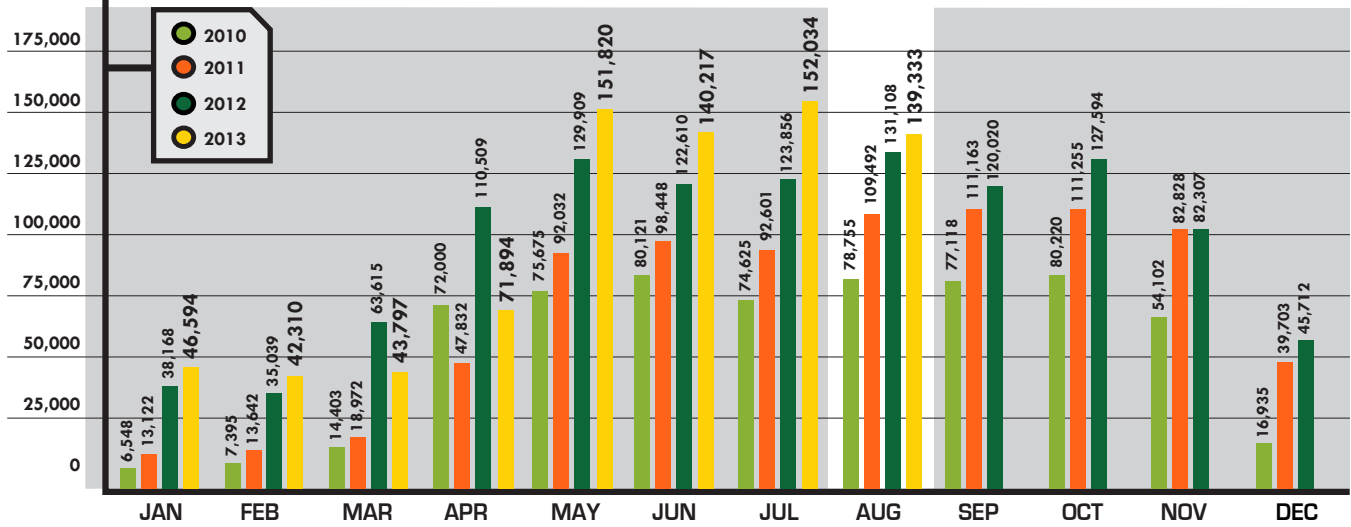
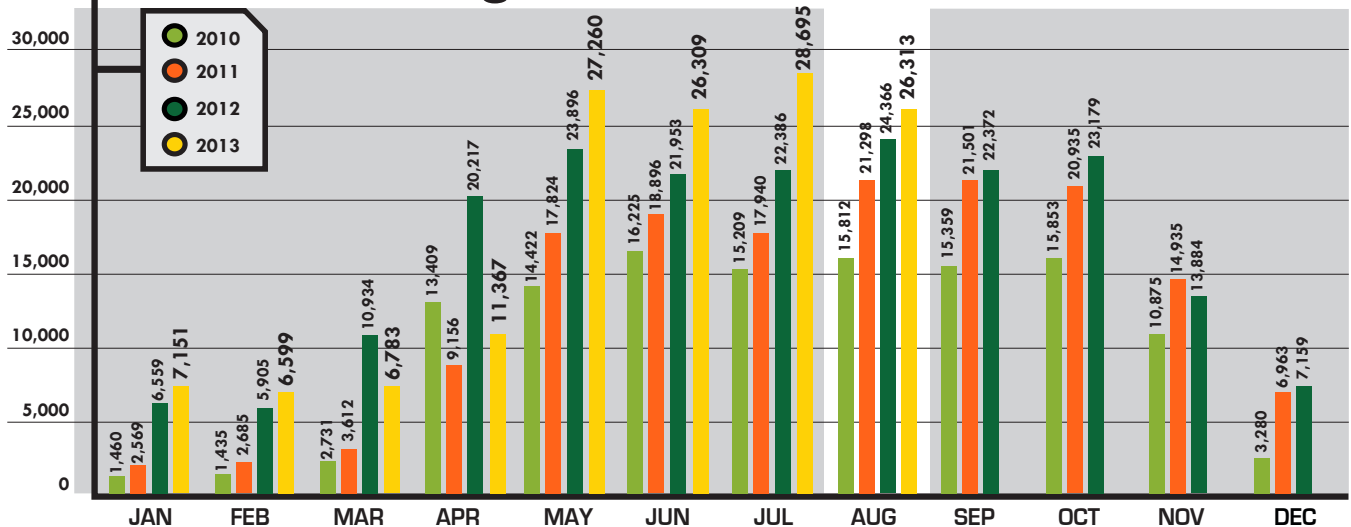


