	a. Number of customers delinquent (60, 90 and 120+ days)*		
Month / Year	60+ Days	90+ Days	120+ Days
Jul-26	31,834	21,626	88,997
Jun-26	36,273	22,262	88,979
May-26	47,809	33,425	86,711
Apr-26	45,734	28,110	80,179
Mar-26	48,291	23,438	78,933
Feb-26	47,259	20,114	83,612
Jan-26	39,127	18,717	85,297
Dec-25	37,568	24,456	84,358
Nov-25	43,714	26,949	78,665
Oct-25	47,610	24,854	73,228
Sep-25	44,618	19,277	76,511
Aug-25	40,312	16,421	82,671
Jul-25	28,822	19,200	87,081
Jun-25	36,510	26,555	86,762
May-25	46,536	28,684	80,358
Apr-25	45,931	26,385	72,361
Mar-25	47,099	20,877	70,084
Feb-25	41,260	15,543	73,282
Jan-25	38,672	23,086	137,046
Dec-24	41,333	30,304	133,959
Nov-24	48,478	30,151	125,721
Oct-24	49,648	27,105	121,963
Sep-24	49,691	16,915	125,219
Aug-24	35,540	16,274	132,921
Jul-24	30,323	19,660	137,491
Jun-24	35,810	22,863	141,734
May-24	43,952	27,679	138,548
Apr-24	45,203	26,802	130,234
Mar-24	46,973	20,069	130,404
Feb-24	36,654	18,404	132,092
Jan-24	34,035	20,371	135,958
Dec-23	41,758	25,886	136,341
Nov-23	42,114	27,654	128,634
Oct-23	50,033	22,525	126,131
Sep-23	44,558	19,712	127,438
Aug-23	34,207	17,126	132,533
Jul-23	34,274	19,883	135,618
Jun-23	40,138	26,842	137,805

May-23	46,123	31,695	131,407
Apr-23	49,813	29,451	128,221
Mar-23	52,377	20,453	129,805
Feb-23	40,367	19,653	133,407
Jan-23	34,772	22,769	134,473
Dec-22	41,537	27,876	134,110
Nov-22	46,244	32,198	119,698
Oct-22	46,172	21,068	115,406
Sep-22	33,538	16,533	115,770
Aug-22	30,070	17,489	126,760
Jul-22	29,918	21,398	129,076
Jun-22	38,700	31,980	122,219

** The Company began tracking customer arrears by days delinquent in June 2022.*

b. Number of customers terminated		
Year	**Month**	**Customers**
2026	Jul	3,157
2026	Jun	2,774
2026	May	2,585
2026	Apr	2,905
2026	Mar	2,773
2026	Feb	1,475
2026	Jan	1,944
2025	Dec	1,572
2025	Nov	1,800
2025	Oct	2,607
2025	Sep	3,759
2025	Aug	4,095
2025	Jul	3,000
2025	Jun	1,812
2025	May	2,215
2025	Apr	2,058
2025	Mar	1,859
2025	Feb	1,624
2025	Jan	819
2024	Dec	1,148
2024	Nov	1,483
2024	Oct	2,779
2024	Sep	3,524
2024	Aug	3,568
2024	Jul	3,571
2024	Jun	1,706
2024	May	413
2024	Apr	1,690
2024	Mar	2,395
2024	Feb	3,273
2024	Jan	2,855
2023	Dec	1,208
2023	Nov	2,468
2023	Oct	3,832
2023	Sep	2,769
2023	Aug	4,497
2023	Jul	3,939
2023	Jun	2,476

2023	May	3,213
2023	Apr	1,811
2023	Mar	1,543
2023	Feb	0
2023	Jan	813
2022	Dec	1,047
2022	Nov	1,651
2022	Oct	2,589
2022	Sep	2,195
2022	Aug	2,853
2022	Jul	2,602
2022	Jun	2,142
2022	May	1,052
2022	Apr	2,003
2022	Mar	2,108
2022	Feb	2,798
2022	Jan	2,267
2021	Dec	1,443
2021	Nov	1,729
2021	Oct	53
2021	Sep	4
2020	Mar	3,445
2020	Feb	4,882
2020	Jan	4,893
2019	Dec	4,167
2019	Nov	4,834
2019	Oct	7,412
2019	Sep	7,363
2019	Aug	6,280
2019	Jul	4,931
2019	Jun	5,250
2019	May	6,228
2019	Apr	7,749
2019	Mar	7,135
2019	Feb	4,774
2019	Jan	6,436
2018	Dec	3,349
2018	Nov	6,134
2018	Oct	8,025
2018	Sep	7,656
2018	Aug	7,485

2018	Jul	6,193
2018	Jun	6,760
2018	May	5,545
2018	Apr	5,447
2018	Mar	2,987
2018	Feb	4,612
2018	Jan	4,177
2017	Dec	3,006
2017	Nov	3,718
2017	Oct	4,831
2017	Sep	4,729
2017	Aug	5,965
2017	Jul	4,474
2017	Jun	6,517
2017	May	6,637
2017	Apr	2,528
2017	Mar	2,454
2017	Feb	2,380
2017	Jan	2,547