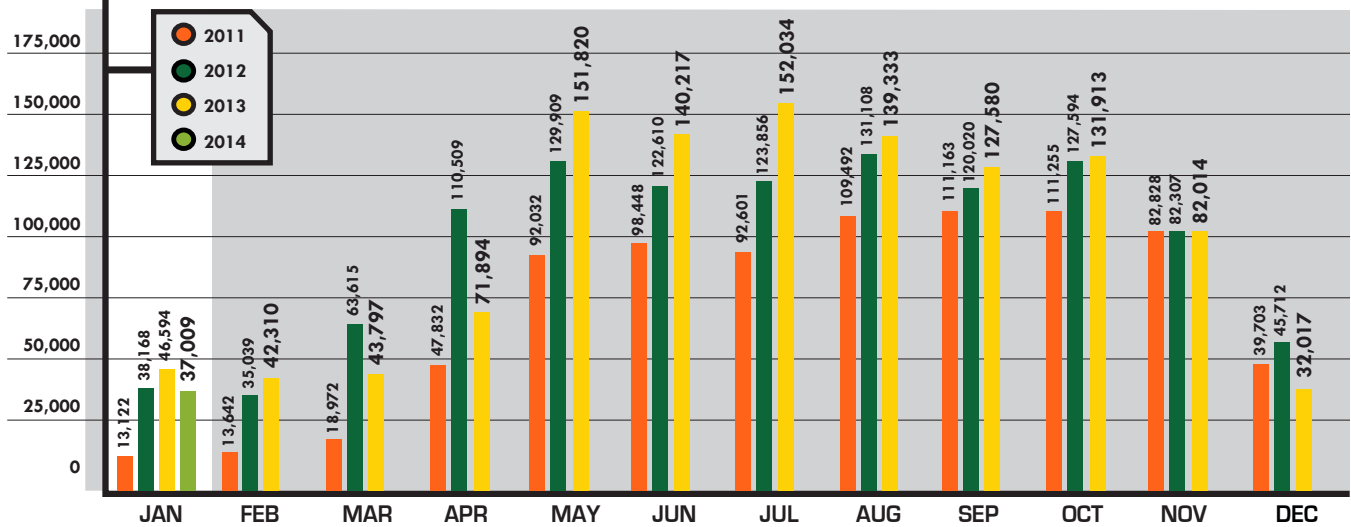
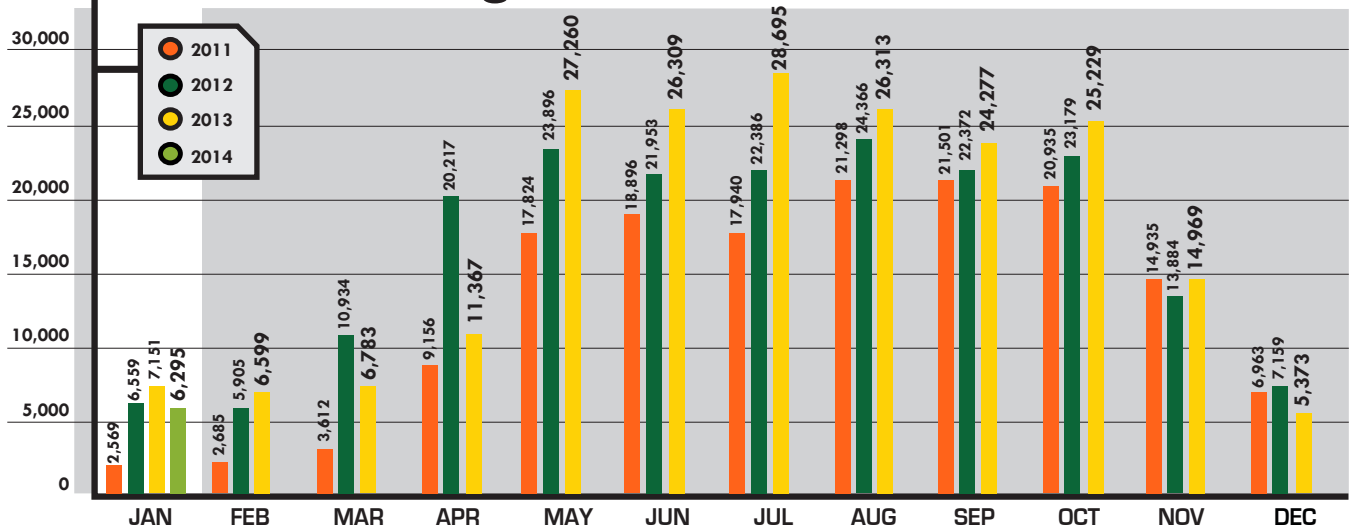


