

2023			2024			2025		
Row Labels	Average of Response Time (Manual)	Count of Upgrade / Downgrade	Row Labels	Average of Response Time (Manual)	Count of Upgrade / Downgrade	Row Labels	Average of Response Time (Manual)	Count of Upgrade / Downgrade
<b>JANUARY 2023</b>	<b>0:40:21</b>	<b>615</b>	<b>JANUARY 2024</b>	<b>1:27:46</b>	<b>1053</b>	<b>JANUARY 2025</b>	<b>1:32:01</b>	<b>4642</b>
Category 1	0:09:57	176	Category 1	0:12:37	385	Category 1	0:12:01	660
Category 2	0:32:31	309	Category 2	1:10:25	547	Category 2	1:14:08	1622
Category 3	1:14:54	127	Category 3	3:12:07	121	Category 3	3:09:45	2359
Category 4	2:16:31	3	Category 4	2:12:25		Category 4	1:39:52	1
<b>FEBRUARY 2023</b>	<b>0:38:05</b>	<b>610</b>	<b>FEBRUARY 2024</b>	<b>1:13:18</b>	<b>977</b>	<b>FEBRUARY 2025</b>	<b>1:02:20</b>	<b>4312</b>
Category 1	0:09:29	168	Category 1	0:11:59	260	Category 1	0:11:42	526
Category 2	0:29:54	303	Category 2	0:58:33	591	Category 2	0:52:46	1434
Category 3	1:11:29	139	Category 3	2:30:51	125	Category 3	1:52:00	2350
Category 4	1:53:55		Category 4	4:16:45	1	Category 4	0:51:37	2
<b>MARCH 2023</b>	<b>0:46:34</b>	<b>644</b>	<b>MARCH 2024</b>	<b>1:01:11</b>	<b>1160</b>	<b>MARCH 2025</b>	<b>0:54:09</b>	<b>4908</b>
Category 1	0:11:12	185	Category 1	0:11:58	362	Category 1	0:11:14	603
Category 2	0:34:33	306	Category 2	0:51:59	678	Category 2	0:48:17	1628
Category 3	1:34:59	151	Category 3	2:03:07	119	Category 3	1:28:28	2675
Category 4	2:07:07	2	Category 4	2:00:00	1	Category 4	0:41:38	2
<b>APRIL 2023</b>	<b>0:40:52</b>	<b>616</b>	<b>APRIL 2024</b>	<b>0:47:22</b>	<b>1001</b>	<b>APRIL 2025</b>	<b>1:04:01</b>	<b>4486</b>
Category 1	0:10:00	178	Category 1	0:10:52	292	Category 1	0:11:27	568
Category 2	0:31:42	292	Category 2	0:39:19	587	Category 2	0:54:53	1506
Category 3	1:15:54	139	Category 3	1:30:00	121	Category 3	1:54:02	2409
Category 4	3:15:05	7	Category 4	1:04:44	1	Category 4	1:14:55	3
<b>MAY 2023</b>	<b>0:41:31</b>	<b>671</b>	<b>MAY 2024</b>	<b>0:51:25</b>	<b>1271</b>	<b>MAY 2025</b>	<b>1:15:04</b>	<b>4701</b>
Category 1	0:10:22	184	Category 1	0:11:31	331	Category 1	0:11:45	661
Category 2	0:31:47	324	Category 2	0:41:03	787	Category 2	1:04:13	1640
Category 3	1:19:45	155	Category 3	1:41:28	152	Category 3	2:18:35	2399
Category 4	2:04:47	8	Category 4	6:54:38	1	Category 4	13:15:49	1
<b>JUNE 2023</b>	<b>0:51:19</b>	<b>661</b>	<b>JUNE 2024</b>	<b>1:07:22</b>	<b>1283</b>	<b>JUNE 2025</b>	<b>1:17:15</b>	<b>4462</b>
Category 1	0:10:25	196	Category 1	0:11:55	365	Category 1	0:12:20	740
Category 2	0:37:15	327	Category 2	0:52:08	779	Category 2	1:08:09	1548
Category 3	1:48:47	137	Category 3	2:25:20	135	Category 3	2:27:39	2171
Category 4	3:18:02	1	Category 4	3:11:30	4	Category 4	0:50:45	3
<b>JULY 2023</b>	<b>0:52:46</b>	<b>649</b>	<b>JULY 2024</b>	<b>1:04:56</b>	<b>1311</b>	<b>JULY 2025</b>	<b>1:16:21</b>	<b>4709</b>
Category 1	0:10:58	178	Category 1	0:11:44	414	Category 1	0:12:29	750
Category 2	0:38:14	341	Category 2	0:51:16	728	Category 2	1:07:02	1572
Category 3	1:51:24	128	Category 3	2:12:26	167	Category 3	2:19:37	2387
Category 4	3:43:59	2	Category 4	3:33:36	2	Category 4	1:08:43	
<b>AUGUST 2023</b>	<b>1:01:54</b>	<b>786</b>	<b>AUGUST 2024</b>	<b>1:00:30</b>	<b>1150</b>	<b>AUGUST 2025</b>	<b>1:32:01</b>	<b>4657</b>
Category 1	0:11:26	209	Category 1	0:11:37	328	Category 1	0:13:03	829
Category 2	0:43:52	440	Category 2	0:48:34	662	Category 2	1:22:12	1596
Category 3	2:17:06	134	Category 3	2:01:20	159	Category 3	2:53:14	2232

