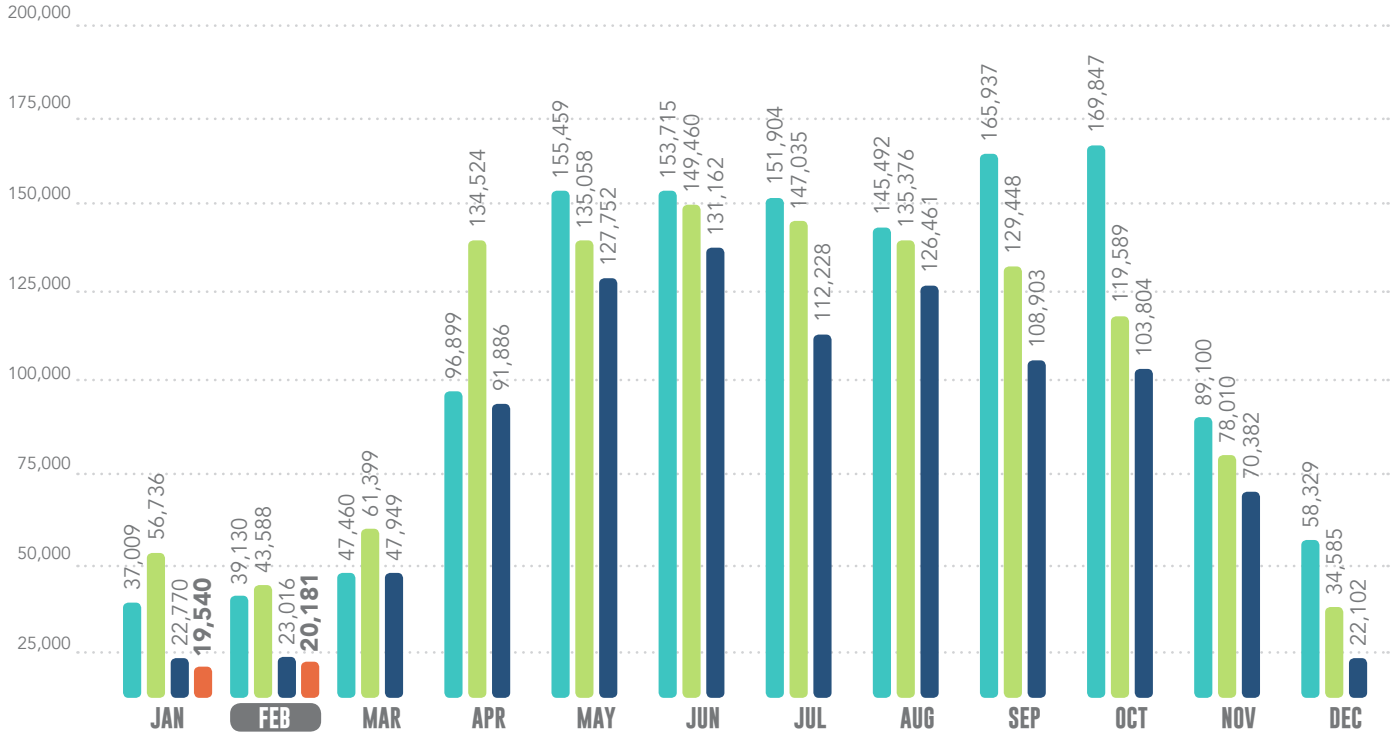


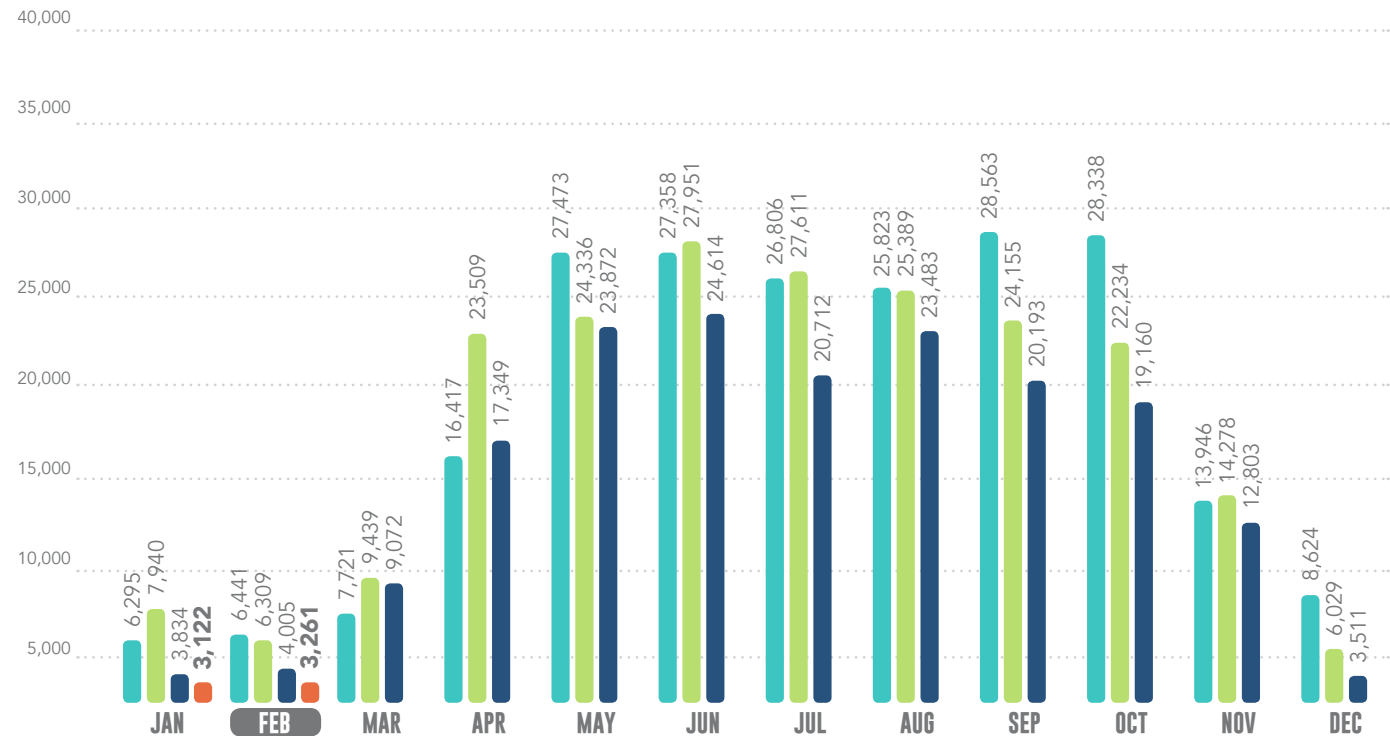
CHARGEABLE OUTBOUND TICKETS

2014 2015 2016 2017



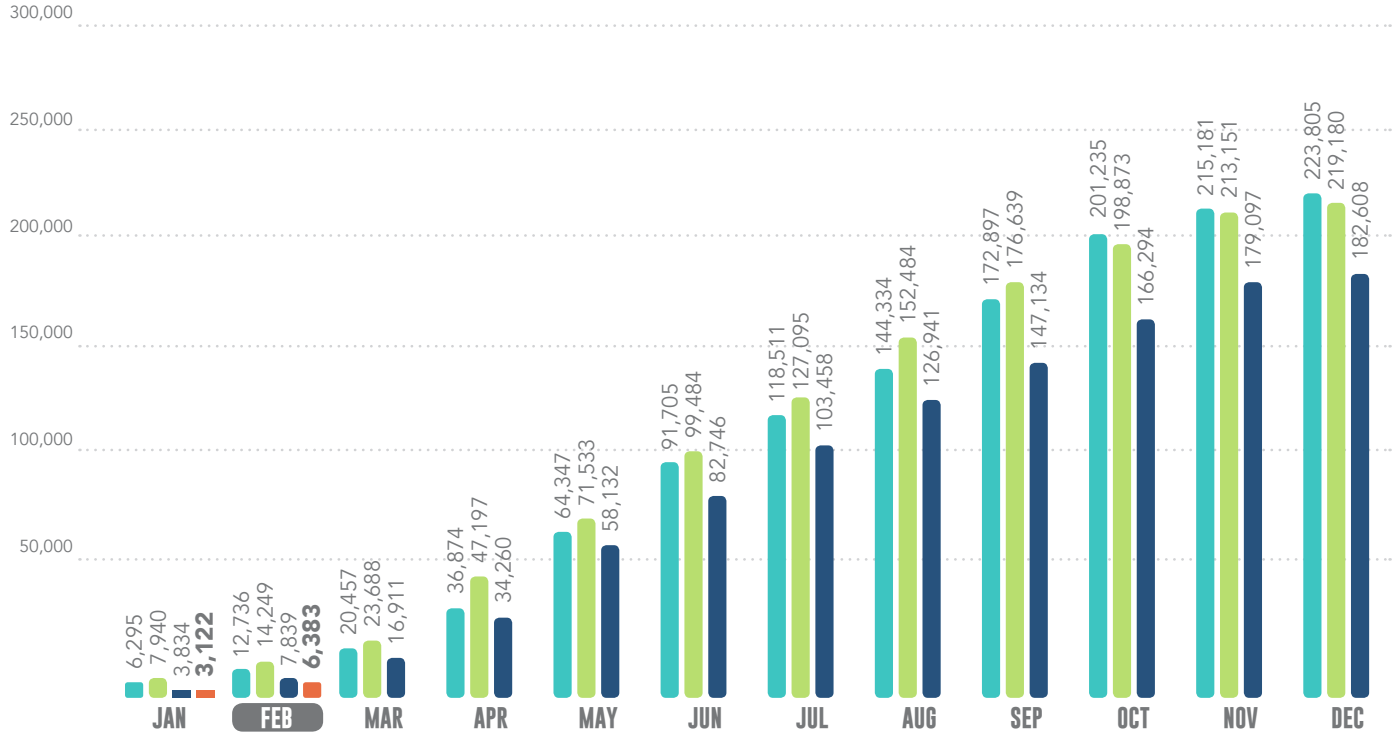
INCOMING TICKETS

2014 2015 2016 2017



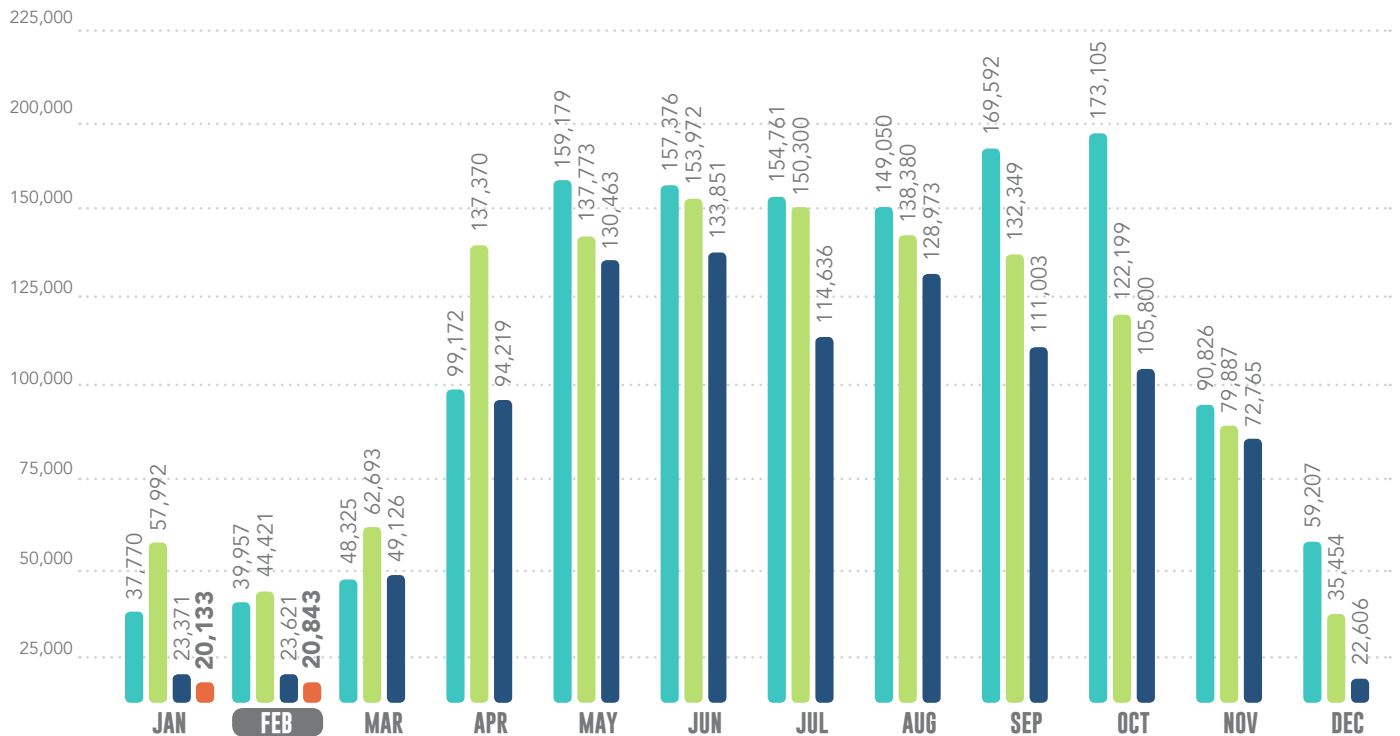
INCOMING TICKETS Y-T-D

