, as required under Article 6.03 of Act 83-1991, as
amended and (iv) that for such reason it does not have an electronic tax file in the MRCC's electronic system.
2. All Concepts Debt Certification issued by the MRCC assuring that Contractor does not owe any taxes to such governmental agency with respect to real and personal property; or Negative certification issued by the MRCC with respect to real property taxes.

## E. Sales and Use Taxes

The Contractor has delivered to PREPA:

1. A Certification issued by the Puerto Rico Treasury Department indicating that Contractor does not owe Puerto Rico Sales and Use taxes to the Commonwealth of Puerto Rico; or is paying such taxes by an installment plan and is in full compliance with its terms.
2. A Puerto Rico Sales and Use Tax Filing Certificate, issued by the Treasury Department of Puerto Rico assuring that Contractor has filed his Puerto Rico Sales and Use Tax for the last sixty (60) contributory periods.
3. A copy of Contractor's Certificate of Merchant's Registration issued by the Treasury Department of Puerto Rico.
F. Puerto Rico Child Support Administration (ASUME)

Contractor hereby certifies that it is not duty bound to pay child support, or if so, that Contractor is up to date or has a payment plan to such effects. As evidence

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thereof, the Contractor has delivered to PREPA a certification issued by the Puerto Rico Child Support Administration (known in Spanish as the Administración Para El Sustento de Menores (ASUME) certifying that the Contractor have any debt, outstanding debt, or legal procedures to collect child support payments that may be registered with ASUME.

## G. Organization Documents

The Contractor shall provide:

1. A Good Standing Certificate issued by the Department of State of Puerto Rico.
2. A Certification of Incorporation, or Certification of Organization or Certificate of Authorization to do business in Puerto Rico issued by the Department of State of Puerto Rico.
H. Compliance with Act No. 1 of Governmental Ethics

The Contractor will certify compliance with Act No. 1 of January 3, 2012, as amended, known as the Ethics Act of the Government of Puerto Rico, which stipulates that no employee or executive of PREPA nor any member of his or her immediate family (spouse, dependent children, or other members of his or her household or any individual whose financial affairs are under the control of the employee) shall have any direct or indirect pecuniary interest in the services to be rendered under this Contract, except as may be expressly authorized by the

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Governor of Puerto Rico in consultation with the Secretary of Treasury and the Secretary of Justice of the Government. 3 L.P.R.A. § 8611 et seq.
I. Law Num. 127, May 31, 2004: Contract Registration in the Comptroller's Office of Puerto Rico Act

Payment for Services under this Contract will not be made until this Contract is properly registered in the Office of the Comptroller of the Government of Puerto Rico pursuant to Law Number 18 of October 30, 1975, as amended. $\qquad$
J. Prohibition with respect to execution by public officers: (3 L.P.R.A. 8615(c))

No public officer or employee authorized to contract on behalf of the executive agency for which he/she works may execute a contract between the agency for which he/she works and an entity or business in which he/she or any member of his/her family unit has or has had direct or indirect economic interest during the last four (4) years prior to his/her holding office.
K. Prohibition with respect to contracting with officers or employees: (3 L.P.R.A. 8615(d))

No executive agency may execute a contract in which any of its officers or employees or any member of their family units has or has had direct or indirect economic interest during the last four (4) years prior to their holding office, unless the Governor gives authorization thereto with the previous recommendation of the Secretary of the Treasury and the Secretary of Justice.

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L. Prohibition with respect to contracts with officers and employees of other Government entities: (3 L.P.R.A. 8615(e))

No public officer or employee may be a party to or have any interest in any profits or benefits produced by a contract with any other executive agency or government dependency unless the Governor gives express authorization thereto with previous recommendation from the Secretary of the Treasury and the Secretary of Justice.
M. Prohibition with respect to evaluation and approval by public officers: (3 L.P.R.A. 8615(f))

No public officer or employee who has the power to approve or authorize contracts shall evaluate, consider, approve or authorize any contract between an executive agency and an entity or business in which he/she or any member of his/her family unit has or has had direct or indirect economic interest during the last four (4) years prior to his/her holding office.
N. Prohibition with respect to execution by public officers contracts with former public officers: (3 L.P.R.A. 8615(h))

No executive agency shall execute contracts with or for the benefit of persons who have been public officers or employees of said executive agency until after two (2) years have elapsed from the time said person has ceased working as such.--------
O. Dispensation

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Any and all necessary dispensations have been obtained from any government entity and that said dispensations shall become part of the contracting record.-----

## P. Rules of Professional Ethics

The Contractor acknowledges and accepts that it is knowledgeable of the rules of ethics of his or her profession and assumes responsibility for his or her own actions.
Q. Anti-Corruption Code for a New Puerto Rico

1. Contractor agrees to comply with the provisions of Act No. 2-2018, as the same may be amended from time to time, which establishes the Anti-Corruption Code for a New Puerto Rico.
2. The Contractor hereby certifies that it does not represent particular interests in cases or matters that imply a conflict of interest, or of public policy, between the executive agency and the particular interests it represents.
3. Contractor shall furnish a sworn statement to the effect that neither Contractor nor any president, vice president, executive director or any member of a board of officials or board of directors, or any person performing equivalent functions for Contractor has been convicted of or has pled guilty to any of the crimes listed in Article 6.8 of Act $8-2017$, as amended, known as the Act for the Administration and Transformation of Human Resources in the Government of Puerto Rico or any of the crimes included in Act 2-2018.
4. Contractor hereby certifies that it has not been convicted in Puerto Rico or United States Federal court for under Articles 4.2, 4.3, or 5.7 of Act 1-2012, as amended, known as the Organic Act of the Office of Government Ethics of Puerto Rico, any of the crimes listed in Articles 250 through 266 of Act 1462012, as amended, known as the Puerto Rico Penal Code, any of the crimes typified in Act 2-2018, as amended, known as the Anti-Corruption Code for a New Puerto Rico or any other felony that involves misuse of public funds or property, including but not limited to the crimes mentioned in Article 6.8 of Act 8-2017, as amended, known as the Act for the Administration and Transformation of Human Resources in the Government of Puerto Rico.
5. PREPA shall have the right to terminate the Contract in the event Contractor is convicted in Puerto Rico or United States Federal court for under Articles 4.2, 4.3 , or 5.7 of Act $1-2012$, as amended, known as the Organic Act of the Office of Government Ethics of Puerto Rico, any of the crimes listed in Articles 250 through 266 of Act 146-2012, as amended, known as the Puerto Rico Penal Code, any of the crimes typified in Act 2-2018, as amended, known as the AntiCorruption Code for a New Puerto Rico or any other felony that involves misuse of public funds or property, including but not limited to the crimes mentioned in Article 6.8 of Act 8-2017, as amended, known as the Act for the Administration and Transformation of Human Resources in the Government of Puerto Rico.--
R. Law 168-2000: Law for the Strengthening of the Family Support and Livelihood of Elderly People

## Call Center Services Agreement

 Page 40The Contractor will certify that if there is any Judicial or Administrative Order demanding payment or any economic support regarding Act No. 168-2000, as amended, the same is current and in all aspects in compliance. Act No. 168-2000 "Law for the Strengthening of the Family Support and Livelihood of Elderly People" in Spanish: "Ley para el Fortalecimiento del Apoyo Familiar y Sustento de Personas de Edad Avanzada", 3 L.P.R.A. §8611 et seq.
S. Provisions Required under Act 14-2004:

Contractor agrees that articles extracted, produced, assembled, packaged or distributed in Puerto Rico by enterprises with operations in Puerto Rico, or distributed by agents established in Puerto Rico shall be used when the service is rendered, provided that they are available

## T. Consequences of Non-Compliance

The Contractor expressly agrees that the conditions outlined throughout this Section are essential requirements of this Contract. Consequently, should any one of these representations, warranties or certifications be incorrect, inaccurate or misleading, in whole or in part, there shall be sufficient cause for the PREPA to render this Contract null and void, and the Contractor shall reimburse the PREPA all moneys received under this Contract. If any of the certifications listed in items A through F of this Section shows a debt, and Contractor has requested a review or adjustment of this debt, Contractor hereby certifies that it has made such request at the time of the Contract execution. If the requested review or adjustment

## Call Center Services Agreement

Page 41
is denied and such determination is final, Contractor will provide, immediately, to PREPA a proof of payment of this debt; otherwise, Contractor accepts that the owed amount be offset by PREPA and retained at the origin, deducted from the corresponding payments. The Contractor accepts and acknowledges its responsibility for requiring and obtaining a similar warranty and certification from each and every Contractor and Subcontractor whose service the Contractor has secured in connection with the services to be rendered under this Contract and shall forward evidence to PREPA as to its compliance with this requirement.-------

## ARTICLE 14 - TRANSFER OF FUNDS

14.1 If Contractor decides to assign or transfer an amount, due or payable, to which he is entitled for services rendered or goods provided during the term of this Contract, Contractor shall notify PREPA of such transfer of funds, in accordance to the provisions of Act 21-2012. Said notice shall clearly indicate the rights granted, including a copy of the contract under which the assignment or transfer of funds is made, the exact amount of funds to be assigned or transferred, and specific identification information regarding the assignee (full name of the person or company), address and any other contact information.
14.2 Contractor acknowledges and agrees that PREPA may deduct any amount, due or payable under this Contract, that Contractor owes; PREPA may retain any said amount if Contractor fails to fulfill its obligations and responsibilities under this Contract, or a claim arises for warranty or defects regarding the services rendered or goods provided under this Contract. Contractor also acknowledges and agrees
that PREPA's payment obligation under any assignment of funds will cease upon payment of the outstanding amounts under this Contract. PREPA shall not be required to make payments or transfer any funds for an amount that exceeds the payment to which Contractor is entitled to under this Contract.
14.3 Contractor shall include with its notice of assignment of funds a cashier's check or money order for two hundred dollars (\$200), payable to "Puerto Rico Electric Power Authority", to cover administrative costs in processing such assignment.---

## ARTICLE 15 - MANDATORY CLAUSES PURSUANT ACT 3-2017

Both parties acknowledge and agree that the contracted services herein may be provided to another entity of the Executive Branch which enters into an interagency agreement with PREPA or by direct disposition of the Secretariat of Government. These services will be performed under the same terms and conditions in terms of hours of work and compensation set forth in this Agreement. For the purpose of this clause, the term "entity of the Executive Branch" includes all agencies of the Government of Puerto Rico, as well as all instrumentalities and public corporations. $\qquad$
The office of the Chief of Staff shall have the authority to terminate this Agreement at any time.

## ARTICLE 16 - DISPUTES

Except as otherwise specifically provided in this Contract, all disputes concerning questions of fact arising under this Contract shall be decided by PREPA, subject to written appeal by the Contractor within thirty (30) days to the Executive Director. As soon as practicable thereafter, the Executive Director shall inform each party hereto of his decision

Call Center Services Agreement
Page 43
regarding the dispute, which decision shall be final and conclusive upon the parties hereto, unless such decision is challenged on the basis of being arbitrary, malicious, or capricious. If such challenge is made, either party may pursue its remedy at law or equity. In the meantime, the Contractor shall diligently proceed with the work as directed.

## ARTICLE 17 - SEPARABILITY

If a court of competent jurisdiction or other tribunal declares any of the Contract provisions as null or invalid, such holding will not affect the validity and effectiveness of the remaining provisions of the Contract and the Parties agree to comply with their respective obligations under such provisions not included by the judicial declaration.--------------------

## ARTICLE 18 - COMPLETE AGREEMENT

This document, together with all attachments referred to herein, constitutes the entire agreement between the parties as to this subject matter and supersedes all communications, negotiations, and agreements of the Parties, whether written or oral, other than these, made prior to the signing of this Contract. In case of conflict, the terms and conditions of this Contract, as signed by the parties, shall prevail.

IN WITNESS THEREOF, the Parties hereto sign this Agreement in San Juan, Puerto Rico this $\qquad$ date of $\qquad$ of 2019. $\qquad$

PREPA
CONTRACTOR

By: José F. Ortiz Vázquez
Title: Chief Executive Officer
By:
Title: $\qquad$
SSN: 660-43-3747
SSN: $\qquad$

## PUERTO RICO ELECTRIC POWER AUTHORITY

BID BOND

KNOW ALL MEN BY THESE PRESENTS, that we $\qquad$ ,
(hereinafter called the Principal) and $\qquad$ having its principal offices at $\qquad$
a corporation duly organized and existing under the Laws of the COMMONWEALTH OF PUERTO RICO and authorized to transact business in Puerto Rico (hereinafter called the Surety) are held and firmly bound onto the PUERTO RICO ELECTRIC POWER AUTHORITY, a public corporation and governmental instrumentality of the Commonwealth of Puerto Rico, (hereinafter called the Obligee), in the penal sum of $10 \%$ of $\qquad$ (\$ ), lawful money of the United States of America, for the payment of which sum well and truly to be made, the said Principal and the said Surety, bind ourselves, our heirs, executors, administrators, and successors, jointly and severally firmly by these presents.

WHEREAS, the Principal has submitted a bid for $\qquad$

NOW, THEREFORE, if the Obligee shall accept the bid of the Principal and the Principal shall enter into a contract with the Obligee in accordance with the terms of such bid, and give such bond or bonds as may be specified in the bidding or contract documents with good and sufficient surety for the faithful performance of such contract and for the prompt payment of labor and material furnished in the prosecution thereof, or in the event of the failure of the Principal to enter such contract and give such bond or bonds, if the Principal shall pay to the Obligee the different not to exceed the penalty hereof between the amount specified in said bid and such larger amount for which the Obligee may in a good faith contract with another party to perform the work covered by said bid, then this obligation shall be null and void, otherwise to remain in full force and effect.

IT IS hereby understood and agreed that this bond will be effect for a maximum period of ninety (90) days after the bid date, unless its obligation is fullfilled prior to such date.

IN WITNESS WHEREOF, the above jointly and in solid bound parties have executed this instrument under their several seals this $\qquad$ day of $\qquad$ the name and corporate seals of each corporate party being hereto affixed and these presents duly signed by its undersigned representatives pursuant to authority of its governing body.
$\qquad$ SURETY
(SEAL)
PRINCIPAL

TITLE

## PERFORMANCE BOND

KNOW ALL MEN BY THESE PRESENTS, That we
(hereinafter called the Principal), and
a corporation organized and existing under the laws of the State of and authorized to transact business in Puerto Rico, (hereinafter called the Surety), are held and firmly bound unto the PUERTO RICO ELECTRIC POWER AUTHORITY, a public corporation and governmental instrumentality of the Commonwealth of Puerto Rico, in the penal sum of
lawful
money of the United States, for the payment of which sum well and truly to be made, we bind ourselves, our heirs, executors, administrators, and successors, jointly and severally, firmly by these presents.

The condition of this obligation is such, that whereas the Principal entered into a certain contract with the PUERTO RICO ELECTRIC POWER AUTHORITY, dated numbered for
which contract is hereby referred to and made a part hereof as fully and to the same extent as if copied at length herein.

NOW, THEREFORE, if the Principal shall well and truly perform and fulfill all the undertakings, covenants, terms, conditions, and agreements of said contract during the original term of said contract and any extensions thereof that may be granted by the PUERTO RICO ELECTRIC. POWER AUTHORITY, with or without notice to the Surety, and during the life of any guaranty required under said contract, and shall also well and truly perform and fulfill all the undertakings, covenants, terms, conditions, and agreements of any and all duly authorized modifications of said contract that may hereafter be made, notice of which modifications to the Surety being hereby waived, then, this obligation to be void; otherwise to remain in full force and virtue.

IN WITNESS WHEREOF, the above bound parties have executed this instrument under their several seals this day of
19 , the name and corporate seal of each corporate party being hereto affixed and these presents duly signed by its undersigned representative pursuant to authority of its governing body.

WITNESS:


Total amount of premium charged, \$
(THE ABOVE MUST BE FILLED IN BY SURETM
CERTIFICATE AS TO CORPORATE PRINCIPAL
I,
secretary of the corporation named as principal in the within bond;
that
who signed the said bond on behalf of the principal, was then
of said corporation, that I know his signature, and his signature
thereto is genuine; and that said bond was duly signed, sealed, and attested for
and in behalf of said corporation by authority of its governing body.

CERTIFICATE AS TO CORPORATE PRINCIPAL
secretary of the corporation named as principal in the within bond; that
who signed the said bond on behalf of the principal, was then
of said corporation, that I know his signature, and his signature and is gənuine, and that said bond was duly signed, sealed, and attested for and in behalf of said corporation by authority of its governing body.

## INSTRUCTIONS

1. This form shall be used for construction work or the furnishing of supplies or services, whenever a performance bond is required. There shall be no deviation from this form except as authorized by the Puerto Rico Electric Power Authority.
2. The surety on the bond may be any corporation authorized by the Superintendent of Insurance of Puerto Rico to act as surety and the bond must be countersigned, in the space provided therefor, by the agents of the surety in Puerto Rico.
3. The name, including full Christian name, and business or residence address of each individual party to the bond shall be inserted in the space provided therefor, and each such party shall sign the bond with his usual signature on the line opposite the scroll seal.
4. If the principals are partners, their individual names shall appear in the space provided therefor, with the recital that they are partners composing a firm, naming it, and all the members of the firm shall execute the bond as individuals.
5. If the principal is a corporation, the name of the State in which incorporated shall be inserted in the space provided therefor, and said instrument shall be executed and attested under the corporate seal as indicated in the form. If the corporation has no corporate seal the fact shall be stated, in which case a scroll or adhesive seal shall appear following the corporate name.
6. The official character and authority of the person or persons executing the bond for the principal, if a corporation, shall be certified by the secretary or assistant secretary, according to the form herein provided. In lieu of such certificate there may be attached to the bond copies of so much of the record's of the corporation as will show the official character and authority of the officer signing, duly certified by the secretary or assistant secretary, under the corporate seal, to be true copies.
7. The date of this bond must not be prior to the date of the instrument in connection with which it is given.

## PREPA Call Center Call Volume 2018

| Queues | January | February | March | April | May | June | July | August | September | October | November | December | Total |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Sin Servicio | 50,788 | 38,493 | 36,468 | 31,829 | 28,617 | 28,330 | 28,368 | 30,645 | 21,309 | 15,434 | 15,076 | 15,217 | 340,574 |
| Emergencia | 13,826 | 12,041 | 12,444 | 11,320 | 11,217 | 10,354 | 10,111 | 12,981 | 12,670 | 11,464 | 10,915 | 9,875 | 139,218 |
| Mantenimiento | 6,798 | 6,083 | 7,058 | 6,788 | 7,371 | 7,193 | 7,349 | 9,687 | 9,410 | 10,596 | 8,751 | 7,819 | 94,903 |
| Ordenes de Servicio | 70,554 | 59,034 | 64,449 | 66,757 | 63,733 | 56,563 | 55,519 | 65,632 | 50,090 | 49,049 | 47,064 | 44,769 | 693,213 |
| From IVR | 24,936 | 19,678 | 15,182 | 11,694 | 15,747 | 1,606 | 1,351 | 7,454 | 13,783 | 12,779 | 12,107 | 11,766 | 148,083 |
| IVR Failure | 12 | 3 | 8,268 | 3,791 | 5,667 | 27,290 | 21,747 | 3,118 | 8 | 6 | 452 | 7 | 70369 |
| Pagos | 20,953 | 17,385 | 22,305 | 22,926 | 21,458 | 20,941 | 23,198 | 25,802 | 20,649 | 21,460 | 23,191 | 24,426 | 264,694 |
| Total | 187,867 | 152,717 | 166,174 | 155,105 | 153,810 | 152,277 | 147,643 | 155,319 | 127,919 | 120,788 | 117,556 | 113,879 | 1,751,054 |

## AHT 2018

| Queues | January | February | March | April | May | June | July | August | September | October | November | December |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Sin Servicio | 5:40 | 5:53 | 5:23 | 4:51 | 4:50 | 4:30 | 4:48 | 4:41 | 4:34 | 4:28 | 4:26 | 4:32 |
| Emergencia | 6:49 | 7:11 | 6:54 | 6:32 | 6:37 | 6:22 | 6:45 | 6:52 | 6:42 | 6:35 | 6:27 | 6:35 |
| Mantenimiento | 7:23 | 8:11 | 7:36 | 7:17 | 6:53 | 6:50 | 7:04 | 7:15 | 7:27 | 6:59 | 7:06 | 7:24 |
| Ordenes de Servicio | 8:31 | 8:51 | 7:39 | 7:13 | 7:02 | 7:12 | 7:36 | 7:43 | 7:36 | 7:09 | 7:09 | 7:43 |
| From IVR | 7:28 | 8:05 | 6:55 | 6:24 | 6:36 | 7:44 | 6:43 | 6:50 | 7:02 | 6:37 | 6:37 | 7:05 |
| IVR Failure | 2:38 | 1:06 | 5:01 | 5:22 | 4:35 | 5:43 | 5:51 | 6:29 | 2:18 | :06 | 6:30 | 12:23 |
| Pagos | 7:53 | 8:25 | 6:39 | 6:50 | 6:16 | 6:11 | 6:31 | 6:34 | 6:18 | 6:01 | 6:02 | 6:32 |
| Average | 7:13 | 7:42 | 6:45 | 6:28 | 6:20 | 6:15 | 6:32 | 6:43 | 6:39 | 6:26 | 6:23 | 6:46 |


| Interval | 1-Aug | 2-Aug | 3-Aug | 4-Aug | 5-Aug | 6-Aug | 7-Aug | 8-Aug |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 1 | 0 | 0 | 0 | 1 | 1 | 2 | 1 |
| 30 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| 100 | 0 | 0 | 1 | 1 | 7 | 0 | 0 | 0 |
| 130 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 0 |
| 200 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 230 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 300 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 330 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| 400 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 430 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 |
| 500 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 530 | 0 | 3 | 0 | 0 | 0 | 0 | 3 | 1 |
| 600 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 |
| 630 | 0 | 1 | 1 | 1 | 0 | 1 | 0 | 3 |
| 700 | 1 | 1 | 2 | 2 | 0 | 3 | 3 | 1 |
| 730 | 8 | 3 | 7 | 3 | 0 | 2 | 10 | 6 |
| 800 | 7 | 4 | 6 | 3 | 1 | 9 | 6 | 8 |
| 830 | 13 | 12 | 13 | 6 | 2 | 11 | 7 | 13 |
| 900 | 19 | 17 | 11 | 7 | 3 | 16 | 21 | 9 |
| 930 | 10 | 12 | 11 | 6 | 2 | 15 | 26 | 15 |
| 1000 | 13 | 13 | 18 | 5 | 2 | 20 | 22 | 16 |
| 1030 | 5 | 15 | 18 | 4 | 1 | 17 | 23 | 24 |
| 1100 | 17 | 21 | 17 | 7 | 2 | 23 | 19 | 29 |
| 1130 | 15 | 8 | 14 | 4 | 6 | 22 | 24 | 16 |
| 1200 | 13 | 12 | 14 | 4 | 2 | 25 | 21 | 21 |
| 1230 | 24 | 14 | 11 | 1 | 2 | 19 | 10 | 14 |
| 1300 | 16 | 11 | 11 | 8 | 3 | 18 | 28 | 15 |
| 1330 | 13 | 10 | 7 | 6 | 2 | 18 | 13 | 14 |
| 1400 | 15 | 10 | 12 | 6 | 4 | 10 | 16 | 22 |
| 1430 | 14 | 10 | 11 | 5 | 2 | 20 | 18 | 17 |
| 1500 | 27 | 9 | 12 | 6 | 8 | 16 | 24 | 16 |
| 1530 | 25 | 13 | 5 | 2 | 0 | 17 | 17 | 16 |
| 1600 | 19 | 8 | 6 | 6 | 0 | 16 | 12 | 14 |
| 1630 | 9 | 6 | 4 | 4 | 2 | 12 | 8 | 16 |
| 1700 | 11 | 7 | 7 | 4 | 3 | 13 | 9 | 9 |
| 1730 | 6 | 8 | 5 | 4 | 1 | 7 | 9 | 8 |
| 1800 | 12 | 10 | 5 | 1 | 0 | 3 | 10 | 7 |
| 1830 | 9 | 7 | 5 | 2 | 2 | 8 | 9 | 6 |
| 1900 | 11 | 4 | 2 | 0 | 0 | 7 | 5 | 4 |
| 1930 | 5 | 5 | 4 | 3 | 1 | 9 | 2 | 5 |
| 2000 | 3 | 8 | 2 | 2 | 1 | 6 | 3 | 3 |
| 2030 | 2 | 6 | 6 | 3 | 3 | 10 | 6 | 6 |
| 2100 | 5 | 6 | 2 | 5 | 4 | 5 | 2 | 7 |
| 2130 | 2 | 1 | 4 | 2 | 0 | 3 | 3 | 3 |
| 2200 | 3 | 3 | 1 | 0 | 1 | 6 | 2 | 2 |
| 2230 | 2 | 11 | 3 | 2 | 1 | 1 | 2 | 2 |


| $\mathbf{2 3 0 0}$ | 2 | 0 | 0 | 1 | 0 | 0 | 3 | 1 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $\mathbf{2 3 3 0}$ | 1 | 1 | 0 | 3 | 1 | 1 | 1 | 1 |
| Interval | 1-Aug | 2-Aug | 3-Aug | 4-Aug | 5-Aug | 6-Aug | 7-Aug | 8-Aug |


| 9-Aug | 10-Aug | 11-Aug | 12-Aug | 13-Aug | 14-Aug | 15-Aug | Interval | 16-Aug |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| 1 | 0 | 0 | 0 | 0 | 1 | 1 | 30 | 0 |
| 1 | 0 | 0 | 0 | 0 | 0 | 2 | 100 | 0 |
| 0 | 0 | 0 | 0 | 1 | 0 | 0 | 130 | 0 |
| 0 | 0 | 0 | 0 | 1 | 0 | 0 | 200 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 230 | 0 |
| 1 | 0 | 0 | 0 | 0 | 0 | 0 | 300 | 0 |
| 0 | 0 | 1 | 0 | 0 | 0 | 0 | 330 | 0 |
| 1 | 0 | 0 | 0 | 0 | 0 | 0 | 400 | 0 |
| 2 | 0 | 0 | 0 | 0 | 0 | 1 | 430 | 0 |
| 1 | 0 | 0 | 0 | 0 | 0 | 0 | 500 | 0 |
| 1 | 1 | 0 | 0 | 1 | 0 | 0 | 530 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 3 | 600 | 0 |
| 3 | 1 | 0 | 0 | 0 | 2 | 2 | 630 | 2 |
| 5 | 4 | 1 | 1 | 1 | 8 | 2 | 700 | 2 |
| 5 | 5 | 4 | 1 | 4 | 5 | 4 | 730 | 3 |
| 10 | 6 | 4 | 4 | 5 | 9 | 12 | 800 | 7 |
| 22 | 11 | 4 | 2 | 4 | 7 | 14 | 830 | 11 |
| 15 | 13 | 5 | 2 | 3 | 17 | 12 | 900 | 18 |
| 15 | 15 | 1 | 5 | 9 | 21 | 21 | 930 | 20 |
| 19 | 12 | 6 | 5 | 9 | 21 | 31 | 1000 | 20 |
| 22 | 28 | 1 | 4 | 10 | 23 | 23 | 1030 | 17 |
| 17 | 22 | 5 | 4 | 7 | 21 | 22 | 1100 | 20 |
| 23 | 17 | 6 | 3 | 7 | 25 | 15 | 1130 | 16 |
| 18 | 14 | 4 | 2 | 5 | 15 | 24 | 1200 | 19 |
| 21 | 8 | 9 | 4 | 4 | 16 | 13 | 1230 | 17 |
| 25 | 15 | 5 | 7 | 7 | 17 | 18 | 1300 | 18 |
| 13 | 14 | 2 | 1 | 10 | 12 | 24 | 1330 | 18 |
| 20 | 9 | 10 | 7 | 5 | 20 | 17 | 1400 | 14 |
| 24 | 10 | 5 | 3 | 5 | 19 | 18 | 1430 | 16 |
| 20 | 8 | 2 | 4 | 2 | 13 | 21 | 1500 | 13 |
| 13 | 9 | 4 | 5 | 1 | 16 | 21 | 1530 | 21 |
| 22 | 16 | 5 | 5 | 5 | 10 | 13 | 1600 | 12 |
| 18 | 10 | 2 | 1 | 5 | 13 | 10 | 1630 | 17 |
| 10 | 6 | 1 | 1 | 4 | 12 | 12 | 1700 | 11 |
| 6 | 10 | 0 | 4 | 3 | 13 | 11 | 1730 | 6 |
| 4 | 3 | 4 | 4 | 7 | 4 | 8 | 1800 | 5 |
| 9 | 7 | 1 | 1 | 4 | 8 | 7 | 1830 | 3 |
| 6 | 3 | 2 | 3 | 8 | 13 | 10 | 1900 | 10 |
| 7 | 3 | 2 | 8 | 7 | 9 | 6 | 1930 | 8 |
| 4 | 3 | 3 | 2 | 6 | 4 | 10 | 2000 | 6 |
| 2 | 2 | 2 | 0 | 4 | 10 | 2 | 2030 | 6 |
| 5 | 4 | 3 | 5 | 3 | 2 | 4 | 2100 | 2 |
| 1 | 1 | 0 | 0 | 1 | 6 | 4 | 2130 | 10 |
| 4 | 4 | 3 | 3 | 1 | 3 | 3 | 2200 | 2 |
| 3 | 1 | 0 | 3 | 1 | 2 | 2 | 2230 | 5 |


| 3 | 2 | 1 | 2 | 0 | 2 | 1 | $\mathbf{2 3 0 0}$ | 1 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 3 | 0 | 0 | 1 | 0 | 0 | 1 | $\mathbf{2 3 3 0}$ | 1 |
| 9-Aug | 10-Aug | 11-Aug | 12-Aug | 13-Aug | 14-Aug | 15-Aug | Interval | 16-Aug |


| 17-Aug | 18-Aug | 19-Aug | 20-Aug | 21-Aug | 22-Aug | 23-Aug | 24-Aug | 25-Aug |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 1 | 0 | 1 | 0 | 1 | 1 | 1 |
| 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| 2 | 1 | 0 | 0 | 0 | 1 | 1 | 1 | 0 |
| 2 | 2 | 0 | 4 | 0 | 0 | 1 | 1 | 0 |
| 2 | 0 | 0 | 1 | 2 | 3 | 4 | 1 | 0 |
| 2 | 1 | 1 | 3 | 2 | 4 | 7 | 1 | 1 |
| 5 | 1 | 0 | 5 | 9 | 4 | 4 | 6 | 2 |
| 13 | 3 | 3 | 6 | 12 | 8 | 7 | 10 | 4 |
| 16 | 3 | 3 | 18 | 12 | 16 | 16 | 12 | 6 |
| 21 | 11 | 1 | 11 | 26 | 19 | 16 | 11 | 6 |
| 33 | 3 | 4 | 15 | 20 | 17 | 32 | 10 | 5 |
| 26 | 8 | 5 | 36 | 22 | 24 | 23 | 20 | 4 |
| 21 | 11 | 5 | 19 | 23 | 30 | 24 | 23 | 8 |
| 29 | 8 | 1 | 20 | 27 | 22 | 28 | 12 | 6 |
| 23 | 3 | 4 | 29 | 27 | 25 | 21 | 18 | 3 |
| 18 | 3 | 5 | 24 | 16 | 15 | 29 | 10 | 2 |
| 10 | 8 | 5 | 12 | 18 | 10 | 9 | 14 | 4 |
| 17 | 13 | 3 | 28 | 30 | 14 | 19 | 14 | 4 |
| 17 | 4 | 0 | 17 | 24 | 15 | 13 | 14 | 7 |
| 16 | 6 | 1 | 23 | 20 | 17 | 14 | 12 | 3 |
| 21 | 6 | 4 | 19 | 22 | 22 | 19 | 13 | 2 |
| 17 | 3 | 4 | 22 | 17 | 22 | 13 | 9 | 5 |
| 11 | 2 | 0 | 16 | 13 | 13 | 23 | 16 | 5 |
| 11 | 5 | 1 | 11 | 17 | 15 | 15 | 12 | 2 |
| 13 | 5 | 0 | 12 | 12 | 8 | 9 | 11 | 2 |
| 4 | 1 | 2 | 9 | 5 | 6 | 16 | 9 | 1 |
| 13 | 4 | 3 | 8 | 13 | 16 | 3 | 7 | 3 |
| 6 | 1 | 1 | 6 | 7 | 10 | 5 | 8 | 0 |
| 12 | 5 | 1 | 10 | 5 | 13 | 9 | 3 | 1 |
| 9 | 5 | 2 | 4 | 10 | 10 | 3 | 6 | 10 |
| 5 | 6 | 7 | 6 | 8 | 4 | 3 | 6 | 3 |
| 7 | 2 | 1 | 7 | 10 | 4 | 5 | 2 | 5 |
| 8 | 1 | 1 | 7 | 0 | 5 | 5 | 3 | 4 |
| 10 | 1 | 2 | 13 | 4 | 6 | 9 | 4 | 2 |
| 3 | 3 | 1 | 13 | 1 | 6 | 5 | 2 | 2 |
| 1 | 0 | 0 | 5 | 3 | 2 | 0 | 3 | 0 |
| 2 | 0 | 2 | 1 | 3 | 2 | 2 | 0 | 0 |


| 1 | 0 | 1 | 4 | 1 | 0 | 5 | 0 | 1 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | 1 | 5 | 0 | 1 | 1 | 0 |
| 17-Aug | 18-Aug | 19-Aug | 20-Aug | 21-Aug | 22-Aug | 23-Aug | 24-Aug | 25-Aug |


| 26-Aug | 27-Aug | 28-Aug | 29-Aug | 30-Aug | 31-Aug | Interval | 1-Sep | 2-Sep | 3-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| 0 | 1 | 1 | 2 | 0 | 0 | 30 | 0 | 1 | 2 |
| 1 | 0 | 1 | 0 | 1 | 0 | 100 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 130 | 0 | 0 | 0 |
| 0 | 1 | 0 | 2 | 0 | 1 | 200 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 1 | 230 | 0 | 0 | 0 |
| 0 | 1 | 0 | 0 | 0 | 0 | 300 | 0 | 1 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 330 | 0 | 0 | 0 |
| 1 | 0 | 0 | 1 | 0 | 0 | 400 | 1 | 0 | 0 |
| 0 | 1 | 0 | 0 | 0 | 0 | 430 | 0 | 1 | 0 |
| 0 | 0 | 0 | 0 | 0 | 3 | 500 | 0 | 0 | 0 |
| 0 | 1 | 0 | 1 | 0 | 1 | 530 | 0 | 0 | 0 |
| 2 | 3 | 1 | 1 | 0 | 1 | 600 | 1 | 0 | 0 |
| 1 | 1 | 4 | 3 | 2 | 3 | 630 | 2 | 0 | 1 |
| 0 | 0 | 1 | 4 | 7 | 1 | 700 | 2 | 0 | 0 |
| 2 | 6 | 3 | 9 | 5 | 8 | 730 | 2 | 2 | 3 |
| 0 | 13 | 10 | 5 | 13 | 7 | 800 | 3 | 1 | 6 |
| 3 | 12 | 17 | 8 | 16 | 12 | 830 | 8 | 4 | 2 |
| 1 | 8 | 13 | 22 | 14 | 16 | 900 | 3 | 3 | 7 |
| 4 | 26 | 9 | 17 | 15 | 17 | 930 | 7 | 2 | 6 |
| 3 | 22 | 24 | 23 | 15 | 18 | 1000 | 5 | 1 | 10 |
| 2 | 28 | 21 | 19 | 22 | 16 | 1030 | 8 | 2 | 8 |
| 4 | 29 | 22 | 23 | 18 | 23 | 1100 | 5 | 1 | 10 |
| 5 | 16 | 21 | 22 | 12 | 19 | 1130 | 11 | 2 | 9 |
| 2 | 17 | 19 | 20 | 9 | 15 | 1200 | 6 | 7 | 7 |
| 5 | 20 | 10 | 12 | 12 | 15 | 1230 | 9 | 2 | 4 |
| 0 | 15 | 12 | 18 | 17 | 18 | 1300 | 12 | 3 | 8 |
| 2 | 17 | 25 | 30 | 20 | 14 | 1330 | 5 | 2 | 6 |
| 1 | 17 | 20 | 17 | 20 | 10 | 1400 | 5 | 0 | 8 |
| 2 | 25 | 27 | 14 | 11 | 12 | 1430 | 4 | 5 | 2 |
| 7 | 19 | 12 | 22 | 14 | 14 | 1500 | 8 | 2 | 6 |
| 4 | 9 | 14 | 21 | 14 | 22 | 1530 | 5 | 1 | 5 |
| 3 | 19 | 15 | 7 | 15 | 14 | 1600 | 3 | 3 | 2 |
| 1 | 13 | 16 | 15 | 10 | 10 | 1630 | 5 | 2 | 1 |
| 1 | 4 | 5 | 11 | 6 | 7 | 1700 | 3 | 3 | 3 |
| 1 | 10 | 11 | 8 | 8 | 6 | 1730 | 0 | 1 | 2 |
| 2 | 15 | 9 | 8 | 13 | 7 | 1800 | 3 | 2 | 1 |
| 4 | 3 | 5 | 6 | 12 | 6 | 1830 | 3 | 4 | 2 |
| 2 | 6 | 16 | 7 | 6 | 5 | 1900 | 2 | 7 | 4 |
| 5 | 8 | 8 | 7 | 8 | 3 | 1930 | 6 | 3 | 5 |
| 3 | 6 | 7 | 7 | 8 | 5 | 2000 | 2 | 2 | 3 |
| 0 | 5 | 4 | 12 | 6 | 2 | 2030 | 3 | 2 | 2 |
| 1 | 4 | 3 | 8 | 1 | 3 | 2100 | 2 | 1 | 5 |
| 1 | 3 | 5 | 5 | 2 | 2 | 2130 | 2 | 1 | 3 |
| 1 | 2 | 6 | 3 | 2 | 2 | 2200 | 1 | 2 | 3 |
| 0 | 1 | 4 | 0 | 0 | 3 | 2230 | 3 | 1 | 2 |


| 0 | 1 | 2 | 1 | 1 | 0 | $\mathbf{2 3 0 0}$ | 1 | 1 | 0 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 1 | 1 | 0 | 0 | 2 | $\mathbf{2 3 3 0}$ | 0 | 1 | 1 |
| 26-Aug | 27-Aug | 28-Aug | 29-Aug | 30-Aug | 31-Aug | Interval | 1-Sep | 2-Sep | 3-Sep |


| 4-Sep | 5-Sep | 6-Sep | 7-Sep | 8-Sep | 9-Sep | 10-Sep | 11-Sep | 12-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 1 | 0 | 0 | 1 | 1 | 1 | 2 | 1 |
| 1 | 1 | 2 | 0 | 2 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| 1 | 0 | 1 | 2 | 0 | 0 | 1 | 0 | 0 |
| 0 | 1 | 0 | 2 | 1 | 0 | 1 | 1 | 0 |
| 0 | 1 | 0 | 3 | 0 | 0 | 1 | 1 | 0 |
| 0 | 1 | 2 | 2 | 0 | 0 | 1 | 2 | 1 |
| 3 | 1 | 1 | 1 | 1 | 1 | 2 | 3 | 1 |
| 6 | 4 | 2 | 4 | 2 | 1 | 6 | 4 | 2 |
| 7 | 5 | 4 | 2 | 1 | 1 | 8 | 7 | 3 |
| 5 | 7 | 7 | 11 | 5 | 3 | 10 | 8 | 7 |
| 15 | 14 | 11 | 13 | 7 | 0 | 19 | 17 | 10 |
| 21 | 11 | 17 | 17 | 2 | 3 | 20 | 19 | 16 |
| 20 | 21 | 25 | 27 | 6 | 2 | 19 | 22 | 25 |
| 31 | 27 | 27 | 27 | 11 | 1 | 21 | 26 | 16 |
| 33 | 27 | 21 | 27 | 4 | 5 | 18 | 27 | 17 |
| 19 | 19 | 25 | 20 | 5 | 6 | 21 | 21 | 16 |
| 25 | 22 | 16 | 19 | 4 | 2 | 18 | 17 | 19 |
| 22 | 12 | 15 | 20 | 7 | 3 | 22 | 21 | 22 |
| 16 | 9 | 10 | 15 | 5 | 2 | 23 | 14 | 17 |
| 20 | 21 | 30 | 10 | 7 | 0 | 18 | 18 | 20 |
| 21 | 15 | 22 | 22 | 14 | 5 | 32 | 18 | 25 |
| 21 | 25 | 16 | 18 | 13 | 3 | 33 | 28 | 22 |
| 22 | 22 | 14 | 21 | 4 | 3 | 22 | 30 | 21 |
| 26 | 28 | 17 | 22 | 8 | 1 | 25 | 33 | 29 |
| 28 | 15 | 16 | 16 | 6 | 3 | 20 | 17 | 16 |
| 21 | 17 | 18 | 16 | 3 | 1 | 18 | 23 | 17 |
| 11 | 12 | 7 | 6 | 8 | 1 | 17 | 12 | 11 |
| 13 | 14 | 7 | 7 | 4 | 1 | 10 | 10 | 7 |
| 10 | 12 | 12 | 7 | 5 | 3 | 14 | 4 | 5 |
| 12 | 11 | 11 | 6 | 1 | 2 | 9 | 7 | 8 |
| 9 | 4 | 7 | 6 | 2 | 1 | 10 | 9 | 4 |
| 10 | 14 | 3 | 12 | 2 | 4 | 10 | 9 | 9 |
| 10 | 10 | 6 | 7 | 4 | 3 | 2 | 4 | 4 |
| 6 | 12 | 3 | 7 | 1 | 4 | 7 | 5 | 6 |
| 8 | 7 | 4 | 8 | 1 | 2 | 4 | 8 | 10 |
| 3 | 6 | 6 | 7 | 3 | 3 | 1 | 9 | 4 |
| 2 | 1 | 3 | 3 | 5 | 2 | 5 | 4 | 3 |
| 3 | 1 | 0 | 4 | 0 | 0 | 1 | 2 | 2 |
| 2 | 4 | 2 | 3 | 1 | 1 | 3 | 4 | 4 |


| 1 | 2 | 1 | 1 | 4 | 0 | 1 | 0 | 1 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 3 | 1 | 3 | 2 | 0 | 0 | 2 | 2 | 3 |
| 4-Sep | 5-Sep | 6-Sep | 7-Sep | 8-Sep | 9-Sep | 10-Sep | 11-Sep | 12-Sep |


| 13-Sep | 14-Sep | 15-Sep | Interval | 16-Sep | 17-Sep | 18-Sep | 19-Sep | 20-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 3 | 2 | 0 | 0 | 1 | 0 | 1 | 0 | 2 |
| 0 | 0 | 3 | 30 | 0 | 1 | 1 | 1 | 0 |
| 1 | 1 | 0 | 100 | 0 | 1 | 1 | 0 | 0 |
| 0 | 1 | 0 | 130 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 200 | 0 | 0 | 0 | 1 | 0 |
| 0 | 0 | 0 | 230 | 1 | 0 | 0 | 0 | 0 |
| 0 | 1 | 0 | 300 | 1 | 0 | 1 | 1 | 0 |
| 0 | 0 | 1 | 330 | 0 | 0 | 1 | 0 | 0 |
| 0 | 1 | 0 | 400 | 0 | 0 | 0 | 0 | 0 |
| 1 | 0 | 0 | 430 | 1 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 500 | 0 | 1 | 0 | 1 | 0 |
| 2 | 1 | 0 | 530 | 0 | 1 | 2 | 1 | 1 |
| 1 | 1 | 1 | 600 | 2 | 0 | 0 | 4 | 0 |
| 1 | 2 | 2 | 630 | 0 | 0 | 2 | 2 | 2 |
| 6 | 4 | 3 | 700 | 2 | 0 | 1 | 3 | 2 |
| 16 | 8 | 6 | 730 | 2 | 10 | 7 | 6 | 6 |
| 13 | 12 | 6 | 800 | 1 | 5 | 9 | 8 | 12 |
| 17 | 22 | 7 | 830 | 3 | 21 | 12 | 20 | 8 |
| 19 | 29 | 5 | 900 | 3 | 21 | 17 | 17 | 6 |
| 26 | 24 | 13 | 930 | 8 | 24 | 28 | 24 | 13 |
| 25 | 23 | 16 | 1000 | 0 | 28 | 26 | 23 | 19 |
| 22 | 21 | 6 | 1030 | 0 | 17 | 20 | 19 | 26 |
| 13 | 28 | 6 | 1100 | 3 | 36 | 31 | 25 | 25 |
| 18 | 24 | 8 | 1130 | 7 | 29 | 28 | 27 | 18 |
| 22 | 13 | 4 | 1200 | 6 | 15 | 20 | 21 | 18 |
| 16 | 10 | 9 | 1230 | 4 | 16 | 21 | 24 | 9 |
| 23 | 21 | 6 | 1300 | 4 | 19 | 31 | 32 | 9 |
| 34 | 21 | 9 | 1330 | 1 | 27 | 18 | 22 | 20 |
| 27 | 14 | 5 | 1400 | 1 | 31 | 37 | 20 | 29 |
| 14 | 13 | 4 | 1430 | 3 | 21 | 13 | 16 | 14 |
| 15 | 18 | 7 | 1500 | 2 | 23 | 12 | 14 | 21 |
| 20 | 12 | 7 | 1530 | 2 | 30 | 24 | 14 | 13 |
| 13 | 21 | 9 | 1600 | 2 | 17 | 12 | 16 | 15 |
| 14 | 21 | 4 | 1630 | 2 | 8 | 9 | 17 | 10 |
| 6 | 11 | 3 | 1700 | 1 | 9 | 13 | 10 | 7 |
| 6 | 10 | 3 | 1730 | 4 | 11 | 10 | 7 | 8 |
| 6 | 12 | 1 | 1800 | 2 | 5 | 2 | 7 | 6 |
| 7 | 13 | 4 | 1830 | 4 | 5 | 10 | 7 | 6 |
| 10 | 7 | 4 | 1900 | 0 | 9 | 11 | 6 | 10 |
| 2 | 6 | 3 | 1930 | 4 | 5 | 12 | 8 | 9 |
| 9 | 6 | 2 | 2000 | 6 | 9 | 8 | 6 | 5 |
| 5 | 5 | 1 | 2030 | 6 | 9 | 4 | 4 | 4 |
| 2 | 4 | 2 | 2100 | 1 | 7 | 1 | 3 | 2 |
| 2 | 4 | 0 | 2130 | 1 | 1 | 1 | 3 | 5 |
| 3 | 1 | 1 | 2200 | 0 | 3 | 0 | 1 | 2 |
| 7 | 1 | 5 | 2230 | 1 | 2 | 2 | 2 | 2 |


| 4 | 1 | 0 | 2300 | 0 | 1 | 0 | 2 | 1 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 0 | 0 | 2330 | 1 | 0 | 0 | 0 | 1 |
| 13-Sep | 14-Sep | 15-Sep | Interval | 16-Sep | 17-Sep | 18-Sep | 19-Sep | 20-Sep |


| 21-Sep | 22-Sep | 23-Sep | 24-Sep | 25-Sep | 26-Sep | 27-Sep | 28-Sep | 29-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 1 | 1 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |
| 0 | 1 | 2 | 1 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1 | 0 | 2 | 0 | 0 | 0 | 1 | 0 |
| 1 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| 0 | 0 | 1 | 0 | 1 | 0 | 0 | 1 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| 1 | 1 | 0 | 1 | 0 | 2 | 0 | 1 | 1 |
| 0 | 0 | 3 | 1 | 0 | 1 | 0 | 0 | 0 |
| 0 | 0 | 2 | 0 | 1 | 1 | 3 | 5 | 1 |
| 3 | 0 | 0 | 2 | 5 | 4 | 2 | 1 | 3 |
| 5 | 4 | 1 | 6 | 12 | 4 | 6 | 6 | 2 |
| 15 | 3 | 0 | 8 | 9 | 12 | 13 | 14 | 3 |
| 7 | 3 | 1 | 14 | 18 | 11 | 6 | 12 | 7 |
| 7 | 7 | 1 | 22 | 22 | 16 | 6 | 15 | 8 |
| 14 | 12 | 0 | 26 | 26 | 20 | 19 | 11 | 3 |
| 16 | 4 | 5 | 27 | 23 | 15 | 26 | 16 | 6 |
| 9 | 5 | 2 | 25 | 30 | 18 | 35 | 28 | 8 |
| 21 | 6 | 4 | 35 | 26 | 20 | 16 | 22 | 2 |
| 19 | 7 | 4 | 19 | 26 | 18 | 13 | 11 | 4 |
| 18 | 4 | 1 | 26 | 18 | 21 | 10 | 25 | 4 |
| 11 | 2 | 2 | 22 | 21 | 12 | 18 | 18 | 8 |
| 13 | 9 | 4 | 20 | 17 | 19 | 10 | 11 | 13 |
| 8 | 8 | 5 | 24 | 26 | 17 | 17 | 10 | 6 |
| 14 | 4 | 2 | 22 | 25 | 12 | 23 | 17 | 5 |
| 13 | 4 | 4 | 28 | 26 | 12 | 12 | 16 | 4 |
| 7 | 2 | 1 | 29 | 15 | 19 | 14 | 17 | 3 |
| 18 | 4 | 3 | 26 | 23 | 14 | 6 | 11 | 6 |
| 14 | 3 | 3 | 18 | 19 | 17 | 10 | 8 | 6 |
| 11 | 3 | 3 | 23 | 7 | 14 | 9 | 13 | 1 |
| 9 | 3 | 1 | 15 | 12 | 10 | 11 | 6 | 5 |
| 5 | 0 | 3 | 10 | 13 | 4 | 6 | 2 | 4 |
| 3 | 4 | 2 | 10 | 7 | 6 | 2 | 7 | 3 |
| 8 | 3 | 2 | 7 | 5 | 7 | 4 | 7 | 7 |
| 9 | 7 | 5 | 16 | 10 | 5 | 10 | 5 | 4 |
| 8 | 1 | 0 | 6 | 6 | 7 | 5 | 5 | 2 |
| 6 | 4 | 5 | 6 | 4 | 2 | 6 | 4 | 1 |
| 7 | 1 | 1 | 8 | 5 | 2 | 5 | 3 | 5 |
| 2 | 2 | 3 | 7 | 3 | 7 | 3 | 6 | 3 |
| 3 | 1 | 0 | 6 | 1 | 3 | 6 | 0 | 3 |
| 1 | 1 | 1 | 2 | 1 | 3 | 2 | 0 | 0 |
| 1 | 1 | 0 | 4 | 0 | 1 | 0 | 1 | 0 |


| 0 | 1 | 0 | 1 | 0 | 0 | 2 | 0 | 1 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 3 | 0 | 0 | 0 | 2 | 0 | 0 | 0 |
| 21-Sep | 22-Sep | 23-Sep | 24-Sep | 25-Sep | 26-Sep | 27-Sep | 28-Sep | 29-Sep |


| 30-Sep | Interval | 1-Oct | 2-Oct | 3-Oct | 4-Oct | 5-Oct | 6-Oct | 7-Oct |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 1 | 0 | 0 | 3 | 0 | 1 | 0 |
| 0 | 30 | 1 | 0 | 0 | 0 | 0 | 1 | 0 |
| 0 | 100 | 0 | 0 | 0 | 1 | 1 | 0 | 0 |
| 0 | 130 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| 0 | 200 | 0 | 0 | 0 | 2 | 0 | 0 | 0 |
| 0 | 230 | 1 | 0 | 0 | 1 | 1 | 0 | 0 |
| 0 | 300 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 0 | 330 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 400 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| 0 | 430 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 2 | 500 | 0 | 0 | 2 | 2 | 0 | 0 | 0 |
| 0 | 530 | 0 | 0 | 0 | 1 | 2 | 0 | 1 |
| 1 | 600 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| 0 | 630 | 4 | 4 | 1 | 1 | 0 | 0 | 0 |
| 1 | 700 | 5 | 5 | 0 | 3 | 2 | 2 | 1 |
| 2 | 730 | 6 | 8 | 8 | 9 | 3 | 1 | 1 |
| 0 | 800 | 11 | 9 | 12 | 13 | 12 | 1 | 0 |
| 1 | 830 | 11 | 15 | 18 | 14 | 16 | 5 | 1 |
| 0 | 900 | 13 | 13 | 15 | 12 | 16 | 10 | 5 |
| 5 | 930 | 20 | 20 | 18 | 15 | 13 | 7 | 2 |
| 5 | 1000 | 20 | 25 | 21 | 25 | 14 | 12 | 3 |
| 4 | 1030 | 23 | 26 | 20 | 20 | 15 | 12 | 6 |
| 3 | 1100 | 22 | 26 | 30 | 25 | 21 | 7 | 5 |
| 2 | 1130 | 21 | 28 | 22 | 18 | 17 | 3 | 7 |
| 0 | 1200 | 19 | 22 | 23 | 23 | 6 | 8 | 6 |
| 0 | 1230 | 9 | 14 | 18 | 14 | 13 | 6 | 1 |
| 3 | 1300 | 18 | 23 | 20 | 16 | 17 | 8 | 1 |
| 2 | 1330 | 22 | 25 | 29 | 23 | 25 | 7 | 5 |
| 4 | 1400 | 32 | 30 | 15 | 22 | 20 | 9 | 2 |
| 7 | 1430 | 19 | 21 | 12 | 25 | 17 | 7 | 1 |
| 2 | 1500 | 12 | 20 | 15 | 18 | 21 | 5 | 7 |
| 1 | 1530 | 18 | 19 | 17 | 17 | 15 | 4 | 2 |
| 1 | 1600 | 9 | 13 | 20 | 9 | 16 | 3 | 1 |
| 1 | 1630 | 12 | 12 | 6 | 9 | 8 | 5 | 2 |
| 3 | 1700 | 12 | 8 | 8 | 13 | 7 | 3 | 3 |
| 1 | 1730 | 11 | 8 | 14 | 14 | 7 | 4 | 3 |
| 3 | 1800 | 8 | 7 | 10 | 8 | 8 | 2 | 3 |
| 4 | 1830 | 11 | 8 | 7 | 5 | 7 | 3 | 3 |
| 6 | 1900 | 12 | 5 | 9 | 10 | 7 | 6 | 1 |
| 1 | 1930 | 10 | 5 | 9 | 10 | 8 | 2 | 4 |
| 4 | 2000 | 6 | 2 | 14 | 9 | 6 | 4 | 1 |
| 6 | 2030 | 3 | 2 | 5 | 5 | 6 | 0 | 2 |
| 2 | 2100 | 0 | 4 | 5 | 2 | 4 | 1 | 1 |
| 2 | 2130 | 3 | 6 | 5 | 3 | 1 | 3 | 2 |
| 4 | 2200 | 1 | 4 | 4 | 3 | 2 | 0 | 3 |
| 4 | 2230 | 1 | 2 | 3 | 1 | 3 | 1 | 7 |


| 1 | $\mathbf{2 3 0 0}$ | 0 | 1 | 1 | 0 | 4 | 0 | 4 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | $\mathbf{2 3 3 0}$ | 0 | 3 | 0 | 1 | 0 | 2 | 1 |
| 30-Sep | Interval | 1-Oct | $\mathbf{2 - O c t}$ | 3-Oct | 4-Oct | 5-Oct | $\mathbf{6 - O c t}$ | 7-Oct |


| 8-Oct | 9-Oct | 10-Oct | 11-Oct | 12-Oct | 13-Oct | 14-Oct | 15-Oct | Interval |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 1 | 2 | 30 |
| 0 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 100 |
| 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 130 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 200 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 230 |
| 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 300 |
| 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 330 |
| 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 400 |
| 0 | 1 | 1 | 0 | 1 | 1 | 0 | 0 | 430 |
| 0 | 0 | 0 | 2 | 1 | 0 | 0 | 0 | 500 |
| 2 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 530 |
| 1 | 1 | 2 | 0 | 1 | 1 | 0 | 0 | 600 |
| 1 | 3 | 1 | 3 | 3 | 0 | 1 | 1 | 630 |
| 1 | 2 | 4 | 2 | 4 | 1 | 0 | 4 | 700 |
| 5 | 7 | 7 | 15 | 4 | 1 | 0 | 8 | 730 |
| 7 | 12 | 16 | 8 | 4 | 8 | 1 | 9 | 800 |
| 14 | 21 | 21 | 9 | 15 | 6 | 3 | 11 | 830 |
| 4 | 20 | 25 | 17 | 14 | 5 | 4 | 20 | 900 |
| 11 | 18 | 20 | 29 | 18 | 10 | 1 | 20 | 930 |
| 14 | 26 | 31 | 23 | 19 | 8 | 5 | 29 | 1000 |
| 14 | 20 | 33 | 23 | 24 | 7 | 6 | 27 | 1030 |
| 16 | 30 | 17 | 25 | 27 | 5 | 3 | 31 | 1100 |
| 13 | 14 | 16 | 17 | 18 | 6 | 6 | 37 | 1130 |
| 10 | 20 | 27 | 23 | 18 | 6 | 4 | 27 | 1200 |
| 9 | 15 | 25 | 23 | 16 | 6 | 4 | 23 | 1230 |
| 11 | 22 | 24 | 17 | 15 | 10 | 1 | 24 | 1300 |
| 10 | 20 | 25 | 15 | 15 | 5 | 5 | 21 | 1330 |
| 14 | 31 | 35 | 24 | 18 | 7 | 7 | 28 | 1400 |
| 5 | 18 | 28 | 19 | 0:00 | 6 | 2 | 12 | 1430 |
| 5 | 19 | 33 | 18 | 19 | 5 | 4 | 17 | 1500 |
| 12 | 25 | 23 | 13 | 0:00 | 4 | 2 | 22 | 1530 |
| 2 | 23 | 15 | 12 | 13 | 2 | 4 | 13 | 1600 |
| 6 | 21 | 10 | 11 | 16 | 4 | 1 | 5 | 1630 |
| 5 | 19 | 4 | 11 | 5 | 3 | 2 | 5 | 1700 |
| 1 | 14 | 12 | 5 | 9 | 5 | 6 | 11 | 1730 |
| 7 | 14 | 13 | 6 | 6 | 2 | 3 | 12 | 1800 |
| 3 | 10 | 10 | 6 | 6 | 4 | 6 | 9 | 1830 |
| 4 | 8 | 11 | 8 | 9 | 4 | 5 | 12 | 1900 |
| 6 | 11 | 10 | 7 | 9 | 5 | 5 | 6 | 1930 |
| 6 | 13 | 3 | 6 | 7 | 6 | 0 | 1 | 2000 |
| 2 | 4 | 3 | 5 | 6 | 3 | 3 | 5 | 2030 |
| 6 | 3 | 2 | 8 | 4 | 1 | 2 | 4 | 2100 |
| 2 | 0 | 5 | 2 | 3 | 1 | 0 | 1 | 2130 |
| 2 | 2 | 2 | 0 | 3 | 5 | 4 | 0 | 2200 |
| 1 | 2 | 0 | 0 | 3 | 0 | 0 | 1 | 2230 |


| 1 | 3 | 2 | 0 | 2 | 0 | 1 | 1 | $\mathbf{2 3 0 0}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 4 | 0 | 2 | 0 | 2 | 0 | 2 | 0 | $\mathbf{2 3 3 0}$ |
| 8-Oct | $\mathbf{9 - O c t}$ | $\mathbf{1 0 - O c t}$ | $\mathbf{1 1 - O c t}$ | $\mathbf{1 2 - O c t}$ | $\mathbf{1 3 - O c t}$ | 14-Oct | $\mathbf{1 5 - O c t}$ | Interval |


| 16-Oct | 17-Oct | 18-Oct | 19-Oct | 20-Oct | 21-Oct | 22-Oct | 23-Oct | 24-Oct |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 1 | 0 | 0 | 0 | 1 | 1 | 0 |
| 0 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 |
| 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| 1 | 0 | 0 | 2 | 0 | 0 | 0 | 2 | 1 |
| 0 | 3 | 2 | 1 | 0 | 3 | 2 | 1 | 0 |
| 0 | 2 | 1 | 0 | 1 | 0 | 1 | 6 | 0 |
| 2 | 3 | 7 | 1 | 0 | 0 | 7 | 2 | 1 |
| 4 | 5 | 8 | 5 | 1 | 4 | 4 | 2 | 9 |
| 9 | 6 | 10 | 5 | 3 | 4 | 8 | 11 | 8 |
| 10 | 7 | 7 | 14 | 5 | 5 | 12 | 26 | 15 |
| 20 | 18 | 13 | 17 | 1 | 5 | 14 | 25 | 20 |
| 19 | 16 | 16 | 19 | 6 | 2 | 27 | 23 | 23 |
| 20 | 26 | 22 | 22 | 10 | 4 | 32 | 27 | 18 |
| 25 | 13 | 17 | 18 | 9 | 5 | 31 | 26 | 24 |
| 18 | 15 | 21 | 23 | 9 | 4 | 25 | 29 | 30 |
| 19 | 15 | 30 | 13 | 7 | 1 | 28 | 27 | 18 |
| 16 | 18 | 20 | 14 | 9 | 4 | 22 | 20 | 23 |
| 8 | 18 | 18 | 18 | 4 | 3 | 18 | 15 | 15 |
| 22 | 18 | 23 | 9 | 4 | 6 | 25 | 17 | 21 |
| 19 | 21 | 18 | 16 | 8 | 3 | 25 | 20 | 26 |
| 16 | 16 | 22 | 15 | 9 | 4 | 19 | 18 | 20 |
| 12 | 20 | 16 | 15 | 6 | 4 | 25 | 19 | 24 |
| 19 | 16 | 18 | 20 | 4 | 5 | 32 | 24 | 20 |
| 22 | 13 | 9 | 11 | 4 | 2 | 64 | 18 | 17 |
| 13 | 8 | 8 | 10 | 5 | 5 | 43 | 20 | 16 |
| 10 | 15 | 14 | 5 | 2 | 2 | 44 | 13 | 15 |
| 4 | 8 | 8 | 9 | 2 | 3 | 17 | 10 | 4 |
| 6 | 10 | 4 | 6 | 1 | 1 | 31 | 12 | 4 |
| 6 | 13 | 9 | 0 | 1 | 2 | 24 | 8 | 7 |
| 5 | 13 | 3 | 8 | 6 | 2 | 13 | 5 | 11 |
| 10 | 10 | 6 | 5 | 4 | 0 | 10 | 3 | 6 |
| 5 | 0 | 11 | 6 | 3 | 4 | 9 | 5 | 10 |
| 2 | 9 | 7 | 3 | 1 | 1 | 8 | 7 | 4 |
| 5 | 7 | 4 | 8 | 2 | 2 | 5 | 2 | 3 |
| 7 | 6 | 5 | 2 | 4 | 4 | 8 | 3 | 7 |
| 4 | 4 | 2 | 3 | 0 | 0 | 4 | 5 | 2 |
| 4 | 4 | 2 | 2 | 1 | 1 | 2 | 2 | 2 |
| 0 | 1 | 3 | 3 | 0 | 0 | 3 | 1 | 0 |


| 1 | 2 | 2 | 1 | 1 | 1 | 1 | 1 | 3 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 0 | 1 | 0 | 0 | 1 | 1 | 1 | 0 |
| 16-Oct | $\mathbf{1 7 - O c t}$ | $\mathbf{1 8 - O c t}$ | $\mathbf{1 9 - O c t}$ | $\mathbf{2 0 - O c t}$ | $\mathbf{2 1 - O c t}$ | $\mathbf{2 2 - O c t}$ | $\mathbf{2 3 - O c t}$ | $\mathbf{2 4 - O c t}$ |


| 25-Oct | 26-Oct | 27-Oct | 28-Oct | 29-Oct | 30-Oct | 31-Oct | Interval | 1-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 2 | 2 | 1 | 1 | 1 | 1 | 0 | 0 |
| 0 | 1 | 0 | 1 | 1 | 0 | 0 | 30 | 1 |
| 1 | 1 | 0 | 0 | 0 | 0 | 1 | 100 | 1 |
| 1 | 1 | 0 | 0 | 0 | 0 | 0 | 130 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 200 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 230 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 300 | 0 |
| 0 | 1 | 0 | 0 | 1 | 1 | 0 | 330 | 0 |
| 0 | 0 | 0 | 0 | 1 | 2 | 0 | 400 | 0 |
| 0 | 0 | 0 | 0 | 0 | 1 | 0 | 430 | 0 |
| 2 | 0 | 1 | 0 | 0 | 1 | 1 | 500 | 0 |
| 1 | 0 | 0 | 0 | 1 | 1 | 0 | 530 | 0 |
| 0 | 1 | 2 | 0 | 1 | 0 | 0 | 600 | 2 |
| 2 | 2 | 1 | 0 | 2 | 0 | 0 | 630 | 1 |
| 2 | 4 | 3 | 0 | 4 | 1 | 4 | 700 | 2 |
| 4 | 2 | 2 | 1 | 4 | 9 | 9 | 730 | 5 |
| 6 | 12 | 8 | 1 | 5 | 7 | 12 | 800 | 16 |
| 11 | 11 | 2 | 1 | 10 | 13 | 19 | 830 | 11 |
| 12 | 17 | 7 | 2 | 14 | 23 | 18 | 900 | 14 |
| 17 | 19 | 8 | 2 | 24 | 20 | 26 | 930 | 18 |
| 18 | 22 | 4 | 3 | 24 | 27 | 26 | 1000 | 16 |
| 36 | 21 | 4 | 2 | 33 | 23 | 25 | 1030 | 25 |
| 18 | 18 | 4 | 4 | 35 | 18 | 23 | 1100 | 17 |
| 17 | 18 | 3 | 4 | 22 | 23 | 22 | 1130 | 18 |
| 14 | 20 | 3 | 6 | 31 | 16 | 17 | 1200 | 26 |
| 15 | 18 | 2 | 5 | 14 | 18 | 10 | 1230 | 15 |
| 12 | 15 | 10 | 1 | 21 | 19 | 12 | 1300 | 17 |
| 13 | 12 | 6 | 3 | 23 | 23 | 19 | 1330 | 19 |
| 21 | 18 | 6 | 5 | 23 | 18 | 19 | 1400 | 15 |
| 19 | 18 | 2 | 2 | 24 | 22 | 17 | 1430 | 15 |
| 23 | 21 | 1 | 3 | 20 | 21 | 21 | 1500 | 25 |
| 14 | 14 | 3 | 1 | 18 | 12 | 15 | 1530 | 14 |
| 21 | 8 | 3 | 3 | 17 | 23 | 4 | 1600 | 23 |
| 9 | 9 | 2 | 1 | 18 | 12 | 14 | 1630 | 9 |
| 7 | 6 | 3 | 2 | 14 | 8 | 11 | 1700 | 11 |
| 6 | 7 | 2 | 4 | 12 | 8 | 11 | 1730 | 6 |
| 6 | 7 | 3 | 2 | 6 | 9 | 9 | 1800 | 8 |
| 5 | 7 | 2 | 0 | 9 | 9 | 11 | 1830 | 8 |
| 7 | 7 | 3 | 5 | 6 | 10 | 8 | 1900 | 4 |
| 10 | 7 | 6 | 3 | 9 | 7 | 6 | 1930 | 12 |
| 7 | 3 | 3 | 4 | 4 | 8 | 11 | 2000 | 6 |
| 6 | 0 | 3 | 6 | 2 | 4 | 7 | 2030 | 5 |
| 2 | 1 | 1 | 1 | 9 | 4 | 5 | 2100 | 7 |
| 7 | 2 | 2 | 1 | 3 | 3 | 2 | 2130 | 2 |
| 2 | 0 | 2 | 2 | 4 | 3 | 1 | 2200 | 3 |
| 5 | 1 | 1 | 2 | 2 | 1 | 0 | 2230 | 4 |


| 2 | 0 | 0 | 1 | 0 | 0 | 1 | $\mathbf{2 3 0 0}$ | 1 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 3 | 2 | 1 | 0 | 0 | 2 | $\mathbf{2 3 3 0}$ | 1 |
| $\mathbf{2 5 - O c t}$ | $\mathbf{2 6 - O c t}$ | $\mathbf{2 7 - O c t}$ | $\mathbf{2 8 - O c t}$ | $\mathbf{2 9 - O c t}$ | $\mathbf{3 0 - O c t}$ | $\mathbf{3 1 - O c t}$ | Interval | 1-Nov |


| 2-Nov | 3-Nov | 4-Nov | 5-Nov | 6-Nov | 7-Nov | 8-Nov | 9-Nov | 10-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 1 | 0 | 0 | 1 | 0 | 1 | 5 |
| 0 | 0 | 2 | 1 | 0 | 0 | 0 | 0 | 2 |
| 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| 0 | 0 | 1 | 0 | 1 | 0 | 1 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 1 |
| 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| 2 | 0 | 0 | 1 | 2 | 1 | 0 | 0 | 0 |
| 1 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 |
| 1 | 0 | 2 | 0 | 2 | 0 | 0 | 0 | 0 |
| 1 | 0 | 0 | 2 | 2 | 1 | 2 | 0 | 1 |
| 6 | 1 | 2 | 9 | 4 | 5 | 4 | 1 | 2 |
| 2 | 3 | 1 | 7 | 4 | 5 | 3 | 6 | 2 |
| 9 | 5 | 1 | 9 | 11 | 11 | 7 | 7 | 5 |
| 10 | 6 | 1 | 18 | 13 | 13 | 14 | 8 | 6 |
| 14 | 6 | 2 | 16 | 17 | 17 | 17 | 11 | 6 |
| 21 | 7 | 5 | 21 | 21 | 23 | 17 | 14 | 10 |
| 18 | 7 | 4 | 21 | 28 | 20 | 25 | 16 | 7 |
| 25 | 8 | 6 | 26 | 25 | 23 | 23 | 17 | 8 |
| 23 | 9 | 8 | 28 | 19 | 14 | 22 | 17 | 6 |
| 18 | 7 | 9 | 34 | 19 | 26 | 25 | 16 | 8 |
| 17 | 8 | 7 | 28 | 15 | 18 | 28 | 22 | 11 |
| 9 | 9 | 6 | 31 | 17 | 19 | 14 | 19 | 4 |
| 11 | 3 | 7 | 21 | 20 | 22 | 17 | 12 | 8 |
| 19 | 11 | 6 | 24 | 22 | 18 | 21 | 18 | 8 |
| 18 | 6 | 8 | 28 | 21 | 24 | 18 | 17 | 6 |
| 13 | 2 | 7 | 27 | 12 | 21 | 17 | 18 | 0 |
| 9 | 2 | 1 | 29 | 23 | 19 | 19 | 18 | 5 |
| 10 | 4 | 3 | 22 | 21 | 13 | 24 | 8 | 3 |
| 8 | 4 | 0 | 20 | 17 | 16 | 11 | 11 | 2 |
| 6 | 2 | 3 | 16 | 12 | 19 | 13 | 8 | 2 |
| 6 | 5 | 3 | 9 | 8 | 8 | 5 | 7 | 4 |
| 6 | 4 | 2 | 8 | 8 | 12 | 8 | 10 | 0 |
| 15 | 6 | 2 | 4 | 11 | 10 | 9 | 8 | 2 |
| 8 | 7 | 4 | 11 | 8 | 10 | 5 | 3 | 5 |
| 7 | 5 | 8 | 6 | 16 | 4 | 15 | 7 | 5 |
| 0 | 3 | 6 | 9 | 7 | 4 | 7 | 4 | 3 |
| 7 | 3 | 3 | 7 | 6 | 9 | 11 | 4 | 2 |
| 5 | 5 | 2 | 4 | 5 | 2 | 6 | 1 | 2 |
| 3 | 3 | 0 | 2 | 3 | 3 | 2 | 4 | 3 |
| 3 | 3 | 2 | 3 | 2 | 3 | 5 | 5 | 1 |
| 2 | 4 | 0 | 1 | 1 | 2 | 4 | 5 | 1 |
| 3 | 3 | 0 | 1 | 3 | 1 | 0 | 3 | 1 |


| 0 | 1 | 1 | 0 | 3 | 1 | 4 | 0 | 3 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 1 | 1 | 1 | 1 | 1 | 1 | 2 | 1 |
| 2-Nov | 3-Nov | 4-Nov | 5-Nov | 6-Nov | 7-Nov | 8-Nov | 9-Nov | 10-Nov |


| 11-Nov | 12-Nov | 13-Nov | 14-Nov | 15-Nov | Interval | 16-Nov | 17-Nov | 18-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 1 | 1 | 0 | 3 | 0 | 0 | 0 | 0 |
| 1 | 0 | 0 | 0 | 0 | 30 | 1 | 0 | 0 |
| 0 | 0 | 0 | 1 | 0 | 100 | 0 | 2 | 1 |
| 0 | 0 | 0 | 0 | 0 | 130 | 3 | 1 | 0 |
| 0 | 0 | 0 | 0 | 1 | 200 | 2 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 230 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 300 | 0 | 0 | 1 |
| 0 | 0 | 0 | 0 | 1 | 330 | 0 | 0 | 0 |
| 0 | 1 | 0 | 0 | 0 | 400 | 0 | 0 | 0 |
| 0 | 0 | 0 | 1 | 0 | 430 | 1 | 0 | 0 |
| 0 | 0 | 1 | 0 | 0 | 500 | 0 | 0 | 0 |
| 0 | 0 | 1 | 0 | 0 | 530 | 0 | 0 | 0 |
| 0 | 3 | 0 | 2 | 0 | 600 | 0 | 0 | 0 |
| 0 | 1 | 2 | 0 | 2 | 630 | 0 | 4 | 0 |
| 2 | 2 | 5 | 2 | 1 | 700 | 2 | 3 | 2 |
| 1 | 1 | 3 | 5 | 4 | 730 | 4 | 3 | 2 |
| 4 | 8 | 9 | 3 | 10 | 800 | 10 | 6 | 1 |
| 3 | 10 | 18 | 19 | 19 | 830 | 8 | 1 | 1 |
| 1 | 13 | 30 | 14 | 17 | 900 | 5 | 4 | 0 |
| 0 | 17 | 24 | 17 | 15 | 930 | 15 | 8 | 2 |
| 5 | 17 | 15 | 19 | 14 | 1000 | 13 | 12 | 4 |
| 0 | 13 | 30 | 21 | 19 | 1030 | 23 | 6 | 1 |
| 2 | 10 | 25 | 25 | 19 | 1100 | 19 | 6 | 2 |
| 1 | 16 | 26 | 23 | 8 | 1130 | 11 | 9 | 1 |
| 4 | 15 | 30 | 21 | 11 | 1200 | 17 | 7 | 5 |
| 4 | 11 | 30 | 12 | 19 | 1230 | 10 | 10 | 2 |
| 5 | 7 | 11 | 18 | 12 | 1300 | 8 | 8 | 2 |
| 2 | 15 | 25 | 20 | 12 | 1330 | 14 | 2 | 2 |
| 2 | 10 | 21 | 21 | 24 | 1400 | 18 | 10 | 2 |
| 3 | 8 | 31 | 16 | 14 | 1430 | 19 | 2 | 4 |
| 4 | 13 | 19 | 20 | 15 | 1500 | 14 | 6 | 1 |
| 2 | 10 | 22 | 11 | 16 | 1530 | 13 | 1 | 0 |
| 1 | 8 | 15 | 18 | 8 | 1600 | 5 | 2 | 3 |
| 1 | 12 | 16 | 13 | 8 | 1630 | 12 | 3 | 0 |
| 2 | 9 | 11 | 7 | 11 | 1700 | 6 | 3 | 2 |
| 5 | 13 | 11 | 4 | 9 | 1730 | 8 | 4 | 1 |
| 4 | 6 | 7 | 6 | 10 | 1800 | 2 | 4 | 0 |
| 0 | 9 | 17 | 8 | 10 | 1830 | 4 | 5 | 3 |
| 4 | 9 | 2 | 11 | 12 | 1900 | 5 | 6 | 3 |
| 3 | 5 | 8 | 7 | 8 | 1930 | 5 | 4 | 5 |
| 2 | 5 | 3 | 14 | 6 | 2000 | 4 | 4 | 5 |
| 3 | 5 | 2 | 5 | 4 | 2030 | 3 | 3 | 1 |
| 3 | 2 | 2 | 6 | 3 | 2100 | 1 | 3 | 0 |
| 2 | 6 | 2 | 3 | 12 | 2130 | 1 | 1 | 2 |
| 0 | 2 | 5 | 3 | 4 | 2200 | 0 | 2 | 0 |
| 0 | 1 | 3 | 0 | 3 | 2230 | 1 | 1 | 0 |


| 3 | 3 | 3 | 1 | 4 | 2300 | 0 | 3 | 2 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 1 | 3 | 1 | 0 | 2330 | 0 | 1 | 1 |
| 11-Nov | 12-Nov | 13-Nov | 14-Nov | 15-Nov | Interval | 16-Nov | 17-Nov | 18-Nov |


| 19-Nov | 20-Nov | 21-Nov | 22-Nov | 23-Nov | 24-Nov | 25-Nov | 26-Nov | 27-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 1 | 0 | 0 | 0 | 3 | 0 | 0 | 1 |
| 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 1 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 2 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 1 | 1 | 1 | 1 | 0 | 1 | 1 |
| 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 3 |
| 0 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 0 |
| 1 | 1 | 3 | 0 | 0 | 3 | 1 | 1 | 1 |
| 2 | 4 | 4 | 0 | 2 | 3 | 1 | 3 | 4 |
| 0 | 6 | 2 | 0 | 5 | 4 | 0 | 5 | 6 |
| 6 | 5 | 15 | 1 | 3 | 4 | 1 | 14 | 26 |
| 4 | 16 | 9 | 0 | 2 | 5 | 2 | 17 | 17 |
| 6 | 17 | 14 | 0 | 10 | 4 | 2 | 22 | 25 |
| 8 | 19 | 16 | 0 | 7 | 2 | 4 | 29 | 24 |
| 11 | 25 | 13 | 1 | 7 | 3 | 2 | 35 | 24 |
| 7 | 20 | 11 | 0 | 4 | 2 | 1 | 29 | 25 |
| 13 | 20 | 11 | 1 | 6 | 5 | 3 | 20 | 20 |
| 7 | 19 | 6 | 2 | 7 | 1 | 5 | 20 | 17 |
| 4 | 20 | 7 | 0 | 8 | 5 | 0 | 19 | 28 |
| 5 | 14 | 8 | 4 | 12 | 3 | 4 | 22 | 22 |
| 10 | 9 | 7 | 0 | 7 | 5 | 6 | 24 | 21 |
| 7 | 26 | 13 | 0 | 3 | 3 | 0 | 27 | 21 |
| 8 | 5 | 6 | 0 | 7 | 1 | 3 | 29 | 24 |
| 9 | 15 | 9 | 0 | 5 | 0 | 2 | 25 | 17 |
| 4 | 17 | 9 | 0 | 2 | 5 | 0 | 22 | 12 |
| 7 | 7 | 5 | 1 | 8 | 3 | 1 | 18 | 21 |
| 7 | 10 | 6 | 0 | 7 | 2 | 2 | 12 | 15 |
| 2 | 7 | 5 | 0 | 1 | 1 | 3 | 15 | 8 |
| 3 | 10 | 3 | 1 | 5 | 2 | 2 | 9 | 10 |
| 7 | 6 | 0 | 0 | 2 | 3 | 3 | 13 | 7 |
| 2 | 10 | 3 | 2 | 9 | 3 | 1 | 9 | 15 |
| 6 | 7 | 3 | 0 | 5 | 3 | 3 | 15 | 15 |
| 3 | 6 | 0 | 0 | 4 | 0 | 3 | 8 | 6 |
| 6 | 5 | 4 | 0 | 3 | 2 | 4 | 7 | 12 |
| 6 | 1 | 2 | 0 | 4 | 0 | 3 | 5 | 11 |
| 4 | 2 | 1 | 1 | 3 | 3 | 2 | 4 | 7 |
| 2 | 1 | 4 | 0 | 0 | 3 | 0 | 2 | 6 |
| 2 | 4 | 3 | 0 | 2 | 1 | 2 | 0 | 3 |
| 3 | 3 | 0 | 1 | 0 | 0 | 3 | 2 | 3 |


| 3 | 0 | 2 | 0 | 2 | 0 | 1 | 1 | 3 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 3 | 0 | 2 | 0 | 0 | 0 | 0 | 1 | 2 |
| 19-Nov | 20-Nov | 21-Nov | 22-Nov | 23-Nov | 24-Nov | 25-Nov | 26-Nov | 27-Nov |


| 28-Nov | 29-Nov | 30-Nov | Interval | 1-Dec | 2-Dec | 3-Dec | 4-Dec | 5-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 0 | 1 | 0 | 4 | 0 | 0 | 1 | 1 |
| 0 | 0 | 0 | 30 | 0 | 2 | 0 | 0 | 2 |
| 0 | 0 | 0 | 100 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 130 | 0 | 0 | 0 | 1 | 0 |
| 0 | 0 | 0 | 200 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 230 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 300 | 0 | 0 | 1 | 0 | 0 |
| 0 | 0 | 1 | 330 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 1 | 400 | 0 | 0 | 0 | 0 | 0 |
| 1 | 0 | 0 | 430 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 500 | 0 | 0 | 0 | 0 | 1 |
| 3 | 2 | 1 | 530 | 0 | 0 | 1 | 0 | 0 |
| 2 | 1 | 0 | 600 | 0 | 0 | 1 | 2 | 1 |
| 0 | 4 | 2 | 630 | 1 | 0 | 2 | 0 | 1 |
| 3 | 3 | 1 | 700 | 0 | 0 | 3 | 3 | 6 |
| 9 | 6 | 5 | 730 | 1 | 4 | 9 | 4 | 3 |
| 7 | 8 | 8 | 800 | 5 | 2 | 7 | 6 | 6 |
| 11 | 14 | 11 | 830 | 5 | 3 | 19 | 6 | 17 |
| 18 | 23 | 16 | 900 | 3 | 3 | 17 | 10 | 19 |
| 19 | 10 | 19 | 930 | 1 | 4 | 17 | 20 | 13 |
| 19 | 16 | 21 | 1000 | 6 | 2 | 25 | 22 | 17 |
| 26 | 18 | 25 | 1030 | 9 | 2 | 32 | 21 | 22 |
| 21 | 24 | 22 | 1100 | 6 | 0 | 28 | 25 | 18 |
| 30 | 13 | 20 | 1130 | 7 | 3 | 32 | 24 | 27 |
| 16 | 12 | 21 | 1200 | 4 | 3 | 24 | 22 | 21 |
| 23 | 19 | 20 | 1230 | 2 | 4 | 17 | 24 | 9 |
| 20 | 16 | 23 | 1300 | 5 | 1 | 21 | 20 | 18 |
| 25 | 13 | 17 | 1330 | 8 | 1 | 27 | 29 | 13 |
| 24 | 24 | 11 | 1400 | 3 | 5 | 26 | 27 | 12 |
| 29 | 14 | 13 | 1430 | 11 | 3 | 22 | 22 | 14 |
| 17 | 22 | 14 | 1500 | 4 | 3 | 25 | 16 | 12 |
| 16 | 12 | 17 | 1530 | 10 | 1 | 20 | 15 | 23 |
| 17 | 21 | 15 | 1600 | 8 | 3 | 20 | 17 | 15 |
| 10 | 17 | 10 | 1630 | 2 | 1 | 7 | 13 | 12 |
| 14 | 17 | 5 | 1700 | 5 | 3 | 13 | 20 | 8 |
| 9 | 7 | 9 | 1730 | 7 | 1 | 13 | 9 | 11 |
| 12 | 13 | 5 | 1800 | 6 | 3 | 6 | 9 | 4 |
| 15 | 17 | 5 | 1830 | 0 | 2 | 12 | 5 | 6 |
| 12 | 6 | 9 | 1900 | 2 | 5 | 9 | 10 | 7 |
| 9 | 12 | 7 | 1930 | 3 | 2 | 8 | 12 | 4 |
| 8 | 8 | 1 | 2000 | 2 | 2 | 6 | 6 | 3 |
| 7 | 9 | 2 | 2030 | 2 | 4 | 4 | 8 | 5 |
| 11 | 6 | 2 | 2100 | 1 | 4 | 4 | 7 | 4 |
| 4 | 8 | 3 | 2130 | 2 | 1 | 4 | 3 | 1 |
| 3 | 5 | 4 | 2200 | 1 | 0 | 1 | 5 | 0 |
| 3 | 4 | 2 | 2230 | 1 | 0 | 2 | 2 | 3 |


| 1 | 1 | 2 | $\mathbf{2 3 0 0}$ | 2 | 0 | 1 | 2 | 2 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2 | 0 | 0 | $\mathbf{2 3 3 0}$ | 0 | 0 | 1 | 0 | 2 |
| 28-Nov | 29-Nov | 30-Nov | Interval | 1-Dec | 2-Dec | 3-Dec | 4-Dec | 5-Dec |


| 6-Dec | 7-Dec | 8-Dec | 9-Dec | 10-Dec | 11-Dec | 12-Dec | 13-Dec | 14-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 3 | 0 | 0 | 2 | 0 | 2 | 1 |
| 1 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| 2 | 0 | 0 | 0 | 0 | 2 | 0 | 1 | 0 |
| 1 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 |
| 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 1 | 0 | 0 | 0 | 2 | 0 | 0 |
| 0 | 1 | 0 | 1 | 0 | 1 | 2 | 2 | 0 |
| 0 | 0 | 3 | 0 | 1 | 1 | 2 | 0 | 0 |
| 0 | 0 | 0 | 1 | 2 | 3 | 1 | 2 | 0 |
| 1 | 1 | 1 | 0 | 1 | 3 | 0 | 2 | 0 |
| 3 | 6 | 2 | 0 | 1 | 3 | 4 | 2 | 5 |
| 9 | 3 | 0 | 1 | 7 | 3 | 6 | 10 | 5 |
| 9 | 14 | 3 | 2 | 14 | 16 | 14 | 12 | 6 |
| 21 | 15 | 6 | 4 | 26 | 17 | 9 | 11 | 19 |
| 16 | 19 | 3 | 5 | 15 | 24 | 19 | 19 | 12 |
| 22 | 15 | 9 | 4 | 19 | 22 | 24 | 13 | 13 |
| 22 | 24 | 6 | 2 | 22 | 28 | 16 | 20 | 19 |
| 14 | 19 | 3 | 7 | 22 | 25 | 20 | 23 | 18 |
| 26 | 17 | 4 | 2 | 23 | 23 | 25 | 19 | 14 |
| 16 | 13 | 5 | 5 | 19 | 21 | 12 | 21 | 12 |
| 15 | 9 | 7 | 3 | 13 | 26 | 17 | 11 | 17 |
| 19 | 14 | 7 | 0 | 17 | 14 | 21 | 5 | 5 |
| 15 | 9 | 6 | 8 | 24 | 26 | 17 | 17 | 12 |
| 24 | 16 | 3 | 5 | 33 | 21 | 17 | 15 | 14 |
| 18 | 10 | 3 | 7 | 24 | 23 | 15 | 17 | 12 |
| 12 | 11 | 4 | 4 | 22 | 15 | 15 | 18 | 18 |
| 13 | 14 | 6 | 3 | 26 | 17 | 21 | 11 | 9 |
| 16 | 13 | 2 | 2 | 22 | 24 | 6 | 17 | 13 |
| 9 | 7 | 7 | 4 | 19 | 11 | 12 | 16 | 9 |
| 4 | 8 | 3 | 1 | 13 | 8 | 13 | 13 | 6 |
| 10 | 7 | 2 | 2 | 8 | 10 | 9 | 6 | 5 |
| 5 | 4 | 3 | 2 | 16 | 2 | 8 | 7 | 6 |
| 12 | 3 | 3 | 4 | 8 | 7 | 4 | 13 | 2 |
| 7 | 3 | 2 | 4 | 14 | 8 | 12 | 8 | 4 |
| 4 | 5 | 4 | 1 | 7 | 4 | 6 | 5 | 1 |
| 5 | 7 | 6 | 6 | 8 | 4 | 11 | 4 | 2 |
| 0 | 2 | 2 | 2 | 8 | 5 | 3 | 7 | 3 |
| 6 | 1 | 1 | 2 | 9 | 6 | 1 | 4 | 6 |
| 6 | 3 | 1 | 3 | 1 | 3 | 2 | 3 | 3 |
| 2 | 1 | 1 | 1 | 2 | 2 | 4 | 2 | 2 |
| 2 | 0 | 1 | 0 | 0 | 1 | 1 | 2 | 0 |


| 0 | 0 | 0 | 0 | 1 | 2 | 2 | 7 | 2 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 4 | 0 | 2 | 0 | 3 | 1 | 2 | 0 | 0 |
| 6-Dec | 7-Dec | 8-Dec | 9-Dec | 10-Dec | 11-Dec | 12-Dec | 13-Dec | 14-Dec |


| 15-Dec | Interval | 16-Dec | 17-Dec | 18-Dec | 19-Dec | 20-Dec | 21-Dec | 22-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2 | 0 | 0 | 2 | 0 | 0 | 2 | 0 | 1 |
| 0 | 30 | 0 | 0 | 4 | 0 | 0 | 0 | 0 |
| 0 | 100 | 0 | 0 | 1 | 1 | 0 | 0 | 1 |
| 0 | 130 | 0 | 0 | 0 | 0 | 2 | 0 | 0 |
| 1 | 200 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| 0 | 230 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 1 | 300 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 330 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 400 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 430 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| 0 | 500 | 0 | 2 | 0 | 0 | 2 | 0 | 0 |
| 1 | 530 | 0 | 3 | 0 | 0 | 0 | 0 | 0 |
| 1 | 600 | 0 | 1 | 0 | 0 | 0 | 1 | 2 |
| 0 | 630 | 0 | 1 | 0 | 0 | 2 | 1 | 0 |
| 0 | 700 | 1 | 1 | 4 | 0 | 0 | 0 | 0 |
| 1 | 730 | 0 | 3 | 3 | 11 | 1 | 3 | 0 |
| 1 | 800 | 3 | 4 | 6 | 8 | 5 | 5 | 3 |
| 5 | 830 | 1 | 17 | 11 | 10 | 13 | 10 | 3 |
| 4 | 900 | 4 | 17 | 11 | 10 | 11 | 12 | 6 |
| 5 | 930 | 0 | 14 | 8 | 14 | 15 | 5 | 4 |
| 10 | 1000 | 4 | 20 | 16 | 18 | 20 | 9 | 4 |
| 5 | 1030 | 2 | 25 | 23 | 18 | 16 | 13 | 3 |
| 3 | 1100 | 4 | 24 | 18 | 11 | 11 | 14 | 1 |
| 2 | 1130 | 3 | 19 | 12 | 18 | 16 | 18 | 7 |
| 4 | 1200 | 1 | 21 | 17 | 16 | 14 | 7 | 4 |
| 8 | 1230 | 4 | 18 | 19 | 16 | 14 | 8 | 4 |
| 4 | 1300 | 4 | 7 | 13 | 18 | 8 | 7 | 5 |
| 6 | 1330 | 3 | 10 | 21 | 12 | 12 | 2 | 5 |
| 5 | 1400 | 2 | 23 | 21 | 11 | 11 | 7 | 3 |
| 7 | 1430 | 5 | 19 | 17 | 18 | 9 | 7 | 4 |
| 1 | 1500 | 5 | 18 | 18 | 19 | 17 | 9 | 4 |
| 2 | 1530 | 0 | 18 | 16 | 14 | 11 | 11 | 5 |
| 8 | 1600 | 2 | 13 | 12 | 10 | 9 | 8 | 1 |
| 3 | 1630 | 1 | 20 | 10 | 11 | 15 | 6 | 0 |
| 4 | 1700 | 0 | 11 | 11 | 6 | 3 | 6 | 3 |
| 4 | 1730 | 1 | 14 | 14 | 5 | 9 | 4 | 1 |
| 5 | 1800 | 5 | 13 | 4 | 9 | 8 | 2 | 2 |
| 4 | 1830 | 4 | 11 | 9 | 6 | 8 | 3 | 2 |
| 2 | 1900 | 2 | 13 | 8 | 4 | 7 | 4 | 4 |
| 5 | 1930 | 7 | 8 | 3 | 4 | 9 | 3 | 3 |
| 1 | 2000 | 5 | 5 | 3 | 4 | 6 | 4 | 4 |
| 4 | 2030 | 3 | 4 | 6 | 5 | 5 | 1 | 1 |
| 2 | 2100 | 3 | 7 | 3 | 8 | 5 | 3 | 0 |
| 1 | 2130 | 1 | 4 | 3 | 1 | 0 | 2 | 2 |
| 1 | 2200 | 1 | 7 | 1 | 2 | 2 | 0 | 0 |
| 0 | 2230 | 0 | 3 | 2 | 4 | 5 | 1 | 2 |


| 1 | $\mathbf{2 3 0 0}$ | 0 | 2 | 0 | 0 | 2 | 1 | 0 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 2330 | 0 | 0 | 0 | 2 | 1 | 0 | 1 |
| 15-Dec | Interval | 16-Dec | 17-Dec | 18-Dec | 19-Dec | 20-Dec | 21-Dec | 22-Dec |


| 23-Dec | 24-Dec | 25-Dec | 26-Dec | 27-Dec | 28-Dec | 29-Dec | 30-Dec | 31-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2 | 0 | 0 | 2 | 0 | 0 | 2 | 1 | 1 |
| 2 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 1 |
| 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 |
| 0 | 0 | 0 | 0 | 1 | 0 | 1 | 1 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 2 | 1 | 0 | 1 | 2 | 0 | 0 | 0 | 0 |
| 0 | 1 | 0 | 0 | 3 | 1 | 2 | 0 | 0 |
| 0 | 3 | 1 | 1 | 1 | 1 | 4 | 1 | 2 |
| 3 | 2 | 0 | 2 | 7 | 10 | 2 | 2 | 2 |
| 0 | 8 | 0 | 9 | 12 | 10 | 10 | 1 | 3 |
| 1 | 4 | 0 | 9 | 16 | 9 | 11 | 3 | 7 |
| 2 | 7 | 1 | 18 | 15 | 12 | 10 | 2 | 10 |
| 3 | 8 | 0 | 14 | 15 | 8 | 12 | 2 | 11 |
| 2 | 5 | 4 | 10 | 21 | 22 | 21 | 4 | 3 |
| 2 | 10 | 0 | 10 | 26 | 22 | 14 | 5 | 5 |
| 0 | 1 | 0 | 13 | 12 | 19 | 11 | 7 | 8 |
| 0 | 3 | 2 | 15 | 15 | 18 | 8 | 5 | 11 |
| 3 | 5 | 1 | 13 | 10 | 13 | 12 | 0 | 8 |
| 2 | 6 | 0 | 11 | 10 | 9 | 9 | 4 | 4 |
| 3 | 5 | 0 | 18 | 20 | 13 | 8 | 5 | 7 |
| 1 | 5 | 1 | 8 | 15 | 18 | 9 | 6 | 6 |
| 2 | 2 | 1 | 11 | 22 | 24 | 6 | 11 | 4 |
| 0 | 0 | 1 | 14 | 16 | 20 | 9 | 3 | 4 |
| 1 | 0 | 0 | 10 | 14 | 18 | 7 | 3 | 5 |
| 0 | 0 | 0 | 8 | 6 | 20 | 4 | 5 | 2 |
| 0 | 4 | 1 | 10 | 6 | 17 | 7 | 3 | 2 |
| 1 | 1 | 0 | 11 | 7 | 10 | 4 | 2 | 0 |
| 0 | 1 | 2 | 4 | 6 | 8 | 2 | 8 | 1 |
| 0 | 1 | 1 | 6 | 4 | 11 | 5 | 2 | 1 |
| 3 | 0 | 0 | 7 | 7 | 11 | 3 | 1 | 2 |
| 2 | 0 | 3 | 4 | 6 | 12 | 1 | 2 | 3 |
| 1 | 0 | 0 | 5 | 4 | 8 | 4 | 2 | 1 |
| 1 | 1 | 2 | 4 | 3 | 8 | 4 | 1 | 2 |
| 0 | 0 | 3 | 5 | 6 | 14 | 4 | 4 | 0 |
| 0 | 1 | 0 | 3 | 3 | 5 | 5 | 1 | 1 |
| 2 | 1 | 0 | 0 | 0 | 2 | 8 | 2 | 1 |
| 1 | 0 | 0 | 3 | 1 | 7 | 4 | 2 | 0 |
| 0 | 0 | 0 | 4 | 2 | 1 | 2 | 3 | 0 |


| 0 | 0 | 0 | 2 | 3 | 2 | 4 | 1 | 0 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | 0 | 4 | 0 | 2 | 0 | 0 |
| 23-Dec | 24-Dec | 25-Dec | 26-Dec | 27-Dec | 28-Dec | 29-Dec | 30-Dec | 31-Dec |


| Interval |
| :---: |
| 0 |
| 30 |
| 100 |
| 130 |
| 200 |
| 230 |
| 300 |
| 330 |
| 400 |
| 430 |
| 500 |
| 530 |
| 600 |
| 630 |
| 700 |
| 730 |
| 800 |
| 830 |
| 900 |
| 930 |
| 1000 |
| 1030 |
| 1100 |
| 1130 |
| 1200 |
| 1230 |
| 1300 |
| 1330 |
| 1400 |
| 1430 |
| 1500 |
| 1530 |
| 1600 |
| 1630 |
| 1700 |
| 1730 |
| 1800 |
| 1830 |
| 1900 |
| 1930 |
| 2000 |
| 2030 |
| 2100 |
| 2130 |
| 2200 |
| 2230 |


| Interval | 1-Aug | 2-Aug | 3-Aug | 4-Aug | 5-Aug | 6-Aug | 7-Aug | 8-Aug |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 6:54 |  | 0:00:00 |  | 6:31 |  | 7:28 | 8:50 |
| 30 |  |  | 0 |  | 7:09 |  |  |  |
| 100 |  |  | 0 | :57 |  |  |  |  |
| 130 |  | 7:24 | 0 |  | 12:36 | 8:02 |  |  |
| 200 |  |  | 0 |  |  |  |  |  |
| 230 |  |  | 0 |  |  |  |  |  |
| 300 |  |  | 0 |  |  |  |  |  |
| 330 |  |  | 0 |  | 2:23 |  |  |  |
| 400 |  |  | 0 |  |  |  |  |  |
| 430 |  | 5:21 | 3:22 |  |  |  |  |  |
| 500 | 5:59 |  | 0 |  |  |  |  |  |
| 530 |  | 3:16 | 0 |  |  |  | 6:43 | 9:53 |
| 600 |  |  | 0 |  |  | 4:59 |  | 5:06 |
| 630 |  | 3:29 | 11:26 | 4:05 |  | 11:35 |  |  |
| 700 |  |  | 9:10 | 7:23 |  | 10:28 | 13:16 |  |
| 730 | 15:51 | 8:00 | 10:17 | 9:17 |  |  | 6:37 | 16:09 |
| 800 | 6:26 |  | 2:19 | 6:47 | 7:37 | 4:59 | :23 | 10:22 |
| 830 | 2:54 | 8:59 | 5:30 | 3:14 | 8:22 | 4:31 | 10:24 | 12:31 |
| 900 | 8:11 | 9:53 | 5:41 | 3:43 | 3:47 | 6:41 | 6:50 | 5:40 |
| 930 | 9:44 | 7:21 | 9:20 | 8:04 | 9:08 | 6:55 | 5:29 | 9:14 |
| 1000 | 5:18 | 12:37 | 6:28 |  | :02 | 10:11 | 8:08 | 4:30 |
| 1030 | 9:22 | 9:49 | 8:23 | 6:59 | :35 | 6:32 | 5:44 | 9:03 |
| 1100 | 10:50 | 4:48 | 5:08 | 13:18 | 6:26 | 13:35 | 6:31 | 10:24 |
| 1130 | 13:28 | 8:09 | 11:38 | 12:23 |  | 11:24 | 6:26 | 6:46 |
| 1200 | 3:25 | 5:56 | 9:44 | 4:14 | 2:52 | 6:27 | 3:06 | 5:56 |
| 1230 | 11:19 | 8:46 | 4:12 | 6:35 | 3:44 | 2:35 | 4:01 | 12:15 |
| 1300 | 8:05 | 9:52 | 5:02 | 2:47 | 7:55 | 11:34 | 4:56 | 10:05 |
| 1330 | 5:47 | 7:04 | :51 | 7:40 | 6:25 | 8:09 | 8:08 | 8:06 |
| 1400 | 7:28 | 8:03 | 0 | 6:59 | 12:18 | 6:26 | 1:02 | 9:12 |
| 1430 | 7:05 | 9:30 | 3:50 | 6:34 | 2:25 | 5:19 | 9:12 | 8:05 |
| 1500 | 7:02 | 15:46 | 11:55 | 7:07 | 5:26 | 11:08 | 7:37 | 6:29 |
| 1530 | 10:57 | 11:14 | 7:48 | 10:00 |  | 10:51 | 8:44 | 8:48 |
| 1600 | 9:13 | :31 | 3:09 | 5:09 |  | 4:15 | 10:50 | 5:47 |
| 1630 | 4:53 | 13:26 | 12:09 | 4:44 | 6:02 | 6:12 | 5:31 | 10:11 |
| 1700 | 9:01 | 7:39 | 12:37 | 4:41 | 6:20 | 9:16 | 8:05 | 6:21 |
| 1730 | 7:24 | 8:58 | 7:00 | 6:45 | 11:03 | 3:48 | 5:57 | 3:42 |
| 1800 | 4:57 | 6:58 | 4:44 | 9:44 |  | 2:02 | 8:05 | 10:34 |
| 1830 | 5:09 | 12:24 | 4:21 | 6:43 | 20:08 | 4:18 | 9:39 | 6:39 |
| 1900 | 11:03 | 5:12 | 11:19 |  |  | 8:00 | 4:51 | 6:10 |
| 1930 | 5:25 |  | 2:49 | 3:49 |  | 7:59 | 9:53 | 4:15 |
| 2000 | 8:18 | 10:28 | 6:25 | 7:48 |  | 1:10 | 3:19 | 6:00 |
| 2030 | 3:51 | 10:18 | 5:38 | 7:51 | 5:06 | 2:03 | 5:28 | 3:38 |
| 2100 | 11:54 | 6:05 | 25:29, | 3:42 | 4:16 | 7:10 | 9:13 | 5:34 |
| 2130 | 7:13 | 12:33 | 0 | 4:33 |  | 3:39 | 5:59 | 3:45 |
| 2200 | 10:22 | 20:10 | 1:18 |  |  | 8:38 | 10:09 | 8:42 |
| 2230 | 4:28 | 8:58 | 6:32 | 6:56 |  | 18:54 | 3:54 | 6:34 |


| $\mathbf{2 3 0 0}$ | $9: 17$ |  | 0 | $11: 52$ |  |  | $5: 36$ | 8:14 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $\mathbf{2 3 3 0}$ | $9: 58$ | $21: 40$ | 0 | $9: 26$ | 12:10 | 13:41 | 3:31 | 21:03 |
| Interval | 1-Aug | 2-Aug | 3-Aug | 4-Aug | 5-Aug | 6-Aug | 7-Aug | 8-Aug |


| 9-Aug | 10-Aug | 11-Aug | 12-Aug | 13-Aug | 14-Aug | 15-Aug | Interval | 16-Aug |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  |  | 9:39 |  | 0 |  |
| :27 |  |  |  |  | 5:21 | 9:00 | 30 |  |
| 8:23 |  |  |  |  |  | 2:04 | 100 |  |
|  |  |  |  | 1:35 |  |  | 130 |  |
|  |  |  |  | 3:26 |  |  | 200 |  |
|  |  |  |  |  |  |  | 230 |  |
| 4:09 |  |  |  |  |  |  | 300 |  |
|  |  | 17:29 |  |  |  |  | 330 |  |
| 3:58 |  |  |  |  |  |  | 400 |  |
| 1:08 |  |  |  |  |  | 4:53 | 430 |  |
| 3:56 |  |  |  |  |  |  | 500 |  |
| 6:19 | 2:59 |  |  | 6:07 |  |  | 530 |  |
|  |  |  |  |  |  |  | 600 |  |
| 2:40 | 8:30 |  |  |  | 4:55 | 12:04 | 630 | 3:57 |
| 4:39 | 15:04 | 1:26 | 1:26 | :23 | 12:59 |  | 700 | 5:33 |
| 8:43 | 5:05 | 4:43 |  | 6:33 | 3:08 | 12:02 | 730 | 10:20 |
| 14:03 | 2:05 | 2:01 | 6:59 | 5:29 | 2:49 | 6:53 | 800 |  |
| 10:59 | 8:39 | 5:43 |  | 11:41 | 2:12 | 5:27 | 830 | 8:30 |
| 15:06 | 6:27 | 3:03 | 12:51 | 7:24 | 8:12 | 2:40 | 900 | 7:43 |
| 3:18 | 10:53 |  | 3:13 | 6:46 | 6:49 | 16:23 | 930 | 9:39 |
| 2:31 | 12:36 | 9:20 | 14:04 | 5:09 | 5:35 | 4:40 | 1000 | 7:25 |
| 9:22 | 6:23 | 5:45 | 8:56 | 7:31 | 6:13 | 11:25 | 1030 | 8:33 |
| 10:28 | 9:19 | 8:20 | 3:10 | 4:56 | 6:42 | 6:32 | 1100 | 8:35 |
| 10:19 |  | 7:14 | 7:13 | 8:22 | 6:44 | 12:32 | 1130 | 6:24 |
| 5:07 | 12:30 | 5:01 | :48 | 14:20 | 8:02 | 8:47 | 1200 | 10:20 |
| :44 | 1:37 | 8:33 | 5:32 | 7:12 | 10:06 | 6:51 | 1230 | 10:13 |
| 8:23 | 5:51 | 17:02 | 8:03 | 5:21 | 6:36 | 6:00 | 1300 | 1:55 |
| 9:43 | 4:52 | 5:30 |  | 7:35 | 7:19 | 2:50 | 1330 | 6:49 |
| 10:24 | 8:30 | 7:18 | 6:43 | 10:31 | 5:31 | 9:10 | 1400 | 5:07 |
| 4:36 | 4:09 | 8:13 | 2:09 | 13:29 | 7:22 | 12:48 | 1430 | 6:42 |
| 6:38 | 6:35 | 11:07 | 12:50 | 13:33 | 10:25 | 9:54 | 1500 | 8:27 |
| 1:36 | 10:11 | 5:33 | 8:05 | 8:14 | 10:53 | 5:36 | 1530 | 6:14 |
| 5:56 | 1:16 | 5:11 | 5:38 | 8:10 | 4:55 | 8:27 | 1600 | 10:28 |
| 5:36 | 5:06 | 3:44 | 17:17 | 6:01 | 8:10 | 6:01 | 1630 | 7:30 |
| 9:03 |  | 2:53 | 1:57 | 9:29 | 20:27 | 6:54 | 1700 | 6:23 |
| 12:35 | 4:16 |  | 8:19 | 7:43 | 7:43 | 10:23 | 1730 | 5:04 |
| 8:51 | 5:32 | 9:25 | 10:25 | 8:00 | :47 | 4:19 | 1800 | 5:32 |
| 7:44 | 6:29 | 5:28 | 7:50 | 3:00 | 6:54 | 6:17 | 1830 | 7:32 |
| 4:22 | 10:00 | 10:44 | 11:58 | 5:19 | 8:48 | 8:00 | 1900 | 11:06 |
| 3:45 | 6:44 | 3:16 |  | 7:48 | 10:02 | 13:02 | 1930 | 5:23 |
| 15:07 | 13:26 | 6:54 | 6:36 | 11:23 | 5:56 | 6:26 | 2000 | 11:29 |
| 9:32 | 7:21 |  |  | 6:54 | 7:51 | 2:16 | 2030 | 5:54 |
| 5:59 | 8:17 | 20:35 | 5:21 | 9:45 | 16:43 | 6:28 | 2100 | 4:25 |
| 3:34 |  |  |  | 3:32 | 9:44 | 4:27 | 2130 | 7:55 |
| 4:19 | 4:28 | 2:08 | 2:25 | 13:21 | 4:26 | :00 | 2200 | 2:16 |
| 7:59 | 5:05 |  | 6:04 | 11:55 | 5:13 | 7:15 | 2230 | 5:59 |


| $5: 41$ | $7: 27$ | $11: 15$ | $2: 20$ |  | $2: 34$ | $6: 59$ | $\mathbf{2 3 0 0}$ | $1: 50$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $4: 27$ |  |  | $3: 43$ |  |  | $9: 46$ | $\mathbf{2 3 3 0}$ | 1:30 |
| 9-Aug | 10-Aug | 11-Aug | 12-Aug | 13-Aug | 14-Aug | 15-Aug | Interval | 16-Aug |


| 17-Aug | 18-Aug | 19-Aug | 20-Aug | 21-Aug | 22-Aug | 23-Aug | 24-Aug | 25-Aug |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 9:33 |  | 8:36 |  | :33 | 5:33 | 1:41 |
|  | 8:39 |  |  |  |  | 1:53 |  | 3:42 |
|  |  |  |  |  |  | 10:32 |  |  |
|  |  |  |  |  |  |  | 7:22 |  |
|  |  |  |  |  | 3:32 |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  | 16:16 |  |  |  |  |
| :48 |  |  |  |  | 3:50 | 5:39 | :01 |  |
|  | 4:53 |  | 5:18 |  |  | 5:05 | :22 |  |
|  |  |  | 4:24 | 5:36 |  | 7:40 | 5:28 |  |
| 8:49 |  |  | 6:09 | 7:16 | 5:39 | 7:34 |  | 9:42 |
| 9:35 | 14:25 |  | 7:13 | 5:52 | 5:06 | 4:48 | 5:22 | 9:17 |
| 3:34 | 5:54 | 1:05 | 13:43 | 5:03 | 9:57 | 3:37 | 10:15 | 7:27 |
| 7:56 |  | 6:52 | 6:11 | 6:40 | 9:32 | 7:53 | 13:16 | 7:04 |
| 4:38 | 8:26 |  | 8:17 | 5:45 | 10:24 | 7:09 | 7:11 | 3:32 |
| 13:32 | :09 | 5:50 | 10:11 | 8:39 | 8:41 | 11:08 | 6:59 | 4:53 |
| 4:50 | 12:51 | 4:49 | 6:22 | 11:17 | 9:05 | 6:34 | 11:37 | 8:23 |
| 2:26 | 3:46 | 6:01 | 6:53 | 4:56 | 11:31 | 8:03 | 8:50 | :42 |
| 5:13 | 8:24 | 2:55 | 10:42 | 9:43 | 4:56 | 4:40 | 6:54 | 7:11 |
| 10:45 |  | 5:40 | 10:21 | 5:55 | 3:37 | 3:11 | 6:27 | 6:49 |
| 8:59 | 6:56 | 4:36 | 10:17 | 5:17 | 11:34 | 7:03 | 12:06 | :28 |
| 3:09 | 6:29 | 4:53 | 1:13 | 7:42 | 10:37 | 8:38 | 5:28 | 4:07 |
| 10:46 | 11:52 | 5:31 | 7:11 | 5:37 | 11:38 | 10:09 | 8:10 | 8:44 |
| 6:56 | 16:38 |  | 4:51 | 8:00 | 3:03 | 8:16 | 3:56 | 8:53 |
| 4:25 | 5:15 | 4:22 | 6:35 | 5:24 | 3:46 | 11:09 | 5:25 | 2:18 |
| 7:19 | 5:46 | 2:21 | 7:33 | 10:42 | 9:59 | 7:04 | 6:28 | 14:01 |
| 12:06 | 6:05 | 6:02 | 6:38 | 4:01 | 5:31 | 5:44 | 13:16 | 7:10 |
| 7:25 | 11:59 |  | 7:16 | 9:40 | 5:39 | 10:59 | 7:30 | 2:15 |
| 8:58 | 8:13 | 7:53 | 14:58 | 5:11 | 8:34 | 10:10 | 6:31 | 6:26 |
| 4:57 | 8:44 |  | 6:24 | 4:29 | 11:03 | 9:03 | 3:44 | 7:05 |
| 2:53 | 5:46 | 4:07 | 5:40 | 18:11 | 5:28 | 5:57 | 7:41 | 7:00 |
| 8:39 | 12:06 | 5:20 | 3:42 | 8:48 | 4:55 | 3:54 | 6:24 | 7:07 |
| 7:21 |  | 2:30 | 9:14 | 8:08 | 8:24 | 2:02 | 10:15 |  |
| 9:02 | 3:08 | 8:24 | 6:48 | 9:11 | 11:55 | 8:32 | 5:32 | 5:04 |
| 4:23 | 8:50 | 5:46 | 6:56 | 6:07 | 6:36 | 2:02 | 3:44 | 3:17 |
| 5:15 | 7:25 | 2:36 | 5:24 | 4:48 | 8:02 | 6:28 | 3:04 | 2:23 |
| 5:15 | 4:35 | 3:26 | 5:30 | 9:26 | 3:17 | 2:44 | 23:21 | 5:24 |
| 5:25 | 7:02 | 9:40 | 4:26 |  | 10:57 | 7:48 | 6:45 | 3:44 |
| 4:39 | 3:12 | 5:06 | 5:03 | 9:33 | 8:20 | 4:18 | 4:09 | 5:10 |
| 6:32 | 4:36 | 3:32 | 6:56 | 6:14 | 5:21 | 4:48 | :58 | 4:55 |
|  |  |  | 4:17 | 6:02 | 16:35 |  | 6:56 |  |
| 4:10 |  | 6:51 | :33 | 10:28 | 5:45 | 1:17 |  |  |


| 16:25 |  | $6: 53$ | $6: 01$ | $: 21$ |  | $3: 40$ |  | $: 04$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | $5: 06$ | 7:07 |  | $5: 47$ | $3: 18$ |  |
| 17-Aug | 18-Aug | 19-Aug | 20-Aug | 21-Aug | 22-Aug | 23-Aug | 24-Aug | 25-Aug |


| 26-Aug | 27-Aug | 28-Aug | 29-Aug | 30-Aug | 31-Aug | Interval | 1-Sep | 2-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 7:16 | 7:16 |  |  |  |  | 0 | 1:15 |  |
|  | 1:32 | 10:10 | 4:06 |  |  | 30 |  | 1:00 |
| 5:57 |  | 19:11 |  | 4:47 |  | 100 |  |  |
|  |  |  |  |  |  | 130 |  |  |
|  | 4:32 |  | 1:21 |  | 6:47 | 200 |  |  |
|  |  |  |  |  |  | 230 |  |  |
|  | 3:39 |  |  |  |  | 300 |  | 0.1 |
|  |  |  |  |  |  | 330 |  |  |
| 5:18 |  |  | 4:04 |  |  | 400 | 6:08 |  |
|  | 4:07 |  |  |  |  | 430 |  | 3:12 |
|  |  |  |  |  | 1:40 | 500 |  |  |
|  |  |  | 7:37 |  | 7:52 | 530 |  |  |
| 6:10 | 5:13 | 4:11 |  |  | 2:44 | 600 | 4:02 |  |
| 8:11 | 7:25 | 4:24 | 11:16 | 10:36 | 9:21 | 630 | 8:37 |  |
|  |  | 24:08, | 7:21 | 5:22 |  | 700 | 2:54 |  |
| 6:13 | 5:46 | 8:12 | 5:40 | 6:06 | 6:28 | 730 | 10:20 | 5:03 |
|  | 8:10 | 5:17 | 7:47 | 7:53 | 5:58 | 800 | :15 | 1:08 |
| 7:37 | 7:10 | 6:45 | 5:19 | 7:49 | 4:55 | 830 | 5:58 | 10:40 |
| 8:09 | 11:01 | 6:32 | 7:08 | 9:47 | 5:51 | 900 | 4:57 | 3:20 |
| 5:57 | 6:28 | 3:43 | 9:16 | 13:21 | 5:14 | 930 | 11:10 | 5:49 |
| 8:21 | 8:46 | 7:33 | 8:21 | 5:22 | 10:52 | 1000 | 6:10 |  |
| 1:24 | 7:06 | 12:17 | 8:39 | 9:09 | 6:32 | 1030 | 9:46 | 8:52 |
| :06 | 6:34 | 7:24 | 10:43 | 6:38 | 11:27 | 1100 | 14:08 |  |
| 5:49 | 8:20 | 7:53 | 4:56 | 9:18 | 6:56 | 1130 | 4:40 | 11:19 |
| 18:13 | 7:42 | 16:08 | 6:40 | 13:25 | 4:28 | 1200 | 4:47 | 8:51 |
| 2:48 | 10:32 | 2:10 | 11:46 | 4:55 | 7:49 | 1230 | 6:29 | 3:44 |
|  | 6:07 | 5:16 | 8:24 | 7:14 | 9:33 | 1300 | 4:59 | 6:11 |
| 8:45 | 10:16 | 5:37 | 5:50 | 11:25 | 7:19 | 1330 | 7:32 | 4:07 |
| 6:48 | 6:32 | 4:56 | 5:02 | 6:27 | 5:50 | 1400 | 11:33 |  |
| 3:36 | 10:43 | 6:06 | 6:23 | 2:38 | 4:43 | 1430 | 8:20 | 4:46 |
| 4:41 | 8:49 | 7:08 | 7:18 | 5:12 | 8:51 | 1500 | 4:09 | 5:15 |
| 5:54 | 2:30 | 6:46 | 6:17 | 6:02 | 8:03 | 1530 | 10:36 | 1:13 |
| 9:00 | 15:01 | 6:38 | 9:26 | 7:26 | 4:44 | 1600 | 1:29 | 6:07 |
| 12:02 | 12:13 | 9:16 | 7:38 | 11:12 | 7:36 | 1630 | 11:20 | 4:24 |
| 13:14 | 6:24 | 11:05 | 5:52 | 6:31 | 4:22 | 1700 | 7:58 | 7:15 |
| :17 | 5:00 | 5:52 | 4:45 | 1:43 | 12:36 | 1730 |  | 6:46 |
| 4:17 | 6:53 | 7:14 | 5:09 | 6:16 | 10:07 | 1800 | 7:13 | 8:52 |
| 7:21 | 7:51 | 2:43 | 5:21 | 7:17 | 3:28 | 1830 | 1:40 | 3:25 |
| 5:21 | 8:19 | 5:27 | 3:07 | 5:40 | 4:14 | 1900 |  | 4:42 |
| 3:10 | 9:43 | 5:18 | 8:29 | 7:16 | 4:30 | 1930 | 3:48 | 7:46 |
| 5:28 | 10:27 | 4:48 | 4:11 | 6:36 | 2:49 | 2000 |  | 6:07 |
|  | 8:24 | 8:24 | 5:21 | 7:24 | 3:02 | 2030 | 3:18 | 4:52 |
| 3:37 | 5:43 | 5:19 | 3:51 | 10:47 | 6:24 | 2100 | :00 | 2:25 |
| 2:59 | 3:51 | 5:52 | 12:33 | 7:31 | 8:26 | 2130 | 2:25 | 4:20 |
| 3:15 | 8:45 | 3:26 | 6:17 | 16:30 | 7:25 | 2200 |  | 4:26 |
|  | 15:30 | 3:14 |  |  | 5:09 | 2230 | 7:36 | 6:41 |


|  | $7: 10$ | $1: 45$ | $8: 37$ | $3: 05$ |  | $\mathbf{2 3 0 0}$ | $9: 23$ |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | $4: 55$ | $11: 22$ |  |  | $6: 07$ | $\mathbf{2 3 3 0}$ |  | 6:45 |
| 26-Aug | 27-Aug | 28-Aug | 29-Aug | 30-Aug | 31-Aug | Interval | 1-Sep | 2-Sep |


| 3-Sep | 4-Sep | 5-Sep | 6-Sep | 7-Sep | 8-Sep | 9-Sep | 10-Sep | 11-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 3:38 |  | 3:53 |  |  | 5:31 | 4:38 | 6:56 | 4:06 |
| 5:13 | 4:18 | 5:43 | 5:43 |  | 2:36 |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  | 2:14 |  |  |  |  |  |
|  |  | 7:37 |  |  |  |  | 7:04 |  |
|  |  |  | 5:07 |  | 4:48 |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  | 14:07 |  |  |  |  |  |
|  | 3:38 |  | 8:44 | 4:45 |  |  | 1:30 |  |
|  |  | 3:26 |  |  |  |  | 7:58 | 9:33 |
|  |  | 9:04 |  | 4:40 |  |  | 8:22 | 6:18 |
|  |  |  | 4:38 | :18 |  |  | 6:10 | 3:18 |
| 5:19 | 2:59 | :31 |  |  |  | 10:21 | 3:22 | 7:19 |
|  | 10:02 | 5:05 | 7:26 |  | 4:55 | 9:07 | 5:33 | 4:15 |
| 3:50 | 8:46 | 6:30 | 3:50 | 8:15 | 9:53 |  | 8:36 | 6:21 |
| 7:23 | 6:40 | 3:59 | 10:51 | 6:29 | 5:47 | 7:25 | 7:50 | 7:24 |
| 14:09 | 6:16 | 8:06 | 7:27 | 8:30 | 8:15 |  | 8:54 | 6:36 |
| 5:02 | 13:54 | 5:44 | 9:35 | 10:25 | 15:04 |  | 9:16 | 8:00 |
| 6:33 | 8:33 | 5:40 | 8:23 | 5:35 | 12:22 |  | 11:55 | 5:54 |
| 7:38 | 6:41 | 7:53 | 11:37 | 8:31 | 6:43 |  | 6:57 | 9:41 |
| 6:09 | 6:03 | 6:49 | 6:51 | 11:33 | 7:55 | 1:11 | 7:30 | 7:30 |
| 6:30 | 5:32 | 8:07 | 5:48 | 5:13 | 7:52 | 5:20 | 9:01 | 11:48 |
| 7:58 | 5:42 | 8:38 | 5:44 | 6:44 | 10:28 | 6:38 | 6:37 | 10:26 |
| 7:24 | 6:11 | 12:58 | 6:49 | 7:24 | 5:20 | 10:06 | 9:51 | 7:30 |
| 7:03 | 6:17 | 10:01 | 7:12 | 8:08 | 5:37 | 3:49 | 4:51 | 9:18 |
| 7:46 | 8:10 | 7:54 | 8:06 | 4:59 | 6:51 |  | 2:00 | 13:12 |
| 8:18 | 9:33 | 5:37 | 8:53 | 6:19 | 4:33 | 3:17 | 4:48 | 8:42 |
| 7:37 | 11:20 | 9:53 | 8:10 | 9:07 | 5:13 | 5:51 | 10:59 | 6:31 |
| 6:40 | 6:51 | 6:37 | 5:12 | 7:16 | 10:31 | 5:31 | 5:26 | 6:15 |
| 8:05 | 5:07 | 4:27 | 7:53 | 6:31 | 5:09 | 3:16 | 7:56 | 6:41 |
| 8:30 | 4:10 | 13:45 | 6:32 | 11:46 | 8:32 | 5:49 | 7:50 | 12:23 |
| 10:11 | 14:16 | 7:00 | 5:05 | 13:48 | 6:49 | 4:17 | 9:49 | 9:18 |
| 6:44 | 11:07 | 8:50 | 3:57 | 8:10 | 7:36 | 7:39 | 8:02 | 11:14 |
| 7:38 | 5:32 | 10:27 | 4:57 | 6:48 | 4:30 | 1:13 | 6:26 | 2:16 |
| 8:10 | 11:52 | 8:06 | 8:07 | 10:02 | 2:36 | 15:51 | 6:36 | 8:27 |
| 11:45 | 7:12 | 4:56 | 8:23 | 10:33 | 24:06, | 6:16 | 11:48 | 5:39 |
| 7:22 | 3:16 | 6:07 | 8:44 | 1:20 | :35 | 8:17 | 7:31 | 7:44 |
| 5:31 | 9:15 | 6:37 | 14:59 | 8:22 | 8:00 | 7:05 | 4:03 | 4:38 |
| 5:58 | 7:15 | 6:22 | 6:37 | 12:55 | 7:09 | 5:07 | 3:37 | 8:57 |
| 3:30 | 7:27 | 6:55 |  | 7:59 | 3:02 | 2:22 | 8:06 | 3:00 |
| 11:11 | 6:22 | 5:51 | 13:46 | 6:01 | 6:27 | 7:56 | 6:06 | 9:15 |
| 5:47 | 5:30 | 7:12 | 5:08 | 3:26 | 8:34 | 4:02 | 3:17 | 8:23 |
| 12:36 | 4:40 | 2:59 | 8:24 | :56 | 1:47 | 6:45 | 10:48 | 2:51 |
| 4:20 | 5:50 |  |  | 4:46 |  |  | 5:58 | 4:48 |
| 6:29 | 1:43 | 6:49 | 7:35 | 7:41 | 12:00 | 10:35 | 4:17 | 5:38 |


|  | $12: 03$ | $7: 53$ | $3: 56$ | $4: 37$ | $1: 30$ |  | $6: 12$ |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2:53 | $4: 54$ | $4: 33$ | $1: 42$ | $: 07$ |  |  | $11: 24$ | 7:15 |
| 3-Sep | 4-Sep | 5-Sep | 6-Sep | 7-Sep | 8-Sep | 9-Sep | 10-Sep | 11-Sep |


| 12-Sep | 13-Sep | 14-Sep | 15-Sep | Interval | 16-Sep | 17-Sep | 18-Sep | 19-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1:09 | 6:25 | 4:41 |  | 0 | 3:12 |  | 7:34 |  |
|  |  |  | 3:46 | 30 |  | 4:33 | 9:57 | 5:15 |
|  | 3:37 | 2:55 |  | 100 |  | 2:43 | 7:08 |  |
|  |  | 3:42 |  | 130 |  |  |  |  |
|  |  |  |  | 200 |  |  |  | :45 |
|  |  |  |  | 230 | 7:36 |  |  |  |
|  |  | 4:56 |  | 300 | 2:17 |  | :38 | 6:03 |
|  |  |  | 7:34 | 330 |  |  | 4:52 |  |
|  |  | 9:23 |  | 400 |  |  |  |  |
|  | 5:57 |  |  | 430 | 1:24 |  |  |  |
|  |  |  |  | 500 |  | 1:09 |  | 4:54 |
|  | 3:55 | :55 |  | 530 |  | 4:08 | 8:59 | 2:52 |
|  | 3:13 | :58 | 5:52 | 600 | :18 |  |  | 5:27 |
|  |  | 6:37 | 11:34 | 630 |  |  | 6:23 | 4:48 |
| 8:42 | 8:49 | 3:09 | 7:42 | 700 | 8:45 |  | :03 | 6:24 |
| 3:25 | 7:15 | 7:02 |  | 730 |  | 10:33 | 9:57 | 5:55 |
| 4:48 | 8:43 | 9:20 |  | 800 |  | 3:38 | 6:22 | 7:06 |
| 5:24 | 12:59 | 7:40 | 3:17 | 830 | 7:30 | 10:45 | 10:44 | 5:03 |
| 5:14 | 8:37 | 4:44 | 6:35 | 900 | 6:03 | 5:31 | 9:30 | 4:13 |
| 6:49 | 5:07 | 9:03 | 12:21 | 930 | 4:01 | 8:10 | 11:06 | 6:18 |
| 10:21 | 12:35 | 3:57 | 7:09 | 1000 |  | 6:53 | 4:56 | 6:14 |
| 8:37 | 6:02 | 4:28 | 4:55 | 1030 |  | 8:59 | 12:10 | 8:59 |
| 7:37 | 7:41 | 9:24 |  | 1100 | 7:01 | 8:46 | 8:18 | 7:57 |
| 10:03 | 15:15 | 5:01 | 14:06 | 1130 | 9:07 | 13:59 | 8:04 | 8:05 |
| 13:41 | 3:37 | 6:41 | 3:06 | 1200 | 9:45 | 7:48 | 10:26 | 8:45 |
| 11:10 | 11:10 | 4:58 | 8:51 | 1230 | 5:50 | 5:06 | 6:43 | 9:27 |
| 5:51 | 6:26 | 6:02 | 7:49 | 1300 | 7:33 | 7:08 | 13:36 | 5:22 |
| 7:56 | 7:19 | 5:42 | 11:21 | 1330 |  | 11:19 | 8:53 | 5:01 |
| 8:57 | 5:31 | 5:36 |  | 1400 | 8:37 | 10:18 | 6:57 | 7:37 |
| 5:55 | 10:13 | 6:49 | 6:54 | 1430 | 7:08 | 8:12 | 10:56 | 11:34 |
| 7:24 | 7:26 | 9:45 | 9:57 | 1500 | 13:54 | 5:25 | 4:59 | 4:08 |
| 11:12 | 8:57 | 11:08 |  | 1530 | :36 | 7:09 | 10:57 | 8:04 |
| 14:10 | 5:38 | 2:51 | 6:14 | 1600 | 6:48 | 7:17 | 5:54 | 8:36 |
| 7:35 | 5:52 | 9:22 | 6:01 | 1630 | 5:53 | 10:46 | 8:39 | 5:08 |
| 19:19 | 6:16 | 10:14 | 7:13 | 1700 | :33 | 7:14 | 4:21 | 9:52 |
| 9:04 | 9:00 | 12:01 | 7:00 | 1730 | 9:34 | 6:04 | 8:01 | 6:33 |
| 4:17 | 2:22 | 4:42 |  | 1800 | 24:28, | 4:30 | 2:44 | 9:57 |
| 15:28 | 7:15 | 5:04 | 8:26 | 1830 | 17:13 | 6:40 | 1:54 | 7:43 |
| 4:26 | 6:54 | 13:49 | 4:06 | 1900 |  | 5:46 | 6:18 | 8:56 |
| 14:53 | 15:07 | 7:25 | 10:34 | 1930 | 2:28 | 5:29 | 6:11 | 7:55 |
| 6:29 | 8:32 | 7:59 | 5:58 | 2000 | 8:24 | 5:17 | 7:51 | 8:34 |
| 7:04 | 8:58 | 2:58 | 2:32 | 2030 | 4:56 | 9:01 | 6:53 | 7:42 |
| 7:16 | 5:57 | 6:25 | 5:32 | 2100 |  | 3:42 | 3:05 | 6:38 |
| 9:18 | 5:10 | 2:23 |  | 2130 | 5:26 | 8:46 | 8:28 | 6:36 |
| 6:31 | 5:01 |  |  | 2200 |  | 9:33 |  | 11:00 |
| 4:48 | 4:23 | 17:57 | 4:41 | 2230 | 12:58 | 5:05 | 6:17 | 7:21 |


| $: 07$ | $3: 39$ | $5: 30$ |  | 2300 |  | $4: 33$ |  | $3: 31$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $4: 53$ | $7: 44$ |  |  | 2330 | $6: 53$ |  |  |  |
| 12-Sep | 13-Sep | 14-Sep | 15-Sep | Interval | 16-Sep | 17-Sep | 18-Sep | 19-Sep |


| 20-Sep | 21-Sep | 22-Sep | 23-Sep | 24-Sep | 25-Sep | 26-Sep | 27-Sep | 28-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 6:00 | 11:08 | 5:43 |  |  |  |  |  |  |
|  | 5:37 | 4:04 |  |  | 4:08 |  |  |  |
|  |  | 3:38 | :27 | 10:57 |  |  |  |  |
|  |  | 5:08 |  | 4:15 |  |  |  |  |
|  | 5:01 | 2:00 |  |  |  | 5:49 |  |  |
|  |  |  |  | 2:51 |  |  |  |  |
|  |  |  | 5:54 | 9:33 |  |  |  |  |
|  |  |  |  |  |  |  |  | 4:16 |
|  |  |  | 2:01 |  | 8:30 |  |  | 5:32 |
|  |  |  |  |  |  |  |  |  |
|  | 5:53 |  |  |  | 3:20 |  |  |  |
| 8:22 | 2:07 | 1:58 |  | 5:25 |  | 5:28 |  | 8:54 |
|  |  |  | :01 | 4:28 |  |  |  |  |
| 5:31 |  |  | 8:01 |  | 7:46 |  | 4:06 | 3:39 |
| 3:21 | 6:58 |  |  | 2:04 | 10:42 | 7:11 | 9:18 |  |
| 9:59 | 2:45 |  | 5:43 | 3:37 | 10:49 | 6:09 | 8:56 | 8:30 |
| 7:05 | 9:33 | 1:11 |  | 7:32 | 10:32 | 4:17 | 5:42 | 6:26 |
| 8:06 | 10:12 | 6:19 | 1:24 | 12:05 | 8:24 | 12:08 | 3:32 | 15:24 |
| 3:19 | 13:52 | 7:50 | 10:15 | 6:39 | 10:58 | 4:54 | 10:55 | 8:48 |
| 9:45 | 10:19 | 4:32 |  | 5:08 | 9:40 | 6:08 | 8:49 | 13:16 |
| 12:41 | 7:56 | 11:11 | 6:47 | 7:16 | 8:16 | 6:21 | 7:20 | 6:24 |
| 8:06 | 5:59 | 23:17 | 4:19 | 9:18 | 8:13 | 10:08 | 5:55 | 6:57 |
| 6:25 | 5:38 | 5:51 | 8:58 | 12:37 | 6:33 | 7:16 | 9:47 | 7:10 |
| 11:19 | 9:09 | 3:12 | 10:18 | 7:47 | 7:32 | 5:53 | 5:40 | 7:54 |
| 11:50 | 10:42 | 28:40, | 6:15 | 9:50 | 10:22 | 11:23 | 6:29 | 8:49 |
| 3:21 | 9:20 | 5:00 | 10:56 | 11:46 | 6:55 | 7:55 | 8:31 | 9:07 |
| 5:10 | 10:44 | 8:16 | 11:49 | 10:22 | 8:19 | 5:46 | 7:12 | 14:16 |
| 9:31 | 8:47 | 5:47 | 9:03 | 6:18 | 7:46 | 12:45 | 10:09 | 6:16 |
| 6:32 | 8:05 | 5:44 | 5:05 | 7:30 | 9:06 | 7:16 | 6:17 | 10:22 |
| 7:43 | 7:27 | 10:50 | 3:11 | 6:23 | 6:14 | 11:06 | 6:03 | 5:13 |
| 9:22 | 4:04 | :49 | 8:33 | 2:50 | 8:17 | 13:44 | 7:31 | 8:29 |
| 7:01 | 7:02 | 8:12 | 3:24 | 6:43 | 6:55 | 13:31 | 5:47 | 9:08 |
| 7:39 | 5:11 | 1:22 | 6:41 | 6:22 | 8:36 | 8:33 | 6:18 | 4:18 |
| 10:13 | 8:05 | 8:16 | 5:42 | 11:33 | 4:06 | 3:31 | 7:55 | 8:14 |
| 4:13 | 10:42 | 5:49 |  | 7:17 | 11:34 | 9:08 | 4:04 | 5:15 |
| 9:40 | 5:23 |  | 3:28 | 6:19 | 8:00 | 3:42 | 7:33 | 1:31 |
| 3:59 | 7:42 | 3:43 | 10:30 | 10:58 | 7:35 | 3:52 | 1:23 | 18:20 |
| 4:23 | 6:57 | 4:21 | 6:54 | 14:22 | 2:50 | 6:31 | 11:24 | 4:27 |
| 5:38 | 8:17 | 2:27 | 4:05 | 7:40 | 4:32 | 8:33 | 8:34 | 6:15 |
| 5:11 | 4:54 | 29:46, |  | 9:00 | 5:09 | 6:12 | 8:40 | 4:25 |
| 11:06 | 5:16 | 7:56 | 3:45 | 3:04 | 7:26 | 9:12 | 12:48 | 6:39 |
| 9:10 | 7:07 |  |  | 8:00 | 4:28 | 29:25, | 6:24 | 5:29 |
| 6:08 | 17:09 | 8:32 | 10:51 | 4:45 | 8:48 | 5:59 | 4:31 | 8:03 |
| 6:46 | 4:59 |  |  | 4:51 | 1:26 | 6:56 | 7:42 |  |
| 16:17 |  |  | 3:21 | 14:28 | :03 | 2:56 | 5:35 |  |
| 5:57 | 2:35 | 22:18 |  | 4:58 |  | 4:14 |  |  |


| 3:04 |  | $1: 46$ |  | $1: 49$ |  |  | $5: 02$ |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 10:20 |  | $2: 52$ |  |  |  | 2:41 |  |  |
| 20-Sep | 21-Sep | 22-Sep | 23-Sep | 24-Sep | 25-Sep | 26-Sep | 27-Sep | 28-Sep |


| 29-Sep | 30-Sep | Interval | 1-Oct | 2-Oct | 3-Oct | 4-Oct | 5-Oct | 6-Oct |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 3:47 |  | 0 | 7:46 |  |  | 3:02 |  | 5:38 |
|  |  | 30 |  |  |  |  |  | 5:40 |
|  |  | 100 |  |  |  | 8:32 | 2:36 |  |
|  |  | 130 |  |  |  | 7:18 |  |  |
|  |  | 200 |  |  |  | :40 |  |  |
|  |  | 230 | 2:25 |  |  | 28:02, | 5:14, |  |
|  |  | 300 |  |  |  |  |  |  |
|  |  | 330 |  |  |  |  |  |  |
|  |  | 400 |  |  |  | 2:07 |  |  |
|  |  | 430 |  |  |  |  |  |  |
|  | 3:47 | 500 |  |  | 7:11 | 2:38 |  |  |
| 6:53 |  | 530 |  |  |  | 9:23 | 7:03 |  |
|  | 6:45 | 600 |  |  |  |  | 25:51, |  |
|  |  | 630 | 7:27 | 5:04 | 8:20 | 15:28 |  |  |
| 4:53 | 7:42 | 700 | 15:07 | 10:59 |  | 3:15 | :36 | 4:46 |
| 7:47 | 7:11 | 730 | 7:02 | 6:42 | 11:54 | 8:36 | 12:25 | 8:44 |
| 4:59 |  | 800 | 7:04 | 10:14 | 8:23 | 5:34 | 4:27 | 8:43 |
| 5:42 | 4:28 | 830 | 9:53 | 5:28 | 7:43 | 5:15 | 7:28 | 8:17 |
| 4:48 |  | 900 | 6:55 | 4:10 | 5:27 | 10:34 | 10:38 | 11:33 |
| 8:19 | 5:35 | 930 | 10:37 | 9:31 | 9:25 | 9:56 | 5:36 | 4:36 |
| 11:11 | 4:51 | 1000 | 4:20 | 7:07 | 6:33 | 8:33 | 7:40 | 9:24 |
| 6:06 | 5:01 | 1030 | 6:35 | 8:03 | 6:20 | 5:38 | 6:36 | 7:15 |
| 9:28 | 7:33 | 1100 | 7:44 | 5:08 | 7:58 | 9:11 | 5:25 | 6:56 |
| 7:17 | 5:10 | 1130 | 9:24 | 5:51 | 6:53 | 4:55 | 11:03 | 12:15 |
| 11:18 |  | 1200 | 8:53 | 7:07 | 13:10 | 6:30 | 2:30 | 7:29 |
| 6:14 |  | 1230 | 8:40 | 10:50 | 9:09 | 5:46 | 7:49 | 9:31 |
| 8:02 | 15:18 | 1300 | 9:57 | 5:35 | 4:02 | 7:44 | 7:21 | 7:03 |
| 11:51 | 8:01 | 1330 | 10:16 | 7:52 | 8:49 | 5:48 | 3:54 | 5:01 |
| 4:23 | 8:25 | 1400 | 8:21 | 5:46 | 10:02 | 10:13 | 7:22 | 4:04 |
| 9:38 | 3:40 | 1430 | 6:39 | 7:29 | 10:35 | 7:02 | 12:39 | 7:15 |
| 10:43 | 9:00 | 1500 | 5:46 | 10:54 | 9:15 | 5:53 | 6:59 | 7:37 |
| 4:37 | 8:57 | 1530 | 6:12 | 8:05 | 11:26 | 5:52 | 6:11 | 11:31 |
| 5:10 | 7:48 | 1600 | 9:33 | 13:05 | 5:16 | 8:58 | 9:52 | 7:57 |
| 6:19 | :20 | 1630 | 10:43 | 4:09 | 9:16 | 9:17 | 3:18 | 12:23 |
| 9:26 | 2:38 | 1700 | 3:32 | 6:29 | 12:23 | 13:20 | 4:10 | 7:03 |
| 4:43 | 7:23 | 1730 | 6:35 | 5:40 | 5:10 | 8:08 | 6:12 | 4:45 |
| 6:44 | 4:54 | 1800 | 1:45 | 4:21 | 6:08 | 7:25 |  | 7:41 |
| 6:17 | 8:57 | 1830 | 9:15 | 10:34 |  | 8:28 | 3:31 | 8:32 |
| 2:28 | 5:03 | 1900 | 6:55 | 3:13 | 5:54 | 5:44 | 1:41 | 7:28 |
| 7:01 |  | 1930 | 7:24 | 15:12 | 7:50 | 8:33 | 5:46 | 6:22 |
| 2:17 | 6:22 | 2000 | 8:07 | 8:17 | 5:31 | 4:51 | 8:18 | 9:09 |
| 2:44 | 5:02 | 2030 | 7:45 | 27:25, | 7:31 | 6:33 | 3:54 |  |
| 5:58 | 14:32 | 2100 |  | 4:11 | 5:28 | 7:22 | 12:02 | 2:30 |
| 5:15 | 9:29 | 2130 | 4:30 | 5:14 | 11:21 | 6:42 | 12:18 | 3:08 |
|  | 4;15 | 2200 | 3:55 | 5:01 | 5:18 | 9:57 | 7:47 |  |
|  | 3:47 | 2230 | 5:12 | 11:14 | 6:44 | 4:38 | 6:17 | 4:38 |


| $2: 04$ | $7: 30$ | $\mathbf{2 3 0 0}$ |  | $7: 53$ | $4: 06$ |  | $1: 28$ |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | $6: 17$ | $\mathbf{2 3 3 0}$ |  | $8: 13$ |  | $6: 59$ |  | $4: 18$ |
| 29-Sep | 30-Sep | Interval | 1-Oct | 2-Oct | 3-Oct | 4-Oct | 5-Oct | 6-Oct |


| 7-Oct | 8-Oct | 9-Oct | 10-Oct | 11-Oct | 12-Oct | 13-Oct | 14-Oct | 15-Oct |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  |  |  |  |  | 9:00 |
|  |  |  |  |  |  |  | 5:05 | 2:17 |
|  |  | :03 | 51:48, |  |  |  |  | 7:49 |
|  | 5:36 |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| 5:09 |  |  |  |  |  | 14:10 |  |  |
|  |  | 5:12 |  |  |  |  |  |  |
|  | 4:46 |  |  | 6:39 |  |  |  |  |
|  |  | 1:35 | 5:28 |  | 6:02 |  |  |  |
|  |  |  |  | 6:07 | 6:27 |  |  |  |
| 4:42 | 3:08 | 6:54 | 5:11 |  |  |  |  | 14:29 |
|  | 6:45 | 4:33 | 3:34 |  | 2:44 | 7:37 |  |  |
|  | 2:07 | 5:20 | 9:21 | 6:05 | 8:02 |  | :04 | :03 |
| 11:42 | 8:47 | 8:38 | 6:21 | 8:21 | 6:11 |  |  | 6:56 |
| 4:40 | 6:18 | 6:36 | 5:00 | 6:46 | 8:07 | 9:26 |  | 4:14 |
|  | 7:14 | 6:18 | 5:16 | 9:40 | :29 | 11:41 | 7:22 | 3:18 |
| 5:31 | 7:06 | 5:50 | 4:49 | 14:45 | 5:21 | 12:48 | 10:48 | 8:09 |
| 6:49 | 12:38 | 7:03 | 7:01 | 7:27 | 9:43 | 21:14 | 5:08 | 8:21 |
| :28 | 6:47 | 10:44 | 8:51 | 9:00 | 6:57 | 11:12 | 8:14 | 8:19 |
| 5:08 | 8:54 | 9:55 | 8:35 | 7:20 | 8:12 | 8:48 | 2:30 | 6:32 |
| 7:46 | 6:34 | 7:08 | 8:52 | 11:24 | 9:28 | 5:54 | 3:57 | 6:55 |
| 7:21 | 6:16 | 5:34 | 6:06 | 4:55 | 7:26 | 4:08 | 3:26 | 8:27 |
| 8:31 | 7:15 | 12:35 | 7:12 | 6:15 | 8:32 | 7:02 | 6:16 | 9:38 |
| 8:05 | 9:07 | 10:28 | 7:43 | 5:42 | 7:48 | 3:50 | 7:46 | 4:28 |
| 22:40 | 10:48 | 8:03 | 6:29 | 8:49 | 9:06 | 8:38 | 11:21 | 7:41 |
| 5:50 | 5:07 | 7:02 | 8:18 | 7:38 | 7:41 | 5:25 | 1:22 | 5:01 |
| 12:55 | 5:01 | 6:52 | 7:47 | 9:58 | 8:04 | 14:10 | 7:59 | 4:20 |
| 6:45 | 7:18 | 5:37 | 7:35 | 4:22 | 6:47 | 5:12 | 6:17 | 7:41 |
| 3:03 | 4:56 | 7:51 | 6:57 | 9:40 | 10:40 | 11:26 | 12:40 | 9:29 |
| 6:18 | 8:15 | 7:14 | 5:12 | 7:39 | 8:42 | 6:06 | 4:42 | 5:44 |
| 1:27 | 8:14 | 7:18 | 8:38 | 7:22 | 5:13 | 4:45 | 5:28 | 9:36 |
| 17:52 | 10:32 | 7:42 | 7:58 | 12:38 | 11:50 | 1:50 | 3:54 | 7:39 |
| 2:04 | 9:34 | 6:15 | 6:35 | 9:06 | 6:17 | 7:06 | 2:17 | 10:26 |
| 8:24 | 10:00 | 6:12 |  | 10:48 | 23:40 | 4:00 | 5:55 | 6:04 |
| 10:20 | 15:48 | 3:43 | 9:28 | 5:19 | 11:24 | 6:01 | 7:33 | 9:57 |
| 4:53 | 8:13 | 7:10 | 11:20 | 8:01 | 5:56 | 9:47 | 1:47 | 5:18 |
| 6:05 | 5:01 | 7:23 | 4:58 | 8:19 | 6:00 | 4:47 | 3:16 | 7:23 |
|  | 9:37 | 5:48 | 5:56 | 8:00 | 4:04 | 4:41 | 2:19 | 5:33 |
| 6:55 | 2:43 | 5:35 | 4:41 | 4:18 | 11:10 | 8:15 | 6:46 | 8:19 |
| 2:25 | 7:38 | 5:55 | 8:21 | 8:04 | 4:15 | 6:43 |  | 6:44 |
|  | 7:38 | 10:47 | 5:43 | 5:03 |  | 5:08 | 10:00 | 7:28 |
| 5:53 | 2:32 | 14:25 | 5:49 | 4:25 |  | 9:19 |  | 10:20 |
| 4:54 | 2:23 |  | 3:04 | 14:43 | 16:05 | :49 |  | 7:00 |
|  | 7:20 | :12 | 4:31 |  | 3:45 | 1:59 | 3:06 |  |
| 5:22 | :25 | 7:57 |  |  | 7:41 |  |  | :25 |


| $3: 45$ | $5: 54$ | $8: 01$ | $5: 18$ |  | $11: 46$ |  | $6: 21$ | $5: 10$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $3: 51$ | $1: 45$ |  | $1: 58$ |  | $2: 43$ |  | $12: 28$ |  |
| 7-Oct | 8-Oct | 9-Oct | $\mathbf{1 0 - O c t}$ | 11-Oct | 12-Oct | 13-Oct | 14-Oct | 15-Oct |


| Interval | 16-Oct | 17-Oct | 18-Oct | 19-Oct | 20-Oct | 21-Oct | 22-Oct | 23-Oct |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 |  |  | 4:30 |  |  |  | 5:45 | 6:43 |
| 30 |  |  |  | 4:28 | 7:42 |  |  |  |
| 100 |  |  |  |  |  | 3:22 |  |  |
| 130 |  |  |  |  | 9:31 | 10:47 |  |  |
| 200 |  | 3:33 |  |  | 9:56 |  |  |  |
| 230 |  | :16 |  |  |  |  |  |  |
| 300 |  | 5:48 |  |  |  |  |  |  |
| 330 |  |  |  |  |  |  |  |  |
| 400 |  | 3:11 |  |  |  |  |  |  |
| 430 |  | 3:52 |  |  |  |  |  |  |
| 500 |  |  |  | 12:38 |  |  |  |  |
| 530 | 4:33 |  |  | 6:24 |  |  |  | 4:17 |
| 600 |  | 2:30 | 4:53 | 2:04 |  | 3:38 | 7:40 | 6:10 |
| 630 |  | 6:02 |  |  | 2:58 |  |  | 4:46 |
| 700 | 2:59 | 7:15 | 4:40 |  |  |  | 10:48 | 7:17 |
| 730 | 7:50 | 4:24 | 6:50 | 6:48 | 11:16 | 7:37 | 4:46 | 4:33 |
| 800 | 5:39 | 5:01 | 10:44 | 10:34 | 8:21 | 6:52 | 4:39 | 5:30 |
| 830 | 4:50 | 11:20 | 11:38 | 7:06 | 5:37 | 7:10 | 8:12 | 6:44 |
| 900 | 9:56 | 3:58 | 10:11 | 6:54 |  | 3:45 | 6:30 | 5:49 |
| 930 | 5:08 | 6:00 | 8:30 | 9:11 | 12:12 |  | 9:57 | 7:33 |
| 1000 | 5:21 | 6:52 | 9:49 | 7:26 | 6:03 | 4:36 | 7:07 | 6:33 |
| 1030 | 6:20 | 6:35 | 8:50 | 7:16 | 5:25 | 5:35 | 7:26 | 8:00 |
| 1100 | 6:00 | 9:02 | 8:25 | 7:26 | 2:37 | 4:32 | 9:46 | 6:58 |
| 1130 | 9:44 | 7:15 | 6:42 | 10:15 | 11:08 | 8:53 | 10:31 | 9:54 |
| 1200 | 8:36 | 4:19 | 8:13 | 7:46 | 7:58 | 7:14 | 7:40 | 7:51 |
| 1230 | 6:27 | 6:17 | 9:28 | 7:21 | 9:04 | 8:38 | 4:18 | 4:13 |
| 1300 | 4:26 | 11:48 | 7:14 | 6:02 | 7:55 | 4:04 | 9:29 | 8:59 |
| 1330 | 9:37 | 6:29 | 8:44 | 8:22 | 5:25 | 7:32 | 6:37 | 7:42 |
| 1400 | 6:41 | 7:41 | 10:04 | 6:53 | 3:41 | 3:03 | 7:02 | 6:53 |
| 1430 | 9:14 | 7:23 | 9:43 | 5:01 | 4:13 | 4:31 | 7:24 | 7:07 |
| 1500 | 7:58 | 7:54 | 7:22 | 8:36 | 7:19 | 6:47 | 3:04 | 8:35 |
| 1530 | 5:50 | 6:43 | 5:13 | 6:27 | 2:45 | 1:51 | 1:48 | 6:58 |
| 1600 | 8:44 | 6:05 | 10:29 | 8:59 | 5:08 | 11:46 | 1:29 | 6:26 |
| 1630 | 12:34 | 9:12 | 5:11 | 6:59 | 2:23 | 5:15 | 1:12 | 4:30 |
| 1700 | 10:17 | 9:01 | 3:08 | 8:30 | 7:47 | 4:28 | 2:45 | 7:37 |
| 1730 | 7:04 | 6:14 | 3:33 | 11:11 | 5:11 | 10:23 | 1:55 | 7:54 |
| 1800 | 3:05 | 5:08 | 10:06 |  | 2:12 | 7:36 | 1:55 | 9:37 |
| 1830 | 6:01 | 6:40 | 5:52 | 5:32 | 5:10 | 5:05 | 3:40 | 5:13 |
| 1900 | 7:10 | 6:13 | 5:24 | 5:23 | 3:00 |  | 7:12 | 3:56 |
| 1930 | 10:26 |  | 6:32 | 7:07 | 4:20 | 10:05 | 1:46 | 3:37 |
| 2000 | 4:26 | 4:01 | 4:22 | :30 | 8:37 | 2:12 | 8:01 | 7:05 |
| 2030 | 8:05 | 7:12 | 6:04 | 6:05 | 4:10 | 4:35 | 3:15 | 6:56 |
| 2100 | 4:02 | 6:52 | 5:47 |  | 8:39 | 3:31 | 8:08 | 12:47 |
| 2130 | 11:19 | 13:17 | 5:00 | :36 |  |  | 10:24 | 2:47 |
| 2200 | 4:05 | 3:03 | 3:51 | 2:18 | 2:08 | 4:05 | 3:38 | 3:01 |
| 2230 |  | 8:28 | 7:56 | 4:11 |  |  | 4:35 | 5:57 |


| $\mathbf{2 3 0 0}$ | $9: 28$ | $4: 33$ | $1: 07$ | $6: 20$ | $9: 41$ | $3: 36$ | $7: 18$ | $1: 38$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $\mathbf{2 3 3 0}$ | $: 51$ |  | $4: 30$ |  |  | $5: 21$ | $9: 30$ | $: 33$ |
| Interval | $\mathbf{1 6 - O c t}$ | $\mathbf{1 7 - O c t}$ | $\mathbf{1 8 - O c t}$ | $\mathbf{1 9 - O c t}$ | $\mathbf{2 0 - O c t}$ | $\mathbf{2 1 - O c t}$ | $\mathbf{2 2 - O c t}$ | $\mathbf{2 3 - O c t}$ |


