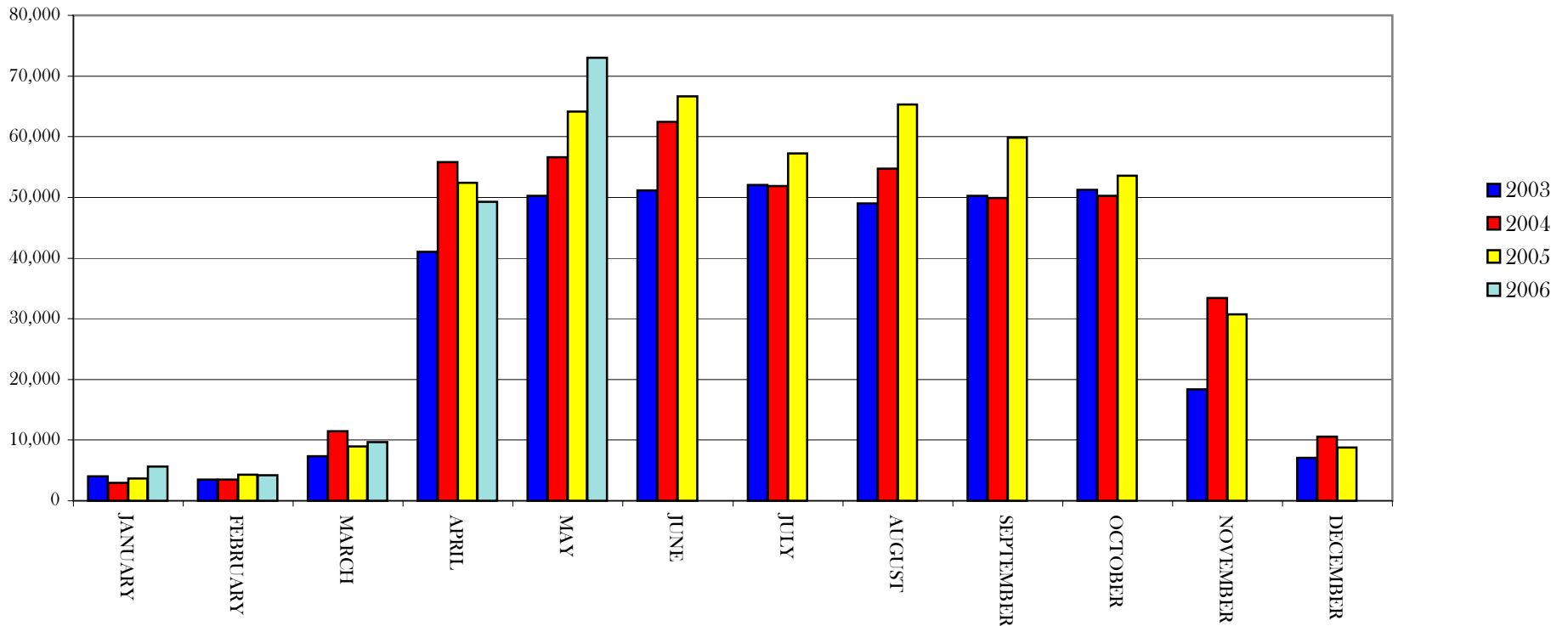
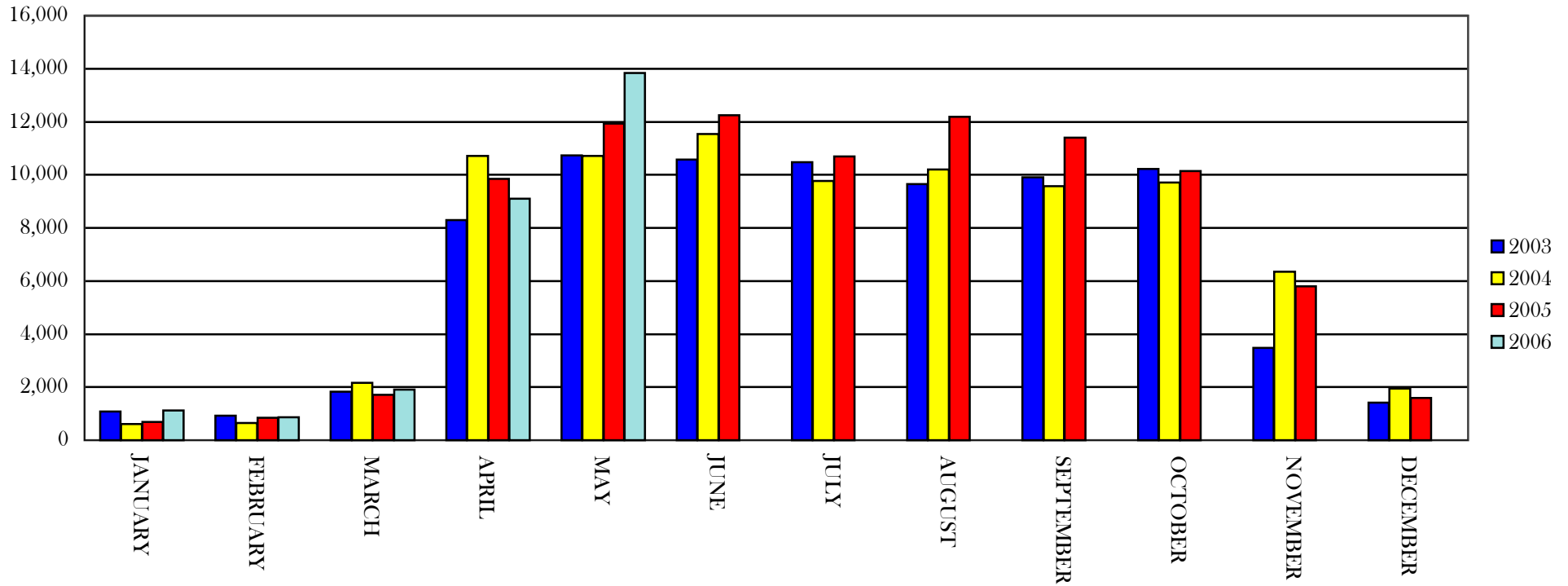


