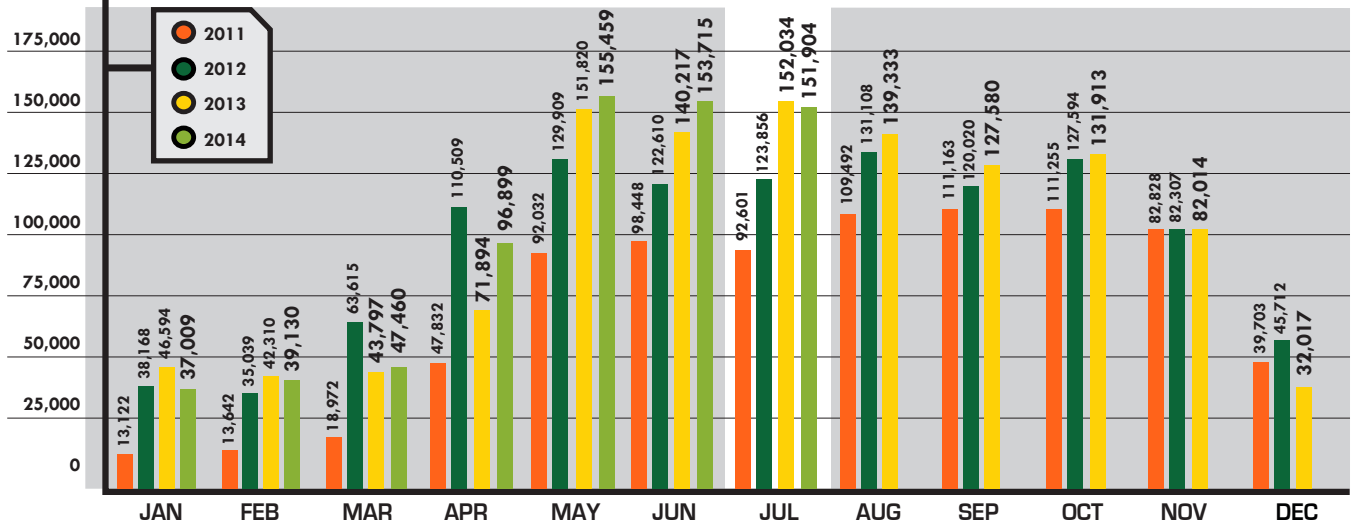
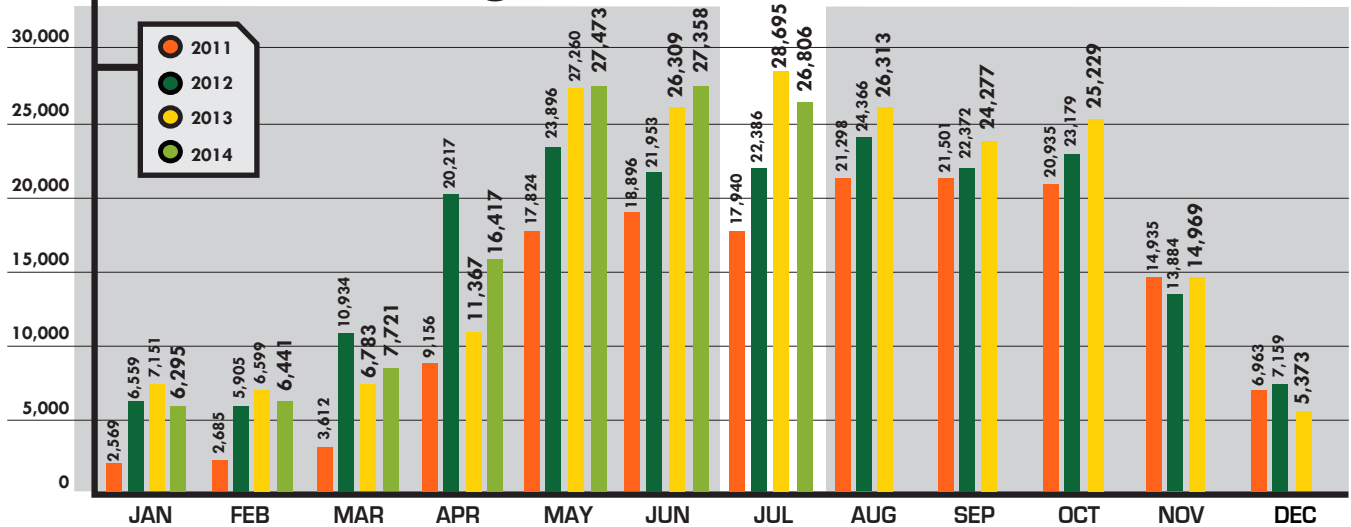