| 24-Oct | 25-Oct | 26-Oct | 27-Oct | 28-Oct | 29-Oct | 30-Oct | 31-Oct | Interval |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 3:38 | 8:04 | 3:54 | 2:03 | :01 | 7:18 | 0 |
|  |  | 2:53 |  | 2:57 | 1:18 |  |  | 30 |
|  | 7:32 | 11:36 |  |  |  |  | 7:21 | 100 |
|  | 6:26 | 9:49 |  |  |  |  |  | 130 |
|  |  |  |  |  |  |  |  | 200 |
|  |  |  |  |  |  |  |  | 230 |
|  |  |  |  |  |  |  |  | 300 |
|  |  | 3:45 |  |  | 3:20 | :51 |  | 330 |
|  |  |  |  |  | 3:07 | 5:28 |  | 400 |
|  |  |  |  |  |  | 1:40 |  | 430 |
|  | 6:28 |  | 4:41 |  |  | 6:10 | 3:31 | 500 |
| 2:40 | 2:19 |  |  |  | 15:56 | 3:42 |  | 530 |
|  |  | 1:18 | 2:55 |  | 4:32 |  |  | 600 |
|  | 2:09 | 6:49 | 6:21 |  | 4:28 |  |  | 630 |
|  | 3:33 | 7:36 | 4:48 |  | 7:41 | 1:20 | 14:24 | 700 |
| 8:37 | 3:58 |  | 7:23 | 8:02 | 3:32 | 7:04 | 4:40 | 730 |
| 8:16 | 8:20 | 5:02 | 3:25 | 4:05 | 7:04 | 7:40 | 6:35 | 800 |
| 7:53 | 8:26 | 6:11 | 4:43 | 8:34 | 9:28 | 4:55 | 7:09 | 830 |
| 5:53 | 9:15 | 7:52 | 1:22 | 9:29 | 5:25 | 7:28 | 6:12 | 900 |
| 9:53 | 7:20 | 9:11 | 5:54 | 6:10 | 10:35 | 9:02 | 9:06 | 930 |
| 6:58 | 6:23 | 8:02 | 8:02 | 13:29 | 8:00 | 10:01 | 6:02 | 1000 |
| 5:54 | 5:44 | 18:02 | 6:50 | 6:44 | 7:56 | 6:47 | 8:14 | 1030 |
| 5:52 | 7:50 | 10:50 | 8:23 | 8:29 | 6:42 | 7:06 | 6:40 | 1100 |
| 6:12 | 3:33 | 7:54 | 11:26 | 13:25 | 7:50 | 7:28 | 6:46 | 1130 |
| 7:35 | 7:52 | 8:04 | 11:35 | 8:11 | 6:15 | 7:33 | 8:29 | 1200 |
| 8:17 | 8:08 | 6:54 | 2:36 | 6:31 | 4:00 | 10:08 | 6:12 | 1230 |
| 9:02 | 12:08 | 4:45 | 3:25 | 11:15 | 6:56 | 10:36 | 4:58 | 1300 |
| 8:27 | 9:41 | 5:47 | 4:43 | 7:27 | 6:37 | 7:23 | 3:43 | 1330 |
| 7:23 | 9:06 | 5:48 | 4:16 | 7:20 | 6:47 | 6:57 | 10:57 | 1400 |
| 7:47 | 8:05 | 10:35 | :32 | 13:40 | 6:58 | 9:21 | 8:46 | 1430 |
| 6:23 | 6:04 | 7:14 | 18:08 | 7:21 | 5:23 | 10:40 | 6:43 | 1500 |
| 7:15 | 8:25 | 6:23 | 1:27 | 11:17 | 5:27 | 12:38 | 9:36 | 1530 |
| 10:17 | 8:02 | 8:35 | 11:03 | 3:32 | 6:18 | 7:22 | 5:15 | 1600 |
| 5:49 | 8:39 | 8:51 | 2:41 | :54 | 8:29 | 7:23 | 9:39 | 1630 |
| 8:35 | 5:32 | 6:32 | 10:47 | 13:30 | 7:58 | 6:17 | 8:59 | 1700 |
|  | 5:57 | 8:40 | 4:41 | 2:25 | 5:29 | 6:48 | 6:51 | 1730 |
| 6:30 | 8:39 | 4:50 | 3:22 | 3:17 | 5:04 | 9:29 | 10:19 | 1800 |
| 13:41 | 12:27 | 5:23 | 5:25 |  | 9:08 | 12:33 | 9:03 | 1830 |
| 5:59 | 5:06 | 6:13 | 4:59 |  | 6:06 | 5:44 | 8:11 | 1900 |
| 9:01 | 5:23 | 6:03 | 5:38 | 2:50 | 7:26 | 4:58 | 7:24 | 1930 |
| 7:31 | 5:12 | 4:01 | 3:40 | 9:07 | 3:26 | 5:47 | 6:36 | 2000 |
| 6:48 | 2:20 |  | 8:54 | 11:46 | 5:58 | 9:36 | 4:13 | 2030 |
| 4:51 | 4:29 | 11:09 | 7:37 | 3:32 | 6:13 | 4:07 | 4:28 | 2100 |
| 5:18 | 1:31 | 5:46 | :43 |  | 4:45 | 3:38 | 6:27 | 2130 |
| 4:24 | 11:32 |  | :38 | 7:23 | 5:09 | 3:49 | 6:26 | 2200 |
|  | 7:28 | 6:28 | 5:13 | 6:40 | 10:26 | 16:35 |  | 2230 |


| $4: 10$ | $9: 41$ |  |  |  |  |  | $1: 53$ | $\mathbf{2 3 0 0}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | $: 36$ | $\mathbf{7 : 2 4}$ |  |  |  | $: 25$ | $\mathbf{2 3 3 0}$ |
| $\mathbf{2 4 - O c t}$ | $\mathbf{2 5 - O c t}$ | $\mathbf{2 6 - O c t}$ | $\mathbf{2 7 - O c t}$ | $\mathbf{2 8 - O c t}$ | $\mathbf{2 9 - O c t}$ | 30-Oct | $\mathbf{3 1 - O c t}$ | Interval |


| 1-Nov | 2-Nov | 3-Nov | 4-Nov | 5-Nov | 6-Nov | 7-Nov | 8-Nov | 9-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | 3:42 |  |  |  |  | 4:07 |
| 4:40 |  |  | 8:29 | 2:36 |  |  |  |  |
| 6:23 |  |  |  |  |  |  | 2:06 |  |
|  |  |  | 8:38 |  | 1:34 |  | 4:21 |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  | 1:09 |  |  |  |  |
|  |  | 5:11 |  |  |  |  |  |  |
|  |  |  |  |  |  | 1:25 |  |  |
|  |  |  |  |  |  | 2:29 |  |  |
|  |  | 5:51 |  |  |  |  | 3:42 |  |
|  | 11:15 |  |  | 1:14 | 1:10 | 2:44 |  |  |
|  | 2:46 |  | 3:49 | 3:58 |  | 5:02 |  |  |
| 2:54 | :36 |  | :52 |  | 4:49 |  |  |  |
| 1:10 | 6:13 |  |  | 6:14 | 4:04 | 6:37 |  |  |
| 5:28 | 12:22 |  | 10:55 | 5:07 | 6:19 | 9:17 | 6:21 | 8:54 |
| 3:47 | 11:28 | 10:22 |  | 5:20 | 6:52 | 8:17 | 7:01 | 6:55 |
| 4:43 | 8:13 | 7:07 | 4:37 | 3:38 | 5:03 | 4:16 | 5:20 | 4:12 |
| 5:54 | 11:42 | 3:43 |  | 8:05 | 7:00 | 5:33 | 8:48 | 7:54 |
| 9:19 | 8:57 | 1:28 |  | 8:30 | 7:50 | 7:51 | 8:50 | 5:55 |
| 9:10 | 13:36 | 4:45 | 5:10 | 13:29 | 6:27 | 8:46 | 5:25 | 10:08 |
| 6:41 | 7:14 | 9:44 | 2:45 | 3:25 | 7:12 | 7:03 | 8:47 | 6:04 |
| 5:37 | 9:30 | 7:13 |  | 3:21 | 5:51 | 7:15 | 11:34 | 8:43 |
| 5:31 | 4:01 | 2:59 |  | 6:55 | 5:49 | 5:23 | 7:04 | 7:51 |
| 4:01 | 6:15 | 9:00 | 4:10 | 6:55 | 5:19 | 6:21 | 10:20 | 8:44 |
| 5:33 | 6:30 | 11:33 | 7:11 | 13:20 | 8:01 | 9:09 | 5:54 | 4:49 |
| 2:20 | 9:23 | 3:40 |  | 5:54 | 8:17 | 15:15 | 6:34 | 9:18 |
| 6:47 | 7:13 | 4:34 | 4:31 | 10:18 | 7:23 | 7:11 | 9:49 | 6:19 |
| 4:39 | 8:49 | 8:27 | 4:16 | 5:31 | 8:03 | 7:07 | 7:03 | 5:31 |
| 8:13 | 7:13 | 6:51 | 7:22 | 5:23 | 6:51 | 9:00 | 5:52 | 9:46 |
| 8:45 | 9:16 | 13:07 | 4:29 | 3:47 | 12:53 | 6:53 | 7:40 | 9:17 |
| 11:07 | 4:57 | 10:32 | 1:36 | 8:02 | 7:33 | 6:22 | 7:19 | 6:09 |
| 5:57 | 8:46 | 5:05 | 2:59 | 6:29 | 7:17 | 5:59 | 6:30 | 6:55 |
| 8:24 | 5:09 | 4:06 |  | 4:54 | 9:37 | 5:18 | 5:36 | 7:17 |
| 9:38 | 5:40 | 1:57 | 3:14 | 8:32 | 7:02 | 6:45 | 6:40 | 12:36 |
| 3:58 | 10:14 | 2:33 | 7:11 | 9:17 | 9:10 | 3:17 | 2:21 | 10:16 |
| 7:29 | 5:21 | 6:13 | 3:30 | 11:35 | 5:32 | 4:16 | 9:00 | 10:49 |
| 7:05 | 7:06 | 3:02 | 4:59 | 4:58 | 10:30 | 6:22 | 7:09 | 8:20 |
| 7:32 | 7:15 | 4:05 |  | 3:28 | 7:22 | 7:30 | 7:08 | 7:22 |
|  | 9:57 | 5:07 | 6:03 | 9:44 | 5:30 | 6:11 | 7:08 | 7:03 |
| 10:38 |  | 4:12 |  | 9:35 | 6:51 |  | 6:27 | 4:20 |
| 2:32 | 10:25 | 6:24 | 3:19 | 7:56 | 7:35 | 7:21 | 9:11 | 11:49 |
|  | 6:03 | 2:59 | 6:49 | 4:22 | 4:36 | 7:27 | 8:28 | 7:26 |
| 11:21 | 4:03 | 7:10 |  | 4:15 | 3:24 | 3:47 | 13:47 | 4:00 |
| 6:24 | 4:38 | 5:19 | 14:16 | 4:25 | 6:38 |  | 9:35 | 4:08 |
| 8:32 | 1:30 | 1:33 |  | 8:57 | 5:43 | 7:39 | 6:08 | 6:22 |
| 4:28 | 9:27 | 7:36 |  | 10:29 | 5:28 | 9:52 |  | 3:19 |


| $5: 56$ |  | $2: 18$ | $27: 21$, |  | $5: 59$ | $2: 54$ | $8: 23$ |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $6: 02$ | $1: 58$ | $4: 58$ | $4: 14$ | $21: 31$ | $5: 54$ | $4: 55$ | $3: 22$ | 9:13 |
| 1-Nov | 2-Nov | 3-Nov | 4-Nov | 5-Nov | 6-Nov | 7-Nov | 8-Nov | 9-Nov |


| 10-Nov | 11-Nov | 12-Nov | 13-Nov | 14-Nov | 15-Nov | Interval | 16-Nov | 17-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2:30 |  | 1:11 | 4:25 |  | 4:35 | 0 |  |  |
| 1:44 | 5:08 |  |  |  |  | 30 |  |  |
|  |  |  |  | 5:15 |  | 100 |  | :59 |
|  |  |  |  |  |  | 130 | 5:18 | 27:45, |
| 7:21 |  |  |  |  | 1:39 | 200 | 5:44 |  |
|  |  |  |  |  |  | 230 |  |  |
|  |  |  |  |  |  | 300 |  |  |
| 1:15 |  |  |  |  | 2:22 | 330 |  |  |
|  |  | 3:28 |  |  |  | 400 |  |  |
|  |  |  |  | 5:42 |  | 430 | 6:34 |  |
|  |  |  | 3:17 |  |  | 500 |  |  |
|  |  |  | 5:01 |  |  | 530 |  |  |
|  |  | 5:31 |  | 7:13 |  | 600 |  |  |
| 2:38 |  | :03 | 6:05 |  | 4:12 | 630 |  | :34 |
|  | 7:05 | 7:54 | 8:12 | :01 |  | 700 | 5:05 | 4:24 |
| 15:46 |  | 6:40 | 16:11 | 7:41 | 3:09 | 730 | 9:42 | 5:17 |
| 6:48 | 8:33 | 10:01 | 7:12 | 3:49 | 8:26 | 800 | 5:21 | 12:47 |
| 3:30 | 5:36 | 7:02 | 2:30 | 6:21 | 7:09 | 830 | 7:02 | 14:49 |
| 4:12 | 21:45 | 5:49 | 4:17 | 8:56 | 6:36 | 900 | 6:45 | 3:58 |
| 7:30 |  | 11:27 | 8:22 | 7:12 | 8:59 | 930 | 8:12 | 6:49 |
| 1:32 | 6:56 | 8:03 | 6:40 | 7:57 | 13:45 | 1000 | 10:03 | 10:10 |
| 13:35 |  | 9:44 | 6:00 | 5:51 | 8:53 | 1030 | 5:30 | 8:54 |
| 5:15 | 13:01 | 6:24 | 7:40 | 7:23 | 5:59 | 1100 | 9:42 | 7:40 |
| 7:53 |  | 4:29 | 7:53 | 5:36 | 4:44 | 1130 | 6:55 | 4:26 |
| 8:09 | 8:26 | 6:50 | 12:13 | 7:45 | 5:35 | 1200 | 6:57 | 15:06 |
| 17:45 | 6:36 | 8:43 | 8:08 | 9:44 | 8:02 | 1230 | 10:43 | 3:56 |
| 15:11 | 5:21 | 9:41 | 9:07 | 10:00 | 6:00 | 1300 | 6:47 | 7:35 |
| 6:55 | 8:02 | 8:48 | 6:45 | 4:40 | 5:33 | 1330 | 6:32 | 10:14 |
| 7:12 | 5:58 | 7:47 | 6:23 | 7:24 | 6:17 | 1400 | 7:24 | 5:52 |
|  | 9:03 | 8:02 | 7:05 | 5:03 | 10:19 | 1430 | 6:53 | 7:29 |
| 3:48 | 7:12 | 6:05 | 6:45 | 5:21 | 8:18 | 1500 | 5:57 | 6:03 |
| 9:52 | 4:05 | 5:52 | 8:11 | 7:20 | 7:56 | 1530 | 10:27 | 4:06 |
| 4:52 | 4:27 | 7:06 | 11:06 | 6:43 | 9:29 | 1600 | :07 | 12:00 |
| 3:38 | 11:55 | 8:55 | 6:33 | 8:07 | 12:37 | 1630 | 4:23 | 14:19 |
| 4:25 | 3:08 | 10:08 | 6:18 | 11:17 | 10:19 | 1700 | 1:05 | 11:54 |
|  | 11:08 | 9:12 | 7:24 | 5:47 | 5:14 | 1730 | 10:08 | 7:07 |
| 10:04 | 12:20 | 11:56 | 3:26 | 8:24 | 7:14 | 1800 |  | 2:24 |
| 4:58 |  | 7:53 | 4:39 | 10:48 | 6:18 | 1830 | 8:39 | 3:11 |
| 7:01 | 8:04 | 5:38 | 2:01 | 8:07 | 5:59 | 1900 |  | 5:13 |
| 5:58 | 6:09 | 5:40 | 6:01 | 5:10 | 5:40 | 1930 | 7:40 | 6:33 |
| 13:30 | 4:50 | 8:22 | 12:00 | 4:52 | 4:38 | 2000 | 9:21 | 4:10 |
| 6:21 | 17:39 | 3:51 | 7:05 | 7:44 | 10:50 | 2030 | 12:30 | 7:14 |
| 4:47 | 18:33 | 10:15 | 3:20 | 8:00 | 14:14 | 2100 | 11:02 | 6:48 |
| 10:48 | 10:37 | 5:11 | 2:52 | 7:52 | 3:06 | 2130 | 9:36 | 2:15 |
| :07 |  |  | 3:15 | 11:57 | 6:42 | 2200 |  | :04 |
| 6:22 |  |  | 9:54 |  | 3:54 | 2230 |  | 7:20 |


| $1: 51$ | $2: 52$ | $5: 30$ | $2: 28$ | $32: 04$, | $5: 36$ | $\mathbf{2 3 0 0}$ |  | $5: 31$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $5: 33$ |  | $5: 04$ | $12: 52$ | $4: 04$ |  | $\mathbf{2 3 3 0}$ |  | $6: 01$ |
| 10-Nov | 11-Nov | 12-Nov | 13-Nov | 14-Nov | 15-Nov | Interval | 16-Nov | 17-Nov |


| 18-Nov | 19-Nov | 20-Nov | 21-Nov | 22-Nov | 23-Nov | 24-Nov | 25-Nov | 26-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  |  |  | 2:47 |  |  |
|  |  | 3:18 |  | 4:20 |  |  |  |  |
| 21:16 |  | 4:06 | 3:46 |  |  |  |  |  |
|  |  |  |  |  |  |  |  | 3:58 |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| :24 |  | 3:06 |  |  |  |  |  |  |
|  |  | 8:47 |  |  |  |  | 5:04 |  |
|  | 7:14 |  |  |  |  |  |  |  |
|  |  |  | 4:35 | 4:05 |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  | 8:40 | 5:22 | :59 | 9:51 |  | 4:21 |
|  | 2:15 | 6:05 |  |  |  |  |  |  |
|  |  | 6:08 | 5:09 |  |  |  |  | 21:04 |
| 6:04 | 4:41 |  | 9:41 |  |  | 9:25 | 15:22 | 8:24 |
| 9:37 | 25:46, | 10:42 | 9:16 |  | 5:10 | 6:15 | 2:07 | 3:31 |
| 2:48 |  | 6:22 | 3:54 |  | 7:40 | 2:59 |  | 7:33 |
| 5:04 | 6:39 | 12:19 | 5:42 | 6:13 | 2:13 | 3:43 | 3:57 | 4:28 |
|  | 13:01 | 5:12 | 7:40 |  |  | 5:31 | 5:53 | 5:46 |
| 3:29 | 10:17 | 8:27 | 7:51 |  | 13:19 | 9:16 | 7:46 | 8:12 |
| 1:09 | 9:45 | 10:32 | 5:43 |  | 4:59 | 5:23 | 2:26 | 9:50 |
| :07 | 10:00 | 5:40 | 7:14 | 12:23 | 4:59 | 7:57 | 2:45 | 9:27 |
|  | 4:09 | 7:53 | 11:51 |  |  | :32 |  | 10:59 |
| 6:35 | 11:26 | 5:41 | 12:16 | 7:33 | 14:28 | 9:39 | 10:47 | 12:23 |
| 8:01 | 7:51 | 8:32 | 5:08 | 4:38 | 22:59 |  | 9:24 | 5:05 |
| 7:48 | 3:15 | 2:39 | 12:08 |  | 7:47 | 7:46 |  | 3:22 |
| 3:22 | 9:11 | 2:28 | 14:01 | 3:39 | 12:00 | 7:04 | 3:17 | 6:52 |
| 2:34 | 5:34 | 6:07 | 8:58 |  | 8:51 | 12:02 | 7:33 | 10:18 |
| 4:37 | 8:42 | 8:27 | 6:35 |  | 7:53 | 9:18 |  | 9:30 |
| 3:29 | 6:59 | 10:23 | 7:52 |  | 3:48 | 21:14 | 5:11 | 9:58 |
| 23:35 | 8:03 | 6:31 | 7:01 |  | 6:43 |  | 19:03 | 8:10 |
|  | 8:19 | 4:44 | 15:52 |  | 5:26 | 4:26 |  | 7:56 |
| 5:55 | 7:33 | 11:54 | 7:34 | 9:58 | 14:21 | 6:35 | 3:31 | 5:42 |
|  | 7:11 | 7:05 | 7:31 |  | 6:42 | 3:09 | 4:11 | 9:35 |
| 16:26 | 3:36 | 7:30 | 4:56 |  | 14:19 | 7:30 | 6:29 | 8:37 |
| 6:23 | 4:43 | 3:36 | 7:48 | 9:56 | 6:32 | :25 | 4:06 | 5:54 |
|  | 6:34 | 6:00 |  |  | 10:09 | 3:54 | 7:44 | 5:20 |
|  | 14:11 | 3:25 | 6:13 | 8:28 | 3:26 | 7:45 | 8:44 | 4:17 |
| 5:56 | 2:32 | 7:29 | 7:03 |  | 12:20 | 6:10 | 2:39 | 6:41 |
| 6:20 | 6:14 | 4:10 |  |  | 17:31 |  | 5:22 | 5:19 |
| 3:42 | 5:30 | 5:09 | 4:41 |  | 8:48 | 4:53 | 5:09 | 4:56 |
| 4:37 | 4:10 | 9:11 | 6:47 |  | 11:49 |  | 4;03 | 7:09 |
|  | 6:03 | 6:32 | 2:25 | 5:24 | 3:14 | 6:58 | 9:46 | 9:06 |
| 6:24 | 2:17 | 5:35 | 5:35 |  |  | 4:32 |  | 3:02 |
|  | 10:20 | 4:41 | 3:53 |  | 5:52 | 6:12 | :23 |  |
|  | 10:18 | 3:00 |  | 13:52 |  |  | 11:51 | 2:47 |


| $6: 51$ | $: 41$ |  | $4: 39$ |  | $7: 11$ |  | $19: 57$ | $: 07$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 6:28 |  |  | $4: 34$ |  |  |  |  | $3: 57$ |
| 18-Nov | 19-Nov | 20-Nov | 21-Nov | 22-Nov | 23-Nov | 24-Nov | 25-Nov | 26-Nov |


| 27-Nov | 28-Nov | 29-Nov | 30-Nov | Interval | 1-Dec | 2-Dec | 3-Dec | 4-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 8:38 | 5:00 |  | 6:45 | 0 | 8:55 |  |  |  |
|  |  |  |  | 30 |  | 2:33 |  |  |
| 10:04 |  |  |  | 100 |  |  |  |  |
|  |  |  |  | 130 |  |  |  |  |
|  |  |  |  | 200 |  |  |  |  |
|  |  |  |  | 230 |  |  |  |  |
|  |  |  |  | 300 |  |  | 6:26 |  |
|  |  |  | 4:55 | 330 |  |  |  |  |
|  |  |  | :34 | 400 |  |  |  |  |
|  | 1:41 |  |  | 430 |  |  |  |  |
|  |  |  |  | 500 |  |  |  |  |
| 11:57 | 4:49 | 10:30 | 7:53 | 530 |  |  |  |  |
| 4:40 | 9:23 | 3:20 |  | 600 |  |  |  | 11:41 |
|  |  | 5:33 |  | 630 | 15:38 |  |  |  |
| 14:17 | 8:22 | 3:05 | 6:25 | 700 |  |  |  | 14:26 |
| 12:13 | 6:44 | 8:47 | 6:56 | 730 | :26 | 9:46 | 5:43 | 5:27 |
| 5:13 | 6:04 | 6:42 | 6:44 | 800 | 5:31 | 30:16, |  | 8:13 |
| 8:46 | 3:28 | 5:57 | 6:49 | 830 | 8:13 | 10:02 | 7:04 | 10:25 |
| 4:39 | 8:13 | 8:16 | 7:05 | 900 | 8:20 | 9:37 | 6:10 | 5:04 |
| 9:02 | 6:54 | 7:18 | 5:38 | 930 | 4:16 | 2:51 | 7:30 | 6:21 |
| 4:49 | 4:33 | 8:48 | 5:40 | 1000 | 10:50 | 6:41 | 6:45 | 13:04 |
| 6:33 | 8:45 | 8:48 | 8:27 | 1030 | 4:18 | 7:32 | 10:12 | 8:31 |
| 6:06 | 13:19 | 7:37 | 5:38 | 1100 | 6:26 |  | 11:12 | 3:40 |
| 7:20 | 7:24 | 7:19 | 7:30 | 1130 | 9:01 | 7:13 | 5:33 | 7:57 |
| 7:51 | 8:09 | 8:49 | 9:15 | 1200 |  |  | 5:02 | 6:31 |
| 4:44 | 6:00 | 7:01 | 8:38 | 1230 | :31 | 9:00 | 17:26 | 4:26 |
| 11:32 | 3:51 | 10:38 | 9:43 | 1300 | 7:42 | 19:44 | 5:31 | 3:10 |
| 11:48 | 8:38 | 8:11 | 6:06 | 1330 | 10:26 | 2:45 | 6:45 | 8:55 |
| 7:52 | 7:11 | 8:11 | 10:36 | 1400 | 7:08 | 4:34 | 8:36 | 14:00 |
| 5:42 | 8:26 | 7:04 | 5:53 | 1430 | 6:52 | 11:52 | 7:36 | 8:34 |
| 6:33 | 5:02 | 5:22 | 10:08 | 1500 | 10:50 | 5:01 | 8:26 | 7:21 |
| 6:10 | 7:42 | 4:10 | 8:03 | 1530 | 4:06 | 16:34 | 5:19 | 7:21 |
| 7:02 | 5:19 | 8:25 | 10:03 | 1600 | 8:27 | 6:36 | 2:49 | 8:52 |
| 8:01 | 11:33 | 4:43 | 11:08 | 1630 | 4:47 |  | 5:25 | 3:38 |
| 3:41 | 5:29 | 4:50 | 10:00 | 1700 | 4:26 | 4:51 | 8:14 | 5:58 |
| 9:13 | 4:16 | 7:39 | 3:46 | 1730 | 14:03 | 6:06 | 12:01 | 5:02 |
| 5:12 | 7:00 | 7:06 | 16:03 | 1800 | 8:33 | 5:46 | 13:25 | 7:43 |
| 8:10 | 7:15 | 12:39 | 1:53 | 1830 |  | 1:29 | 9:23 | 4:30 |
| 5:36 |  | :16 | 5:01 | 1900 | 9:35 | 4:14 | 13:34 | 6:51 |
| 4:15 | 8:34 | 3:35 | 3:19 | 1930 | 10:57 |  | 5:30 | 9:29 |
| 8:20 | 9:49 | 1:35 | 5:55 | 2000 | 11:02 | 5:57 | 9:48 | 6:06 |
| 12:40 | 5:22 | 10:07 | 11:32 | 2030 | :32 | 8:06 | 4:59 | 11:42 |
| 5:20 | 6:47 | 4:59 | 4:33 | 2100 | 13:10 | 8:32 | 9:14 | 6:12 |
| 8:11 | 5:09 | 11:28 | 2:29 | 2130 | 2:09 | 6:43 | 10:45 | 8:14 |
| 6:30 | 6:58 | 7:38 | 4:07 | 2200 | 8:56 |  |  | 5:37 |
| 6:02 | 12:28 | 12:02 | :30 | 2230 |  |  |  | 7:31 |


| $5: 00$ | $3: 53$ | $3: 02$ | $4: 31$ | $\mathbf{2 3 0 0}$ | $4: 52$ |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 4:49 | $1: 53$ |  |  | $\mathbf{2 3 3 0}$ |  |  | $2: 43$ |  |
| 27-Nov | 28-Nov | 29-Nov | 30-Nov | Interval | 1-Dec | 2-Dec | 3-Dec | 4-Dec |


| 5-Dec | 6-Dec | 7-Dec | 8-Dec | 9-Dec | 10-Dec | 11-Dec | 12-Dec | 13-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 4:02 |  |  | 3:58 |  |  | 6:16 |  | 3:18 |
| 8:45 | 7:02 | 8:28 |  |  | 6:11 |  |  |  |
|  | 1:37 |  |  |  |  | 2:27 |  |  |
|  | 8:58 |  |  |  |  | 2:18 |  |  |
|  |  | 9:13 | 2:40 |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  | 1:25 |  |  |  |  |  |  |
|  | 5:10 |  |  |  |  |  |  |  |
|  |  |  | 1:10 |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| 1:24 |  |  | :25 |  |  |  | 1:52 |  |
|  |  | 10:32 |  | 8:31 |  | 2:13 | 4:29 | 4:33 |
| 7:32 |  |  | 2:56 |  | :43 | 6:29 | 5:43 |  |
| 8:57 |  |  |  | 6:59 | 16:10 | 1:15 | 6:59 | 12:30 |
| 6:43 |  |  | 4:53 |  | 3:39 | 2:45 |  | 3:21 |
| 7:10 | 3:44 | 7:33 | 7:11 |  | 5:03 | :19 | 4:03 | 14:01 |
| 7:47 | 9:53 | 9:02 |  | 8:10 | 8:59 | 10:04 | 5:03 | 5:58 |
| 7:51 | 6:25 | 7:54 |  | 8:11 | 8:21 | 7:12 | 8:24 | 9:07 |
| 6:17 | 7:13 | 7:57 | 7:53 | 5:32 | 7:57 | 12:00 | 5:40 | 11:54 |
| 7:48 | 10:00 | 6:20 | :25 | 7:40 | 3:42 | 8:52 | 9:43 | 5:00 |
| 7:16 | 14:35 | 5:53 | 9:37 | 8:20 | 6:25 | 9:23 | 7:16 | 10:44 |
| 7:35 | 11:40 | 18:05 | 12:56 | 9:53 | 10:21 | 7:51 | 5:59 | 10:32 |
| 9:21 | 7:59 | 5:58 | 4:24 | 8:52 | 7:02 | 11:12 | 7:41 | 7:21 |
| 8:13 | 4:50 | 8:45 | :05 | 10:58 | 7:23 | 7:07 | 15:48 | 10:53 |
| 8:56 | 5:44 | 8:00 | 8:05 | 12:33 | 6:11 | 6:29 | 8:20 | 6:21 |
| 11:26 | 4:16 | 7:04 | 6:56 | 10:53 | 5:00 | 8:12 | 10:46 | 6:02 |
| 7:32 | 6:58 |  | 8:27 |  | 11:10 | 4:55 | 12:17 |  |
| 6:04 | 8:10 | 8:42 | 11:17 | 6:58 | 6:46 | 8:59 | 6:04 | 4:27 |
| 8:28 | 10:21 | 7:20 | 7:38 | 6:03 | 6:34 | 5:30 | 5:43 | 7:35 |
| 4:18 | 12:52 | 6:29 | 5:05 | 6:44 | 10:18 | 9:05 | 17:33 | 9:53 |
| 6:19 | 11:33 | 7:33 | 2:43 | 8:15 | 6:20 | 11:20 | 8:32 | 12:13 |
| 7:14 | 8:09 | 5:20 | 6:18 | 14:04 | 4:24 | 7:01 | 5:19 | 5:18 |
| 5:27 | 6:14 | 11:01 | 2:30 |  | 7:58 | 3:20 | 4:59 | 5:09 |
| 8:17 | 10:39 | 11:50 | 4:49 | 8:05 | 7:24 | 4:13 | 7:42 | 8:38 |
| 13:20 | 5:25 | 9:54 | 3:47 | 8:28 | 7:26 | 18:12 | 12:26 | 4:46 |
| 7:16 | 13:48 | 8:15 | 2:17 | 7:09 | 3:48 | 8:56 | 1:09 | 9:29 |
| 11:25 | 7:25 | 4:36 | 8:51 | 4:05 | 6:39 |  | 7:21 | 5:39 |
| 2:33 | 5:23 | 5:35 | 5:34 | 7:11 | 7:51 | 9:12 | :53 | 6:47 |
| 5:18 | 9:08 | 11:50 | 4:14 |  | 7:06 | 7:57 | 5:59 | 5:49 |
| 4:56 | 4:54 | 3:29 | 11:16 | 7:30 | 7:21 |  | 9:18 | 9:03 |
| 14:23 | 13:53 | 6:16 | 5:51 | 4:31 | 10:25 | 9:15 | 7:52 | 9:13 |
| 6:00 |  | 4:11 |  | 4:18 | 9:32 | 9:44 | 7:32 | 7:24 |
| 10:07 | 9:19 | 4:32 | 9:40 | 3:32 | 8:35 | 12:05 | 6:19 | 7:44 |
| 1:56 | 20:10 | 8:52 | 5:40 | 9:19 | 6:06 | 12:24 | 11:29 | 6:47 |
|  |  | 6:41 | 5:28 | 6:28 | 5:32 |  | 9:48 | 9:54 |
| 3:17 | 5:17 |  | 6:22 |  |  | 3:41 | :01 | 4:40 |


| $4: 06$ |  |  |  |  | $7: 48$ | $8: 10$ | $4: 52$ | $9: 08$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $6: 04$ | $8: 44$ |  | $2: 26$ |  | $5: 11$ | $5: 01$ | $3: 23$ |  |
| 5-Dec | 6-Dec | 7-Dec | 8-Dec | 9-Dec | 10-Dec | 11-Dec | 12-Dec | 13-Dec |


| 14-Dec | 15-Dec | Interval | 16-Dec | 17-Dec | 18-Dec | 19-Dec | 20-Dec | 21-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| :22 | 4:56 | 0 |  | 10:16 |  |  | 10:15 |  |
|  |  | 30 |  |  | 1:25 |  |  |  |
|  |  | 100 |  |  | 13:55 | 3:38 |  |  |
|  |  | 130 |  |  |  |  | 7:24 |  |
|  | 1:36 | 200 |  |  |  | 5:29 |  |  |
|  |  | 230 |  |  |  |  |  |  |
|  | 7:31 | 300 |  |  |  |  |  |  |
|  |  | 330 |  |  |  |  |  |  |
|  |  | 400 |  |  |  |  |  |  |
|  |  | 430 |  |  |  |  | 2:28 |  |
|  |  | 500 |  | 4:38 |  |  | 4:56 |  |
|  | 6:41 | 530 |  | :34 |  |  |  |  |
|  | 6:56 | 600 |  |  |  |  |  | 3:36 |
|  |  | 630 |  | 11:03 |  |  | 9:30 |  |
|  |  | 700 | 5:33 | 6:14 | 6:59 |  |  |  |
| 5:52 | 5:12 | 730 |  | 13:20 | 6:59 | 7:07 |  | 5:03 |
| 4:27 |  | 800 | 4:35 | 8:25 | 3:56 | 10:42 | 4:00 | 9:57 |
| 1:52 | :39 | 830 | 6:46 | 6:52 | 5:48 | 7:12 | 8:35 | 14:12 |
| 4:51 | 9:39 | 900 | 8:56 | 5:43 | 5:11 | 6:46 | 9:17 | 9:55 |
| 7:48 |  | 930 |  | 6:41 | 6:20 | :50 | 9:36 | 5:18 |
| 9:14 | 8:23 | 1000 | 3:18 | 5:08 | 10:11 | 7:09 | 7:06 | 9:33 |
| 6:35 | 11:02 | 1030 |  | 10:28 | 7:49 | 7:53 | 7:53 | 3:51 |
| 7:17 | 15:22 | 1100 | 5:26 | 8:29 | 7:17 | 15:37 | 7:04 | 6:47 |
| 5:58 | 7:20 | 1130 | 14:21 | 7:20 | 6:28 | 9:43 | 7:17 | 9:41 |
| 5:27 |  | 1200 | 5:39 | 6:35 | 8:53 | 6:26 | 8:10 |  |
| 11:37 | 5:06 | 1230 | 4:54 | 9:10 | 9:47 | 5:59 | 10:27 | 5:14 |
| 9:02 | 3:48 | 1300 | 4:03 | 11:27 | 7:14 | 11:52 | 6:09 | 6:17 |
| 7:39 | 7:11 | 1330 | 1:12 | 3:48 | 6:17 | 7:58 | 5:54 | 14:31 |
| 5:38 | 9:51 | 1400 | 7:39 | 7:17 | 6:53 | 8:46 | 6:19 | 6:29 |
| 9:55 | 9:55 | 1430 | 5:11 | 10:10 | 6:32 | 9:27 | 8:03 | 5:19 |
| 7:42 |  | 1500 | 6:16 | 6:48 | 10:22 | 10:50 | 4:42 | 7:09 |
| 5:18 | 7:49 | 1530 |  | 9:28 | 6:41 | 3:00 | 10:19 | 7:14 |
| 12:01 | 8:59 | 1600 | 7:04 | 6:56 | 5:39 | 7:57 | 7:15 | 10:53 |
| 9:12 | 1:16 | 1630 | 4:20 | 6:24 | 9:32 | 5:07 | 8:54 | 5:07 |
| 5:05 | 8:36 | 1700 |  | 4:42 | 8:04 | 17:57 | 10:36 | 9:17 |
| 10:46 | 6:59 | 1730 | 10:17 | 12:49 | 4:35 | 8:07 | 8:59 | 12:10 |
| 8:07 | 4:06 | 1800 | 5:13 | 6:32 |  | 4:17 | 8:26 | 1:12 |
| 8:49 | 6:37 | 1830 | 4:39 | 6:47 | 8:04 | 22:40 |  | 13:41 |
| 4:25 | 10:13 | 1900 |  | 6:09 | 9:50 | 10:31 | 5:44 | 5:49 |
| 9:23 | 3:37 | 1930 | 6:31 | 3:24 | 8:06 | 1:03 | 11:26 | 3:51 |
| 9:46 | 6:31 | 2000 | 10:42 | 8:01 | 6:46 | 9:30 | 6:24 | 4:50 |
| 8:24 | 3:31 | 2030 | 5:48 | 8:04 |  | 11:57 | 5:16 | 10:35 |
| 1:23 | 1:31 | 2100 | 6:00 | :00 | 5:47 | 4:32 | 4:48 | 5:35 |
| 3:36 | 6:58 | 2130 | 6:42 | 3:07 | 5:16 | 7:22 |  | 7:53 |
| 12:00 | 2:56 | 2200 | 5:15 | 2:34 | 2:08 | 9:07 | 8:20 |  |
|  |  | 2230 |  | 9:52 | 2:25 | 3:40 | 5:15 | 23:53 |


| $6: 52$ | $9: 03$ | $\mathbf{2 3 0 0}$ |  | $5: 15$ |  |  | $7: 42$ | $3: 31$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | $9: 10$ | $\mathbf{2 3 3 0}$ |  |  |  | $4: 02$ | $10: 53$ |  |
| 14-Dec | 15-Dec | Interval | 16-Dec | 17-Dec | 18-Dec | 19-Dec | 20-Dec | 21-Dec |


| 22-Dec | 23-Dec | 24-Dec | 25-Dec | 26-Dec | 27-Dec | 28-Dec | 29-Dec | 30-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 4:33 | 2:47 | 3:29 | 5:27 | 6:35 | 2:56 | 0:00 | 3:03 |  |
|  |  |  | 8:34 |  |  |  |  |  |
| 1:54 |  |  | 6:35 | 7:38 |  | 252 | 4:12 |  |
|  | 1:38 | 1:39 |  |  | 6:07 | 0:00 | 1:13 |  |
|  |  |  |  | 5:03 | 3:23 |  |  |  |
|  |  |  |  |  | 4:03 |  |  |  |
|  |  | 4:33 |  |  |  | 47 | :47 |  |
|  | 1:30 | 5:56 |  | 3:48 |  |  |  | 1:20 |
|  |  | 3:43 | 6:50 |  | 7:13 |  |  |  |
|  |  | :31 |  | 6:04 | 2:21 | 0:00 | 11:29 |  |
|  |  |  |  | 4:09 | 1:19 |  |  |  |
|  |  | 2:09 |  | 3:54 | 7:04 |  |  |  |
| 3:12 | 10:09 | 6:24 |  | 2:19 | 5:20 | 0:00 | 5:59 |  |
|  | 2:30 | 5:23 |  | 6:51 | 4:03 | 0:00 | 5:08 |  |
|  | 6:38 | 3:59 |  | 6:23 | 12:08 | 8:00 | 4:18 |  |
|  | 4:00 | 5:40 | 6:00 | 6:46 | 5:29 | 4:48 | 6:01 | 3:17 |
| 2:58 | 4:54 | 7:00 | 1:39 | 3:14 | 9:13 | 19:11 | 5:00 | 8:09 |
| 5:36 | 6:19 | 7:38 | 5:45 | 4:02 | 7:24 | 8:00 | 6:25 | 7:03 |
| 8:30 | 6:43 | 4:01 | 8:08 | 5:04 | 5:43 | 8:00 | 5:58 | 8:57 |
| 1:08 | 2:35 | 8:31 | 3:48 | 10:25 | 9:01 | 15:59 | 6:14 |  |
| 15:55 | 4:13 | 10:34 | 3:01 | 9:52 | 3:41 | 0:00 | 5:32 | 13:11 |
| 2:11 | 15:17 | 2:45 | 7:18 | 4:19 | 5:56 | 15:59 | 7:40 | 24:32, |
|  |  | 8:10 | 4:26 | 4:35 | 4:15 | 16:00 | 3:48 |  |
| 10:07 | 4:30 | 5:25 | 6:39 |  | 5:47 | 6:00 | 8:20 | 9:42 |
| 5:19 | 5:17 | 6:51 | 5:52 |  | 6:26 | 0:00 | 7:27 | 3:59 |
| 11:58 | 2:53 | 5:21 | 3:12 | 17:01 | 15:27 | 8:00 | 4:27 |  |
| 6:42 | 2:27 | 14:02 | 5:00 | 10:15 | 5:28 | 16:00 | 12:48 | 6:59 |
| 5:14 | 3:22 | 10:38 | 6:32 | 8:25 | 7:35 | 3:25 | 3:28 | 10:20 |
| 10:28 | 7:47 | 7:06 | 3:12 | 9:10 | 5:45 | 2:10 | 5:27 | 7:20 |
| 8:16 | 3:33 | 1:09 | 3:15 | 3:12 | 5:00 | 0:00 | 8:13 | 6:00 |
| 8:52 | 9:06 | 6:31 | 4:25 | 2:53 | 4:26 | 5:20 | 6:27 | 4:51 |
| 8:15 | 1:13 | 5:38 | 5:08 | 6:00 | 8:04 | 8:00 | 5:44 | 3:31 |
| 3:20 | 2:54 | 7:52 | 3:56 | 4:56 | 5:44 | 12:00 | 5:11 | 4:32 |
|  | 5:19 | 5:43 | 1:47 | 9:57 | 7:07 | 13:19 | 5:57 | 7:29 |
| 4:57 | 8:08 | 2:17 | 1:41 | 4:06 | 6:56 | 18:00 | 7:25 | 7:34 |
| 8:10 | 6:00 | 1:55 | 6:57 | 5:15 | 3:45 | 9:35 | 4:09 | 4:13 |
| 3:42 | 5:23 | 5:21 | 3:45 | 5:49 | 11:18 | 15:59 | 6:32 | 6:07 |
| 7:53 | 3:34 | 5:14 | 7:52 | 5:52 | 8:14 | 5:08 | 6:48 | 5:14 |
| 3:49 | 4:12 | 2:45 | 6:00 | 5:15 | 5:49 | 16:00 | 9:01 |  |
| 7:02 | 2:25 | 5:22 |  | 6:07 | 8:55 | 0:00 | 8:05 |  |
| :01 | 2:50 | 1:10 | 5:35 | 3:56 | 3:44 | 20:00 | 3:46 | 8:22 |
|  | 4:49 | 2:59 | 5:25 | 9:00 | 5:05 | 0:00 | 6:10 | 4:58 |
|  | 3:35 | 3:10 | 5:35 | 7:28 | 3:46 | 21:35 | 4:53 | 2:35 |
| 5:55 | 2:13 | 2:15 | 2:06 | 9:07 | 4:02 | 18:00 | 9:06 | 2:49 |
|  | 5:59 | 9:54 | 5:03 | 11:29 | 4:27 | 6:00 | 9:23 | 5:02 |
| 6:33 |  |  |  | 11:02 | 5:39 | 21:00 | 7:06 | 1:45 |


|  |  | $1: 15$ | $4: 43$ | $4: 08$ | $2: 28$ | $16: 00$ | $3: 44$ | $4: 34$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 7:15 | $4: 32$ | $8: 09$ | $3: 29$ |  | $7: 39$ | $7: 59$ | $10: 20$ |  |
| 22-Dec | 23-Dec | 24-Dec | 25-Dec | 26-Dec | 27-Dec | 28-Dec | 29-Dec | 30-Dec |


| 31-Dec | Interval |
| :---: | :---: |
| 4:55 | 0 |
| 15:10 | 30 |
| 4:06 | 100 |
|  | 130 |
|  | 200 |
|  | 230 |
|  | 300 |
|  | 330 |
|  | 400 |
|  | 430 |
|  | 500 |
| 7:28 | 530 |
| 4:08 | 600 |
|  | 630 |
|  | 700 |
| 13:27 | 730 |
|  | 800 |
| 5:25 | 830 |
| 2:16 | 900 |
| 12:55 | 930 |
| 4:04 | 1000 |
| 10:49 | 1030 |
| 8:31 | 1100 |
| 5:31 | 1130 |
| 7:54 | 1200 |
| 11:53 | 1230 |
| 8:18 | 1300 |
| 10:38 | 1330 |
| 9:01 | 1400 |
| 4:16 | 1430 |
| 5:33 | 1500 |
| 9:08 | 1530 |
| 7:54 | 1600 |
| 14:25 | 1630 |
|  | 1700 |
| 6:15 | 1730 |
| 1:42 | 1800 |
| 5:03 | 1830 |
| 4:20 | 1900 |
| 1:54 | 1930 |
| 6:13 | 2000 |
|  | 2030 |
| 6:08 | 2100 |
| 5:27 | 2130 |
|  | 2200 |
|  | 2230 |


|  | 2300 |
| :---: | :---: |
|  | 2330 |
| 31-Dec | Interval |


| Interval | 1-Aug | 2-Aug | 3-Aug | 4-Aug | 5-Aug | 6-Aug | 7-Aug | 8-Aug |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 3 | 2 | 1 | 0 | 9 | 0 | 1 |
| 30 | 0 | 1 | 3 | 0 | 1 | 3 | 2 | 0 |
| 100 | 0 | 0 | 3 | 0 | 3 | 3 | 0 | 1 |
| 130 | 3 | 1 | 0 | 0 | 0 | 2 | 1 | 1 |
| 200 | 0 | 0 | 0 | 2 | 0 | 3 | 1 | 0 |
| 230 | 2 | 0 | 0 | 0 | 0 | 4 | 0 | 1 |
| 300 | 1 | 0 | 0 | 0 | 2 | 5 | 0 | 1 |
| 330 | 0 | 1 | 0 | 1 | 0 | 1 | 1 | 0 |
| 400 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 |
| 430 | 1 | 0 | 1 | 0 | 1 | 1 | 2 | 2 |
| 500 | 0 | 1 | 0 | 0 | 3 | 1 | 2 | 1 |
| 530 | 0 | 0 | 1 | 0 | 1 | 1 | 2 | 1 |
| 600 | 0 | 0 | 1 | 2 | 2 | 3 | 3 | 0 |
| 630 | 1 | 3 | 2 | 0 | 0 | 2 | 5 | 1 |
| 700 | 1 | 3 | 1 | 3 | 4 | 6 | 4 | 6 |
| 730 | 3 | 2 | 5 | 6 | 6 | 14 | 7 | 6 |
| 800 | 9 | 12 | 2 | 4 | 4 | 16 | 7 | 4 |
| 830 | 11 | 7 | 12 | 8 | 7 | 12 | 12 | 16 |
| 900 | 9 | 12 | 9 | 10 | 3 | 15 | 15 | 10 |
| 930 | 16 | 12 | 12 | 9 | 5 | 20 | 23 | 7 |
| 1000 | 15 | 8 | 14 | 14 | 3 | 20 | 22 | 14 |
| 1030 | 19 | 16 | 17 | 15 | 2 | 23 | 17 | 10 |
| 1100 | 21 | 25 | 17 | 5 | 1 | 7 | 20 | 15 |
| 1130 | 18 | 9 | 14 | 3 | 6 | 20 | 18 | 7 |
| 1200 | 18 | 15 | 14 | 8 | 5 | 25 | 12 | 7 |
| 1230 | 13 | 13 | 13 | 0 | 5 | 20 | 12 | 9 |
| 1300 | 13 | 16 | 14 | 4 | 3 | 12 | 13 | 12 |
| 1330 | 10 | 19 | 18 | 10 | 3 | 24 | 32 | 12 |
| 1400 | 13 | 18 | 16 | 11 | 6 | 27 | 34 | 15 |
| 1430 | 15 | 15 | 9 | 7 | 5 | 20 | 33 | 8 |
| 1500 | 11 | 16 | 15 | 7 | 1 | 29 | 31 | 12 |
| 1530 | 7 | 19 | 14 | 9 | 3 | 17 | 19 | 12 |
| 1600 | 12 | 22 | 13 | 4 | 0 | 24 | 15 | 11 |
| 1630 | 17 | 12 | 13 | 9 | 3 | 7 | 12 | 11 |
| 1700 | 15 | 18 | 10 | 8 | 6 | 7 | 9 | 8 |
| 1730 | 11 | 6 | 7 | 8 | 11 | 13 | 11 | 9 |
| 1800 | 13 | 9 | 8 | 7 | 3 | 9 | 3 | 11 |
| 1830 | 11 | 5 | 11 | 13 | 2 | 11 | 11 | 7 |
| 1900 | 6 | 10 | 8 | 3 | 3 | 11 | 9 | 8 |
| 1930 | 13 | 6 | 9 | 10 | 10 | 13 | 13 | 9 |
| 2000 | 8 | 12 | 11 | 4 | 5 | 7 | 9 | 8 |
| 2030 | 6 | 7 | 6 | 7 | 4 | 7 | 8 | 6 |
| 2100 | 5 | 6 | 12 | 4 | 6 | 3 | 10 | 3 |
| 2130 | 5 | 3 | 7 | 7 | 5 | 4 | 5 | 4 |
| 2200 | 4 | 9 | 4 | 5 | 4 | 6 | 9 | 15 |
| 2230 | 5 | 23 | 8 | 1 | 5 | 8 | 7 | 5 |


| $\mathbf{2 3 0 0}$ | 3 | 17 | 3 | 4 | 6 | 8 | 8 | 3 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $\mathbf{2 3 3 0}$ | 2 | 11 | 2 | 5 | 9 | 1 | 2 | 2 |
| Interval | 1-Aug | 2-Aug | 3-Aug | 4-Aug | 5-Aug | 6-Aug | 7-Aug | 8-Aug |


| 9-Aug | 10-Aug | 11-Aug | 12-Aug | 13-Aug | 14-Aug | 15-Aug | Interval | 16-Aug |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2 | 0 | 0 | 5 | 1 | 9 | 0 | 0 | 1 |
| 3 | 0 | 1 | 3 | 1 | 5 | 2 | 30 | 1 |
| 2 | 0 | 1 | 0 | 9 | 3 | 3 | 100 | 0 |
| 0 | 1 | 0 | 4 | 4 | 3 | 1 | 130 | 0 |
| 0 | 1 | 1 | 4 | 1 | 0 | 1 | 200 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 1 | 230 | 0 |
| 0 | 0 | 0 | 2 | 1 | 2 | 0 | 300 | 0 |
| 0 | 0 | 0 | 0 | 0 | 1 | 1 | 330 | 0 |
| 0 | 0 | 0 | 2 | 2 | 0 | 0 | 400 | 1 |
| 0 | 0 | 0 | 0 | 1 | 0 | 0 | 430 | 1 |
| 0 | 0 | 0 | 1 | 1 | 1 | 2 | 500 | 0 |
| 1 | 2 | 0 | 1 | 0 | 1 | 0 | 530 | 2 |
| 3 | 2 | 1 | 0 | 2 | 1 | 5 | 600 | 2 |
| 2 | 8 | 1 | 2 | 4 | 0 | 5 | 630 | 4 |
| 4 | 7 | 1 | 4 | 2 | 6 | 4 | 700 | 7 |
| 9 | 11 | 1 | 4 | 9 | 10 | 7 | 730 | 12 |
| 6 | 10 | 2 | 6 | 8 | 12 | 11 | 800 | 9 |
| 12 | 15 | 5 | 3 | 15 | 16 | 4 | 830 | 19 |
| 11 | 14 | 8 | 10 | 9 | 17 | 7 | 900 | 21 |
| 8 | 10 | 8 | 14 | 18 | 24 | 10 | 930 | 23 |
| 13 | 21 | 9 | 15 | 14 | 17 | 14 | 1000 | 22 |
| 17 | 16 | 6 | 10 | 12 | 19 | 15 | 1030 | 12 |
| 18 | 16 | 5 | 6 | 22 | 25 | 15 | 1100 | 14 |
| 9 | 13 | 8 | 17 | 17 | 12 | 13 | 1130 | 25 |
| 17 | 12 | 6 | 14 | 11 | 13 | 15 | 1200 | 24 |
| 18 | 18 | 8 | 11 | 19 | 12 | 16 | 1230 | 13 |
| 8 | 15 | 8 | 12 | 20 | 14 | 14 | 1300 | 16 |
| 16 | 9 | 12 | 17 | 15 | 22 | 18 | 1330 | 12 |
| 11 | 17 | 4 | 9 | 23 | 19 | 16 | 1400 | 15 |
| 15 | 16 | 9 | 15 | 21 | 16 | 14 | 1430 | 19 |
| 8 | 9 | 17 | 18 | 17 | 13 | 10 | 1500 | 20 |
| 23 | 14 | 7 | 12 | 22 | 14 | 19 | 1530 | 19 |
| 25 | 12 | 5 | 4 | 16 | 9 | 28 | 1600 | 14 |
| 20 | 12 | 9 | 8 | 15 | 17 | 8 | 1630 | 14 |
| 13 | 10 | 2 | 6 | 14 | 10 | 7 | 1700 | 19 |
| 19 | 9 | 5 | 13 | 16 | 9 | 12 | 1730 | 13 |
| 18 | 11 | 5 | 8 | 19 | 9 | 12 | 1800 | 18 |
| 10 | 5 | 6 | 4 | 16 | 11 | 14 | 1830 | 21 |
| 10 | 3 | 6 | 4 | 9 | 12 | 5 | 1900 | 13 |
| 14 | 5 | 6 | 8 | 16 | 19 | 14 | 1930 | 25 |
| 6 | 1 | 6 | 8 | 10 | 21 | 6 | 2000 | 22 |
| 5 | 2 | 4 | 9 | 5 | 8 | 6 | 2030 | 37 |
| 7 | 6 | 8 | 9 | 7 | 14 | 7 | 2100 | 24 |
| 7 | 3 | 1 | 5 | 9 | 10 | 3 | 2130 | 10 |
| 7 | 3 | 6 | 7 | 3 | 6 | 1 | 2200 | 7 |
| 5 | 3 | 2 | 6 | 6 | 2 | 4 | 2230 | 10 |


| 3 | 1 | 3 | 3 | 5 | 1 | 2 | $\mathbf{2 3 0 0}$ | 3 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 4 | 1 | 3 | 1 | 4 | 1 | 1 | $\mathbf{2 3 3 0}$ | 2 |
| 9-Aug | 10-Aug | 11-Aug | 12-Aug | 13-Aug | 14-Aug | 15-Aug | Interval | 16-Aug |


| 17-Aug | 18-Aug | 19-Aug | 20-Aug | 21-Aug | 22-Aug | 23-Aug | 24-Aug | 25-Aug |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 5 | 3 | 1 | 0 | 1 | 0 | 1 | 1 | 1 |
| 1 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| 3 | 4 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 5 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| 2 | 2 | 0 | 0 | 0 | 1 | 1 | 1 | 0 |
| 3 | 3 | 0 | 4 | 0 | 0 | 1 | 1 | 0 |
| 8 | 5 | 0 | 1 | 2 | 3 | 4 | 1 | 0 |
| 13 | 3 | 1 | 3 | 2 | 4 | 7 | 1 | 1 |
| 7 | 11 | 0 | 5 | 9 | 4 | 4 | 6 | 2 |
| 16 | 16 | 3 | 6 | 12 | 8 | 7 | 10 | 4 |
| 28 | 10 | 3 | 18 | 12 | 16 | 16 | 12 | 6 |
| 27 | 14 | 1 | 11 | 26 | 19 | 16 | 11 | 6 |
| 19 | 17 | 4 | 15 | 20 | 17 | 32 | 10 | 5 |
| 25 | 16 | 5 | 36 | 22 | 24 | 23 | 20 | 4 |
| 14 | 15 | 5 | 19 | 23 | 30 | 24 | 23 | 8 |
| 21 | 18 | 1 | 20 | 27 | 22 | 28 | 12 | 6 |
| 9 | 16 | 4 | 29 | 27 | 25 | 21 | 18 | 3 |
| 12 | 14 | 5 | 24 | 16 | 15 | 29 | 10 | 2 |
| 15 | 14 | 5 | 12 | 18 | 10 | 9 | 14 | 4 |
| 23 | 18 | 3 | 28 | 30 | 14 | 19 | 14 | 4 |
| 15 | 15 | 0 | 17 | 24 | 15 | 13 | 14 | 7 |
| 25 | 15 | 1 | 23 | 20 | 17 | 14 | 12 | 3 |
| 25 | 9 | 4 | 19 | 22 | 22 | 19 | 13 | 2 |
| 20 | 17 | 4 | 22 | 17 | 22 | 13 | 9 | 5 |
| 18 | 13 | 0 | 16 | 13 | 13 | 23 | 16 | 5 |
| 15 | 21 | 1 | 11 | 17 | 15 | 15 | 12 | 2 |
| 20 | 19 | 0 | 12 | 12 | 8 | 9 | 11 | 2 |
| 17 | 15 | 2 | 9 | 5 | 6 | 16 | 9 | 1 |
| 20 | 10 | 3 | 8 | 13 | 16 | 3 | 7 | 3 |
| 25 | 10 | 1 | 6 | 7 | 10 | 5 | 8 | 0 |
| 21 | 7 | 1 | 10 | 5 | 13 | 9 | 3 | 1 |
| 25 | 13 | 2 | 4 | 10 | 10 | 3 | 6 | 10 |
| 26 | 17 | 7 | 6 | 8 | 4 | 3 | 6 | 3 |
| 26 | 9 | 1 | 7 | 10 | 4 | 5 | 2 | 5 |
| 13 | 6 | 1 | 7 | 0 | 5 | 5 | 3 | 4 |
| 11 | 7 | 2 | 13 | 4 | 6 | 9 | 4 | 2 |
| 9 | 7 | 1 | 13 | 1 | 6 | 5 | 2 | 2 |
| 5 | 6 | 0 | 5 | 3 | 2 | 0 | 3 | 0 |
| 9 | 6 | 2 | 1 | 3 | 2 | 2 | 0 | 0 |


| 1 | 1 | 1 | 4 | 1 | 0 | 5 | 0 | 1 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 4 | 3 | 0 | 1 | 5 | 0 | 1 | 1 | 0 |
| 17-Aug | 18-Aug | 19-Aug | 20-Aug | 21-Aug | 22-Aug | 23-Aug | 24-Aug | 25-Aug |


| 26-Aug | 27-Aug | 28-Aug | 29-Aug | 30-Aug | 31-Aug | Interval | 1-Sep | 2-Sep | 3-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 0 | 1 | 3 | 2 | 1 | 0 | 2 | 3 | 1 |
| 1 | 1 | 1 | 2 | 1 | 1 | 30 | 0 | 3 | 0 |
| 1 | 0 | 0 | 4 | 1 | 9 | 100 | 0 | 1 | 2 |
| 0 | 1 | 0 | 3 | 2 | 7 | 130 | 0 | 1 | 3 |
| 0 | 1 | 1 | 2 | 0 | 2 | 200 | 1 | 1 | 1 |
| 3 | 0 | 2 | 1 | 0 | 1 | 230 | 1 | 0 | 0 |
| 4 | 0 | 0 | 3 | 0 | 0 | 300 | 0 | 1 | 2 |
| 1 | 1 | 0 | 0 | 0 | 0 | 330 | 0 | 0 | 1 |
| 0 | 0 | 1 | 3 | 0 | 1 | 400 | 1 | 0 | 0 |
| 0 | 0 | 2 | 1 | 2 | 0 | 430 | 2 | 1 | 2 |
| 0 | 2 | 2 | 1 | 1 | 4 | 500 | 0 | 0 | 1 |
| 1 | 2 | 1 | 1 | 3 | 0 | 530 | 0 | 1 | 2 |
| 1 | 2 | 2 | 2 | 2 | 5 | 600 | 1 | 4 | 4 |
| 3 | 3 | 3 | 8 | 3 | 3 | 630 | 3 | 2 | 4 |
| 4 | 3 | 3 | 7 | 10 | 5 | 700 | 3 | 6 | 7 |
| 1 | 10 | 8 | 13 | 13 | 13 | 730 | 5 | 5 | 8 |
| 7 | 12 | 10 | 17 | 11 | 12 | 800 | 16 | 6 | 9 |
| 6 | 19 | 10 | 15 | 26 | 16 | 830 | 20 | 4 | 7 |
| 3 | 19 | 17 | 20 | 19 | 17 | 900 | 16 | 5 | 7 |
| 8 | 23 | 19 | 17 | 15 | 24 | 930 | 16 | 9 | 19 |
| 10 | 22 | 15 | 23 | 21 | 18 | 1000 | 32 | 5 | 18 |
| 14 | 22 | 19 | 18 | 22 | 18 | 1030 | 22 | 3 | 16 |
| 10 | 21 | 15 | 13 | 27 | 20 | 1100 | 17 | 7 | 3 |
| 10 | 21 | 17 | 29 | 21 | 19 | 1130 | 13 | 9 | 13 |
| 5 | 21 | 17 | 18 | 22 | 19 | 1200 | 5 | 7 | 7 |
| 7 | 23 | 17 | 26 | 17 | 15 | 1230 | 20 | 6 | 10 |
| 13 | 16 | 18 | 23 | 27 | 18 | 1300 | 9 | 3 | 13 |
| 6 | 20 | 23 | 20 | 22 | 24 | 1330 | 14 | 2 | 11 |
| 9 | 21 | 19 | 27 | 26 | 25 | 1400 | 15 | 6 | 10 |
| 9 | 20 | 18 | 23 | 27 | 22 | 1430 | 9 | 4 | 12 |
| 8 | 21 | 15 | 19 | 27 | 38 | 1500 | 15 | 5 | 6 |
| 9 | 20 | 10 | 29 | 22 | 25 | 1530 | 7 | 9 | 11 |
| 3 | 18 | 12 | 31 | 18 | 21 | 1600 | 6 | 1 | 3 |
| 5 | 14 | 15 | 25 | 17 | 21 | 1630 | 1 | 5 | 7 |
| 6 | 17 | 19 | 21 | 18 | 24 | 1700 | 8 | 2 | 3 |
| 3 | 18 | 10 | 18 | 14 | 18 | 1730 | 2 | 5 | 2 |
| 9 | 10 | 27 | 20 | 15 | 18 | 1800 | 7 | 6 | 5 |
| 9 | 17 | 35 | 18 | 22 | 8 | 1830 | 6 | 5 | 3 |
| 9 | 10 | 35 | 18 | 17 | 20 | 1900 | 12 | 8 | 7 |
| 8 | 10 | 26 | 24 | 16 | 19 | 1930 | 16 | 9 | 11 |
| 5 | 10 | 32 | 21 | 9 | 7 | 2000 | 7 | 10 | 7 |
| 3 | 6 | 12 | 14 | 14 | 11 | 2030 | 6 | 9 | 6 |
| 2 | 6 | 15 | 19 | 10 | 9 | 2100 | 8 | 4 | 12 |
| 1 | 4 | 6 | 15 | 5 | 6 | 2130 | 4 | 6 | 12 |
| 2 | 2 | 14 | 10 | 0 | 4 | 2200 | 14 | 13 | 6 |
| 3 | 0 | 8 | 6 | 3 | 9 | 2230 | 15 | 6 | 1 |


| 1 | 0 | 1 | 0 | 4 | 4 | $\mathbf{2 3 0 0}$ | 7 | 1 | 6 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 5 | 2 | 3 | 3 | $\mathbf{2 3 3 0}$ | 6 | 5 | 2 |
| 26-Aug | 27-Aug | 28-Aug | 29-Aug | 30-Aug | 31-Aug | Interval | 1-Sep | 2-Sep | 3-Sep |


| 4-Sep | 5-Sep | 6-Sep | 7-Sep | 8-Sep | 9-Sep | 10-Sep | 11-Sep | 12-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 1 | 1 | 1 | 1 | 1 | 5 | 0 |
| 2 | 3 | 0 | 1 | 1 | 2 | 3 | 1 | 4 |
| 2 | 2 | 0 | 0 | 0 | 2 | 0 | 1 | 1 |
| 1 | 4 | 0 | 0 | 1 | 0 | 0 | 1 | 0 |
| 0 | 1 | 0 | 0 | 2 | 0 | 0 | 3 | 0 |
| 0 | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 4 |
| 0 | 1 | 0 | 0 | 0 | 1 | 0 | 2 | 1 |
| 0 | 0 | 0 | 2 | 0 | 5 | 0 | 0 | 5 |
| 0 | 1 | 2 | 0 | 0 | 0 | 0 | 1 | 1 |
| 0 | 2 | 13 | 0 | 2 | 0 | 0 | 2 | 3 |
| 0 | 1 | 2 | 1 | 1 | 0 | 1 | 1 | 2 |
| 1 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 1 |
| 3 | 2 | 1 | 2 | 4 | 1 | 1 | 4 | 8 |
| 4 | 2 | 1 | 8 | 1 | 2 | 3 | 9 | 4 |
| 3 | 2 | 2 | 2 | 7 | 5 | 5 | 6 | 8 |
| 9 | 15 | 9 | 6 | 8 | 5 | 10 | 10 | 13 |
| 15 | 21 | 14 | 7 | 14 | 7 | 8 | 13 | 6 |
| 16 | 15 | 8 | 17 | 13 | 9 | 14 | 11 | 20 |
| 21 | 15 | 17 | 15 | 14 | 14 | 14 | 24 | 22 |
| 25 | 22 | 13 | 17 | 18 | 14 | 18 | 25 | 17 |
| 23 | 20 | 12 | 13 | 18 | 16 | 24 | 19 | 17 |
| 26 | 22 | 10 | 15 | 23 | 7 | 17 | 23 | 16 |
| 26 | 20 | 19 | 15 | 11 | 10 | 26 | 19 | 18 |
| 21 | 28 | 18 | 11 | 4 | 16 | 26 | 14 | 10 |
| 20 | 14 | 17 | 12 | 10 | 8 | 16 | 11 | 18 |
| 20 | 12 | 17 | 13 | 9 | 9 | 17 | 20 | 14 |
| 25 | 15 | 16 | 15 | 7 | 2 | 18 | 18 | 12 |
| 30 | 20 | 16 | 21 | 18 | 8 | 20 | 20 | 10 |
| 27 | 23 | 23 | 21 | 7 | 4 | 21 | 21 | 22 |
| 16 | 29 | 12 | 23 | 12 | 7 | 15 | 21 | 18 |
| 19 | 20 | 18 | 8 | 5 | 3 | 13 | 22 | 20 |
| 19 | 26 | 19 | 14 | 10 | 3 | 20 | 17 | 17 |
| 31 | 25 | 12 | 21 | 5 | 4 | 13 | 13 | 19 |
| 21 | 15 | 16 | 18 | 4 | 3 | 20 | 21 | 16 |
| 17 | 13 | 17 | 9 | 12 | 2 | 19 | 23 | 7 |
| 10 | 15 | 16 | 15 | 12 | 7 | 15 | 26 | 8 |
| 7 | 12 | 16 | 7 | 6 | 2 | 11 | 18 | 12 |
| 13 | 15 | 15 | 12 | 7 | 2 | 12 | 26 | 7 |
| 15 | 11 | 13 | 17 | 12 | 5 | 15 | 22 | 8 |
| 7 | 7 | 16 | 14 | 4 | 6 | 17 | 17 | 9 |
| 12 | 14 | 12 | 10 | 3 | 8 | 9 | 9 | 5 |
| 8 | 8 | 7 | 5 | 4 | 5 | 11 | 8 | 4 |
| 6 | 4 | 8 | 8 | 6 | 4 | 8 | 11 | 9 |
| 6 | 2 | 2 | 10 | 3 | 0 | 13 | 10 | 5 |
| 6 | 3 | 4 | 11 | 1 | 4 | 7 | 8 | 5 |
| 5 | 3 | 3 | 4 | 3 | 1 | 7 | 9 | 5 |


| 4 | 0 | 4 | 2 | 5 | 4 | 6 | 3 | 5 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 8 | 2 | 0 | 3 | 1 | 0 | 7 | 0 | 0 |
| 4-Sep | 5-Sep | 6-Sep | 7-Sep | 8-Sep | 9-Sep | 10-Sep | 11-Sep | 12-Sep |


| 13-Sep | 14-Sep | 15-Sep | Interval | 16-Sep | 17-Sep | 18-Sep | 19-Sep | 20-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2 | 10 | 1 | 0 | 1 | 4 | 1 | 1 | 1 |
| 0 | 11 | 0 | 30 | 1 | 0 | 0 | 1 | 1 |
| 0 | 3 | 0 | 100 | 0 | 2 | 0 | 0 | 1 |
| 0 | 3 | 4 | 130 | 0 | 1 | 0 | 0 | 1 |
| 2 | 2 | 1 | 200 | 0 | 2 | 0 | 1 | 3 |
| 2 | 5 | 1 | 230 | 3 | 0 | 0 | 2 | 1 |
| 1 | 1 | 4 | 300 | 0 | 2 | 2 | 0 | 0 |
| 0 | 1 | 1 | 330 | 1 | 2 | 1 | 0 | 0 |
| 0 | 0 | 1 | 400 | 0 | 2 | 0 | 1 | 0 |
| 0 | 1 | 0 | 430 | 0 | 0 | 1 | 2 | 0 |
| 0 | 3 | 3 | 500 | 0 | 2 | 1 | 0 | 0 |
| 1 | 2 | 0 | 530 | 0 | 4 | 0 | 1 | 0 |
| 1 | 5 | 1 | 600 | 0 | 2 | 3 | 1 | 5 |
| 1 | 8 | 4 | 630 | 1 | 7 | 2 | 1 | 6 |
| 3 | 13 | 9 | 700 | 3 | 9 | 5 | 0 | 2 |
| 10 | 24 | 9 | 730 | 5 | 19 | 13 | 3 | 10 |
| 10 | 26 | 22 | 800 | 5 | 16 | 10 | 7 | 6 |
| 15 | 28 | 23 | 830 | 6 | 28 | 20 | 10 | 14 |
| 10 | 29 | 21 | 900 | 16 | 22 | 14 | 15 | 17 |
| 26 | 37 | 23 | 930 | 14 | 21 | 10 | 17 | 21 |
| 17 | 46 | 15 | 1000 | 14 | 24 | 19 | 16 | 13 |
| 23 | 34 | 32 | 1030 | 17 | 31 | 20 | 16 | 16 |
| 17 | 44 | 25 | 1100 | 9 | 23 | 18 | 23 | 22 |
| 19 | 41 | 21 | 1130 | 5 | 23 | 12 | 21 | 22 |
| 19 | 30 | 12 | 1200 | 9 | 26 | 18 | 24 | 20 |
| 17 | 30 | 15 | 1230 | 7 | 19 | 16 | 22 | 20 |
| 18 | 26 | 15 | 1300 | 5 | 21 | 20 | 20 | 18 |
| 13 | 27 | 13 | 1330 | 6 | 22 | 26 | 12 | 11 |
| 7 | 30 | 13 | 1400 | 6 | 23 | 23 | 18 | 18 |
| 12 | 25 | 13 | 1430 | 4 | 30 | 21 | 18 | 14 |
| 16 | 29 | 13 | 1500 | 6 | 14 | 19 | 12 | 15 |
| 21 | 28 | 17 | 1530 | 12 | 21 | 17 | 19 | 20 |
| 19 | 25 | 22 | 1600 | 6 | 25 | 16 | 21 | 12 |
| 8 | 30 | 8 | 1630 | 8 | 20 | 18 | 20 | 7 |
| 7 | 25 | 11 | 1700 | 7 | 16 | 18 | 17 | 6 |
| 24 | 17 | 4 | 1730 | 5 | 13 | 7 | 17 | 5 |
| 13 | 19 | 6 | 1800 | 5 | 24 | 8 | 4 | 4 |
| 21 | 25 | 9 | 1830 | 6 | 18 | 9 | 18 | 4 |
| 12 | 24 | 13 | 1900 | 13 | 9 | 12 | 12 | 9 |
| 13 | 20 | 9 | 1930 | 6 | 7 | 6 | 6 | 10 |
| 16 | 17 | 10 | 2000 | 23 | 35 | 4 | 5 | 11 |
| 13 | 19 | 4 | 2030 | 28 | 21 | 7 | 5 | 13 |
| 21 | 11 | 6 | 2100 | 22 | 21 | 12 | 5 | 11 |
| 11 | 12 | 4 | 2130 | 13 | 6 | 5 | 4 | 5 |
| 13 | 9 | 3 | 2200 | 10 | 4 | 3 | 4 | 9 |
| 9 | 9 | 7 | 2230 | 9 | 1 | 2 | 3 | 4 |


| 5 | 15 | 3 | $\mathbf{2 3 0 0}$ | 7 | 0 | 3 | 3 | 4 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 3 | 8 | 3 | $\mathbf{2 3 3 0}$ | 1 | 1 | 6 | 2 | 1 |
| 13-Sep | 14-Sep | 15-Sep | Interval | 16-Sep | 17-Sep | 18-Sep | 19-Sep | 20-Sep |


| 21-Sep | 22-Sep | 23-Sep | 24-Sep | 25-Sep | 26-Sep | 27-Sep | 28-Sep | 29-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 2 | 4 | 0 | 0 | 2 | 0 | 3 | 4 |
| 1 | 1 | 2 | 1 | 1 | 0 | 1 | 2 | 1 |
| 1 | 0 | 5 | 5 | 2 | 1 | 0 | 3 | 0 |
| 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 0 |
| 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1 | 3 | 2 | 0 | 0 | 0 | 1 | 0 |
| 1 | 1 | 1 | 2 | 1 | 1 | 0 | 0 | 0 |
| 1 | 1 | 1 | 7 | 1 | 0 | 0 | 3 | 0 |
| 0 | 1 | 0 | 6 | 1 | 0 | 0 | 0 | 0 |
| 0 | 1 | 0 | 0 | 0 | 2 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 2 | 0 | 1 | 0 | 0 |
| 2 | 0 | 0 | 5 | 2 | 2 | 1 | 1 | 1 |
| 2 | 0 | 1 | 4 | 3 | 0 | 0 | 3 | 8 |
| 3 | 3 | 2 | 7 | 2 | 8 | 1 | 4 | 5 |
| 4 | 9 | 0 | 2 | 7 | 8 | 10 | 2 | 5 |
| 7 | 9 | 11 | 12 | 9 | 4 | 7 | 8 | 5 |
| 9 | 8 | 7 | 11 | 7 | 14 | 9 | 4 | 11 |
| 11 | 8 | 11 | 24 | 9 | 16 | 15 | 18 | 4 |
| 14 | 11 | 3 | 30 | 13 | 19 | 13 | 24 | 10 |
| 26 | 9 | 8 | 27 | 19 | 16 | 15 | 14 | 11 |
| 18 | 4 | 3 | 22 | 25 | 19 | 14 | 14 | 14 |
| 21 | 7 | 9 | 16 | 16 | 20 | 18 | 18 | 10 |
| 18 | 12 | 3 | 20 | 16 | 17 | 21 | 20 | 14 |
| 17 | 7 | 11 | 23 | 14 | 17 | 17 | 17 | 9 |
| 15 | 8 | 3 | 23 | 13 | 16 | 12 | 21 | 4 |
| 15 | 3 | 7 | 23 | 11 | 14 | 17 | 9 | 7 |
| 17 | 6 | 10 | 17 | 18 | 16 | 12 | 17 | 4 |
| 13 | 3 | 11 | 19 | 11 | 36 | 9 | 13 | 6 |
| 13 | 8 | 6 | 9 | 8 | 14 | 19 | 17 | 11 |
| 10 | 10 | 7 | 20 | 29 | 17 | 12 | 11 | 6 |
| 8 | 4 | 7 | 15 | 11 | 16 | 12 | 14 | 8 |
| 17 | 7 | 7 | 11 | 17 | 14 | 14 | 11 | 15 |
| 11 | 5 | 6 | 18 | 18 | 19 | 13 | 17 | 14 |
| 14 | 7 | 17 | 11 | 11 | 21 | 9 | 12 | 9 |
| 13 | 5 | 5 | 24 | 20 | 23 | 14 | 14 | 10 |
| 14 | 3 | 3 | 15 | 15 | 14 | 6 | 7 | 3 |
| 10 | 8 | 8 | 10 | 14 | 10 | 11 | 8 | 8 |
| 14 | 4 | 8 | 17 | 6 | 8 | 11 | 12 | 14 |
| 12 | 10 | 17 | 12 | 6 | 6 | 10 | 12 | 6 |
| 6 | 5 | 6 | 14 | 6 | 8 | 17 | 13 | 10 |
| 7 | 5 | 6 | 9 | 6 | 4 | 13 | 7 | 5 |
| 8 | 2 | 5 | 16 | 2 | 4 | 11 | 5 | 7 |
| 4 | 0 | 1 | 4 | 4 | 6 | 8 | 12 | 5 |
| 2 | 13 | 5 | 4 | 6 | 9 | 5 | 5 | 11 |
| 3 | 5 | 3 | 3 | 1 | 1 | 4 | 6 | 6 |
| 3 | 6 | 3 | 5 | 4 | 1 | 3 | 6 | 1 |


| 0 | 5 | 4 | 2 | 1 | 1 | 4 | 0 | 2 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 4 | 5 | 0 | 1 | 2 | 0 | 1 | 1 | 0 |
| 21-Sep | 22-Sep | 23-Sep | 24-Sep | 25-Sep | 26-Sep | 27-Sep | 28-Sep | 29-Sep |


| 30-Sep | Interval | 1-Oct | 2-Oct | 3-Oct | 4-Oct | 5-Oct | 6-Oct | 7-Oct |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 4 | 0 | 4 | 0 | 0 | 1 | 1 | 2 | 2 |
| 2 | 30 | 10 | 3 | 2 | 0 | 1 | 1 | 6 |
| 1 | 100 | 1 | 0 | 0 | 1 | 2 | 1 | 2 |
| 0 | 130 | 1 | 1 | 0 | 1 | 0 | 1 | 2 |
| 0 | 200 | 1 | 0 | 0 | 2 | 0 | 0 | 1 |
| 1 | 230 | 1 | 0 | 0 | 0 | 1 | 0 | 2 |
| 0 | 300 | 0 | 0 | 0 | 2 | 0 | 0 | 0 |
| 0 | 330 | 1 | 0 | 0 | 0 | 0 | 0 | 3 |
| 0 | 400 | 0 | 0 | 1 | 0 | 1 | 1 | 0 |
| 0 | 430 | 0 | 1 | 1 | 0 | 1 | 0 | 1 |
| 0 | 500 | 0 | 1 | 1 | 0 | 0 | 0 | 1 |
| 1 | 530 | 2 | 2 | 0 | 3 | 1 | 0 | 0 |
| 0 | 600 | 2 | 9 | 3 | 4 | 0 | 4 | 3 |
| 2 | 630 | 8 | 7 | 1 | 7 | 4 | 4 | 1 |
| 2 | 700 | 11 | 7 | 1 | 10 | 2 | 3 | 2 |
| 5 | 730 | 11 | 5 | 7 | 7 | 8 | 3 | 2 |
| 7 | 800 | 10 | 14 | 7 | 10 | 10 | 7 | 5 |
| 5 | 830 | 10 | 12 | 9 | 10 | 16 | 12 | 8 |
| 7 | 900 | 16 | 7 | 21 | 14 | 16 | 5 | 8 |
| 7 | 930 | 23 | 20 | 11 | 13 | 20 | 6 | 11 |
| 6 | 1000 | 20 | 20 | 12 | 17 | 17 | 6 | 4 |
| 13 | 1030 | 18 | 8 | 15 | 10 | 26 | 10 | 5 |
| 8 | 1100 | 25 | 20 | 24 | 15 | 15 | 10 | 10 |
| 8 | 1130 | 19 | 21 | 16 | 17 | 12 | 5 | 8 |
| 6 | 1200 | 22 | 13 | 14 | 15 | 12 | 6 | 7 |
| 5 | 1230 | 14 | 10 | 12 | 14 | 13 | 8 | 2 |
| 7 | 1300 | 14 | 10 | 17 | 13 | 28 | 3 | 9 |
| 4 | 1330 | 20 | 15 | 20 | 17 | 15 | 13 | 4 |
| 4 | 1400 | 28 | 19 | 18 | 22 | 19 | 13 | 3 |
| 2 | 1430 | 13 | 16 | 19 | 10 | 21 | 15 | 3 |
| 9 | 1500 | 17 | 16 | 18 | 16 | 21 | 18 | 11 |
| 7 | 1530 | 15 | 11 | 19 | 16 | 25 | 14 | 9 |
| 4 | 1600 | 17 | 9 | 18 | 13 | 17 | 15 | 8 |
| 5 | 1630 | 23 | 18 | 11 | 13 | 15 | 18 | 3 |
| 2 | 1700 | 16 | 9 | 21 | 12 | 11 | 12 | 7 |
| 4 | 1730 | 17 | 13 | 16 | 14 | 7 | 3 | 3 |
| 8 | 1800 | 17 | 13 | 15 | 16 | 13 | 10 | 8 |
| 8 | 1830 | 13 | 15 | 24 | 11 | 10 | 18 | 7 |
| 11 | 1900 | 14 | 27 | 39 | 23 | 11 | 13 | 10 |
| 10 | 1930 | 11 | 10 | 31 | 14 | 6 | 6 | 7 |
| 5 | 2000 | 8 | 8 | 24 | 8 | 11 | 13 | 8 |
| 4 | 2030 | 8 | 4 | 13 | 7 | 3 | 9 | 6 |
| 4 | 2100 | 9 | 7 | 18 | 3 | 5 | 15 | 3 |
| 3 | 2130 | 9 | 3 | 10 | 1 | 4 | 10 | 0 |
| 1 | 2200 | 8 | 3 | 5 | 2 | 3 | 4 | 2 |
| 4 | 2230 | 3 | 1 | 2 | 1 | 1 | 5 | 2 |


| 5 | $\mathbf{2 3 0 0}$ | 1 | 2 | 4 | 1 | 1 | 0 | 2 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | $\mathbf{2 3 3 0}$ | 1 | 1 | 2 | 1 | 3 | 2 | 2 |
| 30-Sep | Interval | 1-Oct | 2-Oct | 3-Oct | 4-Oct | 5-Oct | $\mathbf{6 - O c t}$ | 7-Oct |


| 8-Oct | 9-Oct | 10-Oct | 11-Oct | 12-Oct | 13-Oct | 14-Oct | 15-Oct | Interval |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 1 | 3 | 1 | 0 | 1 | 3 | 0 |
| 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 30 |
| 1 | 0 | 0 | 0 | 1 | 1 | 0 | 1 | 100 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 130 |
| 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 200 |
| 0 | 0 | 1 | 2 | 1 | 0 | 1 | 0 | 230 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 300 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 330 |
| 0 | 1 | 1 | 0 | 0 | 0 | 1 | 3 | 400 |
| 2 | 0 | 0 | 0 | 0 | 1 | 3 | 1 | 430 |
| 2 | 2 | 2 | 1 | 1 | 0 | 1 | 0 | 500 |
| 3 | 3 | 4 | 0 | 0 | 1 | 1 | 1 | 530 |
| 1 | 0 | 1 | 1 | 1 | 2 | 1 | 2 | 600 |
| 1 | 6 | 8 | 1 | 3 | 1 | 2 | 8 | 630 |
| 6 | 8 | 13 | 4 | 6 | 3 | 5 | 3 | 700 |
| 7 | 9 | 9 | 4 | 5 | 7 | 4 | 9 | 730 |
| 12 | 19 | 11 | 11 | 16 | 16 | 4 | 9 | 800 |
| 12 | 20 | 14 | 14 | 13 | 20 | 8 | 13 | 830 |
| 13 | 19 | 18 | 16 | 18 | 13 | 9 | 23 | 900 |
| 10 | 19 | 18 | 17 | 9 | 13 | 5 | 19 | 930 |
| 17 | 15 | 15 | 20 | 17 | 20 | 13 | 24 | 1000 |
| 12 | 17 | 20 | 15 | 15 | 14 | 8 | 29 | 1030 |
| 13 | 22 | 20 | 11 | 15 | 16 | 3 | 16 | 1100 |
| 12 | 17 | 18 | 12 | 6 | 13 | 7 | 21 | 1130 |
| 10 | 17 | 17 | 14 | 14 | 8 | 2 | 20 | 1200 |
| 7 | 18 | 12 | 15 | 12 | 9 | 8 | 12 | 1230 |
| 6 | 13 | 24 | 8 | 17 | 13 | 12 | 11 | 1300 |
| 5 | 13 | 15 | 7 | 11 | 7 | 13 | 18 | 1330 |
| 6 | 21 | 13 | 16 | 10 | 11 | 11 | 18 | 1400 |
| 11 | 20 | 14 | 13 | 0:00 | 16 | 3 | 15 | 1430 |
| 11 | 19 | 16 | 9 | 17 | 7 | 5 | 14 | 1500 |
| 9 | 27 | 13 | 7 | 0:00 | 9 | 8 | 8 | 1530 |
| 10 | 25 | 11 | 16 | 21 | 16 | 8 | 14 | 1600 |
| 8 | 28 | 14 | 13 | 15 | 7 | 11 | 6 | 1630 |
| 6 | 25 | 11 | 11 | 15 | 13 | 8 | 9 | 1700 |
| 6 | 13 | 9 | 14 | 13 | 14 | 8 | 10 | 1730 |
| 9 | 12 | 10 | 11 | 14 | 12 | 5 | 12 | 1800 |
| 18 | 20 | 11 | 17 | 17 | 18 | 12 | 9 | 1830 |
| 5 | 22 | 10 | 14 | 23 | 20 | 4 | 9 | 1900 |
| 20 | 19 | 7 | 19 | 21 | 21 | 6 | 4 | 1930 |
| 11 | 9 | 9 | 9 | 16 | 15 | 4 | 4 | 2000 |
| 10 | 9 | 5 | 7 | 17 | 13 | 6 | 5 | 2030 |
| 4 | 6 | 7 | 5 | 17 | 9 | 10 | 1 | 2100 |
| 4 | 6 | 6 | 1 | 4 | 1 | 6 | 1 | 2130 |
| 3 | 3 | 2 | 7 | 5 | 1 | 4 | 4 | 2200 |
| 5 | 2 | 1 | 4 | 6 | 1 | 4 | 3 | 2230 |


| 3 | 1 | 1 | 3 | 3 | 2 | 1 | 3 | $\mathbf{2 3 0 0}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 7 | 4 | 6 | 0 | 0 | 3 | 2 | $\mathbf{2 3 3 0}$ |
| 8-Oct | $\mathbf{9 - O c t}$ | $\mathbf{1 0 - O c t}$ | $\mathbf{1 1 - O c t}$ | $\mathbf{1 2 - O c t}$ | $\mathbf{1 3 - O c t}$ | $\mathbf{1 4 - O c t}$ | $\mathbf{1 5 - O c t}$ | Interval |


| 16-Oct | 17-Oct | 18-Oct | 19-Oct | 20-Oct | 21-Oct | 22-Oct | 23-Oct | 24-Oct |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 5 | 2 | 0 | 2 | 1 | 1 | 1 | 0 |
| 1 | 3 | 0 | 1 | 1 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 2 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| 0 | 0 | 3 | 1 | 0 | 0 | 0 | 1 | 1 |
| 1 | 1 | 0 | 0 | 0 | 0 | 0 | 2 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 1 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| 1 | 0 | 4 | 3 | 0 | 0 | 0 | 1 | 0 |
| 2 | 5 | 1 | 2 | 0 | 1 | 0 | 2 | 0 |
| 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 |
| 2 | 0 | 3 | 1 | 0 | 0 | 2 | 2 | 0 |
| 2 | 2 | 8 | 0 | 0 | 0 | 3 | 3 | 0 |
| 2 | 4 | 9 | 1 | 2 | 1 | 1 | 6 | 7 |
| 2 | 4 | 9 | 5 | 1 | 1 | 7 | 7 | 7 |
| 6 | 6 | 8 | 6 | 5 | 4 | 9 | 16 | 7 |
| 10 | 5 | 19 | 7 | 9 | 5 | 11 | 17 | 7 |
| 10 | 15 | 23 | 12 | 6 | 8 | 10 | 16 | 11 |
| 23 | 9 | 23 | 20 | 11 | 8 | 15 | 15 | 17 |
| 13 | 16 | 11 | 16 | 13 | 8 | 19 | 12 | 13 |
| 10 | 16 | 22 | 11 | 8 | 9 | 21 | 11 | 17 |
| 19 | 16 | 19 | 9 | 7 | 8 | 24 | 15 | 20 |
| 16 | 20 | 12 | 11 | 14 | 6 | 22 | 18 | 18 |
| 13 | 20 | 17 | 12 | 9 | 3 | 14 | 16 | 16 |
| 21 | 19 | 22 | 7 | 8 | 7 | 8 | 19 | 10 |
| 18 | 21 | 10 | 15 | 8 | 6 | 7 | 10 | 12 |
| 15 | 17 | 14 | 10 | 6 | 9 | 18 | 10 | 9 |
| 15 | 15 | 22 | 7 | 5 | 4 | 11 | 14 | 12 |
| 13 | 16 | 17 | 14 | 7 | 7 | 17 | 14 | 17 |
| 24 | 18 | 8 | 14 | 10 | 7 | 21 | 11 | 17 |
| 12 | 23 | 13 | 7 | 5 | 6 | 14 | 8 | 12 |
| 25 | 10 | 10 | 16 | 11 | 9 | 40 | 14 | 11 |
| 16 | 24 | 7 | 9 | 9 | 5 | 36 | 13 | 11 |
| 16 | 14 | 13 | 11 | 9 | 6 | 45 | 8 | 13 |
| 9 | 14 | 10 | 18 | 3 | 2 | 29 | 9 | 7 |
| 6 | 13 | 7 | 11 | 6 | 5 | 39 | 7 | 11 |
| 7 | 14 | 7 | 12 | 4 | 4 | 24 | 3 | 12 |
| 5 | 8 | 9 | 11 | 2 | 1 | 22 | 7 | 16 |
| 10 | 6 | 6 | 8 | 8 | 10 | 20 | 8 | 17 |
| 5 | 12 | 7 | 7 | 2 | 6 | 11 | 7 | 10 |
| 3 | 10 | 8 | 6 | 4 | 7 | 4 | 11 | 12 |
| 1 | 15 | 2 | 7 | 6 | 8 | 7 | 6 | 4 |
| 9 | 3 | 2 | 10 | 9 | 3 | 11 | 7 | 4 |
| 7 | 6 | 4 | 7 | 2 | 9 | 8 | 2 | 3 |
| 2 | 4 | 3 | 3 | 3 | 2 | 8 | 4 | 5 |
| 7 | 4 | 2 | 3 | 4 | 3 | 4 | 3 | 8 |


| 11 | 2 | 3 | 4 | 5 | 2 | 2 | 9 | 0 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 6 | 0 | 0 | 1 | 1 | 0 | 1 | 3 | 1 |
| 16-Oct | $\mathbf{1 7 - O c t}$ | $\mathbf{1 8 - O c t}$ | $\mathbf{1 9 - O c t}$ | $\mathbf{2 0 - O c t}$ | $\mathbf{2 1 - O c t}$ | $\mathbf{2 2 - O c t}$ | $\mathbf{2 3 - O c t}$ | $\mathbf{2 4 - O c t}$ |


| 25-Oct | 26-Oct | 27-Oct | 28-Oct | 29-Oct | 30-Oct | 31-Oct | Interval | 1-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2 | 3 | 1 | 0 | 4 | 0 | 0 | 0 | 2 |
| 0 | 1 | 1 | 0 | 0 | 2 | 1 | 30 | 2 |
| 0 | 1 | 1 | 0 | 2 | 1 | 1 | 100 | 0 |
| 0 | 2 | 0 | 1 | 1 | 1 | 0 | 130 | 1 |
| 0 | 3 | 0 | 0 | 0 | 0 | 0 | 200 | 0 |
| 1 | 0 | 1 | 0 | 0 | 0 | 0 | 230 | 0 |
| 0 | 0 | 0 | 2 | 1 | 0 | 0 | 300 | 1 |
| 0 | 1 | 3 | 0 | 0 | 0 | 0 | 330 | 0 |
| 0 | 1 | 0 | 0 | 0 | 0 | 0 | 400 | 0 |
| 0 | 1 | 0 | 0 | 1 | 1 | 0 | 430 | 1 |
| 1 | 0 | 0 | 0 | 3 | 1 | 0 | 500 | 0 |
| 2 | 0 | 0 | 2 | 1 | 1 | 1 | 530 | 0 |
| 0 | 0 | 2 | 1 | 2 | 2 | 3 | 600 | 1 |
| 2 | 3 | 2 | 0 | 2 | 1 | 3 | 630 | 4 |
| 9 | 9 | 1 | 2 | 1 | 4 | 4 | 700 | 4 |
| 6 | 5 | 8 | 2 | 5 | 7 | 7 | 730 | 9 |
| 5 | 10 | 4 | 3 | 21 | 7 | 10 | 800 | 8 |
| 5 | 10 | 9 | 2 | 20 | 21 | 9 | 830 | 13 |
| 6 | 8 | 12 | 2 | 18 | 17 | 15 | 900 | 24 |
| 9 | 17 | 11 | 2 | 11 | 10 | 16 | 930 | 11 |
| 18 | 11 | 10 | 11 | 23 | 12 | 15 | 1000 | 9 |
| 16 | 14 | 6 | 9 | 13 | 18 | 18 | 1030 | 17 |
| 18 | 21 | 7 | 5 | 17 | 16 | 14 | 1100 | 12 |
| 17 | 9 | 8 | 5 | 9 | 17 | 13 | 1130 | 18 |
| 14 | 19 | 6 | 16 | 12 | 20 | 15 | 1200 | 6 |
| 15 | 12 | 4 | 7 | 11 | 16 | 10 | 1230 | 15 |
| 12 | 13 | 10 | 7 | 14 | 15 | 16 | 1300 | 21 |
| 13 | 22 | 5 | 6 | 13 | 19 | 17 | 1330 | 18 |
| 12 | 14 | 8 | 7 | 17 | 16 | 13 | 1400 | 12 |
| 9 | 7 | 1 | 5 | 20 | 16 | 18 | 1430 | 24 |
| 12 | 10 | 7 | 6 | 12 | 16 | 13 | 1500 | 10 |
| 9 | 12 | 8 | 4 | 16 | 11 | 9 | 1530 | 17 |
| 20 | 8 | 5 | 3 | 16 | 13 | 14 | 1600 | 11 |
| 11 | 12 | 6 | 3 | 14 | 10 | 5 | 1630 | 8 |
| 7 | 5 | 8 | 8 | 13 | 7 | 19 | 1700 | 10 |
| 2 | 3 | 10 | 12 | 7 | 8 | 5 | 1730 | 13 |
| 7 | 7 | 11 | 9 | 11 | 11 | 7 | 1800 | 7 |
| 10 | 10 | 11 | 7 | 7 | 13 | 5 | 1830 | 12 |
| 9 | 5 | 12 | 8 | 29 | 14 | 4 | 1900 | 14 |
| 5 | 7 | 8 | 10 | 11 | 6 | 6 | 1930 | 6 |
| 11 | 7 | 8 | 8 | 1 | 8 | 13 | 2000 | 11 |
| 6 | 10 | 6 | 3 | 4 | 3 | 19 | 2030 | 7 |
| 4 | 5 | 5 | 0 | 5 | 2 | 11 | 2100 | 7 |
| 5 | 0 | 6 | 3 | 5 | 3 | 4 | 2130 | 11 |
| 4 | 2 | 5 | 4 | 2 | 0 | 1 | 2200 | 1 |
| 3 | 6 | 8 | 2 | 3 | 3 | 0 | 2230 | 3 |


| 5 | 1 | 1 | 3 | 8 | 3 | 0 | $\mathbf{2 3 0 0}$ | 3 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2 | 4 | 1 | 1 | 0 | 1 | 2 | $\mathbf{2 3 3 0}$ | 0 |
| $\mathbf{2 5 - O c t}$ | $\mathbf{2 6 - O c t}$ | $\mathbf{2 7 - O c t}$ | $\mathbf{2 8 - O c t}$ | $\mathbf{2 9 - O c t}$ | $\mathbf{3 0 - O c t}$ | $\mathbf{3 1 - O c t}$ | Interval | 1-Nov |


| 2-Nov | 3-Nov | 4-Nov | 5-Nov | 6-Nov | 7-Nov | 8-Nov | 9-Nov | 10-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 8 | 5 | 4 | 1 | 5 | 0 | 5 |
| 0 | 1 | 6 | 15 | 0 | 2 | 10 | 1 | 3 |
| 0 | 2 | 4 | 10 | 0 | 0 | 11 | 1 | 6 |
| 0 | 0 | 4 | 2 | 2 | 2 | 6 | 0 | 0 |
| 0 | 1 | 6 | 0 | 0 | 0 | 1 | 1 | 2 |
| 0 | 0 | 4 | 5 | 0 | 0 | 0 | 2 | 4 |
| 0 | 0 | 2 | 2 | 1 | 0 | 4 | 1 | 0 |
| 0 | 2 | 1 | 2 | 0 | 0 | 0 | 5 | 1 |
| 0 | 0 | 2 | 5 | 0 | 2 | 0 | 1 | 0 |
| 1 | 0 | 1 | 2 | 0 | 1 | 1 | 1 | 1 |
| 0 | 1 | 1 | 5 | 0 | 0 | 1 | 0 | 1 |
| 3 | 2 | 2 | 4 | 3 | 1 | 4 | 1 | 1 |
| 4 | 1 | 3 | 6 | 4 | 2 | 6 | 3 | 2 |
| 2 | 4 | 5 | 4 | 4 | 1 | 8 | 2 | 4 |
| 5 | 5 | 6 | 6 | 3 | 3 | 10 | 3 | 11 |
| 4 | 5 | 15 | 23 | 9 | 2 | 9 | 11 | 10 |
| 7 | 7 | 17 | 26 | 9 | 3 | 21 | 13 | 13 |
| 12 | 7 | 23 | 29 | 14 | 17 | 15 | 9 | 12 |
| 6 | 10 | 32 | 23 | 12 | 16 | 18 | 12 | 16 |
| 15 | 9 | 26 | 25 | 12 | 17 | 11 | 13 | 13 |
| 12 | 12 | 32 | 29 | 17 | 20 | 19 | 9 | 22 |
| 13 | 18 | 28 | 26 | 21 | 19 | 15 | 21 | 13 |
| 15 | 9 | 30 | 25 | 13 | 15 | 20 | 15 | 16 |
| 17 | 12 | 26 | 34 | 20 | 19 | 15 | 12 | 12 |
| 12 | 8 | 25 | 30 | 17 | 23 | 10 | 10 | 13 |
| 5 | 20 | 27 | 24 | 18 | 14 | 16 | 14 | 8 |
| 11 | 19 | 24 | 36 | 22 | 15 | 11 | 14 | 18 |
| 17 | 17 | 22 | 20 | 16 | 21 | 9 | 12 | 11 |
| 12 | 18 | 17 | 22 | 25 | 19 | 12 | 15 | 8 |
| 19 | 8 | 20 | 17 | 10 | 23 | 9 | 11 | 8 |
| 15 | 10 | 18 | 29 | 19 | 22 | 14 | 11 | 5 |
| 13 | 6 | 19 | 27 | 19 | 13 | 8 | 17 | 4 |
| 12 | 5 | 18 | 26 | 17 | 17 | 14 | 11 | 5 |
| 10 | 11 | 11 | 22 | 20 | 22 | 7 | 12 | 4 |
| 17 | 8 | 17 | 15 | 13 | 21 | 14 | 9 | 6 |
| 9 | 7 | 18 | 23 | 20 | 16 | 12 | 10 | 7 |
| 9 | 12 | 6 | 21 | 18 | 18 | 11 | 20 | 3 |
| 11 | 2 | 4 | 12 | 23 | 20 | 17 | 20 | 7 |
| 7 | 10 | 11 | 10 | 17 | 29 | 12 | 17 | 4 |
| 10 | 7 | 10 | 13 | 20 | 16 | 13 | 10 | 7 |
| 9 | 11 | 20 | 9 | 10 | 17 | 6 | 10 | 2 |
| 5 | 5 | 2 | 5 | 3 | 16 | 6 | 11 | 4 |
| 5 | 12 | 2 | 6 | 10 | 10 | 8 | 8 | 6 |
| 2 | 18 | 2 | 3 | 8 | 4 | 10 | 5 | 6 |
| 5 | 28 | 6 | 6 | 4 | 5 | 2 | 8 | 9 |
| 10 | 22 | 0 | 6 | 4 | 1 | 0 | 11 | 3 |


| 3 | 17 | 0 | 3 | 4 | 1 | 7 | 7 | 3 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 3 | 8 | 3 | 1 | 2 | 0 | 1 | 6 | 6 |
| 2-Nov | 3-Nov | 4-Nov | 5-Nov | 6-Nov | 7-Nov | 8-Nov | 9-Nov | 10-Nov |


| 11-Nov | 12-Nov | 13-Nov | 14-Nov | 15-Nov | Interval | 16-Nov | 17-Nov | 18-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2 | 2 | 0 | 2 | 1 | 0 | 3 | 3 | 0 |
| 1 | 5 | 0 | 1 | 4 | 30 | 0 | 1 | 1 |
| 2 | 4 | 1 | 1 | 0 | 100 | 0 | 1 | 1 |
| 1 | 1 | 0 | 1 | 0 | 130 | 0 | 5 | 0 |
| 1 | 1 | 2 | 0 | 0 | 200 | 0 | 0 | 1 |
| 2 | 0 | 1 | 0 | 1 | 230 | 0 | 0 | 0 |
| 0 | 0 | 1 | 0 | 0 | 300 | 0 | 1 | 0 |
| 1 | 0 | 0 | 0 | 0 | 330 | 1 | 0 | 1 |
| 1 | 1 | 1 | 0 | 0 | 400 | 2 | 0 | 2 |
| 2 | 1 | 2 | 0 | 0 | 430 | 0 | 0 | 1 |
| 1 | 2 | 3 | 0 | 2 | 500 | 0 | 2 | 1 |
| 3 | 1 | 1 | 0 | 3 | 530 | 1 | 0 | 3 |
| 3 | 4 | 0 | 0 | 1 | 600 | 0 | 0 | 1 |
| 2 | 2 | 3 | 4 | 2 | 630 | 3 | 3 | 0 |
| 7 | 4 | 8 | 8 | 7 | 700 | 0 | 1 | 1 |
| 3 | 7 | 4 | 5 | 9 | 730 | 8 | 5 | 1 |
| 5 | 7 | 11 | 8 | 16 | 800 | 10 | 11 | 3 |
| 6 | 15 | 13 | 15 | 17 | 830 | 12 | 6 | 3 |
| 8 | 12 | 13 | 9 | 12 | 900 | 14 | 6 | 4 |
| 13 | 12 | 18 | 13 | 31 | 930 | 10 | 11 | 2 |
| 13 | 15 | 21 | 24 | 16 | 1000 | 12 | 15 | 9 |
| 9 | 20 | 35 | 19 | 18 | 1030 | 13 | 11 | 5 |
| 4 | 23 | 20 | 16 | 21 | 1100 | 10 | 8 | 6 |
| 10 | 15 | 15 | 9 | 20 | 1130 | 21 | 9 | 4 |
| 11 | 13 | 27 | 18 | 13 | 1200 | 14 | 7 | 9 |
| 7 | 10 | 14 | 24 | 24 | 1230 | 17 | 6 | 3 |
| 6 | 10 | 20 | 11 | 10 | 1300 | 13 | 8 | 2 |
| 3 | 8 | 20 | 17 | 9 | 1330 | 17 | 6 | 5 |
| 5 | 10 | 27 | 21 | 26 | 1400 | 16 | 8 | 10 |
| 6 | 9 | 18 | 19 | 25 | 1430 | 18 | 2 | 7 |
| 5 | 6 | 14 | 10 | 18 | 1500 | 19 | 6 | 6 |
| 4 | 13 | 25 | 15 | 11 | 1530 | 15 | 5 | 5 |
| 3 | 9 | 22 | 17 | 21 | 1600 | 19 | 4 | 6 |
| 3 | 8 | 19 | 16 | 17 | 1630 | 17 | 7 | 10 |
| 10 | 6 | 14 | 10 | 24 | 1700 | 16 | 6 | 6 |
| 10 | 10 | 17 | 14 | 16 | 1730 | 15 | 4 | 1 |
| 5 | 12 | 15 | 18 | 9 | 1800 | 12 | 7 | 10 |
| 13 | 6 | 13 | 21 | 24 | 1830 | 13 | 9 | 7 |
| 3 | 6 | 20 | 15 | 17 | 1900 | 13 | 12 | 8 |
| 8 | 4 | 14 | 15 | 16 | 1930 | 14 | 2 | 3 |
| 0 | 12 | 13 | 22 | 12 | 2000 | 13 | 8 | 2 |
| 3 | 7 | 10 | 13 | 8 | 2030 | 5 | 6 | 3 |
| 5 | 16 | 4 | 14 | 3 | 2100 | 7 | 9 | 5 |
| 9 | 11 | 5 | 6 | 8 | 2130 | 1 | 3 | 2 |
| 5 | 7 | 4 | 7 | 2 | 2200 | 3 | 4 | 5 |
| 4 | 3 | 4 | 1 | 4 | 2230 | 11 | 3 | 2 |


| 4 | 4 | 0 | 3 | 0 | 2300 | 2 | 3 | 1 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 5 | 2 | 6 | 0 | 5 | 2330 | 4 | 1 | 2 |
| 11-Nov | 12-Nov | 13-Nov | 14-Nov | 15-Nov | Interval | 16-Nov | 17-Nov | 18-Nov |


| 19-Nov | 20-Nov | 21-Nov | 22-Nov | 23-Nov | 24-Nov | 25-Nov | 26-Nov | 27-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 1 | 2 | 0 | 5 | 0 | 4 | 0 | 1 |
| 1 | 0 | 2 | 2 | 1 | 3 | 2 | 0 | 1 |
| 1 | 1 | 1 | 0 | 0 | 0 | 6 | 0 | 0 |
| 2 | 0 | 0 | 0 | 0 | 1 | 2 | 2 | 0 |
| 0 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 2 |
| 0 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 |
| 1 | 0 | 0 | 0 | 2 | 0 | 1 | 0 | 0 |
| 0 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 1 | 1 | 0 | 1 | 1 | 0 | 1 | 1 | 0 |
| 2 | 0 | 3 | 0 | 2 | 0 | 0 | 2 | 1 |
| 1 | 3 | 2 | 0 | 0 | 3 | 1 | 0 | 5 |
| 1 | 1 | 5 | 1 | 1 | 3 | 0 | 0 | 1 |
| 3 | 5 | 3 | 2 | 3 | 3 | 3 | 2 | 1 |
| 3 | 9 | 4 | 2 | 4 | 6 | 3 | 7 | 2 |
| 9 | 15 | 8 | 2 | 10 | 6 | 0 | 8 | 8 |
| 11 | 9 | 5 | 4 | 17 | 3 | 5 | 8 | 14 |
| 12 | 10 | 6 | 2 | 14 | 9 | 6 | 10 | 14 |
| 16 | 17 | 10 | 2 | 14 | 9 | 7 | 17 | 11 |
| 13 | 20 | 6 | 3 | 7 | 7 | 5 | 17 | 12 |
| 16 | 17 | 5 | 2 | 9 | 10 | 4 | 13 | 10 |
| 8 | 17 | 17 | 1 | 13 | 7 | 2 | 16 | 17 |
| 9 | 10 | 16 | 1 | 13 | 11 | 10 | 16 | 11 |
| 11 | 19 | 17 | 0 | 16 | 5 | 10 | 12 | 7 |
| 14 | 15 | 9 | 4 | 18 | 3 | 9 | 24 | 12 |
| 9 | 15 | 6 | 1 | 10 | 7 | 4 | 17 | 12 |
| 17 | 5 | 8 | 1 | 14 | 6 | 3 | 19 | 12 |
| 7 | 14 | 9 | 1 | 18 | 12 | 6 | 20 | 15 |
| 8 | 22 | 10 | 3 | 10 | 6 | 5 | 10 | 14 |
| 7 | 13 | 12 | 3 | 13 | 4 | 4 | 16 | 9 |
| 12 | 6 | 6 | 1 | 13 | 5 | 4 | 17 | 12 |
| 8 | 10 | 7 | 2 | 12 | 3 | 9 | 25 | 16 |
| 10 | 7 | 7 | 2 | 8 | 9 | 9 | 15 | 16 |
| 4 | 11 | 8 | 5 | 5 | 6 | 2 | 12 | 15 |
| 8 | 11 | 5 | 2 | 2 | 9 | 6 | 11 | 14 |
| 8 | 9 | 8 | 3 | 9 | 1 | 3 | 12 | 4 |
| 7 | 6 | 8 | 2 | 13 | 5 | 6 | 6 | 15 |
| 2 | 7 | 5 | 4 | 14 | 7 | 3 | 20 | 19 |
| 3 | 3 | 3 | 3 | 2 | 7 | 4 | 6 | 12 |
| 3 | 5 | 2 | 3 | 7 | 4 | 4 | 10 | 12 |
| 8 | 7 | 7 | 2 | 6 | 6 | 1 | 7 | 20 |
| 11 | 6 | 12 | 1 | 3 | 0 | 12 | 5 | 13 |
| 4 | 3 | 10 | 2 | 10 | 0 | 4 | 1 | 6 |
| 2 | 5 | 2 | 1 | 19 | 1 | 2 | 3 | 5 |
| 5 | 3 | 2 | 5 | 5 | 1 | 0 | 3 | 3 |


| 4 | 2 | 1 | 0 | 4 | 0 | 0 | 3 | 1 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 3 | 0 | 0 | 5 | 4 | 3 | 1 | 4 | 3 |
| 19-Nov | 20-Nov | 21-Nov | 22-Nov | 23-Nov | 24-Nov | 25-Nov | 26-Nov | 27-Nov |


| 28-Nov | 29-Nov | 30-Nov | Interval | 1-Dec | 2-Dec | 3-Dec | 4-Dec | 5-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 3 | 2 | 3 | 0 | 2 | 0 | 0 | 3 | 1 |
| 0 | 0 | 0 | 30 | 1 | 0 | 0 | 3 | 0 |
| 1 | 1 | 0 | 100 | 0 | 0 | 1 | 3 | 2 |
| 3 | 0 | 0 | 130 | 1 | 2 | 0 | 6 | 0 |
| 2 | 0 | 0 | 200 | 2 | 0 | 0 | 3 | 0 |
| 1 | 1 | 0 | 230 | 0 | 0 | 0 | 0 | 1 |
| 0 | 0 | 1 | 300 | 0 | 1 | 2 | 1 | 0 |
| 0 | 1 | 0 | 330 | 0 | 0 | 0 | 0 | 4 |
| 0 | 1 | 0 | 400 | 6 | 0 | 0 | 1 | 0 |
| 0 | 2 | 0 | 430 | 2 | 10 | 0 | 0 | 0 |
| 2 | 2 | 1 | 500 | 1 | 1 | 0 | 3 | 0 |
| 1 | 1 | 2 | 530 | 1 | 0 | 2 | 0 | 1 |
| 1 | 3 | 0 | 600 | 1 | 1 | 2 | 2 | 0 |
| 0 | 1 | 1 | 630 | 0 | 1 | 1 | 3 | 1 |
| 2 | 10 | 5 | 700 | 1 | 1 | 6 | 6 | 4 |
| 4 | 4 | 4 | 730 | 2 | 2 | 10 | 9 | 3 |
| 7 | 6 | 4 | 800 | 5 | 7 | 11 | 7 | 9 |
| 10 | 11 | 4 | 830 | 5 | 4 | 15 | 9 | 11 |
| 16 | 11 | 7 | 900 | 6 | 5 | 17 | 14 | 12 |
| 12 | 14 | 6 | 930 | 6 | 9 | 21 | 17 | 13 |
| 15 | 17 | 11 | 1000 | 2 | 0 | 19 | 13 | 11 |
| 10 | 10 | 8 | 1030 | 11 | 12 | 22 | 14 | 6 |
| 10 | 10 | 14 | 1100 | 10 | 1 | 23 | 16 | 16 |
| 16 | 13 | 13 | 1130 | 7 | 2 | 20 | 8 | 14 |
| 19 | 19 | 5 | 1200 | 8 | 3 | 17 | 17 | 10 |
| 7 | 9 | 10 | 1230 | 8 | 7 | 19 | 21 | 18 |
| 10 | 17 | 10 | 1300 | 2 | 5 | 21 | 10 | 10 |
| 15 | 23 | 13 | 1330 | 6 | 15 | 16 | 20 | 18 |
| 15 | 10 | 14 | 1400 | 7 | 5 | 19 | 13 | 20 |
| 16 | 11 | 14 | 1430 | 4 | 6 | 23 | 13 | 6 |
| 17 | 16 | 13 | 1500 | 11 | 3 | 11 | 9 | 12 |
| 15 | 12 | 11 | 1530 | 17 | 7 | 22 | 16 | 17 |
| 13 | 14 | 13 | 1600 | 10 | 1 | 24 | 8 | 7 |
| 14 | 11 | 12 | 1630 | 10 | 9 | 24 | 12 | 13 |
| 14 | 9 | 10 | 1700 | 10 | 6 | 13 | 14 | 7 |
| 10 | 11 | 7 | 1730 | 8 | 10 | 15 | 9 | 3 |
| 12 | 9 | 1 | 1800 | 9 | 8 | 16 | 10 | 6 |
| 13 | 9 | 7 | 1830 | 11 | 8 | 14 | 10 | 5 |
| 12 | 7 | 6 | 1900 | 7 | 4 | 20 | 14 | 8 |
| 22 | 3 | 1 | 1930 | 4 | 10 | 11 | 11 | 9 |
| 15 | 3 | 3 | 2000 | 4 | 3 | 9 | 9 | 2 |
| 9 | 3 | 4 | 2030 | 6 | 3 | 4 | 10 | 5 |
| 4 | 3 | 0 | 2100 | 3 | 5 | 7 | 9 | 2 |
| 7 | 3 | 1 | 2130 | 3 | 3 | 4 | 10 | 0 |
| 3 | 2 | 1 | 2200 | 9 | 3 | 5 | 8 | 1 |
| 3 | 2 | 0 | 2230 | 4 | 1 | 2 | 6 | 5 |


| 4 | 2 | 2 | $\mathbf{2 3 0 0}$ | 6 | 1 | 2 | 4 | 3 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 3 | 5 | 3 | $\mathbf{2 3 3 0}$ | 1 | 0 | 0 | 3 | 0 |
| 28-Nov | 29-Nov | 30-Nov | Interval | 1-Dec | 2-Dec | 3-Dec | 4-Dec | 5-Dec |


| 6-Dec | 7-Dec | 8-Dec | 9-Dec | 10-Dec | 11-Dec | 12-Dec | 13-Dec | 14-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 5 | 0 | 0 | 1 | 0 | 1 | 1 | 7 | 2 |
| 0 | 3 | 1 | 1 | 1 | 3 | 2 | 0 | 1 |
| 3 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 6 |
| 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 2 |
| 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 3 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 1 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 0 | 2 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 |
| 0 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 2 |
| 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 1 |
| 1 | 2 | 1 | 0 | 0 | 3 | 0 | 0 | 1 |
| 0 | 0 | 0 | 2 | 2 | 3 | 0 | 0 | 2 |
| 3 | 2 | 1 | 1 | 1 | 4 | 4 | 2 | 3 |
| 3 | 3 | 0 | 2 | 0 | 3 | 0 | 2 | 6 |
| 7 | 7 | 3 | 4 | 2 | 3 | 7 | 6 | 6 |
| 9 | 6 | 9 | 7 | 8 | 4 | 6 | 6 | 3 |
| 13 | 11 | 2 | 8 | 8 | 6 | 7 | 3 | 8 |
| 9 | 13 | 6 | 5 | 9 | 6 | 5 | 13 | 6 |
| 10 | 14 | 15 | 7 | 12 | 13 | 11 | 7 | 7 |
| 9 | 12 | 3 | 5 | 15 | 12 | 15 | 7 | 3 |
| 21 | 16 | 13 | 8 | 19 | 12 | 13 | 9 | 18 |
| 14 | 13 | 5 | 8 | 13 | 14 | 14 | 4 | 8 |
| 12 | 13 | 9 | 4 | 15 | 18 | 13 | 14 | 8 |
| 17 | 8 | 16 | 8 | 13 | 12 | 16 | 15 | 5 |
| 15 | 9 | 12 | 5 | 7 | 7 | 9 | 7 | 6 |
| 7 | 7 | 4 | 6 | 10 | 10 | 16 | 9 | 11 |
| 7 | 9 | 15 | 9 | 14 | 9 | 13 | 9 | 12 |
| 26 | 8 | 8 | 11 | 13 | 8 | 13 | 12 | 14 |
| 18 | 12 | 8 | 10 | 16 | 9 | 19 | 9 | 15 |
| 14 | 10 | 13 | 17 | 11 | 8 | 9 | 5 | 12 |
| 13 | 8 | 12 | 11 | 14 | 14 | 13 | 9 | 13 |
| 16 | 9 | 5 | 9 | 17 | 8 | 12 | 7 | 11 |
| 12 | 8 | 8 | 7 | 13 | 14 | 5 | 14 | 5 |
| 15 | 5 | 13 | 6 | 10 | 9 | 7 | 5 | 7 |
| 12 | 9 | 13 | 3 | 6 | 5 | 9 | 8 | 9 |
| 47 | 10 | 18 | 10 | 7 | 8 | 12 | 7 | 6 |
| 21 | 12 | 10 | 5 | 2 | 9 | 7 | 5 | 12 |
| 13 | 14 | 9 | 9 | 5 | 15 | 7 | 5 | 10 |
| 9 | 11 | 7 | 5 | 9 | 6 | 7 | 4 | 8 |
| 6 | 3 | 6 | 3 | 5 | 7 | 5 | 6 | 7 |
| 9 | 3 | 11 | 4 | 12 | 9 | 6 | 6 | 2 |
| 6 | 3 | 7 | 3 | 11 | 7 | 3 | 1 | 5 |
| 7 | 6 | 6 | 5 | 9 | 9 | 6 | 3 | 1 |
| 11 | 4 | 7 | 1 | 1 | 2 | 1 | 0 | 2 |
| 3 | 1 | 5 | 3 | 4 | 1 | 4 | 7 | 0 |


| 0 | 1 | 5 | 0 | 4 | 0 | 1 | 4 | 1 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 1 | 0 | 1 | 1 | 3 | 2 | 2 |
| 6-Dec | 7-Dec | 8-Dec | 9-Dec | 10-Dec | 11-Dec | 12-Dec | 13-Dec | 14-Dec |


| 15-Dec | Interval | 16-Dec | 17-Dec | 18-Dec | 19-Dec | 20-Dec | 21-Dec | 22-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | 1 | 0 | 2 | 1 | 0 | 1 |
| 1 | 30 | 0 | 0 | 0 | 0 | 1 | 1 | 1 |
| 2 | 100 | 1 | 0 | 1 | 0 | 0 | 0 | 0 |
| 0 | 130 | 1 | 0 | 2 | 0 | 0 | 0 | 0 |
| 1 | 200 | 0 | 0 | 0 | 2 | 1 | 0 | 1 |
| 0 | 230 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 0 | 300 | 1 | 0 | 0 | 0 | 1 | 0 | 0 |
| 0 | 330 | 0 | 0 | 0 | 0 | 0 | 2 | 0 |
| 0 | 400 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| 0 | 430 | 0 | 0 | 1 | 1 | 1 | 1 | 0 |
| 0 | 500 | 0 | 0 | 1 | 0 | 0 | 2 | 0 |
| 0 | 530 | 0 | 0 | 1 | 0 | 0 | 1 | 0 |
| 1 | 600 | 1 | 1 | 0 | 2 | 0 | 1 | 0 |
| 1 | 630 | 2 | 2 | 0 | 2 | 2 | 1 | 0 |
| 0 | 700 | 1 | 4 | 2 | 2 | 4 | 2 | 3 |
| 2 | 730 | 4 | 7 | 5 | 3 | 3 | 7 | 3 |
| 1 | 800 | 2 | 9 | 9 | 7 | 5 | 5 | 0 |
| 7 | 830 | 5 | 9 | 11 | 10 | 7 | 7 | 1 |
| 9 | 900 | 6 | 12 | 8 | 8 | 10 | 11 | 3 |
| 9 | 930 | 7 | 13 | 13 | 6 | 10 | 17 | 10 |
| 5 | 1000 | 7 | 14 | 13 | 10 | 10 | 14 | 6 |
| 5 | 1030 | 8 | 13 | 15 | 11 | 11 | 10 | 2 |
| 9 | 1100 | 7 | 18 | 6 | 8 | 6 | 10 | 7 |
| 8 | 1130 | 3 | 16 | 13 | 4 | 14 | 4 | 4 |
| 10 | 1200 | 4 | 14 | 6 | 8 | 5 | 11 | 4 |
| 6 | 1230 | 3 | 19 | 7 | 9 | 5 | 5 | 3 |
| 7 | 1300 | 4 | 13 | 12 | 8 | 7 | 8 | 5 |
| 10 | 1330 | 5 | 11 | 4 | 6 | 7 | 11 | 3 |
| 9 | 1400 | 5 | 12 | 15 | 7 | 8 | 9 | 9 |
| 12 | 1430 | 2 | 8 | 11 | 10 | 7 | 9 | 7 |
| 15 | 1500 | 4 | 10 | 4 | 7 | 4 | 14 | 7 |
| 14 | 1530 | 2 | 9 | 5 | 10 | 7 | 8 | 6 |
| 5 | 1600 | 6 | 16 | 11 | 9 | 4 | 9 | 8 |
| 6 | 1630 | 10 | 9 | 10 | 8 | 8 | 5 | 8 |
| 10 | 1700 | 3 | 8 | 8 | 7 | 5 | 8 | 8 |
| 7 | 1730 | 5 | 7 | 9 | 9 | 7 | 4 | 12 |
| 7 | 1800 | 4 | 8 | 8 | 5 | 6 | 10 | 6 |
| 15 | 1830 | 6 | 8 | 13 | 12 | 9 | 13 | 5 |
| 7 | 1900 | 3 | 11 | 3 | 8 | 16 | 12 | 14 |
| 0 | 1930 | 7 | 8 | 12 | 6 | 17 | 2 | 11 |
| 7 | 2000 | 6 | 4 | 14 | 7 | 9 | 5 | 13 |
| 4 | 2030 | 4 | 7 | 9 | 5 | 7 | 7 | 17 |
| 5 | 2100 | 4 | 8 | 7 | 5 | 6 | 4 | 6 |
| 3 | 2130 | 6 | 5 | 5 | 5 | 3 | 2 | 6 |
| 3 | 2200 | 1 | 2 | 3 | 3 | 2 | 5 | 1 |
| 1 | 2230 | 3 | 3 | 5 | 2 | 0 | 1 | 1 |


| 3 | $\mathbf{2 3 0 0}$ | 0 | 2 | 0 | 1 | 1 | 1 | 1 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | $\mathbf{2 3 3 0}$ | 0 | 3 | 0 | 2 | 1 | 4 | 1 |
| 15-Dec | Interval | 16-Dec | 17-Dec | 18-Dec | 19-Dec | 20-Dec | 21-Dec | 22-Dec |


| 23-Dec | 24-Dec | 25-Dec | 26-Dec | 27-Dec | 28-Dec | 29-Dec | 30-Dec | 31-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2 | 1 | 2 | 1 | 1 | 3 | 5 | 9 | 1 |
| 0 | 0 | 1 | 0 | 0 | 1 | 7 | 10 | 3 |
| 0 | 0 | 1 | 1 | 0 | 1 | 8 | 5 | 1 |
| 1 | 1 | 0 | 0 | 1 | 1 | 11 | 8 | 0 |
| 0 | 0 | 0 | 1 | 5 | 0 | 6 | 3 | 2 |
| 0 | 0 | 0 | 0 | 2 | 0 | 5 | 1 | 0 |
| 0 | 1 | 0 | 0 | 0 | 1 | 4 | 7 | 0 |
| 3 | 1 | 0 | 4 | 0 | 0 | 3 | 1 | 0 |
| 0 | 1 | 2 | 0 | 1 | 0 | 5 | 0 | 0 |
| 0 | 1 | 0 | 1 | 1 | 1 | 8 | 4 | 0 |
| 0 | 0 | 0 | 3 | 1 | 0 | 2 | 0 | 0 |
| 0 | 2 | 0 | 4 | 1 | 0 | 3 | 1 | 2 |
| 1 | 4 | 0 | 3 | 2 | 1 | 2 | 1 | 0 |
| 2 | 3 | 0 | 3 | 5 | 1 | 6 | 2 | 2 |
| 2 | 7 | 0 | 3 | 2 | 4 | 9 | 6 | 14 |
| 7 | 4 | 2 | 10 | 10 | 5 | 12 | 8 | 8 |
| 10 | 7 | 1 | 7 | 12 | 8 | 21 | 5 | 7 |
| 9 | 4 | 2 | 16 | 8 | 6 | 28 | 15 | 15 |
| 4 | 5 | 2 | 10 | 14 | 13 | 32 | 12 | 11 |
| 6 | 12 | 3 | 11 | 23 | 8 | 49 | 13 | 8 |
| 7 | 8 | 4 | 13 | 14 | 17 | 47 | 13 | 7 |
| 7 | 5 | 6 | 10 | 13 | 21 | 47 | 17 | 15 |
| 2 | 8 | 2 | 13 | 11 | 20 | 37 | 12 | 16 |
| 5 | 9 | 2 | 9 | 14 | 25 | 39 | 12 | 6 |
| 12 | 3 | 4 | 16 | 16 | 26 | 34 | 13 | 10 |
| 11 | 9 | 8 | 9 | 11 | 29 | 39 | 12 | 9 |
| 3 | 6 | 5 | 12 | 7 | 26 | 30 | 15 | 7 |
| 6 | 5 | 3 | 14 | 15 | 44 | 29 | 10 | 6 |
| 2 | 5 | 4 | 16 | 13 | 51 | 32 | 12 | 9 |
| 5 | 5 | 2 | 13 | 21 | 35 | 31 | 5 | 8 |
| 1 | 3 | 7 | 9 | 12 | 41 | 41 | 13 | 7 |
| 1 | 7 | 6 | 9 | 16 | 35 | 23 | 6 | 10 |
| 2 | 6 | 3 | 5 | 17 | 40 | 21 | 5 | 3 |
| 4 | 9 | 5 | 14 | 4 | 34 | 17 | 6 | 3 |
| 4 | 7 | 2 | 16 | 7 | 26 | 21 | 4 | 1 |
| 3 | 6 | 4 | 12 | 7 | 36 | 15 | 9 | 4 |
| 7 | 7 | 7 | 10 | 11 | 34 | 24 | 2 | 7 |
| 10 | 9 | 1 | 11 | 11 | 49 | 23 | 17 | 5 |
| 4 | 5 | 8 | 13 | 7 | 44 | 13 | 5 | 12 |
| 25 | 4 | 3 | 11 | 8 | 55 | 18 | 14 | 4 |
| 5 | 1 | 7 | 7 | 14 | 50 | 14 | 12 | 3 |
| 4 | 2 | 3 | 9 | 10 | 43 | 22 | 4 | 4 |
| 1 | 2 | 4 | 4 | 6 | 35 | 19 | 6 | 0 |
| 2 | 4 | 1 | 1 | 7 | 27 | 15 | 5 | 1 |
| 2 | 2 | 1 | 1 | 8 | 17 | 10 | 6 | 1 |
| 0 | 0 | 0 | 1 | 10 | 13 | 19 | 6 | 1 |


| 0 | 1 | 1 | 2 | 1 | 10 | 4 | 3 | 1 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2 | 1 | 4 | 0 | 4 | 8 | 5 | 3 | 1 |
| 23-Dec | 24-Dec | 25-Dec | 26-Dec | 27-Dec | 28-Dec | 29-Dec | 30-Dec | 31-Dec |


| Interval |
| :---: |
| 0 |
| 30 |
| 100 |
| 130 |
| 200 |
| 230 |
| 300 |
| 330 |
| 400 |
| 430 |
| 500 |
| 530 |
| 600 |
| 630 |
| 700 |
| 730 |
| 800 |
| 830 |
| 900 |
| 930 |
| 1000 |
| 1030 |
| 1100 |
| 1130 |
| 1200 |
| 1230 |
| 1300 |
| 1330 |
| 1400 |
| 1430 |
| 1500 |
| 1530 |
| 1600 |
| 1630 |
| 1700 |
| 1730 |
| 1800 |
| 1830 |
| 1900 |
| 1930 |
| 2000 |
| 2030 |
| 2100 |
| 2130 |
| 2200 |
| 2230 |


| Interval | 1-Aug | 2-Aug | 3-Aug | 4-Aug | 5-Aug | 6-Aug | 7-Aug | 8-Aug |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 |  | 4:40 | :36 | 1:58 |  | 6:13 |  | 10:50 |
| 30 |  | 3:53 | 4:25 |  | 4:19 | 3:51 | 5:02 |  |
| 100 |  |  | 9:34 |  | 4:41 | 3:55 |  | 2:57 |
| 130 | 5:20 | 6:28 |  |  |  | 2:57 | 3:16 | 5:36 |
| 200 |  |  |  | 2:13 |  | :20 | 6:59 |  |
| 230 | 7:31 |  |  |  |  | 2:10 |  | 5:57 |
| 300 | 7:56 |  |  |  | 6:58 | 5:24 |  | 2:12 |
| 330 |  | 2:17 |  | :48 |  | 3:15 | 1:16 |  |
| 400 |  |  |  |  |  |  | 3:18 |  |
| 430 | 3:34 |  | 2:22 |  | 4:23 | :55 | 4:07 | 1:38 |
| 500 |  | 9:28 |  |  | 2:07 | 4:21 | 1:03 | 5:00 |
| 530 |  |  | 1:08 |  |  |  | 6:07 | 2:50 |
| 600 |  |  | 7:38 | 9:53 | 6:16 |  | 7:11 |  |
| 630 |  | 6:24 | 8:02 |  |  | 6:10 | 6:59 | 7:16 |
| 700 | 18:15 | 14:35 | 1:22 | 1:01 | 6:15 | 6:16 | 9:35 | 4:49 |
| 730 | 8:04 | 8:27 | 10:23 | 6:57 | 7:47 | 3:00 | 8:37 | 1:50 |
| 800 | 7:27 | 9:36 | 4:33 | 4:57 | 2:58 | 7:06 | 10:10 | 7:27 |
| 830 | 5:41 | 7:04 | 12:19 | 10:28 | 8:04 | 5:56 | 9:15 | 13:21 |
| 900 | 3:22 | 10:20 | 5:34 | 3:25 | 7:07 | 7:09 | 5:38 | 7:20 |
| 930 | 3:54 | 12:00 | 6:45 | 8:55 | 9:30 | 7:23 | 9:20 | 4:55 |
| 1000 | 12:37 |  | 5:53 | 5:30 | 3:01 | 10:16 | 9:07 | 6:36 |
| 1030 | 4:57 | 10:09 | 9:06 | 2:10 |  | 13:34 | 9:48 | 5:07 |
| 1100 | 5:19 | 12:57 | 9:17 | 4:34 |  | 6:58 | 9:15 | 6:33 |
| 1130 | 14:39 | 1:59 | 6:49 | 8:23 | 9:32 | 4:06 | 6:47 | 17:31 |
| 1200 | 4:29 | 7:27 | 6:20 | 8:40 | 8:27 | 5:42 | 9:27 | 11:36 |
| 1230 | 11:31 | 5:03 | 4:25 |  | 5:12 | 7:19 | 7:09 | 5:38 |
| 1300 | 12:08 | 12:14 | 7:34 | 9:03 | 8:54 | 12:42 | 10:04 | 10:00 |
| 1330 | 8:56 | 7:27 | 4:29 | 3:50 | 11:46 | 9:43 | 7:45 | 7:20 |
| 1400 | 9:51 | 13:05 | 5:33 | 6:04 | 5:13 | 8:10 | 8:06 | 9:05 |
| 1430 | 12:04 | 5:19 | 12:04 | 6:32 | 12:16 | 7:10 | 6:37 | 2:16 |
| 1500 | 8:32 | 7:50 | 4:49 | 3:37 |  | 2:53 | 6:03 | 5:45 |
| 1530 | 5:41 | 6:21 | 6:14 | 5:25 | 1:38 | 7:26 | 2:37 | 10:25 |
| 1600 | 7:46 | 4:42 | 7:34 | 3:36 |  | 6:04 | 5:12 | 6:10 |
| 1630 | 10:03 | 6:20 | 10:37 | 5:23 | 7:22 | 13:08 | 11:25 | 6:31 |
| 1700 | 8:07 | 8:22 | 8:02 | 6:05 | 6:19 | 4:54 | 8:08 | 8:48 |
| 1730 | 7:02 | 6:53 | 11:27 | 5:18 | 5:33 | 6:59 | 7:43 | 10:12 |
| 1800 | 5:48 | 7:58 | 4:58 | 4:41 | 2:17 | 5:10 | 7:07 | 7:29 |
| 1830 | 5:57 | 12:44 | 4:24 | 3:29 | 4:37 | 2:37 | 5:19 | 7:05 |
| 1900 | 5:20 | 5:10 | 6:44 | 10:01 | 5:48 | 5:11 | 6:00 | 9:51 |
| 1930 | 6:25 | 8:00 | 2:23 | 6:10 | 5:07 | 5:19 | 8:26 | 9:11 |
| 2000 | 9:09 | 5:13 | 3:58 | 4:07 | 3:14 | 3:31 | 12:03 | 5:30 |
| 2030 | 3:23 | 8:25 | 13:32 | 6:50 | 7:33 | 2:10 | 6:43 | 8:29 |
| 2100 | 6:23 | 7:29 | 8:41 | 7:37 | 7:22 | 2:49 | 11:29 | 7:25 |
| 2130 | 6:52 | 0 | 9:54 | 2:52 | 2:35 | 4:51 | 3:05 | 3:43 |
| 2200 | 11:13 | 5:43 | 2:28 | 6:33 | 5:54 | 5:46 | 10:44 | 6:19 |
| 2230 | 5:07 | 4:34 | 2:26 | 8:02 | 5:22 | 10:01 | 7:26 | 9:10 |


| $\mathbf{2 3 0 0}$ | $2: 39$ | $3: 25$ | $3: 23$ | $6: 50$ | $11: 38$ | $5: 26$ | $4: 53$ | $3: 28$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $\mathbf{2 3 3 0}$ | $8: 42$ | $2: 04$ | $3: 28$ | $5: 04$ | $3: 34$ | $9: 42$ | $2: 52$ | $2: 37$ |
| Interval | 1-Aug | 2-Aug | 3-Aug | 4-Aug | 5-Aug | 6-Aug | 7-Aug | 8-Aug |


| 9-Aug | 10-Aug | 11-Aug | 12-Aug | 13-Aug | 14-Aug | 15-Aug | Interval | 16-Aug |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 10:20 |  |  | 3:40 | 8:40 | 5:29 |  | 0 | 15:07 |
| 7:11 |  | 5:00 | 15:40 |  | 2:58 | :55 | 30 | 1:15 |
| 1:36 |  | 10:47 |  | 4:05 | 3:37 | :56 | 100 |  |
|  | 1:56 |  | 4:34 | 3:39 | 3:04 | 4:07 | 130 |  |
|  | 2:37 | :58 | 1:27 | 7:41 |  |  | 200 |  |
|  |  |  |  |  |  | 16:34 | 230 |  |
|  |  |  | 1:33 | 3:34 | 3:23 |  | 300 |  |
|  |  |  |  |  | 1:11 | 1:32 | 330 |  |
|  |  |  | 7:45 | 3:36 |  |  | 400 | 2:48 |
|  |  |  |  | 9:05 |  |  | 430 | :59 |
|  |  |  | 3:52 | :42 | 2:25 | 3:33 | 500 |  |
| 5:18 | 2:34 |  | 1:51 |  | :56 |  | 530 | 12:32 |
| 3:03 | 6:31 | 6:15 |  | 2:01 | :02 | 8:16 | 600 | 5:34 |
|  | 5:42 | 1:40 | 2:43 |  |  |  | 630 | 6:23 |
| 14:16 | 9:21 | 10:20 | 3:44 |  | 7:56 | 11:24 | 700 | 7:12 |
| 5:01 | 8:59 |  | 5:58 | 3:34 | 2:36 | 15:29 | 730 | 4:30 |
| :39 | 5:36 | :25 | 1:53 | 4:57 | 5:49 | 5:59 | 800 | 5:56 |
| 6:09 | 8:05 | 6:50 | 5:17 | 6:54 | 10:25 | 8:59 | 830 | 5:15 |
| 9:27 | 5:05 | 9:51 |  | 10:03 | 9:11 | 6:51 | 900 | 6:36 |
| 6:50 | 9:25 | 6:53 | 5:27 | 6:39 | 1:12 | 13:05 | 930 | 8:19 |
| 8:46 | 14:43 | 11:02 | 3:31 | 7:35 | 8:12 | 22:25 | 1000 | 7:26 |
| 11:33 | 6:53 | 12:58 | 3:13 | 11:18 | 10:06 | 11:59 | 1030 | 13:39 |
| 6:13 | 7:52 | 6:13 | 4:22 | 7:10 | 5:34 | 8:26 | 1100 | 4:47 |
| 10:07 | 6:26 | 20:35 | 5:55 | 6:33 | 7:19 | 6:35 | 1130 | 7:38 |
| 7:52 | 10:09 | 5:00 | 7:35 |  | 4:06 | 10:32 | 1200 | 2:40 |
| 5:25 | 15:10 | 10:28 | 8:34 | 8:18 | 13:56 | 5:26 | 1230 | 6:54 |
| 3:59 | 7:18 | 4:42 | 7:03 | 5:04 | 4:22 | 6:56 | 1300 | 5:38 |
| 17:17 | 5:51 | 5:55 | 4:51 | 8:16 | 9:03 | 7:10 | 1330 | 9:18 |
| 8:32 | 7:09 | 15:23 | 7:41 | 8:35 | 8:08 | 10:56 | 1400 | 3:56 |
| 9:20 | 11:20 | 7:47 | 6:26 | 7:41 | 11:04 | 6:32 | 1430 | 9:30 |
| 13:09 | 6:11 | 4:14 | 5:33 | 7:20 | 10:23 | 10:14 | 1500 | 4:55 |
| 7:45 | 13:23 | 7:45 | 7:32 | 13:06 | 12:23 | 6:07 | 1530 | 6:51 |
| 8:42 | 6:22 | 2:38 | 2:06 | 6:57 | 7:25 | 9:41 | 1600 | 7:13 |
| 6:11 | 6:16 | 3:58 | 9:11 | 9:42 | 13:49 | 6:41 | 1630 | 10:00 |
| 7:41 | 4:38 | 5:32 | 4:51 | 8:54 | 12:34 | 11:13 | 1700 | 4:51 |
| 4:06 | 7:40 | 9:30 | 5:34 | 8:49 | 7:47 | 8:14 | 1730 | 4:18 |
| 8:29 | 10:58 | 10:03 | 3:36 | 7:21 | 2:31 | 6:26 | 1800 | 7:08 |
| 5:00 | 14:52 | 5:14 | 3:22 | 11:46 | 12:41 | 5:03 | 1830 | 7:06 |
| 6:39 | 12:24 | 4:17 | 9:00 | 16:22 | 4:25 | 7:31 | 1900 | 7:07 |
| 4:22 | 4:40 | 3:41 | 5:46 | 10:48 | 8:05 | 6:26 | 1930 | 4:36 |
| 5:31 | 12:11 | 4:45 | 6:09 | 7:10 | 6:46 | 4:46 | 2000 | 8:03 |
| 4:07 |  | 8:40 | 4:42 | 0:11 | 3:00 | 7:04 | 2030 | 4:34 |
| 6:02 | 5:37 | 9:46 | 7:27 | 20:28 | 7:15 | 7:10 | 2100 | 4:57 |
| 4:51 | 7:57 |  | 4:23 | 5:32 | 16:39 | 8:13 | 2130 | 3:43 |
| 5:52 | 1:35 | 2:26 | 10:33 | 18:59 | 6:56 | 3:56 | 2200 | 6:32 |
| 6:16 | 1:35 | 1:58 | 7:23 | 1:40 | 4:11 | 1:13 | 2230 | 6:24 |


| $4: 32$ | $5: 50$ | $3: 40$ | $4: 40$ | $9: 20$ | $7: 28$ | $6: 36$ | $\mathbf{2 3 0 0}$ | $3: 39$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $5: 31$ | $4: 51$ | $6: 10$ |  | $8: 14$ | $7: 58$ | $3: 39$ | $\mathbf{2 3 3 0}$ | $5: 08$ |
| 9-Aug | 10-Aug | 11-Aug | 12-Aug | 13-Aug | 14-Aug | 15-Aug | Interval | 16-Aug |


| 17-Aug | 18-Aug | 19-Aug | 20-Aug | 21-Aug | 22-Aug | 23-Aug | 24-Aug | 25-Aug |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 3:56 | 2:11 | 9:33 |  | 8:36 |  | :33 | 5:33 | 1:41 |
| 8:16 | 4:15 |  |  |  |  | 1:53 |  | 3:42 |
| 1:56 |  |  |  |  |  | 10:32 |  |  |
| 4:48 | 3:45 |  |  |  |  |  | 7:22 |  |
| 6:44 |  |  |  |  | 3:32 |  |  |  |
|  | 3:37 |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| :57 |  |  |  |  |  |  |  |  |
|  | 3:56 |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
| 3:56 |  |  |  | 16:16 |  |  |  |  |
| 3:58 | 5:35 |  |  |  | 3:50 | 5:39 | :01 |  |
| 3:21 | 1:50 |  | 5:18 |  |  | 5:05 | :22 |  |
| 5:47 | 8:31 |  | 4:24 | 5:36 |  | 7:40 | 5:28 |  |
| 8:14 | 8:52 |  | 6:09 | 7:16 | 5:39 | 7:34 |  | 9:42 |
| 3:53 | 24:52:00 |  | 7:13 | 5:52 | 5:06 | 4:48 | 5:22 | 9:17 |
| 10:30 | 4:21 | 1:05 | 13:43 | 5:03 | 9:57 | 3:37 | 10:15 | 7:27 |
| 6:19 | 10:25 | 6:52 | 6:11 | 6:40 | 9:32 | 7:53 | 13:16 | 7:04 |
| 4:41 | 10:02 |  | 8:17 | 5:45 | 10:24 | 7:09 | 7:11 | 3:32 |
| :21 | 6:47 | 5:50 | 10:11 | 8:39 | 8:41 | 11:08 | 6:59 | 4:53 |
| 13:07 | 5:43 | 4:49 | 6:22 | 11:17 | 9:05 | 6:34 | 11:37 | 8:23 |
| 6:51 | 9:00 | 6:01 | 6:53 | 4:56 | 11:31 | 8:03 | 8:50 | :42 |
| 12:41 | 4:02 | 2:55 | 10:42 | 9:43 | 4:56 | 4:40 | 6:54 | 7:11 |
| 11:51 | 8:11 | 5:40 | 10:21 | 5:55 | 3:37 | 3:11 | 6:27 | 6:49 |
| 15:46 | 15:17 | 4:36 | 10:17 | 5:17 | 11:34 | 7:03 | 12:06 | :28 |
| 4:55 | 6:42 | 4:53 | 1:13 | 7:42 | 10:37 | 8:38 | 5:28 | 4:07 |
| 5:46 | 7:15 | 5:31 | 7:11 | 5:37 | 11:38 | 10:09 | 8:10 | 8:44 |
| 6:04 | 9:53 |  | 4:51 | 8:00 | 3:03 | 8:16 | 3:56 | 8:53 |
| 10:29 | 8:51 | 4:22 | 6:35 | 5:24 | 3:46 | 11:09 | 5:25 | 2:18 |
| 10:45 | 7:40 | 2:21 | 7:33 | 10:42 | 9:59 | 7:04 | 6:28 | 14:01 |
| 9:29 | 6:01 | 6:02 | 6:38 | 4:01 | 5:31 | 5:44 | 13:16 | 7:10 |
| 4:51 | 5:17 |  | 7:16 | 9:40 | 5:39 | 10:59 | 7:30 | 2:15 |
| 4:14 | 6:34 | 7:53 | 14:58 | 5:11 | 8:34 | 10:10 | 6:31 | 6:26 |
| 3:06 | 6:58 |  | 6:24 | 4:29 | 11:03 | 9:03 | 3:44 | 7:05 |
| 13:37 | 4:23 | 4:07 | 5:40 | 18:11 | 5:28 | 5:57 | 7:41 | 7:00 |
| 6:51 | 5:29 | 5:20 | 3:42 | 8:48 | 4:55 | 3:54 | 6:24 | 7:07 |
| 5:18 | 10:09 | 2:30 | 9:14 | 8:08 | 8:24 | 2:02 | 10:15 |  |
| 4:20 | 10:39 | 8:24 | 6:48 | 9:11 | 11:55 | 8:32 | 5:32 | 5:04 |
| 5:14 | 5:00 | 5:46 | 6:56 | 6:07 | 6:36 | 2:02 | 3:44 | 3:17 |
| 4:23 | 7:18 | 2:36 | 5:24 | 4:48 | 8:02 | 6:28 | 3:04 | 2:23 |
| 4:29 | 3:06 | 3:26 | 5:30 | 9:26 | 3:17 | 2:44 | 23:21 | 5:24 |
| 5:03 | 5:33 | 9:40 | 4:26 |  | 10:57 | 7:48 | 6:45 | 3:44 |
| 7:23 | 3:59 | 5:06 | 5:03 | 9:33 | 8:20 | 4:18 | 4:09 | 5:10 |
| 9:23 | 3:28 | 3:32 | 6:56 | 6:14 | 5:21 | 4:48 | :58 | 4:55 |
| 8:36 | 3:26 |  | 4:17 | 6:02 | 16:35 |  | 6:56 |  |
| 8:28 | 2:47 | 6:51 | :33 | 10:28 | 5:45 | 1:17 |  |  |


| $3: 05$ | $19: 47$ | $6: 53$ | $6: 01$ | $: 21$ |  | $3: 40$ |  | $: 04$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 3:11 | $3: 31$ |  | $5: 06$ | 7:07 |  | $5: 47$ | $3: 18$ |  |
| 17-Aug | 18-Aug | 19-Aug | 20-Aug | 21-Aug | 22-Aug | 23-Aug | 24-Aug | 25-Aug |


| 26-Aug | 27-Aug | 28-Aug | 29-Aug | 30-Aug | 31-Aug | Interval | 1-Sep | 2-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 4:29 |  | :31 | 12:55 | 5:17 | 5:17 | 0 | 6:46 | 1:31 |
| 3:08 | 2:39 | 4:49 | 1:27 | 1:52 | 1:52 | 30 |  | 2:21 |
| 3:26 |  |  | 2:57 | 6:57 | 6:57 | 100 |  | 1:28 |
|  | 1:21 |  | 2:20 | 4:40 | 4:40 | 130 |  | 4:24 |
|  | :28 | 7:41 | 2:03 |  |  | 200 | 1:19 | 1:39 |
| 3:30 |  | 4:57 | :31 |  |  | 230 | 2:45 |  |
| 1:15 |  |  | 1:53 |  |  | 300 |  | 1:18 |
| 9:22 | 1:48 |  |  |  |  | 330 |  |  |
|  |  | 6:03 | 4:01 |  |  | 400 | 8:45 |  |
|  |  | 5:25 | 1:00 | 2:16 | 2:16 | 430 | 2:28 | 14:18 |
|  | 3:31 | 3:45 | 6:17 | 23:08 | 3:49 | 500 |  |  |
| 4:12 | 7:02 | 4:13 | 5:00 | 1:37 |  | 530 |  | 8:17 |
| 4:03 | 3:27 | 8:38 |  | 5:02 | 5:21 | 600 | 4:08 | 3:56 |
| 6:54 | 4:57 | 5:46 | 7:53 | 8:33 | :23 | 630 | 4:37 | 6:43 |
| 10:32 | 7:48 | 6:50 | 3:26 | 8:54 | 6:48 | 700 | 8:31 | 9:17 |
| 11:07 | 8:36 | 5:57 | 7:45 | 4:28 | 8:33 | 730 | 10:32 | 2:14 |
| 3:09 | 9:24 | 7:53 | 6:41 | 11:15 | 5:58 | 800 | 4:13 | 4:05 |
| 7:16 | 5:49 | 8:45 | 6:09 | 7:14 | 9:13 | 830 | 6:22 | 5:03 |
| 6:10 | 6:37 | 14:07 | 4:10 | 5:30 | 7:12 | 900 | 5:38 | 5:01 |
| 5:57 | 11:55 | 4:20 | 7:19 | 4:10 | 6:49 | 930 | 3:54 | 9:26 |
| 9:55 | 11:28 | 9:50 | 10:39 | 6:27 | 9:58 | 1000 | 4:19 | 6:34 |
| 7:04 | 6:51 | 3:44 | 8:14 | 9:44 | 18:48 | 1030 | 6:28 | 5:11 |
| 6:53 | 7:32 | 4:28 | 3:15 | 6:40 | 7:16 | 1100 | 7:51 | 8:52 |
| 5:10 | 9:02 | 11:39 | 7:17 | 12:54 | 11:29 | 1130 | 3:57 | 8:05 |
| 10:27 | 8:48 | 4:37 | 4:41 | 6:26 | 10:28 | 1200 | 8:06 | 4:46 |
| 5:10 | 8:13 | 5:52 | 10:52 | 2:32 | 9:29 | 1230 | 9:02 | 7:14 |
| 5:19 | 9:51 | 5:26 | 6:43 | 7:12 | 4:50 | 1300 | 5:50 | 2:15 |
| 5:35 | 7:45 | 9:23 | 5:05 | 4:59 | 5:33 | 1330 | 4:13 | 7:52 |
| 7:17 | 7:05 | 13:38 | 8:26 | 6:19 | 8:02 | 1400 | 6:41 | 7:18 |
| 4:52 | 10:26 | 12:52 | 8:51 | 8:28 | 15:32 | 1430 | 13:55 | 12:16 |
| 7:33 | 7:07 | 6:36 | 5:38 | 5:57 | 9:40 | 1500 | 5:56 | 7:47 |
| 7:20 | 8:59 | 14:02 | 7:39 | 7:03 | 10:34 | 1530 | 7:41 | 1:51 |
| 9:01 | 7:32 | 9:28 | 8:09 | 12:40 | 6:37 | 1600 | 6:00 |  |
| 5:09 | 7:35 | 8:34 | 6:27 | 6:31 | 11:35 | 1630 | 2:54 | 8:45 |
| 4:48 | 9:04 | 6:36 | 5:41 | 6:27 | 4:47 | 1700 | 5:45 | 16:30 |
| 5:54 | 6:51 | 9:31 | 13:06 | 8:05 | 7:36 | 1730 | 3:08 | 4:27 |
| 4:40 | 5:50 | 4:53 | 5:47 | 8:52 | 6:58 | 1800 | 15:32 | 7:57 |
| 6:26 | 7:22 | 4:38 | 8:56 | 6:04 | 6:31 | 1830 | 5:39 | 9:27 |
| 7:16 | 7:40 | 6:18 | 6:06 | 6:45 | 6:48 | 1900 | 3:47 | 6:23 |
| 3:14 | 9:20 | 9:36 | 5:16 | 5:39 | 6:00 | 1930 | 5:39 | 5:16 |
| 4:28 | 4:52 | 5:14 | 5:16 | 5:37 | 4:31 | 2000 | 9:15 | 3:18 |
| 3:40 | 4:53 | 3:33 | 6:09 | 6:45 | 5:14 | 2030 | 3:36 | 6:00 |
| 6:07 | 4:12 | 5:14 | 6:14 | 4:45 | 5:45 | 2100 | 13:58 | 3:17 |
| 3:45 | 9:40 | 1:47 | 6:42 | 7:26 | 6:32 | 2130 | 6:47 | 5:34 |
| 2:32 | 19:47 | 4:29 | 5:20 |  | 2:33 | 2200 | 3:39 | 4:18 |
| 3:18 |  | 6:23 | 6:03 | 7:21 | 3:41 | 2230 | 4:20 | 3:58 |


| $1: 23$ |  | $20: 56$ |  | $3: 26$ | $2: 36$ | $\mathbf{2 3 0 0}$ | $4: 06$ | $8: 04$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | $3: 27$ | $1: 46$ | $1: 46$ | $3: 27$ | $\mathbf{2 3 3 0}$ | $3: 17$ | $4: 19$ |
| 26-Aug | 27-Aug | 28-Aug | 29-Aug | 30-Aug | 31-Aug | Interval | 1-Sep | 2-Sep |


