

MobileDevices Q

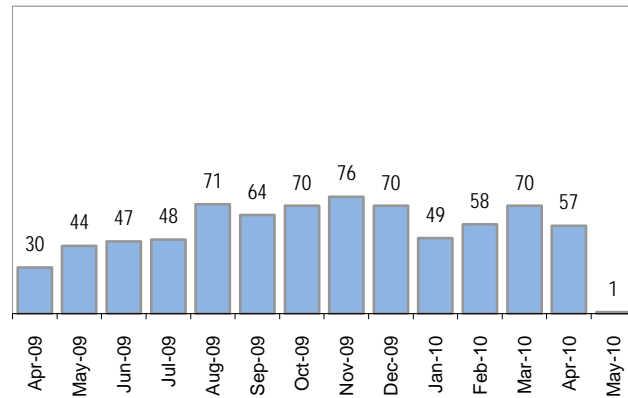
Cases as of 5/1/2010

Creating Cases

Total from Last Week

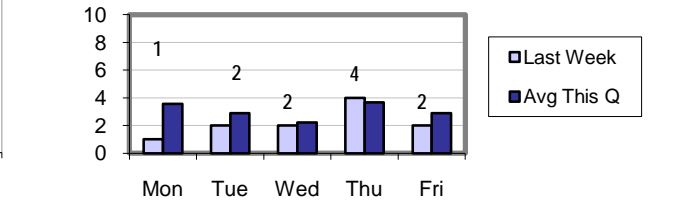
16

Cases Created, Year Ago to Date



Average Per Day	Now	Year Ago	Change
this week	1.6	1.7	-8%
last 3 months	2.1	1.1	89%
last 12 months	2.0	1.9	3%

