



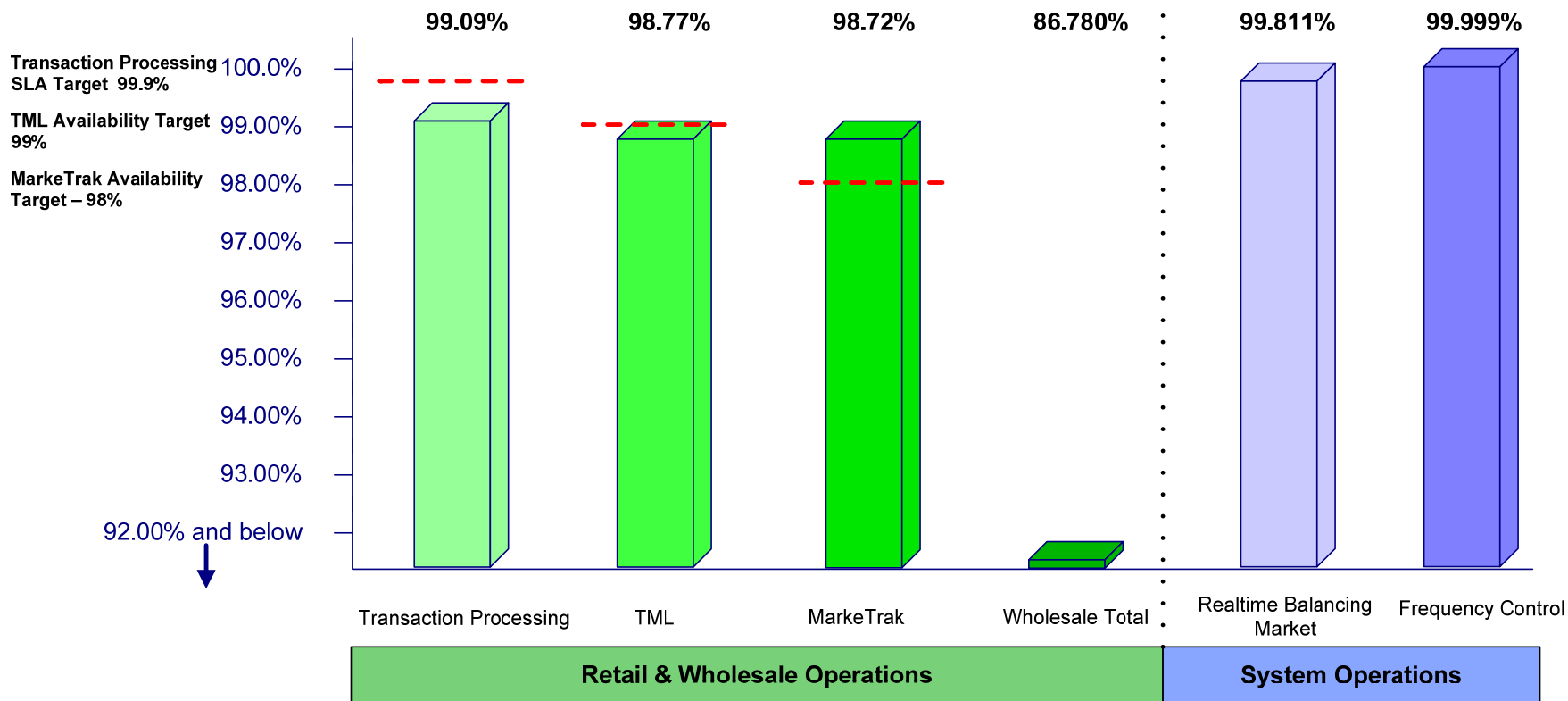
Information Technology Service Availability Metrics