| 3-Sep | 4-Sep | 5-Sep | 6-Sep | 7-Sep | 8-Sep | 9-Sep | 10-Sep | 11-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 4:36 |  |  | 2:59 | 6:13 | 3:48 | 6:10 | 6:15 | 4:46 |
|  | 2:22 | 4:53 |  | 1:04 | 2:38 | 3:20 | :40 | 9:20 |
| 2:02 | 3:25 | 3:31 |  |  |  | 8:43 |  |  |
| 3:30 | 1:49 | 2:27 |  |  | 17:41 |  |  | 1:50 |
| :07 |  | 1:19 |  |  | 3:47 |  |  | 1:12 |
|  |  |  | 2:04 |  |  |  |  | 5:08 |
| 3:50 |  | 1:31 |  |  |  | 6:35 |  | 3:35 |
| 1:58 |  |  |  | 5:08 |  | 2:44 |  |  |
|  |  | 29:02, | 1:20 |  |  |  |  | 6:53 |
| 5:49 |  | 3:23 | 4:43 |  | 1:19 |  |  | 2:27 |
| 3:22 |  | 1:33 | 1:56 |  | 6:24 |  | 5:32 | 5:40 |
| 5:15 | 3:54 |  |  | 11:07 |  |  |  |  |
| 3:53 | 6:42 | 7:18 | 3:23 | 1:58 | 4:02 | 14:36 |  | 1:19 |
| 5:31 | 8:30 | 5:45 | 8:39 | :58 | 4:07 | 6:47 | 11:47 | 3:02 |
| 4:42 | 7:47 | 7:46 | 7:22 |  | 2:53 | 6:57 | 7:00 | 6:46 |
| 9:11 | 7:00 | 7:14 | 5:58 | 16:22 | 2:58 | 7:53 | 8:44 | 6:31 |
| 8:15 | 10:04 | 9:02 | 5:23 | 5:23 | 6:56 | 3:52 | 8:53 | 6:51 |
| 12:07 | 7:47 | 10:36 | 5:19 | 12:09 | 9:37 | 9:01 | 12:46 | 7:16 |
| 8:57 | 9:29 | 11:06 | 9:59 | 7:41 | 5:04 | 6:42 | 7:22 | 15:49 |
| 7:51 | 7:01 | 8:45 | 9:49 | 1:22 | 8:14 | 4:14 | 9:12 | 6:31 |
| 5:12 | 3:11 | 10:19 | 11:16 | 13:28 | 7:48 | 4:12 | 8:52 | 4:46 |
| 5:47 | 7:07 | 10:13 | 8:25 | 11:36 | 7:50 | 8:01 | 11:05 | 10:05 |
| 10:28 | 8:56 | 9:08 | 8:17 | 15:19 | 7:20 | 10:03 | 9:57 | 5:34 |
| 4:57 | 9:45 | 7:24 | 12:21 |  | 12:03 | 5:45 | 9:36 | 4:39 |
| 10:00 | 6:27 | 7:57 | 6:28 | 9:06 | 6:25 | 7:30 | 7:21 | 7:58 |
| 7:29 | 8:34 | 21:14 | 8:33 | 4:51 | 12:38 | 5:05 | 9:20 | 7:24 |
| 5:29 | 6:21 | 8:28 | 14:55 | 6:40 | 4:03 | 8:47 | 7:26 | 8:56 |
| 5:50 | 8:00 | 7:38 | 3:55 | 7:58 | 6:02 | 8:35 | 7:12 | 7:29 |
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| 4:36 | 7:49 | 8:46 | 13:33 | 5:08 | 2:53 | 5:32 | 4:15 | 7:55 |
| 3:12 | 9:52 | 5:40 | 6:52 | 9:25 | 7:13 | 5:20 | 6:07 | 6:22 |
| 6:56 | 5:38 | 7:08 | 5:44 | 16:26 | 6:25 | :49 | 6:20 | 5:32 |
| 6:50 | 7:06 | 7:30 | 9:09 | 5:17 | 3:57 | 5:13 | 13:00 | 6:18 |
| 6:01 | 6:31 | 8:53 | 12:28 | 16:18 | 2:56 | 3:15 | 10:33 | 10:16 |
| 8:59 | 5:28 | 9:19 | 5:26 | 6:48 | 2:03 | 2:27 | 6:19 | 9:44 |
| 7:14 | 8:55 | 8:29 | 6:22 | 8:14 | 5:55 | 7:09 | 8:42 | 6:42 |
| 6:19 | 8:03 | 4:57 | 12:15 | 4:47 | 5:17 | 6:34 | 9:37 | 8:14 |
| 12:23 | 9:48 | 10:27 | 4:11 | 7:41 | 1:33 | 6:36 | 5:35 | 7:06 |
| 5:27 | 8:55 | 5:40 | 6:04 | 10:36 | 3:02 | 3:59 | 5:52 | 7:39 |
| 5:46 | 6:40 | 15:51 | 6:03 | 6:25 | 4:59 | 2:53 | 7:58 | 4:45 |
| 3:35 | 8:05 | 9:26 | 7:20 | 3:25 | 12:13 | 6:39 | 3:29 | 7:19 |
| 4:20 | 9:02 | 5:50 | 5:31 | 6:56 | 4:00 | 6:09 | 3:50 | 4:09 |
| 4:35 | 7:10 | 7:03 | 7:01 | 6:26 | 3:16 | 3:49 | 2:43 | 6:33 |
| 2:29 | 9:42 | 4:36 | 4:41 | 5:01 | 3:37 |  | 4:47 | 8:07 |
| 4:12 | 6:28 | 3:48 | 5:21 | 2:41 | 6:33 | 6:06 | 4:36 | 4:16 |
| 6:20 | 4:22 | 4:39 | 4:44 | 2:26 | 5:21 | 10:44 | 5:45 | 3:38 |


| $3: 58$ | $5: 20$ |  | $5: 08$ | $9: 25$ | $3: 25$ | $8: 04$ | $5: 20$ | $5: 13$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $3: 28$ | $3: 46$ | $2: 13$ |  | $2: 15$ | $7: 08$ |  | $2: 53$ |  |
| 3-Sep | 4-Sep | 5-Sep | 6-Sep | 7-Sep | 8-Sep | 9-Sep | 10-Sep | 11-Sep |


| 12-Sep | 13-Sep | 14-Sep | 15-Sep | Interval | 16-Sep | 17-Sep | 18-Sep | 19-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 5:56 | 2:34 | 3:03 | 0 |  | 5:46 | 20:51 | :49 |
| 7:54 |  | 3:27 |  | 30 | 2:53 |  |  | 2:40 |
| 2:53 |  | 5:37 |  | 100 |  | 3:47 |  |  |
|  |  | 5:47 | 2:55 | 130 |  | 1:27 |  |  |
|  | 2:42 | 7:01 | 2:18 | 200 |  | 2:15 |  | 2:31 |
| 5:49 | 3:08 | 9:25 | 1:28 | 230 | 9:27 |  |  | 3:45 |
| 2:10 | 3:42 | :50 | 5:30 | 300 |  | 4:24 | 4:55 |  |
| 2:38 |  | 2:57 | 1:28 | 330 | 4:11 | 1:59 | 1:51 |  |
| :31 |  |  |  | 400 |  | 2:40 |  | 2:38 |
| 5:48 |  | 5:09 |  | 430 |  |  | 2:47 | 3:48 |
| 1:03 |  | 4:57 | 5:45 | 500 |  | 2:34 | 3:31 |  |
| 4:56 | 4:30 | 5:59 |  | 530 |  | 1:47 |  | 4:37 |
| 3:58 | 9:22 | 3:53 | 3:55 | 600 |  | 4:03 | 8:23 | 5:02 |
|  |  | 8:35 | 6:46 | 630 | 4:15 | 11:41 | :05 | :55 |
| 4:47 | 11:28 | 7:06 | 7:50 | 700 | 4:50 | 9:51 | 2:21 |  |
| 8:33 | 7:03 | 7:05 | 6:47 | 730 | 8:41 | 4:55 | 5:54 | 11:31 |
| 13:19 | 8:33 | 6:45 | 6:44 | 800 | 10:16 | 10:09 | 5:45 | 9:53 |
| 8:22 | 6:18 | 7:01 | 5:25 | 830 | 10:05 | 7:40 | 11:47 | 10:48 |
| 9:18 | 5:34 | 7:12 | 6:42 | 900 | 6:41 | 6:46 | 8:52 | 8:59 |
| 4:16 | 7:13 | 7:49 | 7:36 | 930 | 8:58 | 7:23 | 6:19 | 4:44 |
| 7:33 | 2:45 | 10:32 | 2:22 | 1000 | 5:49 | 10:05 | 4:08 | 7:58 |
| 14:46 | 6:37 | 6:28 | 11:03 | 1030 | 6:58 | 8:46 | 8:10 | 3:56 |
| 6:07 | 11:11 | 6:18 | :33 | 1100 | 16:48 | :29 | 10:43 | 4:43 |
| 4:56 | 9:12 | 10:15 | 5:23 | 1130 | 13:33 | 10:09 | 5:12 | 8:30 |
| 5:28 | 10:07 | 5:24 | 5:29 | 1200 | 8:35 | 4:07 | 12:19 | 5:30 |
| 11:41 | 5:41 | 6:20 | 8:03 | 1230 | 10:24 | 12:33 | 6:22 | 4:43 |
| 4:33 | 8:00 | 4:30 | 6:53 | 1300 | 7:09 | 6:21 | 11:09 | 8:42 |
| 2:41 | 8:35 | 9:04 | 7:26 | 1330 | 4:23 | 6:25 | 5:31 | 6:58 |
| 7:45 | 11:19 | 5:15 | 5:59 | 1400 | 5:32 | 6:54 | 11:58 | 6:54 |
| 7:22 | 8:02 | 7:13 | 8:08 | 1430 | 4:33 | 13:50 | 7:38 | 4:21 |
| 9:17 | 11:17 | 4:16 | 6:27 | 1500 | 8:20 | 6:11 | 10:04 | 5:05 |
| 6:07 | 6:52 | 7:34 | 10:33 | 1530 | 6:10 | 8:40 | 7:30 | 9:13 |
| 10:13 | 8:09 | 7:26 | 6:58 | 1600 | 6:17 | 9:02 | 6:54 | 6:57 |
| 6:05 | 6:31 | 10:48 | 8:29 | 1630 | 8:16 | 10:08 | 10:49 | 10:34 |
| 15:45 | 7:48 | 9:18 | 11:02 | 1700 | 2:06 | 9:15 | 6:57 | 6:26 |
| 10:55 | 5:57 | 6:35 | 6:28 | 1730 | 10:20 | 8:11 | 4:14 | 6:24 |
| 7:05 | 5:28 | 8:32 | :03 | 1800 | 4:25 | 6:57 | 4:05 | 2:45 |
| 10:02 | 4:20 | 6:47 | 8:14 | 1830 | 1:04 | 6:32 | 3:20 | 4:13 |
| 5:12 | 7:38 | 5:33 | 6:30 | 1900 | 7:57 | 8:17 | 6:29 | 8:49 |
| 7:58 | 9:38 | 6:02 | 9:22 | 1930 | 5:59 | 8:20 | 11:36 | 4:00 |
| 11:42 | 4:11 | 6:17 | 5:33 | 2000 | 3:25 | 3:39 | 11:29 | 8:22 |
| 4:52 | 6:29 | 3:11 | :13 | 2030 | 2:19 | 3:52 | 6:09 | 7:02 |
| 6:30 | 5:44 | 5:06 | 8:48 | 2100 | 3:19 | 4:30 | 4:31 | 6:53 |
| 4:23 | 6:32 | 3:57 | 3:47 | 2130 | 5:22 | 5:23 | 5:19 | 2:57 |
| 7:26 | 5:42 | 7:57 | 4:26 | 2200 | 5:36 | 5:25 | 4:38 | 5:32 |
| 6:55 | 4:11 | 5:47 | 2:46 | 2230 | 1:47 | 6:18 | 13:35 | 2:45 |


| $3: 13$ | $5: 54$ | $5: 01$ | $2: 24$ | 2300 | $6: 45$ |  | $13: 16$ | $3: 27$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | $7: 16$ | $3: 12$ | $6: 30$ | 2330 | $5: 51$ | $8: 18$ | $3: 25$ | $3: 17$ |
| 12-Sep | 13-Sep | 14-Sep | 15-Sep | Interval | 16-Sep | 17-Sep | 18-Sep | 19-Sep |


| 20-Sep | 21-Sep | 22-Sep | 23-Sep | 24-Sep | 25-Sep | 26-Sep | 27-Sep | 28-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2:03 |  | 4:57 | 1:02 |  |  | 7:01 |  | 3.:25 |
| 7:09 | 3:37 | :43 | 8:21 |  | 5:26 |  | 8:46 | 6:52 |
| 6:12 | 4:28 |  | 0.175 | 2:40 | 5:27 | 7:29 |  | 2:21 |
| 1:35 |  |  |  |  |  | :34 |  | 2:28 |
| 5:38 |  | :08 | 2:25 |  |  |  |  |  |
| 2:48 |  | 1:35 | 2:56 | :59 |  |  |  | 2:47 |
|  | 15:11 |  | 2:19 | 7:44 | 6:13 | 1:16 |  |  |
|  | 15:25 | 3:49 | 1:07 | 3:59 | :53 |  |  | 2:58 |
|  |  | 1:19 |  | 1:53 | 8:20 |  |  |  |
|  |  | :33 |  |  |  | 5:29 |  |  |
|  |  |  |  |  | 3:15 |  | 1:53 |  |
|  | 2:32 |  |  | 2:46 | 5:42 | 2:56 |  | 5:50 |
| 2:34 | 4:18 |  | 7:16 | 2:13 | 3:55 |  |  | 3:21 |
| 5:00 |  | 2:26 | 8:00 | 5:47 | 6:28 | 11:36 | 4:30 | 7:33 |
| 1:25 | 2:41 | 4:25 |  |  | 6:42 | 8:22 | 7:43 | 19:52 |
| 8:15 | 6:26 | 4:52 | 3:41 | 6:11 | 8:50 | 6:26 | 6:48 | 8:21 |
| 4:11 | 4:36 | 4:01 | 6:58 | 12:54 | 6:25 | 4:12 | 7:51 | :02 |
| 7:53 | 8:09 | 7:03 | 5:00 | 9:30 |  | 6:07 | 8:53 | 16:42 |
| 9:09 | 13:01 | 1:50 | 3:08 | 8:56 | 7:15 | 5:07 | 6:27 | 8:10 |
| 6:03 | 11:56 | 3:02 | 9:26 | 9:57 | 11:55 | 9:38 | 7:11 | 7:13 |
| 5:11 | 8:37 | 11:38 | 1:46 | 5:36 | 6:32 | 4:26 | 9:42 | 9:25 |
| 9:03 | 9:03 | 10:23 | 5:04 | :02 | 4:14 | 7:29 | 8:18 | 5:56 |
| 7:37 | 7:39 | 5:56 | 8:51 | 11:39 | 5:43 | 5:38 | 6:11 | 13:21 |
| 10:16 | 9:46 | 9:36 | 8:36 | 8:36 | 7:28 | 5:20 | 6:38 | 1:35 |
| 9:34 | 12:06 | 8:14 | 16:41 | 8:43 | 9:11 | 4:53 | 14:47 | 9:39 |
| 6:13 | 3:52 | 5:49 | 4:15 | 2:51 | 5:48 | 8:10 | 6:56 | 10:54 |
| 8:55 | 11:18 | 8:57 | 6:59 | 1:08 | 6:38 | 10:10 | 6:33 | 4:19 |
| 7:46 | 6:24 | 7:40 | 4:33 | 4:27 | 12:53 | 5:58 | 8:52 | 7:11 |
| 10:40 | 8:59 | 8:32 | 4:42 | 6:11 | 4:50 | 7:11 | 5:48 | 10:26 |
| 9:56 | 6:43 | 3:16 | 4:17 | 10:19 | 6:24 | 7:38 | 9:17 | 4:02 |
| 10:10 | 7:56 | 11:08 | 3:23 | 12:45 | 5:01 | 5:32 | 6:31 | 8:16 |
| 7:13 | 7:55 | 8:48 | 5:48 |  | 8:10 | 7:52 | 11:14 | 5:46 |
| 9:19 | 5:41 | 3:49 | 5:42 | 10:17 | 7:27 | 9:12 | 8:37 | 6:14 |
| 4:06 | 9:52 | 4:58 | 6:18 | 10:43 | 7:25 | 5:51 | 6:55 | 4:50 |
| 6:14 | 8:42 | 8:00 | 6:16 | 7:33 | 5:09 | 6:30 | 6:16 | 5:58 |
| 7:34 | 10:11 | 2:49 | 1:40 | 15:55 | 4:05 | 5:38 | 10:03 | 6:37 |
| 5:26 | 9:19 | 3:47 | 5:25 | 9:58 | 3:37 | 5:59 | 8:31 | 7:19 |
| 4:30 | 7:43 | 4:07 | 5:20 | 7:30 | 4:22 | 7:40 | 7:51 | 7:31 |
| 8:22 | 6:47 | 4:35 | 4:54 | 6:30 | 7:46 | 5:44 | 11:38 | 4:37 |
| 4:11 | 4:32 | 4:16 | 4:15 | 5:35 | 6:10 | 5:58 | 5:34 | 8:38 |
| 6:18 | 5:18 | 4:58 | 3:04 | 3:08 | 6:38 | 4:31 | 5:54 | 6:00 |
| 12:35 | 8:26 | 2:26 | 7:05 | 3:37 | 7:21 | 4:12 | 7:01 | 7:50 |
| 4:40 | 4:44 |  | 6:24 | 5:59 | 3:41 | 5:50 | 5:49 | 9:37 |
| 5:52 | 6:52 | 4:34 | 8:04 | 14:08 | 3:37 | 5:11 | 4:14 | 3:59 |
| 7:57 | 3:51 | 8:14 | 7:16 | 4:35 | 11:58 | 6:18 | 9:07 | 3:30 |
| 5:41 | 2:02 | 3:33 |  | 8:12 | 5:08 | 4:16 | 5:24 | 4:24 |


| $: 43$ |  | $6: 38$ | $5: 23$ | $5: 45$ | $5: 53$ | $12: 27$ | $2: 35$ |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $: 56$ | $2: 44$ | $2: 48$ |  | $4: 02$ | $3: 22$ |  | $12: 27$ | $4: 54$ |
| 20-Sep | 21-Sep | 22-Sep | 23-Sep | 24-Sep | 25-Sep | 26-Sep | 27-Sep | 28-Sep |


| 29-Sep | 30-Sep | Interval | 1-Oct | 2-Oct | 3-Oct | 4-Oct | 5-Oct | 6-Oct |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1:47 | :56 | 0 | 9:10 |  |  | 1:32 | 5:37 | 8:56 |
| 13:17 | 4:12 | 30 | 2:36 | 13:18 | 6:30 |  | 2:16 |  |
|  | 1:03 | 100 | :18 |  |  | 7:30 | 2:09 | 9:53 |
|  |  | 130 |  | 9:53 |  | 2:15 |  | 4:38 |
|  |  | 200 |  |  |  | 3:55 |  |  |
|  | 3:51 | 230 | 1:04 |  |  |  | 3:43 |  |
|  |  | 300 |  |  |  | :50 |  |  |
|  |  | 330 | 2:00 |  |  |  |  |  |
|  |  | 400 |  |  | :58 |  | 7:14 | 11:13 |
|  |  | 430 |  | 6:04 | 5:14 |  | 5:44 |  |
|  |  | 500 |  | 14:30 | 3:24 |  |  |  |
| 17:33 | 2:31 | 530 | 1:08 | 3:33 |  | 2:07 | 1:42 |  |
| 5:30 |  | 600 | 4:08 | 5:09 | 5:40 | 5:35 |  | 4:11 |
| 4:47 | 5:35 | 630 | 7:23 | 5:10 |  | 6:45 | 9:48 | 6:12 |
| 6:54 | 5:22 | 700 | 7:52 | 5:29 |  | 7:10 | 8:53 | 7:04 |
| 9:00 | 4:22 | 730 | 4:49 | 6:16 | 8:53 | 6:40 | 5:35 | 6:39 |
| 8:07 | 3:42 | 800 | 7:06 | 7:50 | 5:40 | 8:06 | 2:24 | 7:48 |
| 5:15 | 10:37 | 830 | 5:20 | 8:53 | 6:34 | 7:14 | 7:45 | 5:06 |
| 7:02 | 4:59 | 900 | 7:04 | 3:30 | 8:29 | 15:01 | 7:01 | 7:27 |
| 8:16 | 4:17 | 930 | 8:25 | 9:23 | 12:08 | 7:11 | 9:05 | 11:09 |
| 8:19 | 7:51 | 1000 | 8:32 | 9:17 | 6:48 | 8:24 | 7:35 | 6:52 |
| 11:31 | 4:11 | 1030 | 7:18 | 8:08 | 8:17 | 10:28 | 6:26 | 6:56 |
| 4:21 | 10:40 | 1100 | 8:53 | 6:18 | 9:50 | 6:59 | 7:37 | 4:11 |
| 5:19 | 6:28 | 1130 | 10:57 | 4:39 | 11:14 | 9:17 | 9:59 | 9:02 |
| 8:44 | 3:55 | 1200 | 14:29 | 9:46 | 11:13 | 13:23 | 6:06 | 9:43 |
| 8:39 | 6:18 | 1230 | 9:31 | 10:17 | 6:25 | 5:23 | 8:33 | 9:03 |
| 5:43 | 3:27 | 1300 | 6:45 | 9:41 | 9:00 | 4:56 | 9:43 | 7:39 |
| 7:27 | 3:58 | 1330 | 8:23 | 10:33 | 5:07 | 7:37 | 10:23 | 5:46 |
| 6:55 | 5:35 | 1400 | 9:51 | 7:40 | 10:22 | 10:13 | 7:46 | 6:14 |
| 6:42 | 2:23 | 1430 | 8:41 | 10:06 | 8:45 | 11:04 | 5:51 | 3:12 |
| 5:23 | 4:46 | 1500 | 5:04 | 7:02 | 7:24 | 8:01 | 9:46 | 6:10 |
| 5:32 | 3:17 | 1530 | 6:47 | 8:59 | 5:52 | 4:38 | 8:13 | 4:03 |
| 3:55 | 4:29 | 1600 | 6:12 | 8:23 | 6:07 | 8:30 | 8:17 | 5:48 |
| 5:24 | 7:23 | 1630 | 7:58 | 6:34 | 6:30 | 7:03 | 7:21 | 6:28 |
| 6:00 | 6:15 | 1700 | 4:09 | 8:30 | 5:27 | 5:50 |  | 4:59 |
| 6:34 | 3:41 | 1730 | 6:28 | 14:36 | 4:17 | 3:59 |  | 5:40 |
| 6:45 | 6:22 | 1800 | 6:25 | 5:27 | 10:13 | 10:10 | 10:39 | 3:21 |
| 5:18 | 7:20 | 1830 | 3:40 | 8:48 | 7:34 | 5:25 |  | 2:25 |
| 4:05 | 3:47 | 1900 | 6:25 | 3:18 | 5:52 | 4:28 | 5:47 | 3:31 |
| 3:38 | 7:23 | 1930 | 7:39 | 5:51 | 8:06 | 4:48 |  | 4:12 |
| 7:45 | 3:23 | 2000 | 8:26 | 5:32 | 5:57 | 8:03 | 6:04 | 3:19 |
| 3:26 | 3:46 | 2030 | 10:19 | 9:48 | 4:00 | 9:19 | 13:11 | 3:39 |
| 4:58 | 4:28 | 2100 | 4:54 | 8:41 | 8:29 | 15:21 | 7:38 | 5:03 |
| 6:07 | 2:02 | 2130 | 4:25 | 5:39 | 8:58 | 7:09 | 8:03 | 3:04 |
| 3:33 | :39 | 2200 | 9:31 | 5:25 | 4:05 | 5:15 | 4:49 | 6:11 |
| 1:52 | 6:14 | 2230 | 3:07 | 9:05 | 2:34 | 2:30 | 6:28 | 3:26 |


| $6: 24$ | $3: 40$ | $\mathbf{2 3 0 0}$ | $10: 45$ | $3: 50$ | $2: 52$ | $: 02$ | $6: 21$ |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | $\mathbf{2 3 3 0}$ | $10: 38$ | $16: 37$ | $3: 23$ | $4: 40$ | $6: 21$ | $5: 27$ |
| 29-Sep | 30-Sep | Interval | $\mathbf{1 - O c t}$ | $\mathbf{2 - O c t}$ | $\mathbf{3 - O c t}$ | $\mathbf{4 - O c t}$ | $\mathbf{5 - O c t}$ | $\mathbf{6 - O c t}$ |


| 7-Oct | 8-Oct | 9-Oct | 10-Oct | 11-Oct | 12-Oct | 13-Oct | 14-Oct | 15-Oct |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 8:39 |  |  | 4:15 | 4:22 | 3:57 |  | 11:51 | 1:20 |
| 6:17 |  |  |  | 5:11 |  |  |  | :35 |
| 6:59 | 1:46 |  |  |  | 11:45 | 1:49 |  | :30 |
| 3:20 |  |  |  |  |  |  |  |  |
| 4:47 |  |  | 7:47 | 5:33 |  | 10:47 |  |  |
| 5:59 |  |  | 4:11 |  | 4:22 |  | 15:22 |  |
|  |  |  |  |  |  |  |  | 3:55 |
| 2:29 |  |  |  |  |  |  |  |  |
|  |  | 5:19 | 3:24 |  |  |  |  | 6:26 |
| 6:31 | 2:46 |  |  |  |  | 6:26 | 12:16 | 1:11 |
| 4:49 | 5:18 | 2:37 | 2:20 | 1:40 | 3:39 |  | 7:51 |  |
|  | 1:19 | 4:54 | 3:04 |  |  | 4:40 | 8:25 | 8:03 |
| 4:03 | 4:10 |  | 6:52 | 2:23 | 2:28 | 9:05 | 2:14 | 7:19 |
| 1:25 | 2:59 | 10:26 | 8:29 | 2:41 | 3:21 | :39 | 4:21 | 4:00 |
| 3:38 | 5:52 | 6:21 | 5:40 | 6:31 | 8:08 | 12:58 | 4:36 | 4:42 |
| 4:09 | 4:43 | 6:26 | 6:10 | 6:09 | 10:32 |  | 4:41 | 4:41 |
| 3:04 | 6:29 | 6:07 | 9:10 | 5:30 | 7:56 | 8:06 | 3:18 | 7:54 |
| 6:31 | 5:17 | 7:12 | 8:54 | 12:35 | 7:29 | 8:02 | 7:07 | 6:46 |
| 5:33 | 8:15 | 7:20 | 6:12 | 7:04 | 6:23 | 9:33 | 7:19 | 4:26 |
| 7:08 | 3:09 | 8:55 | 5:27 | 13:58 | 7:54 | 4:55 | 5:28 | 7:46 |
| 13:41 | 4:58 | 9:27 | 13:43 | 5:29 | 10:07 | 10:09 | 5:48 | 8:13 |
| 9:25 | 11:59 | 7:04 | 5:31 | 6:21 | 17:25 | 12:52 | 6:58 | 11:09 |
| 7:05 | 8:20 | 8:17 | 7:55 | 5:39 | 6:43 | 11:03 | 2:26 | 4:35 |
| 6:16 | 6:47 | 8:58 | 8:32 | 13:38 | 12:04 | 5:31 | 5:49 | 7:43 |
| 7:37 | 9:21 | 5:05 | 7:41 | 5:39 | 9:24 | 14:14 | 12:40 | 12:22 |
| 7:21 | 13:35 | 20:57 | 8:52 | 8:36 | 7:10 | 8:29 | 5:26 | 7:49 |
| 7:15 | 11:02 | 10:08 | 5:45 | 4:56 | 6:16 | 4:54 | 4:57 | 6:32 |
| 4:13 | 6:44 | 8:41 | 5:45 | 10:06 | 3:19 | 8:49 | 4:18 | 9:45 |
| 4:45 | 9:54 | 2:45 | 6:11 | 13:12 | 8:32 | 7:49 | 4:47 | 8:17 |
| 7:33 | 6:44 | 3:54 | 15:47 | 8:13 | 9:34 | 7:05 | 4:06 | 9:37 |
| 3:46 | 14:48 | 7:30 | 10:19 | 7:43 | 10:01 | 4:52 | 7:15 | 7:58 |
| 5:31 | 7:02 | 10:12 | 7:39 | 5:28 | 7:32 | 4:05 | 5:07 | 7:28 |
| 6:45 | 4:27 | 8:22 | 14:33 | 3:19 | 9:49 | 6:21 | 4:21 | 13:35 |
| 7:29 | 7:48 | 5:50 | 5:27 | 7:35 | 7:04 | 6:36 | 5:11 | 3:50 |
| 5:34 | 8:13 | 3:59 | 5:38 | 13:09 | 7:13 | 8:21 | 5:51 | 3:43 |
| 21:44 | 11:44 | 9:34 | 10:54 | 8:56 | 3:53 | 6:19 | 4:39 | 4:44 |
| 6:55 | 5:39 | 5:16 | 7:19 | 6:54 | 8:15 | 7:48 | 2:26 | 8:26 |
| 3:56 | 5:28 | 4:38 | 6:24 | 5:07 | 7:57 | 8:32 | 4:19 | 10:26 |
| 8:44 | 4:28 | 8:36 | 6:07 | 5:47 | 5:06 | 4:20 | 3:31 | 7:59 |
| 5:04 | 4:09 | 7:19 | 9:00 | 4:32 | 13:31 | 4:38 | 2:18 | 8:27 |
| 5:59 | 4:48 | 3:20 | 2:46 | 8:05 | 8:37 | 7:26 | 2:57 | 5:28 |
| 4:29 | 4:14 | 9:23 | 9:27 | 3:28 | 4:24 | 2:29 | 3:45 | 10:20 |
| 4:02 | 1:56 | 4:19 | 5:43 | 4:46 | 5:02 | 5:57 | 6:45 | 3:35 |
|  | 7:27 | 3:25 | 7:52 | 3:03 | 1:24 | 1:20 | 7:30 | 9:06 |
| 11:00 | 5:01 | 10:48 | 6:31 | 5:41 | 3:18 | 4:22 | 2:22 | 8:20 |
| 9:16 | 3:11 | 7:08 | 1:35 | 7:24 | 5:31 | :15 | 2:00 | 3:39 |


| $5: 55$ | $5: 52$ | $6: 51$ | $4: 31$ | $1: 57$ | $10: 38$ | $1: 06$ | $4: 29$ | $5: 29$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $3: 10$ |  | $2: 30$ | $1: 22$ | $1: 18$ |  |  | $9: 17$ | $4: 51$ |
| $\mathbf{7 - O c t}$ | $\mathbf{8 - O c t}$ | $\mathbf{9 - O c t}$ | $\mathbf{1 0 - O c t}$ | $\mathbf{1 1 - O c t}$ | $\mathbf{1 2 - O c t}$ | $\mathbf{1 3 - O c t}$ | $\mathbf{1 4 - O c t}$ | $\mathbf{1 5 - O c t}$ |


| Interval | 16-Oct | 17-Oct | 18-Oct | 19-Oct | 20-Oct | 21-Oct | 22-Oct | 23-Oct |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 10:14 | 3:31 | :55 |  | 1:37 | 2:17 | 8:08 | 1:19 |
| 30 | 8:34 | 3:18 |  | 10:55 | 3:22 |  |  |  |
| 100 |  |  |  |  |  |  |  | 3:06 |
| 130 |  |  |  |  |  |  |  | 11:28 |
| 200 |  |  | 1:25 | 5:26 |  |  |  | 4:27 |
| 230 | 5:27 | 3:58 |  |  |  |  |  | 7:09 |
| 300 |  |  |  |  |  |  |  |  |
| 330 | 6:43 | 2:13 |  |  |  |  |  | 4:31 |
| 400 | 13:05 |  | 3:02 | 2:50 |  |  |  | 12:18 |
| 430 | 2:50 | 4:23 | 5:02 | :45 |  | 4:51 |  | 17:19 |
| 500 |  |  |  | 3:51 |  |  | 10:06 |  |
| 530 | 5:58 |  | 7:52 | 2:56 |  |  | 3:33 | 3:30 |
| 600 | 7:56 | 5:48 | 5:46 |  |  |  | 5:23 | 2:34 |
| 630 | 9:18 | 4:38 | 4:32 | 5:51 | :54 | 5:07 | 5:15 | 11:16 |
| 700 | 4:20 | 9:07 | 7:49 | 7:19 | 9:26 |  | 1:19 | 7:17 |
| 730 | 5:45 | 8:39 | 11:25 | 10:09 | 7:58 | 4:25 | 3:28 | 6:31 |
| 800 | 9:42 | 8:46 | 14:52 | 4:23 | 6:58 | 8:06 | 6:08 | 7:34 |
| 830 | 8:15 | 7:33 | 8:03 | 14:17 | 4:38 | 6:16 | 3:45 | 10:21 |
| 900 | 9:12 | 7:23 | 13:05 | 8:45 | 9:47 | 3:32 | 6:13 | 4:20 |
| 930 | 3:22 | 7:58 | 6:23 | 12:07 | 8:46 | 5:06 | 8:12 | 13:16 |
| 1000 | 9:53 | 6:54 | 10:25 | 6:21 | 12:15 | 4:34 | 8:36 | 5:09 |
| 1030 | 9:37 | 6:19 | 6:50 | 7:13 | 7:46 | :55 | 13:48 | 8:44 |
| 1100 | 6:44 | 5:27 | 9:51 | 10:36 | 8:28 | 12:21 | 11:40 | 7:42 |
| 1130 | 6:36 | 5:11 | 7:44 | 10:45 | 4:28 | 6:28 | 4:58 | 5:55 |
| 1200 | 4:46 | 10:49 | 7:53 | 15:27 | 6:51 | 3:27 | 6:59 | 10:32 |
| 1230 | 10:22 | 9:07 | 13:53 | 8:56 | 10:25 | 6:34 | 9:53 | 6:39 |
| 1300 | 6:48 | 13:04 | 7:47 | 4:31 | 7:23 | 6:57 | 9:50 | 6:19 |
| 1330 | 5:48 | 9:36 | 8:24 | 5:07 | 4:58 | 5:43 | 5:34 | 3:45 |
| 1400 | 5:42 | 4:20 | 9:31 | 6:50 | 2:36 | 4:55 | 7:34 | 8:33 |
| 1430 | 6:38 | 7:33 | 7:05 | 9:05 | 7:35 | 5:13 | 10:41 | 9:31 |
| 1500 | 3:20 | 5:51 | 4:40 | 6:37 | 6:58 | 7:49 | 3:32 | 12:35 |
| 1530 | 9:05 | 7:27 | 6:54 | 6:37 | 4:03 | 6:20 | 2:03 | 4:29 |
| 1600 | 8:51 | 8:28 | 9:13 | 7:35 | 7:37 | 6:44 | 2:58 | 6:53 |
| 1630 | 10:37 | 6:29 | 9:04 | 9:08 | 3:34 | 6:39 | 1:13 | 5:29 |
| 1700 | 4:58 | 6:35 | 6:36 | 5:02 | 6:36 | 3:14 | 1:19 | 9:10 |
| 1730 | 5:27 | 5:19 | 13:00 | 9:55 | 4:51 | 13:29 | 1:23 | 7:06 |
| 1800 | 4:10 | 9:28 | 10:50 | 8:28 | 4:14 | 7:28 | 1:57 | 5:43 |
| 1830 | 3:57 | 5:34 | 8:29 | 8:46 | 6:34 | 2:29 | 3:48 | 6:01 |
| 1900 | 3:29 | 4:22 | 5:08 | 9:39 | 4:50 | 3:57 | 3:54 | 4:20 |
| 1930 | 6:09 | 7:31 | 7:13 | 3:21 | 6:03 | 5:11 | 5:31 | 4:50 |
| 2000 | 8:28 | 4:42 | 5:45 | 4:31 | 5:07 | 4:17 | 3:55 | 6:23 |
| 2030 | 16:09 | 10:28 | 5:22 | 7:41 | 4:49 | 6:51 | 4:59 | 18:22 |
| 2100 | 5:55 | 5:46 | 2:50 | 7:33 | 3:19 |  | 7:04 | 4:07 |
| 2130 | 2:19 | 4:38 | 7:07 | 3:42 | :53 | 3:06 | 9:02 | 5:33 |
| 2200 | :19 | 3:49 | 13:45 | 3:56 | 8:45 | 1:10 | 3:03 | 6:09 |
| 2230 | 4:31 | 1:48 | 5:12 | 4:55 | 5:49 | 5:10 | 5:51 | 2:20 |


| $\mathbf{2 3 0 0}$ | $2: 57$ | $1: 35$ | $2: 35$ | $4: 55$ | $6: 44$ | $3: 24$ | $7: 22$ | $4: 02$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $\mathbf{2 3 3 0}$ | $1: 47$ |  |  | $13: 05$ | $4: 42$ |  | $8: 19$ | $1: 19$ |
| Interval | $\mathbf{1 6 - O c t}$ | $\mathbf{1 7 - O c t}$ | $\mathbf{1 8 - O c t}$ | $\mathbf{1 9 - O c t}$ | $\mathbf{2 0}$-Oct | 21-Oct | 22-Oct | 23-Oct |


| 24-Oct | 25-Oct | 26-Oct | 27-Oct | 28-Oct | 29-Oct | 30-Oct | 31-Oct | Interval |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 2:53 | 2:37 | 10:20 |  | 1:40 |  |  | 0 |
|  |  | 4:24 | :04 |  |  | 2:51 | 4:07 | 30 |
| 5:34 |  | 8:11 | 6:46 |  | 1:08 | 3:40 | 12:12 | 100 |
| 1:53 |  | :38 |  | 2:29 | 7:44 |  |  | 130 |
| 7:13 |  | 4:32 |  |  |  |  |  | 200 |
|  | 3:34 |  | 6:17 |  |  |  |  | 230 |
|  |  |  |  | 4:04 | :57 |  |  | 300 |
|  |  | 4:18 | 3:32 |  |  |  |  | 330 |
|  |  | 2:44 |  |  |  |  |  | 400 |
|  |  | :42 |  |  | 5:51 | 3:06 |  | 430 |
|  | 2:49 |  |  |  | 2:07 | :30 |  | 500 |
|  | 4:18 |  |  | 1:58 | 8:46 | 5:05 | 10:23 | 530 |
|  |  |  | 6:37 | 5:17 | 5:59 | 6:33 | 6:11 | 600 |
| 5:10 | 2:20 | 4:13 | 7:01 |  | 4:35 |  | 6:19 | 630 |
| 7:12 | 7:13 | 9:22 | 6:55 | 4:51 | 3:28 | 6:55 | 10:59 | 700 |
| 15:29 | 7:41 |  | 1:15 | 3:36 | 16:27 | 8:02 | 8:12 | 730 |
| 16:13 | 7:43 | 4:01 | 6:22 | 5:23 | 6:05 | 6:23 | 7:08 | 800 |
| 6:29 | 11:40 | 8:34 | 5:31 | 6:23 | 8:28 | 5:52 | 5:09 | 830 |
| 11:01 | 8:52 | 9:15 | 3:59 | 3:04 | 8:37 | 6:11 | 9:16 | 900 |
| 7:43 | 9:34 | 5:29 | 4:17 | 6:31 | 6:20 | 2:48 | 10:45 | 930 |
| 6:25 | 9:27 | 7:39 | 4:37 | 7:42 | 7:57 | 13:35 | 11:04 | 1000 |
| 9:16 | 9:34 | 10:55 | 4:14 | 5:42 | 5:13 | 6:40 | 9:08 | 1030 |
| 9:20 | 9:09 | 6:52 | 6:17 | 1:56 | 11:33 | 5:11 | 5:16 | 1100 |
| 10:07 | 10:02 | 8:05 | 6:50 | 9:23 | 13:49 | 1:29 | 4:57 | 1130 |
| 2:40 | 16:09 | 4:54 | 5:09 | 4:44 | 7:48 | 7:07 | 5:38 | 1200 |
| 6:50 | 14:31 | 7:26 | 4:42 | 4:53 | 4:45 | 5:56 | 4:47 | 1230 |
| 9:14 | 7:31 | 10:59 | 3:27 | 5:24 | 4:22 | 9:47 | 10:52 | 1300 |
| 9:04 | 1:18 | 6:17 | 4:35 | 6:45 | 7:59 | 8:34 | 6:45 | 1330 |
| 4:28 | 11:01 | 13:10 | 8:19 | 6:55 | 8:13 | 6:26 | 8:00 | 1400 |
| 8:05 | 10:48 | 12:23 | 3:17 | 5:10 | 11:20 | 10:16 | 7:28 | 1430 |
| 7:05 | 7:02 | 9:02 | 7:53 | 4:34 | 7:36 | 3:07 | 7:40 | 1500 |
| 5:22 | 7:54 | 7:52 | 4:36 | 3:34 | 7:21 | 9:56 | 5:13 | 1530 |
| 7:56 | 7:24 | 6:44 | 2:41 | 7:45 | 5:15 | 6:18 | 10:42 | 1600 |
| 7:27 | 10:45 | 8:44 | 6:20 | 6:47 | 5:49 | 8:35 |  | 1630 |
| 10:18 | 8:22 | 9:43 | 3:41 | 6:37 | 6:25 | 11:18 | 3:23 | 1700 |
| 5:28 | 5:46 | 12:38 | 5:33 | 5:42 | 4:25 | 7:20 | 4:29 | 1730 |
| 5:47 | 6:28 | 12:47 | 5:30 | 5:30 | 4:11 | 10:40 | 5:57 | 1800 |
| 3:55 | 8:08 | 4:59 | 6:59 | 7:19 | 5:48 | 6:53 | 6:17 | 1830 |
| 3:50 | 5:40 | 9:17 | 5:22 | 4:47 | 4:21 | 5:46 | 23:05 | 1900 |
| 4:55 | 10:20 | 3:40 | 4:20 | 3:09 | 4:40 | 4:15 | 3:31 | 1930 |
| 8:28 | 7:24 | 3:39 | 4:19 | 7:49 | 5:54 | 6:20 | 4:15 | 2000 |
| 7:09 | 7:07 | 4:48 | 2:16 | 5:02 | 5:29 | 6:53 | 6:50 | 2030 |
| 10:13 | 7:21 | 5:20 | 4:19 |  | 5:41 | 6:48 | 3:39 | 2100 |
| 6:02 | 5:42 |  | 2:15 |  | 2:24 | 11:19 | 1:34 | 2130 |
| 2:37 | 1:40 | 6:14 | 2:54 | 4:38 | 5:16 |  | 23:29 | 2200 |
| 3:08 | 2:47 | 3:46 | 1:46 | 5:35 | 6:36 | 6:25 |  | 2230 |


|  | $3: 16$ | $8: 53$ | $: 50$ | $5: 33$ | $3: 27$ | $3: 55$ |  | $\mathbf{2 3 0 0}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $: 54$ | $4: 15$ | $: 44$ | $3: 23$ | $3: 54$ |  | $6: 46$ | $: 58$ | $\mathbf{2 3 3 0}$ |
| $\mathbf{2 4 - O c t}$ | $\mathbf{2 5 - O c t}$ | $\mathbf{2 6 - O c t}$ | $\mathbf{2 7 - O c t}$ | $\mathbf{2 8 - O c t}$ | $\mathbf{2 9 - O c t}$ | $\mathbf{3 0 - O c t}$ | $\mathbf{3 1 - O c t}$ | Interval |


| 1-Nov | 2-Nov | 3-Nov | 4-Nov | 5-Nov | 6-Nov | 7-Nov | 8-Nov | 9-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 7:34 |  |  | 3:35 | 3:41 | 1:52 | 3:50 | 7:14 |  |
| 3:28 |  | 4:17 | 3:04 | 1:04 |  | 6:45 | 4:45 | 10:01 |
|  |  | 11:40 | 5:35 | 1:58 |  |  | 3:25 | 6:46 |
| 3:08 |  |  | 6:44 | 1:26 | 6:54 | 3:26 | 1:56 |  |
|  |  | 6:58 | 3:39 |  |  |  | 11:20 | 1:34 |
|  |  |  | 1:34 | 4:33 |  |  |  | 6:20 |
|  |  |  | 2:22 | 1:12 | 9:48 |  | 2:28 | 3:43 |
|  |  | 1:34 | 1:56 | 1:31 |  |  |  | 1:27 |
|  |  |  | 5:43 | 3:37 |  | 7:49 |  | 4:00 |
| 8:49 | 4:02 |  | 1:27 | 2:27 |  | 5:10 | 1:25 | 11:33 |
|  |  | 7:29 | 4:57 | 7:51 |  |  | 5:52 |  |
|  | 4:11 | 3:22 | 2:58 | 1:41 | 6:20 | 2:31 | 1:05 | 4:30 |
| 6:13 | 4:50 | 1:47 | 2:27 | 3:51 | 3:55 | 5:40 | 1:32 | 4:38 |
| 7:57 | 12:56 | 8:35 | 6:21 | 10:01 | 5:49 | 9:02 | 4:42 | 2:25 |
| 2:54 | 3:26 | 6:45 | 5:14 | 18:24 | 6:41 | 10:03 | 5:57 | 8:41 |
| 6:42 | 4:40 | 4:30 | 4:48 | 6:50 | 7:20 | 7:11 | 7:47 | 6:08 |
| 8:22 | 3:10 | 4:58 | 2:17 | 4:41 | 6:22 | 7:58 | 9:22 | 5:20 |
| 3:34 | 8:51 | 8:15 | 4:27 | 5:57 | 8:02 | 9:55 | 5:37 | 6:09 |
| 4:48 | 6:16 | 9:37 | 2:23 | 7:00 | 9:21 | 8:14 | 8:17 | 8:48 |
| 4:41 | 11:00 | 6:28 | 5:37 | 5:32 | 13:47 | 5:51 | 6:59 | 6:47 |
| 11:06 | 9:28 | 6:13 | 4:24 | 4:56 | 9:59 | 8:02 | 8:11 | 5:07 |
| 6:40 | 8:22 | 5:00 | 6:43 | 7:36 | 6:07 | 9:47 | 6:17 | 10:56 |
| 8:38 | 16:49 | 4:43 | 5:06 | 8:00 | 6:35 | 11:39 | 9:33 | 7:14 |
| 7:22 | 7:51 | 7:08 | 5:52 | 11:26 | 7:12 | 8:31 | 8:15 | 8:07 |
| 8:58 | 5:43 | 12:01 | 3:45 | 6:20 | 7:24 | 6:27 | :48 | 10:13 |
| 17:41 | 5:59 | 7:14 | 4:35 | 7:10 | 6:12 | 9:24 | 6:57 | 2:18 |
| 14:29 | 10:14 | 3:55 | 8:06 | 7:50 | 8:08 | 4:48 | 3:46 | 4:42 |
| 7:27 | 6:45 | 3:26 | 3:42 | 5:54 | 9:15 | 9:09 | 5:03 | 6:22 |
| 7:01 | 7:46 | 5:21 | 5:58 | 10:12 | 6:02 | 4:59 | 8:43 | 7:51 |
| 5:16 | 11:09 | 3:18 | 5:23 | 9:46 | 9:02 | 11:33 | 6:57 | 5:52 |
| 14:33 | 7:57 | 4:24 | 4:56 | 3:49 | 4:33 | 5:41 | 7:02 | 12:39 |
| 8:10 | 9:03 | 4:33 | 4:48 | 9:06 | 5:43 | 4:17 | 7:24 | 8:19 |
| 3:03 | 12:02 | 3:53 | 3:24 | 7:23 | 5:41 | 6:08 | 3:57 | 10:52 |
| 5:56 | 10:12 | 6:55 | 8:47 | 4:42 | 6:18 | 7:15 | 7:35 | 8:18 |
| :35 | 6:03 | 2:13 | 3:03 | 4:47 | 5:39 | 5:34 | 6:01 | 11:02 |
| 6:23 | 5:06 | 9:54 | 5:11 | 3:50 | 6:16 | 8:00 | 3:53 | 12:04 |
| 5:03 | 3:34 | 2:36 | 6:57 | 5:18 | 6:13 | 13:41 | 2:58 | 10:59 |
| 10:38 | 4:03 | 9:17 | 2:46 | 10:00 | 5:40 | 5:45 | 7:16 | 8:00 |
| 5:46 | 1:40 | 3:56 | 1:57 | 9:19 | 5:37 | 5:21 | 9:08 | 5:41 |
| 6:15 | 6:20 | 6:13 | 3:02 | 3:04 | 5:39 | 4:16 | 5:32 | 8:03 |
| 4:33 | 6:15 | 5:47 | 2:35 | 5:30 | 6:52 | 4:15 | 10:19 | 8:05 |
|  | 5:21 | 8:58 | 3:09 | 5:14 | 16:31 | 6:00 | 5:12 | 3:15 |
| 3:05 | 4:22 | 11:56 | 2:21 | 12:28 | 4:16 | 5:11 | 4:46 | 8:17 |
| 7:00 | 3:32 | 2:00 | :24 | 5:02 | 7:18 | 5:13 | 5:22 | 4:24 |
| 5:56 | 5:44 | 3:21 | 2:02 | 10:07 | 4:45 | 2:51 | 11:00 | 2:27 |
| 6:18 | 5:59 | 2:05 |  | 7:59 | 5:27 | 10:09 |  | 3:01 |


| 1:16 | $4: 01$ | $4: 31$ |  | $4: 45$ | $3: 50$ | $3: 01$ | $4: 23$ | $3: 22$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | $7: 38$ | $2: 52$ | $3: 55$ | $8: 04$ | $3: 37$ |  | $2: 32$ | $1: 11$ |
| 1-Nov | 2-Nov | 3-Nov | 4-Nov | 5-Nov | 6-Nov | 7-Nov | 8-Nov | 9-Nov |


| 10-Nov | 11-Nov | 12-Nov | 13-Nov | 14-Nov | 15-Nov | Interval | 16-Nov | 17-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2:26 | 9:01 | 1:17 |  | 9:46 | 14:19 | 0 | 9:59 | 2:10 |
| 6:22 | 1:19 | 3:24 |  | :44 | 4:56 | 30 |  | 1:19 |
| 1:50 | 5:27 | 3:08 | 38:22, | 1:36 |  | 100 |  |  |
|  | 5;15 | 4:32 |  | 13:23 |  | 130 |  | 1:24 |
| 3:56 | 2:13 | 3:52 | 1:08 |  |  | 200 |  |  |
| 2:38 | 1:51 |  | :48 |  | 5:45 | 230 |  |  |
|  |  |  | :54 |  |  | 300 |  | 1:14 |
| 6:20 | 1:06 |  |  |  |  | 330 | :08 |  |
|  | 4:33 | 2:13 | 1:56 |  |  | 400 | 10:52 |  |
| :30 | 3:50 | 4:44 | 11:43 |  |  | 430 |  |  |
| 2:06 | 5:22 | 5:04 | 6:37 |  | 1:48 | 500 |  | 2:51 |
| 5:50 | 6:32 | 3:35 | 3:05 |  | 4:15 | 530 | 4:05 |  |
| 1:33 | 4:42 | 2:31 |  |  | 7:27 | 600 |  |  |
| 9:01 |  | 6:17 | 8:43 | 8:59 | 3:52 | 630 | 13:07 | 3:55 |
| 7:29 | 7:10 | 7:21 | 9:37 | 5:14 | 5:27 | 700 |  | 19:19 |
| 3:30 | 3:54 | 3:28 | 5:09 | 9:28 | 9:31 | 730 | 5:52 | 3:56 |
| 5:26 | 1:35 | 12:03 | 9:11 | 5:55 | 5:40 | 800 | 7:33 | 5:44 |
| 6:00 | 8:30 | 6:51 | 6:58 | 11:14 | 5:00 | 830 | 7:39 | 6:26 |
| 8:07 | 10:21 | 5:49 | 7:32 | 5:44 | 9:10 | 900 | 9:32 | 8:38 |
| 4:50 | 2:58 | 12:22 | 8:14 | 11:24 | 7:43 | 930 | 8:00 | :21 |
| 9:11 | 2:59 | 7:51 | 8:53 | 6:24 | 9:25 | 1000 | 5:42 | 5:15 |
| 9:31 | 5:27 | 6:15 | 5:44 | 5:59 | 13:18 | 1030 | 9:47 | 14:41 |
| 4:51 | 15:41 | 5:58 | 9:19 | 7:25 | 11:45 | 1100 | 3:07 | 8:27 |
| 7:58 | 7:43 | 9:13 | 7:03 | 9:31 | 7:45 | 1130 | 8:09 | 10:18 |
| 9:01 | 3:26 | 6:07 | 13:29 | 3:20 | 7:33 | 1200 | 10:16 | 9:48 |
| 3:04 | 7:07 | 4:54 | 16:41 | 8:58 | 7:42 | 1230 | 4:26 | 12:07 |
| 4:04 | 2:05 | 5:08 | 4:57 | 9:11 | 4:58 | 1300 | 5:31 | 7:28 |
| 10:27 | 2:41 | 3:50 | 9:52 | 5:07 | 12:10 | 1330 | 3:54 | 5:35 |
| 8:23 | 5:22 | 4:50 | 5:35 | 5:38 | 6:40 | 1400 | 7:21 | 6:02 |
| 8:21 | 6:37 | 6:05 | 9:27 | 6:42 | 5:34 | 1430 | 2:15 | 4:08 |
| 3:56 | 6:52 | 11:34 | 5:53 | 6:43 | 6:52 | 1500 | 8:06 | 6:16 |
| 10:56 | 5:25 | 7:21 | 5:28 | 7:11 | 7:50 | 1530 | 9:10 | 5:44 |
| 13:14 | 11:03 | 8:01 | 7:41 | 7:25 | 8:12 | 1600 | 6:32 | 5:37 |
| 12:18 | 12:43 | 7:49 | 7:06 | 7:23 | 10:22 | 1630 | 7:11 | 10:54 |
| 4:45 | 6:16 | 7:10 | 4:47 | 3:45 | 8:21 | 1700 | 6:07 | 7:51 |
| 8:45 | 9:54 | 4:39 | 3:27 | 5:10 | 11:29 | 1730 | 7:51 | 5:27 |
| 9:06 | 5:11 | 7:25 | 6:45 | 6:14 | 3:50 | 1800 | 5:59 | 1:50 |
| 8:03 | 4:15 | 5:25 | 3:06 | 7:21 | 6:00 | 1830 | 9:04 | 7:50 |
| 7:08 | 2:08 | 8:50 | 4:43 | 5:52 | 5:22 | 1900 | 9:13 | 7:10 |
| 7:12 | 3:38 | 3:58 | 8:27 | 5:04 | 6:10 | 1930 | 11:36 | 4:17 |
|  |  | 4:04 | 9:53 | 7:03 | 5:54 | 2000 | 6:46 | 3:05 |
| 5:36 | 7:32 | 4:40 | 4:32 | 5:50 | 7:12 | 2030 | 7:16 | 4:34 |
| 5:55 | 5:12 | 6:09 | 1:27 | 3:43 | 4:30 | 2100 | 6:44 | 2:10 |
| 4:47 | 5:00 | 5:10 | 7:31 | 6:13 | 4:05 | 2130 | 5:20 | 1:53 |
| 1:27 | 4:12 | 32:35, | 2:44 | 6:16 | 6:59 | 2200 | 4:51 | 10:31 |
| 3:31 | 2:53 | 3:58 | 3:16 | 7:16 | 5:17 | 2230 | 4:24 | 6:59 |


| $4: 21$ | $5: 10$ | $3: 59$ |  | $7: 38$ |  | $\mathbf{2 3 0 0}$ | $3: 33$ | $3: 59$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $2: 20$ | $4: 11$ | $9: 12$ | $6: 23$ |  | $3: 30$ | $\mathbf{2 3 3 0}$ | $6: 12$ | $1: 11$ |
| 10-Nov | 11-Nov | 12-Nov | 13-Nov | 14-Nov | 15-Nov | Interval | 16-Nov | 17-Nov |


| 18-Nov | 19-Nov | 20-Nov | 21-Nov | 22-Nov | 23-Nov | 24-Nov | 25-Nov | 26-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 7:54 | 11:42 | 2:43 |  | 5:15 |  | 1:56 |  |
|  | 5:06 |  | 7:02 | 2:01 | :59 | 1:26 | 4:24 |  |
|  | 1:37 | 6:59 | 6:31 |  |  |  | 2:35 |  |
|  | 3:35 |  |  |  |  | 1:43 | :41 | 5:15 |
| 1:24 |  |  | 2:45 |  |  | 1:25 | 1:39 |  |
|  |  |  |  |  |  |  | 2:09 |  |
|  | 2:46 |  |  |  | 3:24 |  | 1:22 |  |
| 4:17 |  | 1:11 |  |  |  |  | 6:29 |  |
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| 6:08 | 4:42 |  | 1:39 |  | 8:12 |  |  | 2:07 |
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|  | 10:44 | 5:47 | 4:46 | :06 |  | 3:04 |  |  |
| 4:53 | 5:35 | 11:51 |  | 6:52 |  | 16:34 | 3:52 | 8:00 |
| 7:33 | 1:49 | 9:24 | 12:59 | 2:45 | 10:05 | 4:29 | 4:19 | 3:18 |
| 6:03 | 6:04 | 8:11 | 8:19 | 5:21 | 6:47 | 4:58 |  | 3:25 |
| 3:17 | 7:24 | 8:46 | 5:58 | 6:13 | 7:22 | 5:00 | 3:50 | 15:41 |
| 5:09 | 13:10 | 5:51 | 5:13 | 4:59 | 2:12 | 5:41 | 5:28 | 5:08 |
| 8:58 | :49 | 8:01 | 4:15 | 9:21 | 7:41 | 9:12 | 7:17 | 13:06 |
| 11:31 | 10:42 | 12:20 | 11:55 | 11:46 |  | 3:34 | 4:31 | 11:33 |
| 11:01 | 11:52 | 7:24 | 14:25 | 7:02 | 10:24 | 15:53 | 8:10 | 6:56 |
| 3:37 | 11:49 | 2:44 | 13:04 | 8:24 | 6:31 | 5:26 | 5:08 | 10:47 |
| 10:28 | 2:18 | 6:31 | 8:07 | 3:55 | 5:44 | 3:59 | 8:42 | 8:43 |
| 11:44 | 5:14 | 8:24 | 4:53 |  | 6:53 | 9:37 | 9:46 |  |
| 6:15 | 6:55 | 10:35 | 5:30 | 5:41 | 10:53 | 10:48 | 8:16 | 12:29 |
| 2:54 | 4:52 | 9:12 | 9:09 | 10:43 | 6:21 | 11:26 | 3:23 | 7:48 |
| 9:31 | 5:11 |  | 6:19 | 5:52 | 6:28 | 14:08 | 9:00 | 6:23 |
| 2:44 | 5:20 | 9:06 | 8:54 | 5:04 | 14:42 | 7:37 | 6:00 | 5:38 |
| 6:21 | 16:17 | 5:23 | 3:35 | 9:47 | 4:35 | 9:04 | 3:23 | 7:04 |
| 12:36 | 8:22 | 10:09 | 9:45 | 6:42 | 10:14 | 4:57 | 6:08 | 6:09 |
| 3:21 | 8:26 | 6:57 | 8:02 | 4:17 | 4:28 | 5:30 | 3:46 | 7:52 |
| 5:42 | 6:10 | 8:02 | 11:31 | 5:20 | 11:03 | 2:51 | 6:23 | 7:08 |
| 5:30 | 8:39 | 4:05 | 6:11 | 8:30 | 2:54 | 3:37 | 4:05 | 5:43 |
| 3:59 | 3:53 | 3:03 | 7:27 | 7:29 | 6:47 | 4:30 | 3:50 | 6:10 |
| 10:06 | 6:18 | 5:08 | 12:30 | 8:41 | 7:42 | 4:10 | 5:13 | 7:59 |
| 3:53 | 7:18 | 3:50 | 7:12 | 11:36 | 5:17 | 1:03 | 2:57 | 4:18 |
| 4:17 | 2:38 | 7:01 | 3:24 | 1:35 | 8:40 | 3:26 | 4:43 | 6:34 |
| 3:12 | 2:09 | 3:46 | 5:56 | 3:48 | 6:32 | 3:45 | 15:07 | 6:32 |
| 11:29 | 5:47 | 5:13 | 4:38 | 3:48 | 10:18 | 5:26 | 8:12 | 4:12 |
| 1:30 | 4:37 | 6:24 | 15:05 | 2:19 | 7:55 | 4:20 | 6:57 | 8:01 |
| 5:09 | 8:29 | 7:14 | 4:25 | 1:55 | 6:19 | 5:19 | 1:35 | 3:10 |
| 4:27 | 3:09 | 8:36 | 3:00 | 2:41 | 1:56 |  | 10:47 | 4:57 |
|  | 4:27 | 7:08 | 1:53 | 3:58 | 4:23 |  | 2:38 | :35 |
| 7:30 | 1:14 | 5:23 | 11:44 | 6:52 | 3:12 | 11:25 | 4:47 | 4:08 |
| 5:10 | 9:56 | 7:08 | 12:03 | 5:11 | 6:17 | 1:51 |  | 7:53 |


| $8: 44$ | $9: 55$ | $2: 20$ | $9: 01$ |  | $12: 09$ |  |  | $4: 42$ |
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| $5: 20$ | $5: 09$ |  |  | $8: 00$ | $13: 05$ | $6: 11$ | $5: 36$ | $6: 27$ |
| 18-Nov | 19-Nov | 20-Nov | 21-Nov | 22-Nov | 23-Nov | 24-Nov | 25-Nov | 26-Nov |


| 27-Nov | 28-Nov | 29-Nov | 30-Nov | Interval | 1-Dec | 2-Dec | 3-Dec | 4-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 5:54 | :58 | 3:22 | 3:32 | 0 | 3:15 |  |  |  |
| 9:22 |  |  |  | 30 |  |  |  | 3:44 |
|  | 2:31 | 3:41 |  | 100 |  |  | 13:59 | 8:04 |
|  | 4:06 |  |  | 130 | 6:40 | 12:39 |  | 1:58 |
| 6:24 | 4:38 |  |  | 200 | 3:35 |  |  | 2:43 |
|  | 7:00 | 2:11 |  | 230 |  |  |  |  |
|  |  |  | 4:08 | 300 |  | 19:06 | :42 | 3:44 |
|  |  | 8:29 |  | 330 |  |  |  |  |
| 1:55 |  | 2:48 |  | 400 | 2:55 |  |  | 6:57 |
| 4:58 |  | 4:29 |  | 430 | 4:36 | 4:07 |  |  |
|  | 6:05 | 19:13 | 9:10 | 500 |  | 3:25 |  | 2:06 |
| 1:05 | 5:20 | 2:16 | 2:53 | 530 | 3:43 |  | 1:45 |  |
| 3:05 | 3:21 | 6:29 |  | 600 | 4:49 | 1:01 | 5:36 | 3:37 |
| 5:29 |  | 6:32 |  | 630 |  | 4:31 | 11:10 | 10:59 |
| 9:14 | 13:06 | 9:11 | 7:12 | 700 | 10:20 | 2:59 | 5:15 | 7:55 |
| 11:26 | 12:17 | 10:54 | 6:39 | 730 |  | 7:50 | 6:27 | 4:34 |
| 10:35 | 8:32 | 6:02 | 5:54 | 800 |  | 11:47 | 5:47 | 2:16 |
| 5:36 | 7:11 | 11:08 | 8:10 | 830 | 3:48 | 9:56 | 8:21 | 5:06 |
| 12:30 | 8:05 | 10:59 |  | 900 | 2:24 | 9:37 | 6:24 | 11:11 |
| 9:39 | 7:58 | 11:19 | 2:19 | 930 | 5:52 | 10:07 | 10:31 | 11:55 |
| 4:10 | 6:38 | 12:17 |  | 1000 | 4:46 |  | 12:41 | 8:27 |
| 6:53 | 7:03 | 7:27 | 3:28 | 1030 | 7:38 | 7:29 | 5:51 | 6:59 |
| 7:58 | 7:17 | 7:20 | 4:25 | 1100 | 9:51 | 9:06 | 8:12 | 4:54 |
| 14:46 | 9:53 | 7:57 | 9:00 | 1130 | 7:43 | 5:18 | 5:38 | 6:28 |
| 10:19 | 12:29 | 10:48 | :55 | 1200 | 9:00 | 8:42 | 10:52 | 5:04 |
| 2:59 | 8:01 | 4:14 |  | 1230 | 12:19 | 4:20 |  | 11:00 |
| 9:56 | 5:21 | 10:48 | 11:28 | 1300 | 6:23 | 2:17 | 11:29 | 8:34 |
| 13:49 | 14:32 | 8:32 | 4:53 | 1330 | 12:42 | 5:33 | 7:10 | 8:56 |
| 5:59 | 10:15 | 9:08 | 6:43 | 1400 | 7:34 | 8:05 | 8:48 | 8:00 |
| 9:08 | 1:46 | 10:23 | 12:40 | 1430 | 6:00 | 4:14 | 4:42 | 9:03 |
| 4:24 | 8:58 | 9:03 | 6:11 | 1500 | 9:16 | 12:03 | 16:15 | 7:23 |
| 10:30 | 4:23 | 4:25 | 6:29 | 1530 | 3:41 | 3:53 | 6:22 | 12:43 |
| 9:29 | 7:20 | 6:27 | 11:01 | 1600 | 12:46 | 3:10 | 6:55 |  |
| 10:17 | 8:18 | 6:44 | 6:51 | 1630 | 4:18 | 6:45 | 10:21 | 7:29 |
| 10:50 | 7:01 | 3:17 | 7:23 | 1700 | 14:13 | 1:02 | 7:06 | 2:32 |
| 9:33 | 5:30 | 9:18 | 9:54 | 1730 | 9:58 | 5:54 | 3:32 | 5:27 |
|  | 4:59 | 6:01 |  | 1800 | 4:13 | 3:19 | 9:24 | 8:28 |
| 8:42 | 11:05 | 8:28 | 10:28 | 1830 | 5:21 | 6:02 | 2:56 | :30 |
| 9:01 | 1:25 | 9:10 | 8:36 | 1900 | 11:31 | 15:25 | 8:40 | 9:59 |
| 12:09 | 1:36 |  |  | 1930 | 6:55 | 2:36 | 9:05 | 7:48 |
| 1:48 | 6:12 | 20:04 | 10:09 | 2000 | :54 | 4:28 | 12:48 | 10:24 |
| 3:08 | 12:26 | 7:28 | 4:47 | 2030 | 4:54 | 6:58 | 5:38 | 6:25 |
| 5:34 | 9:34 | 4:04 |  | 2100 | 1:53 | 4:21 | 8:21 | 3:29 |
| 8:41 | 10:17 |  | 10:59 | 2130 | 6:44 | 1:21 | 1:34 | 6:55 |
| 2:25 | 8:35 | :43 | :55 | 2200 | 5:12 | 6:43 | :23 | 11:31 |
| 6:27 | 7:44 | 3:59 |  | 2230 |  | 3:27 | 12:39 | 7:20 |


| 1:32 | $5: 09$ | $11: 53$ | $6: 59$ | $\mathbf{2 3 0 0}$ | $6: 39$ | $4: 31$ | $6: 33$ | $3: 52$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 4:36 | $3: 09$ | $5: 24$ | $10: 28$ | $\mathbf{2 3 3 0}$ | $13: 54$ |  |  | $1: 13$ |
| 27-Nov | 28-Nov | 29-Nov | 30-Nov | Interval | 1-Dec | 2-Dec | 3-Dec | 4-Dec |


| 5-Dec | 6-Dec | 7-Dec | 8-Dec | 9-Dec | 10-Dec | 11-Dec | 12-Dec | 13-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 5:48 |  |  | :43 |  | 1:27 | :10 | 3:47 |
|  |  | 3:25 | 2:05 | 14:31 |  | 7:09 | 12:27 |  |
| 3:33 | 1:19 |  |  | 4:31 |  |  | 8:32 |  |
|  |  |  |  |  | 8:53 |  |  |  |
|  | 3:31 |  |  |  |  |  |  |  |
| 4:36 | :31 |  | 5:51 | 10:46 |  | 3:36 |  |  |
|  |  |  |  |  |  |  |  |  |
| 2:13 |  | 2:26 |  |  |  |  |  |  |
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|  |  |  | 1:40 | 1:37 |  |  |  |  |
| 6:47 | 7:25 | 1:46 | 1:30 |  |  | 8:20 |  |  |
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| 13:46 | 7:22 | 3:16 | 5:30 | 5:39 | 9:11 | 6:14 | 7:48 | 5:14 |
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| 4:54 | 7:36 | 6:36 | 18:59 | 3:14 | 7:52 | 23:23 | 5:57 |  |
| 5:50 | 11:45 | 5:50 | 12:30 | 6:14 | 10:45 |  | 10:55 | 10:12 |
| 8:56 | 5:20 | 6:18 | 2:24 | 6:25 | 15:08 | 6:05 | 8:46 | 11:15 |
| 12:36 | 12:30 | 10:21 | 7:25 | 4:24 | 9:11 | 7:42 | 8:57 | :05 |
| 8:00 | 8:21 | 6:20 | 4:11 | 9:23 | 8:21 | 10:51 | 11:54 | 13:08 |
| 9:24 | 12:35 | 2:30 | 7:19 | 6:46 | 13:49 | 6:38 | 13:54 |  |
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| 8:37 | 13:44 | 8:43 | 8:37 | 7:44 | 5:13 | 4:34 | 17:48 | 11:47 |
| 4:03 | 5:40 | 7:55 | 9:04 | 4:50 | 5:21 | 5:29 | 11:13 | 8:21 |
| 4:34 | 27:29, | 14:19, | 8:23 | 5:18 | 5:12 | 7:48 | 11:22 | 17:59 |
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| 6:27 | 9:42 | 8:58 | 3:17 | 5:35 | 2:17 | 11:00 | 8:04 | 2:19 |
| 6:29 | 7:51 | 9:51 | 7:32 | 5:11 | 10:10 | 8:21 |  | 8:36 |
| 9:19 | 11:29 | 4:00 | 6:31 | 6:06 | 9:13 | 13:23 | 6:36 | 11:37 |
| 7:47 | 4:40 | 17:11 | 7:32 | 7:57 | 7:56 | 7:59 | 13:46 |  |
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| 6:17 | 4:40 | 9:43 | 10:17 | 3:11 | 4:56 | 7:41 |  | 9:58 |
| 6:21 | 5:35 | 6:02 | 5:11 | 3:39 | 9:29 | 7:48 | 4:58 | 10:39 |
| :27 | 6:28 | 9:22 | 8:25 | 6:10 | 7:07 | 13:04 | 11:09 | 12:30 |
| 1:25 | 5:30 | 5:29 | 3:54 | 4:35 | 9:06 | 4:33 | 10:02 | 5:41 |
| 8:35 | 7:40 | 4:50 | 8:09 | 5:45 | 6:39 | 3:17 | 8:00 | 6:12 |
| 5:04 | 5:59 | 6:35 | 5:00 | 6:28 | 6:55 | 3:03 | 7:20 | 6:28 |
| 7:31 | 8:39 | 8:20 | 3:15 | 6:48 | 6:47 | 5:26 | 3:26 | 8:26 |
| 11:05 | 7:56 | 6:32 | 8:26 | 6:26 | 9:30 | 12:51 | 9:06 | 4:53 |
| 6:47 |  | 6:01 | 14:03 | 8:39 | 10:31 | 10:32 | 5:44 | 5:51 |
| 9:17 |  | 4:33 | 1:20 | 6:11 | 6:01 | 10:05 | 4:28 | 7:42 |
|  | 2:17 | 4:58 | 5:17 | 7:21 | 8:22 | 3:22 | 6:02 | 3:52 |
| 18:40 | 9:33 | 5:15 | 2:10 | 4:21 |  |  | 17:32 |  |
| 7:20 | 2:11 | 17:44 | :36 | 3:31 | 5:45 | 9:01 | 10:35 | 5:36 |


| $5: 46$ |  | $2: 56$ | $2: 56$ |  |  |  | $9: 47$ | $4: 11$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  | $2: 52$ |  | $2: 46$ | $7: 33$ | $6: 08$ | $2: 14$ |
| 5-Dec | 6-Dec | 7-Dec | 8-Dec | 9-Dec | 10-Dec | 11-Dec | 12-Dec | 13-Dec |


| 14-Dec | 15-Dec | Interval | 16-Dec | 17-Dec | 18-Dec | 19-Dec | 20-Dec | 21-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 5:04 |  | 0 |  | 3:13 |  | 1:56 | 6:10 |  |
| 8:08 | 9:11 | 30 |  |  |  |  | 4:46 | 3:10 |
| 2:53 | 2:06 | 100 | 4:02 |  | 1:02 |  |  |  |
| 3:54 |  | 130 | :00 |  | 3:07 |  |  |  |
|  | 5:20 | 200 |  |  |  | 4:17 | 4:50 |  |
| :06 |  | 230 |  |  |  |  |  |  |
| 1:55 |  | 300 | 13:00 |  |  |  | 3:34 |  |
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|  |  | 400 |  |  |  |  | 3:41 |  |
| :56 |  | 430 |  |  | 3:53 | 5:35 | 3:06 | 1:41 |
| 2:00 |  | 500 |  |  | 4:52 |  |  | 4:12 |
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| 8:23 | :02 | 600 | 3:19 | 6:01 |  | 3:41 |  | 4:22 |
| 4:27 | 6:00 | 630 | 3:04 |  |  | 11:22 | 5:56 |  |
| 11:06 |  | 700 | 10:43 | 11:05 | 10:06 | 4:30 | 7:47 | 10:42 |
| 5:08 | 4:47 | 730 | 8:36 | 9:06 | 7:11 | 11:13 | 5:57 | 2:30 |
| 3:27 | 19:40 | 800 | 2:33 | 8:42 | 8:01 | 4:51 | 10:10 | 15:29 |
| 6:59 | 7:07 | 830 | 2:05 | 6:48 | 8:38 | 10:06 | 5:57 | 11:52 |
| 11:27 | 7:23 | 900 | 6:36 | 5:04 | 12:10 | 12:46 | 6:42 | 10:10 |
| 9:37 | 7:22 | 930 | 2:18 | 9:04 | 4:13 | 10:55 | 12:10 | 7:50 |
| 17:31 | 16:38 | 1000 | 3:40 | 7:34 | 5:36 | 8:33 | 8:49 | 10:59 |
| 6:10 | 8:36 | 1030 | 4:37 | 15:57 | 9:26 | 11:13 | 9:05 | 23:56 |
| 11:50 | 4:59 | 1100 | 3:56 | 15:53 | 2:50 | 8:48 | 6:04 | 6:44 |
| 11:05 | 6:52 | 1130 | 4:19 | 11:54 | 8:25 | 9:58 | 9:01 | 8:15 |
| 7:03 | 4:31 | 1200 | 6:17 | 5:40 | 5:58 | 8:40 | 9:35 | 6:43 |
| 12:15 | 8:16 | 1230 | 1:13 |  | 8:01 | 10:50 | 11:58 | 5:00 |
| 16:16 | 4:19 | 1300 | 5:05 |  | 12:31 | 6:46 | 2:35 | 10:03 |
| 7:08 | 3:43 | 1330 | 5:53 | 11:16 | 1:28 |  | 10:40 | 9:39 |
| 4:18 | 8:49 | 1400 | 5:32 | 4:40 | 5:11 | 10:07 | 6:51 | 9:29 |
| 10:49 | 7:57 | 1430 | 5:11 | 4:43 | 6:47 | 3:50 | 6:20 | 5:52 |
| 2:52 | 5:38 | 1500 | 4:11 | 10:50 | 7:38 | 5:11 | 3:33 | 8:54 |
| 10:47 | 5:19 | 1530 | 2:43 | 4:14 | 8:06 | 1:30 | 5:09 | 3:31 |
| 7:20 | 4:56 | 1600 | 2:52 | 11:36 | 9:05 | 4:04 | 8:11 | 9:30 |
| 10:19 | 6:14 | 1630 | 3:06 | 9:09 | 5:33 | 6:42 | 11:24 | 7:23 |
| 5:00 | 2:22 | 1700 | 4:40 | 11:50 |  | 7:12 | 4:05 | 15:26 |
| 10:36 | 4:19 | 1730 | 4:58 | 12:15 | 8:12 | 10:29 | 8:19 | 12:24 |
| 6:31 | 7:09 | 1800 | 4:16 | 4:26 | 7:04 | 4:42 | 2:03 | 9:00 |
| 8:48 | 8:46 | 1830 | 5:51 | 8:33 | 3:15 | 4:31 |  | 12:25 |
| 11:02 | 6:18 | 1900 | 8:17 | 11:33 |  | 8:23 | 5:00 | 5:31 |
| 7:32 |  | 1930 | 7:34 | 8:16 | 4:21 | :55 | 2:28 | 4:53 |
| 6:40 | 5:10 | 2000 | 2:04 |  | 5:12 | 6:47 | 5:18 | 4:00 |
| 11:41 | 5:39 | 2030 | 3:39 | 5:30 | 5:03 | 8:52 | 8:01 | 4:01 |
| 5:25 | 5:23 | 2100 | 3:57 | 5:55 | 5:40 | 7:09 | 8:00 | 3:47 |
| 1:40 | 3:54 | 2130 | 6:16 | 8:12 | 3:35 | 4:34 | 8:04 | 7:35 |
| 5:06 | 5:48 | 2200 | 8:19 | 9:45 | 9:48 | 11:11 | 6:20 | 9:08 |
|  | 2:35 | 2230 | 13:04 | 6:40 | 3:40 | 8:14 |  | 2:23 |


| $4: 04$ | $1: 12$ | $\mathbf{2 3 0 0}$ |  | $3: 29$ |  | $4: 55$ | $6: 19$ | $10: 10$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $5: 15$ |  | $\mathbf{2 3 3 0}$ |  | $3: 59$ |  | $14: 26$ | $6: 40$ | $: 45$ |
| 14-Dec | 15-Dec | Interval | 16-Dec | 17-Dec | 18-Dec | 19-Dec | 20-Dec | 21-Dec |


| 22-Dec | 23-Dec | 24-Dec | 25-Dec | 26-Dec | 27-Dec | 28-Dec | 29-Dec | 30-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 15:46 | 2:47 | 3:29 | 5:27 | 6:35 | 2:56 | 3:03 | 6:55 | 6:15 |
| 4:04 |  |  | 8:34 |  |  |  | 2:13 | 3:37 |
|  |  |  | 6:35 | 7:38 |  | 4:12 | 4:29 |  |
|  | 1:38 | 1:39 |  |  | 6:07 | 1:13 | 2:00 | 7:56 |
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|  | 1:30 | 5:56 |  | 3:48 |  |  | :29 | 1:06 |
|  |  | 3:43 | 6:50 |  | 7:13 |  | 2:10 |  |
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|  |  |  |  | 4:09 | 1:19 |  | 1:41 |  |
|  |  | 2:09 |  | 3:54 | 7:04 |  | 4:33 | 8:52 |
|  | 10:09 | 6:24 |  | 2:19 | 5:20 | 5:59 | 2:14 | 2:14 |
|  | 2:30 | 5:23 |  | 6:51 | 4:03 | 5:08 | 8:06 | 5:18 |
| 4:56 | 6:38 | 3:59 |  | 6:23 | 12:08 | 4:18 |  | 4:15 |
| 9:01 | 4:00 | 5:40 | 6:00 | 6:46 | 5:29 | 6:01 | 4:44 | 6:36 |
|  | 4:54 | 7:00 | 1:39 | 3:14 | 9:13 | 5:00 | 3:54 | 11:05 |
| 5:26 | 6:19 | 7:38 | 5:45 | 4:02 | 7:24 | 6:25 | 5:41 | 5:58 |
| 3:43 | 6:43 | 4:01 | 8:08 | 5:04 | 5:43 | 5:58 | 5:37 | 4:51 |
| 2:25 | 2:35 | 8:31 | 3:48 | 10:25 | 9:01 | 6:14 | 7:23 | 10:11 |
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| 7:15 | 15:17 | 2:45 | 7:18 | 4:19 | 5:56 | 7:40 | 5:44 | 8:25 |
| 7:37 |  | 8:10 | 4:26 | 4:35 | 4:15 | 3:48 | 2:57 | 11:28 |
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| 1:05 | 2:53 | 5:21 | 3:12 | 17:01 | 15:27 | 4:27 | 6:21 | 10:49 |
| 10:06 | 2:27 | 14:02 | 5:00 | 10:15 | 5:28 | 12:48 | 9:06 | 7:14 |
| 8:20 | 3:22 | 10:38 | 6:32 | 8:25 | 7:35 | 3:28 | 4:25 | 5:54 |
| 6:01 | 7:47 | 7:06 | 3:12 | 9:10 | 5:45 | 5:27 | 6:54 | 9:15 |
| 5:14 | 3:33 | 1:09 | 3:15 | 3:12 | 5:00 | 8:13 | 5:28 | 3:36 |
| 5:41 | 9:06 | 6:31 | 4:25 | 2:53 | 4:26 | 6:27 | 8:14 | 5:19 |
| 8:08 | 1:13 | 5:38 | 5:08 | 6:00 | 8:04 | 5:44 | 2:41 | 8:06 |
| 3:51 | 2:54 | 7:52 | 3:56 | 4:56 | 5:44 | 5:11 | 6:51 | 5:14 |
| 5:55 | 5:19 | 5:43 | 1:47 | 9:57 | 7:07 | 5:57 | 5:43 | 11:58 |
| 5:07 | 8:08 | 2:17 | 1:41 | 4:06 | 6:56 | 7:25 | 7:20 | 3:50 |
| 7:18 | 6:00 | 1:55 | 6:57 | 5:15 | 3:45 | 4:09 | 3:47 | 4:58 |
| 6:09 | 5:23 | 5:21 | 3:45 | 5:49 | 11:18 | 6:32 | 2:25 | 3:59 |
| 4:10 | 3:34 | 5:14 | 7:52 | 5:52 | 8:14 | 6:48 | 4:35 | 3:29 |
| 7:11 | 4:12 | 2:45 | 6:00 | 5:15 | 5:49 | 9:01 | 6:49 | 2:43 |
| 4:51 | 2:25 | 5:22 |  | 6:07 | 8:55 | 8:05 | 3:53 | 2:50 |
| 4:57 | 2:50 | 1:10 | 5:35 | 3:56 | 3:44 | 3:46 | 3:42 | 6:32 |
| 4:23 | 4:49 | 2:59 | 5:25 | 9:00 | 5:05 | 6:10 | 3:25 | 7:44 |
| 3:41 | 3:35 | 3:10 | 5:35 | 7:28 | 3:46 | 4:53 | 2:27 | 4:15 |
| 7:45 | 2:13 | 2:15 | 2:06 | 9:07 | 4:02 | 9:06 | 4:25 | 4:33 |
| 2:07 | 5:59 | 9:54 | 5:03 | 11:29 | 4:27 | 9:23 | 12:02 | 2:06 |
| 2:51 |  |  |  | 11:02 | 5:39 | 7:06 | 6:19 | 8:24 |


|  |  | $1: 15$ | $4: 43$ | $4: 08$ | $2: 28$ | $3: 44$ | $4: 28$ | $4: 57$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | $4: 32$ | $8: 09$ | $3: 29$ |  | $7: 39$ | $10: 20$ | $5: 02$ | $6: 07$ |
| 22-Dec | 23-Dec | 24-Dec | 25-Dec | 26-Dec | 27-Dec | 28-Dec | 29-Dec | 30-Dec |


| 31-Dec | Interval |
| :---: | :---: |
| 3:16 | 0 |
| 3:29 | 30 |
| 1:48 | 100 |
|  | 130 |
| 3:33 | 200 |
|  | 230 |
|  | 300 |
|  | 330 |
|  | 400 |
|  | 430 |
|  | 500 |
| 2:07 | 530 |
|  | 600 |
| 3:54 | 630 |
| 5:48 | 700 |
| 10:47 | 730 |
| 7:37 | 800 |
| 5:42 | 830 |
| 5:57 | 900 |
| 18:12 | 930 |
| 9:58 | 1000 |
| 6:18 | 1030 |
| 6:57 | 1100 |
| 2:14 | 1130 |
| 15:38 | 1200 |
| 9:32 | 1230 |
| 6:13 | 1300 |
| 9:43 | 1330 |
| 6:02 | 1400 |
| 2:36 | 1430 |
| 4:23 | 1500 |
| 7:39 | 1530 |
| 6:47 | 1600 |
| 10:54 | 1630 |
| 9:14 | 1700 |
| 7:10 | 1730 |
| 3:38 | 1800 |
| 4:57 | 1830 |
| 4:39 | 1900 |
| 3:20 | 1930 |
| 4:49 | 2000 |
| 6:39 | 2030 |
|  | 2100 |
| 7:02 | 2130 |
| 6:36 | 2200 |
| 3:48 | 2230 |


| $3: 38$ | $\mathbf{2 3 0 0}$ |
| :---: | :---: |
| $11: 33$ | $\mathbf{2 3 3 0}$ |
| 31-Dec | Interval |


| Interval | 1-Aug | 2-Aug | 3-Aug | 4-Aug | 5-Aug | 6-Aug | 7-Aug | 8-Aug |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 100 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 130 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 200 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 230 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 300 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 330 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 400 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 430 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 500 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 530 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| 600 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 630 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| 700 | 2 | 2 | 0 | 0 | 0 | 1 | 1 | 0 |
| 730 | 0 | 2 | 3 | 0 | 0 | 1 | 1 | 2 |
| 800 | 3 | 2 | 3 | 1 | 0 | 2 | 2 | 2 |
| 830 | 6 | 2 | 5 | 2 | 0 | 3 | 2 | 1 |
| 900 | 2 | 3 | 4 | 2 | 0 | 4 | 0 | 1 |
| 930 | 4 | 1 | 2 | 2 | 0 | 5 | 1 | 0 |
| 1000 | 1 | 1 | 0 | 1 | 0 | 2 | 1 | 0 |
| 1030 | 0 | 0 | 0 | 3 | 1 | 0 | 0 | 0 |
| 1100 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 |
| 1130 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 |
| 1200 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 1230 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| 1300 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| 1330 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| 1400 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 1430 | 0 | 0 | 2 | 0 | 2 | 2 | 0 | 0 |
| 1500 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 |
| 1530 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 |
| 1600 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 |
| 1630 | 1 | 0 | 1 | 1 | 0 | 1 | 0 | 0 |
| 1700 | 0 | 0 | 1 | 0 | 0 | 2 | 0 | 0 |
| 1730 | 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 |
| 1800 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| 1830 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 1900 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| 1930 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 2000 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| 2030 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 2100 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 2130 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| 2200 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| 2230 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |


| $\mathbf{2 3 0 0}$ | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $\mathbf{2 3 3 0}$ | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Interval | 1-Aug | 2-Aug | 3-Aug | 4-Aug | 5-Aug | 6-Aug | 7-Aug | 8-Aug |


| 9-Aug | 10-Aug | 11-Aug | 12-Aug | 13-Aug | 14-Aug | 15-Aug | Interval | 16-Aug |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 30 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 100 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 130 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 200 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 230 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 300 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 330 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 400 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 430 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 500 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 1 | 530 | 0 |
| 0 | 0 | 0 | 0 | 0 | 2 | 0 | 600 | 0 |
| 0 | 1 | 0 | 0 | 0 | 0 | 0 | 630 | 0 |
| 0 | 0 | 0 | 0 | 0 | 2 | 1 | 700 | 0 |
| 0 | 2 | 0 | 1 | 2 | 2 | 2 | 730 | 2 |
| 2 | 2 | 0 | 0 | 3 | 1 | 1 | 800 | 3 |
| 2 | 9 | 0 | 0 | 0 | 1 | 3 | 830 | 2 |
| 4 | 1 | 0 | 1 | 1 | 1 | 0 | 900 | 1 |
| 1 | 2 | 0 | 0 | 1 | 0 | 0 | 930 | 1 |
| 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1000 | 0 |
| 0 | 0 | 2 | 1 | 1 | 0 | 0 | 1030 | 0 |
| 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1100 | 0 |
| 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1130 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1200 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1230 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1300 | 3 |
| 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1330 | 3 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1400 | 1 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1430 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1500 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1530 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1600 | 0 |
| 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1630 | 2 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1700 | 1 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1730 | 1 |
| 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1800 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1830 | 0 |
| 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1900 | 1 |
| 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1930 | 1 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2000 | 1 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2030 | 1 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2100 | 2 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2130 | 9 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2200 | 3 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2230 | 8 |


| 0 | 0 | 0 | 0 | 0 | 0 | 0 | $\mathbf{2 3 0 0}$ | 2 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | $\mathbf{2 3 3 0}$ | 5 |
| 9-Aug | 10-Aug | 11-Aug | 12-Aug | 13-Aug | 14-Aug | 15-Aug | Interval | 16-Aug |


| 17-Aug | 18-Aug | 19-Aug | 20-Aug | 21-Aug | 22-Aug | 23-Aug | 24-Aug | 25-Aug |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 3 | 1 | 0 | 1 | 0 | 0 | 1 | 2 | 0 |
| 2 | 1 | 0 | 1 | 0 | 1 | 0 | 4 | 1 |
| 1 | 0 | 1 | 0 | 2 | 0 | 0 | 0 | 0 |
| 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 0 | 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 |
| 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 | 1 |
| 1 | 1 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |
| 3 | 1 | 0 | 1 | 4 | 5 | 1 | 0 | 0 |
| 7 | 1 | 1 | 2 | 5 | 4 | 4 | 4 | 0 |
| 5 | 3 | 0 | 6 | 12 | 5 | 9 | 1 | 1 |
| 10 | 2 | 2 | 7 | 7 | 3 | 7 | 12 | 4 |
| 22 | 5 | 0 | 15 | 14 | 16 | 19 | 13 | 5 |
| 29 | 5 | 3 | 21 | 22 | 25 | 15 | 25 | 9 |
| 29 | 8 | 5 | 33 | 31 | 26 | 24 | 17 | 12 |
| 34 | 10 | 3 | 33 | 21 | 32 | 27 | 38 | 9 |
| 40 | 15 | 3 | 36 | 26 | 38 | 29 | 25 | 10 |
| 26 | 11 | 6 | 32 | 39 | 38 | 25 | 26 | 14 |
| 36 | 11 | 9 | 33 | 36 | 31 | 33 | 21 | 11 |
| 30 | 8 | 4 | 30 | 37 | 24 | 23 | 34 | 7 |
| 32 | 11 | 5 | 38 | 27 | 29 | 27 | 18 | 18 |
| 29 | 8 | 6 | 27 | 35 | 31 | 25 | 20 | 10 |
| 22 | 8 | 3 | 41 | 29 | 30 | 34 | 23 | 9 |
| 33 | 4 | 4 | 23 | 21 | 27 | 21 | 31 | 6 |
| 21 | 5 | 3 | 40 | 20 | 26 | 29 | 30 | 7 |
| 27 | 7 | 7 | 35 | 39 | 26 | 30 | 22 | 9 |
| 24 | 9 | 4 | 33 | 29 | 25 | 20 | 22 | 7 |
| 23 | 7 | 12 | 20 | 31 | 29 | 20 | 15 | 5 |
| 28 | 14 | 5 | 30 | 21 | 23 | 25 | 13 | 11 |
| 21 | 7 | 2 | 32 | 25 | 27 | 19 | 15 | 4 |
| 17 | 5 | 4 | 17 | 17 | 19 | 22 | 18 | 6 |
| 7 | 8 | 2 | 21 | 10 | 20 | 7 | 12 | 3 |
| 14 | 5 | 4 | 13 | 9 | 18 | 9 | 8 | 7 |
| 6 | 2 | 3 | 9 | 7 | 10 | 9 | 8 | 3 |
| 7 | 2 | 3 | 15 | 9 | 10 | 8 | 8 | 2 |
| 6 | 4 | 2 | 7 | 13 | 14 | 5 | 6 | 3 |
| 7 | 0 | 4 | 8 | 9 | 8 | 10 | 4 | 3 |
| 0 | 5 | 2 | 5 | 9 | 6 | 5 | 4 | 2 |
| 1 | 2 | 5 | 3 | 7 | 5 | 11 | 5 | 3 |
| 3 | 2 | 2 | 4 | 0 | 1 | 9 | 3 | 1 |
| 1 | 1 | 1 | 5 | 6 | 7 | 1 | 0 | 2 |
| 2 | 2 | 1 | 4 | 4 | 3 | 2 | 2 | 2 |


| 2 | 1 | 1 | 5 | 2 | 1 | 1 | 1 | 0 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2 | 1 | 3 | 0 | 0 | 2 | 3 | 0 | 0 |
| 17-Aug | 18-Aug | 19-Aug | 20-Aug | 21-Aug | 22-Aug | 23-Aug | 24-Aug | 25-Aug |


| 26-Aug | 27-Aug | 28-Aug | 29-Aug | 30-Aug | 31-Aug | Interval | 1-Sep | 2-Sep | 3-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 1 | 1 | 1 | 0 | 1 | 0 | 1 | 1 | 1 |
| 0 | 1 | 1 | 0 | 1 | 1 | 30 | 1 | 1 | 0 |
| 0 | 0 | 0 | 3 | 0 | 0 | 100 | 0 | 0 | 1 |
| 0 | 1 | 0 | 0 | 0 | 0 | 130 | 0 | 0 | 0 |
| 0 | 0 | 1 | 0 | 0 | 0 | 200 | 1 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 230 | 0 | 0 | 0 |
| 1 | 0 | 0 | 0 | 0 | 0 | 300 | 0 | 1 | 1 |
| 0 | 0 | 0 | 0 | 0 | 0 | 330 | 0 | 1 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 400 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 1 | 0 | 430 | 0 | 0 | 3 |
| 0 | 0 | 0 | 0 | 0 | 0 | 500 | 0 | 1 | 0 |
| 0 | 1 | 0 | 5 | 1 | 0 | 530 | 1 | 0 | 0 |
| 0 | 4 | 1 | 0 | 2 | 1 | 600 | 2 | 0 | 2 |
| 0 | 3 | 1 | 2 | 6 | 5 | 630 | 1 | 0 | 1 |
| 0 | 4 | 2 | 4 | 7 | 7 | 700 | 3 | 0 | 1 |
| 0 | 6 | 11 | 8 | 7 | 8 | 730 | 3 | 1 | 3 |
| 1 | 21 | 11 | 16 | 9 | 15 | 800 | 9 | 0 | 2 |
| 1 | 16 | 22 | 22 | 23 | 14 | 830 | 5 | 1 | 1 |
| 5 | 26 | 21 | 28 | 18 | 19 | 900 | 5 | 4 | 8 |
| 3 | 29 | 27 | 20 | 25 | 19 | 930 | 9 | 4 | 10 |
| 3 | 30 | 21 | 27 | 35 | 35 | 1000 | 9 | 8 | 15 |
| 9 | 29 | 43 | 23 | 27 | 28 | 1030 | 10 | 1 | 13 |
| 7 | 44 | 32 | 37 | 25 | 34 | 1100 | 11 | 2 | 9 |
| 8 | 28 | 30 | 30 | 21 | 37 | 1130 | 13 | 7 | 8 |
| 6 | 31 | 21 | 24 | 22 | 37 | 1200 | 8 | 8 | 10 |
| 8 | 26 | 34 | 23 | 23 | 24 | 1230 | 12 | 10 | 14 |
| 2 | 24 | 26 | 22 | 20 | 17 | 1300 | 13 | 4 | 12 |
| 4 | 35 | 27 | 23 | 32 | 23 | 1330 | 12 | 2 | 11 |
| 3 | 26 | 27 | 26 | 24 | 27 | 1400 | 7 | 4 | 7 |
| 7 | 29 | 22 | 22 | 24 | 22 | 1430 | 11 | 4 | 11 |
| 3 | 26 | 19 | 15 | 24 | 32 | 1500 | 7 | 4 | 7 |
| 6 | 27 | 17 | 25 | 24 | 20 | 1530 | 5 | 0 | 3 |
| 3 | 25 | 24 | 30 | 21 | 16 | 1600 | 7 | 5 | 7 |
| 7 | 25 | 19 | 19 | 18 | 15 | 1630 | 5 | 3 | 7 |
| 8 | 25 | 15 | 26 | 24 | 15 | 1700 | 2 | 3 | 15 |
| 3 | 19 | 14 | 14 | 11 | 8 | 1730 | 1 | 3 | 5 |
| 1 | 15 | 16 | 10 | 10 | 16 | 1800 | 4 | 3 | 4 |
| 3 | 14 | 7 | 12 | 13 | 8 | 1830 | 3 | 4 | 6 |
| 4 | 3 | 8 | 9 | 11 | 9 | 1900 | 3 | 4 | 3 |
| 4 | 10 | 13 | 6 | 7 | 5 | 1930 | 2 | 5 | 5 |
| 3 | 6 | 7 | 9 | 13 | 4 | 2000 | 4 | 5 | 7 |
| 2 | 8 | 10 | 2 | 4 | 1 | 2030 | 1 | 2 | 6 |
| 2 | 4 | 6 | 5 | 9 | 3 | 2100 | 0 | 3 | 6 |
| 4 | 5 | 5 | 3 | 7 | 8 | 2130 | 1 | 3 | 4 |
| 0 | 6 | 3 | 7 | 2 | 4 | 2200 | 1 | 1 | 2 |
| 2 | 3 | 5 | 2 | 2 | 2 | 2230 | 2 | 3 | 2 |


| 1 | 1 | 2 | 1 | 0 | 0 | $\mathbf{2 3 0 0}$ | 1 | 0 | 2 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 4 | 2 | 1 | 1 | 1 | $\mathbf{2 3 3 0}$ | 1 | 0 | 0 |
| 26-Aug | 27-Aug | 28-Aug | 29-Aug | 30-Aug | 31-Aug | Interval | 1-Sep | 2-Sep | 3-Sep |


| 4-Sep | 5-Sep | 6-Sep | 7-Sep | 8-Sep | 9-Sep | 10-Sep | 11-Sep | 12-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2 | 2 | 0 | 3 | 1 | 1 | 0 | 4 | 0 |
| 2 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 1 | 1 | 0 | 0 | 1 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1 | 1 | 0 | 0 | 1 | 0 | 0 | 1 |
| 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 |
| 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| 1 | 1 | 1 | 1 | 0 | 0 | 0 | 1 | 3 |
| 0 | 2 | 0 | 1 | 2 | 1 | 2 | 1 | 0 |
| 0 | 5 | 7 | 6 | 2 | 2 | 1 | 3 | 3 |
| 7 | 5 | 5 | 6 | 1 | 1 | 5 | 3 | 1 |
| 15 | 14 | 15 | 15 | 2 | 3 | 6 | 12 | 7 |
| 12 | 12 | 10 | 20 | 7 | 4 | 12 | 21 | 12 |
| 33 | 26 | 12 | 18 | 7 | 6 | 19 | 20 | 24 |
| 22 | 20 | 21 | 25 | 10 | 6 | 28 | 21 | 36 |
| 39 | 30 | 28 | 21 | 4 | 4 | 33 | 36 | 27 |
| 33 | 48 | 26 | 23 | 14 | 3 | 44 | 26 | 27 |
| 48 | 40 | 22 | 37 | 14 | 9 | 28 | 37 | 45 |
| 40 | 25 | 29 | 35 | 15 | 6 | 30 | 36 | 31 |
| 39 | 34 | 27 | 41 | 8 | 4 | 32 | 30 | 27 |
| 50 | 32 | 32 | 27 | 15 | 4 | 26 | 27 | 27 |
| 31 | 24 | 16 | 32 | 10 | 5 | 24 | 38 | 35 |
| 32 | 26 | 26 | 27 | 10 | 3 | 29 | 36 | 32 |
| 38 | 30 | 32 | 24 | 7 | 7 | 22 | 44 | 28 |
| 33 | 30 | 28 | 21 | 10 | 1 | 32 | 47 | 35 |
| 43 | 27 | 24 | 14 | 7 | 5 | 43 | 22 | 38 |
| 39 | 34 | 31 | 30 | 7 | 1 | 16 | 22 | 28 |
| 42 | 40 | 30 | 14 | 7 | 1 | 29 | 20 | 25 |
| 25 | 37 | 22 | 13 | 6 | 5 | 20 | 22 | 29 |
| 25 | 19 | 19 | 20 | 5 | 6 | 23 | 15 | 23 |
| 18 | 25 | 10 | 10 | 3 | 0 | 16 | 19 | 19 |
| 16 | 14 | 20 | 11 | 5 | 4 | 16 | 11 | 7 |
| 21 | 5 | 10 | 8 | 4 | 3 | 10 | 14 | 16 |
| 10 | 5 | 10 | 9 | 3 | 7 | 10 | 10 | 12 |
| 11 | 18 | 11 | 10 | 3 | 12 | 2 | 6 | 7 |
| 10 | 10 | 5 | 6 | 5 | 1 | 9 | 11 | 14 |
| 4 | 5 | 7 | 11 | 4 | 2 | 6 | 3 | 6 |
| 10 | 8 | 4 | 8 | 2 | 4 | 7 | 6 | 9 |
| 5 | 10 | 7 | 3 | 1 | 0 | 6 | 5 | 5 |
| 12 | 9 | 3 | 4 | 2 | 4 | 1 | 1 | 9 |
| 3 | 3 | 3 | 2 | 1 | 0 | 5 | 2 | 6 |
| 0 | 3 | 3 | 3 | 1 | 0 | 0 | 2 | 1 |


| 3 | 2 | 5 | 3 | 2 | 1 | 5 | 2 | 0 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 3 | 0 | 1 | 1 | 0 | 1 | 2 | 1 | 1 |
| 4-Sep | 5-Sep | 6-Sep | 7-Sep | 8-Sep | 9-Sep | 10-Sep | 11-Sep | 12-Sep |


| 13-Sep | 14-Sep | 15-Sep | Interval | 16-Sep | 17-Sep | 18-Sep | 19-Sep | 20-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 4 | 1 | 0 | 0 | 2 | 2 | 2 | 0 |
| 1 | 0 | 0 | 30 | 0 | 0 | 4 | 1 | 0 |
| 0 | 0 | 0 | 100 | 0 | 0 | 1 | 0 | 0 |
| 0 | 0 | 0 | 130 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 200 | 0 | 1 | 0 | 0 | 0 |
| 0 | 0 | 0 | 230 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 1 | 300 | 1 | 0 | 1 | 0 | 0 |
| 1 | 0 | 0 | 330 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1 | 0 | 400 | 0 | 0 | 0 | 2 | 0 |
| 0 | 1 | 0 | 430 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 500 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 530 | 0 | 3 | 2 | 1 | 1 |
| 0 | 0 | 1 | 600 | 0 | 1 | 3 | 3 | 1 |
| 4 | 4 | 2 | 630 | 0 | 1 | 4 | 2 | 2 |
| 9 | 3 | 5 | 700 | 0 | 6 | 5 | 8 | 6 |
| 15 | 7 | 4 | 730 | 2 | 11 | 13 | 7 | 10 |
| 8 | 12 | 8 | 800 | 2 | 14 | 19 | 14 | 10 |
| 15 | 17 | 9 | 830 | 4 | 26 | 24 | 32 | 16 |
| 28 | 30 | 14 | 900 | 2 | 27 | 29 | 23 | 26 |
| 30 | 26 | 13 | 930 | 4 | 42 | 20 | 28 | 23 |
| 36 | 27 | 7 | 1000 | 1 | 32 | 39 | 22 | 24 |
| 28 | 36 | 16 | 1030 | 7 | 32 | 49 | 40 | 35 |
| 27 | 25 | 14 | 1100 | 5 | 40 | 40 | 46 | 35 |
| 23 | 30 | 9 | 1130 | 11 | 28 | 41 | 35 | 32 |
| 28 | 21 | 14 | 1200 | 5 | 34 | 37 | 21 | 24 |
| 20 | 21 | 7 | 1230 | 2 | 33 | 36 | 40 | 16 |
| 32 | 14 | 15 | 1300 | 4 | 37 | 26 | 22 | 28 |
| 23 | 20 | 12 | 1330 | 3 | 42 | 36 | 31 | 28 |
| 34 | 31 | 9 | 1400 | 7 | 42 | 23 | 31 | 26 |
| 28 | 28 | 7 | 1430 | 5 | 38 | 27 | 35 | 20 |
| 23 | 22 | 5 | 1500 | 5 | 34 | 33 | 23 | 35 |
| 23 | 29 | 7 | 1530 | 3 | 23 | 19 | 20 | 21 |
| 27 | 25 | 7 | 1600 | 2 | 29 | 27 | 24 | 20 |
| 24 | 21 | 3 | 1630 | 2 | 25 | 12 | 19 | 23 |
| 23 | 14 | 2 | 1700 | 6 | 23 | 16 | 16 | 7 |
| 13 | 11 | 2 | 1730 | 3 | 17 | 10 | 12 | 12 |
| 16 | 7 | 3 | 1800 | 6 | 5 | 11 | 14 | 6 |
| 12 | 10 | 4 | 1830 | 5 | 20 | 6 | 8 | 12 |
| 8 | 19 | 3 | 1900 | 4 | 11 | 7 | 11 | 15 |
| 8 | 6 | 7 | 1930 | 4 | 9 | 12 | 11 | 8 |
| 4 | 7 | 2 | 2000 | 4 | 8 | 6 | 11 | 9 |
| 10 | 5 | 4 | 2030 | 3 | 7 | 10 | 3 | 2 |
| 12 | 5 | 4 | 2100 | 4 | 3 | 8 | 3 | 4 |
| 8 | 0 | 2 | 2130 | 5 | 8 | 4 | 3 | 7 |
| 9 | 6 | 4 | 2200 | 5 | 2 | 4 | 2 | 4 |
| 3 | 3 | 0 | 2230 | 1 | 2 | 4 | 0 | 2 |


| 1 | 2 | 1 | 2300 | 5 | 1 | 2 | 1 | 5 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2 | 0 | 2 | 2330 | 1 | 4 | 2 | 2 | 2 |
| 13-Sep | 14-Sep | 15-Sep | Interval | 16-Sep | 17-Sep | 18-Sep | 19-Sep | 20-Sep |


| 21-Sep | 22-Sep | 23-Sep | 24-Sep | 25-Sep | 26-Sep | 27-Sep | 28-Sep | 29-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 2 | 0 | 0 | 3 | 2 | 1 | 0 | 0 |
| 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| 1 | 2 | 0 | 1 | 1 | 0 | 0 | 0 | 0 |
| 0 | 2 | 0 | 1 | 3 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 1 | 1 | 0 | 0 | 1 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 3 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 |
| 0 | 0 | 1 | 0 | 1 | 2 | 1 | 1 | 0 |
| 0 | 0 | 0 | 1 | 4 | 2 | 0 | 0 | 0 |
| 3 | 2 | 1 | 5 | 1 | 6 | 3 | 2 | 0 |
| 2 | 2 | 8 | 8 | 6 | 10 | 4 | 9 | 2 |
| 9 | 6 | 3 | 23 | 7 | 5 | 9 | 9 | 1 |
| 13 | 6 | 4 | 12 | 15 | 16 | 17 | 11 | 5 |
| 16 | 7 | 2 | 28 | 16 | 22 | 15 | 20 | 8 |
| 27 | 10 | 4 | 30 | 42 | 20 | 20 | 26 | 6 |
| 22 | 7 | 3 | 15 | 25 | 16 | 25 | 17 | 16 |
| 30 | 17 | 4 | 35 | 33 | 25 | 31 | 24 | 16 |
| 27 | 13 | 5 | 35 | 34 | 38 | 35 | 36 | 11 |
| 33 | 14 | 0 | 38 | 34 | 33 | 32 | 25 | 16 |
| 29 | 12 | 1 | 38 | 30 | 28 | 27 | 28 | 10 |
| 23 | 14 | 3 | 44 | 21 | 22 | 34 | 26 | 11 |
| 31 | 9 | 7 | 31 | 31 | 40 | 32 | 16 | 14 |
| 29 | 8 | 6 | 30 | 34 | 34 | 17 | 27 | 6 |
| 25 | 9 | 2 | 41 | 29 | 26 | 26 | 18 | 11 |
| 24 | 12 | 2 | 32 | 39 | 21 | 27 | 23 | 12 |
| 26 | 10 | 4 | 32 | 22 | 36 | 20 | 28 | 6 |
| 23 | 10 | 5 | 39 | 31 | 27 | 19 | 15 | 10 |
| 27 | 8 | 2 | 26 | 30 | 22 | 22 | 29 | 4 |
| 31 | 8 | 2 | 28 | 16 | 22 | 21 | 31 | 7 |
| 19 | 9 | 4 | 25 | 14 | 13 | 20 | 21 | 9 |
| 16 | 7 | 5 | 28 | 13 | 15 | 18 | 8 | 9 |
| 12 | 9 | 8 | 22 | 11 | 15 | 10 | 5 | 2 |
| 10 | 2 | 8 | 11 | 16 | 15 | 11 | 8 | 7 |
| 3 | 4 | 3 | 5 | 11 | 10 | 9 | 5 | 10 |
| 9 | 2 | 4 | 9 | 10 | 15 | 12 | 11 | 2 |
| 6 | 1 | 7 | 7 | 7 | 11 | 9 | 3 | 4 |
| 9 | 2 | 1 | 7 | 8 | 12 | 5 | 11 | 3 |
| 2 | 5 | 4 | 10 | 5 | 4 | 9 | 1 | 1 |
| 12 | 4 | 5 | 5 | 7 | 5 | 2 | 2 | 2 |
| 5 | 1 | 2 | 5 | 6 | 2 | 2 | 2 | 2 |
| 5 | 3 | 4 | 3 | 3 | 5 | 1 | 2 | 1 |
| 3 | 1 | 0 | 4 | 3 | 2 | 3 | 3 | 1 |


| 1 | 0 | 0 | 0 | 1 | 2 | 2 | 0 | 1 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 4 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 2 |
| 21-Sep | 22-Sep | 23-Sep | 24-Sep | 25-Sep | 26-Sep | 27-Sep | 28-Sep | 29-Sep |


| 30-Sep | Interval | 1-Oct | 2-Oct | 3-Oct | 4-Oct | 5-Oct | 6-Oct | 7-Oct |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2 | 0 | 2 | 1 | 0 | 2 | 1 | 1 | 1 |
| 2 | 30 | 1 | 0 | 0 | 2 | 0 | 1 | 0 |
| 0 | 100 | 0 | 0 | 0 | 2 | 0 | 0 | 0 |
| 0 | 130 | 0 | 0 | 0 | 0 | 2 | 0 | 0 |
| 0 | 200 | 1 | 0 | 0 | 1 | 0 | 0 | 0 |
| 0 | 230 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 300 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 330 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 400 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| 0 | 430 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 1 | 500 | 0 | 1 | 0 | 0 | 1 | 0 | 0 |
| 0 | 530 | 0 | 0 | 2 | 2 | 1 | 0 | 0 |
| 1 | 600 | 2 | 1 | 2 | 1 | 3 | 0 | 0 |
| 0 | 630 | 4 | 3 | 4 | 1 | 3 | 0 | 1 |
| 0 | 700 | 1 | 6 | 3 | 5 | 7 | 1 | 1 |
| 2 | 730 | 4 | 11 | 8 | 13 | 6 | 3 | 2 |
| 1 | 800 | 6 | 14 | 14 | 15 | 5 | 5 | 2 |
| 1 | 830 | 17 | 20 | 23 | 23 | 23 | 9 | 0 |
| 0 | 900 | 36 | 33 | 20 | 20 | 22 | 14 | 2 |
| 8 | 930 | 39 | 23 | 30 | 20 | 20 | 8 | 6 |
| 5 | 1000 | 37 | 23 | 25 | 34 | 29 | 8 | 1 |
| 5 | 1030 | 42 | 30 | 28 | 44 | 33 | 14 | 3 |
| 4 | 1100 | 31 | 30 | 27 | 32 | 19 | 10 | 6 |
| 5 | 1130 | 30 | 19 | 26 | 28 | 19 | 6 | 9 |
| 1 | 1200 | 24 | 22 | 27 | 22 | 20 | 9 | 4 |
| 2 | 1230 | 30 | 21 | 35 | 36 | 26 | 12 | 6 |
| 6 | 1300 | 27 | 34 | 32 | 23 | 19 | 4 | 2 |
| 4 | 1330 | 31 | 34 | 29 | 29 | 19 | 15 | 0 |
| 6 | 1400 | 33 | 27 | 30 | 26 | 30 | 13 | 8 |
| 6 | 1430 | 30 | 29 | 20 | 25 | 16 | 12 | 4 |
| 8 | 1500 | 45 | 45 | 22 | 33 | 24 | 7 | 5 |
| 5 | 1530 | 20 | 18 | 13 | 25 | 27 | 5 | 5 |
| 5 | 1600 | 22 | 10 | 30 | 32 | 16 | 6 | 4 |
| 3 | 1630 | 16 | 28 | 19 | 27 | 24 | 4 | 3 |
| 6 | 1700 | 12 | 7 | 20 | 21 | 13 | 1 | 4 |
| 3 | 1730 | 14 | 16 | 20 | 30 | 8 | 2 | 5 |
| 10 | 1800 | 15 | 13 | 20 | 15 | 16 | 0 | 3 |
| 3 | 1830 | 9 | 10 | 10 | 15 | 11 | 2 | 4 |
| 5 | 1900 | 7 | 17 | 14 | 9 | 3 | 3 | 5 |
| 2 | 1930 | 6 | 8 | 14 | 8 | 9 | 5 | 3 |
| 4 | 2000 | 6 | 9 | 10 | 9 | 9 | 3 | 2 |
| 5 | 2030 | 6 | 6 | 9 | 17 | 3 | 1 | 2 |
| 5 | 2100 | 10 | 3 | 6 | 6 | 3 | 2 | 2 |
| 1 | 2130 | 10 | 4 | 4 | 7 | 1 | 3 | 0 |
| 2 | 2200 | 4 | 7 | 1 | 5 | 1 | 0 | 1 |
| 3 | 2230 | 1 | 2 | 1 | 2 | 1 | 0 | 2 |


| 2 | $\mathbf{2 3 0 0}$ | 2 | 0 | 0 | 3 | 2 | 0 | 3 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | $\mathbf{2 3 3 0}$ | 3 | 0 | 1 | 0 | 1 | 0 | 1 |
| 30-Sep | Interval | 1-Oct | $\mathbf{2 - O c t}$ | 3-Oct | 4-Oct | 5-Oct | $\mathbf{6 - O c t}$ | 7-Oct |


| 8-Oct | 9-Oct | 10-Oct | 11-Oct | 12-Oct | 13-Oct | 14-Oct | 15-Oct | Interval |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 2 | 0 | 0 | 1 | 0 | 1 | 0 |
| 0 | 1 | 1 | 0 | 1 | 1 | 2 | 0 | 30 |
| 0 | 0 | 0 | 2 | 0 | 2 | 0 | 0 | 100 |
| 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 130 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 200 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 230 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 300 |
| 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 330 |
| 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 400 |
| 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 430 |
| 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 500 |
| 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 530 |
| 0 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 600 |
| 1 | 4 | 2 | 3 | 3 | 1 | 1 | 1 | 630 |
| 1 | 3 | 4 | 5 | 5 | 2 | 0 | 2 | 700 |
| 1 | 10 | 5 | 7 | 2 | 1 | 1 | 8 | 730 |
| 3 | 9 | 7 | 13 | 15 | 8 | 2 | 3 | 800 |
| 9 | 24 | 24 | 14 | 19 | 2 | 0 | 18 | 830 |
| 8 | 26 | 21 | 21 | 19 | 3 | 3 | 20 | 900 |
| 13 | 25 | 31 | 21 | 20 | 9 | 3 | 22 | 930 |
| 15 | 27 | 25 | 34 | 24 | 16 | 10 | 37 | 1000 |
| 11 | 30 | 22 | 24 | 31 | 14 | 8 | 39 | 1030 |
| 19 | 30 | 28 | 31 | 27 | 7 | 5 | 30 | 1100 |
| 14 | 26 | 25 | 34 | 17 | 15 | 3 | 30 | 1130 |
| 17 | 28 | 30 | 15 | 16 | 8 | 9 | 37 | 1200 |
| 10 | 17 | 30 | 21 | 21 | 11 | 4 | 24 | 1230 |
| 15 | 18 | 26 | 23 | 25 | 14 | 6 | 39 | 1300 |
| 13 | 23 | 32 | 25 | 30 | 10 | 7 | 30 | 1330 |
| 17 | 29 | 29 | 25 | 36 | 6 | 1 | 26 | 1400 |
| 5 | 27 | 19 | 36 | 20 | 4 | 2 | 32 | 1430 |
| 13 | 23 | 23 | 17 | 19 | 7 | 2 | 22 | 1500 |
| 8 | 15 | 25 | 27 | 18 | 10 | 5 | 18 | 1530 |
| 7 | 34 | 16 | 20 | 19 | 6 | 7 | 23 | 1600 |
| 8 | 20 | 23 | 15 | 13 | 4 | 2 | 26 | 1630 |
| 3 | 18 | 16 | 11 | 12 | 2 | 6 | 16 | 1700 |
| 8 | 16 | 13 | 8 | 13 | 3 | 4 | 15 | 1730 |
| 2 | 15 | 11 | 10 | 14 | 3 | 4 | 9 | 1800 |
| 6 | 6 | 10 | 9 | 14 | 8 | 5 | 12 | 1830 |
| 3 | 2 | 5 | 12 | 13 | 6 | 6 | 7 | 1900 |
| 7 | 7 | 10 | 11 | 7 | 8 | 4 | 9 | 1930 |
| 4 | 6 | 6 | 7 | 5 | 3 | 3 | 5 | 2000 |
| 5 | 4 | 3 | 6 | 3 | 3 | 4 | 5 | 2030 |
| 3 | 5 | 9 | 5 | 8 | 1 | 1 | 4 | 2100 |
| 1 | 4 | 1 | 3 | 5 | 4 | 2 | 6 | 2130 |
| 3 | 3 | 6 | 2 | 4 | 7 | 1 | 5 | 2200 |
| 4 | 4 | 3 | 3 | 1 | 0 | 4 | 4 | 2230 |


| 0 | 3 | 1 | 1 | 4 | 2 | 3 | 1 | $\mathbf{2 3 0 0}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 1 | 2 | 1 | 1 | 1 | 0 | 1 | $\mathbf{2 3 3 0}$ |
| 8-Oct | $\mathbf{9 - O c t}$ | $\mathbf{1 0 - O c t}$ | $\mathbf{1 1 - O c t}$ | $\mathbf{1 2 - O c t}$ | $\mathbf{1 3 - O c t}$ | $\mathbf{1 4 - O c t}$ | $\mathbf{1 5 - O c t}$ | Interval |


| 16-Oct | 17-Oct | 18-Oct | 19-Oct | 20-Oct | 21-Oct | 22-Oct | 23-Oct | 24-Oct |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 0 | 1 | 0 | 4 | 1 | 1 | 2 | 1 |
| 0 | 0 | 2 | 1 | 0 | 1 | 0 | 1 | 1 |
| 0 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 |
| 1 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 1 |
| 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 1 | 0 | 0 | 1 | 0 | 0 | 1 | 2 | 0 |
| 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 |
| 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 2 | 0 | 0 | 1 | 0 | 0 | 1 |
| 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| 2 | 1 | 2 | 0 | 0 | 0 | 0 | 0 | 0 |
| 1 | 1 | 1 | 1 | 0 | 1 | 1 | 2 | 1 |
| 1 | 0 | 7 | 1 | 0 | 0 | 0 | 2 | 2 |
| 4 | 5 | 7 | 9 | 0 | 1 | 6 | 3 | 2 |
| 5 | 8 | 9 | 10 | 6 | 6 | 6 | 8 | 8 |
| 8 | 13 | 15 | 8 | 4 | 2 | 14 | 9 | 10 |
| 11 | 19 | 15 | 15 | 4 | 3 | 21 | 11 | 21 |
| 24 | 24 | 25 | 17 | 7 | 1 | 9 | 20 | 23 |
| 28 | 16 | 32 | 19 | 8 | 2 | 14 | 19 | 17 |
| 32 | 21 | 21 | 14 | 10 | 12 | 20 | 15 | 25 |
| 34 | 33 | 28 | 24 | 14 | 2 | 26 | 27 | 27 |
| 29 | 20 | 23 | 26 | 10 | 4 | 25 | 24 | 35 |
| 23 | 17 | 20 | 21 | 6 | 6 | 28 | 24 | 18 |
| 20 | 25 | 27 | 28 | 11 | 4 | 31 | 19 | 24 |
| 30 | 24 | 22 | 16 | 12 | 1 | 19 | 20 | 28 |
| 21 | 24 | 27 | 20 | 10 | 2 | 15 | 24 | 19 |
| 37 | 26 | 30 | 20 | 13 | 3 | 24 | 25 | 18 |
| 25 | 22 | 20 | 21 | 5 | 4 | 23 | 25 | 18 |
| 24 | 26 | 25 | 22 | 5 | 2 | 21 | 22 | 19 |
| 29 | 15 | 28 | 17 | 5 | 4 | 34 | 23 | 17 |
| 24 | 25 | 24 | 17 | 4 | 3 | 46 | 19 | 13 |
| 19 | 23 | 19 | 13 | 4 | 0 | 26 | 18 | 17 |
| 20 | 10 | 15 | 13 | 4 | 1 | 28 | 19 | 17 |
| 14 | 23 | 21 | 16 | 5 | 4 | 28 | 13 | 14 |
| 16 | 13 | 12 | 13 | 3 | 2 | 21 | 7 | 19 |
| 8 | 11 | 7 | 10 | 3 | 4 | 25 | 11 | 9 |
| 10 | 3 | 4 | 5 | 5 | 1 | 9 | 8 | 4 |
| 8 | 12 | 9 | 7 | 1 | 0 | 9 | 17 | 3 |
| 11 | 10 | 6 | 2 | 2 | 1 | 6 | 3 | 6 |
| 5 | 9 | 8 | 2 | 3 | 1 | 7 | 6 | 6 |
| 5 | 5 | 6 | 4 | 1 | 2 | 4 | 3 | 7 |
| 5 | 14 | 1 | 2 | 4 | 3 | 7 | 5 | 9 |
| 1 | 4 | 5 | 8 | 3 | 3 | 2 | 2 | 11 |
| 3 | 6 | 6 | 4 | 1 | 0 | 4 | 5 | 9 |
| 5 | 3 | 3 | 4 | 3 | 3 | 1 | 1 | 4 |


| 2 | 0 | 0 | 1 | 1 | 0 | 4 | 0 | 0 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 3 | 2 | 4 | 1 | 0 | 4 | 2 | 1 |
| 16-Oct | 17-Oct | 18-Oct | 19-Oct | $\mathbf{2 0 - O c t}$ | 21-Oct | 22-Oct | 23-Oct | 24-Oct |


| 25-Oct | 26-Oct | 27-Oct | 28-Oct | 29-Oct | 30-Oct | 31-Oct | Interval | 1-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | 0 | 1 | 0 | 2 | 0 | 0 |
| 0 | 0 | 3 | 0 | 1 | 1 | 1 | 30 | 0 |
| 0 | 0 | 0 | 0 | 1 | 0 | 1 | 100 | 1 |
| 1 | 0 | 0 | 0 | 1 | 1 | 1 | 130 | 0 |
| 0 | 0 | 1 | 0 | 0 | 0 | 0 | 200 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 230 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 300 | 1 |
| 0 | 0 | 0 | 1 | 0 | 1 | 0 | 330 | 1 |
| 0 | 0 | 0 | 0 | 0 | 1 | 0 | 400 | 0 |
| 0 | 1 | 0 | 0 | 0 | 0 | 0 | 430 | 1 |
| 0 | 0 | 0 | 0 | 1 | 0 | 0 | 500 | 0 |
| 3 | 0 | 1 | 0 | 0 | 0 | 0 | 530 | 3 |
| 0 | 1 | 0 | 0 | 0 | 1 | 2 | 600 | 2 |
| 1 | 1 | 4 | 0 | 0 | 2 | 3 | 630 | 3 |
| 3 | 0 | 1 | 1 | 2 | 2 | 3 | 700 | 7 |
| 5 | 2 | 1 | 0 | 3 | 6 | 8 | 730 | 10 |
| 7 | 8 | 3 | 2 | 6 | 9 | 7 | 800 | 11 |
| 18 | 14 | 8 | 5 | 10 | 8 | 11 | 830 | 20 |
| 13 | 14 | 7 | 2 | 15 | 19 | 18 | 900 | 19 |
| 11 | 14 | 3 | 2 | 17 | 17 | 18 | 930 | 26 |
| 31 | 23 | 9 | 2 | 17 | 14 | 18 | 1000 | 15 |
| 25 | 17 | 9 | 2 | 21 | 18 | 21 | 1030 | 18 |
| 27 | 21 | 6 | 8 | 25 | 21 | 20 | 1100 | 25 |
| 21 | 18 | 4 | 5 | 24 | 24 | 18 | 1130 | 22 |
| 19 | 20 | 10 | 5 | 20 | 30 | 20 | 1200 | 31 |
| 21 | 13 | 5 | 2 | 22 | 18 | 23 | 1230 | 35 |
| 18 | 14 | 1 | 3 | 34 | 20 | 23 | 1300 | 25 |
| 11 | 18 | 4 | 4 | 14 | 23 | 28 | 1330 | 26 |
| 26 | 28 | 8 | 3 | 27 | 25 | 24 | 1400 | 28 |
| 17 | 25 | 5 | 2 | 22 | 18 | 11 | 1430 | 27 |
| 29 | 20 | 3 | 4 | 27 | 20 | 14 | 1500 | 20 |
| 17 | 19 | 9 | 6 | 16 | 19 | 16 | 1530 | 20 |
| 15 | 16 | 2 | 1 | 16 | 18 | 16 | 1600 | 18 |
| 16 | 19 | 7 | 1 | 20 | 15 | 15 | 1630 | 16 |
| 10 | 13 | 9 | 2 | 14 | 11 | 7 | 1700 | 16 |
| 6 | 9 | 7 | 2 | 11 | 6 | 14 | 1730 | 11 |
| 10 | 6 | 2 | 1 | 5 | 13 | 7 | 1800 | 8 |
| 8 | 6 | 4 | 2 | 4 | 7 | 11 | 1830 | 11 |
| 5 | 2 | 5 | 1 | 4 | 19 | 10 | 1900 | 16 |
| 4 | 4 | 3 | 3 | 2 | 7 | 7 | 1930 | 8 |
| 2 | 2 | 1 | 2 | 1 | 6 | 7 | 2000 | 12 |
| 3 | 1 | 1 | 1 | 3 | 14 | 6 | 2030 | 9 |
| 0 | 4 | 2 | 3 | 2 | 5 | 8 | 2100 | 5 |
| 2 | 4 | 2 | 3 | 5 | 1 | 2 | 2130 | 8 |
| 2 | 1 | 2 | 1 | 2 | 2 | 3 | 2200 | 3 |
| 1 | 0 | 2 | 1 | 5 | 2 | 2 | 2230 | 0 |


| 2 | 0 | 2 | 1 | 4 | 4 | 1 | $\mathbf{2 3 0 0}$ | 1 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 2 | 2 | 0 | 1 | 0 | 1 | $\mathbf{2 3 3 0}$ | 2 |
| $\mathbf{2 5 - O c t}$ | $\mathbf{2 6 - O c t}$ | $\mathbf{2 7 - O c t}$ | $\mathbf{2 8 - O c t}$ | $\mathbf{2 9 - O c t}$ | $\mathbf{3 0 - O c t}$ | $\mathbf{3 1 - O c t}$ | Interval | 1-Nov |


| 2-Nov | 3-Nov | 4-Nov | 5-Nov | 6-Nov | 7-Nov | 8-Nov | 9-Nov | 10-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2 | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 0 |
| 2 | 0 | 3 | 0 | 1 | 0 | 1 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 1 | 2 | 1 |
| 1 | 0 | 1 | 0 | 0 | 2 | 1 | 0 | 0 |
| 0 | 0 | 2 | 0 | 0 | 1 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 1 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1 | 0 | 0 | 0 | 0 | 2 | 0 | 0 |
| 1 | 1 | 0 | 0 | 0 | 2 | 0 | 0 | 1 |
| 1 | 1 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |
| 1 | 2 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| 0 | 0 | 1 | 2 | 3 | 1 | 0 | 1 | 0 |
| 1 | 2 | 0 | 1 | 0 | 2 | 1 | 0 | 0 |
| 3 | 1 | 0 | 1 | 3 | 1 | 0 | 1 | 1 |
| 1 | 0 | 0 | 1 | 6 | 7 | 8 | 1 | 6 |
| 11 | 4 | 3 | 7 | 4 | 6 | 5 | 6 | 8 |
| 7 | 2 | 1 | 4 | 8 | 12 | 4 | 2 | 7 |
| 18 | 10 | 0 | 15 | 9 | 13 | 15 | 4 | 11 |
| 22 | 13 | 2 | 25 | 28 | 23 | 12 | 12 | 9 |
| 28 | 7 | 5 | 17 | 18 | 21 | 7 | 9 | 5 |
| 19 | 8 | 4 | 28 | 18 | 23 | 22 | 18 | 6 |
| 29 | 9 | 8 | 40 | 29 | 17 | 22 | 18 | 8 |
| 13 | 10 | 2 | 35 | 19 | 19 | 13 | 23 | 11 |
| 27 | 9 | 5 | 34 | 21 | 22 | 25 | 17 | 4 |
| 30 | 10 | 1 | 29 | 18 | 25 | 25 | 11 | 7 |
| 15 | 5 | 5 | 42 | 26 | 17 | 14 | 13 | 4 |
| 12 | 6 | 3 | 32 | 28 | 16 | 15 | 15 | 11 |
| 16 | 10 | 5 | 25 | 16 | 11 | 15 | 18 | 7 |
| 18 | 7 | 5 | 34 | 14 | 2 | 21 | 24 | 12 |
| 13 | 5 | 3 | 22 | 22 | 9 | 20 | 17 | 8 |
| 17 | 5 | 3 | 22 | 24 | 17 | 13 | 17 | 4 |
| 16 | 6 | 2 | 25 | 19 | 16 | 15 | 11 | 5 |
| 19 | 6 | 4 | 16 | 17 | 18 | 20 | 14 | 4 |
| 19 | 4 | 6 | 16 | 15 | 18 | 12 | 17 | 3 |
| 11 | 6 | 2 | 15 | 13 | 11 | 12 | 4 | 6 |
| 9 | 5 | 7 | 20 | 11 | 8 | 6 | 9 | 2 |
| 10 | 3 | 2 | 10 | 7 | 5 | 4 | 6 | 8 |
| 6 | 1 | 6 | 6 | 4 | 12 | 5 | 4 | 3 |
| 8 | 4 | 5 | 5 | 7 | 7 | 11 | 5 | 4 |
| 8 | 4 | 5 | 8 | 5 | 6 | 9 | 4 | 3 |
| 5 | 4 | 4 | 7 | 10 | 10 | 10 | 3 | 2 |
| 5 | 1 | 4 | 4 | 6 | 8 | 7 | 3 | 2 |
| 5 | 0 | 5 | 3 | 2 | 2 | 6 | 6 | 1 |
| 1 | 1 | 0 | 1 | 3 | 5 | 3 | 0 | 1 |
| 0 | 1 | 2 | 4 | 3 | 8 | 5 | 1 | 1 |
| 3 | 0 | 3 | 2 | 0 | 0 | 1 | 1 | 1 |


| 1 | 1 | 0 | 4 | 0 | 4 | 3 | 0 | 1 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 1 | 0 | 1 | 2 | 1 | 0 | 0 | 1 |
| 2-Nov | 3-Nov | 4-Nov | 5-Nov | 6-Nov | 7-Nov | 8-Nov | 9-Nov | 10-Nov |


| 11-Nov | 12-Nov | 13-Nov | 14-Nov | 15-Nov | Interval | 16-Nov | 17-Nov | 18-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 1 | 1 | 0 | 0 | 0 | 4 | 1 | 1 |
| 0 | 0 | 1 | 0 | 1 | 30 | 1 | 3 | 3 |
| 2 | 0 | 0 | 1 | 0 | 100 | 1 | 1 | 1 |
| 0 | 0 | 2 | 1 | 1 | 130 | 1 | 4 | 3 |
| 0 | 0 | 0 | 0 | 0 | 200 | 0 | 0 | 0 |
| 2 | 0 | 1 | 0 | 0 | 230 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 300 | 0 | 1 | 1 |
| 0 | 0 | 0 | 0 | 1 | 330 | 0 | 0 | 0 |
| 0 | 1 | 0 | 1 | 0 | 400 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 430 | 1 | 1 | 1 |
| 0 | 1 | 0 | 2 | 1 | 500 | 0 | 1 | 1 |
| 0 | 0 | 0 | 1 | 0 | 530 | 0 | 0 | 0 |
| 0 | 1 | 2 | 3 | 1 | 600 | 1 | 1 | 1 |
| 2 | 3 | 1 | 5 | 4 | 630 | 2 | 0 | 0 |
| 1 | 1 | 3 | 5 | 2 | 700 | 6 | 3 | 2 |
| 0 | 5 | 11 | 7 | 7 | 730 | 9 | 4 | 3 |
| 3 | 4 | 16 | 19 | 19 | 800 | 12 | 5 | 3 |
| 3 | 13 | 14 | 19 | 24 | 830 | 13 | 9 | 5 |
| 0 | 10 | 25 | 15 | 31 | 900 | 22 | 13 | 7 |
| 5 | 20 | 23 | 20 | 21 | 930 | 25 | 7 | 4 |
| 1 | 14 | 33 | 24 | 25 | 1000 | 20 | 18 | 5 |
| 2 | 18 | 19 | 28 | 27 | 1030 | 25 | 15 | 7 |
| 8 | 20 | 34 | 24 | 29 | 1100 | 17 | 14 | 8 |
| 2 | 17 | 25 | 34 | 35 | 1130 | 29 | 10 | 5 |
| 5 | 13 | 28 | 32 | 31 | 1200 | 20 | 13 | 10 |
| 3 | 15 | 23 | 26 | 38 | 1230 | 26 | 7 | 4 |
| 2 | 15 | 36 | 26 | 30 | 1300 | 20 | 20 | 13 |
| 1 | 18 | 25 | 19 | 23 | 1330 | 30 | 6 | 6 |
| 2 | 16 | 20 | 22 | 26 | 1400 | 19 | 5 | 5 |
| 4 | 10 | 30 | 18 | 28 | 1430 | 27 | 8 | 8 |
| 4 | 10 | 20 | 23 | 26 | 1500 | 25 | 13 | 13 |
| 2 | 9 | 20 | 28 | 25 | 1530 | 20 | 7 | 7 |
| 3 | 15 | 20 | 23 | 27 | 1600 | 23 | 8 | 8 |
| 7 | 7 | 14 | 23 | 24 | 1630 | 20 | 6 | 4 |
| 4 | 9 | 17 | 19 | 21 | 1700 | 16 | 10 | 10 |
| 2 | 7 | 25 | 17 | 14 | 1730 | 16 | 0 | 1 |
| 3 | 5 | 6 | 12 | 8 | 1800 | 21 | 6 | 4 |
| 4 | 4 | 7 | 8 | 9 | 1830 | 11 | 6 | 10 |
| 1 | 4 | 6 | 6 | 10 | 1900 | 7 | 3 | 2 |
| 4 | 6 | 10 | 9 | 9 | 1930 | 4 | 2 | 5 |
| 2 | 3 | 5 | 4 | 8 | 2000 | 10 | 5 | 4 |
| 2 | 3 | 7 | 10 | 6 | 2030 | 12 | 2 | 0 |
| 3 | 7 | 1 | 8 | 5 | 2100 | 5 | 1 | 0 |
| 1 | 3 | 6 | 8 | 8 | 2130 | 3 | 0 | 3 |
| 2 | 4 | 5 | 7 | 4 | 2200 | 0 | 1 | 1 |
| 0 | 3 | 2 | 3 | 4 | 2230 | 1 | 3 | 1 |


| 1 | 2 | 1 | 3 | 1 | 2300 | 1 | 4 | 5 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 1 | 3 | 2 | 1 | 2330 | 5 | 2 | 2 |
| 11-Nov | 12-Nov | 13-Nov | 14-Nov | 15-Nov | Interval | 16-Nov | 17-Nov | 18-Nov |


| 19-Nov | 20-Nov | 21-Nov | 22-Nov | 23-Nov | 24-Nov | 25-Nov | 26-Nov | 27-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 2 |
| 0 | 1 | 2 | 0 | 0 | 2 | 3 | 1 | 1 |
| 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| 0 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1 | 1 | 0 | 0 | 1 | 0 | 0 | 2 |
| 0 | 0 | 1 | 0 | 0 | 2 | 0 | 0 | 1 |
| 1 | 3 | 1 | 0 | 1 | 0 | 0 | 2 | 0 |
| 0 | 5 | 1 | 1 | 0 | 2 | 1 | 3 | 2 |
| 3 | 4 | 5 | 0 | 2 | 1 | 2 | 5 | 7 |
| 3 | 9 | 9 | 0 | 6 | 5 | 1 | 10 | 5 |
| 7 | 12 | 10 | 1 | 8 | 12 | 1 | 14 | 14 |
| 18 | 16 | 13 | 0 | 10 | 3 | 2 | 26 | 21 |
| 22 | 25 | 25 | 1 | 9 | 10 | 3 | 34 | 24 |
| 15 | 25 | 18 | 1 | 17 | 6 | 4 | 31 | 27 |
| 17 | 34 | 20 | 3 | 14 | 13 | 4 | 59 | 39 |
| 18 | 33 | 15 | 1 | 24 | 13 | 5 | 36 | 25 |
| 15 | 31 | 26 | 6 | 16 | 15 | 5 | 39 | 31 |
| 24 | 30 | 25 | 3 | 23 | 14 | 7 | 45 | 24 |
| 31 | 22 | 21 | 5 | 17 | 5 | 4 | 37 | 42 |
| 16 | 19 | 22 | 4 | 18 | 9 | 7 | 39 | 23 |
| 27 | 16 | 22 | 2 | 20 | 15 | 6 | 30 | 44 |
| 14 | 25 | 21 | 1 | 8 | 9 | 5 | 41 | 37 |
| 14 | 31 | 25 | 2 | 19 | 5 | 6 | 46 | 42 |
| 23 | 22 | 25 | 3 | 9 | 5 | 4 | 44 | 30 |
| 21 | 27 | 21 | 2 | 13 | 7 | 5 | 35 | 42 |
| 6 | 26 | 19 | 0 | 14 | 8 | 5 | 35 | 28 |
| 10 | 24 | 16 | 0 | 15 | 10 | 8 | 25 | 28 |
| 12 | 20 | 13 | 3 | 17 | 4 | 3 | 19 | 29 |
| 12 | 28 | 10 | 0 | 7 | 7 | 2 | 20 | 28 |
| 8 | 16 | 11 | 2 | 7 | 3 | 4 | 17 | 29 |
| 13 | 17 | 12 | 2 | 4 | 2 | 3 | 22 | 19 |
| 4 | 5 | 4 | 1 | 11 | 1 | 2 | 14 | 12 |
| 10 | 7 | 11 | 0 | 4 | 2 | 4 | 8 | 21 |
| 5 | 3 | 8 | 1 | 8 | 1 | 0 | 9 | 24 |
| 3 | 2 | 1 | 3 | 9 | 3 | 8 | 12 | 23 |
| 3 | 5 | 2 | 1 | 2 | 7 | 6 | 14 | 13 |
| 3 | 7 | 3 | 3 | 5 | 5 | 6 | 7 | 13 |
| 4 | 3 | 0 | 1 | 2 | 1 | 4 | 5 | 8 |
| 4 | 6 | 5 | 0 | 4 | 1 | 3 | 4 | 4 |
| 1 | 4 | 1 | 1 | 4 | 0 | 2 | 0 | 3 |


| 1 | 0 | 1 | 2 | 4 | 1 | 0 | 2 | 3 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 6 | 0 | 2 | 1 | 1 | 1 | 0 | 3 | 0 |
| 19-Nov | 20-Nov | 21-Nov | 22-Nov | 23-Nov | 24-Nov | 25-Nov | 26-Nov | 27-Nov |


| 28-Nov | 29-Nov | 30-Nov | Interval | 1-Dec | 2-Dec | 3-Dec | 4-Dec | 5-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 0 | 2 | 0 | 1 | 1 | 1 | 2 | 3 |
| 1 | 1 | 1 | 30 | 0 | 1 | 0 | 0 | 1 |
| 1 | 0 | 1 | 100 | 1 | 0 | 1 | 0 | 0 |
| 0 | 0 | 0 | 130 | 1 | 0 | 0 | 2 | 0 |
| 0 | 0 | 1 | 200 | 0 | 1 | 0 | 0 | 2 |
| 1 | 1 | 0 | 230 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 300 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1 | 0 | 330 | 0 | 0 | 1 | 0 | 1 |
| 0 | 0 | 0 | 400 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 430 | 0 | 0 | 0 | 0 | 0 |
| 1 | 0 | 0 | 500 | 0 | 0 | 2 | 3 | 0 |
| 0 | 0 | 0 | 530 | 0 | 2 | 2 | 1 | 1 |
| 3 | 0 | 2 | 600 | 0 | 0 | 2 | 1 | 0 |
| 3 | 1 | 2 | 630 | 1 | 0 | 4 | 1 | 1 |
| 10 | 0 | 1 | 700 | 1 | 1 | 6 | 6 | 3 |
| 16 | 9 | 2 | 730 | 4 | 0 | 5 | 2 | 4 |
| 11 | 12 | 12 | 800 | 10 | 0 | 21 | 13 | 12 |
| 22 | 19 | 16 | 830 | 11 | 1 | 32 | 15 | 18 |
| 20 | 20 | 11 | 900 | 10 | 2 | 34 | 17 | 18 |
| 35 | 36 | 8 | 930 | 12 | 3 | 27 | 33 | 33 |
| 31 | 30 | 11 | 1000 | 15 | 2 | 28 | 37 | 34 |
| 44 | 26 | 23 | 1030 | 10 | 7 | 46 | 38 | 37 |
| 43 | 37 | 16 | 1100 | 23 | 6 | 43 | 29 | 21 |
| 51 | 35 | 23 | 1130 | 14 | 3 | 36 | 32 | 31 |
| 37 | 19 | 24 | 1200 | 11 | 7 | 29 | 35 | 27 |
| 33 | 30 | 17 | 1230 | 9 | 6 | 32 | 31 | 23 |
| 33 | 12 | 15 | 1300 | 15 | 3 | 29 | 24 | 24 |
| 23 | 21 | 6 | 1330 | 11 | 7 | 41 | 28 | 17 |
| 32 | 28 | 19 | 1400 | 6 | 0 | 38 | 35 | 25 |
| 30 | 35 | 17 | 1430 | 9 | 4 | 31 | 33 | 38 |
| 32 | 30 | 22 | 1500 | 15 | 5 | 34 | 29 | 25 |
| 36 | 25 | 27 | 1530 | 7 | 8 | 33 | 22 | 23 |
| 26 | 31 | 17 | 1600 | 6 | 6 | 31 | 14 | 21 |
| 33 | 18 | 20 | 1630 | 10 | 3 | 31 | 16 | 26 |
| 26 | 20 | 12 | 1700 | 8 | 3 | 36 | 14 | 12 |
| 15 | 23 | 10 | 1730 | 12 | 5 | 22 | 12 | 11 |
| 13 | 14 | 10 | 1800 | 3 | 3 | 20 | 14 | 13 |
| 16 | 18 | 7 | 1830 | 4 | 2 | 17 | 19 | 14 |
| 17 | 14 | 8 | 1900 | 3 | 4 | 11 | 8 | 7 |
| 8 | 6 | 4 | 1930 | 0 | 4 | 19 | 13 | 6 |
| 13 | 6 | 5 | 2000 | 0 | 9 | 19 | 9 | 4 |
| 12 | 4 | 2 | 2030 | 3 | 2 | 19 | 8 | 8 |
| 8 | 5 | 5 | 2100 | 3 | 4 | 16 | 8 | 4 |
| 6 | 6 | 7 | 2130 | 2 | 5 | 7 | 3 | 6 |
| 4 | 4 | 2 | 2200 | 3 | 2 | 4 | 5 | 5 |
| 4 | 0 | 2 | 2230 | 1 | 5 | 12 | 2 | 3 |


| 2 | 6 | 0 | $\mathbf{2 3 0 0}$ | 0 | 1 | 2 | 0 | 2 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 3 | 1 | 0 | $\mathbf{2 3 3 0}$ | 0 | 1 | 2 | 5 | 3 |
| 28-Nov | 29-Nov | 30-Nov | Interval | 1-Dec | 2-Dec | 3-Dec | 4-Dec | 5-Dec |


| 6-Dec | 7-Dec | 8-Dec | 9-Dec | 10-Dec | 11-Dec | 12-Dec | 13-Dec | 14-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 2 | 4 | 0 | 1 | 0 | 0 | 2 | 2 |
| 0 | 2 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| 1 | 0 | 1 | 0 | 0 | 0 | 1 | 1 | 2 |
| 0 | 0 | 2 | 0 | 0 | 0 | 0 | 1 | 0 |
| 0 | 0 | 0 | 0 | 0 | 1 | 1 | 2 | 1 |
| 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 1 |
| 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 |
| 0 | 1 | 0 | 0 | 0 | 1 | 0 | 2 | 1 |
| 0 | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 0 |
| 1 | 1 | 0 | 0 | 0 | 2 | 0 | 1 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 2 |
| 2 | 3 | 0 | 0 | 2 | 1 | 2 | 2 | 0 |
| 3 | 1 | 1 | 0 | 2 | 3 | 5 | 3 | 3 |
| 6 | 3 | 1 | 1 | 0 | 2 | 3 | 4 | 9 |
| 8 | 5 | 2 | 0 | 14 | 6 | 8 | 12 | 4 |
| 10 | 8 | 6 | 3 | 15 | 9 | 13 | 13 | 8 |
| 15 | 15 | 6 | 2 | 20 | 11 | 14 | 15 | 19 |
| 21 | 22 | 13 | 2 | 27 | 25 | 11 | 18 | 18 |
| 22 | 16 | 7 | 4 | 26 | 28 | 23 | 24 | 18 |
| 26 | 22 | 9 | 6 | 23 | 34 | 19 | 17 | 22 |
| 26 | 27 | 8 | 4 | 30 | 26 | 25 | 27 | 28 |
| 24 | 25 | 9 | 4 | 30 | 29 | 30 | 23 | 28 |
| 24 | 20 | 10 | 12 | 30 | 25 | 24 | 32 | 31 |
| 33 | 21 | 9 | 7 | 32 | 32 | 34 | 24 | 25 |
| 18 | 19 | 7 | 2 | 26 | 18 | 36 | 25 | 28 |
| 14 | 17 | 19 | 2 | 31 | 30 | 19 | 23 | 18 |
| 37 | 25 | 8 | 2 | 31 | 28 | 19 | 24 | 29 |
| 19 | 25 | 15 | 7 | 45 | 22 | 38 | 28 | 18 |
| 25 | 15 | 9 | 4 | 33 | 25 | 21 | 14 | 20 |
| 18 | 25 | 3 | 3 | 15 | 26 | 18 | 23 | 22 |
| 22 | 21 | 7 | 3 | 26 | 24 | 18 | 19 | 19 |
| 23 | 26 | 7 | 4 | 16 | 19 | 19 | 24 | 26 |
| 25 | 12 | 2 | 5 | 16 | 20 | 23 | 23 | 16 |
| 14 | 14 | 4 | 4 | 15 | 21 | 18 | 15 | 14 |
| 20 | 18 | 6 | 2 | 15 | 12 | 27 | 11 | 18 |
| 15 | 18 | 2 | 2 | 9 | 9 | 10 | 14 | 11 |
| 13 | 11 | 7 | 5 | 8 | 8 | 7 | 7 | 9 |
| 3 | 3 | 6 | 3 | 7 | 12 | 11 | 13 | 8 |
| 9 | 5 | 4 | 2 | 7 | 3 | 10 | 8 | 15 |
| 11 | 5 | 4 | 3 | 10 | 13 | 12 | 8 | 4 |
| 3 | 9 | 1 | 2 | 9 | 12 | 1 | 8 | 3 |
| 7 | 9 | 3 | 5 | 6 | 7 | 8 | 3 | 0 |
| 11 | 3 | 2 | 3 | 6 | 5 | 1 | 4 | 5 |
| 4 | 3 | 1 | 3 | 6 | 5 | 4 | 2 | 1 |
| 4 | 0 | 1 | 2 | 7 | 3 | 1 | 4 | 1 |


| 0 | 5 | 1 | 0 | 2 | 1 | 0 | 1 | 2 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2 | 3 | 2 | 0 | 1 | 1 | 5 | 3 | 4 |
| 6-Dec | 7-Dec | 8-Dec | 9-Dec | 10-Dec | 11-Dec | 12-Dec | 13-Dec | 14-Dec |


| 15-Dec | Interval | 16-Dec | 17-Dec | 18-Dec | 19-Dec | 20-Dec | 21-Dec | 22-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 0 | 0 | 1 | 0 | 2 | 2 | 2 | 0 |
| 2 | 30 | 1 | 3 | 1 | 1 | 0 | 2 | 1 |
| 0 | 100 | 0 | 0 | 0 | 1 | 2 | 1 | 0 |
| 0 | 130 | 0 | 0 | 0 | 1 | 0 | 1 | 0 |
| 0 | 200 | 1 | 0 | 0 | 0 | 0 | 1 | 0 |
| 0 | 230 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 300 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 330 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 400 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 430 | 0 | 1 | 1 | 0 | 1 | 1 | 0 |
| 0 | 500 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 0 | 530 | 0 | 1 | 0 | 4 | 1 | 2 | 0 |
| 1 | 600 | 0 | 1 | 0 | 2 | 0 | 3 | 1 |
| 2 | 630 | 0 | 0 | 0 | 1 | 4 | 2 | 0 |
| 2 | 700 | 0 | 4 | 6 | 4 | 3 | 4 | 1 |
| 5 | 730 | 1 | 3 | 11 | 5 | 5 | 8 | 5 |
| 7 | 800 | 1 | 13 | 8 | 7 | 17 | 9 | 2 |
| 7 | 830 | 2 | 19 | 13 | 14 | 13 | 12 | 3 |
| 11 | 900 | 4 | 18 | 19 | 19 | 8 | 14 | 8 |
| 8 | 930 | 4 | 26 | 22 | 28 | 18 | 19 | 11 |
| 16 | 1000 | 1 | 27 | 27 | 15 | 21 | 9 | 7 |
| 15 | 1030 | 1 | 25 | 14 | 30 | 22 | 18 | 8 |
| 11 | 1100 | 2 | 28 | 26 | 21 | 11 | 19 | 6 |
| 12 | 1130 | 2 | 35 | 19 | 19 | 24 | 27 | 13 |
| 11 | 1200 | 4 | 26 | 31 | 20 | 22 | 34 | 1 |
| 11 | 1230 | 8 | 26 | 22 | 22 | 12 | 19 | 9 |
| 9 | 1300 | 2 | 30 | 24 | 22 | 17 | 19 | 5 |
| 6 | 1330 | 4 | 31 | 19 | 27 | 25 | 22 | 7 |
| 5 | 1400 | 5 | 45 | 23 | 33 | 29 | 26 | 8 |
| 12 | 1430 | 6 | 29 | 25 | 22 | 23 | 17 | 4 |
| 11 | 1500 | 4 | 26 | 19 | 19 | 17 | 22 | 11 |
| 5 | 1530 | 2 | 28 | 17 | 16 | 25 | 24 | 12 |
| 5 | 1600 | 3 | 25 | 26 | 23 | 17 | 17 | 4 |
| 12 | 1630 | 4 | 21 | 22 | 13 | 16 | 13 | 5 |
| 4 | 1700 | 7 | 12 | 22 | 23 | 14 | 13 | 2 |
| 4 | 1730 | 3 | 16 | 13 | 12 | 17 | 14 | 2 |
| 7 | 1800 | 4 | 11 | 16 | 6 | 8 | 8 | 5 |
| 5 | 1830 | 1 | 9 | 12 | 8 | 11 | 4 | 3 |
| 3 | 1900 | 1 | 11 | 9 | 9 | 9 | 6 | 3 |
| 5 | 1930 | 4 | 13 | 7 | 9 | 9 | 10 | 4 |
| 5 | 2000 | 3 | 4 | 9 | 10 | 6 | 3 | 0 |
| 5 | 2030 | 1 | 5 | 7 | 7 | 8 | 6 | 2 |
| 3 | 2100 | 2 | 7 | 8 | 5 | 6 | 3 | 3 |
| 0 | 2130 | 2 | 9 | 8 | 8 | 4 | 2 | 1 |
| 3 | 2200 | 2 | 7 | 5 | 3 | 1 | 4 | 0 |
| 1 | 2230 | 2 | 4 | 3 | 4 | 3 | 0 | 1 |


| 1 | $\mathbf{2 3 0 0}$ | 0 | 2 | 6 | 0 | 3 | 1 | 1 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 4 | $\mathbf{2 3 3 0}$ | 4 | 2 | 5 | 1 | 2 | 0 | 1 |
| 15-Dec | Interval | 16-Dec | 17-Dec | 18-Dec | 19-Dec | 20-Dec | 21-Dec | 22-Dec |


