

Customer Service

Years	New CSA	FORMER CSA US		FORMER CSA AA	
Start	13.48	10.21	32.0%	11.19	20.5%
1	14.31	11.31	26.5%	11.44	25.1%
2	15.07	12.02	25.4%	11.99	25.7%
3	16.07	13.08	22.9%	12.26	31.1%
4	17.26	14.03	23.0%	12.45	38.6%
5	18.62	14.95	24.5%	13.12	41.9%
6	20.08	15.90	26.3%	13.34	50.5%
7	21.44	16.62	29.0%	13.98	53.4%
8	22.69	17.33	30.9%	13.80	64.4%
9	24.30	18.07	34.5%	15.68	55.0%
10	27.25	18.82	44.8%	16.88	61.4%
11	29.27	19.62	49.2%	23.78	23.1%
12	29.27	21.44	36.5%	23.74	23.3%

Years	New AA CAR	Former US CARs	
Start	11.05	8.54	29.4%
1	11.35	8.54	32.9%
2	11.62	9.17	26.7%
3	11.97	9.57	25.1%
4	12.49	9.99	25.0%
5	15.55	12.44	25.0%
6	16.01	12.81	25.0%
7	16.45	13.16	25.0%
8	16.84	13.47	25.0%
9	17.40	13.92	25.0%
10	17.84	14.27	25.0%
11	17.84	14.27	25.0%
12	17.84	14.27	25.0%

Years	New CSA	Former CA 42		Former PS 84	
Start	13.48	11.22	20.1%	10.90	23.7%
1	14.31	11.39	25.6%	11.72	22.1%
2	15.07	11.97	25.9%	12.31	22.4%
3	16.07	12.27	31.0%	12.19	31.8%
4	17.26	12.55	37.5%	12.29	40.4%
5	18.62	13.16	41.5%	12.61	47.7%
6	20.08	13.20	52.1%	13.60	47.6%
7	21.44	13.80	55.4%	13.64	57.2%
8	22.69	13.56	67.3%	14.67	54.7%
9	24.30	16.24	49.6%	14.80	64.2%
10	27.25	16.90	61.2%	16.88	61.4%
11	29.27	23.71	23.5%	20.74	41.1%
12	29.27	23.71	23.5%	20.74	41.1%

Reservations

Years	New Office	OBR US		OBR AA 64		OBR AA 65	
Start	13.48	10.21	32.0%	10.96	23.0%	10.96	23.0%
1	14.31	11.31	26.5%	12.21	17.2%	12.47	14.8%
2	15.07	12.02	25.4%	12.75	18.2%	12.93	16.6%
3	16.07	13.08	22.9%	13.25	21.3%	12.74	26.1%
4	17.26	14.03	23.0%	14.41	19.8%	14.33	20.4%
5	18.62	14.95	24.5%	14.09	32.2%	13.54	37.5%
6	20.08	15.90	26.3%	14.79	35.8%	13.74	46.1%
7	21.44	16.62	29.0%	14.98	43.1%	14.69	45.9%
8	22.69	17.33	30.9%	16.11	40.8%	14.61	55.3%
9	24.30	18.07	34.5%	16.26	49.4%	15.27	59.1%
10	27.25	18.82	44.8%	18.17	50.0%	18.94	43.9%
11	29.27	19.62	49.2%	20.19	45.0%	23.36	25.3%
12	29.27	21.44	36.5%	20.19	45.0%	23.36	25.3%

Years	New Home	HBR AA 63		HBR AA 64	
Start	11.94	11.13	7.3%	11.99	-0.4%
1	12.76	11.50	11.0%	12.42	2.7%
2	13.52	12.08	11.9%	12.90	4.8%
3	14.52	12.53	15.9%	13.33	8.9%
4	15.72	13.48	16.6%	14.42	9.0%
5	17.08	13.34	28.0%	14.15	20.7%
6	18.53	13.52	37.1%	14.49	27.9%
7	19.89	14.16	40.5%	14.74	34.9%
8	21.15	14.34	47.5%	15.38	37.5%
9	22.75	14.88	52.9%	15.72	44.7%
10	25.71	16.35	57.2%	18.17	41.5%
11	27.73	16.51	68.0%	20.19	37.3%
12	27.73	17.00	63.1%	20.19	37.3%