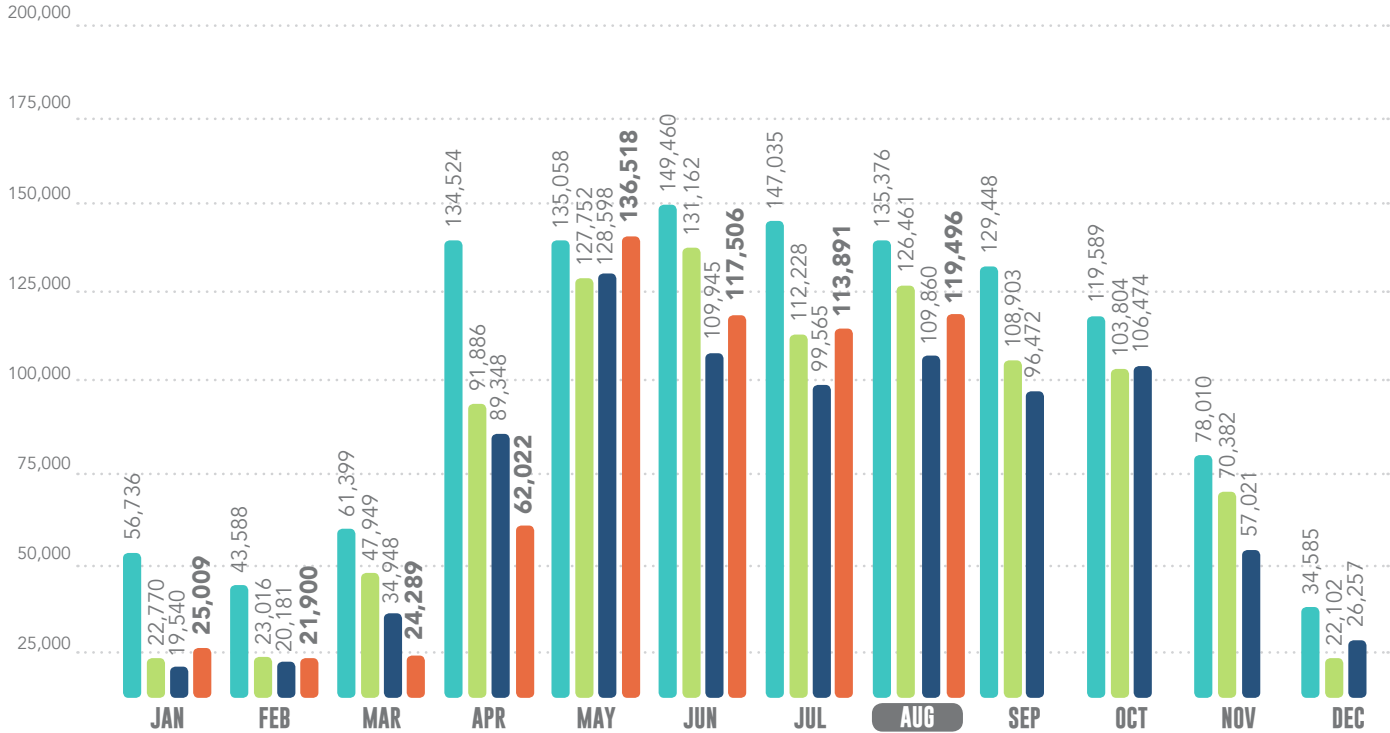


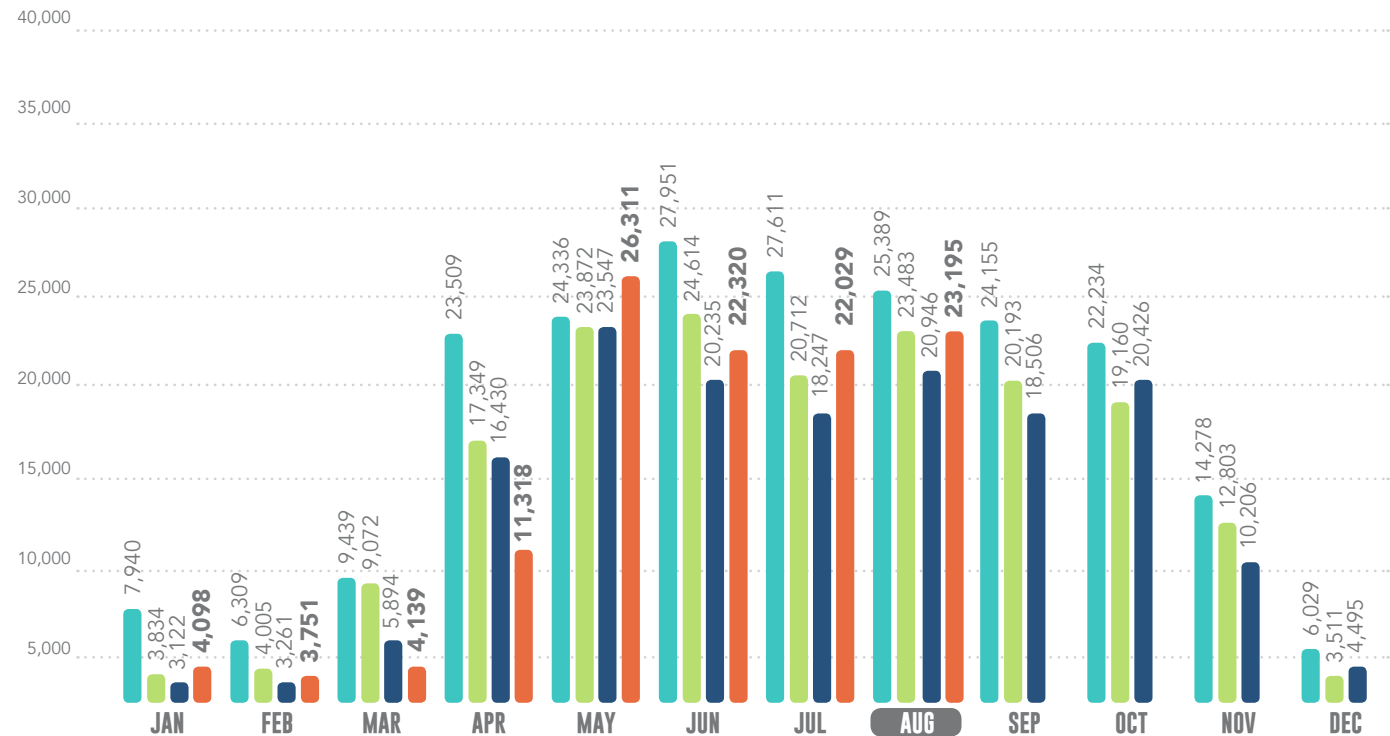
## CHARGEABLE OUTBOUND TICKETS

2015 2016 2017 2018



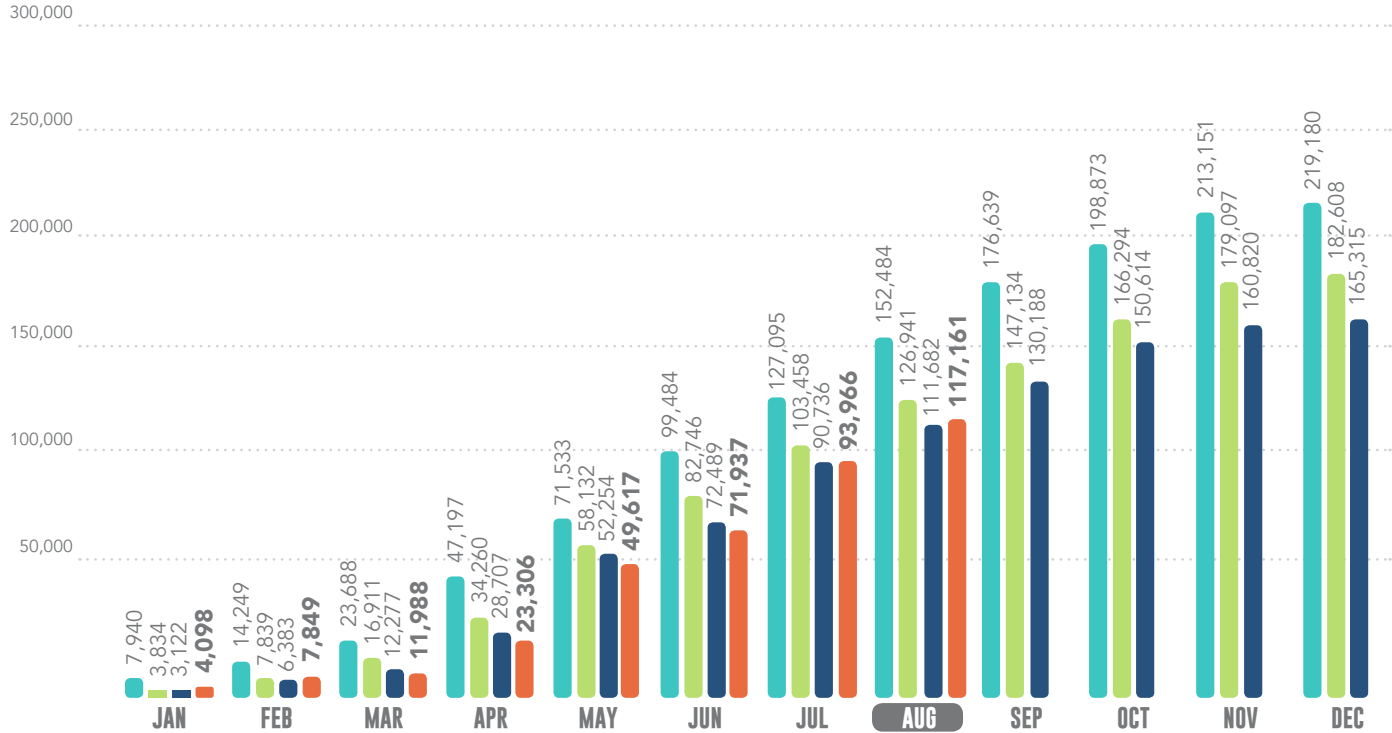
## INCOMING TICKETS

2015 2016 2017 2018



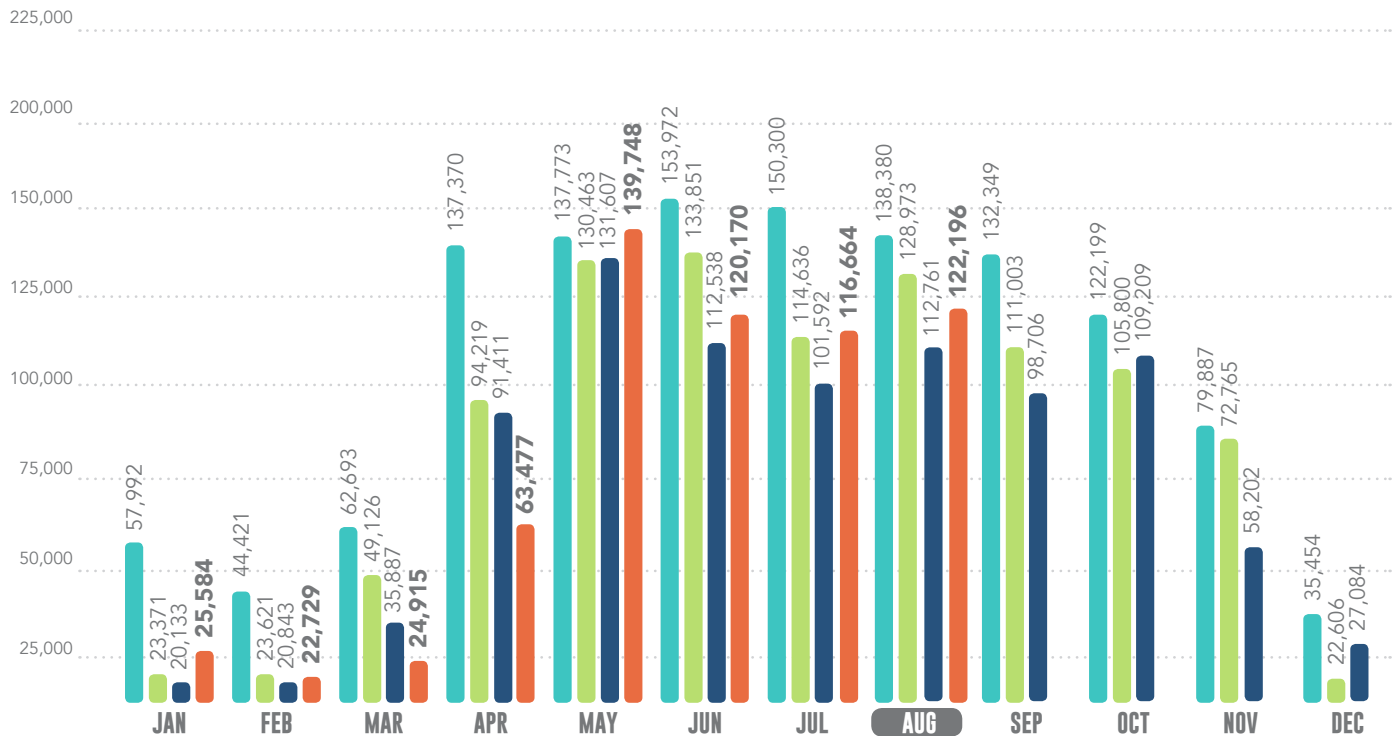
