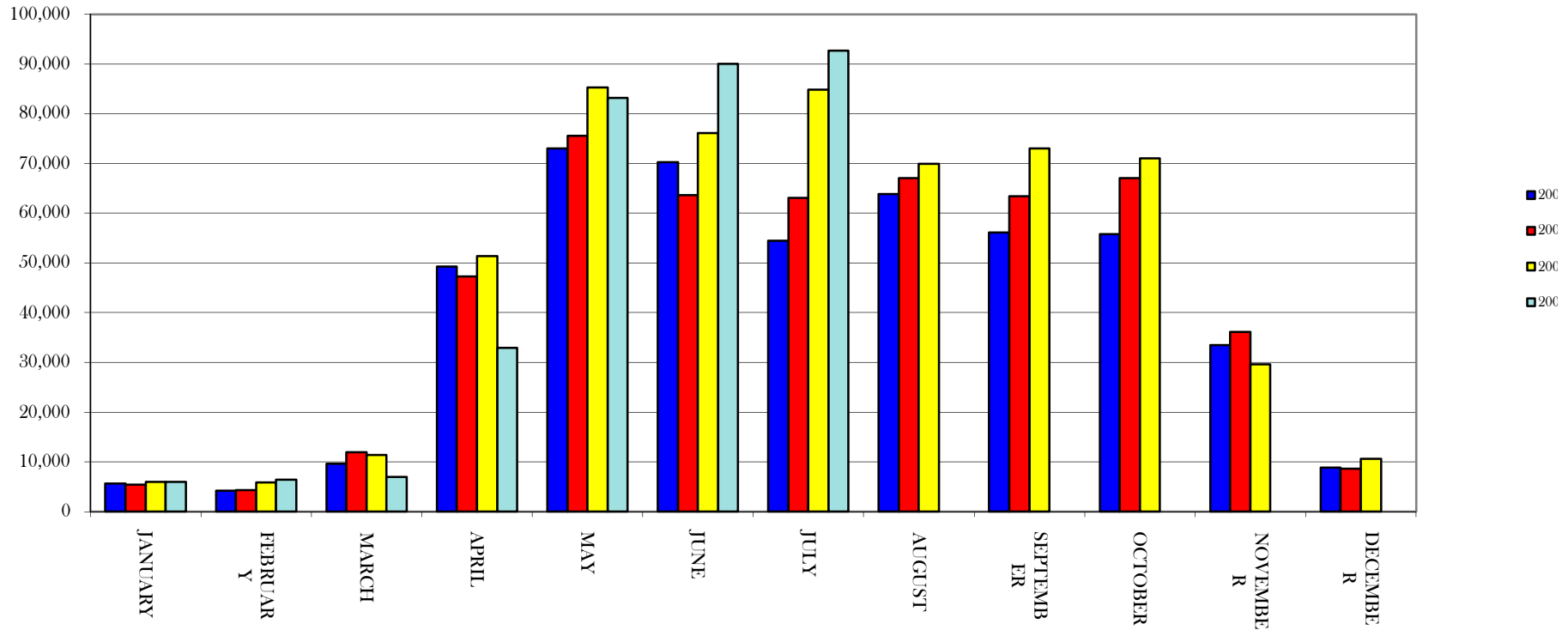
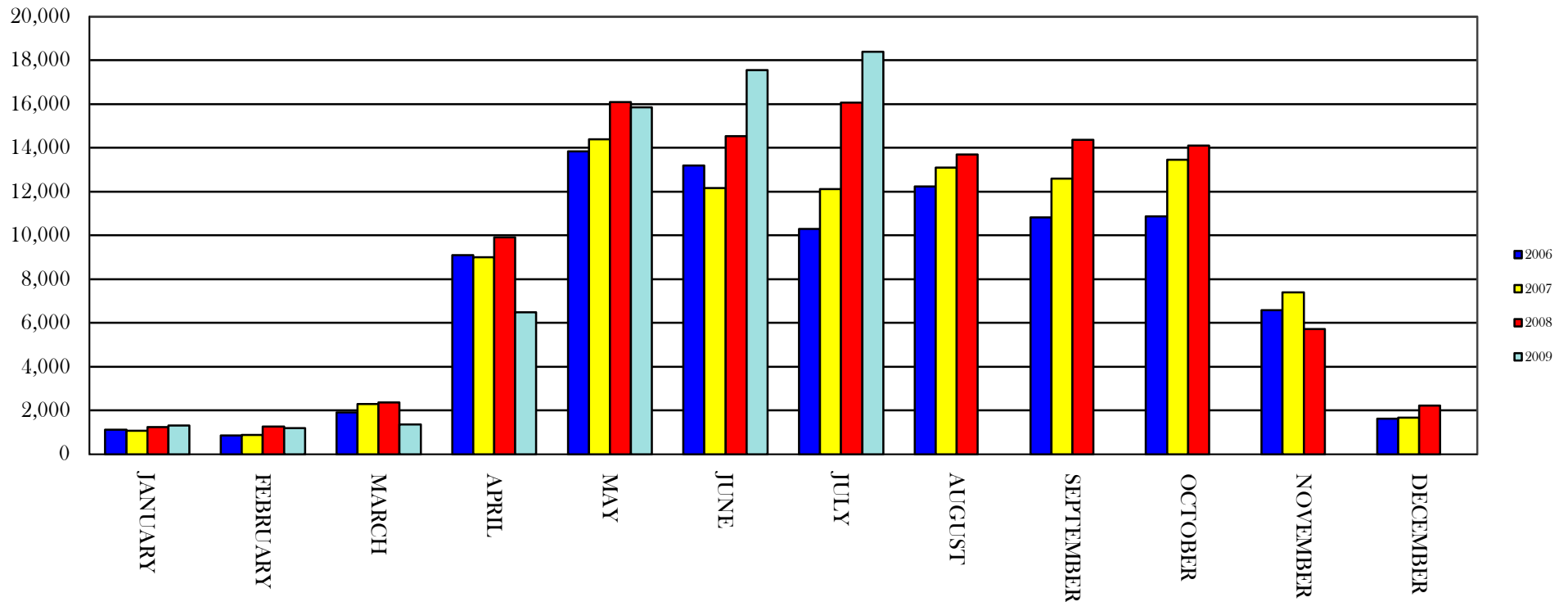


