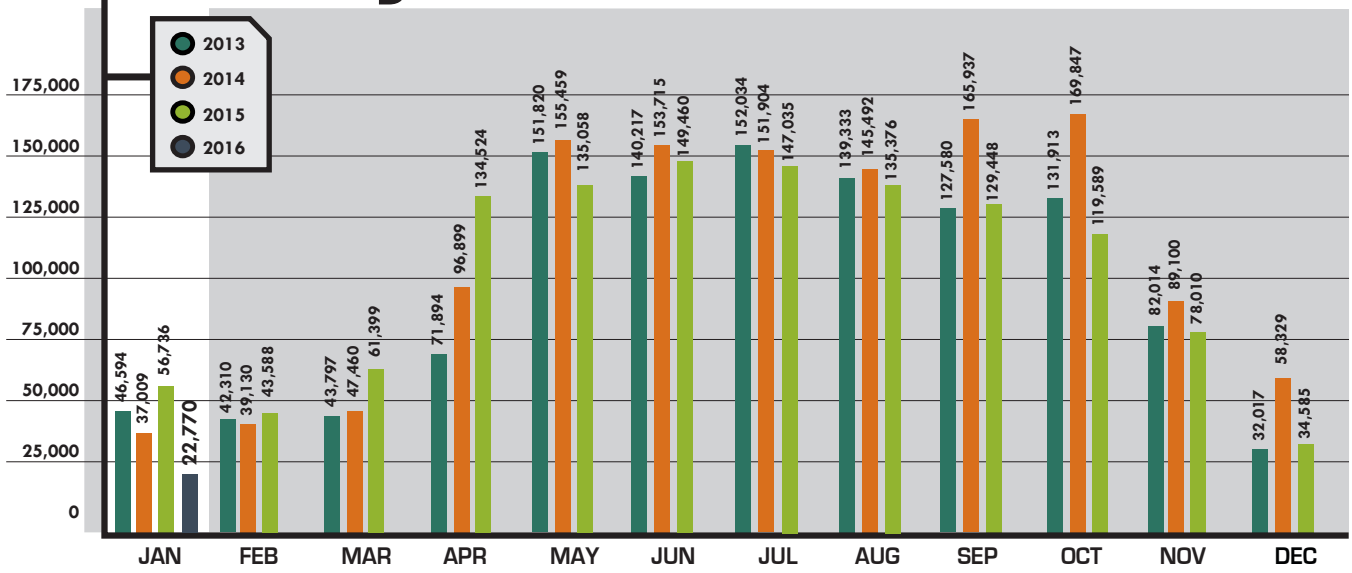
NORTH DAKOTA ONE CALL

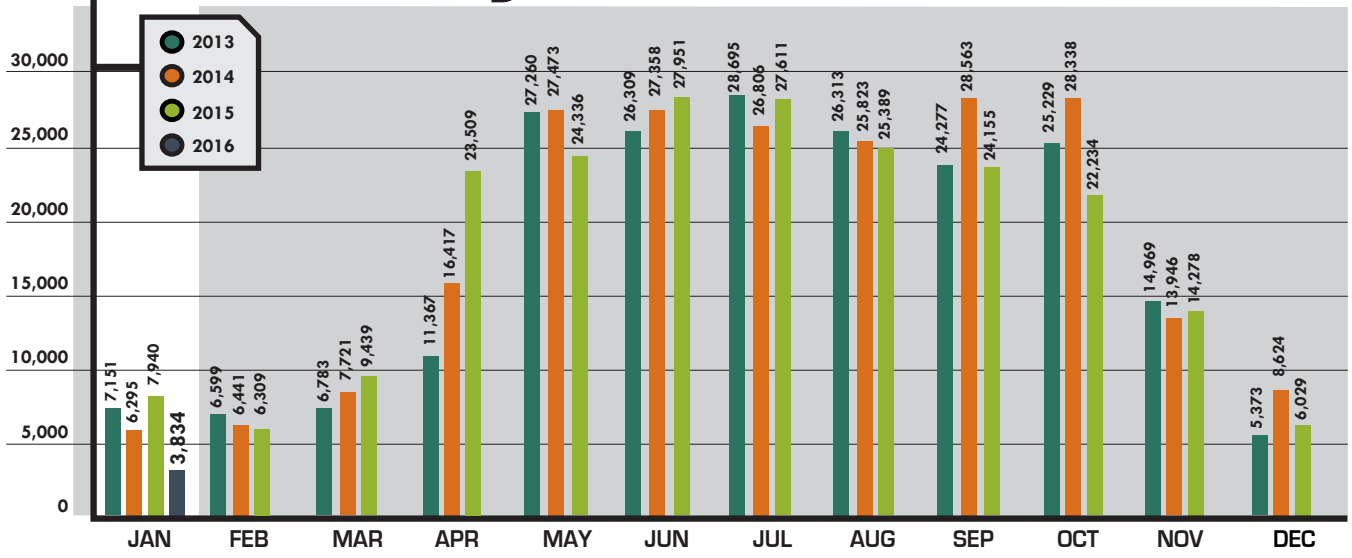
DASHBOARD REPORT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL | JANUARY

