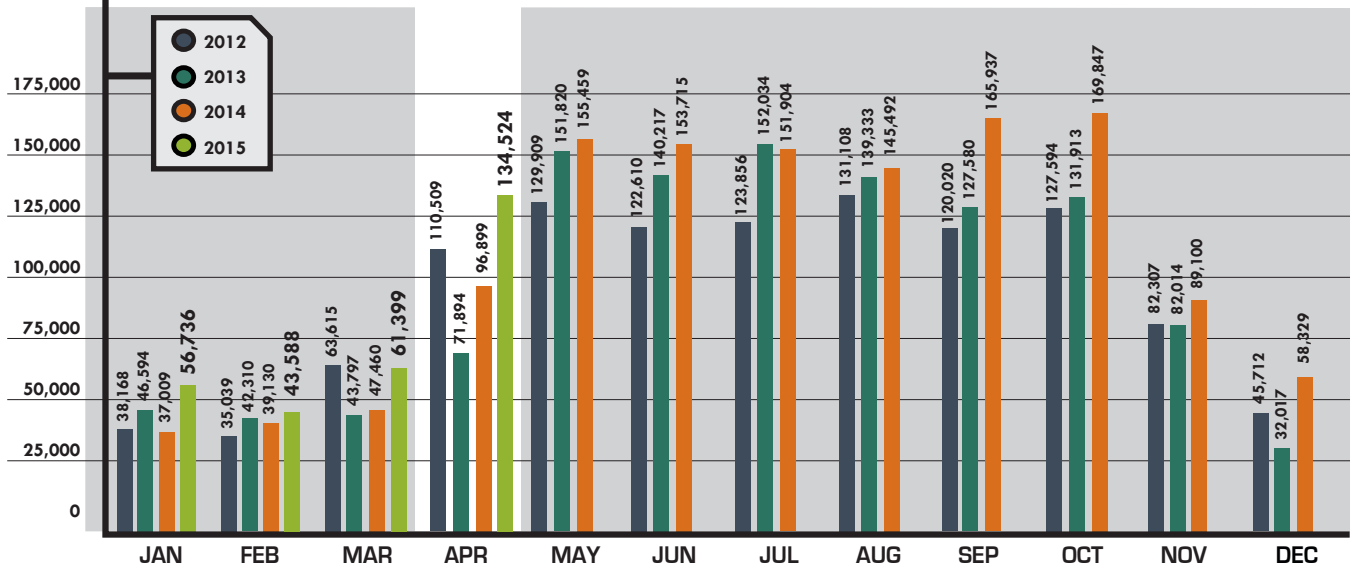




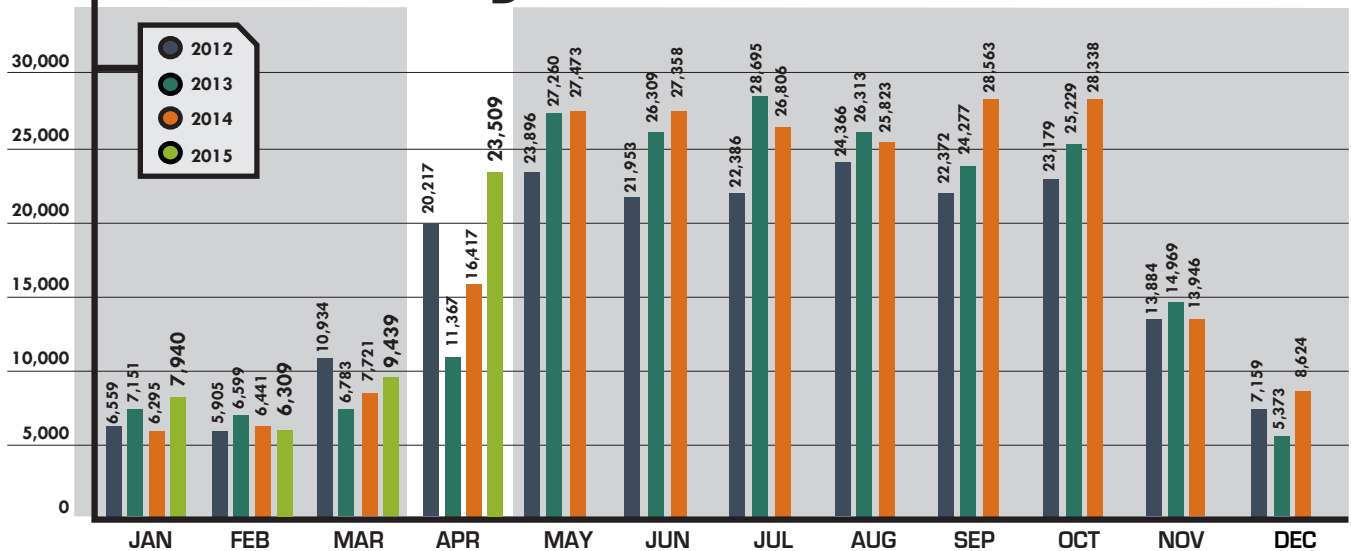
DASHBOARD REPORT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL | **APRIL**

