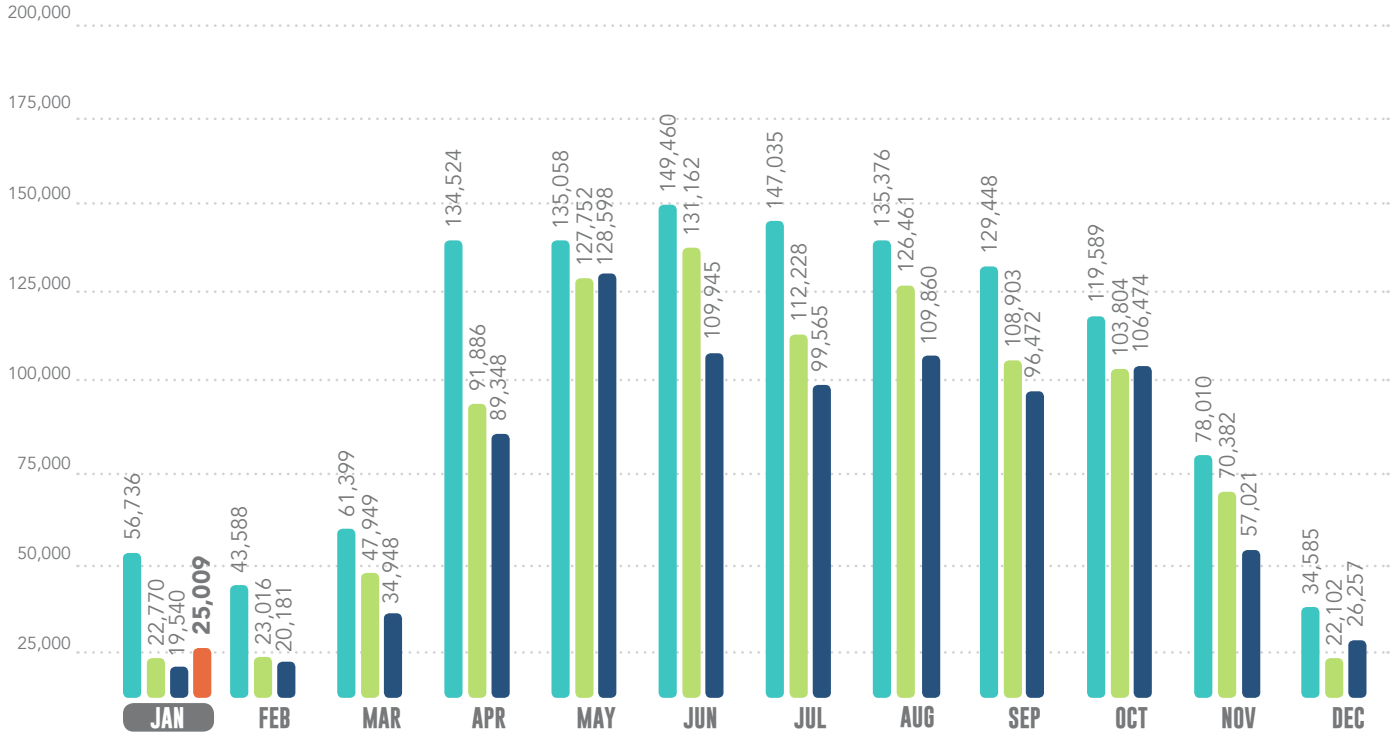


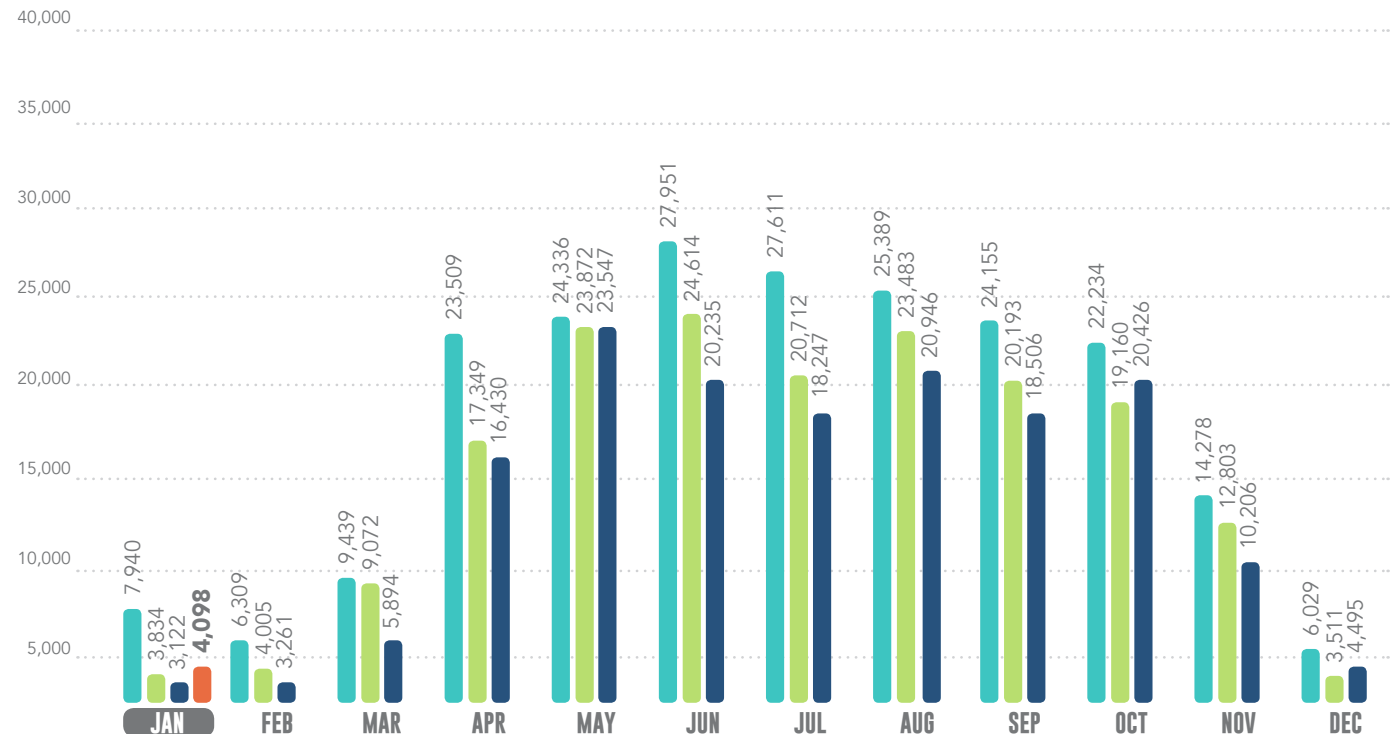