Chargeable Outbound Tickets



Incoming Tickets

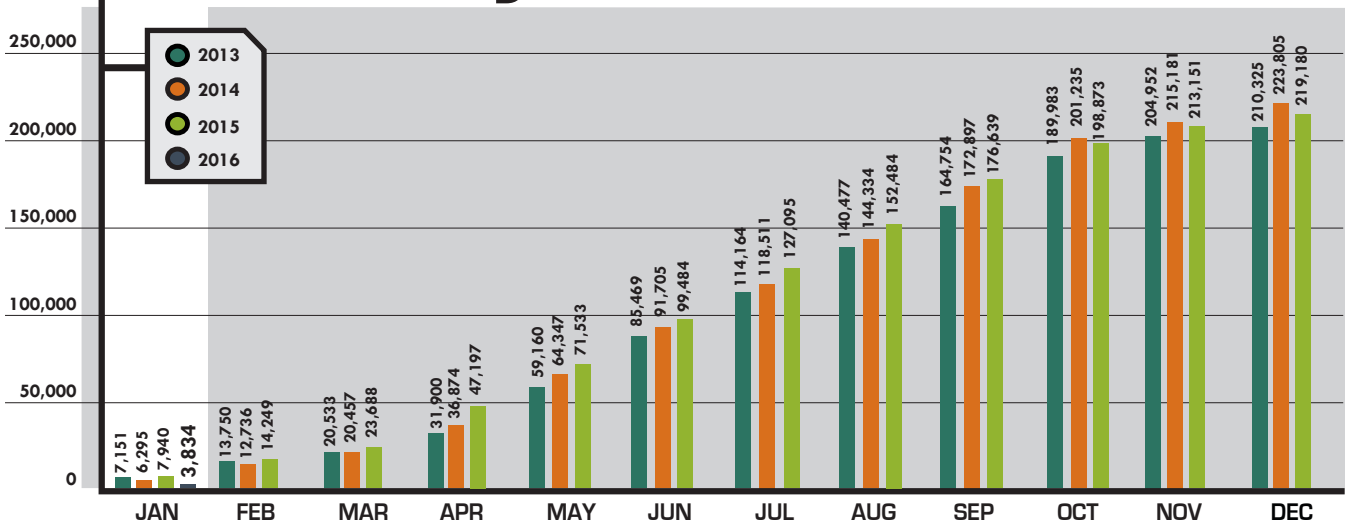


NORTH DAKOTA ONE CALL

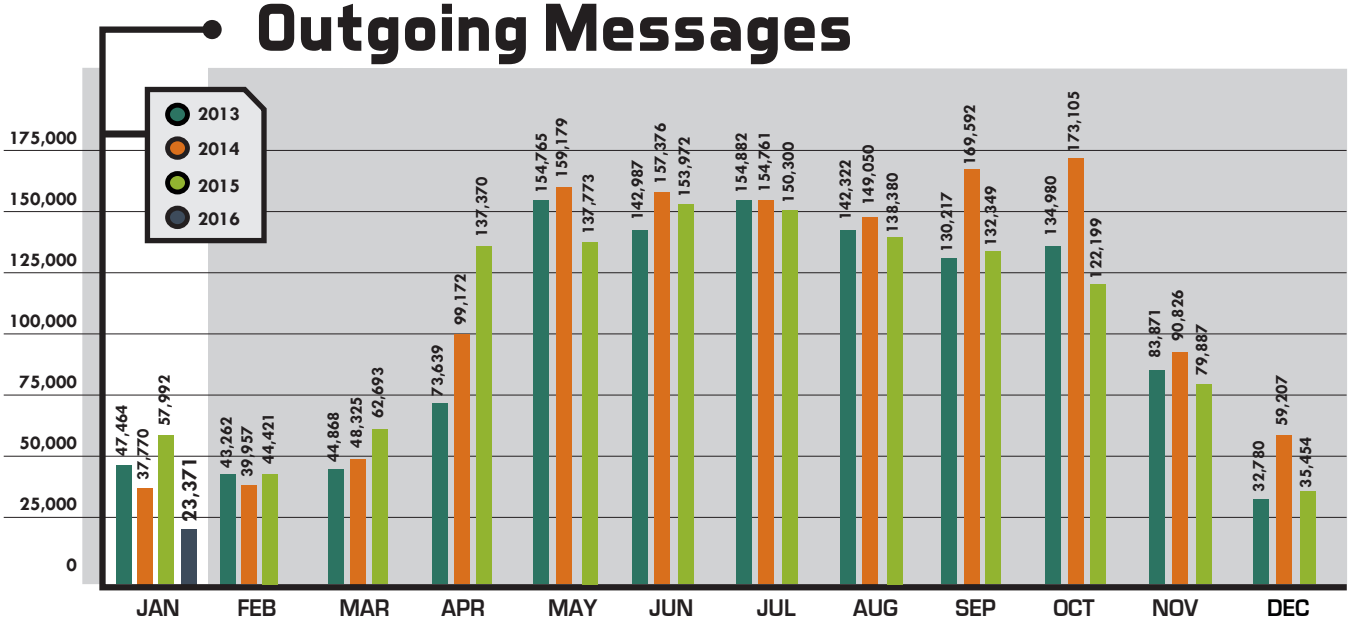
DASHBOARD REPORT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL | JANUARY