OUTGOING MESSAGES



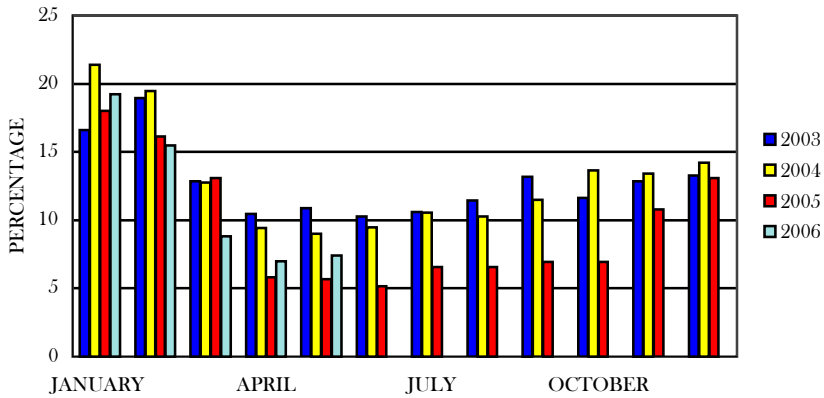
	2003	2004	2005	2006
JANUARY	4,010	2,945	3,705	5,664
FEBRUARY	3,523	3,456	4,262	4,221
MARCH	7,342	11,445	8,927	9,685
APRIL	41,016	55,856	52,417	49,298
MAY	50,242	56,578	64,116	73,024
JUNE	51,178	62,415	66,649	
JULY	52,028	51,880	57,214	
AUGUST	49,040	54,753	65,265	
SEPTEMBER	50,280	49,862	59,807	
OCTOBER	51,202	50,234	53,535	
NOVEMBER	18,328	33,416	30,704	
DECEMBER	7,058	10,578	8,749	
TOTAL	385,247	443,418	475,350	141,892

