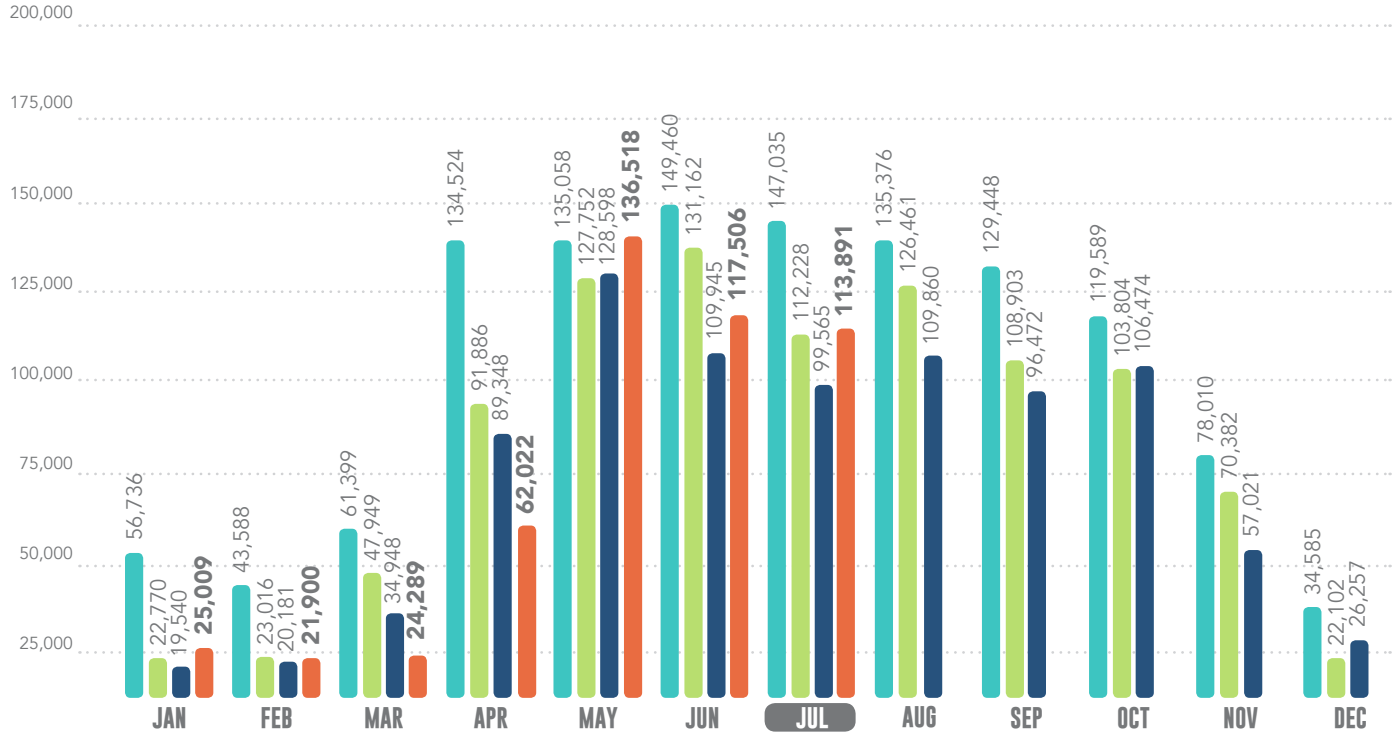


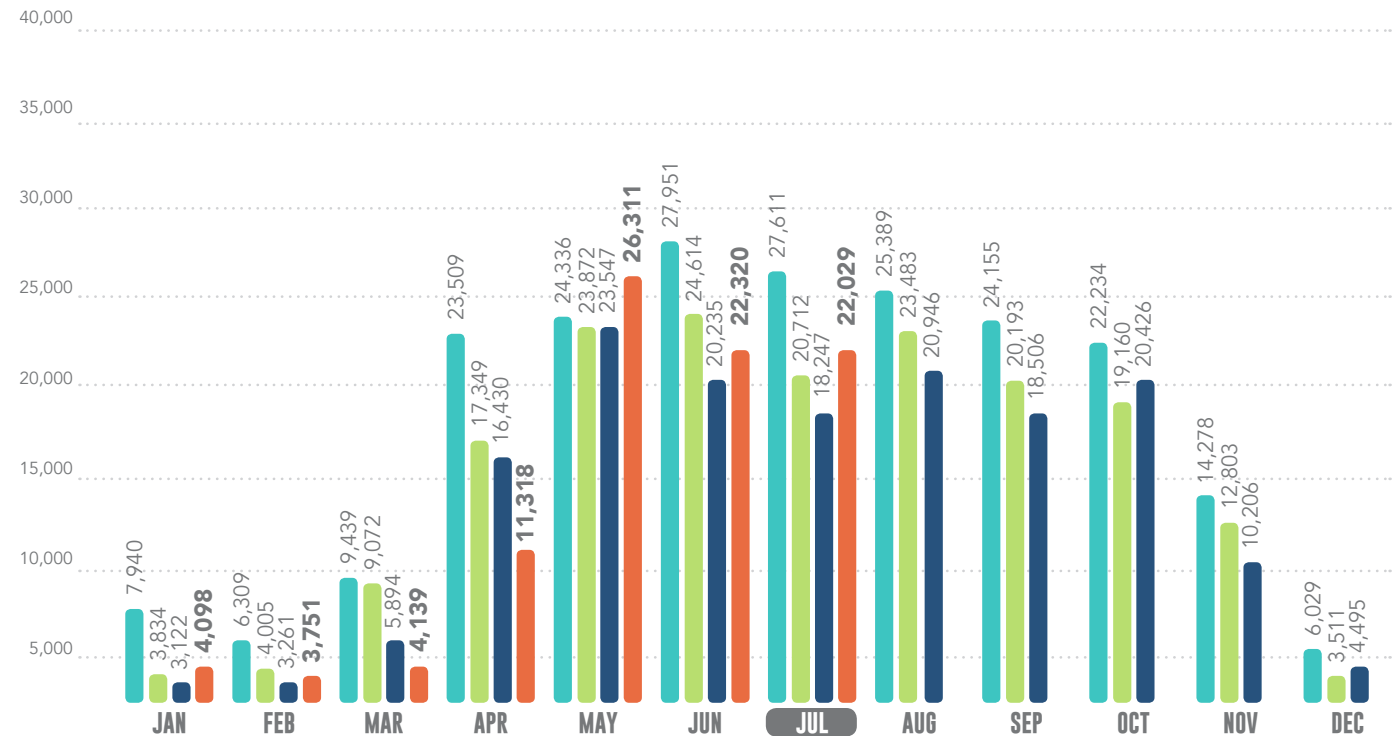
CHARGEABLE OUTBOUND TICKETS

2015 2016 2017 2018



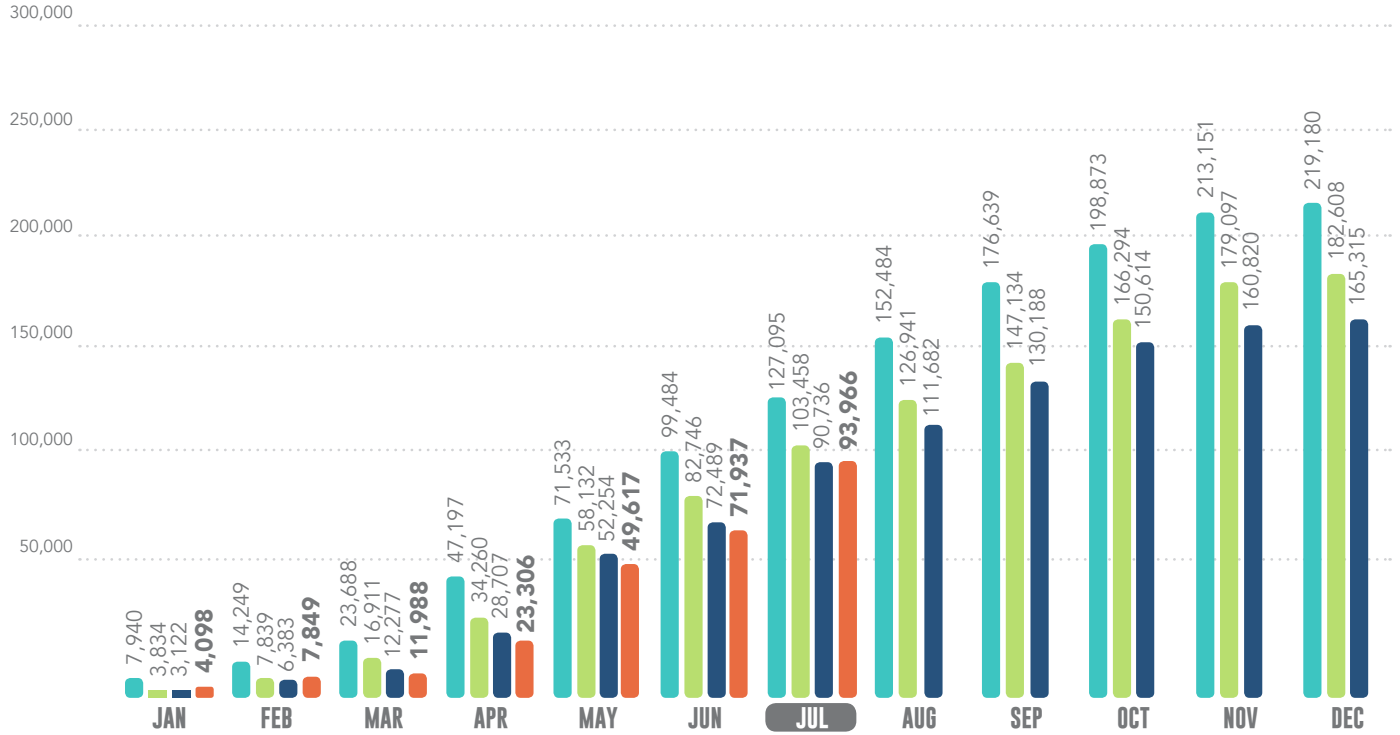
INCOMING TICKETS

2015 2016 2017 2018



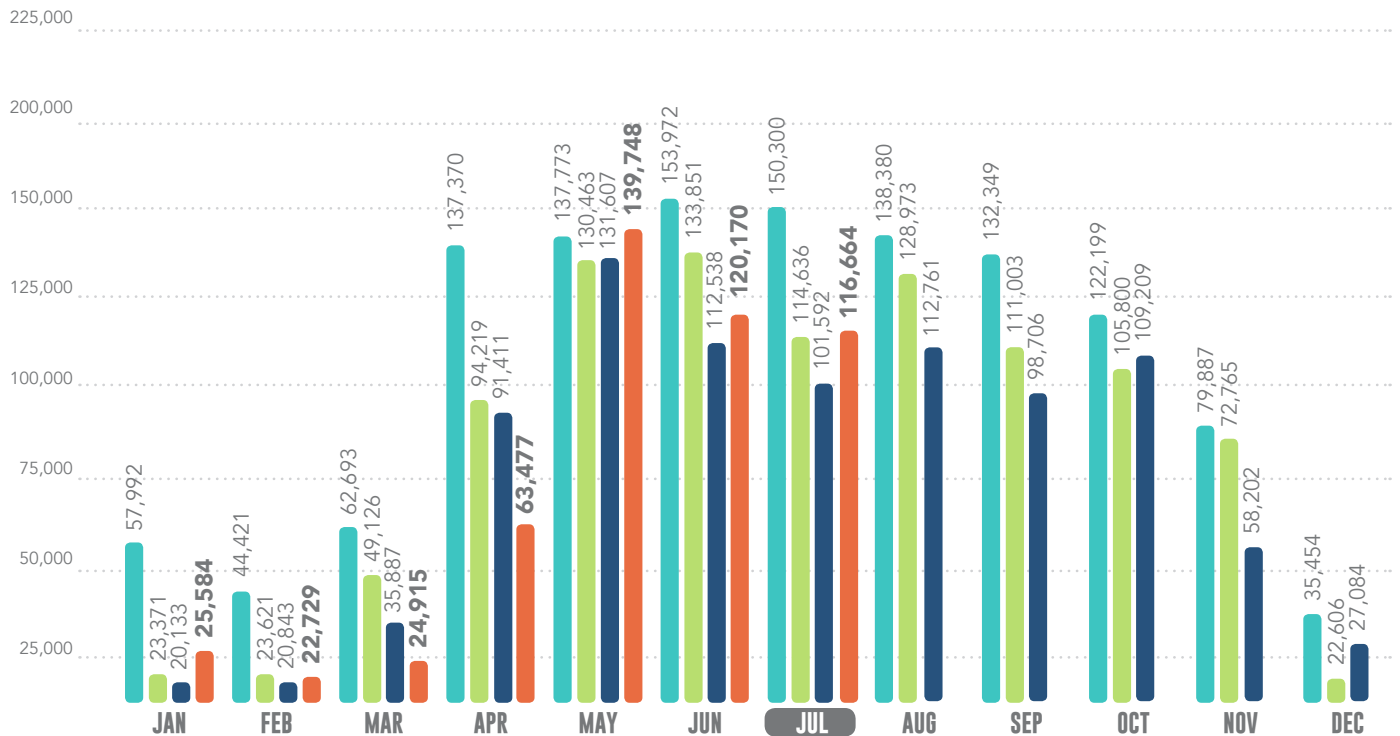