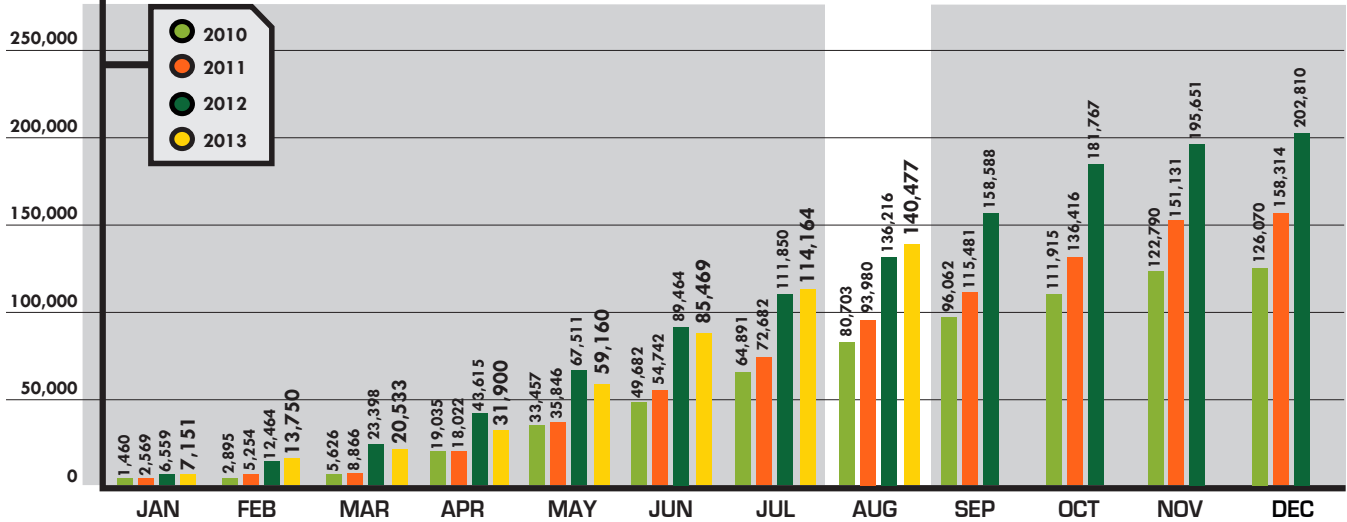
Billable Calls



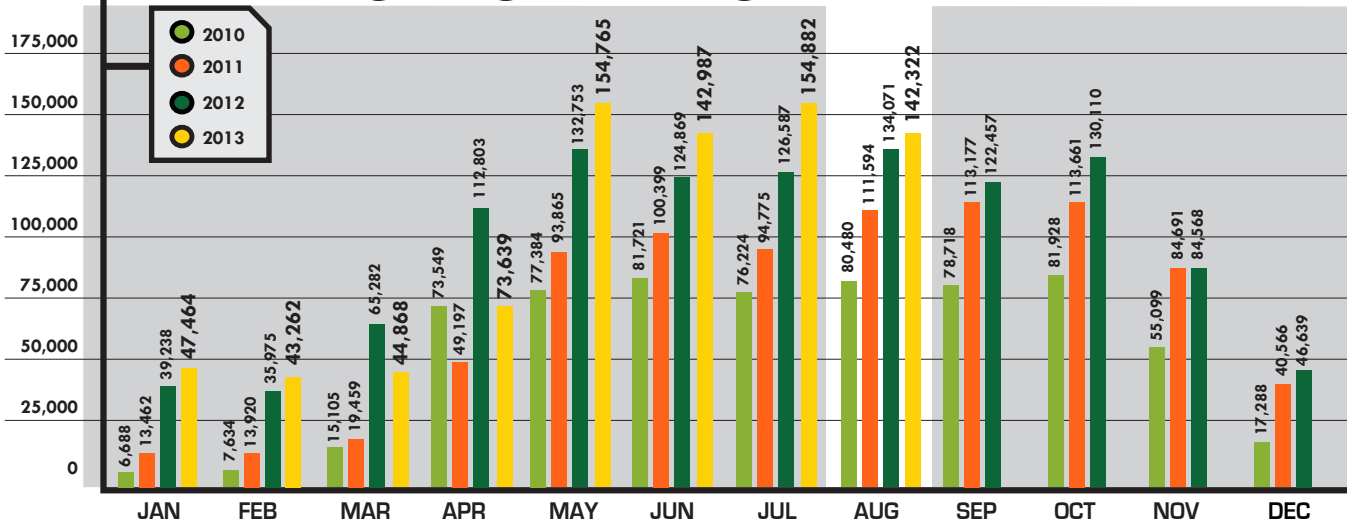
Incoming Tickets



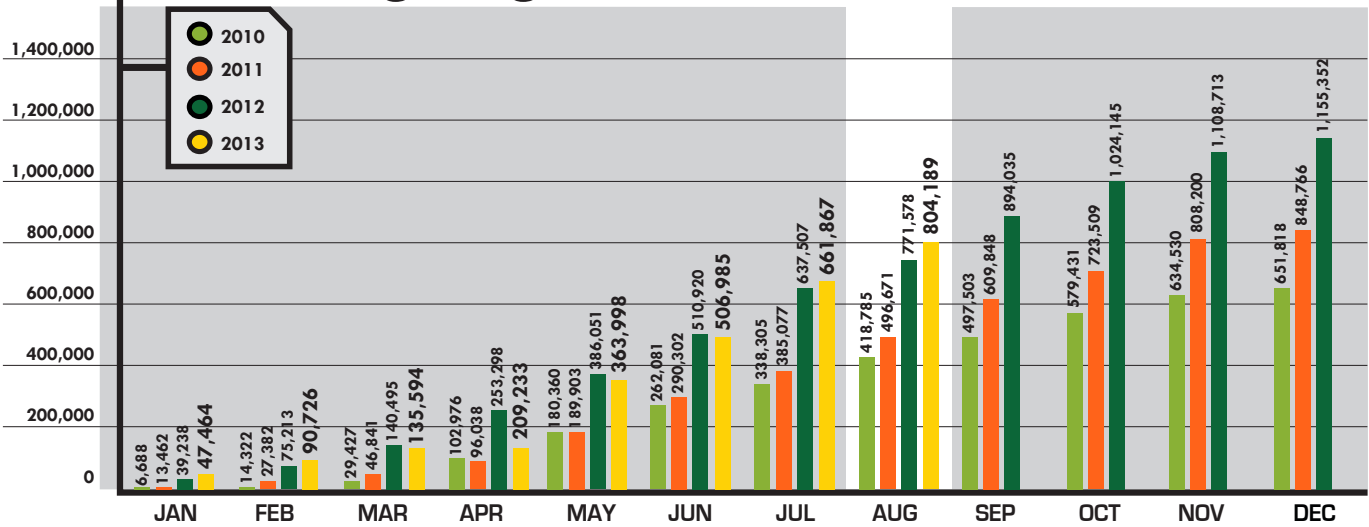
Incoming Tickets Y-T-D



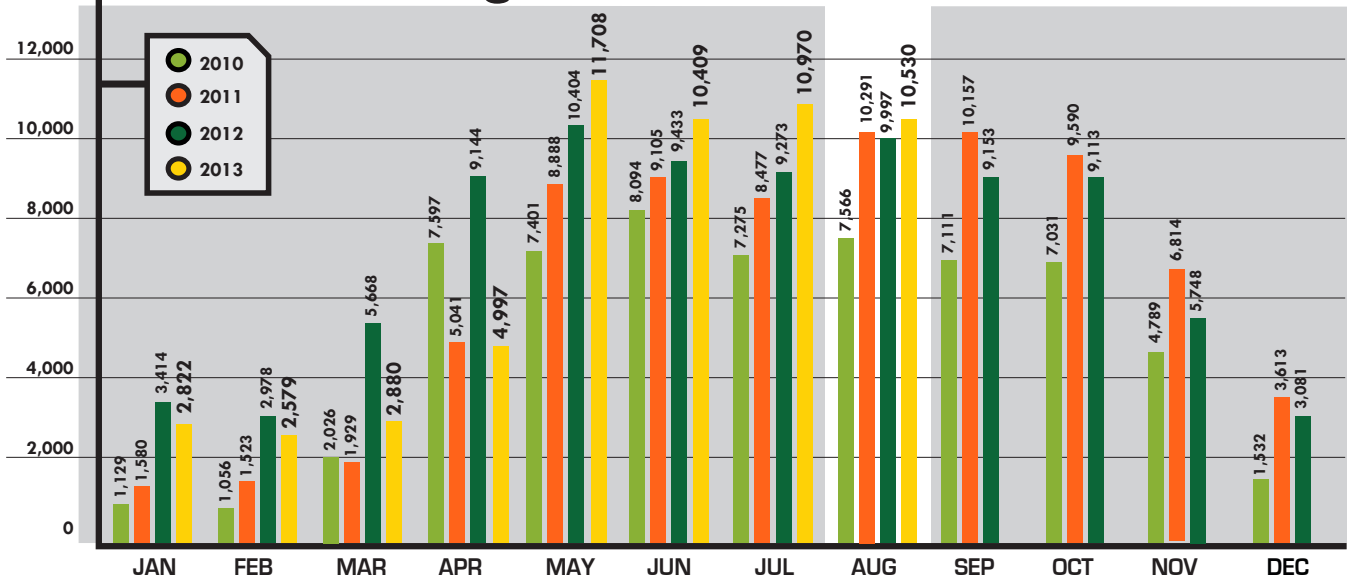
Outgoing Messages



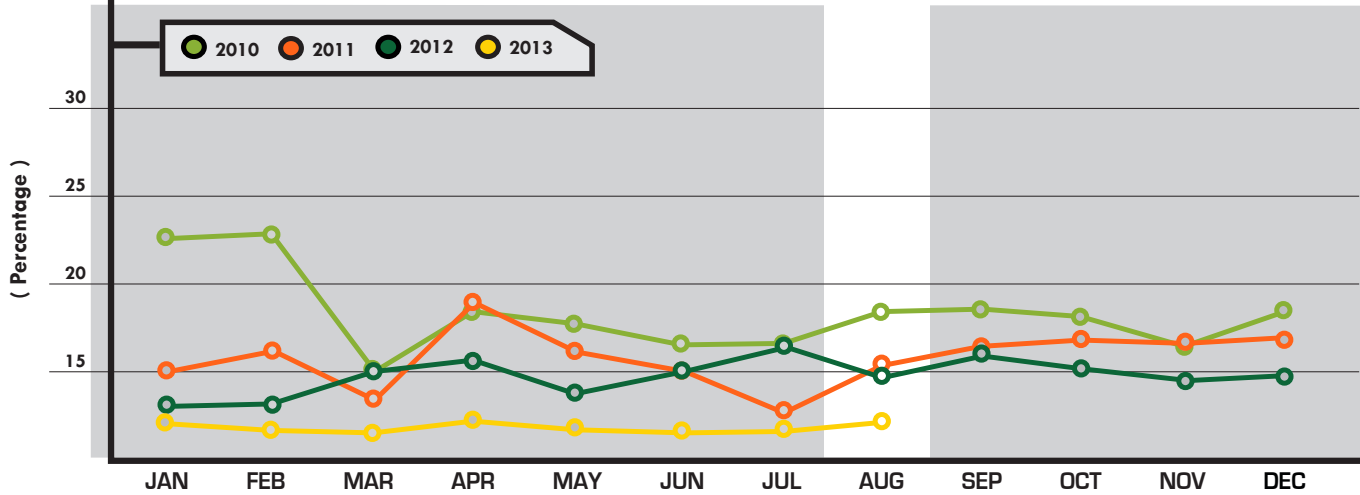
Outgoing Tickets Y-T-D



Incoming Calls

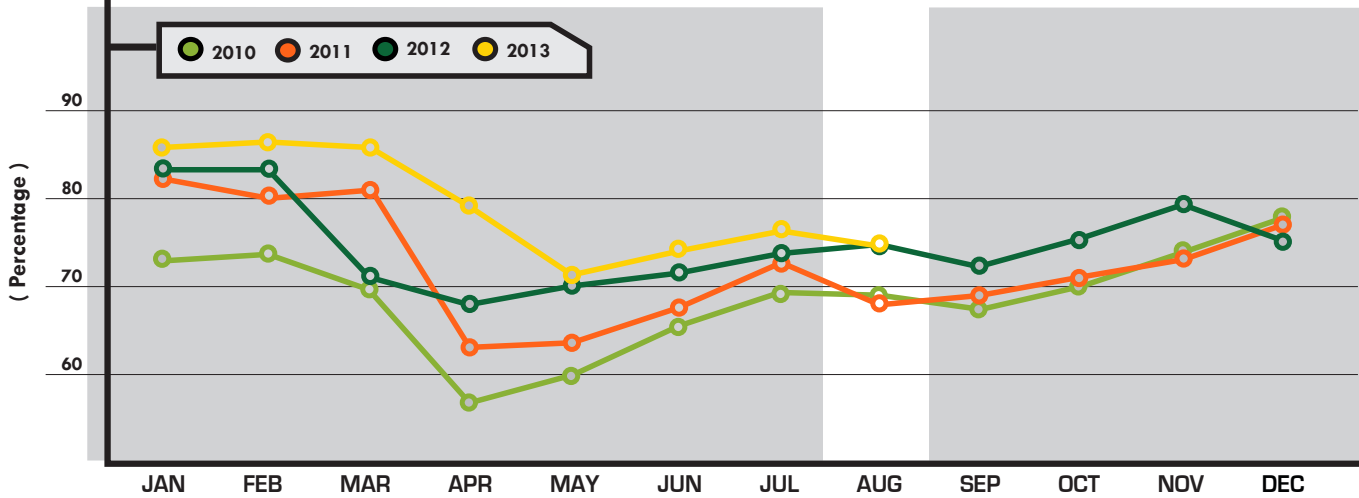


Operator Call Volumes