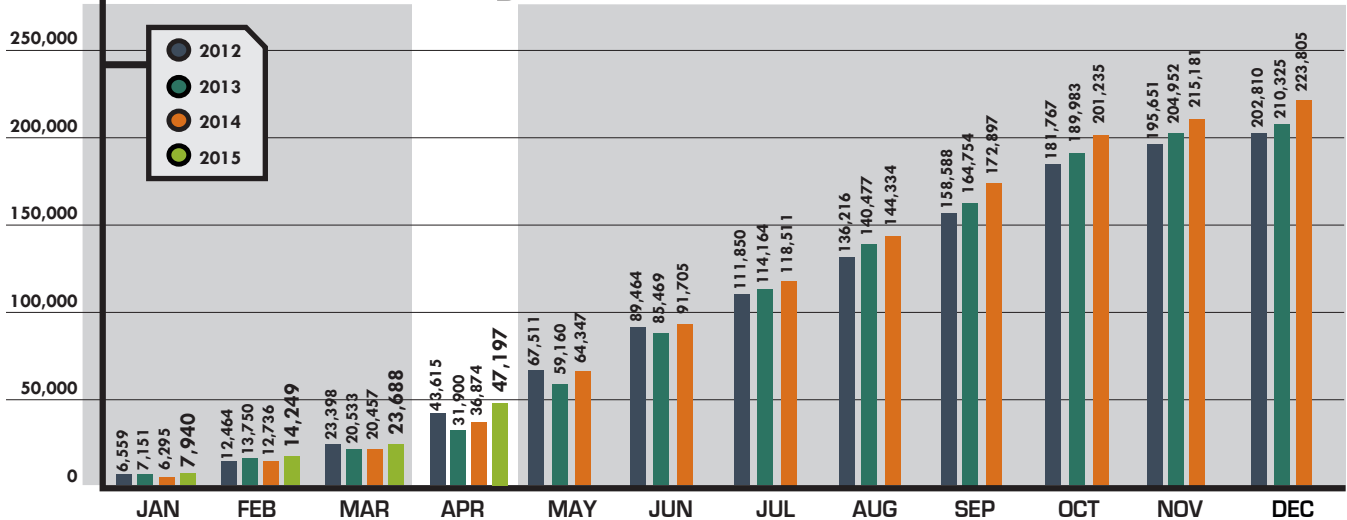
Billable Calls



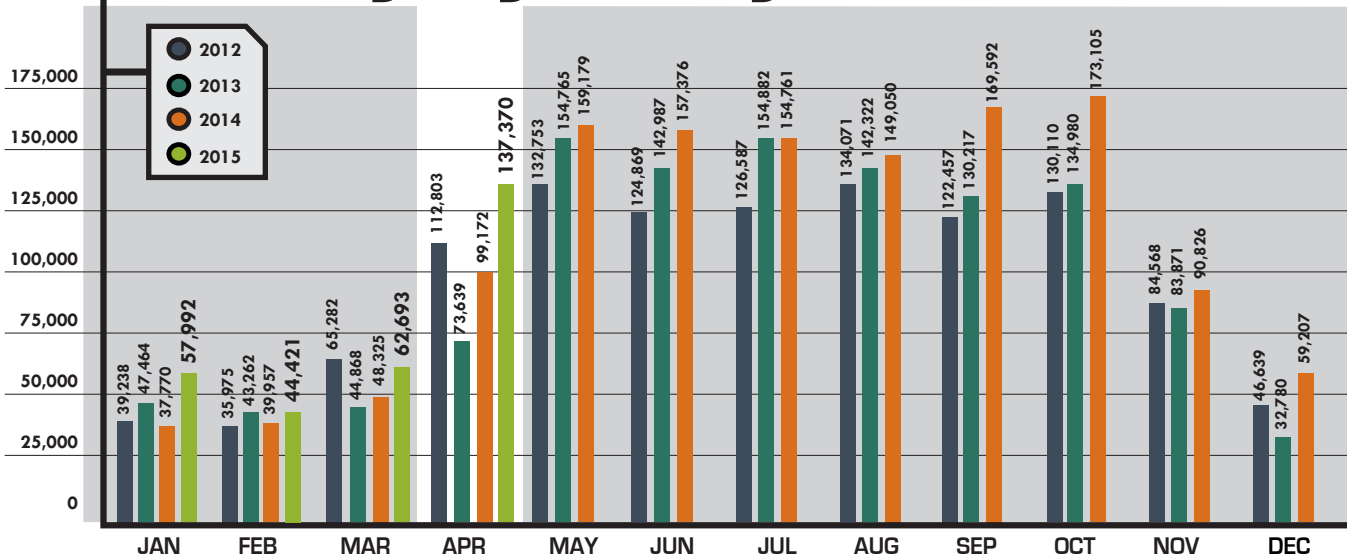
Incoming Tickets



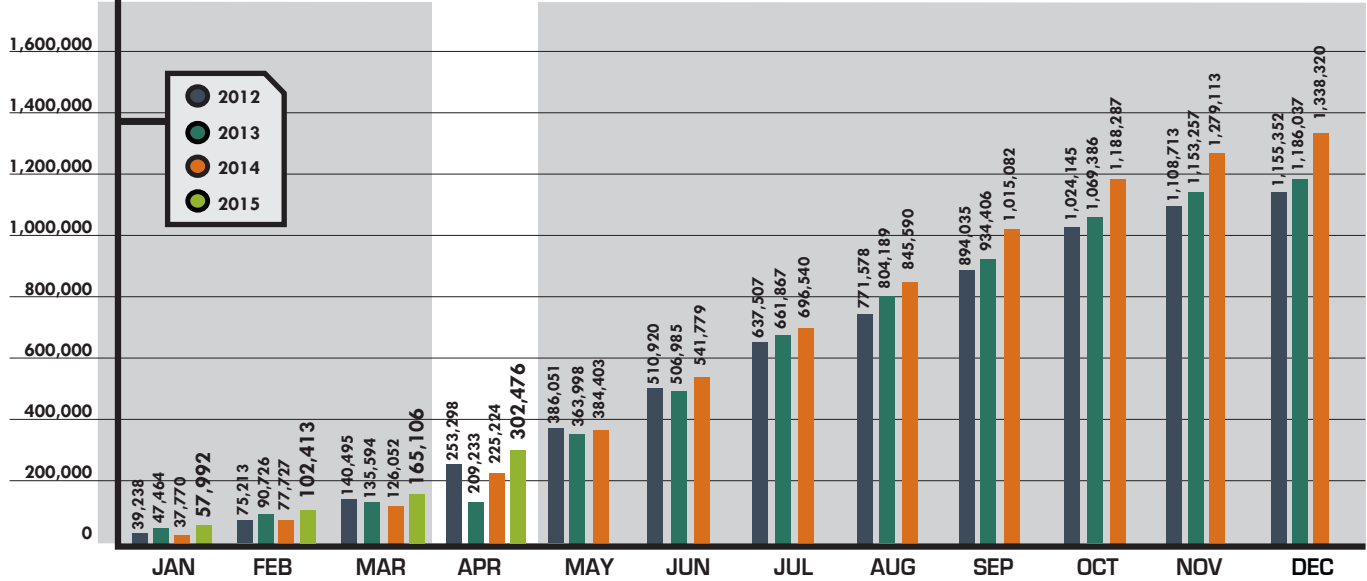