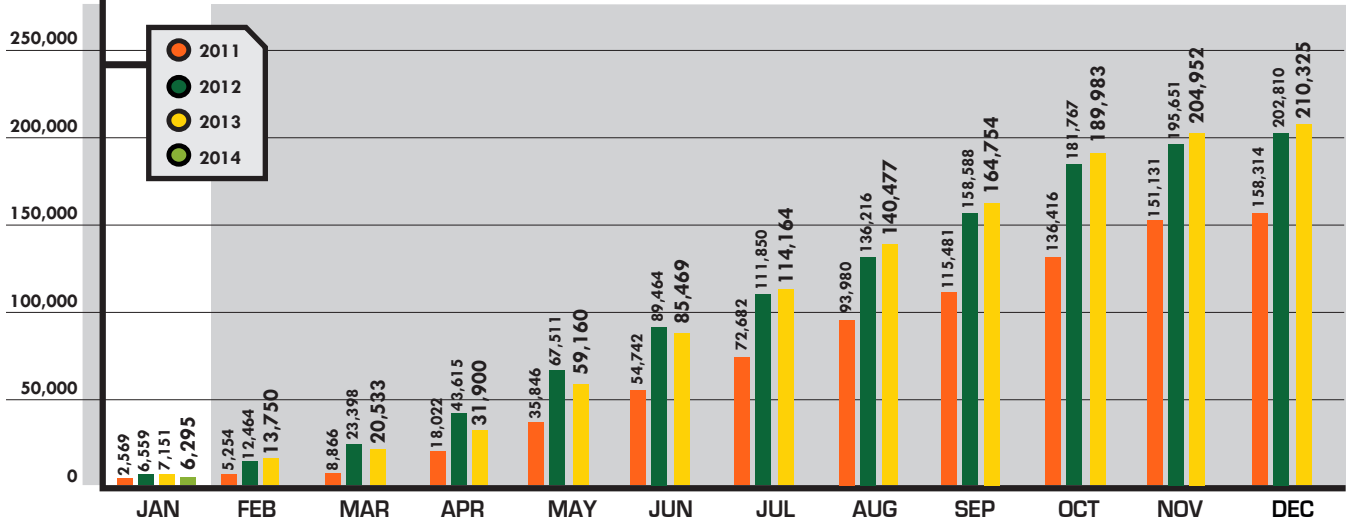
## Billable Calls



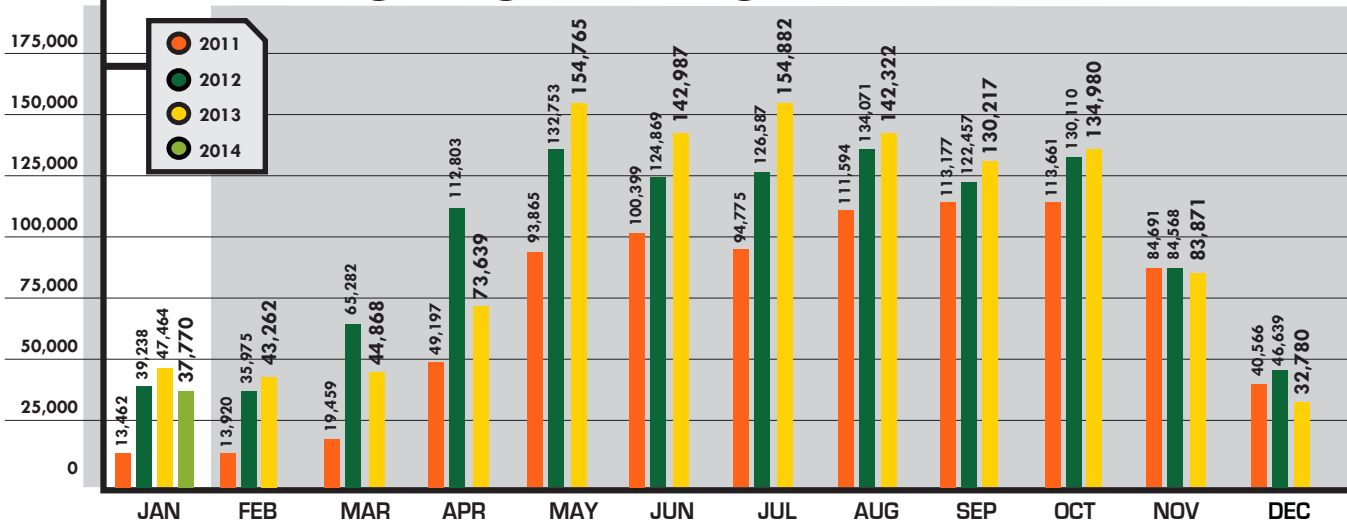
## Incoming Tickets



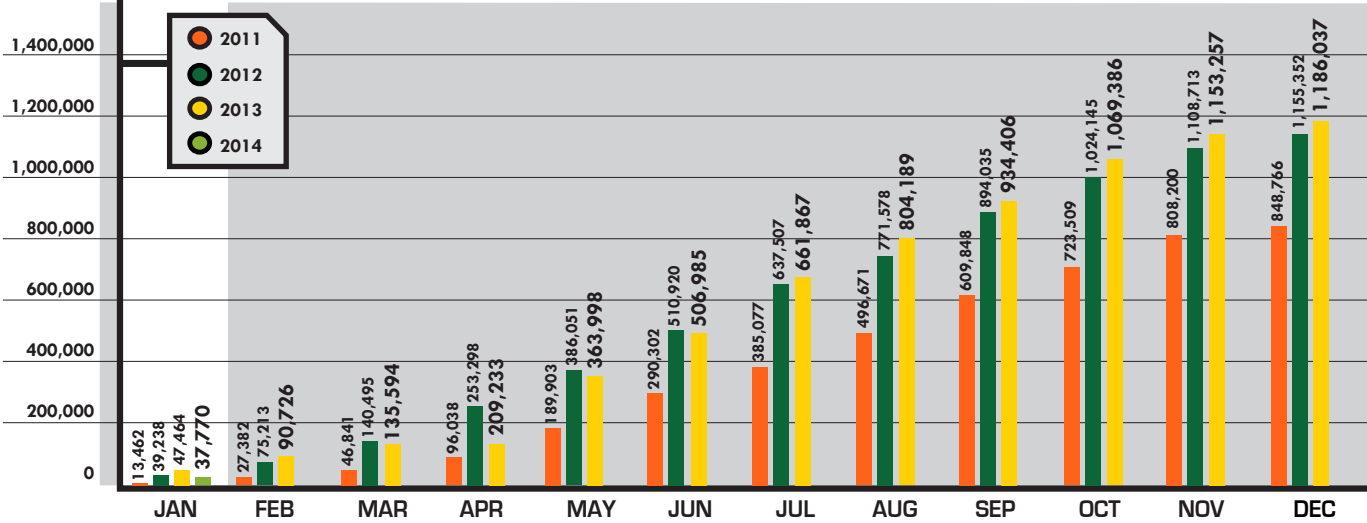
## Incoming Tickets Y-T-D



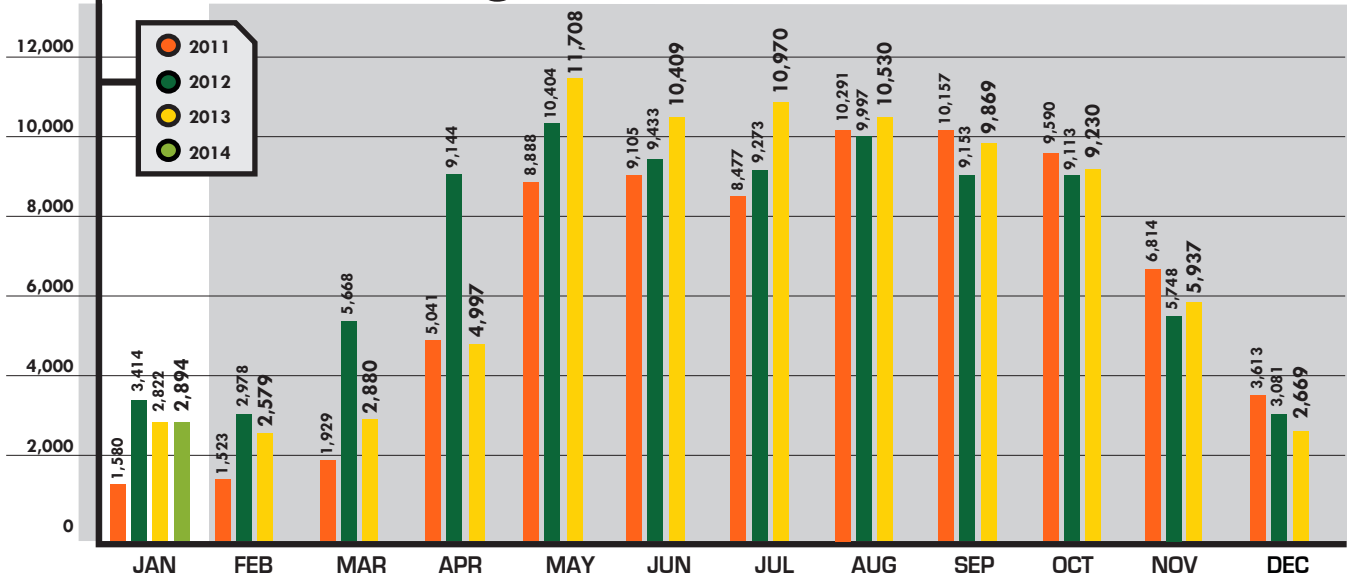
## Outgoing Messages



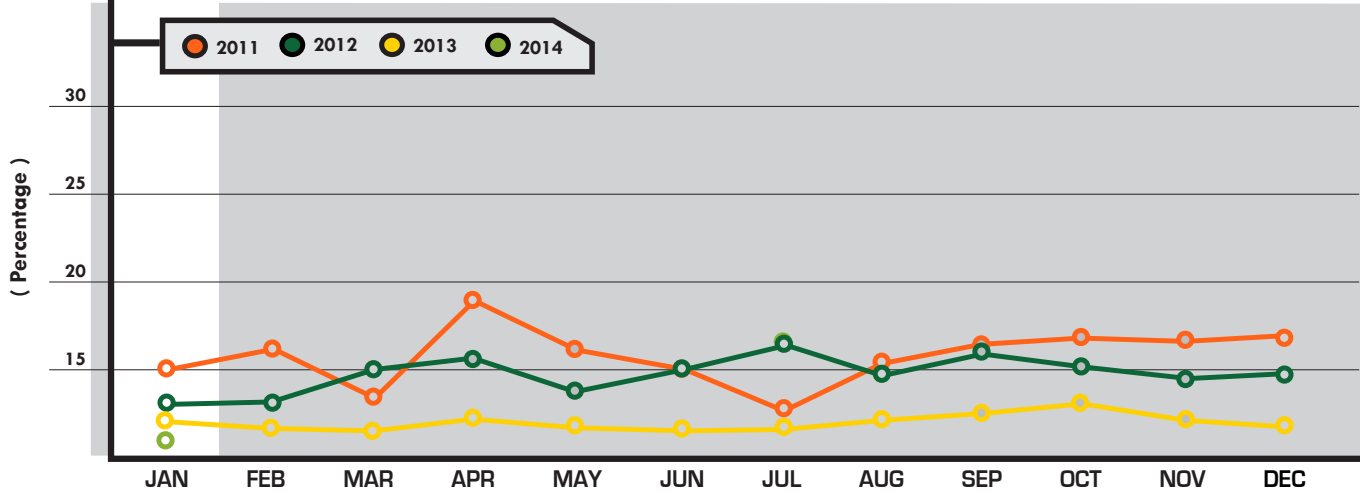
## Outgoing Tickets Y-T-D



## Incoming Calls

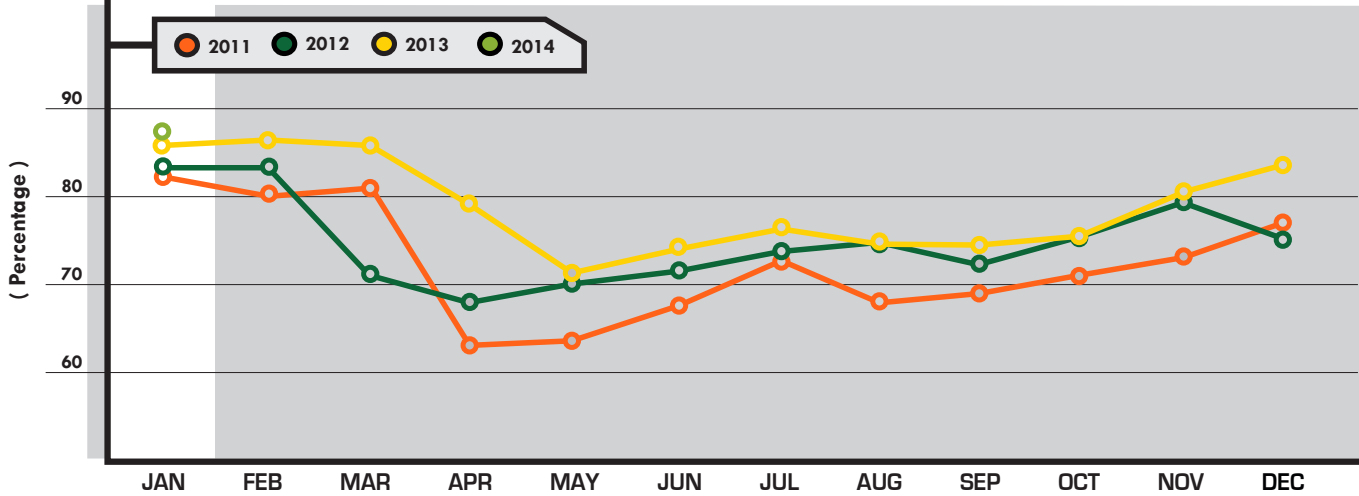


## Operator Call Volumes



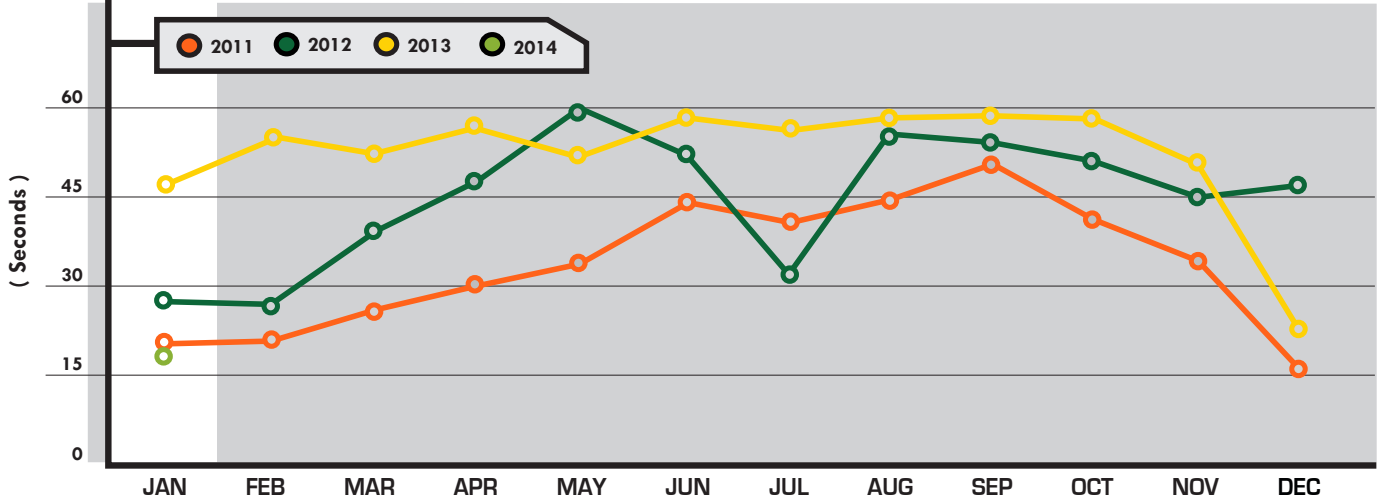