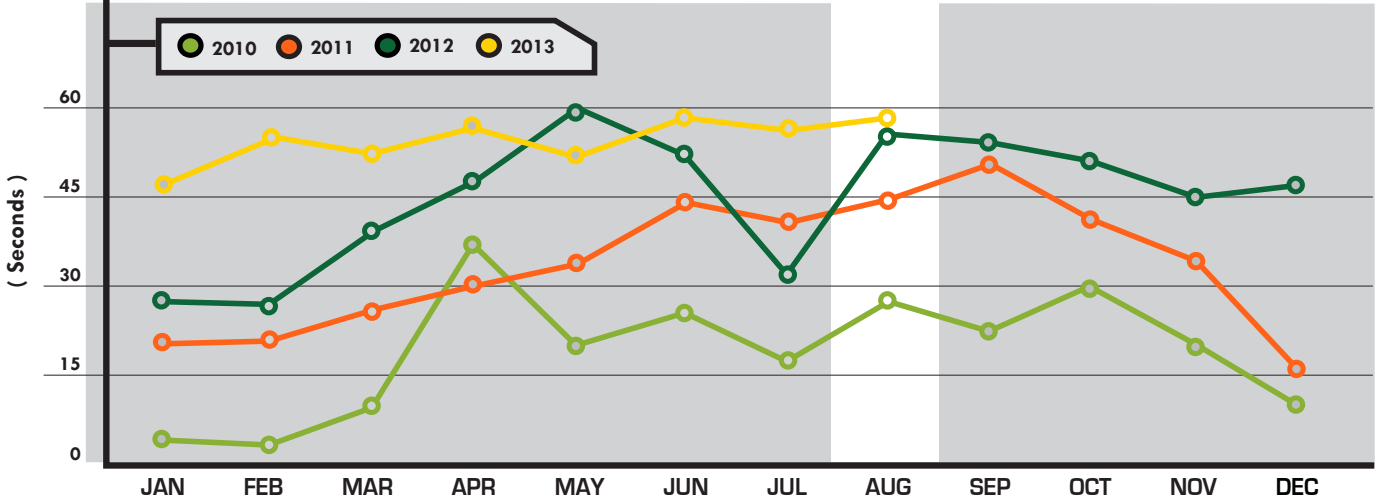
| | 2010 | 2011 | 2012 | 2013 |
|-----------|-------|-------|-------|-------|
| JANUARY | 22.55 | 15.37 | 13.92 | 12.01 |
| FEBRUARY | 22.67 | 16.40 | 13.94 | 11.30 |
| MARCH | 15.89 | 14.61 | 15.06 | 10.88 |
| APRIL | 18.44 | 19.13 | 15.92 | 12.45 |
| MAY | 17.71 | 16.55 | 14.17 | 11.96 |
| JUNE | 16.18 | 14.99 | 15.20 | 11.63 |
| JULY | 16.23 | 13.19 | 16.15 | 11.33 |