Incoming Tickets Y-T-D



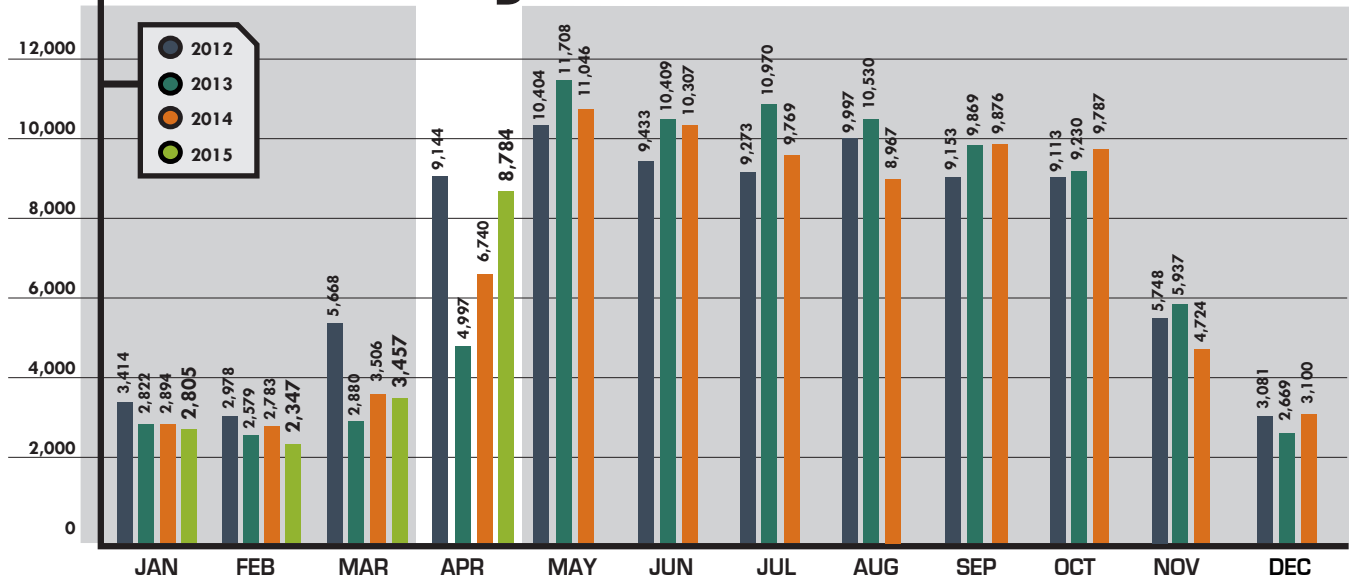
Outgoing Messages



Outgoing Tickets Y-T-D



Incoming Calls