|           | 2011  | 2012  | 2013  | 2014 |
|-----------|-------|-------|-------|------|
| JANUARY   | 15.37 | 13.92 | 12.01 | 9.91 |
| FEBRUARY  | 16.40 | 13.94 | 11.30 |      |
| MARCH     | 14.61 | 15.06 | 10.88 |      |
| APRIL     | 19.13 | 15.92 | 12.45 |      |
| MAY       | 16.55 | 14.17 | 11.96 |      |
| JUNE      | 14.99 | 15.20 | 11.63 |      |
| JULY      | 13.19 | 16.15 | 11.33 |      |
| AUGUST    | 15.82 | 14.76 | 12.04 |      |
| SEPTEMBER | 16.58 | 16.28 | 12.15 |      |
| OCTOBER   | 16.91 | 15.71 | 13.70 |      |
| NOVEMBER  | 16.83 | 14.64 | 12.04 |      |
| DECEMBER  | 16.95 | 14.76 | 11.22 |      |

## Excavator Call Volumes



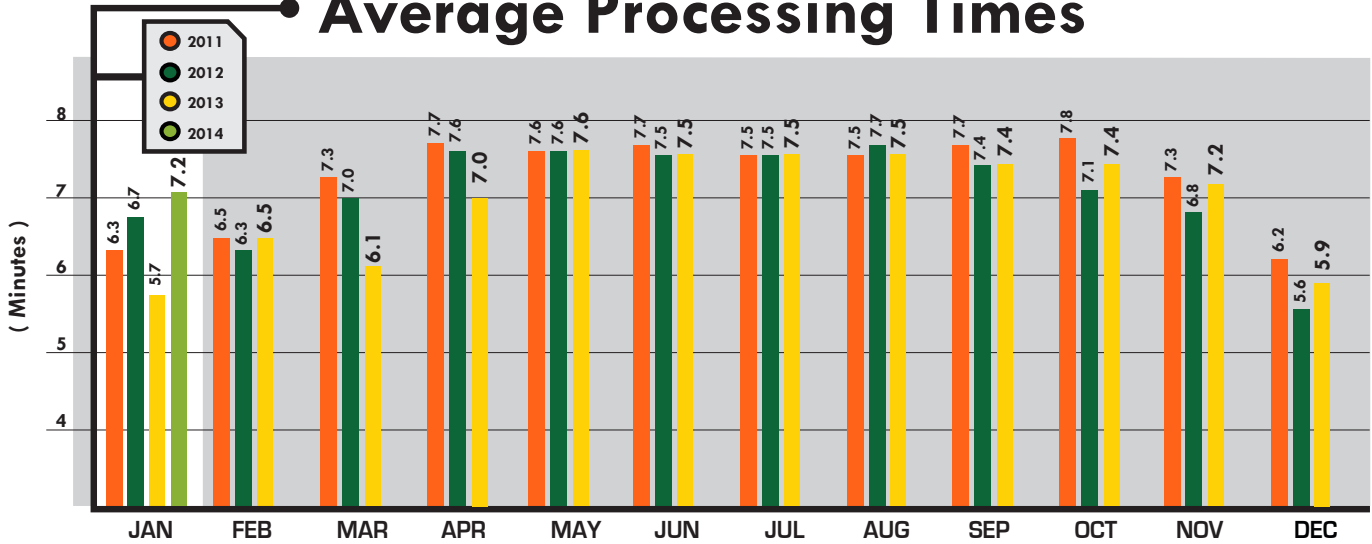
|           | 2011  | 2012  | 2013  | 2014  |
|-----------|-------|-------|-------|-------|
| JANUARY   | 81.71 | 82.46 | 86.62 | 87.74 |
| FEBRUARY  | 80.35 | 82.16 | 86.95 |       |
| MARCH     | 80.74 | 71.50 | 86.58 |       |
| APRIL     | 63.41 | 68.45 | 79.04 |       |
| MAY       | 63.74 | 70.47 | 71.24 |       |
| JUNE      | 68.82 | 71.65 | 74.75 |       |
| JULY      | 72.41 | 73.29 | 76.56 |       |
| AUGUST    | 68.78 | 74.44 | 74.47 |       |
| SEPTEMBER | 69.27 | 72.54 | 74.24 |       |
| OCTOBER   | 70.93 | 75.25 | 75.65 |       |
| NOVEMBER  | 73.78 | 79.37 | 80.08 |       |
| DECEMBER  | 78.53 | 75.63 | 84.84 |       |