Actual Per Day, Last Week vs Qtrly Average



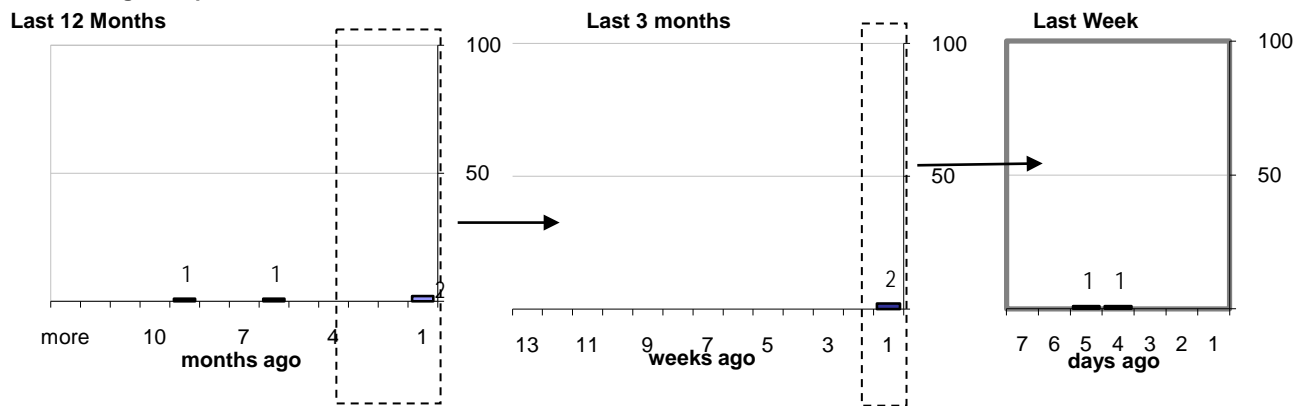
* latest month is month-to-date

The Queue

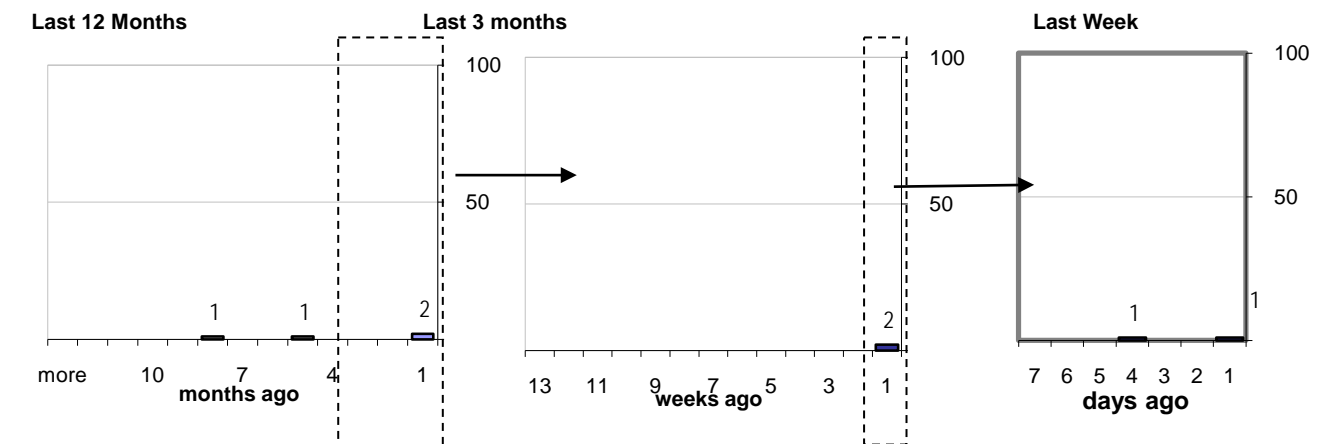
Currently Pending

4

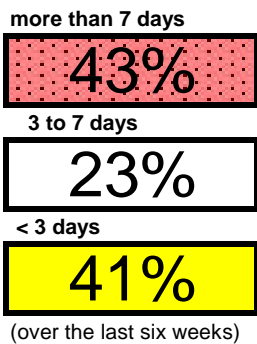
Calendar Age of Open Cases



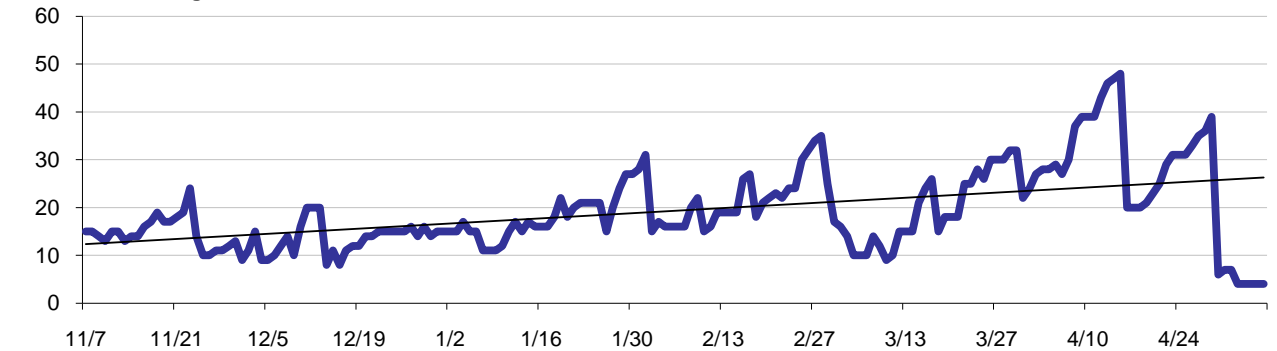
Time Since Last Activity of Any Kind, in Cases that are currently Open



Closing Cases



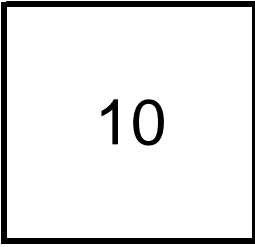
Estimated Pending Queue over the last six months