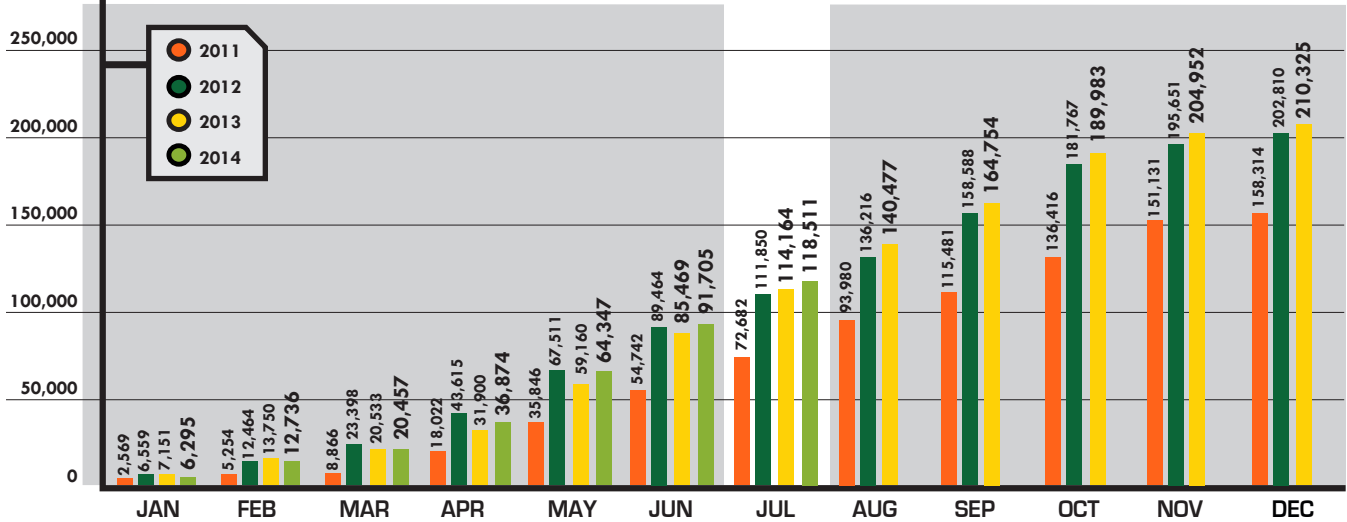
## Billable Calls



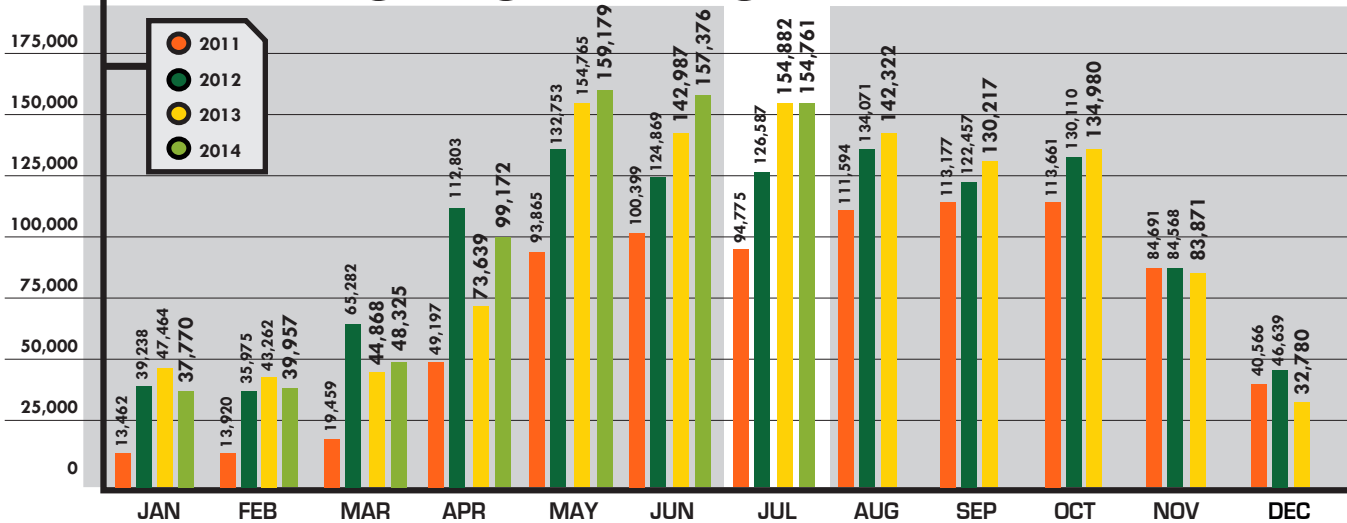
## Incoming Tickets



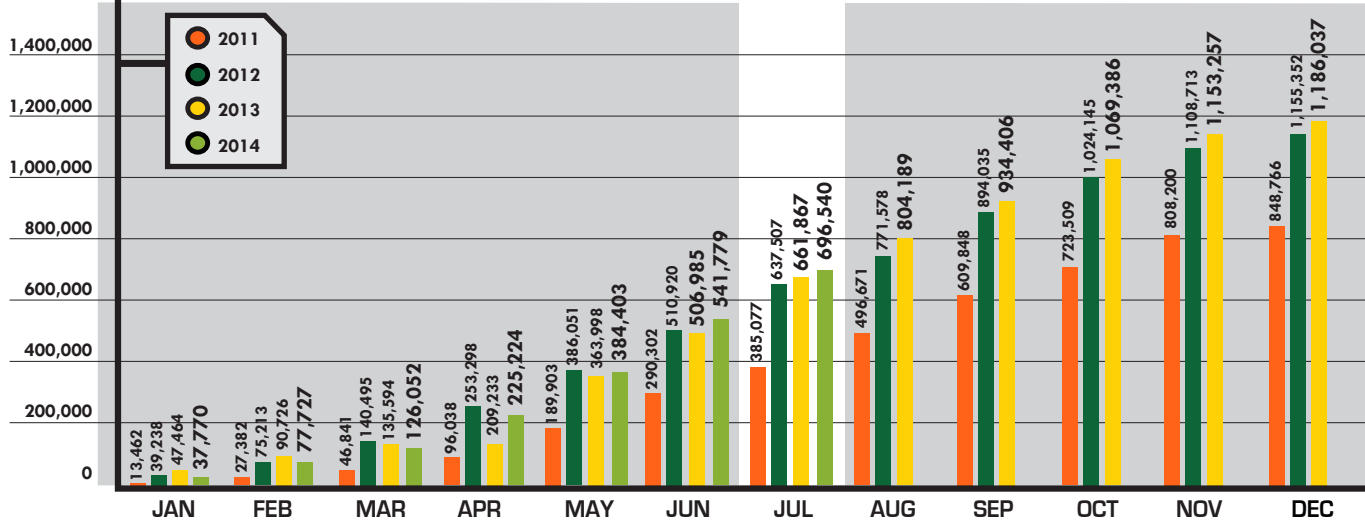
## Incoming Tickets Y-T-D



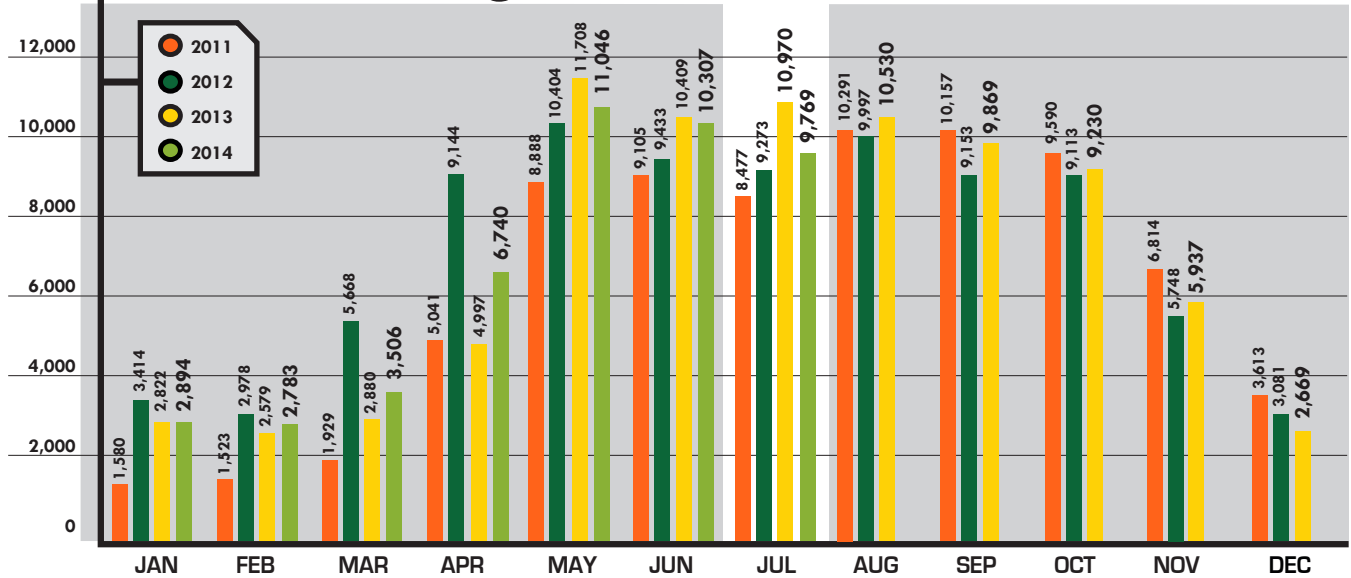
## Outgoing Messages



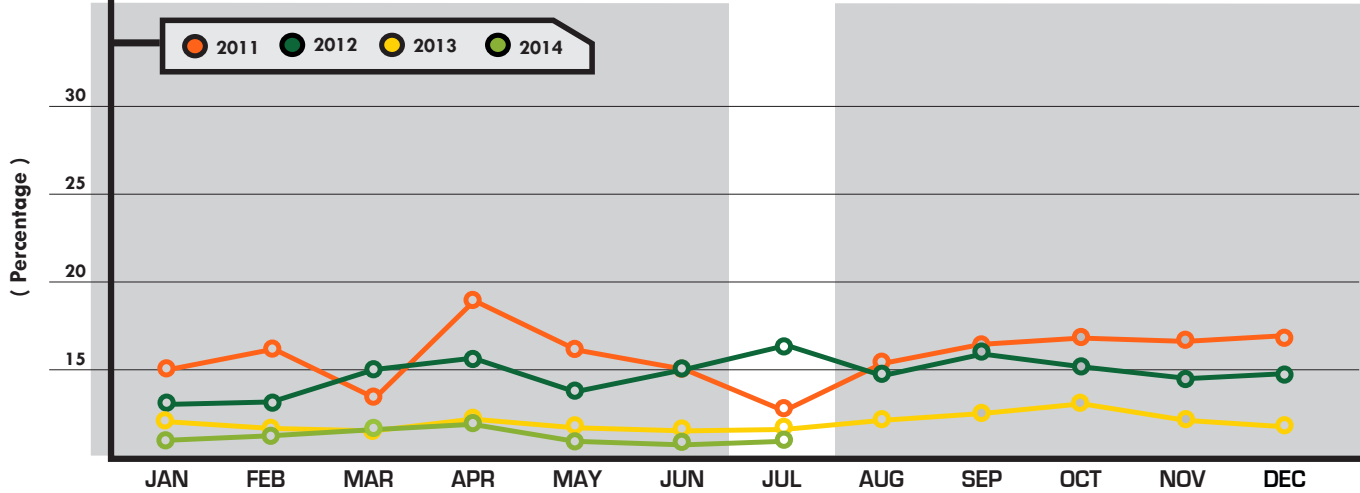