May 2008

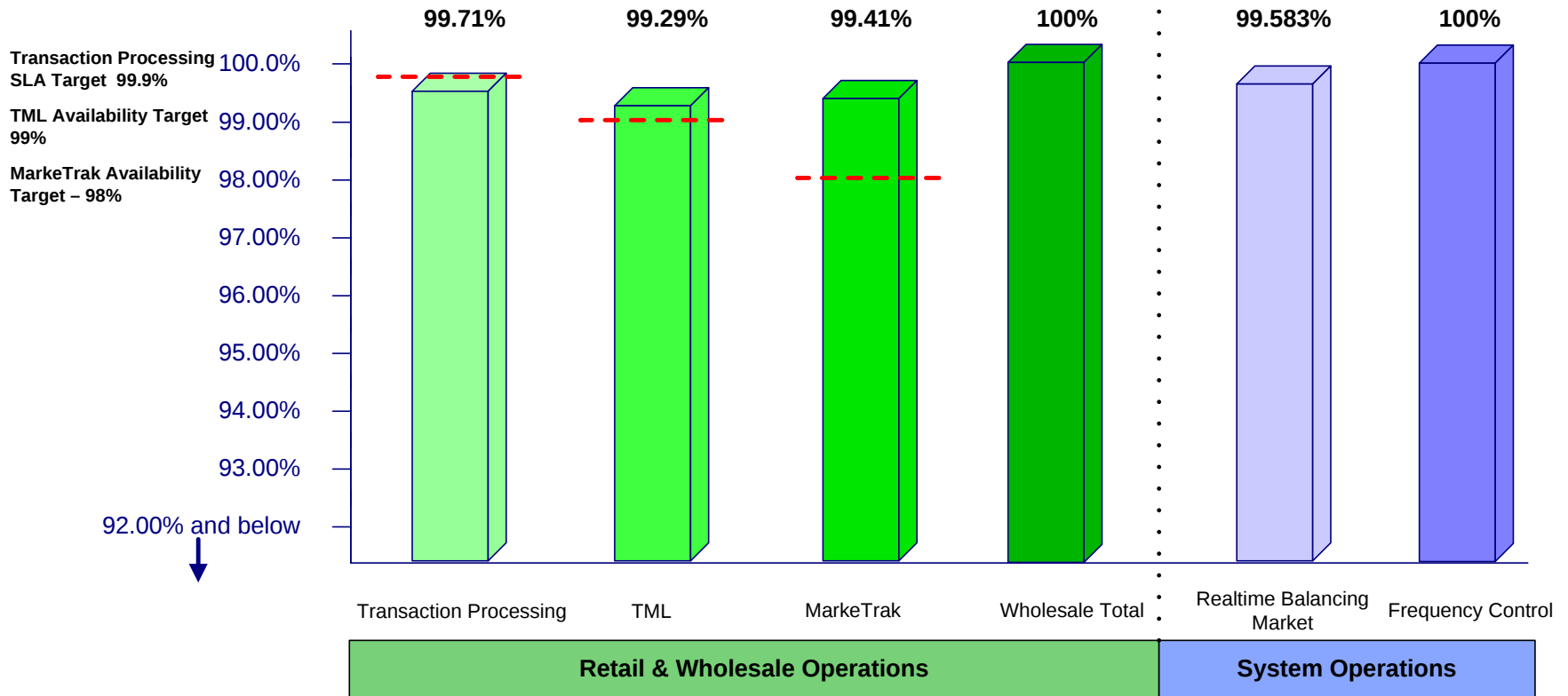
- **April 2008 Availability levels of IT services met SLA targets**
 - Exception: Retail Transaction Processing
 - Memory management issues related to Enterprise Application Integration (EAI) system rendered retail market applications unavailable for an hour.
 - A new version of the software from the vendor is expected to fix the problem.