Net change in Q over six months: **-11** ↓

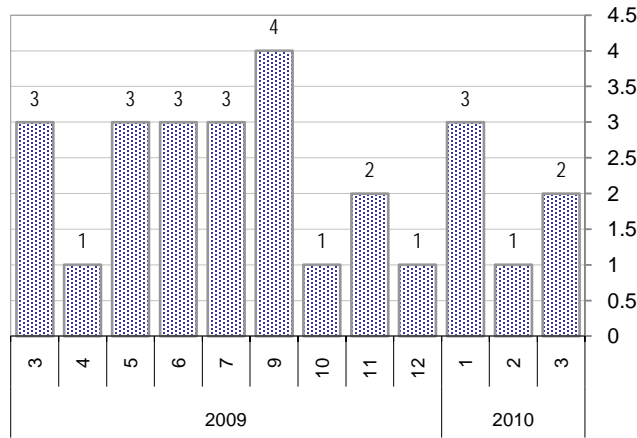
Time Worked

SyncML This Month



Total Minutes

SyncML Cases Created

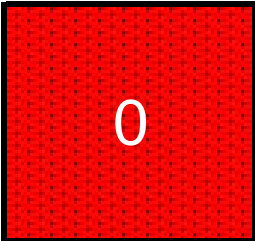


TimeWorked on SyncML cases

SyncML cases are software distributions to end-users.
TimeWorked per SyncML case is nominally five (5) minutes

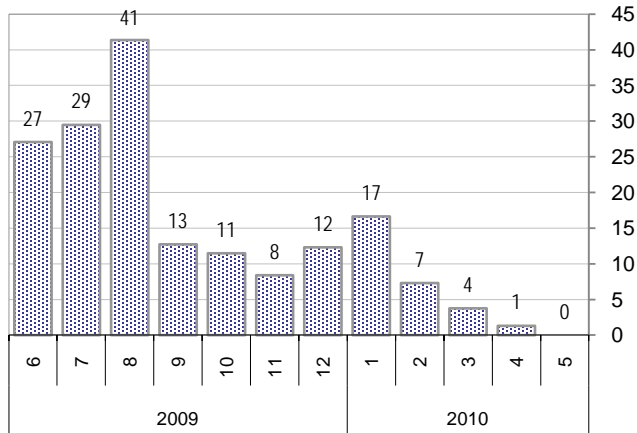
* latest month is month-to-date

Help Cases This Month



Average Min. Per Case

Average TimeWorked Per Case

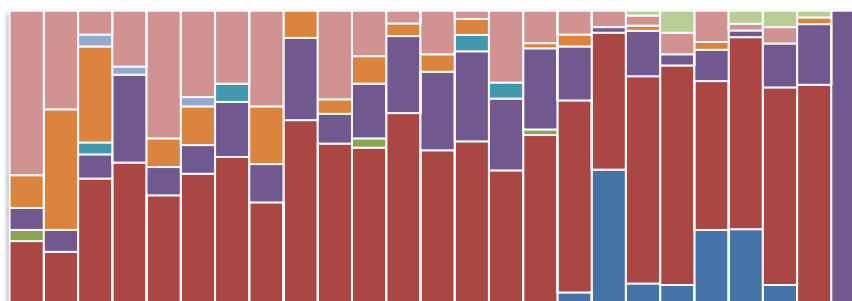
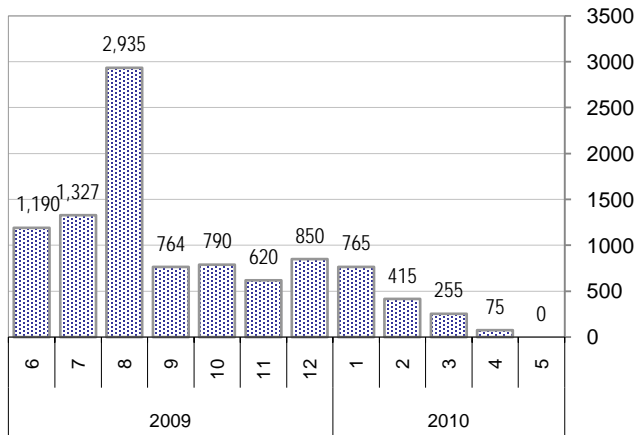