## Outgoing Tickets Y-T-D



## Incoming Calls

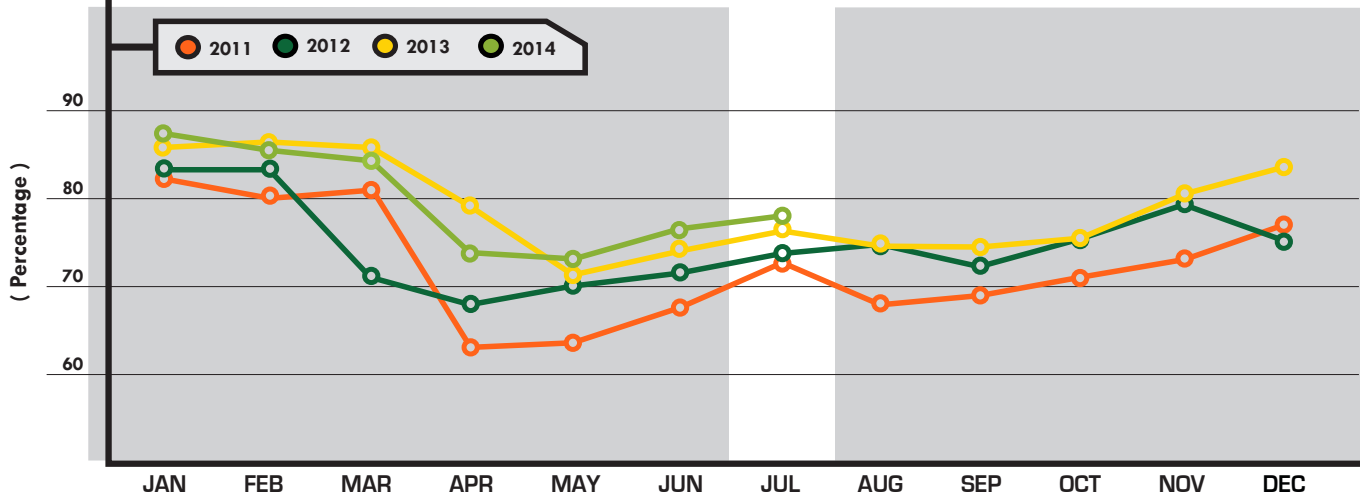


## Operator Call Volumes



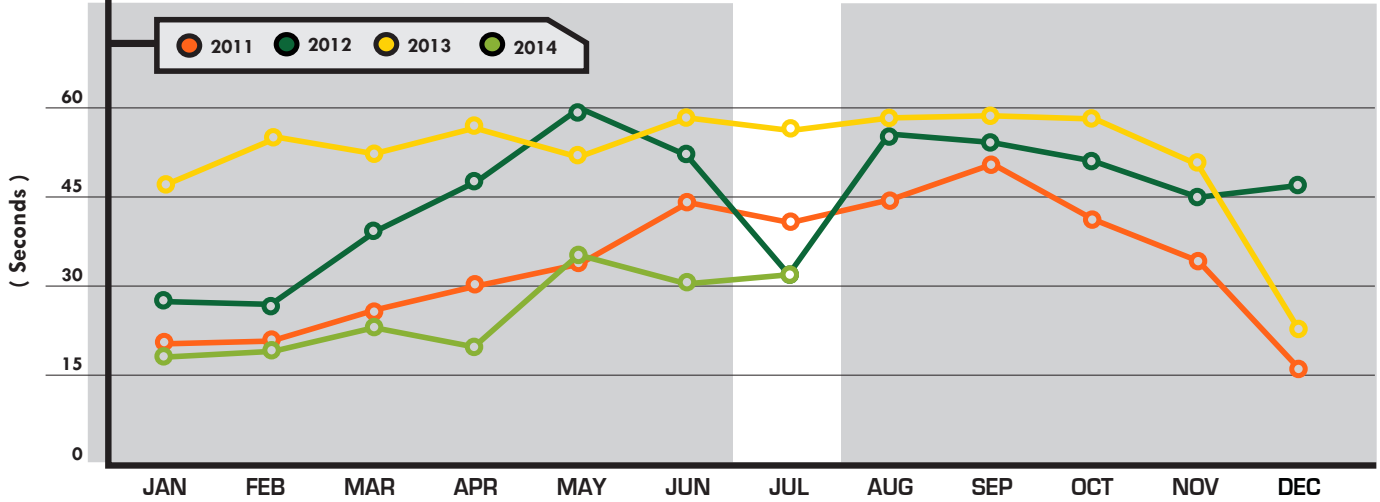
	2011	2012	2013	2014
JANUARY	15.37	13.92	12.01	9.91
FEBRUARY	16.40	13.94	11.30	10.63
MARCH	14.61	15.06	10.88	11.46
APRIL	19.13	15.92	12.45	12.26
MAY	16.55	14.17	11.96	9.71