| AUGUST | 17.80 | 15.82 | 14.76 | 12.04 |
| SEPTEMBER | 17.96 | 16.58 | 16.28 | |
| OCTOBER | 17.57 | 16.91 | 15.71 | |
| NOVEMBER | 16.02 | 16.83 | 14.64 | |
| DECEMBER | 18.02 | 16.95 | 14.76 | |

Excavator Call Volumes



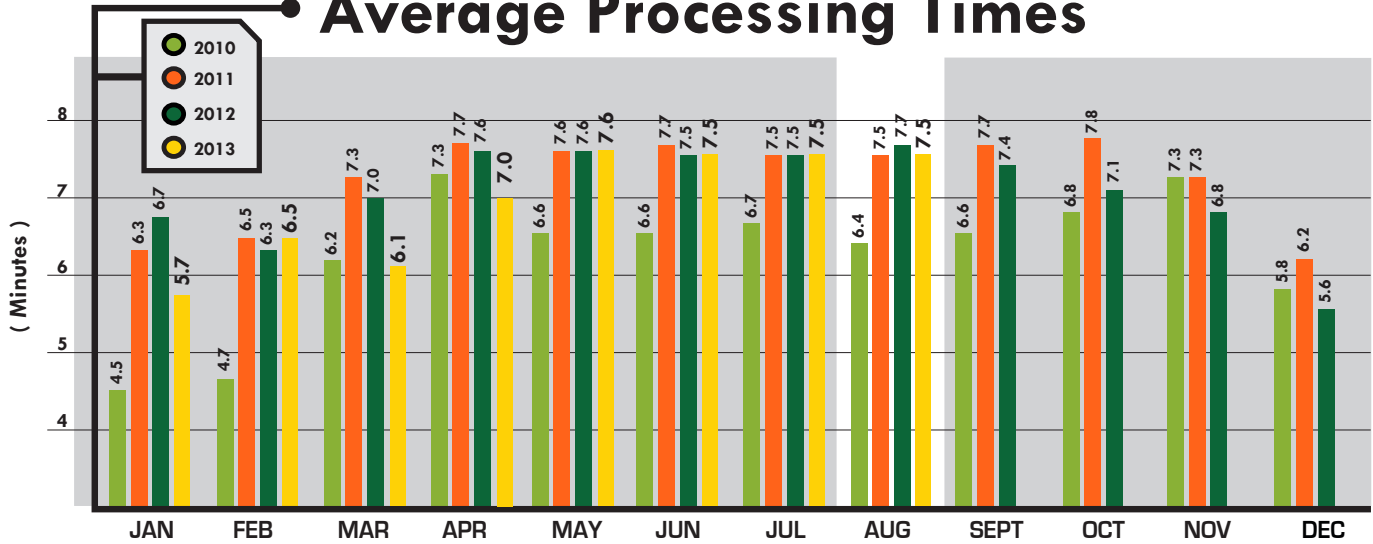
| | 2010 | 2011 | 2012 | 2013 |
|-----------|-------|-------|-------|-------|
| JANUARY | 72.05 | 81.71 | 82.46 | 86.62 |
| FEBRUARY | 72.73 | 80.35 | 82.16 | 86.95 |
| MARCH | 69.51 | 80.74 | 71.50 | 86.58 |
| APRIL | 58.25 | 63.41 | 68.45 | 79.04 |
| MAY | 60.77 | 63.74 | 70.47 | 71.24 |
| JUNE | 65.82 | 68.82 | 71.65 | 74.75 |
| JULY | 69.08 | 72.41 | 73.29 | 76.56 |
| AUGUST | 69.17 | 68.78 | 74.44 | 74.47 |
| SEPTEMBER | 68.03 | 69.27 | 72.54 | |
| OCTOBER | 70.19 | 70.93 | 75.25 | |
| NOVEMBER | 74.26 | 73.78 | 79.37 | |
| DECEMBER | 78.89 | 78.53 | 75.63 | |