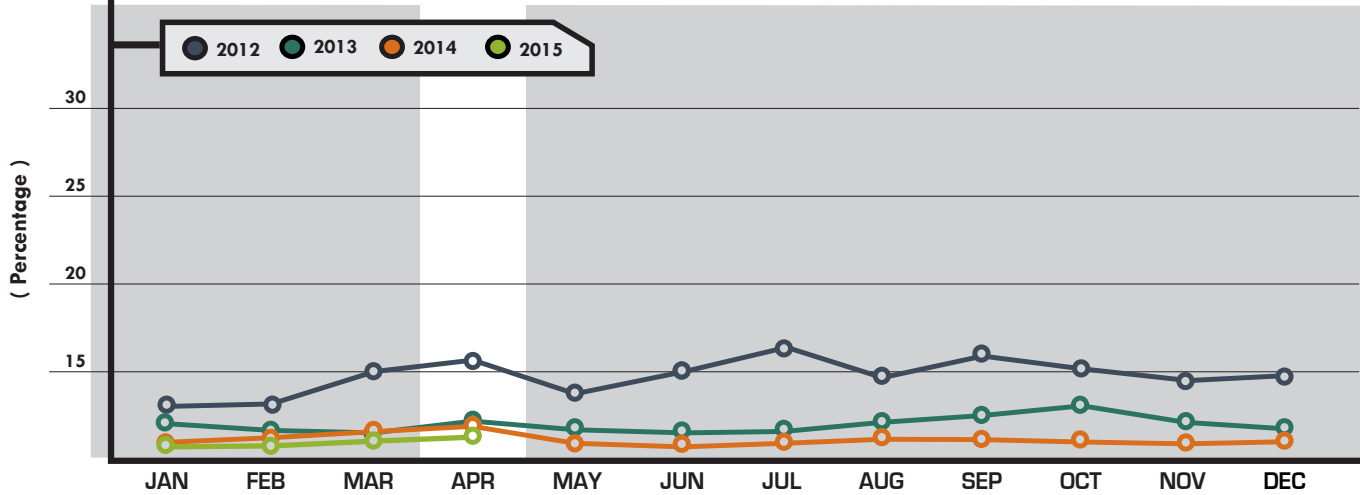




DASHBOARD REPORT

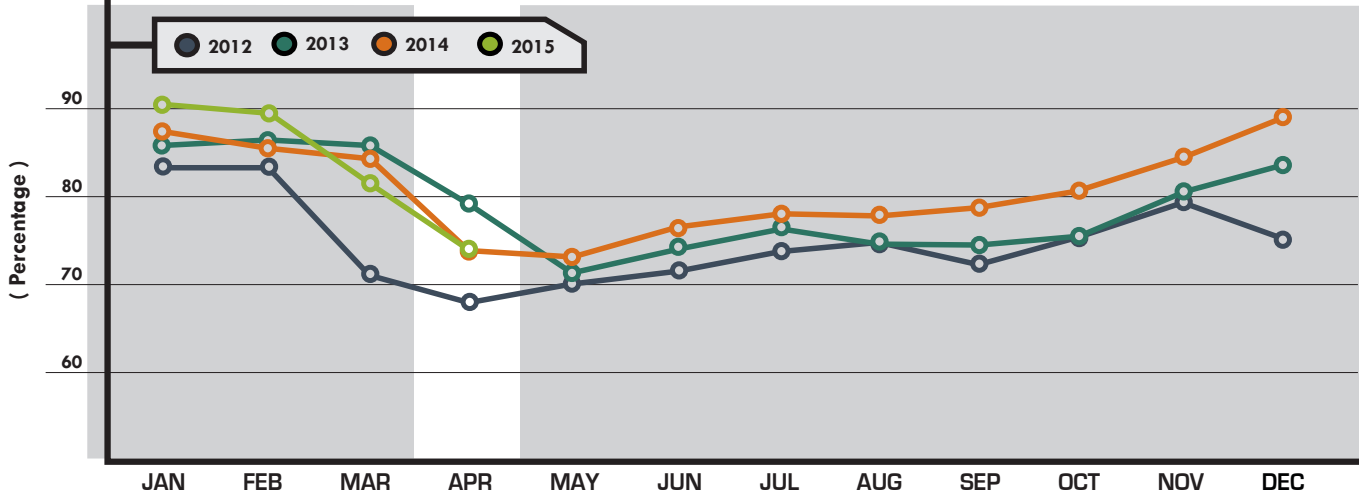
YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL | **APRIL**

