| CWSerenade          | Release 1.0            | Customer E | Exposure E<br>EZK Shc |        | Code   | SAMPLE        | CSR0765   | 01/09/07 | 10:37:58 Page     | 1 |
|---------------------|------------------------|------------|-----------------------|--------|--------|---------------|-----------|----------|-------------------|---|
| Date Range          | From 1/07/07 To 1/09/0 | 7          |                       |        |        |               |           |          |                   |   |
|                     |                        |            |                       | # Oper | n #Wor | rk In Proces: | s # Resol | ved # 0  | pen/Outside Range |   |
| Reason 2            | 2 LATE SHIPMENT        |            |                       |        | 2      | 0             |           | 0        | 0                 |   |
| Reason 3            | 3 DAMAGED IN SHIPMENT  |            |                       |        | 1      | 0             |           | 0        | 0                 |   |
| Reason 4            | 4 NEEDS CALL BACK      |            |                       |        | 2      | 0             |           | 0        | 0                 |   |
| Final Totals        | s:                     |            |                       |        | 5      | 0             |           | 0        | 0                 |   |
| ** END OF REPORT ** |                        |            |                       |        |        |               |           |          |                   |   |