INCOMING TICKETS Y-T-D

2015 2016 2017 2018



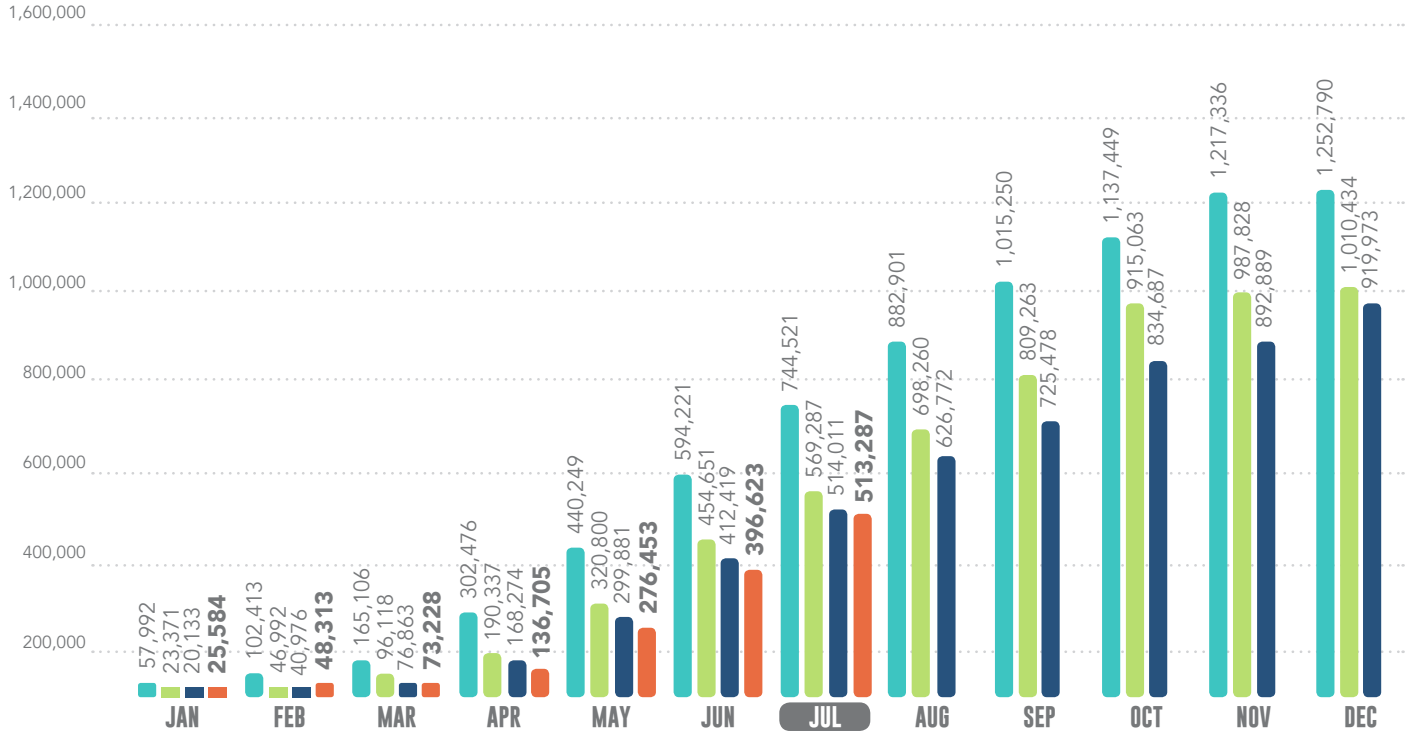
OUTGOING MESSAGES

2015 2016 2017 2018



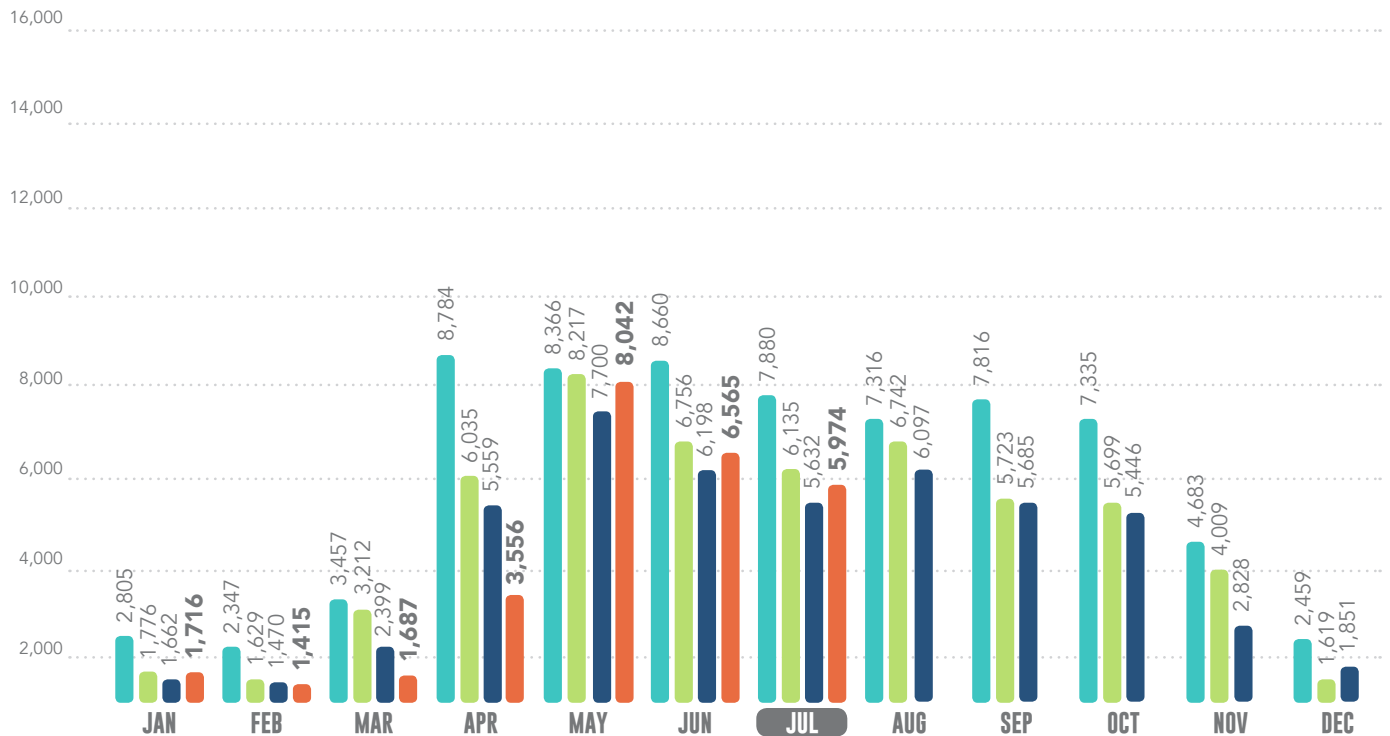
OUTGOING TICKETS Y-T-D

2015 2016 2017 2018



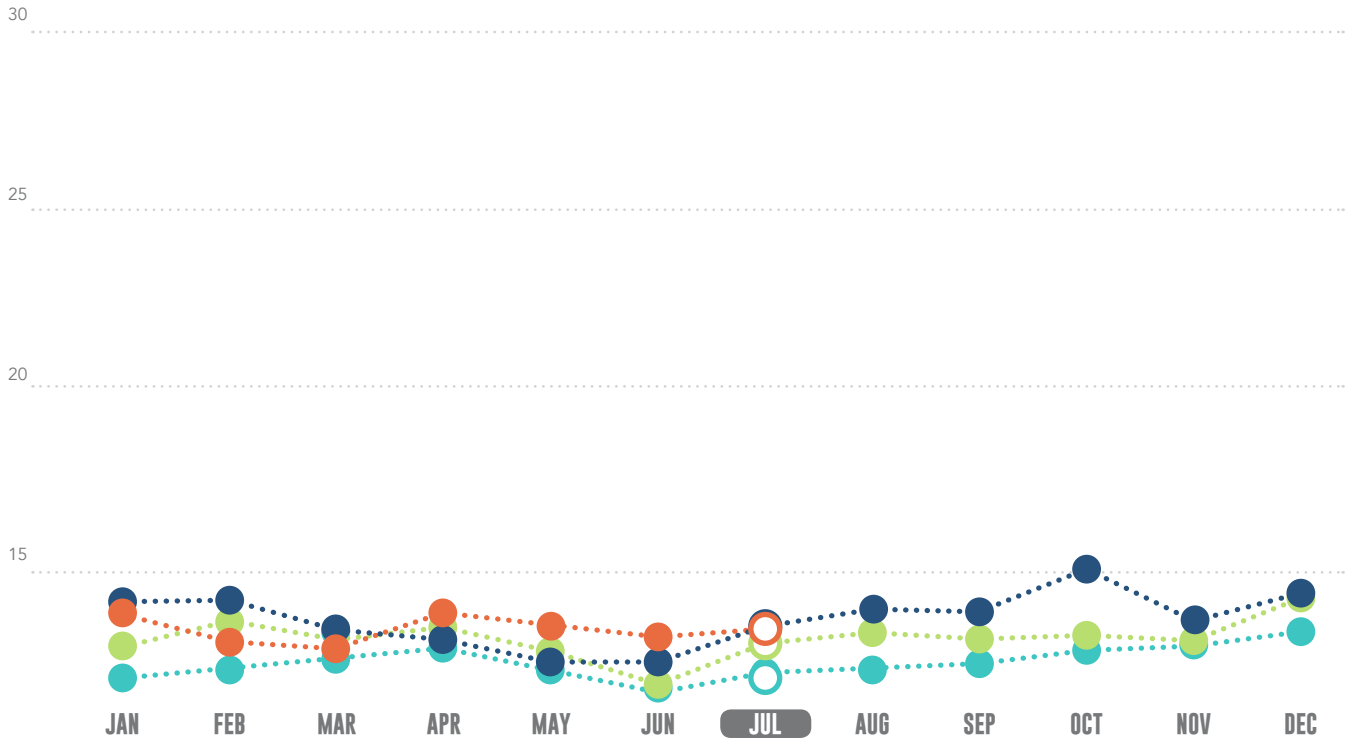