Operator Call Volumes



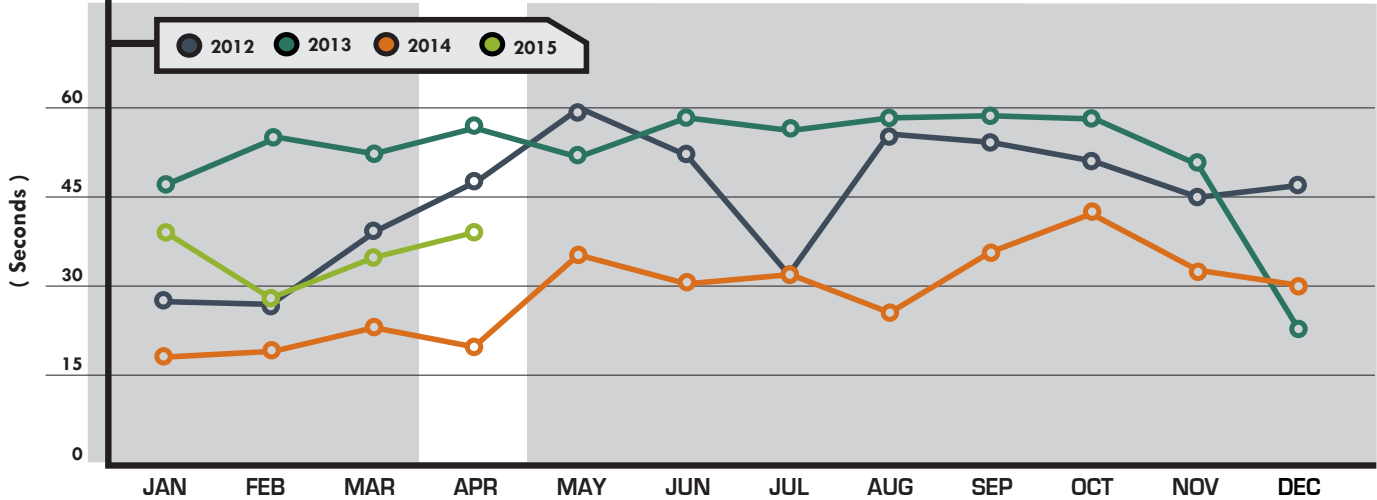
| | 2012 | 2013 | 2014 | 2015 |
|-----------|-------|-------|-------|------|
| JANUARY | 13.92 | 12.01 | 9.91 | 7.00 |
| FEBRUARY | 13.94 | 11.30 | 10.63 | 7.69 |
| MARCH | 15.06 | 10.88 | 11.46 | 8.50 |
| APRIL | 15.92 | 12.45 | 12.26 | 9.65 |
| MAY | 14.17 | 11.96 | 9.71 | |
| JUNE | 15.20 | 11.63 | 8.94 | |
| JULY | 16.15 | 11.33 | 9.33 | |
| AUGUST | 14.76 | 12.04 | 10.03 | |
| SEPTEMBER | 16.28 | 12.15 | 9.80 | |
| OCTOBER | 15.71 | 13.70 | 8.67 | |
| NOVEMBER | 14.64 | 12.04 | 7.60 | |
| DECEMBER | 14.76 | 11.22 | 7.94 | |

Excavator Call Volumes



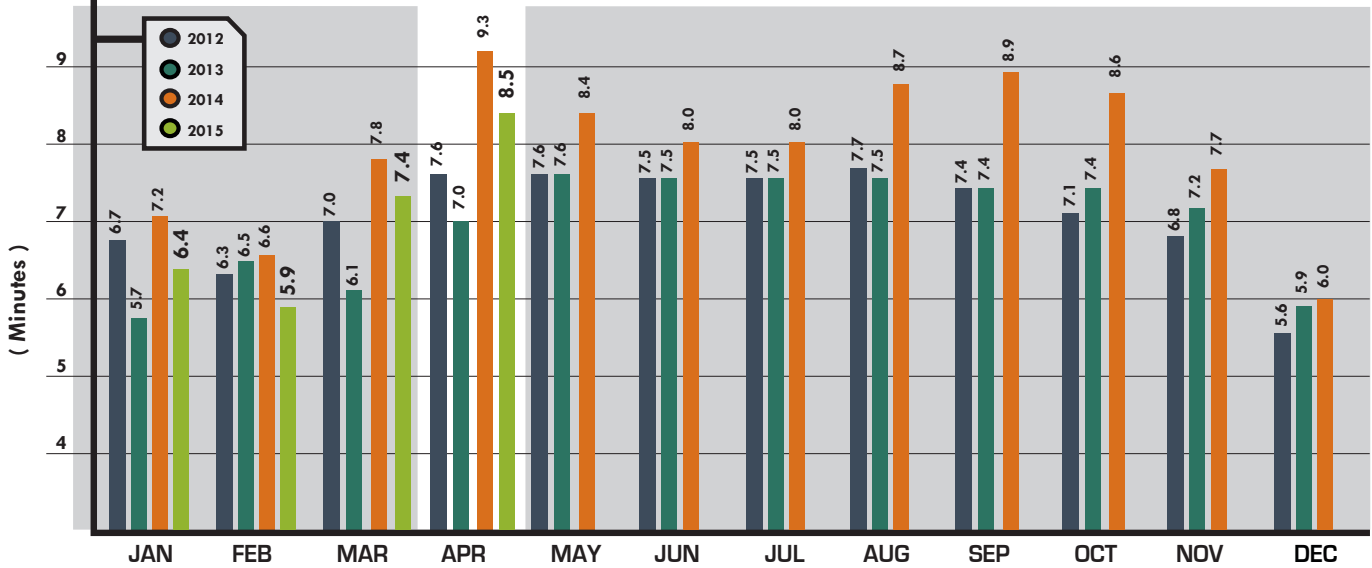
| | 2012 | 2013 | 2014 | 2015 |
|-----------|-------|-------|-------|-------|
| JANUARY | 82.46 | 86.62 | 87.74 | 90.93 |
| FEBRUARY | 82.16 | 86.95 | 86.01 | 89.84 |
| MARCH | 71.50 | 86.58 | 83.22 | 82.99 |
| APRIL | 68.45 | 79.04 | 74.06 | 74.40 |
| MAY | 70.47 | 71.24 | 73.25 | |
| JUNE | 71.65 | 74.75 | 77.13 | |
| JULY | 73.29 | 76.56 | 78.38 | |
| AUGUST | 74.44 | 74.47 | 78.93 | |
| SEPTEMBER | 72.54 | 74.24 | 79.25 | |
| OCTOBER | 75.25 | 75.65 | 81.68 | |
| NOVEMBER | 79.37 | 80.08 | 85.75 | |
| DECEMBER | 75.63 | 84.84 | 89.56 | |