| 23-Dec | 24-Dec | 25-Dec | 26-Dec | 27-Dec | 28-Dec | 29-Dec | 30-Dec | 31-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | 1 | 4 | 2 | 1 | 1 | 1 |
| 1 | 0 | 0 | 0 | 0 | 4 | 0 | 1 | 0 |
| 0 | 0 | 0 | 0 | 2 | 1 | 1 | 1 | 0 |
| 1 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 |
| 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 1 | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 1 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 1 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 1 | 0 | 2 | 0 | 0 |
| 0 | 0 | 0 | 1 | 2 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1 | 0 | 0 | 2 | 2 | 0 | 2 | 0 |
| 1 | 0 | 0 | 1 | 0 | 2 | 1 | 0 | 0 |
| 0 | 1 | 0 | 0 | 1 | 2 | 0 | 1 | 1 |
| 2 | 6 | 0 | 3 | 7 | 5 | 1 | 0 | 0 |
| 2 | 7 | 0 | 9 | 9 | 9 | 1 | 1 | 6 |
| 0 | 3 | 3 | 14 | 12 | 16 | 5 | 3 | 7 |
| 6 | 6 | 0 | 15 | 11 | 6 | 9 | 1 | 6 |
| 3 | 8 | 0 | 24 | 31 | 21 | 4 | 3 | 14 |
| 3 | 6 | 1 | 34 | 23 | 25 | 9 | 0 | 11 |
| 5 | 7 | 2 | 21 | 28 | 19 | 19 | 3 | 12 |
| 3 | 11 | 1 | 18 | 37 | 24 | 14 | 4 | 18 |
| 3 | 12 | 0 | 23 | 25 | 25 | 12 | 4 | 8 |
| 5 | 5 | 0 | 30 | 26 | 28 | 11 | 2 | 9 |
| 2 | 6 | 1 | 18 | 34 | 24 | 11 | 5 | 14 |
| 4 | 12 | 4 | 31 | 33 | 25 | 12 | 0 | 8 |
| 1 | 6 | 2 | 27 | 17 | 23 | 12 | 3 | 8 |
| 4 | 9 | 1 | 18 | 30 | 19 | 8 | 6 | 8 |
| 4 | 2 | 3 | 10 | 33 | 21 | 14 | 3 | 5 |
| 1 | 4 | 2 | 22 | 27 | 18 | 3 | 5 | 6 |
| 3 | 6 | 4 | 17 | 21 | 31 | 6 | 2 | 5 |
| 2 | 3 | 2 | 16 | 21 | 19 | 10 | 2 | 1 |
| 5 | 3 | 1 | 12 | 20 | 21 | 12 | 1 | 6 |
| 2 | 1 | 3 | 10 | 11 | 12 | 3 | 4 | 4 |
| 1 | 4 | 3 | 10 | 17 | 11 | 4 | 3 | 3 |
| 2 | 1 | 3 | 11 | 12 | 11 | 6 | 2 | 4 |
| 2 | 1 | 0 | 9 | 7 | 13 | 1 | 2 | 2 |
| 1 | 1 | 1 | 4 | 9 | 10 | 4 | 3 | 1 |
| 0 | 0 | 3 | 5 | 7 | 5 | 7 | 4 | 4 |
| 3 | 2 | 5 | 7 | 10 | 4 | 6 | 1 | 2 |
| 5 | 3 | 0 | 4 | 7 | 2 | 3 | 4 | 1 |
| 1 | 0 | 3 | 4 | 10 | 2 | 1 | 1 | 0 |
| 6 | 0 | 2 | 5 | 4 | 2 | 2 | 0 | 0 |
| 3 | 0 | 3 | 2 | 3 | 3 | 5 | 0 | 0 |
| 1 | 1 | 2 | 2 | 0 | 4 | 2 | 1 | 0 |


| 1 | 0 | 0 | 2 | 3 | 2 | 0 | 3 | 0 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 0 | 1 | 1 | 3 | 3 | 1 | 2 | 0 |
| 23-Dec | 24-Dec | 25-Dec | 26-Dec | 27-Dec | 28-Dec | 29-Dec | 30-Dec | 31-Dec |


| Interval |
| :---: |
| 0 |
| 30 |
| 100 |
| 130 |
| 200 |
| 230 |
| 300 |
| 330 |
| 400 |
| 430 |
| 500 |
| 530 |
| 600 |
| 630 |
| 700 |
| 730 |
| 800 |
| 830 |
| 900 |
| 930 |
| 1000 |
| 1030 |
| 1100 |
| 1130 |
| 1200 |
| 1230 |
| 1300 |
| 1330 |
| 1400 |
| 1430 |
| 1500 |
| 1530 |
| 1600 |
| 1630 |
| 1700 |
| 1730 |
| 1800 |
| 1830 |
| 1900 |
| 1930 |
| 2000 |
| 2030 |
| 2100 |
| 2130 |
| 2200 |
| 2230 |


| Interval | 1-Aug | 2-Aug | 3-Aug | 4-Aug | 5-Aug | 6-Aug | 7-Aug | 8-Aug |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 |  |  |  |  |  |  |  |  |
| 30 |  |  |  |  |  |  |  |  |
| 100 |  |  |  |  |  |  |  |  |
| 130 |  |  |  |  |  |  |  |  |
| 200 |  |  |  |  |  |  |  |  |
| 230 |  |  |  |  |  |  |  |  |
| 300 |  |  |  |  |  |  |  |  |
| 330 |  |  |  |  |  |  |  |  |
| 400 |  |  |  |  |  |  |  |  |
| 430 | 1:02 |  |  |  |  |  |  |  |
| 500 |  |  |  |  |  |  |  |  |
| 530 | 3:00 |  |  |  | 9:19 |  |  |  |
| 600 |  |  |  |  |  |  |  |  |
| 630 | 1:49 |  |  |  |  |  |  |  |
| 700 | 8:41 | 3:34 |  |  |  | 4:59 | 3:29 | 3:29 |
| 730 |  | 1:22 | 1:54 |  |  |  | :00 | :00 |
| 800 | 7:17 |  | 7:08 | :14 |  |  | 9:17 | 9:17 |
| 830 |  |  | 6:47 | 9:51 |  | 7:24 | 2:47 | 2:47 |
| 900 | 14:15 | 4:20 | 10:48 | 4:12 |  | 7:51 |  |  |
| 930 | 10:20 |  | 9:47 | :11 |  | 3:28 |  |  |
| 1000 |  | 1:39 |  | 11:23 |  | 18:36 | 8:26 | 8:26 |
| 1030 |  |  |  |  | 7:58 |  |  |  |
| 1100 |  |  |  |  |  |  |  |  |
| 1130 |  |  |  | 5:57 |  |  |  |  |
| 1200 |  |  |  |  |  |  |  |  |
| 1230 |  |  |  |  | :52 |  |  |  |
| 1300 |  |  |  |  |  |  |  |  |
| 1330 |  |  |  |  | 14:45 |  |  |  |
| 1400 |  |  |  |  |  |  |  |  |
| 1430 |  |  |  |  |  |  |  |  |
| 1500 |  |  |  |  |  |  |  |  |
| 1530 |  |  |  |  |  |  |  |  |
| 1600 |  |  |  |  |  |  |  |  |
| 1630 | :31 |  |  |  |  |  |  |  |
| 1700 |  |  | 3:27 |  |  | 6:59 |  |  |
| 1730 |  |  |  |  |  | 9:43 |  |  |
| 1800 |  |  |  |  |  |  | 8:29 | 8:29 |
| 1830 |  |  |  |  |  |  |  |  |
| 1900 |  |  |  |  |  |  |  |  |
| 1930 |  |  |  |  |  |  |  |  |
| 2000 |  |  |  |  |  |  |  |  |
| 2030 |  |  |  |  |  |  |  |  |
| 2100 |  |  |  |  |  |  |  |  |
| 2130 |  |  |  |  |  | 12:16 |  |  |
| 2200 |  |  |  |  |  |  |  |  |
| 2230 |  |  |  |  |  |  |  |  |


| 2300 |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2330 |  |  |  |  |  |  |  |  |
| Interval | 1-Aug | 2-Aug | 3-Aug | 4-Aug | 5-Aug | 6-Aug | 7-Aug | 8-Aug |


| 9-Aug | 10-Aug | 11-Aug | 12-Aug | 13-Aug | 14-Aug | 15-Aug | Interval | 16-Aug |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  |  |  |  | 0 |  |
|  |  |  |  |  |  |  | 30 |  |
|  |  |  |  |  |  |  | 100 |  |
|  |  |  |  |  |  |  | 130 |  |
|  |  |  |  |  |  |  | 200 |  |
|  |  |  |  |  |  |  | 230 |  |
|  |  |  |  |  |  |  | 300 |  |
|  |  |  |  |  |  |  | 330 |  |
|  |  |  |  |  |  |  | 400 |  |
|  |  |  |  |  |  |  | 430 |  |
|  |  |  |  |  |  |  | 500 |  |
|  |  |  |  |  |  | 3:57 | 530 |  |
|  |  |  |  |  | 5:58 |  | 600 |  |
|  |  |  |  |  |  |  | 630 |  |
|  |  |  |  |  |  |  | 700 |  |
|  | 15:51 |  |  | :00 |  |  | 730 |  |
|  | 4:31 |  |  | :00 |  |  | 800 | 8:49 |
|  | 10:49 |  |  |  |  | 19:04 | 830 | 6:29 |
| :24 |  |  |  | :00 | 5:32 |  | 900 | 1:24 |
| 16:24 | 2:23 |  |  | :00 |  |  | 930 | 4:56 |
|  |  |  |  |  |  |  | 1000 |  |
|  |  | 2:31 |  |  |  |  | 1030 |  |
|  |  |  |  |  |  |  | 1100 |  |
|  |  |  |  |  |  |  | 1130 |  |
|  |  |  |  |  |  |  | 1200 |  |
|  |  |  |  |  |  |  | 1230 |  |
|  |  |  |  |  |  |  | 1300 |  |
|  |  |  |  |  |  |  | 1330 | 13:41 |
|  |  |  |  |  |  |  | 1400 |  |
|  |  |  |  |  |  |  | 1430 |  |
|  |  |  |  |  |  |  | 1500 |  |
|  |  |  |  |  |  |  | 1530 |  |
|  |  |  |  |  |  |  | 1600 |  |
|  |  |  |  | :00 |  |  | 1630 |  |
|  |  |  |  |  |  |  | 1700 |  |
|  |  |  |  |  |  |  | 1730 |  |
| 3:41 |  |  |  |  |  |  | 1800 |  |
|  |  |  |  |  |  |  | 1830 |  |
|  |  |  |  |  |  |  | 1900 | 9:17 |
|  |  |  |  |  |  |  | 1930 |  |
|  |  |  |  |  |  |  | 2000 | 7:11 |
|  |  |  |  |  |  |  | 2030 |  |
|  |  |  |  |  |  |  | 2100 |  |
|  |  |  |  |  |  |  | 2130 | 4:21 |
|  |  |  |  |  |  |  | 2200 | 3:32 |
|  |  |  |  |  |  |  | 2230 | 6:08 |


|  |  |  |  |  |  |  | 2300 | $4: 52$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  |  |  |  | 2330 | $4: 09$ |
| 9-Aug | 10-Aug | 11-Aug | 12-Aug | 13-Aug | 14-Aug | 15-Aug | Interval | 16-Aug |


| 17-Aug | 18-Aug | 19-Aug | 20-Aug | 21-Aug | 22-Aug | 23-Aug | 24-Aug | 25-Aug |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 3:42 | 5:09 |  | 1:00 |  |  | 6:29 | 6:32 |  |
| 2:26 | 4:34 |  | 2:25 |  | 2:44 |  | :41 | 6:58 |
| :06 |  | :04 |  | 1:31 |  |  | 3:05 |  |
| 2:38 |  |  |  |  |  |  |  |  |
| 3:29 |  |  |  |  |  |  |  | :36 |
|  |  |  |  | 5:57 |  | :19 |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  | 3:12 |  |
|  |  |  |  |  |  |  |  | 7:51 |
|  |  |  |  |  |  |  | 3:30 | 4:05 |
|  |  |  |  | 1:34 |  |  | 1:39 |  |
| 7:05 |  |  | :58 | 2:16 |  |  |  |  |
| 11:12 |  | 4:06 | 2:52 | 10:47 | 3:47 | 1:02 |  |  |
| 12:51 |  |  | :04 | 4:05 | 2:23 | 8:01 | 7:26 | 2:31 |
| 14:24 |  |  | 4:46 | 3:39 | 6:47 | 5:33 |  | 7:20 |
| 7:34 | :17 |  | 5:36 | 3:33 | 4:42 | 12:52 | 5:04 | 5:42 |
| 10:55 |  |  | 3:52 | 6:47 | 7:26 | 7:49 | 6:45 | 7:49 |
| 6:46 |  | 6:12 | 6:49 | 9:18 | 7:27 | 6:12 | 6:57 | 4:59 |
| 8:23 | 5:14 | 17:20 | 5:54 | 5:51 | 6:49 | 8:36 | 9:46 | 2:35 |
| 8:42 | 6:22 | 8:45 | 7:28 | 4:14 | 3:59 | 11:22 | 11:19 | 4:17 |
| 6:05 | 9:52 | 12:52 | 8:55 | 7:28 | 9:23 | 7:46 | 6:33 | 4:03 |
| 10:08 | 12:14 | 6:07 | 7:08 | 6:41 | 8:44 | 4:56 | 9:17 | 15:27 |
| 9:48 | 10:20 |  | 10:47 | 7:15 | 10:27 | 6:58 | 8:02 | 10:19 |
| 8:50 | 10:34 | 6:05 | 9:49 | 7:55 | 5:11 | 3:51 | 7:14 | 6:35 |
| 5:57 | 3:39 | :23 | 4:56 | 7:19 | 7:26 | 1:42 | 3:59 | 6:36 |
| 4:53 | 9:41 | 1:26 | 6:12 | 5:26 | 10:00 | 7:19 | 5:46 | 7:09 |
| 6:42 | 2:02 | 8:21 | 5:51 | 4:34 | 8:29 | 13:06 | 8:10 | 6:42 |
| 5:10 | 8:43 | 12:27 | 9:37 | 6:03 | 5:32 | 13:15 | 11:34 | 3:37 |
| 9:36 | 8:58 | 7:24 | 8:20 | 7:29 | 7:56 | 5:19 | 7:45 | 9:30 |
| 9:15 | 8:21 | 1:03 | 7:41 | 8:34 | 7:19 | 4:48 | 10:54 | 5:30 |
| 11:14 | 5:07 | 6:05 | 8:22 | 4:21 | 8:32 | 4:37 | 5:02 | 5:36 |
| 10:46 | 5:36 | 5:28 | 6:50 | 10:19 | 12:34 | 11:37 | 2:49 | 2:24 |
| 6:10 | 6:09 | 4:28 | 10:22 | 5:07 | 7:24 | 7:31 | 6:57 | 2:52 |
| 5:15 | 7:20 | 5:50 | 7:05 | 6:47 | 7:04 | 4:59 | 4:39 | 5:32 |
| 4:33 | 9:08 | 8:09 | 5:22 | 10:15 | 7:19 | 3:51 | 7:49 | 15:07 |
| 9:20 | 16:21 | 2:30 | 7:04 | 4:57 | 3:59 | 4:52 | 3:59 | 5:05 |
| 6:35 | 5:09 | 3:40 | 5:02 | 4:47 | 8:23 | 5:11 | 7:46 | 11:45 |
| 2:16 |  | 8:17 | 5:26 | 9:32 | 5:17 | 9:14 | 5:33 | 8:22 |
| 7:52 | 4:07 | 5:11 | 10:43 | 6:05 | 5:10 | 8:13 | 4:26 | 5:07 |
| 8:16 |  | 1:51 | 4:12 | 5:37 | 8:19 | 8:54 | 2:14 | 5:40 |
|  | 5:04 | :52 | 5:38 | 9:13 | 7:05 | 6:47 | 7:31 | 3:09 |
|  | 1:08 | 4:19 |  | 4:57 | 6:02 | 8:42 | 5:36 | 8:03 |
|  | 5:10 | 21:06 | 7:36 |  | 8:16 | 2:36 | 2:57 | 9:59 |
|  | 12:11 | 2:53 | 8:29 | 1:34 | 4:28 | 4:24 | 3:23 | :06 |
| 4:49 | 5:22 | 6:34 | 6:28 | 4:21 | 4:28 | 3:00 |  | 17:58 |


| $2: 26$ | $18: 36$ | $2: 49$ | $4: 55$ | $8: 33$ | $5: 14$ | $4: 02$ | $5: 08$ |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 7:43 | 1:45 | $: 38$ |  |  | $8: 03$ | $: 37$ | 1:59 |  |
| 17-Aug | 18-Aug | 19-Aug | 20-Aug | 21-Aug | 22-Aug | 23-Aug | 24-Aug | 25-Aug |


| 26-Aug | 27-Aug | 28-Aug | 29-Aug | 30-Aug | 31-Aug | Interval | 1-Sep | 2-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 3:26 | 1:59 | 4:23 |  | 12:36 | 0 | :00 | 1:15 |
|  | :54 | 8:37 |  | 13:17 | 7:20 | 30 | 4:29 | 1:41 |
|  |  |  | 4:27 |  |  | 100 |  |  |
|  | 1:43 |  |  |  |  | 130 |  |  |
|  |  | :06 |  |  |  | 200 | 1:40 |  |
|  |  |  |  |  |  | 230 |  |  |
| 3:31 |  |  |  |  |  | 300 |  | 4:02 |
|  |  |  |  |  |  | 330 |  | :04 |
|  |  |  |  |  |  | 400 |  |  |
|  |  |  |  | 2:01 |  | 430 |  |  |
|  |  |  |  |  |  | 500 |  | 1:13 |
|  | 5:24 |  | 1:13 | 7:16 |  | 530 | :07 |  |
|  | 2:59 | 6:08 |  | 12:29 | 5:31 | 600 | 1:18 |  |
|  | 6:20 | 2:21 |  | 2:04 |  | 630 | :29 |  |
|  | 7:28 | 7:19 | 4:04 | 10:17 | 14:52 | 700 | 13:18 |  |
|  | 8:22 | 4:20 | 9:16 | 6:57 | 7:24 | 730 |  | 2:57 |
| 8:43 | 7:02 | 7:20 | 5:11 | 4:51 | 5:09 | 800 | 10:39 |  |
|  | 5:02 | 5:31 | 8:32 | 4:40 | 7:27 | 830 | 5:48 | 7:00 |
| 1:48 | 10:38 | 4:33 | 6:40 | 6:13 | 3:22 | 900 |  | 4:14 |
| 7:07 | 5:01 | 3:45 | 4:04 | 6:27 | 6:12 | 930 | 2:48 | 6:48 |
| 6:42 | 10:27 | 6:51 | 9:04 | 6:09 | 5:16 | 1000 | 6:03 | 3:00 |
| 5:11 | 9:35 | 8:15 | 6:40 | 6:07 | 8:48 | 1030 | 4:21 | 8:03 |
| 8:17 | 5:55 | 8:06 | 3:27 | 4:15 | 7:08 | 1100 | 5:11 | 4:43 |
| 16:17 | 4:51 | 4:55 | 4:06 | 6:48 | 3:29 | 1130 | 6:35 | 5:32 |
| 6:21 | 3:11 | 13:23 | 6:38 | 7:31 | 4:46 | 1200 | 1:58 | 5:44 |
| 9:48 | 8:27 | 5:13 | 7:45 | 8:40 | 8:24 | 1230 | 8:53 | 5:52 |
| 5:02 | 5:04 | 3:42 | 6:36 | 1:13 | 11:22 | 1300 | 5:38 | 4:04 |
| 3:25 | 8:02 | 5:41 | 9:08 | 6:21 | 1:33 | 1330 | 6:53 | 1:51 |
| 7:02 | 6:15 | 7:52 | 5:57 | 6:45 | 8:16 | 1400 | 5:55 | 4:05 |
| 3:55 | 9:57 | 5:13 | 5:53 | 3:57 | 7:42 | 1430 | 5:08 | 5:07 |
| 4:06 | 9:30 | 7:55 | 7:24 | 4:22 | 7:47 | 1500 | 11:02 | 6:18 |
| 4:03 | 11:09 | 6:28 | 10:32 | 6:10 | 8:02 | 1530 | :05 |  |
| 7:00 | 4:58 | 11:12 | 7:50 | 6:18 | 4:16 | 1600 | 6:49 | 7:42 |
| 4:36 | 7:06 | 6:34 | 6:38 | 3:48 | 5:05 | 1630 | 3:59 | 10:09 |
| 2:38 | 12:40 | 6:56 | 4:59 | 7:23 | 2:26 | 1700 | 0:21 | 4:54 |
| 4:39 | 10:11 | 9:17 | 5:58 | 12:09 | 6:44 | 1730 | 10:15 | 11:22 |
| 1:47 | 3:34 | 6:12 | 7:00 | 5:25 | 9:53 | 1800 |  | 8:59 |
| 9:39 | 9:42 | 8:38 | 4:54 | 5:53 | 8:04 | 1830 |  | 8:42 |
| 5:36 | 7:38 | 1:06 | 9:10 | 5:50 | 5:15 | 1900 | 8:03 | 6:29 |
| 9:18 | 9:42 | 7:30 | 5:22 | 7:27 | 6:38 | 1930 | 3:18 | 2:32 |
| 4:02 | 4:55 | 6:15 | 8:10 | 4:48 | 9:25 | 2000 | :01 | 9:48 |
| 4:24 | 8:39 | 6:35 | 9:31 | 12:24 | 8:51 | 2030 | :02 | 4:23 |
| 23:24 | 4:47 | 8:58 | 10:14 | 7:42 | 5:38 | 2100 |  | 7:03 |
| 3:57 | 2:22 | 10:47 | 7:43 | 4:01 | 13:42 | 2130 |  | 1:43 |
|  | 5:54 | 10:36 | 9:23 | 6:55 | 3:33 | 2200 |  | 9:49 |
| 6:26 | 3:03 | 11:19 | 1:44 | 7:10 | 3:07 | 2230 |  | 1:33 |


|  | $3: 05$ | $1: 02$ | $5: 13$ |  |  | $\mathbf{2 3 0 0}$ | $3: 46$ |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | $3: 32$ | $5: 38$ | $12: 29$ | $3: 41$ | $2: 12$ | $\mathbf{2 3 3 0}$ | $13: 44$ |  |
| 26-Aug | 27-Aug | 28-Aug | 29-Aug | 30-Aug | 31-Aug | Interval | 1-Sep | 2-Sep |


| 3-Sep | 4-Sep | 5-Sep | 6-Sep | 7-Sep | 8-Sep | 9-Sep | 10-Sep | 11-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 8:45 | 4:48 | 2:39 |  | 2:58 | 1:16 | 3:41 |  | 5:37 |
|  | 6:06 |  | 2:51 |  |  |  |  |  |
|  |  |  | 5:01 | 4:42 |  |  | :38 |  |
|  |  |  |  |  |  |  |  |  |
|  |  | :02 | 7:14 |  |  | 22:03 |  |  |
|  | 2:07 |  |  |  |  |  | 1:14 |  |
|  |  | 1:15 |  |  |  |  |  |  |
|  |  |  |  |  |  |  | 4:50 | 3:54 |
|  | 8:01 |  |  |  |  |  |  |  |
| :59 |  | 3:01 |  |  |  |  |  | 1:27 |
|  |  |  |  |  |  |  | 5:25 |  |
|  | 1:15 | 1:44 | 5:34 | 1:11 |  |  |  |  |
|  |  | 3:11 |  |  | 2:21 | 2:14 |  | 4:43 |
|  |  | 4:09 | 8:42 | 7:46 | 2:08 |  |  | 3:40 |
|  | 6:36 | 5:24 | 3:49 | 1:50 | 3:01 | 11:44 | 10:29 | 7:45 |
|  | 8:54 | 7:29 | 9:12 | 6:15 |  | 6:39 | 7:28 | 5:34 |
| 12:13 | 2:57 | 4:27 | 10:34 | 10:35 | 6:15 | 2:44 | 6:20 | 7:37 |
|  | 8:39 | 8:48 | 7:03 | 14:55 | 11:07 |  | 4:54 | 10:27 |
| 15:52 | 8:02 | 6:29 | 8:24 | 7:55 | 9:06 | 1:59 | 8:04 | 8:29 |
| 4:43 | 5:54 | 7:44 | 6:08 | 10:04 |  | 12:41 | 7:36 | 5:37 |
| 10:10 | 5:55 | 6:42 | 7:11 | 7:07 | 5:48 | 11:29 | 5:15 | 5:53 |
| 4:04 | 10:45 | 4:40 | 6:13 | 6:02 | 7:24 | 7:25 | 5:21 | 7:24 |
| 10:32 | 5:23 | 10:02 | 7:05 | 5:45 | 6:13 | 13:41 | 5:34 | 4:28 |
| 8:54 | 8:44 | 6:53 | 6:09 | 8:06 | 6:17 | 6:51 | 9:09 | 7:43 |
| 8:32 | 8:02 | 3:16 | 5:28 | 3:32 | 5:26 | 1:20 | 5:40 | 1:53 |
| 3:53 | 6:40 | 5:56 | 2:23 | 10:30 | 6:21 | 5:23 | 11:11 | 7:38 |
| 3:52 | 6:36 | 8:32 | 8:50 | 4:44 | 7:42 | 7:52 | 8:52 | 7:26 |
| 8:04 | 12:29 | 7:38 | 8:03 | 13:26 | 2:55 | 3:49 | 6:04 | 7:54 |
| 7:08 | 9:28 | 6:23 | 10:19 | 8:14 | 5:45 | 2:35 | 8:36 | 6:43 |
| 11:49 | 11:15 | 7:44 | 8:09 | 6:01 | 2:31 | 1:45 | 6:31 | 6:37 |
| 7:45 | 6:21 | 6:33 | 9:05 | 6:45 | 5:17 | 8:43 | 6:28 | 8:43 |
| 6:29 | 10:47 | 9:41 | 6:13 | 6:25 | 2:02 | 13:52 | 7:41 | 9:42 |
| 5:18 | 5:43 | 7:57 | 3:54 | 6:46 | 5:10 | 4:37 | 9:45 | 8:41 |
| 4:17 | 6:19 | 5:51 | 8:01 | 6:13 | 3:01 | 5:49 | 6:00 | 9:17 |
| 5:53 | 9:20 | 5:20 | 4:42 | 16:58 | 10:36 |  | 8:02 | 12:47 |
| 7:07 | 6:50 | 3:36 | 7:31 | 7:44 | 7:03 | 2:54 | 5:18 | 6:40 |
| 2:44 | 9:21 | 5:52 |  | 0.15 | :52 | 13:24 | 3:33 | 9:37 |
| 8:41 | 3:41 | 7:09 | 3:14 | 4:06 | 2:43 | 7:26 | 6:18 | 9:53 |
| 10:14 | 8:14 | 12:23 | 14:23 | 5:23 | 2:50 | 2:02 | 8:01 | 3:17 |
| 7:11 | 7:16 | 13:10 | 8:50 | 7:21 | 2:24 | 1:46 | 3:23 | 5:01 |
| 2:23 | 4:41 | 4:58 | 8:44 | 7:40 | 3:28 | 2:47 | 11:58 | 25:30, |
| 7:35 | 8:42 | 10:02 | 3:30 | 6:31 | :35 | 8:00 | 7:04 | :20 |
| 5:13 | 22:23 | 7:05 | 13:17 | 9:39 | 2:00 |  | 4:43 | 4:42 |
| 2:51 | 10:02 | 2:43 | 8:39 |  | 5:54 | 2:33 | 6:38 | 9:21 |
| 4:01 | 7:43 | 7:59 | 12:35 | 6:58 | :20 |  | 11:09 | 24:52, |
| :26 |  | 11:39 | 3:53 | 3:09 | 2:03 |  |  | 6:43 |


| $6: 13$ | $3: 55$ | $12: 35$ | $3: 16$ | $6: 00$ | $3: 44$ |  | $3: 02$ | $6: 18$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | $3: 47$ |  | $: 28$ | $5: 32$ |  | $1: 29$ | $4: 52$ | $3: 23$ |
| 3-Sep | 4-Sep | 5-Sep | 6-Sep | 7-Sep | 8-Sep | 9-Sep | 10-Sep | 11-Sep |


| 12-Sep | 13-Sep | 14-Sep | 15-Sep | Interval | 16-Sep | 17-Sep | 18-Sep | 19-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 2:34 | 1:17 | 0 |  | 5:43 | 4:26 | 3:48 |
|  | 3:27 |  |  | 30 |  |  | 3:26 | :58 |
|  |  |  |  | 100 |  |  | 5:58 |  |
|  |  |  |  | 130 |  |  |  |  |
|  |  |  |  | 200 |  | 2:37 |  |  |
|  |  |  |  | 230 |  |  |  |  |
|  |  |  |  | 300 | 29:15, |  |  |  |
|  | 9:48 |  |  | 330 |  |  |  |  |
|  |  | :22 |  | 400 |  |  |  | :32 |
|  |  | 4:39 |  | 430 |  |  |  |  |
|  |  |  |  | 500 |  |  |  |  |
| 4:05 |  |  |  | 530 |  | 5:53 | 2:01 | 3:11 |
|  |  |  | 8:32 | 600 |  | 3:38 | 1:08 | 1:42 |
| 1:56 | 6:58 | 3:08 | 7:16 | 630 |  |  | 6:08 | :26 |
|  | :00 |  |  | 700 |  | 4:54 | 6:46 | 15:24 |
| 11:39 | 4:19 | 5:18 | 1:14 | 730 |  | 6:40 | 5:53 | 4:11 |
| 2:08 | 4:29 | 8:22 |  | 800 |  | 5:26 | 8:26 | 9:05 |
| 4:38 | 5:08 | 4:43 | 5:07 | 830 | 3:42 | 8:23 | 5:14 | 7:28 |
| 9:20 | 6:27 | 12:24 | 8:29 | 900 |  | 11:33 | 7:14 | 8:34 |
| 10:39 | 16:33 | 4:29 | 9:14 | 930 |  | 11:47 | 8:38 | 5:40 |
| 7:38 | 5:31 | 6:10 | 9:21 | 1000 |  | 10:18 | 6:57 | 3:20 |
| 10:35 | 9:46 | 9:05 | 8:07 | 1030 | 9:44 | 8:44 | 5:50 | 8:04 |
| 5:32 | 3:54 | 10:29 | 9:52 | 1100 |  | 7:48 | 8:48 | 7:29 |
| 6:49 | 6:22 | 5:23 | 9:12 | 1130 | 9:17 | 9:41 | 3:10 | 4:20 |
| 4:55 | 7:55 | 6:36 | 4:24 | 1200 | 2:03 | 7:57 | 5:31 | 10:53 |
| 6:45 | 18:16 | 8:28 |  | 1230 | 7:55 | 6:05 | 4:57 | 9:29 |
| 5:23 | 5:38 | 9:07 | 1:23 | 1300 | 2:45 | 8:14 | 6:12 | 9:26 |
| 8:42 | 6:16 | 13:31 | 4:46 | 1330 | 2:09 | 7:48 | 4:26 | 7:26 |
| 6:39 | 6:19 | 9:37 | 3:04 | 1400 | 5:35 | 8:07 | 10:34 | 4:20 |
| 9:25 | 6:17 | 10:04 | 10:58 | 1430 | 5:22 | 6:15 | 6:02 | 8:54 |
| 5:30 | 4:11 | 14:54 | 3:31 | 1500 | 7:15 | 9:54 | 5:06 | 8:17 |
| 5:13 | 14:01 | 9:10 | 6:04 | 1530 | 3:37 | 9:25 | 8:11 | 5:53 |
| 9:10 | 9:28 | 7:17 |  | 1600 | 7:50 | 9:50 | 8:09 | 6:56 |
| 7:50 | 5:25 | 7:36 |  | 1630 | :46 | 6:54 |  | 9:15 |
| 6:58 | 6:49 | 2:30 |  | 1700 | 7:26 | 9:00 | 9:01 | 6:20 |
| 7:26 | 4:55 | 4:26 | 13:36 | 1730 | 5:25 | 9:51 | 11:20 | 7:21 |
| 6:42 | 5:27 | 7:52 | 13:57 | 1800 | 6:45 | 8:27 | 8:04 | 4:08 |
| 7:28 | 4:39 | 7:36 |  | 1830 | 4:49 | 6:52 | 3:42 | 8:21 |
| 11:17 | 7:36 | 8:41 | 10:59 | 1900 | 4:44 | 4:51 | 6:43 | 8:21 |
| 7:12 | 2:52 | 2:46 | 13:07 | 1930 | 6:45 | 6:01 | 3:02 | 4:21 |
| 15:12 | 9:20 | 10:27 | 2:31 | 2000 | 15:50 | 6:36 | 10:15 | 7:56 |
| 8:13 | 5:34 | 5:07 | 7:02 | 2030 | 14:56 | 5:11 | 6:20 | 5:10 |
| 6:35 | 5:41 | 7:24 | 3:02 | 2100 | 15:51 | 9:43 | 9:42 | 4:33 |
| 9:04 | 2:54 |  | 6:14 | 2130 | 7:25 | 15:54 | 3:50 | 3:54 |
| 5:50 | 7:54 |  | 7:22 | 2200 | 6:04 | 3:46 | 5:04 | 15:35 |
| 14:05 | 4:55 | 8:23 |  | 2230 |  | 7:08 | 15:02 |  |


|  |  | $3: 33$ | $6: 13$ | $\mathbf{2 3 0 0}$ | $1: 24$ | $2: 10$ | $3: 31$ | $11: 59$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $11: 55$ | $12: 16$ |  | $13: 09$ | 2330 | $6: 54$ | $6: 05$ | $7: 13$ | $5: 45$ |
| 12-Sep | 13-Sep | 14-Sep | 15-Sep | Interval | 16-Sep | 17-Sep | 18-Sep | 19-Sep |


| 20-Sep | 21-Sep | 22-Sep | 23-Sep | 24-Sep | 25-Sep | 26-Sep | 27-Sep | 28-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 3:07 |  |  | :19 | :19 | 16:33 |  |
|  |  |  |  |  | 6:15 | 6:15 |  |  |
|  | 1:11 | 5:24 |  | 3:58 | 11:38 | 11:38 |  |  |
|  |  | 9:49 |  | 4:11 | 4:28 | 4:28 |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  | :01 | :01 |  |  |
|  |  |  |  | 4:29 |  |  |  | 6:27 |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  | 4:31 |  |  |  |  |  |  | 3:42 |
|  |  |  | :52 |  |  |  | 9:35 | 16:58 |
| 3:30 |  |  |  |  | 8:58 | 8:58 | 3:51 |  |
| 3:27 | 11:16 | 3:24 | 3:19 | 3:43 |  |  | 4:31 |  |
| 3:09 |  |  | 2:30 | 10:50 | 5:38 | 5:38 | 5:21 | 3:43 |
| 3:57 |  | 13:04 |  | 6:13 | 6:55 | 6:55 | 5:17 | 5:28 |
| 8:02 | 8:13 | 6:59 |  | 4:44 | 5:28 | 5:28 | 6:34 | 3:54 |
| 8:10 | 9:36 | 2:49 | 3:22 | 5:57 | 4:09 | 4:09 | 7:14 | 7:10 |
| 6:14 | 6:30 | 7:23 | 1:22 | 6:20 | 8:02 | 8:02 | 5:26 | 8:56 |
| 6:17 | 5:47 | 8:14 | 4:28 | 7:51 | 10:20 | 10:20 | 12:47 | 11:56 |
| 9:30 | 8:27 | 4:50 | 7:41 | 9:30 | 6:26 | 6:26 | 6:55 | 7:26 |
| 7:09 | 7:08 | 10:36 | 3:41 | 2:41 | 6:28 | 6:28 | 7:43 | 8:41 |
| 3:45 | 6:42 | 6:10 |  | 5:50 | 9:05 | 9:05 | 4:03 | 14:50 |
| 8:32 | 8:05 | 6:24 |  | 9:58 | 6:53 | 6:53 | 6:51 | 7:06 |
| 15:26 | 5:10 | 14:30 | 8:01 | 8:50 | 7:20 | 7:20 | 7:19 | 8:38 |
| 8:01 | 7:54 | 10:02 | 11:52 | 8:39 | 5:17 | 5:17 | 6:20 | 7:50 |
| 4:56 | 10:50 | 2:41 | 11:27 | 6:42 | 8:22 | 8:22 | 7:37 | 11:20 |
| 4:37 | 8:20 | 4:24 |  | 6:51 | 4:19 | 4:19 | 8:48 | 4:18 |
| 5:06 | 8:28 | 5:07 | 4:51 | 6:24 | 5:33 | 5:33 | 10:10 | 10:51 |
| 5:42 | 6:05 | 8:28 | 4:15 | 8:03 | 5:57 | 5:57 | 9:35 | 8:05 |
| 9:45 | 9:51 | 6:10 | 5:15 | 4:58 | 6:19 | 6:19 | 6:31 | 5:48 |
| 11:57 | 8:13 | 4:24 | 4:29 | 8:17 | 6:40 | 6:40 | 6:18 | 6:41 |
| 7:10 | 10:43 | 4:49 |  | 9:00 | 6:50 | 6:50 | 5:31 | 5:15 |
| 7:11 | 9:18 | :58 | 7:15 | 6:34 | 6:32 | 6:32 | 13:55 | 9:50 |
| 4:06 | 8:03 | 4:16 | 3:32 | 7:07 | 5:49 | 5:49 | 11:23 | 5:53 |
| 6:45 | 6:16 | 8:04 | 12:02 | 7:11 | 4:36 | 4:36 | 11:56 | 3:39 |
| 18:20 | 4:25 | :23 | 7:22 | 5:39 | 5:03 | 5:03 | 5:33 | 12:46 |
| 15:05 |  | 6:00 |  | 5:31 | 6:27 | 6:27 | 13:16 | 7:07 |
| 6:59 | 4:18 | 12:23 |  | 6:19 | 8:37 | 8:37 | 6:15 | 7:00 |
| 16:46 | 5:24 | 26:50, | 8:36 | 8:46 | 5:12 | 5:12 | 5:19 | 4:57 |
| 6:04 | 4:02 | 1:56 | 1:46 | 8:09 | 7:52 | 7:52 | 5:28 | 6:17 |
| 3:53 | 3:50 | 6:27 | 14:49 | 8:47 | 6:13 | 6:13 | 3:51 | 6:49 |
| 7:30 | 8:31 | 4:59 | 5:57 | 2:20 | 2:32 | 2:32 | 9:43 | 8:49 |
| 6:05 | 3:59 | 4:04 | 7:41 | 22:42 | 6:26 | 6:26 | 4:16 | 1:49 |
| 5:45 | 8:09 | 7:44 |  | 4:49 | 4:29 | 4:29 | 2:14 | 8:26 |
| 6:50 | 2:14 | 3:24 |  | 16:35 | 2:58 | 2:58 | 7:06 | 7:52 |


| $6: 09$ | $2: 55$ |  |  |  | $5: 26$ | $5: 26$ |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2:54 | $5: 06$ | $4: 53$ |  |  | $6: 38$ | $6: 38$ |  |  |
| 20-Sep | 21-Sep | 22-Sep | 23-Sep | 24-Sep | 25-Sep | 26-Sep | 27-Sep | 28-Sep |


| 29-Sep | 30-Sep | Interval | 1-Oct | 2-Oct | 3-Oct | 4-Oct | 5-Oct | 6-Oct |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | :01 | 0 | :36 | 6:31 |  | 4:13 | 1:29 | 2:55 |
|  | 1:52 | 30 |  |  |  | 4:15 |  | 43:43, |
|  |  | 100 |  |  |  | 2:56 |  |  |
|  |  | 130 |  |  |  |  | 3:31 |  |
|  |  | 200 | 2:31 |  |  | :07 |  |  |
|  |  | 230 |  |  |  |  |  |  |
|  |  | 300 |  |  |  |  |  |  |
| 1:46 |  | 330 |  |  |  |  |  |  |
|  |  | 400 |  |  | :27 |  |  |  |
|  |  | 430 |  |  |  |  |  |  |
|  | 4:53 | 500 |  | :03 |  |  | :42 |  |
|  |  | 530 |  |  | 3:21 | 8:51 | 3:32 |  |
|  | 3:07 | 600 | 7:54 | 7:15 | :58 | 9:21 | 2:50 |  |
|  |  | 630 |  | 4:32 | 5:35 |  |  |  |
| 2:24 |  | 700 | 6:18 | 7:16 | 10:14 | 1:55 | 8:09 | 5:01 |
| 10:26 | 5:44 | 730 | 2:23 | 6:32 | 5:08 | 8:48 |  | :21 |
| 13:35 | 5:10 | 800 |  | 10:07 | 6:50 | 6:54 | 6:57 | 5:59 |
| 14:29 |  | 830 | 7:31 | 9:57 | 4:54 | 3:43 | 7:07 | 6:46 |
| 7:25 |  | 900 | 4:59 | 6:30 | 3:45 | 11:36 | 4:11 | 4:00 |
| 6:36 | 6:13 | 930 | 7:30 | 7:30 | 6:38 | 16:47 | 10:56 | 5:31 |
| 9:55 | 1:04 | 1000 | 6:26 | 9:26 | 7:11 | 5:15 | 7:56 | 8:10 |
| 6:24 | 4:49 | 1030 | 5:10 | 7:02 | 7:36 | 9:24 | 5:35 | 11:44 |
| 8:24 | 12:19 | 1100 | 5:58 | 8:52 | 5:56 | 6:37 | 4:35 | 19:48 |
| 3:41 | 3:36 | 1130 | 9:03 | 8:25 | 4:22 | 8:45 | 7:24 | 5:06 |
| 6:03 | 3:11 | 1200 | 6:54 | 5:01 | 9:28 | 5:50 | 5:37 | 12:06 |
| 5:14 | 1:24 | 1230 | 7:32 | 7:22 | 9:45 | 10:21 | 6:28 | 5:56 |
| 1:25 | 3:13 | 1300 | 6:09 | 4:06 | 11:02 | 11:31 | 1:34 | 5:44 |
| 5:16 | 7:10 | 1330 | 7:07 | 7:52 | 6:26 | 7:27 | 6:20 | 4:57 |
| 3:27 | 8:34 | 1400 | 4:23 | 10:08 | 4:26 | 6:10 | 6:43 | 3:50 |
| 7:00 | 4:00 | 1430 | 6:40 | 9:23 | 7:20 | 6:06 | 8:47 | 5:23 |
| 6:51 | 8:02 | 1500 | 6:06 | 6:02 | 6:13 | 6:40 | 7:14 | 2:10 |
| 2:30 | 9:03 | 1530 | 7:07 | 2:41 | 4:17 | 5:42 | 7:27 | 3:27 |
| 3:33 | 5:47 | 1600 | 4:08 | 6:30 | 6:34 | 7:55 | 1:44 | 3:50 |
| 4:39 | 7:45 | 1630 | 9:19 | 10:10 | 3:53 | 6:41 | 4:13 | 5:05 |
| 4:29 | 2:44 | 1700 | 6:22 | 7:12 | 5:34 | 9:47 | 14:21 | 6:01 |
| 1:30 | 3:53 | 1730 | 11:34 | 8:42 | 5:16 | 7:47 | 9:30 | 6:13 |
| 5:48 | 4:06 | 1800 | 6:01 | 14:34 | 7:59 | 6:57 | 10:52 |  |
| 4:46 | 5:07 | 1830 | 4:21 | 11:09 | 4:59 | 10:06 | 12:00 | 2:15 |
| 5:52 | 2:09 | 1900 | 5:57 | 7:00 | 6:47 | 8:05 | 9:32 |  |
| 8:52 | 2:46 | 1930 | 9:31 |  | 10:59 | 12:10 | 12:44 | 7:21 |
| :26 | 7:31 | 2000 | 9:00 | 4:00 | 3:13 | 8:33 | 7:59 | 2:01 |
| 6:24 | 4:49 | 2030 | 11:40 | 4:42 | 6:50 | 7:57 |  | 4:03 |
| 3:55 | 11:15 | 2100 | 2:29 | 2:38 | 5:01 | 7:07 | 2:15 | :01 |
| 16:27 |  | 2130 | 7:08 | 3:46 | 6:49 | 4:14 | 6:12 | 6:49 |
| 2:48 | 5:55 | 2200 | 4:29 | 4:27 | 3:02 | 6:50 | 29:46, |  |
| 4:28 | 4:15 | 2230 | 8:13 | 8:32 | 18:43 | 11:56 | 2:32 |  |


| $1: 37$ | $4: 05$ | $\mathbf{2 3 0 0}$ | $2: 40$ |  |  | $1: 51$ | $4: 47$ |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $: 17$ |  | $\mathbf{2 3 3 0}$ | $2: 49$ |  | $: 02$ |  | $2: 29$ |  |
| 29-Sep | 30-Sep | Interval | $\mathbf{1 - O c t}$ | $\mathbf{2 - O c t}$ | 3-Oct | 4-Oct | $\mathbf{5 - O c t}$ | $\mathbf{6 - O c t}$ |


| 7-Oct | 8-Oct | 9-Oct | 10-Oct | 11-Oct | 12-Oct | 13-Oct | 14-Oct | 15-Oct |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 5:11 |  |  | :49 |  |  | :47 |  | 25:59, |
|  |  | :02 | 2:03 |  | 22:56 | 8:48 | 4:39 |  |
|  |  |  |  | 2:34 |  | :24 |  |  |
|  |  |  | 4:43 |  | 3:08 |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  | 3:38 |  |
| 6:55 |  |  |  |  |  | :08 |  |  |
|  |  |  |  |  |  |  |  |  |
|  |  | 2:51 |  |  |  |  |  |  |
|  | 2:33 |  | 5:15 |  |  |  |  |  |
|  |  |  |  |  |  |  |  | 9:53 |
| 4:39 | 1:24 | 3:02 | 10:21 | 3:05 | :23 | 8:14 | 2:46 |  |
| 8:23 | 14:55 | 8:31 | 3:54 | 3:12 | 3:56 |  |  | 4:06 |
| 6:09 | 2:34 | 3:59 | 7:22 | 1:32 | 2:12 |  | 3:19 | 5:31 |
| 1:31 | 5:50 | 7:23 | 10:33 | 6:42 | 4:46 | 14:17 | 5:22 | 4:32 |
|  | 10:27 | 2:45 | 3:23 | 5:14 | 14:25 | 3:20 |  | 7:00 |
| 4:33 | 5:15 | 11:57 | 10:30 | 6:25 | 6:05 | 15:58 |  | 6:10 |
| 9:58 | 6:01 | 3:41 | 7:06 | 10:33 | 7:06 | 3:31 | 12:54 | 25:13, |
| 14:49 | 6:35 | 10:22 | 7:59 | 4:49 | 4:48 | 7:14 | 6:36 | 8:36 |
| 5:45 |  | 10:37 | 6:15 | 7:27 | 3:55 | 7:30 | 3:24 | 9:03 |
| 5:32 | 4:56 | 3:34 | 5:53 | 8:54 | 8:15 | 3:59 |  | 4:46 |
| 2:52 | 11:12 | 8:54 | 8:53 | 7:20 | 12:30 | 5:53 | 2:14 | 3:52 |
| 4:45 | 11:35 | 8:19 | 9:35 | 5:35 | 5:41 | 4:26 | 6:45 | 8:34 |
| 5:06 | 3:55 | 6:45 | 5:45 | 7:05 | 6:28 | 4:50 | 4:58 | 8:24 |
| 3:06 | 4:59 | 11:06 | 7:07 | 8:40 | 11:02 | :57 | 5:23 | 8:54 |
|  | 5:17 | 6:55 | 8:24 | 6:19 | 10:41 | 16:50 | 2:43 | 5:21 |
| 7:42 | 4:56 | 11:03 | 8:16 | 7:54 | 6:33 | 5:20 |  | 6:53 |
| 5:33 | 7:22 | 8:54 | 5:33 | 6:56 | 7:37 | 11:36 | 3:45 | 5:18 |
| 3:47 | 6:54 | 5:07 | 5:08 | 5:15 | 7:33 | 10:10 | 1:20 | 2:30 |
| 2:57 | 8:11 | 6:43 | 8:05 | 7:59 | 5:59 | 6:46 | 4:59 | 4:25 |
| 10:56 | 6:41 | 10:32 | 10:01 | 6:58 | 10:04 | 4:28 | 3:15 | 5:52 |
| 9:32 | 7:02 | 9:35 | 8:59 | 5:42 | 6:36 | 9:47 | :57 | 6:19 |
| 3:40 | 3:51 | 8:42 | 5:12 | 6:15 | :37 |  | 3:33 | 8:18 |
| 11:49 | 2:55 | 10:43 | 8:27 | 7:51 | 7:15 | 10:16 | 6:25 | 6:08 |
| 13:57 | 7:12 | 10:30 | 4:10 | 6:16 | 11:26 | 4:40 | 3:22 | 6:24 |
| 6:58 | 9:54 | 9:46 | 3:29 | 4:48 | 9:15 | 10:25 | 9:55 | 5:12 |
|  | 5:03 | 1:54 | 8:10 | 5:43 | 9:10 | 5:30 | 5:04 | 9:27 |
| 5:43 | 3:55 | :24 | 8:22 | 13:04 |  | 3:29 | 3:45 | 3:08 |
| 10:16 | 15:28 | 7:33 | 4:42 | 5:55 |  | 5:29 | 3:52 | 5:05 |
| 1:56 | 2:13 | 8:37 | 3:47 | 4:58 |  | 21:05 | 10:01 | 5:01 |
| 5:19 | 2:55 | 4:46 | 15:28 | 11:56 | 6:05 | 3:27 | :02 | 9:55 |
|  | 7:37 | 7:04 |  | 6:05 | 5:44 | 1:55 | 4:35 | 2:03 |
|  | 8:00 | 8:57 | 7:09 | 8:13 | 6:07 | 1:46 | 5:34 | 5:35 |
| 3:16 | 3:26 | 3:52 | 12:00 | 10:58 | 2:08 |  | 3:32 | 3:45 |


| $7: 29$ |  | $3: 17$ | $5: 54$ | $: 42$ | $5: 59$ | $1: 18$ | $: 41$ | $6: 38$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $: 30$ |  | $5: 16$ | $1: 57$ | $3: 17$ | $1: 34$ | $: 32$ |  | $21: 29$ |
| 7-Oct | 8-Oct | $\mathbf{9 - O c t}$ | $\mathbf{1 0 - O c t}$ | $\mathbf{1 1 - O c t}$ | $\mathbf{1 2 - O c t}$ | 13-Oct | 14-Oct | 15-Oct |


| Interval | 16-Oct | 17-Oct | 18-Oct | 19-Oct | 20-Oct | 21-Oct | 22-Oct | 23-Oct |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 5:58, |  | 6:20 |  | 4:40 | :33 | 4:24 | 10:27 |
| 30 |  |  | 4:07 | 2:53 |  | 4:48 |  |  |
| 100 |  | 1:38 | 1:12 |  |  |  |  |  |
| 130 | 23:25 |  |  |  | 7:59 |  |  | 4:40 |
| 200 |  | 2:45 | 5:06 |  | 1:40 |  |  |  |
| 230 |  |  |  |  |  |  |  |  |
| 300 | 3:04 |  |  | 7:58 |  |  | 5:18 | 14:37 |
| 330 |  |  |  | :34 |  |  |  |  |
| 400 | 5:58 | :06 |  |  |  |  |  |  |
| 430 |  |  | 6:19 |  |  | 5:34 |  |  |
| 500 |  | 2:06 |  |  |  |  |  |  |
| 530 | 2:12 | 4:00 | 7:35 |  |  |  |  |  |
| 600 | 11:39 | 3:11 | 3:31 | :00 |  | :10 | 6:00 | 7:22 |
| 630 | 7:19 |  | 2:31 |  |  |  |  |  |
| 700 | 3:59 | 5:17 |  | 9:36 |  | 2:37 | 3:08 |  |
| 730 | 3:13 | 4:13 | 3:11 | 2:07 | 2:22 | 3:10 | 8:11 | 9:28 |
| 800 | 9:25 | 8:11 | 5:17 | 5:36 |  | 7:11 | 7:20 | 6:25 |
| 830 | 5:35 | 6:16 | 5:36 | 8:46 | 5:06 | 5:32 | 9:03 | 9:39 |
| 900 | 5:55 | 8:59 | 7:35 | 9:36 | 11:36 |  | 8:55 | 5:24 |
| 930 | 7:09, | 8:53 | 9:24 | 4:42 | 10:48 | :01 | 7:08 | 5:08 |
| 1000 | 9:22 | 4:54 | 5:15 | 4:20 | 4:58 | 4:11 | 12:34 | 10:10 |
| 1030 | 7:11 | 8:02 | 8:38 | 11:39 | 8:23 | 3:16 | 3:56 | 3:37 |
| 1100 | 2:52 | 5:20 | 7:48 | 9:44 | 4:36 | 6:52 | 6:47 | 5:28 |
| 1130 | 5:45 | 7:19 | 8:13 | 6:28 | 3:25 | 3:28 | 5:51 | 11:45 |
| 1200 | 7:41 | 9:29 | 4:23 | 9:57 | 6:49 | 5:43 | 8:27 | 6:04 |
| 1230 | 7:29 | 4:54 | 6:46 | 7:37 | 16:55 |  | 7:44 | 8:11 |
| 1300 | 6:03 | 4:48 | 6:45 | 5:33 | 8:52 | 1:31 | 7:38 | 5:33 |
| 1330 | 7:40 | 3:25 | 9:41 | 7:56 | 5:46 | 7:35 | 7:06 | 6:30 |
| 1400 | 6:27 | 10:37 | 7:08 | 12:01 | 7:34 | 2:04 | 4:37 | 4:55 |
| 1430 | 6:21 | 5:07 | 8:25 | 9:52 | 2:10 | 2:55 | 8:28 | 5:52 |
| 1500 | 10:56 | 11:28 | 7:04 | 8:07 | 9:41 | 2:26 | 4:29 | 7:25 |
| 1530 | 10:33 | 5:31 | 6:20 | 4:47 | 3:56 | 1:54 | :49 | 10:05 |
| 1600 | 6:35 | 8:46 | 7:52 | 9:28 | 4:02 |  | 1:39 | 5:27 |
| 1630 | 10:01 | 14:05 | 7:19 | 5:13 | 1:40 | 7:24 | 1:59 | 4:06 |
| 1700 | 10:21 | 6:50 | 12:24 | 4:25 | 3:26 | 11:46 | :53 | 5:16 |
| 1730 | 3:14 | 8:20 | 8:27 | 12:17 | :41 | 4:29 | :53 | 5:37 |
| 1800 | 7:50 | 7:06 | 3:34 | 5:30 | 4:35 | 6:59 | 1:49 | 3:51 |
| 1830 | 10:20 | 2:17 | 5:13 | 4:21 | 5:10 | 1:54 | 3:42 | 6:04 |
| 1900 | 4:23 | 8:38 | 6:05 | 10:41 | 2:20 |  | 8:01 | 7:09 |
| 1930 | 9:21 | 4:40 | 8:12 |  | 2:15 |  | 2:01 | 14:25 |
| 2000 | 6:05 | 2:09 | 5:57 | 7:30 | 5:46 | 3:56 | 5:58 | 12:38 |
| 2030 | 8:28 | 4:05 | 3:28 | 4:54 | 1:34 |  | 14:30 | 11:57 |
| 2100 | 9:08 | 5:06 | :05 | 14:35 | 6:31 | 3:57 |  | 6:16 |
| 2130 | :16 | 4:19 | 3:01 | 4:34 | 2:39 | 9:46 |  | 5:31 |
| 2200 | 3:58 | 8:00 | 3:12 | 5:25 | 3:36 |  |  | 3:49 |
| 2230 | 4:13 | 9:51 | 3:40 | 7:57 | 5:05 | 2:53 |  | 5:20 |


| $\mathbf{2 3 0 0}$ | $11: 13$ |  |  | $19: 40$ | $: 48$ |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $\mathbf{2 3 3 0}$ |  | $3: 36$ | $12: 21$ | $2: 44$ | $5: 37$ |  |  | $5: 43$ |
| Interval | $\mathbf{1 6 - O c t}$ | $\mathbf{1 7 - O c t}$ | $\mathbf{1 8 - O c t}$ | $\mathbf{1 9 - O c t}$ | $\mathbf{2 0 - O c t}$ | 21-Oct | 22-Oct | 23-Oct |


| 24-Oct | 25-Oct | 26-Oct | 27-Oct | 28-Oct | 29-Oct | 30-Oct | 31-Oct | Interval |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 10:45 |  |  |  |  | 1:40 |  | 3:21 | 0 |
| 1:53 |  |  | 21:35 |  | 2:07 | 3:25 |  | 30 |
|  |  |  |  |  | 3:15 |  | 2:47 | 100 |
| 3:57 | 2:21 |  |  |  | 3:13 | 7:02 | 12:15 | 130 |
|  |  |  | 5:09 |  |  |  |  | 200 |
|  |  |  |  |  |  |  |  | 230 |
|  |  |  |  |  |  |  |  | 300 |
|  |  |  |  | :07 |  | 5:56 |  | 330 |
|  |  |  |  |  |  | 1:03 |  | 400 |
| 3:18 |  | 1:31 |  |  |  |  |  | 430 |
|  |  |  |  |  | 1:42 |  |  | 500 |
|  | 6:08 |  | 5:14 |  |  |  |  | 530 |
| 11:59 |  | 7:17 |  |  |  | 3:04 | 5:03 | 600 |
| 3:36 | 5:27 |  | 4:53 |  |  |  | 1:27 | 630 |
|  | 3:49 |  | 1:53 | 5:43 | 2:53 | 4:27 | 9:56 | 700 |
| 4:13 | 6:01 |  | :03 |  | 5:26 | 7:14 | 5:15 | 730 |
| 5:35 | 6:05 | 5:07 | 6:37 | 5:53 | 7:14 | 4:47 | 7:53 | 800 |
| 7:51 | 4:37 | 4:51 | 3:58 | 5:35 | 7:00 | 5:57 | 6:56 | 830 |
| 3:56 | 9:10 | 7:56 | 5:25 | 11:03 | 5:11 | 5:59 | 7:33 | 900 |
| 12:24 | 6:29 | 10:11 | 10:47 | 1:44 | 4:01 | 6:02 | 7:50 | 930 |
| 7:28 | 6:49 | 9:26 | 4:20 |  | 7:00 | 7:46 | 9:28 | 1000 |
| 5:24 | 10:56 | 8:00 | 5:01 |  | 6:55 | 4:58 | 5:48 | 1030 |
| 7:15 | 3:29 | 6:07 | 5:31 | 11:06 | 6:09 | 5:32 | 5:29 | 1100 |
| 9:48 | 10:39 | 7:21 | 7:33 |  | 4:20 | 8:09 | 7:32 | 1130 |
| 6:15 | 8:43 | 6:51 | 7:45 | 3:01 | 8:15 | 10:03 | 9:41 | 1200 |
| 6:13 | 9:36 | 6:44 | 5:41 | 4:44 | 7:02 | 4:43 | 13:20 | 1230 |
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| 7:32 | 5:40 | 8:08 | 6:14 | 9:57 | 9:02 | 15:17 | 9:30 | 1330 |
| 9:17 | 5:46 | 8:16 | 3:52 | 3:38 | 5:37 | 5:58 | 7:14 | 1400 |
| 6:06 | 10:58 | 4:07 | 5:20 | 4:10 | 8:18 | 5:58 | 7:38 | 1430 |
| 8:53 | 6:52 | 4:49 | 5:09 | 4:06 | 6:15 | 10:43 | 10:29 | 1500 |
| 5:53 | 9:56 | 5:41 | 6:26 | 3:11 | 7:51 | 6:46 | 7:16 | 1530 |
| 4:19 | 8:07 | 7:41 | 4:11 |  | 9:16 | 7:51 | 7:26 | 1600 |
| 5:51 | 8:45 | 9:29 | 1:15 |  | 4:24 | 2:46 | 6:17 | 1630 |
| 10:22 | 5:40 | 3:56 | 3:06 | 7:31 | 6:47 | 2:35 | 6:41 | 1700 |
| 9:30 | 12:03 | 7:33 | 3:56 |  | 10:18 | 5:43 | 10:37 | 1730 |
| 9:11 | 1:08 | 1:37 | :02 |  | 5:36 | 9:56 | 6:13 | 1800 |
| 8:40 | 7:19 | 4:01 | 4:37 | 6:58 | 14:23 | 4:09 | 7:37 | 1830 |
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| 14:43 | 3:46 | 2:30 | 7:21 |  |  | 7:13 | 6:36 | 1930 |
| 4:08 | 5:23 | :01 | :01 |  | :58 | 3:55 | 12:15 | 2000 |
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| 8:04 | 7:06 |  | 3:05 |  | 5:22 | 3:03 | 7:57 | 2230 |


|  | $6: 13$ |  | $4: 48$ |  | $5: 23$ | $6: 44$ | $3: 30$ | $\mathbf{2 3 0 0}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $4: 54$ |  | $5: 43$ |  |  |  |  | $3: 59$ | $\mathbf{2 3 3 0}$ |
| $\mathbf{2 4 - O c t}$ | $\mathbf{2 5 - O c t}$ | $\mathbf{2 6 - O c t}$ | $\mathbf{2 7 - O c t}$ | $\mathbf{2 8 - O c t}$ | $\mathbf{2 9 - O c t}$ | $\mathbf{3 0 - O c t}$ | $\mathbf{3 1 - O c t}$ | Interval |


| 1-Nov | 2-Nov | 3-Nov | 4-Nov | 5-Nov | 6-Nov | 7-Nov | 8-Nov | 9-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 12:58 |  |  |  |  |  |  | 5:00 |
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| 32:34, |  |  |  |  |  |  |  |  |
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| 18:24 | 7:14 | 5:29 |  |  | 7:22 |  |  |  |
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| 2:39 |  |  | 3:02 | 8:28 | 1:11 | 6:01 |  | 6:35 |
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| 2:53 | 15:43 |  |  | 5:58 | 2:51 | 2:25 |  |  |
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| 1:57 | 6:02 | 3:32 |  | 5:58 | 2:27 | 8:08 | 16:31 | 9:53 |
| 2:38 | 6:30 | :22 |  | 3:13 | 4:51 | 3:09 | 5:48 | 14:37 |
| 2:37 | 5:10 | 2:35 |  | 8:09 | 3:25 | 3:59 | 9:05 | 9:00 |
| 4:01 | 3:43 | 2:35 |  | 7:35 | 5:41 | 7:35 | 1:57 | 6:24 |
| 2:52 | 6:27 | 1:49 |  | 12:31 | 5:45 | 5:12 |  | 10:26 |
| 6:10 | 4:53 | 4:52 |  | 12:49 | 3:59 | 5:18 | 6:52 | 9:51 |
| 9:41 | 5:05 | 4:51 | 7:05 | 5:33 | 10:15 | 5:05 | 3:15 | 9:00 |
| 2:21 | 8:07 | 3:28 |  | 6:08 | 7:35 | 11:53 | 6:18 | 10:38 |
| 6:32 | 7:36 | 3:01 |  | 4:08 | 8:23 | 8:52 | 8:24 | 7:15 |
| 11:26 | 7:37 | 8:22 |  | 7:41 | 9:57 | 11:25 | 4:25 | 4:42 |
| 7:52 |  | 13:05 | 4:02 | 4:31 | 9:14 | 6:32 | 10:09 | 23:40 |
| 2:42 | 3:03 | 4:34 |  | 8:34 | 3:43 | 8:29 | 15:02 | 9:48 |
| 11:39 | 10:12 | 8:37 | 8:42 | 13:32 | 11:39 | 7:56 | 7:18 | 6:37 |
| 9:56 | 7:38 | 6:48 | 4:01 | 5:39 | 6:02 | 19:52 | 6:07 | 7:17 |
| 11:29 | 7:16 | 3:47 |  | 4:22 | 7:55 | 18:51 | 9:20 | 9:48 |
| 10:53 | 6:08 | 2:24 | :27 | 6:02 | 5:54 | 8:03 | 3:31 | 7:19 |
| 4:18 | 5:52 | 3:09 | 2:52 | 5:41 | 7:42 | 9:58 | 4:40 | 13:43 |
| 7:43 | 8:12 | 2:50 | 6:11 | 6:39 | 3:43 | 11:01 | 7:02 | 9:32 |
| 12:14 | 5:32 | 3:17 | 15:20 | 4:48 | 3:47 | 5:50 | 5:31 | 6:31 |
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| 2:20 | :43 | 10:57 |  | 7:12 | 7:01 | 6:35 | 8:51 | 2:42 |
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| 6:04 | 8:46 | 31:01, | 2:52, | 5:17 | 11:06 | 11:01 | 10:56 | :43 |
| 4:31 | 13:33 | 4:35 | 12:48 | 11:41 |  | 7:37 | 3:11 | 6:27 |
| 7:03 | 9:17 | 1:47 | 1:33 | 9:45 | 6:38 | 3:35 | 3:24 | 5:20 |
| 8:16 | 7:02 | 2:45 | 8:56 | 2:51 | 3:14 | 12:33 | 3:10 |  |
| 4:23 | 5:11 |  | 10:00 | 4:26 | 7:18 | 5:40 | 6:50 | 12:01 |
| :17 | 4:54 |  | 4:22 | 6:24 | 8:58 | 10:18 | 4:00 | 10:36 |
| 5:49 | 5:13 |  |  | 9:23 | 10:00 | 4:24 | 4:32 |  |
| :08 |  |  | 4:18 | 4:56 | 1:21 | 2:42 | 4:52 | 3:41 |
|  | :53 |  |  | 2:49 |  |  | 3:11 |  |


| $4: 49$ | $5: 15$ |  |  | $5: 16$ |  | $8: 55$ | $3: 05$ |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2:37 | $1: 20$ | $8: 21$ |  | $1: 01$ | $: 27$ | $1: 53$ |  |  |
| 1-Nov | 2-Nov | 3-Nov | 4-Nov | 5-Nov | 6-Nov | 7-Nov | 8-Nov | 9-Nov |


| 10-Nov | 11-Nov | 12-Nov | 13-Nov | 14-Nov | 15-Nov | Interval | 16-Nov | 17-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 2:05 | 13:03 |  |  | 0 | 4:06 | 1:21 |
|  |  |  | 11:24 |  |  | 30 | 5:26 | 2:52 |
| 4:05 | 5:42 |  |  |  |  | 100 | 14:19 | 3:29 |
|  |  |  | 7:49 | 1:57 | 1:10 | 130 | 4:38 | 1:46 |
|  |  |  |  |  |  | 200 |  |  |
|  | 1:02 |  | 22:52 |  |  | 230 |  |  |
|  |  |  |  |  |  | 300 |  | :41 |
|  |  |  |  |  | :53 | 330 |  |  |
| :51 |  | 3:35 |  | 2:29 |  | 400 |  |  |
|  |  |  |  |  |  | 430 | 4:08 | 2:46 |
|  |  | 4:58 |  | 1:07 |  | 500 |  | 4:31 |
|  |  |  |  | 24:39, |  | 530 |  |  |
|  |  | 2:24 | 2:24 | 6:03 | 5:28 | 600 |  | :41 |
|  | :00 | 5:36 |  | 5:27 | 6:33 | 630 | 8:46 |  |
|  |  |  | 7:08 | 7:05 | 7:44 | 700 | 20:08 | 3:58 |
|  |  | 6:56 | 2:50 | 12:15 | 8:05 | 730 | 5:02 | :50 |
| 11:33 |  | 5:49 | 6:32 | 3:33 | 7:55 | 800 | 5:46 | 3:18 |
| 9:29 | 3:50 | 7:00 | 9:35 | 8:54 | 7:43 | 830 | 5:14 | 8:03 |
| 3:54 |  | 4:54 | 13:16 | 9:58 | 4:36 | 900 | 5:23 | 4:09 |
| 7:38 |  | 7:04 | 4:23 | 6:17 | 9:24 | 930 | 5:48 | 4:24 |
| 8:44 |  | 6:02 | 6:43 | 5:03 | 8:31 | 1000 | 6:32 | 6:14 |
| 2:58 |  | 9:18 | 3:57 | 6:26 | 10:51 | 1030 | 6:26 | 6:47 |
| 13:51 | 7:09 | 10:57 | 5:18 | 7:35 | 4:32 | 1100 | 6:41 | 10:08 |
| 3:29 | 4:47 | 7:25 | 10:53 | 6:11 | 8:33 | 1130 | 8:59 | 10:01 |
| 4:55 | 8:50 | 7:28 | 7:49 | 6:06 | 8:34 | 1200 | 4:04 | 12:43 |
| 7:24 | 3:28 | 7:19 | 5:38 | 8:10 | 6:00 | 1230 | 3:43 | 2:22 |
| 7:41 | 4:00 | 5:14 | 5:34 | 4:46 | 5:41 | 1300 | :18 | 5:04 |
| 3:38 | 4:31 | 5:33 | 5:56 | 7:49 | 5:00 | 1330 | 5:41 | 6:05 |
| 7:20 | 10:48 | 7:55 | 5:27 | 7:30 | 6:23 | 1400 | 7:42 | 8:11 |
| 6:56 | 6:26 | 11:36 | 7:40 | 5:18 | 7:54 | 1430 | 6:50 | 10:33 |
| 12:41 | 2:24 | 6:05 | 8:18 | 9:12 | 11:46 | 1500 | 8:20 | 5:13 |
| 5:07 | 5:23 | 5:12 | 5:39 | 8:28 | 8:38 | 1530 | 6:32 | 7:15 |
| 1:42 | 3:45 | 7:40 | 6:50 | 6:34 | 9:16 | 1600 | 6:12 | 5:25 |
| 2:50 | 5:01 | 5:55 | 9:01 | 9:02 | 6:37 | 1630 | 7:27 | 5:14 |
| 5:36 | 2:14 | 5:40 | 7:15 | 7:06 | 7:57 | 1700 | 9:51 | 5:42 |
| 2:56 | 8:34 | 6:20 | 3:54 | 6:08 | 6:43 | 1730 | 11:33 |  |
| 4:35 |  | 3:33 | 9:09 | 4:52 | 17:03 | 1800 | 3:29 | 3:55 |
| 3:07 | 7:07 | 6:33 | 3:22 | 8:18 | 5:07 | 1830 | 12:50 | 6:01 |
| 4:51 | 5:39 | 4:28 | 4:48 | 7:32 | 7:19 | 1900 | 8:55 | 4:22 |
| 2:45 | 9:13 | 4:25 | 4:51 | 5:33 | 11:52 | 1930 | 4:04 | 3:29 |
| 9:09 | 9:15 |  | 5:04 | 4:40 | 7:19 | 2000 | 7:27 | 3:30 |
| 1:27 | 6:34 | 7:07 | 4:31 | 6:22 | 5:00 | 2030 | 4:28 |  |
| :01 | 13:26 | 5:06 | 18:08 | 4:38 | 11:56 | 2100 | 11:15 |  |
| 2:53 | 3:12 | 6:11 | 5:08 | 4:26 | 8:38 | 2130 | 8:22 |  |
| 11:44 | 23:38 |  | 2:15 | 6:06 | 4:31 | 2200 |  |  |
|  |  | 10:37 | 7:56 | 4:10 | 3:00 | 2230 | 5:48 | :34 |


| $: 59$ | $: 59$ | $14: 13$ | $4: 04$ | $5: 48$ | $: 55$ | $\mathbf{2 3 0 0}$ | $7: 03$ | $2: 30$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $: 36$ |  | $6: 38$ | $8: 38$ | $: 53$ | $5: 42$ | $\mathbf{2 3 3 0}$ | $5: 52$ | $3: 35$ |
| 10-Nov | 11-Nov | 12-Nov | 13-Nov | 14-Nov | 15-Nov | Interval | 16-Nov | 17-Nov |


| 18-Nov | 19-Nov | 20-Nov | 21-Nov | 22-Nov | 23-Nov | 24-Nov | 25-Nov | 26-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1:01 |  |  | 8:35 |  |  |  |  | 6:30 |
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| 5:50 |  |  |  |  |  |  |  | 5:48 |
|  |  | :11 | 11:38 |  |  |  |  | 7:08 |
|  |  |  |  |  |  |  | 16:15 | 1:38 |
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|  |  | 2:10 | 3:39 |  |  | 2:50 |  |  |
|  |  |  |  |  |  | 3:03 |  |  |
|  |  | 5:24 |  |  | 13:04 |  |  | 2:51 |
| 3:23 |  | 4:15 |  | 5:21 |  | 3:42 |  | 4:10 |
| 7:59 | 3:51 | 10:23 | 9:42 |  | 7:34 |  | 9:29 | 12:35 |
|  | 3:44 | 6:55 | 6:16 |  | 11:29 | 7:45 | :31 | 5:11 |
| 6:17 | 6:41 | 3:36 | 3:14 | 2:49 | 4:41 | 5:24 | 5:03 | 6:23 |
| 3:49 | 7:44 | 9:56 | 4:55 |  | 11:42 | 4:45 | 5:52 | 6:37 |
| 5:53 | 5:31 | 7:54 | 7:41 | 4:44 | 19:07 | 3:00 | 8:14 | 7:29 |
| 7:01 | 2:53 | 5:01 | 6:43 | 2:30 | 7:10 | 7:36 | 4:13 | 14:17 |
| 5:31 | 10:45 | 6:20 | 8:51 | 2:46 | 6:14 | 8:35 | 12:01 | 6:04 |
| 3:14 | 6:59 | 3:50 | 11:14 | 5:50 | 4:01 | 8:21 | 6:45 | 5:17 |
|  | 7:54 | 5:42 | 6:34 | 4:00 | 10:41 | 9:27 | 9:13 | 5:28 |
|  | 12:28 | 5:14 | 6:22 | 7:58 | 5:11 | 5:59 |  | 6:55 |
| 10:18 | 5:34 | 3:37 | 6:45 | 3:08 | 7:49 | 1:55 | 7:17 | 4:18 |
| 8:10 | 8:26 | 9:46 | 10:53 | 4:15 | 7:10 | 12:40 | 5:55 | 5:08 |
| 6:31 | 7:07 | 7:42 | 9:22 | 5:23 | 5:16 | 13:50 | 6:51 | 3:30 |
|  | 8:06 | 5:07 | 14:22 | 3:24 | 8:07 | 5:00 | 7:29 | 4:57 |
| 5:06 | 5:01 | 4:49 | 11:36 | 7:50 | 6:05 | 8:06 | 5:43 | 4:31 |
| 2:59 | 4:25 | 5:38 | 6:43 | 16:09 | 7:11 | 9:30 | 1:42 | 5:36 |
| 15:17 | 5:59 | 10:06 | 10:33 | 9:32 | 4:41 | 5:06 | 3:23 | 9:34 |
| 4:42 | 9:21 | 6:45 | 7:35 |  | 5:14 | 2:27 | 3:11 | 8:17 |
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| 6:34 | 6:20 | 4:58 | 3:57 |  | 5:19 | 4:36 | 2:39 | 6:32 |
| 4:43 | 9:42 | 4:57 | 9:34 | 5:02 | 3:03 | 5:51 | 4:49 | 9:49 |
|  | 4:44 | 3:37 | 4:18 | 3:19 | 2:46 | 2:11 | 5:36 | 3:50 |
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| 3:29 | 6:39 | 6:41 | 4:33 | 3:38 | 20:17 | 8:36 | 6:36 | 5:03 |
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| 8:26 | 3:26 | 5:43 |  | 4:40 | 1:00 | :59 | 2:36 | 3:19 |
| 8:03 | 7:58 | 7:29 | 4:00 |  | 4:52 | 2:22 |  | 6:01 |
| 1:44 |  | 10:47 | 6:52 | 1:45 | 6:18 |  |  |  |


| 2:28 |  |  | $21: 21$ | $13: 11$ | $3: 50$ | $3: 51$ |  | 14:51 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | $3: 12$ |  | $10: 02$ |  | $1: 41$ | $11: 07$ |  | 1:04 |
| 18-Nov | 19-Nov | 20-Nov | 21-Nov | 22-Nov | 23-Nov | 24-Nov | 25-Nov | 26-Nov |


| 27-Nov | 28-Nov | 29-Nov | 30-Nov | Interval | 1-Dec | 2-Dec | 3-Dec | 4-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1:06 | 1:21 |  | 1:56 | 0 |  |  | 1:36 |  |
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|  |  |  |  | 130 | 6:59 |  |  | 5:27 |
|  |  |  |  | 200 |  |  |  |  |
|  | 3:20 | 12:56 |  | 230 |  |  |  |  |
|  |  |  |  | 300 |  |  |  |  |
|  |  | 3:04 |  | 330 |  |  | 1:56 |  |
|  |  |  |  | 400 |  |  |  |  |
|  |  |  |  | 430 |  |  |  |  |
| 8:45 | 4:36 |  |  | 500 |  |  | 2:02 | 2:09 |
|  |  |  |  | 530 |  | 2:26 | 5:58 | 8:33 |
|  |  |  |  | 600 |  |  | 3:54 | 4:35 |
| 9:06 | 6:07 | 2:38 | 11:14 | 630 | 2:29 |  | 8:21 | 7:56 |
| 9:52 | 8:40 |  |  | 700 |  | 2:47 |  | :10 |
| 3:58 | 10:00 | 9:51 |  | 730 | 3:24 |  | 3:23 | 7:13 |
| 9:33 | 23:22 | 6:02 | 2:33 | 800 | 1:00 |  | 5:02 | 5:55 |
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| 9:16 | 8:33 | 6:14 | 5:45 | 1530 | 10:01 | 7:32 | 11:40 | 5:15 |
| 6:33 | 7:15 | 4:42 | 1:51 | 1600 | 11:53 | 3:25 | 3:38 | 11:06 |
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| 4:51 | 2:26 | 11:38 | 2:08 | 1900 | 3:28 |  | 11:20 | 7:31 |
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| 5:18 | 10:31 | 3:28 |  | 2030 | 2:48 | 3:02 | 15:39 | 7:38 |
| 6:15 | 7:27 | 18:11 | 6:31 | 2100 | 4:02 | 2:55 | 4:45 | 4:54 |
| 6:55 | 5:03 | 3:19 | 8:28 | 2130 | 1:27 | 5:02 | 2:50 | :12 |
| :58 | 6:31 | 2:21 | 7:20 | 2200 | 2:17 | 4:28 | 7:28 |  |
| 2:32 | 2:46 |  | :52 | 2230 |  | 9:15 | 7:00 |  |


| 4:56 | $7: 21$ | $4: 34$ |  | $\mathbf{2 3 0 0}$ |  | $1: 14$ |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | $: 12$ | $3: 24$ |  | $\mathbf{2 3 3 0}$ |  | $14: 07$ | $6: 42$ |  |
| 27-Nov | 28-Nov | 29-Nov | 30-Nov | Interval | 1-Dec | 2-Dec | 3-Dec | 4-Dec |


| 5-Dec | 6-Dec | 7-Dec | 8-Dec | 9-Dec | 10-Dec | 11-Dec | 12-Dec | 13-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 7:20 |  | 3:43 | 2:22 |  |  |  |  | 8:10 |
|  |  | 7:30 |  |  | 2:04 |  |  |  |
|  | 4:05 |  | 9:24 |  |  |  | 5:25 |  |
|  |  |  | 1:01 |  |  |  |  | 6:29 |
| :21 |  |  |  |  |  | 16:04 | 12:00 | 13:12 |
|  |  | 4:13 |  |  |  |  |  |  |
|  |  | :09 | :47 |  |  |  |  |  |
| 13:22 |  |  |  |  |  | 4:45 | :24 |  |
|  |  | 1:11 |  |  |  | :26 |  | 1:32 |
|  |  |  |  |  | 3:35 | 6:19 | 18:28 |  |
|  | 5:14 | 1:19 |  |  |  | 3:32 |  | 5:13 |
| 1:53 |  |  |  |  |  |  |  | 11:13 |
|  | 12:35 | 7:06 |  |  | 3:26 |  | 6:49 | 4:29 |
| 3:09 | 4:39 | 2:08 | 8:33 |  | :03 | 5:36 | 2:43 |  |
| 4:59 | 8:10 |  |  | 3:13 |  | 9:41 | 1:35 | 7:32 |
| 5:12 | 8:33 | 13:26 | 1:26 |  | 6:24 | 4:32 | 7:44 | :01 |
| 6:47 | 2:42 | 6:47 | :41 | 11:24 | 5:33 | 4:25 | 4:23 | 4:19 |
| 8:03 | 7:30 | 6:03 | 3:31 | 6:39 | 8:17 | 5:18 | 10:24 | 8:48 |
| 8:06 | 5:14 | 3:52 | :40 | 13:19 | 5:43 | 8:55 | 3:06 | 5:11 |
| 7:26 | 5:16 | 14:27 |  | 8:35 | 18:16 | 5:07 | 4:42 | 8:49 |
| 5:32 | 4:08 | 4:12 |  |  | 5:20 | 8:25 | 7:18 | 4:57 |
| 14:48 | 7:16 | 4:47 |  | 12:32 | 7:49 | 5:33 | 23:14 | 8:45 |
| 9:19 | 8:34 | 7:15 | 3:01 | 5:37 | 9:18 | 5:24 | 5:05 | 3:59 |
| 5:05 | 9:19 | 5:19 | 4:58 | 8:04 | 18:59 | 9:32 | 12:41 | 11:54 |
| 9:15 | 6:06 | 13:04 | 6:24 | 6:46 | 5:34 | 10:47 | 10:38 | 10:54 |
| 8:48 | 6:45 | 5:47 | 4:27 | 3:20 | 6:01 | 6:42 | 5:38 | 8:04 |
| 8:32 | 8:41 | 9:25 | 5:09 | 3:18 | 14:22 | 18:18 | 6:28 | 5:22 |
| 3:20 | 5:50 | 2:35 | 6:07 | 3:05 | 8:30 | 5:26 | 10:56 | 13:33 |
| 11:06 | 7:19 | 4:14 | 7:10 | 9:02 | 10:40 | 6:08 | 6:52 | 12:29 |
| 4:31 | 9:06 | 6:53 | 2:42 | 6:16 | 5:45 | 11:53 | 14:06 | 12:57 |
| 4:23 | 9:15 | 7:55 | 2:31 | 8:08 | 3:21 | 7:26 | 9:46 | 4:26 |
| 5:48 | 6:12 | 7:41 | 4:35 | 9:36 | 11:36 | 6:13 | 3:58 | 9:29 |
| 7:06 | 3:17 | 6:12 | 11:48 | 4:51 | 6:33 | 7:28 | 15:43 | 8:14 |
| 6:09 | 8:17 | 7:21 | 6:31 | 7:52 | 7:38 | 4:34 | 12:27 | 6:54 |
| 4:26 | 5:24 | 3:01 | 2:41 | 1:36 | 6:16 | 11:08 | 2:26 | 8:10 |
| 4:41 | 10:11 | 8:08 | 3:43 | 4:49 | 6:55 | 6:31 | 8:15 | 7:06 |
| 7:01 | 4:20 | 6:11 | 1:46 | 1:40 | 9:53 | 6:57 | 4:30 | 6:53 |
| 7:45 | 12:05 | 2:47 | 1:12 | 8:31 | 8:49 | 5:40 | 7:40 | 5:15 |
| 7:15 |  |  | 3:08 |  | 3:33 | 7:06 | 6:57 | 4:06 |
| 8:15 | 8:57 | 8:26 | 9:31 |  | 8:54 |  | 8:30 | 12:03 |
| 3:42 | 6:33 | 3:04 |  |  | 5:06 | 11:52 | 7:16 | 17:17 |
| 5:47 | 2:05 | 4:45 |  | 1:25 | 13:01 | 11:02 | 7:49 | 11:26 |
| 5:54 | 8:46 | 5:20 | 4:10 | 7:17 | 7:54 | 2:35 | 7:10 | 6:55 |
| 9:42 | 11:15 | 6:13 |  | 7:04 | 4:14 | 6:24 | 19:33 | 3:29 |
| 6:27 | 18:24 | 5:39 | 6:03 | 4:13 | 2:07 | 2:32 | 7:36 | 11:01 |
| 6:05 | 2:05 |  | :10 | 2:38 | 3:38 |  | 5:18 | 3:55 |


| $3: 27$ |  | $4: 19$ | $3: 25$ |  | $5: 47$ |  |  | $7: 37$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $3: 45$ | $3: 21$ | $4: 01$ | $1: 38$ |  |  | $11: 30$ | $5: 15$ | $8: 46$ |
| 5-Dec | 6-Dec | 7-Dec | 8-Dec | 9-Dec | 10-Dec | 11-Dec | 12-Dec | 13-Dec |


| 14-Dec | 15-Dec | Interval | 16-Dec | 17-Dec | 18-Dec | 19-Dec | 20-Dec | 21-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 9:02 | 4:48 | 0 |  | 3:52 |  | 6:29 | 2:50 | 5:15 |
|  | 4:27 | 30 | :03 | 4:51 | 3:05 | 5:02 |  | 6:26 |
| 3:42 |  | 100 |  |  |  | 5:37 | 5:58 | :04 |
|  |  | 130 |  |  |  | 10:24 |  | 3:07 |
|  |  | 200 | 1:16 |  |  |  |  | 6:47 |
|  |  | 230 |  |  |  |  |  |  |
| 2:23 |  | 300 |  |  |  |  |  |  |
|  |  | 330 | 3:11 |  |  |  |  |  |
| 1:09 |  | 400 |  |  |  |  |  |  |
|  |  | 430 |  | 3:26 | 3:40 |  | :52 | 4:13 |
|  |  | 500 |  |  |  |  |  |  |
| 4:45 |  | 530 |  | 5:51 |  | :17 |  | 4:51 |
|  |  | 600 |  |  |  | 5:52 |  | 2:30 |
|  | 4:30 | 630 |  |  |  | 5:29 | 7:28 | 2:31 |
| 8:08 | 9:16 | 700 |  | 5:10 | 9:33 | 7:51 | 5:30 | 14:09 |
| 9:34 |  | 730 | 5:32 | 6:37 | 5:24 |  | 3:41 |  |
| 2:55 | :29 | 800 | 6:15 | 4:20 | 12:45 | 9:25 | 6:06 | 1:33 |
| 7:00 | 2:10 | 830 | :02 | 4:57 | 5:38 | 5:52 | 6:14 | 9:51 |
| 12:13 |  | 900 | 8:21 | 4:18 | 6:53 | 7:58 | 3:25 | 11:58 |
| 8:14 | 6:50 | 930 | 7:30 | 11:11 | 2:46 | 11:00 | 8:26 | 8:47 |
| 12:40 | 9:00 | 1000 |  | 9:42 | 5:18 | 8:44 | 7:16 | 5:42 |
| 10:22 | 2:45 | 1030 | 3:17 | 7:40 | 8:54 | 3:36 | 4:42 | 6:01 |
| 6:46 | 6:04 | 1100 | 4:38 |  | 7:52 | 8:56 | 1:50 |  |
| 6:58 | 6:43 | 1130 |  | 10:41 | 9:37 | 7:02 | 4:32 | 8:14 |
| 7:48 | 3:08 | 1200 | 3:01 | 5:50 | 9:00 | 7:21 | 14:53 | 5:27 |
| 6:21 | 6:19 | 1230 | 7:14 | 7:35 | 11:06 | 6:23 | 4:08 | 18:41 |
| 2:56 | 6:00 | 1300 | 3:22 | 13:04 | 4:55 | 6:25 | 6:35 | 2:16 |
| 4:42 | 13:10 | 1330 | 1:24 | 3:43 | 7:00 | 2:55 | 10:20 | 8:22 |
| 9:16 | 16:04 | 1400 | 1:25 | 9:23 | 5:26 | 8:15 | 5:51 | 4:58 |
| 3:26 | 5:05 | 1430 | 2:51 | 8:38 | 9:02 | 7:16 | 5:32 | 11:29 |
| 2:52 | 5:10 | 1500 | 2:53 | 10:01 | 10:17 | 9:17 | 15:26 | 7:06 |
| 5:10 | 6:31 | 1530 | 3:02 | 10:50 | 2:52 | 8:44 | 6:01 | 7:26 |
| 6:43 | 3:11 | 1600 | 5:28 | 8:15 | 8:56 | 5:25 | 6:21 | 5:38 |
| 12:54 | 5:16 | 1630 | 2:17 | 8:31 | 10:16 | 7:46 | 5:45 | 11:00 |
| 5:24 | 10:23 | 1700 | 4:47 | 2:48 | 8:53 | 8:52 | 5:32 | 8:05 |
| 6:10 | 8:28 | 1730 | 2:50 | 6:10 | 3:32 | 18:08 | 4:43 | 6:55 |
| 5:28 | 9:53 | 1800 | 13:42 | 19:43 | 8:15 | 5:47 | 8:23 | 9:19 |
| 3:43 | 6:56 | 1830 |  | 15:11 | 8:40 |  | :58 | 6:28 |
| 3:29 | 2:24 | 1900 |  | 18:16 | 4:06 | 9:59 | 11:01 | 3:33 |
| 14:08 | 6:08 | 1930 | 2:45 | 9:07 | 3:35 | 9:50 | 8:08 | 3:31 |
| 4:53 | 8:34 | 2000 | 3:42 | 7:36 | 6:41 | 5:29 | 3:03 | 3:53 |
| 17:39 | 2:46 | 2030 |  | 4:39 | 9:23 | 13:13 | 10:07 | 9:07 |
|  | 6:59 | 2100 | :06 | 10:04 | 3:52 | 8:28 | 15:07 | 2:44 |
| 6:38 |  | 2130 |  | 9:21 | 2:27 | 9:54 | 2:59 | 10:32 |
| 8:13 | 2:46 | 2200 | 4:13 |  | 6:02 | 5:24 | 3:53 | 2:43 |
| 7:05 |  | 2230 | 4:47 | 2:00 | 5:05 | 3:17 | 8:15 |  |


| $3: 37$ |  | $\mathbf{2 3 0 0}$ |  | $2: 14$ | $2: 03$ |  | $3: 52$ | $18: 00$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $1: 48$ | $2: 58$ | $\mathbf{2 3 3 0}$ | $7: 18$ | $6: 35$ | $3: 56$ | $2: 19$ | $1: 46$ |  |
| 14-Dec | 15-Dec | Interval | 16-Dec | 17-Dec | 18-Dec | 19-Dec | 20-Dec | 21-Dec |


| 22-Dec | 23-Dec | 24-Dec | 25-Dec | 26-Dec | 27-Dec | 28-Dec | 29-Dec | 30-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  | 5:19 | 3:38 | 5:08 | 8:21 | 3:24 |
|  | 4:54 |  |  |  |  | 2:13 |  |  |
|  |  |  |  |  | 7:08 | 2:17 |  |  |
|  | 4:40 |  | 3:04 |  |  |  |  |  |
|  | 3:05 |  |  |  |  |  |  |  |
|  | :21 |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  | 5:49 |  |
|  |  |  |  |  |  |  |  |  |
|  | 4:15 | 3:29 |  |  |  | 9:09 |  |  |
|  |  |  |  |  | 9:13 |  | 3:08 |  |
| :23 |  |  |  | 10:00 | 5:56 |  |  |  |
|  |  |  |  |  |  |  |  |  |
| 7:28 |  | 3:40 |  |  | 2:11 | 6:37 |  | :28 |
|  |  |  |  |  |  | 6:00 |  |  |
|  |  | 1:11 |  |  |  |  |  |  |
| 6:57 | 4:29 | 6:44 |  | 12:19 | 9:34 | 3:35 |  |  |
| 6:07 |  | 4:37 |  | 4:01 | 11:34 | 7:03 | 3:59 |  |
| 9:06 |  | 6:50 | 2:57 | 12:43 | 6:34 | 6:07 | 3:58 | 3:06 |
| 9:11 | 12:30 | 7:10 |  | 4:53 | 4:36 | 18:22 |  |  |
| 4:49 | 1:43 | 4:44 |  | 6:15 | 5:03 | 5:28 |  |  |
| 4:44 |  | 5:06 | 1:34 | 10:10 | 4:39 | 8:07 |  |  |
| 3:02 |  | 8:53 | 1:17 | 5:05 | 10:40 | 7:04 | 5:38 |  |
| 3:56 |  | 8:07 | :36 | 11:38 | 6:14 | 8:40 | 3:17 |  |
| 11:37 | 22:32 | 6:58 |  | 8:43 | 10:26 | 8:01 | 13:09 |  |
| 4:39 | 7:50 | 9:49 |  | 15:07 | 4:52 | 12:35 |  |  |
| 9:10 | :20 | 8:33 | :52 | 8:58 | 9:59 | 9:10 | 5:49 | 2:13 |
| 13:15 | 8:10 | 3:38 | 2:48 | 7:49 | 6:11 | 8:25 |  |  |
| 8:39 | 4:25 | 4:36 | 4:42 | 14:14 | 5:57 | 3:13 | 5:13 | 5:42 |
| 10:44 | 3:04 | 8:02 | 5:32 | 5:24 | 4:39 | 5:51 | 5:32 | 2:07 |
| 4:44 | 6:02 | 7:00 | 2:23 | 4:21 | 6:29 | 14:29 | 4:53 | 1:22 |
| 11:05 | 3:40 | 6:28 | 8:12 | 6:28 | 7:32 | 8:07 | 3:43 | 11:42 |
| 6:14 | 4:28 | 8:50 | 3:33 | 5:27 | 4:24 | 9:39 |  | 1:41 |
| 2:08 | 5:49 | 7:19 | 1:01 | 10:11 | 5:26 | 2:30 | 3:10 | 3:36 |
| 17:47 | 7:08 | 8:42 | :44 | 5:48 | 11:28 | 10:18 | 4:51 | 13:37 |
| 5:20 | 1:11 | 14:32 | 3:34 | 4:06 | 6:44 |  |  | 8:10 |
| :39 | 15:15 | 4:44 | 1:51 | 4:18 | 6:28 | 11:58 | 24:06, | 7:40 |
| 7:23 | 5:58 | 7:44 | 4:23 | 8:07 | 10:25 | 3:46 |  | 5:49 |
| 6:47 | 4:50 | 4:01 |  | 8:35 | 11:38 | 14:55 |  | 7:04 |
|  | 3:16 | :04 |  | 4:30 | 4:30 | 7:19 | 3:25 | 15:53 |
| 6:30 |  |  | 6:58 | 6:28 |  |  | :00 | 7:22 |
|  | 2:48 | 2:24 | 4:47 |  | 6:39 |  | 7:05 | 1:53 |
|  | 1:29 | :39 |  | 2:11 | 3:45 |  |  | 10:04 |
| 4:00 | :49 |  | 18:00 | 5:07 | 7:36 | :16 | 5:40 | 6:53 |
|  | 4:25 |  | 2:41 | 5:22 | 10:59 | 1:35 |  |  |
|  | 6:02 |  | 1:11 | 3:16 | 17:05 | 6:35 | 44:43, |  |
| 5:29 | 5:37 | :37 | 1:23 | 5:51 |  | 4:32 | 3:57 | 3:01 |


| $3: 25$ | $4: 31$ |  |  | $5: 00$ | $3: 27$ |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 18:38 | $2: 41$ |  | $3: 35$ | $6: 23$ | $3: 24$ | $4: 36$ |  | $: 56$ |
| 22-Dec | 23-Dec | 24-Dec | 25-Dec | 26-Dec | 27-Dec | 28-Dec | 29-Dec | 30-Dec |


| 31-Dec | Interval |
| :---: | :---: |
| 7:05 | 0 |
|  | 30 |
|  | 100 |
|  | 130 |
| 2:35 | 200 |
|  | 230 |
| :43 | 300 |
|  | 330 |
|  | 400 |
|  | 430 |
|  | 500 |
|  | 530 |
|  | 600 |
|  | 630 |
|  | 700 |
|  | 730 |
| 12:01 | 800 |
| 5:53 | 830 |
| 4:15 | 900 |
| 11:59 | 930 |
| 3:23 | 1000 |
| 9:15 | 1030 |
| 7:55 | 1100 |
| 3:18 | 1130 |
| 4:57 | 1200 |
| 6:18 | 1230 |
| 4:27 | 1300 |
| 6:05 | 1330 |
| 3:30 | 1400 |
| 8:13 | 1430 |
| 8:57 | 1500 |
| 14:50 | 1530 |
| 5:08 | 1600 |
| 5:35 | 1630 |
| 3:39 | 1700 |
| 5:08 | 1730 |
| 5:54 | 1800 |
| 3:31 | 1830 |
| 5:23 | 1900 |
| 5:39 | 1930 |
| 3:59 | 2000 |
|  | 2030 |
|  | 2100 |
|  | 2130 |
|  | 2200 |
|  | 2230 |


|  | 2300 |
| :---: | :---: |
|  | 2330 |
| 31-Dec | Interval |


| Interval | 1-Aug | 2-Aug | 3-Aug | 4-Aug | 5-Aug | 6-Aug | 7-Aug | 8-Aug |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 2 | 3 | 4 | 1 | 2 | 2 | 1 |
| 30 | 3 | 2 | 2 | 5 | 2 | 1 | 0 | 3 |
| 100 | 1 | 2 | 0 | 1 | 1 | 1 | 0 | 0 |
| 130 | 1 | 0 | 2 | 2 | 0 | 0 | 0 | 0 |
| 200 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 |
| 230 | 1 | 2 | 1 | 0 | 1 | 2 | 0 | 2 |
| 300 | 0 | 3 | 0 | 0 | 0 | 0 | 0 | 2 |
| 330 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 400 | 0 | 1 | 1 | 0 | 1 | 0 | 1 | 1 |
| 430 | 1 | 1 | 0 | 0 | 0 | 0 | 2 | 1 |
| 500 | 1 | 1 | 1 | 0 | 0 | 0 | 3 | 4 |
| 530 | 1 | 0 | 1 | 0 | 0 | 3 | 3 | 4 |
| 600 | 2 | 2 | 3 | 0 | 0 | 2 | 6 | 5 |
| 630 | 5 | 5 | 4 | 1 | 2 | 2 | 3 | 5 |
| 700 | 11 | 5 | 11 | 3 | 2 | 10 | 1 | 18 |
| 730 | 14 | 15 | 19 | 9 | 3 | 14 | 17 | 24 |
| 800 | 17 | 21 | 21 | 11 | 2 | 24 | 19 | 15 |
| 830 | 32 | 31 | 39 | 10 | 3 | 24 | 26 | 44 |
| 900 | 46 | 37 | 35 | 15 | 1 | 35 | 36 | 50 |
| 930 | 47 | 37 | 53 | 10 | 3 | 41 | 39 | 57 |
| 1000 | 33 | 57 | 52 | 12 | 7 | 62 | 66 | 58 |
| 1030 | 50 | 42 | 66 | 17 | 8 | 50 | 60 | 63 |
| 1100 | 48 | 36 | 48 | 22 | 5 | 60 | 74 | 75 |
| 1130 | 63 | 44 | 38 | 27 | 2 | 64 | 48 | 65 |
| 1200 | 39 | 41 | 72 | 17 | 4 | 73 | 47 | 73 |
| 1230 | 42 | 31 | 45 | 17 | 7 | 43 | 55 | 49 |
| 1300 | 57 | 32 | 43 | 23 | 9 | 57 | 67 | 55 |
| 1330 | 42 | 42 | 48 | 20 | 6 | 53 | 70 | 55 |
| 1400 | 41 | 41 | 62 | 19 | 5 | 56 | 72 | 65 |
| 1430 | 39 | 42 | 71 | 7 | 7 | 55 | 67 | 63 |
| 1500 | 51 | 45 | 48 | 19 | 5 | 55 | 68 | 61 |
| 1530 | 40 | 37 | 40 | 8 | 5 | 59 | 63 | 46 |
| 1600 | 48 | 30 | 39 | 8 | 2 | 46 | 71 | 44 |
| 1630 | 40 | 29 | 35 | 12 | 10 | 44 | 50 | 44 |
| 1700 | 26 | 28 | 24 | 6 | 3 | 50 | 34 | 52 |
| 1730 | 23 | 23 | 22 | 6 | 3 | 37 | 38 | 42 |
| 1800 | 30 | 26 | 24 | 7 | 6 | 25 | 24 | 25 |
| 1830 | 21 | 19 | 22 | 5 | 8 | 21 | 27 | 22 |
| 1900 | 11 | 16 | 13 | 11 | 5 | 13 | 18 | 26 |
| 1930 | 8 | 17 | 12 | 8 | 3 | 15 | 17 | 18 |
| 2000 | 15 | 9 | 13 | 3 | 4 | 12 | 11 | 18 |
| 2030 | 15 | 8 | 11 | 6 | 9 | 12 | 8 | 16 |
| 2100 | 13 | 9 | 7 | 1 | 4 | 12 | 11 | 13 |
| 2130 | 6 | 3 | 8 | 1 | 5 | 10 | 11 | 4 |
| 2200 | 4 | 4 | 6 | 2 | 5 | 7 | 8 | 3 |
| 2230 | 2 | 5 | 2 | 1 | 8 | 4 | 6 | 11 |


| $\mathbf{2 3 0 0}$ | 2 | 4 | 2 | 3 | 2 | 2 | 7 | 5 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $\mathbf{2 3 3 0}$ | 10 | 2 | 0 | 1 | 2 | 5 | 6 | 3 |
| Interval | 1-Aug | 2-Aug | 3-Aug | 4-Aug | 5-Aug | 6-Aug | 7-Aug | 8-Aug |


| 9-Aug | 10-Aug | 11-Aug | 12-Aug | 13-Aug | 14-Aug | 15-Aug | Interval | 16-Aug |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2 | 4 | 1 | 1 | 1 | 1 | 4 | 0 | 2 |
| 0 | 0 | 7 | 0 | 1 | 0 | 0 | 30 | 2 |
| 3 | 0 | 3 | 0 | 0 | 0 | 1 | 100 | 1 |
| 2 | 0 | 1 | 0 | 0 | 1 | 2 | 130 | 0 |
| 2 | 0 | 2 | 0 | 0 | 0 | 0 | 200 | 0 |
| 0 | 0 | 2 | 0 | 0 | 1 | 1 | 230 | 1 |
| 1 | 0 | 0 | 1 | 0 | 0 | 0 | 300 | 1 |
| 0 | 0 | 1 | 0 | 0 | 1 | 1 | 330 | 0 |
| 1 | 0 | 0 | 1 | 0 | 1 | 0 | 400 | 0 |
| 0 | 2 | 0 | 0 | 0 | 1 | 0 | 430 | 1 |
| 1 | 0 | 0 | 1 | 1 | 0 | 1 | 500 | 1 |
| 2 | 5 | 0 | 0 | 3 | 3 | 6 | 530 | 5 |
| 4 | 4 | 1 | 1 | 6 | 3 | 6 | 600 | 4 |
| 9 | 7 | 1 | 1 | 7 | 5 | 4 | 630 | 12 |
| 13 | 12 | 5 | 1 | 10 | 18 | 18 | 700 | 18 |
| 20 | 15 | 4 | 0 | 21 | 17 | 28 | 730 | 21 |
| 31 | 30 | 10 | 7 | 26 | 38 | 37 | 800 | 25 |
| 37 | 31 | 16 | 5 | 34 | 49 | 40 | 830 | 43 |
| 46 | 41 | 16 | 4 | 64 | 52 | 62 | 900 | 55 |
| 49 | 58 | 19 | 6 | 63 | 63 | 60 | 930 | 57 |
| 64 | 63 | 13 | 18 | 66 | 91 | 71 | 1000 | 62 |
| 59 | 80 | 24 | 11 | 55 | 65 | 57 | 1030 | 62 |
| 55 | 78 | 18 | 9 | 82 | 91 | 77 | 1100 | 59 |
| 66 | 58 | 28 | 10 | 64 | 63 | 69 | 1130 | 59 |
| 49 | 52 | 25 | 6 | 70 | 69 | 60 | 1200 | 60 |
| 64 | 48 | 26 | 16 | 68 | 48 | 53 | 1230 | 55 |
| 45 | 52 | 22 | 12 | 66 | 46 | 57 | 1300 | 50 |
| 52 | 64 | 20 | 11 | 57 | 67 | 55 | 1330 | 59 |
| 54 | 60 | 9 | 8 | 69 | 59 | 60 | 1400 | 50 |
| 43 | 55 | 10 | 12 | 69 | 54 | 50 | 1430 | 67 |
| 48 | 67 | 15 | 7 | 56 | 66 | 55 | 1500 | 50 |
| 51 | 50 | 8 | 6 | 50 | 50 | 58 | 1530 | 45 |
| 41 | 45 | 14 | 11 | 48 | 49 | 55 | 1600 | 37 |
| 35 | 40 | 11 | 4 | 49 | 35 | 52 | 1630 | 34 |
| 32 | 30 | 10 | 9 | 34 | 26 | 49 | 1700 | 19 |
| 26 | 26 | 16 | 4 | 37 | 28 | 34 | 1730 | 29 |
| 28 | 20 | 8 | 5 | 20 | 26 | 17 | 1800 | 28 |
| 21 | 18 | 8 | 8 | 31 | 29 | 22 | 1830 | 18 |
| 17 | 17 | 10 | 4 | 23 | 21 | 17 | 1900 | 17 |
| 16 | 21 | 5 | 5 | 15 | 28 | 13 | 1930 | 17 |
| 15 | 7 | 8 | 3 | 5 | 16 | 19 | 2000 | 12 |
| 14 | 11 | 6 | 12 | 11 | 17 | 16 | 2030 | 24 |
| 16 | 13 | 6 | 7 | 13 | 10 | 12 | 2100 | 8 |
| 14 | 9 | 3 | 3 | 10 | 10 | 9 | 2130 | 14 |
| 5 | 5 | 4 | 9 | 6 | 8 | 12 | 2200 | 3 |
| 8 | 6 | 2 | 9 | 10 | 4 | 6 | 2230 | 8 |


| 7 | 8 | 5 | 2 | 5 | 4 | 3 | 2300 | 3 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2 | 0 | 3 | 1 | 4 | 2 | 2 | $\mathbf{2 3 3 0}$ | 2 |
| 9-Aug | 10-Aug | 11-Aug | 12-Aug | 13-Aug | 14-Aug | 15-Aug | Interval | 16-Aug |


| 17-Aug | 18-Aug | 19-Aug | 20-Aug | 21-Aug | 22-Aug | 23-Aug | 24-Aug | 25-Aug |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 4 | 0 | 0 | 1 | 3 | 4 | 0 | 2 | 1 |
| 3 | 0 | 0 | 4 | 1 | 1 | 1 | 0 | 0 |
| 0 | 0 | 1 | 4 | 2 | 1 | 1 | 0 | 0 |
| 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | 0 |
| 0 | 1 | 1 | 0 | 2 | 0 | 1 | 0 | 0 |
| 0 | 0 | 0 | 0 | 2 | 1 | 0 | 0 | 0 |
| 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 1 | 2 | 0 | 1 | 1 |
| 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 |
| 1 | 0 | 1 | 1 | 0 | 0 | 1 | 0 | 0 |
| 1 | 0 | 1 | 2 | 1 | 2 | 2 | 0 | 0 |
| 3 | 0 | 0 | 0 | 1 | 0 | 0 | 2 | 3 |
| 5 | 2 | 0 | 2 | 0 | 3 | 1 | 5 | 0 |
| 3 | 0 | 1 | 5 | 7 | 5 | 3 | 7 | 2 |
| 8 | 2 | 3 | 11 | 8 | 15 | 5 | 8 | 3 |
| 17 | 6 | 5 | 15 | 13 | 16 | 12 | 13 | 8 |
| 24 | 11 | 11 | 29 | 8 | 27 | 20 | 19 | 6 |
| 22 | 13 | 6 | 36 | 35 | 35 | 30 | 26 | 10 |
| 40 | 13 | 9 | 46 | 32 | 45 | 32 | 35 | 16 |
| 56 | 21 | 8 | 36 | 45 | 36 | 42 | 38 | 17 |
| 42 | 19 | 9 | 54 | 39 | 44 | 28 | 41 | 13 |
| 41 | 16 | 9 | 42 | 42 | 46 | 40 | 37 | 27 |
| 46 | 16 | 2 | 64 | 37 | 39 | 43 | 47 | 16 |
| 50 | 23 | 7 | 45 | 48 | 42 | 31 | 44 | 21 |
| 50 | 10 | 8 | 58 | 43 | 47 | 41 | 33 | 26 |
| 43 | 15 | 9 | 43 | 41 | 50 | 36 | 29 | 19 |
| 43 | 15 | 6 | 40 | 41 | 41 | 29 | 36 | 12 |
| 40 | 14 | 9 | 48 | 34 | 50 | 49 | 41 | 9 |
| 46 | 21 | 4 | 52 | 29 | 46 | 39 | 33 | 14 |
| 45 | 17 | 4 | 54 | 41 | 38 | 31 | 36 | 12 |
| 51 | 6 | 7 | 41 | 41 | 40 | 34 | 36 | 10 |
| 38 | 9 | 6 | 30 | 31 | 45 | 32 | 23 | 10 |
| 36 | 11 | 8 | 36 | 31 | 29 | 29 | 22 | 8 |
| 33 | 4 | 5 | 28 | 22 | 24 | 22 | 31 | 7 |
| 44 | 4 | 7 | 29 | 28 | 23 | 27 | 21 | 5 |
| 20 | 5 | 3 | 25 | 23 | 20 | 21 | 19 | 5 |
| 15 | 4 | 4 | 27 | 22 | 19 | 16 | 6 | 3 |
| 12 | 17 | 6 | 17 | 16 | 17 | 8 | 10 | 8 |
| 17 | 5 | 1 | 14 | 10 | 14 | 17 | 11 | 2 |
| 13 | 2 | 2 | 11 | 7 | 16 | 12 | 7 | 3 |
| 7 | 7 | 3 | 5 | 8 | 10 | 12 | 2 | 5 |
| 6 | 5 | 6 | 7 | 12 | 11 | 9 | 4 | 0 |
| 9 | 4 | 2 | 11 | 8 | 10 | 5 | 4 | 4 |
| 4 | 1 | 3 | 10 | 7 | 5 | 5 | 9 | 3 |
| 3 | 1 | 6 | 6 | 5 | 10 | 6 | 2 | 3 |
| 4 | 3 | 3 | 6 | 2 | 5 | 2 | 3 | 3 |


| 0 | 0 | 0 | 4 | 3 | 7 | 2 | 4 | 2 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2 | 0 | 2 | 4 | 2 | 3 | 4 | 1 | 2 |
| 17-Aug | 18-Aug | 19-Aug | 20-Aug | 21-Aug | 22-Aug | 23-Aug | 24-Aug | 25-Aug |


| 26-Aug | 27-Aug | 28-Aug | 29-Aug | 30-Aug | 31-Aug | Interval | 1-Sep | 2-Sep | 3-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 1 | 0 | 0 | 0 | 0 | 4 | 0 | 2 |
| 0 | 1 | 0 | 1 | 1 | 0 | 30 | 3 | 0 | 0 |
| 0 | 2 | 0 | 0 | 0 | 0 | 100 | 0 | 1 | 0 |
| 0 | 0 | 1 | 0 | 1 | 2 | 130 | 0 | 0 | 2 |
| 0 | 0 | 1 | 1 | 2 | 1 | 200 | 0 | 2 | 0 |
| 0 | 0 | 0 | 1 | 0 | 1 | 230 | 1 | 0 | 0 |
| 1 | 0 | 0 | 0 | 0 | 0 | 300 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 330 | 0 | 0 | 0 |
| 0 | 0 | 1 | 0 | 0 | 0 | 400 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 430 | 2 | 0 | 0 |
| 0 | 3 | 0 | 2 | 1 | 3 | 500 | 0 | 0 | 1 |
| 0 | 0 | 1 | 1 | 0 | 2 | 530 | 0 | 0 | 1 |
| 0 | 3 | 3 | 1 | 4 | 2 | 600 | 2 | 0 | 1 |
| 0 | 1 | 1 | 6 | 3 | 6 | 630 | 1 | 1 | 0 |
| 0 | 7 | 8 | 11 | 8 | 20 | 700 | 7 | 1 | 3 |
| 2 | 16 | 16 | 17 | 17 | 19 | 730 | 6 | 3 | 6 |
| 0 | 24 | 27 | 20 | 27 | 20 | 800 | 10 | 5 | 3 |
| 4 | 24 | 35 | 31 | 28 | 28 | 830 | 12 | 2 | 6 |
| 3 | 37 | 32 | 31 | 31 | 43 | 900 | 21 | 4 | 11 |
| 5 | 40 | 27 | 34 | 46 | 45 | 930 | 20 | 3 | 20 |
| 4 | 42 | 38 | 39 | 30 | 36 | 1000 | 17 | 14 | 20 |
| 6 | 39 | 40 | 27 | 45 | 67 | 1030 | 17 | 10 | 16 |
| 7 | 44 | 40 | 41 | 39 | 49 | 1100 | 20 | 5 | 13 |
| 6 | 57 | 40 | 32 | 29 | 48 | 1130 | 20 | 6 | 15 |
| 4 | 53 | 32 | 31 | 41 | 44 | 1200 | 17 | 5 | 22 |
| 15 | 38 | 27 | 32 | 41 | 40 | 1230 | 14 | 6 | 17 |
| 4 | 26 | 33 | 32 | 33 | 47 | 1300 | 14 | 11 | 10 |
| 11 | 37 | 31 | 36 | 30 | 43 | 1330 | 15 | 2 | 8 |
| 4 | 44 | 35 | 24 | 35 | 40 | 1400 | 12 | 1 | 16 |
| 4 | 34 | 32 | 27 | 38 | 37 | 1430 | 8 | 5 | 7 |
| 4 | 27 | 35 | 36 | 33 | 47 | 1500 | 14 | 9 | 16 |
| 5 | 47 | 20 | 28 | 32 | 37 | 1530 | 16 | 8 | 9 |
| 2 | 37 | 19 | 34 | 29 | 38 | 1600 | 4 | 8 | 8 |
| 5 | 33 | 22 | 21 | 30 | 29 | 1630 | 8 | 6 | 10 |
| 1 | 28 | 27 | 11 | 21 | 21 | 1700 | 3 | 3 | 14 |
| 2 | 26 | 24 | 21 | 17 | 24 | 1730 | 5 | 4 | 12 |
| 4 | 22 | 14 | 19 | 20 | 27 | 1800 | 7 | 4 | 9 |
| 6 | 20 | 16 | 11 | 13 | 17 | 1830 | 5 | 2 | 4 |
| 5 | 17 | 11 | 16 | 10 | 16 | 1900 | 6 | 1 | 8 |
| 2 | 10 | 9 | 6 | 9 | 10 | 1930 | 5 | 3 | 4 |
| 2 | 7 | 9 | 7 | 14 | 12 | 2000 | 3 | 1 | 3 |
| 3 | 9 | 10 | 9 | 8 | 6 | 2030 | 3 | 6 | 4 |
| 2 | 8 | 9 | 5 | 4 | 6 | 2100 | 6 | 0 | 6 |
| 3 | 3 | 5 | 11 | 4 | 4 | 2130 | 3 | 0 | 5 |
| 3 | 7 | 3 | 5 | 5 | 0 | 2200 | 2 | 1 | 4 |
| 2 | 4 | 2 | 3 | 2 | 4 | 2230 | 3 | 2 | 1 |


| 7 | 3 | 2 | 3 | 5 | 2 | $\mathbf{2 3 0 0}$ | 5 | 4 | 1 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 5 | 2 | 0 | 2 | 0 | 2 | $\mathbf{2 3 3 0}$ | 4 | 2 | 2 |
| 26-Aug | 27-Aug | 28-Aug | 29-Aug | 30-Aug | 31-Aug | Interval | 1-Sep | 2-Sep | 3-Sep |


| 4-Sep | 5-Sep | 6-Sep | 7-Sep | 8-Sep | 9-Sep | 10-Sep | 11-Sep | 12-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 3 | 0 | 0 | 2 | 1 | 2 | 1 | 1 |
| 2 | 2 | 2 | 2 | 3 | 2 | 2 | 0 | 4 |
| 0 | 1 | 0 | 0 | 1 | 1 | 3 | 2 | 1 |
| 2 | 0 | 0 | 3 | 0 | 0 | 2 | 1 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 1 | 2 | 0 |
| 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 |
| 0 | 1 | 0 | 2 | 0 | 0 | 0 | 0 | 1 |
| 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0 | 0 |
| 0 | 0 | 1 | 2 | 0 | 0 | 0 | 1 | 2 |
| 1 | 2 | 0 | 0 | 2 | 0 | 0 | 1 | 1 |
| 2 | 4 | 1 | 3 | 1 | 0 | 0 | 2 | 3 |
| 5 | 10 | 6 | 4 | 1 | 0 | 1 | 3 | 5 |
| 4 | 6 | 8 | 7 | 2 | 0 | 2 | 9 | 17 |
| 15 | 18 | 13 | 20 | 10 | 3 | 12 | 12 | 7 |
| 29 | 20 | 14 | 21 | 6 | 3 | 14 | 24 | 27 |
| 41 | 26 | 22 | 31 | 7 | 4 | 19 | 22 | 35 |
| 46 | 44 | 42 | 45 | 27 | 7 | 16 | 32 | 37 |
| 50 | 40 | 51 | 30 | 10 | 6 | 11 | 42 | 40 |
| 53 | 60 | 41 | 43 | 11 | 9 | 16 | 37 | 59 |
| 68 | 60 | 41 | 37 | 16 | 5 | 22 | 44 | 46 |
| 50 | 53 | 52 | 41 | 17 | 6 | 19 | 54 | 49 |
| 58 | 65 | 44 | 46 | 13 | 5 | 15 | 58 | 35 |
| 51 | 45 | 52 | 36 | 18 | 3 | 14 | 42 | 42 |
| 60 | 41 | 39 | 34 | 20 | 8 | 22 | 52 | 33 |
| 46 | 51 | 49 | 31 | 19 | 10 | 27 | 38 | 41 |
| 57 | 59 | 41 | 35 | 10 | 10 | 27 | 40 | 41 |
| 54 | 43 | 44 | 53 | 9 | 7 | 25 | 41 | 35 |
| 44 | 39 | 44 | 45 | 11 | 7 | 21 | 50 | 43 |
| 47 | 52 | 40 | 45 | 5 | 3 | 22 | 40 | 49 |
| 39 | 42 | 39 | 38 | 13 | 2 | 18 | 46 | 37 |
| 43 | 37 | 44 | 37 | 7 | 3 | 17 | 31 | 31 |
| 25 | 28 | 33 | 41 | 16 | 4 | 23 | 30 | 31 |
| 29 | 33 | 30 | 24 | 11 | 1 | 25 | 20 | 23 |
| 26 | 24 | 22 | 17 | 3 | 4 | 20 | 18 | 25 |
| 18 | 32 | 21 | 17 | 6 | 2 | 17 | 11 | 21 |
| 21 | 20 | 19 | 14 | 2 | 2 | 19 | 15 | 15 |
| 20 | 18 | 12 | 15 | 7 | 2 | 18 | 10 | 16 |
| 15 | 10 | 15 | 8 | 7 | 5 | 20 | 20 | 10 |
| 13 | 13 | 8 | 6 | 6 | 6 | 12 | 16 | 15 |
| 15 | 11 | 9 | 8 | 4 | 4 | 9 | 15 | 12 |
| 9 | 8 | 13 | 7 | 0 | 4 | 7 | 6 | 6 |
| 13 | 8 | 9 | 6 | 1 | 2 | 8 | 11 | 8 |
| 7 | 6 | 8 | 5 | 5 | 3 | 9 | 2 | 3 |
| 5 | 4 | 1 | 3 | 5 | 4 | 8 | 2 | 1 |


| 2 | 7 | 5 | 2 | 1 | 2 | 6 | 3 | 4 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 3 | 0 | 2 | 0 | 5 | 5 | 3 | 2 |
| 4-Sep | 5-Sep | 6-Sep | 7-Sep | 8-Sep | 9-Sep | 10-Sep | 11-Sep | 12-Sep |


| 13-Sep | 14-Sep | 15-Sep | Interval | 16-Sep | 17-Sep | 18-Sep | 19-Sep | 20-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 4 | 3 | 2 | 0 | 1 | 0 | 2 | 0 | 4 |
| 1 | 1 | 0 | 30 | 1 | 0 | 0 | 0 | 2 |
| 1 | 0 | 1 | 100 | 0 | 2 | 0 | 0 | 2 |
| 1 | 1 | 0 | 130 | 2 | 2 | 2 | 0 | 0 |
| 2 | 0 | 2 | 200 | 0 | 1 | 1 | 0 | 0 |
| 1 | 0 | 1 | 230 | 1 | 1 | 0 | 1 | 3 |
| 1 | 0 | 1 | 300 | 1 | 0 | 0 | 1 | 0 |
| 1 | 1 | 1 | 330 | 1 | 0 | 0 | 0 | 1 |
| 2 | 1 | 0 | 400 | 0 | 0 | 1 | 0 | 0 |
| 0 | 0 | 0 | 430 | 1 | 1 | 0 | 2 | 0 |
| 2 | 0 | 0 | 500 | 1 | 4 | 0 | 1 | 1 |
| 3 | 3 | 0 | 530 | 1 | 0 | 2 | 2 | 0 |
| 3 | 5 | 0 | 600 | 0 | 2 | 3 | 6 | 3 |
| 10 | 3 | 2 | 630 | 0 | 5 | 6 | 12 | 1 |
| 18 | 7 | 7 | 700 | 0 | 14 | 10 | 19 | 8 |
| 22 | 21 | 5 | 730 | 1 | 21 | 19 | 18 | 13 |
| 21 | 25 | 11 | 800 | 2 | 22 | 26 | 27 | 29 |
| 23 | 25 | 12 | 830 | 3 | 34 | 27 | 42 | 35 |
| 51 | 37 | 15 | 900 | 2 | 56 | 42 | 29 | 44 |
| 51 | 49 | 21 | 930 | 8 | 39 | 48 | 49 | 39 |
| 56 | 47 | 21 | 1000 | 6 | 57 | 53 | 50 | 45 |
| 54 | 50 | 18 | 1030 | 12 | 59 | 52 | 49 | 43 |
| 55 | 64 | 23 | 1100 | 9 | 48 | 47 | 43 | 45 |
| 48 | 44 | 40 | 1130 | 9 | 61 | 39 | 32 | 37 |
| 54 | 47 | 22 | 1200 | 8 | 64 | 40 | 36 | 52 |
| 40 | 35 | 12 | 1230 | 11 | 68 | 45 | 38 | 33 |
| 33 | 59 | 26 | 1300 | 7 | 58 | 51 | 43 | 36 |
| 42 | 31 | 22 | 1330 | 8 | 74 | 52 | 35 | 41 |
| 37 | 44 | 31 | 1400 | 8 | 63 | 42 | 46 | 38 |
| 34 | 38 | 18 | 1430 | 8 | 46 | 49 | 28 | 34 |
| 40 | 51 | 15 | 1500 | 9 | 51 | 36 | 38 | 35 |
| 40 | 43 | 8 | 1530 | 8 | 59 | 40 | 28 | 26 |
| 40 | 39 | 7 | 1600 | 5 | 52 | 47 | 37 | 40 |
| 28 | 28 | 6 | 1630 | 2 | 43 | 43 | 29 | 30 |
| 26 | 29 | 17 | 1700 | 4 | 36 | 39 | 26 | 24 |
| 21 | 37 | 12 | 1730 | 3 | 29 | 26 | 17 | 12 |
| 21 | 23 | 6 | 1800 | 4 | 29 | 17 | 18 | 15 |
| 22 | 20 | 6 | 1830 | 4 | 13 | 13 | 5 | 11 |
| 13 | 11 | 6 | 1900 | 13 | 13 | 14 | 11 | 13 |
| 12 | 14 | 3 | 1930 | 3 | 14 | 12 | 7 | 20 |
| 12 | 16 | 1 | 2000 | 9 | 12 | 12 | 12 | 13 |
| 12 | 14 | 5 | 2030 | 4 | 14 | 8 | 10 | 9 |
| 4 | 11 | 3 | 2100 | 10 | 9 | 10 | 13 | 8 |
| 10 | 7 | 5 | 2130 | 4 | 8 | 5 | 10 | 9 |
| 5 | 11 | 3 | 2200 | 6 | 9 | 5 | 4 | 5 |
| 5 | 2 | 3 | 2230 | 8 | 1 | 3 | 4 | 7 |


| 4 | 3 | 4 | $\mathbf{2 3 0 0}$ | 1 | 1 | 2 | 3 | 5 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 5 | 3 | 1 | 2330 | 1 | 1 | 4 | 3 | 3 |
| 13-Sep | 14-Sep | 15-Sep | Interval | 16-Sep | 17-Sep | 18-Sep | 19-Sep | 20-Sep |


| 21-Sep | 22-Sep | 23-Sep | 24-Sep | 25-Sep | 26-Sep | 27-Sep | 28-Sep | 29-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 1 | 5 | 0 | 2 | 1 | 3 | 2 | 1 |
| 0 | 1 | 2 | 0 | 4 | 3 | 1 | 1 | 1 |
| 1 | 0 | 1 | 1 | 2 | 1 | 0 | 3 | 1 |
| 0 | 0 | 1 | 0 | 0 | 0 | 1 | 7 | 0 |
| 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 0 | 0 | 1 | 0 | 0 | 3 | 0 | 0 | 0 |
| 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1 | 0 | 0 | 0 | 1 | 0 | 1 | 0 |
| 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 1 | 2 | 0 | 0 |
| 0 | 0 | 0 | 0 | 1 | 3 | 2 | 1 | 0 |
| 0 | 1 | 0 | 2 | 1 | 3 | 1 | 3 | 0 |
| 2 | 3 | 0 | 1 | 7 | 5 | 5 | 4 | 0 |
| 7 | 2 | 2 | 6 | 10 | 10 | 6 | 2 | 0 |
| 4 | 4 | 2 | 8 | 5 | 13 | 8 | 8 | 2 |
| 16 | 6 | 5 | 14 | 21 | 15 | 12 | 14 | 11 |
| 21 | 10 | 5 | 22 | 22 | 27 | 22 | 25 | 13 |
| 27 | 9 | 9 | 25 | 25 | 27 | 29 | 36 | 8 |
| 50 | 10 | 17 | 44 | 33 | 38 | 38 | 24 | 16 |
| 36 | 12 | 13 | 39 | 33 | 36 | 46 | 47 | 21 |
| 43 | 15 | 8 | 46 | 39 | 42 | 48 | 37 | 12 |
| 50 | 17 | 5 | 61 | 39 | 40 | 40 | 38 | 19 |
| 44 | 22 | 8 | 35 | 31 | 39 | 25 | 44 | 18 |
| 42 | 19 | 5 | 41 | 42 | 35 | 34 | 37 | 19 |
| 34 | 21 | 15 | 50 | 34 | 39 | 42 | 40 | 15 |
| 43 | 17 | 13 | 39 | 35 | 31 | 30 | 34 | 17 |
| 53 | 17 | 10 | 44 | 40 | 36 | 27 | 37 | 21 |
| 43 | 12 | 11 | 42 | 34 | 38 | 27 | 48 | 18 |
| 40 | 14 | 8 | 54 | 33 | 43 | 44 | 44 | 6 |
| 35 | 12 | 6 | 32 | 30 | 43 | 38 | 48 | 7 |
| 36 | 17 | 5 | 40 | 37 | 34 | 29 | 41 | 14 |
| 38 | 9 | 3 | 42 | 31 | 36 | 29 | 35 | 6 |
| 29 | 9 | 5 | 36 | 28 | 24 | 21 | 39 | 8 |
| 26 | 6 | 7 | 31 | 34 | 20 | 28 | 23 | 8 |
| 25 | 6 | 6 | 21 | 22 | 18 | 16 | 21 | 10 |
| 20 | 6 | 2 | 25 | 19 | 14 | 14 | 25 | 5 |
| 20 | 6 | 4 | 27 | 18 | 10 | 10 | 19 | 7 |
| 16 | 3 | 6 | 11 | 9 | 17 | 9 | 23 | 10 |
| 13 | 13 | 3 | 17 | 9 | 8 | 6 | 19 | 7 |
| 5 | 3 | 8 | 15 | 15 | 13 | 17 | 10 | 5 |
| 12 | 4 | 5 | 12 | 8 | 15 | 16 | 14 | 3 |
| 9 | 2 | 4 | 6 | 7 | 9 | 16 | 9 | 7 |
| 6 | 8 | 5 | 8 | 12 | 5 | 9 | 6 | 3 |
| 4 | 1 | 2 | 5 | 6 | 1 | 5 | 3 | 2 |
| 5 | 6 | 3 | 5 | 2 | 2 | 3 | 3 | 1 |
| 4 | 5 | 3 | 6 | 5 | 3 | 0 | 4 | 0 |


| 3 | 3 | 4 | 5 | 3 | 2 | 2 | 3 | 2 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 5 | 0 | 4 | 2 | 7 | 1 | 0 | 2 |
| 21-Sep | 22-Sep | 23-Sep | 24-Sep | 25-Sep | 26-Sep | 27-Sep | 28-Sep | 29-Sep |


| 30-Sep | Interval | 1-Oct | 2-Oct | 3-Oct | 4-Oct | 5-Oct | 6-Oct | 7-Oct |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 0 | 0 | 0 | 1 | 3 | 3 | 2 | 2 |
| 1 | 30 | 3 | 2 | 2 | 2 | 1 | 0 | 0 |
| 0 | 100 | 2 | 0 | 0 | 0 | 0 | 2 | 0 |
| 0 | 130 | 1 | 0 | 1 | 0 | 1 | 0 | 0 |
| 0 | 200 | 1 | 1 | 0 | 0 | 0 | 0 | 0 |
| 0 | 230 | 0 | 0 | 2 | 1 | 0 | 1 | 0 |
| 0 | 300 | 0 | 2 | 0 | 1 | 0 | 0 | 0 |
| 1 | 330 | 2 | 0 | 0 | 1 | 0 | 0 | 0 |
| 0 | 400 | 0 | 1 | 1 | 0 | 2 | 0 | 0 |
| 0 | 430 | 1 | 0 | 2 | 0 | 1 | 0 | 1 |
| 0 | 500 | 5 | 0 | 0 | 1 | 1 | 0 | 0 |
| 0 | 530 | 7 | 1 | 3 | 2 | 1 | 0 | 0 |
| 0 | 600 | 3 | 4 | 5 | 4 | 1 | 0 | 0 |
| 1 | 630 | 6 | 6 | 13 | 3 | 11 | 3 | 0 |
| 3 | 700 | 12 | 11 | 21 | 6 | 10 | 3 | 2 |
| 0 | 730 | 19 | 18 | 28 | 16 | 22 | 8 | 4 |
| 1 | 800 | 33 | 14 | 39 | 19 | 23 | 5 | 2 |
| 3 | 830 | 31 | 28 | 28 | 43 | 30 | 17 | 2 |
| 5 | 900 | 58 | 29 | 36 | 37 | 35 | 11 | 1 |
| 8 | 930 | 42 | 38 | 39 | 43 | 41 | 19 | 4 |
| 9 | 1000 | 40 | 38 | 35 | 40 | 43 | 18 | 6 |
| 9 | 1030 | 44 | 39 | 53 | 44 | 52 | 14 | 9 |
| 5 | 1100 | 47 | 49 | 48 | 50 | 43 | 22 | 3 |
| 10 | 1130 | 55 | 37 | 41 | 39 | 37 | 10 | 8 |
| 10 | 1200 | 40 | 33 | 43 | 48 | 40 | 14 | 6 |
| 7 | 1230 | 49 | 43 | 41 | 39 | 35 | 19 | 4 |
| 9 | 1300 | 45 | 32 | 47 | 37 | 45 | 10 | 6 |
| 2 | 1330 | 41 | 32 | 44 | 33 | 48 | 14 | 1 |
| 5 | 1400 | 46 | 45 | 52 | 42 | 49 | 16 | 6 |
| 2 | 1430 | 42 | 50 | 45 | 45 | 51 | 9 | 9 |
| 8 | 1500 | 49 | 34 | 41 | 35 | 42 | 7 | 2 |
| 11 | 1530 | 47 | 33 | 36 | 42 | 31 | 3 | 6 |
| 4 | 1600 | 40 | 34 | 31 | 27 | 34 | 16 | 8 |
| 4 | 1630 | 33 | 28 | 30 | 25 | 34 | 9 | 3 |
| 2 | 1700 | 27 | 27 | 16 | 24 | 19 | 6 | 4 |
| 4 | 1730 | 24 | 20 | 31 | 24 | 23 | 4 | 4 |
| 5 | 1800 | 23 | 16 | 18 | 19 | 14 | 2 | 5 |
| 4 | 1830 | 28 | 21 | 23 | 18 | 15 | 5 | 8 |
| 4 | 1900 | 18 | 12 | 17 | 22 | 19 | 14 | 9 |
| 4 | 1930 | 12 | 12 | 15 | 20 | 15 | 6 | 5 |
| 3 | 2000 | 11 | 16 | 16 | 6 | 15 | 1 | 7 |
| 6 | 2030 | 11 | 9 | 13 | 14 | 9 | 1 | 2 |
| 2 | 2100 | 10 | 9 | 13 | 7 | 15 | 3 | 4 |
| 2 | 2130 | 7 | 4 | 11 | 5 | 6 | 3 | 2 |
| 5 | 2200 | 10 | 3 | 6 | 5 | 3 | 3 | 0 |
| 1 | 2230 | 9 | 5 | 6 | 6 | 1 | 1 | 0 |


| 1 | $\mathbf{2 3 0 0}$ | 1 | 1 | 2 | 8 | 3 | 1 | 1 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2 | $\mathbf{2 3 3 0}$ | 4 | 0 | 1 | 3 | 4 | 1 | 2 |
| 30-Sep | Interval | 1-Oct | $\mathbf{2 - O c t}$ | 3-Oct | 4-Oct | 5-Oct | $\mathbf{6 - O c t}$ | 7-Oct |


| 8-Oct | 9-Oct | 10-Oct | 11-Oct | 12-Oct | 13-Oct | 14-Oct | 15-Oct | Interval |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 2 | 2 | 0 | 2 | 4 | 1 | 1 | 0 |
| 0 | 3 | 3 | 1 | 1 | 5 | 1 | 0 | 30 |
| 0 | 2 | 1 | 1 | 0 | 2 | 3 | 1 | 100 |
| 1 | 1 | 1 | 0 | 0 | 1 | 2 | 0 | 130 |
| 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 200 |
| 0 | 0 | 0 | 1 | 1 | 0 | 1 | 1 | 230 |
| 0 | 0 | 0 | 1 | 1 | 1 | 0 | 1 | 300 |
| 0 | 0 | 0 | 0 | 0 | 1 | 2 | 1 | 330 |
| 0 | 2 | 1 | 0 | 1 | 0 | 0 | 0 | 400 |
| 0 | 0 | 2 | 0 | 1 | 1 | 0 | 0 | 430 |
| 0 | 0 | 1 | 1 | 0 | 1 | 0 | 0 | 500 |
| 0 | 1 | 1 | 1 | 5 | 0 | 0 | 1 | 530 |
| 1 | 6 | 8 | 3 | 1 | 2 | 0 | 1 | 600 |
| 1 | 3 | 6 | 7 | 3 | 6 | 1 | 12 | 630 |
| 2 | 7 | 16 | 10 | 9 | 3 | 1 | 14 | 700 |
| 4 | 10 | 15 | 19 | 20 | 6 | 2 | 10 | 730 |
| 13 | 16 | 25 | 20 | 15 | 11 | 3 | 41 | 800 |
| 17 | 33 | 44 | 23 | 40 | 10 | 3 | 32 | 830 |
| 26 | 47 | 42 | 33 | 33 | 16 | 3 | 40 | 900 |
| 18 | 34 | 28 | 30 | 37 | 19 | 6 | 33 | 930 |
| 16 | 42 | 54 | 33 | 47 | 18 | 9 | 61 | 1000 |
| 19 | 34 | 36 | 37 | 57 | 21 | 6 | 45 | 1030 |
| 25 | 53 | 48 | 42 | 57 | 35 | 5 | 45 | 1100 |
| 14 | 40 | 53 | 37 | 42 | 26 | 1 | 55 | 1130 |
| 17 | 55 | 34 | 28 | 48 | 19 | 11 | 59 | 1200 |
| 29 | 42 | 35 | 40 | 32 | 19 | 9 | 57 | 1230 |
| 15 | 43 | 36 | 29 | 50 | 20 | 3 | 53 | 1300 |
| 30 | 52 | 37 | 34 | 48 | 20 | 6 | 65 | 1330 |
| 25 | 35 | 37 | 53 | 47 | 17 | 5 | 54 | 1400 |
| 21 | 58 | 34 | 36 | 42 | 15 | 9 | 46 | 1430 |
| 18 | 48 | 37 | 32 | 38 | 15 | 6 | 45 | 1500 |
| 19 | 38 | 37 | 36 | 47 | 20 | 3 | 32 | 1530 |
| 14 | 39 | 30 | 31 | 37 | 14 | 5 | 42 | 1600 |
| 9 | 25 | 30 | 31 | 31 | 8 | 6 | 29 | 1630 |
| 9 | 22 | 27 | 22 | 27 | 8 | 3 | 29 | 1700 |
| 12 | 22 | 17 | 24 | 23 | 7 | 6 | 35 | 1730 |
| 7 | 28 | 18 | 14 | 17 | 3 | 10 | 35 | 1800 |
| 5 | 21 | 19 | 18 | 20 | 10 | 9 | 21 | 1830 |
| 4 | 18 | 11 | 11 | 9 | 12 | 10 | 37 | 1900 |
| 4 | 7 | 6 | 11 | 13 | 5 | 3 | 17 | 1930 |
| 7 | 8 | 18 | 11 | 15 | 1 | 8 | 14 | 2000 |
| 5 | 15 | 8 | 10 | 10 | 8 | 1 | 8 | 2030 |
| 8 | 9 | 5 | 7 | 12 | 2 | 3 | 9 | 2100 |
| 6 | 6 | 12 | 5 | 5 | 11 | 5 | 10 | 2130 |
| 2 | 6 | 8 | 7 | 6 | 2 | 5 | 4 | 2200 |
| 2 | 4 | 6 | 2 | 4 | 4 | 1 | 6 | 2230 |


| 3 | 4 | 7 | 5 | 5 | 3 | 4 | 3 | $\mathbf{2 3 0 0}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 3 | 1 | 1 | 2 | 1 | 2 | 2 | $\mathbf{2 3 3 0}$ |
| 8-Oct | $\mathbf{9 - O c t}$ | $\mathbf{1 0 - O c t}$ | $\mathbf{1 1 - O c t}$ | $\mathbf{1 2 - O c t}$ | $\mathbf{1 3 - O c t}$ | $\mathbf{1 4 - O c t}$ | $\mathbf{1 5 - O c t}$ | Interval |


| 16-Oct | 17-Oct | 18-Oct | 19-Oct | 20-Oct | 21-Oct | 22-Oct | 23-Oct | 24-Oct |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2 | 2 | 2 | 1 | 1 | 1 | 2 | 2 | 1 |
| 1 | 1 | 4 | 2 | 0 | 0 | 1 | 1 | 0 |
| 1 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 2 |
| 0 | 2 | 0 | 0 | 1 | 1 | 0 | 1 | 1 |
| 0 | 1 | 1 | 0 | 0 | 0 | 2 | 0 | 1 |
| 0 | 0 | 2 | 0 | 0 | 1 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 |
| 2 | 1 | 1 | 0 | 0 | 1 | 0 | 1 | 0 |
| 1 | 1 | 2 | 0 | 0 | 1 | 1 | 0 | 0 |
| 1 | 2 | 1 | 1 | 0 | 0 | 0 | 0 | 1 |
| 2 | 2 | 0 | 1 | 0 | 0 | 0 | 0 | 0 |
| 1 | 2 | 2 | 2 | 0 | 0 | 1 | 2 | 0 |
| 2 | 5 | 6 | 3 | 0 | 0 | 1 | 1 | 1 |
| 7 | 4 | 4 | 5 | 1 | 0 | 4 | 4 | 8 |
| 8 | 11 | 11 | 7 | 2 | 1 | 9 | 3 | 9 |
| 12 | 24 | 15 | 13 | 8 | 4 | 12 | 11 | 17 |
| 19 | 28 | 21 | 15 | 7 | 4 | 24 | 15 | 28 |
| 31 | 31 | 42 | 27 | 8 | 10 | 32 | 30 | 32 |
| 39 | 32 | 41 | 24 | 7 | 15 | 33 | 34 | 44 |
| 35 | 41 | 38 | 35 | 16 | 6 | 32 | 46 | 38 |
| 45 | 48 | 49 | 32 | 19 | 16 | 39 | 38 | 32 |
| 40 | 36 | 48 | 46 | 12 | 7 | 62 | 41 | 43 |
| 50 | 33 | 49 | 33 | 12 | 5 | 50 | 49 | 35 |
| 40 | 38 | 59 | 40 | 19 | 6 | 43 | 36 | 42 |
| 42 | 40 | 44 | 31 | 15 | 13 | 39 | 40 | 40 |
| 23 | 42 | 47 | 41 | 18 | 6 | 37 | 33 | 35 |
| 37 | 44 | 33 | 41 | 19 | 4 | 33 | 31 | 37 |
| 38 | 42 | 33 | 33 | 15 | 7 | 35 | 24 | 44 |
| 37 | 34 | 38 | 39 | 11 | 5 | 46 | 34 | 35 |
| 50 | 38 | 29 | 49 | 6 | 3 | 39 | 36 | 34 |
| 42 | 47 | 35 | 35 | 10 | 2 | 55 | 48 | 27 |
| 40 | 30 | 25 | 23 | 5 | 10 | 97 | 38 | 36 |
| 33 | 34 | 23 | 23 | 9 | 7 | 83 | 29 | 35 |
| 30 | 33 | 22 | 24 | 6 | 4 | 97 | 28 | 20 |
| 26 | 29 | 25 | 26 | 1 | 7 | 57 | 19 | 21 |
| 19 | 18 | 23 | 13 | 8 | 1 | 51 | 13 | 10 |
| 26 | 22 | 16 | 10 | 7 | 9 | 37 | 13 | 13 |
| 23 | 13 | 11 | 15 | 6 | 3 | 8 | 14 | 12 |
| 13 | 11 | 8 | 19 | 7 | 1 | 18 | 14 | 21 |
| 11 | 11 | 14 | 5 | 6 | 2 | 17 | 9 | 16 |
| 11 | 16 | 7 | 11 | 1 | 6 | 15 | 12 | 11 |
| 16 | 12 | 4 | 13 | 3 | 4 | 6 | 8 | 15 |
| 8 | 8 | 8 | 6 | 2 | 11 | 7 | 7 | 11 |
| 4 | 10 | 3 | 4 | 1 | 5 | 3 | 5 | 6 |
| 4 | 8 | 3 | 4 | 4 | 5 | 4 | 3 | 8 |
| 1 | 2 | 4 | 1 | 0 | 5 | 4 | 5 | 5 |


| 4 | 3 | 2 | 2 | 1 | 2 | 5 | 3 | 4 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 3 | 1 | 0 | 2 | 1 | 2 | 3 | 3 | 4 |
| 16-Oct | $\mathbf{1 7 - O c t}$ | $\mathbf{1 8 - O c t}$ | $\mathbf{1 9 - O c t}$ | $\mathbf{2 0 - O c t}$ | $\mathbf{2 1 - O c t}$ | $\mathbf{2 2 - O c t}$ | $\mathbf{2 3 - O c t}$ | $\mathbf{2 4 - O c t}$ |


| 25-Oct | 26-Oct | 27-Oct | 28-Oct | 29-Oct | 30-Oct | 31-Oct | Interval | 1-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 4 | 0 | 1 | 4 | 4 | 0 | 0 | 0 |
| 1 | 0 | 4 | 0 | 1 | 2 | 2 | 30 | 1 |
| 0 | 1 | 2 | 0 | 1 | 0 | 0 | 100 | 0 |
| 0 | 3 | 1 | 0 | 0 | 1 | 1 | 130 | 0 |
| 0 | 0 | 0 | 0 | 0 | 2 | 4 | 200 | 1 |
| 0 | 0 | 1 | 0 | 0 | 1 | 1 | 230 | 0 |
| 2 | 0 | 0 | 0 | 5 | 0 | 0 | 300 | 1 |
| 1 | 0 | 0 | 0 | 1 | 1 | 0 | 330 | 0 |
| 0 | 0 | 0 | 1 | 2 | 0 | 0 | 400 | 1 |
| 2 | 0 | 0 | 1 | 0 | 1 | 0 | 430 | 0 |
| 3 | 2 | 0 | 0 | 1 | 0 | 0 | 500 | 0 |
| 3 | 1 | 0 | 0 | 0 | 5 | 0 | 530 | 4 |
| 2 | 1 | 0 | 0 | 0 | 3 | 5 | 600 | 2 |
| 3 | 4 | 0 | 1 | 1 | 6 | 4 | 630 | 4 |
| 10 | 6 | 1 | 1 | 7 | 5 | 6 | 700 | 11 |
| 7 | 9 | 7 | 1 | 11 | 5 | 5 | 730 | 11 |
| 20 | 15 | 5 | 3 | 14 | 20 | 14 | 800 | 30 |
| 28 | 24 | 7 | 5 | 31 | 30 | 28 | 830 | 25 |
| 23 | 39 | 9 | 2 | 25 | 30 | 30 | 900 | 34 |
| 31 | 32 | 23 | 10 | 40 | 26 | 27 | 930 | 55 |
| 32 | 21 | 9 | 3 | 44 | 16 | 33 | 1000 | 36 |
| 29 | 36 | 17 | 5 | 50 | 37 | 46 | 1030 | 32 |
| 31 | 30 | 16 | 6 | 53 | 35 | 32 | 1100 | 53 |
| 36 | 37 | 19 | 10 | 34 | 35 | 45 | 1130 | 47 |
| 36 | 33 | 13 | 4 | 35 | 17 | 29 | 1200 | 41 |
| 30 | 29 | 22 | 5 | 41 | 28 | 31 | 1230 | 37 |
| 27 | 27 | 13 | 10 | 43 | 31 | 38 | 1300 | 36 |
| 37 | 29 | 18 | 7 | 36 | 38 | 25 | 1330 | 39 |
| 31 | 32 | 6 | 4 | 40 | 35 | 33 | 1400 | 48 |
| 24 | 26 | 10 | 6 | 33 | 29 | 27 | 1430 | 30 |
| 21 | 32 | 7 | 10 | 30 | 28 | 23 | 1500 | 29 |
| 16 | 27 | 8 | 5 | 42 | 27 | 27 | 1530 | 39 |
| 30 | 26 | 10 | 2 | 39 | 24 | 32 | 1600 | 33 |
| 24 | 23 | 3 | 1 | 29 | 29 | 25 | 1630 | 26 |
| 18 | 13 | 4 | 7 | 20 | 22 | 21 | 1700 | 25 |
| 24 | 16 | 4 | 6 | 19 | 17 | 18 | 1730 | 26 |
| 6 | 11 | 4 | 8 | 14 | 9 | 11 | 1800 | 23 |
| 8 | 8 | 3 | 4 | 15 | 5 | 7 | 1830 | 11 |
| 7 | 8 | 3 | 6 | 11 | 9 | 11 | 1900 | 15 |
| 15 | 9 | 0 | 8 | 21 | 6 | 4 | 1930 | 10 |
| 11 | 6 | 5 | 1 | 15 | 8 | 4 | 2000 | 12 |
| 7 | 5 | 2 | 4 | 5 | 6 | 5 | 2030 | 12 |
| 6 | 2 | 4 | 3 | 7 | 14 | 4 | 2100 | 6 |
| 4 | 3 | 2 | 4 | 6 | 7 | 6 | 2130 | 6 |
| 6 | 1 | 1 | 6 | 1 | 2 | 7 | 2200 | 7 |
| 3 | 4 | 1 | 1 | 4 | 4 | 8 | 2230 | 7 |


| 3 | 2 | 0 | 2 | 2 | 1 | 2 | $\mathbf{2 3 0 0}$ | 2 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 4 | 1 | 1 | 4 | 5 | 1 | 1 | $\mathbf{2 3 3 0}$ | 8 |
| $\mathbf{2 5 - O c t}$ | $\mathbf{2 6 - O c t}$ | $\mathbf{2 7 - O c t}$ | $\mathbf{2 8 - O c t}$ | $\mathbf{2 9 - O c t}$ | $\mathbf{3 0 - O c t}$ | $\mathbf{3 1 - O c t}$ | Interval | 1-Nov |


| 2-Nov | 3-Nov | 4-Nov | 5-Nov | 6-Nov | 7-Nov | 8-Nov | 9-Nov | 10-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 0 | 1 | 0 | 2 | 2 | 2 | 2 | 1 |
| 0 | 4 | 1 | 1 | 1 | 2 | 1 | 5 | 1 |
| 0 | 0 | 0 | 2 | 3 | 0 | 1 | 1 | 1 |
| 0 | 1 | 2 | 1 | 1 | 0 | 1 | 0 | 0 |
| 0 | 0 | 0 | 3 | 3 | 1 | 1 | 0 | 0 |
| 0 | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 1 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 |
| 0 | 0 | 0 | 1 | 1 | 1 | 0 | 0 | 0 |
| 0 | 1 | 1 | 0 | 1 | 0 | 0 | 0 | 0 |
| 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| 3 | 0 | 0 | 0 | 1 | 1 | 2 | 1 | 0 |
| 0 | 1 | 0 | 1 | 2 | 0 | 0 | 4 | 1 |
| 4 | 0 | 3 | 4 | 3 | 2 | 6 | 3 | 0 |
| 7 | 4 | 1 | 5 | 3 | 4 | 6 | 2 | 4 |
| 10 | 5 | 5 | 2 | 14 | 11 | 11 | 3 | 5 |
| 25 | 8 | 2 | 24 | 20 | 8 | 8 | 9 | 8 |
| 25 | 7 | 6 | 27 | 22 | 13 | 26 | 26 | 8 |
| 41 | 17 | 3 | 30 | 35 | 24 | 23 | 18 | 3 |
| 42 | 20 | 4 | 48 | 30 | 23 | 28 | 31 | 10 |
| 42 | 23 | 5 | 44 | 24 | 32 | 26 | 28 | 18 |
| 62 | 25 | 6 | 51 | 40 | 49 | 27 | 28 | 16 |
| 57 | 18 | 3 | 45 | 38 | 54 | 37 | 34 | 20 |
| 63 | 21 | 7 | 55 | 39 | 41 | 34 | 26 | 20 |
| 36 | 32 | 12 | 60 | 37 | 31 | 31 | 32 | 13 |
| 51 | 16 | 10 | 59 | 48 | 33 | 40 | 36 | 22 |
| 44 | 30 | 9 | 56 | 51 | 44 | 25 | 25 | 26 |
| 52 | 24 | 13 | 55 | 43 | 31 | 33 | 46 | 18 |
| 47 | 18 | 7 | 45 | 40 | 26 | 33 | 33 | 17 |
| 61 | 6 | 7 | 54 | 31 | 33 | 39 | 31 | 13 |
| 38 | 8 | 11 | 38 | 32 | 43 | 36 | 45 | 13 |
| 45 | 8 | 7 | 50 | 42 | 38 | 26 | 43 | 8 |
| 42 | 9 | 6 | 38 | 34 | 37 | 29 | 23 | 9 |
| 37 | 15 | 5 | 53 | 27 | 28 | 27 | 25 | 9 |
| 29 | 8 | 9 | 38 | 26 | 16 | 25 | 27 | 13 |
| 26 | 5 | 9 | 27 | 21 | 13 | 16 | 18 | 6 |
| 28 | 4 | 7 | 21 | 14 | 16 | 18 | 18 | 6 |
| 26 | 7 | 7 | 23 | 21 | 14 | 17 | 16 | 5 |
| 13 | 11 | 4 | 18 | 16 | 13 | 9 | 8 | 8 |
| 14 | 7 | 4 | 16 | 18 | 19 | 18 | 6 | 7 |
| 8 | 5 | 12 | 7 | 21 | 21 | 12 | 8 | 2 |
| 10 | 5 | 4 | 10 | 10 | 17 | 22 | 10 | 4 |
| 11 | 3 | 9 | 9 | 7 | 14 | 7 | 7 | 2 |
| 11 | 4 | 7 | 11 | 10 | 7 | 5 | 1 | 2 |
| 6 | 9 | 7 | 8 | 8 | 6 | 8 | 5 | 3 |
| 5 | 4 | 4 | 7 | 6 | 11 | 6 | 4 | 2 |
| 4 | 4 | 3 | 3 | 2 | 6 | 1 | 7 | 4 |


| 2 | 4 | 6 | 3 | 6 | 1 | 3 | 2 | 1 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2 | 7 | 1 | 5 | 2 | 3 | 2 | 1 | 1 |
| 2-Nov | 3-Nov | 4-Nov | 5-Nov | 6-Nov | 7-Nov | 8-Nov | 9-Nov | 10-Nov |


