EXHIBIT F

	Results As Reported			Results Dropping Duplicates (42 obs), Using Normal Distribution, and FPC			Results Dropping Duplicates (42 obs), Using t-distribution, and FPC

Retrofit
Sample Size: 46
Population Size: 212
Confidence Level: 90%

Measure	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average
102 Total number of fixes for distinct versions, based on the versions supported by SAP TN for customers (SAS, Delivered Updates and Fixes)	330	**396**	463	40	1.56	**1.87**	2.18	0.19	351	**414**	477	38	1.66	**1.95**	2.25	0.18	350	**414**	478	38	1.65	**1.95**	2.26	0.18

Retrofit
Sample Size: 46
Population Size: 212
Confidence Level: 90%

Measure	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average
139 Total number of unique hashes for the set of COBOL, SQR or SQC Associated Files in Identified Deliverables (SAS)	368	**903**	1,439	325	1.74	**4.26**	6.79	1.53	468	**989**	1,511	317	2.21	**4.67**	7.13	1.49	456	**989**	1,523	317	2.15	**4.67**	7.18	1.49
140 Total number of unique hashes for the set of DAT or DMS Associated Files in Identified Deliverables (SAS)	203	**396**	590	118	0.96	**1.87**	2.78	0.56	246	**434**	622	114	1.16	**2.05**	2.93	0.54	242	**434**	626	114	1.14	**2.05**	2.95	0.54
141 Total number of unique hashes for the set of COBOL, SQR, SQC, DAT or DMS Associated Files in Identified Deliverables (SAS) (139+140)	586	**1,300**	2,013	434	2.77	**6.13**	9.49	2.05	730	**1,423**	2,117	422	3.44	**6.71**	9.99	1.99	714	**1,423**	2,133	422	3.37	**6.71**	10.06	1.99

Retrofit
Sample Size: 46
Population Size: 212
Confidence Level: 90%

Measure	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average
114 Total number of COBOL, SQR, SQC, DAT or DMS Associated Files attached to SAS records (SAS)	699	**1,631**	2,564	567	3.30	**7.70**	12.09	2.67	880	**1,787**	2,694	552	4.15	**8.43**	12.71	2.60	859	**1,787**	2,715	552	4.05	**8.43**	12.81	2.60
134 Total number of copies of objects comprising First or Identified Deliverables (including copies located in compressed files)* (Delivered Updates and Fixes, Data Warehouse, Environment Backup, BakTrak, SAS) (133+114)	49,315	**50,247**	51,180	567	232.62	**237.02**	241.41	2.67	49,496	**50,403**	51,310	552	233.47	**237.75**	242.03	2.60	49,475	**50,403**	51,331	552	233.37	**237.75**	242.13	2.60

* This measure is reported by taking into account that one of its components is known in the full population.

Results As Reported | Results Dropping Duplicates (42 obs), Using Normal Distribution, and FPC | Results Dropping Duplicates (42 obs), Using t-distribution, and FPC

Retrofit
Sample Size: 46
Population Size: 212
Confidence Level: 90%

Measure	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average
116 Total number of environments used in development or testing of fixes, as identified in development, test and other documentation (SAS, Consultant Docs and Templates)	432	**512**	591	48	2.04	**2.41**	2.79	0.23	415	**490**	564	46	1.96	**2.31**	2.66	0.21	413	**490**	566	46	1.95	**2.31**	2.67	0.21
117 Total number of environments used in development or testing of fixes* (SAS, Delivered Updates and Fixes, Consultant Docs and Templates) (Union 115,116)	488	**558**	628	43	2.30	**2.63**	2.96	0.20	478	**546**	614	41	2.26	**2.58**	2.90	0.19	477	**546**	616	41	2.25	**2.58**	2.90	0.19

* This measure is reported by taking into account that one of its components is known in the full population.

Retrofit
Sample Size: 46
Population Size: 212
Confidence Level: 90%

Measure	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average
119 Total number of instances in which customers who did not receive a First Deliverable received an Identified Deliverable (SAS)	321	**604**	887	172	1.51	**2.85**	4.18	0.81	387	**661**	936	167	1.83	**3.12**	4.41	0.79	381	**661**	942	167	1.80	**3.12**	4.44	0.79
120 Total number of instances in which customers received a First Deliverable or Identified Deliverable* (Delivered Updates and Fixes, SAS) (118+119)	1,228	**1,511**	1,794	172	5.79	**7.13**	8.46	0.81	1,294	**1,568**	1,843	167	6.10	**7.40**	8.69	0.79	1,288	**1,568**	1,849	167	6.07	**7.40**	8.72	0.79

* This measure is reported by taking into account that one of its components is known in the full population.