INCOMING TICKETS



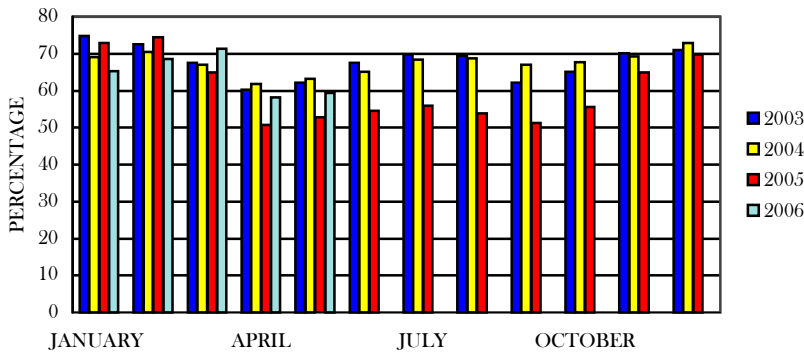
	2003	2004	2005	2006
JANUARY	1,079	612	684	1,119
FEBRUARY	923	651	848	863
MARCH	1,836	2,164	1,712	1,912
APRIL	8,303	10,716	9,840	9,104
MAY	10,724	10,721	11,927	13,829
JUNE	10,582	11,533	12,240	
JULY	10,483	9,768	10,696	
AUGUST	9,655	10,208	12,181	
SEPTEMBER	9,897	9,576	11,406	
OCTOBER	10,230	9,711	10,133	
NOVEMBER	3,484	6,358	5,802	
DECEMBER	1,406	1,952	1,588	
TOTAL	78,602	83,970	89,057	26,827

OPERATOR CALL VOLUMES



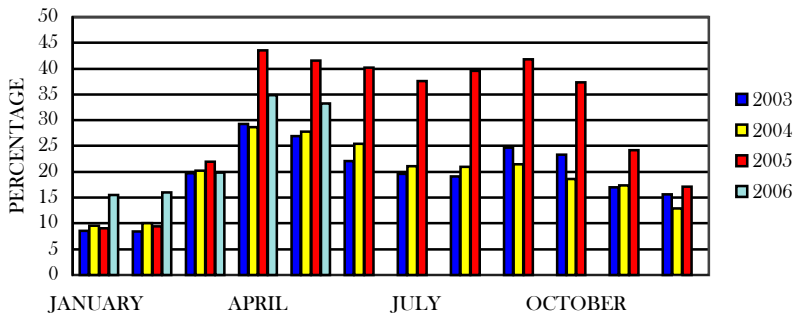
	2003	2004	2005	2006
JANUARY	16.59	21.38	18.02	19.25
FEBRUARY	18.95	19.47	16.12	15.49
MARCH	12.84	12.74	13.07	8.83
APRIL	10.46	9.41	5.81	6.99
MAY	10.90	9.02	5.68	7.43
JUNE	10.28	9.47	5.16	
JULY	10.60	10.54	6.55	
AUGUST	11.44	10.28	6.57	
SEPTEMBER	13.20	11.48	6.96	
OCTOBER	11.64	13.66	6.96	
NOVEMBER	12.83	13.43	10.78	
DECEMBER	13.27	14.19	13.09	
AVERAGE	12.8	12.9	9.6	11.6