| 11-Nov | 12-Nov | 13-Nov | 14-Nov | 15-Nov | Interval | 16-Nov | 17-Nov | 18-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 3 | 3 | 2 | 4 | 0 | 3 | 0 | 1 |
| 0 | 1 | 0 | 0 | 3 | 30 | 2 | 0 | 2 |
| 0 | 0 | 2 | 1 | 2 | 100 | 2 | 5 | 1 |
| 0 | 2 | 0 | 1 | 2 | 130 | 1 | 0 | 0 |
| 1 | 1 | 1 | 1 | 0 | 200 | 1 | 0 | 0 |
| 2 | 0 | 0 | 1 | 3 | 230 | 0 | 0 | 0 |
| 0 | 2 | 0 | 0 | 0 | 300 | 1 | 0 | 0 |
| 0 | 0 | 1 | 2 | 0 | 330 | 0 | 0 | 1 |
| 0 | 0 | 1 | 2 | 0 | 400 | 1 | 0 | 0 |
| 0 | 0 | 1 | 3 | 6 | 430 | 1 | 0 | 0 |
| 1 | 0 | 0 | 2 | 5 | 500 | 0 | 1 | 0 |
| 0 | 1 | 3 | 2 | 1 | 530 | 2 | 0 | 0 |
| 0 | 2 | 2 | 4 | 5 | 600 | 2 | 1 | 1 |
| 0 | 2 | 8 | 7 | 8 | 630 | 6 | 2 | 2 |
| 2 | 2 | 12 | 15 | 3 | 700 | 7 | 3 | 5 |
| 1 | 10 | 24 | 35 | 12 | 730 | 26 | 6 | 2 |
| 3 | 14 | 14 | 32 | 21 | 800 | 21 | 7 | 5 |
| 5 | 17 | 34 | 37 | 40 | 830 | 29 | 10 | 5 |
| 2 | 26 | 37 | 52 | 53 | 900 | 39 | 11 | 4 |
| 8 | 32 | 33 | 58 | 50 | 930 | 36 | 22 | 4 |
| 4 | 25 | 49 | 67 | 54 | 1000 | 47 | 27 | 4 |
| 9 | 31 | 52 | 60 | 46 | 1030 | 55 | 29 | 6 |
| 4 | 22 | 37 | 68 | 38 | 1100 | 51 | 28 | 8 |
| 7 | 24 | 39 | 71 | 53 | 1130 | 40 | 27 | 8 |
| 3 | 20 | 42 | 63 | 52 | 1200 | 53 | 18 | 9 |
| 6 | 28 | 49 | 42 | 42 | 1230 | 41 | 25 | 8 |
| 9 | 23 | 49 | 44 | 41 | 1300 | 44 | 20 | 8 |
| 2 | 20 | 48 | 47 | 39 | 1330 | 45 | 17 | 4 |
| 4 | 20 | 38 | 51 | 41 | 1400 | 52 | 20 | 9 |
| 2 | 21 | 44 | 55 | 49 | 1430 | 44 | 22 | 4 |
| 5 | 18 | 31 | 56 | 46 | 1500 | 53 | 12 | 14 |
| 8 | 16 | 43 | 56 | 40 | 1530 | 26 | 13 | 3 |
| 4 | 20 | 42 | 56 | 45 | 1600 | 36 | 18 | 7 |
| 7 | 17 | 32 | 35 | 44 | 1630 | 50 | 10 | 1 |
| 3 | 10 | 32 | 42 | 30 | 1700 | 44 | 4 | 0 |
| 9 | 9 | 23 | 34 | 25 | 1730 | 30 | 9 | 5 |
| 9 | 12 | 23 | 17 | 26 | 1800 | 23 | 9 | 6 |
| 2 | 11 | 17 | 16 | 25 | 1830 | 21 | 3 | 10 |
| 3 | 9 | 17 | 22 | 17 | 1900 | 17 | 10 | 16 |
| 3 | 3 | 11 | 18 | 14 | 1930 | 26 | 8 | 6 |
| 6 | 12 | 14 | 8 | 12 | 2000 | 23 | 3 | 3 |
| 3 | 9 | 6 | 4 | 15 | 2030 | 10 | 3 | 4 |
| 8 | 5 | 7 | 18 | 12 | 2100 | 11 | 6 | 4 |
| 6 | 5 | 6 | 10 | 15 | 2130 | 4 | 4 | 9 |
| 3 | 7 | 5 | 8 | 6 | 2200 | 8 | 4 | 2 |
| 3 | 7 | 1 | 10 | 8 | 2230 | 3 | 5 | 1 |


| 3 | 11 | 3 | 4 | 7 | 2300 | 7 | 2 | 2 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 5 | 4 | 9 | 0 | 2330 | 3 | 6 | 1 |
| 11-Nov | 12-Nov | 13-Nov | 14-Nov | 15-Nov | Interval | 16-Nov | 17-Nov | 18-Nov |


| 19-Nov | 20-Nov | 21-Nov | 22-Nov | 23-Nov | 24-Nov | 25-Nov | 26-Nov | 27-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2 | 2 | 1 | 1 | 3 | 1 | 1 | 1 | 2 |
| 1 | 4 | 1 | 3 | 1 | 2 | 1 | 2 | 2 |
| 2 | 2 | 0 | 1 | 0 | 1 | 0 | 0 | 1 |
| 0 | 1 | 0 | 1 | 0 | 2 | 0 | 1 | 0 |
| 0 | 1 | 1 | 0 | 0 | 1 | 1 | 0 | 0 |
| 0 | 5 | 0 | 0 | 0 | 1 | 0 | 1 | 1 |
| 0 | 1 | 1 | 0 | 1 | 0 | 0 | 1 | 0 |
| 0 | 0 | 1 | 0 | 0 | 0 | 1 | 1 | 0 |
| 1 | 2 | 0 | 0 | 0 | 1 | 0 | 1 | 1 |
| 0 | 1 | 1 | 1 | 0 | 1 | 1 | 0 | 0 |
| 0 | 1 | 2 | 0 | 0 | 2 | 0 | 0 | 1 |
| 0 | 1 | 0 | 0 | 0 | 2 | 0 | 4 | 1 |
| 2 | 2 | 2 | 0 | 0 | 0 | 1 | 4 | 1 |
| 6 | 3 | 8 | 0 | 2 | 3 | 1 | 12 | 2 |
| 6 | 14 | 8 | 2 | 5 | 2 | 4 | 11 | 6 |
| 11 | 15 | 23 | 3 | 9 | 4 | 2 | 35 | 12 |
| 16 | 37 | 36 | 1 | 18 | 13 | 1 | 37 | 14 |
| 16 | 46 | 47 | 3 | 24 | 23 | 8 | 42 | 31 |
| 28 | 34 | 43 | 2 | 13 | 18 | 8 | 51 | 36 |
| 30 | 45 | 43 | 6 | 22 | 23 | 11 | 56 | 40 |
| 23 | 53 | 52 | 7 | 30 | 26 | 17 | 68 | 47 |
| 34 | 54 | 50 | 11 | 27 | 26 | 5 | 92 | 42 |
| 41 | 55 | 50 | 4 | 32 | 29 | 3 | 96 | 53 |
| 39 | 59 | 45 | 2 | 29 | 25 | 13 | 76 | 61 |
| 38 | 50 | 44 | 6 | 32 | 23 | 7 | 85 | 56 |
| 25 | 56 | 36 | 0 | 36 | 19 | 7 | 73 | 48 |
| 28 | 52 | 45 | 2 | 33 | 22 | 8 | 70 | 50 |
| 35 | 43 | 45 | 1 | 27 | 17 | 4 | 84 | 68 |
| 27 | 46 | 36 | 3 | 22 | 25 | 7 | 79 | 68 |
| 24 | 42 | 32 | 1 | 20 | 8 | 11 | 94 | 63 |
| 29 | 46 | 35 | 0 | 23 | 6 | 6 | 68 | 60 |
| 25 | 38 | 48 | 6 | 23 | 8 | 10 | 40 | 47 |
| 21 | 39 | 40 | 4 | 25 | 15 | 6 | 65 | 53 |
| 16 | 30 | 25 | 2 | 24 | 13 | 7 | 57 | 42 |
| 24 | 22 | 16 | 4 | 20 | 6 | 5 | 43 | 30 |
| 17 | 18 | 18 | 1 | 21 | 9 | 11 | 33 | 36 |
| 17 | 15 | 20 | 0 | 13 | 7 | 10 | 35 | 23 |
| 10 | 18 | 8 | 1 | 9 | 8 | 5 | 17 | 32 |
| 3 | 11 | 16 | 2 | 6 | 6 | 8 | 12 | 25 |
| 16 | 12 | 7 | 2 | 13 | 8 | 8 | 18 | 22 |
| 8 | 15 | 4 | 1 | 11 | 3 | 12 | 22 | 22 |
| 7 | 5 | 10 | 0 | 7 | 3 | 17 | 11 | 19 |
| 7 | 10 | 11 | 4 | 7 | 10 | 11 | 14 | 15 |
| 9 | 7 | 5 | 0 | 9 | 4 | 8 | 14 | 14 |
| 4 | 6 | 4 | 2 | 10 | 3 | 5 | 12 | 10 |
| 6 | 6 | 2 | 2 | 1 | 3 | 5 | 6 | 9 |


| 9 | 4 | 4 | 1 | 2 | 2 | 2 | 7 | 6 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 5 | 2 | 1 | 0 | 1 | 2 | 1 | 6 | 1 |
| 19-Nov | 20-Nov | 21-Nov | 22-Nov | 23-Nov | 24-Nov | 25-Nov | 26-Nov | 27-Nov |


| 28-Nov | 29-Nov | 30-Nov | Interval | 1-Dec | 2-Dec | 3-Dec | 4-Dec | 5-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 4 | 6 | 5 | 0 | 3 | 2 | 1 | 5 | 5 |
| 7 | 6 | 1 | 30 | 2 | 1 | 1 | 2 | 5 |
| 2 | 0 | 1 | 100 | 2 | 2 | 0 | 3 | 4 |
| 3 | 1 | 1 | 130 | 0 | 0 | 0 | 4 | 1 |
| 2 | 1 | 0 | 200 | 1 | 0 | 3 | 1 | 0 |
| 1 | 2 | 1 | 230 | 0 | 0 | 1 | 1 | 0 |
| 0 | 0 | 5 | 300 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 3 | 330 | 0 | 0 | 0 | 0 | 0 |
| 2 | 0 | 3 | 400 | 2 | 0 | 1 | 0 | 1 |
| 1 | 0 | 3 | 430 | 1 | 1 | 6 | 0 | 1 |
| 2 | 3 | 3 | 500 | 1 | 0 | 3 | 3 | 1 |
| 4 | 0 | 2 | 530 | 1 | 0 | 2 | 1 | 2 |
| 5 | 7 | 5 | 600 | 1 | 0 | 0 | 3 | 6 |
| 6 | 7 | 6 | 630 | 0 | 1 | 5 | 7 | 5 |
| 15 | 14 | 13 | 700 | 4 | 2 | 8 | 13 | 13 |
| 29 | 16 | 20 | 730 | 10 | 3 | 43 | 19 | 20 |
| 44 | 35 | 36 | 800 | 10 | 4 | 33 | 19 | 31 |
| 49 | 47 | 40 | 830 | 24 | 6 | 75 | 47 | 34 |
| 52 | 37 | 43 | 900 | 34 | 6 | 79 | 63 | 35 |
| 58 | 47 | 47 | 930 | 23 | 13 | 75 | 61 | 44 |
| 63 | 54 | 52 | 1000 | 31 | 17 | 69 | 53 | 51 |
| 66 | 54 | 58 | 1030 | 31 | 11 | 86 | 65 | 66 |
| 58 | 46 | 70 | 1100 | 37 | 14 | 88 | 73 | 54 |
| 73 | 69 | 59 | 1130 | 28 | 8 | 83 | 60 | 50 |
| 60 | 55 | 54 | 1200 | 24 | 13 | 80 | 63 | 47 |
| 65 | 49 | 54 | 1230 | 21 | 6 | 77 | 63 | 54 |
| 45 | 40 | 48 | 1300 | 26 | 16 | 79 | 57 | 61 |
| 53 | 53 | 58 | 1330 | 28 | 17 | 84 | 68 | 54 |
| 65 | 56 | 61 | 1400 | 29 | 10 | 85 | 63 | 57 |
| 47 | 72 | 62 | 1430 | 20 | 7 | 75 | 65 | 56 |
| 46 | 58 | 58 | 1500 | 19 | 14 | 62 | 64 | 47 |
| 58 | 55 | 57 | 1530 | 20 | 9 | 73 | 64 | 48 |
| 49 | 49 | 57 | 1600 | 19 | 11 | 79 | 51 | 49 |
| 44 | 40 | 40 | 1630 | 12 | 12 | 69 | 57 | 39 |
| 42 | 37 | 46 | 1700 | 10 | 8 | 56 | 32 | 39 |
| 35 | 31 | 39 | 1730 | 13 | 10 | 37 | 43 | 34 |
| 28 | 25 | 33 | 1800 | 7 | 10 | 33 | 22 | 33 |
| 28 | 22 | 22 | 1830 | 5 | 7 | 36 | 22 | 10 |
| 23 | 28 | 14 | 1900 | 10 | 10 | 24 | 22 | 24 |
| 11 | 22 | 8 | 1930 | 3 | 11 | 21 | 20 | 21 |
| 14 | 24 | 13 | 2000 | 9 | 12 | 23 | 18 | 18 |
| 23 | 11 | 13 | 2030 | 8 | 7 | 16 | 15 | 7 |
| 15 | 10 | 10 | 2100 | 8 | 1 | 14 | 21 | 7 |
| 10 | 16 | 5 | 2130 | 8 | 12 | 10 | 7 | 5 |
| 3 | 13 | 9 | 2200 | 4 | 9 | 9 | 16 | 6 |
| 4 | 10 | 4 | 2230 | 2 | 9 | 15 | 15 | 1 |


| 7 | 4 | 5 | $\mathbf{2 3 0 0}$ | 2 | 0 | 14 | 9 | 3 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 3 | 3 | 2 | $\mathbf{2 3 3 0}$ | 1 | 4 | 6 | 4 | 6 |
| 28-Nov | 29-Nov | 30-Nov | Interval | 1-Dec | 2-Dec | 3-Dec | 4-Dec | 5-Dec |


| 6-Dec | 7-Dec | 8-Dec | 9-Dec | 10-Dec | 11-Dec | 12-Dec | 13-Dec | 14-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 4 | 2 | 0 | 4 | 2 | 2 | 2 | 3 |
| 1 | 4 | 1 | 0 | 2 | 5 | 2 | 0 | 2 |
| 2 | 0 | 2 | 2 | 1 | 1 | 1 | 1 | 0 |
| 0 | 1 | 3 | 0 | 0 | 2 | 0 | 1 | 0 |
| 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 4 |
| 1 | 2 | 0 | 2 | 1 | 0 | 0 | 0 | 2 |
| 0 | 3 | 0 | 1 | 1 | 0 | 3 | 0 | 0 |
| 1 | 1 | 0 | 0 | 0 | 1 | 0 | 1 | 0 |
| 0 | 1 | 0 | 1 | 0 | 2 | 2 | 0 | 0 |
| 0 | 1 | 0 | 0 | 0 | 0 | 1 | 2 | 1 |
| 0 | 3 | 0 | 0 | 1 | 0 | 1 | 2 | 1 |
| 2 | 5 | 0 | 0 | 3 | 2 | 2 | 5 | 1 |
| 2 | 1 | 2 | 1 | 2 | 3 | 3 | 7 | 5 |
| 4 | 0 | 1 | 0 | 8 | 4 | 6 | 13 | 5 |
| 12 | 5 | 2 | 2 | 10 | 10 | 10 | 14 | 8 |
| 11 | 12 | 7 | 3 | 21 | 16 | 19 | 16 | 8 |
| 19 | 31 | 4 | 3 | 31 | 20 | 37 | 14 | 12 |
| 52 | 35 | 16 | 8 | 36 | 30 | 31 | 46 | 33 |
| 30 | 52 | 21 | 5 | 48 | 43 | 53 | 53 | 42 |
| 38 | 48 | 14 | 13 | 57 | 57 | 57 | 48 | 44 |
| 46 | 48 | 24 | 7 | 64 | 52 | 57 | 60 | 49 |
| 45 | 49 | 23 | 13 | 70 | 55 | 40 | 57 | 46 |
| 44 | 37 | 26 | 10 | 44 | 51 | 56 | 71 | 63 |
| 42 | 44 | 20 | 7 | 63 | 53 | 51 | 60 | 47 |
| 54 | 50 | 18 | 10 | 61 | 42 | 54 | 61 | 63 |
| 37 | 42 | 16 | 6 | 33 | 45 | 40 | 44 | 49 |
| 33 | 51 | 20 | 6 | 49 | 49 | 48 | 53 | 51 |
| 35 | 44 | 15 | 4 | 56 | 39 | 40 | 44 | 63 |
| 42 | 51 | 16 | 11 | 54 | 53 | 46 | 48 | 58 |
| 53 | 40 | 14 | 10 | 49 | 41 | 58 | 55 | 48 |
| 42 | 56 | 13 | 1 | 50 | 40 | 54 | 55 | 49 |
| 37 | 46 | 12 | 9 | 55 | 52 | 50 | 52 | 54 |
| 45 | 51 | 9 | 1 | 46 | 53 | 41 | 47 | 41 |
| 47 | 36 | 13 | 7 | 44 | 32 | 40 | 48 | 32 |
| 32 | 28 | 10 | 7 | 38 | 38 | 31 | 44 | 43 |
| 30 | 29 | 2 | 7 | 43 | 25 | 22 | 25 | 34 |
| 29 | 39 | 8 | 3 | 32 | 29 | 19 | 21 | 27 |
| 17 | 27 | 6 | 8 | 19 | 17 | 23 | 22 | 20 |
| 13 | 15 | 5 | 2 | 19 | 15 | 22 | 17 | 11 |
| 10 | 11 | 9 | 6 | 22 | 8 | 20 | 14 | 11 |
| 8 | 14 | 2 | 4 | 31 | 24 | 15 | 18 | 18 |
| 12 | 12 | 7 | 6 | 14 | 13 | 16 | 14 | 11 |
| 17 | 5 | 5 | 1 | 15 | 12 | 11 | 17 | 10 |
| 12 | 9 | 3 | 3 | 9 | 9 | 14 | 8 | 11 |
| 11 | 5 | 2 | 6 | 13 | 7 | 10 | 2 | 7 |
| 8 | 5 | 3 | 6 | 5 | 12 | 4 | 3 | 6 |


| 3 | 2 | 1 | 2 | 4 | 10 | 6 | 5 | 3 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 3 | 2 | 1 | 1 | 4 | 1 | 4 | 2 | 4 |
| 6-Dec | 7-Dec | 8-Dec | 9-Dec | 10-Dec | 11-Dec | 12-Dec | 13-Dec | 14-Dec |


| 15-Dec | Interval | 16-Dec | 17-Dec | 18-Dec | 19-Dec | 20-Dec | 21-Dec | 22-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2 | 0 | 4 | 2 | 3 | 3 | 2 | 5 | 1 |
| 2 | 30 | 1 | 0 | 3 | 0 | 0 | 2 | 2 |
| 0 | 100 | 0 | 4 | 0 | 3 | 2 | 1 | 1 |
| 1 | 130 | 0 | 2 | 2 | 0 | 3 | 0 | 2 |
| 2 | 200 | 0 | 0 | 0 | 0 | 3 | 0 | 0 |
| 0 | 230 | 0 | 0 | 0 | 1 | 2 | 0 | 1 |
| 1 | 300 | 0 | 1 | 2 | 1 | 0 | 0 | 0 |
| 0 | 330 | 0 | 1 | 0 | 1 | 3 | 0 | 0 |
| 1 | 400 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 430 | 0 | 0 | 0 | 0 | 1 | 0 | 1 |
| 0 | 500 | 0 | 0 | 0 | 2 | 3 | 0 | 0 |
| 0 | 530 | 0 | 0 | 4 | 2 | 2 | 1 | 0 |
| 2 | 600 | 0 | 1 | 5 | 1 | 1 | 1 | 1 |
| 3 | 630 | 0 | 6 | 6 | 8 | 6 | 2 | 1 |
| 4 | 700 | 4 | 6 | 12 | 9 | 10 | 4 | 6 |
| 7 | 730 | 3 | 34 | 14 | 14 | 15 | 14 | 9 |
| 14 | 800 | 8 | 31 | 15 | 19 | 33 | 29 | 8 |
| 16 | 830 | 11 | 47 | 31 | 39 | 23 | 30 | 8 |
| 19 | 900 | 6 | 62 | 30 | 43 | 31 | 41 | 15 |
| 26 | 930 | 4 | 60 | 38 | 42 | 35 | 40 | 16 |
| 31 | 1000 | 10 | 54 | 32 | 50 | 34 | 41 | 8 |
| 24 | 1030 | 13 | 59 | 41 | 48 | 42 | 38 | 21 |
| 22 | 1100 | 12 | 56 | 48 | 56 | 36 | 59 | 19 |
| 29 | 1130 | 7 | 57 | 47 | 45 | 39 | 44 | 21 |
| 30 | 1200 | 9 | 65 | 51 | 47 | 43 | 48 | 19 |
| 27 | 1230 | 9 | 51 | 30 | 53 | 43 | 31 | 15 |
| 23 | 1300 | 7 | 53 | 34 | 39 | 37 | 36 | 13 |
| 25 | 1330 | 8 | 66 | 43 | 57 | 45 | 41 | 14 |
| 15 | 1400 | 12 | 69 | 39 | 49 | 45 | 45 | 10 |
| 24 | 1430 | 7 | 73 | 44 | 54 | 40 | 34 | 12 |
| 16 | 1500 | 5 | 49 | 33 | 35 | 41 | 35 | 13 |
| 18 | 1530 | 6 | 51 | 34 | 35 | 35 | 43 | 15 |
| 17 | 1600 | 4 | 43 | 30 | 32 | 41 | 37 | 9 |
| 7 | 1630 | 9 | 47 | 22 | 32 | 28 | 32 | 10 |
| 10 | 1700 | 10 | 35 | 28 | 28 | 22 | 26 | 10 |
| 5 | 1730 | 11 | 37 | 34 | 29 | 21 | 31 | 6 |
| 10 | 1800 | 5 | 25 | 21 | 26 | 14 | 14 | 6 |
| 10 | 1830 | 3 | 26 | 19 | 25 | 17 | 13 | 2 |
| 4 | 1900 | 3 | 21 | 22 | 20 | 16 | 14 | 7 |
| 4 | 1930 | 7 | 21 | 12 | 23 | 19 | 6 | 5 |
| 3 | 2000 | 4 | 21 | 9 | 17 | 8 | 12 | 9 |
| 3 | 2030 | 10 | 14 | 16 | 11 | 12 | 3 | 3 |
| 6 | 2100 | 3 | 16 | 23 | 15 | 12 | 8 | 6 |
| 3 | 2130 | 3 | 16 | 10 | 9 | 12 | 11 | 4 |
| 5 | 2200 | 9 | 14 | 8 | 6 | 11 | 6 | 3 |
| 4 | 2230 | 5 | 6 | 5 | 8 | 1 | 3 | 1 |


| 4 | $\mathbf{2 3 0 0}$ | 3 | 11 | 5 | 4 | 2 | 4 | 4 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 3 | $\mathbf{2 3 3 0}$ | 4 | 3 | 3 | 3 | 3 | 2 | 3 |
| 15-Dec | Interval | 16-Dec | 17-Dec | 18-Dec | 19-Dec | 20-Dec | 21-Dec | 22-Dec |


| 23-Dec | 24-Dec | 25-Dec | 26-Dec | 27-Dec | 28-Dec | 29-Dec | 30-Dec | 31-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 |  | 0 | 2 | 3 | 6 | 3 | 0 | 0 |
| 0 |  | 0 | 1 | 4 | 1 | 2 | 0 | 0 |
| 0 |  | 1 | 0 | 0 | 3 | 0 | 4 | 3 |
| 0 |  | 0 | 0 | 2 | 0 | 4 | 0 | 2 |
| 0 |  | 0 | 0 | 1 | 4 | 4 | 0 | 0 |
| 1 |  | 0 | 0 | 2 | 0 | 3 | 1 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| 0 |  | 0 | 1 | 1 | 0 | 1 | 0 | 1 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| 0 |  | 0 | 1 | 0 | 1 | 0 | 0 | 0 |
| 0 |  | 0 | 1 | 0 | 4 | 0 | 0 | 1 |
| 1 |  | 0 | 0 | 1 | 2 | 2 | 0 | 0 |
| 0 |  | 0 | 1 | 2 | 1 | 1 | 0 | 0 |
| 1 |  | 0 | 2 | 4 | 2 | 3 | 0 | 1 |
| 1 |  | 0 | 12 | 4 | 9 | 1 | 1 | 1 |
| 1 |  | 0 | 16 | 8 | 9 | 6 | 1 | 9 |
| 1 |  | 0 | 20 | 22 | 16 | 8 | 1 | 12 |
| 3 |  | 3 | 36 | 38 | 31 | 6 | 2 | 15 |
| 2 |  | 1 | 47 | 35 | 38 | 13 | 4 | 19 |
| 3 |  | 6 | 44 | 60 | 50 | 16 | 7 | 24 |
| 9 |  | 0 | 59 | 49 | 48 | 20 | 8 | 23 |
| 6 |  | 2 | 53 | 60 | 60 | 27 | 6 | 28 |
| 7 |  | 3 | 41 | 59 | 62 | 23 | 14 | 34 |
| 11 |  | 7 | 57 | 50 | 61 | 25 | 6 | 17 |
| 7 |  | 0 | 60 | 54 | 53 | 25 | 8 | 20 |
| 6 |  | 0 | 45 | 59 | 49 | 26 | 12 | 23 |
| 1 |  | 1 | 50 | 68 | 49 | 24 | 9 | 18 |
| 5 |  | 5 | 56 | 66 | 51 | 24 | 2 | 23 |
| 4 |  | 4 | 49 | 70 | 63 | 20 | 6 | 22 |
| 1 |  | 8 | 55 | 45 | 62 | 13 | 7 | 23 |
| 6 |  | 2 | 54 | 54 | 49 | 16 | 9 | 11 |
| 4 |  | 2 | 54 | 54 | 34 | 11 | 0 | 13 |
| 4 |  | 4 | 42 | 43 | 46 | 12 | 7 | 19 |
| 6 |  | 0 | 31 | 40 | 46 | 14 | 4 | 16 |
| 1 |  | 0 | 32 | 39 | 38 | 9 | 4 | 9 |
| 5 |  | 1 | 36 | 26 | 27 | 11 | 6 | 5 |
| 2 |  | 0 | 19 | 16 | 21 | 7 | 3 | 6 |
| 3 |  | 1 | 13 | 21 | 17 | 6 | 4 | 1 |
| 3 |  | 3 | 10 | 13 | 13 | 4 | 5 | 1 |
| 6 |  | 3 | 15 | 11 | 18 | 5 | 8 | 3 |
| 3 |  | 1 | 8 | 18 | 16 | 3 | 4 | 0 |
| 6 |  | 1 | 13 | 11 | 11 | 1 | 2 | 3 |
| 3 |  | 2 | 12 | 11 | 8 | 5 | 1 | 1 |
| 2 |  | 3 | 9 | 8 | 7 | 3 | 2 | 1 |
| 6 |  | 0 | 10 | 8 | 10 | 5 | 1 | 1 |
| 0 |  | 4 | 4 | 8 | 6 | 2 | 0 | 0 |


| 1 |  | 1 | 6 | 3 | 3 | 1 | 2 | 0 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 |  | 1 | 0 | 3 | 3 | 2 | 4 | 1 |
| 23-Dec | 24-Dec | 25-Dec | 26-Dec | 27-Dec | 28-Dec | 29-Dec | 30-Dec | 31-Dec |


| Interval |
| :---: |
| 0 |
| 30 |
| 100 |
| 130 |
| 200 |
| 230 |
| 300 |
| 330 |
| 400 |
| 430 |
| 500 |
| 530 |
| 600 |
| 630 |
| 700 |
| 730 |
| 800 |
| 830 |
| 900 |
| 930 |
| 1000 |
| 1030 |
| 1100 |
| 1130 |
| 1200 |
| 1230 |
| 1300 |
| 1330 |
| 1400 |
| 1430 |
| 1500 |
| 1530 |
| 1600 |
| 1630 |
| 1700 |
| 1730 |
| 1800 |
| 1830 |
| 1900 |
| 1930 |
| 2000 |
| 2030 |
| 2100 |
| 2130 |
| 2200 |
| 2230 |


| Interval | 1-Aug | 2-Aug | 3-Aug | 4-Aug | 5-Aug | 6-Aug | 7-Aug | 8-Aug |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 |  | :02 | 3:46 | 1:28 | 7:44 | 2:20 | :00 | 3:09 |
| 30 | 4:09 | 7:18 | :31 | 3:49 | 2:24 | 6:26 |  | 3:27 |
| 100 | 7:40 | 8:23 |  | 2:18 |  | :27 |  |  |
| 130 | 18:20 |  | 0.6125 | 3:16 |  |  |  |  |
| 200 |  |  |  |  |  |  | 2:32 | 4:34 |
| 230 | 12:24 | 1:06 | 5:42 |  | 11:50 | 4:43 |  | 3:02 |
| 300 |  | 13:48 |  |  |  |  |  | 11:20 |
| 330 |  |  |  |  |  |  |  |  |
| 400 |  | 2:55 | 4:27 |  | 3:51 |  | 9:52 | 5:07 |
| 430 | 4:19 | 7:02 |  |  |  |  | 1:14 | :07 |
| 500 | 2:31 | 17:30 | :56 |  |  |  | 5:08 | 4:01 |
| 530 |  |  | 4:29 |  |  | 3:30 | 3:45 | 3:29 |
| 600 | 16:09 | 2:48 | 5:40 |  |  |  | 4:47 | 5:33 |
| 630 | 6:18 | 2:33 | 2:32 |  | 5:42 |  | 3:14 | 4:26 |
| 700 | 6:41 | 7:16 | 5:22 | 3:49 | 2:55 | 7:53 | 2:45 | 5:03 |
| 730 | 7:36 | 9:15 | 6:36 | 3:32 | 4:05 | 6:36 | 4:01 | 4:25 |
| 800 | 6:57 | 7:34 | 5:40 | 5:20 | 2:32 | 7:10 | 5:38 | 12:16 |
| 830 | 6:32 | 6:27 | 5:46 | 4:12 | 21:02 | 7:45 | 6:30 | 4:50 |
| 900 | 6:55 | 10:18 | 6:27 | 7:35 |  | 9:00 | 6:01 | 5:48 |
| 930 | 6:47 | 8:11 | 5:29 | 9:59 | 13:24 | 5:55 | 7:32 | 6:20 |
| 1000 | 6:16 | 7:27 | 7:28 | 6:54 | 4:28 | 8:18 | 5:13 | 7:59 |
| 1030 | 7:35 | 7:24 | 6:42 | 12:28 | 8:19 | 5:58 | 8:51 | 4:42 |
| 1100 | 8:24 | 4:59 | 8:09 | 4:37 | 6:38 | 8:52 | 5:56 | 9:35 |
| 1130 | 7:05 | 7:01 | 8:24 | 3:57 |  | 7:08 | 8:16 | 4:56 |
| 1200 | 7:36 | 6:08 | 6:15 | 7:30 | 7:25 | 5:49 | 9:10 | 5:40 |
| 1230 | 6:48 | 7:11 | 6:18 | 4:42 | 5:41 | 6:01 | 10:08 | 8:34 |
| 1300 | 9:43 | 5:26 | 8:10 | 8:25 | 8:06 | 6:11 | 5:40 | 7:14 |
| 1330 | 6:01 | 5:21 | 7:52 | 7:53 | 6:41 | 6:08 | 5:12 | 7:22 |
| 1400 | 6:04 | 5:43 | 6:02 | 7:51 | 14:58 | 8:22 | 5:31 | 6:59 |
| 1430 | 8:21 | 8:10 | 9:51 | 5:28 | 11:31 | 6:15 | 4:08 | 7:18 |
| 1500 | 7:02 | 6:54 | 6:11 | 4:05 | 9:12 | 8:25 | 5:44 | 5:31 |
| 1530 | 7:36 | 7:20 | 7:47 | 4:53 | 11:22 | 7:16 | 6:49 | 6:14 |
| 1600 | 7:28 | 9:37 | 7:44 | 5:53 | 5:56 | 7:02 | 7:30 | 7:26 |
| 1630 | 6:07 | 7:06 | 6:47 | 8:31 | 3:05 | 6:39 | 7:00 | 6:14 |
| 1700 | 9:40 | 5:25 | 6:29 | 4:52 | 6:10 | 8:10 | 7:24 | 7:33 |
| 1730 | 7:11 | 8:46 | 7:56 | 3:35 | 11:09 | 7:20 | 10:06 | 9:50 |
| 1800 | 5:15 | 6:52 | 5:25 | 9:25 | 11:18 | 7:31 | 7:43 | 7:24 |
| 1830 | 10:48 | 6:26 | 4:20 | 4:37 | 10:02 | 8:21 | 7:35 | 6:23 |
| 1900 | 4:06 | 7:34 | 5:04 | 3:50 | 4:07 | 6:38 | 7:28 | 4:42 |
| 1930 | 4:06 | 4:13 | 4:30 | 5:33 | 4:59 | 5:59 | 8:15 | 5:13 |
| 2000 | 6:28 | 4:48 | 11:22 | 3:16 | 9:02 | 6:29 | 5:35 | 3:56 |
| 2030 | 7:40 | 4:11 | 11:50 | 3:44 | 7:23 | 5:51 | 4:01 | 9:42 |
| 2100 | 5:19 | 5:29 | 4:32 | 1:41 | 4:26 | 5:17 | 6:09 | 4:50 |
| 2130 | 14:24 | 4:01 | 2:44 | 5:35 | 4:16 | 10:30 | 6:57 | 5:08 |
| 2200 | 9:24 | 17:47 | 5:43 | 4:31 | 11:34 | 4:17 | 4:17 | 3:02 |
| 2230 | 3:14 |  | 9:42 | 8:06 | 4:11 | 4:50 | 9:37 | 4:08 |


| $\mathbf{2 3 0 0}$ | $3: 15$ | $4: 10$ | $8: 10$ | $6: 25$ |  | $3: 48$ | $2: 37$ | $3: 44$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $\mathbf{2 3 3 0}$ | 12:49 | $2: 56$ |  |  |  | $10: 05$ | $3: 43$ | $3: 53$ |
| Interval | 1-Aug | 2-Aug | 3-Aug | 4-Aug | 5-Aug | 6-Aug | 7-Aug | 8-Aug |


| 9-Aug | 10-Aug | 11-Aug | 12-Aug | 13-Aug | 14-Aug | 15-Aug | Interval | 16-Aug |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 4:21 | 3:13 | 7:45 | 9:11 | :02 |  | 3:23 | 0 | 5:08 |
|  |  | 2:20 |  | 10:07 |  |  | 30 | 6:06 |
| 14:19 |  | 7:30 |  |  |  |  | 100 | 4:55 |
| 8:02 |  | 3:30 |  |  | 6:14 | 6:17 | 130 |  |
| 2:12 |  | 1:42 |  |  |  |  | 200 |  |
|  |  | 2:01 |  |  | 4:36 | 6:11 | 230 | :05 |
| 8:29 |  |  | 4:31 |  |  |  | 300 | 2:32 |
|  |  |  |  |  | 2:47 | 4:05 | 330 |  |
| 1:04 |  |  | 7:49 |  | 3:09 |  | 400 |  |
|  | 6:02 |  |  |  | 3:00 |  | 430 | 5:27 |
| :02 |  |  | 3:51 | 4:26 |  | 27:07, | 500 | 3:12, |
| 5:11 | 3:08 |  |  | 2:28 | 6:12 | 3:41 | 530 | 3:17 |
| 6:05 | 4:43 | 1:36 | 13:33 | 5:05 | 7:40 | 4:54 | 600 | 3:28 |
| 5:22 | 7:48 | :59 | 4:23 | 7:22 |  | 5:00 | 630 | 6:43 |
| 5:04 | 7:06 | 6:30 | 12:42 | 6:03 | 8:36 | 3:48 | 700 | 5:01 |
| 7:14 | 6:15 | 10:24 |  | 5:36 | 3:29 | 3:54 | 730 | 7:41 |
| 6:23 | 5:59 | 5:59 | 14:41 | 5:08 | 5:07 | 6:50 | 800 | 7:29 |
| 6:56 | 5:42 | 7:27 |  | 5:27 | 5:26 | 6:16 | 830 | 6:33 |
| 9:14 | 9:28 | 5:19 |  | 6:44 | 8:38 | 8:37 | 900 | 5:44 |
| 6:12 | 5:09 | 10:29 | 11:22 | 5:45 | 5:13 | 7:01 | 930 | 5:03 |
| 6:10 | 5:36 | 11:06 | 3:54 | 7:34 | 4:24 | 6:07 | 1000 | 6:04 |
| 7:41 | 5:54 | 5:50 | 5:45 | 6:46 | 5:31 | 6:38 | 1030 | 7:43 |
| 5:56 | 8:22 | 8:29 | 3:20 | 7:25 | 6:38 | 7:16 | 1100 | 7:14 |
| 6:13 | 6:21 | 7:39 | 5:36 | 6:03 | 7:08 | 7:09 | 1130 | 6:31 |
| 4:35 | 5:23 | 8:19 | 7:21 | 7:31 | 6:19 | 9:25 | 1200 | 6:12 |
| 6:23 | 7:42 | 7:28 | 12:34 | 8:13 | 5:14 | 8:44 | 1230 | 8:43 |
| 7:30 | 3:44 | 8:30 | 11:58 | 8:42 | 7:00 | 5:10 | 1300 | 6:16 |
| 7:36 | 5:52 | 10:11 | 10:03 | 5:51 | 7:18 | 5:16 | 1330 | 7:23 |
| 4:37 | 4:27 | 5:07 | 4:12 | 5:45 | 6:17 | 5:53 | 1400 | 8:35 |
| 7:42 | 6:09 | 7:37 | 6:51 | 9:53 | 8:49 | 11:00 | 1430 | 5:15 |
| 6:13 | 6:07 | 6:17 | 7:43 | 6:00 | 6:38 | 7:21 | 1500 | 6:42 |
| 5:01 | 5:56 | 5:26 | 6:19 | 8:39 | 5:47 | 6:58 | 1530 | 4:47 |
| 5:38 | 8:16 | 5:30 | 5:22 | 8:23 | 5:29 | 8:03 | 1600 | 4:52 |
| 10:24 | 8:21 | 5:11 | 4:32 | 9:48 | 9:28 | 4:37 | 1630 | 8:31 |
| 6:08 | 4:33 | 4:12 | 5:59 | 5:44 | 7:56 | 7:00 | 1700 | 4:14 |
| 6:51 | 6:17 | 3:48 | 3:09 | 8:35 | 4:43 | 6:11 | 1730 | 5:39 |
| 4:13 | 6:33 | 3:40 | 6:49 | 7:33 | 7:11 | 8:01 | 1800 | 6:37 |
| 6:55 | 5:54 | 7:48 | 4:37 | 6:37 | 13:11 | 8:43 | 1830 | 7:38 |
| 8:09 | 5:24 | 8:27 | 3:09 | 7:23 | 8:05 | 6:03 | 1900 | 5:19 |
| 6:55 | 4:51 | 4:22 | 2:42 | 9:08 | 5:55 | 4:34 | 1930 | 5:27 |
| 14:37 | 6:34 | 4:07 | 3:06 | 6:01 | 8:24 | 6:21 | 2000 | 6:32 |
| 6:40 | 5:29 | 2:53 | 9:13 | 10:04 | 5:04 | 7:43 | 2030 | 5:08 |
| 15:37 | 6:48 | 6:31 | 6:56 | 8:05 | 5:34 | 11:23 | 2100 | 5:41 |
| 11:01 | 11:08 | 5:59 |  | 1:45 | 6:24 | 7:35 | 2130 | 7:02 |
| 6:22 | 3:54 | 7:58 | 4:30 | 6:37 | 2:39 | 14:22 | 2200 | 10:28 |
| 6:22 | 6:40 | :54 | 3:46 | 5:39 | 7:56 | 6:25 | 2230 | 4:27 |


| $5: 27$ | $3: 45$ | $6: 21$ | $4: 42$ | $7: 36$ | $6: 08$ | $9: 41$ | $\mathbf{2 3 0 0}$ | $10: 01$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $2: 58$ |  | $5: 36$ |  | $6: 29$ | $16: 29$ | $4: 47$ | $\mathbf{2 3 3 0}$ | $3: 23$ |
| 9-Aug | 10-Aug | 11-Aug | 12-Aug | 13-Aug | 14-Aug | 15-Aug | Interval | 16-Aug |


| 17-Aug | 18-Aug | 19-Aug | 20-Aug | 21-Aug | 22-Aug | 23-Aug | 24-Aug | 25-Aug |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1:58 |  |  | 2:56 | 5:07 | 10:35 |  | 8:57 | 7:53 |
| 4:54 |  |  | 4:32 | 5:00 | 3:48 | 4:32 |  |  |
|  |  | 8:07 | 4:20 | 2:19 | 4:27 | 5:11 |  |  |
|  |  | 4:18 |  | 20:49 |  |  |  |  |
|  | 5:02 | :59 |  | 6:01 |  | 7:09 |  |  |
|  |  |  |  | 13:40 |  |  |  |  |
|  |  |  | 6:06 |  | 6:41 |  |  |  |
|  |  |  |  | 7:58 | 8:01 |  | 5:57 | 1:28 |
|  |  |  |  |  | 3:03 |  |  |  |
| 4:16 |  | 1:32 | 3:01 |  |  | 5:09 |  |  |
| 6:56 |  | 3:45 | 2:00 | 1:53 | 4:40 | 3:42 |  |  |
| 4:53 |  |  |  | 2:50 |  |  | 4:46 | 4:15 |
| 3:31 | 16:04 |  | 3:24 |  | 5:21 | 2:31 | 3:50 |  |
|  |  | 3:04 | 3:30 | 5:29 | 3:09 | 3:51 | 7:24 | 3:25 |
| 9:26 | 15:43 | 5:43 | 7:44 | 9:54 | 6:13 | 9:59 | 12:09 | 4:38 |
| 4:36 | 13:49 | 18:52 | 8:34 | 4:09 | 4:02 | 5:02 | 5:44 | 8:30 |
| 7:29 | 8:09 | 1:56 | 6:27 | 8:06 | 7:10 | 4:36 | 6:09 | 2:37 |
| 5:22 | 10:43 |  | 5:36 | 9:18 | 6:12 | 8:56 | 4:18 | 3:11 |
| 6:23 | 5:06 | 3:16 | 7:14 | 4:49 | 4:41 | 6:20 | 8:15 | 5:23 |
| 5:27 | 6:46 | 3:40 | 4:18 | 4:29 | 9:33 | 8:55 | 4:49 | 7:49 |
| 7:09 | 6:48 | 9:01 | 5:44 | 7:17 | 5:51 | 5:38 | 7:02 | 5:18 |
| 8:54 | 7:22 | 7:48 | 4:15 | 6:45 | 6:12 | 5:29 | 4:22 | 11:13 |
| 14:45 | 4:46 | 2:34 | 11:11 | 5:09 | 9:16 | 9:17 | 6:27 | 6:44 |
| 5:40 | 6:27 | 5:02 | 7:11 | 8:10 | 8:13 | 12:44 | 8:16 | 5:35 |
| 4:38 | 13:52 | 6:17 | 6:47 | 7:16 | 7:51 | 5:47 | 6:10 | 7:10 |
| 4:40 | 8:29 | 1:57 | 7:21 | 6:24 | 5:24 | 4:50 | 9:06 | 5:17 |
| 7:30 | 8:41 | 4:27 | 4:55 | 4:41 | 7:42 | 5:21 | 5:32 | 6:48 |
| 10:23 | 8:42 | 6:45 | 7:31 | 5:35 | 6:09 | 9:23 | 7:13 | 5:35 |
| 7:13 | 5:37 | 5:55 | 6:17 | 7:22 | 6:48 | 7:07 | 5:28 | 5:11 |
| 6:34 | 5:16 | 13:51 | 5:52 | 6:46 | 5:13 | 4:46 | 7:56 | 5:24 |
| 8:10 | 10:28 | 5:33 | 6:11 | 6:16 | 5:13 | 8:52 | 5:39 | 8:51 |
| 6:06 | 3:51 | 4:21 | 5:32 | 9:56 | 7:50 | 6:54 | 5:06 | 5:54 |
| 5:02 | 9:22 | 4:09 | 5:33 | 4:48 | 4:42 | 6:16 | 5:48 | 6:37 |
| 5:47 | 4:20 | 4:51 | 9:18 | 4:39 | 7:14 | 6:51 | 6:01 | 4:20 |
| 4:01 | 6:32 | 6:34 | 7:26 | 5:41 | 4:24 | 5:38 | 6:19 | 4:32 |
| 5:09 | 5:24 | 6:02 | 7:45 | 7:20 | 4:41 | 3:25 | 6:38 | 11:15 |
| 4:09 | 3:57 | 2:18 | 5:53 | 8:36 | 7:51 | 5:39 | 6:03 | 5:11 |
| 5:41 | 6:18 | 2:56 | 7:03 | 3:53 | 6:13 | 4:15 | 7:07 | 5:14 |
| 5:05 | 12:01 | 3:55 | 4:48 | 9:18 | 6:35 | 5:55 | 3:19 | 5:25 |
| 5:35 | 8:38 | 4:54 | 11:08 | 7:45 | 5:50 | 6:21 | 4:52 | 7:42 |
| 5:23 | 5:40 | 2:45 | 11:49 | 4:52 | 5:29 | 5:04 | 5:24 | 9:00 |
| 3:53 | 6:08 | 7:01 | 3:51 | 5:04 | 7:35 | 10:15 | 3:44 |  |
| 10:16 | 6:39 | :25 | 7:17 | 9:03 | 6:32 | 6:05 | 4:45 | 5:36 |
| 8:37 | 5:40 | 11:12 | 7:37 | 6:27 | 8:01 | 9:36 | 5:38 | 3:23 |
| 5:37 | 5:19 | 6:03 | 9:55 | 5:15 | 6:01 | 6:59 | 5:45 | 2:25 |
| 4:18 | 3:39 | 2:18 | 6:25 | 3:29 | 2:59 | 14:36 | 3:41 | 4:08 |


|  |  |  | $11: 26$ | $5: 33$ | $6: 10$ | $1: 32$ | $8: 40$ | $12: 55$ |
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| 17-Aug | 18-Aug | 19-Aug | 20-Aug | 21-Aug | 22-Aug | 23-Aug | 24-Aug | 25-Aug |


| 26-Aug | 27-Aug | 28-Aug | 29-Aug | 30-Aug | 31-Aug | Interval | 1-Sep | 2-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
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|  |  | 12:37 |  | 12:43 | 5:12 | 130 |  |  |
|  |  | 3:26 | 3:49 | 7:14 | 7:37 | 200 |  | 7:01 |
|  |  |  | :09 |  |  | 230 | 13:52 |  |
| 1:07 |  |  |  |  |  | 300 |  |  |
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|  |  | 12:12 |  |  |  | 400 |  |  |
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|  | 3:22 |  | 5:23 | 4:27 | 1:55 | 500 |  |  |
|  |  | :01 |  |  | 5:02 | 530 |  |  |
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|  | 2:36 | 4:42 | 5:59 | 6:56 | 3:55 | 630 | :55 | 4:43 |
|  | 9:46 | 4:52 | 6:24 | 5:12 | 7:03 | 700 | 3:46 | 5:40 |
| 6:22 | 2:46 | 4:38 | 6:48 | 5:50 | 7:43 | 730 | 14:16 | 3:38 |
|  | 4:38 | 6:00 | 7:51 | 5:07 | 6:12 | 800 | 4:47 | 3:17 |
| 2:38 | 7:58 | 3:00 | 5:50 | 5:24 | 4:30 | 830 | 4:38 | :03 |
| 3:50 | 4:33 | 6:46 | 7:01 | 4:56 | 4:53 | 900 | 7:40 | 5:25 |
|  | 4:25 | 4:09 | 4:34 | 6:20 | 8:37 | 930 | 5:25 | 2:57 |
| 3:25 | 4:32 | 5:42 | 6:05 | 7:12 | 5:51 | 1000 | 8:15 | 14:45 |
| 5:21 | 8:39 | 5:35 | 4:27 | 3:25 | 8:06 | 1030 | 6:52 | 9:48 |
| 7:33 | 5:59 | 5:54 | 5:44 | 5:19 | 6:43 | 1100 | 7:48 | 5:50 |
| 6:28 | 6:33 | 9:51 | 5:23 | 7:09 | 7:10 | 1130 | 9:52 | 6:41 |
| 5:20 | 11:23 | 6:14 | 4:50 | 8:01 | 7:17 | 1200 | 7:30 | 8:21 |
| 7:00 | 6:44 | 5:12 | 5:35 | 5:59 | 5:17 | 1230 | 7:00 | 5:05 |
| 5:06 | 6:54 | 6:21 | 7:12 | 6:22 | 4:40 | 1300 | 7:27 | 3:09 |
| 5:07 | 4:18 | 6:57 | 4:14 | 7:02 | 6:49 | 1330 | 4:41 | 1:35 |
| 5:32 | 6:19 | 4:34 | 5:47 | 4:48 | 6:35 | 1400 | 10:08 | 1:46 |
| 5:03 | 7:28 | 7:19 | 7:31 | 5:09 | 7:33 | 1430 | 7:16 | 5:13 |
| 3:03 | 9:04 | 6:29 | 5:35 | 7:21 | 5:46 | 1500 | 4:53 | 3:22 |
| 10:01 | 7:45 | 8:33 | 4:41 | 6:23 | 6:25 | 1530 | 9:53 | 3:57 |
| 4:11 | 8:50 | 9:44 | 7:22 | 4:55 | 6:28 | 1600 | 4:33 | 5:34 |
| 3:57 | 7:32 | 6:14 | 5:55 | 6:09 | 6:41 | 1630 | 9:40 | 5:37 |
| 5:43 | 4:56 | 8:05 | 5:22 | 7:34 | 6:40 | 1700 | :12 | 4:05 |
| 4:41 | 7:38 | 4:18 | 6:39 | 6:33 | 6:58 | 1730 | 3:48 | 2:56 |
| 6:00 | 6:55 | 7:01 | 4:10 | 5:59 | 4:17 | 1800 | 4:27 | 9:58 |
| 10:21 | 5:40 | 8:06 | 4:09 | 6:10 | 9:24 | 1830 | 6:50 |  |
| 8:55 | 7:19 | 5:44 | 7:03 | 7:05 | 4:54 | 1900 | 6:15 | 2:50 |
| 10:14 | 5:22 | 6:01 | 5:21 | 6:46 | 5:43 | 1930 | 6:43 | 5:35 |
| 4:25 | 7:59 | 4:55 | 3:22 | 4:55 | 5:43 | 2000 |  | 5:34 |
| 3:10 | 7:38 | 14:28 | 10:29 | 4:54 | 5:59 | 2030 |  | 1:44 |
| 4:44 | 9:44 | 5:41 | 3:01 | 9:45 | 5:32 | 2100 | 7:19 |  |
| 3:18 | 16:04 | 2:32 | 4:44 | 4:27 | 4:30 | 2130 | 3:11 |  |
| 4:40 | 3:20 | 2:54 | 8:42 | 7:41 |  | 2200 |  | 4:44 |
| 1:56 | 7:38 | :53 | 10:09 | 4:25 | 5:41 | 2230 | 5:12 | 4:04 |


| $7: 56$ | $3: 10$ | $2: 23$ | $4: 30$ | $6: 35$ | $6: 59$ | $\mathbf{2 3 0 0}$ | $3: 14$ | $5: 11$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $6: 19$ | $3: 03$ |  | $: 38$ |  | $4: 52$ | $\mathbf{2 3 3 0}$ | $5: 53$ | $: 19$ |
| 26-Aug | 27-Aug | 28-Aug | 29-Aug | 30-Aug | 31-Aug | Interval | 1-Sep | 2-Sep |


| 3-Sep | 4-Sep | 5-Sep | 6-Sep | 7-Sep | 8-Sep | 9-Sep | 10-Sep | 11-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 3:45 | 4:40 | 1:39 |  |  | 4:21 | 1:09 | 4:17 |  |
|  | 4:13 | :56 | 6:25 | 3:22 | 5:39 | 5:02 |  |  |
|  |  | 11:27 |  |  | 2:23 | 10:35 | 7:15 | 5:08 |
| 7:05 | 6:30 |  |  | 2:59 |  |  | 8:43 | 1:57 |
|  |  |  |  |  |  |  |  |  |
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|  |  |  |  |  |  | 12:41 |  |  |
|  |  | 13:31 |  | 4:00 |  |  |  |  |
|  |  |  |  | 2:30 | 7:00 |  |  |  |
| 13:34 |  |  | 4:38 | 6:34 |  |  |  | 5:39 |
| 5:05 | 7:37 | 7:03 |  |  | 5:14 |  |  | 4:07 |
|  | 4:40 | 4:41 | 5:47 | 3:34 | 33:27, |  |  | 2:32 |
|  | 4:36 | 8:58 | 3:42 | 3:09 | 3:17 |  | 7:56 | 4:21 |
| 17:14 | 6:17 | 4:38 | 6:51 | 5:14 | 4:56 |  | 5:50 | 5:18 |
| 9:03 | 6:07 | 5:17 | 10:52 | 4:29 | 7:44 | 6:27 | 3:24 | 4:55 |
| 5:53 | 5:39 | 4:25 | 5:57 | 5:23 | 4:41 | 4:02 | 7:22 | 6:10 |
| 9:52 | 7:46 | 5:04 | 5:21 | 7:09 | 1:01 | 1:55 | 6:17 | 6:08 |
| 4:39 | 7:13 | 8:47 | 5:24 | 5:15 | 6:30 | 4:00 | 5:37 | 6:32 |
| 6:20 | 7:13 | 7:11 | 6:13 | 6:42 | 6:30 | 6:32 | 8:36 | 6:34 |
| 6:55 | 8:20 | 6:06 | 6:23 | 6:19 | 7:13 | 6:58 | 5:28 | 6:57 |
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| 5:14 | 6:09 | 6:15 | 8:26 | 6:49 | 4:25 | 8:22 | 5:02 | 7:40 |
| 6:06 | 5:09 | 7:23 | 6:10 | 4:35 | 7:13 | 7:17 | 4:18 | 7:56 |
| 4:14 | 9:48 | 8:06 | 6:39 | 8:49 | 3:59 | 6:17 | 5:57 | 5:24 |
| 5:48 | 9:04 | 5:41 | 6:23 | 5:07 | 6:55 | 7:40 | 6:14 | 6:47 |
| 5:03 | 6:13 | 6:04 | 5:42 | 10:14 | 5:28 | 6:26 | 9:26 | 6:19 |
| 7:58 | 7:44 | 7:46 | 8:35 | 5:53 | 4:00 | 11:24 | 5:19 | 7:38 |
| 6:57 | 6:35 | 6:51 | 6:21 | 6:53 | 5:00 | 7:07 | 5:44 | 7:01 |
| 7:28 | 5:54 | 6:29 | 5:21 | 6:38 | 3:54 | 6:51 | 5:45 | 6:22 |
| 8:43 | 6:31 | 9:08 | 6:52 | 6:08 | 3:10 | 3:42 | 6:11 | 6:40 |
| 8:07 | 8:01 | 8:58 | 6:20 | 5:41 | 5:56 | 4:01 | 9:04 | 6:27 |
| 12:09 | 4:25 | 8:29 | 11:19 | 6:01 | 2:23 | 7:53 | 6:40 | 7:44 |
| 4:06 | 7:55 | 8:09 | 5:18 | 9:25 | 4:29 | :03 | 6:10 | 8:05 |
| 7:17 | 5:36 | 7:20 | 5:30 | 7:20 | 9:58 | 2:15 | 6:24 | 6:45 |
| 3:19 | 6:29 | 6:16 | 13:22 | 10:14 | 5:41 | 9:52 | 5:21 | 11:42 |
| 15:14 | 6:25 | 6:19 | 6:32 | 8:20 | 10:02 | 11:03 | 4:51 | 4:37 |
| 7:40 | 6:29 | 9:32 | 2:53 | 5:16 | 7:16 | 6:54 | 4:52 | 10:36 |
| 4:17 | 8:10 | 4:18 | 5:00 | 7:28 | 4:19 | 5:13 | 6:30 | 4:58 |
| 4:31 | 7:35 | 6:57 | 8:46 | 8:48 | 2:03 | 3:01 | 6:17 | 4:29 |
| 4:30 | 6:02 | 8:30 | 9:03 | 4:28 | 6:03 | 3:06 | 14:23 | 7:31 |
| 4:23 | 6:02 | 9:07 | 5:58 | 9:12 |  | 4:00 | 6:16 | 5:02 |
| 5:11 | 4:51 | 7:45 | 5:36 | 8:56 | 3:20 | 4:01 | 4:26 | 8:00 |
| 5:45 | 7:16 | 4:27 | 8:08 | :01 | 1:32 | 10:33 | 6:25 | 3:27 |
| 8:15 | 5:30 | 7:29 | 5:07 | 4:34 | 3:51 | 8:18 | 5:15 | 1:29 |


| 3:09 | $2: 41$ | $6: 28$ | $4: 49$ | $6: 05$ | $2: 22$ | $4: 24$ | $6: 16$ | $2: 40$ |
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| $2: 23$ |  | $3: 54$ |  | $3: 49$ |  | $5: 35$ | $8: 02$ | $3: 59$ |
| 3-Sep | 4-Sep | 5-Sep | 6-Sep | 7-Sep | 8-Sep | 9-Sep | 10-Sep | 11-Sep |


| 12-Sep | 13-Sep | 14-Sep | 15-Sep | Interval | 16-Sep | 17-Sep | 18-Sep | 19-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 3:17 | 4:56 |  | 4:01 | 0 |  |  | 6:48 |  |
| 3:34 | 5:24 | 8:29 |  | 30 | 13:44 |  |  |  |
| 5:27 | 8:00 |  | 2:58 | 100 |  | 11:04 |  |  |
|  | 1:51 | 7:09 |  | 130 | 5:36 | 5:10 | 8:02 |  |
|  | 7:36 |  | 5:46 | 200 |  | 4:51 | 4:20 |  |
|  | 5:10 |  | 5:29 | 230 | 4:16 | 4:05 |  | 2:34 |
|  | 3:36 |  | 11:38 | 300 | :21 |  |  | 2:33 |
|  | 8:02 | 6:00 | 3:12 | 330 | 4:34 |  |  |  |
| :30 | 2:50 | 1:17 |  | 400 |  |  | 3:03 |  |
|  |  |  |  | 430 | 9:06 | 3:57 |  | 2:13 |
| 5:23 | 5:11 |  |  | 500 | 1:44 | 3:37 |  | 3:33 |
| 6:25 | 6:00 | 5:59 |  | 530 | 7:22 |  | 5:58 | 4:17 |
| 7:25 | 5:32 | 4:42 |  | 600 |  |  | 8:22 | 4:28 |
| 5:01 | 5:00 |  | 5:38 | 630 |  | 3:38 | 7:11 | 6:00 |
| 7:47 | 4:44 | 7:47 | 2:43 | 700 |  | 4:09 | 6:34 | 4:45 |
| 5:08 | 4:47 | 5:19 | 3:01 | 730 | 4:38 | 3:00 | 6:12 | 4:57 |
| 7:10 | 7:58 | 5:14 | 6:35 | 800 |  | 4:32 | 5:47 | 6:16 |
| 5:48 | 6:53 | 8:33 | 4:30 | 830 | 5:29 | 5:59 | 6:59 | 5:04 |
| 4:47 | 7:06 | 8:19 | 3:27 | 900 |  | 6:48 | 5:44 | 4:29 |
| 4:51 | 7:30 | 4:51 | 6:06 | 930 | 4:39 | 5:38 | 5:03 | 7:43 |
| 7:01 | 5:46 | 5:29 | 8:05 | 1000 | 4:08 | 6:24 | 7:44 | 5:26 |
| 6:12 | 5:20 | 4:27 | 2:53 | 1030 | 4:46 | 6:06 | 8:01 | 8:09 |
| 6:36 | 7:02 | 6:08 | 7:24 | 1100 | 6:04 | 4:33 | 4:39 | 5:05 |
| 6:39 | 8:04 | 7:22 | 5:40 | 1130 | 13:37 | 7:35 | 7:52 | 4:44 |
| 7:30 | 6:13 | 8:57 | 8:55 | 1200 | 4:32 | 8:49 | 3:59 | 4:10 |
| 8:37 | 7:26 | 2:46 | 6:36 | 1230 | 8:55 | 6:49 | 4:04 | 6:09 |
| 6:02 | 6:56 | 5:06 | 7:17 | 1300 | 7:36 | 7:18 | 8:46 | 7:08 |
| 5:57 | 5:27 | 5:10 | 6:36 | 1330 | 4:00 | 5:14 | 9:20 | 5:25 |
| 6:39 | 6:35 | 4:53 | 6:42 | 1400 | 4:33 | 5:19 | 6:28 | 5:29 |
| 7:11 | 6:01 | 5:05 | 4:50 | 1430 | 9:33 | 7:01 | 10:00 | 4:50 |
| 6:27 | 6:58 | 4:59 | 6:19 | 1500 | 6:45 | 11:32 | 6:11 | 6:46 |
| 5:13 | 5:53 | 5:52 | 6:50 | 1530 | 5:23 | 6:50 | 5:01 | 7:00 |
| 5:29 | 5:23 | 6:25 | 3:27 | 1600 | 4:03 | 7:06 | 7:50 | 7:51 |
| 8:43 | 8:30 | 5:40 | 2:52 | 1630 | 3:55 | 5:58 | 6:55 | 7:30 |
| 5:55 | 7:46 | 6:42 | 5:25 | 1700 | 4:32 | 6:41 | 5:34 | 6:58 |
| 10:02 | 6:29 | 6:19 | 9:15 | 1730 | 5:47 | 8:36 | 3:52 | 4:58 |
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| 5:43 | 5:43 | 7:25 | 10:09 | 1830 | 6:18 | 6:29 | 4:36 | 7:52 |
| 4:30 | 5:00 | 7:23 | 12:35 | 1900 | 5:24 | 5:59 | 3:39 | 6:12 |
| 6:53 | 5:26 | 4:32 | 2:43 | 1930 | 9:13 | 6:11 | 5:46 | 6:22 |
| 5:22 | 5:11 | 6:49 | 5:26 | 2000 | 13:51 | 5:44 | 6:29 | 3:44 |
| 5:52 | 4:03 | 7:13 | 6:56 | 2030 |  | 4:58 | 6:15 | 4:25 |
| 5:02 | 6:22 | 6:51 | :02 | 2100 | 6:58 | 8:08 | 5:48 | 5:03 |
| 10:40 | 6:50 | 5:43 | 3:25 | 2130 | 4:48 | 11:09 | 4:51 | 5:09 |
| 8:28 | 3:07 | 3:17 |  | 2200 | 5:36 | 4:06 | 8:26 | 7:18 |
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| $2: 22$ | $4: 20$ | $7: 11$ | $4: 32$ | $\mathbf{2 3 0 0}$ | $5: 42$ | $2: 44$ | $3: 18$ | $4: 13$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $: 12$ | $8: 09$ | $2: 15$ | $5: 24$ | $\mathbf{2 3 3 0}$ | $10: 22$ | $8: 37$ | $5: 26$ | $1: 52$ |
| 12-Sep | 13-Sep | 14-Sep | 15-Sep | Interval | 16-Sep | 17-Sep | 18-Sep | 19-Sep |


| 20-Sep | 21-Sep | 22-Sep | 23-Sep | 24-Sep | 25-Sep | 26-Sep | 27-Sep | 28-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1:56 | 5:10 | 3:11 | 2:06 |  | 1:39 | 3:41 | 1:04 | 10:44 |
| 6:28 |  | 3:05 |  |  | 8:08 | 4:37 | 3:44 | 5:56 |
| 9:13 | 1:54 |  | 1:17 | :29 | 2:36 | 9:13 |  | 1:51 |
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| 6:31 | 5:03 | 2:56 | 1:52 | 4:25 | 6:06 | 6:07 | 6:20 | 8:00 |
| 4:56 | 7:30 | 8:11 | 3:17 | 5:52 | 5:23 | 5:16 | 6:37 | 7:32 |
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| 9:25 | 7:37 | 4:36 | 8:20 | 6:37 | 7:55 | 10:12 | 8:25 | 5:53 |
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| 7:39 | 6:15 | 4:46 | 6:00 | 9:33 | 8:52 | 6:47 | 7:23 | 7:13 |
| 6:58 | 5:34 | 4:53 | 6:14 | 7:32 | 5:05 | 4:55 | 6:28 | 6:14 |
| 14:17 | 6:42 | 5:58 | 2:22 | 3:55 | 4:08 | 7:44 | 10:36 | 6:16 |
| 8:32 | 5:22 | 9:11 | 7:48 | 7:27 | 5:56 | 4:37 | 6:45 | 8:24 |
| 5:20 | 6:48 | 9:00 | 3:33 | 6:07 | 6:56 | 6:35 | 5:39 | 6:17 |
| 7:48 | 5:56 | 5:14 | 3:55 | 6:05 | 6:07 | 6:35 | 6:09 | 8:17 |
| 5:57 | 6:02 | 5:59 | 3:00 | 6:34 | 6:41 | 8:39 | 7:52 | 8:34 |
| 4:32 | 4:31 | 6:07 | 4:27 | 8:13 | 5:53 | 7:11 | 5:32 | 6:37 |
| 4:52 | 8:46 | 3:01 | 4:00 | 6:04 | 5:35 | 6:39 | 7:19 | 5:13 |
| 5:45 | 7:20 | 3:48 | 5:28 | 6:05 | 7:26 | 5:28 | 6:34 | 6:38 |
| 4:58 | 6:20 | 5:32 | 4:14 | 4:29 | 8:13 | 4:02 | 8:21 | 3:46 |
| 6:08 | 4:38 | 1:48 | 5:13 | 5:37 | 6:58 | 5:56 | 3:24 | 5:30 |
| 5:22 | 6:32 | 6:59 | 5:37 | 5:22 | 6:50 | 6:29 | 9:11 | 4:28 |
| 11:04 | 6:03 | 1:26 | 3:11 | 9:15 | 5:45 | 3:35 | 7:42 | 6:44 |
| 5:21 | 4:03 | 4:24 | 8:14 | 7:06 | 6:00 | 4:24 | 12:12 | 6:14 |
| 7:51 | 4:52 | 8:40 | 5:57 | 6:45 | 5:02 | 5:46 | 6:27 | 5:55 |
| 5:59 | 6:38 | 6:10 | 9:11 | 7:39 | 4:42 | 5:53 | 6:58 | 7:02 |
| 8:38 | 9:51 | 5:45 | 8:55 | 6:59 | 4:11 | 7:01 | 7:21 | 4:26 |
| 1:55 | 7:45 | 7:40 | 2:35 | 3:28 | 3:03 | 5:32 | 3:00 | 4:44 |
| 2:41 | 6:09 | 7:55 | 4:26 | 4:05 | 3:16 | 5:00 | 7:07 | 4:58 |
| 13:25 | 9:52 | 2:46 | 3:03 | 6:41 | 4:47 | 2:55 | 7:20 | 4:41 |
| 3:38 | 9:49 | 2:26 | 4:50 | 7:08 | 6:57 | 11:55 |  | 8:06 |


| $3: 52$ | $4: 00$ | $2: 00$ | $6: 19$ | $8: 49$ | $4: 01$ | $5: 21$ | $1: 41$ | $3: 27$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $6: 22$ | $3: 32$ | $1: 44$ |  | $7: 25$ | $5: 30$ | $1: 37$ | $5: 21$ |  |
| 20-Sep | 21-Sep | 22-Sep | 23-Sep | 24-Sep | 25-Sep | 26-Sep | 27-Sep | 28-Sep |


| 29-Sep | 30-Sep | Interval | 1-Oct | 2-Oct | 3-Oct | 4-Oct | 5-Oct | 6-Oct |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 3:33 | :46 | 0 |  |  | :50 | 4:39 | 4:36 | 5:46 |
| 6:17 | 5:38 | 30 |  | 3:34 | 4:54 | 9:40 | 3:31 |  |
| 3:55 |  | 100 | :57 |  |  |  |  | 4:55 |
|  |  | 130 | 7:59 |  | 3:51 |  | 4:41 |  |
| 7:57 |  | 200 | 1:37 | :08 |  |  |  |  |
|  |  | 230 |  |  | 7:55 | 7:04 |  | 5:08 |
|  |  | 300 |  | 9:45 |  | 8:47 |  |  |
|  | 5:31 | 330 | 2:04 |  |  | 3:14 |  |  |
|  |  | 400 |  | :50 | 3:35 |  | 2:37 |  |
|  |  | 430 | 2:59 |  | 2:54 |  | 5:13 |  |
|  |  | 500 | 4:39 |  |  | 3:24 | 6:36 |  |
|  |  | 530 | 3:48 | 2:23 | 9:20 | 3:43 | 8:28 |  |
|  |  | 600 | 4:45 | 3:40 | 7:52 | 4:26 | 2:23 |  |
|  | 4:51 | 630 | 5:14 | 3:44 | 6:08 | 8:53 | 4:51 | 4:55 |
| 5:45 | 14:47 | 700 | 6:49 | 3:28 | 5:24 | 4:14 | 7:42 | 2:36 |
| 8:27 |  | 730 | 4:54 | 7:19 | 4:27 | 5:02 | 5:21 | 2:53 |
| 5:38 | :08 | 800 | 3:39 | 4:54 | 4:28 | 5:02 | 6:14 | 4:12 |
| 8:24 | 5:57 | 830 | 6:02 | 6:18 | 6:55 | 8:16 | 7:46 | 4:52 |
| 5:55 | 4:09 | 900 | 5:21 | 5:54 | 6:58 | 5:54 | 10:11 | 4:11 |
| 7:05 | 6:08 | 930 | 6:49 | 7:56 | 4:49 | 9:38 | 6:03 | 7:40 |
| 5:35 | 8:41 | 1000 | 4:42 | 6:19 | 9:15 | 5:06 | 5:02 | 7:49 |
| 8:02 | 4:29 | 1030 | 6:00 | 7:20 | 4:28 | 6:48 | 9:13 | 6:48 |
| 4:47 | 13:03 | 1100 | 4:47 | 5:24 | 5:48 | 7:58 | 5:20 | 5:45 |
| 4:45 | 4:17 | 1130 | 7:24 | 6:33 | 5:53 | 4:55 | 5:28 | 7:50 |
| 9:52 | 6:06 | 1200 | 4:54 | 4:40 | 5:01 | 9:57 | 7:16 | 3:50 |
| 6:04 | 2:59 | 1230 | 8:07 | 7:21 | 8:04 | 9:28 | 8:39 | 5:56 |
| 7:52 | 4:42 | 1300 | 7:05 | 6:35 | 5:41 | 6:40 | 6:45 | 6:22 |
| 8:28 | 6:59 | 1330 | 7:04 | 5:43 | 7:21 | 4:27 | 4:21 | 5:52 |
| 4:50 | 4:53 | 1400 | 6:22 | 4:59 | 6:14 | 4:26 | 6:00 | 5:58 |
| 6:34 | 3:02 | 1430 | 7:14 | 6:14 | 7:56 | 7:44 | 8:01 | 8:30 |
| 4:39 | 3:55 | 1500 | 5:45 | 6:20 | 6:55 | 4:37 | 6:38 | 5:21 |
| 5:54 | 4:30 | 1530 | 7:13 | 6:23 | 3:39 | 5:33 | 8:17 | 7:18 |
| 6:43 | 4:28 | 1600 | 4:32 | 7:06 | 11:14 | 7:52 | 7:23 | 5:00 |
| 4:27 | 5:16 | 1630 | 7:29 | 8:32 | 8:54 | 8:04 | 8:26 | 6:32 |
| 5:36 | 2:15 | 1700 | 5:40 | 7:44 | 5:44 | 3:50 | 3:53 | 3:43 |
| 8:30 | 4:39 | 1730 | 3:34 | 4:03 | 7:11 | 6:00 | 8:02 | 6:31 |
| 11:22 | 4:55 | 1800 | 5:51 | 8:52 | 5:33 | 6:45 | 5:34 | 6:03 |
| 4:13 |  | 1830 | 5:50 | 6:18 | 3:11 | 7:54 | 12:37 | 4:26 |
| 3:13 | 3:15 | 1900 | 6:43 | 5:31 | 7:14 | 8:17 | 11:25 | 2:56 |
| 3:38 | 5:17 | 1930 | 4:20 | 17:45 | 7:40 | 5:09 | 7:44 | 4:19 |
| 2:56 | 4:36 | 2000 | 4:34 | 7:54 | 6:19 | 4:20 | 3:00 | 6:18 |
| 4:35 | 6:32 | 2030 | 6:52 | 7:36 | 12:04 | 4:26 | 8:52 | 9:24 |
| 9:26 | 7:15 | 2100 | 4:12 | 7:26 | 7:00 | 4:56 | 7:07 | 4:03 |
| 2:10 | 2:42 | 2130 | 3:19 | 5:05 | 13:38 | 8:17 | 12:49 | 2:08 |
| 10:23 | 3:39 | 2200 | 7:22 | 7:33 | 7:50 | 4:57 | 2:59 | 3:22 |
|  | 2:30 | 2230 | 6:54 | 5:40 | 4:35 | 3:15 | 9:51 | 6:48 |


| $11: 55$ | $: 09$ | $\mathbf{2 3 0 0}$ | $: 04$ | $6: 12$ | $8: 14$ | $3: 58$ | $5: 41$ | $2: 23$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $7: 28$ | $4: 03$ | $\mathbf{2 3 3 0}$ | $4: 22$ |  | $7: 12$ | $7: 48$ | $2: 12$ | $6: 27$ |
| 29-Sep | 30-Sep | Interval | $\mathbf{1 - O c t}$ | $\mathbf{2 - O c t}$ | $\mathbf{3 - O c t}$ | $\mathbf{4 - O c t}$ | $\mathbf{5 - O c t}$ | $\mathbf{6 - O c t}$ |


| 7-Oct | 8-Oct | 9-Oct | 10-Oct | 11-Oct | 12-Oct | 13-Oct | 14-Oct | 15-Oct |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 9:41 | 4:21 | 6:13 | :48 |  | 10:32 | 2:39 |  | 11:36 |
|  |  | 5:54 | 4:13 | 8:46 | 5:40 | 4:17 | 3:25 |  |
|  |  | 3:30 | 6:17 | 14:32 |  | 7:37 | 4:46 | 4:39 |
|  | 17:34 | 5:46 | 7:13 |  |  | 3:13 | 5:55 |  |
|  |  |  |  |  | 3:38 |  |  |  |
|  |  |  |  | 6:44 | 3:23 |  | 2:32 | 3:06 |
|  |  |  |  | 7:05 | :00 | 3:25 |  | 5:37 |
|  |  |  |  |  |  | 3:47 | 4:32 | 2:15 |
|  |  | 4:32 | 7:48 |  | 6:57 |  |  |  |
| 2:16 |  |  | 6:36 |  | 4:35 | 1:57 |  |  |
|  |  |  | 2:50 | 1:00 |  | 3:38 |  |  |
|  |  | 5:12 |  |  | 5:58 |  |  | 4:49 |
|  | 1:06 | 3:24 | 4:54 | 5:55 | 5:15 | 5:42 |  | 5:15 |
|  | :41 | 2:22 | 3:33 | 5:10 | 7:18 | 7:48 | 3:15 | 3:30 |
| 2:41 | 10:29 | 3:34 | 3:19 | 6:27 | 5:36 | 11:55 | 3:21 | 4:30 |
| 5:41 | 4:30 | 4:44 | 4:11 | 7:11 | 6:35 | 7:03 | 6:26 | 5:59 |
| 3:39 | 3:09 | 4:17 | 4:13 | 5:38 | 7:06 | 8:02 | 2:29 | 4:08 |
| 3:34 | 5:18 | 4:12 | 5:54 | 5:33 | 7:26 | 10:07 | 6:21 | 5:24 |
|  | 5:52 | 5:02 | 6:48 | 6:12 | 9:18 | 4:11 | 7:54 | 4:53 |
| 9:22 | 5:56 | 7:10 | 11:09 | 4:35 | 6:23 | 7:09 | 3:43 | 4:58 |
| 3:02 | 7:00 | 9:07 | 7:38 | 9:32 | 11:28 | 5:22 | 5:23 | 7:18 |
| 2:46 | 7:38 | 7:27 | 6:04 | 7:19 | 9:51 | 6:37 | 7:01 | 7:00 |
| 7:12 | 6:28 | 5:54 | 4:50 | 6:05 | 6:48 | 6:41 | 5:06 | 5:49 |
| 4:57 | 7:01 | 7:39 | 5:38 | 4:58 | 7:47 | 7:53 | 7:39 | 8:27 |
| 7:06 | 8:00 | 4:55 | 7:04 | 6:32 | 6:49 | 9:07 | 4:26 | 7:14 |
| 6:57 | 10:17 | 6:23 | 8:05 | 5:50 | 8:01 | 7:54 | 7:08 | 6:16 |
| 4:15 | 6:08 | 6:55 | 9:38 | 5:27 | 7:12 | 6:43 | 4:59 | 7:55 |
| 2:22 | 8:57 | 4:49 | 6:26 | 4:51 | 5:20 | 6:47 | 7:42 | 5:22 |
| 9:22 | 6:11 | 4:47 | 5:31 | 6:29 | 8:31 | 9:25 | 5:25 | 9:04 |
| 3:22 | 8:31 | 6:34 | 6:58 | 5:27 | 6:52 | 10:14 | 13:00 | 5:58 |
| 4:49 | 7:42 | 7:58 | 4:25 | 5:09 | 6:51 | 4:35 | 4:30 | 5:20 |
| 4:58 | 6:16 | 6:27 | 6:43 | 6:04 | 7:23 | 5:39 | 5:04 | 7:56 |
| 4:13 | 5:21 | 4:53 | 8:07 | 10:41 | 8:01 | 4:25 | 3:17 | 4:03 |
| 4:53 | 4:33 | 9:57 | 4:40 | 5:25 | 6:06 | 4:53 | 3:06 | 7:23 |
| 4:30 | 5:42 | 7:19 | 7:46 | 6:30 | 6:44 | 5:32 | 5:32 | 6:41 |
| 8:20 | 6:30 | 6:25 | 6:08 | 4:35 | 6:10 | 6:36 | 9:12 | 8:06 |
| 3:15 | 3:31 | 4:17 | 4:35 | 4:36 | 6:00 | 6:31 | 7:11 | 5:12 |
| 3:46 | 8:21 | 5:44 | 8:27 | 6:06 | 7:14 | 4:48 | 3:42 | 6:29 |
| 6:30 | 8:13 | 12:27 | 8:08 | 7:26 | 5:14 | 2:50 | 2:50 | 6:08 |
| 6:40 | 7:53 | 3:41 | 8:24 | 5:11 | 5:51 | 4:30 | 2:53 | 6:55 |
| 11:54 | 6:55 | 4:30 | 4:24 | 3:44 | 4:28 | 2:13 | 4:57 | 6:09 |
| 12:38 | 6:21 | 5:13 | 6:55 | 3:07 | 8:10 | 6:36 | 17:47 | 4:09 |
| 3:52 | 4:55 | 5:10 | 6:57 | 5:07 | 4:33 | 7:27 | 4:25 | 4:01 |
| 5:20 | 3:26 | 5:51 | 8:59 | 4:28 | 2:41 | 2:43 | 7:13 | 2:59 |
|  | 6:11 | 3:40 | 5:58 | 5:34 | 7:42 | 4:06 | 2:44 | 6:41 |
|  | 6:05 | 6:16 | 5:05 | 9:09 | 9:29 | 3:13 | 1:25 | 8:18 |


| $5: 15$ | $2: 44$ | $8: 55$ | $2: 26$ | $4: 39$ | $7: 43$ | $4: 00$ | $8: 34$ | $3: 32$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $9: 35$ |  | $3: 04$ | $4: 52$ | $4: 22$ | $5: 55$ | $30: 09$, | $5: 30$, | $4: 07$ |
| 7-Oct | 8-Oct | 9-Oct | 10-Oct | 11-Oct | 12-Oct | 13-Oct | 14-Oct | 15-Oct |


| Interval | 16-Oct | 17-Oct | 18-Oct | 19-Oct | 20-Oct | 21-Oct | 22-Oct | 23-Oct |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 9:23 | 3:09 | 1:32 | 6:20 |  | 4:17 | :05 | 3:31 |
| 30 | 12:11 | :56 | 3:06 | 7:29 |  |  | :08 | 4:02 |
| 100 | 6:44 |  |  | 6:24 | 5:54 | 6:12 |  |  |
| 130 |  | :55 |  |  | :27 | 7:15 |  | 4:59 |
| 200 |  | 11:51 | 3:57 |  |  |  | 8:32 |  |
| 230 |  |  | 5:07 |  |  | :09 |  |  |
| 300 |  |  |  |  |  | 9:32 |  |  |
| 330 | 3:05 | 1:26 | 3:21 |  |  | 2:42 |  | 3:19 |
| 400 | 13:32 | :36 | 13:53 |  |  | 4:24 | 4:03 |  |
| 430 | 4:01 | :47 | 4:21 | 3:58 |  |  |  |  |
| 500 | 3:58 | :55 |  | 3:11 |  |  |  |  |
| 530 | 3:21 | 4:01 | 4:55 | 8:06 |  |  | 4:39 | 5:53 |
| 600 | 4:07 | 1:59 | 8:32 | 5:34 |  |  | 7:05 | 5:22 |
| 630 | 6:46 | 3:53 | 7:18 | 5:46 | 6:28 |  | 3:53 | 9:06 |
| 700 | 5:52 | 2:31 | 4:00 | 3:07 | 4:33 |  | 6:33 | 7:57 |
| 730 | 6:51 | 2:35 | 5:14 | 6:12 | 8:58 | 5:20 | 7:04 | 3:58 |
| 800 | 4:34 | 5:02 | 4:32 | 5:44 | 8:07 | 1:22 | 3:14 | 7:46 |
| 830 | 4:58 | 5:05 | 5:36 | 4:28 | 5:29 | 1:55 | 6:07 | 6:54 |
| 900 | 6:49 | 7:27 | 5:36 | 6:30 | 5:37 | 3:35 | 5:57 | 5:41 |
| 930 | 7:03 | 5:23 | 8:09 | 4:46 | 4:10 | 6:27 | 6:34 | 6:10 |
| 1000 | 7:11 | 4:50 | 6:14 | 8:38 | 6:31 | 6:01 | 6:09 | 8:00 |
| 1030 | 6:39 | 7:17 | 10:10 | 6:41 | 10:01 | 5:14 | 5:45 | 7:33 |
| 1100 | 6:15 | 5:16 | 7:51 | 9:01 | 3:57 | 8:07 | 3:36 | 5:31 |
| 1130 | 5:10 | 7:09 | 6:38 | 9:41 | 7:04 | 7:25 | 6:45 | 8:43 |
| 1200 | 5:14 | 6:54 | 7:07 | 8:37 | 6:48 | 6:35 | 5:10 | 5:23 |
| 1230 | 7:20 | 9:33 | 5:41 | 4:30 | 8:28 | 3:20 | 8:53 | 7:24 |
| 1300 | 8:16 | 6:02 | 9:13 | 5:43 | 6:42 | 7:24 | 7:24 | 7:43 |
| 1330 | 5:13 | 5:12 | 5:38 | 6:17 | 6:11 | 4:08 | 8:42 | 5:26 |
| 1400 | 6:19 | 6:41 | 7:11 | 5:18 | 4:16 | 4:42 | 6:37 | 8:15 |
| 1430 | 6:23 | 8:03 | 5:02 | 7:02 | 12:39 | 2:23 | 6:05 | 7:32 |
| 1500 | 7:25 | 6:12 | 5:12 | 6:04 | 5:42 | 6:17 | 2:07 | 10:14 |
| 1530 | 6:41 | 6:01 | 7:02 | 7:40 | 6:52 | 4:45 | 1:06 | 7:18 |
| 1600 | 6:01 | 5:18 | 5:50 | 7:22 | 2:45 | 7:46 | 1:26 | 10:22 |
| 1630 | 7:26 | 8:01 | 6:27 | 5:40 | 3:26 | 5:35 | 1:46 | 4:59 |
| 1700 | 5:17 | 5:22 | 6:38 | 6:33 | 4:10 | 4:02 | :59 | 7:46 |
| 1730 | 5:39 | 5:20 | 4:55 | 5:04 | 2:33 | 5:44 | :39 | 8:01 |
| 1800 | 5:57 | 5:28 | 5:36 | 4:16 | 4:37 | 4:54 | 1:39 | 5:16 |
| 1830 | 6:20 | 4:49 | 5:12 | 6:09 | 7:58 | 6:12 | 3:59 | 4:17 |
| 1900 | 3:30 | 6:19 | 10:44 | 5:16 | 3:59 |  | 7:46 | 5:01 |
| 1930 | 7:18 | 5:29 | 4:53 | 8:45 | 3:56 | 7:45 | 5:13 | 3:52 |
| 2000 | 7:26 | 6:43 | 3:44 | 8:03 | 4:46 | 2:02 | 7:11 | 6:28 |
| 2030 | 6:21 | 7:18 | 4:40 | 6:16 | 4:51 | :58 | 8:58 | 6:08 |
| 2100 | 6:49 | 8:13 | 5:38 | 5:00 | 2:13 | 4:33 | 6:48 | 4:04 |
| 2130 | 2:28 | 5:51 | 5:12 | 8:37 | :34 | 3:57 | 3:50 | 5:16 |
| 2200 | 2:29 | 4:05 | 2:50 | 4:43 | 3:46 | 2:34 | 9:23 | 5:27 |
| 2230 | 7:56 | 10:36 | 2:30 | 3:56 |  | 5:43 | 2:32 | 6:00 |


| $\mathbf{2 3 0 0}$ | $2: 40$ | $5: 14$ | $5: 51$ | $6: 07$ | $35: 16$, | $3: 58$ | $6: 27$ | $1: 42$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $\mathbf{2 3 3 0}$ | $1: 45$ | $2: 32$ |  | $8: 09$ | $10: 04$ | $15: 13$ | $4: 50$ | $3: 46$ |
| Interval | $\mathbf{1 6 - O c t}$ | $\mathbf{1 7 - O c t}$ | $\mathbf{1 8 - O c t}$ | $\mathbf{1 9 - O c t}$ | $\mathbf{2 0}-$ Oct | $\mathbf{2 1 - O c t}$ | $\mathbf{2 2 - O c t}$ | $\mathbf{2 3 - O c t}$ |


| 24-Oct | 25-Oct | 26-Oct | 27-Oct | 28-Oct | 29-Oct | 30-Oct | 31-Oct | Interval |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 21:27 | :54 | 5:05 |  | 4:18 | :31 | 2:52 |  | 0 |
|  | 6:31 |  | 1:51 |  | 2:43 | :56 | 1:25 | 30 |
| 6:56 |  | 9:34 | 29:02, |  | 2:13 |  |  | 100 |
| 1:02 |  | 8:18 | 4:57 |  |  |  |  | 130 |
| :50 |  |  |  |  |  | 5:40 | 4:16 | 200 |
|  |  |  | :34 |  |  | :28 | 1:41 | 230 |
|  | 3:15 |  |  |  | 1:51 |  |  | 300 |
|  | 3:01 |  |  |  | 1:02 | :39 |  | 330 |
|  |  |  |  | 1:12 | 3:15 |  |  | 400 |
| :20 | 1:46 |  |  | 11:29 |  | 4:41 |  | 430 |
|  | 6:27 | 8:32 |  |  | 25:27, |  |  | 500 |
|  | 3:36 | 5:34 |  |  |  | 1:21 |  | 530 |
| :28 | 3:04 | 1:21 |  |  |  | 4:31 | 3:26 | 600 |
| 4:51 | 6:19 | 7:03 |  |  |  | 4:28 | 4:13 | 630 |
| 2:44 | 9:01 | 4:12 | 4:07 |  | 4:18 | 9:00 | 6:41 | 700 |
| 7:15 | 4:53 | 10:28 | 2:46 | 3:35 | 7:26 | 6:20 | 4:56 | 730 |
| 6:02 | 10:07 | 4:18 | 5:01 | 3:15 | 2:53 | 5:03 | 10:21 | 800 |
| 7:05 | 4:31 | 4:36 | 7:49 | 3:10 | 5:50 | 5:48 | 5:58 | 830 |
| 5:14 | 8:00 | 6:00 | 6:26 | 5:50 | 5:53 | 4:32 | 5:03 | 900 |
| 11:18 | 6:16 | 7:24 | 4:46 | 6:03 | 6:21 | 7:15 | 7:35 | 930 |
| 7:26 | 6:31 | 8:36 | 7:30 | 1:49 | 8:06 | 7:57 | 6:18 | 1000 |
| 7:56 | 7:11 | 4:35 | 5:12 | 3:25 | 6:44 | 7:00 | 4:44 | 1030 |
| 7:25 | 6:54 | 6:03 | 4:57 | 10:23 | 6:02 | 7:17 | 5:56 | 1100 |
| 4:57 | 6:00 | 6:57 | 5:39 | 4:35 | 9:07 | 4:56 | 6:42 | 1130 |
| 6:21 | 5:22 | 6:21 | 9:10 | 4:22 | 8:49 | 7:11 | 6:28 | 1200 |
| 7:23 | 6:06 | 5:08 | 4:05 | 6:14 | 7:34 | 5:19 | 8:13 | 1230 |
| 7:35 | 5:21 | 5:40 | 5:22 | 5:54 | 6:49 | 4:59 | 5:14 | 1300 |
| 7:33 | 6:56 | 7:29 | 4:45 | 8:09 | 7:29 | 5:03 | 4:23 | 1330 |
| 6:34 | 6:47 | 5:48 | 5:12 | 5:16 | 4:54 | 9:39 | 5:49 | 1400 |
| 6:35 | 5:57 | 13:32 | 3:51 | 9:12 | 6:48 | 7:13 | 6:35 | 1430 |
| 6:58 | 4:27 | 7:04 | 7:36 | 5:32 | 7:18 | 5:53 | 4:42 | 1500 |
| 6:53 | 7:28 | 4:30 | 3:51 | 6:47 | 6:37 | 4:07 | 5:40 | 1530 |
| 7:09 | 6:35 | 6:13 | 5:45 | 5:17 | 6:02 | 3:25 | 4:51 | 1600 |
| 4:29 | 6:04 | 4:43 | 4:01 | 8:18 | 4:35 | 7:34 | 5:04 | 1630 |
| 4:00 | 4:40 | 3:24 | 3:58 | 12:31 | 5:21 | 10:58 | 5:20 | 1700 |
| 6:22 | 8:17 | 5:33 | 1:33 | 9:23 | 7:45 | 4:47 | 5:58 | 1730 |
| 4:10 | 5:41 | 3:44 | 5:30 | 5:12 | 4:28 | 3:13 | 6:02 | 1800 |
| 5:01 | 5:03 | 8:05 | 3:31 | 3:21 | 3:58 | 4:12 | 10:07 | 1830 |
| 6:46 | 8:56 | 3:12 | 5:33 | 3:10 | 5:19 | 6:46 | 7:09 | 1900 |
| 4:35 | 4:59 | 5:23 |  | 6:42 | 8:57 | 3:51 | 4:42 | 1930 |
| 6:41 | 6:04 | 7:08 | 8:23 | 7:47 | 4:14 | 7:33 | 4:49 | 2000 |
| 4:37 | 4:27 | 4:18 | 3:14 | 3:36 | 6:11 | 10:57 | 3:12 | 2030 |
| 8:07 | 5:09 | 9:19 | 6:36 | 1:02 | 4:08 | 3:30 | 3:36 | 2100 |
| 4:59 | 2:12 | 4:11 | 1:20 | 4:02 | 4:37 | 4:15 | 5:04 | 2130 |
| 9:37 | 3:28 | 2:55 | 3:41 | 5:20 | 3:21 | 10:05 | 5:20 | 2200 |
| 5:04 | 5:40 | 5:28 | 2:32 | 3:38 | 1:48 | 7:16 | 7:45 | 2230 |


| $2: 51$ | $1: 56$ | $3: 55$ |  | 0.1875 | $10: 07$ | $6: 11$ | $3: 09$ | $\mathbf{2 3 0 0}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $5: 20$ | $2: 58$ | $1: 25$ | $5: 20$ | $7: 47$ | $5: 09$ | $3: 50$ | $6: 14$ | $\mathbf{2 3 3 0}$ |
| $\mathbf{2 4 - O c t}$ | $\mathbf{2 5 - O c t}$ | $\mathbf{2 6 - O c t}$ | $\mathbf{2 7 - O c t}$ | $\mathbf{2 8 - O c t}$ | $\mathbf{2 9 - O c t}$ | $\mathbf{3 0 - O c t}$ | $\mathbf{3 1 - O c t}$ | Interval |


| 1-Nov | 2-Nov | 3-Nov | 4-Nov | 5-Nov | 6-Nov | 7-Nov | 8-Nov | 9-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 3:46 |  | 13:15 |  | 2:24 | 6:30 | 2:57 | 3:36 |
| 3:21 |  | 2:25 |  | 9:25 | 8:34 | 3:47 |  | 3:55 |
|  |  |  |  | 4:03 | 8:53 |  |  | 12:22 |
|  |  | 7:03 | 7:38 | 9:48 | 9:42 |  | 1:49 |  |
| 3:19 |  |  |  | 4:17 | 2:21 | 5:40 | 7:59 |  |
|  |  |  | :27 | 1:07 |  |  |  | :06 |
| 2:05 |  |  |  |  |  |  |  | 1:42 |
|  |  |  |  | 2:15 | 7:10 | 4:39 |  |  |
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|  | 2:08 |  |  |  | 4:41 | 4:39 | 4:09 | 3:23 |
| 6:16 |  | 7:45 |  | 5:34 | 3:34 |  |  | 4:53 |
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| 2:39 | 6:13 | 3:56 | 3:34 | 6:05 | 4:40 | 7:59 | 5:29 | 4:55 |
| 3:23 | 6:48 | 6:23 |  | 7:55 | 5:33 | 3:37 | 12:44 | 5:26 |
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| 5:31 | 5:31 | 5:04 | 10:14 | 4:57 | 5:26 | 6:28 | 5:24 | 6:10 |
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| 5:59 | 7:07 | 6:12 | 9:25 | 5:15 | 6:51 | 8:04 | 5:10 | 6:21 |
| 7:29 | 7:53 | 7:38 | 2:56 | 5:23 | 7:45 | 3:38 | 7:05 | 7:13 |
| 9:44 | 4:30 | 6:14 | 6:02 | 3:44 | 5:58 | 7:03 | 5:28 | 5:32 |
| 4:42 | 5:37 | 6:53 | 6:16 | 6:06 | 6:19 | 5:22 | 3:50 | 7:03 |
| 10:49 | 7:37 | 5:11 | 4:13 | 6:57 | 5:49 | 6:18 | 6:12 | 6:30 |
| 7:57 | 5:49 | 3:37 | 5:51 | 6:28 | 9:53 | 4:49 | 6:20 | 6:16 |
| 4:27 | 9:16 | 8:51 | 2:03 | 7:25 | 8:35 | 7:32 | 6:53 | 7:04 |
| 4:38 | 7:33 | 6:59 | 8:06 | 8:05 | 5:12 | 8:04 | 5:44 | 5:45 |
| 5:02 | 7:00 | 4:02 | 7:21 | 4:51 | 4:50 | 4:44 | 6:51 | 6:22 |
| 4:25 | 4:35 | 4:09 | 3:28 | 5:54 | 4:44 | 9:23 | 6:38 | 8:56 |
| 5:36 | 6:18 | 3:59 | 7:50 | 6:25 | 7:29 | 7:54 | 6:25 | 5:56 |
| 4:21 | 9:49 | 5:49 | 3:55 | 4:52 | 6:45 | :07 | 5:40 | 7:17 |
| 4:27 | 6:47 | 4:11 | 5:58 | 4:07 | 4:56 | 2:40 | 5:05 | 6:20 |
| 6:28 | 6:13 | 2:12 | 5:24 | 7:13 | 6:04 | 11:12 | 9:44 | 5:04 |
| 5:09 | 7:19 | 4:19 | 9:27 | 8:01 | 5:35 | 3:37 | 4:52 | 6:11 |
| 7:49 | 5:25 | 3:57 | 11:17 | 4:55 | 3:44 | 4:55 | 14:03 | 5:38 |
| :43 | 3:52 | 4:00 | 3:10 | 4:10 | 5:11 | 5:58 | 9:24 | 6:49 |
| 7:07 | 7:25 | 4:44 | 5:01 | 6:16 | 3:54 | 2:47 | 6:06 | 7:53 |
| 5:35 | 5:17 | 6:15 | 3:07 | 5:02 | 7:15 | 7:31 | 6:25 | 3:41 |
| 4:41 | 4:35 | 3:16 | 5:29 | 3:30 | 6:36 | 4:27 | 5:24 | 4:39 |
| 4:30 | 5:28 | 6:10 | 3:54 | 6:18 | 5:11 | 3:52 | 5:35 | 3:32 |
| 6:45 | 2:47 | 6:35 | 5:20 | 7:57 | 5:00 | 7:43 | 4:23 | 3:23 |
| 5:49 | 5:30 | 9:19 | 4:13 | 6:04 | 3:23 | 4:07 | 4:51 | 3:22 |


| $1: 27$ | $4: 30$ | $3: 38$ | $2: 43$ | $4: 47$ | $5: 54$ | $2: 57$ | $3: 06$ | $7: 57$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $2: 56$ | $1: 14$ | $2: 40$ | $2: 58$ | $5: 23$ | $2: 33$ | $5: 27$ | $4: 49$ | $: 24$ |
| 1-Nov | 2-Nov | 3-Nov | 4-Nov | 5-Nov | 6-Nov | 7-Nov | 8-Nov | 9-Nov |


| 10-Nov | 11-Nov | 12-Nov | 13-Nov | 14-Nov | 15-Nov | Interval | 16-Nov | 17-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 7:49 | :14 | 8:10 | 5:20 | 1:36 | 2:54 | 0 | 11:00 |  |
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| 15:25 |  |  | 1:08 | 5:05 | 6:20 | 100 | 9:06 | 3:47 |
|  |  | 9:17 |  | 8:33 | 9:26 | 130 | 4:38 |  |
|  | 5:42 | 4:36 | 4:16 | 12:13 |  | 200 | 4:56 |  |
| 17:57 |  |  |  | 4:00 | 4:52 | 230 |  |  |
|  |  | 2:11 |  |  |  | 300 | 5:06 |  |
|  |  |  | 13:53 | 2:14 |  | 330 |  |  |
|  |  |  | 3:36 | 8:17 |  | 400 | 3:38 |  |
|  |  |  | 25:52, | 4:09 | 2:17 | 430 | 5:22 |  |
|  | 5:43 |  |  | 4:07 | 2:52 | 500 |  | 3:38 |
| 7:37 |  | 8:25 | 4:04 | 3:36 | :28 | 530 | 4:00 |  |
|  |  | 3:44 | 8:04 | 5:11 | 4:14 | 600 | 6:16 | 4:01 |
| 5:18 |  | 6:46 | 6:03 | 10:01 | 5:15 | 630 | 3:49 | 8:48 |
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| 10:01 |  | 10:51 | 5:35 | 5:07 | 4:01 | 730 | 5:56 | 8:12 |
| 4:50 |  | 4:12 | 5:30 | 6:03 | 6:19 | 800 | 6:02 | 8:10 |
| 2:45 | 9:33 | 3:53 | 5:03 | 6:47 | 7:21 | 830 | 9:37 | 6:21 |
| 1:33 |  | 8:24 | 9:47 | 7:35 | 5:30 | 900 | 8:48 | 6:54 |
| 3:29 | 5:59 | 5:21 | 9:07 | 5:22 | 6:38 | 930 | 6:02 | 8:00 |
| 10:02 | 9:37 | 4:02 | 9:29 | 6:35 | 11:02 | 1000 | 5:36 | 8:55 |
| 5:26 | 6:42 | 5:09 | 6:54 | 5:12 | 6:37 | 1030 | 5:58 | 4:54 |
| 6:58 | 4:28 | 4:38 | 7:22 | 8:12 | 7:48 | 1100 | 7:57 | 9:12 |
| 6:32 | 5:13 | 3:27 | 5:20 | 5:53 | 6:53 | 1130 | 12:14 | 6:21 |
| 3:43 | 5:43 | 6:23 | 5:24 | 5:28 | 7:49 | 1200 | 6:07 | 8:07 |
| 9:25 | 7:27 | 5:50 | 6:46 | 6:00 | 9:34 | 1230 | 5:20 | 7:05 |
| 5:58 | 6:03 | 8:32 | 5:43 | 5:56 | 7:36 | 1300 | 5:43 | 5:34 |
| 5:47 | 8:35 | 4:11 | 7:09 | 4:31 | 6:01 | 1330 | 5:48 | 4:26 |
| 6:54 | 8:28 | 7:54 | 6:31 | 5:05 | 7:24 | 1400 | 3:52 | 5:39 |
| 5:20 | 5:55 | 7:01 | 6:43 | 5:36 | 8:53 | 1430 | 6:02 | 7:44 |
| 4:02 | 3:18 | 7:15 | 5:52 | 5:18 | 6:56 | 1500 | 6:35 | 6:36 |
| 4:25 | 5:50 | 8:27 | 5:49 | 6:38 | 6:10 | 1530 | 7:03 | 6:20 |
| 4:18 | 5:17 | 10:07 | 6:48 | 6:46 | 4:53 | 1600 | 9:03 | 7:21 |
| 6:57 | 7:16 | 6:16 | 8:30 | 6:53 | 7:12 | 1630 | 5:54 | 6:00 |
| 7:22 | 3:38 | 5:46 | 6:10 | 5:09 | 3:16 | 1700 | 5:10 | 3:56 |
| 8:07 | 3:10 | 5:23 | 5:49 | 4:32 | 7:34 | 1730 | 6:20 | 3:25 |
| 7:54 | 3:20 | 4:59 | 6:53 | 3:28 | 4:26 | 1800 | 4:21 | 6:41 |
| 5:16 | 6:00 | 4:27 | 5:00 | 5:56 | 6:47 | 1830 | 7:56 | 10:32 |
| 8:06 | 6:53 | 8:00 | 4:39 | 4:32 | 10:10 | 1900 | 7:42 | 3:39 |
| 2:56 | 5:41 | 3:11 | 8:11 | 6:41 | 6:04 | 1930 | 6:05 | 7:45 |
| 7:20 | 4:16 | 6:09 | 11:16 | 3:44 | 6:12 | 2000 | 5:36 | 4:21 |
|  | 5:07 | 6:02 | 3:27 | 6:58 | 6:23 | 2030 | 5:46 | 3:01 |
| 2:07 | 3:18 | 4:13 | 6:31 | 5:05 | 7:23 | 2100 | 10:11 | 3:35 |
| 8:35 | 4:22 | 5:03 | 3:33 | 6:02 | 5:36 | 2130 | 6:28 | 3:17 |
| 12:46 | 2:49 | 5:59 | 2:43 | 5:10 | 7:14 | 2200 | 5:45 | 6:00 |
| 7:35 | 2:31 | 10:28 | 5:31 | 5:32 | 2:54 | 2230 | 13:16 | 7:34 |


| $3: 26$ | $4: 09$ | $8: 45$ | $2: 07$ | $9: 45$ | $6: 28$ | $\mathbf{2 3 0 0}$ | $4: 41$ | $3: 07$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $6: 27$ |  | $5: 36$ | $3: 08$ | $4: 23$ |  | $\mathbf{2 3 3 0}$ | $3: 28$ | $8: 37$ |
| 10-Nov | 11-Nov | 12-Nov | 13-Nov | 14-Nov | 15-Nov | Interval | 16-Nov | 17-Nov |


| 18-Nov | 19-Nov | 20-Nov | 21-Nov | 22-Nov | 23-Nov | 24-Nov | 25-Nov | 26-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 9:35 | 5:57 | 7:34 | 5:03 | 1:20 | 1:58 | 3:06 |  |  |
|  | 5:22 | 4:26 | 12:31 | 6:58 | 1:29 | 1:51 | 9:20 | 6:42 |
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|  |  | 6:08 |  | 2:38 |  | 2:53 |  | 11:17 |
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|  |  | 2:53 |  |  |  | 5:02 |  | 12:52 |
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|  |  | 2:41 | 2:56 | 7:29 |  | 5:11 | 4:56 |  |
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| 2:23 | 5:26 | 5:08 | 2:35 |  |  | 3:58 | 4:08 | 3:35 |
| 2:01 | 1:16 | 8:16 | 6:09 | 2:43 | 1:30 | 3:30 | 6:25 | 8:41 |
| 1:03 | 9:28 | 5:58 | 6:22 | 4:00 | 6:39 | 7:59 | 6:44 | 7:01 |
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| 4:46 | 4:36 | 5:53 | 5:50 | 7:51 | 5:06 | 3:59 | 5:50 | 5:13 |
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| 5:25 | 7:19 | 10:44 | 5:48 | 6:20 | 3:50 | 3:00 | 13:22 | 8:43 |
| 17:00 | 7:01 | 7:53 | 9:15 | 13:36 | 2:41 | 6:55 | 4:29 | 4:22 |
| 6:14 | 7:03 | 6:36 | 9:47 | 2:24 | 6:40 | 6:11 | 5:03 | 5:36 |
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| 3:48 | 6:06 | 3:06 | 8:16 | 5:21 | 3:57 | 2:22 | 1:36 | 7:10 |
| 2:14 | 5:01 | 6:24 | 6:22 | 5:30 | 3:13 | 6:29 | 5:21 | 6:12 |
| 2:32 | 5:32 | 6:25 | 5:47 | 7:54 | 5:40 | 4:33 | 4:30 | 5:20 |
| 6:45 | 6:41 | 5:35 | 6:16 | 4:41 | 4:38 | 6:42 | 5:38 | 8:04 |
| 4:43 | 5:33 | 5:03 | 7:50 |  | 6:18 | 6:25 | 4:50 | 5:11 |
| 1:56 | 7:08 | 5:44 | 6:24 | 4:33 | 6:05 | 4:09 | 5:46 | 6:27 |
| 4:52 | 3:59 | 6:40 | 8:06 | 3:23 | 3:51 | 5:43 | 4:21 | 5:45 |
| 8:21 | 7:19 | 5:55 | 9:41 | 4:49 | 6:33 | 3:53 | 3:45 | 5:01 |
|  | 5:54 | 7:10 | 4:58 | 2:33 | 4:25 | 2:01 | 6:25 | 5:23 |
| 4:13 | 7:51 | 4:13 | 4:39 | 4:11 | 4:03 | 6:38 | 4:31 | 5:53 |
| 6:57 | 6:54 | 8:38 | 4:59 |  | 2:19 | 1:40 | 5:33 | 5:20 |
| 5:10 | 8:06 | 4:28 | 5:19 | 4:05 | 3:40 | 5:16 | 5:35 | 9:14 |
| 4:34 | 5:50 | 3:47 | 6:43 | 4:22 | 8:21 | 3:37 | 6:02 | 5:43 |
| 6:28 | 6:34 | 3:17 | 6:37 | 4:28 | 4:31 | 3:47 | 5:41 | 6:35 |
| 3:42 | 5:20 | 5:34 | 1:28 | 7:46 | 3:49 | 6:18 | 5:03 | 6:05 |
| 3:17 | 8:13 | 5:39 | 4:23 |  | 1:40 | 3:11 | 4:52 | 4:19 |
| 4:15 | 6:57 | 6:09 | 1:05 | 7:32 | 2:52 | 5:59 | 3:40 | 4:14 |
| 6:13 | 4:18 | 9:35 | 5:20 |  | 1:51 | 6:57 | 5:59 | 4:51 |
| 5:08 | 5:52 | 5:38 | 7:35 | 9:07 | 2:33 | 5:39 | 8:50 | 5:33 |
| :21 | 14:06 | 6:33 | 11:29 | 4:26 |  | 2:21 | 13:16 | 8:10 |


| $6: 07$ | $3: 52$ | $11: 46$ | $5: 35$ | $8: 35$ | $1: 54$ | $10: 42$ | $3: 14$ | $4: 54$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 6:09 | $2: 30$ | $10: 48$ | $1: 28$ |  | $2: 13$ | $7: 02$ | $: 29$ | $6: 36$ |
| 18-Nov | 19-Nov | 20-Nov | 21-Nov | 22-Nov | 23-Nov | 24-Nov | 25-Nov | 26-Nov |


| 27-Nov | 28-Nov | 29-Nov | 30-Nov | Interval | 1-Dec | 2-Dec | 3-Dec | 4-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 11:02 | 4:07 | 3:10 | 7:44 | 0 | 1:55 | 2:33 | 4:43 | 6:56 |
| 4:37 | 4:03 | 5:25 | 7:27 | 30 | 6:23 |  | 3:22 | 6:32 |
| 3:11 | 6:27 |  | 5:31 | 100 | 5:25 | 4:20 |  | 2:00 |
|  | 4:46 | 5:19 | 3:30 | 130 |  |  |  | :48 |
|  | 5:53 | 3:23 |  | 200 | 21:30 |  | 3:38 | 18:13 |
| 6:16 | 12:20 | 5:05 | 10:56 | 230 |  |  | 10:04 | 5:20 |
|  |  |  | 6:04 | 300 |  |  |  |  |
|  |  |  | 4:02 | 330 |  |  |  |  |
| 7:03 | 1:38 |  | 6:17 | 400 | 6:37 |  | 3:06 |  |
|  | 4:47 |  | 4:04 | 430 | 5:33 |  | 2:56 |  |
|  | 4:03 | 9:05 | 5:13 | 500 | 7:20 |  | 7:35 | 5:43 |
| 15:00 | 4:03 |  | 1:15 | 530 | :59 |  | 4:45 | 6:40 |
| 4:45 | 6:01 | 4:26 | 5:56 | 600 | 4:59 |  |  | 6:23 |
| 6:08 | 4:13 | 5:19 | 4:35 | 630 |  | 6:09 | 3:46 | 4:04 |
| 8:27 | 5:04 | 5:49 | 6:32 | 700 | 7:14 | 3:15 | 8:17 | 5:14 |
| 9:55 | 6:52 | 4:24 | 6:03 | 730 | 8:20 | 4:31 | 6:02 | 8:29 |
| 7:15 | 5:38 | 7:52 | 5:41 | 800 | 9:49 | 4:18 | 4:57 | 7:40 |
| 5:33 | 7:50 | 7:15 | 6:54 | 830 | 4:03 | 5:13 | 6:19 | 6:09 |
| 5:12 | 4:36 | 6:24 | 7:58 | 900 | 6:04 | 7:20 | 6:52 | 6:22 |
| 7:04 | 6:38 | 6:39 | 10:22 | 930 | 7:21 | 5:37 | 5:46 | 6:28 |
| 5:47 | 7:45 | 5:13 | 9:39 | 1000 | 8:03 | 4:51 | 7:29 | 6:18 |
| 4:39 | 8:19 | 7:25 | 7:10 | 1030 | 4:28 | 3:14 | 7:39 | 9:13 |
| 5:44 | 6:35 | 6:56 | 8:06 | 1100 | 6:02 | 9:16 | 6:10 | 6:07 |
| 7:43 | 7:08 | 8:44 | 9:03 | 1130 | 7:13 | 5:31 | 6:14 | 6:58 |
| 6:00 | 6:11 | 7:34 | 6:10 | 1200 | 7:01 | 5:53 | 8:56 | 4:54 |
| 5:16 | 5:52 | 7:16 | 6:28 | 1230 | 4:46 | 3:45 | 9:42 | 9:18 |
| 7:18 | 4:54 | 7:43 | 6:21 | 1300 | 8:01 | 8:40 | 5:24 | 5:43 |
| 6:35 | 6:56 | 4:09 | 5:07 | 1330 | 5:15 | 5:43 | 6:35 | 4:32 |
| 5:36 | 5:44 | 6:56 | 5:37 | 1400 | 8:20 | 3:53 | 7:36 | 4:56 |
| 6:45 | 9:25 | 7:49 | 6:30 | 1430 | 7:23 | 11:03 | 4:40 | 6:48 |
| 6:21 | 6:03 | 7:44 | 4:57 | 1500 | 6:30 | 2:54 | 6:20 | 5:02 |
| 6:07 | 8:42 | 6:10 | 6:33 | 1530 | 7:03 | 5:19 | 7:41 | 6:50 |
| 6:54 | 7:51 | 5:29 | 7:45 | 1600 | 5:22 | 10:08 | 7:03 | 8:16 |
| 5:13 | 5:47 | 4:58 | 6:53 | 1630 | 11:22 | 9:09 | 8:34 | 5:01 |
| 5:11 | 7:10 | 8:17 | 4:48 | 1700 | 8:51 | 4:56 | 3:58 | 4:51 |
| 5:42 | 8:25 | 5:27 | 5:20 | 1730 | 6:06 | 6:01 | 7:11 | 4:26 |
| 16:28 | 3:48 | 5:55 | 4:31 | 1800 | 8:45 | 4:28 | 5:38 | 2:51 |
| 4:08 | 3:46 | 4:39 | 7:13 | 1830 | 6:42 | 5:39 | 5:11 | 5:34 |
| 4:49 | 5:34 | 6:07 | 9:35 | 1900 | 5:55 | 3:44 | 5:48 | 6:38 |
| 5:27 | 3:50 | 4:07 | 3:30 | 1930 | 8:42 | 7:50 | 5:36 | 2:39 |
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| 7:37 | 11:28 | 9:11 | 4:23 | 2100 | 4:47 | 4:56 | 2:50 | 6:44 |
| 5:18 | 2:22 | 6:23 | 6:47 | 2130 | 3:29 | 5:37 | 4:08 | 10:36 |
| 5:01 | 4:15 | 6:12 | 5:07 | 2200 | 6:10 | 7:35 | 9:06 | 4:04 |
| 4:52 | 4:16 | 4:47 | 3:35 | 2230 | 4:12 | 7:40 | 9:55 | 5:15 |


| 3:23 | $8: 03$ | $3: 42$ | $4: 46$ | $\mathbf{2 3 0 0}$ | $2: 40$ |  | $7: 07$ | $5: 03$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 4:03 | $4: 06$ | $2: 55$ | $5: 00$ | 2330 |  | $6: 35$ | $8: 26$ | $9: 30$ |
| 27-Nov | 28-Nov | 29-Nov | 30-Nov | Interval | 1-Dec | 2-Dec | 3-Dec | 4-Dec |


| 5-Dec | 6-Dec | 7-Dec | 8-Dec | 9-Dec | 10-Dec | 11-Dec | 12-Dec | 13-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2:55 | 3:21 | 1:30 | 8:30 |  | 3:36 | :49 | 1:17 | 7:26 |
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| 7:36 | 4:42 |  | 6:49 | 8:45 | 10:26 | 2:43 | 3:02 | 22:52 |
| 2:06 |  | 11:20 | 6:58 |  |  | 3:55 |  | 9:09 |
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|  |  | 6:03 |  | 20:21 | 6:18 |  | 9:26 |  |
|  | 2:06 | 6:34 |  |  |  | 12:41 |  | 11:14 |
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| 5:37 | 3:15 | 6:13 | 4:41 | 6:28 | 5:39 | 9:12 | 5:12 | 4:59 |
| 7:00 | 8:36 | 6:33 | 5:58 | 3:39 | 6:24 | 4:54 | 7:07 | 6:54 |
| 5:59 | 6:52 | 5:29 | 7:33 | 4:50 | 9:39 | 5:38 | 5:42 | 9:20 |
| 4:55 | 4:59 | 7:06 | 9:14 | 7:18 | 4:17 | 11:27 | 5:22 | 7:03 |
| 8:54 | 4:11 | 4:54 | 8:59 | 3:15 | 5:08 | 4:52 | 5:38 | 5:58 |
| 6:12 | 5:16 | 6:28 | 6:53 | 5:18 | 6:49 | 7:35 | 6:39 | 4:58 |
| 7:19 | 6:32 | 5:59 | 5:52 | 5:07 | 6:45 | 6:07 | 8:49 | 5:41 |
| 5:36 | 8:35 | 6:13 | 8:29 | 4:40 | 8:09 | 6:00 | 6:35 | 7:57 |
| 7:27 | 5:45 | 7:00 | 6:33 | 12:12 | 6:50 | 6:20 | 10:21 | 6:13 |
| 7:23 | 5:30 | 8:54 | 7:04 | 6:47 | 8:26 | 4:35 | 6:59 | 9:07 |
| 6:40 | 6:55 | 5:49 | 3:31 | 7:32 | 17:04 | 5:36 | 7:28 | 8:49 |
| 5:39 | 5:55 | 4:14 | 4:33 | 3:45 | 5:49 | 7:17 | 5:45 | 5:57 |
| 5:03 | 9:50 | 7:11 | 7:04 | 3:39 | 4:41 | 7:17 | 6:15 | 4:36 |
| 5:01 | 9:04 | 7:02 | 5:48 | 4:35 | 6:55 | 7:11 | 6:16 | 9:06 |
| 5:25 | 5:13 | 7:12 | 6:58 | 3:29 | 9:33 | 7:52 | 7:28 | 8:52 |
| 8:25 | 6:26 | 7:13 | 3:47 | 3:45 | 7:21 | 5:01 | 8:16 | 6:55 |
| 5:46 | 5:49 | 7:15 | 4:02 | 5:54 | 6:46 | 3:07 | 7:35 | 9:15 |
| 7:51 | 6:56 | 6:53 | 6:20 |  | 7:05 | 5:46 | 5:49 | 7:05 |
| 7:18 | 6:44 | 7:48 | 5:05 | 5:20 | 4:16 | 7:46 | 6:30 | 6:20 |
| 7:51 | 8:15 | 6:05 | 2:30 | 4:19 | 4:39 | 5:38 | 7:56 | 10:06 |
| 6:51 | 9:14 | 6:48 | 5:02 | 7:41 | 6:49 | 8:02 | 9:50 | 6:31 |
| 6:21 | 6:16 | 4:37 | 4:32 | 4:20 | 4:48 | 8:43 | 7:48 | 4:49 |
| 8:43 | 5:38 | 1:46 | 5:53 | 3:33 | 7:07 | 5:38 | 6:43 | 6:12 |
| 6:46 | 5:07 | 4:27 | 5:52 | 6:54 | 7:58 | 6:09 | 12:22 | 12:51 |
| 5:17 | 4:47 | 6:23 | 5:23 | 5:31 | 6:24 | 3:59 | 5:50 | 6:18 |
| 9:32 | 6:34 | 7:41 |  | 4:54 | 5:26 | 5:07 | 7:33 | 7:47 |
| 8:24 | 3:32 | 9:02 | 10:21 | 10:53 | 6:11 | 7:08 | 5:20 | 5:27 |
| 8:13 | 7:09 | 4:55 | 8:55 | 12:44 | 10:19 | 9:58 | 9:51 | 5:31 |
| 7:45 | 4:02 | 9:32 |  | 33:00, | 10:35 | 7:20 | 7:29 | 7:51 |
| 20:37 | 5:12 | 6:45 | 4:03 | 7:32 | 8:39 | 11:10 | 6:59 | 3:22 |
| 3:06 | 3:00 | 5:02 | 6:02 | 5:16 | 3:03 | 6:23 | 4:43 | 5:37 |


| $7: 22$ | $7: 03$ | $7: 05$ | $4: 01$ | $9: 24$ | $17: 28$ | $12: 45$ | $4: 14$ | $5: 27$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $5: 55$ | $2: 49$ | $3: 28$ | $4: 32$ | $16: 50$ | $5: 39$ | $4: 59$ | $8: 13$ | $4: 24$ |
| 5-Dec | 6-Dec | 7-Dec | 8-Dec | 9-Dec | 10-Dec | 11-Dec | 12-Dec | 13-Dec |


| 14-Dec | 15-Dec | Interval | 16-Dec | 17-Dec | 18-Dec | 19-Dec | 20-Dec | 21-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 3:06 | 3:23 | 0 | 1:35 | 7:42 | 7:12 | 5:11 | 5:13 | 5:06 |
| 6:33 | 3:58 | 30 | 5:13 |  | 5:41 |  |  | 5:08 |
|  |  | 100 |  | 6:44 |  | 4:26 | 8:49 | :14 |
|  | 4:07 | 130 |  | 2:59 | 3:41 |  | 10:57 |  |
| 12:22, | 5:49 | 200 |  |  |  |  | 2:33 |  |
| 4:25 |  | 230 |  |  |  | 3:52 | 5:43 |  |
|  | 4:53 | 300 |  | 12:18 | 13:23 | 12:09 |  |  |
|  |  | 330 |  | 2:55 |  | 6:26 | :06 |  |
|  | :27 | 400 |  |  |  |  |  |  |
| 5:33 |  | 430 |  |  |  |  | 3:34 |  |
| 4:05 |  | 500 |  |  |  | 7:57 | 4:49 |  |
| 7:09 |  | 530 |  |  | 6:49 | 7:49 | 4:14 | 6:01 |
| 4:25 | 12:16 | 600 |  | 6:05 | 7:36 | 3:33 | 4:13 | 1:00 |
| 8:20 | 10:59 | 630 |  | 9:48 | 4:11 | 5:14 | 11:40 | 5:47 |
| 7:00 | 8:36 | 700 | 3:33 | 3:56 | 6:35 | 6:38 | 3:40 | 2:05 |
| 4:04 | 6:03 | 730 | :22 | 5:45 | 4:24 | 4:51 | 4:57 | 9:09 |
| 5:42 | 7:25 | 800 | 3:51 | 5:38 | 6:13 | 5:19 | 5:47 | 6:46 |
| 5:43 | 5:00 | 830 | 2:40 | 6:14 | 6:04 | 7:11 | 5:18 | 5:02 |
| 6:52 | 6:07 | 900 | 6:46 | 7:41 | 5:32 | 5:29 | 5:35 | 9:22 |
| 6:03 | 7:02 | 930 | 12:08 | 6:02 | 5:50 | 7:15 | 5:53 | 6:56 |
| 8:49 | 8:25 | 1000 | 2:00 | 5:00 | 8:14 | 5:56 | 8:03 | 8:04 |
| 8:37 | 4:24 | 1030 | 4:36 | 6:33 | 6:52 | 5:46 | 5:21 | 4:58 |
| 5:15 | 7:11 | 1100 | 4:13 | 7:48 | 6:32 | 7:40 | 5:35 | 6:02 |
| 6:47 | 7:06 | 1130 | 5:55 | 4:58 | 3:50 | 10:02 | 6:06 | 6:09 |
| 6:49 | 7:55 | 1200 | 3:48 | 6:13 | 6:33 | 6:50 | 8:11 | 6:08 |
| 5:50 | 5:06 | 1230 | 3:11 | 7:12 | 4:59 | 9:00 | 9:04 | 10:32 |
| 4:22 | 5:08 | 1300 | 4:10 | 4:55 | 10:19 | 11:50 | 3:44 | 10:08 |
| 7:26 | 7:52 | 1330 | 3:48 | 5:30 | 4:46 | 5:20 | 5:00 | 9:04 |
| 9:26 | 9:44 | 1400 | 4:05 | 5:44 | 6:32 | 6:12 | 7:39 | 11:59 |
| 6:47 | 7:51 | 1430 | 3:03 | 5:51 | 6:20 | 7:07 | 7:36 | 6:02 |
| 7:11 | 5:06 | 1500 | 2:39 | 8:12 | 6:10 | 5:06 | 7:01 | 10:07 |
| 7:17 | 6:19 | 1530 | 5:12 | 5:30 | 5:31 | 6:27 | 6:49 | 6:01 |
| 5:51 | 6:54 | 1600 | 4:51 | 7:29 | 13:10 | 7:18 | 12:29 | 6:46 |
| 8:06 | 3:55 | 1630 | 3:35 | 5:17 | 5:01 | 6:08 | 8:08 | 9:10 |
| 6:37 | 5:00 | 1700 | 7:23 | 16:22 | 6:03 | 9:13 | 6:05 | 7:23 |
| 6:43 | 5:07 | 1730 | 5:30 | 6:10 | 5:27 | 5:07 | 7:02 | 5:19 |
| 8:45 | 5:20 | 1800 | 6:34 | 6:26 | 4:06 | 5:06 | 3:46 | 6:42 |
| 6:26 | 3:26 | 1830 | 4:50 | 5:38 | 6:36 | 5:33 | 5:36 | 5:44 |
| 5:51 | 7:00 | 1900 | 3:21 | 6:11 | 5:49 | 6:27 | 8:16 | 7:49 |
| 5:13 | 6:12 | 1930 | 4:47 | 5:47 | 5:28 | 7:41 | 5:22 | 5:53 |
| 5:02 | 5:04 | 2000 | 5:00 | 5:21 | 8:55 | 5:32 | 4:47 | 4:25 |
| 9:46 | 6:49 | 2030 | 6:27 | 14:14 | 8:35 | 9:13 | 3:46 | 6:32 |
| 4:53 | 5:23 | 2100 | 2:41 | 7:48 | 5:21 | 11:47 | 6:28 | 5:39 |
| 8:47 | 4:43 | 2130 | 4:37 | 9:11 | 3:28 | 8:15 | 4:55 | 6:10 |
| 5:40 | 4:37 | 2200 | 4:42 | 6:26 | 5:54 | 7:01 | 2:59 | 3:54 |
| 3:03 | 4:09 | 2230 | 11:52 | 3:44 | 7:25 | 8:32 | 1:28 | 5:59 |


| $4: 07$ | $7: 01$ | $\mathbf{2 3 0 0}$ | $4: 48$ | $5: 53$ | $7: 45$ | $10: 59$ | $8: 22$ | $5: 12$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $5: 01$ | $7: 13$ | $\mathbf{2 3 3 0}$ | $10: 44$ | $8: 39$ | $4: 32$ | $4: 58$ | $3: 27$ | $3: 35$ |
| 14-Dec | 15-Dec | Interval | 16-Dec | 17-Dec | 18-Dec | 19-Dec | 20-Dec | 21-Dec |


| 22-Dec | 23-Dec | 24-Dec | 25-Dec | 26-Dec | 27-Dec | 28-Dec | 29-Dec | 30-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 7:40 | 3:37 |  |  | 1:58 | 6:28 | 2:45 | 9:24 |  |
| 12:22 |  |  |  | 3:53 | 4:35 | 4:52 | 5:03 |  |
| 4:31 |  |  | 5:34 |  |  | 2:48 |  | 5:54 |
| 8:59 |  |  |  |  | 17:25 |  | 5:30 |  |
|  |  |  |  |  | :33 | 5:00 | 2:30 |  |
| 7:27 | 1:28 |  |  |  | 5:11 |  | 9:46 | 3:38 |
|  |  |  |  |  |  |  | 8:47 |  |
|  |  |  |  | 13:38 | 3:13 |  | 11:36 |  |
|  |  |  |  |  |  |  |  | 8:42 |
| 5:51 |  |  |  | 2:27 |  | 4:08 |  |  |
|  |  |  |  | 2:28 |  | 4:47 |  |  |
|  | 6:24 |  |  |  | 7:18 | 3:38 | 10:06 |  |
| 2:52 |  |  |  | 3:32 | 7:53 | 3:54 | 5:03 |  |
| 7:32 |  |  |  | 5:40 | 5:18 | 5:59 | 12:32 |  |
| 9:45 | 17:50 |  |  | 5:45 | 8:10 | 5:14 |  |  |
| 4:00 |  |  |  | 5:31 | 6:04 | 6:20 | 5:08 | 13:22 |
| 6:05 | 4:42 |  |  | 7:49 | 8:39 | 6:23 |  | 9:39 |
| 4:57 | 4:19 |  | 3:25 | 6:45 | 6:19 | 7:40 | 4:51 | 7:45 |
| 5:09 | 6:10 |  | 4:22 | 6:19 | 7:58 | 7:02 | 5:05 | 7:22 |
| 5:43 | 5:33 |  | 4:36 | 6:47 | 6:33 | 8:40 | 4:42 | 4:36 |
| 7:47 | 3:09 |  |  | 7:43 | 9:24 | 9:40 | 3:56 | 13:39 |
| 6:15 | 7:20 |  | 5:04 | 9:05 | 7:48 | 5:51 | 6:53 | 4:06 |
| 6:21 | 7:05 |  | 2:32 | 8:14 | 8:39 | 6:58 | 7:23 | 5:56 |
| 6:02 | 7:24 |  | 2:27 | 6:59 | 3:27 | 5:43 | 5:43 | 5:59 |
| 7:14 | 9:42 |  |  | 6:47 | 7:41 | 11:38 |  | 13:01 |
| 7:38 | 2:51 |  |  | 9:29 | 6:14 | 6:34 | 5:45 | 4:19 |
| 5:47 | 3:56 |  | 1:33 | 6:27 | 6:27 | 16:38 | 6:48 | 16:57 |
| 7:10 | 5:09 |  | 4:47 | 7:30 | 5:39 | 7:38 | 3:46 | 6:00 |
| 4:27 | 3:27 |  | 4:44 | 6:02 | 6:38 | 5:40 | 3:33 | 4:29 |
| 7:36 | 3:56 |  | 1:53 | 6:47 | 5:47 | 5:24 | 7:08 | 4:41 |
| 5:08 | 5:28 |  | 2:20 | 7:08 | 6:44 | 6:05 | 4:03 | 5:15 |
| 6:19 | 1:34 |  | :19 | 5:53 | 6:19 | 6:22 | 4:01 |  |
| 5:20 | 3:13 |  | 2:26 | 6:18 | 7:09 | 6:41 | 6:31 | 5:13 |
| 9:18 | 4:31 |  |  | 6:13 | 7:11 | 8:56 | 4:59 | 4:00 |
| 7:50 | 14:31 |  |  | 5:58 | 7:20 | 6:47 | 7:03 | 5:38 |
| 10:19 | 3:56 |  | 2:02 | 7:11 | 9:51 | 7:52 | 11:47 | 2:48 |
| 3:06 | 2:15 |  |  | 9:02 | 5:22 | 4:17 | 4:33 | 5:52 |
| 7:13 | 6:49 |  | :08 | 7:41 | 6:29 | 5:55 | 4:17 | 3:52 |
| 4:34 | :28 |  | 2:40 | 8:05 | 7:05 | 8:34 | 4:23 | 4:24 |
| 2:51 | 5:12 |  | 7:07 | 4:07 | 7:10 |  | 19:08 | 4:47 |
| 4:36 | 5:36 |  |  | 4:52 | 9:06 | 5:10 | 2:12 | 4:12 |
| 2:54 | 3:55 |  | 3:21 | 7:15 | 8:39 | 13:42 |  | 1:41 |
| 4:27 | 10:07 |  | 4:45 | 5:22 | 10:56 | 11:58 | 7:33 | 3:17 |
| 7:51 | 7:22 |  | 6:20 | 5:52 | 7:36 | 2:48 | 6:27 | 2:47 |
| 12:38 | 5:05 |  |  | 8:55 | 4:04 | 5:43 | 3:59 | 4:12 |
| 9:24 |  |  | 4:37 | 7:42 | 3:29 | 6:26 |  |  |


| $8: 31$ | $4: 27$ |  | $10: 02$ | $6: 24$ | $8: 05$ | $10: 12$ | $7: 54$ |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 7:52 | $2: 48$ |  | $3: 16$ |  | $3: 46$ | $11: 38$ | $8: 59$ | $5: 13$ |
| 22-Dec | 23-Dec | 24-Dec | 25-Dec | 26-Dec | 27-Dec | 28-Dec | 29-Dec | 30-Dec |


| 31-Dec | Interval |
| :---: | :---: |
|  | 0 |
|  | 30 |
| 10:13 | 100 |
| 7:01 | 130 |
|  | 200 |
|  | 230 |
|  | 300 |
| 4:36 | 330 |
|  | 400 |
|  | 430 |
| 12:30 | 500 |
|  | 530 |
|  | 600 |
| 5:02 | 630 |
| 1:45 | 700 |
| 8:02 | 730 |
| 6:55 | 800 |
| 7:32 | 830 |
| 5:52 | 900 |
| 5:03 | 930 |
| 7:40 | 1000 |
| 5:08 | 1030 |
| 7:10 | 1100 |
| 7:24 | 1130 |
| 6:28 | 1200 |
| 5:37 | 1230 |
| 6:22 | 1300 |
| 10:21 | 1330 |
| 8:34 | 1400 |
| 4:53 | 1430 |
| 5:11 | 1500 |
| 5:17 | 1530 |
| 6:22 | 1600 |
| 9:46 | 1630 |
| 10:10 | 1700 |
| 8:39 | 1730 |
| 6:14 | 1800 |
| 1:29 | 1830 |
| 10:52 | 1900 |
| 5:07 | 1930 |
|  | 2000 |
| 8:28 | 2030 |
| 6:09 | 2100 |
| 3:52 | 2130 |
| 13:44 | 2200 |
|  | 2230 |


|  | $\mathbf{2 3 0 0}$ |
| :---: | :---: |
| $5: 08$ | $\mathbf{2 3 3 0}$ |
| 31-Dec | Interval |


| Interval | 1-Aug | 2-Aug | 3-Aug | 4-Aug | 5-Aug | 6-Aug | 7-Aug | 8-Aug |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 6 | 5 | 5 | 5 | 3 | 4 | 8 | 8 |
| 30 | 4 | 2 | 4 | 2 | 0 | 1 | 1 | 4 |
| 100 | 3 | 5 | 3 | 0 | 0 | 3 | 2 | 2 |
| 130 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 2 |
| 200 | 1 | 1 | 2 | 1 | 2 | 0 | 0 | 1 |
| 230 | 0 | 1 | 2 | 1 | 0 | 0 | 2 | 1 |
| 300 | 1 | 0 | 0 | 0 | 1 | 0 | 2 | 0 |
| 330 | 1 | 2 | 0 | 0 | 0 | 1 | 0 | 1 |
| 400 | 2 | 1 | 0 | 0 | 0 | 1 | 0 | 3 |
| 430 | 3 | 0 | 3 | 2 | 0 | 1 | 0 | 4 |
| 500 | 4 | 4 | 2 | 0 | 0 | 2 | 2 | 3 |
| 530 | 3 | 4 | 1 | 3 | 0 | 1 | 6 | 5 |
| 600 | 13 | 5 | 6 | 6 | 1 | 3 | 4 | 4 |
| 630 | 8 | 8 | 8 | 6 | 1 | 5 | 9 | 15 |
| 700 | 18 | 31 | 19 | 7 | 1 | 15 | 26 | 28 |
| 730 | 55 | 36 | 31 | 10 | 5 | 39 | 53 | 43 |
| 800 | 66 | 51 | 62 | 16 | 5 | 63 | 60 | 63 |
| 830 | 71 | 80 | 72 | 22 | 2 | 85 | 75 | 101 |
| 900 | 98 | 120 | 81 | 25 | 10 | 101 | 98 | 107 |
| 930 | 103 | 110 | 110 | 39 | 14 | 136 | 127 | 131 |
| 1000 | 155 | 143 | 116 | 27 | 17 | 125 | 149 | 151 |
| 1030 | 146 | 136 | 137 | 41 | 16 | 156 | 168 | 172 |
| 1100 | 161 | 131 | 117 | 34 | 9 | 153 | 148 | 176 |
| 1130 | 163 | 133 | 122 | 58 | 13 | 169 | 196 | 189 |
| 1200 | 158 | 128 | 108 | 38 | 20 | 148 | 160 | 158 |
| 1230 | 145 | 115 | 120 | 40 | 16 | 151 | 177 | 160 |
| 1300 | 157 | 142 | 109 | 43 | 14 | 140 | 171 | 166 |
| 1330 | 164 | 132 | 123 | 47 | 13 | 154 | 199 | 136 |
| 1400 | 160 | 160 | 123 | 30 | 11 | 155 | 174 | 149 |
| 1430 | 162 | 127 | 110 | 28 | 16 | 143 | 162 | 146 |
| 1500 | 137 | 116 | 120 | 36 | 17 | 144 | 176 | 135 |
| 1530 | 151 | 133 | 119 | 22 | 12 | 147 | 160 | 137 |
| 1600 | 109 | 120 | 101 | 21 | 17 | 143 | 145 | 123 |
| 1630 | 104 | 80 | 70 | 20 | 19 | 91 | 125 | 98 |
| 1700 | 97 | 76 | 64 | 23 | 9 | 88 | 124 | 98 |
| 1730 | 78 | 64 | 47 | 10 | 8 | 79 | 92 | 84 |
| 1800 | 62 | 59 | 48 | 14 | 11 | 68 | 74 | 67 |
| 1830 | 58 | 63 | 44 | 14 | 13 | 63 | 57 | 82 |
| 1900 | 47 | 64 | 27 | 18 | 9 | 39 | 42 | 62 |
| 1930 | 36 | 44 | 30 | 7 | 7 | 36 | 39 | 40 |
| 2000 | 31 | 44 | 23 | 10 | 8 | 40 | 39 | 45 |
| 2030 | 35 | 27 | 12 | 11 | 7 | 37 | 32 | 34 |
| 2100 | 27 | 21 | 19 | 9 | 9 | 29 | 26 | 28 |
| 2130 | 21 | 22 | 13 | 7 | 7 | 23 | 18 | 22 |
| 2200 | 20 | 14 | 6 | 5 | 5 | 20 | 24 | 11 |
| 2230 | 16 | 14 | 15 | 3 | 10 | 15 | 20 | 11 |


| $\mathbf{2 3 0 0}$ | 7 | 9 | 7 | 1 | 3 | 9 | 12 | 8 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $\mathbf{2 3 3 0}$ | 4 | 8 | 10 | 1 | 8 | 9 | 8 | 0 |
| Interval | 1-Aug | 2-Aug | 3-Aug | 4-Aug | 5-Aug | 6-Aug | 7-Aug | 8-Aug |