## INCOMING TICKETS Y-T-D

2015 2016 2017 2018



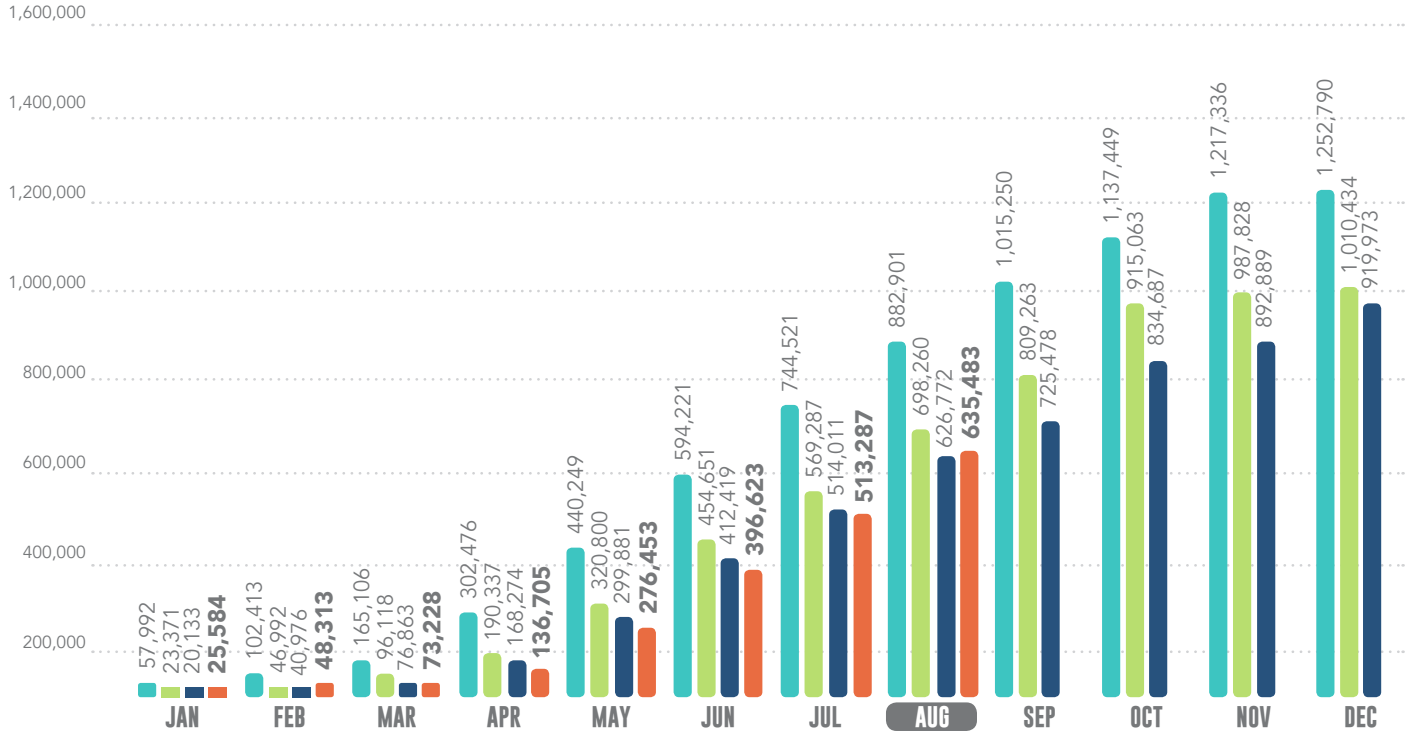
## OUTGOING MESSAGES

2015 2016 2017 2018



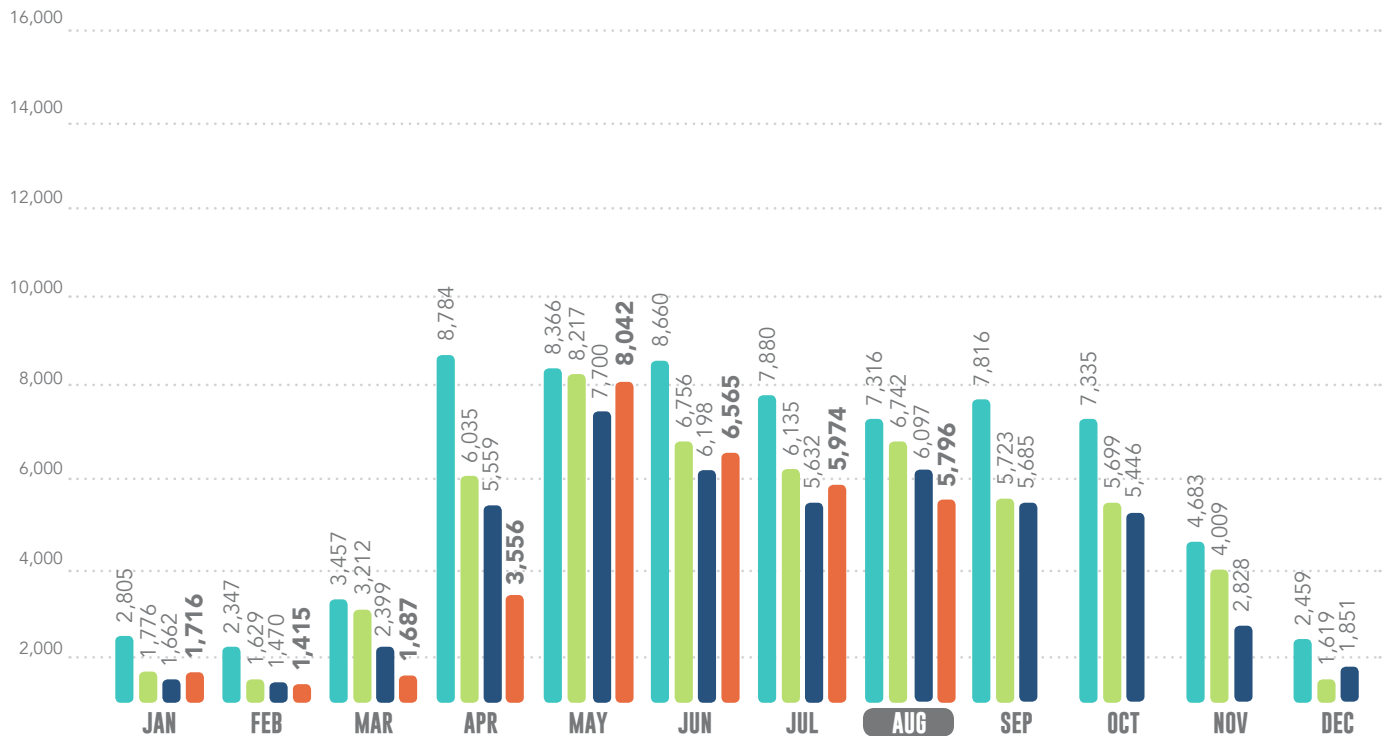
## OUTGOING TICKETS Y-T-D

2015 2016 2017 2018



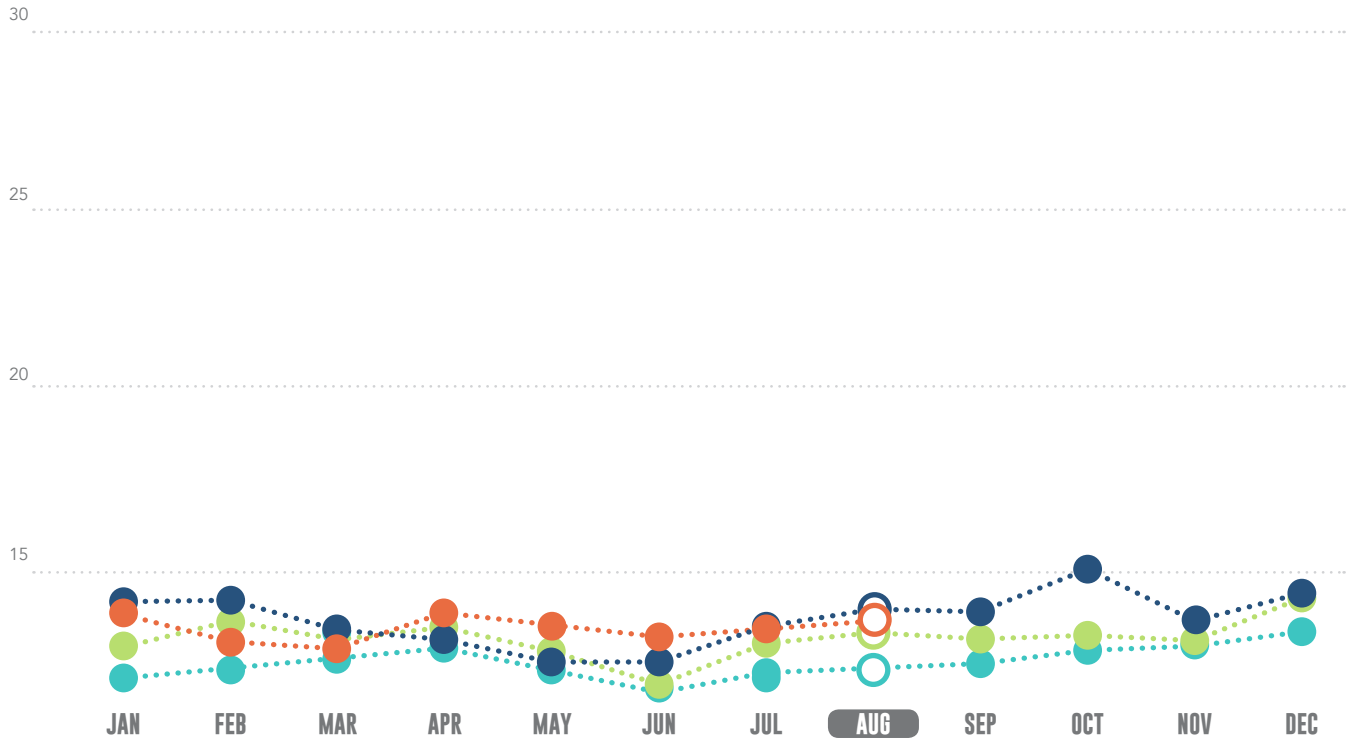
## INCOMING CALLS

2015 2016 2017 2018