INCOMING CALLS

2015 2016 2017 2018



OPERATOR CALL VOLUMES

2015 2016 2017 2018

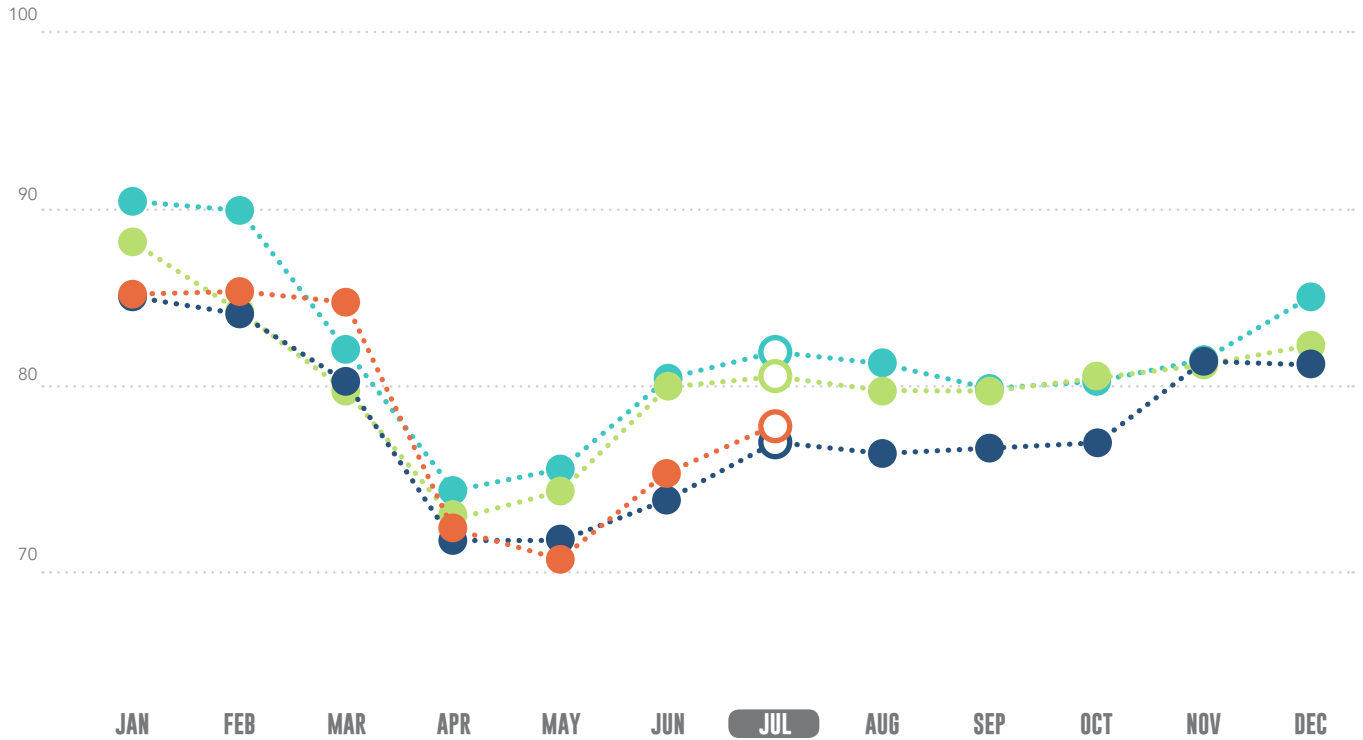


2015 2016 2017 2018

	2015	2016	2017	2018
JAN	7.00	9.60	14.09	12.45
FEB	7.69	12.68	14.04	11.36
MAR	8.50	10.60	11.35	11.07
APR	9.65	12.02	11.50	13.05
MAY	7.87	9.56	11.32	11.65
JUN	7.11	8.42	11.63	10.39
JUL	7.52	10.38	12.17	12.13
AUG	7.81	11.28	13.84	13.84
SEP	8.18	10.53	13.26	13.26
OCT	9.64	10.99	15.18	15.18
NOV	10.05	10.47	12.54	12.54
DEC	11.16	14.53	14.57	14.57