$\left.\begin{array}{|c|c|c|c|c|c|c|c|c|}\hline \mathbf{9 - A u g} & \mathbf{1 0 - A u g} & \mathbf{1 1 - A u g} & \mathbf{1 2 - A u g} & \mathbf{1 3 - A u g} & \mathbf{1 4 - A u g} & \mathbf{1 5 - A u g} & \text { Interval } & \mathbf{1 6} \mathbf{- A u g} \\ \hline 9 & 7 & 2 & 2 & 2 & 4 & 4 & \mathbf{0} & 2 \\ \hline 5 & 3 & 3 & 3 & 1 & 3 & 4 & \mathbf{3 0} & 3 \\ \hline 0 & 2 & 2 & 1 & 2 & 1 & 1 & \mathbf{1 0 0} & 2 \\ \hline 0 & 1 & 4 & 0 & 3 & 0 & 1 & \mathbf{1 3 0} & 0 \\ \hline 2 & 1 & 0 & 3 & 0 & 1 & 1 & \mathbf{2 0 0} & 0 \\ \hline 0 & 0 & 0 & 0 & 0 & 1 & 1 & \mathbf{2 3 0} & 0 \\ \hline 1 & 1 & 1 & 0 & 0 & 1 & 0 & \mathbf{3 0 0} & 1 \\ \hline 1 & 0 & 0 & 0 & 1 & 0 & 0 & \mathbf{3 3 0} & 0 \\ \hline 1 & 1 & 2 & 0 & 0 & 0 & 0 & \mathbf{4 0 0} & 1 \\ \hline 1 & 1 & 2 & 0 & 0 & 1 & 3 & \mathbf{4 3 0} & 0 \\ \hline 2 & 1 & 1 & 3 & 0 & 0 & 0 & 2 & \mathbf{5 0 0}\end{array}\right] 4$

| 8 | 6 | 4 | 3 | 12 | 8 | 8 | $\mathbf{2 3 0 0}$ | 8 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 7 | 3 | 2 | 5 | 12 | 2 | 3 | $\mathbf{2 3 3 0}$ | 6 |
| 9-Aug | 10-Aug | 11-Aug | 12-Aug | 13-Aug | 14-Aug | 15-Aug | Interval | 16-Aug |


| 17-Aug | 18-Aug | 19-Aug | 20-Aug | 21-Aug | 22-Aug | 23-Aug | 24-Aug | 25-Aug |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 2 | 0 | 1 | 1 | 3 | 6 | 0 | 2 |
| 1 | 0 | 0 | 1 | 1 | 2 | 5 | 1 | 1 |
| 0 | 1 | 0 | 1 | 1 | 5 | 1 | 0 | 0 |
| 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 1 |
| 1 | 0 | 0 | 1 | 6 | 0 | 0 | 1 | 0 |
| 1 | 1 | 1 | 3 | 0 | 0 | 1 | 0 | 2 |
| 2 | 1 | 0 | 0 | 0 | 2 | 1 | 0 | 1 |
| 0 | 2 | 0 | 0 | 0 | 3 | 2 | 1 | 0 |
| 1 | 0 | 0 | 0 | 0 | 2 | 1 | 0 | 1 |
| 0 | 0 | 0 | 1 | 3 | 3 | 3 | 0 | 1 |
| 1 | 0 | 1 | 0 | 5 | 2 | 3 | 0 | 1 |
| 5 | 0 | 0 | 3 | 2 | 4 | 5 | 0 | 0 |
| 10 | 3 | 0 | 1 | 7 | 6 | 1 | 5 | 1 |
| 14 | 2 | 2 | 12 | 13 | 5 | 14 | 6 | 2 |
| 26 | 6 | 5 | 11 | 19 | 13 | 14 | 16 | 4 |
| 44 | 11 | 5 | 38 | 51 | 32 | 36 | 29 | 8 |
| 70 | 12 | 5 | 71 | 72 | 48 | 41 | 53 | 11 |
| 92 | 22 | 11 | 109 | 101 | 85 | 57 | 74 | 19 |
| 99 | 31 | 6 | 131 | 127 | 98 | 83 | 73 | 33 |
| 119 | 37 | 15 | 128 | 122 | 99 | 83 | 96 | 40 |
| 134 | 33 | 13 | 144 | 133 | 131 | 99 | 102 | 37 |
| 132 | 35 | 8 | 156 | 127 | 144 | 105 | 119 | 32 |
| 141 | 41 | 13 | 113 | 142 | 112 | 132 | 116 | 31 |
| 126 | 39 | 15 | 138 | 132 | 122 | 120 | 99 | 29 |
| 132 | 39 | 22 | 128 | 134 | 107 | 98 | 93 | 43 |
| 120 | 28 | 18 | 128 | 90 | 111 | 83 | 88 | 35 |
| 103 | 27 | 7 | 117 | 117 | 105 | 113 | 85 | 26 |
| 106 | 35 | 9 | 150 | 104 | 120 | 100 | 101 | 17 |
| 126 | 26 | 8 | 144 | 110 | 110 | 121 | 95 | 33 |
| 107 | 21 | 11 | 138 | 102 | 117 | 128 | 87 | 26 |
| 107 | 22 | 13 | 120 | 95 | 130 | 85 | 102 | 25 |
| 91 | 20 | 8 | 118 | 101 | 98 | 94 | 92 | 17 |
| 76 | 21 | 12 | 118 | 108 | 94 | 79 | 67 | 31 |
| 55 | 12 | 8 | 91 | 83 | 94 | 71 | 60 | 22 |
| 60 | 17 | 7 | 78 | 75 | 68 | 60 | 50 | 15 |
| 40 | 9 | 10 | 53 | 53 | 52 | 42 | 51 | 11 |
| 38 | 5 | 10 | 51 | 56 | 59 | 35 | 37 | 16 |
| 24 | 12 | 5 | 41 | 37 | 44 | 33 | 16 | 10 |
| 25 | 11 | 13 | 39 | 38 | 35 | 27 | 33 | 6 |
| 20 | 6 | 12 | 33 | 34 | 24 | 31 | 13 | 11 |
| 23 | 9 | 15 | 23 | 25 | 35 | 20 | 17 | 6 |
| 15 | 10 | 7 | 18 | 17 | 18 | 34 | 16 | 6 |
| 13 | 7 | 9 | 16 | 18 | 21 | 25 | 18 | 3 |
| 15 | 4 | 0 | 25 | 17 | 8 | 16 | 13 | 4 |
| 15 | 3 | 6 | 20 | 13 | 11 | 15 | 5 | 0 |
| 7 | 2 | 2 | 11 | 9 | 15 | 11 | 6 | 6 |


| 3 | 4 | 3 | 4 | 3 | 3 | 4 | 6 | 4 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 0 | 2 | 3 | 4 | 4 | 3 | 2 | 1 |
| 17-Aug | 18-Aug | 19-Aug | 20-Aug | 21-Aug | 22-Aug | 23-Aug | 24-Aug | 25-Aug |


| 26-Aug | 27-Aug | 28-Aug | 29-Aug | 30-Aug | 31-Aug | Interval | 1-Sep | 2-Sep | 3-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 4 | 1 | 2 | 1 | 0 | 2 | 1 | 0 |
| 0 | 0 | 1 | 0 | 1 | 1 | 30 | 2 | 1 | 0 |
| 3 | 1 | 1 | 0 | 1 | 1 | 100 | 0 | 0 | 2 |
| 0 | 0 | 0 | 3 | 0 | 1 | 130 | 3 | 0 | 0 |
| 0 | 0 | 0 | 1 | 2 | 3 | 200 | 1 | 0 | 0 |
| 0 | 0 | 0 | 1 | 0 | 2 | 230 | 0 | 1 | 1 |
| 1 | 0 | 1 | 1 | 0 | 0 | 300 | 0 | 1 | 0 |
| 0 | 1 | 1 | 0 | 0 | 1 | 330 | 0 | 0 | 0 |
| 0 | 2 | 0 | 2 | 1 | 1 | 400 | 0 | 0 | 1 |
| 0 | 0 | 0 | 0 | 0 | 0 | 430 | 0 | 0 | 0 |
| 1 | 1 | 3 | 1 | 3 | 4 | 500 | 3 | 1 | 1 |
| 1 | 3 | 7 | 3 | 0 | 5 | 530 | 0 | 1 | 0 |
| 0 | 2 | 7 | 6 | 4 | 0 | 600 | 5 | 1 | 6 |
| 1 | 9 | 11 | 5 | 7 | 14 | 630 | 3 | 2 | 3 |
| 3 | 16 | 26 | 13 | 10 | 15 | 700 | 3 | 1 | 7 |
| 2 | 36 | 32 | 35 | 38 | 30 | 730 | 17 | 4 | 14 |
| 6 | 59 | 59 | 44 | 62 | 53 | 800 | 21 | 7 | 14 |
| 11 | 89 | 84 | 80 | 80 | 79 | 830 | 20 | 8 | 33 |
| 6 | 114 | 98 | 90 | 95 | 98 | 900 | 30 | 9 | 24 |
| 13 | 127 | 134 | 119 | 99 | 117 | 930 | 30 | 10 | 36 |
| 10 | 112 | 116 | 118 | 109 | 104 | 1000 | 41 | 13 | 28 |
| 10 | 143 | 144 | 120 | 118 | 132 | 1030 | 42 | 11 | 36 |
| 8 | 113 | 125 | 130 | 119 | 118 | 1100 | 31 | 12 | 38 |
| 11 | 141 | 118 | 112 | 99 | 111 | 1130 | 34 | 17 | 38 |
| 19 | 127 | 103 | 92 | 104 | 93 | 1200 | 32 | 8 | 47 |
| 17 | 115 | 108 | 75 | 81 | 101 | 1230 | 37 | 11 | 24 |
| 13 | 115 | 84 | 96 | 97 | 109 | 1300 | 23 | 14 | 34 |
| 6 | 138 | 105 | 107 | 101 | 124 | 1330 | 29 | 14 | 29 |
| 8 | 135 | 99 | 114 | 114 | 109 | 1400 | 34 | 7 | 20 |
| 14 | 133 | 125 | 103 | 96 | 114 | 1430 | 27 | 12 | 22 |
| 10 | 114 | 107 | 118 | 88 | 103 | 1500 | 26 | 8 | 28 |
| 14 | 124 | 88 | 109 | 86 | 93 | 1530 | 26 | 14 | 20 |
| 9 | 91 | 119 | 87 | 77 | 77 | 1600 | 25 | 9 | 21 |
| 12 | 83 | 70 | 82 | 68 | 72 | 1630 | 15 | 10 | 17 |
| 13 | 66 | 49 | 44 | 47 | 48 | 1700 | 18 | 2 | 13 |
| 9 | 71 | 49 | 44 | 59 | 30 | 1730 | 19 | 6 | 15 |
| 8 | 58 | 31 | 47 | 39 | 29 | 1800 | 7 | 4 | 13 |
| 5 | 45 | 25 | 44 | 42 | 24 | 1830 | 8 | 3 | 14 |
| 8 | 28 | 27 | 26 | 29 | 18 | 1900 | 9 | 9 | 11 |
| 3 | 35 | 41 | 22 | 18 | 11 | 1930 | 7 | 4 | 15 |
| 7 | 33 | 25 | 21 | 19 | 9 | 2000 | 5 | 4 | 11 |
| 11 | 33 | 14 | 17 | 13 | 8 | 2030 | 8 | 5 | 9 |
| 6 | 23 | 11 | 19 | 12 | 12 | 2100 | 3 | 8 | 7 |
| 8 | 12 | 14 | 11 | 12 | 9 | 2130 | 8 | 5 | 10 |
| 5 | 13 | 8 | 12 | 4 | 10 | 2200 | 6 | 2 | 6 |
| 5 | 5 | 9 | 11 | 6 | 11 | 2230 | 5 | 2 | 4 |


| 2 | 6 | 6 | 7 | 2 | 2 | $\mathbf{2 3 0 0}$ | 0 | 1 | 1 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2 | 3 | 2 | 2 | 1 | 3 | $\mathbf{2 3 3 0}$ | 0 | 1 | 3 |
| 26-Aug | 27-Aug | 28-Aug | 29-Aug | 30-Aug | 31-Aug | Interval | 1-Sep | 2-Sep | 3-Sep |


| 4-Sep | 5-Sep | 6-Sep | 7-Sep | 8-Sep | 9-Sep | 10-Sep | 11-Sep | 12-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | 2 | 2 | 1 | 0 | 1 | 2 |
| 2 | 1 | 3 | 1 | 0 | 0 | 1 | 0 | 0 |
| 0 | 2 | 1 | 0 | 2 | 0 | 0 | 1 | 3 |
| 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 1 | 0 | 2 | 0 | 0 | 0 | 2 | 1 | 3 |
| 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 2 |
| 0 | 0 | 1 | 0 | 1 | 0 | 0 | 1 | 0 |
| 0 | 1 | 1 | 1 | 0 | 0 | 0 | 1 | 0 |
| 0 | 1 | 0 | 2 | 0 | 0 | 0 | 1 | 0 |
| 0 | 0 | 0 | 3 | 0 | 1 | 1 | 0 | 1 |
| 2 | 3 | 2 | 6 | 1 | 0 | 3 | 2 | 3 |
| 13 | 11 | 2 | 7 | 0 | 2 | 4 | 4 | 5 |
| 14 | 8 | 14 | 10 | 4 | 2 | 7 | 11 | 10 |
| 15 | 26 | 14 | 19 | 14 | 1 | 16 | 15 | 19 |
| 40 | 51 | 32 | 32 | 16 | 1 | 35 | 28 | 41 |
| 57 | 65 | 62 | 56 | 12 | 4 | 55 | 52 | 61 |
| 95 | 97 | 101 | 89 | 21 | 13 | 86 | 67 | 93 |
| 127 | 108 | 105 | 109 | 32 | 10 | 95 | 114 | 99 |
| 117 | 107 | 115 | 115 | 40 | 15 | 111 | 126 | 83 |
| 164 | 145 | 113 | 103 | 43 | 12 | 133 | 131 | 102 |
| 156 | 126 | 132 | 133 | 37 | 13 | 151 | 129 | 123 |
| 142 | 144 | 128 | 119 | 42 | 13 | 123 | 117 | 116 |
| 137 | 125 | 121 | 117 | 33 | 14 | 131 | 142 | 88 |
| 154 | 114 | 127 | 114 | 28 | 17 | 140 | 128 | 115 |
| 137 | 138 | 103 | 100 | 38 | 15 | 114 | 105 | 114 |
| 121 | 129 | 111 | 105 | 39 | 9 | 110 | 107 | 105 |
| 126 | 131 | 123 | 104 | 21 | 12 | 123 | 131 | 129 |
| 134 | 137 | 114 | 112 | 36 | 7 | 128 | 124 | 111 |
| 142 | 126 | 135 | 92 | 24 | 10 | 132 | 95 | 120 |
| 143 | 128 | 100 | 94 | 16 | 8 | 114 | 113 | 103 |
| 123 | 126 | 119 | 89 | 19 | 5 | 104 | 75 | 98 |
| 132 | 136 | 99 | 90 | 21 | 5 | 102 | 79 | 78 |
| 103 | 74 | 70 | 67 | 14 | 7 | 79 | 71 | 74 |
| 70 | 68 | 58 | 66 | 7 | 6 | 59 | 66 | 58 |
| 65 | 70 | 40 | 45 | 9 | 9 | 54 | 44 | 40 |
| 61 | 42 | 48 | 50 | 12 | 8 | 40 | 39 | 32 |
| 57 | 50 | 57 | 31 | 10 | 8 | 35 | 29 | 48 |
| 45 | 41 | 42 | 34 | 5 | 7 | 28 | 31 | 46 |
| 38 | 30 | 25 | 15 | 15 | 7 | 25 | 21 | 35 |
| 27 | 35 | 39 | 23 | 12 | 5 | 31 | 23 | 25 |
| 22 | 24 | 21 | 13 | 8 | 4 | 22 | 17 | 24 |
| 25 | 21 | 20 | 14 | 6 | 9 | 14 | 7 | 21 |
| 15 | 16 | 17 | 21 | 3 | 2 | 5 | 8 | 10 |
| 9 | 16 | 15 | 12 | 6 | 4 | 11 | 10 | 8 |
| 9 | 21 | 5 | 9 | 0 | 4 | 5 | 7 | 10 |


| 10 | 3 | 4 | 8 | 2 | 4 | 6 | 4 | 4 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2 | 0 | 2 | 7 | 4 | 4 | 2 | 4 | 2 |
| 4-Sep | 5-Sep | 6-Sep | 7-Sep | 8-Sep | 9-Sep | 10-Sep | 11-Sep | 12-Sep |


| 13-Sep | 14-Sep | 15-Sep | Interval | 16-Sep | 17-Sep | 18-Sep | 19-Sep | 20-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 2 | 2 | 0 | 2 | 2 | 1 | 3 | 2 |
| 1 | 1 | 1 | 30 | 0 | 1 | 2 | 2 | 2 |
| 1 | 0 | 2 | 100 | 0 | 1 | 2 | 2 | 0 |
| 0 | 1 | 1 | 130 | 0 | 0 | 2 | 1 | 0 |
| 1 | 0 | 0 | 200 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 230 | 0 | 0 | 0 | 1 | 0 |
| 0 | 1 | 6 | 300 | 0 | 1 | 0 | 0 | 2 |
| 0 | 0 | 0 | 330 | 1 | 0 | 1 | 0 | 0 |
| 2 | 0 | 2 | 400 | 0 | 2 | 0 | 0 | 4 |
| 1 | 0 | 0 | 430 | 1 | 1 | 1 | 1 | 0 |
| 1 | 1 | 0 | 500 | 4 | 2 | 0 | 2 | 0 |
| 2 | 5 | 2 | 530 | 1 | 1 | 3 | 3 | 0 |
| 1 | 5 | 3 | 600 | 0 | 4 | 3 | 5 | 5 |
| 10 | 7 | 4 | 630 | 2 | 8 | 6 | 8 | 8 |
| 19 | 14 | 12 | 700 | 3 | 26 | 23 | 17 | 17 |
| 33 | 24 | 10 | 730 | 4 | 42 | 41 | 36 | 37 |
| 54 | 58 | 16 | 800 | 6 | 54 | 69 | 70 | 55 |
| 76 | 87 | 31 | 830 | 7 | 88 | 124 | 100 | 72 |
| 98 | 88 | 36 | 900 | 8 | 145 | 123 | 115 | 102 |
| 96 | 103 | 36 | 930 | 15 | 118 | 122 | 98 | 87 |
| 116 | 108 | 33 | 1000 | 18 | 120 | 152 | 137 | 105 |
| 100 | 140 | 39 | 1030 | 17 | 150 | 142 | 130 | 123 |
| 109 | 125 | 45 | 1100 | 23 | 137 | 122 | 126 | 103 |
| 111 | 133 | 33 | 1130 | 10 | 160 | 113 | 131 | 77 |
| 122 | 108 | 45 | 1200 | 23 | 141 | 124 | 121 | 95 |
| 99 | 90 | 34 | 1230 | 8 | 128 | 105 | 120 | 92 |
| 104 | 105 | 40 | 1300 | 12 | 130 | 127 | 97 | 69 |
| 105 | 77 | 37 | 1330 | 16 | 144 | 114 | 99 | 107 |
| 109 | 123 | 39 | 1400 | 13 | 140 | 107 | 104 | 104 |
| 107 | 103 | 26 | 1430 | 11 | 118 | 127 | 92 | 119 |
| 112 | 110 | 31 | 1500 | 15 | 135 | 113 | 95 | 118 |
| 84 | 118 | 31 | 1530 | 8 | 137 | 96 | 97 | 90 |
| 74 | 97 | 24 | 1600 | 11 | 116 | 103 | 84 | 83 |
| 82 | 68 | 24 | 1630 | 14 | 121 | 76 | 77 | 69 |
| 68 | 53 | 21 | 1700 | 7 | 85 | 86 | 66 | 61 |
| 38 | 45 | 15 | 1730 | 5 | 58 | 65 | 46 | 39 |
| 45 | 33 | 9 | 1800 | 7 | 69 | 44 | 31 | 32 |
| 39 | 29 | 9 | 1830 | 4 | 36 | 40 | 43 | 24 |
| 33 | 20 | 14 | 1900 | 8 | 37 | 24 | 28 | 31 |
| 26 | 23 | 4 | 1930 | 10 | 26 | 27 | 26 | 27 |
| 19 | 14 | 5 | 2000 | 13 | 20 | 26 | 17 | 22 |
| 16 | 17 | 6 | 2030 | 10 | 27 | 21 | 18 | 20 |
| 15 | 10 | 8 | 2100 | 7 | 22 | 20 | 26 | 14 |
| 22 | 11 | 6 | 2130 | 10 | 12 | 15 | 19 | 9 |
| 9 | 11 | 6 | 2200 | 13 | 18 | 7 | 7 | 4 |
| 8 | 6 | 2 | 2230 | 6 | 10 | 5 | 12 | 12 |


| 5 | 3 | 2 | $\mathbf{2 3 0 0}$ | 4 | 1 | 7 | 1 | 4 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2 | 3 | 10 | $\mathbf{2 3 3 0}$ | 2 | 4 | 6 | 4 | 4 |
| 13-Sep | 14-Sep | 15-Sep | Interval | 16-Sep | 17-Sep | 18-Sep | 19-Sep | 20-Sep |


| 21-Sep | 22-Sep | 23-Sep | 24-Sep | 25-Sep | 26-Sep | 27-Sep | 28-Sep | 29-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 2 | 1 | 4 | 1 | 2 | 1 | 0 |
| 0 | 4 | 2 | 1 | 2 | 1 | 1 | 1 | 2 |
| 2 | 0 | 2 | 2 | 0 | 0 | 1 | 3 | 0 |
| 0 | 0 | 1 | 1 | 0 | 0 | 1 | 1 | 1 |
| 0 | 0 | 1 | 2 | 0 | 0 | 2 | 0 | 0 |
| 0 | 1 | 0 | 1 | 0 | 3 | 0 | 1 | 0 |
| 0 | 2 | 0 | 0 | 1 | 2 | 0 | 0 | 0 |
| 0 | 2 | 0 | 1 | 1 | 1 | 0 | 0 | 3 |
| 1 | 0 | 0 | 1 | 0 | 1 | 2 | 0 | 1 |
| 1 | 0 | 0 | 1 | 1 | 0 | 2 | 2 | 0 |
| 2 | 1 | 0 | 1 | 2 | 1 | 1 | 0 | 1 |
| 0 | 1 | 0 | 2 | 7 | 1 | 1 | 3 | 1 |
| 5 | 2 | 2 | 8 | 5 | 8 | 1 | 2 | 3 |
| 12 | 4 | 2 | 15 | 10 | 8 | 8 | 7 | 3 |
| 13 | 10 | 4 | 28 | 19 | 17 | 16 | 15 | 8 |
| 33 | 20 | 6 | 58 | 39 | 36 | 24 | 35 | 7 |
| 59 | 17 | 4 | 74 | 67 | 40 | 44 | 42 | 19 |
| 75 | 19 | 6 | 96 | 99 | 63 | 58 | 70 | 25 |
| 93 | 26 | 12 | 121 | 105 | 95 | 87 | 75 | 29 |
| 99 | 38 | 16 | 123 | 128 | 90 | 105 | 106 | 31 |
| 105 | 36 | 12 | 147 | 139 | 106 | 110 | 88 | 27 |
| 111 | 47 | 12 | 145 | 104 | 96 | 115 | 108 | 39 |
| 104 | 43 | 15 | 149 | 109 | 102 | 101 | 104 | 45 |
| 119 | 33 | 13 | 156 | 97 | 104 | 120 | 111 | 45 |
| 91 | 41 | 14 | 139 | 120 | 105 | 131 | 103 | 37 |
| 101 | 38 | 15 | 140 | 109 | 100 | 98 | 89 | 37 |
| 92 | 50 | 20 | 140 | 122 | 102 | 86 | 93 | 35 |
| 87 | 32 | 8 | 137 | 117 | 104 | 84 | 106 | 38 |
| 98 | 34 | 9 | 148 | 129 | 89 | 97 | 105 | 28 |
| 100 | 22 | 15 | 135 | 107 | 104 | 98 | 131 | 21 |
| 96 | 20 | 7 | 131 | 109 | 91 | 96 | 98 | 22 |
| 73 | 21 | 10 | 98 | 83 | 106 | 102 | 77 | 25 |
| 72 | 11 | 6 | 109 | 82 | 88 | 94 | 63 | 19 |
| 66 | 17 | 9 | 84 | 55 | 80 | 71 | 42 | 12 |
| 45 | 16 | 5 | 68 | 51 | 58 | 62 | 55 | 11 |
| 33 | 19 | 10 | 71 | 58 | 48 | 36 | 36 | 10 |
| 31 | 17 | 12 | 56 | 37 | 38 | 33 | 29 | 13 |
| 30 | 10 | 12 | 49 | 44 | 30 | 21 | 21 | 8 |
| 32 | 10 | 8 | 37 | 32 | 31 | 27 | 19 | 16 |
| 23 | 6 | 12 | 33 | 19 | 29 | 29 | 19 | 12 |
| 22 | 6 | 3 | 28 | 21 | 19 | 21 | 10 | 8 |
| 13 | 9 | 12 | 23 | 15 | 9 | 22 | 14 | 10 |
| 13 | 8 | 7 | 27 | 19 | 16 | 19 | 13 | 9 |
| 11 | 2 | 3 | 15 | 15 | 12 | 9 | 6 | 3 |
| 11 | 3 | 6 | 11 | 9 | 8 | 7 | 7 | 2 |
| 6 | 4 | 8 | 16 | 3 | 12 | 7 | 10 | 3 |


| 6 | 2 | 2 | 8 | 4 | 3 | 5 | 2 | 2 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 7 | 1 | 2 | 2 | 2 | 3 | 2 | 1 | 0 |
| 21-Sep | 22-Sep | 23-Sep | 24-Sep | 25-Sep | 26-Sep | 27-Sep | 28-Sep | 29-Sep |


| 30-Sep | Interval | 1-Oct | 2-Oct | 3-Oct | 4-Oct | 5-Oct | 6-Oct | 7-Oct |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 0 | 1 | 2 | 3 | 0 | 2 | 0 | 0 |
| 0 | 30 | 0 | 1 | 0 | 1 | 2 | 2 | 1 |
| 0 | 100 | 0 | 0 | 1 | 0 | 1 | 2 | 1 |
| 1 | 130 | 2 | 0 | 1 | 0 | 1 | 0 | 1 |
| 0 | 200 | 3 | 0 | 1 | 2 | 0 | 0 | 1 |
| 1 | 230 | 0 | 0 | 0 | 1 | 0 | 1 | 0 |
| 0 | 300 | 0 | 1 | 2 | 0 | 0 | 1 | 1 |
| 0 | 330 | 0 | 2 | 0 | 0 | 2 | 0 | 0 |
| 3 | 400 | 3 | 1 | 0 | 0 | 1 | 0 | 0 |
| 0 | 430 | 2 | 0 | 0 | 1 | 1 | 1 | 0 |
| 0 | 500 | 1 | 3 | 1 | 2 | 2 | 2 | 3 |
| 1 | 530 | 2 | 2 | 2 | 3 | 3 | 0 | 0 |
| 3 | 600 | 4 | 3 | 7 | 9 | 5 | 2 | 0 |
| 1 | 630 | 3 | 13 | 12 | 12 | 8 | 4 | 1 |
| 1 | 700 | 18 | 25 | 25 | 23 | 20 | 8 | 2 |
| 1 | 730 | 47 | 29 | 48 | 41 | 36 | 14 | 4 |
| 5 | 800 | 73 | 62 | 59 | 71 | 55 | 17 | 3 |
| 4 | 830 | 99 | 92 | 87 | 94 | 59 | 21 | 7 |
| 12 | 900 | 105 | 130 | 108 | 101 | 103 | 25 | 6 |
| 4 | 930 | 103 | 120 | 105 | 119 | 104 | 36 | 13 |
| 8 | 1000 | 133 | 110 | 123 | 132 | 113 | 29 | 15 |
| 14 | 1030 | 137 | 122 | 134 | 127 | 110 | 35 | 5 |
| 7 | 1100 | 134 | 135 | 110 | 118 | 121 | 26 | 13 |
| 15 | 1130 | 156 | 122 | 107 | 112 | 114 | 42 | 8 |
| 14 | 1200 | 129 | 101 | 125 | 116 | 90 | 37 | 9 |
| 9 | 1230 | 143 | 120 | 108 | 104 | 91 | 24 | 8 |
| 12 | 1300 | 137 | 123 | 105 | 108 | 82 | 34 | 14 |
| 12 | 1330 | 124 | 118 | 95 | 114 | 86 | 24 | 12 |
| 17 | 1400 | 118 | 120 | 118 | 114 | 95 | 23 | 10 |
| 8 | 1430 | 123 | 113 | 99 | 87 | 89 | 27 | 13 |
| 7 | 1500 | 117 | 109 | 110 | 106 | 85 | 15 | 7 |
| 10 | 1530 | 109 | 122 | 91 | 86 | 78 | 14 | 10 |
| 7 | 1600 | 91 | 101 | 79 | 75 | 76 | 14 | 6 |
| 4 | 1630 | 86 | 87 | 72 | 77 | 63 | 13 | 11 |
| 9 | 1700 | 70 | 70 | 66 | 60 | 42 | 17 | 10 |
| 6 | 1730 | 61 | 44 | 51 | 58 | 41 | 19 | 8 |
| 5 | 1800 | 45 | 48 | 46 | 56 | 32 | 12 | 8 |
| 11 | 1830 | 36 | 46 | 41 | 38 | 18 | 11 | 5 |
| 17 | 1900 | 37 | 43 | 36 | 33 | 32 | 3 | 5 |
| 3 | 1930 | 31 | 38 | 47 | 23 | 24 | 9 | 2 |
| 9 | 2000 | 33 | 35 | 36 | 19 | 14 | 5 | 6 |
| 6 | 2030 | 24 | 26 | 26 | 17 | 7 | 7 | 7 |
| 8 | 2100 | 20 | 15 | 25 | 11 | 11 | 6 | 2 |
| 7 | 2130 | 22 | 12 | 21 | 13 | 17 | 3 | 3 |
| 5 | 2200 | 15 | 15 | 10 | 11 | 2 | 3 | 4 |
| 3 | 2230 | 9 | 10 | 10 | 7 | 1 | 3 | 2 |


| 1 | $\mathbf{2 3 0 0}$ | 8 | 6 | 3 | 3 | 3 | 3 | 3 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | $\mathbf{2 3 3 0}$ | 2 | 4 | 6 | 8 | 5 | 0 | 2 |
| 30-Sep | Interval | 1-Oct | $\mathbf{2 - O c t}$ | 3-Oct | 4-Oct | $\mathbf{5 - O c t}$ | $\mathbf{6 - O c t}$ | 7-Oct |


| 8-Oct | 9-Oct | 10-Oct | 11-Oct | 12-Oct | 13-Oct | 14-Oct | 15-Oct | Interval |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 1 | 4 | 1 | 5 | 0 | 2 | 1 | 0 |
| 0 | 0 | 2 | 2 | 3 | 1 | 4 | 0 | 30 |
| 0 | 2 | 0 | 1 | 2 | 0 | 0 | 1 | 100 |
| 1 | 1 | 1 | 1 | 0 | 1 | 1 | 0 | 130 |
| 1 | 1 | 0 | 0 | 1 | 2 | 1 | 0 | 200 |
| 0 | 0 | 0 | 1 | 2 | 1 | 0 | 0 | 230 |
| 1 | 1 | 0 | 0 | 5 | 0 | 1 | 0 | 300 |
| 0 | 3 | 1 | 2 | 0 | 0 | 0 | 1 | 330 |
| 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 400 |
| 0 | 2 | 1 | 2 | 1 | 0 | 0 | 0 | 430 |
| 2 | 2 | 0 | 1 | 0 | 1 | 0 | 1 | 500 |
| 3 | 6 | 3 | 4 | 2 | 0 | 0 | 2 | 530 |
| 1 | 9 | 6 | 6 | 3 | 1 | 0 | 3 | 600 |
| 4 | 9 | 10 | 11 | 10 | 8 | 2 | 4 | 630 |
| 4 | 16 | 12 | 12 | 12 | 7 | 0 | 5 | 700 |
| 8 | 34 | 33 | 43 | 23 | 13 | 7 | 28 | 730 |
| 18 | 57 | 50 | 55 | 55 | 8 | 7 | 38 | 800 |
| 28 | 62 | 73 | 65 | 56 | 20 | 3 | 63 | 830 |
| 41 | 81 | 93 | 85 | 83 | 35 | 3 | 87 | 900 |
| 49 | 86 | 100 | 100 | 114 | 23 | 9 | 105 | 930 |
| 53 | 84 | 115 | 94 | 86 | 20 | 14 | 97 | 1000 |
| 50 | 76 | 130 | 106 | 117 | 43 | 15 | 128 | 1030 |
| 64 | 76 | 119 | 119 | 103 | 49 | 9 | 121 | 1100 |
| 75 | 75 | 120 | 92 | 113 | 23 | 8 | 127 | 1130 |
| 48 | 66 | 110 | 95 | 96 | 37 | 16 | 132 | 1200 |
| 45 | 58 | 106 | 90 | 89 | 30 | 5 | 110 | 1230 |
| 61 | 72 | 103 | 102 | 118 | 36 | 9 | 127 | 1300 |
| 41 | 78 | 97 | 90 | 104 | 26 | 12 | 115 | 1330 |
| 43 | 82 | 111 | 134 | 136 | 32 | 17 | 107 | 1400 |
| 33 | 81 | 100 | 92 | 0:00 | 23 | 14 | 115 | 1430 |
| 42 | 79 | 96 | 90 | 93 | 21 | 9 | 112 | 1500 |
| 34 | 75 | 80 | 75 | 0:00 | 17 | 11 | 103 | 1530 |
| 37 | 73 | 76 | 86 | 80 | 14 | 13 | 95 | 1600 |
| 29 | 60 | 78 | 64 | 47 | 18 | 8 | 81 | 1630 |
| 25 | 52 | 74 | 63 | 46 | 15 | 5 | 57 | 1700 |
| 17 | 38 | 44 | 45 | 46 | 9 | 4 | 50 | 1730 |
| 14 | 28 | 32 | 41 | 40 | 4 | 14 | 47 | 1800 |
| 16 | 36 | 36 | 28 | 26 | 7 | 8 | 47 | 1830 |
| 19 | 34 | 33 | 26 | 28 | 12 | 6 | 31 | 1900 |
| 8 | 22 | 25 | 25 | 17 | 6 | 12 | 25 | 1930 |
| 9 | 26 | 25 | 16 | 15 | 6 | 14 | 23 | 2000 |
| 11 | 31 | 13 | 17 | 12 | 4 | 6 | 15 | 2030 |
| 2 | 14 | 19 | 15 | 14 | 8 | 5 | 13 | 2100 |
| 11 | 21 | 11 | 10 | 10 | 1 | 4 | 14 | 2130 |
| 6 | 13 | 12 | 7 | 9 | 4 | 9 | 10 | 2200 |
| 6 | 16 | 9 | 2 | 8 | 2 | 3 | 6 | 2230 |


| 2 | 14 | 2 | 5 | 6 | 5 | 6 | 2 | $\mathbf{2 3 0 0}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2 | 9 | 3 | 4 | 3 | 5 | 5 | 5 | $\mathbf{2 3 3 0}$ |
| $\mathbf{8 - O c t}$ | $\mathbf{9 - O c t}$ | $\mathbf{1 0 - O c t}$ | $\mathbf{1 1 - O c t}$ | $\mathbf{1 2 - O c t}$ | $\mathbf{1 3 - O c t}$ | $\mathbf{1 4 - O c t}$ | $\mathbf{1 5 - O c t}$ | Interval |


| 16-Oct | 17-Oct | 18-Oct | 19-Oct | 20-Oct | 21-Oct | 22-Oct | 23-Oct | 24-Oct |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2 | 1 | 2 | 3 | 3 | 4 | 0 | 1 | 1 |
| 1 | 2 | 1 | 1 | 2 | 0 | 0 | 1 | 2 |
| 1 | 0 | 2 | 1 | 0 | 0 | 1 | 0 | 0 |
| 1 | 0 | 1 | 0 | 2 | 0 | 0 | 0 | 1 |
| 0 | 2 | 0 | 1 | 1 | 0 | 0 | 0 | 1 |
| 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 1 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 1 | 1 | 0 | 0 | 0 | 2 | 0 |
| 1 | 1 | 0 | 3 | 0 | 0 | 0 | 0 | 0 |
| 1 | 2 | 2 | 1 | 1 | 2 | 1 | 0 | 1 |
| 1 | 1 | 3 | 2 | 1 | 1 | 1 | 1 | 1 |
| 2 | 1 | 0 | 1 | 2 | 1 | 3 | 0 | 0 |
| 3 | 3 | 2 | 2 | 1 | 0 | 3 | 4 | 5 |
| 8 | 11 | 5 | 7 | 3 | 1 | 7 | 10 | 7 |
| 10 | 13 | 9 | 12 | 5 | 2 | 12 | 13 | 11 |
| 32 | 36 | 17 | 22 | 9 | 2 | 27 | 27 | 24 |
| 61 | 45 | 52 | 32 | 12 | 8 | 33 | 38 | 43 |
| 72 | 78 | 53 | 62 | 20 | 8 | 71 | 61 | 63 |
| 85 | 75 | 69 | 56 | 21 | 7 | 89 | 89 | 82 |
| 107 | 77 | 87 | 87 | 32 | 4 | 103 | 88 | 86 |
| 134 | 91 | 75 | 88 | 34 | 10 | 107 | 123 | 77 |
| 113 | 81 | 87 | 92 | 27 | 8 | 112 | 108 | 119 |
| 109 | 84 | 97 | 89 | 26 | 14 | 111 | 113 | 103 |
| 98 | 99 | 87 | 76 | 26 | 13 | 106 | 98 | 91 |
| 99 | 93 | 83 | 78 | 18 | 13 | 120 | 93 | 110 |
| 95 | 90 | 88 | 92 | 18 | 9 | 89 | 87 | 79 |
| 100 | 89 | 60 | 84 | 34 | 13 | 91 | 108 | 90 |
| 103 | 101 | 76 | 86 | 27 | 5 | 117 | 99 | 93 |
| 110 | 96 | 87 | 74 | 33 | 6 | 122 | 90 | 110 |
| 111 | 81 | 81 | 91 | 28 | 12 | 125 | 85 | 104 |
| 79 | 94 | 73 | 62 | 21 | 6 | 114 | 79 | 92 |
| 62 | 98 | 77 | 63 | 15 | 7 | 175 | 84 | 76 |
| 74 | 55 | 73 | 50 | 16 | 5 | 168 | 85 | 71 |
| 63 | 51 | 68 | 45 | 14 | 7 | 131 | 70 | 45 |
| 50 | 46 | 49 | 33 | 10 | 5 | 98 | 57 | 46 |
| 54 | 45 | 37 | 33 | 5 | 6 | 55 | 39 | 35 |
| 51 | 33 | 23 | 27 | 4 | 3 | 78 | 24 | 35 |
| 32 | 28 | 27 | 29 | 5 | 6 | 31 | 19 | 32 |
| 29 | 27 | 20 | 20 | 3 | 6 | 16 | 23 | 29 |
| 15 | 22 | 21 | 15 | 3 | 3 | 24 | 14 | 24 |
| 22 | 27 | 22 | 13 | 4 | 6 | 36 | 12 | 17 |
| 12 | 10 | 6 | 15 | 4 | 5 | 25 | 11 | 23 |
| 20 | 17 | 17 | 8 | 5 | 6 | 11 | 19 | 13 |
| 12 | 11 | 13 | 10 | 1 | 2 | 4 | 7 | 14 |
| 6 | 12 | 5 | 2 | 4 | 4 | 12 | 11 | 10 |
| 7 | 9 | 3 | 4 | 2 | 0 | 5 | 15 | 9 |


| 1 | 5 | 2 | 7 | 3 | 3 | 4 | 4 | 0 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 4 | 1 | 5 | 1 | 3 | 1 | 3 | 1 | 3 |
| 16-Oct | $\mathbf{1 7 - O c t}$ | $\mathbf{1 8 - O c t}$ | $\mathbf{1 9 - O c t}$ | $\mathbf{2 0 - O c t}$ | $\mathbf{2 1 - O c t}$ | $\mathbf{2 2 - O c t}$ | $\mathbf{2 3 - O c t}$ | $\mathbf{2 4 - O c t}$ |


| 25-Oct | 26-Oct | 27-Oct | 28-Oct | 29-Oct | 30-Oct | 31-Oct | Interval | 1-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 0 | 1 | 1 | 2 | 1 | 2 | 0 | 2 |
| 0 | 0 | 3 | 0 | 1 | 0 | 0 | 30 | 0 |
| 1 | 0 | 2 | 3 | 0 | 0 | 2 | 100 | 0 |
| 0 | 0 | 4 | 0 | 0 | 1 | 0 | 130 | 2 |
| 1 | 0 | 2 | 1 | 0 | 2 | 0 | 200 | 0 |
| 0 | 0 | 4 | 1 | 0 | 0 | 0 | 230 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 300 | 1 |
| 1 | 1 | 0 | 0 | 1 | 0 | 0 | 330 | 2 |
| 0 | 0 | 0 | 1 | 1 | 3 | 1 | 400 | 2 |
| 0 | 0 | 1 | 0 | 0 | 1 | 0 | 430 | 0 |
| 2 | 0 | 1 | 1 | 3 | 4 | 1 | 500 | 4 |
| 1 | 2 | 1 | 0 | 2 | 1 | 2 | 530 | 4 |
| 3 | 1 | 0 | 3 | 7 | 5 | 1 | 600 | 10 |
| 5 | 2 | 3 | 0 | 4 | 9 | 11 | 630 | 20 |
| 11 | 13 | 6 | 1 | 12 | 16 | 16 | 700 | 29 |
| 25 | 24 | 11 | 1 | 38 | 29 | 28 | 730 | 50 |
| 37 | 37 | 6 | 4 | 41 | 36 | 26 | 800 | 72 |
| 80 | 47 | 12 | 4 | 72 | 60 | 54 | 830 | 106 |
| 69 | 72 | 21 | 11 | 109 | 70 | 69 | 900 | 118 |
| 83 | 71 | 27 | 6 | 94 | 87 | 63 | 930 | 118 |
| 68 | 79 | 23 | 7 | 122 | 93 | 107 | 1000 | 96 |
| 101 | 76 | 40 | 12 | 108 | 118 | 84 | 1030 | 112 |
| 75 | 101 | 33 | 9 | 117 | 102 | 128 | 1100 | 98 |
| 98 | 88 | 14 | 6 | 135 | 101 | 88 | 1130 | 94 |
| 78 | 76 | 22 | 10 | 109 | 95 | 97 | 1200 | 119 |
| 56 | 62 | 34 | 8 | 107 | 94 | 69 | 1230 | 106 |
| 91 | 75 | 32 | 3 | 106 | 83 | 84 | 1300 | 109 |
| 57 | 94 | 28 | 15 | 99 | 90 | 88 | 1330 | 101 |
| 78 | 81 | 14 | 6 | 96 | 85 | 89 | 1400 | 118 |
| 79 | 93 | 22 | 8 | 89 | 86 | 87 | 1430 | 104 |
| 85 | 66 | 26 | 9 | 84 | 80 | 85 | 1500 | 96 |
| 77 | 56 | 26 | 14 | 107 | 101 | 83 | 1530 | 100 |
| 67 | 57 | 17 | 9 | 95 | 76 | 57 | 1600 | 97 |
| 44 | 46 | 15 | 8 | 78 | 60 | 51 | 1630 | 63 |
| 43 | 45 | 15 | 4 | 44 | 61 | 41 | 1700 | 83 |
| 29 | 30 | 9 | 12 | 54 | 46 | 43 | 1730 | 46 |
| 35 | 36 | 8 | 7 | 49 | 37 | 34 | 1800 | 32 |
| 21 | 21 | 6 | 8 | 33 | 22 | 17 | 1830 | 35 |
| 17 | 11 | 6 | 10 | 29 | 22 | 27 | 1900 | 25 |
| 19 | 7 | 4 | 14 | 21 | 21 | 27 | 1930 | 25 |
| 19 | 17 | 7 | 5 | 17 | 17 | 12 | 2000 | 33 |
| 19 | 7 | 3 | 7 | 15 | 19 | 16 | 2030 | 30 |
| 9 | 10 | 4 | 4 | 19 | 20 | 14 | 2100 | 21 |
| 6 | 5 | 3 | 6 | 14 | 9 | 11 | 2130 | 17 |
| 3 | 3 | 1 | 3 | 10 | 8 | 12 | 2200 | 17 |
| 9 | 3 | 2 | 6 | 5 | 4 | 5 | 2230 | 10 |


| 4 | 3 | 1 | 1 | 6 | 6 | 3 | $\mathbf{2 3 0 0}$ | 7 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 2 | 2 | 3 | 3 | 4 | 11 | $\mathbf{2 3 3 0}$ | 4 |
| $\mathbf{2 5 - O c t}$ | $\mathbf{2 6 - O c t}$ | $\mathbf{2 7 - O c t}$ | $\mathbf{2 8 - O c t}$ | $\mathbf{2 9 - O c t}$ | $\mathbf{3 0 - O c t}$ | $\mathbf{3 1 - O c t}$ | Interval | 1-Nov |


| 2-Nov | 3-Nov | 4-Nov | 5-Nov | 6-Nov | 7-Nov | 8-Nov | 9-Nov | 10-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 6 | 1 | 0 | 0 | 1 | 3 | 1 | 2 | 1 |
| 1 | 0 | 1 | 2 | 1 | 1 | 4 | 0 | 1 |
| 1 | 1 | 0 | 0 | 0 | 0 | 2 | 1 | 1 |
| 0 | 0 | 0 | 3 | 1 | 0 | 0 | 1 | 0 |
| 2 | 0 | 2 | 2 | 1 | 0 | 0 | 1 | 2 |
| 1 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 |
| 0 | 0 | 1 | 0 | 1 | 0 | 0 | 1 | 1 |
| 2 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| 0 | 2 | 0 | 1 | 1 | 0 | 0 | 0 | 0 |
| 0 | 1 | 0 | 1 | 0 | 0 | 2 | 1 | 1 |
| 3 | 1 | 0 | 1 | 2 | 2 | 4 | 4 | 0 |
| 4 | 0 | 1 | 0 | 2 | 1 | 1 | 1 | 0 |
| 4 | 1 | 0 | 5 | 5 | 10 | 7 | 1 | 0 |
| 8 | 4 | 0 | 8 | 6 | 6 | 4 | 6 | 4 |
| 26 | 7 | 2 | 11 | 17 | 5 | 10 | 7 | 5 |
| 39 | 9 | 1 | 19 | 25 | 24 | 27 | 29 | 13 |
| 61 | 10 | 2 | 44 | 45 | 39 | 45 | 43 | 13 |
| 77 | 21 | 11 | 79 | 58 | 59 | 50 | 41 | 25 |
| 84 | 20 | 11 | 97 | 71 | 62 | 58 | 74 | 27 |
| 104 | 38 | 11 | 112 | 96 | 78 | 78 | 63 | 27 |
| 110 | 37 | 8 | 125 | 108 | 77 | 72 | 83 | 32 |
| 122 | 33 | 7 | 136 | 121 | 83 | 90 | 85 | 26 |
| 102 | 41 | 10 | 141 | 91 | 113 | 94 | 70 | 35 |
| 119 | 26 | 11 | 115 | 99 | 80 | 84 | 46 | 32 |
| 87 | 27 | 11 | 109 | 105 | 82 | 109 | 76 | 27 |
| 84 | 26 | 13 | 109 | 96 | 69 | 84 | 71 | 27 |
| 88 | 26 | 15 | 103 | 105 | 70 | 77 | 80 | 42 |
| 85 | 26 | 16 | 105 | 92 | 85 | 83 | 94 | 26 |
| 99 | 28 | 8 | 103 | 98 | 92 | 84 | 83 | 34 |
| 84 | 24 | 13 | 106 | 121 | 81 | 100 | 77 | 21 |
| 86 | 25 | 16 | 103 | 98 | 93 | 76 | 79 | 17 |
| 83 | 19 | 23 | 105 | 73 | 68 | 72 | 72 | 20 |
| 79 | 21 | 20 | 102 | 72 | 71 | 51 | 66 | 26 |
| 61 | 6 | 6 | 83 | 49 | 56 | 51 | 43 | 15 |
| 51 | 14 | 8 | 66 | 48 | 50 | 38 | 37 | 10 |
| 53 | 11 | 6 | 61 | 36 | 56 | 31 | 28 | 7 |
| 31 | 5 | 11 | 45 | 29 | 34 | 29 | 24 | 11 |
| 23 | 9 | 13 | 21 | 29 | 26 | 23 | 27 | 5 |
| 26 | 6 | 6 | 32 | 19 | 33 | 21 | 25 | 6 |
| 18 | 10 | 15 | 16 | 16 | 27 | 22 | 10 | 4 |
| 9 | 5 | 15 | 24 | 20 | 33 | 21 | 10 | 7 |
| 9 | 3 | 6 | 13 | 15 | 21 | 17 | 11 | 2 |
| 8 | 6 | 7 | 22 | 14 | 14 | 14 | 11 | 3 |
| 10 | 6 | 5 | 13 | 10 | 14 | 12 | 13 | 4 |
| 7 | 3 | 6 | 9 | 12 | 15 | 7 | 3 | 3 |
| 6 | 4 | 5 | 11 | 5 | 8 | 6 | 6 | 2 |


| 7 | 6 | 2 | 7 | 5 | 5 | 3 | 4 | 2 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 5 | 4 | 0 | 3 | 2 | 3 | 8 | 3 | 2 |
| 2-Nov | 3-Nov | 4-Nov | 5-Nov | 6-Nov | 7-Nov | 8-Nov | 9-Nov | 10-Nov |


| 11-Nov | 12-Nov | 13-Nov | 14-Nov | 15-Nov | Interval | 16-Nov | 17-Nov | 18-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 4 | 1 | 0 | 5 | 0 | 1 | 3 | 0 |
| 0 | 2 | 0 | 0 | 0 | 30 | 3 | 4 | 2 |
| 0 | 0 | 2 | 1 | 4 | 100 | 1 | 4 | 1 |
| 1 | 0 | 0 | 1 | 0 | 130 | 0 | 2 | 0 |
| 6 | 0 | 0 | 0 | 0 | 200 | 0 | 2 | 1 |
| 2 | 1 | 1 | 1 | 1 | 230 | 0 | 1 | 1 |
| 0 | 0 | 0 | 1 | 0 | 300 | 0 | 1 | 0 |
| 0 | 0 | 0 | 0 | 0 | 330 | 1 | 0 | 2 |
| 1 | 2 | 0 | 0 | 0 | 400 | 0 | 0 | 0 |
| 1 | 0 | 0 | 0 | 0 | 430 | 0 | 0 | 0 |
| 1 | 1 | 0 | 1 | 0 | 500 | 0 | 1 | 0 |
| 0 | 0 | 1 | 8 | 1 | 530 | 2 | 1 | 0 |
| 0 | 1 | 4 | 3 | 2 | 600 | 6 | 3 | 3 |
| 0 | 8 | 5 | 12 | 7 | 630 | 10 | 3 | 0 |
| 4 | 7 | 7 | 15 | 10 | 700 | 9 | 7 | 4 |
| 2 | 18 | 35 | 25 | 30 | 730 | 23 | 13 | 5 |
| 8 | 20 | 44 | 34 | 40 | 800 | 37 | 19 | 2 |
| 10 | 46 | 72 | 63 | 52 | 830 | 57 | 19 | 7 |
| 11 | 39 | 91 | 76 | 80 | 900 | 79 | 28 | 7 |
| 8 | 53 | 105 | 97 | 97 | 930 | 84 | 38 | 13 |
| 10 | 56 | 115 | 109 | 95 | 1000 | 105 | 45 | 6 |
| 9 | 52 | 133 | 124 | 110 | 1030 | 93 | 44 | 13 |
| 6 | 51 | 127 | 97 | 110 | 1100 | 90 | 47 | 14 |
| 7 | 64 | 120 | 125 | 109 | 1130 | 100 | 45 | 11 |
| 7 | 62 | 119 | 89 | 105 | 1200 | 80 | 48 | 17 |
| 16 | 46 | 118 | 93 | 92 | 1230 | 78 | 35 | 9 |
| 12 | 44 | 125 | 98 | 100 | 1300 | 92 | 40 | 19 |
| 4 | 52 | 120 | 94 | 99 | 1330 | 95 | 46 | 13 |
| 8 | 56 | 124 | 100 | 92 | 1400 | 121 | 26 | 14 |
| 10 | 47 | 118 | 104 | 93 | 1430 | 121 | 27 | 12 |
| 13 | 36 | 122 | 100 | 90 | 1500 | 110 | 22 | 4 |
| 10 | 37 | 94 | 95 | 119 | 1530 | 92 | 26 | 15 |
| 16 | 34 | 95 | 89 | 96 | 1600 | 112 | 21 | 16 |
| 7 | 23 | 78 | 85 | 81 | 1630 | 82 | 14 | 11 |
| 19 | 17 | 59 | 63 | 59 | 1700 | 65 | 18 | 7 |
| 7 | 16 | 42 | 64 | 65 | 1730 | 46 | 11 | 7 |
| 9 | 13 | 29 | 40 | 45 | 1800 | 46 | 17 | 7 |
| 9 | 25 | 35 | 23 | 34 | 1830 | 48 | 10 | 7 |
| 9 | 17 | 34 | 33 | 28 | 1900 | 36 | 10 | 8 |
| 11 | 11 | 18 | 16 | 17 | 1930 | 25 | 13 | 18 |
| 6 | 8 | 25 | 19 | 24 | 2000 | 17 | 6 | 3 |
| 10 | 10 | 14 | 24 | 25 | 2030 | 11 | 9 | 5 |
| 2 | 12 | 15 | 17 | 18 | 2100 | 16 | 7 | 5 |
| 1 | 13 | 9 | 13 | 13 | 2130 | 3 | 7 | 3 |
| 1 | 6 | 15 | 9 | 9 | 2200 | 5 | 8 | 4 |
| 3 | 9 | 9 | 9 | 6 | 2230 | 10 | 6 | 6 |


| 1 | 3 | 6 | 5 | 8 | 2300 | 8 | 2 | 1 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 8 | 4 | 2 | 8 | 2330 | 5 | 3 | 0 |
| 11-Nov | 12-Nov | 13-Nov | 14-Nov | 15-Nov | Interval | 16-Nov | 17-Nov | 18-Nov |


| 19-Nov | 20-Nov | 21-Nov | 22-Nov | 23-Nov | 24-Nov | 25-Nov | 26-Nov | 27-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 6 | 7 | 4 | 1 | 2 | 1 | 1 | 0 |
| 0 | 1 | 2 | 2 | 1 | 1 | 2 | 1 | 4 |
| 0 | 2 | 1 | 0 | 3 | 0 | 1 | 4 | 2 |
| 1 | 1 | 0 | 1 | 0 | 0 | 0 | 1 | 1 |
| 0 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| 0 | 1 | 0 | 0 | 0 | 1 | 0 | 1 | 0 |
| 0 | 4 | 1 | 1 | 0 | 2 | 0 | 0 | 1 |
| 0 | 0 | 1 | 1 | 2 | 0 | 0 | 0 | 0 |
| 1 | 0 | 1 | 1 | 0 | 0 | 0 | 1 | 0 |
| 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 0 | 0 | 0 | 1 | 0 | 0 | 0 | 3 | 2 |
| 1 | 1 | 1 | 1 | 2 | 2 | 2 | 4 | 5 |
| 4 | 6 | 3 | 1 | 1 | 1 | 4 | 1 | 5 |
| 2 | 7 | 9 | 1 | 4 | 0 | 1 | 8 | 5 |
| 11 | 14 | 7 | 2 | 2 | 3 | 4 | 15 | 22 |
| 17 | 34 | 28 | 0 | 7 | 8 | 4 | 35 | 23 |
| 28 | 54 | 44 | 1 | 19 | 14 | 9 | 80 | 58 |
| 52 | 76 | 66 | 5 | 28 | 14 | 12 | 114 | 85 |
| 50 | 93 | 76 | 8 | 34 | 21 | 3 | 139 | 103 |
| 62 | 102 | 92 | 9 | 45 | 22 | 10 | 134 | 125 |
| 55 | 117 | 81 | 8 | 56 | 21 | 8 | 152 | 124 |
| 59 | 119 | 72 | 6 | 50 | 35 | 9 | 152 | 155 |
| 64 | 116 | 84 | 7 | 45 | 35 | 7 | 148 | 158 |
| 74 | 92 | 92 | 4 | 55 | 26 | 17 | 171 | 146 |
| 72 | 121 | 94 | 6 | 51 | 34 | 19 | 170 | 139 |
| 56 | 121 | 70 | 3 | 46 | 22 | 21 | 149 | 124 |
| 51 | 99 | 82 | 3 | 41 | 34 | 16 | 158 | 139 |
| 62 | 138 | 107 | 3 | 37 | 31 | 9 | 185 | 135 |
| 57 | 126 | 86 | 2 | 53 | 22 | 8 | 169 | 148 |
| 58 | 112 | 88 | 1 | 51 | 18 | 12 | 172 | 149 |
| 53 | 99 | 94 | 0 | 53 | 22 | 8 | 154 | 139 |
| 54 | 93 | 78 | 4 | 32 | 22 | 12 | 159 | 113 |
| 37 | 84 | 70 | 3 | 28 | 23 | 8 | 128 | 122 |
| 40 | 70 | 46 | 4 | 31 | 14 | 7 | 115 | 92 |
| 54 | 56 | 35 | 6 | 31 | 16 | 6 | 90 | 90 |
| 28 | 60 | 42 | 3 | 22 | 8 | 13 | 85 | 71 |
| 25 | 46 | 32 | 4 | 14 | 7 | 12 | 53 | 68 |
| 17 | 26 | 28 | 3 | 11 | 4 | 6 | 30 | 71 |
| 15 | 13 | 21 | 1 | 11 | 7 | 12 | 41 | 56 |
| 30 | 24 | 17 | 1 | 10 | 14 | 12 | 37 | 52 |
| 16 | 30 | 10 | 1 | 10 | 3 | 9 | 30 | 43 |
| 13 | 24 | 17 | 3 | 7 | 6 | 9 | 27 | 42 |
| 14 | 10 | 4 | 2 | 6 | 8 | 12 | 20 | 33 |
| 11 | 11 | 13 | 2 | 5 | 6 | 10 | 25 | 24 |
| 7 | 5 | 8 | 2 | 12 | 4 | 9 | 9 | 15 |
| 6 | 3 | 6 | 1 | 9 | 3 | 6 | 11 | 7 |


| 11 | 2 | 3 | 0 | 5 | 2 | 1 | 13 | 9 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 8 | 4 | 2 | 2 | 3 | 2 | 2 | 4 | 6 |
| 19-Nov | 20-Nov | 21-Nov | 22-Nov | 23-Nov | 24-Nov | 25-Nov | 26-Nov | 27-Nov |


| 28-Nov | 29-Nov | 30-Nov | Interval | 1-Dec | 2-Dec | 3-Dec | 4-Dec | 5-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 4 | 4 | 9 | 0 | 2 | 2 | 0 | 5 | 5 |
| 6 | 0 | 3 | 30 | 1 | 1 | 1 | 6 | 3 |
| 1 | 2 | 0 | 100 | 2 | 0 | 1 | 2 | 1 |
| 2 | 2 | 0 | 130 | 0 | 0 | 0 | 2 | 2 |
| 0 | 0 | 1 | 200 | 0 | 1 | 1 | 0 | 1 |
| 0 | 4 | 1 | 230 | 0 | 0 | 0 | 1 | 0 |
| 0 | 3 | 2 | 300 | 0 | 1 | 0 | 1 | 0 |
| 1 | 0 | 1 | 330 | 1 | 0 | 0 | 1 | 0 |
| 1 | 0 | 1 | 400 | 0 | 0 | 0 | 2 | 0 |
| 1 | 1 | 3 | 430 | 1 | 0 | 3 | 0 | 1 |
| 4 | 4 | 2 | 500 | 0 | 1 | 2 | 4 | 2 |
| 1 | 2 | 5 | 530 | 2 | 0 | 5 | 4 | 7 |
| 3 | 4 | 3 | 600 | 0 | 0 | 6 | 6 | 5 |
| 16 | 11 | 9 | 630 | 6 | 0 | 11 | 7 | 15 |
| 21 | 19 | 15 | 700 | 7 | 3 | 27 | 25 | 18 |
| 39 | 36 | 37 | 730 | 12 | 5 | 33 | 27 | 35 |
| 70 | 62 | 57 | 800 | 15 | 2 | 72 | 59 | 51 |
| 106 | 94 | 86 | 830 | 28 | 4 | 122 | 97 | 74 |
| 110 | 121 | 100 | 900 | 34 | 7 | 126 | 98 | 91 |
| 113 | 110 | 136 | 930 | 28 | 8 | 146 | 115 | 109 |
| 145 | 133 | 127 | 1000 | 37 | 9 | 155 | 144 | 110 |
| 154 | 117 | 138 | 1030 | 44 | 8 | 121 | 142 | 106 |
| 144 | 120 | 118 | 1100 | 40 | 13 | 162 | 163 | 138 |
| 161 | 124 | 109 | 1130 | 57 | 11 | 146 | 153 | 124 |
| 153 | 106 | 140 | 1200 | 43 | 11 | 136 | 133 | 127 |
| 154 | 106 | 109 | 1230 | 49 | 13 | 170 | 99 | 108 |
| 149 | 114 | 133 | 1300 | 41 | 15 | 148 | 126 | 104 |
| 140 | 128 | 126 | 1330 | 35 | 17 | 148 | 104 | 110 |
| 125 | 134 | 126 | 1400 | 27 | 17 | 155 | 137 | 115 |
| 152 | 122 | 131 | 1430 | 28 | 13 | 162 | 119 | 94 |
| 140 | 139 | 109 | 1500 | 24 | 11 | 142 | 133 | 90 |
| 123 | 117 | 108 | 1530 | 33 | 15 | 112 | 112 | 88 |
| 125 | 109 | 93 | 1600 | 35 | 7 | 121 | 100 | 97 |
| 100 | 90 | 83 | 1630 | 35 | 9 | 119 | 89 | 90 |
| 82 | 78 | 64 | 1700 | 20 | 6 | 100 | 67 | 64 |
| 78 | 59 | 49 | 1730 | 20 | 12 | 70 | 67 | 66 |
| 57 | 64 | 41 | 1800 | 22 | 5 | 65 | 54 | 43 |
| 58 | 53 | 45 | 1830 | 15 | 7 | 65 | 38 | 39 |
| 40 | 36 | 30 | 1900 | 8 | 7 | 42 | 25 | 31 |
| 44 | 34 | 25 | 1930 | 14 | 14 | 41 | 36 | 25 |
| 33 | 35 | 22 | 2000 | 4 | 10 | 34 | 17 | 23 |
| 20 | 31 | 13 | 2030 | 6 | 13 | 36 | 25 | 24 |
| 27 | 21 | 12 | 2100 | 10 | 7 | 31 | 22 | 18 |
| 31 | 18 | 13 | 2130 | 3 | 5 | 24 | 23 | 14 |
| 20 | 16 | 6 | 2200 | 8 | 5 | 31 | 13 | 13 |
| 9 | 7 | 6 | 2230 | 5 | 2 | 14 | 18 | 6 |


| 9 | 12 | 9 | $\mathbf{2 3 0 0}$ | 6 | 1 | 11 | 14 | 3 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 4 | 3 | 3 | $\mathbf{2 3 3 0}$ | 3 | 3 | 10 | 9 | 8 |
| 28-Nov | 29-Nov | 30-Nov | Interval | 1-Dec | 2-Dec | 3-Dec | 4-Dec | 5-Dec |


| 6-Dec | 7-Dec | 8-Dec | 9-Dec | 10-Dec | 11-Dec | 12-Dec | 13-Dec | 14-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 4 | 1 | 4 | 1 | 2 | 4 | 7 | 4 | 3 |
| 0 | 3 | 1 | 0 | 4 | 4 | 0 | 0 | 3 |
| 1 | 1 | 0 | 1 | 1 | 1 | 1 | 4 | 1 |
| 1 | 1 | 3 | 0 | 1 | 2 | 2 | 1 | 1 |
| 2 | 0 | 0 | 0 | 1 | 3 | 5 | 1 | 0 |
| 1 | 1 | 1 | 4 | 0 | 0 | 0 | 1 | 0 |
| 0 | 1 | 0 | 1 | 1 | 1 | 0 | 0 | 1 |
| 0 | 1 | 3 | 0 | 0 | 1 | 0 | 0 | 2 |
| 0 | 3 | 0 | 0 | 2 | 0 | 0 | 1 | 2 |
| 1 | 4 | 0 | 1 | 2 | 4 | 0 | 2 | 1 |
| 2 | 1 | 0 | 0 | 1 | 0 | 1 | 3 | 1 |
| 1 | 2 | 0 | 1 | 2 | 1 | 4 | 5 | 5 |
| 3 | 2 | 1 | 0 | 3 | 3 | 5 | 5 | 0 |
| 7 | 10 | 4 | 2 | 3 | 9 | 6 | 8 | 6 |
| 23 | 15 | 6 | 0 | 15 | 11 | 15 | 18 | 7 |
| 26 | 27 | 13 | 3 | 30 | 30 | 25 | 27 | 34 |
| 39 | 41 | 11 | 2 | 64 | 41 | 62 | 37 | 51 |
| 60 | 89 | 21 | 3 | 72 | 77 | 70 | 82 | 49 |
| 86 | 66 | 35 | 8 | 101 | 93 | 99 | 76 | 83 |
| 85 | 95 | 28 | 5 | 98 | 101 | 84 | 99 | 108 |
| 106 | 94 | 29 | 12 | 136 | 112 | 85 | 118 | 80 |
| 96 | 107 | 33 | 14 | 129 | 108 | 114 | 104 | 95 |
| 117 | 102 | 41 | 13 | 136 | 115 | 110 | 108 | 110 |
| 105 | 89 | 40 | 11 | 131 | 129 | 113 | 122 | 93 |
| 109 | 95 | 26 | 12 | 137 | 114 | 128 | 109 | 95 |
| 94 | 83 | 36 | 23 | 110 | 106 | 126 | 94 | 101 |
| 93 | 84 | 31 | 8 | 121 | 89 | 109 | 103 | 110 |
| 112 | 90 | 28 | 13 | 125 | 108 | 115 | 102 | 106 |
| 102 | 116 | 29 | 14 | 130 | 131 | 117 | 114 | 114 |
| 90 | 103 | 29 | 9 | 128 | 97 | 117 | 104 | 98 |
| 104 | 89 | 18 | 2 | 122 | 102 | 93 | 105 | 86 |
| 96 | 76 | 17 | 9 | 124 | 100 | 90 | 109 | 76 |
| 111 | 90 | 18 | 9 | 113 | 88 | 85 | 114 | 78 |
| 79 | 57 | 10 | 9 | 94 | 80 | 85 | 77 | 81 |
| 68 | 48 | 15 | 14 | 70 | 64 | 66 | 48 | 49 |
| 51 | 45 | 21 | 15 | 68 | 66 | 58 | 41 | 39 |
| 43 | 40 | 9 | 14 | 49 | 58 | 27 | 50 | 32 |
| 23 | 38 | 8 | 10 | 40 | 40 | 46 | 37 | 24 |
| 19 | 16 | 9 | 10 | 34 | 31 | 42 | 34 | 23 |
| 27 | 21 | 6 | 5 | 29 | 20 | 37 | 27 | 15 |
| 28 | 16 | 8 | 11 | 20 | 35 | 23 | 21 | 15 |
| 24 | 16 | 8 | 9 | 24 | 24 | 15 | 13 | 12 |
| 14 | 13 | 9 | 4 | 25 | 35 | 20 | 18 | 17 |
| 15 | 5 | 3 | 7 | 20 | 17 | 11 | 11 | 11 |
| 12 | 8 | 6 | 5 | 13 | 16 | 12 | 17 | 8 |
| 12 | 4 | 2 | 3 | 17 | 7 | 9 | 7 | 9 |


| 8 | 10 | 2 | 1 | 13 | 11 | 4 | 1 | 2 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 6 | 2 | 2 | 3 | 4 | 14 | 3 | 7 | 3 |
| 6-Dec | 7-Dec | 8-Dec | 9-Dec | 10-Dec | 11-Dec | 12-Dec | 13-Dec | 14-Dec |


| 15-Dec | Interval | 16-Dec | 17-Dec | 18-Dec | 19-Dec | 20-Dec | 21-Dec | 22-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | 0 | 2 | 6 | 1 | 4 | 1 |
| 1 | 30 | 0 | 0 | 1 | 3 | 3 | 3 | 3 |
| 0 | 100 | 1 | 2 | 1 | 1 | 0 | 0 | 0 |
| 0 | 130 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 200 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| 0 | 230 | 0 | 0 | 0 | 1 | 0 | 0 | 1 |
| 1 | 300 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| 1 | 330 | 0 | 0 | 0 | 3 | 2 | 1 | 0 |
| 0 | 400 | 0 | 1 | 0 | 0 | 2 | 1 | 2 |
| 1 | 430 | 0 | 1 | 0 | 0 | 1 | 0 | 2 |
| 0 | 500 | 0 | 2 | 1 | 3 | 3 | 0 | 1 |
| 1 | 530 | 0 | 2 | 1 | 4 | 4 | 1 | 0 |
| 1 | 600 | 1 | 3 | 4 | 9 | 2 | 9 | 1 |
| 4 | 630 | 2 | 6 | 6 | 4 | 3 | 5 | 2 |
| 1 | 700 | 1 | 13 | 12 | 16 | 11 | 5 | 0 |
| 12 | 730 | 5 | 31 | 28 | 28 | 22 | 25 | 7 |
| 11 | 800 | 2 | 38 | 39 | 48 | 27 | 28 | 14 |
| 17 | 830 | 4 | 71 | 76 | 53 | 54 | 45 | 17 |
| 24 | 900 | 5 | 86 | 79 | 63 | 68 | 65 | 12 |
| 24 | 930 | 6 | 102 | 91 | 91 | 68 | 77 | 24 |
| 34 | 1000 | 11 | 120 | 82 | 84 | 87 | 82 | 29 |
| 41 | 1030 | 8 | 111 | 103 | 100 | 95 | 120 | 28 |
| 44 | 1100 | 13 | 120 | 100 | 93 | 105 | 92 | 29 |
| 34 | 1130 | 10 | 120 | 121 | 94 | 80 | 102 | 29 |
| 42 | 1200 | 11 | 142 | 94 | 105 | 76 | 99 | 25 |
| 38 | 1230 | 24 | 111 | 113 | 89 | 91 | 82 | 27 |
| 34 | 1300 | 11 | 126 | 92 | 89 | 68 | 68 | 24 |
| 27 | 1330 | 11 | 123 | 102 | 96 | 72 | 77 | 23 |
| 30 | 1400 | 10 | 131 | 95 | 115 | 82 | 99 | 22 |
| 29 | 1430 | 10 | 134 | 101 | 82 | 74 | 87 | 23 |
| 29 | 1500 | 6 | 125 | 92 | 79 | 80 | 72 | 15 |
| 16 | 1530 | 16 | 114 | 103 | 104 | 72 | 63 | 27 |
| 31 | 1600 | 5 | 104 | 100 | 76 | 61 | 58 | 18 |
| 28 | 1630 | 13 | 85 | 89 | 70 | 49 | 45 | 16 |
| 15 | 1700 | 6 | 67 | 58 | 52 | 45 | 54 | 17 |
| 15 | 1730 | 21 | 56 | 56 | 59 | 34 | 30 | 12 |
| 8 | 1800 | 7 | 38 | 40 | 37 | 27 | 22 | 6 |
| 13 | 1830 | 6 | 40 | 40 | 29 | 28 | 29 | 10 |
| 7 | 1900 | 7 | 39 | 28 | 34 | 33 | 20 | 9 |
| 10 | 1930 | 8 | 31 | 26 | 19 | 29 | 17 | 10 |
| 2 | 2000 | 8 | 26 | 23 | 15 | 29 | 8 | 6 |
| 11 | 2030 | 10 | 28 | 19 | 15 | 25 | 12 | 4 |
| 9 | 2100 | 5 | 27 | 26 | 16 | 20 | 11 | 4 |
| 7 | 2130 | 6 | 22 | 23 | 4 | 10 | 4 | 6 |
| 4 | 2200 | 9 | 21 | 9 | 9 | 9 | 5 | 5 |
| 5 | 2230 | 4 | 13 | 6 | 11 | 6 | 4 | 3 |


| 1 | $\mathbf{2 3 0 0}$ | 2 | 8 | 10 | 7 | 2 | 4 | 2 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 5 | $\mathbf{2 3 3 0}$ | 1 | 12 | 8 | 1 | 5 | 4 | 2 |
| 15-Dec | Interval | 16-Dec | 17-Dec | 18-Dec | 19-Dec | 20-Dec | 21-Dec | 22-Dec |


| 23-Dec | 24-Dec | 25-Dec | 26-Dec | 27-Dec | 28-Dec | 29-Dec | 30-Dec | 31-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 |  | 0 | 0 | 6 | 6 | 4 | 1 | 1 |
| 1 |  | 0 | 0 | 2 | 3 | 3 | 2 | 0 |
| 0 |  | 0 | 1 | 1 | 0 | 2 | 0 | 0 |
| 0 |  | 0 | 1 | 0 | 2 | 3 | 2 | 0 |
| 0 |  | 0 | 0 | 1 | 1 | 2 | 0 | 1 |
| 0 |  | 0 | 0 | 1 | 0 | 1 | 0 | 1 |
| 0 |  | 0 | 0 | 0 | 2 | 0 | 1 | 0 |
| 1 |  | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 1 | 2 | 0 | 2 |
| 1 |  | 0 | 0 | 3 | 2 | 1 | 3 | 1 |
| 2 |  | 1 | 1 | 3 | 2 | 3 | 0 | 0 |
| 1 |  | 0 | 5 | 2 | 5 | 1 | 2 | 0 |
| 0 |  | 1 | 4 | 2 | 5 | 1 | 1 | 2 |
| 0 |  | 0 | 6 | 2 | 6 | 3 | 3 | 4 |
| 2 |  | 0 | 15 | 22 | 12 | 10 | 0 | 10 |
| 4 |  | 0 | 30 | 32 | 32 | 11 | 5 | 16 |
| 6 |  | 1 | 48 | 59 | 54 | 20 | 1 | 35 |
| 5 |  | 3 | 76 | 77 | 53 | 23 | 7 | 36 |
| 9 |  | 3 | 76 | 112 | 80 | 27 | 5 | 38 |
| 6 |  | 5 | 80 | 96 | 107 | 35 | 7 | 51 |
| 9 |  | 4 | 91 | 107 | 85 | 32 | 14 | 50 |
| 10 |  | 1 | 106 | 109 | 96 | 35 | 6 | 43 |
| 10 |  | 2 | 126 | 104 | 75 | 28 | 14 | 43 |
| 6 |  | 0 | 109 | 95 | 94 | 36 | 16 | 48 |
| 16 |  | 0 | 101 | 94 | 94 | 22 | 14 | 28 |
| 5 |  | 0 | 95 | 89 | 84 | 39 | 15 | 29 |
| 10 |  | 0 | 97 | 106 | 112 | 36 | 13 | 26 |
| 6 |  | 4 | 102 | 96 | 106 | 32 | 8 | 29 |
| 2 |  | 8 | 107 | 86 | 91 | 20 | 12 | 32 |
| 3 |  | 1 | 108 | 101 | 113 | 17 | 10 | 32 |
| 7 |  | 6 | 94 | 83 | 84 | 18 | 6 | 20 |
| 10 |  | 0 | 71 | 103 | 75 | 18 | 8 | 14 |
| 2 |  | 3 | 66 | 71 | 74 | 19 | 7 | 8 |
| 2 |  | 2 | 49 | 50 | 48 | 15 | 6 | 8 |
| 3 |  | 3 | 64 | 54 | 36 | 17 | 8 | 4 |
| 7 |  | 5 | 36 | 40 | 39 | 20 | 3 | 4 |
| 6 |  | 1 | 36 | 23 | 21 | 15 | 8 | 8 |
| 4 |  | 1 | 30 | 26 | 24 | 10 | 11 | 6 |
| 2 |  | 5 | 21 | 16 | 28 | 17 | 6 | 3 |
| 6 |  | 5 | 31 | 24 | 13 | 10 | 0 | 5 |
| 0 |  | 1 | 22 | 18 | 25 | 8 | 5 | 0 |
| 4 |  | 6 | 10 | 20 | 12 | 13 | 4 | 1 |
| 7 |  | 1 | 11 | 13 | 20 | 9 | 5 | 1 |
| 2 |  | 4 | 8 | 13 | 8 | 5 | 2 | 0 |
| 4 |  | 3 | 7 | 8 | 5 | 5 | 2 | 0 |


| 1 |  | 2 | 5 | 3 | 5 | 4 | 2 | 0 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 |  | 1 | 4 | 4 | 5 | 2 | 2 | 1 |
| 23-Dec | 24-Dec | 25-Dec | 26-Dec | 27-Dec | 28-Dec | 29-Dec | 30-Dec | 31-Dec |


| Interval |
| :---: |
| 0 |
| 30 |
| 100 |
| 130 |
| 200 |
| 230 |
| 300 |
| 330 |
| 400 |
| 430 |
| 500 |
| 530 |
| 600 |
| 630 |
| 700 |
| 730 |
| 800 |
| 830 |
| 900 |
| 930 |
| 1000 |
| 1030 |
| 1100 |
| 1130 |
| 1200 |
| 1230 |
| 1300 |
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| 1530 |
| 1600 |
| 1630 |
| 1700 |
| 1730 |
| 1800 |
| 1830 |
| 1900 |
| 1930 |
| 2000 |
| 2030 |
| 2100 |
| 2130 |
| 2200 |
| 2230 |


| Interval | 1-Aug | 2-Aug | 3-Aug | 4-Aug | 5-Aug | 6-Aug | 7-Aug | 8-Aug |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 8:16 | 8:44 | 4:54 | 10:29 | 7:12 | 4:15 | 6:52 | 6:27 |
| 30 | 7:49 | :32 | 14:21 | 8:32 |  | 5:14 | 30:34, | 5:23 |
| 100 | 17:04 | 7:21 | 5:53 |  |  | 5:09 | 3:44 | 5:20 |
| 130 |  |  | 8:29 |  | 6:04 |  |  | 4:41 |
| 200 | 5:53 | 11:16 | 9:29 | 9:41 | :29 |  |  | 12:05 |
| 230 |  | 11:06 | 8:40 | 2:49 |  |  | 6:33 | 10:54 |
| 300 | 4:01 |  |  |  | 6:37 |  | 4:05 |  |
| 330 | :21 | 1:55 |  |  |  |  |  | 1:42 |
| 400 | 2:24 | 8:02 |  |  |  | 2:38 |  | 7:09 |
| 430 | 8:51 |  | 4:32 | 3:57 |  | :34 |  | 3:57 |
| 500 | 1:50 | 4:12 | 4:56 |  |  | 2:33 | 6:24 | 4:24 |
| 530 | 4:54 | 3:21 | 5:57 | 4:13 |  |  | 7:54 | 1:41 |
| 600 | 3:40 | 4:04 | 10:36 | 2:20 | 2:12 | 7:39 | 4:54 | 14:56 |
| 630 | 5:16 | 4:13 | 5:31 | 5:00 | 5:05 | 5:41 | 7:10 | 9:01 |
| 700 | 14:46 | 9:46 | 6:43 | 10:36 | 5:56 | 10:29 | 7:56 | 7:15 |
| 730 | 7:05 | 5:19 | 7:23 | 7:18 | 14:02 | 7:11 | 8:40 | 7:30 |
| 800 | 8:11 | 8:37 | 7:17 | 4:09 | 3:34 | 7:56 | 7:06 | 8:27 |
| 830 | 8:24 | 7:19 | 7:48 | 9:05 | 10:45 | 9:00 | 7:47 | 8:15 |
| 900 | 7:47 | 7:26 | 8:01 | 5:52 | 7:38 | 7:43 | 9:06 | 10:46 |
| 930 | 7:46 | 8:46 | 7:36 | 6:57 | 7:12 | 9:30 | 8:43 | 11:23 |
| 1000 | 8:01 | 7:55 | 9:27 | 5:03 | 9:34 | 7:37 | 8:07 | 7:15 |
| 1030 | 8:28 | 7:26 | 8:26 | 6:41 | 5:34 | 8:41 | 7:39 | 7:56 |
| 1100 | 7:26 | 8:51 | 7:11 | 4:56 | 14:13 | 9:30 | 10:38 | 8:44 |
| 1130 | 8:12 | 9:40 | 7:31 | 6:41 | 9:12 | 7:06 | 7:59 | 9:11 |
| 1200 | 7:45 | 8:51 | 7:55 | 10:50 | 9:10 | 8:08 | 9:14 | 7:59 |
| 1230 | 6:37 | 7:46 | 7:53 | 11:53 | 7:14 | 7:47 | 7:38 | 8:04 |
| 1300 | 6:15 | 6:13 | 6:06 | 6:40 | 11:40 | 7:28 | 7:18 | 7:36 |
| 1330 | 7:25 | 6:47 | 8:51 | 7:28 | 9:10 | 7:12 | 7:28 | 7:13 |
| 1400 | 6:48 | 6:24 | 8:15 | 6:44 | 9:20 | 7:20 | 8:44 | 10:00 |
| 1430 | 5:49 | 7:33 | 8:13 | 6:51 | 7:52 | 7:59 | 8:29 | 8:24 |
| 1500 | 7:37 | 8:33 | 6:46 | 6:55 | 7:29 | 6:25 | 7:14 | 8:11 |
| 1530 | 6:19 | 6:57 | 7:16 | 6:06 | 8:29 | 7:03 | 6:59 | 8:59 |
| 1600 | 8:27 | 8:14 | 7:52 | 7:48 | 6:27 | 8:43 | 6:43 | 6:45 |
| 1630 | 10:00 | 7:43 | 7:14 | 7:35 | 7:25 | 10:26 | 7:04 | 8:36 |
| 1700 | 7:05 | 6:52 | 6:18 | 6:50 | 8:16 | 6:22 | 8:33 | 8:08 |
| 1730 | 8:36 | 7:03 | 8:22 | 16:03 | 6:51 | 8:27 | 6:21 | 7:25 |
| 1800 | 9:33 | 5:35 | 5:18 | 4:50 | 8:26 | 10:43 | 6:54 | 8:22 |
| 1830 | 7:43 | 6:04 | 6:07 | 4:37 | 10:17 | 9:23 | 7:43 | 7:07 |
| 1900 | 6:08 | 6:41 | 8:07 | 9:44 | 5:39 | 7:50 | 7:16 | 6:45 |
| 1930 | 9:25 | 7:39 | 6:10 | 9:05 | 6:54 | 8:49 | 4:09 | 6:56 |
| 2000 | 9:01 | 6:48 | 4:45 | 12:31 | 9:20 | 8:33 | 6:10 | 6:43 |
| 2030 | 8:11 | 6:43 | 9:17 | 4:55 | 6:55 | 7:20 | 8:46 | 8:01 |
| 2100 | 11:34 | 8:24 | 8:48 | 3:04 | 8:47 | 6:07 | 7:33 | 8:06 |
| 2130 | 8:58 | 10:35 | 10:11 | 8:16 | 5:16 | 9:07 | 10:08 | 6:53 |
| 2200 | 5:42 | 9:22 | 8:08 | 3:32 | 11:19 | 6:06 | 9:08 | 9:07 |
| 2230 | 6:22 | 6:34 | 6:54 | 14:55 | 6:07 | 8:29 | 8:24 | 7:05 |


| $\mathbf{2 3 0 0}$ | $10: 58$ | $9: 18$ | $4: 09$ | $8: 44$ | $10: 49$ | $5: 49$ | $5: 12$ | 7:42 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $\mathbf{2 3 3 0}$ | 1:18 | $5: 19$ | $4: 42$ | $1: 12$ | $4: 47$ | $6: 16$ | $3: 57$ |  |
| Interval | 1-Aug | 2-Aug | 3-Aug | 4-Aug | 5-Aug | 6-Aug | 7-Aug | 8-Aug |


| 9-Aug | 10-Aug | 11-Aug | 12-Aug | 13-Aug | 14-Aug | 15-Aug | Interval | 16-Aug |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 7:14 | 3:15 | 13:38 | 6:18 | 4:43 | 4:11 | 11:55 | 0 | 6:46 |
| 4:53 | 3:58 | 8:00 | 6:16 |  | 3:37 | 7:32 | 30 | 3:56 |
|  | :05 | 22:31 | 31:01, | 8:13 | 9:40 | 8:42 | 100 | 4:26 |
|  | 10:05 | 10:35 |  | 5:18 |  | 6:23 | 130 |  |
| 9:42 | 5:58 |  | 11:02 |  | 23:52 | 3:27 | 200 |  |
|  |  |  |  |  |  | 5:21 | 230 |  |
| 2:29 | 15:27 | 8:17 |  |  | 2:36 |  | 300 | 10:20 |
| 4:30 |  |  |  | 2:46 |  |  | 330 |  |
| 3:53 | 4:54 | 8:35 |  |  |  |  | 400 | 4:33 |
| 14:49 | 3:03 | 7:26 |  |  | 5:13 | 6:12 | 430 |  |
| 3:16 | 1:07 | 4:15 |  |  |  | 1:05 | 500 | 9:03 |
| 9:17 | 2:42 | 11:13 |  | 11:09 | 5:22 | 1:54 | 530 | 3:59 |
| 4:01 | 8:49 | 2:17 | 11:47 | 7:05 | 5:31 | 8:47 | 600 | 7:23 |
| 10:32 | 8:26 | 12:01 | 5:19 | 7:10 | 9:46 | 5:44 | 630 | 5:17 |
| 9:17 | 6:58 | 3:06 | 4:24 | 8:27 | 6:34 | 4:50 | 700 | 6:23 |
| 10:11 | 7:33 | 9:04 | 19:27 | 7:49 | 6:33 | 5:39 | 730 | 7:03 |
| 7:23 | 9:03 | 6:28 | :10 | 7:14 | 6:23 | 7:08 | 800 | 7:56 |
| 9:47 | 8:01 | 8:21 | 11:17 | 7:35 | 8:35 | 8:55 | 830 | 8:25 |
| 7:33 | 10:43 | 8:29 | 11:34 | 5:44 | 8:31 | 7:29 | 900 | 9:36 |
| 7:33 | 10:26 | 7:01 | 6:20 | 6:18 | 7:36 | 6:47 | 930 | 8:26 |
| 8:24 | 8:40 | 8:58 | 14:10 | 7:37 | 8:27 | 7:50 | 1000 | 9:18 |
| 7:31 | 8:16 | 10:23 | 9:05 | 6:30 | 6:48 | 6:57 | 1030 | 8:35 |
| 7:01 | 8:45 | 9:09 | 16:25 | 9:27 | 7:50 | 7:12 | 1100 | 6:33 |
| 8:43 | 8:54 | 6:36 | 7:11 | 8:09 | 7:03 | 6:41 | 1130 | 7:12 |
| 8:01 | 9:19 | 6:59 | 4:03 | 8:18 | 6:55 | 9:19 | 1200 | 8:52 |
| 6:33 | 7:17 | 7:12 | 6:30 | 8:47 | 5:29 | 9:11 | 1230 | 10:13 |
| 6:27 | 6:22 | 6:26 | 5:29 | 8:06 | 7:13 | 7:45 | 1300 | 6:53 |
| 7:15 | 8:16 | 8:36 | 9:09 | 5:48 | 7:51 | 8:28 | 1330 | 7:39 |
| 6:31 | 7:04 | 7:07 | 7:39 | 8:32 | 7:49 | 6:55 | 1400 | 7:50 |
| 7:44 | 8:20 | 6:10 | 5:35 | 7:04 | 5:49 | 9:09 | 1430 | 7:22 |
| 10:20 | 10:23 | 6:54 | 9:58 | 7:01 | 8:46 | 8:44 | 1500 | 6:44 |
| 8:26 | 6:50 | 5:34 | 4:51 | 7:44 | 6:54 | 7:48 | 1530 | 8:23 |
| 7:34 | 9:26 | 7:10 | 7:17 | 8:26 | 6:18 | 5:44 | 1600 | 9:26 |
| 6:19 | 8:45 | 4:46 | 5:06 | 7:31 | 7:01 | 5:52 | 1630 | 11:22 |
| 6:21 | 7:02 | 5:09 | 8:27 | 8:20 | 6:39 | 7:01 | 1700 | 8:55 |
| 7:16 | 9:17 | 6:46 | 7:39 | 9:25 | 10:33 | 8:35 | 1730 | 7:31 |
| 6:16 | 7:51 | 8:07 | 4:56 | 8:37 | 10:12 | 7:28 | 1800 | 8:07 |
| 7:08 | 6:44 | 6:26 | 7:09 | 10:33 | 6:56 | 8:34 | 1830 | 6:28 |
| 6:52 | 6:47 | 7:15 | 8:32 | 7:48 | 9:53 | 8:16 | 1900 | 10:36 |
| 5:40 | 4:33 | 7:52 | 8:08 | 6:23 | 8:23 | 8:18 | 1930 | 10:31 |
| 7:00 | 9:03 | 7:15 | 9:37 | 9:23 | 7:00 | 6:34 | 2000 | 6:24 |
| 7:39 | 8:33 | 7:49 | 8:23 | 12:29 | 9:29 | 7:36 | 2030 | 11:44 |
| 7:18 | 5:59 | 7:14 | 9:19 | 11:46 | 7:55 | 4:49 | 2100 | 6:37 |
| 7:37 | 10:09 | 9:11 | 9:43 | 7:46 | 9:44 | 7:31 | 2130 | 6:04 |
| 4:39 | 6:49 | 6:47 | 5:33 | 8:06 | 10:33 | 10:24 | 2200 | 6:41 |
| 7:56 | 7:57 | 2:05 | 4:59 | 10:29 | 5:55 | 7:50 | 2230 | 7:45 |


| $6: 29$ | $7: 08$ | $5: 23$ | $6: 17$ | $11: 13$ | $8: 56$ | $2: 36$ | $\mathbf{2 3 0 0}$ | $3: 38$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 7:33 | 12:29 | $5: 56$ | 11:34 | $4: 26$ | $3: 31$ | $10: 51$ | $\mathbf{2 3 3 0}$ | $5: 30$ |
| 9-Aug | 10-Aug | 11-Aug | 12-Aug | 13-Aug | 14-Aug | 15-Aug | Interval | 16-Aug |


| 17-Aug | 18-Aug | 19-Aug | 20-Aug | 21-Aug | 22-Aug | 23-Aug | 24-Aug | 25-Aug |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 4:27 | 7:50 |  | 4:48 | 4:48 | 4:53 | 4:29 |  | 4:14 |
| 3:35 |  |  | 4:59 | 4:32 | 5:23 | 6:39 | 7:33 | 17:31 |
|  | 8:45 |  | 4:59 | 23:55 | 11:40 | 23:01 |  |  |
|  |  |  |  | 28:23, |  |  |  | 18:27 |
| 4:29 |  |  |  | 12:26 |  |  | 6:16 |  |
| 3:11 | 19:49 | 2:30 | 2:42 |  |  | :37 |  | 1:39 |
| 3:32 | :42 |  |  |  | 6:39 | 19:42 |  | 3:16 |
|  | :58 |  |  |  | 4:16 | :22 | 6:18 |  |
| 2:06 |  |  |  |  | 2:39 | 9:28 |  | :02 |
|  |  |  | 8:51 | 13:57 | 3:18 | 7:29 |  | 10:44 |
|  |  | 2:45 |  | 3:49 | 6:02 | 3:51 |  | 4:26 |
| 4:55 |  |  | 3:20 | 5:33 | 6:20 | 6:01 |  |  |
| 8:35 | 8:06 |  | 1:26 | 6:40 | 5:40 | 1:53 | 6:23 | 6:41 |
| 4:42 | 6:20 | 2:34 | 6:23 | 5:11 | 13:21 | 11:09 | 7:29 | 5:37 |
| 11:10 | 13:12 | 8:00 | 5:47 | 5:47 | 10:02 | 4:59 | 6:36 | 6:57 |
| 7:46 | 6:48 | 4:08 | 4:28 | 8:21 | 6:50 | 6:35 | 8:11 | 6:42 |
| 8:54 | 4:03 | 6:44 | 6:03 | 7:34 | 10:05 | 7:45 | 8:09 | 7:45 |
| 9:22 | 8:14 | 5:14 | 6:04 | 7:25 | 8:37 | 7:14 | 7:15 | 5:32 |
| 7:05 | 10:26 | 12:28 | 8:14 | 6:51 | 7:56 | 7:57 | 9:13 | 8:10 |
| 8:59 | 9:16 | 4:44 | 8:21 | 7:58 | 8:25 | 6:39 | 8:33 | 8:17 |
| 9:40 | 5:53 | 10:54 | 8:26 | 7:45 | 7:53 | 8:43 | 10:29 | 4:56 |
| 9:26 | 9:20 | 5:14 | 6:47 | 7:01 | 6:35 | 8:38 | 8:49 | 4:36 |
| 7:30 | 8:51 | 8:42 | 7:07 | 8:24 | 9:17 | 7:54 | 8:17 | 6:33 |
| 8:34 | 9:01 | 6:43 | 6:50 | 8:08 | 7:04 | 8:09 | 8:39 | 5:37 |
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| 7:06 | 8:20 | 8:44 | 6:45 | 7:54 | 8:22 | 8:49 | 8:34 | 6:57 |
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| 7:27 | 6:16 | 4:11 | 6:16 | 8:37 | 8:39 | 7:43 | 10:19 | 5:22 |
| 7:15 | 7:13 | 9:19 | 8:56 | 8:57 | 5:38 | 6:26 | 7:22 | 7:50 |
| 11:01 | 10:19 | 5:12 | 9:17 | 7:58 | 7:45 | 7:36 | 5:45 | 4:15 |
| 5:44 | 8:48 | 4:13 | 8:00 | 9:23 | 8:30 | 5:30 | 7:39 | 6:24 |
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| 11:15 | 4:21 | 4:07 | 6:32 | 8:59 | 9:16 | 6:55 | 7:40 | 6:47 |
| 6:05 | 4:39 | 4:51 | 6:21 | 6:47 | 6:39 | 7:55 | 5:50 | 7:20 |
| 6:34 | 3:20 | 4:29 | 12:08 | 8:13 | 7:44 | 6:14 | 5:33 | 5:11 |
| 8:57 | 2:29 | 10:05 | 9:01 | 9:43 | 7:11 | 4:27 | 8:01 | 3:07 |
| 6:06 | 4:11 |  | 11:05 | 8:10 | 9:28 | 10:11 | 3:27 | 16:07 |
| 6:03 | 4:38 | 7:13 | 8:52 | 5:49 | 9:59 | 8:08 | 7:19 |  |
| 4:28 | 1:11 | 3:36 | 9:03 | 6:44 | 4:48 | 8:14 | 6:36 | 3:58 |


| $5: 41$ | $3: 34$ | $7: 54$ | $2: 42$ | $4: 48$ | $6: 14$ | $3: 05$ | $3: 53$ | $9: 43$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 16:19 |  | $4: 57$ | 1:02 | $5: 10$ | $4: 10$ | $3: 37$ | $6: 21$ | $22: 59$ |
| 17-Aug | 18-Aug | 19-Aug | 20-Aug | 21-Aug | 22-Aug | 23-Aug | 24-Aug | 25-Aug |


| 26-Aug | 27-Aug | 28-Aug | 29-Aug | 30-Aug | 31-Aug | Interval | 1-Sep | 2-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 13:20 | 1:34 | 9:43 | 11:20 | 0 | 3:00 | 5:42 |
|  |  | 7:44 |  | 13:06 | 12:13 | 30 | 7:38 | 1:45 |
| 6:29 | 6:30 | 5:29 |  | 7:27 | 4:25 | 100 |  |  |
|  |  |  | 11:25 |  | 1:40 | 130 | 9:46 |  |
|  |  |  | :12 | 3:39 | 2:05 | 200 | 8:05 |  |
|  |  |  | :22 |  | 13:27 | 230 |  | 3:03 |
| 6:22 |  | 1:22 |  |  |  | 300 |  | 3:24 |
|  | 11:38 | 2:47 |  |  | 1:36 | 330 |  |  |
|  | 3:18 |  | 4:13 | 14:05 | 1:23 | 400 |  |  |
|  |  |  |  |  |  | 430 |  |  |
| 6:00 | 3:31 | 2:11 | 6:11 | 4:02 | 10:28 | 500 | 1:51 | 1:06 |
| 1:29 | 2:34 | 3:43 | 1:14 |  | 4:51 | 530 |  | 4:20 |
|  | 2:57 | 3:54 | 7:41 | 7:02 |  | 600 | 4:25 | 1:49 |
| 8:50 | 5:57 | 4:08 | 3:25 | 6:51 | 7:51 | 630 | 3:33 | 3:46 |
| 8:45 | 4:41 | 5:08 | 7:01 | 4:48 | 5:05 | 700 | 6:19 | 1:38 |
| 9:57 | 5:48 | 7:44 | 7:33 | 9:21 | 6:31 | 730 | 9:18 | 9:40 |
| 7:56 | 7:04 | 7:06 | 7:14 | 5:47 | 7:18 | 800 | 7:16 | 3:51 |
| 6:23 | 8:20 | 7:41 | 6:37 | 8:08 | 7:43 | 830 | 8:38 | 3:50 |
| 7:52 | 7:35 | 8:34 | 9:05 | 6:43 | 6:55 | 900 | 5:30 | 7:26 |
| 7:05 | 9:21 | 7:37 | 6:54 | 7:43 | 7:15 | 930 | 6:11 | 5:04 |
| 9:50 | 7:57 | 9:04 | 8:02 | 8:30 | 8:56 | 1000 | 7:35 | 10:49 |
| 5:20 | 8:51 | 6:29 | 8:21 | 7:21 | 7:06 | 1030 | 6:18 | 7:14 |
| 10:31 | 7:09 | 9:57 | 8:10 | 8:21 | 8:37 | 1100 | 7:26 | 11:12 |
| 5:18 | 9:24 | 8:43 | 9:30 | 8:58 | 9:33 | 1130 | 7:37 | 13:03 |
| 12:20 | 11:41 | 7:32 | 7:41 | 7:23 | 10:18 | 1200 | 7:05 | 8:26 |
| 6:57 | 9:14 | 7:03 | 6:18 | 9:09 | 8:19 | 1230 | 5:18 | 6:59 |
| 6:45 | 8:18 | 7:17 | 8:34 | 7:12 | 7:46 | 1300 | 10:34 | 5:50 |
| 6:05 | 9:51 | 6:31 | 7:10 | 7:01 | 7:35 | 1330 | 7:06 | 5:54 |
| 6:35 | 7:48 | 7:37 | 7:02 | 7:21 | 7:31 | 1400 | 10:02 | 4:35 |
| 5:18 | 8:56 | 7:26 | 6:57 | 7:02 | 6:20 | 1430 | 6:32 | 6:13 |
| 8:21 | 9:48 | 7:26 | 7:01 | 7:19 | 8:19 | 1500 | 5:34 | 5:12 |
| 4:07 | 11:33 | 6:41 | 8:23 | 6:28 | 8:37 | 1530 | 7:47 | 5:36 |
| 7:31 | 9:39 | 7:04 | 7:40 | 8:52 | 7:14 | 1600 | 10:29 | 5:18 |
| 6:27 | 8:22 | 9:28 | 6:32 | 7:11 | 5:58 | 1630 | 10:44 | 6:57 |
| 3:45 | 7:55 | 9:20 | 7:12 | 8:15 | 8:55 | 1700 | 7:30 | 5:40 |
| 10:20 | 8:32 | 7:16 | 10:48 | 7:56 | 10:22 | 1730 | 5:49 | 9:38 |
| 9:29 | 4:47 | 7:57 | 8:22 | 6:50 | 6:27 | 1800 | 8:31 | 12:45 |
| 4:57 | 6:40 | 8:28 | 7:29 | 6:44 | 6:39 | 1830 | 6:28 | 5:56 |
| 6:14 | 9:25 | 7:25 | 7:59 | 9:24 | 7:44 | 1900 | 6:31 | 4:33 |
| 7:31 | 6:48 | 12:08 | 9:24 | 12:56 | 8:09 | 1930 | 5:35 | 4:47 |
| 5:27 | 5:53 | 8:26 | 4:42 | 8:34 | 5:04 | 2000 | 4:28 | 9:12 |
| 3:58 | 7:54 | 7:41 | 13:48 | 6:40 | 7:39 | 2030 | 10:21 | 3:07 |
| 5:29 | 6:03 | 4:59 | 7:49 | 6:44 | 7:09 | 2100 | 13:41 | 4:34 |
| 3:50 | 6:07 | 10:22 | 15:02 | 6:54 | 8:05 | 2130 | 9:19 | 8:15 |
| 14:25 | 7:01 | 7:49 | 5:39 | 3:46 | 5:34 | 2200 | 9:45 | 4:46 |
| 8:13 | 7:52 | 7:39 | 12:55 | 7:41 | 12:57 | 2230 | 8:04 | 26:37, |


| $5: 41$ | $6: 57$ | $8: 30$ | $11: 04$ | $13: 33$ | $4: 35$ | $\mathbf{2 3 0 0}$ |  | 28:31, |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 11:54 | $8: 46$ | $5: 23$ | $5: 44$ | $9: 30$ | $9: 43$ | $\mathbf{2 3 3 0}$ |  | 14:56 |
| 26-Aug | 27-Aug | 28-Aug | 29-Aug | 30-Aug | 31-Aug | Interval | 1-Sep | 2-Sep |


| 3-Sep | 4-Sep | 5-Sep | 6-Sep | 7-Sep | 8-Sep | 9-Sep | 10-Sep | 11-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  | 3:09 | 7:25 | :12 |  | 7:24 |
|  | 6:40 | 6:16 | 14:50 | 5:48 |  |  | 5:21 |  |
| 12:56 |  | 9:41 | 6:52 |  | 5:47 |  |  | 4:39 |
|  | 4:18 |  |  |  |  |  |  | 10:41 |
|  | 3:16 |  |  |  |  |  |  |  |
| 4:26 | 4:14 |  | 4:08 |  |  |  | 3:46 | 8:33 |
|  |  |  |  | 4:59 |  |  |  |  |
|  |  |  | 8:51 |  | 9:39 |  |  |  |
| 2:20 |  | 10:04 | 2:03 | 4:17 |  |  |  | 7:10 |
|  |  | 4:57 |  | 6:11 |  |  |  | 3:08 |
| 3:57 |  |  |  | 4:31 |  | :54 | 3:25 |  |
|  | 4:58 | 4:07 | 6:08 | 4:52 | 9:06 |  | 5:32 | 6:22 |
| 3:05 | 2:58 | 4:58 | 2:22 | 7:23 |  | 2:33 | 5:49 | 8:54 |
| 4:57 | 5:10 | 7:08 | 8:35 | 3:20 | 6:38 |  | 5:55 | 7:31 |
| 7:27 | 3:28 | 8:08 | 6:18 | 7:41 | 3:30 | 2:12 | 5:47 | 5:53 |
| 4:01 | 9:37 | 5:03 | 10:25 | 7:51 | 5:15 |  | 9:43 | 8:20 |
| 5:56 | 7:57 | 8:16 | 5:40 | 10:47 | 4:51 |  | 7:06 | 6:56 |
| 7:34 | 8:16 | 7:06 | 9:02 | 7:19 | 9:07 | 1:09 | 7:48 | 8:40 |
| 11:06 | 9:35 | 9:24 | 8:37 | 7:01 | 5:42 | 6:56 | 7:58 | 7:17 |
| 7:50 | 6:54 | 8:55 | 9:08 | 8:06 | 5:30 | 9:33 | 8:12 | 7:09 |
| 8:15 | 8:42 | 7:55 | 8:13 | 8:12 | 9:00 | 8:09 | 7:52 | 6:45 |
| 8:38 | 8:54 | 8:08 | 10:08 | 7:02 | 5:20 | 7:46 | 9:09 | 5:35 |
| 8:25 | 7:25 | 9:43 | 7:30 | 7:39 | 8:00 | 10:27 | 8:50 | 7:51 |
| 8:24 | 8:26 | 8:07 | 8:11 | 7:03 | 6:57 | 8:02 | 7:08 | 7:10 |
| 6:37 | 6:52 | 8:59 | 7:52 | 6:38 | 6:58 | 10:00 | 8:29 | 8:33 |
| 6:28 | 7:21 | 7:51 | 8:14 | 6:58 | 6:56 | 8:38 | 8:59 | 7:17 |
| 4:45 | 9:42 | 7:37 | 6:50 | 8:11 | 7:02 | 4:08 | 7:24 | 7:55 |
| 4:37 | 7:15 | 6:58 | 8:20 | 9:56 | 4:39 | 6:29 | 7:55 | 8:27 |
| 7:05 | 6:57 | 8:38 | 8:16 | 9:32 | 4:07 | 6:35 | 7:43 | 7:18 |
| 7:00 | 8:26 | 8:04 | 8:34 | 7:35 | 7:19 | 6:34 | 9:31 | 7:41 |
| 7:09 | 6:34 | 7:01 | 9:21 | 7:18 | 5:25 | 6:34 | 9:27 | 7:30 |
| 8:45 | 9:07 | 8:57 | 7:26 | 6:07 | 3:13 | 4:51 | 9:36 | 7:19 |
| 6:17 | 8:04 | 9:12 | 8:40 | 9:01 | 5:43 | 3:39 | 8:02 | 7:47 |
| 7:24 | 8:52 | 10:31 | 6:25 | 7:57 | 5:39 | 5:45 | 8:35 | 7:38 |
| 7:27 | 7:52 | 11:23 | 6:23 | 8:42 | 7:25 | 9:19 | 7:55 | 7:58 |
| 5:45 | 10:35 | 8:58 | 8:47 | 10:08 | 7:29 | 7:26 | 9:31 | 7:10 |
| 9:40 | 9:04 | 10:19 | 7:37 | 9:24 | 5:15 | 7:50 | 5:06 | 7:00 |
| 6:40 | 6:30 | 8:07 | 6:39 | 9:27 | 6:39 | 8:06 | 8:56 | 4:40 |
| 5:33 | 8:11 | 6:50 | 10:02 | 9:08 | 8:37 | 4:59 | 6:13 | 8:20 |
| 7:30 | 7:38 | 10:32 | 9:31 | 11:28 | 3:19 | 8:47 | 7:42 | 8:37 |
| 7:03 | 10:30 | 10:02 | 8:39 | 14:11 | 2:30 | 6:58 | 7:15 | 7:37 |
| 5:13 | 10:50 | 8:02 | 9:01 | 11:42 | 6:16 | 4:04 | 6:55 | 6:15 |
| 3:19 | 6:19 | 8:14 | 7:31 | 9:00 | 5:10 | 6:45 | 5:04 | 5:00 |
| 11:57 | 8:54 | 5:56 | 7:11 | 8:00 | 5:25 | 6:45 | 12:41 | 14:31 |
| 5:05 | 10:24 | 7:46 | 9:04 | 12:00 | 4:28 | 6:32 | 6:39 | 5:17 |
| 7:11 | 6:30 | 6:50 | 5:11 | 7:12 |  | 5:03 | 10:26 | 4:26 |


| $10: 02$ | $4: 47$ | $7: 50$ | $5: 19$ | $4: 39$ | $3: 08$ | $9: 02$ | $3: 36$ | $4: 04$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $2: 26$ | $: 47$ |  | $5: 47$ | $8: 01$ | $2: 39$ | $9: 59$ | $: 07$ | $2: 54$ |
| 3-Sep | 4-Sep | 5-Sep | 6-Sep | 7-Sep | 8-Sep | 9-Sep | 10-Sep | 11-Sep |


| 12-Sep | 13-Sep | 14-Sep | 15-Sep | Interval | 16-Sep | 17-Sep | 18-Sep | 19-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 8:22 | 2:43 | 4:34 | 3:27 | 0 | :58 | 13:19 |  | 3:54 |
|  | 6:58 | 4:07 | 2:52 | 30 |  |  |  | 2:58 |
| 5:21 | 5:50 |  | 5:53 | 100 |  | 8:02 | 19:25 | 4:20 |
|  |  | 7:26 | 8:31 | 130 |  |  | 5:04 | 2:31 |
|  | 1:51 |  |  | 200 |  |  |  |  |
| 5:25 |  |  |  | 230 |  |  |  | 4:28 |
| 3:25 |  |  | :07 | 300 |  |  |  |  |
|  |  |  |  | 330 | 6:39 |  | :20 |  |
|  | 4:24 |  | 14:01 | 400 |  | :34 |  |  |
|  | 7:11 |  |  | 430 |  | 5:47 | 8:24 | 5:54 |
| 8:53 | 4:02 | 9:35 |  | 500 | 4:11 | 3:53 |  | 2:40 |
| 5:21 | 3:55 | 7:30 | 8:46 | 530 | 12:50 | 1:53 | 10:57 | 3:03 |
| 15:23 | 2:31 | 2:57 | 5:11 | 600 |  | 9:24 | 4:17 | 8:32 |
| 4:45 | 12:33 | 9:17 | 10:47 | 630 | 8:35 | 4:40 | 5:41 | 2:53 |
| 8:56 | 7:52 | 7:18 | 5:08 | 700 |  | 5:33 | 6:57 | 6:42 |
| 5:13 | 5:55 | 5:23 | 7:59 | 730 | 6:01 | 5:04 | 7:15 | 6:13 |
| 7:31 | 7:41 | 8:04 | 3:57 | 800 | 5:42 | 6:41 | 5:49 | 7:17 |
| 7:43 | 7:59 | 9:04 | 6:48 | 830 | 9:15 | 8:14 | 6:39 | 6:57 |
| 6:02 | 6:59 | 8:39 | 5:21 | 900 | 2:15 | 7:01 | 8:43 | 8:07 |
| 8:11 | 5:56 | 8:56 | 5:46 | 930 | 10:53 | 6:55 | 6:46 | 7:51 |
| 7:20 | 9:02 | 7:30 | 6:31 | 1000 | 8:31 | 8:59 | 8:36 | 5:55 |
| 7:46 | 7:39 | 8:52 | 7:34 | 1030 | 8:04 | 9:42 | 7:39 | 8:27 |
| 8:58 | 9:43 | 6:37 | 6:15 | 1100 | 10:05 | 8:39 | 7:39 | 8:03 |
| 9:05 | 6:36 | 9:34 | 3:54 | 1130 | 10:05 | 8:33 | 8:40 | 6:35 |
| 8:26 | 7:26 | 9:01 | 6:23 | 1200 | 7:33 | 9:01 | 8:10 | 10:01 |
| 6:55 | 6:35 | 8:13 | 5:19 | 1230 | 11:29 | 8:50 | 7:23 | 7:17 |
| 6:30 | 7:19 | 7:12 | 10:29 | 1300 | 10:56 | 10:28 | 9:04 | 8:52 |
| 7:56 | 8:22 | 8:58 | 7:04 | 1330 | 8:00 | 8:06 | 7:14 | 6:28 |
| 8:59 | 7:20 | 8:44 | 6:23 | 1400 | 6:25 | 9:05 | 7:29 | 6:55 |
| 7:52 | 7:48 | 6:55 | 8:29 | 1430 | 5:10 | 8:23 | 7:44 | 6:48 |
| 8:15 | 7:50 | 8:21 | 7:44 | 1500 | 5:03 | 9:06 | 8:20 | 7:00 |
| 9:34 | 6:17 | 7:12 | 9:37 | 1530 | 5:11 | 8:09 | 8:50 | 7:41 |
| 9:05 | 6:57 | 7:17 | 6:51 | 1600 | 6:23 | 6:42 | 9:20 | 9:23 |
| 8:03 | 7:52 | 7:06 | 11:07 | 1630 | 6:03 | 10:11 | 8:41 | 8:16 |
| 9:01 | 6:03 | 6:24 | 6:03 | 1700 | 6:11 | 10:28 | 5:57 | 8:00 |
| 8:39 | 8:52 | 6:41 | 9:10 | 1730 | 3:51 | 8:40 | 7:53 | 7:15 |
| 10:16 | 5:57 | 6:45 | 9:10 | 1800 | 10:03 | 7:57 | 6:35 | 7:44 |
| 9:21 | 5:14 | 7:09 | 7:48 | 1830 | 5:17 | 7:41 | 10:50 | 6:52 |
| 7:52 | 8:10 | 7:11 | 9:31 | 1900 | 7:29 | 8:27 | 6:33 | 6:19 |
| 8:16 | 7:00 | 5:48 | 9:38 | 1930 | 6:43 | 8:05 | 5:11 | 7:20 |
| 6:02 | 5:45 | 9:10 | 5:37 | 2000 | 6:14 | 7:48 | 8:50 | 7:50 |
| 8:12 | 10:55 | 7:43 | 2:50 | 2030 | 5:36 | 11:53 | 7:01 | 10:46 |
| 6:40 | 5:52 | 9:40 | 8:15 | 2100 | 16:25 | 5:37 | 8:31 | 10:36 |
| 7:06 | 8:00 | 11:02 | 14:41 | 2130 | 8:02 | 7:30 | 10:25 | 6:48 |
| 6:00 | 13:06 | 5:50 | 8:31 | 2200 | 4:48 | 7:44 | 5:58 | 4:36 |
| 8:41 | 12:23 | 3:45 | 9:18 | 2230 | 16:09 | 7:09 | 8:50 | 5:56 |


| $3: 41$ | $3: 56$ | $3: 02$ | $7: 58$ | $\mathbf{2 3 0 0}$ | $21: 08$ | $18: 40$ | $2: 14$ | $: 53$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $2: 15$ | $3: 38$ | $1: 22$ | $4: 18$ | $\mathbf{2 3 3 0}$ | $22: 00$ | $13: 57$ | $3: 19$ | $2: 53$ |
| 12-Sep | 13-Sep | 14-Sep | 15-Sep | Interval | 16-Sep | 17-Sep | 18-Sep | 19-Sep |


| 20-Sep | 21-Sep | 22-Sep | 23-Sep | 24-Sep | 25-Sep | 26-Sep | 27-Sep | 28-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2:28 |  |  | 6:33 | 7:59 | 7:35 |  | 7:41 | 7:53 |
| 10:41 |  | 4:07 | 17:48 | 5:47 |  | 7:25 | 1:27 | :34 |
|  | 1:12 |  | :55 | 7:40 |  |  | 5:54 | 6:39 |
|  |  |  | 2:05 | 2:06 |  |  | 5:22 | 1:06 |
|  |  |  | 1:51 | 8:21 |  |  | 2:09 |  |
|  |  | 1:36 |  | 3:29 |  | 4:30 |  |  |
| 4:07 |  | 4:02 |  |  | 2:07 | 4:16 |  |  |
|  |  | 4:59 |  | 2:13 | 8:07 | 3:04 |  |  |
| 3:19 | 2:03 |  |  | 2:40 |  | 1:41 | 6:02 |  |
|  | :36 |  |  | 1:20 | 4:06 |  | 5:41 | 3:40 |
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| 3:55 | 4:22 | 5:09 | 1:18 | 3:48 | 9:50 | 13:12 | 7:31 | 9:17 |
| 6:27 | 10:42 | 14:26 |  | 3:12 | 8:37 | 7:53 | 5:15 | 5:17 |
| 6:28 | 6:08 | 5:58 | 1:30 | 6:57 | 6:01 | 7:26 | 6:52 | 8:04 |
| 5:09 | 8:10 | 3:10 | 2:21 | 4:18 | 6:08 | 5:11 | 10:14 | 5:17 |
| 6:16 | 8:19 | 5:28 | 6:59 | 6:34 | 6:33 | 6:00 | 5:52 | 5:45 |
| 7:48 | 8:05 | 6:18 | 4:52 | 8:35 | 6:35 | 9:06 | 8:35 | 7:59 |
| 7:27 | 7:54 | 5:58 | 2:59 | 7:21 | 6:56 | 7:41 | 10:16 | 8:43 |
| 5:58 | 8:17 | 6:33 | 5:08 | 7:54 | 6:53 | 8:17 | 7:21 | 8:12 |
| 10:14 | 8:31 | 6:23 | 2:50 | 8:38 | 6:10 | 8:44 | 6:52 | 7:55 |
| 6:43 | 7:38 | 7:40 | 6:25 | 7:54 | 6:24 | 6:56 | 7:38 | 8:27 |
| 6:02 | 9:39 | 8:24 | 5:02 | 7:12 | 8:27 | 8:58 | 8:09 | 6:54 |
| 10:12 | 7:03 | 6:48 | 7:32 | 6:05 | 8:53 | 9:31 | 7:02 | 8:34 |
| 7:20 | 9:00 | 7:38 | 5:01 | 9:08 | 8:10 | 9:18 | 7:57 | 7:30 |
| 8:01 | 8:59 | 6:52 | 6:14 | 6:35 | 8:00 | 7:18 | 5:56 | 9:18 |
| 7:50 | 7:32 | 6:18 | 7:40 | 7:08 | 7:52 | 6:59 | 7:16 | 10:07 |
| 7:12 | 7:35 | 5:52 | 5:54 | 6:54 | 7:18 | 7:04 | 6:18 | 9:32 |
| 7:59 | 7:11 | 5:27 | 7:14 | 7:24 | 6:33 | 8:23 | 6:36 | 7:24 |
| 5:17 | 7:11 | 9:59 | 5:29 | 7:43 | 8:34 | 8:50 | 7:41 | 7:08 |
| 6:50 | 7:46 | 4:50 | 7:29 | 7:44 | 6:32 | 8:11 | 7:40 | 7:45 |
| 8:37 | 8:17 | 6:08 | 10:58 | 9:06 | 7:51 | 8:07 | 6:50 | 7:03 |
| 8:44 | 8:57 | 1:55 | 6:21 | 7:48 | 9:02 | 10:00 | 8:20 | 6:59 |
| 6:47 | 7:09 | 4:38 | 6:51 | 7:07 | 9:06 | 8:21 | 7:53 | 6:12 |
| 5:51 | 8:05 | 6:14 | 7:01 | 9:18 | 7:24 | 7:15 | 4:53 | 6:04 |
| 5:22 | 6:15 | 6:27 | 5:45 | 8:41 | 7:58 | 7:03 | 7:18 | 7:45 |
| 8:06 | 6:20 | 6:13 | 6:27 | 9:09 | 9:39 | 6:45 | 8:34 | 5:21 |
| 7:49 | 8:33 | 7:41 | 4:01 | 6:39 | 5:07 | 6:25 | 6:58 | 8:26 |
| 8:25 | 5:43 | 6:16 | 4:36 | 8:13 | 7:38 | 9:33 | 9:43 | 7:04 |
| 7:46 | 6:05 | 6:24 | 5:42 | 7:30 | 5:30 | 10:43 | 11:26 | 5:02 |
| 7:10 | 8:04 | 6:55 | 2:12 | 6:37 | 5:15 | 8:25 | 10:16 | 6:59 |
| 5:52 | 5:36 | 6:32 | 6:02 | 8:13 | 5:20 | 11:38 | 10:15 | 4:50 |
| 6:57 | 6:07 | 2:36 | 10:37 | 7:24 | 5:16 | 11:22 | 9:48 | 7:43 |
| 7:58 | 8:20 | 2:50 | 6:21 | 9:27 | 5:43 | 11:33 | 9:17 | 6:49 |
| 4:56 | 11:12 | 3:08 | 17:06 | 14:22 | 7:17 | 8:21 | 4:22 | 7:47 |
| 3:34 | 2:27 | 5:04 | 9:53 | 7:31 | 2:05 | 8:38 | 4:22 | 7:29 |


| $8: 39$ | $13: 04$ | $4: 02$ | $8: 13$ | $16: 19$ | $3: 14$ | $6: 34$ | $5: 52$ | $4: 39$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $4: 11$ | $2: 54$ | $11: 41$ | $6: 26$ | $4: 59$ | $11: 23$ | $5: 20$ | $2: 24$ | $9: 29$ |
| 20-Sep | 21-Sep | 22-Sep | 23-Sep | 24-Sep | 25-Sep | 26-Sep | 27-Sep | 28-Sep |


| 29-Sep | 30-Sep | Interval | 1-Oct | 2-Oct | 3-Oct | 4-Oct | 5-Oct | 6-Oct |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 5:48 | 0 | 7:22 | :42 | 1:47 |  | 9:52 |  |
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|  |  | 100 |  |  | 2:54 |  | 3:22 | 12:47 |
| 9:21 | 9:28 | 130 | 7:51 |  | 3:44 |  | 3:10 |  |
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|  | 2:43 | 230 |  |  |  | 7:56 |  | 4:27 |
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| 7:19 |  | 330 |  | :39 |  |  | 5:14 |  |
| 4:07 | 1:53 | 400 | 6:24 | :52 |  |  | 2:16 |  |
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| 4:14 |  | 500 | 1:41 | 2:47 | 1:56 | 5:13 | 7:03 | :56 |
| 3:55 | 25:52, | 530 | 1:33 | 6:36 | 8:35 | 3:47 | 7:18 |  |
| 5:50 | 3:37 | 600 | 5:29 | 8:03 | 4:34 | 5:50 | 3:58 | 10:12 |
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| 8:10 | 10:37 | 730 | 6:53 | 7:02 | 5:39 | 6:59 | 5:46 | 8:14 |
| 3:01 | 3:47 | 800 | 5:38 | 5:53 | 7:55 | 7:47 | 7:10 | 6:57 |
| 7:22 | 6:32 | 830 | 8:39 | 7:05 | 5:48 | 7:03 | 7:09 | 5:31 |
| 6:14 | 7:31 | 900 | 7:20 | 6:40 | 8:14 | 9:13 | 7:28 | 8:44 |
| 5:48 | 15:24 | 930 | 6:32 | 7:42 | 9:02 | 7:42 | 8:21 | 5:13 |
| 6:55 | 8:40 | 1000 | 8:07 | 7:54 | 6:46 | 7:41 | 6:56 | 7:48 |
| 5:48 | 7:56 | 1030 | 7:31 | 7:25 | 10:30 | 7:56 | 7:33 | 7:50 |
| 6:51 | 8:05 | 1100 | 7:35 | 7:32 | 8:28 | 7:55 | 6:32 | 6:30 |
| 5:15 | 4:12 | 1130 | 7:07 | 6:56 | 6:59 | 8:21 | 8:11 | 8:19 |
| 7:03 | 5:56 | 1200 | 8:05 | 7:24 | 8:02 | 8:38 | 8:44 | 8:05 |
| 7:41 | 6:15 | 1230 | 5:48 | 7:02 | 8:02 | 8:02 | 8:27 | 6:22 |
| 5:40 | 6:19 | 1300 | 7:40 | 6:17 | 6:45 | 6:51 | 8:59 | 7:48 |
| 7:59 | 6:48 | 1330 | 7:14 | 6:42 | 7:31 | 7:53 | 8:36 | 7:31 |
| 5:40 | 3:37 | 1400 | 7:23 | 7:38 | 7:29 | 6:25 | 7:58 | 6:37 |
| 6:02 | 3:02 | 1430 | 6:53 | 8:04 | 8:40 | 8:37 | 8:29 | 7:55 |
| 5:05 | 4:45 | 1500 | 8:20 | 8:55 | 7:16 | 8:00 | 6:40 | 5:25 |
| 4:52 | 4:45 | 1530 | 6:24 | 7:21 | 7:31 | 7:10 | 6:48 | 5:24 |
| 6:33 | 8:14 | 1600 | 8:28 | 7:11 | 7:32 | 6:06 | 8:00 | 8:21 |
| 4:46 | 5:26 | 1630 | 8:44 | 7:47 | 5:52 | 10:19 | 10:31 | 4:58 |
| 6:47 | 5:02 | 1700 | 8:37 | 8:37 | 9:56 | 7:17 | 6:12 | 7:47 |
| 4:06 | 4:54 | 1730 | 6:57 | 10:08 | 6:22 | 6:32 | 12:56 | 7:28 |
| 4:41 | 4:43 | 1800 | 6:38 | 8:46 | 4:55 | 6:11 | 7:13 | 7:39 |
| 4:35 | 6:28 | 1830 | 8:03 | 6:29 | 8:36 | 6:51 | 6:30 | 5:49 |
| 7:32 | 4:24 | 1900 | 8:40 | 8:20 | 8:30 | 11:06 | 10:10 | 5:24 |
| 4:50 | 6:50 | 1930 | 6:01 | 9:24 | 6:54 | 8:18 | 6:25 | 4:16 |
| 6:05 | 5:00 | 2000 | 5:22 | 9:00 | 9:24 | 9:17 | 8:04 | 6:12 |
| 4:41 | 7:33 | 2030 | 12:45 | 9:50 | 6:58 | 8:44 | 12:20 | 2:16 |
| 5:17 | 6:29 | 2100 | 14:32 | 4:29 | 8:21 | 6:06 | 8:01 | 4:33 |
| 4:46 | 7:12 | 2130 | 7:20 | 8:21 | 9:33 | 5:15 | 4:58 | 5:47 |
| 2:44 | 18:42 | 2200 | 5:10 | 5:37 | 7:21 | 6:17 | 3:26 | 2:08 |
| 4:29 | 16:10 | 2230 | 8:24 | 4:58 | 5:02 | 8:01 | 5:30 | 1:30 |


| $5: 28$ | $2: 34$ | $\mathbf{2 3 0 0}$ | $7: 28$ | $8: 23$ | $8: 08$ | $18: 07$ | $5: 54$ | $6: 23$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | $1: 09$ | $\mathbf{2 3 3 0}$ | $12: 52$ | $6: 02$ | $6: 45$ | $3: 37$ | $11: 29$ |  |
| 29-Sep | 30-Sep | Interval | $\mathbf{1 - O c t}$ | $\mathbf{2 - O c t}$ | $\mathbf{3 - O c t}$ | $\mathbf{4 - O c t}$ | $\mathbf{5 - O c t}$ | $\mathbf{6 - O c t}$ |


| 7-Oct | 8-Oct | 9-Oct | 10-Oct | 11-Oct | 12-Oct | 13-Oct | 14-Oct | 15-Oct |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 1:13 |  | :38 | 18:26 | :30 |  | 11:42 | 8:10 |
| 12:54 |  |  | 2:43 | 2:05 | :59 | 6:36 | 7:31 |  |
| 10:43 |  | 5:01 |  | 9:44 | 4:25 |  |  | 9:45 |
| 4:01 | 5:57 |  | 5:56 | 3:20 |  | 7:58 | 7:15 |  |
| :47 | 2:06 |  |  |  | 9:29 | 4:24 | 8:32 |  |
|  |  |  |  | 14:24 | 2:19 | 4:24 |  |  |
| 1:57 | 4:07 |  |  |  | 4:11 |  | 5:02 |  |
|  |  | 2:18 | 2:58 | 4:23 |  |  |  | 9:59 |
|  |  | :56 |  |  |  |  |  |  |
|  |  | 3:26 | 7:50 | 6:18 | 2:40 |  |  |  |
| 2:34 | 3:25 |  |  | :04 |  | 21:54 |  | 6:36 |
|  | 2:41 | 10:15 | 3:35 | 4:22 | 6:57 |  |  | 2:24 |
|  | 10:07 | 4:33 | 8:08 | 5:23 | 14:16 | 3:25 |  | 4:04 |
| 5:54 | 4:41 | 7:10 | 7:12 | 2:55 | 6:35 | 4:29 | 6:40 | 7:18 |
| 8:29 | 3:15 | 5:43 | 7:44 | 8:12 | 3:50 | 6:20 |  | 3:33 |
| 3:29 | 6:41 | 5:39 | 7:58 | 8:02 | 7:44 | 7:47 | 6:45 | 4:24 |
| 8:18 | 6:38 | 5:41 | 9:10 | 7:22 | 7:10 | 8:54 | 6:13 | 4:58 |
| 3:20 | 8:50 | 6:29 | 7:33 | 7:05 | 9:23 | 10:12 | 7:05 | 6:59 |
| 8:35 | 7:06 | 5:59 | 8:01 | 7:40 | 7:46 | 8:17 | 12:20 | 8:42 |
| 5:52 | 7:17 | 7:24 | 9:20 | 7:33 | 8:13 | 10:13 | 5:00 | 7:00 |
| 5:10 | 8:41 | 7:17 | 8:36 | 7:03 | 9:12 | 11:55 | 4:01 | 5:58 |
| 6:00 | 10:00 | 7:45 | 7:09 | 6:38 | 7:10 | 8:06 | 4:04 | 8:29 |
| 4:48 | 8:06 | 6:51 | 6:44 | 8:46 | 7:36 | 5:56 | 3:45 | 7:19 |
| 6:33 | 7:13 | 8:51 | 10:35 | 7:12 | 8:34 | 10:51 | 6:14 | 11:15 |
| 6:38 | 7:45 | 7:36 | 7:19 | 7:48 | 8:54 | 8:33 | 6:26 | 7:12 |
| 6:28 | 8:28 | 7:36 | 7:37 | 8:44 | 6:55 | 7:46 | 7:17 | 8:32 |
| 4:54 | 7:29 | 6:27 | 8:11 | 7:07 | 6:10 | 6:58 | 16:17 | 6:16 |
| 11:08 | 6:16 | 7:56 | 6:30 | 7:05 | 7:26 | 8:01 | 6:50 | 6:30 |
| 6:23 | 8:18 | 6:03 | 6:54 | 7:31 | 5:43 | 8:50 | 5:07 | 6:53 |
| 3:25 | 7:07 | 8:40 | 6:53 | 8:18 | 7:41 | 6:46 | 9:18 | 8:24 |
| 4:36 | 6:40 | 8:15 | 6:09 | 9:17 | 9:14 | 8:07 | 5:48 | 8:11 |
| 5:29 | 6:19 | 8:08 | 5:57 | 6:50 | 7:46 | 8:05 | 10:12 | 9:03 |
| 5:54 | 6:43 | 6:49 | 8:38 | 7:00 | 8:02 | 5:14 | 6:09 | 7:37 |
| 3:49 | 8:07 | 8:40 | 7:10 | 8:14 | 5:14 | 5:08 | 5:09 | 9:22 |
| 7:51 | 6:31 | 8:13 | 7:10 | 9:52 | 7:49 | 7:22 | 6:54 | 8:58 |
| 5:05 | 5:52 | 10:58 | 8:35 | 8:13 | 7:15 | 6:46 | 5:42 | 7:40 |
| 3:36 | 8:21 | 6:49 | 8:58 | 5:47 | 6:09 | 7:31 | 4:51 | 8:55 |
| 12:51 | 4:48 | 5:51 | 7:12 | 6:23 | 6:16 | 7:53 | 6:02 | 6:14 |
| 4:22 | 7:08 | 11:20 | 8:50 | 11:51 | 6:55 | 1:25 | 3:43 | 8:55 |
| 8:24 | 6:08 | 9:31 | 6:09 | 6:48 | 10:47 | 4:14 | 4:52 | 7:53 |
| 3:27 | 6:06 | 8:05 | 6:25 | 8:04 | 6:49 | 5:16 | 4:08 | 7:01 |
| 6:14 | 7:10 | 9:01 | 5:54 | 5:10 | 8:12 | 10:16 | 7:39 | 9:31 |
| 3:42 | 4:35 | 5:37 | 9:14 | 10:51 | 5:37 | 5:55 | 5:14 | 11:56 |
| 15:22 | 7:02 | 7:44 | 6:43 | 5:46 | 13:05 | 1:46 | 1:42 | 9:09 |
| 10:43 | 6:25 | 5:38 | 9:48 | 7:29 | 6:30 | 1:46 | 4:27 | 5:38 |
| 7:28 | 2:27 | 8:21 | 8:01 | 5:45 | 7:16 | 3:18 | 12:34 | 10:11 |


| $6: 55$ | $: 36$ | $3: 42$ | $1: 30$ | $10: 37$ | $12: 04$ | $1: 54$ | $7: 56$ | $3: 48$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $4: 49$ | $14: 35$ | $6: 02$ | $\mathbf{7}: 12$ | $8: 34$ | $5: 29$ | $1: 27$ | $5: 36$ | $10: 58$ |
| 7-Oct | $\mathbf{8 - O c t}$ | $\mathbf{9 - O c t}$ | $\mathbf{1 0 - O c t}$ | $\mathbf{1 1 - O c t}$ | $\mathbf{1 2 - O c t}$ | 13-Oct | 14-Oct | 15-Oct |


| Interval | 16-Oct | 17-Oct | 18-Oct | 19-Oct | 20-Oct | 21-Oct | 22-Oct | 23-Oct |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 8:16 | :01 | 2:14 | 7:56 | 5:58 | 5:21 |  | 12:07 |
| 30 |  | 5:56 | 18:33 | 6:50 | 4:35 |  |  | 14:43 |
| 100 | 3:45 |  | 7:13 | 11:23 |  |  | 5:55 |  |
| 130 | 46:56, |  | 8:20 |  | 3:40 |  |  |  |
| 200 |  | :09 |  | 4:22 | 7:13 |  |  |  |
| 230 |  | 3:49 |  |  |  |  |  |  |
| 300 | 4:07 |  | 2:59 |  |  |  |  |  |
| 330 |  |  | :59 | 3:43 |  |  |  | 6:29 |
| 400 | 7:31 | 2:33 |  | 1:50 |  |  |  |  |
| 430 | 13:00 | 1:35 | 1:41 | 15:51 | 2:18 | 4:16 | 1:21 |  |
| 500 | 5:17 | 2:36 | 2:27 | 1:24 | 2:19 |  | 1:41 | 3:13 |
| 530 | 7:36 | 1:14 |  | 7:07 | :44 | 1:18 | 4:29 |  |
| 600 | 4:43 | 7:35 | 7:05 | 7:08 | 1:08 |  | 4:02 | 3:14 |
| 630 | 5:01 | 5:01 | 4:14 | 5:15 | 2:55 | 12:58 | 7:05 | 4:04 |
| 700 | 6:36 | 6:03 | 9:22 | 4:37 | 4:29 | 29:50, | 9:30 | 7:43 |
| 730 | 6:36 | 4:07 | 6:09 | 5:58 | 3:46 | 10:45 | 4:57 | 10:02 |
| 800 | 7:25 | 7:07 | 7:01 | 6:36 | 15:00 | 5:48 | 6:26 | 7:15 |
| 830 | 7:59 | 7:06 | 8:12 | 5:31 | 6:45 | 6:17 | 7:10 | 10:20 |
| 900 | 7:56 | 7:14 | 9:27 | 5:21 | 6:09 | 5:42 | 6:25 | 9:08 |
| 930 | 5:47 | 8:12 | 9:29 | 8:22 | 8:25 | 4:42 | 8:13 | 7:51 |
| 1000 | 6:58 | 9:15 | 8:13 | 7:28 | 5:43 | 7:30 | 7:15 | 7:48 |
| 1030 | 6:41 | 7:06 | 7:26 | 8:08 | 6:19 | 6:01 | 9:05 | 6:15 |
| 1100 | 7:15 | 9:12 | 6:55 | 9:15 | 9:06 | 7:16 | 8:01 | 6:50 |
| 1130 | 7:25 | 7:20 | 8:29 | 8:33 | 13:03 | 7:42 | 8:26 | 6:02 |
| 1200 | 8:06 | 7:30 | 8:30 | 8:54 | 6:16 | 7:42 | 7:28 | 8:35 |
| 1230 | 8:28 | 7:33 | 9:22 | 7:20 | 7:39 | 8:24 | 9:51 | 7:06 |
| 1300 | 7:09 | 6:49 | 6:58 | 7:23 | 6:10 | 6:05 | 5:47 | 7:19 |
| 1330 | 5:57 | 6:16 | 7:24 | 8:51 | 6:15 | 8:33 | 6:46 | 6:51 |
| 1400 | 7:54 | 5:55 | 8:23 | 6:24 | 8:32 | 4:21 | 8:23 | 7:13 |
| 1430 | 6:12 | 7:04 | 8:39 | 7:00 | 5:33 | 5:02 | 7:21 | 8:05 |
| 1500 | 7:09 | 5:47 | 8:19 | 8:22 | 6:44 | 5:33 | 5:10 | 8:34 |
| 1530 | 9:26 | 7:14 | 9:11 | 7:25 | 6:25 | 4:12 | 1:39 | 7:21 |
| 1600 | 8:54 | 6:16 | 7:52 | 6:55 | 7:13 | 8:37 | 1:33 | 7:43 |
| 1630 | 7:53 | 7:54 | 9:37 | 8:11 | 6:23 | 5:27 | 1:16 | 6:50 |
| 1700 | 6:18 | 6:31 | 7:16 | 8:52 | 4:44 | 6:13 | 1:48 | 8:11 |
| 1730 | 8:17 | 7:54 | 11:12 | 9:42 | 5:13 | 8:25 | 2:33 | 5:59 |
| 1800 | 7:55 | 6:17 | 4:52 | 13:59 | 3:48 | 14:17 | 1:33 | 8:41 |
| 1830 | 7:35 | 7:14 | 9:44 | 10:01 | 16:32 | 7:39 | 2:44 | 6:32 |
| 1900 | 5:35 | 7:05 | 7:21 | 7:18 | 12:21 | 10:43 | 7:48 | 8:40 |
| 1930 | 5:00 | 6:12 | 10:28 | 9:51 | 2:48 | 17:36 | 7:12 | 7:31 |
| 2000 | 5:18 | 5:59 | 8:25 | 7:08 | 11:52 | 6:07 | 7:39 | 7:10 |
| 2030 | 6:51 | 6:53 | 7:22 | 9:00 | 2:26 | 13:30 | 8:45 | 7:49 |
| 2100 | 7:36 | 5:52 | 4:12 | 5:41 | 3:31 | 1:57 | 12:08 | 7:22 |
| 2130 | 7:11 | 5:04 | 9:21 | 4:24 | 3:04 | 4:41 | 8:35 | 9:47 |
| 2200 | 9:07 | 6:58 | 2:12 | 4:10 | 2:25 | 10:04 | 8:11 | 6:12 |
| 2230 | 8:44 | 7:26 | 6:16 | :34 | 4:12 |  | 7:07 | 6:57 |


| $\mathbf{2 3 0 0}$ | $2: 59$ | $3: 43$ | $13: 20$ | $6: 32$ | $7: 09$ | $6: 02$ | $4: 53$ | $9: 47$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $\mathbf{2 3 3 0}$ | $4: 59$ | $7: 19$ | $2: 41$ | $2: 43$ | $\mathbf{7}: 43$ | $2: 47$ | $3: 23$ | $: 52$ |
| Interval | $\mathbf{1 6 - O c t}$ | $\mathbf{1 7 - O c t}$ | $\mathbf{1 8 - O c t}$ | $\mathbf{1 9 - O c t}$ | $\mathbf{2 0}$-Oct | 21-Oct | 22-Oct | 23-Oct |


| 24-Oct | 25-Oct | 26-Oct | 27-Oct | 28-Oct | 29-Oct | 30-Oct | 31-Oct | Interval |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 4:45 | 5:09 |  | 4:27 | 2:17 | :21 | 2:52 | 15:33 | 0 |
| 3:09 |  |  | 2:38 |  | 3:46 |  |  | 30 |
|  | :03 |  | 5:55 | 5:42 |  |  | 2:11 | 100 |
| 1:59 |  |  | 6:36 |  |  | 7:40 |  | 130 |
| 2:35 | 3:14 |  | 1:27 | 6:37 |  | 1:55 |  | 200 |
|  |  |  | :36 | 5:18 |  |  |  | 230 |
|  |  |  |  |  |  |  |  | 300 |
|  | 4:00 | 9:02 |  |  | 8:20 |  |  | 330 |
|  |  |  |  | :34 | 1:36 | 10:43 | 6:12 | 400 |
| 2:07 |  |  | 5:14 |  |  | 11:09 |  | 430 |
| 1:56 | 6:04 |  | :09 | 4:04 | 9:19 | 2:52 | 9:32 | 500 |
|  | 2:45 | 5:10 | 4:55 |  | 4:00 | 3:14 | 7:53 | 530 |
| 3:45 | 5:36 | 42:00, |  | 5:36 | 6:15 | 3:42 | 1:39 | 600 |
| 7:22 | 5:10 | 4:51 | 1:59 |  | 4:16 | 5:04 | 5:44 | 630 |
| 6:57 | 5:26 | 3:16 | 1:34 | 7:22 | 6:13 | 7:14 | 4:32 | 700 |
| 7:09 | 8:41 | 9:09 | 5:50 | 5:02 | 4:55 | 5:47 | 4:03 | 730 |
| 7:13 | 6:36 | 7:56 | 5:54 | 3:12 | 8:38 | 5:19 | 5:46 | 800 |
| 7:16 | 7:59 | 8:25 | 5:30 | 6:17 | 7:15 | 7:10 | 6:52 | 830 |
| 7:34 | 6:40 | 6:40 | 5:20 | 6:13 | 7:12 | 7:49 | 6:59 | 900 |
| 7:12 | 7:58 | 8:53 | 5:03 | 8:37 | 7:04 | 7:06 | 7:41 | 930 |
| 7:22 | 7:57 | 7:46 | 7:45 | 7:43 | 8:04 | 7:41 | 6:17 | 1000 |
| 9:50 | 7:14 | 7:36 | 4:27 | 5:02 | 7:16 | 6:37 | 6:46 | 1030 |
| 7:26 | 7:33 | 8:31 | 5:19 | 5:05 | 6:42 | 8:01 | 6:00 | 1100 |
| 8:11 | 7:28 | 9:42 | 3:53 |  | 7:09 | 7:15 | 5:55 | 1130 |
| 8:34 | 7:15 | 7:23 | 5:33 | 5:46 | 8:03 | 7:32 | 7:10 | 1200 |
| 8:07 | 10:49 | 6:43 | 5:27 | 4:28 | 6:32 | 6:09 | 6:46 | 1230 |
| 6:33 | 5:59 | 5:59 | 6:16 | 3:08 | 6:50 | 8:38 | 8:24 | 1300 |
| 7:25 | 4:56 | 6:30 | 4:10 | 4:22 | 6:50 | 6:06 | 7:24 | 1330 |
| 6:32 | 6:06 | 7:49 | 3:14 | 9:02 | 8:05 | 6:24 | 8:01 | 1400 |
| 6:18 | 7:18 | 6:13 | 6:43 | 6:24 | 7:08 | 7:38 | 6:42 | 1430 |
| 7:38 | 8:33 | 7:27 | 3:40 | 1:18 | 8:09 | 5:21 | 6:24 | 1500 |
| 7:28 | 7:12 | 7:08 | 4:29 | 5:06 | 7:53 | 6:26 | 7:10 | 1530 |
| 6:58 | 5:55 | 7:20 | 4:52 | 5:05 | 7:26 | 8:28 | 8:10 | 1600 |
| 8:30 | 8:28 | 8:08 | 4:16 | 3:58 | 6:40 | 6:37 | 8:20 | 1630 |
| 8:07 | 4:15 | 9:35 | 8:04 | 4:41 | 8:25 | 8:15 | 4:28 | 1700 |
| 6:36 | 7:26 | 8:20 | 5:56 | 4:08 | 6:37 | 8:47 | 5:05 | 1730 |
| 7:57 | 6:37 | 7:43 | 6:15 | 4:28 | 8:46 | 8:03 | 5:33 | 1800 |
| 7:40 | 5:29 | 5:29 | 8:31 | 5:44 | 10:08 | 7:19 | 7:40 | 1830 |
| 7:08 | 11:05 | 4:05 | 2:12 | 8:20 | 7:25 | 9:15 | 4:51 | 1900 |
| 3:31 | 14:10 | 4:42 | 3:04 | 4:51 | 5:03 | 5:50 | 6:40 | 1930 |
| 6:18 | 2:45 | 6:47 | 2:53 | 11:50 | 8:08 | 5:32 | 7:52 | 2000 |
| 7:34 | 7:18 | 5:44 | 5:37 | 4:56 | 6:57 | 8:55 | 7:21 | 2030 |
| 5:24 | 7:53 | 3:48 | 1:45 | 4:12 | 6:09 | 9:35 | 6:03 | 2100 |
| 4:14 | 8:03 | 4:14 | 2:03 | 7:34 | 8:06 | 7:07 | 5:57 | 2130 |
| 6:16 | 4:38 | 6:19 | 1:19 | 1:55 | 5:56 | 11:33 | 6:44 | 2200 |
| 3:43 | 4:40 | 5:13 | 3:43 | 5:16 | 2:30 | 6:08 | 5:49 | 2230 |


|  | $2: 30$ | $11: 00$ | $2: 33$ | $5: 20$ | $4: 04$ | $8: 59$ | $1: 31$ | $\mathbf{2 3 0 0}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $4: 18$ |  | $7: 07$ | $3: 02$ | $1: 15$ | $17: 24$ | $3: 33$ | $5: 02$ | $\mathbf{2 3 3 0}$ |
| $\mathbf{2 4 - O c t}$ | $\mathbf{2 5 - O c t}$ | $\mathbf{2 6 - O c t}$ | $\mathbf{2 7 - O c t}$ | $\mathbf{2 8 - O c t}$ | $\mathbf{2 9 - O c t}$ | $\mathbf{3 0 - O c t}$ | $\mathbf{3 1 - O c t}$ | Interval |


| 1-Nov | 2-Nov | 3-Nov | 4-Nov | 5-Nov | 6-Nov | 7-Nov | 8-Nov | 9-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1:52 | 5:39 | :06 |  |  | 3:17 | 5:10 | 8:32 | 5:22 |
|  | 3:45 |  |  |  | 9:50 | :04 | 4:24 |  |
|  | 8:16 | :15 |  |  |  |  | 6:25 | 4:12 |
| 16:11 |  |  |  | 2:51 | 4:33 |  |  | 2:42 |
|  | 11:11 |  |  | 10:04 | 8:24 |  |  | 4:40 |
|  | 3:45 |  |  |  |  | 3:52 | 4:28 |  |
|  |  |  | 14:15 |  | 2:27 |  |  | 3:35 |
| 12:56 | 4:00 |  |  |  |  |  | 5:59 |  |
| 2:23 |  | 4:16 |  | 5:18 | :48 |  |  |  |
|  |  | 6:46 |  | :44 |  |  | 2:59 | :28 |
| 5:42 | 4:53 | 9:02 |  | 1:08 | 2:52 | 2:07 | 3:10 | 2:32 |
| 3:26 | 7:36 |  | 2:29 |  | 1:11 | 7:49 | 7:20 | 10:51 |
| 2:47 | 3:33 | 7:33 |  | 1:30 | 6:18 | 3:04 | 5:00 | 11:49 |
| 2:46 | 8:51 | :24 |  | 4:11 | 8:08 | 8:43 | 7:02 | 4:21 |
| 2:55 | 8:20 | 5:34 | 4:26 | 8:23 | 3:24 | 4:07 | 5:59 | 5:59 |
| 3:13 | 6:05 | 3:47 | 3:26 | 5:31 | 7:50 | 5:51 | 7:48 | 7:28 |
| 2:38 | 5:22 | 6:09 | 2:58 | 4:50 | 6:09 | 5:59 | 7:42 | 5:00 |
| 3:10 | 6:37 | 7:41 | 9:23 | 5:51 | 6:49 | 8:14 | 6:27 | 8:44 |
| 2:54 | 7:52 | 8:48 | 2:58 | 8:26 | 6:26 | 6:57 | 9:27 | 7:01 |
| 2:51 | 9:19 | 7:51 | 6:54 | 7:04 | 9:28 | 7:37 | 7:40 | 6:30 |
| 4:41 | 8:20 | 7:01 | 5:23 | 8:14 | 7:58 | 9:27 | 9:04 | 7:22 |
| 6:56 | 8:06 | 6:56 | 4:27 | 9:19 | 7:16 | 8:13 | 7:47 | 5:02 |
| 7:54 | 5:55 | 6:37 | 2:53 | 7:16 | 6:58 | 6:49 | 7:19 | 6:56 |
| 8:11 | 7:14 | 6:12 | 4:52 | 7:16 | 5:48 | 9:18 | 9:41 | 8:23 |
| 8:20 | 6:45 | 8:28 | 3:48 | 9:19 | 10:07 | 7:31 | 8:22 | 7:47 |
| 10:38 | 5:05 | 8:10 | 7:33 | 6:46 | 7:02 | 8:45 | 6:58 | 11:15 |
| 7:15 | 8:35 | 6:49 | 3:38 | 5:21 | 7:38 | 5:51 | 6:12 | 7:35 |
| 6:00 | 8:28 | 3:53 | 4:34 | 7:34 | 6:52 | 6:15 | 6:09 | 6:36 |
| 6:59 | 6:39 | 4:26 | 2:31 | 5:20 | 6:45 | 7:54 | 7:24 | 7:09 |
| 9:03 | 7:40 | 4:52 | 3:35 | 8:10 | 7:30 | 6:49 | 6:36 | 7:16 |
| 8:56 | 11:05 | 7:02 | 5:49 | 7:10 | 7:01 | 6:23 | 6:20 | 5:44 |
| 7:12 | 6:51 | 5:29 | 4:45 | 6:49 | 7:52 | 6:45 | 7:09 | 6:32 |
| 7:47 | 6:12 | 4:23 | 2:36 | 6:00 | 6:39 | 7:47 | 7:41 | 8:10 |
| 7:04 | 6:55 | 4:01 | 6:58 | 9:18 | 6:47 | 8:43 | 5:56 | 9:45 |
| 7:58 | 8:31 | 4:44 | 1:12 | 5:44 | 7:20 | 8:08 | 6:25 | 7:06 |
| 4:16 | 7:42 | 6:01 | 3:23 | 8:17 | 7:02 | 9:32 | 6:21 | 16:04 |
| 7:09 | 5:07 | 5:51 | 5:37 | 8:48 | 7:52 | 4:25 | 4:36 | 6:53 |
| 6:54 | 10:17 | 8:07 | 2:53 | 9:46 | 6:54 | 16:06 | 10:01 | 7:30 |
| 9:05 | 11:11 | 3:56 | 3:08 | 6:41 | 5:42 | 8:00 | 13:00 | 4:23 |
| 9:13 | 10:12 | 3:19 | 10:29 | 9:51 | 4:56 | 5:51 | 10:10 | 6:55 |
| 8:33 | 7:38 | 10:21 | 4:10 | 10:40 | 6:41 | 5:45 | 5:50 | 8:07 |
| 11:07 | 12:25 | 4:03 | 4:41 | 6:20 | 9:18 | 5:29 | 5:29 | 7:21 |
| 14:00 | 12:15 | 3:50 | 3:05 | 10:00 | 6:13 | 7:37 | 7:13 | 11:29 |
| 11:29 | 15:11 | 11:29 | 6:27 | 5:29 | 10:58 | 6:41 | 5:25 | 8:06 |
| 10:25 | 4:42 | 2:25 | 9:38 | 8:00 | 6:35 | 7:32 | 4:34 | 7:39 |
| 8:59 | 6:04 | 9:26 | 9:17 | 8:01 | 3:14 | 10:40 | 4:52 | 4:04 |


| $2: 11$ | $3: 26$ | $1: 00$ | $11: 09$ | $4: 01$ | $2: 11$ | $1: 24$ | $3: 57$ | $5: 03$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 8:22 | $2: 36$ | $7: 12$ |  | $7: 25$ | $11: 30$ | $7: 33$ | $7: 23$ | $3: 32$ |
| 1-Nov | 2-Nov | 3-Nov | 4-Nov | 5-Nov | 6-Nov | 7-Nov | 8-Nov | 9-Nov |


| 10-Nov | 11-Nov | 12-Nov | 13-Nov | 14-Nov | 15-Nov | Interval | 16-Nov | 17-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 3:35 | 2:17 | 3:44 | 5:10 |  | 1:20 | 0 | 5:01 | 4:32 |
| 2:39 |  | 5:38 |  |  |  | 30 | 5:13 | 6:40 |
| 1:11 |  |  | 15:54 | 11:27 | 5:44 | 100 | 3:21 | 8:04 |
|  | 4:17 |  |  | 11:10 |  | 130 |  | 1:09 |
| 4:37 | 1:09 |  |  |  |  | 200 |  | 13:08 |
|  | 4:37 | 3:24 | 5:22 | 11:21 |  | 230 |  | 7:03 |
| 3:53 |  |  |  | 2:57 |  | 300 |  | 5:05 |
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|  | 2:55 | 2:32 |  | 1:20 |  | 500 |  | 1:10 |
|  |  |  | 2:08 | 5:27 | 5:36 | 530 | 2:02 | 3:57 |
|  |  | 5:56 | 8:00 | 4:44 | 8:34 | 600 | 5:59 | 1:14 |
| 6:38 |  | 5:20 | 7:01 | 4:56 | 5:37 | 630 | 7:12 | 2:10 |
| 3:37 | 6:50 | 5:53 | 5:39 | 7:19 | 5:00 | 700 | 4:22 | 6:29 |
| 4:01 | 27:10, | 8:01 | 5:50 | 7:30 | 12:04 | 730 | 7:39 | 5:55 |
| 10:16 | 6:16 | 7:27 | 6:58 | 8:59 | 7:00 | 800 | 7:12 | 4:53 |
| 7:46 | 5:52 | 7:54 | 6:28 | 8:19 | 7:51 | 830 | 7:23 | 8:00 |
| 8:56 | 7:15 | 5:38 | 6:33 | 8:53 | 8:29 | 900 | 7:02 | 7:02 |
| 6:07 | 3:45 | 9:10 | 9:04 | 8:16 | 6:36 | 930 | 8:18 | 7:23 |
| 10:34 | 9:23 | 8:33 | 8:22 | 9:07 | 8:22 | 1000 | 6:56 | 7:52 |
| 8:42 | 9:57 | 7:03 | 7:38 | 7:09 | 7:53 | 1030 | 6:58 | 8:10 |
| 6:16 | 1:27 | 5:38 | 7:45 | 6:16 | 6:18 | 1100 | 9:15 | 8:27 |
| 5:21 | 4:41 | 7:35 | 7:57 | 7:48 | 10:09 | 1130 | 7:31 | 8:27 |
| 5:19 | 8:49 | 7:25 | 6:51 | 8:47 | 7:40 | 1200 | 9:36 | 7:18 |
| 10:38 | 3:53 | 5:24 | 6:58 | 7:37 | 9:18 | 1230 | 6:36 | 6:32 |
| 12:03 | 4:40 | 7:10 | 7:32 | 7:51 | 7:14 | 1300 | 5:40 | 7:25 |
| 8:30 | 4:11 | 8:05 | 7:24 | 6:05 | 8:50 | 1330 | 7:22 | 5:35 |
| 7:39 | 4:27 | 8:18 | 7:50 | 6:18 | 7:56 | 1400 | 9:06 | 5:40 |
| 6:49 | 4:15 | 6:22 | 8:15 | 9:09 | 9:39 | 1430 | 9:57 | 6:09 |
| 6:18 | 5:10 | 6:47 | 7:18 | 7:29 | 8:36 | 1500 | 7:47 | 6:06 |
| 2:16 | 5:50 | 7:44 | 6:02 | 7:33 | 6:57 | 1530 | 7:43 | 6:50 |
| 6:39 | 4:53 | 5:59 | 6:39 | 7:30 | 9:01 | 1600 | 9:58 | 6:28 |
| 8:33 | 8:41 | 6:32 | 7:58 | 6:56 | 7:25 | 1630 | 7:35 | 5:43 |
| 3:20 | 6:00 | 7:20 | 8:13 | 6:34 | 6:12 | 1700 | 7:26 | 5:42 |
| 8:52 | 5:28 | 12:11 | 7:18 | 9:18 | 6:26 | 1730 | 9:14 | 8:14 |
| 5:33 | 13:26 | 8:52 | 6:51 | 6:02 | 8:06 | 1800 | 9:49 | 4:42 |
| 6:24 | 2:55 | 9:03 | 7:04 | 6:57 | 5:58 | 1830 | 7:27 | 6:58 |
| 4:12 | 5:16 | 6:55 | 5:53 | 5:44 | 7:16 | 1900 | 9:13 | 6:45 |
| 11:40 | 4:35 | 3:52 | 8:48 | 8:15 | 6:45 | 1930 | 7:01 | 12:42 |
| 8:05 | 8:31 | 4:29 | 6:34 | 7:35 | 7:53 | 2000 | 9:22 | 1:20 |
| 3:50 | 4:01 | 6:23 | 4:28 | 7:02 | 8:42 | 2030 | 16:08 | 8:28 |
| 5:25 | 3:13 | 10:38 | 10:50 | 7:33 | 6:43 | 2100 | 8:40 | 6:27 |
| 3:08 | 5:14 | 4:29 | 8:11 | 6:36 | 6:17 | 2130 | 4:49 | 6:07 |
| 3:19 | 10:03 | 10:07 | 4:31 | 7:26 | 8:28 | 2200 | 10:28 | 4:08 |
| 6:43 | 8:26 | 5:01 | 6:39 | 5:09 | 7:36 | 2230 | 5:55 | 9:41 |


| $16: 01$ | $1: 01$ | $7: 23$ | $16: 34$ | $9: 47$ | $3: 46$ | $\mathbf{2 3 0 0}$ | $4: 35$ | $3: 22$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $5: 08$ |  | $7: 20$ | $1: 39$ | $5: 24$ | $5: 58$ | $\mathbf{2 3 3 0}$ | $3: 11$ | $3: 11$ |
| 10-Nov | 11-Nov | 12-Nov | 13-Nov | 14-Nov | 15-Nov | Interval | 16-Nov | 17-Nov |


| 18-Nov | 19-Nov | 20-Nov | 21-Nov | 22-Nov | 23-Nov | 24-Nov | 25-Nov | 26-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 30:44, | 4:52 | 4:10 | 1:45 | 9:28 | 9:51 | 9:57 | 3:44 |
|  |  | 2:15 | 9:28 |  | 1:38 | 5:57 | 1:40 | 5:39 |
| 41:35, |  | 8:01 | 5:06 |  | 2:44 |  | 11:26 | 6:30 |
|  | 11:24 | :02 |  | 2:31 |  |  |  | 4:27 |
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|  | 12:54 | 14:23 | 1:43 | 7:21 | 3:43 | 5:54 | 3:44 | 4:41 |
| 4:12 | 3:06 | 5:23 | 5:40 | :55 | 3:12 | 7:10 | 3:56 | 3:33 |
|  | 4:58 | 5:14 | 6:30 | 9:17 | 4:53 |  | 4:05 | 4:20 |
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| 8:08 | 6:50 | 7:13 | 7:30 | 5:47 | 5:35 | 4:30 | 4:58 | 6:50 |
| 8:28 | 7:55 | 9:03 | 7:51 | 8:44 | 9:35 | 4:49 | 4:13 | 7:28 |
| 7:28 | 6:58 | 7:44 | 7:41 | 3:02 | 9:13 | 4:48 | 4:06 | 9:03 |
| 13:56 | 5:49 | 9:52 | 7:45 | 5:33 | 9:12 | 4:41 | 5:11 | 8:03 |
| 7:44 | 9:15 | 7:04 | 9:38 | 5:53 | 6:12 | 9:48 | 9:59 | 7:51 |
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| 11:44 | 7:20 | 7:35 | 9:05 | 7:49 | 5:20 | 9:28 | 11:54 | 8:51 |
| 7:51 | 6:30 | 4:11 | 7:16 | 5:18 | 4:45 | 8:46 | 5:29 | 10:00 |
| 3:12 | 7:41 | 4:46 | 7:14 | 3:13 | 5:11 | 3:36 | 6:49 | 7:13 |
| 4:12 | 6:03 | 6:56 | 7:12 | 10:02 | 6:10 | 6:30 | 5:25 | 6:14 |
| 2:35 | 7:15 | 4:47 | 8:30 | 3:16 | 8:36 | 7:03 | 3:55 | 7:13 |
| 5:36 | 7:26 | 9:44 | 7:50 | 8:37 | 5:22 | 6:36 | 5:41 | 6:54 |
| 4:22 | 6:23 | 7:50 | 8:26 |  | 6:20 | 3:35 | 4:50 | 6:13 |
| 6:03 | 6:57 | 6:17 | 6:46 | 8:37 | 8:17 | 4:43 | 4:08 | 7:35 |
| 4:42 | 8:52 | 6:51 | 9:31 | 3:51 | 6:15 | 3:58 | 2:57 | 6:37 |
| 4:05 | 6:54 | 6:33 | 7:46 | 3:49 | 6:02 | 4:34 | 5:37 | 7:53 |
| 6:37 | 6:14 | 6:35 | 8:12 | 3:35 | 6:46 | 6:18 | 7:16 | 6:21 |
| 8:26 | 7:03 | 5:52 | 8:49 | 6:18 | 5:36 | 3:56 | 5:17 | 7:32 |
| 11:15 | 7:08 | 5:08 | 5:44 | 10:24 | 5:22 | 5:45 | 4:28 | 6:05 |
| 4:07 | 4:51 | 9:11 | 8:29 | 3:26 | 5:06 | 7:13 | 9:34 | 6:48 |
| 7:13 | 5:22 | 5:24 | 5:45 | 12:09 | 5:31 | 6:49 | 5:17 | 7:12 |
| 6:04 | 6:23 | 5:02 | 8:22 | 15:33 | 9:17 | 4:45 | 7:46 | 12:47 |
| 8:40 | 6:32 | 6:58 | 3:58 | 3:20 | 8:32 | 1:59 | 7:16 | 7:16 |
| 4:15 | 7:04 | 5:23 | 6:57 | 9:29 | 6:52 | 3:55 | 5:26 | 10:51 |
| 4:15 | 5:11 | 9:30 | 2:15 | 3:33 | 5:19 | 6:47 | 4:25 | 6:19 |
| 5:04 | 6:20 | 5:59 | 5:29 | 9:53 | 5:29 | 4:08 | 6:02 | 5:40 |
| 4:39 | 6:44 | 13:13 | 8:19 | 5:12 | 5:06 | 8:57 | 3:16 | 7:47 |
| 9:12 | 1:55 | 5:59 | 8:24 | 2:27 | 7:25 | 8:16 | 8:46 | 6:48 |


| 2:24 | $5: 12$ | $8: 49$ | $7: 33$ |  | $18: 24$ | $6: 30$ | $1: 23$ | $8: 36$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | $8: 24$ | $4: 10$ | $26: 06$, | $18: 54$ | $2: 24$ | $3: 00$ | $7: 24$ | $5: 07$ |
| 18-Nov | 19-Nov | 20-Nov | 21-Nov | 22-Nov | 23-Nov | 24-Nov | 25-Nov | 26-Nov |


| 27-Nov | 28-Nov | 29-Nov | 30-Nov | Interval | 1-Dec | 2-Dec | 3-Dec | 4-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 2:54 | 6:10 | 5:14 | 0 | 11:09 | 3:16 |  | 4:20 |
| 6:54 | 7:07 |  | 8:32 | 30 | 11:45 | 6:03 | 22:15 | 18:57 |
| 7:40 | 1:41 | 13:43 |  | 100 | 8:55 |  | 5:20 | 2:27 |
| 3:37 | 6:07 | 6:03 |  | 130 |  |  |  | 6:46 |
|  |  |  |  | 200 |  | 11:34 | :01 |  |
|  |  | 3:18 | 16:53 | 230 |  |  |  | 7:54 |
| 2:22 |  | 3:13 | 1:47 | 300 |  | 3:37 |  | 2:49 |
|  | 3:38 |  | 6:08 | 330 | 4:20 |  |  | 20:32 |
|  | 5:37 |  | 3:04 | 400 |  |  |  | :43 |
| 1:13 | 3:50 | 7:53 | 8:24 | 430 |  |  | 3:08 |  |
| 2:04 | 7:47 | 2:57 | 4:40 | 500 |  | 5:51 | 2:32 | 11:45 |
| 13:22 | 1:30 | 6:35 | 5:15 | 530 | 2:24 |  | 3:03 | 10:02 |
| 5:27 | 7:11 | 6:11 | 4:55 | 600 |  |  | 7:19 | 4:01 |
| 5:05 | 6:14 | 4:24 | 4:30 | 630 | 4:46 |  | 10:11 | 2:56 |
| 5:38 | 6:23 | 10:49 | 13:44 | 700 | 7:27 | 11:24 | 6:25 | 6:51 |
| 5:39 | 5:58 | 4:34 | 5:59 | 730 | 5:45 | 5:54 | 5:28 | 10:03 |
| 5:40 | 7:17 | 5:50 | 7:09 | 800 | 9:21 | 6:06 | 6:45 | 7:12 |
| 7:48 | 6:02 | 7:51 | 7:39 | 830 | 7:03 | 5:29 | 6:36 | 6:17 |
| 8:55 | 8:41 | 6:52 | 7:58 | 900 | 5:31 | 9:25 | 6:47 | 6:43 |
| 6:57 | 8:05 | 6:33 | 9:35 | 930 | 8:29 | 3:16 | 6:47 | 8:41 |
| 7:43 | 7:19 | 7:08 | 9:08 | 1000 | 9:35 | 7:17 | 8:19 | 6:46 |
| 7:52 | 7:26 | 5:39 | 7:09 | 1030 | 9:09 | 7:56 | 10:06 | 7:40 |
| 7:16 | 9:03 | 8:07 | 6:56 | 1100 | 6:08 | 5:03 | 5:12 | 7:46 |
| 7:44 | 7:40 | 8:48 | 6:39 | 1130 | 8:32 | 5:28 | 9:29 | 8:53 |
| 9:14 | 8:04 | 8:19 | 8:24 | 1200 | 8:42 | 9:47 | 7:30 | 7:40 |
| 6:42 | 7:31 | 5:28 | 8:10 | 1230 | 9:58 | 5:17 | 8:16 | 12:06 |
| 6:04 | 6:19 | 8:26 | 6:54 | 1300 | 8:13 | 5:08 | 6:57 | 10:02 |
| 6:10 | 7:55 | 7:01 | 8:15 | 1330 | 6:15 | 4:11 | 7:07 | 10:02 |
| 7:32 | 8:14 | 7:31 | 7:05 | 1400 | 6:21 | 6:21 | 7:40 | 7:12 |
| 7:08 | 7:22 | 9:17 | 5:46 | 1430 | 10:22 | 6:36 | 7:31 | 9:51 |
| 7:08 | 7:36 | 7:29 | 7:51 | 1500 | 5:28 | 6:20 | 8:09 | 6:33 |
| 5:45 | 6:39 | 8:07 | 8:40 | 1530 | 5:35 | 4:19 | 7:55 | 7:01 |
| 6:50 | 8:35 | 9:44 | 7:00 | 1600 | 8:06 | 7:25 | 8:23 | 5:46 |
| 9:41 | 9:40 | 7:31 | 7:10 | 1630 | 6:31 | 6:50 | 6:47 | 9:05 |
| 7:45 | 8:24 | 6:39 | 6:05 | 1700 | 8:32 | 2:58 | 7:41 | 8:52 |
| 10:06 | 6:25 | 7:58 | 8:07 | 1730 | 8:48 | 4:59 | 6:59 | 8:49 |
| 9:25 | 6:17 | 11:55 | 6:13 | 1800 | 6:08 | 13:55 | 7:26 | 7:14 |
| 8:32 | 5:20 | 7:08 | 4:38 | 1830 | 9:48 | 5:03 | 7:12 | 7:37 |
| 7:56 | 8:58 | 8:01 | 6:59 | 1900 | 9:43 | 5:36 | 7:08 | 8:26 |
| 7:08 | 7:45 | 6:29 | 6:05 | 1930 | 7:52 | 2:39 | 7:04 | 11:30 |
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| 9:55 | 6:13 | 7:01 | 8:14 | 2030 | 6:30 | 7:06 | 8:07 | 10:54 |
| 7:31 | 9:05 | 10:21 | 8:28 | 2100 | 6:33 | 9:26 | 6:05 | 9:33 |
| 6:35 | 5:58 | 12:59 | 12:07 | 2130 | 4:26 | 4:17 | 13:43 | 8:56 |
| 7:33 | 6:42 | 14:00 | 10:56 | 2200 | 3:46 | 6:05 | 8:04 | 15:31 |
| 7:03 | 8:49 | 10:58 | 4:03 | 2230 | 7:07 | 2:29 | 5:54 | 8:38 |


| $5: 49$ | $2: 05$ | $9: 38$ | $11: 38$ | $\mathbf{2 3 0 0}$ | $4: 35$ | $8: 11$ | $5: 17$ | $9: 24$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $5: 53$ | $7: 42$ | $14: 33$ | $3: 18$ | $\mathbf{2 3 3 0}$ | $4: 08$ | $7: 59$ | $8: 00$ | $6: 19$ |
| 27-Nov | 28-Nov | 29-Nov | 30-Nov | Interval | 1-Dec | 2-Dec | 3-Dec | 4-Dec |


| 5-Dec | 6-Dec | 7-Dec | 8-Dec | 9-Dec | 10-Dec | 11-Dec | 12-Dec | 13-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 19:25 | 10:16 | 7:22 | 7:22 | 10:41 | 17:12 | 13:25 | 6:16 | 6:00 |
| 1:47 |  | 6:46 | 6:46 |  | 6:08 | 3:44 |  |  |
| 16:38 | 7:32 | 1:56 | 1:56 | 7:20 | 3:02 | 17:16 | 9:53 | 2:54 |
| 15:14 | 6:46 | 12:59 | 12:59 |  | 5:29 | 1:00 | 1:28 | 4:46 |
| 1:41 | 4:48 |  |  |  | 3:01 | 7:50 | 5:11 | 5:02 |
|  | 7:05 | 3:58 | 3:58 | 3:43 |  |  |  | 9:22 |
|  |  | 12:56 | 12:56 |  | 1:23 | 1:40 |  |  |
|  |  | :02 | :02 |  |  | 4:48 |  |  |
|  |  | 9:24 | 9:24 |  | 6:27 |  |  | 3:12 |
| 1:29 | 3:19 | 4:48 | 4:48 | 8:14 | 4:08 | 2:17 |  | 6:26 |
| 3:52 | 11:55 | 6:30 | 6:30 |  | 4:26 |  | 7:14 | 3:57 |
| 8:05 | :48 | 4:46 | 4:46 | 2:30 | 6:11 | :57 | 3:14 | 4:51 |
| 6:56 | 2:59 | :26 | :26 |  | 2:56 | 1:48 | 5:57 | 5:55 |
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| 8:06 | 9:16 | 7:49 | 7:49 | 6:40 | 7:40 | 7:39 | 7:19 | 8:32 |
| 7:33 | 6:10 | 6:28 | 6:28 | 5:40 | 8:12 | 6:13 | 7:47 | 9:53 |
| 8:07 | 9:41 | 8:00 | 8:00 | 3:18 | 7:52 | 9:46 | 7:06 | 7:50 |
| 7:54 | 9:31 | 9:03 | 9:03 | 6:06 | 7:47 | 7:34 | 10:42 | 10:43 |
| 8:43 | 7:42 | 7:36 | 7:36 | 8:28 | 6:23 | 7:13 | 6:12 | 8:31 |
| 10:21 | 6:58 | 7:28 | 7:28 | 9:45 | 8:12 | 7:34 | 7:14 | 10:03 |
| 7:13 | 8:53 | 8:06 | 8:06 | 9:07 | 8:54 | 9:43 | 8:59 | 7:37 |
| 8:17 | 9:39 | 8:57 | 8:57 | 12:00 | 9:58 | 9:39 | 7:03 | 9:01 |
| 8:57 | 8:00 | 9:52 | 9:52 | 5:30 | 10:25 | 7:13 | 7:36 | 8:42 |
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| 7:27 | 7:19 | 6:48 | 6:48 | 5:53 | 7:53 | 7:04 | 7:39 | 6:21 |
| 10:31 | 9:02 | 7:48 | 7:48 | 4:41 | 9:51 | 8:08 | 8:11 | 12:30 |
| 7:07 | 8:37 | 7:47 | 7:47 | 3:01 | 8:13 | 8:03 | 7:08 | 8:15 |
| 9:08 | 9:43 | 6:36 | 6:36 | 5:51 | 8:27 | 7:01 | 7:30 | 8:59 |
| 11:04 | 7:06 | 7:53 | 7:53 | 4:26 | 7:13 | 10:26 | 8:01 | 7:27 |
| 8:39 | 5:39 | 8:09 | 8:09 | 5:57 | 8:55 | 7:07 | 10:10 | 12:51 |
| 6:42 | 7:37 | 8:25 | 8:25 | 6:33 | 7:18 | 6:02 | 10:54 | 7:35 |
| 6:57 | 8:41 | 8:32 | 8:32 | 5:54 | 9:24 | 8:17 | 7:13 | 9:10 |
| 7:51 | 8:35 | 9:50 | 9:50 | 4:43 | 7:22 | 11:24 | 9:11 | 8:17 |
| 7:50 | 10:16 | 4:27 | 4:27 | 8:04 | 7:55 | 9:06 | 6:39 | 6:09 |
| 10:00 | 6:32 | 9:43 | 9:43 | 7:42 | 9:04 | 13:25 | 9:01 | 8:18 |
| 7:19 | 9:09 | 8:06 | 8:06 | 7:38 | 8:24 | 11:36 | 4:59 | 7:58 |
| 8:48 | 5:56 | 9:22 | 9:22 | 6:07 | 8:03 | 4:14 | 5:33 | 11:12 |
| 7:21 | 9:56 | 7:38 | 7:38 | 6:10 | 8:26 | 5:59 | 5:34 | 12:07 |
| 6:16 | 5:34 | 11:54 | 11:54 | 13:45 | 11:50 | 11:04 | 6:16 | 9:39 |
| 8:54 | 7:20 | 6:55 | 6:55 | 8:40 | 7:23 | 8:32 | 8:02 | 6:49 |
| 12:15 | 11:45 | 5:45 | 5:45 | 13:12 | 6:52 | 8:48 | 12:40 | 5:14 |
| 5:50 | 7:45 | 3:56 | 3:56 | 4:59 | 7:56 | 13:19 | 9:35 | 15:01 |