TimeWorked on Help cases

Average Per Day	Now	Year Ago	Change
this week	0.0	37.5	-1.0
last 6 weeks	6.5	33.6	-0.8
last 3 months	11.5	41.4	-0.7
last 6 months	22.731	42.4	-0.5
last 12 months	45.1	41.7	0.1

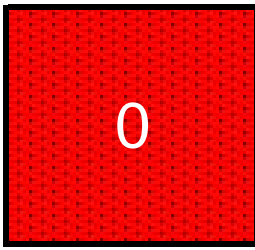
* latest month is month-to-date

Total TimeWorked Per Month



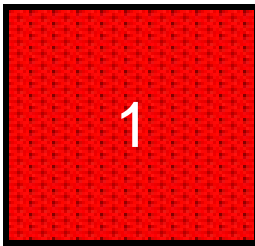
Device Platforms

Blackberries this month



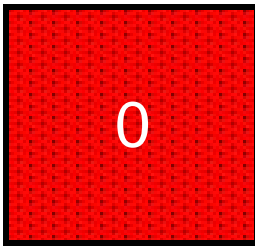
N of Tickets

iPhones



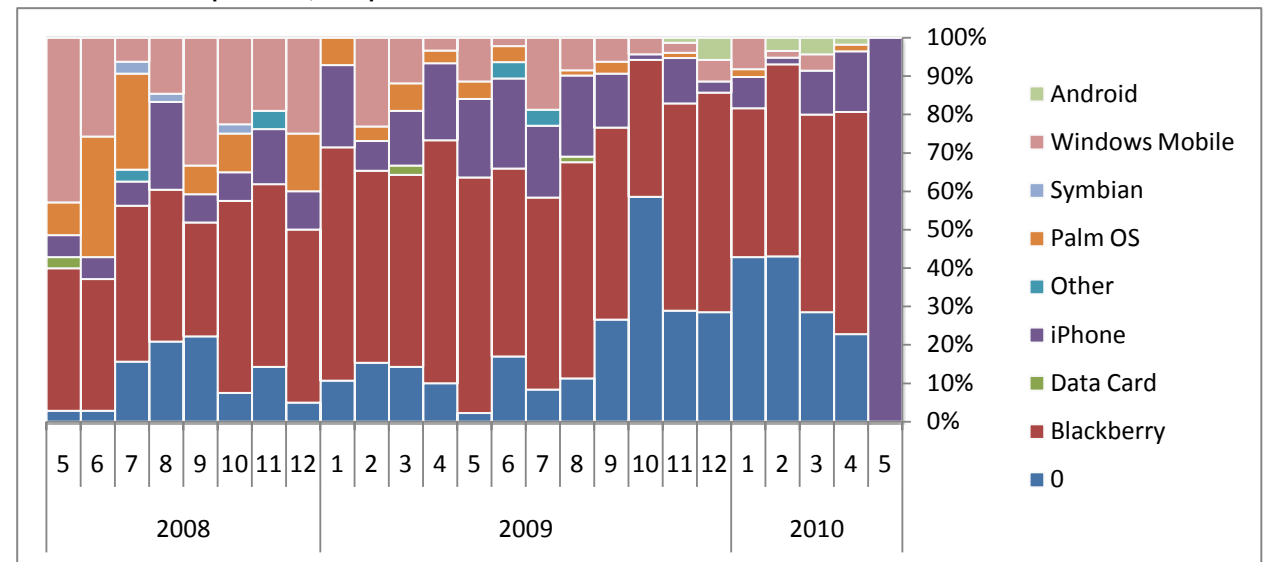
N of Tickets

Windows Mobile

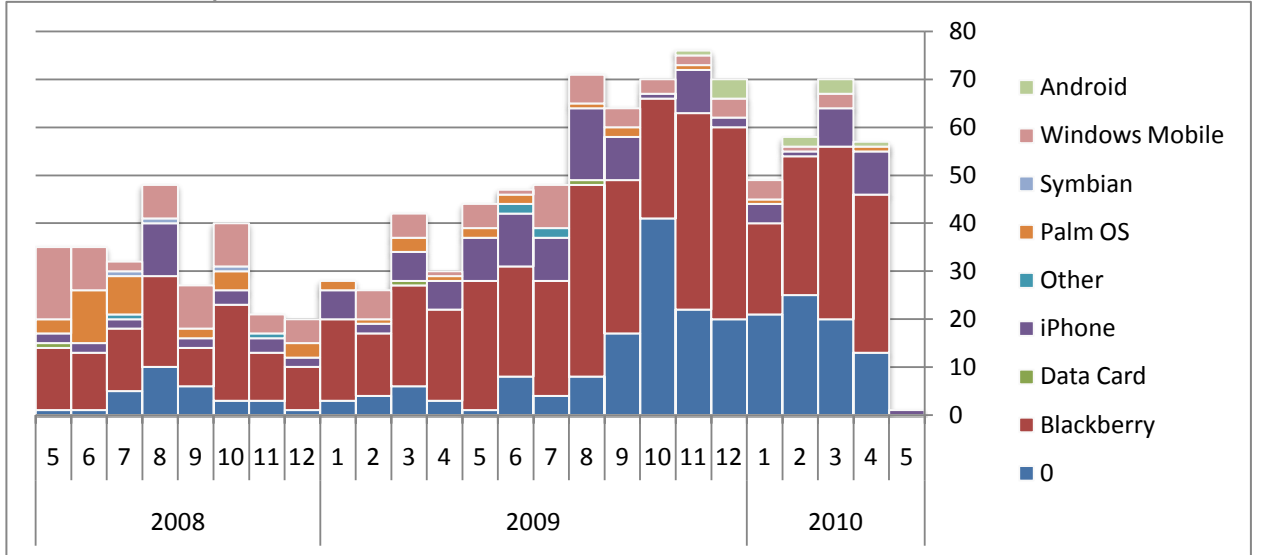


N of Tickets

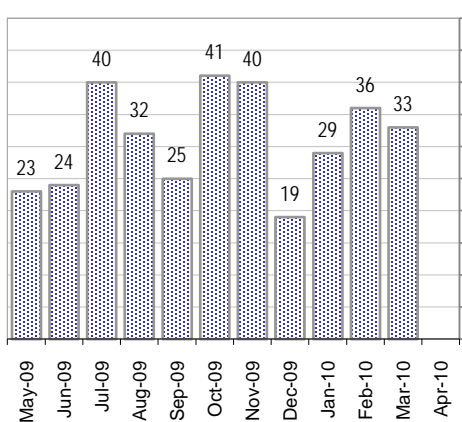
Distribution across platforms, as a percent of the total



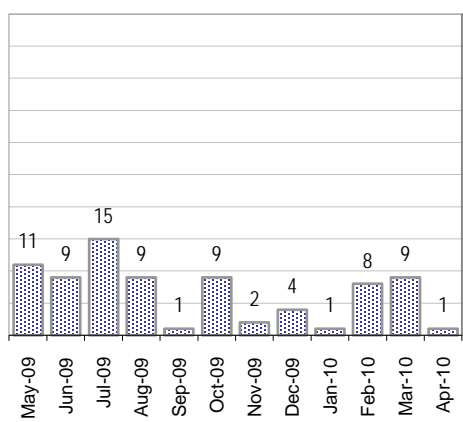
Distribution across platforms, Actual N of Tickets