Retrofit
Sample Size: 46
Population Size: 212
Confidence Level: 90%

Measure	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average
123 Total number of instances in which customers received a First or Identified Deliverable contaminated by use of a generic environment, of some other customer's environment, or of an environment built from another customer's software (Analysis)	947	**1,350**	1,754	245	4.47	**6.37**	8.27	1.16	999	**1,388**	1,777	236	4.71	**6.55**	8.38	1.12	990	**1,388**	1,786	236	4.67	**6.55**	8.42	1.12
124 Total number of instances in which customers received a First or Identified Deliverable contaminated by development using the source group model* (Analysis)	0	**0**	0	0	0.00	**0.00**	0.00	0.00	0	**0**	0	0	0.00	**0.00**	0.00	0.00	0	**0**	0	0	0.00	**0.00**	0.00	0.00
126 Total number of instances in which customers received a First or Identified Deliverable other than from an environment built solely from their software and used solely for them (Analysis)	982	**1,387**	1,793	247	4.63	**6.54**	8.46	1.16	1,037	**1,428**	1,820	238	4.89	**6.74**	8.58	1.12	1,028	**1,428**	1,829	238	4.85	**6.74**	8.63	1.12

*Measure 124 was zero in all 46 observations of the Retrofit sample fixes, which makes the calculation of an upper bound for this measure less pertinent. A conservative estimate of the upper bound, using formulas from classical sampling theory, is zero. There are further refinements available, such as an exact binomial test, that allow for the calculation of the probability of a observing a non-zero value in the population. Such a calculation implies that there is a 4.8% chance of observing a non-zero value, which translates to no more than 10 non-zero

	Results As Reported								Results Dropping Duplicates (42 obs), Using Normal Distribution, and FPC								Results Dropping Duplicates (42 obs), Using t-distribution, and FPC							

Retrofit
Sample Size: 46
Population Size: 212
Confidence Level: 90%

Measure	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average
128 Total number of instances in which customers received a contaminated First or Identified Deliverable based on analysis of objects and of development and testing documentation* (Union 122,123,124,125)	1,019	**1,224**	1,430	125	4.80	**5.77**	6.74	0.59	1,058	**1,258**	1,459	122	4.99	**5.93**	6.88	0.58	1,053	**1,258**	1,463	122	4.97	**5.93**	6.90	0.58
129 Total number of instances in which customers received a contaminated fix based on object and documentation analysis, when cross-use of a customer-specific environment renders activities on behalf of the customers infringing* (Analysis) (Union 122, 123, 124, 125, 126)	1,028	**1,279**	1,531	153	4.85	**6.04**	7.22	0.72	1,072	**1,319**	1,566	150	5.06	**6.22**	7.39	0.71	1,066	**1,319**	1,571	150	5.03	**6.22**	7.41	0.71
131 Percentage of instances in which customers received a First or Identified Deliverable where that First or Identified Deliverable was contaminated based on object and documentation analysis** (Analysis) (128/120)	71.56%	**83.92%**	96.29%	7.52%					71.45%	**83.09%**	94.74%	7.08%					71.18%	**83.09%**	95.01%	7.08%				
132 Percentage of instances in which customers received a First or Identified Deliverable where that First or Identified Deliverable was contaminated based on object or documentation analysis or on the fact that the customer's environment was used to support other customers** (Analysis) (129/120)	74.64%	**87.19%**	99.74%	7.63%					74.70%	**86.53%**	98.36%	7.19%					74.43%	**86.53%**	98.64%	7.19%				

These measures are reported by taking into account that some of their components are known in the full population.