OUTGOING MESSAGES



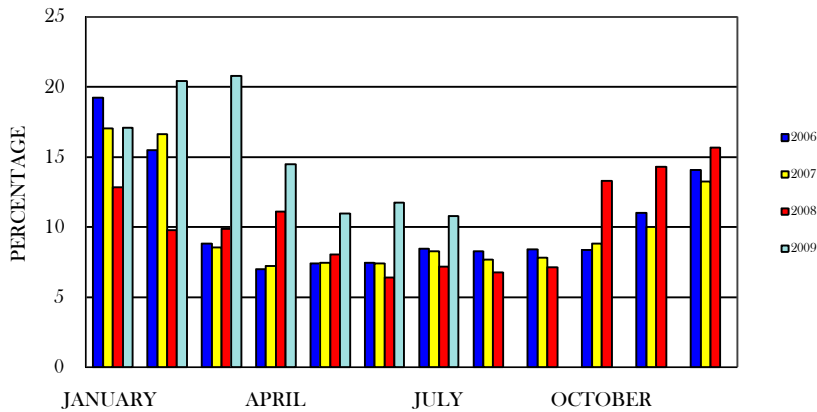
	2006	2007	2008	2009
JANUARY	5,664	5,405	6,021	5,981
FEBRUARY	4,221	4,308	5,919	6,391
MARCH	9,685	12,005	11,441	6,946
APRIL	49,298	47,336	51,420	32,920
MAY	73,024	75,579	85,277	83,109
JUNE	70,267	63,573	76,095	89,971
JULY	54,424	63,044	84,801	92,701
AUGUST	63,812	67,038	69,874	
SEPTEMBER	56,157	63,347	72,970	
OCTOBER	55,817	67,001	71,050	
NOVEMBER	33,511	36,173	29,582	
DECEMBER	8,872	8,602	10,591	
TOTAL	484,752	513,411	575,041	318,019