JUNE	14.99	15.20	11.63	8.94
JULY	13.19	16.15	11.33	9.33
AUGUST	15.82	14.76	12.04	
SEPTEMBER	16.58	16.28	12.15	
OCTOBER	16.91	15.71	13.70	
NOVEMBER	16.83	14.64	12.04	
DECEMBER	16.95	14.76	11.22	

## Excavator Call Volumes



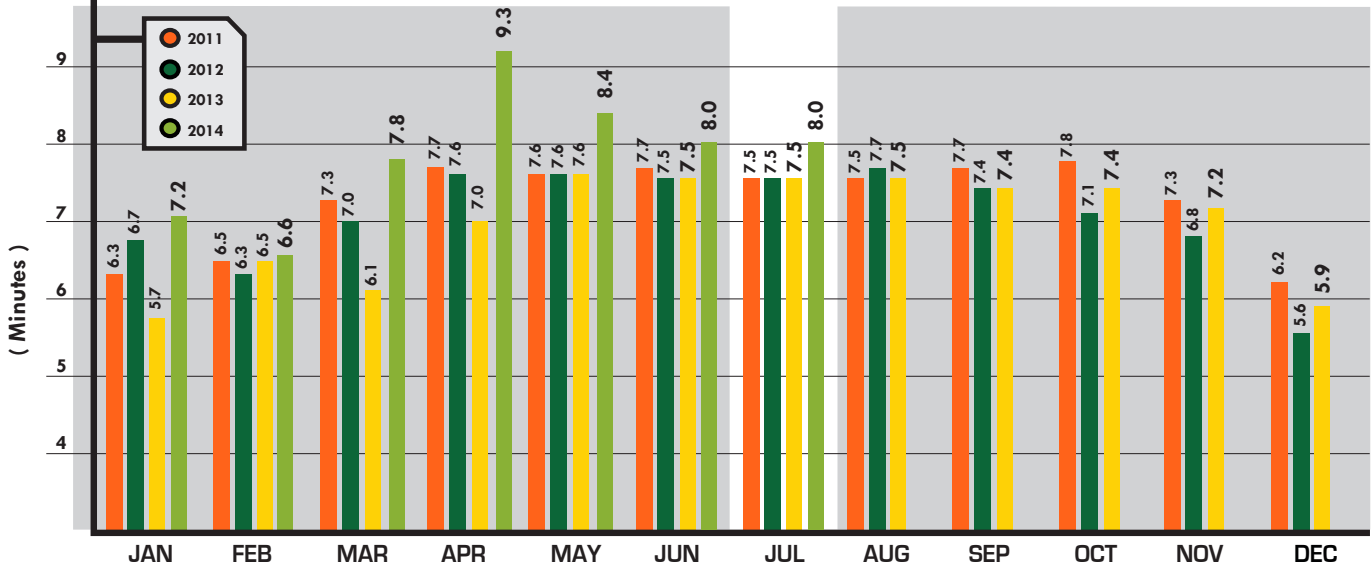
	2011	2012	2013	2014
JANUARY	81.71	82.46	86.62	87.74
FEBRUARY	80.35	82.16	86.95	86.01
MARCH	80.74	71.50	86.58	83.22
APRIL	63.41	68.45	79.04	74.06
MAY	63.74	70.47	71.24	73.25
JUNE	68.82	71.65	74.75	77.13
JULY	72.41	73.29	76.56	78.38
AUGUST	68.78	74.44	74.47	
SEPTEMBER	69.27	72.54	74.24	
OCTOBER	70.93	75.25	75.65	
NOVEMBER	73.78	79.37	80.08	
DECEMBER	78.53	75.63	84.84	