## OPERATOR CALL VOLUMES

2015 2016 2017 2018

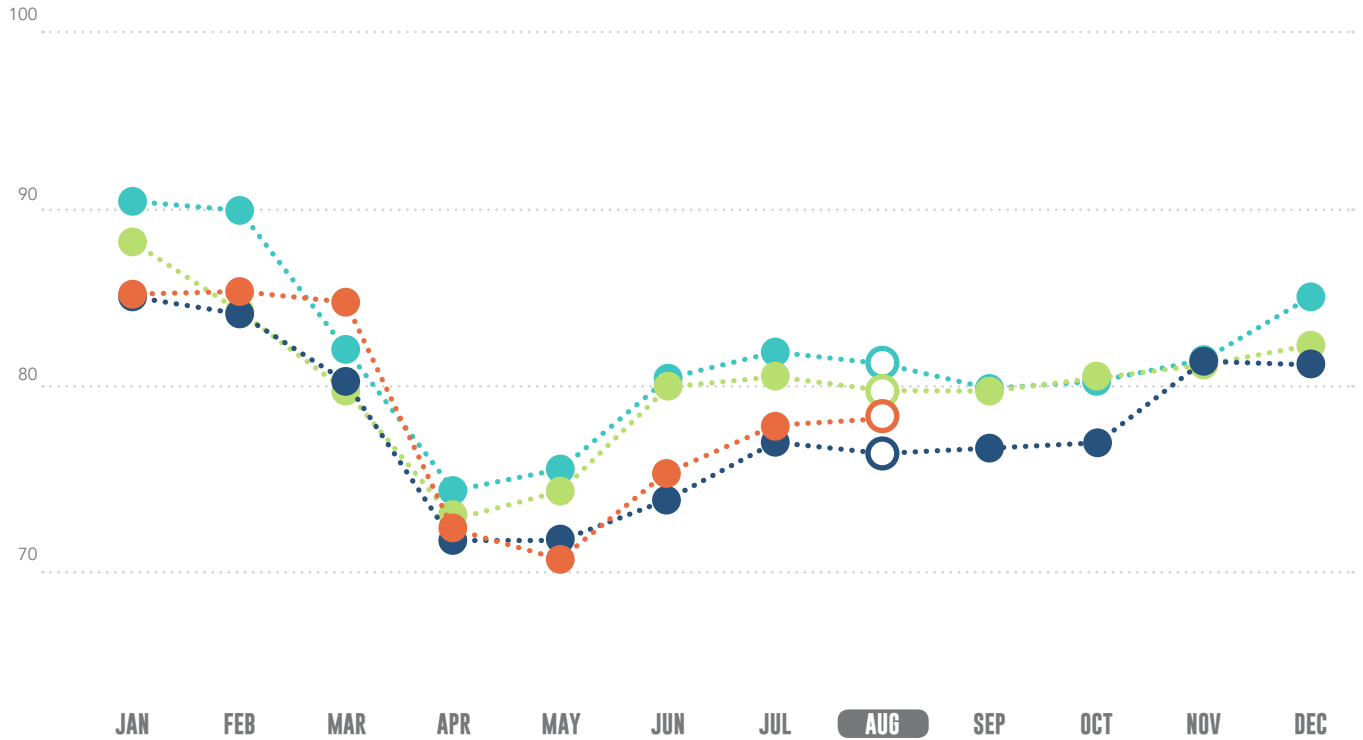


2015 2016 2017 2018

	2015	2016	2017	2018
<b>JAN</b>	7.00	9.60	14.09	12.45
<b>FEB</b>	7.69	12.68	14.04	11.36
<b>MAR</b>	8.50	10.60	11.35	11.07
<b>APR</b>	9.65	12.02	11.50	13.05
<b>MAY</b>	7.87	9.56	11.32	11.65
<b>JUN</b>	7.11	8.42	11.63	10.39
<b>JUL</b>	7.52	10.38	12.17	12.13
<b>AUG</b>	7.81	11.28	13.84	12.61
<b>SEP</b>	8.18	10.53	13.26	13.26
<b>OCT</b>	9.64	10.99	15.18	15.18
<b>NOV</b>	10.05	10.47	12.54	12.54
<b>DEC</b>	11.16	14.53	14.57	14.57