INCOMING TICKETS



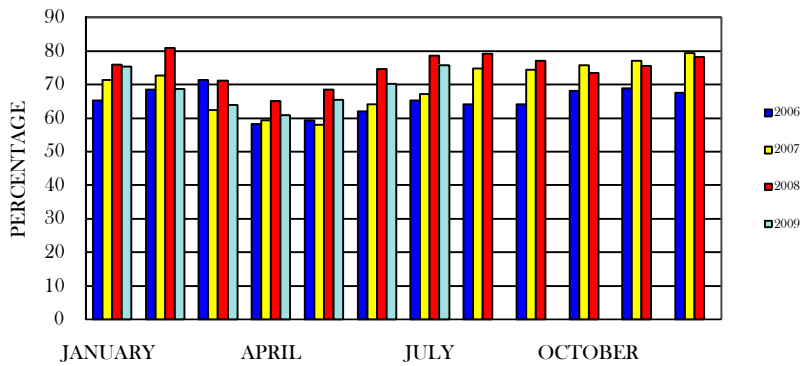
	2006	2007	2008	2009
JANUARY	1,119	1,072	1,243	1,302
FEBRUARY	863	872	1,273	1,192
MARCH	1,912	2,289	2,357	1,367
APRIL	9,104	9,011	9,906	6,490
MAY	13,829	14,397	16,098	15,856
JUNE	13,184	12,169	14,529	17,547
JULY	10,302	12,119	16,068	18,399
AUGUST	12,227	13,110	13,688	
SEPTEMBER	10,831	12,602	14,362	
OCTOBER	10,880	13,469	14,106	
NOVEMBER	6,575	7,390	5,712	
DECEMBER	1,637	1,667	2,222	
TOTAL	92,463	100,167	111,564	62,153

OPERATOR CALL VOLUMES



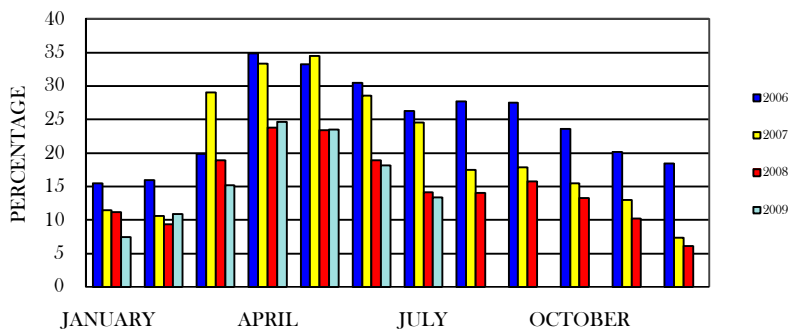
	2006	2007	2008	2009
JANUARY	19.25	17.06	12.87	17.09
FEBRUARY	15.49	16.63	9.78	20.45
MARCH	8.83	8.56	9.88	20.81
APRIL	6.99	7.22	11.12	14.51
MAY	7.43	7.45	8.07	10.98
JUNE	7.44	7.39	6.42	11.73
JULY	8.45	8.30	7.18	10.77
AUGUST	8.26	7.70	6.77	
SEPTEMBER	8.40	7.82	7.15	
OCTOBER	8.36	8.83	13.30	
NOVEMBER	11.03	10.02	14.31	
DECEMBER	14.10	13.25	15.66	
AVERAGE YTD Comparison	10.6	10.4	9.3	