2014 2015 2016 2017



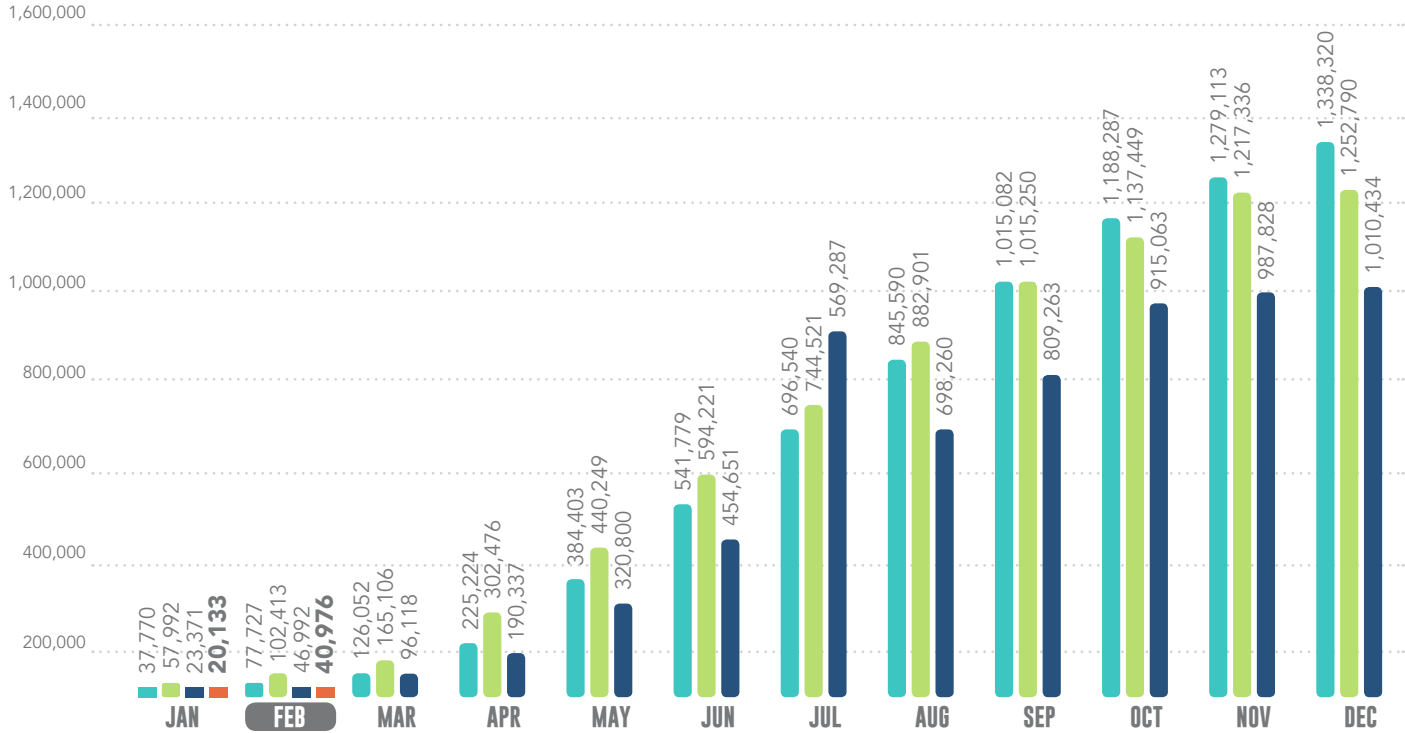
OUTGOING MESSAGES

2014 2015 2016 2017



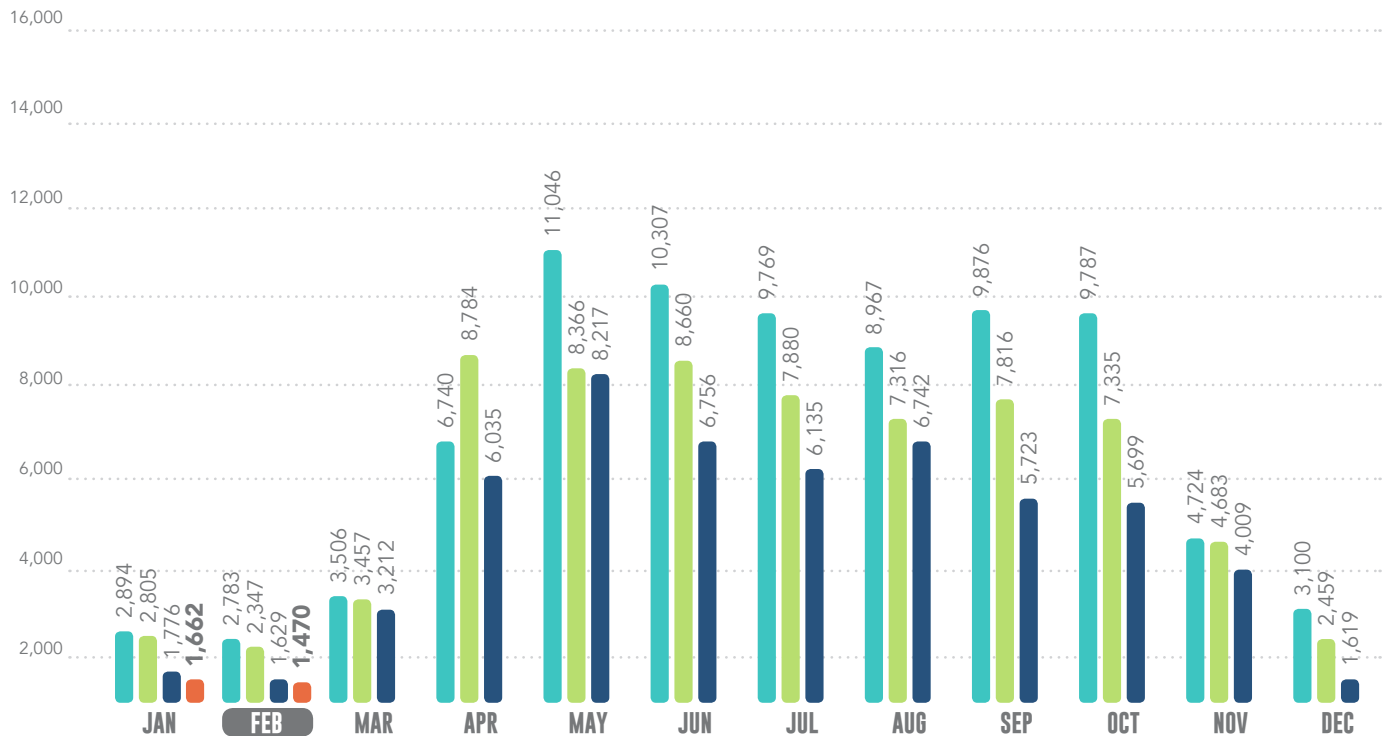
OUTGOING TICKETS Y-T-D

2014 2015 2016 2017



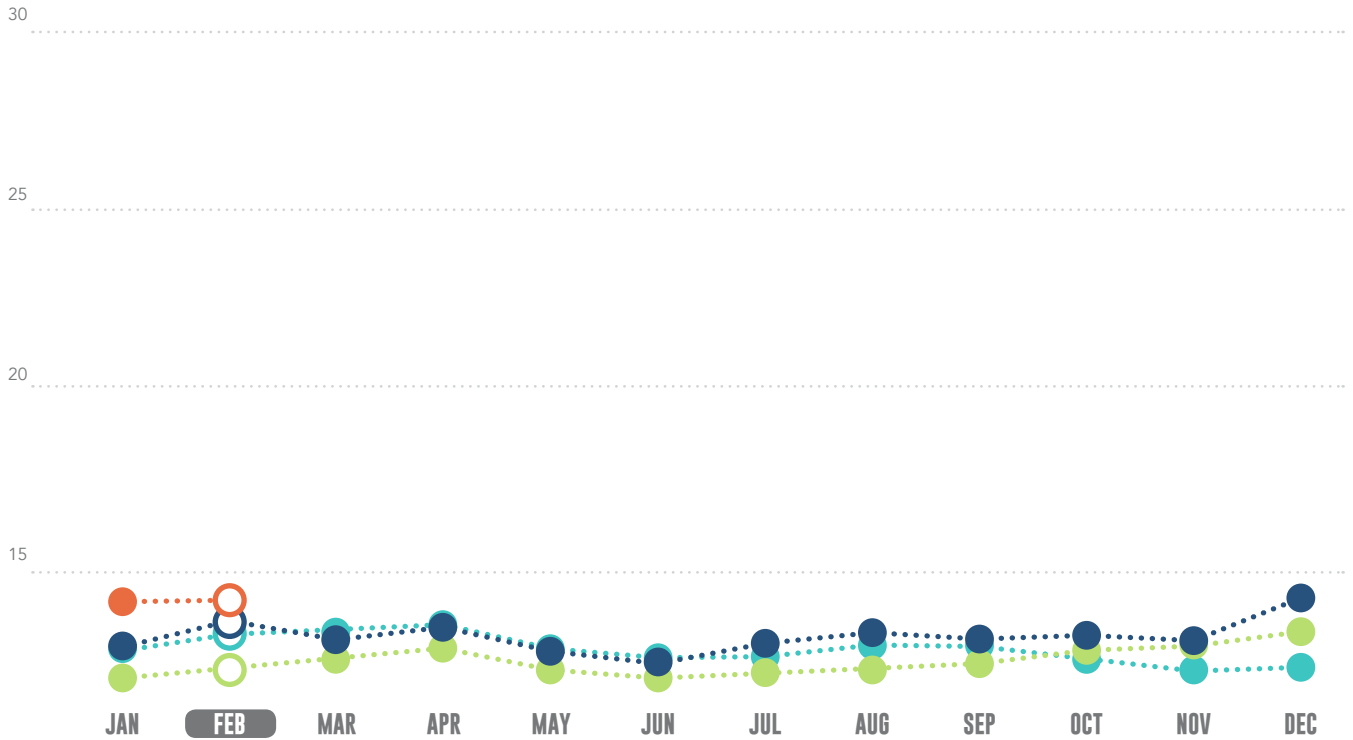
INCOMING CALLS

2014 2015 2016 2017



OPERATOR CALL VOLUMES