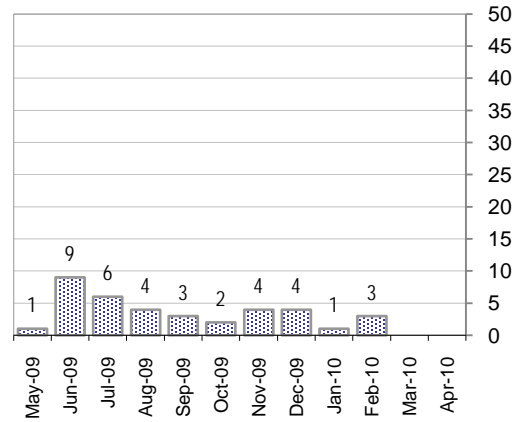
Blackberry



iPhone



Windows Mobile



MobileDevices Q

Cases as of 5/1/2010

Device Platforms and Device fields, by month

The most recent month is at the left, to fit all this onto the page

data exists		case												
Count of CaseID		Year	Month											
		2010	2009											
Platform	Device	5	4	3	2	1	12	11	10	9	8	7	6	5
	0	0	13	20	25	20	20	22	40	17	8	4	6	1
	Android												1	
	BlackBerry					1								
	BlackBerry - SyncJe													
	BlackBerry 9530 Storm													
	BlackBerry Bold & BlackBerry 8900													
	iPod Touch													
	Mobile Devices..													
	Palm Pre											1		
	Storm 9530							1						
	T-Mobile													
	Verizon													
Blackberry		0	25	18	5	5	26	30	12	19	12	2	7	6
	8330					1	1		1			1	3	1
	8830			1			1					3	2	1
	8900							1		1			2	
	9000								1			2	1	
	9530													1
	9630											1		
	8230 Pearl													
	8830 World Edition						1							1
	8830 World Phone													
	9000 Bold													
	BlackBerry		3	3	7	3	2	3	5	3	9	2	2	2
	BlackBerry /MAC													
	BlackBerry ????													
	BlackBerry 7100i													
	BlackBerry 7105T													
	BlackBerry 8100													
	BlackBerry 8100 Pearl													
	BlackBerry 8130													
	BlackBerry 8130 Curve													
	BlackBerry 8310				1	1		1						
	BlackBerry 8320								1		1			
	BlackBerry 8330				2	1		2	1	3	3			
	Blackberry 8330 (Curve)													
	Blackberry 8330 (Verizon)													
	BlackBerry 8350i		1			1				1				2
	BlackBerry 8700													
	BlackBerry 8800													
	BlackBerry 8830			1	5	2	4	1		1	2	2	1	4
	Blackberry 8830 World Phone													
	BlackBerry 8900			1			1	1	2	1	2			
	Blackberry 9000													
	BlackBerry Bold									1	2	3		4
	BlackBerry Curve				1						3	4		2
	BlackBerry Curve 8330													
	BlackBerry Nextel											1		
	BlackBerry Pearl													
	BlackBerry Storm					1								
	Blackberry Storm 9530													
	BlackBerry Tour										3	3		
	BlackBerry 8830													
	Bold 9000					1								
	Bold 9000 and 8330													
	Curve 8330			1									2	1
	Curve 8900												1	
	Pearl 8120													1
	Samsung Saga										1			
	Storm 9530												2	1
	T-Mobile BlackBerry Curve UMA													
	Tour 9630			2		1	1				1			
	Verizon 8330													
	Verizon BlackBerry 8830													
	World 8830													
	World Edition 8830													
	World Edition 8830.													
	Tour									1				
	Curve 8330m											1		
	BlackBerry 9730									1				
	BlackBerry 9630			1	5	1		2	1					
	Nextel 8530i						1							
	BlackBerry 9700		3	2	1	1	2							
	BlackBerry 9530			1	1									
	BlackBerry 9550			3	1									
	Storm 1		1											
	8350i				1									
	BlackBerry 8520				1									
Data Card		0									1			
	AT&T Data Card													
	Option Wireless Card													
iPhone		0	1	5	4	1	2	4	1		3	2	2	
	Apple iPhone									1				
	Apple iPhone & iWork													
	Apple iPhone EDGE 16G													
	iPhone		1	2				2		6	3	2	3	
	iPhone 3G		1				1	2			4	3	2	8
	iPhone 3G (16g)													
	iPhone 3G S													1
	iPhone 3GS			2		2	1	1		1	4	1	1	
	iPhone OS										1			
	iPod Touch		1							1		1	1	1
	Original iPhone													
	Palm Zire 31 + iPod Touch													
	VZW to iPhone Migration													1
	Apple iPad		1											
Other		0										1		
	Palm Pre											1	1	