CONTRACTOR CALL VOLUMES



	2003	2004	2005	2006
JANUARY	74.89	69.02	72.91	65.22
FEBRUARY	72.56	70.49	74.41	68.56
MARCH	67.45	67.09	64.95	71.28
APRIL	60.22	61.88	50.69	58.16
MAY	62.12	63.17	52.73	59.32
JUNE	67.60	65.09	54.59	
JULY	69.77	68.39	55.87	
AUGUST	69.45	68.75	53.87	
SEPTEMBER	62.10	67.01	51.22	
OCTOBER	65.04	67.72	55.66	
NOVEMBER	70.12	69.22	64.98	
DECEMBER	71.04	72.92	69.73	
AVERAGE	67.7	67.6	60.1	64.5

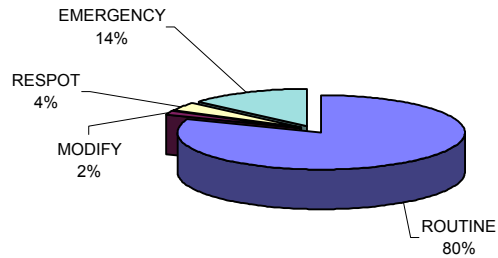
OTHER CALL VOLUMES



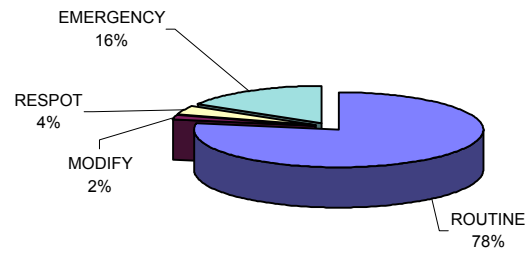
	2003	2004	2005	2006
JANUARY	8.52	9.6	9.07	15.52
FEBRUARY	8.49	10.04	9.47	15.95
MARCH	19.71	20.17	21.98	19.89
APRIL	29.32	28.71	43.5	34.85
MAY	26.98	27.81	41.59	33.26
JUNE	22.12	25.44	40.25	
JULY	19.63	21.07	37.58	
AUGUST	19.11	20.97	39.56	
SEPTEMBER	24.70	21.51	41.83	
OCTOBER	23.32	18.62	37.37	
NOVEMBER	17.05	17.35	24.24	
DECEMBER	15.69	12.89	17.17	
AVERAGE	19.6	19.5	30.3	23.9

Ticket Type Percentages

JANUARY 2006

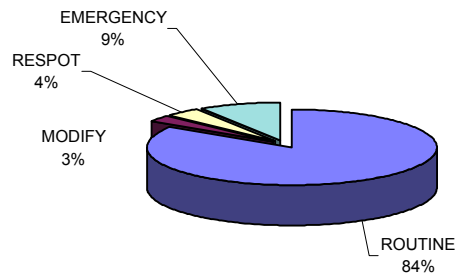


FEBRUARY 2006

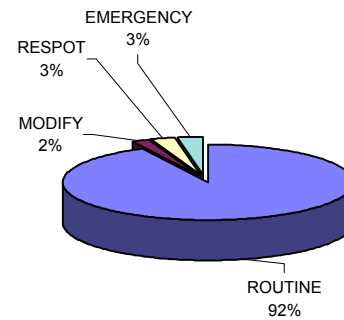


	ROUTINE	MODIFY	RESPOT	EMERGENCY	TOTAL
JANUARY	931	21	45	156	1153
FEBRUARY	682	18	35	143	878
MARCH	1632	51	78	175	1936
APRIL	8623	168	276	247	9314
MAY					
JUNE					
JULY					
AUGUST					
SEPTEMBER					
OCTOBER					
NOVEMBER					
DECEMBER					
TOTAL	11868	258	434	721	13281

