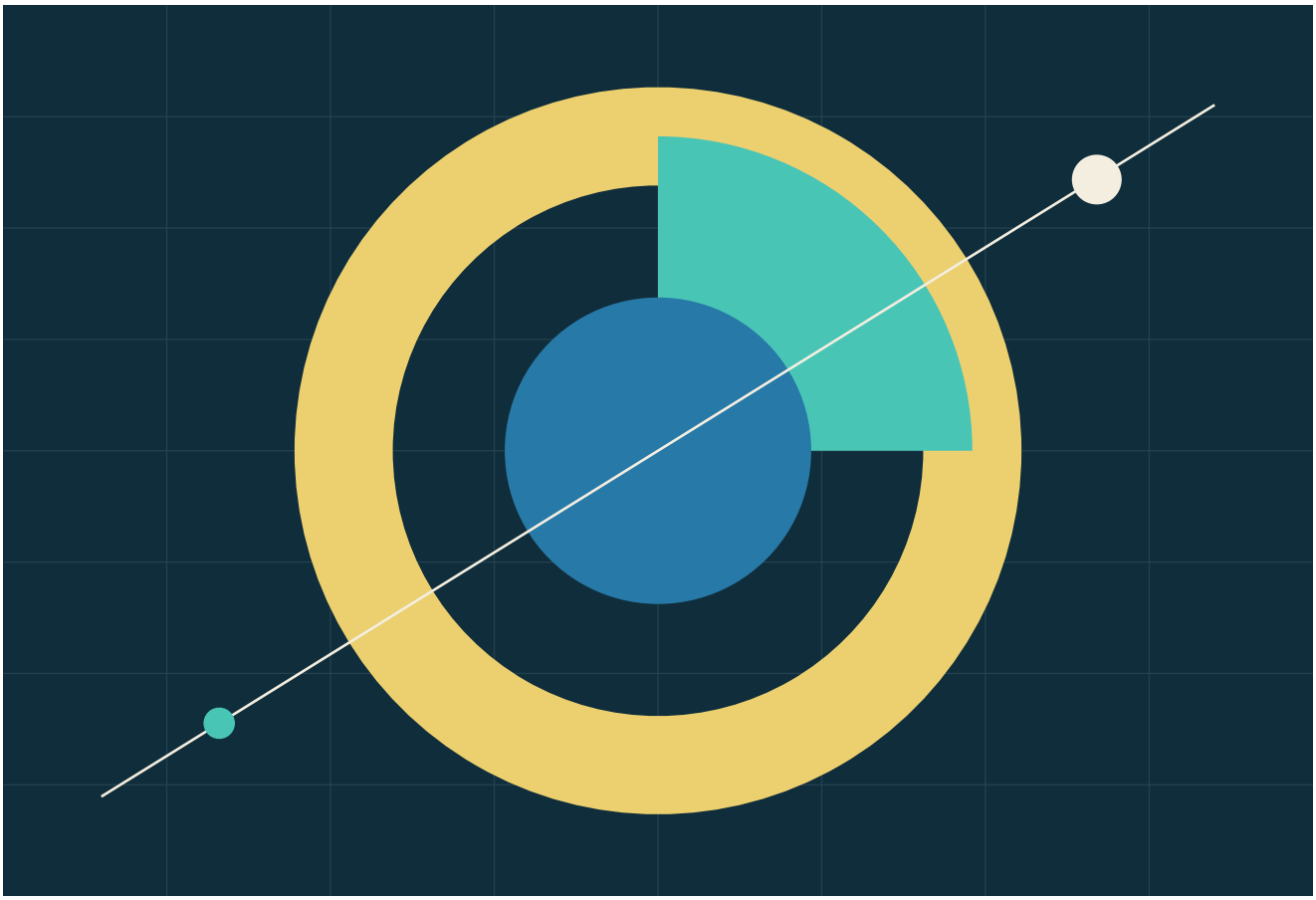
NORTHSTAR / EXECUTIVE BRIEFING

The month.

In perspective.

October 2026



Service delivery improved this month. Customer satisfaction remained strong while support response times fell.

WHAT COMES NEXT

Expand the onboarding guide and review recurring support themes.

Business in focus.

MONTHLY REVIEW

Northstar Operations

October 2026

Active customers

248

CUSTOMER BASE

Satisfaction

96%

CUSTOMER EXPERIENCE

Response time

2.4 h

SUPPORT OPERATIONS



Service delivery improved this month. Customer satisfaction remained strong while support response times fell.

Metric	Result	Change
Active customers	248	+18
Customer satisfaction	96%	+2 pp
Average response time	2.4 hours	−35%

NEXT MONTH

Expand the onboarding guide and review recurring support themes.