*** Based on the values for the numerator and denominator in the sample of 46 fixes, as reported in Table A.2 in Appendix 3. These values are used to provide classic estimates of the standard errors. Values in Tables 12A and 14A produce a value of 81.03% for measure 131 and 84.69% for measure 132.*

| | | Results As Reported | | | | | | | | | Results Dropping Duplicates (42 obs), Using Normal Distribution, and FPC | | | | | | | | | Results Dropping Duplicates (42 obs), Using t-distribution, and FPC | | | | | | | |

Retrofit
Sample Size: 46
Population Size: 212
Confidence Level: 90%

#	Measure - EXTRAPOLATED FROM SAMPLE	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average
117	Total number of environments used in development or testing of fixes (SAS, Delivered Updates and Fixes, Consultant Docs and Templates) (Union 115,116)	476	571	667	58	2.24	2.70	3.15	0.27	452	540	629	54	2.13	2.55	2.97	0.25	450	540	631	54	2.12	2.55	2.97	0.25
120	Total number of instances in which customers received a First Deliverable or Identified Deliverable (Delivered Updates and Fixes, SAS) (118+119)	1,270	1,691	2,113	256	5.99	7.98	9.97	1.21	1,357	1,762	2,166	246	6.40	8.31	10.22	1.16	1,348	1,762	2,176	246	6.36	8.31	10.26	1.16
128	Total number of instances in which Recipients received a contaminated First or Identified Deliverable based on object and documentation analysis (Analysis) (Union 122,123,124,125)	1,017	1,419	1,822	245	4.80	6.70	8.59	1.15	1,076	1,464	1,852	236	5.07	6.90	8.73	1.11	1,067	1,464	1,861	236	5.03	6.90	8.78	1.11
129	Total number of instances in which customers received a contaminated fix based on object and documentation analysis, when cross-use of a customer-specific environment renders activities on behalf of the customers infringing (Analysis) (Union 122, 123, 124, 125, 126)	1,066	1,475	1,883	248	5.03	6.96	8.88	1.17	1,131	1,524	1,918	239	5.34	7.19	9.05	1.13	1,122	1,524	1,927	239	5.29	7.19	9.09	1.13
134	Total number of copies of objects comprising First or Identified Deliverables (including copies located in compressed files)(Delivered Updates and Fixes, Data Warehouse, Environment Backup, BakTrak, SAS) (133+114)	13,067	34,505	55,944	13,034	61.63	162.76	263.89	61.48	15,808	36,777	57,746	12,748	74.57	173.48	272.39	60.13	15,323	36,777	58,231	12,748	72.28	173.48	274.67	60.13

| | Results As Reported | | | | | | | | Results Dropping Duplicates (204 obs), Using Normal Distribution, and FPC | | | | | | | | Results Dropping Duplicates (204 obs), Using t-distribution, and FPC | | | | | | | |

Critical Support
Sample Size: 238
Population Size: 973
Confidence Level: 90%

#	Measure	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average
102	Total number of fixes for distinct versions, based on the versions supported by SAP TN for customers (SAS, Delivered Updates and Fixes)	4,817	**5,213**	5,608	240	4.95	**5.36**	5.76	0.25	4,796	**5,175**	5,555	231	4.93	**5.32**	5.71	0.24	4,794	**5,175**	5,556	231	4.93	**5.32**	5.71	0.24

Critical Support
Sample Size: 238
Population Size: 973
Confidence Level: 90%

#	Measure	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average
139	Total number of unique hashes for the set of COBOL, SQR or SQC Associated Files in Identified Deliverables (SAS)	11	**37**	63	16	0.01	**0.04**	0.06	0.02	8	**33**	58	15	0.01	**0.03**	0.06	0.02	8	**33**	58	15	0.01	**0.03**	0.06	0.02
140	Total number of unique hashes for the set of DAT or DMS Associated Files in Identified Deliverables* (SAS)	0	**8**	25		0.00	**0.01**	0.03		0	**10**	29		0.00	**0.01**	0.03		0	**10**	29		0.00	**0.01**	0.03	
141	Total number of unique hashes for the set of COBOL, SQR, SQC, DAT or DMS Associated Files in Identified Deliverables (SAS) (139+140)	16	**45**	74	18	0.02	**0.05**	0.08	0.02	14	**43**	71	17	0.01	**0.04**	0.07	0.02	14	**43**	72	17	0.01	**0.04**	0.07	0.02

The lower and upper bounds are calculated using 10,000 iterations of repeated sampling. The confidence interval is directly computed. Therefore the standard error is not computed. See B. Efron & R.J. Tibshirani, An Introduction to the Bootstrap, (Chapman & Hall: 1993), 168-176.