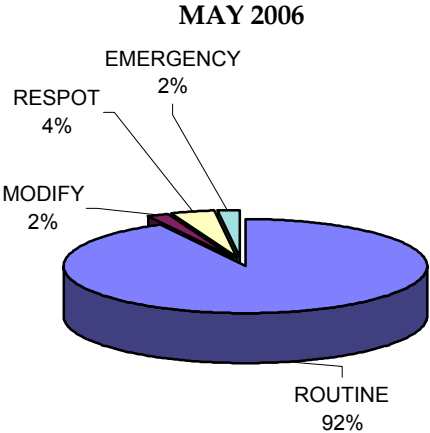
MARCH 2006



APRIL 2006



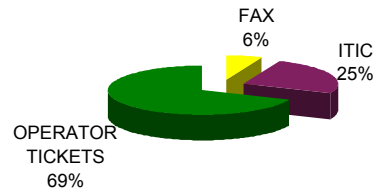
Ticket Type Percentages



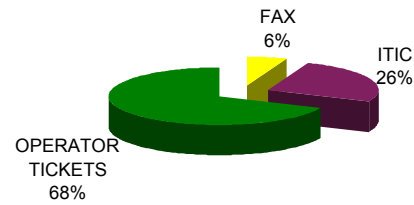
	ROUTINE	MODIFY	RESPOT	EMERGENCY	TOTAL
JANUARY	931	21	45	156	1153
FEBRUARY	682	18	35	143	878
MARCH	1632	51	78	175	1936
APRIL	8623	168	276	247	9314
MAY	12970	275	581	259	14085
JUNE					
JULY					
AUGUST					
SEPTEMBER					
OCTOBER					
NOVEMBER					
DECEMBER					
TOTAL	24838	533	1015	980	27366

INCOMING CALLS - METHOD

JANUARY 2006

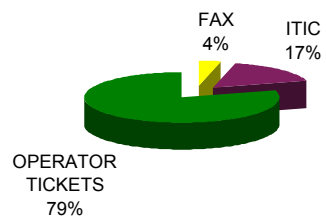


FEBRUARY 2006

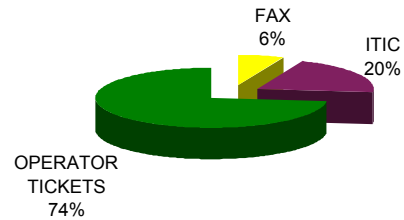


	FAX	ITIC	OPERATOR TICKETS	TOTAL
JANUARY	69	281	769	1119
FEBRUARY	50	223	590	863
MARCH	67	327	1518	1912
APRIL	574	1814	6466	9104
MAY				
JUNE				
JULY				
AUGUST				
SEPTEMBER				
OCTOBER				
NOVEMBER				
DECEMBER				
TOTAL	760	2645	9343	12998