Incoming Tickets Y-T-D



Outgoing Messages

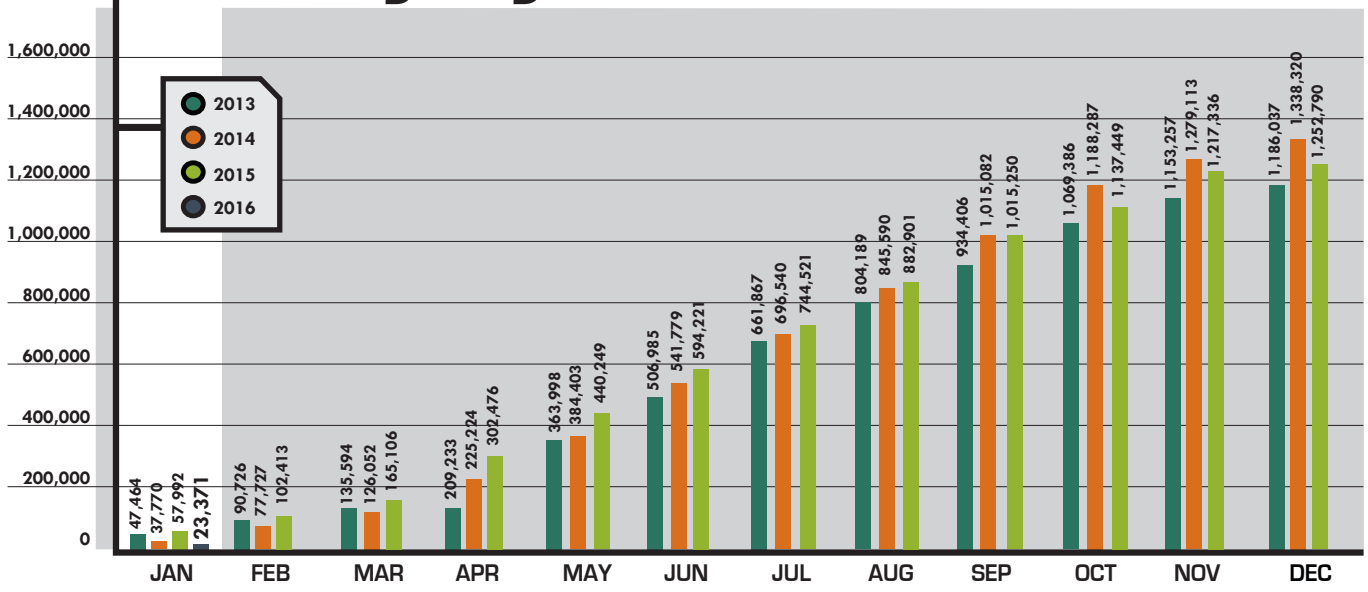


NORTH DAKOTA ONE CALL

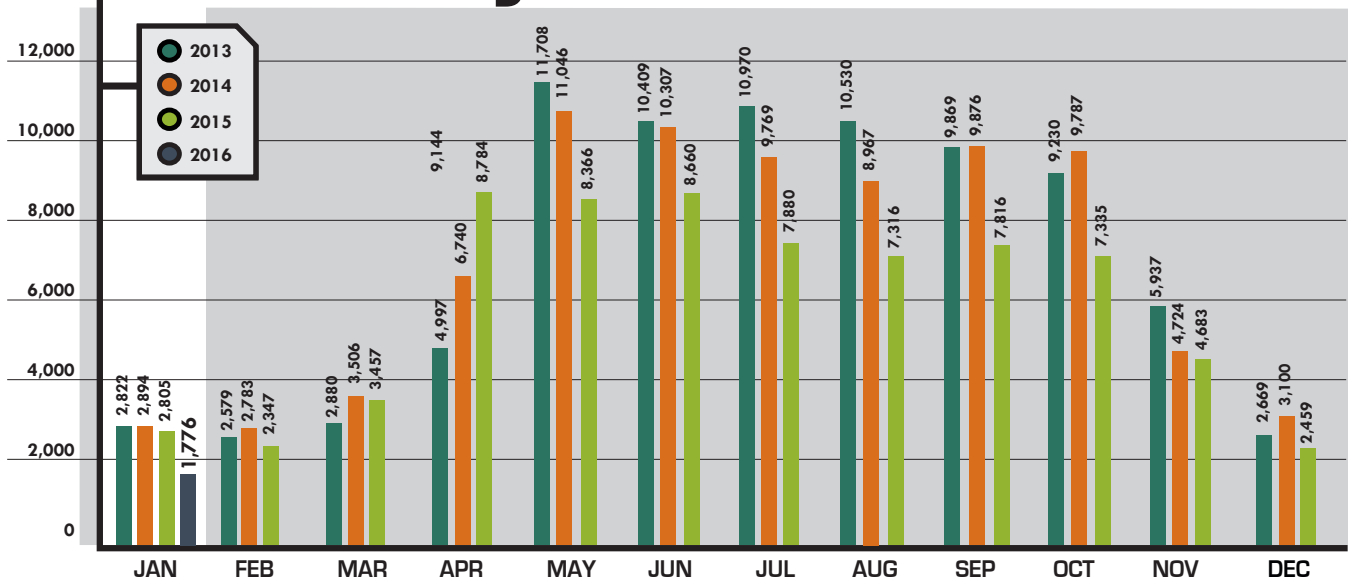
DASHBOARD REPORT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL | JANUARY