| $8: 05$ | $12: 19$ | $4: 34$ | $4: 34$ | $2: 48$ | $16: 04$ | $6: 56$ | $7: 39$ | $10: 23$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 10:34 | $7: 03$ | $16: 58$ | $16: 58$ | $4: 27$ | $11: 09$ | $6: 42$ | $3: 03$ | $6: 30$ |
| 5-Dec | 6-Dec | 7-Dec | 8-Dec | 9-Dec | 10-Dec | 11-Dec | 12-Dec | 13-Dec |


| 14-Dec | 15-Dec | Interval | 16-Dec | 17-Dec | 18-Dec | 19-Dec | 20-Dec | 21-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 5:50 |  | 0 |  |  | 6:05 | 3:59 | 1:59 | 6:42 |
| 1:08 | 3:02 | 30 |  |  | 4:40 | 12:56 | 10:57 | 4:12 |
| 3:53 |  | 100 | 24:54, | 2:02 | 6:49 | 12:25 |  |  |
| 3:53 |  | 130 |  |  |  |  |  |  |
|  |  | 200 |  |  |  |  | 3:35 |  |
|  |  | 230 |  |  |  | 3:00 |  |  |
| 0.2125 | 5:19 | 300 |  |  |  |  |  | 4:06 |
| 12:22 | 13:22 | 330 |  |  |  | 4:29 | :10 | 2:49 |
| :01 |  | 400 |  | 5:39 |  |  | 6:12 | 3:19 |
| 2:04 | 2:20 | 430 |  | 4:35 |  |  | 62:50:00 |  |
| 9:18 |  | 500 |  | 2:24 | 12:07 | 8:41 | 2:22 |  |
| 14:54 | 7:48 | 530 |  | 6:41 | 5:33 | 5:53 | 4:12 | 11:58 |
|  |  | 600 | 5:10 | 5:46 | 8:02 | 3:47 | 10:55 | 6:09 |
| 8:18 | 5:03 | 630 | 3:33 | 7:31 | 2:11 | 5:10 | 5:15 | 5:12 |
| 8:10 | 9:59 | 700 | 2:06 | 8:57 | 4:57 | 8:08 | 6:31 | 22:00 |
| 4:08 | 5:51 | 730 | 6:22 | 3:55 | 6:55 | 8:20 | 8:36 | 6:42 |
| 7:59 | 12:31 | 800 | 10:14 | 6:22 | 6:43 | 8:15 | 9:56 | 7:17 |
| 9:13 | 8:21 | 830 | 6:54 | 6:57 | 5:53 | 7:00 | 7:10 | 6:50 |
| 6:52 | 9:04 | 900 | 9:52 | 7:16 | 6:45 | 8:19 | 7:16 | 8:42 |
| 6:17 | 8:02 | 930 | 6:29 | 7:01 | 7:04 | 6:52 | 7:54 | 7:47 |
| 11:06 | 4:43 | 1000 | 5:10 | 8:07 | 7:00 | 8:49 | 6:36 | 8:34 |
| 6:58 | 8:00 | 1030 | 7:34 | 8:09 | 6:05 | 9:21 | 8:47 | 7:25 |
| 8:31 | 7:36 | 1100 | 4:07 | 11:09 | 8:03 | 6:55 | 8:26 | 8:07 |
| 8:48 | 5:33 | 1130 | 10:58 | 10:26 | 9:24 | 8:07 | 8:44 | 9:24 |
| 11:24 | 7:59 | 1200 | 10:21 | 7:28 | 7:07 | 7:49 | 9:01 | 7:26 |
| 7:47 | 10:29 | 1230 | 4:06 | 7:33 | 6:53 | 6:15 | 9:44 | 7:57 |
| 10:34 | 7:36 | 1300 | 6:26 | 6:39 | 5:23 | 9:29 | 9:18 | 9:59 |
| 7:14 | 8:48 | 1330 | 3:44 | 7:18 | 7:13 | 8:57 | 7:52 | 7:02 |
| 7:11 | 9:59 | 1400 | 2:58 | 8:18 | 8:58 | 6:52 | 7:41 | 5:36 |
| 8:02 | 8:26 | 1430 | 7:58 | 7:15 | 6:42 | 7:40 | 8:46 | 9:54 |
| 7:52 | 7:36 | 1500 | 3:21 | 8:50 | 9:18 | 6:46 | 6:55 | 6:19 |
| 6:53 | 3:13 | 1530 | 4:31 | 8:40 | 7:46 | 8:08 | 8:50 | 6:48 |
| 7:51 | 5:52 | 1600 | 4:51 | 10:59 | 8:19 | 7:01 | 8:49 | 8:19 |
| 7:11 | 6:02 | 1630 | 3:49 | 8:09 | 8:13 | 7:28 | 7:39 | 9:28 |
| 7:20 | 3:50 | 1700 | 5:38 | 9:25 | 7:04 | 8:20 | 8:01 | 7:57 |
| 7:01 | 5:35 | 1730 | 3:30 | 7:42 | 11:37 | 8:35 | 6:13 | 7:22 |
| 9:20 | 6:13 | 1800 | 2:50 | 5:02 | 6:34 | 7:59 | 8:05 | 12:20 |
| 8:37 | 2:28 | 1830 | 5:00 | 9:23 | 7:11 | 8:31 | 10:56 | 7:54 |
| 6:03 | 5:07 | 1900 | 6:41 | 10:01 | 8:17 | 6:47 | 9:11 | 8:51 |
| 9:19 | 4:18 | 1930 | 5:52 | 6:50 | 7:20 | 9:50 | 7:22 | 6:55 |
| 10:36 | 3:46 | 2000 | 4:08 | 7:37 | 9:16 | 3:04 | 4:23 | 7:44 |
| 6:57 | 8:39 | 2030 | 7:50 | 8:16 | 11:50 | 5:50 | 7:23 | 7:42 |
| 5:31 | 4:56 | 2100 | 4:56 | 9:29 | 11:10 | 7:47 | 9:34 | 9:05 |
| 7:23 | 5:21 | 2130 | 2:15 | 9:29 | 10:35 | 9:39 | 7:36 | 3:49 |
| 7:51 | 8:21 | 2200 | 12:18 | 12:30 | 6:50 | 7:57 | 15:42 | 11:39 |
| 9:54 | 4:25 | 2230 | 7:53 | 12:26 | 6:14 | 6:47 | 5:55 | 13:27 |


| $4: 04$ | $2: 31$ | $\mathbf{2 3 0 0}$ | $5: 27$ | $9: 31$ | $13: 19$ | $5: 06$ | $6: 22$ | $10: 42$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $2: 14$ | $9: 39$ | $\mathbf{2 3 3 0}$ | $5: 21$ | $5: 39$ | $12: 58$ | $2: 41$ | $5: 45$ | $12: 17$ |
| 14-Dec | 15-Dec | Interval | 16-Dec | 17-Dec | 18-Dec | 19-Dec | 20-Dec | 21-Dec |


| 22-Dec | 23-Dec | 24-Dec | 25-Dec | 26-Dec | 27-Dec | 28-Dec | 29-Dec | 30-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 4:59 | 11:50 |  |  |  | 2:14 | 8:39 | 7:17 | 5:34 |
| 8:14 | :02 |  |  |  | 11:14 | 5:51 | 6:40 |  |
|  |  |  |  | 6:55 | 7:57 |  | :38 |  |
|  |  |  |  | 4:14 |  | 12:02 | 8:25 | 11:28 |
|  |  |  |  |  | :31 | 1:44 | :08 |  |
| 6:15 |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  | 2:32 |  | 6:32 |
|  | 5:43 |  |  |  | 5:29 |  |  |  |
| 15:33 |  |  |  |  |  | 23:45 |  |  |
| 2:34 |  |  |  |  |  | 3:32 | 3:34 |  |
| 3:03 | 4:38 |  |  |  | 6:43 | 1:49 | 4:38 | 2:42 |
|  | 8:04 |  | 2:27 | 8:11 | 5:58 | 1:31 | 2:20 |  |
| 2:50 | :41 |  |  | 4:47 | 9:40 | 4:31 | 11:28 | 4:29 |
| 3:47 |  |  | :04 | 4:38 | 9:27 | 5:28 |  | 7:26 |
|  |  |  |  | 7:24 | 3:58 | 10:24 | 10:39 | 12:06 |
| 5:37 | 8:47 |  |  | 2:20 | 13:34 | 5:37 | 4:50 |  |
| 5:35 | 5:12 |  |  | 7:41 | 8:24 | 9:10 | 3:20 | 5:32 |
| 3:14 | 6:28 |  | :59 | 6:15 | 7:07 | 8:07 | 5:47 |  |
| 10:39 | 8:11 |  | 2:19 | 6:14 | 9:41 | 10:07 | 4:28 | 9:05 |
| 6:14 | 8:20 |  | 1:41 | 9:13 | 7:27 | 7:54 | 3:02 | 3:20 |
| 7:42 | 8:22 |  | 1:37 | 7:33 | 8:37 | 7:47 | 6:33 | 3:39 |
| 6:41 | 13:23 |  | 2:04 | 7:34 | 8:19 | 6:34 | 6:22 | 3:54 |
| 7:17 | 6:43 |  | :58 | 7:51 | 7:24 | 9:54 | 3:56 | 1:11 |
| 6:41 | 12:25 |  | 3:20 | 9:53 | 9:08 | 6:15 | 3:09 | 10:05 |
| 6:51 | 4:26 |  |  | 7:41 | 7:01 | 10:45 | 7:32 | 7:53 |
| 5:17 | 7:13 |  |  | 7:20 | 7:48 | 8:02 | 7:27 | 6:03 |
| 6:13 | 10:27 |  |  | 7:14 | 7:15 | 5:35 | 7:33 | 5:35 |
| 9:12 | 4:04 |  |  | 6:48 | 6:40 | 6:59 | 7:02 | 7:32 |
| 6:39 | 6:14 |  | 9:25 | 8:03 | 5:51 | 9:23 | 7:06 | 8:03 |
| 7:48 | 3:38 |  | 2:21 | 8:22 | 6:32 | 8:17 | 7:49 | 5:59 |
| 8:48 | 3:39 |  | 2:38 | 8:00 | 9:33 | 5:59 | 3:24 | 6:40 |
| 7:28 | 6:55 |  | 1:49 | 8:15 | 5:00 | 7:45 | 5:22 | 4:46 |
| 8:58 | 5:25 |  |  | 8:45 | 8:19 | 8:30 | 10:54 | 7:19 |
| 7:22 | 10:36 |  | :21 | 7:50 | 7:39 | 9:10 | 7:37 | 4:35 |
| 7:00 | 4:44 |  | 3:18 | 11:42 | 8:22 | 11:46 | 4:16 | 6:08 |
| 5:26 | :50 |  | 4:17 | 6:16 | 6:55 | 7:17 | 13:06 | 4:09 |
| 5:14 | 9:25 |  | 6:11 | 9:11 | 7:58 | 11:09 | 10:02 | 2:43 |
| 4:34 | 3:29 |  | 9:36 | 9:20 | 6:41 | 6:40 | 7:47 | 3:14 |
| 6:30 | 3:32 |  | 1:14 | 7:36 | 6:18 | 8:57 | 3:32 | 10:46 |
| 13:15 | 3:22 |  | 9:40 | 5:07 | 6:09 | 11:16 | 10:13 | 6:00 |
| 3:55 | 4:10 |  | 4:00 | 8:41 | 7:42 | 14:53 | 6:37 |  |
| 3:08 |  |  | 21:49 | 6:39 | 5:17 | 5:50 | 6:25 | 4:48 |
| 7:21 | 3:45 |  | 10:40 | 6:41 | 8:39 | 5:32 | 4:31 | 4:25 |
| 6:40 | 3:41 |  | 5:17 | 11:36 | 7:48 | 6:13 | 4:45 | 1:35 |
| 6:12 | 4:58 |  | 6:35 | 13:51 | 7:25 | 6:20 |  | 5:34 |
| 3:55 | 3:38 |  | 7:07 | 7:03 | 8:25 | 9:22 | 3:59 | 4:09 |


| $8: 50$ | $5: 34$ |  | $6: 18$ | $14: 17$ | $2: 50$ | $11: 14$ | $8: 26$ | $10: 24$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 10:39 |  |  | $17: 22$ | $19: 14$ | $11: 38$ | $6: 17$ | $11: 46$ | $12: 57$ |
| 22-Dec | 23-Dec | 24-Dec | 25-Dec | 26-Dec | 27-Dec | 28-Dec | 29-Dec | 30-Dec |


| 31-Dec | Interval |
| :---: | :---: |
| 11:06 | 0 |
|  | 30 |
|  | 100 |
|  | 130 |
| 14:04 | 200 |
| 15:33 | 230 |
|  | 300 |
|  | 330 |
|  | 400 |
| 1:19 | 430 |
| 6:50 | 500 |
|  | 530 |
|  | 600 |
| 4:16 | 630 |
| 6:40 | 700 |
| 5:47 | 730 |
| 8:42 | 800 |
| 6:33 | 830 |
| 11:50 | 900 |
| 10:57 | 930 |
| 5:58 | 1000 |
| 7:53 | 1030 |
| 7:46 | 1100 |
| 8:35 | 1130 |
| 7:45 | 1200 |
| 12:02 | 1230 |
| 10:56 | 1300 |
| 7:52 | 1330 |
| 8:50 | 1400 |
| 9:49 | 1430 |
| 9:17 | 1500 |
| 8:50 | 1530 |
| 4:37 | 1600 |
| 5:59 | 1630 |
| 7:02 | 1700 |
| 4:42 | 1730 |
| 4:51 | 1800 |
| 7:22 | 1830 |
| 5:44 | 1900 |
| 2:57 | 1930 |
| 5:10 | 2000 |
|  | 2030 |
| 6:19 | 2100 |
| 5:20 | 2130 |
|  | 2200 |
|  | 2230 |


|  | 2300 |
| :---: | :---: |
| 10:24 | 2330 |
| 31-Dec | Interval |


| Interval | 1-Aug | 2-Aug | 3-Aug | 4-Aug | 5-Aug | 6-Aug | 7-Aug | 8-Aug |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 3 | 4 | 22 | 9 | 4 | 25 | 4 | 15 |
| 30 | 1 | 5 | 20 | 10 | 2 | 19 | 0 | 5 |
| 100 | 1 | 4 | 2 | 9 | 8 | 12 | 0 | 3 |
| 130 | 4 | 1 | 1 | 5 | 5 | 9 | 1 | 3 |
| 200 | 0 | 1 | 1 | 6 | 3 | 9 | 0 | 0 |
| 230 | 2 | 0 | 1 | 10 | 2 | 5 | 0 | 3 |
| 300 | 4 | 1 | 3 | 7 | 4 | 8 | 0 | 3 |
| 330 | 7 | 3 | 4 | 5 | 8 | 12 | 2 | 3 |
| 400 | 1 | 2 | 1 | 1 | 9 | 7 | 7 | 3 |
| 430 | 1 | 2 | 1 | 5 | 3 | 9 | 3 | 2 |
| 500 | 1 | 1 | 1 | 5 | 3 | 13 | 3 | 2 |
| 530 | 4 | 4 | 3 | 5 | 13 | 13 | 3 | 6 |
| 600 | 8 | 6 | 7 | 10 | 13 | 19 | 10 | 7 |
| 630 | 9 | 10 | 8 | 8 | 12 | 39 | 13 | 3 |
| 700 | 10 | 6 | 8 | 16 | 22 | 49 | 20 | 11 |
| 730 | 23 | 11 | 17 | 15 | 29 | 71 | 17 | 15 |
| 800 | 16 | 14 | 30 | 22 | 13 | 64 | 38 | 26 |
| 830 | 31 | 21 | 33 | 33 | 37 | 68 | 42 | 29 |
| 900 | 29 | 26 | 48 | 30 | 29 | 86 | 61 | 32 |
| 930 | 24 | 31 | 41 | 25 | 19 | 67 | 63 | 34 |
| 1000 | 30 | 36 | 42 | 35 | 25 | 63 | 72 | 29 |
| 1030 | 32 | 38 | 46 | 64 | 21 | 76 | 41 | 24 |
| 1100 | 41 | 28 | 45 | 37 | 15 | 81 | 46 | 21 |
| 1130 | 32 | 24 | 45 | 35 | 11 | 73 | 45 | 21 |
| 1200 | 22 | 32 | 48 | 24 | 16 | 57 | 41 | 27 |
| 1230 | 31 | 18 | 39 | 28 | 10 | 75 | 51 | 17 |
| 1300 | 29 | 28 | 46 | 29 | 14 | 68 | 52 | 19 |
| 1330 | 28 | 17 | 41 | 33 | 16 | 70 | 103 | 25 |
| 1400 | 38 | 15 | 32 | 44 | 17 | 83 | 211 | 19 |
| 1430 | 34 | 22 | 33 | 30 | 34 | 70 | 235 | 21 |
| 1500 | 40 | 17 | 47 | 28 | 19 | 57 | 115 | 25 |
| 1530 | 69 | 20 | 44 | 23 | 15 | 47 | 55 | 30 |
| 1600 | 32 | 25 | 51 | 28 | 10 | 34 | 28 | 16 |
| 1630 | 31 | 35 | 43 | 23 | 15 | 46 | 27 | 21 |
| 1700 | 49 | 35 | 55 | 32 | 12 | 52 | 51 | 15 |
| 1730 | 44 | 20 | 43 | 21 | 24 | 53 | 50 | 13 |
| 1800 | 47 | 23 | 57 | 20 | 14 | 33 | 37 | 6 |
| 1830 | 25 | 29 | 63 | 45 | 15 | 46 | 33 | 12 |
| 1900 | 44 | 21 | 57 | 33 | 26 | 44 | 36 | 19 |
| 1930 | 73 | 19 | 81 | 14 | 28 | 43 | 56 | 27 |
| 2000 | 26 | 28 | 72 | 13 | 45 | 72 | 43 | 15 |
| 2030 | 17 | 42 | 56 | 29 | 32 | 59 | 40 | 16 |
| 2100 | 6 | 19 | 62 | 42 | 22 | 55 | 50 | 9 |
| 2130 | 5 | 18 | 37 | 16 | 22 | 20 | 22 | 30 |
| 2200 | 8 | 61 | 32 | 12 | 25 | 22 | 17 | 26 |
| 2230 | 9 | 170 | 22 | 9 | 46 | 27 | 27 | 20 |


| $\mathbf{2 3 0 0}$ | 6 | 168 | 30 | 15 | 33 | 7 | 29 | 21 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $\mathbf{2 3 3 0}$ | 5 | 54 | 16 | 15 | 31 | 4 | 28 | 22 |
| Interval | 1-Aug | 2-Aug | 3-Aug | 4-Aug | 5-Aug | 6-Aug | 7-Aug | 8-Aug |


| 9-Aug | 10-Aug | 11-Aug | 12-Aug | 13-Aug | 14-Aug | 15-Aug | Interval | 16-Aug |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 10 | 1 | 1 | 30 | 8 | 62 | 2 | 0 | 4 |
| 7 | 0 | 0 | 17 | 6 | 60 | 7 | 30 | 2 |
| 7 | 3 | 0 | 11 | 4 | 35 | 27 | 100 | 4 |
| 2 | 5 | 0 | 5 | 5 | 8 | 19 | 130 | 2 |
| 4 | 2 | 0 | 9 | 3 | 8 | 4 | 200 | 0 |
| 4 | 2 | 0 | 4 | 2 | 5 | 4 | 230 | 1 |
| 4 | 1 | 0 | 2 | 1 | 5 | 2 | 300 | 2 |
| 3 | 0 | 4 | 6 | 3 | 2 | 2 | 330 | 3 |
| 1 | 1 | 1 | 1 | 0 | 4 | 2 | 400 | 9 |
| 1 | 0 | 0 | 0 | 10 | 3 | 5 | 430 | 5 |
| 0 | 3 | 0 | 2 | 5 | 10 | 1 | 500 | 2 |
| 4 | 6 | 2 | 5 | 8 | 7 | 5 | 530 | 6 |
| 11 | 6 | 4 | 5 | 10 | 14 | 10 | 600 | 9 |
| 6 | 8 | 1 | 10 | 18 | 18 | 11 | 630 | 14 |
| 13 | 30 | 2 | 15 | 23 | 34 | 20 | 700 | 24 |
| 28 | 23 | 9 | 27 | 26 | 61 | 25 | 730 | 32 |
| 31 | 39 | 12 | 47 | 34 | 49 | 44 | 800 | 35 |
| 24 | 46 | 17 | 55 | 47 | 50 | 37 | 830 | 38 |
| 33 | 45 | 7 | 82 | 39 | 61 | 29 | 900 | 37 |
| 38 | 39 | 15 | 81 | 39 | 37 | 36 | 930 | 37 |
| 33 | 41 | 7 | 62 | 52 | 35 | 30 | 1000 | 31 |
| 42 | 32 | 16 | 41 | 37 | 38 | 37 | 1030 | 17 |
| 29 | 32 | 12 | 59 | 30 | 53 | 36 | 1100 | 29 |
| 24 | 32 | 11 | 46 | 44 | 40 | 32 | 1130 | 26 |
| 37 | 22 | 11 | 65 | 34 | 32 | 20 | 1200 | 25 |
| 11 | 20 | 18 | 60 | 43 | 22 | 14 | 1230 | 29 |
| 14 | 37 | 18 | 66 | 50 | 32 | 30 | 1300 | 17 |
| 23 | 36 | 23 | 37 | 51 | 45 | 28 | 1330 | 32 |
| 30 | 36 | 29 | 35 | 47 | 37 | 25 | 1400 | 18 |
| 24 | 38 | 26 | 47 | 37 | 36 | 31 | 1430 | 20 |
| 34 | 21 | 18 | 55 | 46 | 22 | 40 | 1500 | 18 |
| 59 | 20 | 15 | 51 | 47 | 29 | 35 | 1530 | 18 |
| 79 | 28 | 32 | 57 | 42 | 49 | 33 | 1600 | 17 |
| 49 | 37 | 32 | 31 | 57 | 33 | 59 | 1630 | 24 |
| 48 | 32 | 14 | 37 | 50 | 33 | 29 | 1700 | 38 |
| 49 | 27 | 16 | 56 | 58 | 40 | 26 | 1730 | 33 |
| 50 | 24 | 22 | 53 | 42 | 35 | 39 | 1800 | 38 |
| 35 | 35 | 19 | 36 | 26 | 34 | 40 | 1830 | 32 |
| 34 | 30 | 23 | 48 | 41 | 40 | 23 | 1900 | 25 |
| 42 | 19 | 30 | 48 | 23 | 71 | 42 | 1930 | 39 |
| 32 | 10 | 32 | 45 | 24 | 88 | 36 | 2000 | 40 |
| 22 | 12 | 13 | 49 | 20 | 64 | 40 | 2030 | 29 |
| 26 | 6 | 10 | 36 | 38 | 72 | 32 | 2100 | 38 |
| 18 | 5 | 13 | 26 | 53 | 74 | 23 | 2130 | 20 |
| 25 | 8 | 13 | 28 | 19 | 33 | 5 | 2200 | 8 |
| 19 | 8 | 10 | 33 | 32 | 10 | 6 | 2230 | 12 |


| 15 | 1 | 17 | 27 | 16 | 6 | 5 | $\mathbf{2 3 0 0}$ | 9 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 5 | 1 | 26 | 29 | 20 | 5 | 8 | $\mathbf{2 3 3 0}$ | 11 |
| 9-Aug | 10-Aug | 11-Aug | 12-Aug | 13-Aug | 14-Aug | 15-Aug | Interval | 16-Aug |


| 17-Aug | 18-Aug | 19-Aug | 20-Aug | 21-Aug | 22-Aug | 23-Aug | 24-Aug | 25-Aug |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 4 | 4 | 11 | 14 | 6 | 1 | 4 | 0 | 3 |
| 3 | 9 | 8 | 4 | 3 | 1 | 7 | 0 | 3 |
| 3 | 1 | 3 | 5 | 2 | 0 | 5 | 0 | 2 |
| 0 | 6 | 1 | 0 | 1 | 0 | 0 | 0 | 1 |
| 1 | 9 | 5 | 0 | 1 | 0 | 2 | 1 | 1 |
| 1 | 3 | 7 | 7 | 1 | 0 | 1 | 0 | 0 |
| 1 | 9 | 5 | 1 | 1 | 0 | 2 | 0 | 0 |
| 1 | 4 | 0 | 3 | 2 | 1 | 1 | 0 | 4 |
| 2 | 1 | 4 | 2 | 7 | 0 | 0 | 0 | 2 |
| 2 | 1 | 2 | 6 | 4 | 2 | 1 | 1 | 2 |
| 0 | 1 | 1 | 4 | 6 | 0 | 2 | 1 | 1 |
| 3 | 3 | 4 | 1 | 7 | 0 | 5 | 3 | 5 |
| 3 | 4 | 8 | 10 | 14 | 5 | 9 | 5 | 2 |
| 4 | 8 | 10 | 8 | 20 | 1 | 10 | 3 | 5 |
| 13 | 9 | 16 | 18 | 28 | 5 | 12 | 8 | 11 |
| 11 | 20 | 25 | 26 | 19 | 4 | 4 | 11 | 20 |
| 10 | 31 | 33 | 29 | 26 | 6 | 16 | 10 | 19 |
| 18 | 31 | 36 | 35 | 20 | 7 | 20 | 7 | 17 |
| 22 | 35 | 28 | 47 | 36 | 5 | 27 | 12 | 23 |
| 18 | 38 | 19 | 41 | 17 | 6 | 21 | 12 | 27 |
| 17 | 28 | 18 | 46 | 16 | 5 | 24 | 10 | 17 |
| 13 | 21 | 19 | 35 | 22 | 9 | 18 | 9 | 20 |
| 21 | 14 | 12 | 32 | 11 | 13 | 15 | 10 | 11 |
| 20 | 11 | 22 | 40 | 21 | 12 | 17 | 17 | 20 |
| 14 | 12 | 34 | 36 | 16 | 21 | 14 | 7 | 18 |
| 17 | 11 | 37 | 35 | 19 | 8 | 9 | 11 | 10 |
| 11 | 11 | 25 | 43 | 10 | 14 | 16 | 13 | 17 |
| 21 | 19 | 20 | 58 | 12 | 11 | 17 | 9 | 23 |
| 26 | 10 | 15 | 38 | 17 | 16 | 19 | 12 | 21 |
| 20 | 15 | 20 | 47 | 12 | 17 | 20 | 7 | 14 |
| 16 | 21 | 8 | 41 | 9 | 26 | 11 | 13 | 5 |
| 20 | 16 | 3 | 32 | 14 | 22 | 13 | 17 | 8 |
| 24 | 30 | 12 | 20 | 18 | 33 | 13 | 22 | 6 |
| 41 | 25 | 8 | 27 | 19 | 23 | 16 | 29 | 9 |
| 40 | 28 | 6 | 42 | 18 | 29 | 19 | 24 | 7 |
| 24 | 9 | 9 | 33 | 21 | 23 | 20 | 18 | 3 |
| 40 | 13 | 9 | 35 | 11 | 24 | 23 | 25 | 6 |
| 36 | 31 | 15 | 39 | 14 | 35 | 7 | 16 | 8 |
| 45 | 22 | 22 | 16 | 8 | 28 | 12 | 23 | 3 |
| 55 | 32 | 30 | 37 | 19 | 33 | 9 | 29 | 14 |
| 56 | 44 | 22 | 16 | 74 | 30 | 11 | 19 | 14 |
| 31 | 18 | 19 | 84 | 56 | 14 | 1 | 12 | 7 |
| 29 | 15 | 9 | 163 | 6 | 11 | 5 | 7 | 5 |
| 10 | 10 | 5 | 136 | 12 | 7 | 18 | 19 | 6 |
| 16 | 6 | 17 | 17 | 11 | 9 | 5 | 6 | 6 |
| 16 | 4 | 13 | 7 | 5 | 3 | 2 | 7 | 9 |


| 21 | 5 | 7 | 6 | 1 | 2 | 3 | 5 | 1 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 7 | 11 | 11 | 6 | 0 | 4 | 3 | 3 | 6 |
| 17-Aug | 18-Aug | 19-Aug | 20-Aug | 21-Aug | 22-Aug | 23-Aug | 24-Aug | 25-Aug |


| 26-Aug | 27-Aug | 28-Aug | 29-Aug | 30-Aug | 31-Aug | Interval | 1-Sep | 2-Sep | 3-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 6 | 5 | 4 | 12 | 1 | 1 | 0 | 2 | 11 | 4 |
| 1 | 3 | 1 | 16 | 5 | 1 | 30 | 2 | 3 | 2 |
| 3 | 2 | 1 | 6 | 1 | 13 | 100 | 1 | 0 | 5 |
| 2 | 2 | 2 | 8 | 1 | 9 | 130 | 0 | 3 | 6 |
| 1 | 1 | 0 | 10 | 2 | 12 | 200 | 1 | 2 | 17 |
| 7 | 2 | 1 | 7 | 0 | 6 | 230 | 1 | 2 | 6 |
| 41 | 0 | 0 | 4 | 3 | 1 | 300 | 1 | 1 | 2 |
| 6 | 0 | 1 | 11 | 0 | 2 | 330 | 1 | 0 | 1 |
| 1 | 1 | 3 | 4 | 5 | 2 | 400 | 2 | 2 | 1 |
| 1 | 0 | 1 | 6 | 3 | 0 | 430 | 2 | 1 | 1 |
| 0 | 1 | 1 | 11 | 3 | 0 | 500 | 4 | 2 | 2 |
| 1 | 8 | 2 | 19 | 6 | 3 | 530 | 2 | 0 | 1 |
| 2 | 4 | 4 | 18 | 9 | 1 | 600 | 2 | 0 | 13 |
| 4 | 5 | 9 | 20 | 13 | 7 | 630 | 6 | 3 | 11 |
| 1 | 4 | 10 | 17 | 15 | 4 | 700 | 6 | 3 | 14 |
| 5 | 2 | 5 | 18 | 24 | 6 | 730 | 9 | 9 | 12 |
| 7 | 11 | 11 | 28 | 24 | 7 | 800 | 12 | 7 | 16 |
| 20 | 16 | 17 | 17 | 24 | 10 | 830 | 21 | 16 | 19 |
| 13 | 15 | 17 | 14 | 34 | 18 | 900 | 26 | 7 | 25 |
| 8 | 17 | 14 | 22 | 25 | 13 | 930 | 20 | 8 | 20 |
| 31 | 16 | 13 | 19 | 28 | 9 | 1000 | 13 | 13 | 27 |
| 41 | 14 | 10 | 14 | 25 | 12 | 1030 | 8 | 8 | 23 |
| 18 | 13 | 13 | 24 | 35 | 13 | 1100 | 12 | 6 | 9 |
| 9 | 10 | 16 | 24 | 24 | 16 | 1130 | 12 | 2 | 8 |
| 16 | 13 | 8 | 24 | 26 | 20 | 1200 | 10 | 4 | 12 |
| 14 | 12 | 15 | 29 | 32 | 11 | 1230 | 13 | 4 | 10 |
| 15 | 12 | 13 | 58 | 30 | 17 | 1300 | 9 | 4 | 9 |
| 10 | 13 | 17 | 46 | 36 | 13 | 1330 | 12 | 9 | 20 |
| 8 | 11 | 22 | 48 | 21 | 28 | 1400 | 11 | 3 | 17 |
| 18 | 12 | 20 | 38 | 23 | 14 | 1430 | 8 | 0 | 17 |
| 12 | 17 | 29 | 35 | 26 | 23 | 1500 | 12 | 4 | 13 |
| 9 | 18 | 28 | 37 | 20 | 36 | 1530 | 16 | 19 | 15 |
| 9 | 13 | 17 | 36 | 22 | 40 | 1600 | 31 | 8 | 8 |
| 4 | 26 | 24 | 38 | 27 | 18 | 1630 | 15 | 17 | 14 |
| 11 | 22 | 13 | 44 | 26 | 15 | 1700 | 17 | 8 | 5 |
| 14 | 20 | 19 | 41 | 35 | 22 | 1730 | 14 | 8 | 9 |
| 10 | 22 | 53 | 35 | 28 | 19 | 1800 | 15 | 5 | 6 |
| 12 | 14 | 133 | 50 | 23 | 15 | 1830 | 6 | 11 | 7 |
| 18 | 17 | 108 | 55 | 30 | 9 | 1900 | 9 | 18 | 8 |
| 15 | 18 | 69 | 47 | 26 | 13 | 1930 | 29 | 13 | 13 |
| 10 | 21 | 60 | 63 | 28 | 11 | 2000 | 22 | 18 | 24 |
| 9 | 9 | 33 | 50 | 32 | 16 | 2030 | 14 | 20 | 7 |
| 6 | 12 | 22 | 52 | 32 | 9 | 2100 | 7 | 18 | 8 |
| 5 | 10 | 20 | 49 | 10 | 9 | 2130 | 8 | 6 | 21 |
| 5 | 3 | 25 | 32 | 2 | 6 | 2200 | 17 | 13 | 26 |
| 4 | 4 | 15 | 25 | 0 | 7 | 2230 | 22 | 9 | 1 |


| 9 | 2 | 7 | 3 | 6 | 2 | $\mathbf{2 3 0 0}$ | 21 | 8 | 10 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2 | 1 | 20 | 3 | 0 | 3 | $\mathbf{2 3 3 0}$ | 7 | 2 | 2 |
| 26-Aug | 27-Aug | 28-Aug | 29-Aug | 30-Aug | 31-Aug | Interval | 1-Sep | 2-Sep | 3-Sep |


| 4-Sep | 5-Sep | 6-Sep | 7-Sep | 8-Sep | 9-Sep | 10-Sep | 11-Sep | 12-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 5 | 0 | 2 | 5 | 0 | 1 | 3 | 1 |
| 2 | 6 | 1 | 1 | 7 | 0 | 3 | 2 | 5 |
| 0 | 8 | 0 | 0 | 9 | 1 | 1 | 1 | 3 |
| 0 | 6 | 0 | 0 | 4 | 0 | 0 | 7 | 1 |
| 0 | 7 | 2 | 0 | 2 | 1 | 1 | 3 | 1 |
| 0 | 2 | 1 | 2 | 2 | 0 | 0 | 4 | 5 |
| 0 | 0 | 1 | 0 | 2 | 1 | 0 | 4 | 3 |
| 1 | 0 | 2 | 0 | 0 | 1 | 2 | 1 | 7 |
| 0 | 1 | 1 | 0 | 1 | 0 | 2 | 0 | 10 |
| 1 | 2 | 1 | 1 | 1 | 0 | 1 | 8 | 5 |
| 0 | 4 | 2 | 1 | 4 | 0 | 0 | 3 | 7 |
| 2 | 9 | 4 | 2 | 2 | 1 | 2 | 0 | 7 |
| 3 | 2 | 6 | 5 | 5 | 4 | 3 | 1 | 11 |
| 4 | 4 | 4 | 9 | 13 | 9 | 9 | 12 | 22 |
| 5 | 7 | 7 | 11 | 17 | 9 | 5 | 11 | 20 |
| 6 | 8 | 10 | 13 | 14 | 14 | 6 | 13 | 38 |
| 12 | 18 | 13 | 5 | 19 | 50 | 10 | 20 | 30 |
| 14 | 10 | 11 | 9 | 20 | 73 | 12 | 15 | 20 |
| 14 | 32 | 10 | 7 | 27 | 91 | 15 | 18 | 21 |
| 12 | 21 | 9 | 21 | 21 | 51 | 12 | 14 | 21 |
| 14 | 26 | 8 | 9 | 16 | 23 | 31 | 21 | 20 |
| 26 | 12 | 15 | 13 | 23 | 10 | 13 | 15 | 23 |
| 26 | 18 | 12 | 9 | 12 | 12 | 15 | 12 | 17 |
| 34 | 16 | 8 | 6 | 22 | 6 | 11 | 11 | 16 |
| 30 | 26 | 15 | 8 | 17 | 9 | 10 | 11 | 16 |
| 29 | 13 | 9 | 8 | 15 | 3 | 10 | 17 | 15 |
| 46 | 28 | 8 | 12 | 15 | 9 | 16 | 13 | 14 |
| 29 | 27 | 13 | 12 | 13 | 8 | 18 | 15 | 18 |
| 24 | 31 | 10 | 19 | 12 | 3 | 8 | 14 | 12 |
| 33 | 21 | 15 | 14 | 11 | 7 | 10 | 22 | 15 |
| 26 | 23 | 15 | 16 | 11 | 3 | 15 | 24 | 15 |
| 20 | 23 | 25 | 14 | 8 | 5 | 15 | 35 | 12 |
| 44 | 17 | 12 | 12 | 16 | 4 | 13 | 33 | 20 |
| 38 | 22 | 18 | 13 | 14 | 4 | 10 | 33 | 11 |
| 24 | 19 | 13 | 15 | 8 | 3 | 22 | 48 | 21 |
| 27 | 19 | 20 | 11 | 19 | 4 | 28 | 48 | 9 |
| 19 | 20 | 23 | 14 | 29 | 4 | 17 | 48 | 14 |
| 13 | 18 | 26 | 17 | 32 | 2 | 18 | 53 | 17 |
| 15 | 18 | 25 | 26 | 24 | 10 | 31 | 34 | 26 |
| 30 | 17 | 20 | 31 | 12 | 16 | 27 | 50 | 21 |
| 18 | 14 | 16 | 20 | 15 | 25 | 25 | 37 | 11 |
| 15 | 8 | 17 | 17 | 6 | 11 | 24 | 37 | 6 |
| 20 | 6 | 14 | 17 | 12 | 7 | 43 | 22 | 7 |
| 6 | 8 | 7 | 24 | 4 | 9 | 23 | 8 | 12 |
| 4 | 5 | 22 | 96 | 4 | 11 | 12 | 13 | 16 |
| 4 | 3 | 5 | 6 | 2 | 2 | 23 | 10 | 10 |


| 6 | 4 | 2 | 6 | 2 | 1 | 11 | 5 | 7 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 14 | 2 | 0 | 6 | 0 | 4 | 3 | 2 | 4 |
| 4-Sep | 5-Sep | 6-Sep | 7-Sep | 8-Sep | 9-Sep | 10-Sep | 11-Sep | 12-Sep |


| 13-Sep | 14-Sep | 15-Sep | Interval | 16-Sep | 17-Sep | 18-Sep | 19-Sep | 20-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 3 | 27 | 8 | 0 | 0 | 15 | 3 | 3 | 6 |
| 5 | 36 | 3 | 30 | 7 | 16 | 0 | 0 | 0 |
| 3 | 25 | 2 | 100 | 3 | 9 | 0 | 0 | 9 |
| 1 | 12 | 3 | 130 | 2 | 12 | 2 | 0 | 10 |
| 0 | 7 | 2 | 200 | 2 | 5 | 1 | 3 | 8 |
| 4 | 10 | 9 | 230 | 5 | 4 | 2 | 2 | 6 |
| 0 | 6 | 4 | 300 | 5 | 6 | 1 | 0 | 2 |
| 2 | 5 | 8 | 330 | 5 | 4 | 0 | 1 | 2 |
| 0 | 2 | 2 | 400 | 1 | 2 | 0 | 1 | 6 |
| 1 | 3 | 4 | 430 | 1 | 4 | 1 | 0 | 3 |
| 0 | 4 | 1 | 500 | 0 | 7 | 3 | 1 | 4 |
| 2 | 13 | 3 | 530 | 3 | 16 | 3 | 0 | 6 |
| 6 | 12 | 5 | 600 | 3 | 17 | 1 | 3 | 11 |
| 9 | 24 | 16 | 630 | 6 | 28 | 1 | 7 | 12 |
| 13 | 42 | 21 | 700 | 6 | 52 | 5 | 7 | 15 |
| 10 | 68 | 28 | 730 | 24 | 72 | 4 | 8 | 20 |
| 19 | 60 | 40 | 800 | 26 | 69 | 10 | 7 | 30 |
| 24 | 84 | 45 | 830 | 41 | 72 | 13 | 8 | 29 |
| 16 | 73 | 57 | 900 | 47 | 78 | 9 | 10 | 21 |
| 24 | 90 | 54 | 930 | 60 | 59 | 7 | 19 | 16 |
| 20 | 91 | 35 | 1000 | 64 | 54 | 9 | 13 | 19 |
| 20 | 104 | 60 | 1030 | 39 | 36 | 5 | 3 | 13 |
| 12 | 89 | 100 | 1100 | 28 | 28 | 12 | 7 | 12 |
| 14 | 81 | 84 | 1130 | 37 | 18 | 4 | 13 | 12 |
| 13 | 56 | 53 | 1200 | 32 | 21 | 14 | 20 | 16 |
| 7 | 73 | 70 | 1230 | 30 | 30 | 10 | 11 | 13 |
| 11 | 79 | 63 | 1300 | 26 | 10 | 11 | 23 | 17 |
| 22 | 86 | 59 | 1330 | 29 | 9 | 9 | 13 | 12 |
| 14 | 84 | 53 | 1400 | 20 | 14 | 16 | 17 | 18 |
| 14 | 100 | 50 | 1430 | 27 | 15 | 32 | 14 | 14 |
| 19 | 78 | 40 | 1500 | 27 | 14 | 24 | 24 | 16 |
| 11 | 53 | 44 | 1530 | 51 | 16 | 21 | 18 | 15 |
| 17 | 65 | 39 | 1600 | 36 | 20 | 20 | 15 | 16 |
| 25 | 72 | 28 | 1630 | 40 | 15 | 23 | 19 | 7 |
| 23 | 58 | 31 | 1700 | 42 | 22 | 29 | 8 | 9 |
| 31 | 56 | 40 | 1730 | 38 | 20 | 10 | 14 | 3 |
| 43 | 54 | 44 | 1800 | 41 | 13 | 13 | 15 | 6 |
| 22 | 51 | 42 | 1830 | 67 | 22 | 16 | 11 | 11 |
| 26 | 64 | 33 | 1900 | 52 | 9 | 7 | 25 | 9 |
| 19 | 63 | 41 | 1930 | 41 | 16 | 9 | 18 | 12 |
| 29 | 57 | 24 | 2000 | 183 | 65 | 12 | 15 | 13 |
| 19 | 36 | 27 | 2030 | 288 | 68 | 8 | 8 | 19 |
| 29 | 25 | 25 | 2100 | 177 | 58 | 15 | 9 | 22 |
| 24 | 29 | 15 | 2130 | 112 | 36 | 2 | 10 | 8 |
| 41 | 20 | 12 | 2200 | 65 | 33 | 1 | 5 | 10 |
| 48 | 44 | 36 | 2230 | 47 | 5 | 5 | 3 | 9 |


| 37 | 9 | 34 | $\mathbf{2 3 0 0}$ | 27 | 5 | 2 | 6 | 4 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 15 | 7 | 6 | $\mathbf{2 3 3 0}$ | 10 | 4 | 1 | 5 | 8 |
| 13-Sep | 14-Sep | 15-Sep | Interval | 16-Sep | 17-Sep | 18-Sep | 19-Sep | 20-Sep |


| 21-Sep | 22-Sep | 23-Sep | 24-Sep | 25-Sep | 26-Sep | 27-Sep | 28-Sep | 29-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 13 | 8 | 0 | 3 | 0 | 2 | 9 | 2 |
| 1 | 9 | 8 | 3 | 2 | 6 | 1 | 0 | 4 |
| 8 | 1 | 7 | 8 | 0 | 6 | 0 | 6 | 2 |
| 4 | 2 | 2 | 3 | 0 | 0 | 0 | 11 | 0 |
| 2 | 4 | 0 | 4 | 4 | 1 | 2 | 11 | 0 |
| 2 | 10 | 2 | 2 | 1 | 3 | 4 | 10 | 1 |
| 3 | 5 | 1 | 2 | 1 | 2 | 1 | 9 | 1 |
| 1 | 7 | 0 | 15 | 0 | 2 | 2 | 5 | 0 |
| 0 | 6 | 0 | 15 | 0 | 0 | 0 | 1 | 1 |
| 1 | 1 | 2 | 5 | 5 | 5 | 2 | 2 | 0 |
| 1 | 2 | 0 | 4 | 3 | 0 | 2 | 7 | 1 |
| 5 | 3 | 0 | 5 | 5 | 6 | 5 | 7 | 5 |
| 0 | 5 | 1 | 7 | 4 | 2 | 7 | 11 | 5 |
| 3 | 12 | 1 | 13 | 13 | 14 | 5 | 10 | 9 |
| 6 | 11 | 6 | 14 | 12 | 22 | 7 | 6 | 14 |
| 5 | 20 | 11 | 17 | 10 | 28 | 12 | 11 | 17 |
| 13 | 29 | 9 | 16 | 10 | 29 | 12 | 23 | 23 |
| 14 | 32 | 8 | 22 | 11 | 33 | 21 | 13 | 20 |
| 11 | 29 | 7 | 23 | 17 | 29 | 7 | 16 | 21 |
| 12 | 21 | 5 | 34 | 15 | 23 | 8 | 12 | 13 |
| 12 | 18 | 5 | 17 | 14 | 20 | 8 | 20 | 12 |
| 7 | 17 | 10 | 22 | 12 | 22 | 6 | 16 | 10 |
| 10 | 10 | 2 | 11 | 10 | 16 | 9 | 20 | 7 |
| 6 | 13 | 8 | 14 | 9 | 10 | 3 | 12 | 7 |
| 19 | 10 | 10 | 15 | 6 | 12 | 7 | 11 | 6 |
| 17 | 7 | 15 | 15 | 15 | 17 | 43 | 16 | 8 |
| 20 | 9 | 17 | 14 | 4 | 15 | 13 | 19 | 12 |
| 15 | 3 | 21 | 13 | 10 | 16 | 11 | 7 | 22 |
| 15 | 7 | 40 | 15 | 14 | 15 | 25 | 12 | 14 |
| 19 | 12 | 30 | 36 | 18 | 25 | 23 | 8 | 16 |
| 10 | 7 | 24 | 24 | 12 | 14 | 21 | 6 | 16 |
| 11 | 6 | 18 | 17 | 13 | 10 | 23 | 6 | 18 |
| 13 | 10 | 11 | 30 | 13 | 30 | 17 | 7 | 17 |
| 16 | 7 | 16 | 34 | 11 | 33 | 13 | 13 | 23 |
| 37 | 4 | 23 | 26 | 14 | 36 | 25 | 17 | 12 |
| 43 | 7 | 15 | 18 | 12 | 28 | 19 | 9 | 12 |
| 47 | 7 | 11 | 26 | 7 | 24 | 12 | 18 | 9 |
| 21 | 7 | 25 | 44 | 7 | 16 | 15 | 14 | 20 |
| 25 | 26 | 42 | 44 | 9 | 12 | 14 | 10 | 16 |
| 20 | 13 | 16 | 23 | 5 | 14 | 20 | 12 | 9 |
| 6 | 9 | 20 | 22 | 8 | 10 | 14 | 11 | 9 |
| 4 | 11 | 12 | 20 | 3 | 5 | 16 | 10 | 12 |
| 9 | 11 | 6 | 21 | 13 | 15 | 16 | 14 | 8 |
| 11 | 17 | 4 | 9 | 6 | 4 | 2 | 14 | 7 |
| 6 | 19 | 8 | 5 | 3 | 3 | 3 | 6 | 7 |
| 7 | 17 | 6 | 3 | 3 | 5 | 2 | 4 | 2 |


| 3 | 31 | 0 | 1 | 2 | 4 | 6 | 2 | 4 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 27 | 43 | 1 | 1 | 1 | 5 | 15 | 1 | 2 |
| 21-Sep | 22-Sep | 23-Sep | 24-Sep | 25-Sep | 26-Sep | 27-Sep | 28-Sep | 29-Sep |


| 30-Sep | Interval | 1-Oct | 2-Oct | 3-Oct | 4-Oct | 5-Oct | 6-Oct | 7-Oct |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 6 | 0 | 4 | 1 | 5 | 1 | 9 | 2 | 1 |
| 2 | 30 | 29 | 1 | 0 | 1 | 3 | 3 | 4 |
| 2 | 100 | 24 | 1 | 0 | 4 | 13 | 0 | 0 |
| 4 | 130 | 7 | 0 | 1 | 3 | 2 | 1 | 0 |
| 1 | 200 | 2 | 0 | 2 | 0 | 0 | 2 | 2 |
| 1 | 230 | 5 | 1 | 1 | 1 | 2 | 0 | 1 |
| 0 | 300 | 4 | 2 | 0 | 1 | 0 | 2 | 2 |
| 1 | 330 | 0 | 0 | 3 | 0 | 0 | 3 | 0 |
| 1 | 400 | 3 | 1 | 1 | 1 | 1 | 2 | 2 |
| 3 | 430 | 3 | 0 | 2 | 1 | 4 | 1 | 1 |
| 0 | 500 | 2 | 1 | 2 | 2 | 1 | 1 | 0 |
| 2 | 530 | 2 | 1 | 2 | 4 | 3 | 1 | 2 |
| 2 | 600 | 6 | 7 | 1 | 1 | 4 | 5 | 4 |
| 0 | 630 | 7 | 6 | 6 | 11 | 5 | 5 | 6 |
| 4 | 700 | 6 | 4 | 6 | 11 | 6 | 7 | 3 |
| 6 | 730 | 11 | 12 | 7 | 9 | 8 | 4 | 6 |
| 13 | 800 | 14 | 9 | 12 | 17 | 12 | 13 | 6 |
| 14 | 830 | 16 | 16 | 11 | 19 | 15 | 5 | 8 |
| 15 | 900 | 12 | 12 | 17 | 17 | 20 | 7 | 8 |
| 20 | 930 | 10 | 16 | 12 | 10 | 10 | 8 | 14 |
| 14 | 1000 | 15 | 14 | 7 | 7 | 11 | 8 | 18 |
| 6 | 1030 | 19 | 23 | 10 | 11 | 16 | 7 | 13 |
| 22 | 1100 | 8 | 11 | 10 | 16 | 18 | 4 | 8 |
| 23 | 1130 | 13 | 11 | 9 | 13 | 9 | 8 | 7 |
| 16 | 1200 | 12 | 12 | 12 | 11 | 8 | 4 | 9 |
| 17 | 1230 | 9 | 11 | 15 | 14 | 13 | 5 | 5 |
| 15 | 1300 | 11 | 14 | 9 | 17 | 20 | 3 | 5 |
| 10 | 1330 | 7 | 15 | 8 | 30 | 22 | 4 | 6 |
| 16 | 1400 | 8 | 9 | 11 | 25 | 33 | 16 | 8 |
| 14 | 1430 | 9 | 12 | 23 | 24 | 20 | 11 | 8 |
| 11 | 1500 | 12 | 8 | 5 | 26 | 44 | 31 | 11 |
| 33 | 1530 | 14 | 12 | 17 | 31 | 40 | 12 | 9 |
| 23 | 1600 | 15 | 11 | 18 | 20 | 32 | 20 | 4 |
| 16 | 1630 | 18 | 19 | 30 | 34 | 45 | 43 | 1 |
| 9 | 1700 | 17 | 21 | 31 | 35 | 42 | 41 | 3 |
| 15 | 1730 | 24 | 24 | 44 | 45 | 22 | 21 | 7 |
| 12 | 1800 | 13 | 22 | 51 | 29 | 37 | 21 | 3 |
| 21 | 1830 | 17 | 19 | 71 | 42 | 34 | 27 | 8 |
| 30 | 1900 | 16 | 34 | 115 | 41 | 33 | 32 | 7 |
| 20 | 1930 | 22 | 17 | 58 | 36 | 21 | 23 | 16 |
| 11 | 2000 | 20 | 18 | 66 | 17 | 15 | 11 | 10 |
| 10 | 2030 | 9 | 7 | 53 | 8 | 11 | 12 | 11 |
| 8 | 2100 | 16 | 7 | 39 | 6 | 3 | 11 | 6 |
| 8 | 2130 | 15 | 7 | 20 | 5 | 9 | 9 | 6 |
| 2 | 2200 | 3 | 9 | 12 | 1 | 3 | 8 | 9 |
| 3 | 2230 | 10 | 1 | 8 | 2 | 5 | 6 | 11 |


| 1 | $\mathbf{2 3 0 0}$ | 1 | 2 | 3 | 1 | 3 | 1 | 5 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | $\mathbf{2 3 3 0}$ | 2 | 1 | 13 | 17 | 8 | 1 | 5 |
| 30-Sep | Interval | $\mathbf{1 - O c t}$ | $\mathbf{2 - O c t}$ | $\mathbf{3 - O c t}$ | $\mathbf{4 - O c t}$ | $\mathbf{5 - O c t}$ | $\mathbf{6 - O c t}$ | $\mathbf{7 - O c t}$ |


| 8-Oct | 9-Oct | 10-Oct | 11-Oct | 12-Oct | 13-Oct | 14-Oct | 15-Oct | Interval |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 4 | 4 | 6 | 3 | 1 | 0 | 0 | 3 | 0 |
| 0 | 1 | 1 | 3 | 2 | 0 | 0 | 0 | 30 |
| 1 | 2 | 0 | 2 | 2 | 0 | 2 | 1 | 100 |
| 2 | 0 | 1 | 2 | 1 | 0 | 0 | 0 | 130 |
| 3 | 0 | 2 | 3 | 0 | 0 | 1 | 0 | 200 |
| 1 | 0 | 0 | 0 | 2 | 0 | 0 | 1 | 230 |
| 3 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 300 |
| 0 | 0 | 3 | 2 | 0 | 1 | 1 | 1 | 330 |
| 2 | 1 | 0 | 0 | 1 | 1 | 3 | 0 | 400 |
| 9 | 0 | 1 | 0 | 1 | 2 | 5 | 2 | 430 |
| 5 | 0 | 2 | 0 | 1 | 2 | 4 | 7 | 500 |
| 3 | 2 | 4 | 6 | 1 | 2 | 2 | 3 | 530 |
| 5 | 0 | 8 | 3 | 2 | 3 | 5 | 4 | 600 |
| 6 | 6 | 11 | 3 | 5 | 2 | 5 | 4 | 630 |
| 7 | 4 | 5 | 11 | 13 | 14 | 13 | 7 | 700 |
| 9 | 10 | 9 | 3 | 12 | 11 | 10 | 8 | 730 |
| 14 | 17 | 13 | 8 | 10 | 13 | 11 | 16 | 800 |
| 22 | 10 | 18 | 7 | 8 | 15 | 15 | 13 | 830 |
| 13 | 12 | 24 | 17 | 10 | 17 | 20 | 21 | 900 |
| 18 | 14 | 24 | 20 | 12 | 18 | 12 | 18 | 930 |
| 19 | 14 | 26 | 16 | 9 | 18 | 24 | 15 | 1000 |
| 17 | 14 | 24 | 13 | 15 | 9 | 14 | 8 | 1030 |
| 10 | 14 | 24 | 3 | 6 | 12 | 7 | 9 | 1100 |
| 10 | 7 | 19 | 5 | 9 | 11 | 11 | 16 | 1130 |
| 8 | 12 | 13 | 8 | 7 | 9 | 7 | 9 | 1200 |
| 13 | 15 | 22 | 7 | 7 | 10 | 7 | 8 | 1230 |
| 9 | 11 | 15 | 10 | 9 | 18 | 32 | 9 | 1300 |
| 12 | 12 | 20 | 11 | 7 | 15 | 22 | 15 | 1330 |
| 9 | 31 | 13 | 7 | 6 | 10 | 24 | 15 | 1400 |
| 3 | 28 | 11 | 15 | 4 | 11 | 16 | 14 | 1430 |
| 4 | 43 | 17 | 15 | 18 | 15 | 7 | 11 | 1500 |
| 11 | 38 | 24 | 12 | 30 | 31 | 18 | 6 | 1530 |
| 5 | 35 | 17 | 16 | 12 | 32 | 12 | 13 | 1600 |
| 5 | 38 | 16 | 23 | 22 | 12 | 22 | 5 | 1630 |
| 1 | 47 | 18 | 22 | 18 | 9 | 18 | 18 | 1700 |
| 5 | 40 | 17 | 20 | 26 | 29 | 14 | 44 | 1730 |
| 6 | 41 | 14 | 33 | 9 | 21 | 15 | 25 | 1800 |
| 7 | 38 | 16 | 45 | 18 | 10 | 6 | 36 | 1830 |
| 20 | 37 | 13 | 39 | 25 | 26 | 16 | 9 | 1900 |
| 36 | 83 | 14 | 33 | 46 | 18 | 10 | 13 | 1930 |
| 10 | 23 | 13 | 37 | 35 | 17 | 12 | 11 | 2000 |
| 15 | 19 | 5 | 26 | 27 | 14 | 15 | 12 | 2030 |
| 6 | 10 | 5 | 7 | 22 | 7 | 7 | 6 | 2100 |
| 18 | 5 | 11 | 4 | 12 | 4 | 4 | 1 | 2130 |
| 4 | 6 | 7 | 7 | 11 | 5 | 6 | 5 | 2200 |
| 3 | 3 | 3 | 5 | 9 | 2 | 5 | 5 | 2230 |


| 6 | 3 | 2 | 7 | 6 | 3 | 15 | 3 | $\mathbf{2 3 0 0}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2 | 5 | 4 | 2 | 3 | 4 | 5 | 3 | $\mathbf{2 3 3 0}$ |
| $\mathbf{8 - O c t}$ | $\mathbf{9 - O c t}$ | $\mathbf{1 0 - O c t}$ | $\mathbf{1 1 - O c t}$ | $\mathbf{1 2 - O c t}$ | $\mathbf{1 3 - O c t}$ | $\mathbf{1 4 - O c t}$ | $\mathbf{1 5 - O c t}$ | Interval |


| 16-Oct | 17-Oct | 18-Oct | 19-Oct | 20-Oct | 21-Oct | 22-Oct | 23-Oct | 24-Oct |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 5 | 6 | 0 | 2 | 6 | 1 | 2 | 0 |
| 0 | 4 | 2 | 3 | 0 | 2 | 0 | 4 | 1 |
| 0 | 6 | 1 | 1 | 0 | 3 | 0 | 4 | 8 |
| 0 | 5 | 0 | 0 | 0 | 4 | 0 | 1 | 0 |
| 1 | 4 | 1 | 2 | 1 | 3 | 0 | 3 | 1 |
| 0 | 2 | 2 | 1 | 1 | 1 | 1 | 2 | 0 |
| 4 | 2 | 0 | 1 | 1 | 0 | 0 | 1 | 0 |
| 2 | 3 | 1 | 2 | 3 | 0 | 0 | 2 | 1 |
| 0 | 5 | 1 | 3 | 5 | 0 | 2 | 1 | 1 |
| 1 | 1 | 1 | 6 | 1 | 1 | 3 | 4 | 0 |
| 1 | 5 | 3 | 6 | 3 | 3 | 4 | 3 | 0 |
| 0 | 7 | 5 | 5 | 1 | 6 | 5 | 10 | 0 |
| 2 | 12 | 7 | 3 | 4 | 9 | 2 | 21 | 3 |
| 5 | 14 | 41 | 8 | 5 | 5 | 5 | 6 | 4 |
| 4 | 18 | 12 | 7 | 8 | 10 | 5 | 8 | 9 |
| 6 | 32 | 21 | 8 | 9 | 12 | 8 | 12 | 5 |
| 4 | 16 | 25 | 15 | 17 | 10 | 11 | 15 | 11 |
| 5 | 18 | 25 | 14 | 20 | 12 | 17 | 17 | 9 |
| 21 | 22 | 19 | 9 | 19 | 13 | 21 | 18 | 12 |
| 16 | 23 | 10 | 13 | 17 | 20 | 16 | 21 | 14 |
| 15 | 18 | 14 | 14 | 17 | 23 | 13 | 13 | 10 |
| 18 | 18 | 11 | 12 | 14 | 18 | 7 | 14 | 15 |
| 7 | 14 | 15 | 9 | 14 | 17 | 10 | 14 | 4 |
| 11 | 14 | 20 | 15 | 15 | 15 | 5 | 10 | 3 |
| 19 | 23 | 14 | 8 | 19 | 12 | 5 | 3 | 6 |
| 14 | 19 | 9 | 4 | 12 | 8 | 16 | 7 | 7 |
| 23 | 26 | 9 | 11 | 10 | 9 | 6 | 9 | 12 |
| 28 | 34 | 9 | 10 | 8 | 14 | 9 | 6 | 11 |
| 20 | 28 | 6 | 14 | 12 | 13 | 13 | 12 | 10 |
| 22 | 28 | 12 | 8 | 6 | 7 | 16 | 10 | 9 |
| 18 | 29 | 7 | 10 | 8 | 16 | 17 | 7 | 10 |
| 21 | 21 | 7 | 18 | 5 | 15 | 31 | 10 | 16 |
| 32 | 22 | 11 | 13 | 8 | 18 | 39 | 12 | 11 |
| 20 | 17 | 7 | 14 | 7 | 9 | 31 | 18 | 12 |
| 11 | 22 | 10 | 25 | 10 | 14 | 40 | 10 | 21 |
| 24 | 23 | 10 | 23 | 8 | 6 | 23 | 8 | 34 |
| 13 | 25 | 14 | 20 | 3 | 5 | 43 | 6 | 38 |
| 14 | 24 | 20 | 24 | 12 | 13 | 39 | 11 | 32 |
| 7 | 18 | 27 | 32 | 14 | 21 | 41 | 13 | 30 |
| 16 | 34 | 27 | 18 | 10 | 20 | 32 | 23 | 23 |
| 13 | 31 | 21 | 26 | 13 | 25 | 19 | 11 | 6 |
| 7 | 17 | 7 | 6 | 29 | 23 | 22 | 10 | 6 |
| 10 | 8 | 1 | 30 | 24 | 43 | 14 | 2 | 20 |
| 7 | 7 | 3 | 14 | 16 | 29 | 23 | 2 | 10 |
| 10 | 8 | 2 | 10 | 15 | 16 | 10 | 3 | 6 |
| 44 | 2 | 13 | 11 | 13 | 6 | 11 | 3 | 9 |


| 29 | 2 | 5 | 3 | 6 | 1 | 4 | 26 | 7 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 11 | 0 | 2 | 4 | 7 | 2 | 2 | 14 | 0 |
| 16-Oct | $\mathbf{1 7 - O c t}$ | $\mathbf{1 8 - O c t}$ | $\mathbf{1 9 - O c t}$ | $\mathbf{2 0 - O c t}$ | $\mathbf{2 1 - O c t}$ | 22-Oct | 23-Oct | 24-Oct |


| 25-Oct | 26-Oct | 27-Oct | 28-Oct | 29-Oct | 30-Oct | 31-Oct | Interval | 1-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2 | 3 | 2 | 6 | 10 | 0 | 0 | 0 | 8 |
| 0 | 1 | 1 | 1 | 1 | 3 | 0 | 30 | 4 |
| 0 | 0 | 0 | 1 | 0 | 0 | 3 | 100 | 1 |
| 0 | 2 | 0 | 1 | 2 | 1 | 2 | 130 | 0 |
| 0 | 3 | 0 | 0 | 1 | 1 | 0 | 200 | 0 |
| 0 | 7 | 0 | 6 | 1 | 2 | 0 | 230 | 0 |
| 1 | 4 | 0 | 1 | 0 | 0 | 0 | 300 | 0 |
| 1 | 2 | 0 | 1 | 0 | 0 | 0 | 330 | 2 |
| 0 | 3 | 1 | 0 | 1 | 0 | 0 | 400 | 1 |
| 3 | 3 | 1 | 0 | 1 | 1 | 2 | 430 | 4 |
| 0 | 3 | 0 | 1 | 2 | 3 | 0 | 500 | 1 |
| 0 | 0 | 0 | 1 | 1 | 2 | 1 | 530 | 2 |
| 2 | 2 | 1 | 5 | 1 | 5 | 1 | 600 | 1 |
| 4 | 4 | 2 | 3 | 6 | 2 | 5 | 630 | 5 |
| 4 | 8 | 4 | 6 | 4 | 6 | 4 | 700 | 6 |
| 7 | 8 | 3 | 10 | 7 | 5 | 15 | 730 | 4 |
| 6 | 5 | 3 | 7 | 11 | 11 | 7 | 800 | 9 |
| 9 | 11 | 9 | 9 | 14 | 9 | 11 | 830 | 10 |
| 6 | 15 | 13 | 12 | 12 | 13 | 15 | 900 | 41 |
| 6 | 9 | 8 | 3 | 11 | 8 | 10 | 930 | 25 |
| 6 | 14 | 9 | 8 | 25 | 8 | 14 | 1000 | 9 |
| 7 | 15 | 9 | 3 | 22 | 10 | 8 | 1030 | 15 |
| 3 | 7 | 6 | 5 | 17 | 4 | 12 | 1100 | 7 |
| 6 | 8 | 4 | 9 | 7 | 7 | 6 | 1130 | 10 |
| 3 | 4 | 12 | 4 | 12 | 8 | 13 | 1200 | 7 |
| 6 | 10 | 5 | 6 | 15 | 9 | 1 | 1230 | 8 |
| 9 | 14 | 6 | 8 | 15 | 8 | 5 | 1300 | 19 |
| 14 | 7 | 5 | 6 | 18 | 9 | 13 | 1330 | 23 |
| 16 | 19 | 10 | 18 | 13 | 15 | 17 | 1400 | 26 |
| 13 | 16 | 8 | 2 | 12 | 10 | 15 | 1430 | 37 |
| 16 | 11 | 2 | 11 | 24 | 15 | 11 | 1500 | 23 |
| 13 | 4 | 4 | 4 | 10 | 6 | 10 | 1530 | 15 |
| 14 | 6 | 8 | 10 | 17 | 7 | 7 | 1600 | 21 |
| 5 | 7 | 9 | 5 | 11 | 16 | 9 | 1630 | 14 |
| 9 | 5 | 12 | 7 | 14 | 13 | 11 | 1700 | 17 |
| 5 | 6 | 6 | 26 | 15 | 15 | 5 | 1730 | 10 |
| 13 | 12 | 14 | 42 | 14 | 11 | 5 | 1800 | 21 |
| 21 | 11 | 32 | 16 | 29 | 11 | 8 | 1830 | 36 |
| 23 | 7 | 44 | 12 | 14 | 16 | 2 | 1900 | 27 |
| 19 | 8 | 18 | 16 | 11 | 10 | 12 | 1930 | 14 |
| 17 | 7 | 12 | 14 | 16 | 4 | 30 | 2000 | 16 |
| 12 | 4 | 24 | 5 | 2 | 2 | 60 | 2030 | 15 |
| 11 | 1 | 19 | 3 | 6 | 6 | 25 | 2100 | 7 |
| 4 | 4 | 10 | 2 | 4 | 0 | 7 | 2130 | 3 |
| 7 | 11 | 6 | 6 | 0 | 4 | 2 | 2200 | 1 |
| 1 | 0 | 7 | 5 | 4 | 0 | 3 | 2230 | 1 |


| 2 | 2 | 6 | 1 | 11 | 0 | 0 | $\mathbf{2 3 0 0}$ | 3 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2 | 0 | 6 | 5 | 2 | 0 | 0 | $\mathbf{2 3 3 0}$ | 1 |
| $\mathbf{2 5 - O c t}$ | $\mathbf{2 6 - O c t}$ | $\mathbf{2 7 - O c t}$ | $\mathbf{2 8 - O c t}$ | $\mathbf{2 9 - O c t}$ | $\mathbf{3 0 - O c t}$ | $\mathbf{3 1 - O c t}$ | Interval | 1-Nov |


| 2-Nov | 3-Nov | 4-Nov | 5-Nov | 6-Nov | 7-Nov | 8-Nov | 9-Nov | 10-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 4 | 19 | 10 | 0 | 1 | 6 | 8 | 7 |
| 1 | 0 | 17 | 38 | 0 | 1 | 31 | 5 | 10 |
| 0 | 0 | 9 | 16 | 0 | 1 | 37 | 4 | 13 |
| 1 | 3 | 2 | 15 | 0 | 0 | 14 | 7 | 4 |
| 0 | 2 | 4 | 6 | 0 | 0 | 11 | 4 | 6 |
| 0 | 7 | 1 | 4 | 0 | 1 | 9 | 1 | 5 |
| 0 | 3 | 6 | 4 | 1 | 0 | 5 | 9 | 3 |
| 0 | 4 | 8 | 3 | 1 | 2 | 6 | 2 | 3 |
| 0 | 1 | 3 | 5 | 1 | 3 | 6 | 2 | 4 |
| 1 | 1 | 5 | 7 | 0 | 0 | 5 | 1 | 2 |
| 6 | 3 | 1 | 8 | 3 | 1 | 12 | 3 | 4 |
| 2 | 0 | 11 | 5 | 1 | 3 | 7 | 4 | 6 |
| 1 | 4 | 6 | 8 | 4 | 7 | 4 | 7 | 4 |
| 1 | 8 | 11 | 15 | 6 | 6 | 13 | 10 | 9 |
| 4 | 9 | 20 | 21 | 3 | 13 | 19 | 9 | 19 |
| 7 | 13 | 19 | 30 | 5 | 19 | 16 | 16 | 23 |
| 9 | 17 | 37 | 23 | 9 | 13 | 14 | 12 | 23 |
| 8 | 12 | 47 | 24 | 8 | 13 | 30 | 9 | 26 |
| 14 | 27 | 53 | 20 | 14 | 26 | 16 | 17 | 31 |
| 12 | 30 | 53 | 23 | 15 | 29 | 10 | 9 | 24 |
| 18 | 31 | 43 | 22 | 13 | 24 | 16 | 9 | 32 |
| 12 | 19 | 42 | 20 | 27 | 24 | 9 | 6 | 34 |
| 16 | 26 | 38 | 18 | 23 | 23 | 8 | 11 | 28 |
| 15 | 15 | 52 | 25 | 13 | 8 | 7 | 7 | 29 |
| 22 | 14 | 41 | 21 | 14 | 20 | 5 | 8 | 19 |
| 18 | 35 | 33 | 25 | 12 | 13 | 5 | 8 | 23 |
| 10 | 27 | 27 | 35 | 16 | 17 | 7 | 9 | 23 |
| 11 | 32 | 39 | 27 | 11 | 10 | 11 | 8 | 13 |
| 17 | 23 | 29 | 17 | 19 | 17 | 12 | 8 | 8 |
| 18 | 23 | 27 | 16 | 22 | 23 | 7 | 11 | 6 |
| 15 | 27 | 26 | 22 | 14 | 24 | 10 | 11 | 3 |
| 29 | 17 | 19 | 28 | 18 | 19 | 18 | 19 | 5 |
| 25 | 13 | 20 | 22 | 16 | 23 | 14 | 12 | 8 |
| 13 | 18 | 14 | 24 | 14 | 21 | 13 | 24 | 11 |
| 11 | 24 | 20 | 27 | 10 | 38 | 11 | 18 | 9 |
| 15 | 14 | 26 | 27 | 20 | 40 | 13 | 23 | 10 |
| 14 | 13 | 22 | 22 | 20 | 35 | 15 | 44 | 14 |
| 24 | 17 | 21 | 35 | 35 | 35 | 21 | 24 | 25 |
| 32 | 9 | 21 | 15 | 37 | 32 | 36 | 29 | 17 |
| 43 | 11 | 32 | 10 | 45 | 33 | 21 | 12 | 7 |
| 24 | 14 | 30 | 11 | 5 | 31 | 22 | 12 | 12 |
| 10 | 18 | 11 | 4 | 6 | 26 | 16 | 8 | 23 |
| 8 | 26 | 13 | 6 | 5 | 41 | 20 | 6 | 18 |
| 7 | 50 | 15 | 4 | 8 | 36 | 11 | 24 | 19 |
| 13 | 68 | 5 | 2 | 6 | 9 | 7 | 22 | 8 |
| 11 | 57 | 6 | 3 | 2 | 6 | 1 | 26 | 7 |


| 5 | 34 | 3 | 2 | 10 | 2 | 9 | 17 | 5 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 4 | 15 | 2 | 1 | 5 | 5 | 8 | 13 | 4 |
| 2-Nov | 3-Nov | 4-Nov | 5-Nov | 6-Nov | 7-Nov | 8-Nov | 9-Nov | 10-Nov |


| 11-Nov | 12-Nov | 13-Nov | 14-Nov | 15-Nov | Interval | 16-Nov | 17-Nov | 18-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 5 | 12 | 1 | 5 | 1 | 0 | 0 | 4 | 0 |
| 9 | 15 | 2 | 3 | 3 | 30 | 0 | 2 | 4 |
| 9 | 4 | 3 | 2 | 3 | 100 | 0 | 3 | 4 |
| 10 | 1 | 7 | 1 | 2 | 130 | 0 | 3 | 1 |
| 6 | 1 | 4 | 0 | 1 | 200 | 0 | 3 | 0 |
| 17 | 1 | 0 | 1 | 1 | 230 | 0 | 2 | 1 |
| 9 | 0 | 0 | 0 | 2 | 300 | 0 | 1 | 0 |
| 12 | 1 | 2 | 3 | 4 | 330 | 0 | 2 | 4 |
| 5 | 2 | 5 | 3 | 0 | 400 | 0 | 0 | 1 |
| 1 | 1 | 0 | 1 | 2 | 430 | 0 | 0 | 2 |
| 1 | 0 | 3 | 3 | 5 | 500 | 0 | 0 | 3 |
| 8 | 0 | 8 | 0 | 4 | 530 | 2 | 1 | 3 |
| 9 | 0 | 7 | 3 | 8 | 600 | 0 | 4 | 1 |
| 8 | 0 | 7 | 6 | 10 | 630 | 2 | 2 | 2 |
| 13 | 8 | 11 | 2 | 8 | 700 | 3 | 3 | 2 |
| 21 | 6 | 21 | 6 | 17 | 730 | 2 | 14 | 5 |
| 20 | 14 | 27 | 17 | 10 | 800 | 6 | 13 | 4 |
| 32 | 14 | 22 | 8 | 14 | 830 | 6 | 14 | 10 |
| 22 | 9 | 16 | 14 | 19 | 900 | 14 | 15 | 4 |
| 39 | 9 | 21 | 11 | 18 | 930 | 5 | 15 | 10 |
| 17 | 7 | 19 | 16 | 16 | 1000 | 13 | 18 | 9 |
| 26 | 10 | 13 | 25 | 24 | 1030 | 9 | 6 | 17 |
| 23 | 13 | 15 | 14 | 21 | 1100 | 7 | 11 | 21 |
| 27 | 14 | 14 | 9 | 7 | 1130 | 10 | 1 | 14 |
| 12 | 15 | 9 | 23 | 14 | 1200 | 12 | 10 | 20 |
| 3 | 13 | 13 | 18 | 16 | 1230 | 10 | 4 | 9 |
| 1 | 5 | 5 | 22 | 9 | 1300 | 4 | 15 | 3 |
| 11 | 6 | 12 | 25 | 33 | 1330 | 7 | 4 | 4 |
| 13 | 9 | 13 | 34 | 22 | 1400 | 3 | 4 | 6 |
| 15 | 11 | 16 | 28 | 14 | 1430 | 5 | 6 | 7 |
| 7 | 9 | 23 | 22 | 17 | 1500 | 12 | 6 | 2 |
| 10 | 17 | 24 | 36 | 19 | 1530 | 8 | 6 | 9 |
| 10 | 22 | 12 | 17 | 30 | 1600 | 18 | 8 | 14 |
| 7 | 17 | 19 | 17 | 26 | 1630 | 8 | 4 | 16 |
| 20 | 14 | 26 | 30 | 46 | 1700 | 14 | 11 | 15 |
| 12 | 14 | 28 | 31 | 20 | 1730 | 15 | 11 | 19 |
| 16 | 14 | 28 | 35 | 14 | 1800 | 19 | 20 | 10 |
| 22 | 12 | 14 | 47 | 22 | 1830 | 10 | 27 | 30 |
| 13 | 13 | 20 | 51 | 20 | 1900 | 21 | 27 | 24 |
| 9 | 7 | 10 | 47 | 15 | 1930 | 5 | 11 | 8 |
| 15 | 21 | 20 | 59 | 7 | 2000 | 10 | 16 | 9 |
| 6 | 13 | 19 | 24 | 12 | 2030 | 5 | 9 | 3 |
| 5 | 26 | 12 | 14 | 6 | 2100 | 8 | 7 | 13 |
| 10 | 39 | 6 | 34 | 4 | 2130 | 6 | 6 | 4 |
| 9 | 6 | 3 | 20 | 0 | 2200 | 9 | 6 | 5 |
| 10 | 3 | 3 | 13 | 1 | 2230 | 22 | 4 | 6 |


| 7 | 1 | 3 | 4 | 2 | 2300 | 4 | 5 | 1 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 20 | 2 | 1 | 4 | 1 | 2330 | 2 | 2 | 1 |
| 11-Nov | 12-Nov | 13-Nov | 14-Nov | 15-Nov | Interval | 16-Nov | 17-Nov | 18-Nov |


| 19-Nov | 20-Nov | 21-Nov | 22-Nov | 23-Nov | 24-Nov | 25-Nov | 26-Nov | 27-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 1 | 2 | 0 | 9 | 0 | 7 | 0 | 2 |
| 1 | 0 | 5 | 4 | 6 | 2 | 6 | 1 | 1 |
| 1 | 0 | 3 | 0 | 6 | 1 | 1 | 1 | 1 |
| 1 | 1 | 3 | 0 | 3 | 1 | 5 | 0 | 1 |
| 0 | 1 | 0 | 0 | 1 | 1 | 4 | 0 | 1 |
| 0 | 0 | 2 | 0 | 1 | 1 | 2 | 1 | 0 |
| 2 | 1 | 3 | 0 | 0 | 3 | 3 | 0 | 0 |
| 1 | 0 | 3 | 0 | 1 | 2 | 1 | 0 | 0 |
| 2 | 0 | 2 | 0 | 4 | 3 | 12 | 0 | 1 |
| 0 | 1 | 2 | 2 | 0 | 0 | 1 | 4 | 1 |
| 0 | 0 | 3 | 1 | 1 | 0 | 2 | 2 | 1 |
| 2 | 0 | 6 | 0 | 5 | 0 | 1 | 2 | 1 |
| 4 | 0 | 6 | 1 | 6 | 0 | 0 | 0 | 1 |
| 2 | 3 | 10 | 3 | 8 | 2 | 3 | 0 | 0 |
| 4 | 5 | 20 | 3 | 10 | 2 | 9 | 1 | 1 |
| 8 | 8 | 16 | 0 | 20 | 6 | 22 | 8 | 5 |
| 11 | 11 | 20 | 3 | 20 | 8 | 38 | 2 | 9 |
| 8 | 10 | 12 | 2 | 25 | 5 | 73 | 4 | 6 |
| 10 | 4 | 14 | 9 | 24 | 13 | 98 | 6 | 5 |
| 15 | 6 | 11 | 5 | 28 | 9 | 107 | 6 | 8 |
| 16 | 10 | 11 | 4 | 24 | 8 | 114 | 6 | 9 |
| 14 | 12 | 12 | 3 | 24 | 6 | 106 | 7 | 7 |
| 13 | 11 | 12 | 5 | 25 | 9 | 116 | 9 | 7 |
| 14 | 10 | 9 | 7 | 20 | 3 | 132 | 8 | 10 |
| 12 | 8 | 18 | 8 | 25 | 7 | 134 | 7 | 8 |
| 8 | 11 | 15 | 0 | 23 | 6 | 126 | 11 | 8 |
| 13 | 9 | 8 | 1 | 27 | 10 | 125 | 8 | 6 |
| 14 | 17 | 5 | 1 | 32 | 8 | 154 | 11 | 18 |
| 6 | 7 | 5 | 3 | 19 | 11 | 114 | 10 | 6 |
| 6 | 4 | 7 | 2 | 28 | 11 | 108 | 19 | 9 |
| 12 | 6 | 8 | 0 | 34 | 12 | 98 | 14 | 23 |
| 8 | 6 | 4 | 2 | 26 | 6 | 103 | 9 | 20 |
| 6 | 10 | 3 | 11 | 29 | 8 | 73 | 16 | 17 |
| 6 | 14 | 3 | 21 | 24 | 4 | 75 | 11 | 22 |
| 7 | 2 | 1 | 17 | 17 | 8 | 54 | 13 | 26 |
| 6 | 6 | 7 | 11 | 24 | 9 | 38 | 18 | 22 |
| 7 | 7 | 5 | 7 | 20 | 16 | 24 | 21 | 23 |
| 11 | 11 | 10 | 7 | 35 | 8 | 15 | 12 | 32 |
| 8 | 5 | 8 | 10 | 37 | 11 | 9 | 13 | 30 |
| 7 | 4 | 9 | 5 | 25 | 9 | 14 | 7 | 31 |
| 29 | 4 | 5 | 6 | 24 | 6 | 7 | 14 | 35 |
| 11 | 5 | 6 | 3 | 17 | 11 | 5 | 8 | 48 |
| 36 | 20 | 20 | 2 | 12 | 4 | 7 | 3 | 59 |
| 27 | 12 | 5 | 1 | 18 | 3 | 3 | 0 | 17 |
| 20 | 2 | 3 | 2 | 42 | 12 | 1 | 1 | 7 |
| 19 | 1 | 2 | 3 | 8 | 8 | 0 | 0 | 5 |


| 5 | 1 | 0 | 3 | 12 | 5 | 1 | 2 | 1 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | 14 | 5 | 3 | 1 | 1 | 1 |
| 19-Nov | 20-Nov | 21-Nov | 22-Nov | 23-Nov | 24-Nov | 25-Nov | 26-Nov | 27-Nov |


| 28-Nov | 29-Nov | 30-Nov | Interval | 1-Dec | 2-Dec | 3-Dec | 4-Dec | 5-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 2 | 1 | 0 | 1 | 2 | 0 | 3 | 1 |
| 2 | 3 | 2 | 30 | 2 | 4 | 0 | 0 | 1 |
| 1 | 1 | 0 | 100 | 1 | 1 | 0 | 0 | 0 |
| 1 | 3 | 0 | 130 | 1 | 1 | 0 | 8 | 2 |
| 1 | 1 | 0 | 200 | 5 | 1 | 2 | 6 | 1 |
| 0 | 3 | 2 | 230 | 1 | 0 | 1 | 0 | 1 |
| 0 | 0 | 0 | 300 | 4 | 1 | 4 | 1 | 0 |
| 1 | 1 | 0 | 330 | 1 | 0 | 0 | 2 | 0 |
| 3 | 0 | 0 | 400 | 2 | 1 | 0 | 0 | 1 |
| 2 | 2 | 0 | 430 | 4 | 73 | 0 | 0 | 0 |
| 4 | 0 | 1 | 500 | 2 | 2 | 1 | 1 | 2 |
| 1 | 2 | 0 | 530 | 0 | 3 | 2 | 2 | 0 |
| 4 | 2 | 3 | 600 | 2 | 2 | 2 | 3 | 0 |
| 3 | 4 | 5 | 630 | 1 | 2 | 1 | 4 | 0 |
| 3 | 3 | 8 | 700 | 7 | 4 | 18 | 4 | 4 |
| 3 | 7 | 5 | 730 | 5 | 3 | 29 | 2 | 8 |
| 2 | 6 | 2 | 800 | 10 | 4 | 29 | 4 | 4 |
| 8 | 8 | 8 | 830 | 12 | 1 | 27 | 5 | 4 |
| 6 | 11 | 12 | 900 | 8 | 4 | 33 | 8 | 2 |
| 13 | 5 | 7 | 930 | 18 | 9 | 34 | 3 | 4 |
| 6 | 10 | 5 | 1000 | 13 | 5 | 24 | 9 | 4 |
| 4 | 10 | 14 | 1030 | 8 | 5 | 8 | 6 | 5 |
| 5 | 7 | 3 | 1100 | 12 | 4 | 9 | 4 | 8 |
| 8 | 4 | 8 | 1130 | 2 | 4 | 7 | 13 | 8 |
| 8 | 4 | 12 | 1200 | 3 | 8 | 6 | 5 | 6 |
| 6 | 7 | 13 | 1230 | 3 | 3 | 6 | 6 | 7 |
| 5 | 3 | 8 | 1300 | 7 | 5 | 6 | 19 | 6 |
| 9 | 6 | 7 | 1330 | 6 | 9 | 15 | 8 | 5 |
| 8 | 2 | 11 | 1400 | 5 | 8 | 11 | 17 | 6 |
| 9 | 3 | 6 | 1430 | 2 | 18 | 7 | 10 | 8 |
| 7 | 12 | 8 | 1500 | 47 | 9 | 15 | 10 | 7 |
| 7 | 8 | 9 | 1530 | 90 | 8 | 11 | 13 | 13 |
| 4 | 3 | 8 | 1600 | 43 | 8 | 13 | 9 | 13 |
| 9 | 8 | 4 | 1630 | 22 | 60 | 9 | 9 | 7 |
| 7 | 4 | 11 | 1700 | 18 | 58 | 22 | 14 | 7 |
| 10 | 5 | 8 | 1730 | 2 | 4 | 23 | 19 | 9 |
| 7 | 9 | 2 | 1800 | 9 | 6 | 23 | 5 | 7 |
| 7 | 7 | 6 | 1830 | 9 | 6 | 41 | 18 | 14 |
| 17 | 14 | 4 | 1900 | 6 | 14 | 11 | 23 | 8 |
| 12 | 8 | 4 | 1930 | 13 | 10 | 8 | 28 | 9 |
| 16 | 11 | 0 | 2000 | 16 | 6 | 5 | 12 | 5 |
| 14 | 14 | 3 | 2030 | 6 | 4 | 11 | 10 | 4 |
| 11 | 12 | 4 | 2100 | 5 | 4 | 6 | 14 | 0 |
| 3 | 10 | 3 | 2130 | 4 | 1 | 1 | 23 | 0 |
| 1 | 3 | 2 | 2200 | 6 | 1 | 3 | 16 | 5 |
| 13 | 1 | 1 | 2230 | 6 | 2 | 5 | 4 | 5 |


| 13 | 1 | 1 | $\mathbf{2 3 0 0}$ | 10 | 1 | 4 | 1 | 0 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 7 | 1 | 2 | $\mathbf{2 3 3 0}$ | 8 | 0 | 1 | 4 | 4 |
| 28-Nov | 29-Nov | 30-Nov | Interval | 1-Dec | 2-Dec | 3-Dec | 4-Dec | 5-Dec |


| 6-Dec | 7-Dec | 8-Dec | 9-Dec | 10-Dec | 11-Dec | 12-Dec | 13-Dec | 14-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2 | 2 | 0 | 1 | 1 | 0 | 2 | 5 | 3 |
| 2 | 1 | 1 | 0 | 2 | 1 | 0 | 3 | 2 |
| 2 | 1 | 1 | 2 | 0 | 1 | 0 | 1 | 8 |
| 1 | 1 | 2 | 0 | 3 | 1 | 1 | 2 | 5 |
| 0 | 4 | 0 | 1 | 1 | 3 | 0 | 1 | 3 |
| 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 0 | 0 | 0 | 1 | 1 | 1 | 1 | 2 | 1 |
| 0 | 1 | 1 | 0 | 0 | 2 | 0 | 1 | 3 |
| 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 1 | 6 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| 0 | 3 | 0 | 1 | 1 | 4 | 1 | 0 | 2 |
| 2 | 4 | 0 | 0 | 2 | 4 | 0 | 0 | 2 |
| 2 | 3 | 1 | 3 | 0 | 4 | 2 | 0 | 5 |
| 1 | 10 | 2 | 2 | 0 | 3 | 1 | 0 | 4 |
| 2 | 3 | 5 | 1 | 3 | 4 | 2 | 1 | 4 |
| 8 | 7 | 4 | 8 | 2 | 1 | 5 | 3 | 5 |
| 8 | 9 | 4 | 8 | 9 | 3 | 3 | 4 | 5 |
| 8 | 14 | 6 | 3 | 3 | 13 | 4 | 13 | 2 |
| 12 | 14 | 10 | 14 | 6 | 5 | 10 | 11 | 14 |
| 13 | 11 | 15 | 9 | 11 | 5 | 8 | 8 | 13 |
| 11 | 12 | 19 | 19 | 10 | 8 | 5 | 9 | 16 |
| 10 | 16 | 18 | 14 | 7 | 8 | 6 | 13 | 16 |
| 9 | 11 | 23 | 11 | 6 | 13 | 10 | 16 | 21 |
| 12 | 10 | 14 | 14 | 13 | 17 | 6 | 12 | 7 |
| 8 | 8 | 20 | 12 | 10 | 7 | 5 | 15 | 13 |
| 13 | 11 | 17 | 15 | 4 | 13 | 7 | 11 | 14 |
| 9 | 12 | 19 | 25 | 8 | 9 | 3 | 13 | 17 |
| 13 | 7 | 25 | 17 | 4 | 7 | 8 | 9 | 18 |
| 29 | 8 | 18 | 32 | 8 | 9 | 9 | 10 | 14 |
| 21 | 12 | 23 | 26 | 9 | 6 | 9 | 13 | 11 |
| 21 | 7 | 14 | 34 | 10 | 5 | 11 | 12 | 16 |
| 27 | 16 | 15 | 26 | 10 | 7 | 17 | 12 | 22 |
| 33 | 12 | 10 | 31 | 10 | 6 | 7 | 11 | 17 |
| 32 | 6 | 38 | 25 | 10 | 6 | 5 | 6 | 16 |
| 25 | 7 | 21 | 22 | 10 | 5 | 7 | 7 | 9 |
| 20 | 14 | 20 | 9 | 9 | 6 | 9 | 3 | 12 |
| 212 | 22 | 12 | 44 | 8 | 14 | 12 | 6 | 14 |
| 80 | 52 | 13 | 13 | 11 | 27 | 9 | 11 | 26 |
| 75 | 46 | 13 | 17 | 8 | 21 | 10 | 11 | 23 |
| 35 | 36 | 12 | 7 | 7 | 17 | 6 | 15 | 13 |
| 21 | 10 | 8 | 14 | 9 | 20 | 6 | 12 | 8 |
| 25 | 7 | 34 | 13 | 14 | 20 | 3 | 10 | 2 |
| 23 | 4 | 9 | 14 | 14 | 21 | 4 | 10 | 6 |
| 18 | 2 | 26 | 3 | 8 | 10 | 4 | 11 | 9 |
| 7 | 5 | 25 | 7 | 9 | 9 | 1 | 4 | 2 |
| 9 | 1 | 17 | 2 | 6 | 2 | 2 | 9 | 2 |


| 3 | 6 | 1 | 2 | 2 | 1 | 1 | 7 | 10 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 3 | 5 | 3 | 1 | 1 | 0 | 4 | 9 | 8 |
| 6-Dec | 7-Dec | 8-Dec | 9-Dec | 10-Dec | 11-Dec | 12-Dec | 13-Dec | 14-Dec |


| 15-Dec | Interval | 16-Dec | 17-Dec | 18-Dec | 19-Dec | 20-Dec | 21-Dec | 22-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 | 0 | 4 | 4 | 3 | 2 | 1 | 2 | 2 |
| 1 | 30 | 4 | 4 | 1 | 0 | 0 | 1 | 3 |
| 1 | 100 | 4 | 4 | 1 | 0 | 0 | 1 | 1 |
| 1 | 130 | 0 | 0 | 0 | 0 | 0 | 2 | 0 |
| 1 | 200 | 0 | 0 | 1 | 2 | 3 | 0 | 0 |
| 0 | 230 | 0 | 0 | 0 | 0 | 2 | 2 | 1 |
| 0 | 300 | 0 | 0 | 1 | 0 | 1 | 0 | 0 |
| 0 | 330 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| 1 | 400 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| 0 | 430 | 1 | 1 | 1 | 0 | 1 | 6 | 1 |
| 0 | 500 | 1 | 1 | 1 | 0 | 1 | 8 | 0 |
| 1 | 530 | 4 | 4 | 0 | 0 | 0 | 2 | 0 |
| 1 | 600 | 6 | 6 | 0 | 0 | 2 | 2 | 1 |
| 2 | 630 | 5 | 5 | 0 | 0 | 2 | 1 | 3 |
| 2 | 700 | 5 | 5 | 3 | 1 | 5 | 1 | 2 |
| 1 | 730 | 10 | 10 | 1 | 4 | 7 | 3 | 3 |
| 4 | 800 | 13 | 13 | 2 | 1 | 8 | 3 | 8 |
| 6 | 830 | 22 | 22 | 7 | 5 | 14 | 1 | 4 |
| 17 | 900 | 16 | 16 | 9 | 4 | 10 | 4 | 14 |
| 18 | 930 | 26 | 26 | 5 | 6 | 5 | 5 | 10 |
| 8 | 1000 | 21 | 21 | 9 | 7 | 8 | 6 | 9 |
| 10 | 1030 | 13 | 13 | 8 | 6 | 7 | 11 | 7 |
| 5 | 1100 | 13 | 13 | 7 | 3 | 10 | 9 | 7 |
| 7 | 1130 | 14 | 14 | 12 | 8 | 6 | 14 | 4 |
| 9 | 1200 | 7 | 7 | 9 | 3 | 9 | 6 | 6 |
| 15 | 1230 | 9 | 9 | 7 | 7 | 6 | 3 | 3 |
| 12 | 1300 | 13 | 13 | 3 | 7 | 14 | 8 | 10 |
| 19 | 1330 | 10 | 10 | 6 | 12 | 14 | 9 | 19 |
| 20 | 1400 | 11 | 11 | 6 | 12 | 16 | 9 | 20 |
| 12 | 1430 | 6 | 6 | 12 | 16 | 6 | 4 | 17 |
| 22 | 1500 | 3 | 3 | 5 | 17 | 14 | 3 | 21 |
| 17 | 1530 | 7 | 7 | 8 | 29 | 7 | 6 | 25 |
| 21 | 1600 | 17 | 17 | 11 | 35 | 11 | 13 | 22 |
| 17 | 1630 | 25 | 25 | 15 | 21 | 6 | 5 | 26 |
| 11 | 1700 | 19 | 19 | 19 | 31 | 7 | 7 | 24 |
| 15 | 1730 | 10 | 10 | 16 | 22 | 10 | 6 | 20 |
| 23 | 1800 | 14 | 14 | 10 | 14 | 15 | 4 | 24 |
| 20 | 1830 | 19 | 19 | 12 | 21 | 6 | 19 | 20 |
| 27 | 1900 | 12 | 12 | 9 | 16 | 21 | 16 | 40 |
| 6 | 1930 | 16 | 16 | 20 | 19 | 39 | 7 | 22 |
| 7 | 2000 | 10 | 10 | 25 | 19 | 33 | 11 | 17 |
| 8 | 2030 | 3 | 3 | 25 | 7 | 19 | 3 | 24 |
| 9 | 2100 | 5 | 5 | 28 | 1 | 4 | 5 | 18 |
| 6 | 2130 | 1 | 1 | 17 | 6 | 1 | 6 | 8 |
| 7 | 2200 | 0 | 0 | 8 | 4 | 2 | 5 | 5 |
| 10 | 2230 | 7 | 7 | 5 | 7 | 4 | 8 | 5 |


| 3 | $\mathbf{2 3 0 0}$ | 1 | 1 | 2 | 0 | 1 | 2 | 4 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 6 | $\mathbf{2 3 3 0}$ | 2 | 2 | 2 | 1 | 1 | 2 | 8 |
| 15-Dec | Interval | 16-Dec | 17-Dec | 18-Dec | 19-Dec | 20-Dec | 21-Dec | 22-Dec |


| 23-Dec | 24-Dec | 25-Dec | 26-Dec | 27-Dec | 28-Dec | 29-Dec | 30-Dec | 31-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 |  | 0 | 3 | 0 | 3 | 4 | 24 | 2 |
| 2 |  | 1 | 1 | 1 | 3 | 7 | 24 | 1 |
| 4 |  | 1 | 0 | 1 | 2 | 14 | 26 | 0 |
| 2 |  | 1 | 0 | 3 | 1 | 25 | 0 | 2 |
| 0 |  | 1 | 0 | 12 | 0 | 13 | 1 | 1 |
| 3 |  | 0 | 1 | 7 | 1 | 14 | 1 | 1 |
| 1 |  | 0 | 0 | 9 | 1 | 3 | 2 | 1 |
| 5 |  | 0 | 1 | 5 | 0 | 11 | 3 | 0 |
| 1 |  | 3 | 0 | 5 | 2 | 4 | 2 | 1 |
| 3 |  | 3 | 1 | 4 | 0 | 5 | 4 | 1 |
| 1 |  | 2 | 1 | 1 | 0 | 7 | 5 | 2 |
| 1 |  | 0 | 2 | 4 | 4 | 10 | 5 | 4 |
| 3 |  | 2 | 2 | 8 | 1 | 13 | 1 | 2 |
| 5 |  | 0 | 4 | 5 | 5 | 17 | 1 | 9 |
| 10 |  | 2 | 9 | 11 | 4 | 21 | 6 | 7 |
| 14 |  | 7 | 13 | 18 | 7 | 47 | 18 | 8 |
| 11 |  | 1 | 33 | 23 | 9 | 30 | 19 | 10 |
| 17 |  | 5 | 20 | 16 | 15 | 48 | 34 | 16 |
| 18 |  | 13 | 22 | 31 | 26 | 50 | 36 | 15 |
| 21 |  | 18 | 27 | 33 | 27 | 57 | 35 | 32 |
| 29 |  | 8 | 15 | 16 | 26 | 51 | 40 | 22 |
| 14 |  | 11 | 25 | 15 | 36 | 43 | 28 | 11 |
| 14 |  | 15 | 15 | 11 | 39 | 54 | 25 | 10 |
| 19 |  | 5 | 8 | 15 | 45 | 43 | 24 | 13 |
| 11 |  | 5 | 9 | 13 | 31 | 46 | 22 | 12 |
| 9 |  | 20 | 6 | 11 | 64 | 32 | 9 | 16 |
| 8 |  | 6 | 8 | 14 | 84 | 24 | 15 | 12 |
| 9 |  | 6 | 14 | 12 | 72 | 33 | 18 | 13 |
| 10 |  | 14 | 19 | 11 | 107 | 27 | 19 | 11 |
| 15 |  | 20 | 22 | 13 | 68 | 28 | 8 | 8 |
| 6 |  | 8 | 24 | 15 | 57 | 62 | 21 | 10 |
| 1 |  | 24 | 20 | 12 | 54 | 28 | 13 | 20 |
| 4 |  | 19 | 19 | 6 | 55 | 19 | 7 | 11 |
| 9 |  | 20 | 23 | 17 | 50 | 24 | 6 | 6 |
| 1 |  | 19 | 21 | 22 | 48 | 28 | 7 | 8 |
| 11 |  | 23 | 28 | 17 | 58 | 18 | 17 | 8 |
| 12 |  | 12 | 20 | 10 | 54 | 20 | 10 | 5 |
| 20 |  | 16 | 13 | 21 | 71 | 28 | 27 | 13 |
| 17 |  | 10 | 16 | 28 | 67 | 30 | 26 | 24 |
| 41 |  | 14 | 20 | 23 | 61 | 26 | 32 | 3 |
| 7 |  | 22 | 16 | 24 | 68 | 21 | 7 | 7 |
| 2 |  | 7 | 8 | 19 | 57 | 15 | 8 | 4 |
| 0 |  | 11 | 1 | 21 | 63 | 28 | 9 | 6 |
| 1 |  | 12 | 6 | 5 | 31 | 15 | 14 | 2 |
| 4 |  | 3 | 3 | 7 | 27 | 19 | 11 | 1 |
| 2 |  | 6 | 5 | 6 | 29 | 22 | 8 | 1 |


| 1 |  | 4 | 0 | 3 | 15 | 12 | 4 | 6 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1 |  | 3 | 1 | 5 | 2 | 18 | 7 | 4 |
| 23-Dec | 24-Dec | 25-Dec | 26-Dec | 27-Dec | 28-Dec | 29-Dec | 30-Dec | 31-Dec |


| Interval |
| :---: |
| 0 |
| 30 |
| 100 |
| 130 |
| 200 |
| 230 |
| 300 |
| 330 |
| 400 |
| 430 |
| 500 |
| 530 |
| 600 |
| 630 |
| 700 |
| 730 |
| 800 |
| 830 |
| 900 |
| 930 |
| 1000 |
| 1030 |
| 1100 |
| 1130 |
| 1200 |
| 1230 |
| 1300 |
| 1330 |
| 1400 |
| 1430 |
| 1500 |
| 1530 |
| 1600 |
| 1630 |
| 1700 |
| 1730 |
| 1800 |
| 1830 |
| 1900 |
| 1930 |
| 2000 |
| 2030 |
| 2100 |
| 2130 |
| 2200 |
| 2230 |


| Interval | 1-Aug | 2-Aug | 3-Aug | 4-Aug | 5-Aug | 6-Aug | 7-Aug | 8-Aug |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 1:19 | 3:49 | 3:10 | 2:38 | 5:29 | 5:00 | 4:45 | 3:07 |
| 30 | 5:55 | 4:10 | 3:22 | 2:19 | 3:48 | 3:40 |  | 3:34 |
| 100 | 2:03 | 5:42 | 1:26 | 3:27 | 5:01 | 4:00 |  | 3:33 |
| 130 | 2:51 | 7:27 | 1:26 | 2:26 | 1:38 | 3:15 | 3:53 | 2:42 |
| 200 |  | :59 | 1:54 | 3:45 | 5:08 | 2:20 |  |  |
| 230 | 3:43 |  | 1:24 | 2:04 | 2:33 | 5:38 |  | 2:44 |
| 300 | 3:50 | 2:54 | 1:58 | 2:08 | 3:59 | 2:42 |  | 2:22 |
| 330 | 3:28 | 3:41 | 6:02 | 1:25 | 3:22 | 1:59 | 2:17 | 4:16 |
| 400 | 3:20 | 3:50 | 3:01 | 1:47 | 3:00 | 3:04 | 4:33 | 3:13 |
| 430 | 6:02 | 4:46 | 1:25 | 1:23 | 4:06 | 3:44 | 4:07 | 4:30 |
| 500 | 5:38 | 1:44 | 7:38 | 1:36 | 5:13 | 3:15 | :45 | 1:07 |
| 530 | 5:37 | 4:48 | 4:36 | 2:21 | 3:05 | 2:23 | 2:53 | 2:43 |
| 600 | 3:51 | 4:20 | 3:57 | 1:18 | 3:41 | 3:42 | 5:37 | 2:46 |
| 630 | 3:50 | 4:03 | 3:35 | 4:01 | 3:54 | 5:55 | 4:19 | 4:55 |
| 700 | 3:50 | 5:44 | 2:59 | 5:52 | 5:01 | 5:19 | 6:11 | 3:57 |
| 730 | 5:03 | 4:47 | 4:30 | 3:01 | 3:11 | 5:50 | 4:11 | 5:17 |
| 800 | 5:07 | 5:42 | 5:25 | 5:04 | 4:23 | 6:36 | 4:39 | 5:13 |
| 830 | 9:30 | 11:34 | 5:41 | 6:06 | 2:51 | 5:47 | 5:16 | 8:21 |
| 900 | 8:36 | 4:00 | 6:25 | 5:08 | 3:56 | 5:03 | 6:13 | 6:56 |
| 930 | 6:14 | 6:44 | 5:44 | 8:17 | 3:36 | 5:31 | 4:04 | 9:02 |
| 1000 | 8:11 | 4:48 | 6:18 | 5:27 | 4:23 | 6:41 | 6:15 | 6:34 |
| 1030 | 8:55 | 5:39 | 5:41 | 4:23 | 3:13 | 7:33 | 6:08 | 5:29 |
| 1100 | 8:16 | 7:23 | 5:51 | 4:41 | 5:06 | 6:59 | 7:10 | 8:38 |
| 1130 | 8:31 | 7:17 | 8:36 | 3:22 | 5:09 | 5:29 | 6:58 | 6:11 |
| 1200 | 4:19 | 6:20 | 3:59 | 4:27 | 5:20 | 8:05 | 10:15 | 7:21 |
| 1230 | 8:20 | 3:50 | 4:15 | 5:48 | 3:50 | 6:46 | 4:04 | 3:41 |
| 1300 | 7:41 | 8:48 | 5:08 | 3:47 | 3:09 | 7:48 | 4:39 | 7:20 |
| 1330 | 7:50 | 3:07 | 6:46 | 4:44 | 2:47 | 5:30 | 6:37 | 5:56 |
| 1400 | 7:09 | 7:14 | 4:48 | 3:48 | 6:56 | 5:43 | 4:47 | 8:04 |
| 1430 | 8:17 | 4:36 | 5:53 | 3:49 | 6:01 | 7:46 | 3:55 | 4:54 |
| 1500 | 5:37 | 5:45 | 6:09 | 3:28 | 4:43 | 4:33 | 3:50 | 8:26 |
| 1530 | 5:36 | 4:40 | 6:05 | 3:40 | 3:12 | 6:54 | 10:48 | 6:58 |
| 1600 | 5:07 | 5:34 | 4:50 | 3:21 | 3:21 | 7:05 | 4:30 | 10:35 |
| 1630 | 6:23 | 4:29 | 4:38 | 4:52 | 4:30 | 8:42 | 6:52 | 7:03 |
| 1700 | 5:06 | 4:30 | 5:59 | 4:36 | 3:53 | 4:41 | 4:06 | 6:13 |
| 1730 | 6:02 | 5:39 | 4:11 | 3:36 | 2:57 | 2:45 | 5:53 | 3:06 |
| 1800 | 5:42 | 2:49 | 5:21 | 4:22 | 3:52 | 1:44 | 4:30 | 7:00 |
| 1830 | 5:52 | 3:08 | 6:35 | 3:32 | 3:15 | 1:52 | 3:54 | 3:08 |
| 1900 | 4:32 | 3:44 | 4:39 | 4:59 | 3:28 | 3:45 | 4:21 | 4:49 |
| 1930 | 4:15 | 4:47 | 5:17 | 6:13 | 4:40 | 4:32 | 4:00 | 4:19 |
| 2000 | 3:16 | 3:00 | 4:40 | 5:31 | 4:03 | 2:11 | 3:57 | 4:03 |
| 2030 | 4:50 | 4:00 | 6:18 | 5:23 | 2:38 | 2:28 | 3:14 | 3:39 |
| 2100 | 3:32 | 3:52 | 3:54 | 3:09 | 3:08 | 2:33 | 4:52 | 6:20 |
| 2130 | 4:33 | 3:13 | 4:57 | 3:37 | 5:02 | 4:41 | 3:22 | 3:59 |
| 2200 | 3:18 | 3:42 | 3:37 | 3:15 | 5:07 | 5:39 | 5:37 | 3:17 |
| 2230 | 4:15 | 2:43 | 4:10 | 9:05 | 4:30 | 5:12 | 4:06 | 4:14 |


| $\mathbf{2 3 0 0}$ | $3: 48$ | $2: 34$ | $2: 16$ | $3: 37$ | $5: 52$ | $6: 12$ | $3: 38$ | $3: 25$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $\mathbf{2 3 3 0}$ | $2: 37$ | $2: 56$ | $2: 54$ | $2: 30$ | $2: 34$ | $4: 02$ | $2: 33$ | $2: 15$ |
| Interval | 1-Aug | 2-Aug | 3-Aug | 4-Aug | 5-Aug | 6-Aug | 7-Aug | 8-Aug |


| 9-Aug | 10-Aug | 11-Aug | 12-Aug | 13-Aug | 14-Aug | 15-Aug | Interval | 16-Aug |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2:55 | 1:28 | 5:58 | 2:54 | 2:02 | 2:58 | 7:43 | 0 | 3:17 |
| 3:36 |  |  | 1:43, | 3:52 | 2:38 | 2:52 | 30 | 4:17 |
| 2:46 | 5:27 |  | 3:29 | 1:28 | 2:24 | 1:54 | 100 | 3:30 |
| 1:24 | 4:52 |  | 4:29 | 4:29 | 2:26 | 2:50 | 130 | 2:51 |
| 2:56 | 3:55 |  | :53 | 1:16 | 2:20 | 6:23 | 200 |  |
| 2:27 | 4:23 |  | 2:51 | 4:26 | 3:23 | 5:48 | 230 |  |
| 3:24 | 2:22 |  | 1:10 | 7:50 | 2:03 | 3:58 | 300 | 12:45 |
| 3:19 |  | 1:38 | 2:06 | 2:15 | 3:07 | 2:06 | 330 | 4:33 |
| 1:58 | 1:17 | 14:18 | 3:03 |  | 4:35 | 2:15 | 400 | 1:34 |
| 4:50 |  |  |  | 3:37 | 5:26 | 2:51 | 430 | 4:42 |
|  | 2:58 |  | 3:23 | 5:55 | 2:38 | :40 | 500 | 1:06 |
| 4:57 | 4:03 | 3:30 | 2:09 | 6:54 | 2:05 | 2:55 | 530 | 1:53 |
| 3:14 | 4:07 | 3:27 | 2:36 | 3:07 | 4:10 | 3:43 | 600 | 3:13 |
| 2:16 | 4:37 | 14:35 | 5:25 | 1:45 | 5:37 | 7:39 | 630 | 4:24 |
| 7:09 | 5:48 | 4:14 | 5:44 | 6:08 | 5:06 | 7:20 | 700 | 3:48 |
| 4:11 | 5:49 | 4:23 | 5:02 | 4:25 | 5:29 | 5:33 | 730 | 5:32 |
| 4:00 | 5:35 | 6:21 | 3:46 | 4:56 | 6:51 | 6:17 | 800 | 4:59 |
| 4:57 | 5:56 | 4:33 | 6:21 | 7:20 | 6:26 | 5:39 | 830 | 8:24 |
| 6:35 | 5:53 | 8:21 | 4:23 | 5:13 | 4:41 | 6:06 | 900 | 7:06 |
| 4:46 | 7:36 | 6:09 | 3:38 | 2:54 | 5:00 | 6:07 | 930 | 6:00 |
| 9:10 | 6:39 | 5:47 | 5:07 | 4:57 | 4:06 | 6:09 | 1000 | 5:17 |
| 9:11 | 4:17 | 6:27 | 3:28 | 6:45 | 6:30 | 10:37 | 1030 | 6:15 |
| 9:02 | 3:56 | 3:39 | 4:25 | 6:10 | 8:06 | 4:43 | 1100 | 4:57 |
| 9:05 | 5:19 | 6:04 | 3:56 | 7:07 | 7:13 | :29 | 1130 | 5:39 |
| 4:59 | 10:10 | 7:56 | 6:00 | 9:52 | 3:09 | 13:06 | 1200 | 4:31 |
| 9:15 | 2:37 | 3:20 | 3:21 | 5:33 | 3:35 | 5:04 | 1230 | 5:06 |
| 4:33 | 6:00 | 7:15 | 4:37 | 4:18 | 3:57 | 8:51 | 1300 | 5:38 |
| 10:24 | 6:15 | 6:58 | 3:29 | 6:21 | 4:10 | 5:36 | 1330 | 6:23 |
| 7:37 | 3:33 | 8:01 | 4:31 | 7:22 | 3:58 | 4:14 | 1400 | 4:46 |
| 5:30 | 10:12 | 5:01 | 4:16 | 6:39 | 8:00 | 5:58 | 1430 | 3:45 |
| 6:04 | 9:30 | 4:42 | 3:18 | 5:06 | 5:34 | 3:43 | 1500 | 5:16 |
| 5:19 | 7:57 | 5:24 | 4:42 | 4:55 | 5:17 | 6:29 | 1530 | 3:15 |
| 6:05 | 3:26 | 2:49 | 3:35 | 5:13 | 5:28 | 6:28 | 1600 | 6:34 |
| 3:48 | 12:45 | 4:39 | 3:44 | 7:08 | 5:46 | 4:49 | 1630 | 6:52 |
| 3:21 | 4:32 | 5:30 | 4:11 | 6:13 | 4:55 | 8:45 | 1700 | 4:44 |
| 3:49 | 4:15 | 4:23 | 3:30 | 3:37 | 6:00 | 6:42 | 1730 | 5:15 |
| 4:01 | 5:14 | 4:12 | 4:16 | 6:05 | 5:26 | 4:29 | 1800 | 5:07 |
| 5:57 | 5:05 | 2:48 | 4:35 | 7:52 | 5:39 | 5:40 | 1830 | 4:46 |
| 3:54 | 6:01 | 5:03 | 4:53 | 6:49 | 5:48 | 5:20 | 1900 | 5:47 |
| 5:36 | 5:39 | 3:43 | 4:31 | 4:01 | 3:55 | 4:11 | 1930 | 2:46 |
| 6:05 | 3:01 | 4:13 | 3:19 | 5:37 | 3:55 | 4:15 | 2000 | 4:05 |
| 4:31 | 5:01 | 3:17 | 2:43 | 4:35 | 4:05 | 3:57 | 2030 | 3:30 |
| 4:52 | 4:00 | 5:10 | 3:20 | 8:00 | 4:10 | 4:55 | 2100 | 3:50 |
| 4:04 | 4:32 | 4:09 | 6:01 | 7:55 | 3:42 | 4:04 | 2130 | 3:47 |
| 4:10 | 10:25 | 2:48 | 3:46 | 3:54 | 4:43 | 4:41 | 2200 | 3:29 |
| 2:34 | 4:19 | 2:08 | 3:12 | 4:55 | 2:28 | 3:07 | 2230 | 3:07 |


| $4: 27$ | $3: 11$ | $3: 04$ | $3: 36$ | $5: 27$ | $3: 00$ | $3: 08$ | $\mathbf{2 3 0 0}$ | $2: 37$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 3:31 | $3: 09$ | $4: 02$ | $3: 29$ | $4: 00$ | $2: 38$ | $5: 00$ | $\mathbf{2 3 3 0}$ | $3: 39$ |
| 9-Aug | 10-Aug | 11-Aug | 12-Aug | 13-Aug | 14-Aug | 15-Aug | Interval | 16-Aug |


| 17-Aug | 18-Aug | 19-Aug | 20-Aug | 21-Aug | 22-Aug | 23-Aug | 24-Aug | 25-Aug |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 3:15 | 3:53 | 1:58 | 1:09 | 2:17 | 5:55 | 6:45 | 6:45 |  |
| 4:24 | 3:27 | 2:13 | 2:38 | 4:32 | 2:43 | 2:38 | 2:38 |  |
| 1:03 | 3:23 | 1:57 | 3:58 | 11:28 |  | 4:05 | 4:05 |  |
|  | 4:07 | 1:13 |  | 3:44 |  |  |  |  |
| :27 | 4:35 | 1:39 |  | 4:04 |  | 4:20 | 4:20 | 7:47 |
| 3:53 | 7:39 | 3:07 | 3:24 | 10:58 |  | 13:32 | 13:32 |  |
| 2:06 | 4:55 | 4:05 | 3:19 | 7:14 |  | :34 | :34 |  |
| 2:51 | 3:37 |  | 2:27 | 9:01 | 1:33 | 6:42 | 6:42 |  |
| 3:18 | 5:39 | 4:51 | 1:21 | 5:20 |  |  |  |  |
| 3:45 | 1:52 | :59 | 2:45 | 6:47 | 7:40 |  |  | 1:24 |
|  | 5:37 | 3:21 | 1:04 | 4:13 |  | 9:48 | 9:48 | 4:20 |
| 3:39 | 1:09 | 1:15 | 2:49 | 2:27 |  | 3:53 | 3:53 | 2:43 |
| 4:40 | 3:08 | 4:08 | 3:07 | 3:12 | 3:27 | 4:16 | 4:16 | 5:48 |
| 6:52 | 9:30 | 6:32 | 3:43 | 5:38 | 6:58 | 5:22 | 5:22 | 9:42 |
| 5:14 | 8:32 | 5:43 | 4:35 | 5:50 | 9:45 | 5:13 | 5:13 | 6:33 |
| 10:40 | 7:12 | 4:11 | 7:23 | 5:21 | 9:49 | 2:02 | 2:02 | 7:20 |
| 5:43 | 7:34 | 3:06 | 4:33 | 4:41 | 12:21 | 5:13 | 5:13 | 4:51 |
| 5:30 | 5:33 | 4:33 | 6:30 | 8:44 | 4:36 | 7:01 | 7:01 | 5:47 |
| 7:24 | 5:52 | 4:07 | 3:26 | 7:52 | 5:15 | 9:00 | 9:00 | 6:10 |
| 2:35 | 5:50 | 4:57 | 5:48 | 8:37 | 13:07 | 7:50 | 7:50 | 5:49 |
| 3:41 | 4:56 | 3:15 | 5:09 | 5:42 |  | 8:53 | 8:53 | 5:02 |
| 3:52 | 5:17 | 2:28 | 5:04 | 6:02 | 5:21 | 7:57 | 7:57 | 4:56 |
| 4:21 | 6:51 | 10:51 | 4:23 | 8:17 | 6:24 | 11:36 | 11:36 | 4:12 |
| 8:12 | 7:31 | 3:22 | 5:58 | 4:38 | 5:34 | 5:23 | 5:23 | 5:43 |
| 2:41 | 9:52 | 5:40 | 8:56 | 9:06 | 5:00 | 3:22 | 3:22 | 7:12 |
| 2:09 | 8:37 | 3:25 | 7:42 | 6:13 | 7:29 | 7:40 | 7:40 | 1:09 |
| 3:43 | 3:51 | 5:34 | 5:37 | 5:37 | 8:37 | 3:45 | 3:45 | 5:04 |
| 6:53 | 6:00 | 4:18 | 6:18 | 8:18 | 4:21 | 5:24 | 5:24 | 6:55 |
| 5:24 | 5:57 | 3:52 | 6:29 | 6:54 | 6:00 | 10:44 | 10:44 | 5:27 |
| 8:26 | 4:53 | 3:04 | 5:42 | 5:58 | 6:08 | 7:01 | 7:01 | 7:53 |
| 3:21 | 4:56 | 3:06 | 4:10 | 6:00 | 5:57 | 4:41 | 4:41 | 5:20 |
| 4:55 | 4:12 | 2:40 | 6:19 | 6:49 | 6:29 | 4:24 | 4:24 | 5:26 |
| 5:04 | 4:57 | 3:12 | 5:26 | 5:39 | 5:49 | 8:36 | 8:36 | 6:14 |
| 4:32 | 4:43 | 2:28 | 9:54 | 4:24 | 6:59 | 5:37 | 5:37 | 5:00 |
| 3:53 | 3:37 | 2:41 | 5:11 | 5:23 | 5:20 | 5:41 | 5:41 | 4:51 |
| 4:22 | 5:16 | 2:17 | 6:07 | 4:39 | 8:53 | 4:37 | 4:37 | 3:41 |
| 4:24 | 6:50 | 2:16 | 3:28 | 4:58 | 5:38 | 4:46 | 4:46 | 5:50 |
| 4:52 | 3:55 | 2:10 | 3:48 | 4:03 | 4:43 | 3:03 | 3:03 | 4:29 |
| 2:59 | 5:17 | 3:53 | 3:22 | 4:05 | 4:43 | 2:15 | 2:15 | 3:50 |
| 3:33 | 3:27 | 2:58 | 3:37 | 5:57 | 4:00 | 3:32 | 3:32 | 2:37 |
| 3:39 | 3:16 | 3:06 | 4:48 | 2:29 | 3:37 | 4:23 | 4:23 | 3:17 |
| 6:18 | 4:16 | 2:32 | 4:01 | 2:07 | 4:00 | 10:11 | 10:11 | 2:43 |
| 3:59 | 3:47 | 1:56 | 2:47 | 4:41 | 5:55 | 2:39 | 2:39 | 3:49 |
| 5:42 | 1:59 | 3:58 | 3:03 | 5:07 | 5:40 | 2:34 | 2:34 | 2:50 |
| 5:15 | 7:24 | 2:55 | 4:31 | 2:28 | 5:17 | 4:32 | 4:32 | 3:02 |
| 3:36 | 5:30 | 2:58 | 2:53 | 2:34 | 2:53 | 5:34 | 5:34 | 4:39 |


| $3: 27$ | $7: 09$ | $2: 20$ | $2: 14$ | $6: 53$ | $3: 21$ | $2: 21$ | $2: 21$ | $2: 31$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $3: 18$ | 2:46 | $4: 29$ | $2: 04$ |  | $1: 36$ | $2: 58$ | $2: 58$ | $3: 09$ |
| 17-Aug | 18-Aug | 19-Aug | 20-Aug | 21-Aug | 22-Aug | 23-Aug | 24-Aug | 25-Aug |


| 26-Aug | 27-Aug | 28-Aug | 29-Aug | 30-Aug | 31-Aug | Interval | 1-Sep | 2-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1:49 | 2:49 | 4:36 | 3:40 | 1:48 | 6:37 | 0 | 2:11 | 1:29 |
| 14:02 | 2:50 | :06 | 2:17 | 1:12 | 14:52 | 30 | 2:26 | 2:40 |
| :53 | 2:38 | 5:41 | 1:54 | 6:13 | 2:03 | 100 | 3:00 |  |
| 5:46 | 3:47 | 2:43 | 2:16 | 2:07 | 2:47 | 130 |  | 4:13 |
| 8:34 | :58 |  | 1:38 | 5:17 | 3:21 | 200 | 5:04 | :54 |
| 1:11 | 4:18 | 11:20 | 1:39 |  | 3:54 | 230 | 4:49 | 5:27 |
| 1:29 |  |  | 2:15 | 2:38 | 1:40 | 300 | 2:22 | 2:16 |
| 1:44 |  | 3:02 | 1:44 |  | 7:39 | 330 | 5:58 |  |
| 7:43 | :44 | 3:48 | 3:41 | 1:33 | 6:30 | 400 | 1:05 | 1:48 |
| :54 |  | 2:31 | 1:07 | 4:35 |  | 430 | 3:19 | 7:39 |
|  | 3:01 | :54 | 3:03 | 1:22 |  | 500 | 1:54 | 1:51 |
| 3:55 | 4:36 | 6:48 | 3:07 | 2:25 | 1:47 | 530 | 5:10 |  |
| 5:42 | 2:49 | 2:33 | 4:04 | 2:50 | 4:59 | 600 | 3:51 |  |
| 8:40 | 9:30 | 5:28 | 4:02 | 5:36 | 9:00 | 630 | 3:25 | 4:48 |
| 7:15 | 4:47 | 6:01 | 7:06 | 6:39 | 6:01 | 700 | 7:53 | 2:18 |
| 6:41 | 15:45 | 5:06 | 6:17 | 5:05 | 7:40 | 730 | 4:01 | 3:11 |
| 6:26 | 4:00 | 6:35 | 5:23 | 6:24 | 8:06 | 800 | 2:57 | 3:30 |
| 3:50 | 7:32 | 7:04 | 5:06 | 5:11 | 9:37 | 830 | 5:28 | 3:51 |
| 5:55 | 9:17 | 6:33 | 9:33 | 6:24 | 6:48 | 900 | 5:27 | 5:55 |
| 6:07 | 7:29 | 6:09 | 6:18 | 5:40 | 11:51 | 930 | 5:41 | 5:48 |
| 5:05 | 6:28 | 4:20 | 7:36 | 5:46 | 6:29 | 1000 | 5:25 | 6:00 |
| 5:21 | 3:26 | 11:06 | 5:48 | 6:03 | 8:42 | 1030 | 6:40 | 4:50 |
| 6:15 | 8:29 | 5:07 | 3:45 | 4:41 | 4:51 | 1100 | 4:04 | 5:28 |
| 5:25 | 12:18 | 5:41 | 6:33 | 9:22 | 7:25 | 1130 | 6:23 | 6:34 |
| 8:45 | 8:26 | 3:23 | 8:27 | 5:20 | 6:52 | 1200 | 3:37 | 4:17 |
| 3:52 | 10:15 | 4:35 | 5:14 | 5:48 | 5:46 | 1230 | 4:07 | 5:17 |
| 3:31 | 5:02 | 4:57 | 5:29 | 7:33 | 7:34 | 1300 | 6:33 | 5:20 |
| 4:27 | 9:05 | 3:34 | 5:21 | 5:49 | 6:25 | 1330 | 5:26 | 5:33 |
| 5:15 | 12:51 | 7:15 | 5:20 | 6:49 | 6:40 | 1400 | 5:15 | 7:05 |
| 2:28 | 5:55 | 4:16 | 5:25 | 4:34 | 6:57 | 1430 | 6:43 |  |
| 5:23 | 4:55 | 6:32 | 7:54 | 6:10 | 5:43 | 1500 | 4:48 | 2:00 |
| 3:57 | 5:53 | 5:37 | 6:44 | 4:26 | 4:26 | 1530 | 3:02 | 4:54 |
| 4:41 | 3:55 | 6:33 | 5:17 | 6:18 | 5:23 | 1600 | 3:34 | 5:26 |
| 4:02 | 6:13 | 4:09 | 6:22 | 5:48 | 4:52 | 1630 | 3:46 | 4:53 |
| 3:56 | 6:35 | 4:49 | 5:44 | 4:19 | 4:11 | 1700 | 5:16 | 2:35 |
| 3:58 | 6:05 | 6:58 | 5:24 | 5:43 | 7:27 | 1730 | 5:41 | 4:33 |
| 3:21 | 5:29 | 4:04 | 5:26 | 5:00 | 4:35 | 1800 | 2:48 | 9:31 |
| 4:16 | 3:10 | 3:01 | 4:07 | 2:56 | 6:06 | 1830 | 3:40 | 3:43 |
| 2:13 | 4:33 | 3:01 | 3:33 | 3:33 | 4:02 | 1900 | 2:39 | 3:08 |
| 3:53 | 5:11 | 2:45 | 3:43 | 5:10 | 4:39 | 1930 | 3:53 | 1:44 |
| 4:56 | 6:04 | 3:12 | 4:08 | 4:39 | 4:30 | 2000 | 4:02 | 2:53 |
| 4:10 | 4:50 | 3:54 | 4:02 | 3:46 | 3:27 | 2030 | 3:08 | 3:20 |
| 4:01 | 3:48 | 4:38 | 4:15 | 5:10 | 3:39 | 2100 | 3:38 | 2:45 |
| 2:19 | 3:26 | 3:49 | 5:27 | 3:02 | 2:08 | 2130 | :02 | 1:35 |
| 4:40 | 1:16 | 2:13 | 3:27 | 9:33 | 3:34 | 2200 | 2:30 | 2:40 |
| 2:28 | 2:53 | 1:47 | 3:28 |  | 1:59 | 2230 | 2:59 | 5:10 |


| $5: 11$ | $2: 13$ | $2: 45$ | $4: 24$ | $4: 08$ | $3: 38$ | $\mathbf{2 3 0 0}$ | $2: 27$ | $4: 41$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $3: 46$ | $3: 56$ | $3: 32$ | $2: 31$ |  | $1: 14$ | $\mathbf{2 3 3 0}$ | $1: 42$ | $2: 24$ |
| 26-Aug | 27-Aug | 28-Aug | 29-Aug | 30-Aug | 31-Aug | Interval | 1-Sep | 2-Sep |


| 3-Sep | 4-Sep | 5-Sep | 6-Sep | 7-Sep | 8-Sep | 9-Sep | 10-Sep | 11-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 4:03 | 5:53 | 4:00 |  | 4:55 | 2:08 |  | 2:48 | 3:06 |
| 3:02 | 4:14 | 1:15 | 1:44 | 1:26 | 2:58 |  | 1:59 | 7:12 |
| 1:48 |  | 1:18 |  |  | 3:10 | 3:19 | 6:15 | 2:34 |
| 4:48 |  | 2:29 |  |  | 2:17 |  |  | 2:19 |
| 2:34 |  | 1:40 | 6:13 |  | 2:03 | 2:07 | 4:35 | 2:23 |
| 2:48 |  | 3:14 | 3:20 | 6:20 | 5:03 |  |  | 1:04 |
| 1:20 |  |  | 7:23 |  | 3:58 | 2:26 |  | 1:44 |
| 1:58 | 3:55 |  | 4:00 |  |  | :06 | 1:45 | 7:05 |
| 1:34 |  |  | 2:38 |  | 6:49 |  | 2:38 |  |
| 7:24 | 4:45 | 1:48 | 1:16 | 2:27 | 17:39 |  | 6:54 | 2:16 |
| 3:39 |  | 4:13 | 4:19 | 7:41 | 4:18 |  |  | 1:31 |
| 5:47 | 3:12 | 3:03 | 1:49 | 3:09 | 1:45 | 7:56 | 4:06 |  |
| 2:58 | 4:07 | 4:48 | 4:40 | 1:53 | 3:51 | 2:54 | 1:51 | 5:07 |
| 4:34 | 3:11 | 4:06 | 4:59 | 5:00 | 4:19 | 3:44 | 7:26 | 5:23 |
| 6:38 | 6:00 | 7:30 | 3:46 | 4:51 | 4:24 | 4:45 | 4:17 | 4:58 |
| 5:12 | 4:26 | 4:10 | 7:48 | 7:26 | 3:35 | 4:05 | 5:22 | 4:57 |
| 5:49 | 2:44 | 4:46 | 8:53 | 7:59 | 4:03 | 3:46 | 5:04 | 4:12 |
| 4:44 | 6:21 | 7:18 | 7:00 | 3:44 | 5:08 | 3:47 | 9:20 | 6:39 |
| 5:42 | 3:14 | 8:05 | 12:15 | 5:07 | 3:27 | 2:56 | 4:51 | 6:35 |
| 5:01 | 9:14 | 4:34 | 8:27 | 4:38 | 5:17 | 4:24 | 6:15 | 4:28 |
| 4:13 | 9:01 | 3:30 | 5:49 | 2:25 | 3:54 | 5:32 | 6:53 | 6:31 |
| 3:35 | 5:32 | 5:33 | 8:15 | 11:46 | 4:54 | 6:23 | 5:49 | 7:29 |
| 4:01 | 11:10 | 5:42 | 8:51 | 4:45 | 5:36 | 6:36 | 5:45 | 6:34 |
| 6:57 | 14:36 | 5:31 | 5:04 | 12:57 | 5:20 | 2:56 | 7:02 | 5:27 |
| 4:58 | 7:09 | 5:32 | 6:47 | 10:53 | 6:15 | 2:13 | 4:48 | 8:08 |
| 4:17 | 5:24 | 5:31 | 5:56 | 6:07 | 4:33 | 3:55 |  | 7:30 |
| 4:48 | 5:18 | 7:39 | 5:30 | 6:44 | 7:08 | 6:01 | 6:09 | 3:37 |
| 4:06 | 5:53 | 6:33 | 6:22 | 5:29 | 3:16 | 9:41 | 8:52 | 2:34 |
| 5:17 | 5:32 | 5:43 | 4:18 | 6:24 | 4:07 | 4:32 | 5:19 | 7:57 |
| 7:04 | 5:43 | 4:28 | 4:03 | 2:34 | 1:46 | 1:52 | 7:00 | 6:16 |
| 5:40 | 9:23 | 6:06 | 7:05 | 6:53 | 5:27 | 8:26 | 10:08 | 4:59 |
| 5:39 | 5:31 | 6:02 | 6:06 | 3:04 | 5:55 | 5:14 | 2:47 | 5:37 |
| 2:51 | 6:03 | 4:10 | 2:06 | 4:43 | 2:55 | 6:39 | 7:25 | 5:26 |
| 5:00 | 5:17 | 7:31 | 6:44 | 3:58 | 4:24 | 3:35 | 6:13 | 5:17 |
| 4:38 | 3:48 | 3:36 | 3:58 | 7:15 | 4:03 | 7:35 | 5:10 | 4:13 |
| 7:37 | 5:23 | 4:24 | 3:15 | 5:05 | 4:16 | 4:22 | 1:57 | 5:33 |
| 2:43 | 6:02 | 9:24 | 4:13 | 4:35 | 3:03 | 4:32 | 4:01 | 5:12 |
| 3:35 | 3:21 | 3:19 | 4:22 | 4:26 | 3:21 | 5:43 | 2:03 | 3:17 |
| 4:56 | 4:03 | 4:45 | 3:19 | 5:04 | 2:36 | 3:45 | 4:14 | 4:29 |
| 4:57 | 4:00 | 5:18 | 5:02 | 5:24 | 2:55 | 2:38 | 2:00 | 4:57 |
| 3:50 | 3:26 | 5:08 | 3:51 | 3:47 | 5:31 | 2:59 | 1:53 | 2:57 |
| 3:04 | 4:12 | 3:32 | 3:55 | 4:08 | 4:48 | 2:02 | 3:17 | 3:38 |
| 3:49 | 2:53 | 3:19 | 3:27 | 3:37 | 3:23 | 5:05 | 2:57 | 5:18 |
| 3:23 | 9:21 | 3:34 | 3:04 | 3:09 | 2:57 | 2:42 | 4:23 | 7:58 |
| 2:42 | 4:25 | 1:27 | 5:15 | 1:29 | :05 | 2:01 | 1:12 | 4:14 |
| 1:43 | 2:53 | 2:42 | 1:57 | 3:39 | 4:25 | 2:56 | 3:14 | 3:09 |


| $2: 46$ | $3: 33$ | $3: 26$ | $4: 03$ | $3: 21$ | $2: 20$ |  | $2: 59$ | $1: 52$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $3: 14$ | $3: 36$ | $2: 57$ |  | $2: 45$ |  | $2: 33$ | $1: 23$ | $1: 08$ |
| 3-Sep | 4-Sep | 5-Sep | 6-Sep | 7-Sep | 8-Sep | 9-Sep | 10-Sep | 11-Sep |


| 12-Sep | 13-Sep | 14-Sep | 15-Sep | Interval | 16-Sep | 17-Sep | 18-Sep | 19-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 3:01 | 4:20 | 3:04 | 2:33 | 0 |  | 3:38 | 11:12 | 2:43 |
| 4:03 | 2:53 | 2:39 | 2:02 | 30 | 2:54 | 1:47 |  |  |
| 3:11 | 2:04 | 2:26 | 2:50 | 100 | 1:52 | 1:43 |  |  |
| 1:27 | 4:44 | 1:57 | 3:26 | 130 | 5:10 | 1:43 | 5:34 |  |
| 4:21 |  | 2:08 | 2:26 | 200 | 1:12 | 2:08 | 3:35 | 2:22 |
| 2:34 | 1:35 | 4:02 | 2:56 | 230 | 1:35 | 2:38 | 7:58 | 4:19 |
| 4:30 |  | 2:55 | 2:12 | 300 | 2:41 | 6:07 | 1:36 |  |
| 2:19 | 2:31 | 2:07 | 3:09 | 330 | 2:36 | 1:23 |  | 4:20 |
| 4:12 |  | 1:33 | 1:54 | 400 | 1:28 | 7:32 |  | 3:19 |
| 1:58 | 6:33 | 2:18 | 4:09 | 430 | 4:55 | 2:55 | 1:25 |  |
| 5:37 |  | 2:41 | 7:34 | 500 |  | 1:47 | 4:01 | 3:16 |
| 4:54 | 4:14 | 2:24 | 3:36 | 530 | 7:08 | 2:14 | 1:49 |  |
| 6:45 | 2:30 | 4:37 | 2:44 | 600 | 2:48 | 3:32 | 8:52 | 3:06 |
| 4:46 | 5:19 | 8:11 | 3:42 | 630 | 4:05 | 5:28 | 8:53 | 7:17 |
| 4:37 | 4:19 | 5:09 | 3:02 | 700 | 5:36 | 5:32 | 4:03 | 7:12 |
| 5:09 | 6:34 | 4:14 | 5:04 | 730 | 4:50 | 4:40 | 5:48 | 5:28 |
| 5:03 | 5:51 | 5:17 | 4:15 | 800 | 5:20 | 4:53 | 4:10 | 5:56 |
| 5:30 | 4:44 | 5:26 | 5:19 | 830 | 5:41 | 5:42 | 5:11 | 9:44 |
| 5:35 | 7:26 | 5:16 | 4:40 | 900 | 6:26 | 5:11 | 6:33 | 1:37 |
| 6:42 | 7:23 | 5:56 | 5:06 | 930 | 5:05 | 7:24 | 6:45 | 6:30 |
| 3:43 | 2:52 | 7:03 | 5:53 | 1000 | 4:49 | 6:07 | 7:40 | 8:16 |
| 6:13 | 6:36 | 6:25 | 7:14 | 1030 | 5:40 | 6:18 | 5:58 |  |
| 5:28 | 3:54 | 5:12 | 5:57 | 1100 | 4:42 | 7:57 | 3:41 | 23:11 |
| 5:55 | 10:09 | 4:53 | 5:49 | 1130 | 4:24 | 3:17 | 2:20 | 4:51 |
| 6:36 | 8:31 | 4:38 | 5:55 | 1200 | 5:18 | 5:52 | 5:03 | 6:53 |
| 7:17 | 6:35 | 6:38 | 4:57 | 1230 | 4:04 | 2:18 | 4:07 | 5:04 |
| 4:41 | 6:33 | 5:25 | 4:28 | 1300 | 4:48 | 15:57 | 3:25 | 4:41 |
| 9:40 | 2:45 | 5:49 | 4:03 | 1330 | 5:08 | 5:55 | 4:30 | 4:06 |
| 6:49 | 5:03 | 5:41 | 5:39 | 1400 | 5:07 | 3:17 | 3:46 | 5:11 |
| 6:31 | 6:45 | 8:15 | 5:34 | 1430 | 3:58 | 10:51 | 7:06 | 6:58 |
| 6:54 | 6:13 | 5:44 | 5:21 | 1500 | 3:46 | 6:20 | 5:57 | 5:03 |
| 4:57 | 5:52 | 4:19 | 5:21 | 1530 | 4:07 | 4:47 | 5:20 | 6:39 |
| 6:58 | 7:16 | 7:46 | 4:36 | 1600 | 3:13 | 4:30 | 3:42 | 8:43 |
| 8:00 | 3:28 | 4:14 | 5:39 | 1630 | 4:04 | 7:09 | 9:10 | 6:00 |
| 4:32 | 5:38 | 5:27 | 4:07 | 1700 | 3:36 | 6:31 | 5:06 | 4:33 |
| 7:42 | 4:28 | 4:33 | 6:24 | 1730 | 2:43 | 5:00 | 4:16 | 5:52 |
| 5:31 | 5:58 | 5:15 | 5:06 | 1800 | 2:15 | 4:18 | 3:48 | 5:40 |
| 5:52 | 4:23 | 5:08 | 6:15 | 1830 | 3:19 | 3:47 | 3:19 | 4:43 |
| 4:10 | 3:58 | 4:55 | 5:01 | 1900 | 2:37 | 5:33 | 3:39 | 3:38 |
| 6:05 | 4:35 | 4:20 | 3:59 | 1930 | 4:39 | 4:11 | 4:43 | 5:34 |
| 2:49 | 4:20 | 3:28 | 6:03 | 2000 | 2:35 | 3:43 | 5:46 | 7:39 |
| 5:07 | 6:20 | 4:54 | 6:31 | 2030 | 2:23 | 2:42 | 2:58 | 5:54 |
| 2:34 | 4:45 | 3:42 | 3:48 | 2100 | 2:24 | 2:14 | 4:59 | 3:16 |
| 2:58 | 3:44 | 4:12 | 4:33 | 2130 | 2:18 | 2:41 | 2:03 | 3:58 |
| 3:43 | 5:06 | 4:29 | 4:01 | 2200 | 3:03 | 3:09 | 1:48 | 2:27 |
| 2:18 | 3:34 | 3:41 | 2:37 | 2230 | 2:59 | 3:27 | 3:30 | 2:49 |


| $4: 48$ | $3: 32$ | $3: 12$ | $3: 04$ | $\mathbf{2 3 0 0}$ | $2: 13$ | $2: 39$ | $6: 39$ | $4: 06$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $10: 23$ | $3: 03$ | $3: 02$ | $3: 18$ | 2330 | $2: 18$ | $3: 01$ | $: 03$ | $: 55$ |
| 12-Sep | 13-Sep | 14-Sep | 15-Sep | Interval | 16-Sep | 17-Sep | 18-Sep | 19-Sep |


| 20-Sep | 21-Sep | 22-Sep | 23-Sep | 24-Sep | 25-Sep | 26-Sep | 27-Sep | 28-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2:00 | 4:10 | 1:25 | 2:49 |  | 1:35 |  | 1:27 | 2:28 |
|  | 3:08 | 1:52 | 4:49 | 6:29 | 1:06 | 1:55 | 2:00 |  |
| 2:30 | 2:34 |  | 1:04 | 4:36 |  | 2:29 |  | 3:14 |
| 4:14 | 2:04 | 2:44 | 1:42 | 1:22 |  |  |  | 4:33 |
| 2:42 | 1:34 | 3:29 |  | 1:12 | 2:54 | 3:10 | 4:51 | 3:06 |
| 3:22 | 1:43 | 2:14 | 4:24 | 1:15 | 8:56 | 3:08 | 3:08 | 2:28 |
| 2:03 | :59 | 2:02 | 2:30 | 4:48 | 2:20 | 5:58 | 1:05 | 2:58 |
| 3:18 | :58 | 1:52 |  | 2:20 |  | 2:48 | 3:14 | 1:13 |
| 2:07 |  | 1:35 |  | 2:20 |  |  |  | 4:18 |
| 4:10 | 4:30 | 1:24 | 3:56 | 1:53 | 3:56 | 2:46 | :59 | 2:08 |
| 2:01 | 4:00 | :49 |  | 1:52 | 3:45 |  | 3:37 | 4:15 |
| 3:10 | 1:30 | 4:43 |  | 2:32 | 3:55 | 2:23 | 3:38 | 2:10 |
| 3:55 |  | 1:16 | 1:20 | 4:46 | 6:09 | 3:37 | 3:23 | 4:57 |
| 4:48 |  | 2:27 | 6:56 | 3:21 | 4:24 | 4:04 | 5:17 | 4:02 |
| 5:48 | 6:14 | 2:17 | 5:12 | 5:04 | 4:40 | 5:09 | 7:02 | 5:04 |
| 5:29 | 3:36 | 5:11 | 4:42 | 6:53 | 4:19 | 4:47 | 4:11 | 8:33 |
| 4:37 | 5:43 | 3:16 | 4:21 | 2:31 | 5:42 | 5:27 | 5:51 | 5:16 |
| 4:39 | 4:45 | 4:04 | 7:44 | 5:09 | 3:37 | 6:26 | 6:27 | 3:58 |
| 5:40 | 7:15 | 4:58 | 7:00 | 6:26 | 7:30 | 6:20 | 6:11 | 8:17 |
| 4:19 | 6:05 | 3:13 | 3:57 | 6:31 | 4:50 | 7:40 | 5:46 | 8:12 |
| 4:04 | 5:26 | 3:26 | 3:58 | 10:37 | 4:39 | 7:33 | 3:14 | 7:31 |
| 7:31 | 3:40 | 4:39 | 5:21 | 4:05 | 4:19 | 4:46 | 4:52 | 4:08 |
| 10:57 | 8:17 | 5:50 | 10:06 | 6:23 | 6:13 | 6:30 | 5:05 | 5:44 |
| 5:41 | 6:40 | 4:21 | 8:14 | 9:42 | 15:47 | 10:48 | 24:58, | 7:20, |
| 5:24 | 5:15 | 6:25 | 4:36 | 6:39 | 10:12 | 6:47 | 6:34 | 3:55 |
| 7:19 | 6:04 | 5:18 | 5:04 | 5:06 | 4:18 | 2:34 | 3:22 | 7:11 |
| 6:11 | 6:33 | 5:44 | 3:41 | 3:24 | 6:23 | 4:45 | 6:39 | 8:55 |
| 5:05 | 9:48 | 8:49 | 4:03 | 4:49 | 6:21 | 6:59 | 6:21 | 12:38 |
| 8:09 | 4:14 | 8:03 | 3:09 | 4:32 | 7:59 | 4:57 | 5:50 | 3:52 |
| 6:13 | 8:27 | 4:47 | 2:46 | 4:30 | 6:27 | 7:21 | 5:13 | 5:45 |
| 5:32 | 11:23 | 4:09 | 3:57 | 3:42 | 5:14 | 8:24 | 5:42 | 8:55 |
| 4:53 | 6:02 | 7:18 | 3:28 | 10:20 | 6:15 | 4:37 | 4:49 | 1:48 |
| 5:38 | 3:44 | 2:53 | 4:36 | 5:54 | 3:47 | 6:31 | 5:18 | 3:48 |
| 7:58 | 2:56 | 4:09 | 2:18 | 5:39 | 5:45 | 3:41 | 7:11 | 5:38 |
| 2:37 | 6:11 | 9:38 | 3:03 | 7:02 | 3:37 | 4:03 | 4:32 | 5:19 |
| 2:51 | 3:26 | 3:33 | 4:54 | 7:07 | 4:13 | 5:18 | 7:17 | 4:20 |
| 6:58 | 4:44 | 2:25 | 3:09 | 4:27 | 5:16 | 3:51 | 4:39 | 4:04 |
| 5:08 | 5:20 | 3:56 | 3:26 | 5:20 | 5:48 | 4:07 | 6:25 | 3:14 |
| 5:22 | 3:26 | 3:22 | 3:33 | 4:00 | 6:25 | 5:54 | 3:19 | 3:57 |
| 2:32 | 4:34 | 3:49 | 1:34 | 4:42 | 4:02 | 3:50 | 4:12 | 3:35 |
| 5:17 | 6:46 | 4:30 | 3:15 | 5:01 | 2:33 | 4:06 | 4:21 | 3:59 |
| 8:43 | 7:11 | 2:51 | 2:55 | 2:43 | 8:00 | 3:40 | 4:10 | 4:38 |
| 4:47 | 2:55 | 2:46 | 5:29 | 4:26 | 4:08 | 4:12 | 5:29 | 2:31 |
| 4:08 | 5:56 | 2:18 | 4:13 | 7:05 | 3:08 | 3:24 | 2:29 | 2:50 |
| 3:22 | 3:58 | 4:38 | 3:25 | 3:13 | 2:06 | 7:04 | 2:14 | 2:39 |
| 3:16 | 4:37 | 1:54 | 4:34 | 9:17 | :29 | 4:46 | 3:19 | 4:23 |


| $1: 06$ | $1: 46$ | $2: 18$ |  | $4: 41$ | $1: 20$ | $4: 01$ | $2: 00$ | $4: 54$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $: 51$ | $2: 42$ | $2: 02$ | $7: 18$ | $6: 44$ | $3: 01$ | $5: 22$ | $4: 29$ | $4: 44$ |
| 20-Sep | 21-Sep | 22-Sep | 23-Sep | 24-Sep | 25-Sep | 26-Sep | 27-Sep | 28-Sep |


| 29-Sep | 30-Sep | Interval | 1-Oct | 2-Oct | 3-Oct | 4-Oct | 5-Oct | 6-Oct |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2:20 | 3:34 | 0 | 2:30 | 1:04 | 3:57 | 4:24 | 3:24 | 2:13 |
| 4:15 | 3:57 | 30 | 2:32 | 2:40 |  | 3:57 | 1:38 | 3:15 |
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|  | 1:02 | 130 | 1:38 |  | 2:17 | 6:18 | 1:21 | 4:02 |
|  | 2:05 | 200 | 2:05 |  | 10:22 |  |  | 4:05 |
| 1:27 | 1:49 | 230 | 1:14 | 1:38 | 5:39 | 4:26 | 5:47 |  |
| 3:41 |  | 300 | 1:08 | 4:32 |  | 2:00 |  | 1:14 |
|  | 1:36 | 330 |  |  | :59 |  |  | 2:16 |
| 1:09 | :34 | 400 | 2:02 | 1:23 | :14 | 1:04 | 4:28 | 3:26 |
|  | 2:08 | 430 | 2:17 |  | 4:37 | 1:24 | 5:43 | 1:32 |
| 3:08 |  | 500 | 1:55 | :30 | 2:23 | :59 | 3:54 | 3:47 |
| 4:37 | 1:43 | 530 | 4:49 | 2:49 | 3:51 | 2:48 | 3:36 | 9:25 |
| 6:50 | 3:45 | 600 | 2:22 | 4:55 | 4:32 |  | 1:41 | 4:29 |
| 7:00 |  | 630 | 3:57 | 4:20 | 5:47 | 5:57 | 4:57 | 4:45 |
| 3:47 | 5:58 | 700 | 4:46 | 7:22 | 3:14 | 4:20 | 4:37 | 4:27 |
| 4:24 | 3:37 | 730 | 4:30 | 7:08 | 5:48 | 6:16 | 5:38 | 7:42 |
| 3:19 | 3:48 | 800 | 3:59 | 5:45 | 3:29 | 4:20 | 3:21 | 5:34 |
| 4:47 | 4:16 | 830 | 6:34 | 6:04 | 5:44 | 7:43 | 5:37 | 4:49 |
| 4:51 | 4:59 | 900 | 16:49 | 4:54 | 7:33 | 8:51 | 3:43 | 4:19 |
| 3:17 | 3:15 | 930 | 1:21 | 6:06 | 4:36 | 12:27 | 11:30 | 6:26 |
| 5:52 | 5:58 | 1000 | 5:17 | 5:38 | 5:36 | 10:34 | 7:48 | 7:18 |
| 6:01 | 4:51 | 1030 | 6:47 | 6:53 | 6:37 | 2:21 | 4:33 | 4:49 |
| 6:26 | 4:25 | 1100 | 4:49 | 8:49 | 4:30 | 4:23 | 3:54 | 5:21 |
| 4:07 | 5:07 | 1130 | 5:18 | 9:26 | 5:46 | 4:38 | 3:07 | 5:16 |
| 4:50 | 4:57 | 1200 | 5:02 | 10:19 | 8:06 | 4:18 | 6:41 | 3:16 |
| 2:41 | 4:12 | 1230 | 7:17 | 5:07 | 12:21 | 4:24 | 5:17 | 6:33 |
| 6:07 | 3:38 | 1300 | 6:35 | 5:21 | 5:29 | 7:32 | 7:19 | 5:03 |
| 5:36 | 4:19 | 1330 | 1:51 | 4:36 | 10:16 | 7:01 | 6:18 | 8:48 |
| 4:37 | 4:47 | 1400 | 4:29 | 8:06 | 11:02 | 4:41 | 5:12 | 4:51 |
| 5:35 | 8:21 | 1430 | 11:00 | 6:19 | 5:43 | 5:33 | 4:49 | 4:18 |
| 3:55 | 5:22 | 1500 | 3:38 | 3:17 | 6:31 | 6:37 | 4:56 | 3:52 |
| 7:34 | 4:10 | 1530 | 5:43 | 4:22 | 9:29 | 5:34 | 5:33 | 5:18 |
| 4:59 | 4:11 | 1600 | 5:07 | 4:18 | 7:57 | 3:40 | 4:37 | 3:48 |
| 4:51 | 4:07 | 1630 | 5:15 | 4:43 | 4:19 | 5:22 | 3:56 | 4:29 |
| 3:41 | 6:33 | 1700 | 6:06 | 7:29 | 3:51 | 4:58 | 5:55 | 4:07 |
| 4:28 | 3:42 | 1730 | 4:51 | 7:30 | 2:57 | 4:28 | 5:04 | 10:39 |
| 6:14 | 2:57 | 1800 | 5:53 | 3:32 | 4:17 | 4:09 | 5:45 | 4:57 |
| 4:00 | 2:09 | 1830 | 5:46 | 1:36 | 4:15 | 6:00 | 6:28 | 4:18 |
| 4:40 | 4:05 | 1900 | 5:18 | 3:50 | 4:42 | 5:32 | 4:29 | 3:19 |
| 3:54 | 4:09 | 1930 | 4:28 | 7:40 | 3:18 | 3:43 | 6:04 | 2:42 |
| 5:17 | 3:50 | 2000 | 4:37 | 3:27 | 2:35 | 5:50 | 4:49 | 4:16 |
| 2:18 | 3:41 | 2030 | 2:00 | 3:11 | 4:25 | 4:44 | 3:01 | 6:32 |
| 3:12 | 4:14 | 2100 | 4:58 | 2:54 | 2:29 | 4:42 | 6:34 | 2:52 |
| 2:31 | 6:41 | 2130 | 4:50 | 3:48 | 4:23 | 2:43 | 3:09 | 1:27 |
| 4:51 | 1:31 | 2200 | 3:21 | 3:53 | 4:35 | 4:57 | 4:40 | 3:10 |
| 3:00 | 6:38 | 2230 | 2:45 | :25 | 4:21 | 4:41 | 2:42 | 3:11 |