## EXCAVATOR CALL VOLUMES

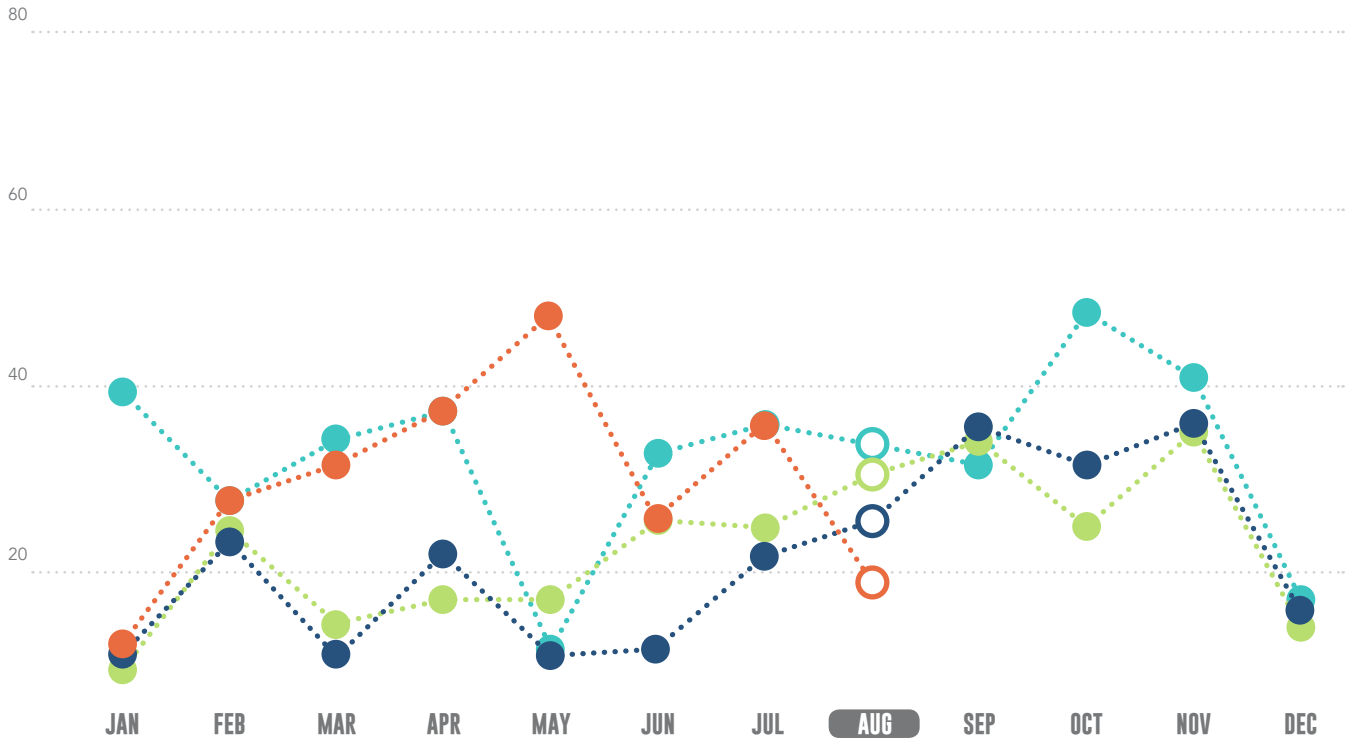
2015 2016 2017 2018



	2015	2016	2017	2018
<b>JAN</b>	90.93	88.68	84.79	84.97
<b>FEB</b>	89.84	84.37	84.02	86.03
<b>MAR</b>	82.99	79.06	80.86	85.77
<b>APR</b>	74.40	73.14	72.41	72.89
<b>MAY</b>	75.95	74.64	72.22	71.30
<b>JUN</b>	80.66	80.07	74.51	76.21
<b>JUL</b>	82.80	80.60	76.32	77.05
<b>AUG</b>	82.56	79.64	74.57	78.53
<b>SEP</b>	80.32	79.67	75.14	
<b>OCT</b>	80.28	80.77	75.40	
<b>NOV</b>	82.35	81.99	81.89	
<b>DEC</b>	85.07	83.31	81.76	