Outgoing Tickets Y-T-D



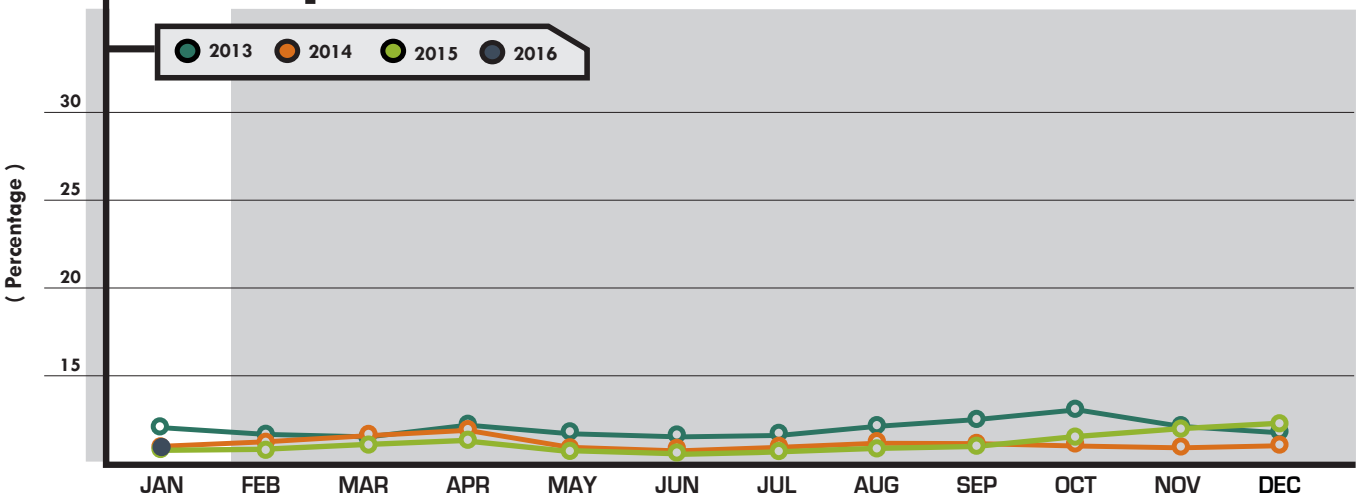
Incoming Calls



DASHBOARD REPORT

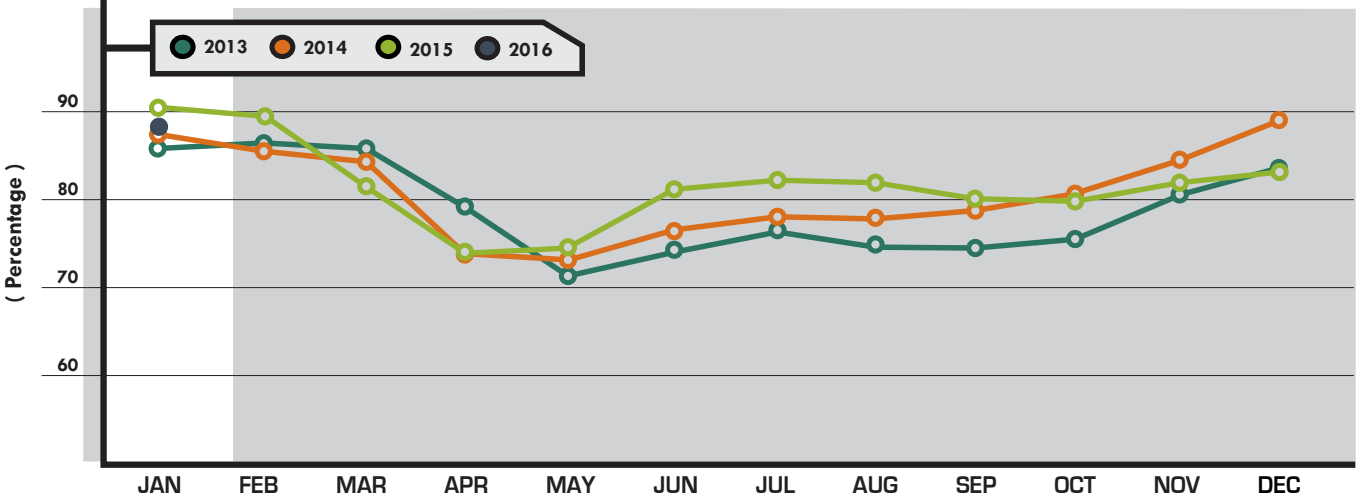
YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL | JANUARY

Operator Call Volumes



	2013	2014	2015	2016
JANUARY	12.01	9.91	7.00	9.60
FEBRUARY	11.30	10.63	7.69	
MARCH	10.88	11.46	8.50	
APRIL	12.45	12.26	9.65	
MAY	11.96	9.71	7.87	
JUNE	11.63	8.94	7.11	
JULY	11.33	9.33	7.52	
AUGUST	12.04	10.03	7.81	
SEPTEMBER	12.15	9.80	8.18	
OCTOBER	13.70	8.67	9.64	
NOVEMBER	12.04	7.60	10.05	
DECEMBER	11.22	7.94	11.16	