2014 2015 2016 2017

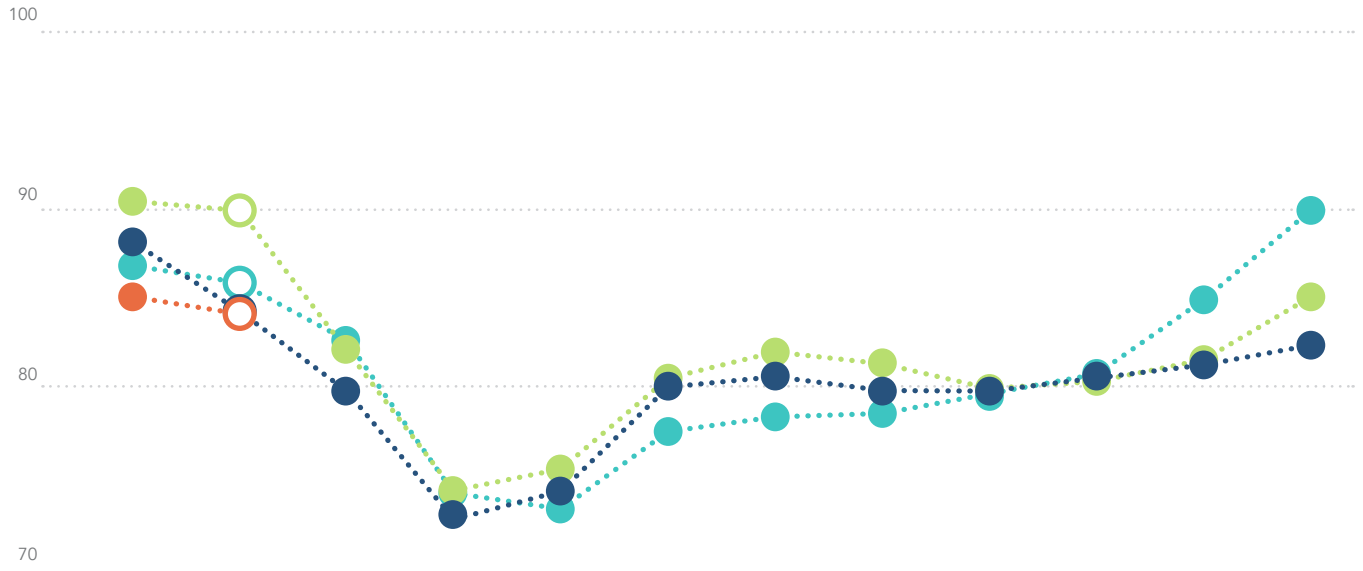


2014 2015 2016 2017

| | 2014 | 2015 | 2016 | 2017 |
|------------|-------|-------|-------|-------|
| JAN | 9.91 | 7.00 | 9.60 | 14.09 |
| FEB | 10.63 | 7.69 | 12.68 | 14.04 |
| MAR | 11.46 | 8.50 | 10.60 | |
| APR | 12.26 | 9.65 | 12.02 | |
| MAY | 9.71 | 7.87 | 9.56 | |
| JUN | 8.94 | 7.11 | 8.42 | |
| JUL | 9.33 | 7.52 | 10.38 | |
| AUG | 10.03 | 7.81 | 11.28 | |
| SEP | 9.80 | 8.18 | 10.53 | |
| OCT | 8.67 | 9.64 | 10.99 | |
| NOV | 7.60 | 10.05 | 10.47 | |
| DEC | 7.94 | 11.16 | 14.53 | |