2008 Net Service Availability

Through April 30th, 2008

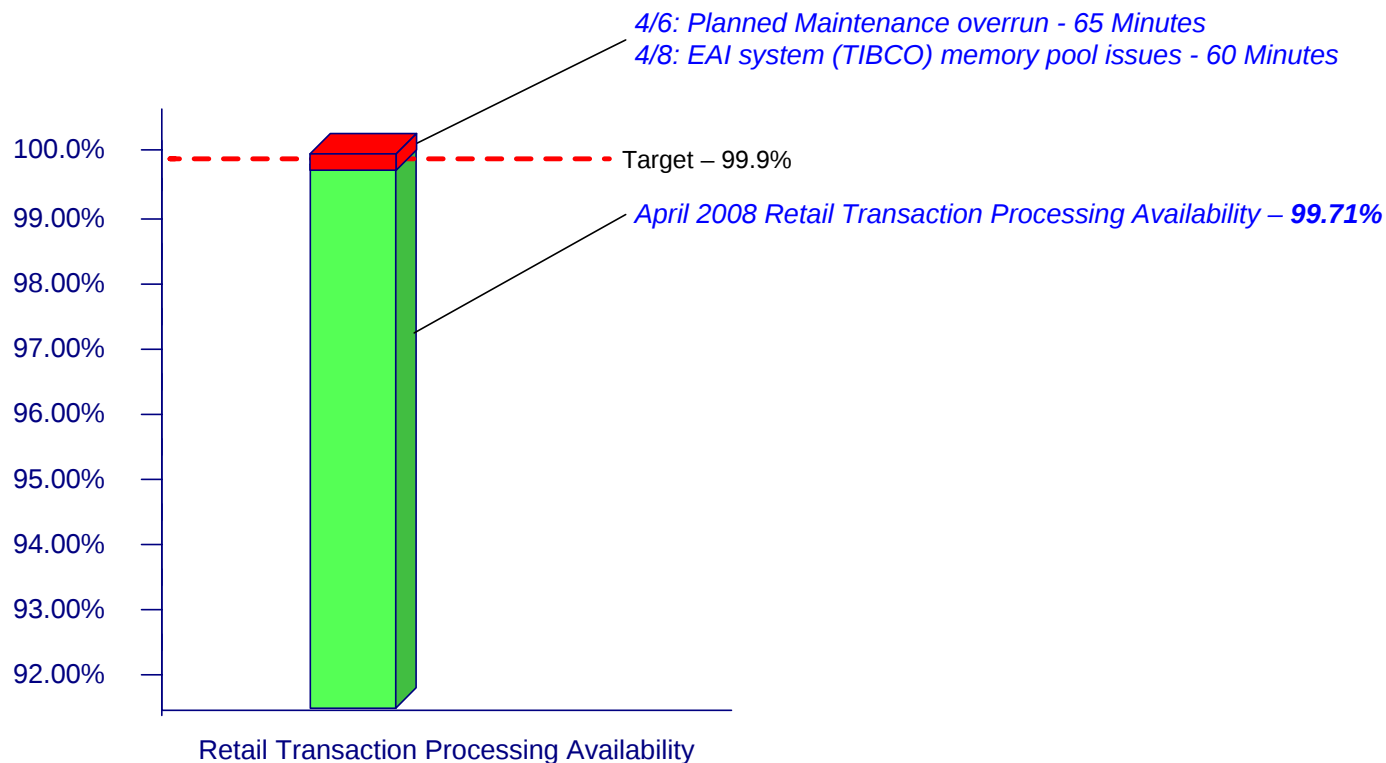


April 2008 Net Service Availability

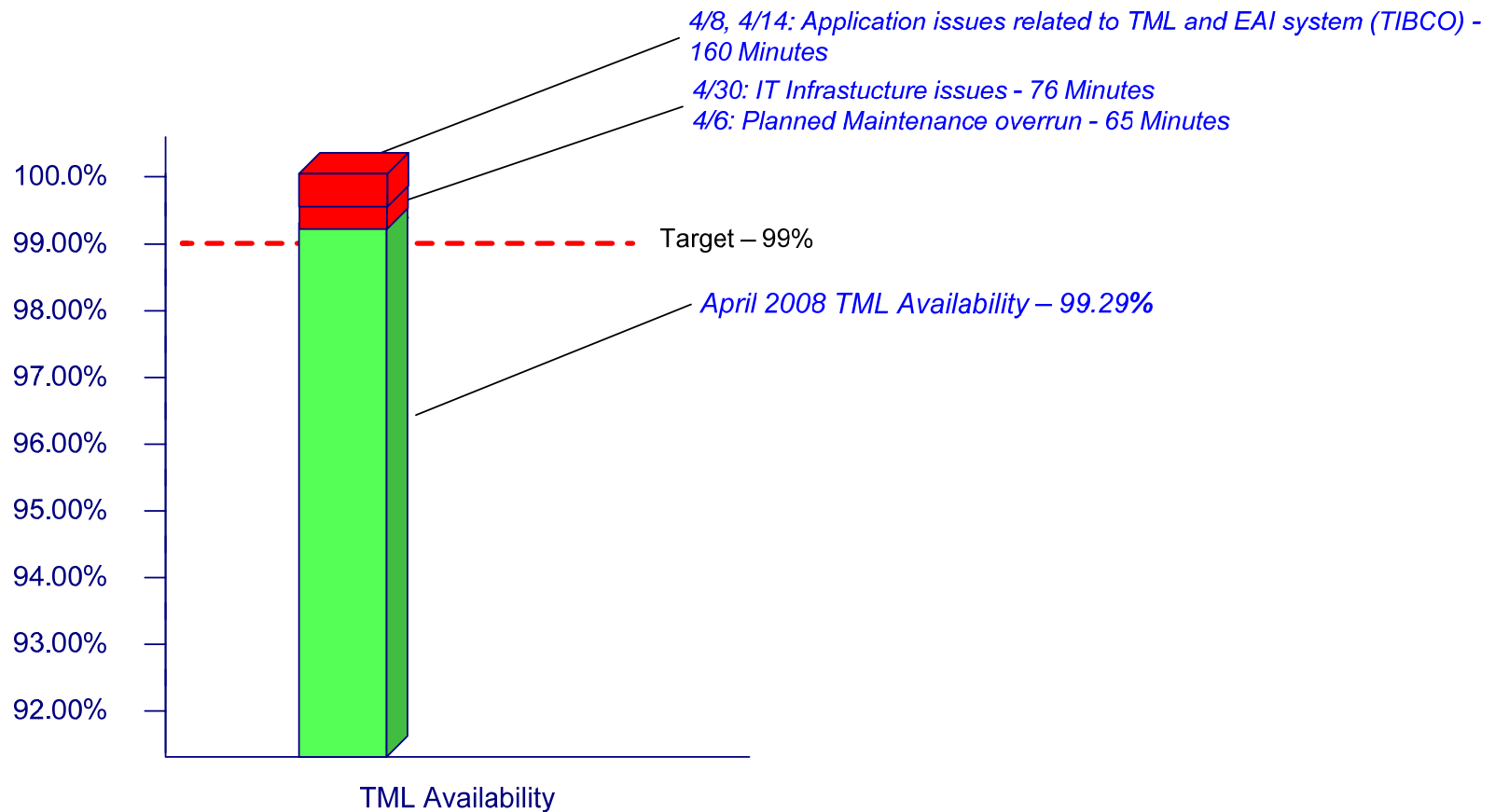


Retail Transaction Processing Availability Summary