## Average Hold Time



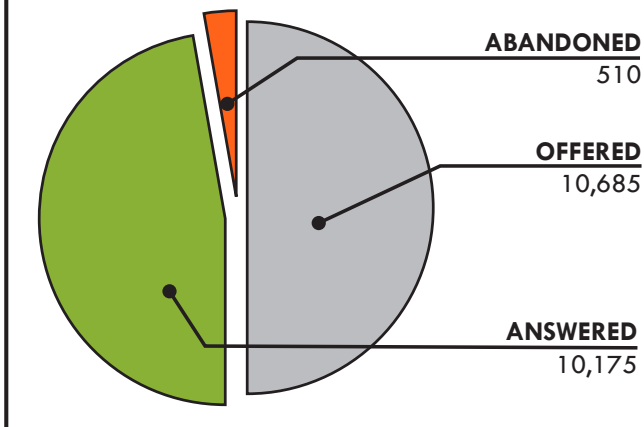
	2011	2012	2013	2014
JANUARY	22	27	47	19
FEBRUARY	23	26	55	21
MARCH	26	39	49	24
APRIL	30	48	56	20
MAY	34	59	52	35
JUNE	44	52	58	31
JULY	41	32	56	32
AUGUST	44	55	58	
SEPTEMBER	50	54	59	
OCTOBER	41	52	57	
NOVEMBER	35	45	51	
DECEMBER	16	47	23	