Critical Support
Sample Size: 238
Population Size: 973
Confidence Level: 90%

#	Measure	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average
114	Total number of COBOL, SQR, SQC, DAT or DMS Associated Files attached to SAS records (SAS)	23	**65**	107	26	0.02	**0.07**	0.11	0.03	21	**62**	103	25	0.02	**0.06**	0.11	0.03	21	**62**	103	25	0.02	**0.06**	0.11	0.03
134	Total number of copies of objects comprising First or Identified Deliverables (including copies located in compressed files)* (Delivered Updates and Fixes, Data Warehouse, Environment Backup, BakTrak, SAS) (133+114)	637,370	**637,412**	637,454	26	655.06	**655.10**	655.14	0.03	637,368	**637,409**	637,450	25	655.05	**655.10**	655.14	0.03	637,368	**637,409**	637,450	25	655.05	**655.10**	655.14	0.03

This measure is reported by taking into account that one of its components is known in the full population.

Critical Support
Sample Size: 238
Population Size: 973
Confidence Level: 90%

	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average
Measure																								
116 Total number of environments used in development or testing of fixes, as identified in development, test and other documentation (SAS, Consultant Docs and Templates)	3,447	**3,867**	4,288	255	3.54	**3.97**	4.41	0.26	3,382	**3,787**	4,192	246	3.48	**3.89**	4.31	0.25	3,380	**3,787**	4,194	246	3.47	**3.89**	4.31	0.25
117 Total number of environments used in development or testing of fixes* (SAS, Delivered Updates and Fixes, Consultant Docs and Templates) (Union 115,116)	5,763	**6,177**	6,592	252	5.92	**6.35**	6.77	0.26	5,686	**6,085**	6,483	242	5.84	**6.25**	6.66	0.25	5,684	**6,085**	6,485	242	5.84	**6.25**	6.66	0.25

* This measure is reported by taking into account that one of its components is known in the full population.

Critical Support
Sample Size: 238
Population Size: 973
Confidence Level: 90%

	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average
Measure																								
119 Total number of instances in which customers who did not receive a First Deliverable received an Identified Deliverable (SAS)	3	**16**	30	8	0.00	**0.02**	0.03	0.01	5	**19**	33	8	0.01	**0.02**	0.03	0.01	5	**19**	33	8	0.01	**0.02**	0.03	0.01
120 Total number of instances in which customers received a First Deliverable or Identified Deliverable* (Delivered Updates and Fixes, SAS) (118+119)	26,057	**26,070**	26,084	8	26.78	**26.79**	26.81	0.01	26,059	**26,073**	26,087	8	26.78	**26.80**	26.81	0.01	26,059	**26,073**	26,087	8	26.78	**26.80**	26.81	0.01

* This measure is reported by taking into account that one of its components is known in the full population. Rounding in the average.

Critical Support
Sample Size: 238
Population Size: 973
Confidence Level: 90%

	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average
Measure																								
123 Total number of instances in which customers received a First or Identified Deliverable contaminated by use of a generic environment, of some other customer's environment, or of an environment built from another customer's software (Analysis)	20,884	**23,552**	26,220	1,622	21.46	**24.21**	26.95	1.67	20,603	**23,161**	25,720	1,555	21.17	**23.80**	26.43	1.60	20,591	**23,161**	25,731	1,555	21.16	**23.80**	26.45	1.60
124 Total number of instances in which customers received a First or Identified Deliverable contaminated by development using the source group model+ (Analysis)	49	**319**	683		0.05	**0.33**	0.70		27	**372**	717	210	0.03	**0.38**	0.74	0.22	26	**372**	718	210	0.03	**0.38**	0.74	0.22
126 Total number of instances in which customers received a First or Identified Deliverable other than from an environment built solely from their software and used solely for them (Analysis)	21,901	**24,660**	27,420	1,678	22.51	**25.34**	28.18	1.72	21,563	**24,206**	26,848	1,606	22.16	**24.88**	27.59	1.65	21,551	**24,206**	26,860	1,606	22.15	**24.88**	27.61	1.65

+ The lower and upper bounds are calculated using 10,000 iterations of repeated sampling in the "Results as Reported". The confidence interval is directly computed. Therefore the standard error is not computed. See B. Efron & R.J. Tibshirani, An Introduction to the Bootstrap, (Chapman & Hall: 1993), 168-176.