Excavator Call Volumes



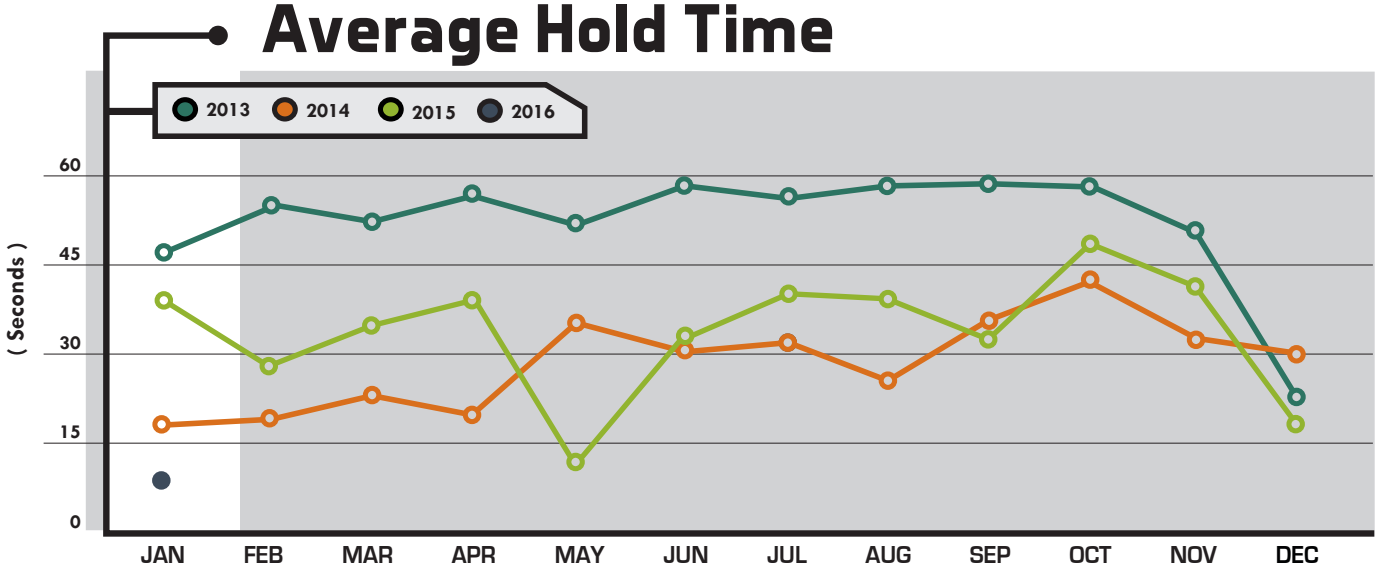
	2013	2014	2015	2016
JANUARY	86.62	87.74	90.93	88.68
FEBRUARY	86.95	86.01	89.84	
MARCH	86.58	83.22	82.99	
APRIL	79.04	74.06	74.40	
MAY	71.24	73.25	75.95	
JUNE	74.75	77.13	80.66	
JULY	76.56	78.38	82.80	
AUGUST	74.47	78.93	82.56	
SEPTEMBER	74.24	79.25	80.32	
OCTOBER	75.65	81.68	80.28	
NOVEMBER	80.08	85.75	82.35	
DECEMBER	84.84	89.56	85.07	

NORTH DAKOTA ONE CALL

DASHBOARD REPORT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL | JANUARY

Average Hold Time



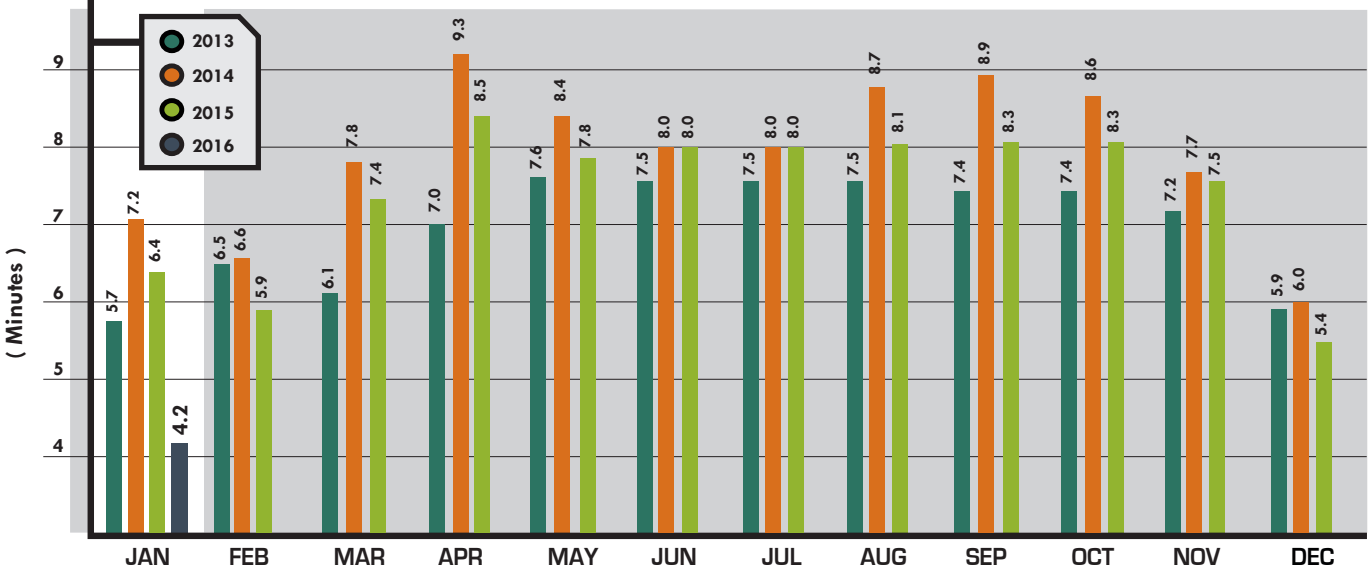
	2013	2014	2015	2016
JANUARY	47	19	39	9
FEBRUARY	55	21	28	
MARCH	49	24	35	
APRIL	56	20	38	
MAY	52	35	13	
JUNE	58	31	33	
JULY	56	32	37	
AUGUST	58	25	36	
SEPTEMBER	59	36	32	
OCTOBER	57	42	47	
NOVEMBER	51	33	41	
DECEMBER	23	30	18	