EXCAVATOR CALL VOLUMES

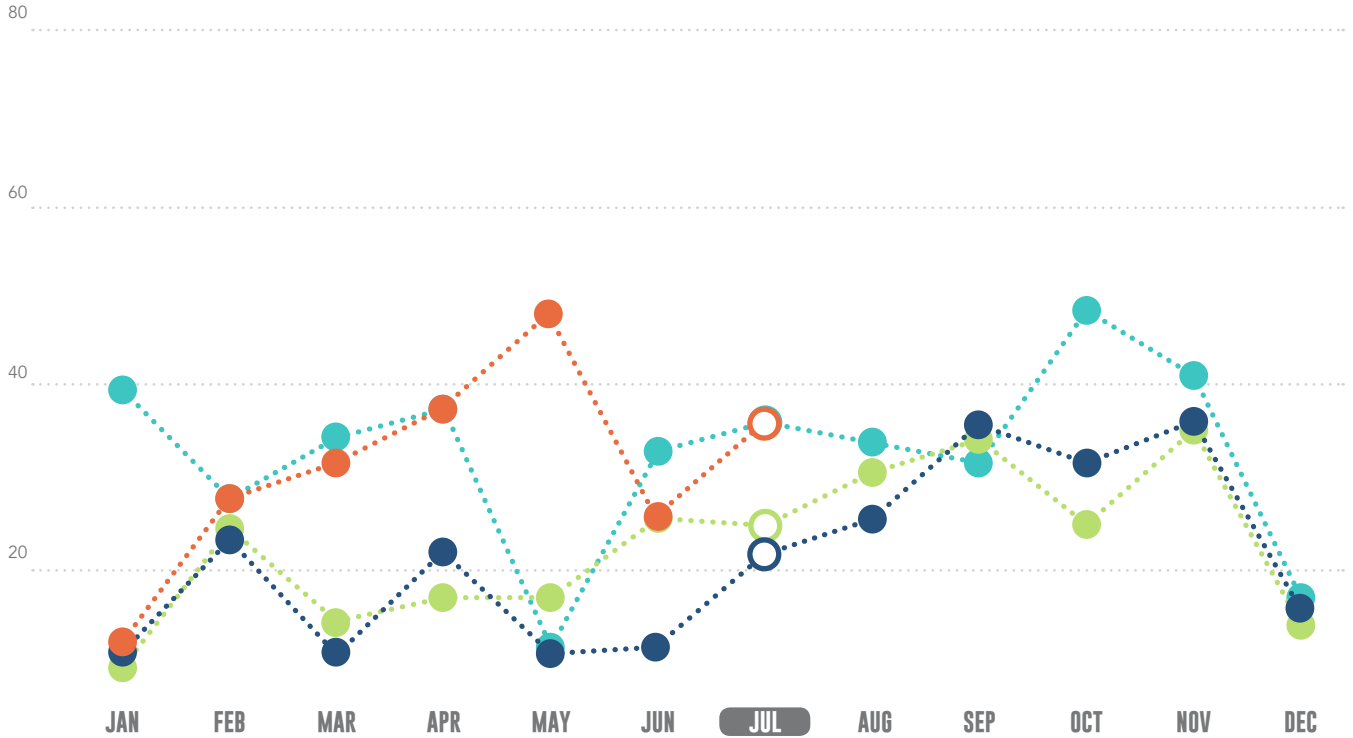
2015 2016 2017 2018



	2015	2016	2017	2018
JAN	90.93	88.68	84.79	84.97
FEB	89.84	84.37	84.02	86.03
MAR	82.99	79.06	80.86	85.77
APR	74.40	73.14	72.41	72.89
MAY	75.95	74.64	72.22	71.30
JUN	80.66	80.07	74.51	76.21
JUL	82.80	80.60	76.32	77.05
AUG	82.56	79.64	74.57	
SEP	80.32	79.67	75.14	
OCT	80.28	80.77	75.40	
NOV	82.35	81.99	81.89	
DEC	85.07	83.31	81.76	

AVERAGE HOLD TIME

2015 2016 2017 2018

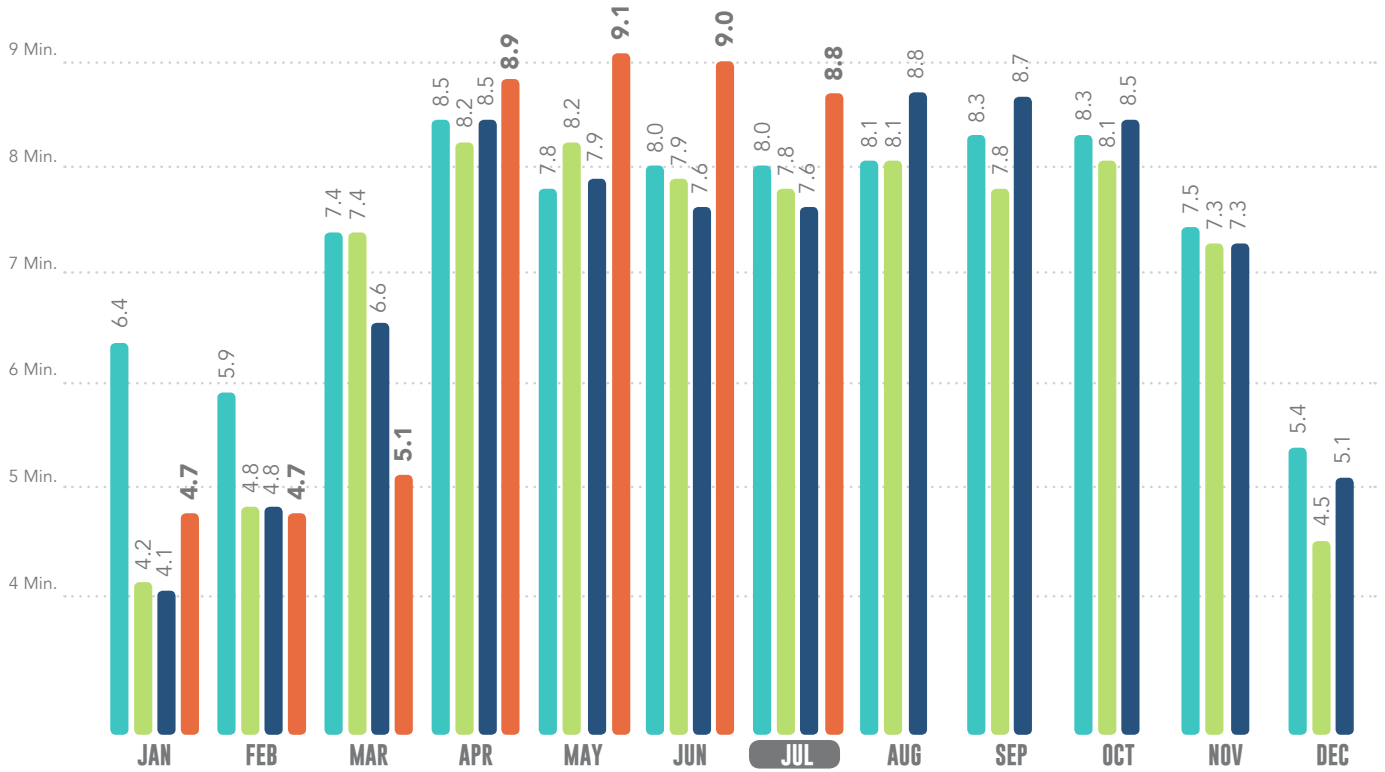


2015 2016 2017 2018

	2015	2016	2017	2018
JAN	39	9	12	14
FEB	28	24	23	28
MAR	35	16	12	32
APR	38	18	22	38
MAY	13	18	12	46
JUN	33	26	13	26
JUL	37	25	22	37
AUG	36	31	26	31
SEP	32	35	39	35
OCT	47	24	32	46
NOV	41	36	37	36
DEC	18	15	17	15

