Net-Security Q

Creating Cases

Total from Last Week

19

Cases Created, Year Ago to Date
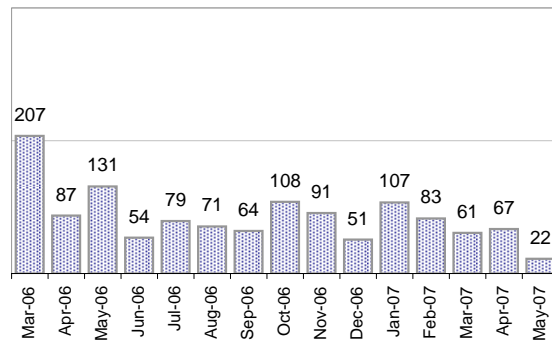
Average Per Day, various Time Horizons

	Now	Year Ago	
this week	1.7	4.9	-65%
last 3 months	2.2	3.8	-41%
last 12 months	2.7	5.7	-52%

* latest month is month-to-date

The Queue

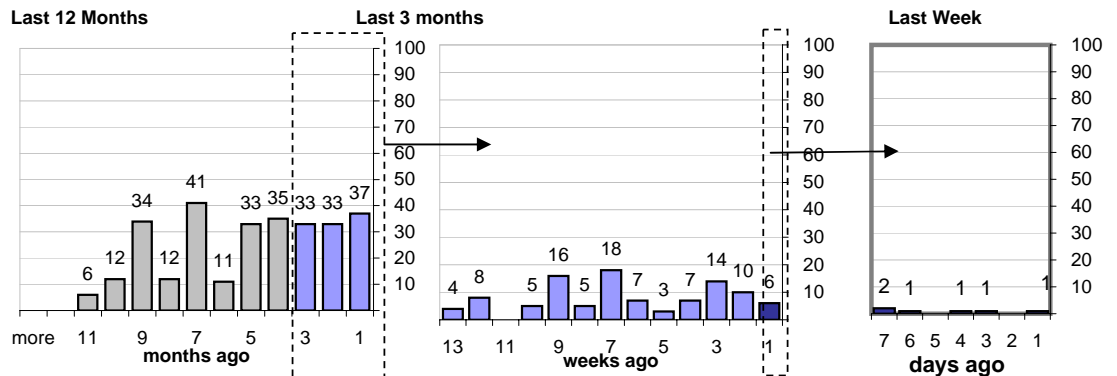### Currently Pending

287

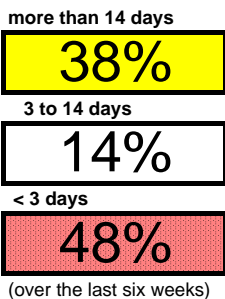### Calendar Age of Open Cases
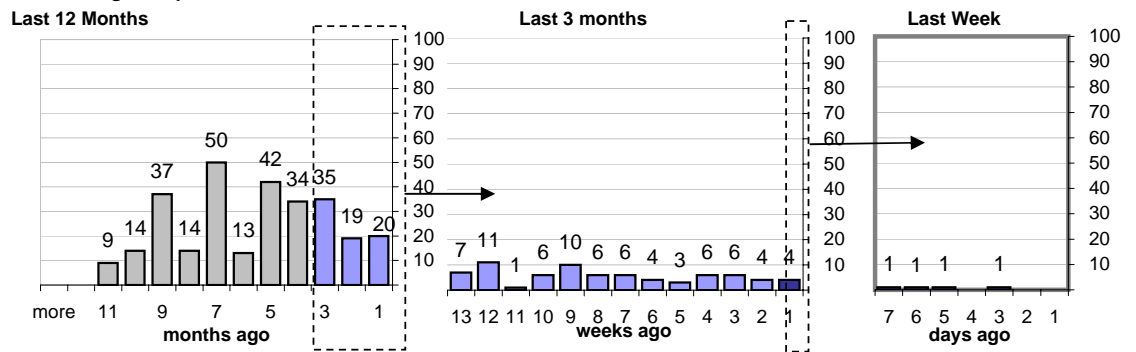
Time Since Last Activity of Any Kind, in Cases that are currently Open

Closing Cases

more than 14 days

38%

3 to 14 days

14%

< 3 days

48%

(over the last six weeks)

Estimated Pending Queue over the last six months
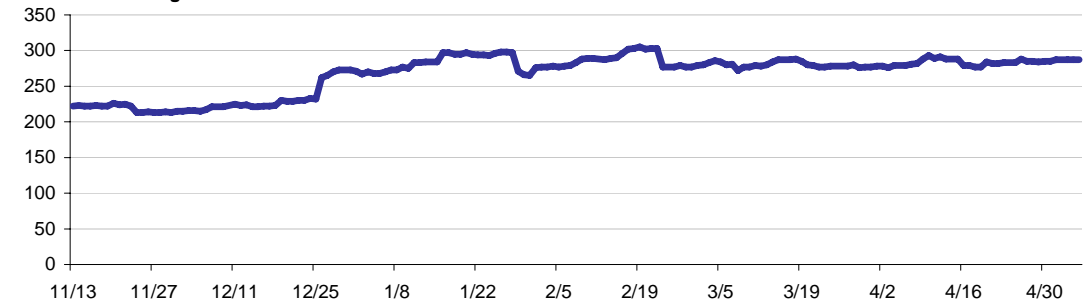
Net change in Q over six months: **67 ↑**