## AVERAGE HOLD TIME

2015 2016 2017 2018

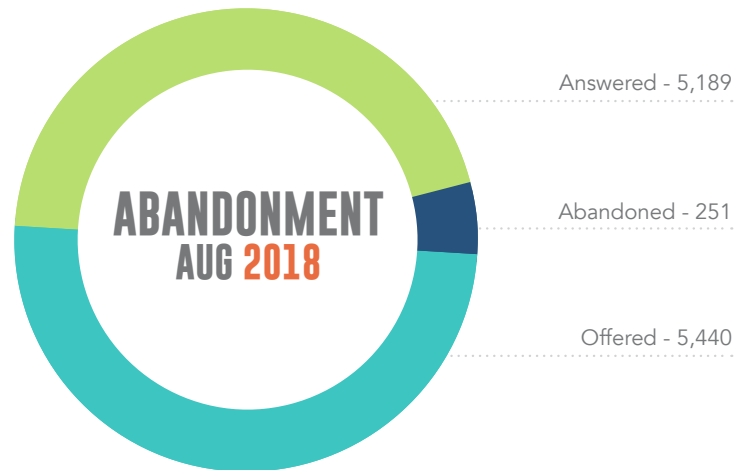
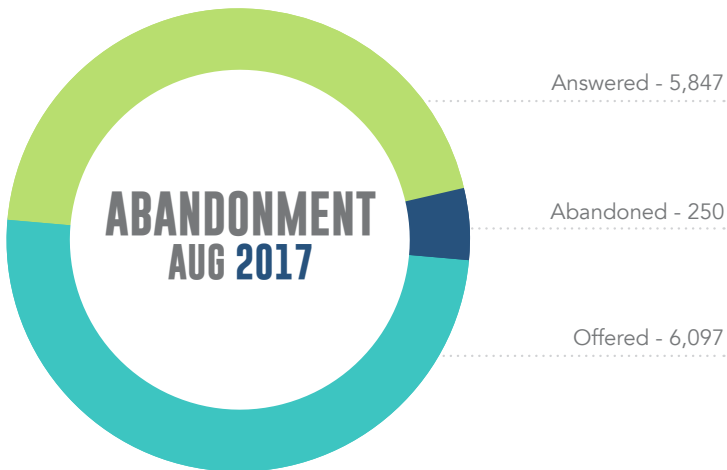
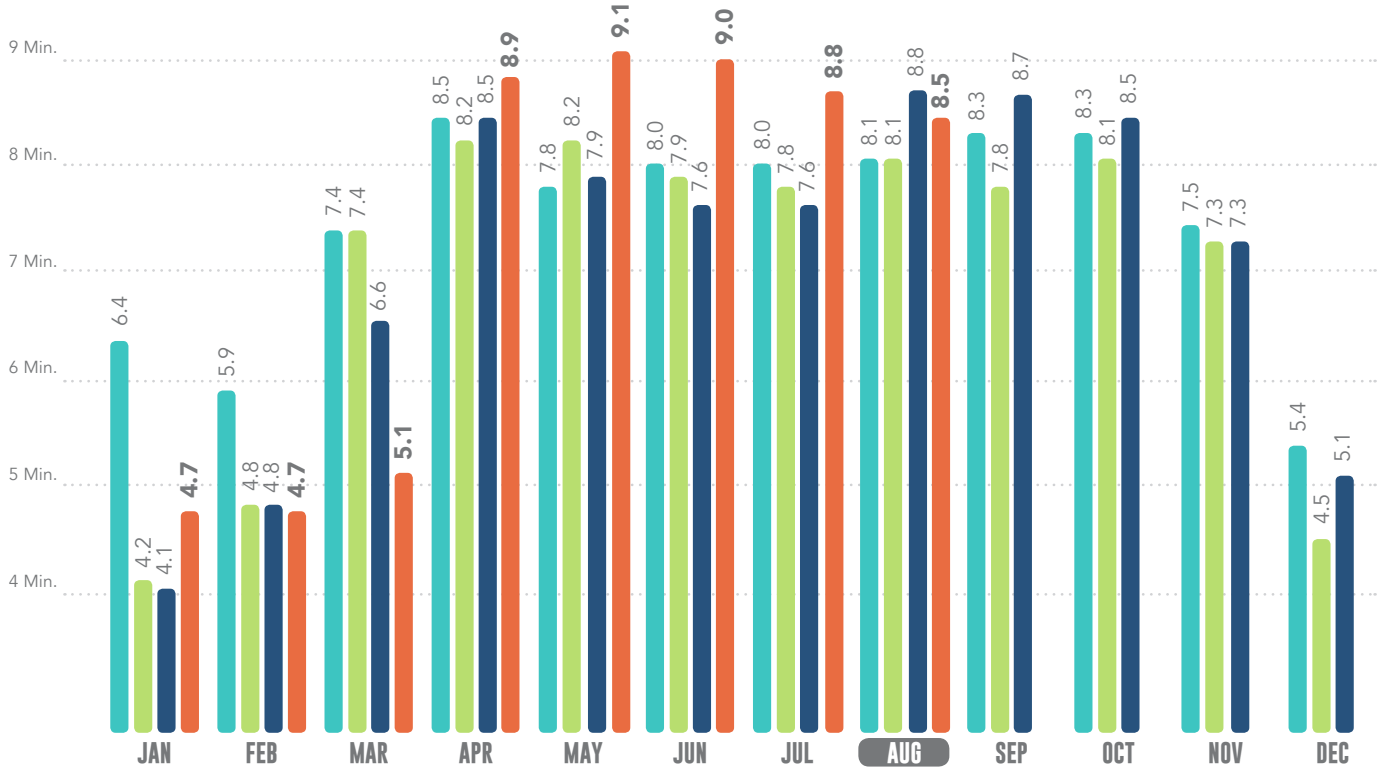


2015 2016 2017 2018

	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	19
SEP	32	35	39	39
OCT	47	24	32	32
NOV	41	36	37	37
DEC	18	15	17	17