EXCAVATOR CALL VOLUMES

2014 2015 2016 2017



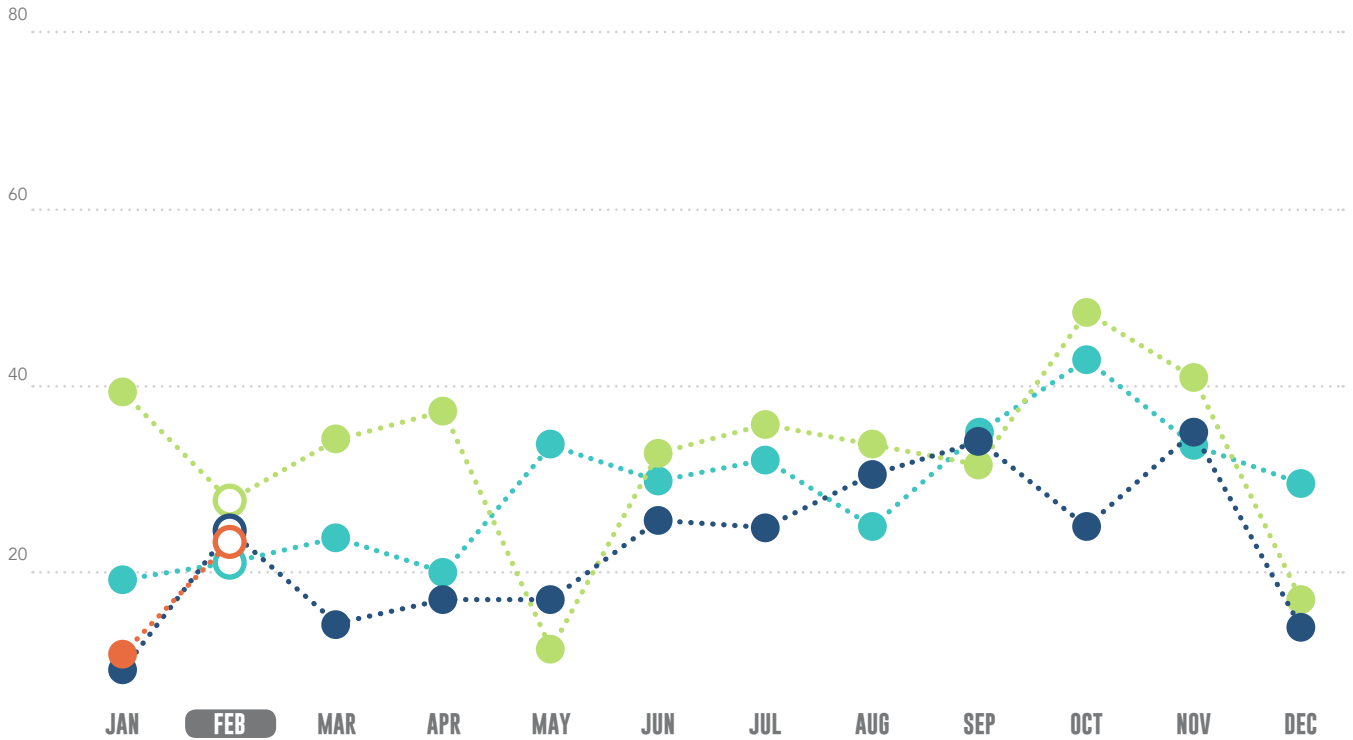
JAN FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC

2014 2015 2016 2017

| | 2014 | 2015 | 2016 | 2017 |
|-----|-------|-------|-------|-------|
| JAN | 87.74 | 90.93 | 88.68 | 84.79 |
| FEB | 86.01 | 89.84 | 84.37 | 84.02 |
| MAR | 83.22 | 82.99 | 79.06 | |
| APR | 74.06 | 74.40 | 73.14 | |
| MAY | 73.25 | 75.95 | 74.64 | |
| JUN | 77.13 | 80.66 | 80.07 | |
| JUL | 78.38 | 82.80 | 80.60 | |
| AUG | 78.93 | 82.56 | 79.64 | |
| SEP | 79.25 | 80.32 | 79.67 | |
| OCT | 81.68 | 80.28 | 80.77 | |
| NOV | 85.75 | 82.35 | 81.99 | |
| DEC | 89.56 | 85.07 | 83.31 | |