MARCH 2006

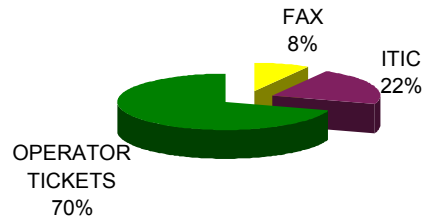


APRIL 2006



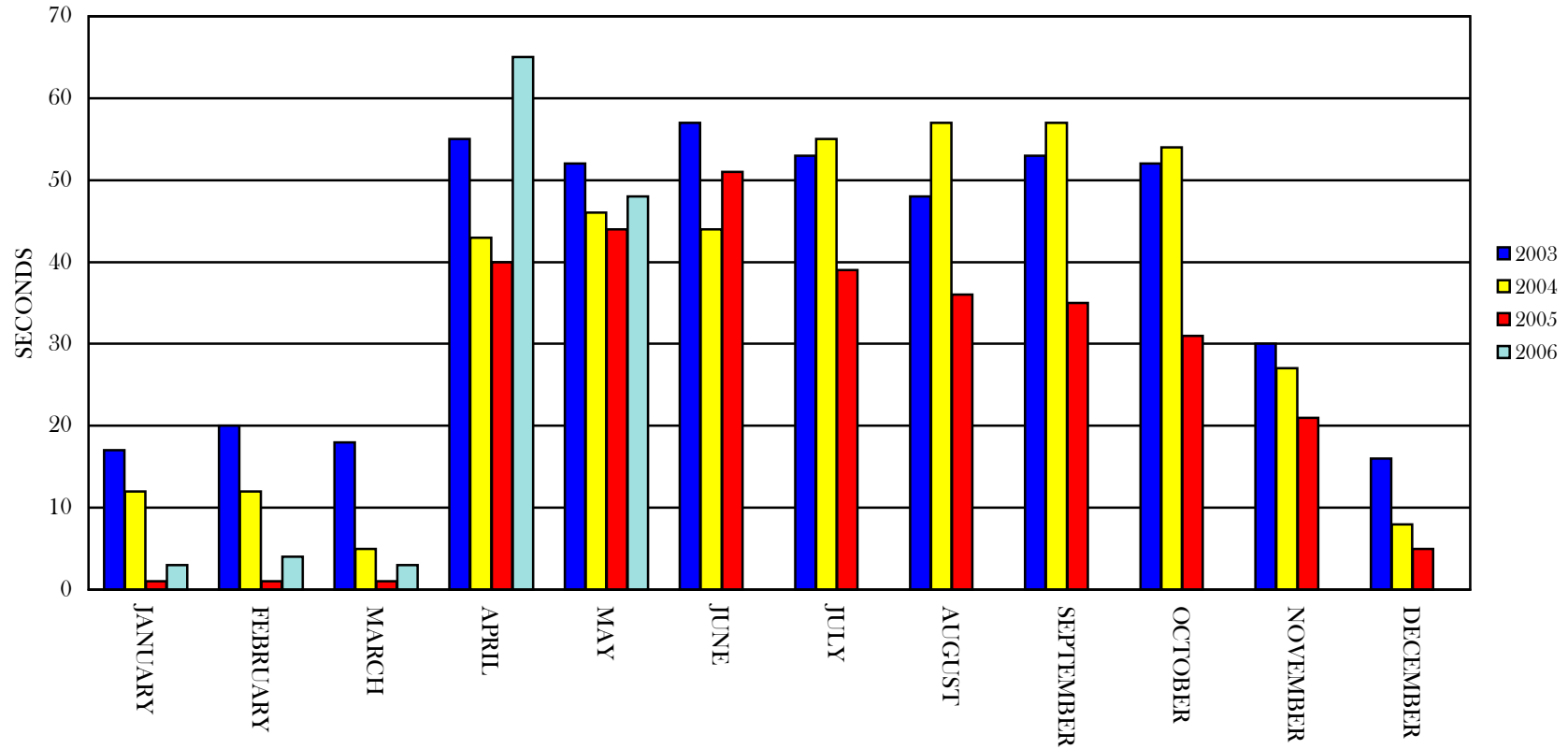
INCOMING CALLS - METHOD

MAY 2006



	FAX	ITIC	OPERATOR TICKETS	TOTAL
JANUARY	69	281	769	1119
FEBRUARY	50	223	590	863
MARCH	67	327	1518	1912
APRIL	574	1814	6466	9104
MAY	1122	2927	9444	13829
JUNE				
JULY				
AUGUST				
SEPTEMBER				
OCTOBER				
NOVEMBER				
DECEMBER				
TOTAL	1882	5572	18787	26827

AVERAGE HOLD TIME



	2003	2004	2005	2006
JANUARY	17	12	1	3
FEBRUARY	20	12	1	4
MARCH	18	5	1	3
APRIL	55	43	40	65
MAY	52	46	44	48
JUNE	57	44	51	
JULY	53	55	39	
AUGUST	48	57	36	
SEPTEMBER	53	57	35	
OCTOBER	52	54	31	
NOVEMBER	30	27	21	
DECEMBER	16	8	5	
AVERAGE	39.3	35.0	25.4	24.6