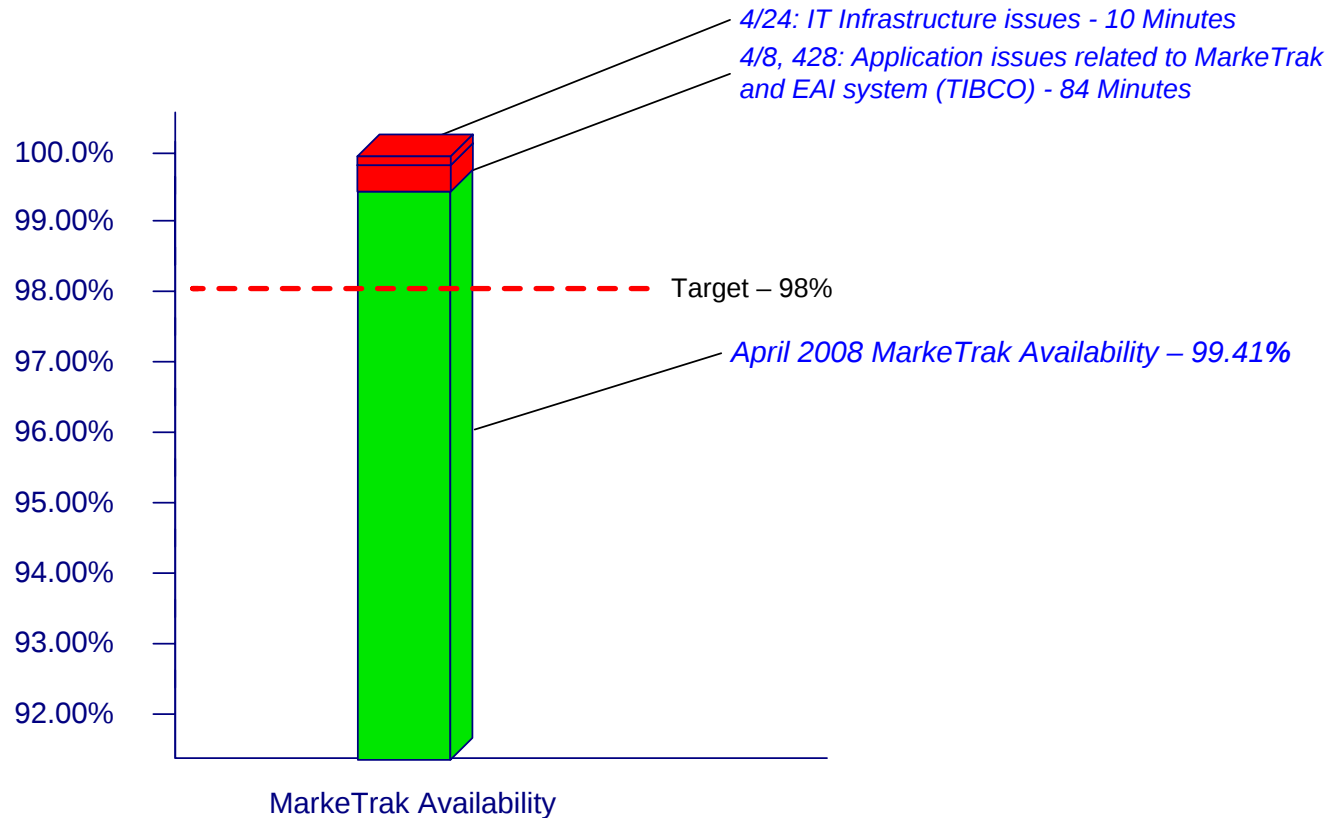
April 2008 Retail Transaction Processing Availability Summary



April 2008 TML Availability Summary



April 2008 MarkeTrak Availability Summary



Nodal EDS Environment - April 2008 SLA Metrics