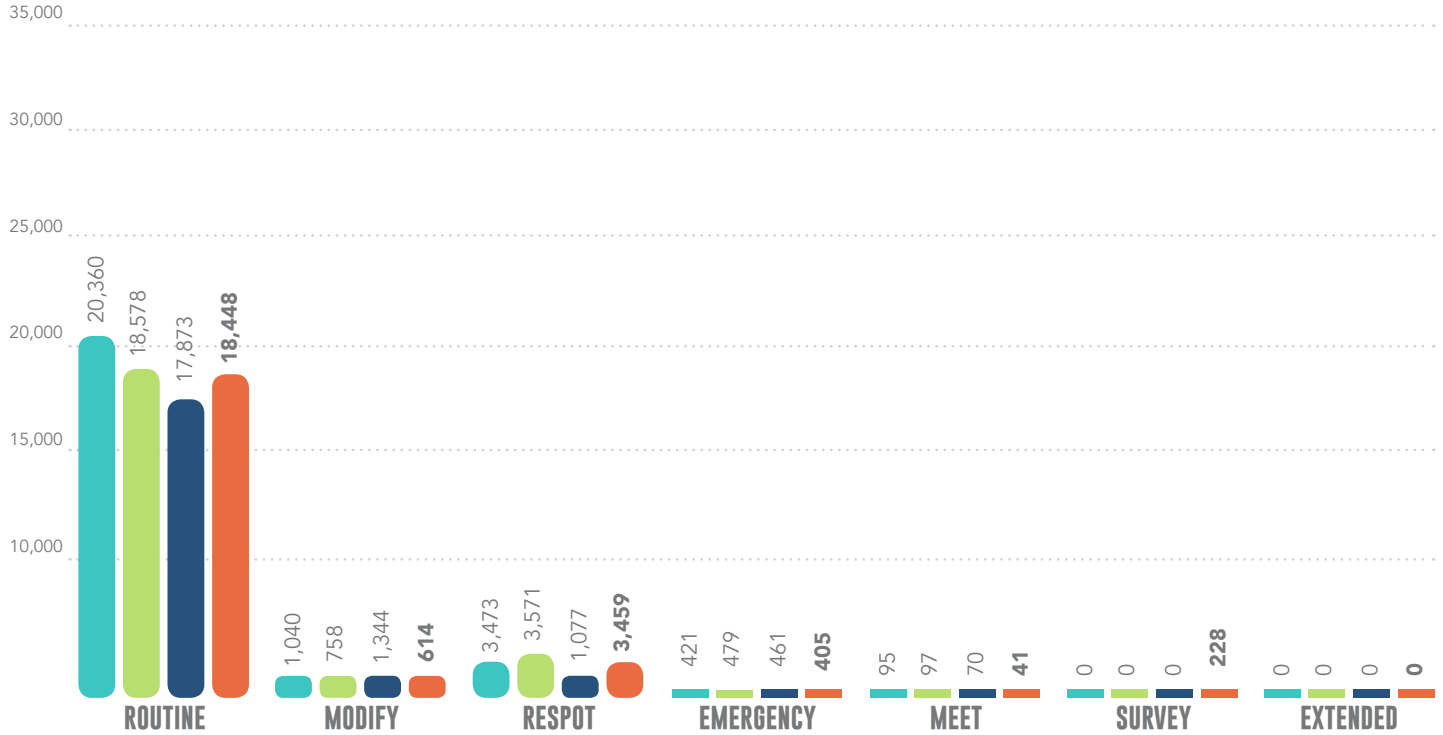
## AVERAGE PROCESSING TIMES

2015 2016 2017 2018



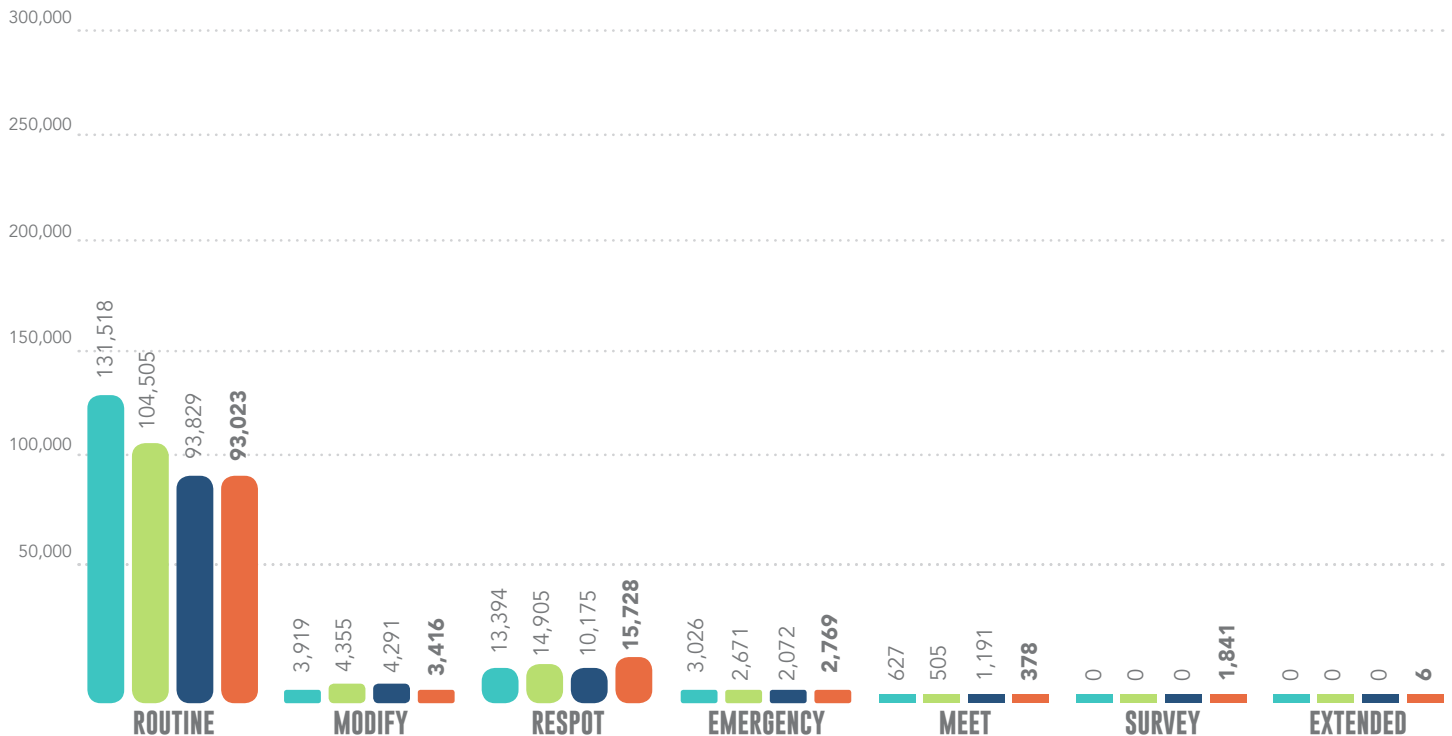
## INCOMING TICKET TYPES AUG

2015 2016 2017 2018



## INCOMING TICKETS TYPES AUG Y-T-D

2015 2016 2017 2018





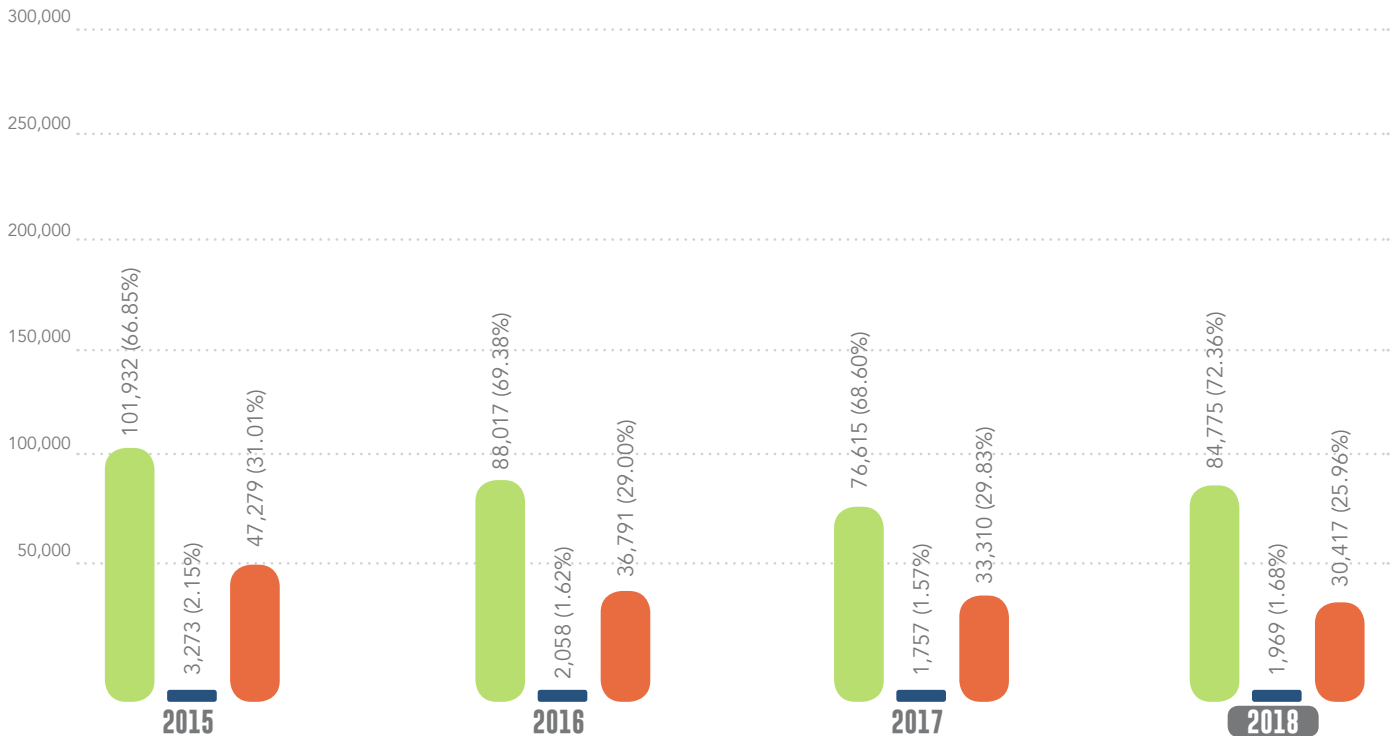
## RECEIPT METHODS AUG

ITIC IVR OPERATOR



## RECEIPT METHODS AUG Y-T-D

ITIC IVR OPERATOR

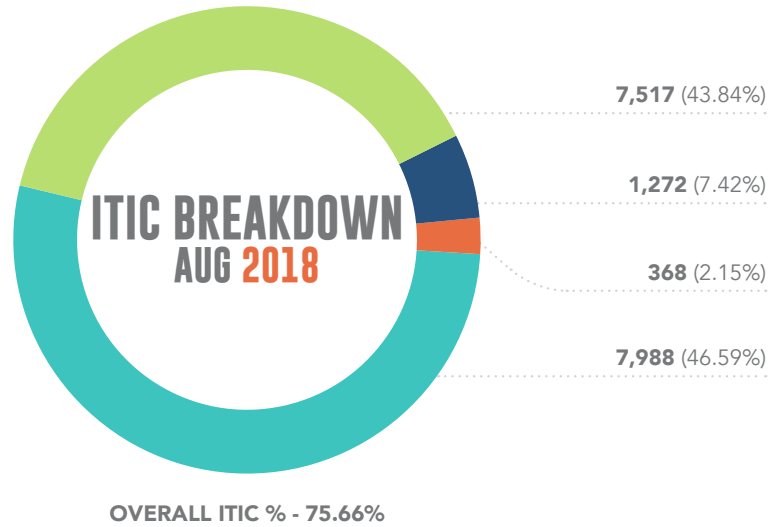