AVERAGE PROCESSING TIMES

2015 2016 2017 2018



Answered - 5,108

Abandoned - 265

Offered - 5,373



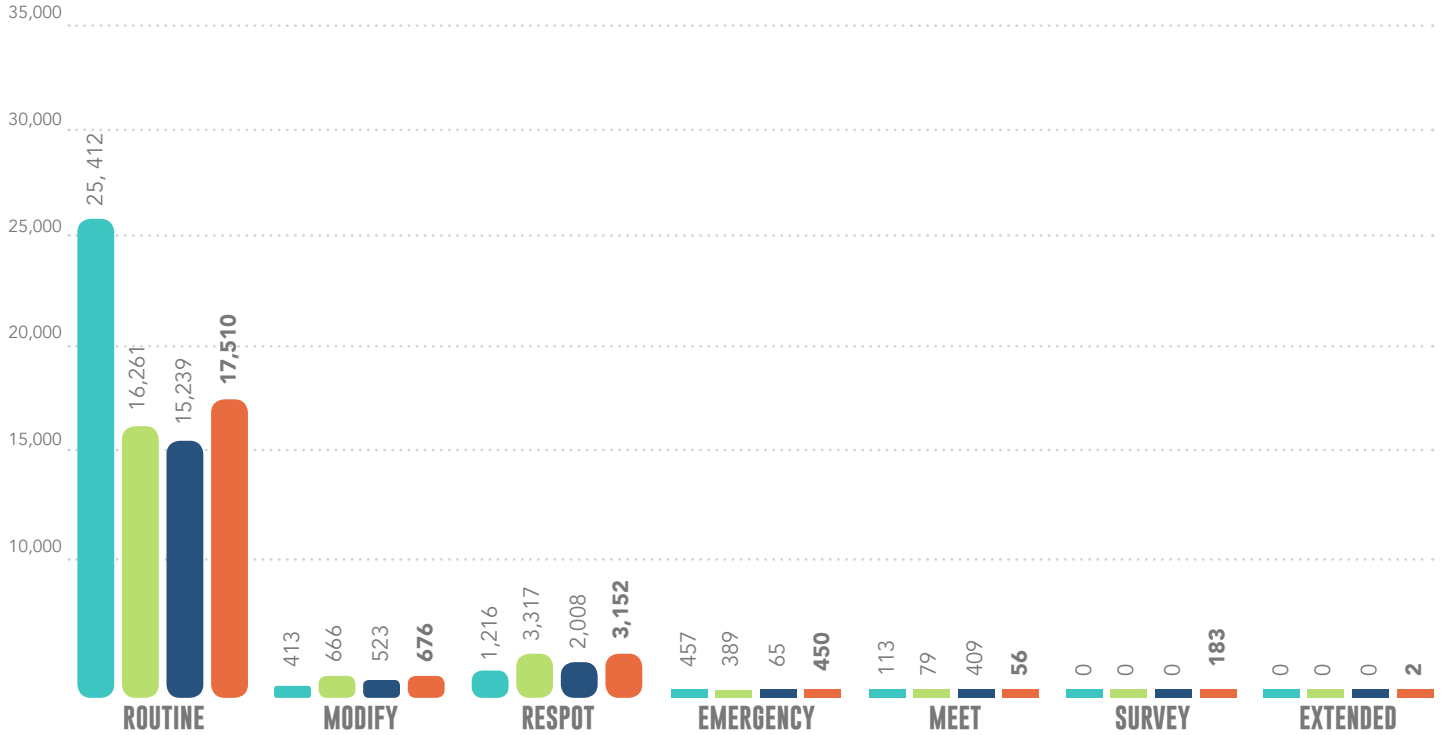
Answered - 5,282

Abandoned - 269

Offered - 5,551

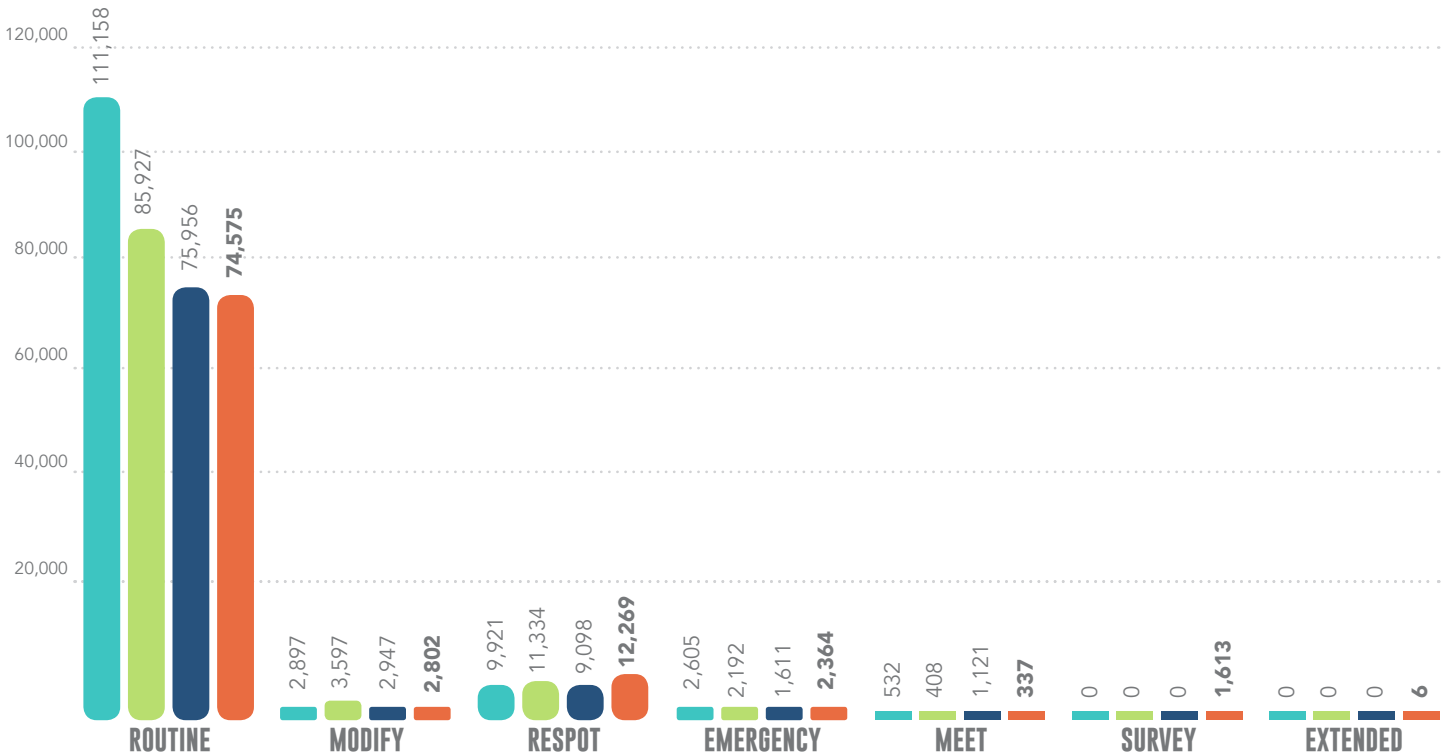
INCOMING TICKET TYPES JUL

2015 2016 2017 2018



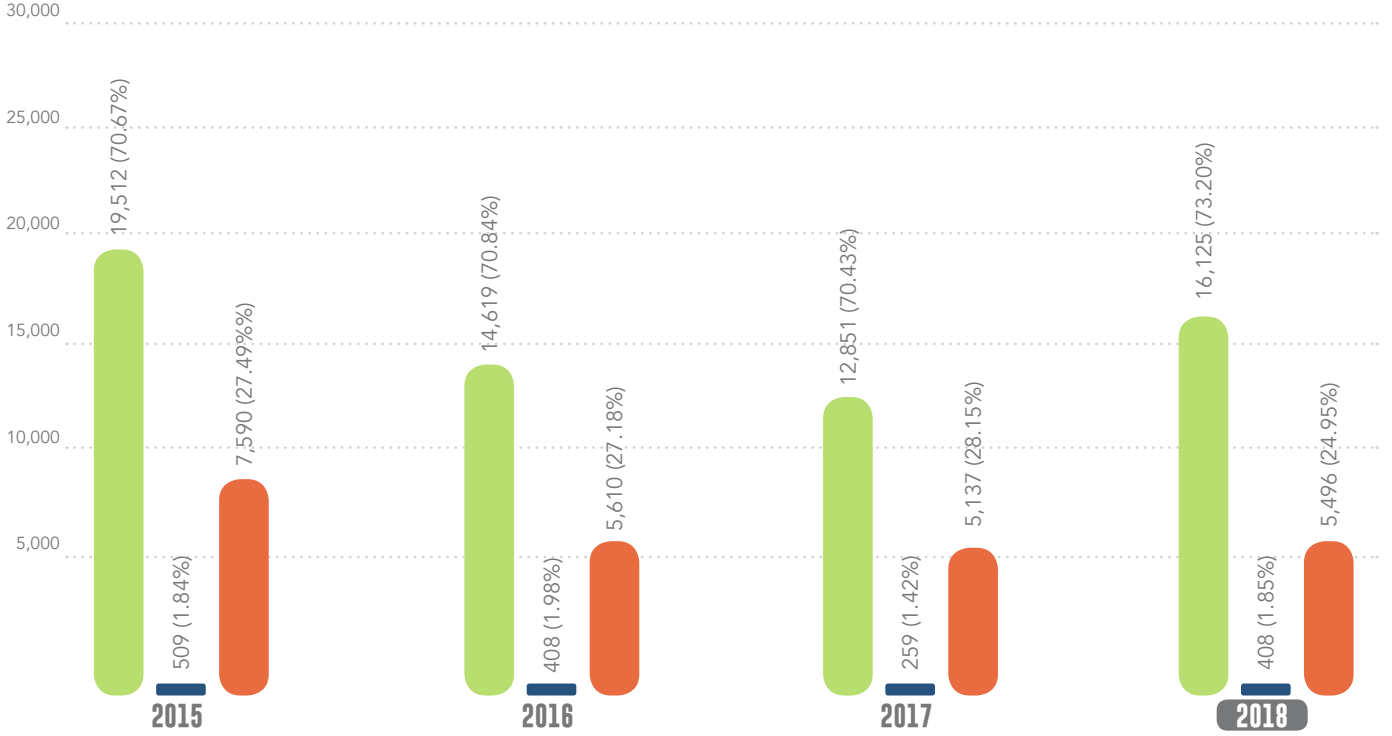
