MARKETRAK IAG TRAINING SLIDE NUMBERS AND PRESENTERS – JUNE 15, 2021

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| MODULE | SLIDE # | PRESENTER | TIME |
| MARKETRAK OPENING | 1 - 9 | DEBBIE |  |
| GENERAL MARKETRAK NAVIGATION | 10-20 | TOMAS |  |
| ADMIN FUNCTIONALITY | 21-22 | TOMAS |  |
| EMAIL NOTIFICATION | 23-25 | TOMAS |  |
| ERCOT LISTSERVES | 26-28 | TOMAS |  |
| BREAK | EST 10 MINUTES | TOMAS TO ANNOUNCE |  |
| INTRODUCTIONS | EST 20 MINUTES | SHERI TO FACILITATE |  |
| MISSING ENROLLMENT | 29-30 | SHERI |  |
| USAGE BILLING ISSUES | 31-62 | SHERI |  |
| SWITCH HOLDS | 63-87 | JIM |  |
| LUNCH | EST 50 MINUTES | JIM TO ANNOUNCE |  |
| SIEBEL CHANGE | 88-90 | KATHY |  |
| DEVs | 91-94 | KATHY |  |
| BULK INSERT | 95-115 | TOMAS |  |
| ADDITIONAL D2D | 116-119 | SHERI |  |
| OTHER ISSUES | 120-121 | SHERI |  |
| BREAK | EST 10 MINUTES | SHERI TO ANNOUNCE |  |
| BACKGROUND REPORTING | 122-126 | TOMAS |  |
| IAG OVERVIEW | 127-134 | TOMAS |  |
| CUST RESCISSION WALKTHRU | 135-156 | TOMAS |  |
| IAG WALKTHRU | 157-178 | TOMAS |  |
| COMMON IAG ISSUES, BEST PRACTICES, QUICK TIPS | 179-188 | TOMAS |  |
| BREAK | EST 10 MINUTES | TOMAS TO ANNOUNCE |  |
| IAG/IAL REPORTING | 189-208 | SHERI |  |
| SURVEY | 209 | TOMAS TO ANNOUNCE |  |
| JEOPARDY | 210 | JIM TO ANNOUNCE |  |
| CLOSING REMARKS |  | JIM, ALL |  |