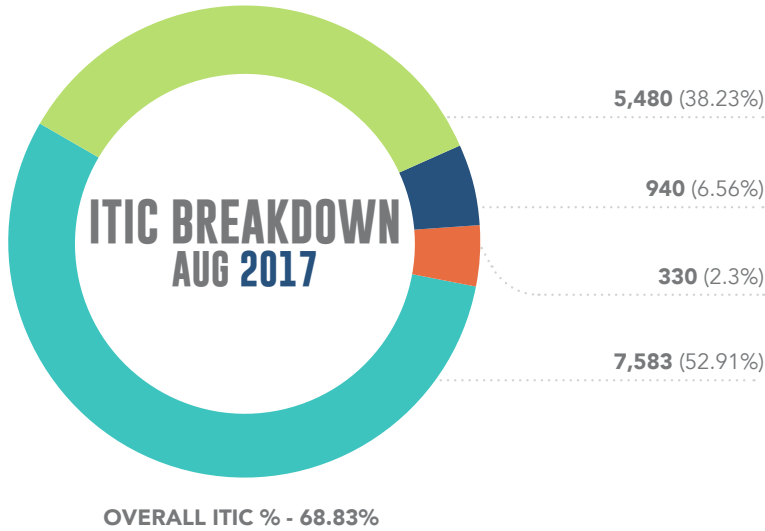


WEBUSER 5 (ON THEIR OWN)

WEBUSER 4 (IN REVIEW)

WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)

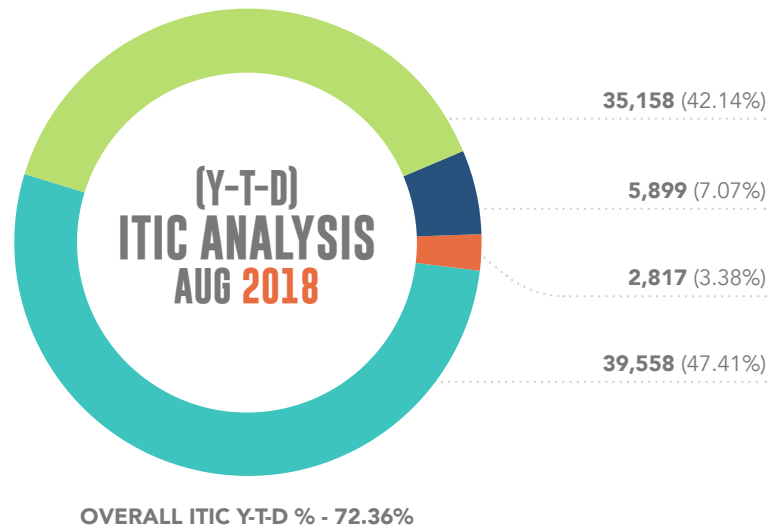
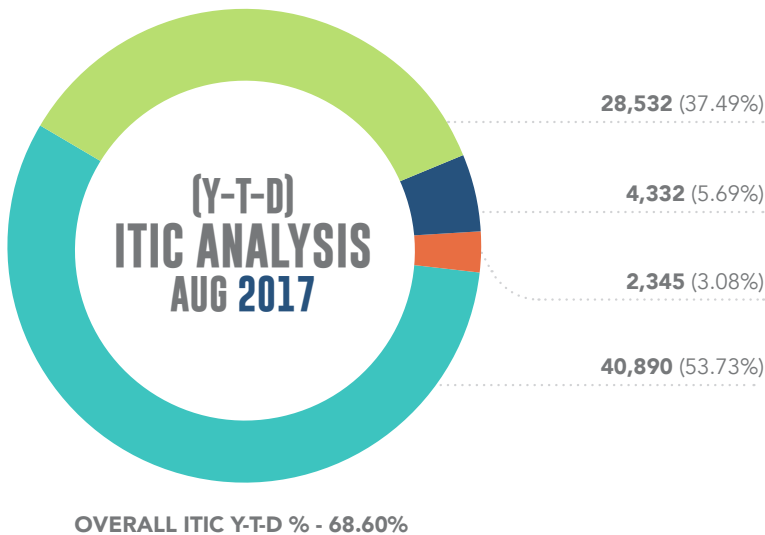


WEBUSER 5 (ON THEIR OWN)

WEBUSER 4 (IN REVIEW)

WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)



## POSITIVE RESPONSE COMPLIANCE

2018 COMPLIANT

2018 NON-COMPLIANT