## Average Hold Time



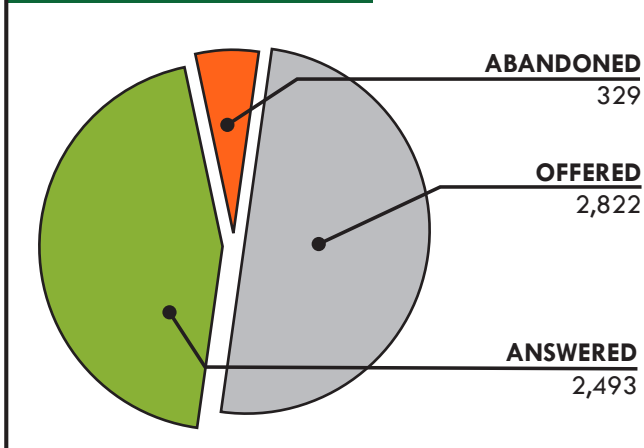
|           | 2011 | 2012 | 2013 | 2014 |
|-----------|------|------|------|------|
| JANUARY   | 22   | 27   | 47   | 19   |
| FEBRUARY  | 23   | 26   | 55   |      |
| MARCH     | 26   | 39   | 49   |      |
| APRIL     | 30   | 48   | 56   |      |
| MAY       | 34   | 59   | 52   |      |
| JUNE      | 44   | 52   | 58   |      |
| JULY      | 41   | 32   | 56   |      |
| AUGUST    | 44   | 55   | 58   |      |
| SEPTEMBER | 50   | 54   | 59   |      |
| OCTOBER   | 41   | 52   | 57   |      |
| NOVEMBER  | 35   | 45   | 51   |      |
| DECEMBER  | 16   | 47   | 23   |      |