CHARGEABLE OUTBOUND TICKETS

2015 2016 2017 2018



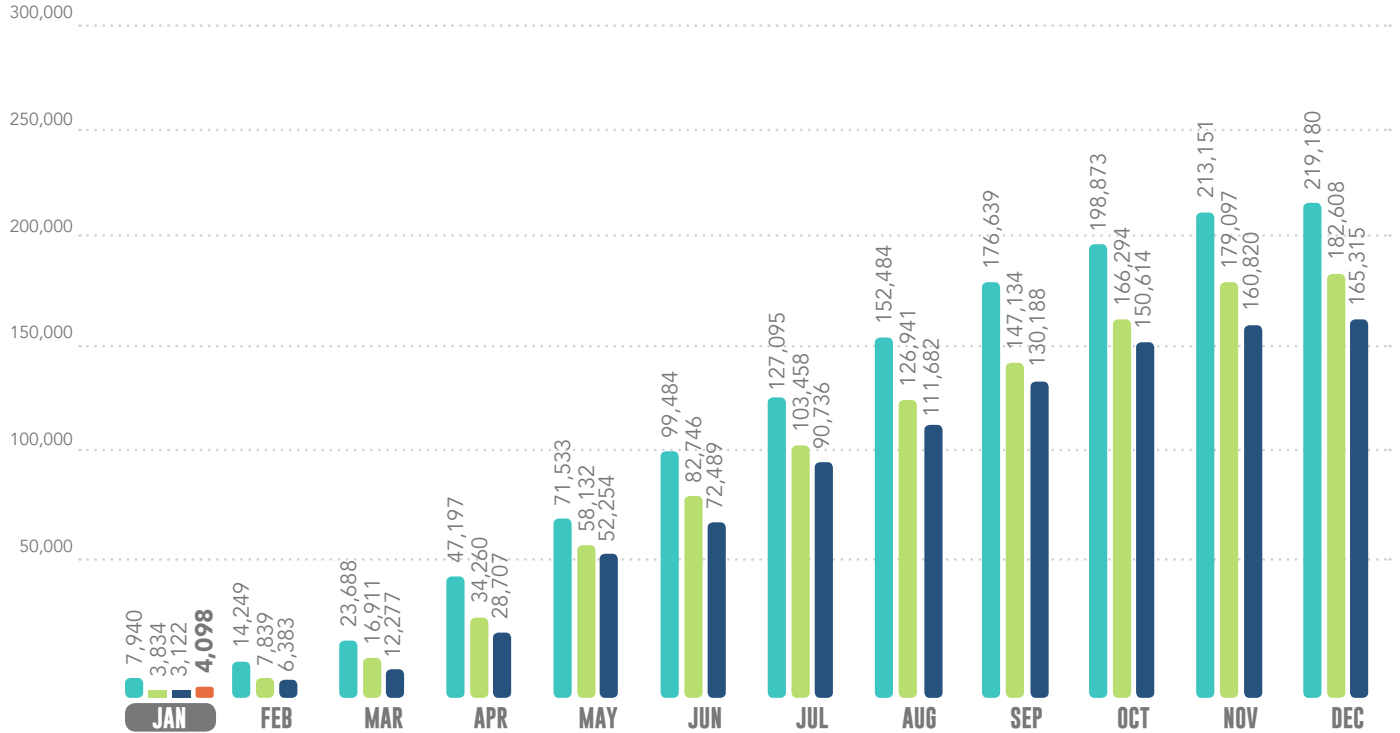
INCOMING TICKETS