Average Hold Time



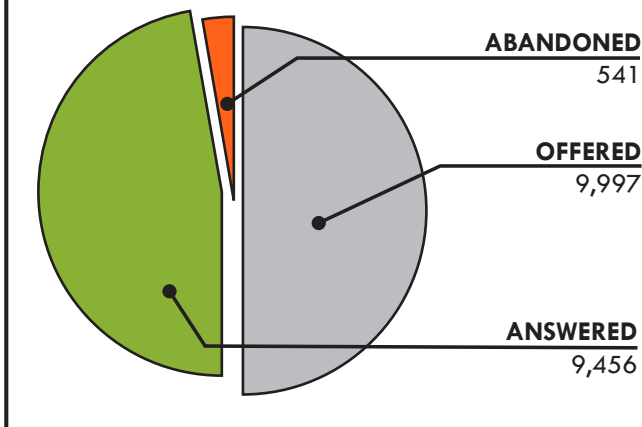
| | 2010 | 2011 | 2012 | 2013 |
|-----------|------|------|------|------|
| JANUARY | 4 | 22 | 27 | 47 |
| FEBRUARY | 3 | 23 | 26 | 55 |
| MARCH | 10 | 26 | 39 | 49 |
| APRIL | 37 | 30 | 48 | 56 |
| MAY | 20 | 34 | 59 | 52 |
| JUNE | 25 | 44 | 52 | 58 |
| JULY | 18 | 41 | 32 | 56 |
| AUGUST | 28 | 44 | 55 | 58 |
| SEPTEMBER | 23 | 50 | 54 | |
| OCTOBER | 30 | 41 | 52 | |
| NOVEMBER | 20 | 35 | 45 | |
| DECEMBER | 11 | 16 | 47 | |