## Average Processing Times



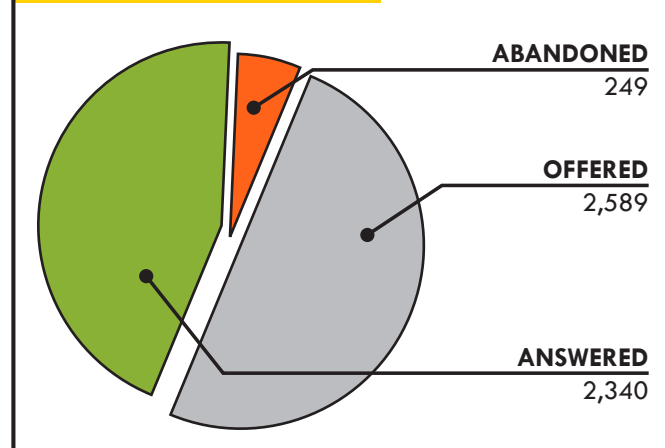
### Abandonment

JANUARY 2013

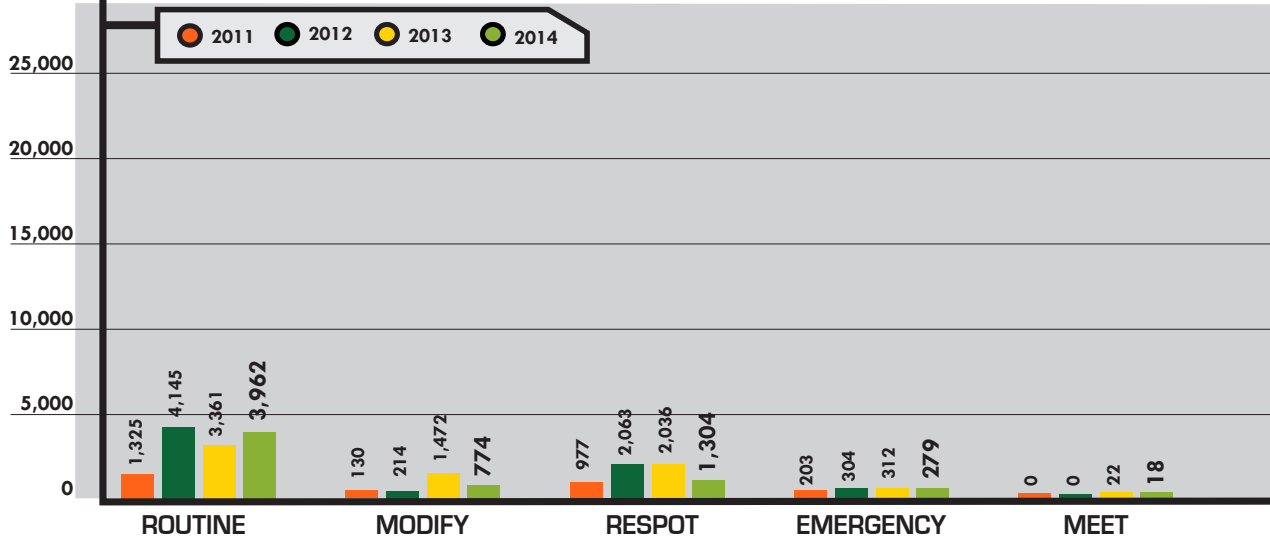


### Abandonment

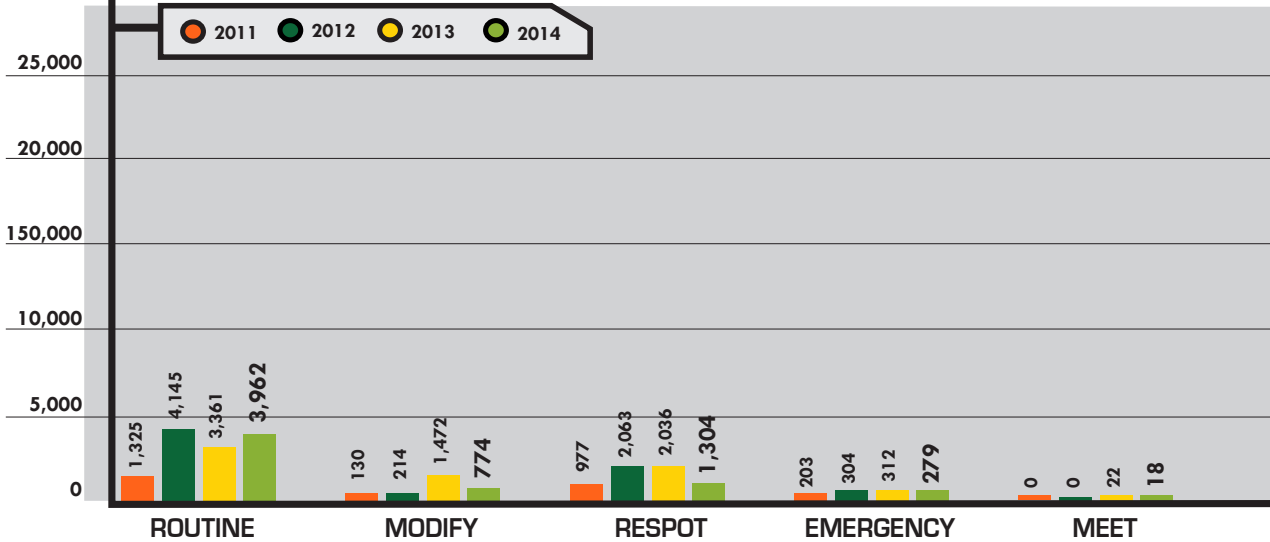
JANUARY 2014



## Incoming Ticket Types - JAN

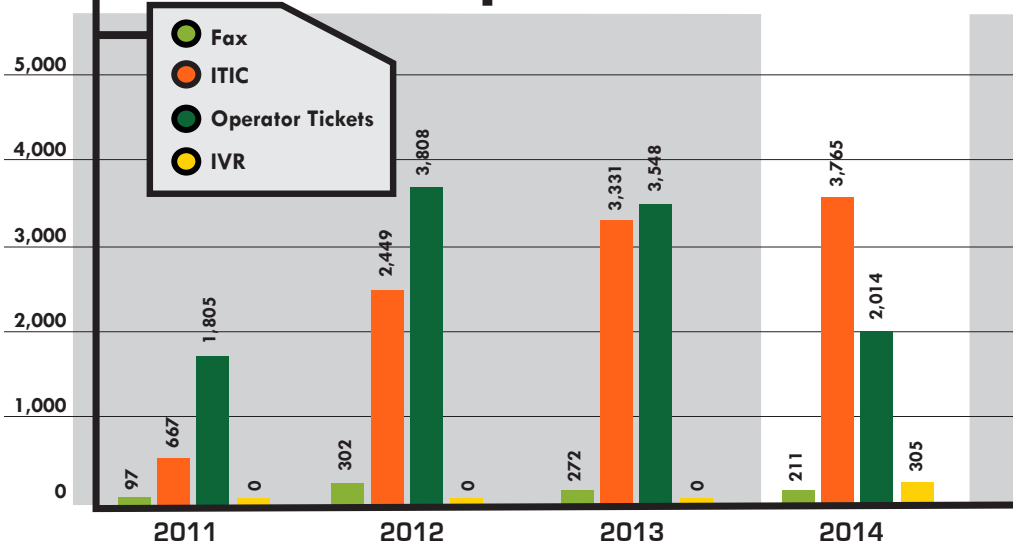


## Incoming Ticket Types - JAN Y-T-D

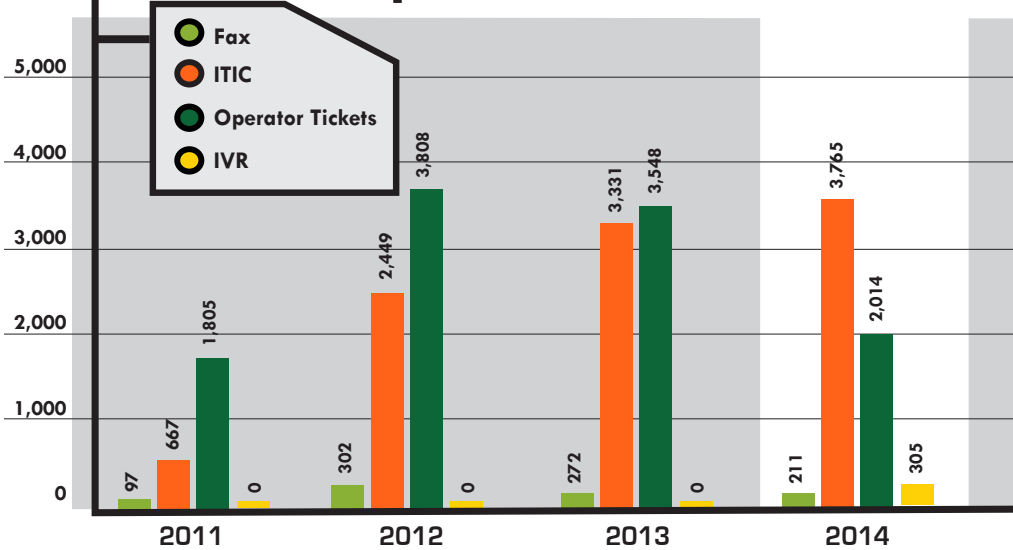




