

| DTR                |   | Feb-20     | Copies Distributed                 |
|--------------------|---|------------|------------------------------------|
| Category Split     | Definition  | Complaints | % of complaints vs deliveries made |
| Delivery timelines | Late Delivery and RDT Changes   | 12         | 0.008%                             |
| Returns management | Non-collection of Returns   | 3          | 0.002%                             |
| Delivery quality   | Shortages, incorrect delivery location, condition of supplies and driver issues | 10         | 0.007%                             |
| Invoicing          | Discrepancies on Credit/Delivery Notes and non-receipt of paperwork             | 11         | 0.008%                             |
| Customer Service   | Communication issues and Complaint Handling                                     | 1          | 0.001%                             |
| Order and Supplies | Supply issues affecting availability of titles or excess supplies               | 1          | 0.001%                             |
| Voucher processing | Voucher scanning discrepancies  | 3          | 0.002%                             |

41

0.029%