Average Processing Times



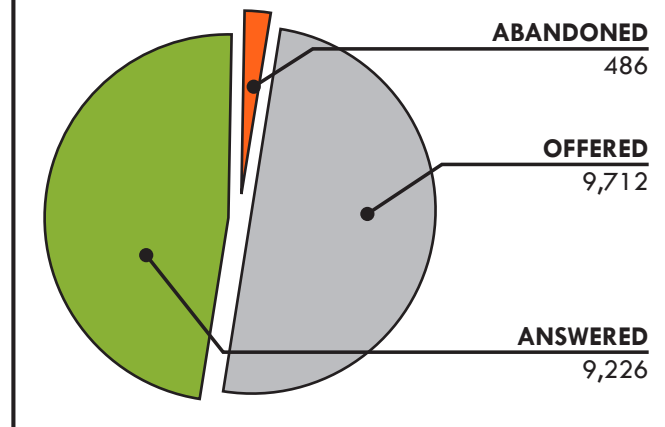
Abandonment

AUGUST 2012

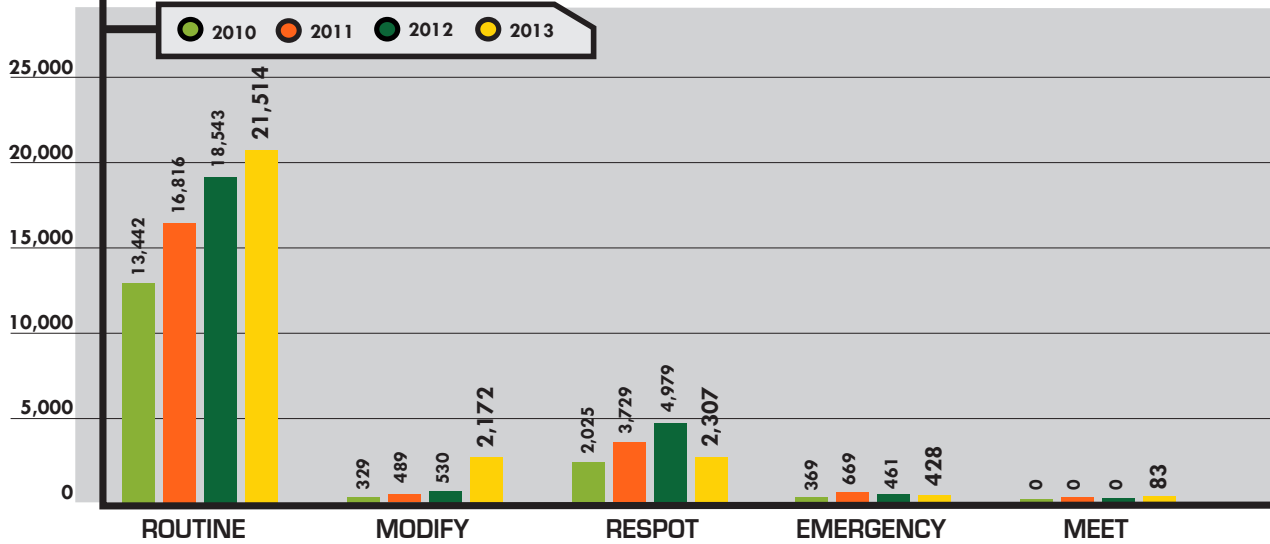


Abandonment

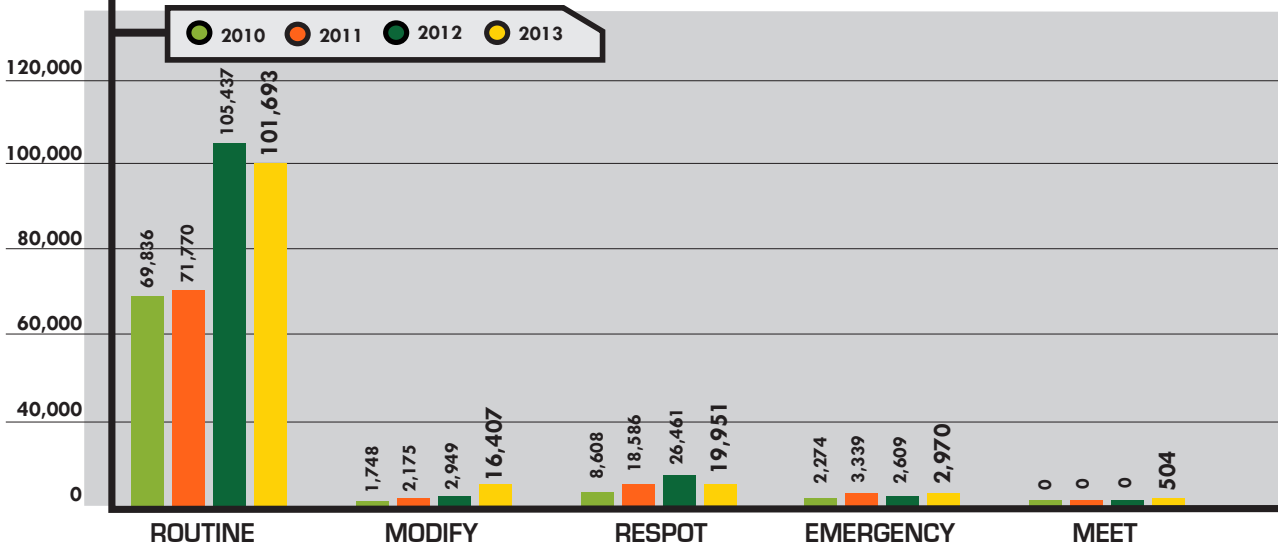
AUGUST 2013

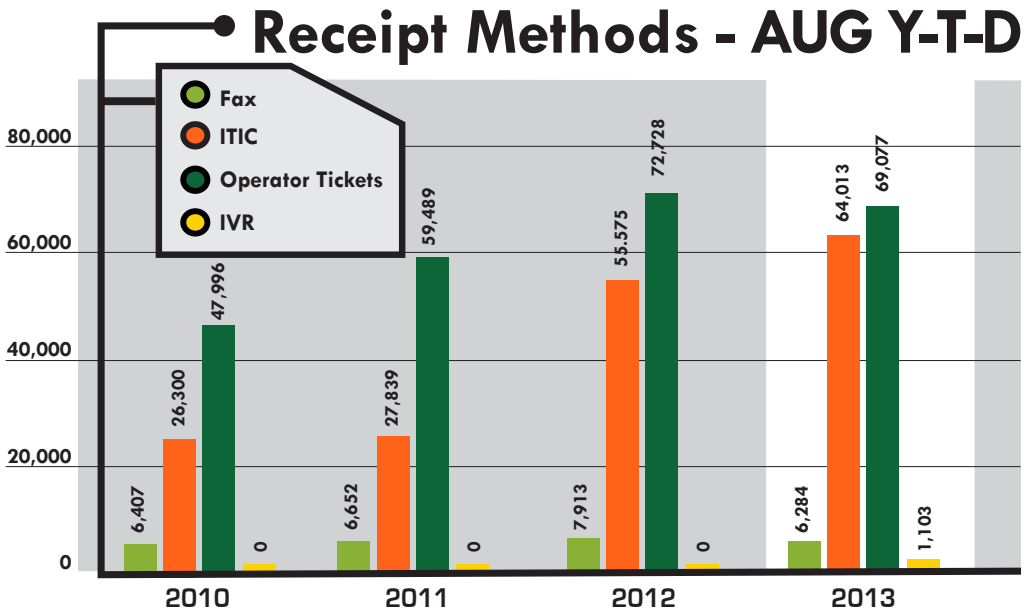
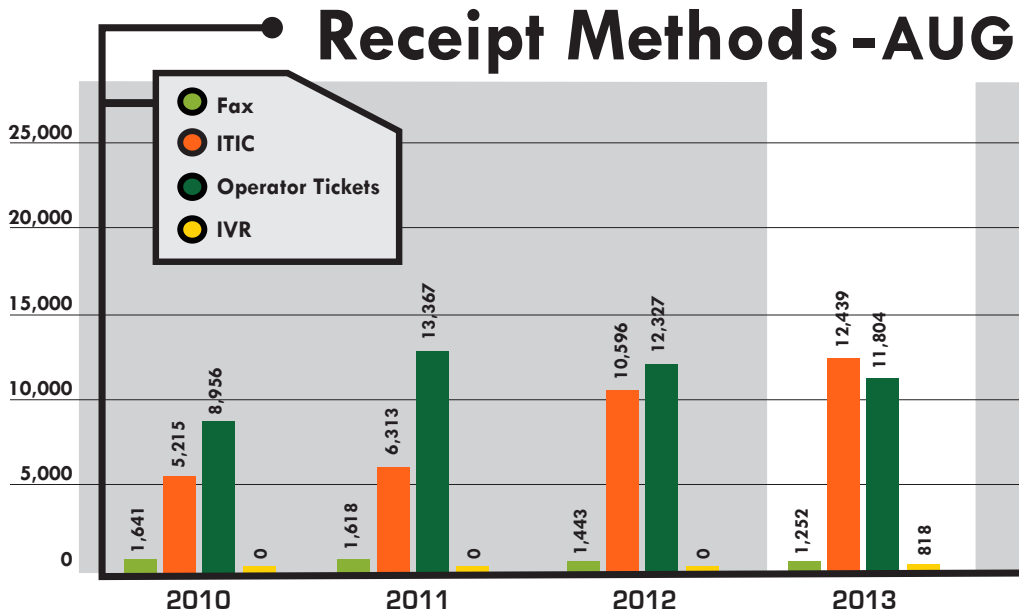