NORTH DAKOTA ONE CALL

DASHBOARD REPORT

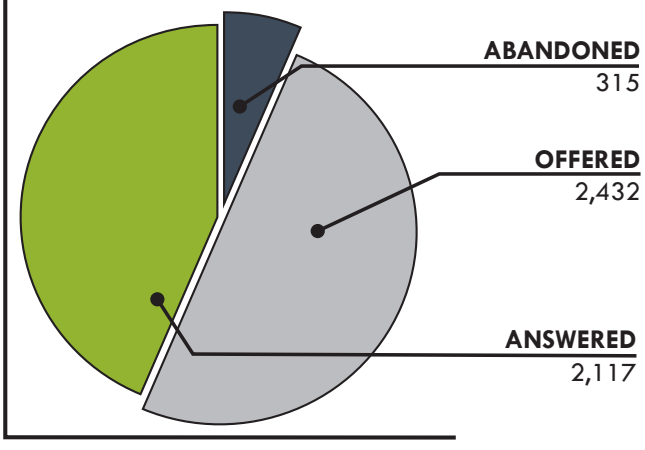
YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL | JANUARY

Average Processing Times



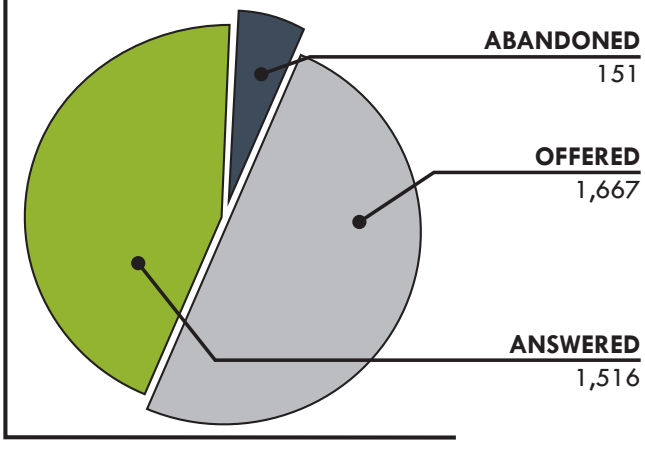
Abandonment

JAN 2015



Abandonment

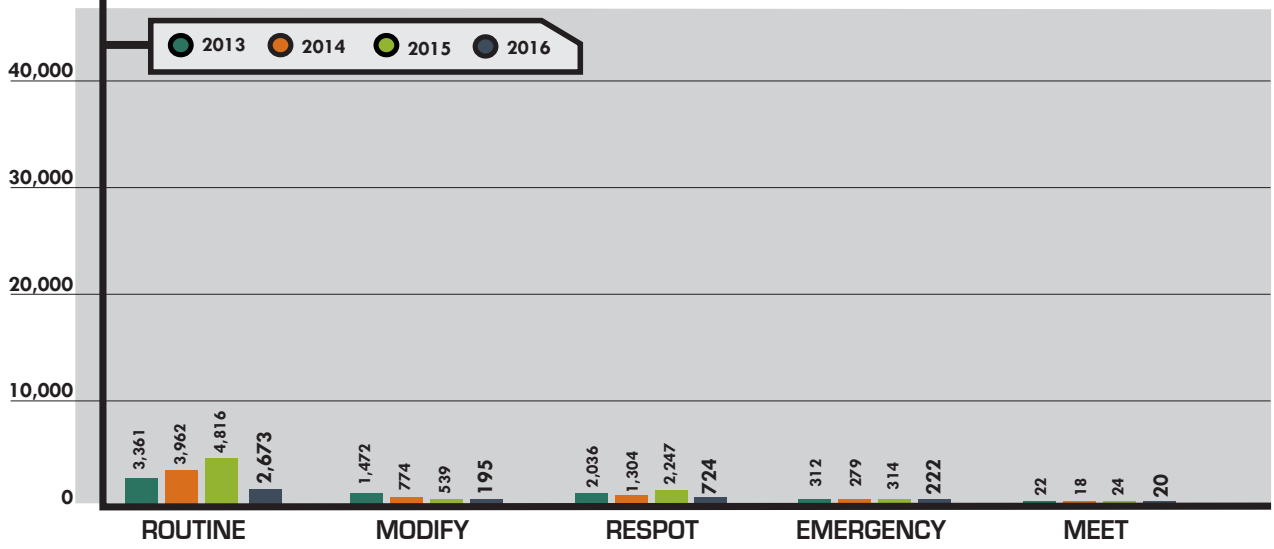
JAN 2016



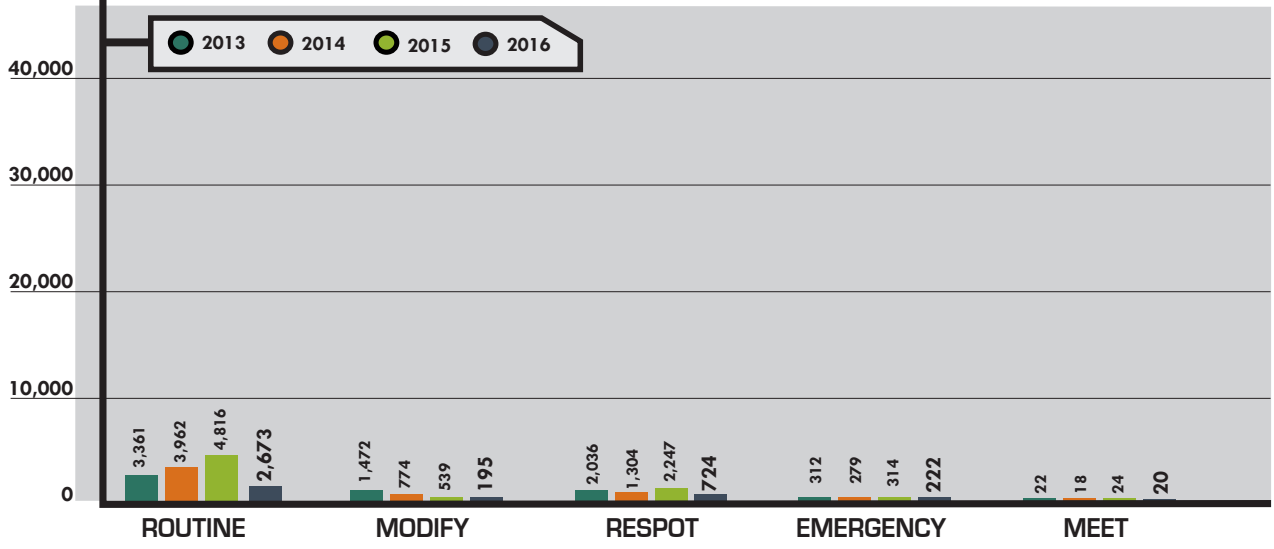
DASHBOARD REPORT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL | JANUARY