Average Hold Time



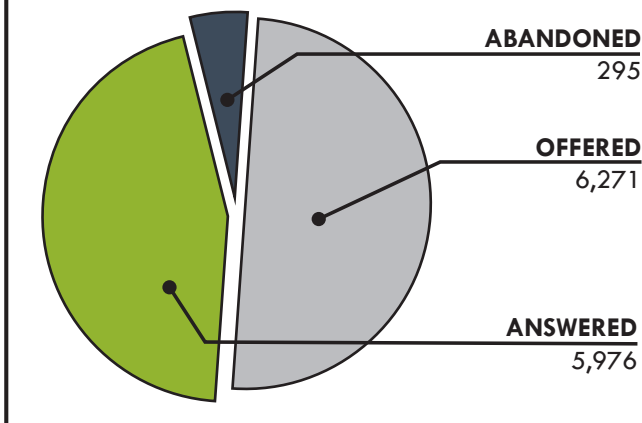
| | 2012 | 2013 | 2014 | 2015 |
|-----------|------|------|------|------|
| JANUARY | 27 | 47 | 19 | 39 |
| FEBRUARY | 26 | 55 | 21 | 28 |
| MARCH | 39 | 49 | 24 | 35 |
| APRIL | 48 | 56 | 20 | 38 |
| MAY | 59 | 52 | 35 | |
| JUNE | 52 | 58 | 31 | |
| JULY | 32 | 56 | 32 | |
| AUGUST | 55 | 58 | 25 | |
| SEPTEMBER | 54 | 59 | 36 | |
| OCTOBER | 52 | 57 | 42 | |
| NOVEMBER | 45 | 51 | 33 | |
| DECEMBER | 47 | 23 | 30 | |