AVERAGE HOLD TIME

2014 2015 2016 2017

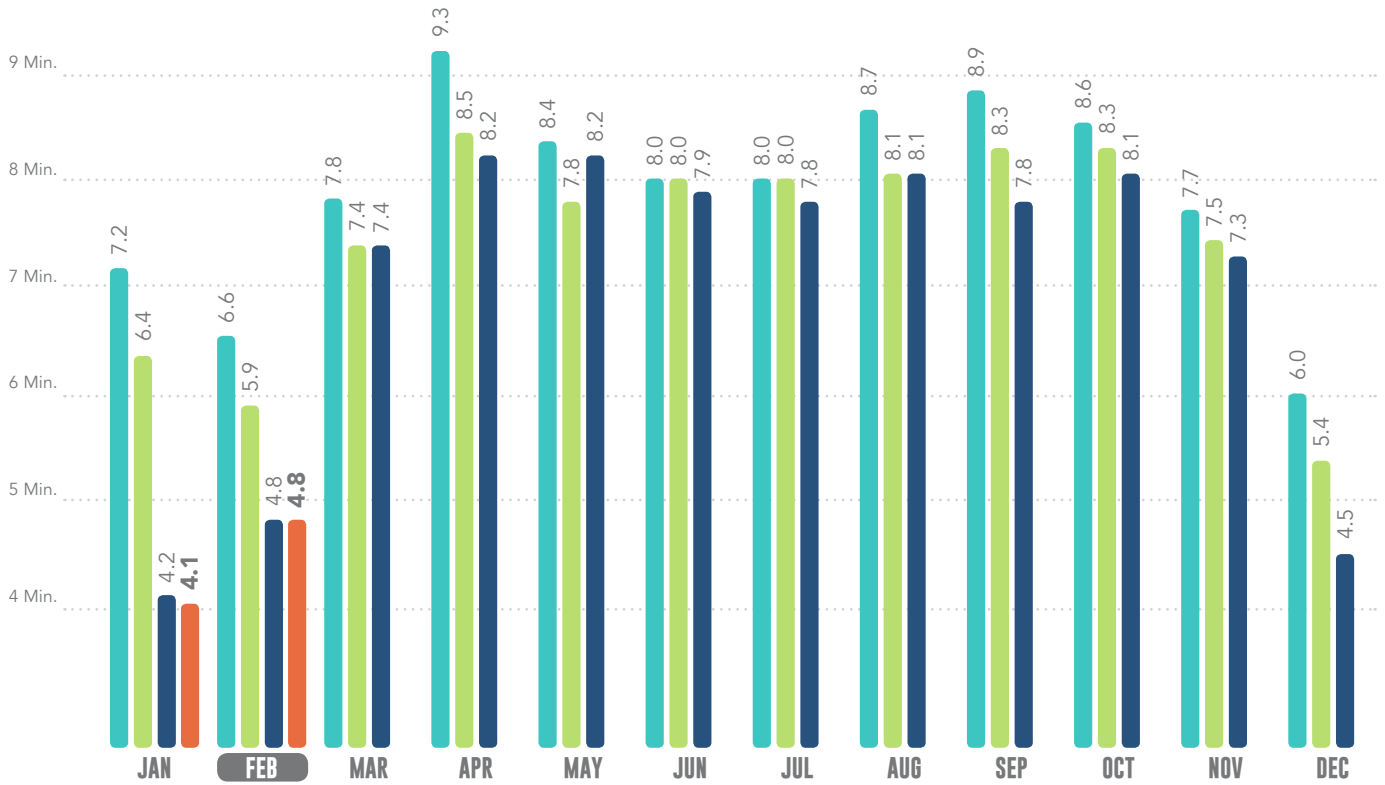


2014 2015 2016 2017

| | 2014 | 2015 | 2016 | 2017 |
|------------|------|------|------|------|
| JAN | 19 | 39 | 9 | 12 |
| FEB | 21 | 28 | 24 | 23 |
| MAR | 24 | 35 | 16 | |
| APR | 20 | 38 | 18 | |
| MAY | 35 | 13 | 18 | |
| JUN | 31 | 33 | 26 | |
| JUL | 32 | 37 | 25 | |
| AUG | 25 | 36 | 31 | |
| SEP | 36 | 32 | 35 | |
| OCT | 42 | 47 | 24 | |
| NOV | 33 | 41 | 36 | |
| DEC | 30 | 18 | 15 | |