CONTRACTOR CALL VOLUMES



	2006	2007	2008	2009
JANUARY	65.22	71.44	75.93	75.41
FEBRUARY	68.56	72.76	80.82	68.63
MARCH	71.28	62.42	71.18	64.01
APRIL	58.16	59.40	65.09	60.86
MAY	59.32	58.09	68.50	65.54
JUNE	62.06	64.03	74.64	70.12
JULY	65.28	67.13	78.66	75.82
AUGUST	64.04	74.78	79.18	
SEPTEMBER	64.07	74.34	77.08	
OCTOBER	68.03	75.70	73.42	
NOVEMBER	68.79	77.00	75.46	
DECEMBER	67.46	79.42	78.23	
AVERAGE YTD Comparison	64.3	65.0	73.5	

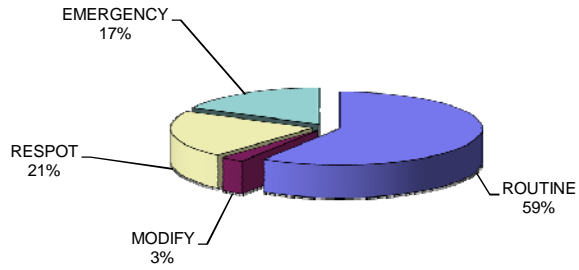
OTHER CALL VOLUMES



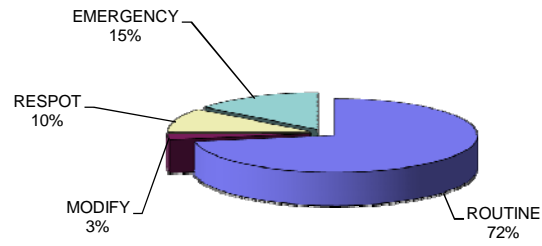
	2006	2007	2008	2009
JANUARY	15.52	11.50	11.21	7.50
FEBRUARY	15.95	10.61	9.40	10.93
MARCH	19.89	29.02	18.95	15.18
APRIL	34.85	33.38	23.79	24.63
MAY	33.26	34.46	23.43	23.48
JUNE	30.50	28.58	18.94	18.15
JULY	26.27	24.57	14.16	13.41
AUGUST	27.69	17.52	14.05	
SEPTEMBER	27.52	17.85	15.77	
OCTOBER	23.60	15.47	13.28	
NOVEMBER	20.18	12.98	10.23	
DECEMBER	18.44	7.33	6.10	
AVERAGE YTD Comparison	25.2	24.6	17.1	

Ticket Type Percentages

JANUARY 2009

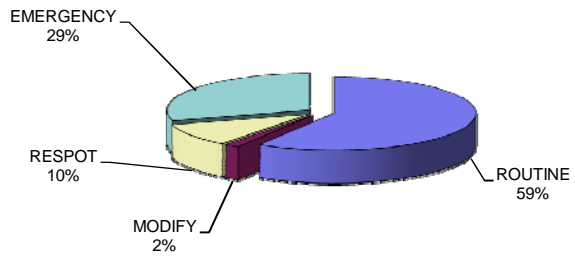


FEBRUARY 2009

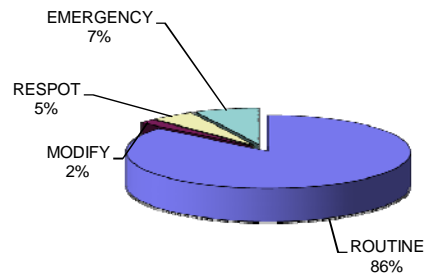


	ROUTINE	MODIFY	RESPOT	EMERGENCY	TOTAL
JANUARY	794	36	281	235	1346
FEBRUARY	872	33	127	176	1208
MARCH	824	23	141	415	1403
APRIL	5646	119	327	481	6573
MAY	14389	246	987	390	16012
JUNE	15802	379	1769	364	17802
JULY	15643	336	2278	368	18625
AUGUST					
SEPTEMBER					
OCTOBER					
NOVEMBER					
DECEMBER					
TOTAL	53970	1172	5910	2429	62969