Average Processing Times



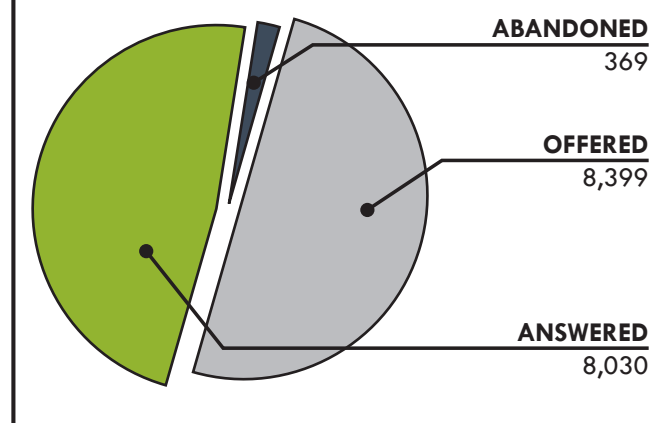
Abandonment

APRIL 2014

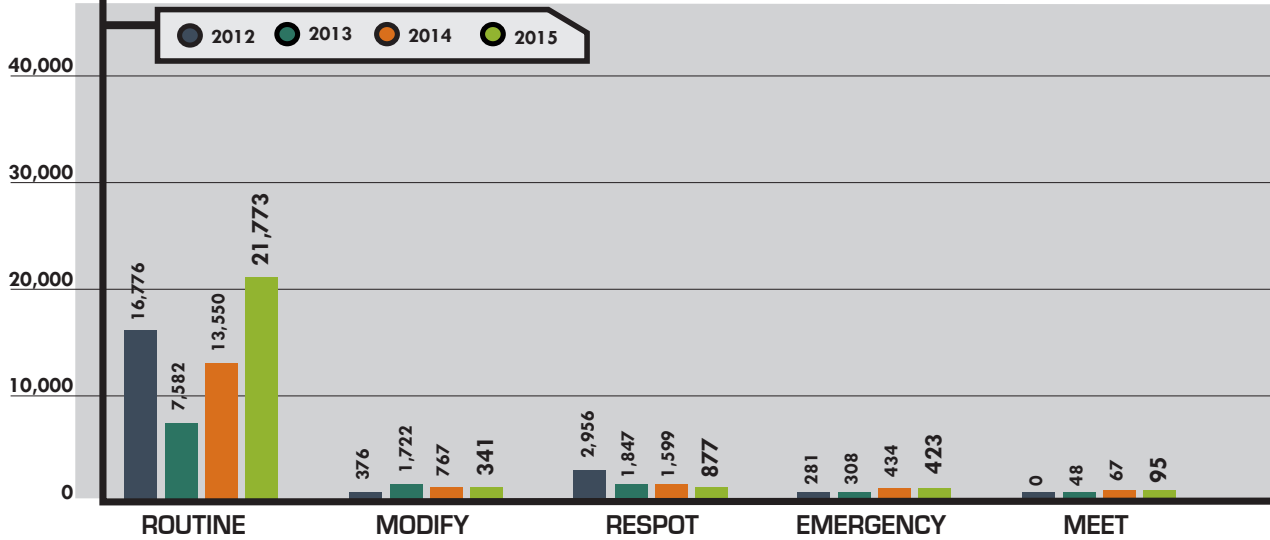


Abandonment

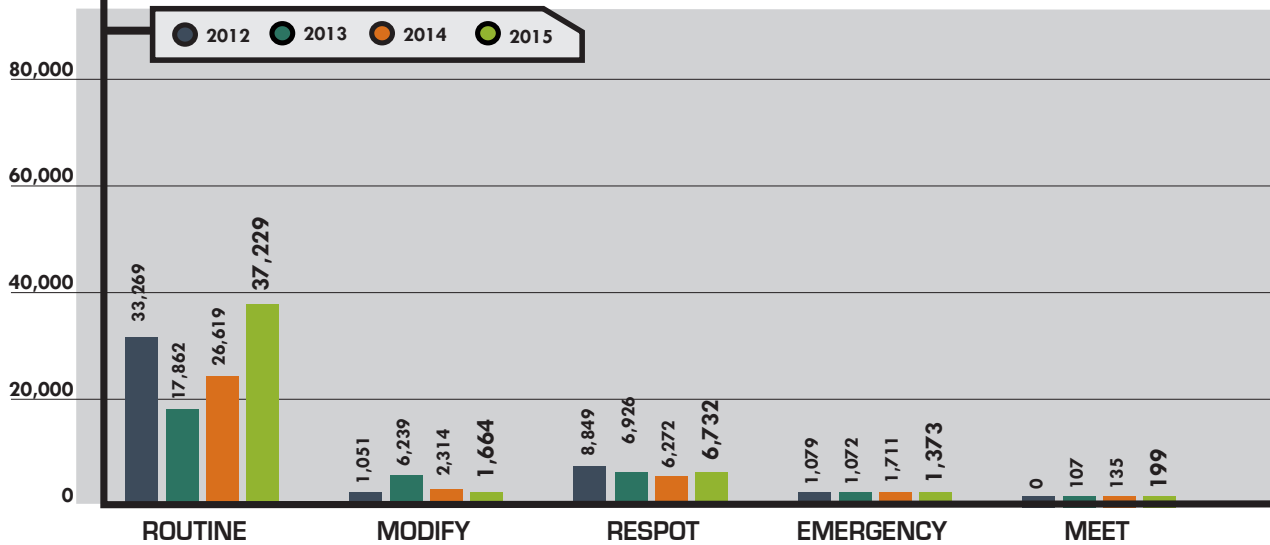
APRIL 2015



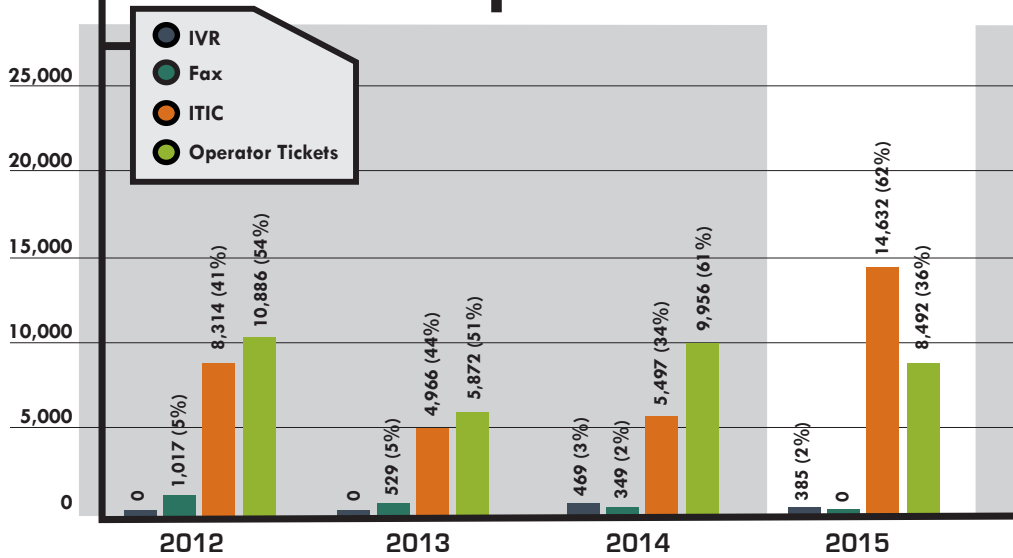
Incoming Ticket Types - APR



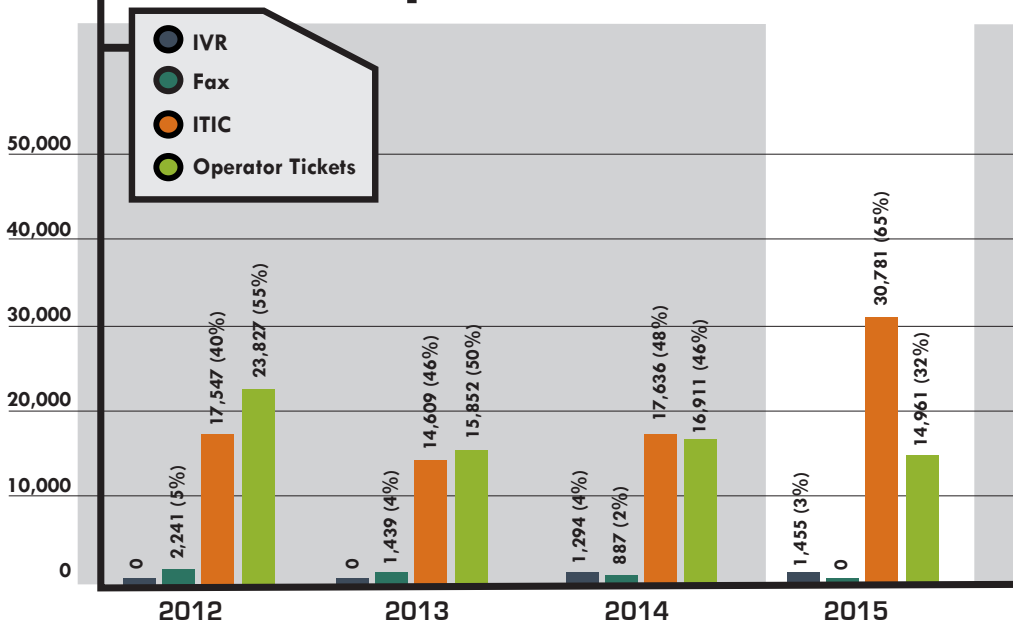