Critical Support
Sample Size: 238
Population Size: 973
Confidence Level: 90%

	Results As Reported								Results Dropping Duplicates (204 obs), Using Normal Distribution, and FPC								Results Dropping Duplicates (204 obs), Using t-distribution, and FPC							
Measure	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average
128 — Total number of instances in which customers received a contaminated First or Identified Deliverable based on analysis of objects and of development and testing documentation* (Union 122,123,124,125)	24,895	**25,390**	25,885	301	25.59	**26.09**	26.60	0.31	24,883	**25,352**	25,821	285	25.57	**26.06**	26.54	0.29	24,880	**25,352**	25,823	285	25.57	**26.06**	26.54	0.29
129 — Total number of instances in which customers received a contaminated fix based on object and documentation analysis, when cross-use of a customer-specific environment renders activities on behalf of the customers infringing* (Analysis) (Union 122, 123, 124, 125, 126)	24,796	**25,410**	26,025	374	25.48	**26.12**	26.75	0.38	24,771	**25,371**	25,971	365	25.46	**26.07**	26.69	0.37	24,768	**25,371**	25,974	365	25.46	**26.07**	26.69	0.37
131 — Percentage of instances in which customers received a First or Identified Deliverable where that First or Identified Deliverable was contaminated based on object and documentation analysis**,+ (Analysis) (128/120)	98.65%	**99.12%**	99.52%						98.48%	**99.03%**	99.49%						98.48%	**99.03%**	99.49%					
132 — Percentage of instances in which customers received a First or Identified Deliverable where that First or Identified Deliverable was contaminated based on object or documentation analysis or on the fact that the customer's environment was used to support other customers**,+ (Analysis) (129/120)	98.73%	**99.19%**	99.57%						98.56%	**99.10%**	99.55%						98.56%	**99.10%**	99.55%					

*These measures are reported by taking into account that some of their components are known in the full population.

** Based on the values for the numerator and denominator in the sample of 238 fixes, as reported in Table A.3 in Appendix 3. These values are used to provide classic estimates of the standard errors. Values in Tables 12B and 14B produce a value of 97.39% for measure 131 and 97.47% for measure 132.

+ The lower and upper bounds are calculated using 10,000 iterations of repeated sampling. The confidence interval is directly computed. Therefore the standard error is not computed. See B. Efron & R.J. Tibshirani, An Introduction to the Bootstrap, (Chapman & Hall: 1993), 168-176.

APPENDIX TABLE - NOT DISCUSSED IN REPORT

Critical Support
Sample Size: 238
Population Size: 973
Confidence Level: 90%

Measure - EXTRAPOLATED FROM SAMPLE	Total Lower Bound	Estimated Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average	Total Lower Bound	Total	Total Upper Bound	Standard Error of Total	Average Lower Bound	Average	Average Upper Bound	Standard Error of Average
117 Total number of environments used in development or testing of fixes (SAS, Delivered Updates and Fixes, Consultant Docs and Templates) (Union 115,116)	5,507	6,034	6,562	321	5.66	6.20	6.74	0.33	5,443	5,957	6,472	313	5.59	6.12	6.65	0.32	5,441	5,957	6,474	313	5.59	6.12	6.65	0.32
120 Total number of instances in which customers received a First Deliverable or Identified Deliverable (Delivered Updates and Fixes, SAS) (118+119)	26,569	29,345	32,122	1,688	27.31	30.16	33.01	1.73	26,424	29,085	31,747	1,618	27.16	29.89	32.63	1.66	26,411	29,085	31,759	1,618	27.14	29.89	32.64	1.66
128 Total number of instances in which Recipients received a contaminated First or Identified Deliverable based on object and documentation analysis (Analysis) (Union 122,123,124,125)	26,312	29,088	31,864	1,688	27.04	29.89	32.75	1.73	26,142	28,804	31,466	1,618	26.87	29.60	32.34	1.66	26,129	28,804	31,478	1,618	26.85	29.60	32.35	1.66
129 Total number of instances in which customers received a contaminated fix based on object and documentation analysis, when cross-use of a customer-specific environment renders activities on behalf of the customers infringing (Analysis) (Union 122, 123, 124, 125, 126)	26,332	29,108	31,884	1,688	27.06	29.92	32.77	1.73	26,161	28,823	31,485	1,618	26.89	29.62	32.36	1.66	26,148	28,823	31,497	1,618	26.87	29.62	32.37	1.66
134 Total number of copies of objects comprising First or Identified Deliverables (including copies located in compressed files)(Delivered Updates and Fixes, Data Warehouse, Environment Backup, BakTrak, SAS) (133+114)	590,170	663,978	737,787	44,872	606.55	682.40	758.26	46.12	602,881	675,515	748,148	44,158	619.61	694.26	768.91	45.38	602,548	675,515	748,481	44,158	619.27	694.26	769.25	45.38