2015 2016 2017 2018



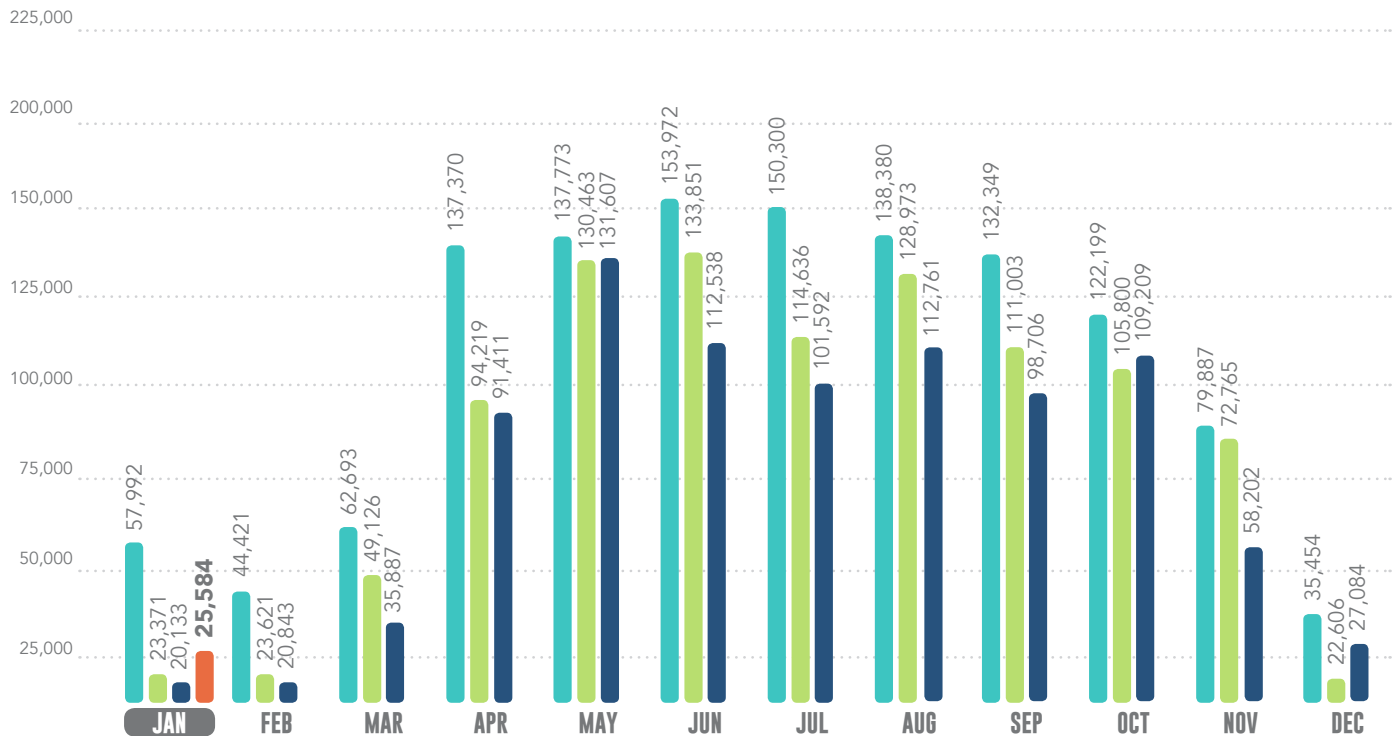
INCOMING TICKETS Y-T-D