MARCH 2009

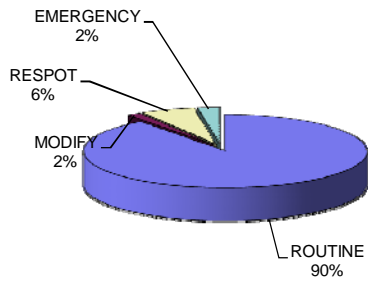


APRIL 2009

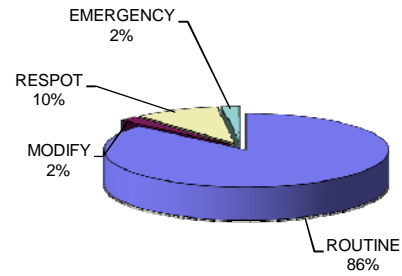


Ticket Type Percentages

MAY 2009

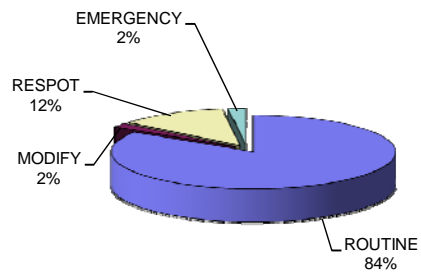


JUNE 2009



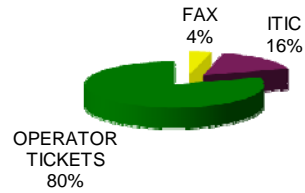
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JULY 2009

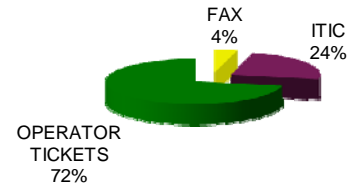


INCOMING CALLS - METHOD

JANUARY 2009

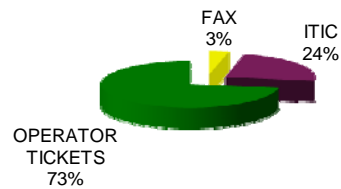


FEBRUARY 2009

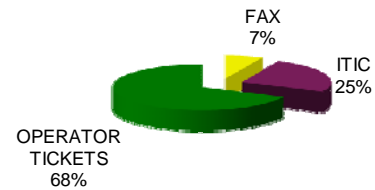


	FAX	ITIC	OPERATOR TICKETS	TOTAL
JANUARY	49	213	1040	1302
FEBRUARY	48	287	857	1192
MARCH	47	328	992	1367
APRIL	443	1629	4418	6490
MAY	981	5613	9262	15856
JUNE	1503	6189	9855	17547
JULY	1792	7522	9085	18399
AUGUST				
SEPTEMBER				
OCTOBER				
NOVEMBER				
DECEMBER				
TOTAL	4863	21781	35509	62153