INCOMING TICKETS TYPES JUL Y-T-D

2015 2016 2017 2018



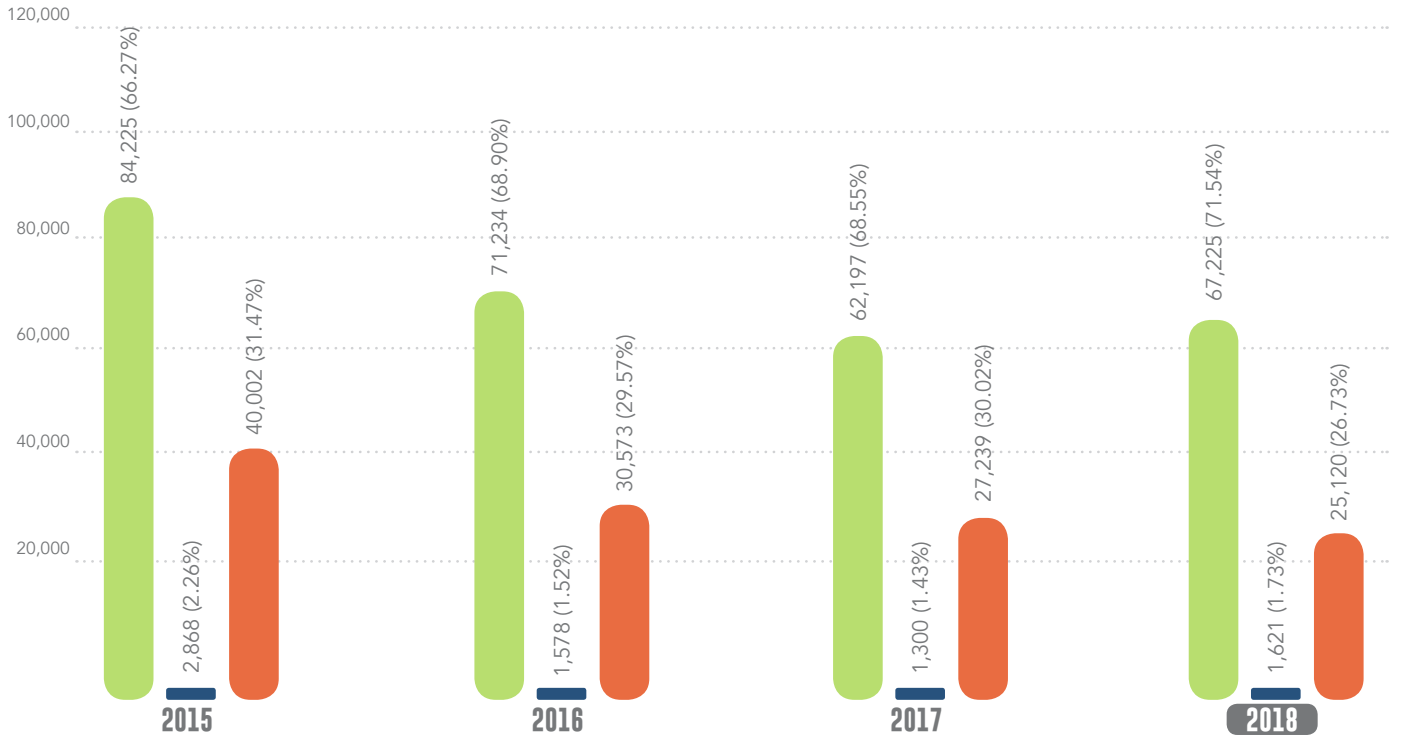
RECEIPT METHODS JUL

ITIC IVR OPERATOR



RECEIPT METHODS JUL Y-T-D

ITIC IVR OPERATOR

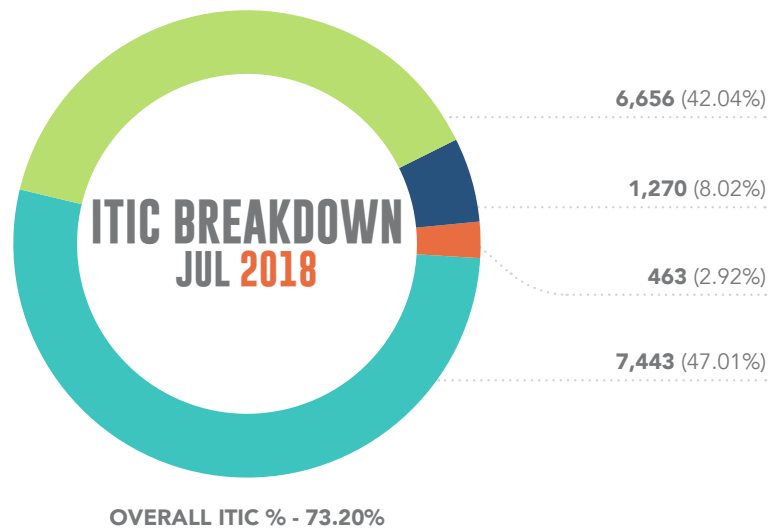
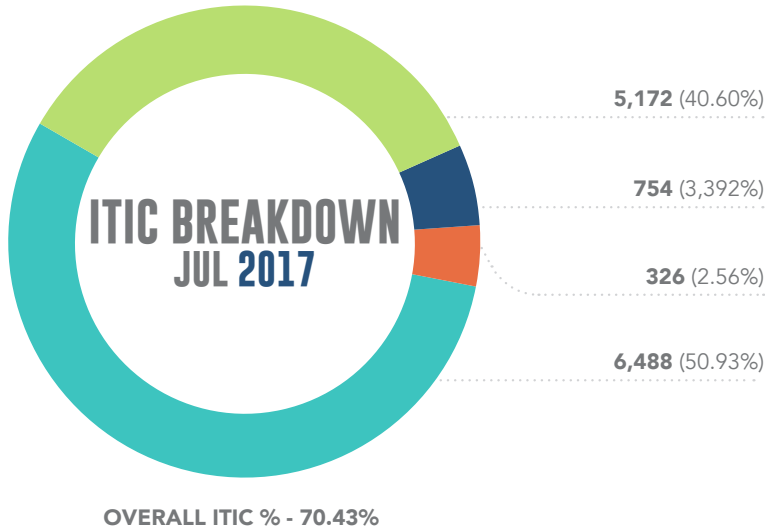


WEBUSER 5 (ON THEIR OWN)

WEBUSER 4 (IN REVIEW)

WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)

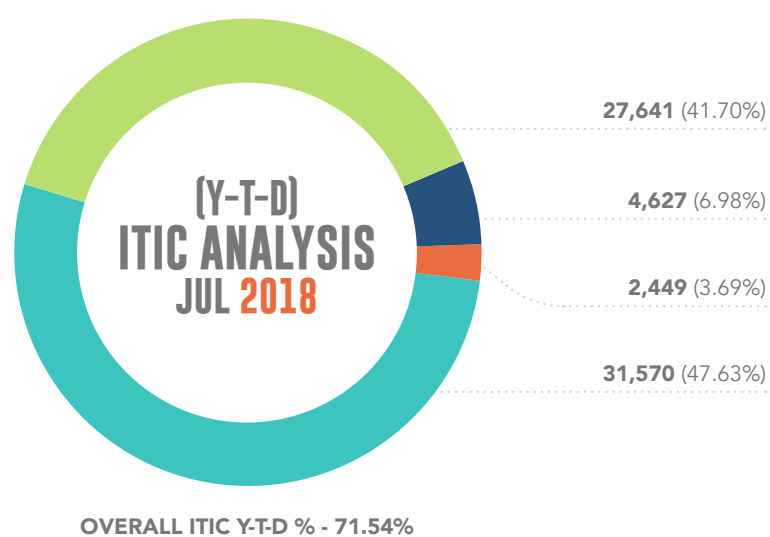
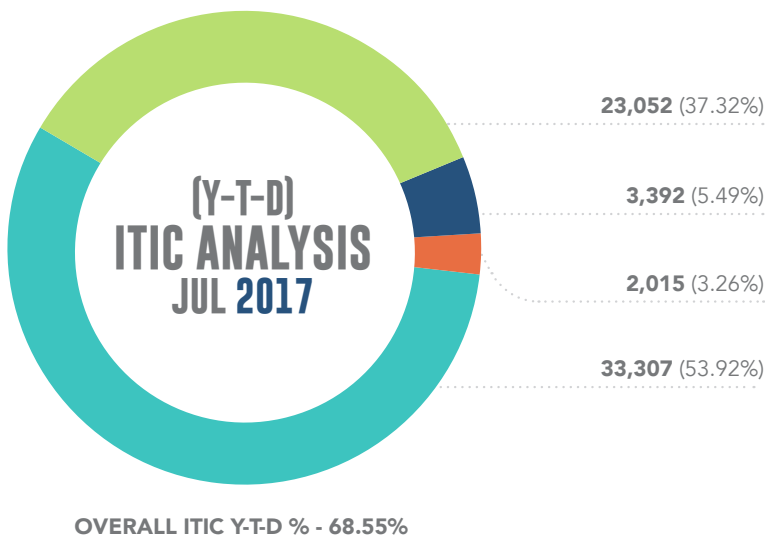


WEBUSER 5 (ON THEIR OWN)

WEBUSER 4 (IN REVIEW)

WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)



POSITIVE RESPONSE COMPLIANCE

2018 COMPLIANT

2018 NON-COMPLIANT