Incoming Ticket Types - AUG

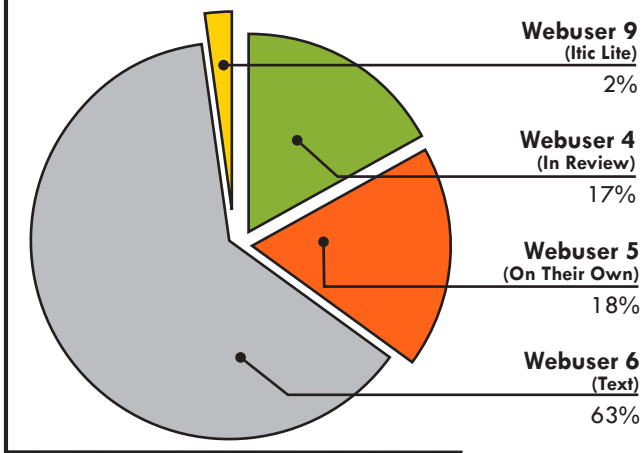


Incoming Ticket Types - AUG Y-T-D

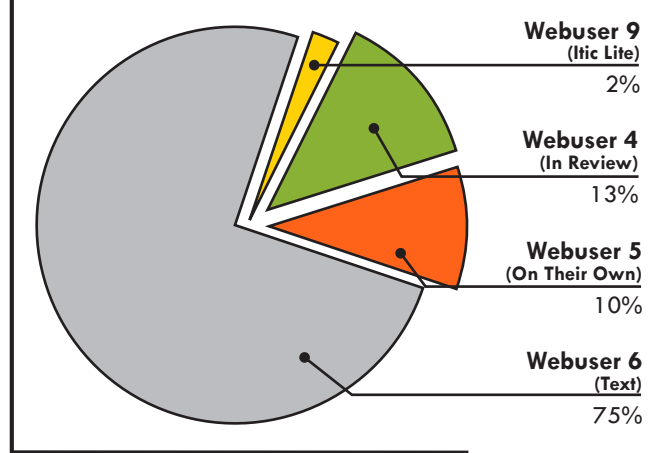




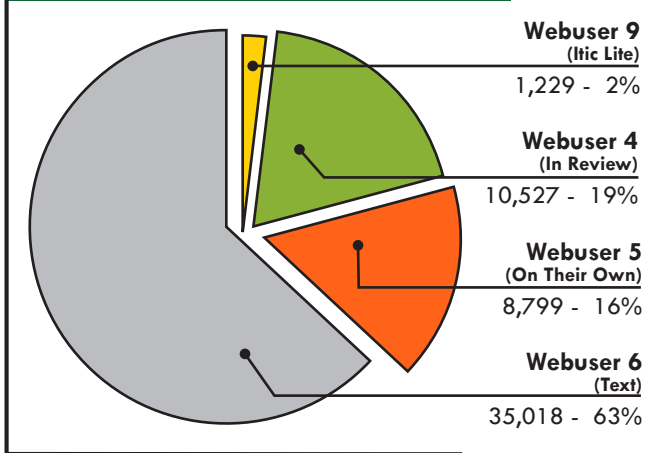
ITIC Breakdown AUGUST 2012



ITIC Breakdown AUGUST 2013



ITIC Y-T-D Analysis AUGUST 2012



ITIC Y-T-D Analysis AUGUST 2013