## Average Processing Times



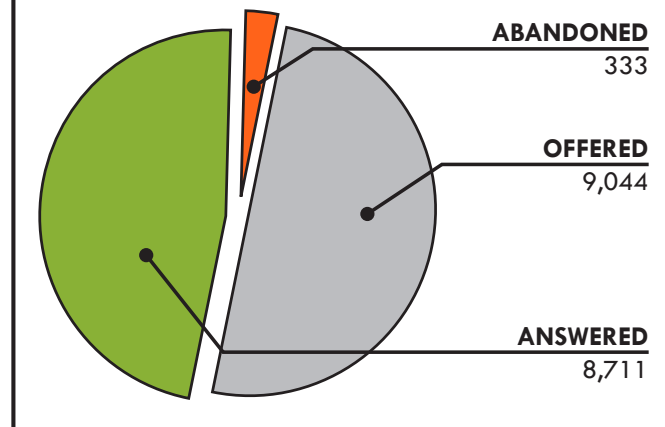
### Abandonment

JULY 2013

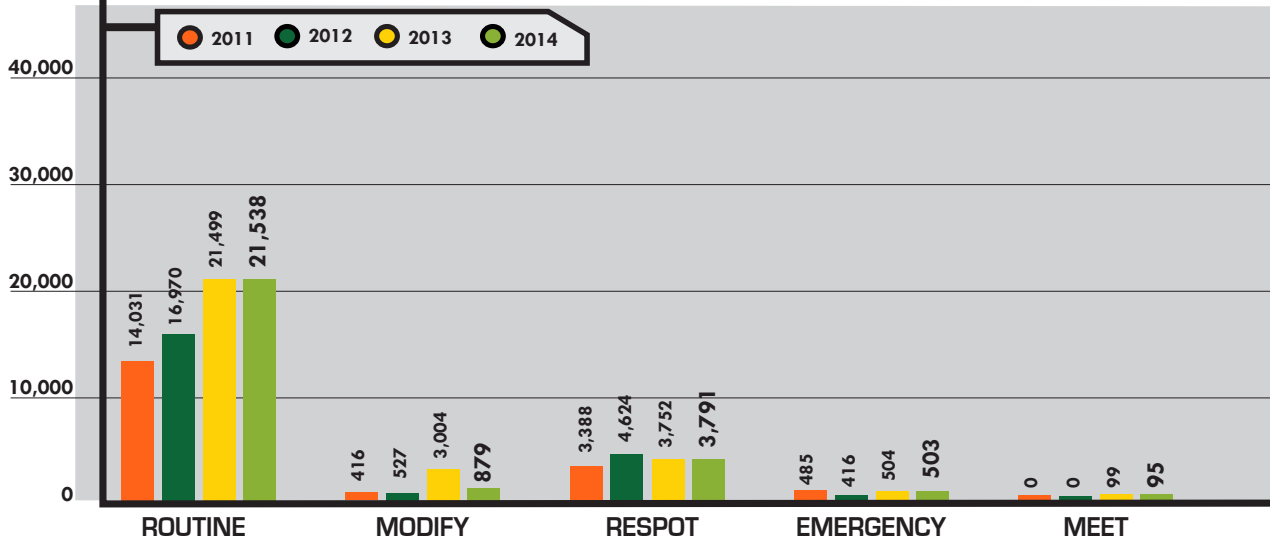


### Abandonment

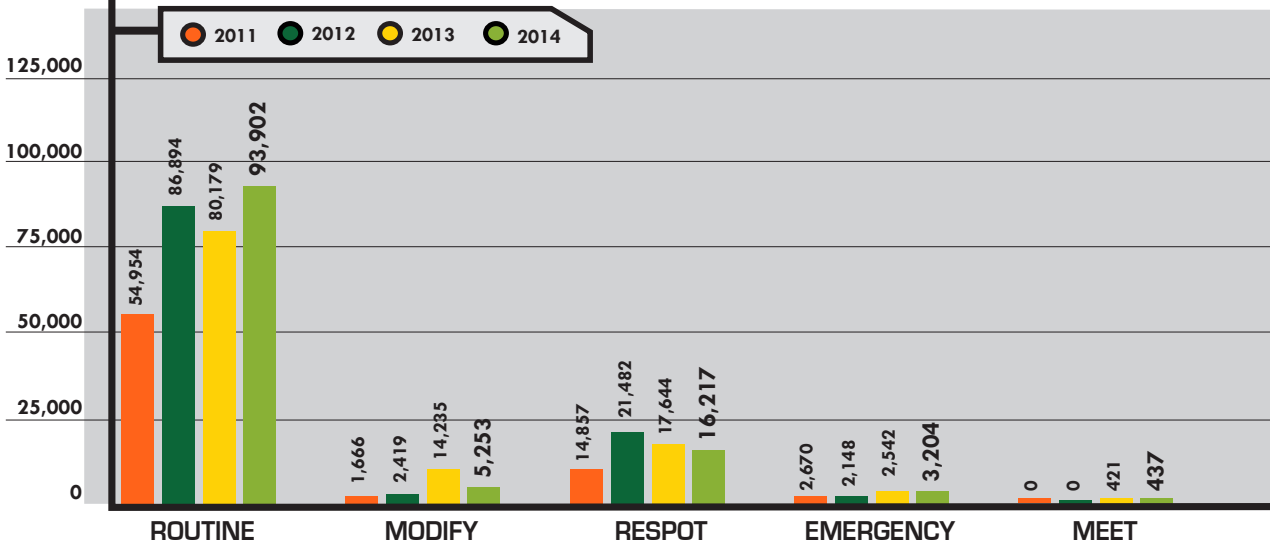
JULY 2014



## Incoming Ticket Types - JUL

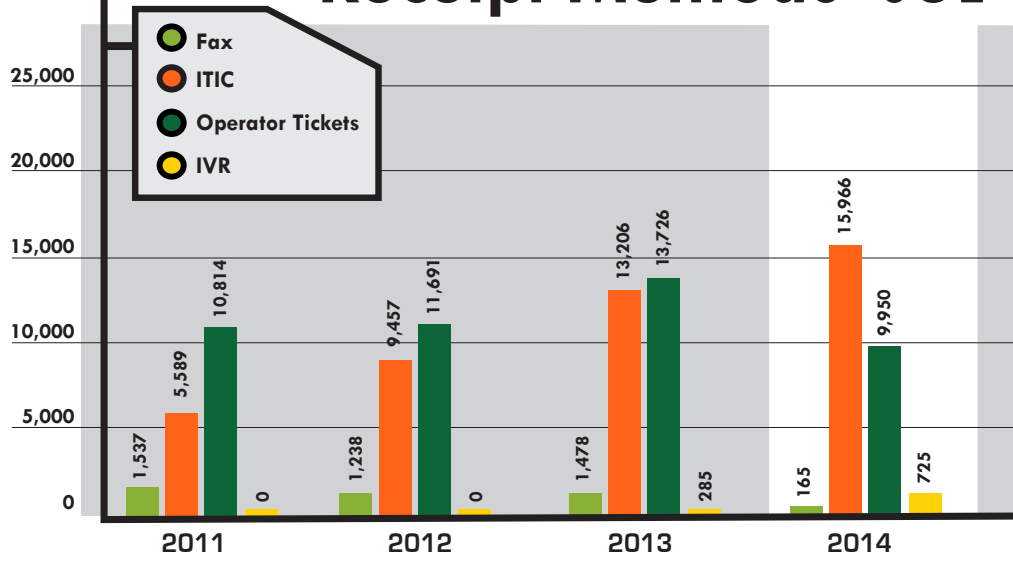


## Incoming Ticket Types - JUL Y-T-D

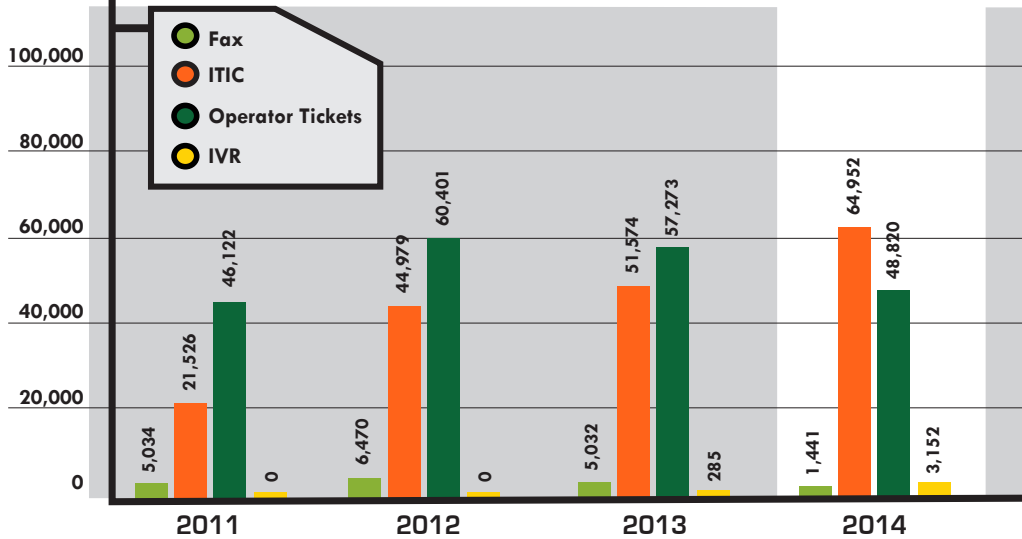