AVERAGE PROCESSING TIMES

2014 2015 2016 2017



Answered - 1,740

Abandoned - 159

Offered - 1,629



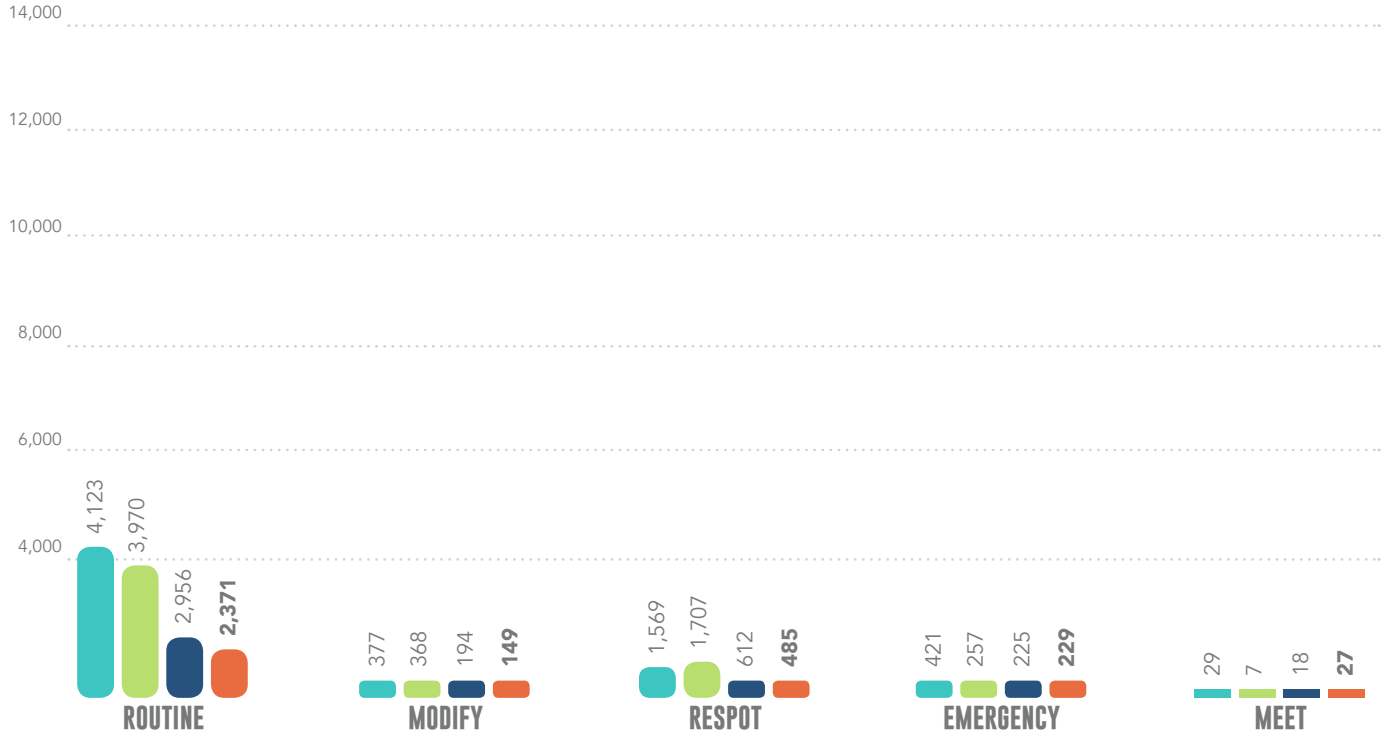
Answered - 1,290

Abandoned - 180

Offered - 1,290

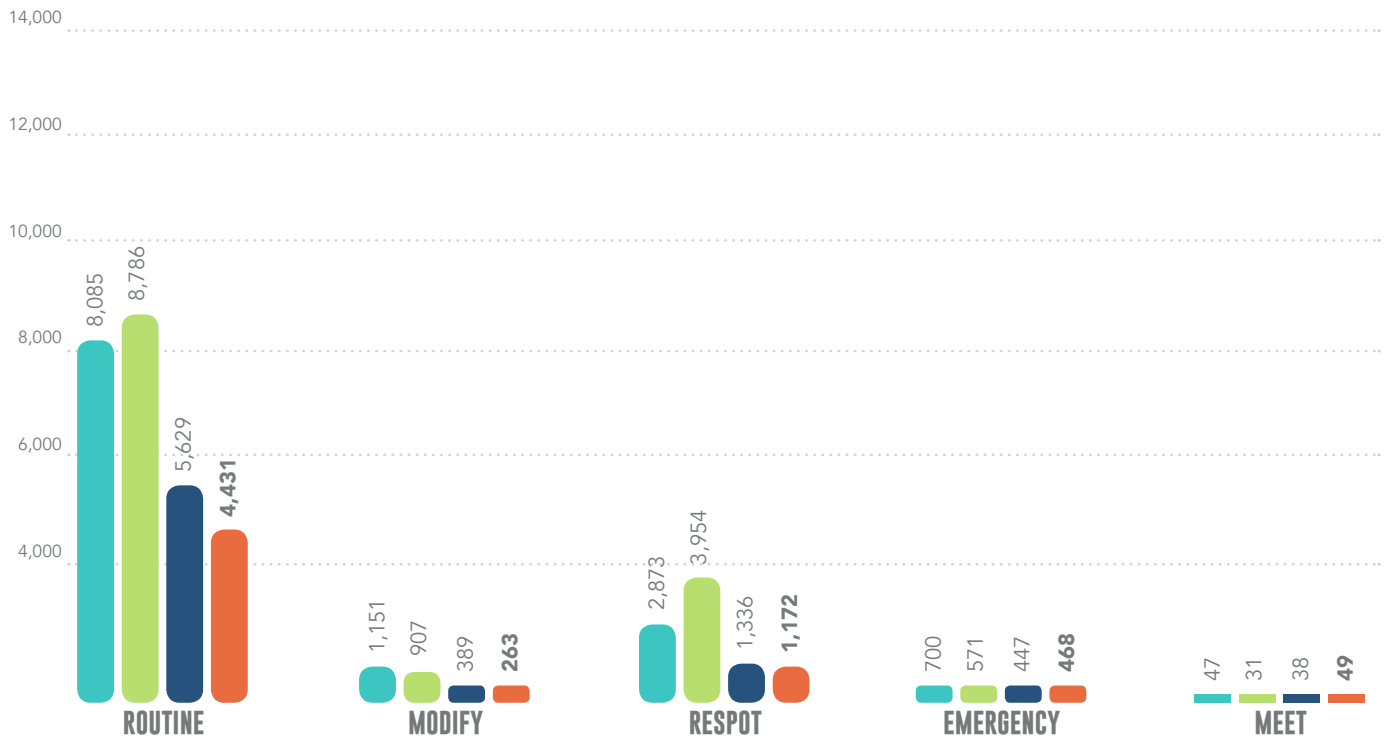
INCOMING TICKET TYPES FEB

2014 2015 2016 2017



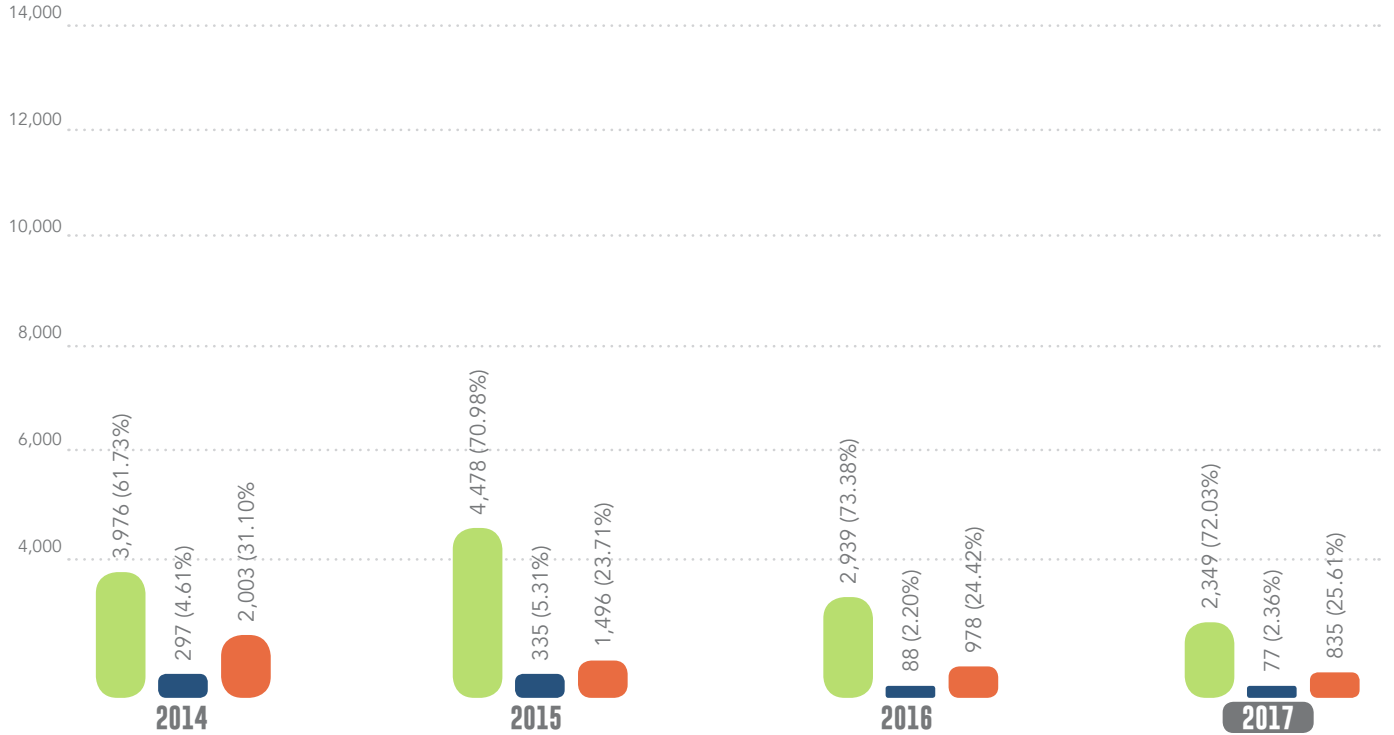
INCOMING TICKETS TYPES FEB Y-T-D

2014 2015 2016 2017



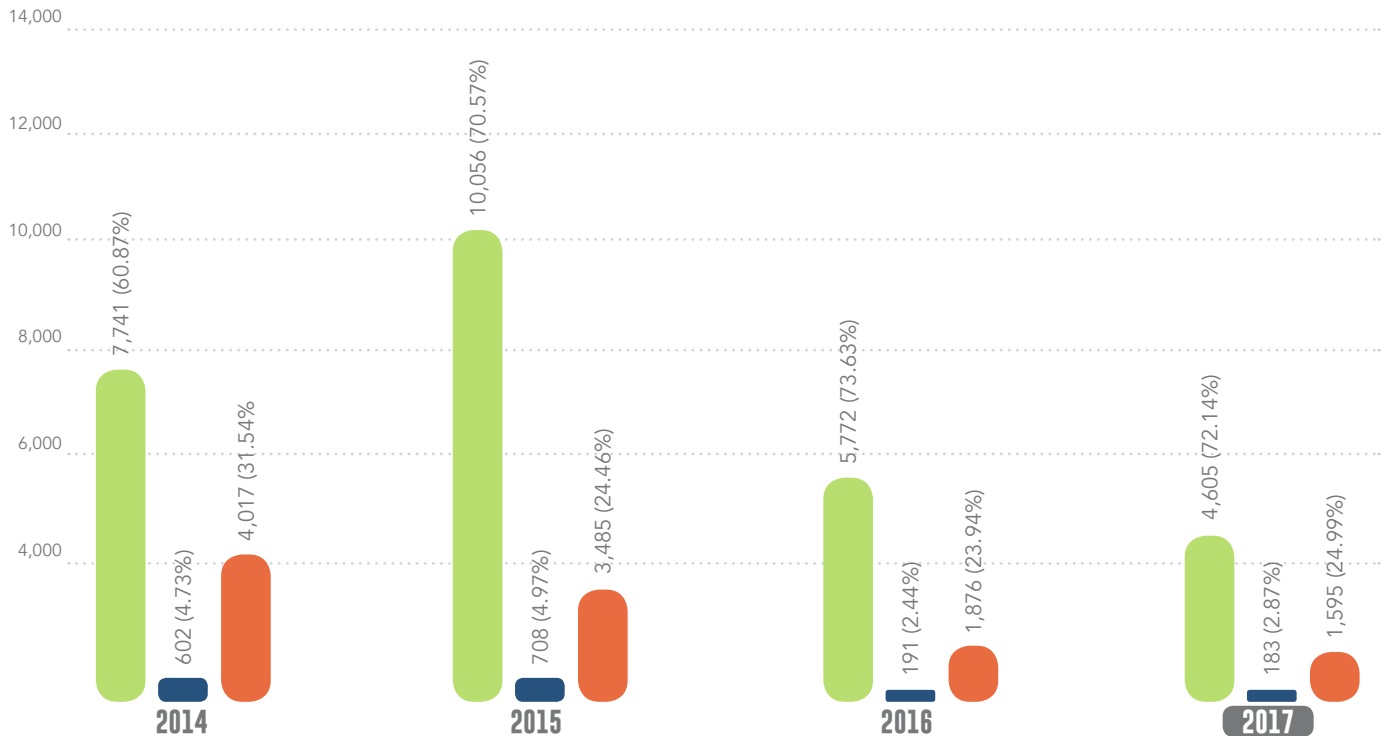
RECEIPT METHODS FEB

ITIC IVR OPERATOR



RECEIPT METHODS FEB Y-T-D

ITIC IVR OPERATOR