Incoming Ticket Types - JAN



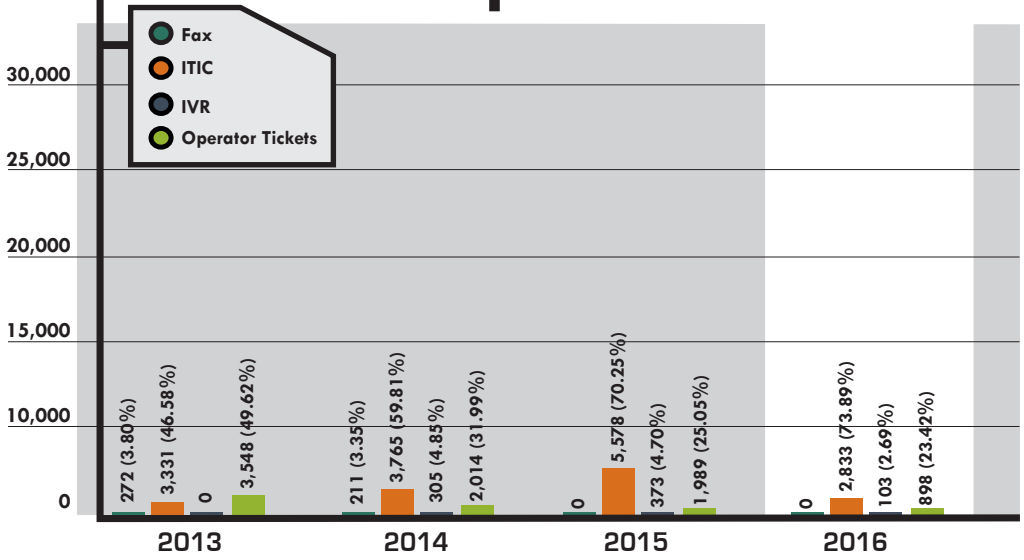
Incoming Ticket Types - JAN Y-T-D



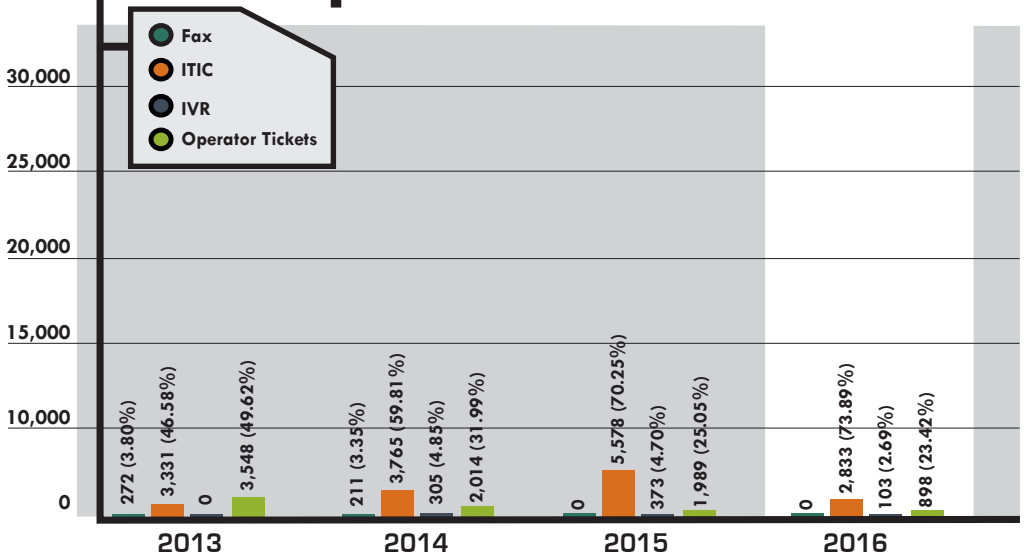
DASHBOARD REPORT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL | JANUARY

Receipt Methods - JAN



Receipt Methods - JAN Y-T-D



NORTH DAKOTA ONE CALL

DASHBOARD REPORT

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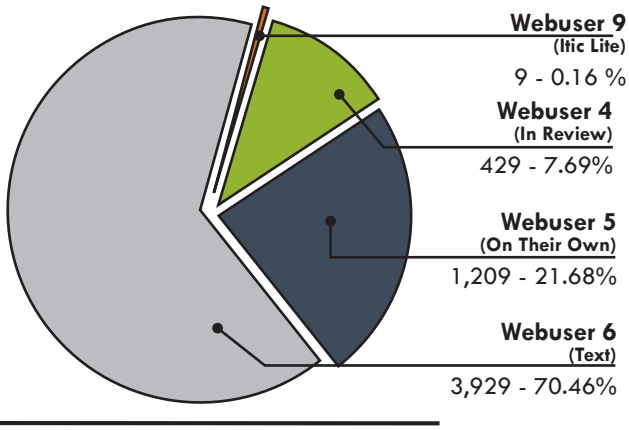
ITIC Breakdown

JAN 2015



Webuser 9 (Itic Lite)
9 - 0.16 %

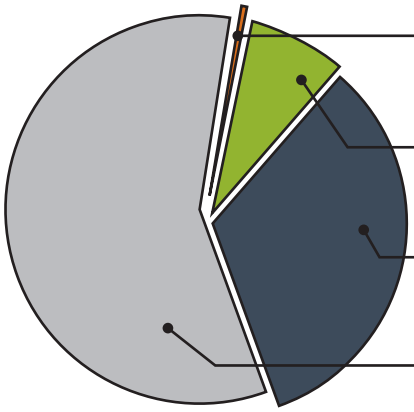
Webuser 4 (In Review)
429 - 7.69%

Webuser 5 (On Their Own)