MARCH 2009

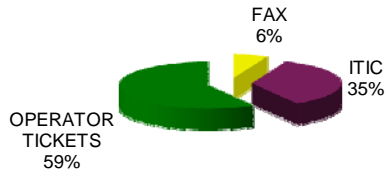


APRIL 2009

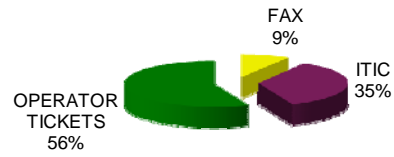


INCOMING CALLS - METHOD

MAY 2009

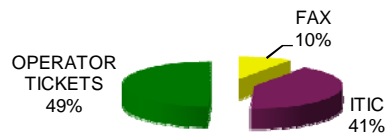


JUNE 2009

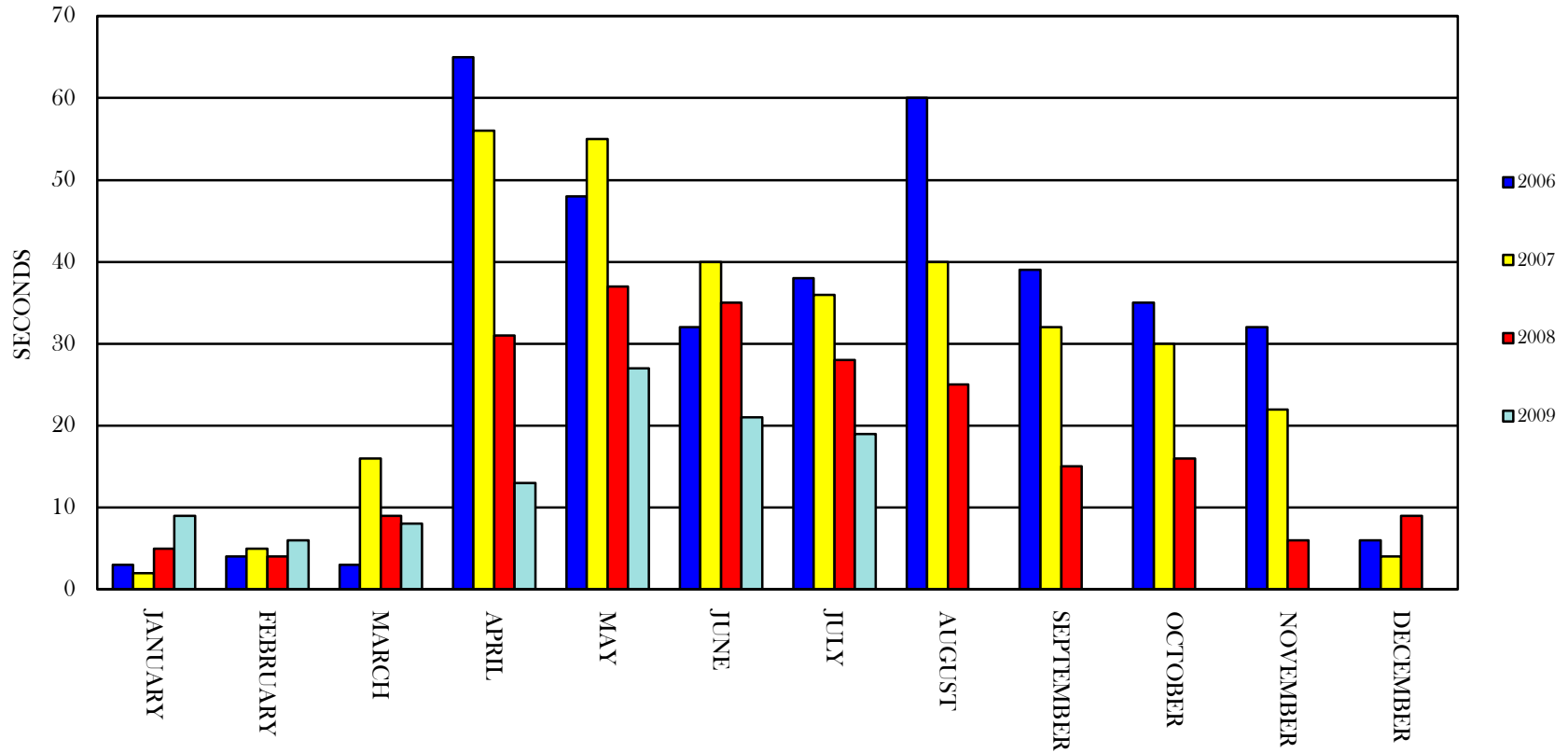


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AUGUST				
SEPTEMBER				
OCTOBER				
NOVEMBER				
DECEMBER				
TOTAL	4863	21781	35509	62153

JULY 2009



AVERAGE HOLD TIME



	2006	2007	2008	2009
JANUARY	3	2	5	9
FEBRUARY	4	5	4	6
MARCH	3	16	9	8
APRIL	65	56	31	13
MAY	48	55	37	27
JUNE	32	40	35	21
JULY	38	36	28	19
AUGUST	60	40	25	
SEPTEMBER	39	32	15	
OCTOBER	35	30	16	
NOVEMBER	32	22	6	
DECEMBER	6	4	9	
AVERAGE	30.4	28.2	18.3	14.7