## Receipt Methods - JUL

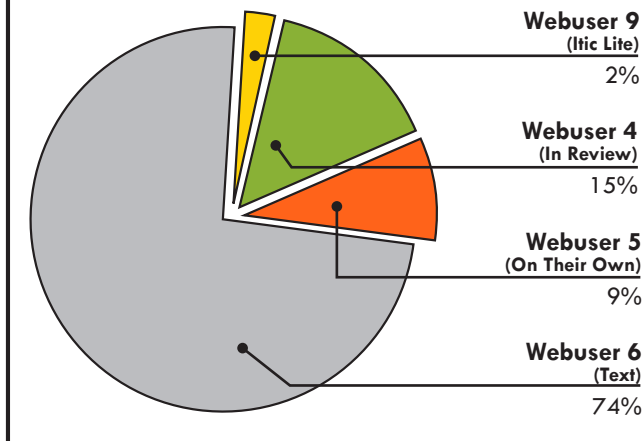


## Receipt Methods - JUL Y-T-D



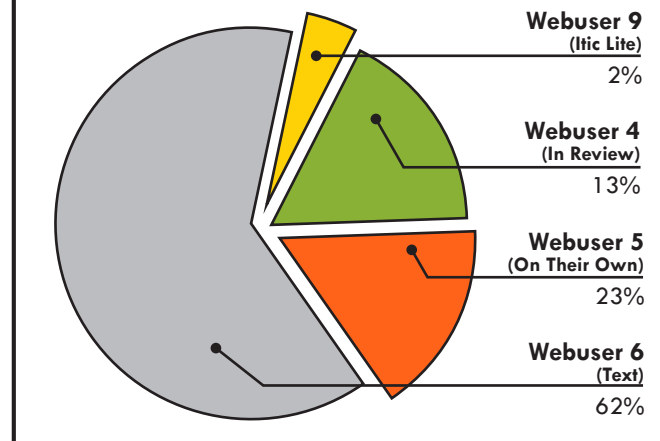
## ITIC Breakdown

JULY 2013



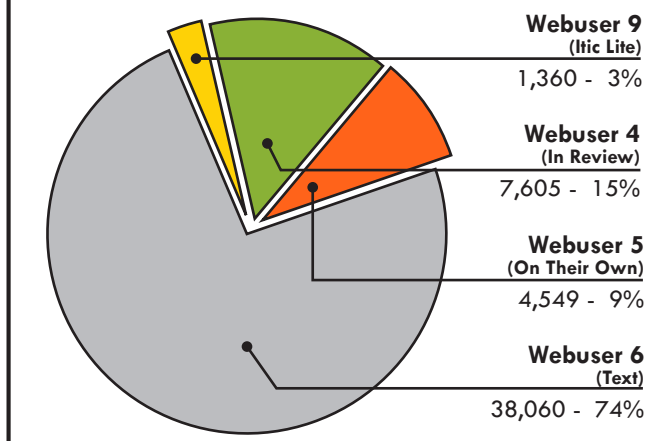
## ITIC Breakdown

JULY 2014



## ITIC Y-T-D Analysis

JULY 2013



## ITIC Y-T-D Analysis

JULY 2014