| $58: 26$, | $2: 03$, | $\mathbf{2 3 0 0}$ | $: 58$ | $1: 57$ | $5: 00$ | $4: 39$ | $2: 25$ | $4: 06$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $2: 11$ |  | $\mathbf{2 3 3 0}$ | $2: 38$ | $1: 13$ | $3: 23$ | $3: 04$ | $6: 11$ | $1: 08$ |
| 29-Sep | $\mathbf{3 0 - S e p}$ | Interval | $\mathbf{1 - O c t}$ | $\mathbf{2 - O c t}$ | 3-Oct | $\mathbf{4 - O c t}$ | $\mathbf{5 - O c t}$ | $\mathbf{6 - O c t}$ |


| 7-Oct | 8-Oct | 9-Oct | 10-Oct | 11-Oct | 12-Oct | 13-Oct | 14-Oct | 15-Oct |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2:12 | 2:44 | 3:47 | 3:29 | 3:07 | 2:58 |  |  | 3:32 |
| 7:53 |  | 2:33 | 2:02 | :30 | 2:08 |  |  |  |
|  | 2:28 | 1:13 |  | 3:25 | 1:22 |  | 6:19 | 3:35 |
|  | 4:01 |  | 1:29 | 4:18 | 6:18 |  |  |  |
| :21 | 1:12 |  | 4:03 | 3:30 |  |  |  |  |
| 1:18 | 4:09 |  |  |  | 4:39 |  |  |  |
| 3:44 | 2:02 |  |  |  |  |  |  | 3:55 |
|  |  |  | 2:33 | 5:03 |  | 5:16 | 1:18 | 2:54 |
| 3:45 | 3:13 | 2:09 |  |  | 7:41 | 3:54 | 5:08 |  |
| 1:07 | 2:37 |  | 4:53 |  | 2:22 | 6:10 | 7:53 | 5:49 |
|  | 2:28 |  | 6:22 |  | 4:31 | 5:22 | 1:48 | 4:41 |
| 1:58 | 3:40 | 1:53 | 4:16 | 4:32 | 6:33 | 3:14 | 9:45 | 3:23 |
| 3:44 | 2:05 |  | 4:43 | 1:18 | 1:59 | 3:45 | 5:03 | 2:15 |
| 6:20 | 3:31 | 4:48 | 5:57 | 6:49 | 5:53 | 11:37 | 4:51 | 5:22 |
| 6:54 | 5:11 | 3:19 | 5:29 | 6:41 | 4:04 | 5:35 | 3:18 | 6:18 |
| 3:52 | 5:26 | 6:05 | 7:21 | 9:49 | 5:05 | 6:01 | 3:34 | 4:38 |
| 4:43 | 6:25 | 4:36 | 5:39 | 4:40 | 6:45 | 8:35 | 4:47 | 2:52 |
| 4:14 | 5:55 | 10:44 | 6:09 | 5:09 | 6:35 | 5:37 | 4:11 | 3:45 |
| 4:20 | 6:08 | 4:49 | 10:35 | 4:25 | 4:05 | 5:16 | 4:01 | 5:45 |
| 4:22 | 5:47 | 6:11 | 7:52 | 6:05 | 8:15 | 6:55 | 5:58 | 3:28 |
| 5:42 | 6:49 | 6:21 | 7:21 | 8:34 | 4:27 | 10:40 | 3:13 | 4:11 |
| 6:11 | 4:28 | 4:51 | 3:27 | 4:48 | 4:29 | 11:29 | 6:58 | 11:01 |
| 4:59 | 5:07 | 2:47 | 3:57 | 3:24 | 3:11 | 8:30 | 2:54 | 2:51 |
| 3:48 | 5:39 | 6:28 | 5:26 | 3:41 | 5:40 | 9:21 | 2:26 | 10:38 |
| 3:36 | 5:40 | 3:05 | 4:55 | 4:36 | 8:30 | 5:08 | 2:33 | 5:23 |
| 5:02 | 4:53 | 6:18 | 6:17 | 3:56 | 2:38 | 5:29 | 3:50 | 3:34 |
| 3:10 | 4:21 | 4:17 | 7:14 | 6:28 | 8:08 | 5:12 | 2:51 | 6:58 |
| 2:42 | 5:27 | 4:28 | 4:56 | 6:18 | 6:29 | 8:08 | 3:15 | 4:41 |
| 9:42 | 2:42 | 5:02 | 4:23 | 3:54 | 7:55 | 13:07 | 3:56 | 2:49 |
| 5:38 | 4:38 | 5:47 | 7:03 | 5:14 | 4:57 | 3:48 | 4:43 | 3:55 |
| 2:43 | 5:39 | 4:23 | 4:25 | 6:19 | 2:53 | 7:29 | 3:28 | 4:53 |
| 3:18 | 6:09 | 5:06 | 5:20 | 6:05 | 7:17 | 6:57 | 3:08 | 9:18 |
| 2:14 | 7:05 | 4:04 | 5:00 | 7:30 | 4:46 | 4:53 | 2:37 | 8:51 |
| 2:03 | 3:51 | 5:47 | 5:36 | 4:28 | 6:44 | 4:18 | 2:15 | 7:56 |
| 8:39 | 11:31 | 3:49 | 5:22 | 5:45 | 5:25 | 4:20 | 3:06 | 6:00 |
| 4:28 | 4:02 | 3:38 | 3:40 | 4:58 | 5:09 | 4:46 | 2:25 | 4:03 |
| 2:04 | 6:36 | 5:05 | 3:29 | 3:00 | 3:16 | 4:29 | 2:56 | 6:08 |
| 6:01 | 4:34 | 4:09 | 2:40 | 4:06 | 3:09 | 4:23 | 2:51 | 3:54 |
| 7:21 | 2:41 | 4:20 | 7:30 | 3:37 | 8:19 | 4:59 | 3:20 | 4:03 |
| 2:19 | 3:35 | 3:40 | 7:51 | 4:42 | 3:36 | 3:58 | 3:50 | 4:27 |
| 5:03 | 5:35 | 4:44 | 3:54 | 2:54 | 4:49 | 3:44 | 1:45 | 4:39 |
| 3:55 | 4:03 | 4:39 | 7:50 | 2:07 | 4:37 | 3:24 | 2:05 | 2:38 |
| 3:52 | 2:40 | 3:24 | 5:39 | 3:25 | 3:43 | 2:40 | 2:24 | 6:14 |
| 2:51 | 3:19 | 4:55 | 3:51 | 5:19 | 3:25 | 4:20 | 3:18 | 4:23 |
| 3:08 | 4:07 | 3:01 | 3:49 | 3:30 | 6:07 | 1:10 | 2:31 | 3:02 |
| 3:46 | 4:37 | 2:27 | 12:09 | 3:13 | 4:27 | 3:18 | 2:40 | 1:42 |


| $2: 07$ | $3: 13$ | $3: 09$ | $: 21$ | $3: 11$ | $1: 52$ | $: 54$ | $2: 04$ | $3: 21$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $2: 10$ | $: 10$ | $5: 42$ | $1: 44$ | $: 23$ | $2: 56$ | $4: 41$ | $4: 39$ | $2: 02$ |
| 7-Oct | $\mathbf{8 - O c t}$ | $\mathbf{9 - O c t}$ | $\mathbf{1 0 - O c t}$ | $\mathbf{1 1 - O c t}$ | $\mathbf{1 2 - O c t}$ | 13-Oct | 14-Oct | 15-Oct |


| Interval | 16-Oct | 17-Oct | 18-Oct | 19-Oct | 20-Oct | 21-Oct | 22-Oct | 23-Oct |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 |  | 4:20 | 1:22 |  | 2:49 | 2:47 | 2:06 | 2:52 |
| 30 |  | 3:01 |  | 3:58 |  | 8:37 |  | 2:49 |
| 100 |  | 2:05 | 2:33 | 1:44 |  | 7:38 |  | 2:37 |
| 130 |  | 3:17 |  |  |  | 3:04 |  | :28 |
| 200 | 1:01 | 3:11 | :35 | 9:29 | 2:10 | 1:53 |  | 4:06 |
| 230 |  | 2:39 | 2:42 | 2:15 | 18:22 | :57 | 16:08 | 3:14 |
| 300 | 4:09 | 2:35 |  | 3:38 | 4:21 |  |  | 6:03 |
| 330 | 3:15 | 1:31 | 4:43 | 2:40 | 2:32 |  |  | 2:17 |
| 400 |  | 1:55 | 6:42 | 2:17 | 4:28 |  | 5:03 | 4:19 |
| 430 | :14 | 5:37 | 10:32 | 1:59 | 1:24 | 1:21 | 2:55 | 4:18 |
| 500 | 4:36 | 5:58 | 2:56 | 2:50 | 5:31 | 3:48 | 2:39 | 1:40 |
| 530 |  | 1:28 | 3:56 | 2:17 | 1:37 | 3:01 | 4:25 | 2:05 |
| 600 | 4:06 | 2:51 | 4:13 | 4:26 | 5:15 | 3:55 | 7:29 | 3:23 |
| 630 | 4:48 | 4:51 | 4:41 | 3:21 | 4:29 | 2:49 | 10:56 | 4:17 |
| 700 | 5:07 | 4:20 | 5:54 | 7:30 | 5:25 | 2:51 | 5:20 | 6:26 |
| 730 | 1:40 | 4:37 | 5:18 | 5:16 | 8:14 | 3:23 | 7:23 | 6:25 |
| 800 | 5:11 | 4:42 | 4:58 | 5:42 | 6:06 | 3:34 | 6:46 | 5:38 |
| 830 | 5:54 | 6:25 | 4:28 | 5:26 | 4:58 | 4:10 | 4:48 | 5:04 |
| 900 | 5:27 | 6:12 | 4:41 | 6:30 | 10:01 | 3:01 | 4:28 | 6:51 |
| 930 | 6:22 | 5:49 | 8:23 | 2:38 | 4:20 | 4:49 | 7:48 | 5:28 |
| 1000 | 4:02 | 6:35 | 5:30 | 6:02 | 6:35 | 2:59 | 5:45 | 6:44 |
| 1030 | 8:38 | 4:56 | 9:14 | 3:18 | 5:30 | 5:02 | 8:53 | 3:48 |
| 1100 | 4:15 | 7:26 | 6:53 | 4:44 | 7:02 | 4:14 | 4:51 | 8:15 |
| 1130 | 5:20 | 8:48 | 4:19 | 5:36 | 5:16 | 5:16 | 4:07 | 5:58 |
| 1200 | 3:11 | 8:04 | 5:48 | 9:32 | 5:17 | 2:17 | 3:08 | 1:41 |
| 1230 | 3:48 | 5:51 | 1:37 | 5:18 | 8:06 | 4:26 | 4:42 | 13:41 |
| 1300 | 5:48 | 7:57 | 8:35 | 6:09 | 6:39 | 3:38 |  | 2:52 |
| 1330 | 5:11 | 2:58 | 7:50 | 2:13 | 4:17 | 4:22 | 5:52 | 6:19 |
| 1400 | 4:58 | 6:27 | 6:42 | 5:26 | 7:02 | 3:28 | 4:22 | 7:09 |
| 1430 | 4:23 | 5:47 | 5:34 | 9:52 | 5:00 | 3:53 | 6:37 | 1:37 |
| 1500 | 5:22 | 4:45 | 5:48 | 4:47 | 2:10 | 4:20 | 1:11 | 7:06 |
| 1530 | 5:03 | 5:20 | 5:42 | 8:16 | 3:47 | 4:59 | 1:31 | 8:19 |
| 1600 | 4:16 | 6:59 | 11:35 | 5:28 | 2:54 | 4:08 | 1:25 | 4:33 |
| 1630 | 6:08 | 5:48 | 6:34 | 6:36 | 1:40 | 4:33 | 1:34 | 5:13 |
| 1700 | 2:03 | 7:00 | 3:40 | 3:26 | 3:48 | 3:07 | 1:22 | 4:02 |
| 1730 | 5:54 | 6:28 | 5:00 | 6:28 | 2:05 | 3:11 | :42 | 5:55 |
| 1800 | 5:08 | 4:00 | 3:36 | 4:46 | 8:04 | 5:38 | 1:35 | 6:11 |
| 1830 | 5:11 | 3:36 | 5:00 | 4:59 | 3:57 | 3:03 | 3:24 | 4:08 |
| 1900 | 3:39 | 3:18 | 4:39 | 3:46 | 3:33 | 2:42 | 4:22 | 6:08 |
| 1930 | 3:32 | 4:09 | 4:34 | 4:00 | 3:36 | 3:32 | 4:47 | 3:59 |
| 2000 | 4:14 | 2:39 | 4:32 | 4:16 | 5:17 | 2:55 | 3:59 | 4:58 |
| 2030 | 6:52 | 3:10 | 2:45 | 3:44 | 2:26 | 4:09 | 4:18 | 4:01 |
| 2100 | 2:55 | 2:37 | 7:42 | 3:31 | 2:19 | 2:17 | 4:44 | :34 |
| 2130 | 4:16 | 3:52 | 2:05 | 2:00 | 1:42 | 2:47 | 3:21 | 1:38 |
| 2200 | 3:28 | 2:27 | 6:33 | 2:20 | 2:29 | 2:50 | 3:53 | 2:54 |
| 2230 | 2:15 | :45 | 4:20 | 2:45 | 2:05 | 2:22 | 3:17 | 4:28 |


| $\mathbf{2 3 0 0}$ | $2: 30$ | $3: 06$ | $2: 10$ | $1: 57$ | $1: 37$ | $4: 08$ | $1: 39$ | $2: 40$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $\mathbf{2 3 3 0}$ | $2: 44$ |  | $3: 40$ | $1: 15$ | $2: 58$ | $2: 24$ | $2: 40$ | $2: 05$ |
| Interval | $\mathbf{1 6 - O c t}$ | $\mathbf{1 7 - O c t}$ | $\mathbf{1 8 - O c t}$ | $\mathbf{1 9 - O c t}$ | $\mathbf{2 0}$-Oct | $\mathbf{2 1 - O c t}$ | $\mathbf{2 2 - O c t}$ | 23-Oct |


| 24-Oct | 25-Oct | 26-Oct | 27-Oct | 28-Oct | 29-Oct | 30-Oct | 31-Oct | Interval |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 2:50 | 5:57 | 2:51 | 1:33 | 1:40 |  |  | 0 |
| 2:28 |  | 6:11 |  | 5:52 | :31 | 3:28 |  | 30 |
| 3:40 |  |  |  | 6:39 |  |  | 2:46 | 100 |
|  |  | 1:32 |  | 7:14 | 2:26 | 5:34 |  | 130 |
| 1:52 |  | 1:12 |  |  | 2:02 | 2:22 |  | 200 |
|  |  | :53 |  | 2:55 | 1:59 | 2:55 |  | 230 |
|  | :41 | 1:09 |  | :03 |  |  |  | 300 |
| 2:06 | 3:19 | 2:30 |  | 4:26 |  |  |  | 330 |
| 5:04 |  | 1:19 | 6:19 |  | 6:31 |  |  | 400 |
|  | 2:34 | 2:55 | 15:31 |  | 18:44 | 2:30 | 5:15 | 430 |
|  |  | :42 |  | 4:34 | 1:17 | 1:09 |  | 500 |
|  |  |  |  | 5:54 | 1:47 | 3:44 | 5:31 | 530 |
| 2:42 | 1:01 | 5:02 | :02 | 3:57 | 2:20 | 2:27 | 5:11 | 600 |
| 3:00 | 5:27 | 4:15 | 1:36 | 5:14 | 2:49 | 6:16 | 3:12 | 630 |
| 9:33 | 10:46 | 4:29 | 3:31 | 3:39 | 4:01 | 5:25 | 2:35 | 700 |
| 2:41 | 4:21 | 6:14 | 3:38 | 3:40 | 3:49 | 4:04 | 6:33 | 730 |
| 5:04 | 4:02 | 10:27 | 2:58 | 2:54 | 4:50 | 5:05 | 7:38 | 800 |
| 7:20 | 6:19 | 4:41 | 4:00 | 2:56 | 4:33 | 3:08 | 3:23 | 830 |
| 8:23 | 6:58 | 5:38 | 4:18 | 3:13 | 5:42 | 5:40 | 4:33 | 900 |
| 7:33 | 3:15 | 2:50 | 6:31 | 4:32 | 3:55 | 7:24 | 4:21 | 930 |
| 3:05 | 11:35 | 8:32 | 4:21 | 3:34 | 7:06 | 7:32 | 4:47 | 1000 |
| 5:11 | 6:28 | 8:41 | 4:43 | 6:06 | 7:08 | 8:04 | 5:09 | 1030 |
| 16:47 | 9:00 | 1:22 | 5:47 |  | 4:58 |  | 4:24 | 1100 |
| 7:15 | 4:07 | 1:15 | 6:24 | 4:39 |  | 4:09 | 3:24 | 1130 |
| 4:40 |  | 15:24 | 4:04 | 4:33 | 5:47 | 6:23 | 7:57 | 1200 |
| 8:05 | 12:22 | 7:26 | 3:20 | 6:07 | 6:32 | 5:56 |  | 1230 |
| 6:00 | 6:01 | 6:04 | 4:00 | 6:05 | 3:20 | 5:47 | 13:09 | 1300 |
| 3:24 | 6:13 | 3:31 | 3:50 | 4:54 | 3:39 | 6:41 | 3:03 | 1330 |
| 5:58 | 4:39 | 7:15 | 4:40 | 4:37 | 6:37 | 4:33 | 4:57 | 1400 |
| 5:12 | 5:35 | 6:13 | 3:03 | 1:34 | 6:48 | 3:31 | 3:38 | 1430 |
| 7:21 | 4:54 | 4:26 | 5:01 | 3:58 | 4:50 | 8:13 | 3:29 | 1500 |
| 4:23 | 3:38 | 3:16 | 1:30 | 4:31 | 1:01 | 6:15 | 7:58 | 1530 |
| 4:24 | 4:25 | 4:17 | 5:15 | 2:54 | 11:18 | 5:11 | 6:16 | 1600 |
| 4:30 | 6:41 | 8:58 | 3:21 | 5:05 | 1:42 | 6:51 | 5:58 | 1630 |
| 3:18 | 4:40 | 8:19 | 5:21 | 1:32 | 5:31 | 2:38 | 4:37 | 1700 |
| 3:28 | 5:24 | 4:02 | 5:34 | 2:59 | 4:00 | 6:53 | 4:11 | 1730 |
| 3:49 | 2:16 | 3:13 | 3:31 | 2:08 | 7:10 | 4:56 | 1:56 | 1800 |
| 3:10 | 3:36 | 3:36 | 3:46 | 3:50 | 3:49 | 3:32 | 4:32 | 1830 |
| 4:36 | 3:01 | 3:40 | 2:37 | 2:05 | 5:38 | 4:34 | 2:22 | 1900 |
| 2:29 | 3:58 | 4:18 | 1:39 | 4:10 | 4:45 | 4:51 | 6:01 | 1930 |
| 5:06 | 3:33 | 2:49 | 3:58 | 2:45 | 2:29 | 4:30 | 2:56 | 2000 |
| 4:02 | 4:25 | 6:11 | 2:16 | 2:39 | 7:52 | 6:40 | 3:36 | 2030 |
| 3:38 | 2:36 | :32 | 2:34 | 3:31 | 8:13 | 4:39 | 3:35 | 2100 |
| 4:15 | 1:38 | 3:24 | 2:49 | 2:36 | 4:51 |  | 2:24 | 2130 |
| 3:29 | 7:40 | 3:57 | 1:57 | 2:55 |  | 2:38 | 1:45 | 2200 |
| 5:28 | :31 |  | 2:28 | 3:24 | 2:58 |  | :47 | 2230 |


| $4: 21$ | $3: 07$ | $3: 23$ | $2: 05$ | $2: 22$ | $2: 04$ |  |  | $\mathbf{2 3 0 0}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | $6: 43$ |  | $2: 55$ | $5: 40$ | $2: 08$ |  |  | $\mathbf{2 3 3 0}$ |
| $\mathbf{2 4 - O c t}$ | $\mathbf{2 5 - O c t}$ | $\mathbf{2 6 - O c t}$ | $\mathbf{2 7 - O c t}$ | $\mathbf{2 8 - O c t}$ | $\mathbf{2 9 - O c t}$ | 30-Oct | $\mathbf{3 1 - O c t}$ | Interval |


| 1-Nov | 2-Nov | 3-Nov | 4-Nov | 5-Nov | 6-Nov | 7-Nov | 8-Nov | 9-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1:17 | 7:51 | 2:24 | 3:23 | 2:49 |  | 1:19 | 3:25 | 3:00 |
| 2:19 | 4:36 |  | 3:44 | 1:55 |  | 2:46 | 1:37 | 2:28 |
| 1:57 |  |  | 1:58 | 1:27 |  | 1:17 | 2:07 | 2:14 |
|  | 5:13 | 2:33 | 2:25 | 1:15 |  |  | 2:12 | 3:54 |
|  |  | 4:00 | 2:16 | :59 |  |  | 2:14 | 1:26 |
|  |  | 2:13 | 7:27 | 1:24 |  | 1:54 | 4:06 |  |
|  |  | 2:00 | 1:35 | 1:38 | 5:14 |  | 4:00 | 2:30 |
| 2:33 |  | 2:48 | 2:23 | 2:21 | 3:24 | 2:34 | 1:49 | 1:42 |
| 5:27 |  | 2:06 | 1:47 | 2:14 | 5:22 | 4:10 | 1:58 | 2:14 |
| 1:38 | 4:04 | 1:08 | 6:11 | 1:42 |  |  | 1:12 | 1:22 |
| 1:12 | 3:20 | 4:19 | 2:02 | 1:41 | 4:12 | 1:31 | 1:24 | 6:36 |
| 3:15 | 2:15 |  | 2:31 | 2:23 | :50 | 7:33 | 1:54 | 1:40 |
| :03 | 1:47 | 2:06 | 2:51 | 3:02 | 2:24 | 3:13 | 5:13 | 2:43 |
| 3:38 |  | 4:53 | 2:28 | 5:55 | 4:51 | 5:37 | 6:30 | 4:02 |
| 2:20 | 4:55 | 3:20 | 2:35 | 5:32 | 6:58 | 6:29 | 3:30 | 3:50 |
| 6:49 | 4:52 | 6:03 | 3:44 | 4:52 | 5:36 | 4:03 | 5:57 | 6:21 |
| 3:22 | 2:50 | 6:19 | 2:51 | 8:23 | 7:43 | 6:39 | 5:29 | 4:24 |
| 4:24 | 5:49 | 5:41 | 3:56 | 6:59 | 5:15 | 4:27 | 5:37 | 3:43 |
| 4:07 | 6:20 | 4:46 | 5:18 | 5:46 | 6:49 | 3:35 | 5:54 | 6:46 |
| 4:10 | 5:13 | 6:24 | 4:15 | 7:06 | 7:42 | 7:30 | 7:09 | 13:49 |
| 7:50 | 7:15 | 5:14 | 4:07 | 6:31 | 7:34 | 12:16 | 5:31 | 4:23 |
| 10:55 | 7:13 | 4:03 | 4:27 | 10:29 | 7:12 | 5:32 | 9:22 | 9:28 |
| 6:27 | 6:00 | 4:48 | 5:31 | 3:47 | 7:13 | 8:42 | 3:32 | 4:41 |
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| 6:10 | 5:01 | 4:13 | 4:54 | 7:10 | 3:41 | 6:33 | 9:51 | 2:05 |
| 7:32 | 3:17 | 3:23 | 4:22 | 4:32 | 3:53 | 5:23 | 3:32 | 1:14 |
| 5:00 | 7:36 | 4:54 | 5:44 | 6:22 | 7:04 | 5:29 | 6:07 | 7:09 |
| 6:17 | 3:17 | 3:29 | 4:08 | 7:27 | 6:21 | 5:12 | 5:56 | 5:34 |
| 4:58 | 6:38 | 3:24 | 4:11 | 6:57 | 4:14 | 6:16 | 4:22 | 4:00 |
| 5:24 | 4:54 | 2:41 | 3:13 | 4:17 | 5:30 | 4:46 | 6:14 | 5:27 |
| 6:04 | 5:27 | 4:31 | 2:55 | 6:53 | 4:10 | 4:20 | 4:55 | 6:58 |
| 5:31 | 5:11 | 3:34 | 3:49 | 6:23 | 5:54 | 4:22 | 7:21 | 6:29 |
| 5:35 | 5:11 | 2:35 | 3:33 | 4:41 | 4:36 | 5:18 | 4:14 | 6:41 |
| 3:56 | 4:07 | 4:10 | 3:34 | 4:44 | 5:08 | 4:21 | 3:59 | 4:38 |
| 3:57 | 4:58 | 4:12 | 3:23 | 4:21 | 3:54 | 2:45 | 7:27 | 5:09 |
| 4:04 | 4:08 | 4:54 | 3:23 | 4:08 | 3:05 | 2:47 | 4:18 | 4:34 |
| 3:26 | 4:40 | 3:45 | 3:12 | 4:57 | 4:45 | 6:49 | 3:00 | 5:21 |
| 4:00 | 5:04 | 2:36 | 3:40 | 3:55 | 3:50 | 3:14 | 4:44 | 3:38 |
| 3:28 | 3:47 | 2:58 | 3:21 | 4:15 | 3:48 | 2:17 | 6:39 | 3:42 |
| 4:34 | 8:44 | 4:04 | 2:58 | 4:02 | 7:50 | 3:26 | 2:45 | 3:58 |
| 4:22 | 5:06 | 4:34 | 5:07 | 2:54 | 6:01 | 4:14 | 4:19 | 5:11 |
| 4:52 | 5:30 | 4:40 | 3:58 | 7:01 | 3:05 | 3:27 | 2:44 | 6:02 |
| 1:01 | 3:13 | 3:08 | 3:08 | 4:07 | 2:37 | 3:25 | 3:40 | 4:28 |
| 8:32 | 3:46 | 2:53 | 3:04 | 3:24 | 6:02 | 6:02 | 1:19 | 3:22 |
| 4:09 | 3:31 | 3:33 | 7:25 | 6:31 | 5:22 | 4:36 | 4:44 | 1:53 |


| 9:25 | $5: 24$ | $2: 56$ | $5: 27$ | $6: 46$ | $2: 52$ | $2: 01$ | $3: 13$ | $1: 19$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $5: 30$ | $3: 26$ | $3: 50$ | $1: 53$ | $: 24$ | $3: 57$ | $3: 12$ | $2: 26$ | $2: 09$ |
| 1-Nov | 2-Nov | 3-Nov | 4-Nov | 5-Nov | 6-Nov | 7-Nov | 8-Nov | 9-Nov |


| 10-Nov | 11-Nov | 12-Nov | 13-Nov | 14-Nov | 15-Nov | Interval | 16-Nov | 17-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2:22 | 1:49 | 2:43 | 5:23 | 2:47 | 1:56 | 0 |  | 1:32 |
| 1:43 | 2:48 | 1:29 | 2:31 | 1:00 | 3:45 | 30 |  | 8:01 |
| 1:58 | 3:31 | 1:32 | :53 | 4:52 | 2:20 | 100 |  | 2:38 |
| 3:22 | 2:41 | 1:38 | 3:18 | 10:07 | 1:56 | 130 |  | 2:29 |
| 1:35 | 2:41 | 3:13 | 4:04 |  | :53 | 200 |  | 2:28 |
| 1:30 | 2:03 | 14:43 |  | 3:58 |  | 230 |  | 2:21 |
| 1:13 | 2:03 |  |  |  | 3:45 | 300 |  | 1:09 |
| 1:04 | 2:24 | 2:43 | :36 | :34 | 1:28 | 330 |  | 1:47 |
| 1:31 | 3:24 | 3:28 | 2:47 | 5:52 |  | 400 |  |  |
| 7:17 | 9:40 | 2:38 |  | 3:28 | 3:27 | 430 |  |  |
| 1:08 | 1:14 |  | 4:08 | 3:52 | 1:43 | 500 |  |  |
| 1:18 | 1:56 |  | 1:52 |  | 1:49 | 530 | 2:52 | 1:13 |
| 1:52 | 2:50 |  | 4:23 | 2:33 | 3:59 | 600 |  | 2:09 |
| 1:33 | 4:27 |  | 5:17 | 3:55 | 4:59 | 630 | 5:35 | 6:05 |
| 3:24 | 4:08 | 5:22 | 5:21 |  | 7:24 | 700 | 6:12 | 2:10 |
| 6:16 | 3:55 | 8:30 | 5:42 | 2:08 | 6:02 | 730 | 12:48 | 4:03 |
| 6:24 | 3:42 | 4:57 | 5:03 | 6:04 | 4:32 | 800 | 7:34 | 5:46 |
| 4:48 | 3:29 | 5:16 | 6:08 | 4:32 | 5:43 | 830 | 6:50 | 3:32 |
| 4:08 | 3:55 | 16:05 | 3:51 | 4:27 | 4:24 | 900 | 7:23 | 3:53 |
| 4:58 | 4:12 | 7:37 | 7:06 | 10:12 | 5:43 | 930 | 2:36 | 2:58 |
| 7:00 | 3:33 | 2:55 | 9:21 | 6:51 | 7:27 | 1000 | 4:14 | 3:49 |
| 2:44 | 4:16 | 4:46 | 3:54 | 6:26 | 4:20 | 1030 | 5:14 | 5:38 |
| 6:15 | 4:31 | 7:21 | 5:45 | 10:14 | 9:45 | 1100 | 7:34 | 4:43 |
| 4:59 | 6:49 | 5:13 | 4:10 | 4:27 | 10:56 | 1130 | 7:15 | 4:49 |
| 6:02 | 4:04 | 6:08 | 12:52 | 4:36 | 6:09 | 1200 | 6:17 | 3:51 |
| 5:42 | 3:56 | 6:59 | 8:05 | 5:54 | 7:59 | 1230 | 8:14 | 5:54 |
| 5:23 | 22:35 | 4:18 | 2:47 | 4:04 | 7:03 | 1300 | 5:30 | 4:58 |
| 5:44 | 4:49 | 3:00 | 3:32 | 6:24 | 6:15 | 1330 | 14:03 | 4:51 |
| 3:58 | 4:45 | 4:17 | 7:18 | 6:26 | 6:26 | 1400 | 15:46 | 4:58 |
| 7:21 | 4:21 | 6:51 | 5:07 | 4:29 | 4:10 | 1430 | 10:12 | 4:19 |
| 2:57 | 3:57 | 5:47 | 4:37 | 4:55 | 5:39 | 1500 | 5:19 | 3:32 |
| 6:12 | 2:40 | 5:28 | 6:55 | 6:23 | 3:32 | 1530 | 4:40 | 2:57 |
| 5:46 | 2:17 | 5:48 | 4:34 | 7:29 | 5:40 | 1600 | 8:57 | 3:03 |
| 3:50 | 3:41 | 5:20 | 4:50 | 3:22 | 5:56 | 1630 | 7:48 | 5:31 |
| 4:44 | 2:44 | 6:24 | 5:25 | 4:14 | 5:31 | 1700 | 5:09 | 2:30 |
| 5:17 | 6:20 | 3:55 | 3:51 | 3:44 | 4:32 | 1730 | 4:02 | 2:24 |
| 6:14 | 3:14 | 3:22 | 3:41 | 4:54 | 3:28 | 1800 | 9:33 | 4:03 |
| 5:10 | 2:44 | 4:34 | 6:39 | 4:38 | 4:33 | 1830 | 9:41 | 2:51 |
| 3:18 | 1:59 | 4:25 | 5:29 | 4:32 | 5:26 | 1900 | 4:41 | 1:43 |
| 3:51 | 2:25 | 3:52 | 5:03 | 5:43 | 2:40 | 1930 | 3:15 | 3:12 |
| 3:42 | 2:58 | 4:18 | 3:22 | 4:30 | 4:14 | 2000 | 3:31 | 3:47 |
| 2:50 | 3:14 | 5:01 | 4:21 | 3:19 | 3:58 | 2030 | 4:41 | 3:24 |
| 2:55 | 4:06 | 3:22 | 3:35 | 3:14 | 4:40 | 2100 | 4:56 | 2:12 |
| 3:18 | 2:53 | 3:03 | 5:17 | 3:46 | 3:20 | 2130 | 3:14 | 6:21 |
| 4:20 | 3:45 | 5:40 | 2:52 | 3:03 |  | 2200 | 4:35 | 4:37 |
| 3:38 | 3:46 | 5:05 | 2:11 | 3:27 | 1:42 | 2230 | 3:38 | 7:03 |


| $2: 28$ | $3: 19$ | $2: 14$ | $3: 27$ | $2: 19$ | $7: 17$ | $\mathbf{2 3 0 0}$ | $1: 52$ | $6: 21$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $3: 09$ | $2: 00$ | $9: 02$ | $5: 04$ | $2: 49$ | $1: 08$ | $\mathbf{2 3 3 0}$ | $2: 20$ | $2: 10$ |
| 10-Nov | 11-Nov | 12-Nov | 13-Nov | 14-Nov | 15-Nov | Interval | 16-Nov | 17-Nov |


| 18-Nov | 19-Nov | 20-Nov | 21-Nov | 22-Nov | 23-Nov | 24-Nov | 25-Nov | 26-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  | 6:24 | 4:25 |  | 3:53 |  | 3:17 |  |
| 5:25 | 10:02 |  | 5:14 | 2:25 | 1:29 | 4:32 | 1:28 | 9:26 |
| 5:40 | 6:28 |  | 5:53 |  | 2:02 | 3:05 | 2:40 |  |
| 3:40 | 2:33 | 4:23 | 1:46 |  | 1:54 | 4:44 | 1:33 |  |
|  |  | 13:45 |  |  | 6:39 | 1:04 | 2:05 |  |
| 2:58 |  |  | 2:38 |  | 1:08 | :45 | 2:57 |  |
|  | 7:48 | 3:59 | 3:06 |  |  | 2:41 | 1:03 |  |
| 3:00 | :47 |  | 1:31 |  | 2:16 | 1:10 | 2:43 |  |
| 6:50 | 5:20 |  | :53 |  | 2:29 | 1:36 | 2:42 |  |
| 1:20 |  | 5:24 | :23 | 3:05 |  |  | 3:12 | 4:31 |
| 4:29 |  |  | 1:49 | 1:56 | 1:04 |  | 2:29 | 3:42 |
| 3:44 | 5:05 |  | 1:48 |  | 3:35 |  | 1:53 | 1:31 |
| 3:49 | 2:44 |  | 2:36 | 3:44 | 3:18 |  |  |  |
| 1:11 | 4:06 | 2:05 | 6:05 | 3:31 | 2:51 | 1:36 | 6:24 |  |
| 5:33 | 10:37 | 6:05 | 5:52 | 4:28 | 7:06 | 4:38 | 2:40 | 2:23 |
| 6:04 | 6:10 | 6:46 | 6:03 |  | 5:27 | 2:16 | 2:19 | 6:56 |
| 3:28 | 4:05 | 6:57 | 5:10 | 6:57 | 8:49 | 5:56 | 2:28 | 7:03 |
| 5:43 | 9:00 | 3:24 | 4:55 | 1:36 | 4:00 | 5:24 | 2:05 | 8:33 |
| 7:59 | 2:23 | 4:22 | 5:26 | 2:41 | 5:00 | 6:23 | 4:07 | 7:46 |
| 5:30 | 4:30 | 9:41 | 5:22 | 3:43 | 7:07 | 4:52 | 3:57 | 2:29 |
| 5:35 | 8:53 | :33 | 7:18 | 3:15 | 4:10 | 3:50 | 3:21 | 4:44 |
| 4:13 | 7:09 | 9:25 | 6:07 | 3:28 | 7:20 | 4:14 | 3:18 | 6:50 |
| 3:42 | 6:26 | 5:43 | 3:23 | 3:14 | 4:37 | 4:45 | 3:04 | 10:58 |
| 4:35 | 4:22 | 10:43 |  | 3:57 | 10:03 | 5:25 | 2:32 |  |
| 3:39 | 6:33 | :44 | 4:10 | 4:00 | 7:07 | 5:17 | 1:32 | 8:18 |
| 6:39 | 9:08 | 5:46 | 5:02 |  | 7:42 | 4:47 | 3:59 | 5:08 |
| 3:17 | 6:27 | 3:02 | 4:08 | 1:44 | 5:30 | 7:33 | 6:20 | 7:04 |
| 4:10 | 3:37 | 5:28 | 3:43 | 2:05 | 10:14 | 3:55 | 3:22 | 5:36 |
| 3:35 | 1:49 | 5:33 | 8:08 | 4:23 | 5:11 | 7:38 | 2:47 | 1:55 |
| 5:02 | 9:19 | 6:22 | 6:17 | 3:25 | 7:33 | 5:41 | 2:31 | 5:50 |
| 3:30 | 8:04 | 3:42 | 5:50 |  | 5:55 | 4:15 | 3:17 | 2:55 |
| 5:10 | 4:07 | 6:48 | 8:13 | 4:37 | 4:57 | 7:47 | 4:48 | 3:58 |
| 5:18 | 5:43 | 3:38 | 3:27 | 3:33 | 6:22 | 3:16 | 3:48 | 5:45 |
| 3:33 | 5:15 | 4:47 | 7:09 | 3:02 | 5:04 | 4:37 | 2:18 | 7:48 |
| 3:46 | 5:59 | :30 |  | 4:43 | 4:20 | 4:22 | 1:47 | 3:05 |
| 2:44 | 5:11 | 5:59 | 10:44 | 2:46 | 6:02 | 1:29 | 2:31 | 5:50 |
| 2:04 | 3:48 | 9:05 | 4:55 | 5:39 | 6:43 | 4:07 | 2:28 | 1:55 |
| 5:24 | 2:25 | 4:00 | 4:57 | 5:19 | 6:46 | 5:05 | 4:06 | 4:39 |
| 5:22 | 5:36 | 4:19 | 3:33 | 5:19 | 4:34 | 5:23 | :46 | 4:03 |
| 1:12 | 3:21 | 3:12 | 1:39 | 3:28 | 7:36 | 3:04 | 1:19 | 5:34 |
| 3:22 | 3:21 | 5:36 | 3:23 | 4:50 | 3:10 | 4:36 | 12:34 | 2:22 |
| 3:27 | 2:36 | 2:53 | :52 | 1:08 | 3:25 | 1:54 | 2:23 | 5:11 |
| 1:45 | 3:38 | 3:16 | 2:36 | 3:33 | 2:40 | 3:28 | 5:01 | 1:57 |
| 2:27 | 3:41 | 2:08 | 2:04 | 2:43 | 4:19 | 2:17 | 1:27 |  |
| 5:53 | 3:08 | 3:42 | 1:56 | 3:07 | 4:22 | 2:23 | 9:01 | 9:09 |
| 2:02 | 2:41 | 6:06 | 4:02 | 3:46 | 2:37 | 1:57 |  |  |


| $4: 30$ | $2: 49$ | $: 42$ |  | $2: 40$ | $4: 07$ | $3: 28$ | $4: 47$ | $5: 38$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1:24 |  |  |  | $4: 52$ | $4: 39$ | $1: 42$ | $1: 19$ | $2: 01$ |
| 18-Nov | 19-Nov | 20-Nov | 21-Nov | 22-Nov | 23-Nov | 24-Nov | 25-Nov | 26-Nov |


| 27-Nov | 28-Nov | 29-Nov | 30-Nov | Interval | 1-Dec | 2-Dec | 3-Dec | 4-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 1:25 |  | 2:53 | 2:46 | 0 | 8:08 | 3:42 |  | 1:29 |
| 2:46 | 1:20 | 2:38 | 3:20 | 30 | 5:52 | 4:16 |  |  |
| 2:27 | 5:11 | :33 |  | 100 | 1:03 | 8:26 |  |  |
| 3:46 | 4:15 | 1:30 |  | 130 | 2:22 | 3:28 |  | 2:53 |
| :48 | 4:25 | 1:44 |  | 200 | 1:53 | 3:19 | 3:03 | 3:14 |
|  |  | 1:37 | 4:14 | 230 | 1:23 |  | 1:05 |  |
|  |  |  |  | 300 | :56 | 4;29 | 4:17 | 2:02 |
|  | 2:32 | 1:24 |  | 330 | 1:07 |  |  | 3:51 |
| 6:02 | 2:46 |  |  | 400 | 3:16 | 2:37 |  |  |
| 1:26 | :54 | 3:05 |  | 430 | 5:14 | 2:05 |  |  |
| 2:12 | 3:03 |  | 2:35 | 500 | 3:44 | 1:34 | 8:50 | :53 |
|  | 2:03 | 1:41 |  | 530 |  | 3:05 | 2:13 | 1:50 |
| 2:19 | 1:45 | 2:28 |  | 600 | 2:40 | 3:08 | 3:56 | 4:52 |
|  | 3:06 | 1:37 | 4:18 | 630 | 12:45 | 10:20 | 7:08 | 4:24 |
| 8:30 | 5:32 | 2:07 | 5:50 | 700 | 4:53 | 5:56 | 2:39 | 2:45 |
| 5:21 | 5:56 | 2:47 | 7:39 | 730 | 6:33 | 7:25 | 4:17 | 4:17 |
| 4:33 |  | 3:27 | 3:52 | 800 | 7:50 | 8:51 | 4:37 | 6:49 |
| 5:26 | 4:56 | 3:56 | 3:49 | 830 | 4:40 | 12:12 | 4:49 | 11:19 |
| 1:25 | 5:05 | 2:21 | 6:59 | 900 | 5:00 | 6:43 | 6:52 | 4:25 |
| 3:13 | 8:00 | 3:18 | 13:50 | 930 | 5:36 | 5:49 | 4:25 | 7:28 |
| 3:16 | 3:49 | 9:24 | :48 | 1000 | 7:49 | 4:51 | 5:37 | 5:19 |
| 9:07 | 8:13 | 9:29 | 3:47 | 1030 | 6:40 | 7:11 | 1:09 | 6:44 |
| 2:53 | 4:02 | 2:36 | 10:36 | 1100 | 5:43 | 9:55 | 10:49 | 7:47 |
| 3:26 | 2:33 | 6:06 | 3:18 | 1130 |  | 4:38 | 10:47 | 5:49 |
| :41 | 6:11 | 5:47 | 6:16 | 1200 | 4:33 | 5:58 | 7:59 | 5:15 |
| 6:43 | 21:50 | 8:51 | 8:49 | 1230 | 3:02 | 7:00 |  | 12:51 |
| 4:35 | 5:18 |  | 10:26 | 1300 | 6:31 | 7:59 |  | 7:02 |
| 5:20 | 2:42 | 4:48 | 9:28 | 1330 | 5:54 | 3:11 | 4:34 | 6:42 |
| :21 | 9:24 | 6:42 | 8:02 | 1400 | 7:59 | 3:29 | 5:06 | 6:08 |
| 4:02 | 5:03 | 7:18 | 4:37 | 1430 | 16:27 | 4:30 | 9:39 | 6:51 |
| 7:50 | 5:31 | 6:53 | 4:56 | 1500 | 4:48 | 7:31 | 7:21 | 10:07 |
| 5:45 | 11:30 | 5:04 | 6:05 | 1530 | 2:42 | 2:22 | 10:25 | 7:16 |
| 3:55 | 4:07 | 5:09 | 7:52 | 1600 | 2:42 | 4:10 | 7:06 | 11:16 |
| 3:44 | 4:59 | 1:36 | 4:03 | 1630 | 2:36 | 2:39 | 5:00 | 8:06 |
| 6:19 | 8:08 | 3:23 | 7:16 | 1700 | 9:06 | 3:10 | 5:04 | 2:37 |
| 6:01 | 3:56 | 7:16 | 6:16 | 1730 | 4:36 | 4:28 | 5:05 | 4:54 |
| 3:13 | 11:01 | 2:26 | 14:53 | 1800 | 6:57 | 2:48 | 3:31 | 7:15 |
| 4:26 | 3:25 | 3:43 | 4:56 | 1830 | 4:20 | 5:29 | 2:37 | 11:15 |
| 4:08 | 4:16 | 4:16 | 6:05 | 1900 | 4:02 | 5:00 | 5:48 | 4:35 |
| 3:43 | 4:05 | 3:19 | 9:58 | 1930 | 4:40 | 3:38 | 3:28 | 3:34 |
| 6:22 | 3:16 | 2:26 |  | 2000 | 3:06 | 3:14 | 6:56 | 6:41 |
| 3:42 | 3:25 | 5:09 | 2:11 | 2030 | 2:42 | 3:13 | 3:09 | 16:42 |
| 2:54 | 4:01 | 4:40 | 11:50 | 2100 | 3:08 | 4:40 | 2:01 | 6:22 |
| 2:54 | 2:35 | 5:19 | 3:45 | 2130 | 3:00 |  | 11:22 | 3:36 |
| 5:09 | 3:21 |  | 4:05 | 2200 | 3:26 | 19:08 | 9:11 | 4:41 |
| 3:58 | 1:37 | 6:00 | 8:25 | 2230 | 8:34 | 2:36 | 8:44 | 3:26 |


| 3:32 | $2: 30$ | $8: 29$ | $7: 19$ | $\mathbf{2 3 0 0}$ | $2: 30$ | $2: 48$ | $2: 09$ | $3: 49$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 4:05 | $: 56$ | $9: 30$ | $9: 49$ | $\mathbf{2 3 3 0}$ | $5: 03$ |  | $4: 28$ | $10: 02$ |
| 27-Nov | 28-Nov | 29-Nov | 30-Nov | Interval | 1-Dec | 2-Dec | 3-Dec | 4-Dec |


| 5-Dec | 6-Dec | 7-Dec | 8-Dec | 9-Dec | 10-Dec | 11-Dec | 12-Dec | 13-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  | 6:20 | 5:58 |  | 7:11 | 1:18 |  | 3:54 | 2:39 |
| 3:41 | 3:41 | 1:06 | 1:12 |  | 6:50 | 2:12 |  | 1:30 |
|  | :23 | 4:25 | 1:15 | 4:04 |  | :45 |  | 2:16 |
| 1:31 | :53 | 1:30 | 1:30 |  | 2:12 | 2:53 | 4:32 | :16 |
| :15 |  | 4:50 |  | 9:28 | :54 | 2:45 |  | :47 |
| 20:58 | 1:08 |  |  |  |  |  |  |  |
|  |  |  |  | 5:31 | 2:08 | 1:41 | :39 | 5:09 |
|  |  | 6:56 | 2:03 |  |  | 2:18 |  | 4:25 |
| 2:19 |  | 2:05 |  |  |  |  |  |  |
|  | 1:24 | 3:22 |  |  |  | 1:53 |  |  |
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|  | 7:04 | 1:13 |  |  | 1:13 | 2:45 |  |  |
|  | 4:52 | 2:10 | :38 | 5:39 |  | 1:45 |  |  |
|  | 13:18 | 3:38 | 3:53 | 5:45 |  |  | 2:13 |  |
| 2:29 | 4:36 | 5:12 | 7:41 | 3:58 | 2:27 | 4:53 | 4:43 | 1:03 |
| 4:16 | 5:56 | 6:09 | :55 | 3:47 |  |  | 2:58 | :04 |
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| 11:13 | 3:27 | 9:54 | 15:55 | 3:38 | 11:02 | 10:50 | 3:31 | 3:16 |
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|  | 4:37 | 8:59 | 6:32 | 4:36 | 3:56 | 4:33 | 5:10 | 6:38 |
| 4:12 | 6:17 | 11:31 | 4:50 | 8:26 | 17:48 | 4:57 | 10:49 | 8:06 |
| 3:47 | 13:06 | 4:37 | 3:09 | 4:51 | 1:19 | 2:45 | 5:26 | 6:16 |
|  | 9:35 | 3:30 | 5:52 | 4:08 | 4:14 | 1:09 | 3:55 | 5:14 |
| 6:59 | 7:38 | 2:23 | 5:30 | 5:20 | 15:49 | 4:56 | 3:09 | :50 |
| 3:32 | 8:40 | 9:19 | 6:03 | 3:35 | 6:23 | 1:44 |  | 6:19 |
| 9:10 | 3:30 | 12:02 | 5:24 | 5:01 |  | 9:32 | 8:37 | 4:53 |
| 3:04 | 7:01 | 3:02 | 4:57 | 4:25 | 10:48 | 2:25 | 5:33 | 5:34 |
| 4:52 | 4:40 | 6:53 | 6:09 | 4:00 | 1:57 | 5:39 | 6:17 | 6:36 |
| 8:44 | 4:46 | 5:29 | 4:10 | 5:33 | 6:37 | 10:42 | 4:24 | 7:56 |
| 10:15 | 6:21 | 4:43 | 6:30 | 2:54 | 8:27 | 7:48 | 4:51 | 8:30 |
| 4:50 | 4:48 | 7:33 | 4:25 | 5:00 | 4:01 | 5:47 | 6:11 | 6:28 |
| 9:06 | 5:45 | 6:09 | 3:45 | 6:00 | 6:52 | 8:48 | 9:37 | 4:52 |
| 1:55 | 2:58 | 6:49 | 3:41 | 5:25 | 1:32 | 6:42 | 5:23 | 5:30 |
| 5:41 | 3:24 | 6:45 | 5:52 | 4:12 | 7:22 | 5:52 | 1:56 |  |
| 6:10 | 5:24 | 4:57 | 4:11 | 3:45 | 11:36 | 3:05 | 5:55 | 3:02 |
| 2:01 | 4:08 | 4:36 | 2:54 | 5:02 | 4:01 | 5:21 | 3:32 | 5:33 |
| 3:10 | 4:31 | 4:20 | 7:20 | 3:28 | 6:12 | 3:48 | 4:25 | 8:42 |
| 5:32 | 4:33 | 5:22 | 6:29 | 2:20 | 4:38 | 5:04 | 3:16 | 1:58 |
| 6:43 | 8:31 | 3:30 | 3:35 | 4:00 | 2:56 | 4:54 | 2:07 | 3:14 |
| 4:01 | 4:39 | 7:10 |  | 2:49 | 4:20 | 3:47 | 3:11 | 3:42 |
|  | 3:22 | 6:44 | 5:49 | 2:56 | 3:16 | 2:35 | 2:28 | 4:09 |
|  | 3:55 | 5:12 | 3:06 | 4:18 | 4:52 | 3:46 | 2:56 | 4:29 |
| 4:54 | 1:34 | 4:15 | 2:16 | 3:05 | 3:09 | 1:59 | :58 | 2:58 |
| 3:47 | 3:19 | 2:21 | 3:13 | 1:42 | 4:25 | 12:57 | 3:35 | 3:20 |


|  | $1: 54$ | $2: 11$ | $2: 53$ | $2: 45$ | $3: 18$ | $3: 55$ | $3: 39$ | $2: 09$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 3:09 | $1: 08$ | $4: 11$ | $1: 41$ | $4: 54$ | $1: 41$ |  | $2: 32$ | $2: 51$ |
| 5-Dec | 6-Dec | 7-Dec | 8-Dec | 9-Dec | 10-Dec | 11-Dec | 12-Dec | 13-Dec |


| 14-Dec | 15-Dec | Interval | 16-Dec | 17-Dec | 18-Dec | 19-Dec | 20-Dec | 21-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2:28 | 2:32 | 0 | 3:15 | 1:26 | 3:03 | 3:30 | 5:13 | 4:03 |
| 3:46 | 2:43 | 30 | 3:43 | 1:12 | 2:37 |  |  | 3:47 |
| 5:51 | 7:34 | 100 | 2:10 |  | 5:10 |  |  | 4:00 |
| 1:49 | 3:31 | 130 |  |  |  |  |  | 4:43 |
| 2:19 | 11:39 | 200 |  | 2:47 | :56 | 2:52 | 2:36 |  |
| 2:18 |  | 230 |  |  |  |  | 3:29 | 5:30 |
| 2:14 |  | 300 |  |  | 1:11 |  | 8:19 |  |
| 4:20 |  | 330 |  |  |  |  | :38 |  |
| 2:43 | 1:00 | 400 |  |  |  |  |  | 3:45 |
|  |  | 430 | 6:47 | :46 | 1:54 |  | 2:25 | 2:15 |
| 2:01 |  | 500 | 3:38 |  | 4:43 |  | 1:13 | 2:16 |
| 5:24 |  | 530 | 3:04 | 2:23 |  |  |  | 2:27 |
| 4:31 | 6:31 | 600 | 3:28 | 2:51 |  |  | 1:16 | 1:49 |
| 5:18 | 3:03 | 630 | 2:47 | 3:26 |  |  | 5:10 | 5:31 |
| 5:46 | 4:42 | 700 | 8:04 | 4:31 | 5:19 | 4:34 | 7:54 |  |
| 8:03 |  | 730 | 2:31 | 5:45 |  | 2:35 | 5:11 | 9:48 |
| 4:15 | 2:41 | 800 | 2:48 | 6:22 | 6:15 |  | 3:15 | 7:24 |
|  | 5:53 | 830 | 2:28 | 7:09 | 3:04 | 6:59 | 5:08 |  |
| 8:56 | 4:41 | 900 | 3:52 | 1:45 | 4:51 | 17:26 | 7:22 | 5:29 |
| 9:03 | 4:18 | 930 | 3:24 | 7:24 | 3:57 | 2:49 | 6:42 | 7:51 |
| 7:32 | 4:38 | 1000 | 2:34 | 6:11 | 9:59 | 9:16 | 7:16 | 17:31 |
| 7:03 | 5:33 | 1030 | 2:42 | 3:59 | 4:39 | 11:18 | 3:27 | 4:51 |
| 5:59 | 5:37 | 1100 | 3:20 |  | 9:43 |  | 7:06 | 12:08 |
| 8:22 | 6:47 | 1130 | 4:15 | 1:28 | 4:24 | 11:55 | 1:28 | 8:20 |
| 1:01 | 6:12 | 1200 | 3:44 | 5:08 | 13:14 | 5:59 | 8:11 | 10:55 |
| 6:56 | 5:52 | 1230 | 4:10 | 11:14 | 4:32 | 6:35 | 2:31 | 11:50 |
| 5:19 | 4:16 | 1300 | 3:15 | 7:19 | 2:38 |  | 7:28 |  |
| 7:07 | 9:43 | 1330 | 2:22 | 5:53 | 8:07 | 7:46 | 2:56 | 9:43 |
| 9:42 | 7:36 | 1400 | 3:25 | 4:41 | 2:47 | 3:04 | 7:00 | 6:41 |
| 3:37 | 4:04 | 1430 | 3:33 | 3:47 | 6:00 | 6:17 | 3:44 |  |
| 4:17 | 4:11 | 1500 | 3:23 | 3:56 | 4:52 | 6:59 | 5:28 | 8:27 |
| 5:31 | 3:50 | 1530 | 4:22 | 6:44 | 3:09 | 5:42 | 3:45 | 7:19 |
| 6:19 | 4:06 | 1600 | 3:49 | 6:20 | 3:56 | 4:58 | 4:15 | 6:51 |
| 4:36 | 4:51 | 1630 | 2:36 | 4:24 | 4:42 | 3:21 | :47 | 4:28 |
| 3:52 | 4:19 | 1700 | 3:16 | 3:50 | 3:13 | 5:03 |  | 11:20 |
| 6:04 | 6:02 | 1730 | 2:27 | 7:14 | 4:15 | 5:44 | 4:38 | 10:53 |
| 4:08 | 3:33 | 1800 | 3:20 | 2:28 | 2:25 | 2:42 | 5:06 | 7:23 |
| 5:26 | 3:53 | 1830 | 2:38 | 2:44 | 3:09 | 4:20 | 2:41 | 4:57 |
| 3:41 | 4:19 | 1900 | 3:55 | 4:19 | 6:41 | 2:24 | 7:55 | 5:35 |
| 4:08 | 4:18 | 1930 | 3:15 | 5:42 | 2:13 | 2:03 | 2:52 | 3:18 |
| 3:26 | 2:51 | 2000 | 3:28 | 4:30 | 4:06 | 3:26 | 2:18 | 4:03 |
| 3:20 | 2:51 | 2030 | :30 | 4:55 | 4:54 | 5:24 | 3:58 | 2:53 |
| 2:33 | 2:43 | 2100 | 2:09 | 2:21 | 3:13 |  | 3:54 | 2:50 |
| 2:59 | 2:51 | 2130 | 1:11 | 6:31 | 3:36 | 2:03 | 7:18 | 6:18 |
| 4:41 | 2:32 | 2200 |  | 4:33 | 3:54 | 6:31 | :43 | 6:11 |
| 2:22 | 1:51 | 2230 | 2:53 | 5:38 | 2:11 | 6:54 | 4:02 | 3:30 |


| $3: 40$ | $2: 45$ | $\mathbf{2 3 0 0}$ | $1: 38$ | $3: 33$ | $1: 17$ |  | $1: 03$ | $2: 02$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $2: 47$ | $5: 04$ | $\mathbf{2 3 3 0}$ | $3: 13$ | $2: 20$ | $8: 01$ | $: 44$ | $2: 38$ | $3: 40$ |
| 14-Dec | 15-Dec | Interval | 16-Dec | 17-Dec | 18-Dec | 19-Dec | 20-Dec | 21-Dec |


| 22-Dec | 23-Dec | 24-Dec | 25-Dec | 26-Dec | 27-Dec | 28-Dec | 29-Dec | 30-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 3:35 | 1:03 |  |  | 3:38 |  | 4:31 | 6:17 | 3:26 |
| 2:02 | 1:59 |  | 1:40 | 4:29 | 2:47 | 2:20 | 4:45 | 2:31 |
| 1:10 | 2:12 |  | 5:47 |  | 3:22 | 4:59 | 3:10 | 2:45 |
|  | 2:39 |  | :31 |  | 4:42 | 3:50 | 2:11 |  |
|  |  |  | 2:43 |  | 3:58 |  | 4:32 | :02 |
| 3:34 | 2:37 |  |  | 2:36 | 1:46 | 4:48 | 2:24 | 1:17 |
|  | 5:46 |  |  |  | 1:17 | 6:09 | 3:05 | 1:03 |
|  | 2:09 |  |  | 4:06 | 1:59 |  | 3:05 | 3:41 |
|  | 1:32 |  | 1:26 |  | 1:28 | 3:24 | 2:33 | 1:34 |
| 1:53 | 2:15 |  | 1:36 | 3:45 | 2:49 |  | 2:08 | 3:00 |
|  | 1:39 |  | 1:38 | 1:51 | 7:42 |  | 2:24 | 2:54 |
|  | 2:54 |  |  | 6:13 | 2:28 | 1:31 | 5:36 | 1:11 |
| 1:10 | :58 |  | 3:52 | 4:55 | 3:32 | 2:13 | 2:49 | :58 |
| 6:05 | 2:39 |  |  | 2:56 | 3:44 | 2:44 | 6:31 | 6:32 |
| 2:51 | 2:09 |  | 6:05 | 5:10 | 8:37 | 5:23 | 3:54 | 6:18 |
| 5:04 | 3:13 |  | 3:30 | 3:54 | 5:06 | 4:31 | 4:03 | 5:49 |
| 4:53 | 4:07 |  | 4:18 | 5:19 | 3:38 | 7:03 | 4:27 | 9:00 |
| 4:20 | 5:26 |  | 5:15 | 5:33 | 5:08 | 6:55 | 4:33 | 4:52 |
| 7:24 | 4:01 |  | 4:58 | 3:50 | 5:24 | 6:20 | 4:58 | 5:14 |
| 3:15 | 5:38 |  | 3:58 | 6:40 | 5:06 | 10:14 | 3:40 | 5:07 |
| 7:19 | 4:47 |  | 6:54 | 7:17 | 8:16 | 6:50 | 4:55 | 7:17 |
| 4:51 | 5:40 |  | 3:20 | 4:43 | 9:01 | 7:16 | 7:21 | 4:28 |
| 3:57 | 4:59 |  | 4:23 | 5:01 | 2:22 | 5:02 | 5:42 | 6:14 |
| 5:20 | 4:55 |  | 7:22 | 7:51 | 8:55 | 6:11 | 6:42 | 6:01 |
| 10:12 | 7:47 |  | 2:44 | 4:32 | 5:34 | 13:13 | 5:48 | 4:50 |
| 3:00 | 4:58 |  | 2:50 | 12:08 | 6:05 | 6:53 | 4:36 | 8:08 |
| 2:58 | 3:27 |  | 6:58 | 37:05, | 4:30 | 2:25 | 5:52 | 5:11 |
| 7:04 | 3:28 |  | 4:09 | 4:44 | 3:14 | 6:40 | 3:50 | 5:12 |
| 5:30 | 4:45 |  | 4:04 | 4:41 | 3:58 | 4:30 | 4:39 | 5:14 |
| 4:37 | 3:40 |  | 3:24 | 6:31 | 3:33 | 6:26 | 5:09 | 6:08 |
| 5:26 | 2:44 |  | 7:44 | 5:27 | 5:20 | 4:16 | 3:22 | 3:36 |
| 5:51 | 4:58 |  | 3:55 | 5:39 | 5:57 | 6:37 | 4:47 | 3:53 |
| 4:39 | 2:55 |  | 3:31 | 4:42 | 2:40 | 5:19 | 4:49 | 4:20 |
| 2:30 | 3:06 |  | 3:10 | 6:04 | 7:46 | 5:15 | 5:14 | 3:28 |
| 3:05 | :10 |  | 3:55 | 3:44 | 2:59 | 6:58 | 4:25 | 2:54 |
| 3:41 | 3:58 |  | 3:07 | 4:11 | 5:45 | 6:17 | 5:09 | 3:20 |
| 3:00 | 3:04 |  | 5:24 | 3:56 | 6:23 | 6:35 | 4:20 | 3:51 |
| 3:16 | 3:22 |  | 3:19 | 5:08 | 7:01 | 6:02 | 3:32 | 2:39 |
| 4:18 | 2:23 |  | 3:10 | 3:29 | 5:35 | 5:04 | 4:23 | 2:50 |
| 4:30 | 2:43 |  | 4:28 | 6:14 | 3:29 | 5:47 | 4:51 | 2:01 |
| 4:08 | 1:02 |  | 3:12 | 3:28 | 2:57 | 4:55 | 5:01 | 4:46 |
| 5:16 | 3:33 |  | 2:01 | 2:55 | 3:42 | 6:28 | 3:29 | 4:18 |
| 2:58 |  |  | 4:01 |  | 2:56 | 3:51 | 3:28 | 3:47 |
| 5:36 | :23 |  | 4:01 | 3:59 | 2:51 | 5:44 | 4:46 | 3:54 |
| 4:08 | 4:27 |  | 3:59 | 1:17 | 3:11 | 4:43 | 6:57 | 3:57 |
| 3:59 | 2:34 |  | 3:53 | 1:33 | 4:38 | 3:49 | 2:40 | 1:39 |


| $1: 47$ | $: 44$ |  | $4: 19$ |  | $4: 02$ | $4: 43$ | $3: 48$ | $17: 56$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 3:15 | $4: 31$ |  | $5: 26$ | $2: 15$ | $3: 48$ | $5: 14$ | $1: 56$ | $2: 29$ |
| 22-Dec | 23-Dec | 24-Dec | 25-Dec | 26-Dec | 27-Dec | 28-Dec | 29-Dec | 30-Dec |


| 31-Dec | Interval |
| :---: | :---: |
| 3:01 | 0 |
| 3:07 | 30 |
|  | 100 |
| 7:03 | 130 |
| 2:55 | 200 |
|  | 230 |
| 1:48 | 300 |
|  | 330 |
| 2:38 | 400 |
| 1:12 | 430 |
| 2:48 | 500 |
| 1:21 | 530 |
| 1:47 | 600 |
| 2:21 | 630 |
| 3:50 | 700 |
| 4:13 | 730 |
| 2:49 | 800 |
| 3:19 | 830 |
| 7:26 | 900 |
| 6:38 | 930 |
| 6:02 | 1000 |
| 5:51 | 1030 |
| 4:12 | 1100 |
| 4:52 | 1130 |
| 4:00 | 1200 |
| 5:48 | 1230 |
| 2:52 | 1300 |
| 4:47 | 1330 |
| 12:33 | 1400 |
| 9:00 | 1430 |
| 5:33 | 1500 |
| 4:57 | 1530 |
| 3:51 | 1600 |
| 8:16 | 1630 |
| 5:58 | 1700 |
| 3:05 | 1730 |
| 5:17 | 1800 |
| 4:13 | 1830 |
| 3:15 | 1900 |
| 2:35 | 1930 |
| 2:59 | 2000 |
| 9:23 | 2030 |
| 3:20 | 2100 |
| 2:14 | 2130 |
| 1:39 | 2200 |
| 1:10 | 2230 |


| $1: 54$ | $\mathbf{2 3 0 0}$ |
| :---: | :---: |
| $2: 38$ | $\mathbf{2 3 3 0}$ |
| 31-Dec | Interval |


| Interval | 1-Aug | 2-Aug | 3-Aug | 4-Aug | 5-Aug | 6-Aug | 7-Aug | 8-Aug |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 100 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 |
| 130 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| 200 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 230 | 1 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| 300 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 330 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 400 | 2 | 0 | 1 | 0 | 1 | 1 | 1 | 0 |
| 430 | 1 | 2 | 1 | 0 | 0 | 2 | 1 | 1 |
| 500 | 5 | 2 | 2 | 1 | 1 | 0 | 2 | 2 |
| 530 | 6 | 3 | 0 | 0 | 1 | 2 | 2 | 2 |
| 600 | 6 | 3 | 1 | 0 | 1 | 1 | 1 | 11 |
| 630 | 5 | 5 | 4 | 6 | 1 | 5 | 10 | 9 |
| 700 | 12 | 14 | 8 | 5 | 0 | 4 | 14 | 8 |
| 730 | 11 | 20 | 19 | 7 | 1 | 14 | 24 | 28 |
| 800 | 29 | 23 | 27 | 10 | 1 | 16 | 22 | 38 |
| 830 | 39 | 29 | 26 | 9 | 5 | 31 | 39 | 29 |
| 900 | 29 | 32 | 35 | 14 | 5 | 34 | 22 | 14 |
| 930 | 12 | 28 | 26 | 16 | 7 | 40 | 10 | 2 |
| 1000 | 1 | 13 | 8 | 26 | 9 | 10 | 1 | 1 |
| 1030 | 0 | 1 | 0 | 25 | 11 | 7 | 0 | 0 |
| 1100 | 0 | 0 | 1 | 24 | 11 | 2 | 0 | 0 |
| 1130 | 1 | 3 | 0 | 6 | 8 | 0 | 0 | 0 |
| 1200 | 2 | 0 | 0 | 0 | 10 | 0 | 0 | 0 |
| 1230 | 0 | 0 | 2 | 0 | 10 | 0 | 0 | 0 |
| 1300 | 0 | 0 | 1 | 0 | 18 | 0 | 0 | 0 |
| 1330 | 0 | 0 | 0 | 0 | 12 | 0 | 0 | 0 |
| 1400 | 0 | 0 | 0 | 1 | 6 | 14 | 0 | 0 |
| 1430 | 0 | 0 | 2 | 1 | 6 | 39 | 0 | 0 |
| 1500 | 0 | 0 | 0 | 1 | 6 | 39 | 0 | 0 |
| 1530 | 0 | 0 | 0 | 0 | 4 | 41 | 0 | 0 |
| 1600 | 0 | 0 | 0 | 1 | 6 | 30 | 0 | 0 |
| 1630 | 0 | 1 | 1 | 0 | 0 | 48 | 0 | 0 |
| 1700 | 0 | 0 | 0 | 0 | 0 | 40 | 0 | 0 |
| 1730 | 0 | 0 | 0 | 0 | 0 | 32 | 0 | 0 |
| 1800 | 0 | 0 | 0 | 0 | 0 | 8 | 0 | 0 |
| 1830 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 1900 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 1930 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 2000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 2030 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 2100 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 2130 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 2200 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 2230 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |


| $\mathbf{2 3 0 0}$ | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| $\mathbf{2 3 3 0}$ | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Interval | 1-Aug | 2-Aug | 3-Aug | 4-Aug | 5-Aug | 6-Aug | 7-Aug | 8-Aug |


| 9-Aug | 10-Aug | 11-Aug | 12-Aug | 13-Aug | 14-Aug | 15-Aug | Interval | 16-Aug |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1 | 0 | 0 | 0 | 0 | 0 | 30 | 0 |
| 0 | 1 | 0 | 0 | 0 | 0 | 0 | 100 | 0 |
| 0 | 2 | 0 | 0 | 0 | 0 | 1 | 130 | 1 |
| 0 | 1 | 0 | 0 | 1 | 0 | 0 | 200 | 2 |
| 0 | 2 | 0 | 0 | 1 | 0 | 0 | 230 | 1 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 300 | 1 |
| 0 | 1 | 0 | 0 | 0 | 0 | 0 | 330 | 2 |
| 1 | 1 | 1 | 0 | 0 | 2 | 2 | 400 | 0 |
| 0 | 0 | 3 | 0 | 0 | 1 | 0 | 430 | 0 |
| 3 | 0 | 1 | 0 | 4 | 1 | 3 | 500 | 2 |
| 2 | 4 | 1 | 1 | 5 | 2 | 3 | 530 | 3 |
| 8 | 1 | 1 | 1 | 6 | 4 | 3 | 600 | 7 |
| 8 | 8 | 5 | 0 | 5 | 7 | 10 | 630 | 10 |
| 9 | 8 | 6 | 3 | 14 | 8 | 25 | 700 | 16 |
| 14 | 15 | 7 | 5 | 18 | 23 | 37 | 730 | 21 |
| 22 | 29 | 12 | 8 | 27 | 37 | 27 | 800 | 29 |
| 34 | 34 | 16 | 8 | 35 | 46 | 30 | 830 | 43 |
| 38 | 38 | 22 | 5 | 21 | 12 | 7 | 900 | 8 |
| 10 | 12 | 21 | 15 | 6 | 2 | 0 | 930 | 2 |
| 0 | 3 | 21 | 7 | 0 | 1 | 0 | 1000 | 0 |
| 0 | 0 | 25 | 16 | 0 | 0 | 0 | 1030 | 0 |
| 0 | 0 | 7 | 18 | 0 | 0 | 0 | 1100 | 0 |
| 0 | 0 | 1 | 16 | 0 | 2 | 0 | 1130 | 0 |
| 0 | 0 | 0 | 12 | 0 | 1 | 0 | 1200 | 0 |
| 0 | 0 | 0 | 3 | 0 | 0 | 0 | 1230 | 30 |
| 0 | 0 | 0 | 1 | 2 | 1 | 0 | 1300 | 47 |
| 0 | 0 | 0 | 0 | 1 | 0 | 1 | 1330 | 36 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1400 | 25 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1430 | 1 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1500 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1530 | 0 |
| 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1600 | 7 |
| 0 | 0 | 0 | 0 | 1 | 0 | 0 | 1630 | 32 |
| 0 | 1 | 0 | 0 | 0 | 1 | 0 | 1700 | 28 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1730 | 31 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1800 | 30 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1830 | 31 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1900 | 19 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1930 | 20 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2000 | 18 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2030 | 14 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2100 | 7 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2130 | 0 |
| 0 | 0 | 1 | 1 | 0 | 0 | 0 | 2200 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2230 | 0 |


| 0 | 0 | 0 | 0 | 0 | 0 | 0 | $\mathbf{2 3 0 0}$ | 0 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | $\mathbf{2 3 3 0}$ | 0 |
| 9-Aug | 10-Aug | 11-Aug | 12-Aug | 13-Aug | 14-Aug | 15-Aug | Interval | 16-Aug |


| 17-Aug | 18-Aug | 19-Aug | 20-Aug | 21-Aug | 22-Aug | 23-Aug | 24-Aug | 25-Aug |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |


| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 17-Aug | 18-Aug | 19-Aug | 20-Aug | 21-Aug | 22-Aug | 23-Aug | 24-Aug | 25-Aug |


| 26-Aug | 27-Aug | 28-Aug | 29-Aug | 30-Aug | 31-Aug | Interval | 1-Sep | 2-Sep | 3-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 30 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 100 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 130 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 200 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 230 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 300 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 330 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 1 | 400 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 430 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 500 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 1 | 530 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 600 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 630 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 700 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 730 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 800 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 830 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 900 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 930 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 1 | 1000 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 1030 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 1100 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 1130 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 1200 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 1230 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 1300 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 1330 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 1400 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 1430 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 1500 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 1530 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 1600 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 1630 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 1700 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 1730 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 1800 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 1830 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 1900 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 1930 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 2000 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 2030 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 2100 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 2130 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 2200 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 2230 | 0 | 0 | 0 |


| 0 | 0 | 0 | 0 | 0 | 0 | $\mathbf{2 3 0 0}$ | 0 | 0 | 0 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | 0 | 0 | 0 | $\mathbf{2 3 3 0}$ | 0 | 0 | 0 |
| 26-Aug | 27-Aug | 28-Aug | 29-Aug | 30-Aug | 31-Aug | Interval | 1-Sep | 2-Sep | 3-Sep |


| 4-Sep | 5-Sep | 6-Sep | 7-Sep | 8-Sep | 9-Sep | 10-Sep | 11-Sep | 12-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |


| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 4-Sep | 5-Sep | 6-Sep | 7-Sep | 8-Sep | 9-Sep | 10-Sep | 11-Sep | 12-Sep |


| 13-Sep | 14-Sep | 15-Sep | Interval | 16-Sep | 17-Sep | 18-Sep | 19-Sep | 20-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 30 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 100 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 130 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 200 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 230 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 300 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 330 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 400 | 0 | 0 | 0 | 1 | 0 |
| 0 | 0 | 0 | 430 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 500 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 530 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 600 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 630 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 700 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 730 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 800 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 830 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 900 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 930 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 1000 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 1030 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 1100 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 1130 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 1200 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 1230 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 1300 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 1330 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 1400 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 1430 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 1500 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 1530 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 1600 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 1630 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 1700 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 1730 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 1800 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 1830 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 1900 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 1930 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 2000 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 2030 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 2100 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 2130 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 2200 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 2230 | 0 | 0 | 0 | 0 | 0 |


| 0 | 0 | 0 | 2300 | 0 | 0 | 0 | 0 | 0 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | 2330 | 0 | 0 | 0 | 0 | 0 |
| 13-Sep | 14-Sep | 15-Sep | Interval | 16-Sep | 17-Sep | 18-Sep | 19-Sep | 20-Sep |


| 21-Sep | 22-Sep | 23-Sep | 24-Sep | 25-Sep | 26-Sep | 27-Sep | 28-Sep | 29-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |


| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 21-Sep | 22-Sep | 23-Sep | 24-Sep | 25-Sep | 26-Sep | 27-Sep | 28-Sep | 29-Sep |


| 30-Sep | Interval | 1-Oct | 2-Oct | 3-Oct | 4-Oct | 5-Oct | 6-Oct | 7-Oct |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 30 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 130 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 200 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 230 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 300 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 330 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 400 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 430 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 500 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 530 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 600 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 630 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 700 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 730 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 800 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 830 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 900 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| 0 | 930 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| 0 | 1000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1030 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1100 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1130 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1200 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1230 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1300 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1330 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1400 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1430 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1500 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1530 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1600 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1630 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1700 | 2 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1730 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1800 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1830 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1900 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1930 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 2000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 2030 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 2100 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 2130 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 2200 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 2230 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |


| 0 | $\mathbf{2 3 0 0}$ | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
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| 0 | $\mathbf{2 3 3 0}$ | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 30-Sep | Interval | 1-Oct | 2-Oct | 3-Oct | 4-Oct | 5-Oct | 6-Oct | 7-Oct |


| 8-Oct | 9-Oct | 10-Oct | 11-Oct | 12-Oct | 13-Oct | 14-Oct | 15-Oct | Interval |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 30 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 100 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 130 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 200 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 230 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 300 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 330 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 400 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 430 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 500 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 530 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 600 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 630 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 700 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 730 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 800 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 830 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 900 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 930 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1000 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1030 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1100 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1130 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1200 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1230 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1300 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1330 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1400 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1430 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1500 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1530 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1600 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1630 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1700 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1730 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1800 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1830 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1900 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1930 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2000 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2030 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2100 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2130 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2200 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2230 |


| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | $\mathbf{2 3 0 0}$ |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | $\mathbf{2 3 3 0}$ |
| 8 -Oct | $9-O c t$ | $10-O c t$ | $11-O c t$ | $12-O c t$ | $13-O c t$ | $14-O c t$ | $15-O c t$ | Interval |


| 16-Oct | 17-Oct | 18-Oct | 19-Oct | 20-Oct | 21-Oct | 22-Oct | 23-Oct | 24-Oct |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |


| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| $16-O c t$ | $17-O c t$ | $18-O c t$ | $19-O c t$ | $20-O c t$ | $21-O c t$ | 22-Oct | 23-Oct | 24-Oct |


| 25-Oct | 26-Oct | 27-Oct | 28-Oct | 29-Oct | 30-Oct | 31-Oct | Interval | 1-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 30 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 100 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 130 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 200 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 230 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 300 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 330 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 400 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 430 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 500 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 530 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 600 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 630 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 700 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 730 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 800 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 830 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 900 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 930 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1000 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1030 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1100 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1130 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1200 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1230 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1300 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1330 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1400 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1430 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1500 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1530 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1600 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1630 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1700 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1730 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1800 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1830 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1900 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1930 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2000 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2030 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2100 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2130 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2200 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2230 | 0 |


| 0 | 0 | 0 | 0 | 0 | 0 | 0 | $\mathbf{2 3 0 0}$ | 0 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | $\mathbf{2 3 3 0}$ | 0 |
| $\mathbf{2 5 - O c t}$ | $\mathbf{2 6 - O c t}$ | $\mathbf{2 7 - O c t}$ | $\mathbf{2 8 - O c t}$ | $\mathbf{2 9 - O c t}$ | $\mathbf{3 0 - O c t}$ | 31-Oct | Interval | 1-Nov |


| 2-Nov | 3-Nov | 4-Nov | 5-Nov | 6-Nov | 7-Nov | 8-Nov | 9-Nov | 10-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 16 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 36 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 23 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |


| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 2-Nov | 3-Nov | 4-Nov | 5-Nov | 6-Nov | 7-Nov | 8-Nov | 9-Nov | 10-Nov |


| 11-Nov | 12-Nov | 13-Nov | 14-Nov | 15-Nov | Interval | 16-Nov | 17-Nov | 18-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 30 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 100 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 130 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 200 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 230 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 300 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 330 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 400 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 430 | 0 | 0 | 1 |
| 0 | 0 | 0 | 0 | 0 | 500 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 530 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 600 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 630 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 700 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 730 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 800 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 830 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 900 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 930 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 1000 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 1030 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 1100 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 1130 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 1200 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 1230 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 1300 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 1330 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 1400 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 1430 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 1500 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 1530 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 1600 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 1630 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 1700 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 1730 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 1800 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 1830 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 1900 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 1930 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 2000 | 0 | 0 | 0 |
| 0 | 1 | 0 | 1 | 0 | 2030 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 2100 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 2130 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 2200 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 2230 | 0 | 0 | 0 |


| 0 | 0 | 0 | 0 | 0 | 2300 | 0 | 0 | 0 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | 0 | 0 | 2330 | 0 | 0 | 0 |
| 11-Nov | 12-Nov | 13-Nov | 14-Nov | 15-Nov | Interval | 16-Nov | 17-Nov | 18-Nov |


| 19-Nov | 20-Nov | 21-Nov | 22-Nov | 23-Nov | 24-Nov | 25-Nov | 26-Nov | 27-Nov |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 3 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| 0 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 4 | 0 | 0 | 0 | 0 | 2 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 49 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 13 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 7 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |


| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
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| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 19-Nov | 20-Nov | 21-Nov | 22-Nov | 23-Nov | 24-Nov | 25-Nov | 26-Nov | 27-Nov |


| 28-Nov | 29-Nov | 30-Nov | Interval | 1-Dec | 2-Dec | 3-Dec | 4-Dec | 5-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 30 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 100 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 130 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 200 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 230 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 300 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 330 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 400 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 430 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 500 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 530 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 600 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 8 | 630 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 2 | 700 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 11 | 730 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 14 | 800 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 19 | 830 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 18 | 900 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 14 | 930 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 18 | 1000 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 26 | 1030 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 14 | 1100 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 24 | 1130 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 24 | 1200 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 17 | 1230 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 15 | 1300 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 11 | 1330 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 20 | 1400 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 15 | 1430 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 2 | 1500 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 2 | 1530 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 1600 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 1630 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 1700 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 1730 | 0 | 0 | 0 | 0 | 1 |
| 0 | 0 | 0 | 1800 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 1830 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 1900 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 1930 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 2000 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 2030 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 2100 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 2130 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 2200 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 2230 | 0 | 0 | 0 | 0 | 0 |


| 0 | 0 | 0 | $\mathbf{2 3 0 0}$ | 0 | 0 | 0 | 0 | 0 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | $\mathbf{2 3 3 0}$ | 0 | 0 | 0 | 0 | 0 |
| 28-Nov | 29-Nov | 30-Nov | Interval | 1-Dec | 2-Dec | 3-Dec | 4-Dec | 5-Dec |


| 6-Dec | 7-Dec | 8-Dec | 9-Dec | 10-Dec | 11-Dec | 12-Dec | 13-Dec | 14-Dec |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
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| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
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| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
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| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |


| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
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| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 6-Dec | 7-Dec | 8-Dec | 9-Dec | 10-Dec | 11-Dec | 12-Dec | 13-Dec | 14-Dec |


| 15-Dec | Interval | 16-Dec | 17-Dec | 18-Dec | 19-Dec | 20-Dec | 21-Dec | 22-Dec |
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| 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 30 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 100 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 130 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 200 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 230 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 300 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 330 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 400 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |
| 0 | 430 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 500 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 530 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 600 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 630 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 700 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 730 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 800 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 830 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 900 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 930 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1030 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1100 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1130 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1200 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1230 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1300 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1330 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1400 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1430 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1500 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1530 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1600 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1630 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1700 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1730 | 0 | 2 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1800 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1830 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1900 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 1930 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 2000 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 2030 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 2100 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 2130 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 2200 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 | 2230 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |


| 0 | 2300 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
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| 0 | 2330 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 15-Dec | Interval | 16-Dec | 17-Dec | 18-Dec | 19-Dec | 20-Dec | 21-Dec | 22-Dec |


| 23-Dec | 24-Dec | 25-Dec | 26-Dec | 27-Dec | 28-Dec | 29-Dec | 30-Dec | 31-Dec |
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| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 1 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |


| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
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| 0 |  | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| 23-Dec | 24-Dec | 25-Dec | 26-Dec | 27-Dec | 28-Dec | 29-Dec | 30-Dec | 31-Dec |


| Interval |
| :---: |
| 0 |
| 30 |
| 100 |
| 130 |
| 200 |
| 230 |
| 300 |
| 330 |
| 400 |
| 430 |
| 500 |
| 530 |
| 600 |
| 630 |
| 700 |
| 730 |
| 800 |
| 830 |
| 900 |
| 930 |
| 1000 |
| 1030 |
| 1100 |
| 1130 |
| 1200 |
| 1230 |
| 1300 |
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| 1600 |
| 1630 |
| 1700 |
| 1730 |
| 1800 |
| 1830 |
| 1900 |
| 1930 |
| 2000 |
| 2030 |
| 2100 |
| 2130 |
| 2200 |
| 2230 |


| Interval | 1-Aug | 2-Aug | 3-Aug | 4-Aug | 5-Aug | 6-Aug | 7-Aug | 8-Aug |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 0 |  |  |  |  |  |  |  |  |
| 30 |  |  |  |  |  |  |  |  |
| 100 |  |  |  |  |  | 6:33 |  |  |
| 130 |  |  |  |  |  | :04 |  |  |
| 200 |  |  |  |  |  |  |  |  |
| 230 |  |  |  |  |  |  |  |  |
| 300 |  |  |  |  |  |  |  |  |
| 330 |  |  |  |  |  |  |  |  |
| 400 | :16 |  | 1;03 |  | 1:09 | 4:12 | :05 |  |
| 430 | 11:37 | 1:00 | :16 | 1:24 |  | 3:45 | 12:45 | 1:53 |
| 500 | 7:36 | 3:58 | :00 |  | 7:50 |  | 1:20 | 2:01 |
| 530 | 2:19 | 4:04 |  |  |  | :20 |  | 6:31 |
| 600 | 4;42 | 6:53 | 9:16 | 6:00 |  |  |  | 3:14 |
| 630 | 1:32 | 2:36 | 5:21 | 2:25 |  | 6:55 | 2:19 | 3:22 |
| 700 | 8:29 | 5:21 | 6:33 | 1:12 |  | 2:25 | 3:35 | 5:34 |
| 730 | 8:50 | 6:00 | 6:20 | 6:28 |  | 6:43 | 9:28 | 3:11 |
| 800 | 4:44 | 10:13 | 5:37 | 8:54 |  |  | 5:34 | 3:47 |
| 830 | 8:48 | 9:45 | 5:59 | 5:45 | 7:49 | 10:40 | 9:49 | 13:55 |
| 900 | 7:30 | 7:55 | 7:28 | 2:58 | 6:15 | 6:47 | 4:56 | 6:17 |
| 930 | 5:46 | 7:49 | 7:05 | 5:20 | 4:05 | 6:44 | 8:43 | 17:09 |
| 1000 | 15:08 | 5:22 | 11:10 | 8:14 | 2:08 | 14:08 | 4:48 |  |
| 1030 |  | 19:27 |  | 5:49 | 4:58 | 10:21 |  |  |
| 1100 |  |  |  | 5:33 | 8:35 |  |  |  |
| 1130 |  |  |  |  | 9:33 |  |  |  |
| 1200 |  |  |  |  | 4:08 |  |  |  |
| 1230 |  |  |  |  | 4:03 |  |  |  |
| 1300 |  |  | 6:25 |  | 4:02 |  |  |  |
| 1330 |  |  |  | 1:58 | 4:40 |  |  |  |
| 1400 |  |  |  | 1:16 | 6:34 | 9:52 |  |  |
| 1430 |  |  | 4:37 | :05 | 6:37 | :18 |  |  |
| 1500 |  |  |  |  | 5:08 | 7:23 |  |  |
| 1530 |  |  |  |  | 2:17 | 7:10 |  |  |
| 1600 |  |  |  |  | 1:52 | 5:04 |  |  |
| 1630 |  |  |  |  |  | 8:36 |  |  |
| 1700 |  |  |  |  |  | 9:01 |  |  |
| 1730 |  |  |  |  |  | 9:44 |  |  |
| 1800 |  |  |  |  |  | 8:44 |  |  |
| 1830 |  |  |  |  |  |  |  |  |
| 1900 |  |  |  |  |  |  |  |  |
| 1930 |  |  |  |  |  |  |  |  |
| 2000 |  |  |  |  |  |  |  |  |
| 2030 |  |  |  |  |  |  |  |  |
| 2100 |  |  |  |  |  |  |  |  |
| 2130 |  |  |  |  |  |  |  |  |
| 2200 |  |  |  |  |  |  |  |  |
| 2230 |  |  |  | :06 |  |  |  |  |


| 2300 |  |  |  |  |  |  |  |  |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| 2330 |  |  |  |  |  |  |  |  |
| Interval | 1-Aug | 2-Aug | 3-Aug | 4-Aug | 5-Aug | 6-Aug | 7-Aug | 8-Aug |


| 9-Aug | 10-Aug | 11-Aug | 12-Aug | 13-Aug | 14-Aug | 15-Aug | Interval | 16-Aug |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
|  |  |  |  |  |  |  | 0 |  |
|  | :07 |  |  |  |  |  | 30 |  |
|  | :07 |  |  |  |  |  | 100 |  |
|  | 2:19 |  |  |  |  | 2:14 | 130 | :05 |
|  | :27 |  |  | 2:46 |  |  | 200 | 2:38 |
|  | 1:47 |  |  | 1:11 |  |  | 230 | :01 |
|  |  |  |  |  |  |  | 300 | 2:23 |
|  | 1:46 |  |  |  |  |  | 330 | 3:19 |
| 4:01 | 9:54 | :13 |  |  | :09 | 4:40 | 400 |  |
|  |  | 5:41 |  |  | :14 |  | 430 |  |
| 3:48 |  | :01 |  | :57 | 22:47 | 2:39 | 500 | 1:06 |
|  | 1:50 | :10 | :06 | 8:42 | 1:18 | 4:44 | 530 | :37 |
| 5:06 |  |  | 7:42 |  |  | 6:07 | 600 | 7:35 |
| 4:59 |  | 1:41 |  |  |  | 3:33 | 630 | 7:14 |
| 2:09 | 5:18 | :55 | 7:43 | 6:03 |  | 3:44 | 700 | 3:45 |
| 4:10 | 5:19 | 5:52 |  | 8:29 | 4:23 | 13:21 | 730 | 8:36 |
| 6:01 | 5:51 | 4:26 |  | 10:07 | 7:24 | 6:48 | 800 | 6:13 |
| 9:06 | 7:19 | 3:45 | 4:51 | 4:37 | 5:39 | 7:04 | 830 | 7:35 |
| 6:14 | 5:43 | 3:18 |  | 11:07 | 6:44 | 8:18 | 900 | 8:33 |
| 6:34 | 7:36 | 15:54 |  | 11:30 | 8:14 |  | 930 | 9:37 |
|  | 10:07 | 7:44 | 3:37 |  |  |  | 1000 |  |
|  |  | 16:30 | 6:04 |  |  |  | 1030 |  |
|  |  | 10:44 | 4:44 |  |  |  | 1100 |  |
|  |  | 0:17 | :01 |  |  |  | 1130 |  |
|  |  |  | 11:29 |  |  |  | 1200 |  |
|  |  |  | 7:44 |  |  |  | 1230 |  |
|  |  |  | 13:26 |  |  |  | 1300 | 3:23 |
|  |  |  |  |  |  | 13:29 | 1330 | 6:47 |
|  |  |  |  |  |  |  | 1400 | 5:58 |
|  |  |  |  |  |  |  | 1430 | 9:28 |
|  |  |  |  |  |  |  | 1500 |  |
|  |  |  |  |  |  |  | 1530 |  |
|  |  |  |  | 6:28 |  |  | 1600 |  |
|  |  |  |  |  |  |  | 1630 | 3:39 |
|  |  |  |  |  | :05 |  | 1700 | 6:43 |
|  |  |  |  |  |  |  | 1730 | 7:51 |
|  |  |  |  |  |  |  | 1800 | 5:33 |
|  |  |  |  |  |  |  | 1830 | 7:14 |
|  |  |  |  |  |  |  | 1900 | 6:42 |
|  |  |  |  |  |  |  | 1930 | 4:02 |
|  |  |  |  |  |  |  | 2000 | 7:12 |
|  |  |  |  |  |  |  | 2030 | 4:03 |
|  |  |  |  |  |  |  | 2100 | 9:28 |
|  |  |  |  |  |  |  | 2130 |  |
|  |  |  |  |  |  |  | 2200 |  |
|  |  |  |  |  |  |  | 2230 |  |


|  |  |  |  |  |  |  | 2300 |  |
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|  |  |  |  |  |  |  | 2330 |  |
| 9-Aug | 10-Aug | 11-Aug | 12-Aug | 13-Aug | 14-Aug | 15-Aug | Interval | 16-Aug |


| 17-Aug | 18-Aug | 19-Aug | 20-Aug | 21-Aug | 22-Aug | 23-Aug | 24-Aug | 25-Aug |
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| $: 00$ | $: 00$ | $: 00$ | $: 00$ | $: 00$ | $: 00$ | $: 00$ | $: 00$ | $: 00$ |
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| $: 00$ | $: 00$ | $: 00$ | $: 00$ | $: 00$ | $: 00$ | $: 00$ | $: 00$ | $: 00$ |
| 17-Aug | 18-Aug | 19-Aug | 20-Aug | 21-Aug | 22-Aug | 23-Aug | 24-Aug | 25-Aug |


| 26-Aug | 27-Aug | 28-Aug | 29-Aug | 30-Aug | 31-Aug | Interval | 1-Sep | 2-Sep |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| :00 | :00 | :00 | :00 | :00 |  | 0 | :00 | :00 |
| :00 | :00 | :00 | :00 | :00 |  | 30 | :00 | :00 |
| :00 | :00 | :00 | :00 | :00 |  | 100 | :00 | :00 |
| :00 | :00 | :00 | :00 | :00 |  | 130 | :00 | :00 |
| :00 | :00 | :00 | :00 | :00 |  | 200 | :00 | :00 |
| :00 | :00 | :00 | :00 | :00 |  | 230 | :00 | :00 |
| :00 | :00 | :00 | :00 | :00 |  | 300 | :00 | :00 |
| :00 | :00 | :00 | :00 | :00 |  | 330 | :00 | :00 |
| :00 | :00 | :00 | :00 | :00 | :33 | 400 | :00 | :00 |
| :00 | :00 | :00 | :00 | :00 |  | 430 | :00 | :00 |
| :00 | :00 | :00 | :00 | :00 |  | 500 | :00 | :00 |
| :00 | :00 | :00 | :00 | :00 | 11:07 | 530 | :00 | :00 |
| :00 | :00 | :00 | :00 | :00 |  | 600 | :00 | :00 |
| :00 | :00 | :00 | :00 | :00 |  | 630 | :00 | :00 |
| :00 | :00 | :00 | :00 | :00 |  | 700 | :00 | :00 |
| :00 | :00 | :00 | :00 | :00 |  | 730 | :00 | :00 |
| :00 | :00 | :00 | :00 | :00 |  | 800 | :00 | :00 |
| :00 | :00 | :00 | :00 | :00 |  | 830 | :00 | :00 |
| :00 | :00 | :00 | :00 | :00 |  | 900 | :00 | :00 |
| :00 | :00 | :00 | :00 | :00 |  | 930 | :00 | :00 |
| :00 | :00 | :00 | :00 | :00 |  | 1000 | :00 | :00 |
| :00 | :00 | :00 | :00 | :00 |  | 1030 | :00 | :00 |
| :00 | :00 | :00 | :00 | :00 |  | 1100 | :00 | :00 |
| :00 | :00 | :00 | :00 | :00 |  | 1130 | :00 | :00 |
| :00 | :00 | :00 | :00 | :00 |  | 1200 | :00 | :00 |
| :00 | :00 | :00 | :00 | :00 |  | 1230 | :00 | :00 |
| :00 | :00 | :00 | :00 | :00 |  | 1300 | :00 | :00 |
| :00 | :00 | :00 | :00 | :00 |  | 1330 | :00 | :00 |
| :00 | :00 | :00 | :00 | :00 |  | 1400 | :00 | :00 |
| :00 | :00 | :00 | :00 | :00 |  | 1430 | :00 | :00 |
| :00 | :00 | :00 | :00 | :00 |  | 1500 | :00 | :00 |
| :00 | :00 | :00 | :00 | :00 |  | 1530 | :00 | :00 |
| :00 | :00 | :00 | :00 | :00 |  | 1600 | :00 | :00 |
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| 26-Aug | 27-Aug | 28-Aug | 29-Aug | 30-Aug | 31-Aug | Interval | 1-Sep | 2-Sep |


| 3-Sep | 4-Sep | 5-Sep | 6-Sep | 7-Sep | 8-Sep | 9-Sep | 10-Sep | 11-Sep |
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| 20-Sep | 21-Sep | 22-Sep | 23-Sep | 24-Sep | 25-Sep | 26-Sep | 27-Sep | 28-Sep |
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| 29-Sep | 30-Sep | Interval | 1-Oct | 2-Oct | 3-Oct | 4-Oct | 5-Oct | 6-Oct |
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| 29-Sep | $\mathbf{3 0 - S e p}$ | Interval | $\mathbf{1 - O c t}$ | $\mathbf{2 - O c t}$ | 3-Oct | 4-Oct | $\mathbf{5 - O c t}$ | 6-Oct |


| 7-Oct | 8-Oct | 9-Oct | 10-Oct | 11-Oct | 12-Oct | 13-Oct | 14-Oct | 15-Oct |
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| $: 00$ | $: 00$ | $: 00$ | $: 00$ | $: 00$ | $: 00$ | $: 00$ | $: 00$ | $: 00$ |
| 7-Oct | $\mathbf{8 - O c t}$ | $\mathbf{9 - O c t}$ | $\mathbf{1 0 - O c t}$ | $\mathbf{1 1 - O c t}$ | $\mathbf{1 2 - O c t}$ | $\mathbf{1 3 - O c t}$ | $\mathbf{1 4 - O c t}$ | 15-Oct |


| Interval | 16-Oct | 17-Oct | 18-Oct | 19-Oct | 20-Oct | 21-Oct | 22-Oct | 23-Oct |
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| 30 | :00 |  | :00 | :00 | :00 | :00 | :00 | :00 |
| 100 | :00 |  | :00 | :00 | :00 | :00 | :00 | :00 |
| 130 | :00 |  | :00 | :00 | :00 | :00 | :00 | :00 |
| 200 | :00 |  | :00 | :00 | :00 | :00 | :00 | :00 |
| 230 | :00 |  | :00 | :00 | :00 | :00 | :00 | :00 |
| 300 | :00 |  | :00 | :00 | :00 | :00 | :00 | :00 |
| 330 | :00 |  | :00 | :00 | :00 | :00 | :00 | :00 |
| 400 | :00 | :04 | :00 | :00 | :00 | :00 | :00 | :00 |
| 430 | :00 |  | :00 | :00 | :00 | :00 | :00 | :00 |
| 500 | :00 |  | :00 | :00 | :00 | :00 | :00 | :00 |
| 530 | :00 |  | :00 | :00 | :00 | :00 | :00 | :00 |
| 600 | :00 |  | :00 | :00 | :00 | :00 | :00 | :00 |
| 630 | :00 |  | :00 | :00 | :00 | :00 | :00 | :00 |
| 700 | :00 |  | :00 | :00 | :00 | :00 | :00 | :00 |
| 730 | :00 |  | :00 | :00 | :00 | :00 | :00 | :00 |
| 800 | :00 |  | :00 | :00 | :00 | :00 | :00 | :00 |
| 830 | :00 |  | :00 | :00 | :00 | :00 | :00 | :00 |
| 900 | :00 |  | :00 | :00 | :00 | :00 | :00 | :00 |
| 930 | :00 |  | :00 | :00 | :00 | :00 | :00 | :00 |
| 1000 | :00 |  | :00 | :00 | :00 | :00 | :00 | :00 |
| 1030 | :00 |  | :00 | :00 | :00 | :00 | :00 | :00 |
| 1100 | :00 |  | :00 | :00 | :00 | :00 | :00 | :00 |
| 1130 | :00 |  | :00 | :00 | :00 | :00 | :00 | :00 |
| 1200 | :00 |  | :00 | :00 | :00 | :00 | :00 | :00 |
| 1230 | :00 |  | :00 | :00 | :00 | :00 | :00 | :00 |
| 1300 | :00 |  | :00 | :00 | :00 | :00 | :00 | :00 |
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| 1500 | :00 |  | :00 | :00 | :00 | :00 | :00 | :00 |
| 1530 | :00 |  | :00 | :00 | :00 | :00 | :00 | :00 |
| 1600 | :00 |  | :00 | :00 | :00 | :00 | :00 | :00 |
| 1630 | :00 |  | :00 | :00 | :00 | :00 | :00 | :00 |
| 1700 | :00 |  | :00 | :00 | :00 | :00 | :00 | :00 |
| 1730 | :00 |  | :00 | :00 | :00 | :00 | :00 | :00 |
| 1800 | :00 |  | :00 | :00 | :00 | :00 | :00 | :00 |
| 1830 | :00 |  | :00 | :00 | :00 | :00 | :00 | :00 |
| 1900 | :00 |  | :00 | :00 | :00 | :00 | :00 | :00 |
| 1930 | :00 |  | :00 | :00 | :00 | :00 | :00 | :00 |
| 2000 | :00 |  | :00 | :00 | :00 | :00 | :00 | :00 |
| 2030 | :00 |  | :00 | :00 | :00 | :00 | :00 | :00 |
| 2100 | :00 |  | :00 | :00 | :00 | :00 | :00 | :00 |
| 2130 | :00 |  | :00 | :00 | :00 | :00 | :00 | :00 |
| 2200 | :00 |  | :00 | :00 | :00 | :00 | :00 | :00 |
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| $\mathbf{2 3 0 0}$ | $: 00$ |  | $: 00$ | $: 00$ | $: 00$ | $: 00$ | $: 00$ | $: 00$ |
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| $\mathbf{2 3 3 0}$ | $: 00$ |  | $: 00$ | $: 00$ | $: 00$ | $: 00$ | $: 00$ | $: 00$ |
| Interval | $\mathbf{1 6 - O c t}$ | $\mathbf{1 7 - O c t}$ | $\mathbf{1 8 - O c t}$ | $\mathbf{1 9 - O c t}$ | $\mathbf{2 0 - O c t}$ | $\mathbf{2 1 - O c t}$ | $\mathbf{2 2 - O c t}$ | $\mathbf{2 3 - O c t}$ |


| 24-Oct | 25-Oct | 26-Oct | 27-Oct | 28-Oct | 29-Oct | 30-Oct | 31-Oct | Interval |
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| :00 | :00 | :00 | :00 | :00 | :00 | :00 | :00 | 230 |
| :00 | :00 | :00 | :00 | :00 | :00 | :00 | :00 | 300 |
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| :00 | :00 | :00 | :00 | :00 | :00 | :00 | :00 | 1530 |
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| :00 | :00 | :00 | :00 | :00 | :00 | :00 | :00 | 1630 |
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| :00 | :00 | :00 | :00 | :00 | :00 | :00 | :00 | 1900 |
| :00 | :00 | :00 | :00 | :00 | :00 | :00 | :00 | 1930 |
| :00 | :00 | :00 | :00 | :00 | :00 | :00 | :00 | 2000 |
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| $\mathbf{2 4 - O c t}$ | $\mathbf{2 5 - O c t}$ | $\mathbf{2 6 - O c t}$ | $\mathbf{2 7 - O c t}$ | $\mathbf{2 8 - O c t}$ | $\mathbf{2 9 - O c t}$ | $\mathbf{3 0 - O c t}$ | $\mathbf{3 1 - O c t}$ | Interval |


| 1-Nov | 2-Nov | 3-Nov | 4-Nov | 5-Nov | 6-Nov | 7-Nov | 8-Nov | 9-Nov |
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| 1-Nov | 2-Nov | 3-Nov | 4-Nov | 5-Nov | 6-Nov | 7-Nov | 8-Nov | 9-Nov |


| 10-Nov | 11-Nov | 12-Nov | 13-Nov | 14-Nov | 15-Nov | Interval | 16-Nov | 17-Nov |
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| :00 | :00 | :00 | :00 | :00 | :00 | 2000 | :00 | :00 |
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| 10-Nov | 11-Nov | 12-Nov | 13-Nov | 14-Nov | 15-Nov | Interval | 16-Nov | 17-Nov |


| 18-Nov | 19-Nov | 20-Nov | 21-Nov | 22-Nov | 23-Nov | 24-Nov | 25-Nov | 26-Nov |
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| 18-Nov | 19-Nov | 20-Nov | 21-Nov | 22-Nov | 23-Nov | 24-Nov | 25-Nov | 26-Nov |


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# REQUEST FOR PROPOSALS 

 RFP 83673 CALL CENTER SERVICES
# Issued by the Puerto Rico Electric Power Authority 

Date RFP Issued: February 8, 2019
Response Proposals Due Date: February 27, 2019

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## 1. INTRODUCTION

## a. Puerto Rico Electric Power Authority

The Puerto Rico Electric Power Authority (PREPA), is a public corporation and governmental entity of the Commonwealth of Puerto Rico, created pursuant Law 83 of May 2, 1941, as amended, with the duty of providing electric power in a reliable manner, contributing to the general welfare and the sustainable future of Puerto Rico, PREPA is tasked with maximizing benefits while minimizing the social, environmental and economic impacts.

PREPA is a government-owned company, property of the Commonwealth of Puerto Rico, and is empowered to make contracts, sell / buy assets and real estate, borrow money and issue bonds. PREPA is also responsible for the establishment of an appropriate rate structure for its services.

## PREPA's Objectives:

- Reduce energy cost
- Promote smart energy consumption
- Protect the environment

Strategies to Achieve these Objectives:

- Reduce operating expenses
- Increase efficiency
- Minimize Energy Theft
- Diversify Energy Sources
- Establish Smart Grid for energy control and consumption monitoring
- Maximize use of advanced technology
- Increase access to clean sources of energy


## b. Purpose and Intent

This Request for Proposals (RFP) is issued by the Puerto Rico Electric Power Authority (PREPA). The purpose of this RFP is to solicit proposals from all interested experienced and qualified organizations which can provide Call Center Services. PREPA expects selected proponent to provide its services, account management and pricing in a manner that reflects the scale and scope of the account.

The purpose of this RFP is to secure call center solution services for receiving and handling all inbound calls from PREPA's customers. Award of contract will be to a qualified firm whose proposal, conforming to this RFP, is most advantageous to PREPA considering the price and other factors as described in Section 4 Evaluation and Selection, herein. Qualified firms shall possess all required Federal and local Government licensing. Section 2 of this RFP has a detailed description of the scope of services.

## c. Statement of Confidentiality

This Request for Proposal (RFP) contains confidential and proprietary information that is the property of PREPA, which is provided for the sole purpose of permitting the recipient to respond to the RFP. The recipient agrees to maintain such information in confidence and not to copy nor disclose this information to any person outside the group directly responsible for responding to its contents. The contents of this document may not be used for any purpose other than preparation of a response to this RFP.

## d. Contract Term

This contract will be for a period of two (2) years, PREPA, at its sole discretion, may extend the term up to two (2) additional periods of two years and if the funds are available. Will be per fiscal year and will depend on the amount approved on the certified budget for the fiscal year for those services.

Draft of the contract is included as Appendix C1. Proponent must state the exceptions to the clause(s) and suggest proposed modifications to the specific contract language with which the proponent disagrees or for which proponent is unable to satisfy the condition or requirement, including an explanation of the revision (if any), unless proponent agrees and can fulfill all of the conditions and requirements of the contract clause.

## 2. DEFINITIONS/ACRONYMS

The following terms, wherever they appear or are referred to in this RFP, have the meanings set forth below:

1. Bid Bond - Security required of bidders to ensure that the proposal will not be withdrawn before the RFP is awarded and if the RFP is awarded to such, that the bidder will execute the contract; Form AUTORIDAD 500.0-368. This may be provided by certified check, legal currency or a bond by an insurance company that is authorized to do business in Puerto Rico and that is acceptable to PREPA.
2. Calendar Year - All days including the first day of January and the last day of December.
3. Contract - Legal agreement between PREPA and the Administrator.
4. Deductible - Fixed amount to be paid by Subscriber before or after receiving services under the Health Insurance Plans.
5. Executive Director - Director of the Electric Power Authority.
6. DSS - means Data Security Standard
7. Specifications - A clear, complete, and precise description of the services that are required, expressing the minimum requirements of PREPA and subject to a single interpretation.
8. Performance Bond - Security required of the Selected Bidder to ensure that the terms and conditions of the contract will be fulfilled; Form AUTORIDAD 500.0-59. This may be
provided by certified check, legal currency or a bond by an insurance company that is authorized to do business in Puerto Rico and that is acceptable to PREPA.
9. Proponent or Bidder - A natural person or legal entity that submits an electronic proposal to PREPA in compliance with this RFP.
10. PLL - means Phase Lock Loop
11. Suppliers Registry Office - A file of natural persons or legal entities that are accredited by PREPA to supply goods (real or personal property) or services.
12. Terms and Conditions - General, technical, commercial, and legal provisions set forth in this RFP that must be substantially complied with by a Bidder for its bid to be found responsive.
13. Evaluation Committee - refers to a committee designated by PREPA's Chief Executive Officer, which will evaluate all complete proposals pursuant to the criteria listed in Section 3.0 of this RFP.
14. Effective Date - 12:00 am January 1, 2019 - The defined period for both the active and retired Authority employees benefits for calendar year 2019.
15. IVR - means interactive voice response
16. Proposal - The electronic offer from a Bidder submitted on the PowerAdvocate© Platform that includes the Appendices, key terms, definitions, overall benefit plan descriptions and otherwise adheres to the RFP requirements.
17. Contractor or Selected Proponent - means a bidder or proponent awarded a contract resulting from this RFP.
18. Chief Executive Officer - refers to the CEO of the Puerto Rico Electric Power Authority.
19. Federal Agency - means any of the departments of the Executive Branch of the Government of the United States of America, or any department, corporation, agency or instrumentality created or which may be created, designated or established by the United States of America.
20. Local Parties - means local subcontractors or professionals (which may include architects and consulting engineers) and relevant service providers who are based in or have a significant on-going business presence in Puerto Rico.
21. PREPA - means the Puerto Rico Electric Power Authority.
22. RFP - means this Request for Proposals and addenda issued by PREPA.
23. Team Member - means a member of a Proponent. Team Members should be identified in Proponent' submissions and not be changed without the consent of PREPA.
24. $\mathbf{P C I}$ - means payment card industry
25. Logical access - means virtual address inside an operating system
26. Queues - means sequence of clients awaiting their turn to be attended

## 3. SCOPE OF SERVICES

The purpose of this RFP is to secure a call center solution services for receiving and handling all inbound calls from PREPA's customers. The types of inbound calls includes customers that either desire to perform payments, request service reconnection, report outages, request maintenance such as tree trimming, public lighting, report emergencies related to the electric grid, follow-up work requests or for additional customer service requests previously coordinated with PREPA.

## a. Deliverables

At a minimum, the key deliverables to be provided shall include such items as:

- Receive inbound calls from the IVR for all call queues and route to the next available Customer Service Representative ("CSR").
- Have the capability to provide call center services on a $24 \times 7$ basis, 365 days per year using both IVR and live Customer Service Representatives based solely in Puerto Rico.
- Provide high-quality customer service, focusing on accuracy, the completeness of information, timeliness, adherence to privacy laws, and administer a positive, efficient consumer experience.
- Support inbound calls in both English and Spanish.
- Provide a full service operation including, but not be limited to, staff, work space, equipment, software, phones, all computer and telephone related lines and cable.
- Responsible for managing and maintaining a staff of qualified, trained CSRs capable of responding to the volume and type of calls outlined in the RFP. The management team and number of live operators must be sufficient to provide timely responses to all inbound calls, as well as responses to administrative concerns and inquiries posed by PREPA.
- Provide quality assurance tools to PREPA to monitor caller satisfaction including ability to visit call center offices and operation, listen to recorded phone calls and investigate service issues.
- Proponents will be responsible of all training costs. PREPA will make available employees to provide training.
- Maintain and provide performance metrics reporting on a daily basis that includes at a minimum, the number of Inbound Calls answered, abandoned and the percentage of calls answered, the average speed of answer and the number of agents staffed at any given time interval
- Comply with all applicable federal and local laws and regulations


## b. Service Level Requirements:

Services must meet or exceed the following Service Levels:
(a) Abandoned calls: Equal or less than 10\%
(b) Average speed of answer: $95 \%$ of calls responded in 5 minutes or less
(c) Other Service Levels may be added to the above at the request of PREPA and in agreement with Proponent, with 30 days' notice
(d) Meet security and compliance guidelines - PCI, DSS, PLL, Physical and Logical access, etc.
(e) Provide vulnerability and penetration testing certification by a $3^{\text {rd }}$ party

## c. Operational Transition:

A proper training is necessary for all CSR's and supervisors of the selected contractor and it will be divided into theoretical and practical learning. Each week of training will be followed by a workshop and after eight weeks all CSR's are expected to handle all calls from PREPA's clients.

For workshops 1 and 2 an overflow of calls waiting in excess of five (5) minutes will be transferred from PREPA's Call Center to the Call Center of the selected proponent. After all CSR's are assigned to shift work schedules, all calls from all queues will be transferred to the selected contractor.

The proposed training itinerary is:

| Week | Training 1-T1 | Training 2-T2 | Workshop 1 | Workshop 2 | Groups assigned to <br> shift work schedules |
| :--- | :--- | :--- | :--- | :--- | :--- |
| 1 | Group 1 |  |  |  |  |
| 2 | Group 2 |  | Group 1-T1 |  |  |
| 3 | Group 3 | Group 1 | Group 2-T1 |  |  |
| 4 | Group 4 | Group 2 | Group 3 - T1 | Group 1 - T2 |  |
| 5 | Group 5 | Group 3 | Group 4 - T1 | Group 2 - T2 | Group 1 |
| 6 |  | Group 4 | Group 5 - T1 | Group 3 - T2 | Groups 1 \& 2 |
| 7 |  | Group 5 |  | Group 4 - T2 | Groups 1, 2 \& 3 |
| 8 |  |  |  | Group 5-T2 | Groups 1, 2, 3 \& 4 |
| 9 |  |  |  |  | Groups 1, 2, 3, 4 \& 5 |

## Configuration Options:

Below are two system configuration examples which are being considered as options for a call center solution.


## d. Historical Information

The following represents the call volume for the last two years for all queues that PREPA is considering to secure call center solution services. Typically, the months of August and September may have the highest volume of calls due to the peak of hurricane season in Puerto Rico.

| Queue | April <br> 2017 | May <br> 2017 | June <br> 2017 | July <br> 2017 | August <br> 2017 | September <br> 2017 | October <br> 2017 |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- | :--- |
| Without | 31,114 | 44,845 | 32,182 | 43,877 | 45,248 | N/A | 20,473 |
| Service | 15,600 | 24,872 | 19,934 | 41,183 | 52,550 | N/A | 6,138 |
| Emergency | 1,538 |  |  |  |  |  |  |
| Maintenance | 12,733 | 16,261 | 15,314 | 58,972 | 902 | N/A | 2,401 |
| Service | 50,334 | 55,499 | 60,122 | 53,526 | 60,291 | N/A | 20,894 |
| Orders |  | 11,685 | 12,902 | 14,265 | 12,442 | 13,856 | N/A |
| From IVR | 153,436 |  |  |  |  |  |  |
| IVR Failure | 523 | 9 | 9 | 16 | 7 | N/A | 17 |
| Payments | 33,714 | 35,625 | 29,250 | 10,684 | 1,291 | N/A | 9,153 |
| TOTAL | $\mathbf{1 5 5 , 8 4 1}$ | $\mathbf{1 9 0 , 1 2 3}$ | $\mathbf{1 7 1 , 3 1 7}$ | $\mathbf{8 8 , 2 0 2}$ | $\mathbf{9 0 , 4 2 6}$ | N/A | $\mathbf{6 6 , 4 0 0}$ |


| Queue | November <br> 2017 | December <br> 2017 | January <br> 2018 | February <br> 2018 | March <br> 2018 | April <br> 2018 |
| :--- | :--- | :--- | :--- | :--- | :--- | :--- |
| Without | 79,676 | 74,044 | 50,788 | 38,493 | 36,468 | 31,829 |
| Service |  |  |  |  |  |  |


| Queue | $\begin{aligned} & \text { May } \\ & 2018 \end{aligned}$ | $\begin{aligned} & \text { June } \\ & 2018 \\ & \hline \end{aligned}$ | $\begin{aligned} & \text { July } \\ & 2018 \end{aligned}$ | August 2018 | $\begin{aligned} & \text { September } \\ & 2018 \end{aligned}$ | October 2018 |
| :---: | :---: | :---: | :---: | :---: | :---: | :---: |
| Without Service | 28,617 | 28,330 | 28,368 | 30,645 | 21,309 | 15,434 |
| Emergency | 11,217 | 10,354 | 10,111 | 12,981 | 12,470 | 11,464 |
| Maintenance | 7,371 | 7,193 | 7,349 | 9,687 | 9,410 | 10,596 |
| Service Orders | 63,733 | 56,563 | 55,489 | 65,632 | 50,090 | 49,049 |
| From IVR | 15,747 | 1,606 | 1,351 | 7,454 | 13,783 | 12,779 |
| IVR Failure | 5,667 | 27,290 | 21,347 | 3,118 | 8 | 6 |
| Payments | 21,458 | 20,941 | 23,198 | 25,802 | 20,649 | 21,460 |
| TOTAL | 153,810 | 152,277 | 147,213 | 155,319 | 127,719 | 120,788 |


| Queue | November 2018 | December 2018 |
| :--- | :---: | :---: |
| Without Service | 15,076 | 15,217 |
| Emergency | 10,915 | 9,875 |
| Maintenance | 8,751 | 7,819 |
| Service Orders | 47,064 | 44,769 |
| From IVR | 12,107 | 11,766 |
| IVR Failure | 452 | 7 |
| Payments | 23,191 | 24,426 |
| Total | $\mathbf{1 1 7 , 5 5 6}$ | $\mathbf{1 1 3 , 8 7 9}$ |

## 4. PROPOSAL SUBMISSION

Proponent shall submit its Proposal through the Submittals tab of the RFP 83673 event on the PowerAdvocate© Platform as establish in Section 3 herein. All RFP submissions, inclusive of the pricing, discounts and other requested details are to be submitted via PowerAdvocate© on or before 11:59 pm AST, February 27, 2019. Proposals must be signed by the authorized representative, natural person or legal entity or by the authorized person whose name appears in PREPA's Supplier Registry Office. The signature must be shown along with the name in print and the capacity or position held.

All Proponents must submit an exact copy of the uploaded proposal in PowerAdvocate and a redacted copy in the PREPA's Supplier Registry Office as required in Section 5.0 Confidentiality of Responses and Proprietary Information on or before 3:30 pm AST, March 1, 2019 to the following address:

Postal Address:
Puerto Rico Electric Power Authority
Supplier Registry Office
PO Box 3670151
San Juan, Puerto Rico 00936

Physical Address:
Supplier Registry Office
or 1110 Ponce de Leon Avenue
Third Floor, Office 301
NEOS Building, Santurce, PR

## a. Clarifications and Modifications

Note that a Proponent may submit a Request for Clarification (RFC) to PREPA for explanation or interpretation of any matter contained in this RFP no later than 11:59 p.m. AST, February 13, 2019 via PowerAdvocate© through the Messaging Tab of the event 83673. If responses to these RFC constitute a modification or addition to the original RFP, PREPA will provide such clarification through addenda posted on PowerAdvocate no later than February 20, 2019. Questions should NOT contain proprietary information, as answers may be published in the public domain. Please note that PREPA does not guarantee answers for all questions or comments received. Be advice that PREPA will NOT accept any questions that are not submitted as stated in this section.

It is the sole responsibility of the potential proponent to monitor this site for additional information, updates and addenda concerning the RFP. Any changes or modifications to the RFP terms, conditions or specification will be made through addenda posted on PowerAdvocate.

The PowerAdvocate guide is included as part of this RFP. For technical assistance with the sourcing platform application please contact PowerAdvocate technical support: (857) $453-5800$ or via email at: support@poweradvocate.com. It is the Proponent's responsibility to make sure their proposal documents are fully uploaded before the closing date and time of the event.

## b. Communications

For this RFP process all communications must be through the messaging tab of PowerAdvocate, addressed to PREPA's designated Procurement Representatives for this RFP:

Delis T. Zambrana<br>Natalia Martínez Lugo

Neither Proponents nor Proponent Team Members or any of their respective Advisors, employees or representatives shall contact or attempt to contact, either directly or indirectly, at any time during the RFP Process, any of the following persons on matters related to the RFP Process, the RFP Documents, or the Proposals: (a) any member of the Evaluation Committee; (b) any Advisor of PREPA for this RFP process; (c) any employee or representative (e) any directors, officers or consultants of PREPA.

Communications with PREPA representatives, other than the designated point of contacts or with relevant entities of the Federal Government or local government regarding any matter related to the contents of this RFP are prohibited during this RFP process.

Failure to comply with these communications restrictions will result in rejection of the firm's proposal.

## c. Expenses and Rejections

Neither PREPA, the Government of Puerto Rico nor any of its instrumentalities, will be responsible for any expenses in the preparation and/or presentation of the proposals, oral interviews or disclosure of any information or material received in connection with this RFP.

PREPA reserves the right to reject any and all proposals received in response to this RFP, when determined to be in PREPA's best interest, and to waive minor noncompliance in a proposal. PREPA further reserves the right to make such investigations as it deems necessary as to the qualifications or perceived conflicts of interest of any and all firms submitting proposals in response to this RFP. The mere appearance of a conflict of interest shall constitute sufficient cause for the outright rejection of a proposal(s). In the event that any or all proposals are rejected, PREPA reserves the right to re-solicit proposals.

## d. Local Participation

PREPA encourages Proponents to engage local subcontractors, professionals and relevant service providers headquartered in Puerto Rico ("Local Parties") as Team Members and Key Individuals to the greatest extent possible.

Proponents are strongly encouraged as part of this RFP to provide descriptions of their current and/or anticipated business arrangements with Local Parties and, in particular, Local Parties who are Team Members and Key Individuals for the Project, as applicable.

## e. RFP Timeline

The following schedule is to advise all proponents of key dates of the RFP process. Please note that the RFP timeline includes target dates that may change. It is the responsibility of Proponents to monitor the PowerAdvocate website for updates to the RFP timeline and other important information.

| Key Review Process Events | Targeted Timeline |
| :--- | :--- |
| Request for Proposal Issued | February 7, 2019 |
| Supplier Questions Deadline | February 13, 2019 |
| Questions Answered | February 20, 2019 |
| RFP Proposal Submission Deadline | February 27, 2019 |
| Selection Notification* | March 27, 2019 |
| *At PREPA's discrion |  |

*At PREPA's discretion

Submittals that have not been completely uploaded by 11:59 pm AST, on February 27, 2019, will not be considered. Proponents are encouraged to allow themselves enough time to upload their proposals and to confirm that the files are available for PREPA's review.

## 5 PROPONENTS REQUIREMENTS

The following outline describes the format of the RFP and the content of each section. Proponents are required to submit their proposals in accordance with the directions and in the format specified in this RFP. Failure to materially provide the proposal in the format specified and according to the instructions given in this RFP shall cause the proposal to be disqualified for considerations for an award. The Proponent's proposal shall be formatted as follows:

## a. Cover Letter and Table of Contents

Provide a cover letter that includes a certification that the information submitted in the Proposal is true and accurate, and that the person signing the cover letter is authorized to submit the Proposal on behalf of the Proponents. Clearly identify the designated contact person for the engagement. Additional, Proponents must include a summary of the history of the company.

Provide a table of contents that clearly identifies the location of all material within the Proposal by section and page number.

## b. Requirement of Legal Entities

Proponents that are corporations, partnerships, or any other legal entity, U.S. or Puerto Rico based, shall be properly registered, or capable and willing to be registered, to do business in Puerto Rico and the U.S. at the time of the submission of their proposals, and comply with all applicable Puerto Rico or U.S. laws and/or requirements. A selected proponent must be part of PREPA's Supplier Registry in order to execute a contract.

## c. Required Qualifications of Proponents

Proponents to this RFP shall provide information in their proposals that demonstrates the following qualifications:

- Proponent has a satisfactory record of integrity and business ethics.
- Neither Proponent nor any person or entity associated who is partnering with Proponents has been the subject of any adverse findings that would prevent PREPA from selecting Proponent. Such adverse findings include, but are not limited to, the following:
- Negative findings from a Federal Inspector General or from the U.S. Government Accountability Office, or from an Inspector General in another state.
- Pending or unresolved legal action from the U.S. Attorney General or from the U.S an attorney general in Puerto Rico or another state.
- Pending litigation with the Government of Puerto Rico, or any other state.
- Arson conviction or pending case
- Harassment conviction or pending case.
- Puerto Rico and Federal or private mortgage arrears, default, or foreclosure proceedings
- In rem foreclosure.
- Sale tax lien or substantial tax arrears.
- Fair Housing violations or current litigation.
- Defaults under any Federal and Puerto Rico-sponsored program.
- A record of substantial building code violations or litigation against properties owned and/or managed by Proponents or by any entity or individual that comprises Proponents.
- Past or pending voluntary or involuntary bankruptcy proceeding.
- Conviction for fraud, bribery, or grand larceny.


## d. Experience and Capacity

Provide a summary of general information, its operations, years in business, capacities, willingness and/or capabilities to meet the RFP requirements. Include the types of services the Proponent offers that relates to this RFP. Identify engagement and or staff experience with entities comparable to PREPA for which the Proponents provide or has provided, similar services within the last twelve (12) months. Detail five (5) similar engagements and/or experience with private and public-sector clients that would demonstrate that the Proponent can provide the requested services. Each example should include:
a) Name of client organization.
b) Description of engagement or experience and objectives of the project including beginning and ending dates.
c) Information regarding the project that would demonstrate successfully experiences by the client, as a result of the recommendations. This may include performance metrics and improvements.
d) Letters of recommendation from previous or current client(s)

PREPA may seek information from references regarding subjects that include, but are not limited to, the quality of services provided, anticipated ability to perform the services required in this RFP and the responsiveness of the Proponent to the client during the engagement. Please provide at least five (5) references for the prime Proponent. Each reference should include the name, title, company, address, phone number and email address of the reference and any additional or alternate contact information. Inability to contact a reference will not be looked upon favorably. References will count towards experience and capacity points.

In addition, provided the following information:
i. Information of two years of experience in Puerto Rico. Including the amount of customer service, customers (accounts) currently have.
ii. Average monthly volume of calls handled for the last 24 months.
iii. Average number of calls handled afterhours (after 10pm, weekends, etc.)
iv. Number of employees staffed: managers, supervisors, agents, etc. Identify by part-time and full-time.
v. Percentage of employee turnover
vi. Describe the number of seat agents, installed and occupied. Available Growth Capacity?
vii. Location of the facilities, indicating the dated when you started using the facility.
viii. Identified the providers of IT and Telecommunications infrastructure: IVR, switchboard, phones, circuits, call center software, etc.
ix. Offerors must demonstrate financial stability. Proposals must include copies of the last two years end audited financial statements.
x. Explain how the proponent can meet or exceed the financial demands necessary to complete the services described in this RFP.
xi. Hurricane resistant building design certification
xii. Fiber optic provider list.
xiii. Minimum of 1G bandwidth network link with PREPA capacity certification.
xiv. Cyber security infrastructure description.

## e. Service Management

a. Service Delivery
i. Describe your company's ability to fulfill PREPA's requirements
ii. Indicate the amount of Call Center operators currently employ
iii. If necessary, can you expand the number of operators? How quickly can you
ramp-up additional resources inn case of emergency?
iv. Describe your call management process. How the Call Center will operate on a continual basis 24 hours a day, 7 days a week.
v. Describe your people management processes: agent and supervisor recruiting, training and on-going management.
vi. Provide a description of the agent, supervisor, maintenance training that you will provide.
vii. Provide tenure (years of experience in customer service) of your supervisor / management team, with your company and overall.
viii. Specified if any third parties participate on the call center activities.
ix. Describe relationships, roles and responsibilities regarding the call center activities to be performed for PREPA. How do you propose to manage the account relationship with PREPA?
x. What is the volume of calls that your organization can handle simultaneously at any given time window? How are your night and weekend shifts organized and managed?
xi. Provide an implementation work plan outlining the key steps and milestones for the set-up and transition of services.
xii. How do you measure service quality and provide regular reporting updates? Please provide report samples (i.e. KPIs)
xiii. Provide a description of your information technology and communications platform, including ACD manufacturer and other technology components.
xiv. Provide network availability and network Quality of Service reports for the last 12 months.
xv. Describe your proposed solution to connect to the PREPA Call Center infrastructure in order to receive customer service calls for PREPA.
xvi. Describe your ability to integrate with the Avaya platform servicing the current PREPA call center.
xvii. Provided disaster recovery plan to protect against possible service interruption. Shall indicate the time operations are up and running and how long can you operate under those circumstances?
xviii. Describe policies, certifications and technology tools in place to protect customer data from unauthorized access and unauthorized use. How do you ensure the confidentiality and security of your customer's data?

## b. Relationship Management

PREPA intends to manage very closely the future business relationship with selected providers. In order to do so efficiently, a formal reporting and communication structure will be established. A regular meeting schedule will be required for the different reporting levels established, with ongoing access to all of PREPA's selected provider points of contact when required.

Proponent must certify that can comply and agrees to allow PREPA personnel at the proponent's Call Center.

## f. Administrative Matters

Pricing Structure: It is understood and accepted by both PREPA and the Proponent that the submitted proposal includes all necessary costs and fees, incurred to duly provide the services. Please confirm your company understands this point.

PREPA will only pay for Services already rendered before the submitted invoice date. PREPA will not be required to make advance payments for any future service to be rendered by Contractor under Contract. Contractor shall submit monthly invoices within the first thirty (30) days following the period invoiced which will include a description of the services rendered and the number of hours spent by each person. Each invoice shall be itemized and must be dully certified by an authorized representative of the Contractor.

PREPA will review the invoices and if they are in compliance with the requirements set forth in the Contract, it will proceed with payment within sixty (60) days of receipt invoice. Payment is due upon receipt of a valid invoice. PREPA reserves the right to conduct the audits it deems necessary and it will not be subject to finance charges regarding invoice payments.

## g. Pricing

The following is a description of the minimum information which shall be supplied by proponents. Failure to supply the minimum information requested herein shall result in a proposal being considered unacceptable and therefore rejected.

Pricing: Price shall be provided per hour of productive agent time (firm/final)
Pricing Structure: Please provide price (per hour of productive agent time) for a one year, two year and three year duration contract. PREPA's expectation is that the prices will be lower for longer contract durations.

Agent Structure: Please specify the number of agents that will be required to achieve the service levels required by PREPA. Please explain in detail the methodology used to arrive at your number.

Additional Costs: Specify each additional expenses such as IT integration or other costs payable by PREPA and not included in the price structure.

## h. Compliance with General Contract Conditions

Proponents shall submit the guidelines and best practices that are provided to all staff members and policies and procedures for handling complaints.

## i. Information Security Requirements

1. Security and compliance certification by a 3rd party for PCI-DSS, PLL security, physical access and logical access to the call center resources.
2. If the company is not PCI or PLL compliant, do you agree to include in the contract you will achieve certification during the first 3 months immediately after the attribution of the contract?

## j. Commitment to Complying with all Applicable Federal and Puerto Rico Local Permits and Regulations

Proponents shall explain their adherence to complying with all applicable Federal and Puerto Rico permits and regulations. Indicate what characteristics of the team set them apart in terms of commitment to comply with all applicable laws and requirements. Indicate what specific trainings and expertise reside within the team that reinforces the commitment to compliance.

## 6 EVALUATION AND SELECTION

PREPA will examine all proposals in a proper and timely manner to determine if they meet the proposal submission requirements. Proposals that are materially deficient in meeting the submission requirements or have omitted material documents, in the sole opinion of PREPA, may be rejected.

## a. Scoring Criteria

Each proposal meeting all submission requirements will be independently evaluated by the Evaluation Committee, which will assign a score for each evaluation criterion listed below in this section up to the maximum points.

The criteria shall be graded using a score of 1 to 5 :
$1=\quad$ Inadequate, does not meet RFP expectations.
$2=\quad$ Adequate, criteria are met, below the standards set by the RFP.
$3=\quad$ Good, meets the minimum standards set by the RFP.
$4=\quad$ Very good, meets the standards set by the RFP.
$5=\quad$ Excellent, presents the best proposal that meets the standards set by the RFP.

Complete proposals will be scored based upon the criteria listed below.

- Pricing - 35\%
- Background and Financial Information - 30\%
- Services Management - 20\%
- Administrative - 5\%
- Relationship Management - 10\%

The following are brief summaries of the indicated criteria:
Pricing includes without limitation the proposed costs provided by the Proponent with respect to price and total cost of services

Company, Technical Process and Services Evaluation the criteria to be applied are listed in descending order of importance.

- Background and financial Information
- Feedback from provided references
- Company experience and market presence in the services requested
- Company financial condition and long term financial stability
- Service Management
- Service engagement plan and call management process
- Quality management and service level reporting
- Account and Contract Management Practices
- Information Technology platform
- Implementation process and management of the set-up and transition of services
- People management processes: Recruiting, Training, Supervision
- Available facilities and ability to meet PREPA's call volume requirements
- Disaster Recovery Plan
- Administrative
- Regulatory Requirements
- Information security and confidentiality
- Additional Certifications and/or required documents
- Relationship Management
- Compatibility with PREPA
- Completeness and responsiveness throughout the RFP process
- Executive leadership participation

PREPA and the Evaluation Committee reserves the right to include or consider any other leveling factor according to the best interests of PREPA. Proponents shall consider all the aforementioned aspects in submitting their proposals and not limit such to the price, rates, and costs items. PREPA has no obligation to select a winning Proponent as part of this RFP process.

## b. Finalist Interview

PREPA reserves the right, at its sole discretion, to invite qualified Proponents to a finalist interview with the Evaluation Committee. If PREPA elects to conduct finalist interviews, each qualified Proponents will be required to give a strictly timed 20 -minute presentation. This presentation shall highlight expertise and prior health insurance plan management services provided for similar organizations. The presentation shall also clearly explain the Proponent's approach and team composition. The Evaluation Committee may consider the scoring of a proposal based upon the presentation. Proponents are responsible for all costs or expenses incurred to attend such interview.

## 7. BONDS AND INSURANCES

Proponent shall submit along with its Proposal, a Bid Bond (Appendix C2) of not less than ten percent (10\%) of the total price of the Proposal for the initial one (1) year term. This Bond will be issued in favor of PREPA by an insurance company that is authorized to do business in Puerto Rico. The Bond may not have a duration of less than ninety days (90) days, securing the validity of the Proposal for such term. Proposals that do not include this security will be rejected. If there is an
extension of the ninety (90) day term, Proponent will be responsible for keeping the Bid Bond in effect. Proposals that fail to meet this requirement will be rejected outright and the bid will be deemed to be non-responsive.

At the time of the execution of the Contract, the Contractor shall secure and maintain in full force and effect during the life of this Contract the policies of insurance covering all operations engaged in by the Contract.

Work shall not commence until all insurance requirements have been met and certificates thereof have been filed with the Chief Procurement Officer. All insurance requirements shall be as indicated within the attached Draft Contract in Article 9, Insurance and Bonds.

## 8. CONFIDENTIALITY OF RESPONSES AND PROPRIETARY INFORMATION

Upon completion of the RFP process, PREPA will make public its report regarding the procurement and selection process, which shall contain certain information related to this RFP process, except trade secrets and proprietary or privileged information of the Proponents. Information considered trade secrets or non-published financial data may be classified as proprietary by the Proponents. In order to ensure that documents identified by proponents as confidential or proprietary will not be subject to disclosure by PREPA, proponents are required to submit a redacted copy of their proposal. The redacted copy must include a written explanation of why such labeled documents are confidential or proprietary, including why the disclosure of the information would be commercial harmful, specifically refer to any legal protection currently enjoyed by such information and why the disclosure of such information would not be necessary for the protection of the public interest, and request that the documents so labeled be treated as confidential by PREPA. PREPA reserves the right to make public the redacted copies of the proposals at the conclusion of the RFP process. If a redacted copy is not submitted by a Proponent, PREPA will assume that the original copy of the proposal can be made public. Proposals containing substantial contents marked as confidential or proprietary may be rejected by PREPA. Provision of any information marked as confidential or proprietary shall not prevent PREPA from disclosing such information if required by law. The ultimately awarded contract(s) and all prices set forth therein shall not be considered confidential or proprietary and such information may be made publicly available.

## 9. CONFLICTS OF INTEREST

Any contract awarded under this RFP will preclude the selected Proponents from representing before PREPA any Proponent other than those Proponents who may be assigned under this contract during the period the contract is in effect.

Proponents are required to provide a list of any other current or former advisory contracts the firm has/had with any Government Entity in Puerto Rico, or which bear any direct or indirect relation to the activities of the Government of Puerto Rico. Further, please provide a description of any recent historical or ongoing legal proceedings, interviews or investigations being conducted by any U.S. law enforcement agencies involving your firm or team that are related to transactions executed in or on behalf of the Government of Puerto and/or its public corporations. In addition, please provide a brief description of any work you have performed for any creditors or guarantors of the Government of Puerto Rico or any public corporation debt about their positions in Puerto Rico debt
obligations. Indicate whether this activity is ongoing, and if not, when the prior assignment concluded.

At some point in the selection process, PREPA may request information on any perceived conflict of interests. Also, PREPA may in the future request a list of direct or indirect relationships the firm or its professionals have to members of the PPPA or Board Members or executives of other Public Corporations.

In the event of real or apparent conflicts of interest, PREPA reserves the right, in its best interest and at its sole discretion, to reject a proposal(s) outright or to impose additional conditions upon Proponents. PREPA reserves the right to cancel any contract awarded pursuant to this RFP with 30 days' notice in the event that an actual conflict of interest, or the appearance of such conflict, is not cured to PREPA's satisfaction.

## 10. PROPOSAL ADDITIONAL INFORMATION

## a. Rejection of Proposals; Cancellation of RFP; Waiver Informalities and Withdrawal Proposal

Issuance of this RFP does not constitute a commitment by PREPA to award a contract. PREPA reserves the right to accept or reject, in whole or part, and without further explanation, any or all proposals submitted and/or cancel this solicitation and reissue this RFP or another version of it, if it deems that doing so is in the best interest of the impacted communities or the Government of Puerto Rico.

PREPA reserves the right to waive any informalities and/or irregularities in a proposal if it deems that doing so is in the best interest of the impacted communities or the Government of Puerto Rico.

Proponent that seek to withdraw their Proposals before the final date and time for submission set forth in Section 1.6 RFP, Time Table, may request do so electronically through the PowerAdvocate© Platform "Messaging" tab before such time. Any attempted withdrawal of a Proposal after the submission deadline will result in PREPA collecting on the Proponent's Bid Bond.

## b. Ownership of Proposal

All materials submitted in response to this RFP shall become the property of PREPA. Selection or rejection of a proposal does not affect this provision.

## c. Cost of Preparing Proposals

All costs associated with the response to this RFP are the sole responsibility of the Proponent.

## d. Errors and Omissions in Proposal

PREPA reserves the right to reject a proposal that contains an error or omission. PREPA also reserves the right to request correction of any errors or omissions and/or to request any
clarification or additional information from any Proponent, without opening up clarifications for all Proponents.

## 11 Process Rules and PREPAs General Instruction RFP Guide

This process will be regulated and executed according to the "GUIAS PARA PROCESOS DE ADQUISICIONES DE BIENES Y SERVICIOS A TRAVES DE RFP EN LA AEE V006032016 (Request for Proposals)". Please, see the Download Documents tab.

Proponents shall certify compliance with Section 4.17 of the "GUIAS PARA PROCESOS DE ADQUISICIONES DE BIENES Y SERVICIOS A TRAVES DE RFP EN LA AEE V006032016 (Request for Proposals)

## 12 Puerto Rico General Provisions

The Contractor will comply will all applicable State Law, Regulations or Executive Orders that regulate the contracting process and requirements of the Commonwealth of Puerto Rico.
A. Executive Order Num. OE-1991-24 of June 18, 1991 to require certification of compliance with the Internal Revenue Services of the Commonwealth of Puerto Rico: Pursuant to Executive Order Number OE-1991-24 of June 18, 1991, the Contractor will certify and guarantee that it has filed all the necessary and required income tax returns to the Government of Puerto Rico for the last five (5) years. The Contractor, further will certify that it has complied and is current with the payment of any and all income taxes that are, or were due, to the Government of Puerto Rico. The Contractor shall provide, to the satisfaction of PREPA, and whenever requested by PREPA during the term of this Contract, the necessary documentation to support its compliance with this clause. The Contractor will be given a specific amount of time to produce said documents. During the term of this Contract, the Contractor agrees to pay and/or to remain current with any repayment plan agreed to by the Contractor with the Government of Puerto Rico.
B. Executive Order Num. OE-1992-52 of August 28, 1992 to require certification of compliance with the Department of Labor of the Commonwealth of Puerto Rico. Pursuant to Executive Order Number 1992-52, dated August 28, 1992 amending OE-1991-24, the Contractor will certify and warrant that it has made all payments required for unemployment benefits, workmen's compensation and social security for chauffeurs, whichever is applicable, or that in lieu thereof, has subscribed a payment plan in connection with any such unpaid items and is in full compliance with the terms thereof. The Contractor accepts and acknowledges its responsibility for requiring and obtaining a similar warranty and certification from each and every Contractor and Sub Contractor whose service the Contractor has secured in connection with the services to be rendered under this Contract and shall forward evidence to PREPA as to its compliance with this requirement.
C. Government of Puerto Rico Municipal Tax Collection Center: The Contractor will certify and guarantee that it does not have any current debt with regards to property taxes that may be registered with the Government of Puerto Rico's Municipal Tax Collection Center (known in Spanish as Centro de Recaudación de Ingresos Municipales ("CRIM"). The Contractor further will certify to be current with the payment of any and all property taxes that are or were due to the Government of Puerto Rico. The Contractor shall provide, to the satisfaction of PREPA
and whenever requested by PREPA during the term of this Contract, Certification issued by the Municipal Revenues Collection Center (MRCC), assuring that Contractor does not owe any tax accruing to such governmental agency. To request such Certification, Contractor will use the form issued by the MRCC (called "CRIM-Certificados, Radicación, Estado de Cuenta y Todos los Conceptos" in the website). The Contractor will deliver upon request any documentation requested by PREPA. During the Term of this Contract, the Contractor agrees to pay and/or to remain current with any repayment plan agreed to by the Contractor with the Government of Puerto Rico with regards to its property taxes.

The Contractor shall provide a Personal Property Tax Filing Certification, issued by the MRCC which indicates that Contractor has filed its Personal Property Tax Return for the last five (5) contributory terms or Negative Debt certification issued by the MRCC with respect to real and property taxes and a sworn statement executed by Contractor indicating that (i) its revenues are derived from the rendering of professional services, (ii) during the last five (5) years (or the time in which it has been providing professional services) it has had no taxable business or personal property on the $1^{\text {st }}$ of January of each year, (iii) that for such reasons it has not been required to file personal property tax returns, as required under Article 6.03 of Act 83-1991, as amended and (iv) that for such reason it does not have an electronic tax file in the MRCC's electronic system.
D. The Contractor shall furnish a Certification issued by the Treasury Department of Puerto Rico which indicates that Contractor does not owe Puerto Rico Sales and Use taxes to the Commonwealth of Puerto Rico; or is paying such taxes by an installment plan and is in full compliance with its terms.
E. The Contractor shall provide a Puerto Rico Sales and Use Tax Filing Certificate, issued by the Treasury Department of Puerto Rico assuring that Contractor has filed his Puerto Rico Sales and Use Tax for the last sixty (60) contributory periods.
F. The Contractor shall provide a copy of Contractor's Certificate of Merchant's Registration issued by the Treasury Department of Puerto Rico.
G. Puerto Rico Child Support Administration (ASUME): The Contractor shall present, to the satisfaction of PREPA, the necessary documentation certifying that the Contractor nor any of its owners, affiliates of subsidiaries, if applicable, have any debt, outstanding debt, or legal procedures to collect child support payments that may be registered with the Puerto Rico Child Support Administration (known in Spanish as the Administración Para El Sustento de Menores (ASUME). The Contractor will be given a specific amount of time to deliver said documents. $\underline{3}$ L.P.R.A. § 8611 et seq.;
H. The Contractor shall provide a Good Standing Certificate issued by the Department of State of Puerto Rico.
I. The Contractor shall provide a Certification of Incorporation, or Certificate of Authorization to do business in Puerto Rico issued by the Department of State of Puerto Rico.
J. Social Security and Income Tax Retentions: In compliance with Executive Order 1991 OE24; and C.F.R. Part 404 et. Seq., the Contractor will be responsible for rendering and paying the Federal Social Security and Income Tax Contributions for any amount owed as a result of the income, from this Contract.
K. Income Tax Retention Law: PREPA shall deduct and withhold seven percent (7\%) of any and all payments to residents of the Commonwealth of Puerto Rico as required by the Internal Revenue Code of Puerto Rico. In case of US citizens and Non US citizens, which are nonresidents of the Commonwealth of Puerto Rico the Contractor will be retained twenty percent (20\%) and twenty-nine percent (29\%) respectively. PREPA will remit such withholdings to the Government of Puerto Rico's Treasury Department (known in Spanish as Departamento de Hacienda de Puerto Rico). The Contractor will request PREPA not to make such withholdings if, to the satisfaction of PREPA, the Contractor timely provides a release from such obligation by the Government of Puerto Rico's Treasury Department. 3 L.P.R.A. § 8611 et seq., 2011 L.P.R. 232; 232-2011.
L. Compliance with Act No. 1 of Governmental Ethics: The Contractor will certify compliance with Act No. 1 of January 3, 2012, as amended, known as the Ethics Act of the Government of Puerto Rico, which stipulates that no employee or executive of PREPA nor any member of his/he immediate family (spouse, dependent children or other members of his/her household or any individual whose financial affairs are under the control of the employee) shall have any direct or indirect pecuniary interest in the services to be rendered under this Contract, except as may be expressly authorized by the Governor of Puerto Rico in consultation with the Secretary of Treasury and the Secretary of Justice of the Government. 3 L.P.R.A. § 8611 et seq.;
M. Law 168-2000: Law for the Strengthening of the Family Support and Livelihood of Elderly People: The Contractor will certify that if there is any Judicial or Administrative Order demanding payment or any economic support regarding Act No. 168-2000, as amended, the same is current and in all aspects in compliance. Act No. 168-2000 "Law for the Strengthening of the Family Support and Livelihood of Elderly People" in Spanish: "Ley para el Fortalecimiento del Apoyo Familiar y Sustento de Personas de Edad Avanzada", 3 L.P.R.A. §8611 et seq.
N. Law Num. 127, May 31, 2004: Contract Registration in the Comptroller's Office of Puerto Rico Act: Payment for services object of this Contract will not be made until this Contract is properly registered in the Office of the Comptroller of the Government of Puerto Rico pursuant to Law Number 18 of October 30, 1975, as amended.
O. Dispensation: Any and all necessary dispensations have been obtained from any government entity and that said dispensations shall become part of the contracting record.
P. Rules of Professional Ethics: The Contractor acknowledges and accepts that it is knowledgeable of the rules of ethics of his/her profession and assumes responsibility for his/her own actions.
Q. Both parties acknowledge and agree that the contracted services herein may be provided to another entity of the Executive Branch which enters into an interagency Contract with PREPA or by direct disposition of the Chief of Staff. These services will be performed under the same terms and conditions in terms of hours of work and compensation set forth in this Contract. For the purpose of this clause, the term "entity of the Executive Branch" includes all agencies of the Government of Puerto Rico, as well as public instrumentalities, public corporations and the Office of the Governor.
R. The office of the Chief of Staff shall have PREPA to terminate this Contract at any time.
S. The Contractor shall provide Workmen's Compensation Insurance as required by the Workmen's Compensation Act 45-1935 of the Commonwealth of Puerto Rico. The Contractor shall also be responsible for compliance with said Workmen's Compensation Act by all its subcontractors, agents, and invitees, if any.
T. Provisions Required under Act 14-2004: Contractor agrees that articles extracted, produced, assembled, packaged or distributed in Puerto Rico by enterprises with operations in Puerto Rico, or distributed by agents established in Puerto Rico shall be used when the service is rendered, provided that they are available.
U. Invoices must include a written and signed certification stating that no officer or employee of PREPA, and their respective subsidiaries or affiliates, will personally derive or obtain any benefit or profit of any kind from this Contract, with the acknowledgment that invoices that do not include this certification will not be paid. This certification must read as follows:
"We certify under penalty of nullity that no public servant of PREPA will derive or obtain any benefit or profit of any kind from the contractual relationship which is the basis of this invoice. If such benefit or profit exists, the required waiver has been obtained prior to entering into the Agreement. The only consideration to be received in exchange for the delivery of goods or for the Services provided is the agreed-upon price that has been negotiated with an authorized representative of the PREPA. The total amount shown on this invoice is true and correct. The Services have been rendered, and no payment has been received".
V. PREPA shall have the right to terminate this Agreement with thirty (30) days prior written notice to Contractor. Moreover, PREPA shall have the right to terminate this agreement immediately in the event of negligence, dereliction of duties or noncompliance by Contractor.
W. Anti-Corruption Code for a New Puerto Rico. Contractor agrees to comply with the provisions of Act No. 2-2018, as the same may be amended from time to time, which establishes the AntiCorruption Code for a New Puerto Rico. The Contractor hereby certifies that it does not represent particular interests in cases or matters that imply a conflicts of interest, or of public policy, between the executive agency and the particular interests it represents.

Contractor shall furnish a sworn statement to the effect that neither Contractor nor any president, vice president, executive director or any member of a board of officials or board of directors, or any person performing equivalent functions for Contractor has been convicted of or has pled guilty to any of the crimes listed in Article 6.8 of Act 8-2017, as amended, known as the Act for the Administration and Transformation of Human Resources in the Government of Puerto Rico or any of the crimes included in Act 2-2018.

Contractor hereby certifies that it has not been convicted in Puerto Rico or United States Federal court for under Articles 4.2, 4.3 or 5.7 of Act 1-2012, as amended, known as the Organic Act of the Office of Government Ethics of Puerto Rico, any of the crimes listed in Articles 250 through 266 of Act 146-2012, as amended, known as the Puerto Rico Penal Code, any of the crimes typified in Act 2-2018, as amended, known as the Anti-Corruption Code for a New Puerto Rico or any other felony that involves misuse of public funds or property, including but not limited to the crimes mentioned in Article 6.8 of Act 8-2017, as amended, known as the Act for the Administration and Transformation of Human Resources in the Government of Puerto Rico.

PREPA shall have the right to terminate the agreement in the event Contractor is convicted in

Puerto Rico or United States Federal court for under Articles 4.2, 4.3 or 5.7 of Act 1-2012, as amended, known as the Organic Act of the Office of Government Ethics of Puerto Rico, any of the crimes listed in Articles 250 through 266 of Act 146-2012, as amended, known as the Puerto Rico Penal Code, any of the crimes typified in Act 2-2018, as amended, known as the Anti-Corruption Code for a New Puerto Rico or any other felony that involves misuse of public funds or property, including but not limited to the crimes mentioned in Article 6.8 of Act 8-2017, as amended, known as the Act for the Administration and Transformation of Human Resources in the Government of Puerto Rico.

If any of the previously required Certifications shows a debt, and Contractor has requested a review or adjustment of this debt, Contractor will certify that it has made such request at the time of the Contract execution. If the requested review or adjustment is denied and such determination is final, Contractor will provide, immediately, to PREPA a proof of payment of this debt; otherwise, Contractor accepts that the owed amount be offset by PREPA and retained at the origin, deducted from the corresponding payments.
X. Consequences of Non-Compliance: The Contractor expressly agrees that the conditions outlined throughout this Section are essential requirements of this Contract. Consequently, should any one of these representations, warranties or certifications be incorrect, inaccurate or misleading, in whole or in part, there shall be sufficient cause for the PREPA to render this Contract null and void, and the Contractor shall reimburse the PREPA all moneys received under this Contract.

## Appendices

APPENDIX C1-Form of Service Administration Contract
APPENDIX C2 - Bid Bond Form (AEE 500.0-368)
APPENDIX C3 - Performance Bond Form (AEEE 500. 0-59)


[^0]:    Contractor's Representative

[^1]:    this
    
    

[^2]:    ${ }^{1}$ Otras compañias licitadoras fueron: Insight Communications, Corp; Telecontacto Contact Centers, Inc.; y Jaye, Inc. d/b/a Telemnedik:

[^3]:    Based on the financial statements submitted, none of the proponents hold a strong financial condition or a long term financial stability when compare to the industry. The proponent's equity are less than satisfactory
     proponents has been achieved on 2018.

    The criteria were graded using a score of 1 to 5 :
    Insight Communications, Corp. $=3$
    Telecontacto $=2$
    Jaye, $\operatorname{Inc.}=1$
    Linkactiv $=1$
    $1=$ inadequate, does not meet RFP expectations.
    $2=$ Adequate, criteria are met, below the standards set by the RFP.
    $3=$ Good, meets the minimum standards set by the RFP
    
    $4=$ Very good, meets the standards set by the RFP.
    $5=$ Excellent, presents the best proposal that meets the
    $5=$ Excellent, presents the best proposal that meets the standards set by the RFP.

[^4]:    Observaciones

    * Ratios examinados como parte de esta evaluación superan los estándares de la industria.

[^5]:    Based on the financial statements submitted, none of the proponents hold a strong financial condition or a long term financial stability when compare to the industry. The proponent's equity are less than satisfactory
    due to a low profitability. The following sore was established after comaparing the selected financial ratios with the Therefore, we recommend to request to each of the proponents, if the timeframes allows PREPA, the ratios with the proponents' and grading them based on those showing an overall "tolerable" financial condition. proponents has been achieved on 2018. Insight Communications, Corp. $=3$

    The criteria were graded using a score of 1 to 5 : $z=$ Adequate, criteria are met, below the standards set by the RFP. $3=$ Good, meets the minimum standards set by the RFP. $4=$ Very good, meets the standards set by the RFP.
    $5=$ Excellent, presents the best proposal that meets the
    $5=$ Excellent, presents the best proposal that meets the standards set by the RFP.

[^6]:    
     parimpudlmento fisico, menial a amhos, por condleld́n de veteramo(a) o por Información genétcá"

[^7]:    Total Adeudado AI CRIM
    0.00

    Total Due to CRIM

[^8]:    * Favor de utilizar el núm. de solicitud como código de validación
    * Please use the Application number as validation code.