Incoming Ticket Types - APR Y-T-D



Receipt Methods - APR

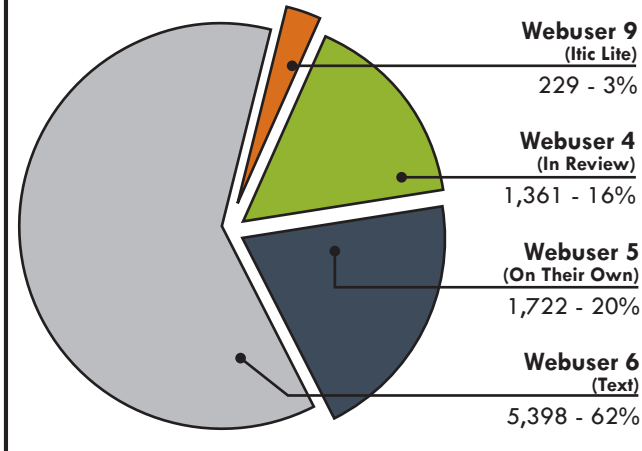


Receipt Methods - APR Y-T-D



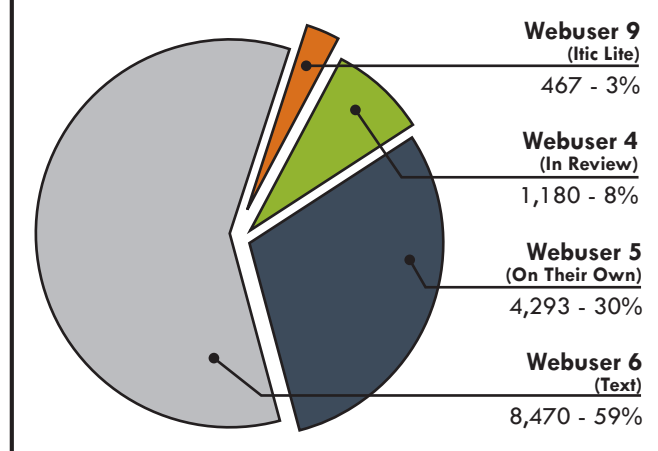
ITIC Breakdown

APRIL 2014



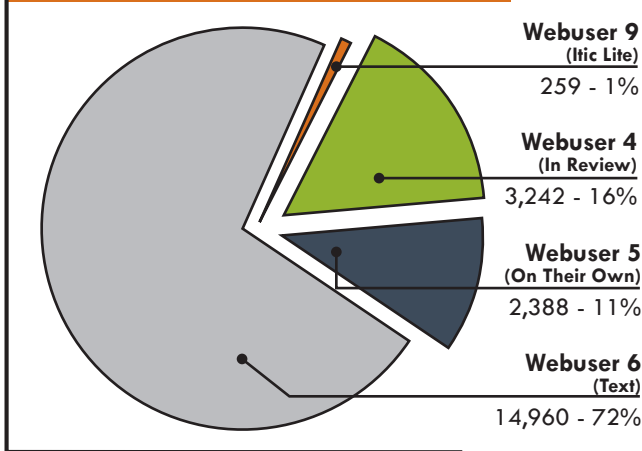
ITIC Breakdown

APRIL 2015



ITIC Y-T-D Analysis

APRIL 2014



ITIC Y-T-D Analysis

APRIL 2015