1,209 - 21.68%

Webuser 6 (Text)
3,929 - 70.46%

ITIC Breakdown

JAN 2016



Webuser 9 (Itic Lite)
6 - 0.21%

Webuser 4 (In Review)
150 - 5.32%

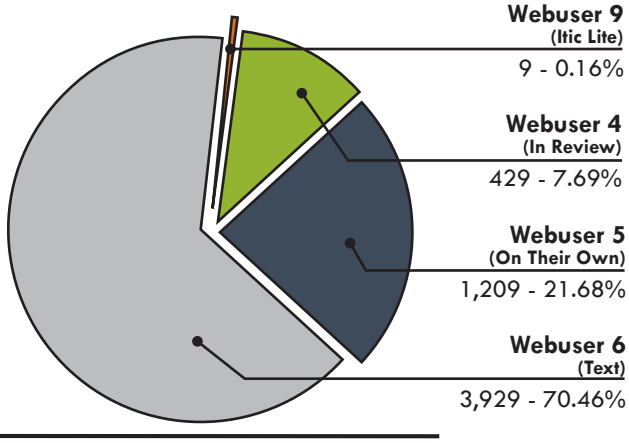
Webuser 5 (On Their Own)
910 - 32.29%

Webuser 6 (Text)
1,752 - 62.17%

OVERALL JAN 2016 - 73.5%

ITIC Y-T-D Analysis

JAN 2015



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ITIC Y-T-D Analysis

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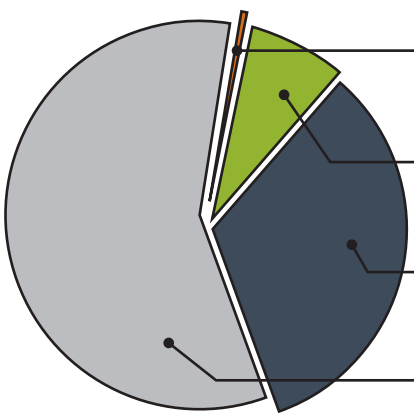

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OVERALL Y-T-D JAN 2016 - 73.5%