**2023**

Row Labels	Average of Response Time (Manual)	Count of Upgrade / Downgrade
Category 4	6:18:03	3
<b>SEPTEMBER 2023</b>	<b>0:59:56</b>	<b>982</b>
Category 1	0:11:22	350
Category 2	0:46:45	526
Category 3	2:07:52	105
Category 4	4:30:42	1
<b>OCTOBER 2023</b>	<b>1:13:32</b>	<b>1072</b>
Category 1	0:11:52	290
Category 2	0:51:39	663
Category 3	3:03:31	119
Category 4	3:06:56	
<b>NOVEMBER 2023</b>	<b>1:03:45</b>	<b>988</b>
Category 1	0:11:40	288
Category 2	0:47:28	564
Category 3	2:24:07	135
Category 4	4:06:25	1
<b>DECEMBER 2023</b>	<b>1:33:13</b>	<b>1065</b>
Category 1	0:12:39	341
Category 2	1:13:43	605
Category 3	3:26:36	117
Category 4	3:46:56	2

**2024**

Row Labels	Average of Response Time (Manual)	Count of Upgrade / Downgrade
Category 4	2:58:59	1
<b>SEPTEMBER 2024</b>	<b>1:22:07</b>	<b>1133</b>
Category 1	0:12:20	380
Category 2	1:05:34	625
Category 3	3:01:18	127
Category 4	1:37:30	1
<b>OCTOBER 2024</b>	<b>1:15:52</b>	<b>2719</b>
Category 1	0:12:17	455
Category 2	0:58:57	1143
Category 3	2:44:03	1120
Category 4	2:00:28	1
<b>NOVEMBER 2024</b>	<b>1:15:42</b>	<b>4754</b>
Category 1	0:12:35	594
Category 2	1:03:35	1583
Category 3	2:18:43	2574
Category 4	2:45:53	3
<b>DECEMBER 2024</b>	<b>2:05:46</b>	<b>4570</b>
Category 1	0:13:21	881
Category 2	1:50:39	1609
Category 3	4:25:59	2077
Category 4	1:43:34	3

**2025**

Row Labels	Average of Response Time (Manual)	Count of Upgrade / Downgrade
Category 4	10:53:06	
<b>SEPTEMBER 2025</b>	<b>1:19:50</b>	<b>4361</b>
Category 1	0:12:37	731
Category 2	1:16:06	1530
Category 3	2:16:43	2099
Category 4	1:06:08	1
<b>OCTOBER 2025</b>	<b>1:28:48</b>	<b>4934</b>
Category 1	0:12:18	838
Category 2	1:17:59	1654
Category 3	2:52:07	2439
Category 4	2:19:29	3
<b>NOVEMBER 2025</b>	<b>1:33:38</b>	<b>4669</b>
Category 1	0:12:25	863
Category 2	1:25:15	1547
Category 3	2:59:29	2258
Category 4	3:33:49	1
<b>DECEMBER 2025</b>	<b>1:57:00</b>	<b>4373</b>
Category 1	0:13:00	986
Category 2	1:47:13	1538
Category 3	4:17:57	1848
Category 4	1:24:13	1