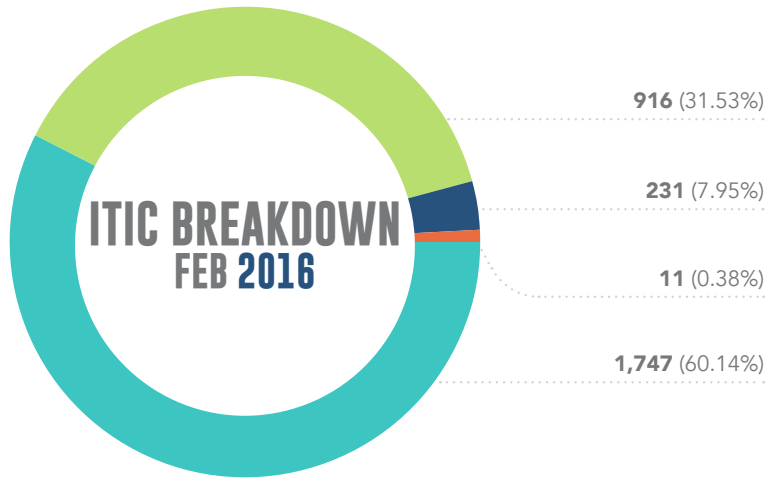


WEBUSER 5 (ON THEIR OWN)

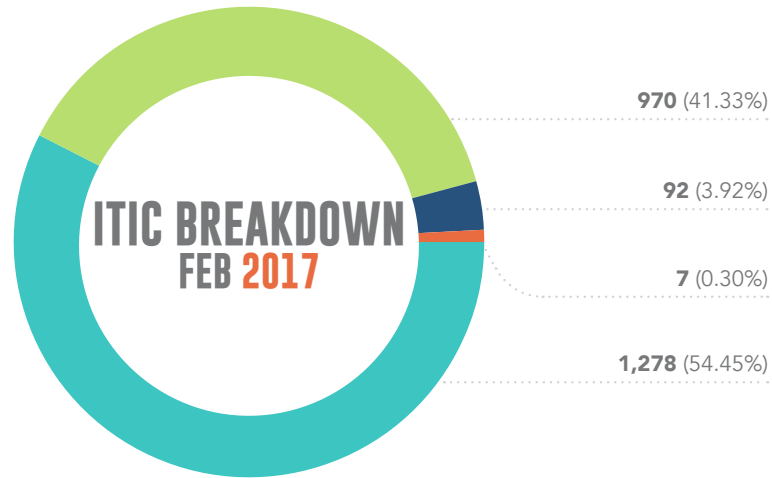
WEBUSER 4 (IN REVIEW)

WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)



OVERALL ITIC % - 73.38%



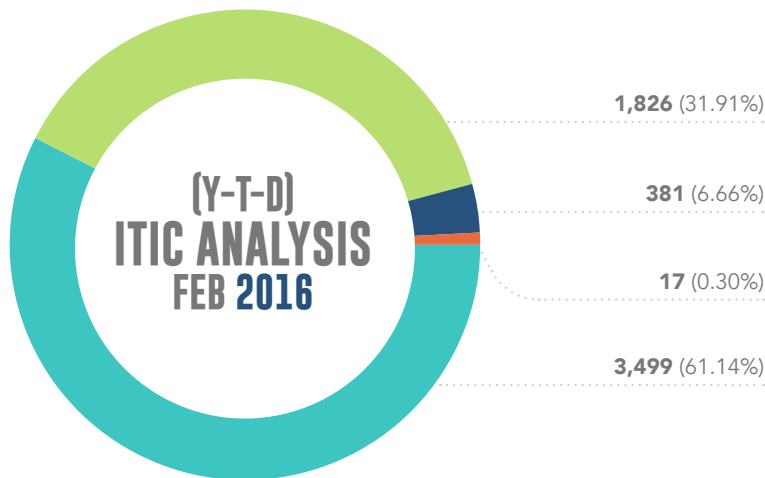
OVERALL ITIC % - 72.03%

WEBUSER 5 (ON THEIR OWN)

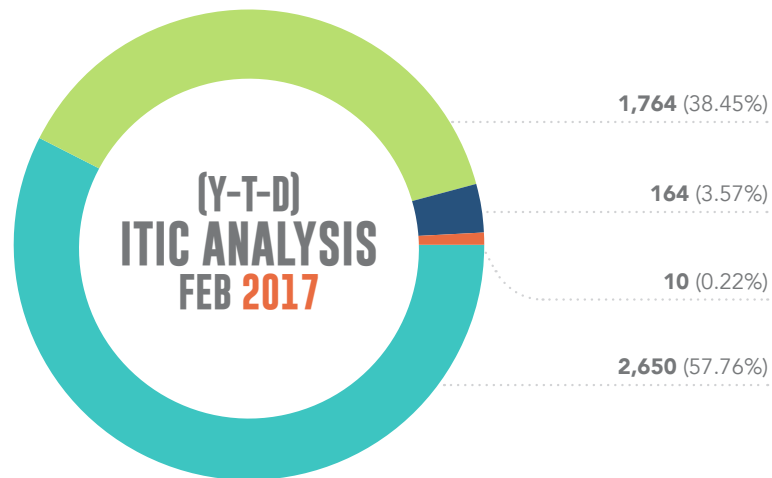
WEBUSER 4 (IN REVIEW)

WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)



OVERALL ITIC Y-T-D % - 73.63%



OVERALL ITIC Y-T-D % - 72.14%