## Receipt Methods - JAN

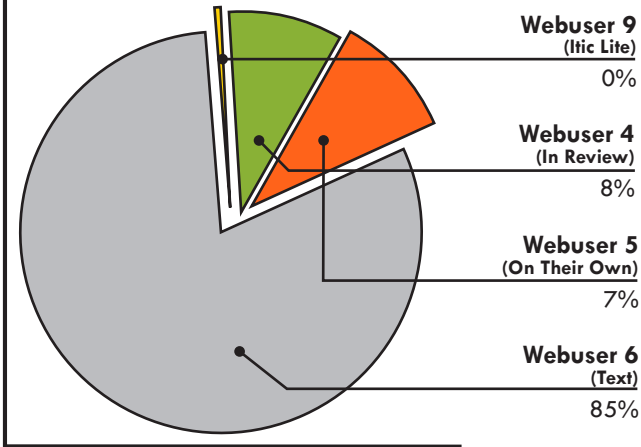


## Receipt Methods - JAN Y-T-D



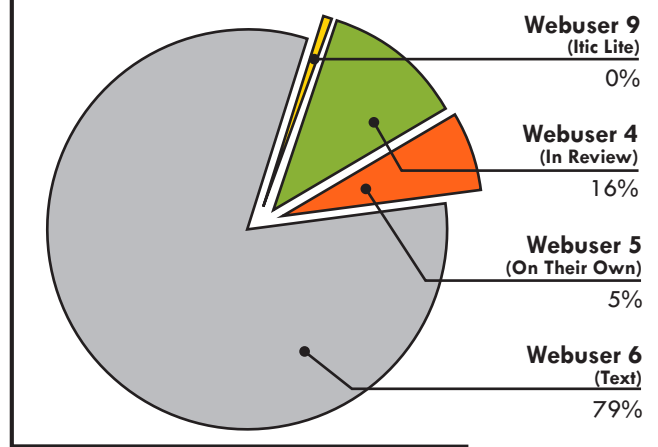
## ITIC Breakdown

JANUARY 2013



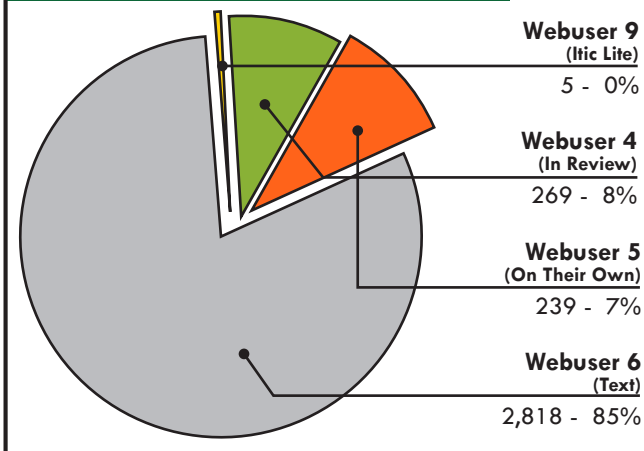
## ITIC Breakdown

JANUARY 2014



## ITIC Y-T-D Analysis

JANUARY 2013



## ITIC Y-T-D Analysis

JANUARY 2014