2015 2016 2017 2018



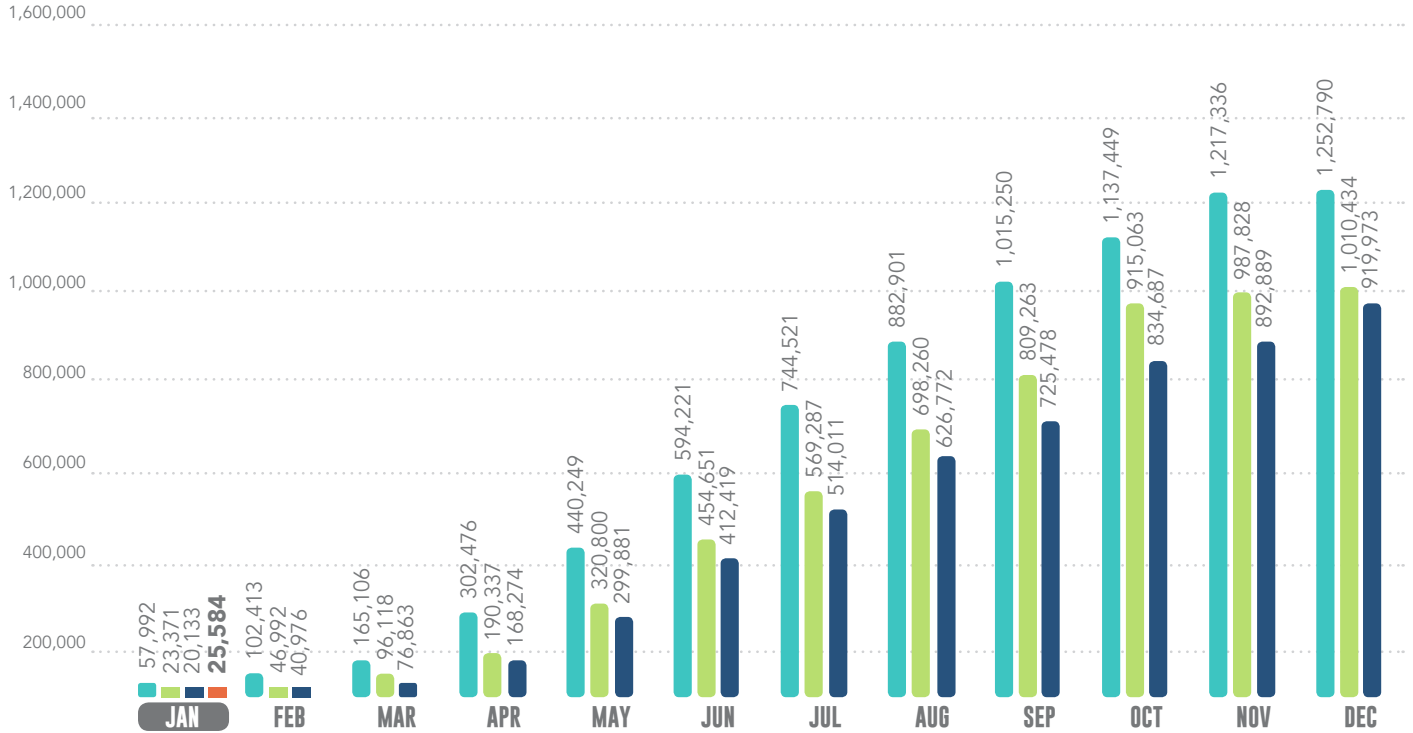
OUTGOING MESSAGES

2015 2016 2017 2018



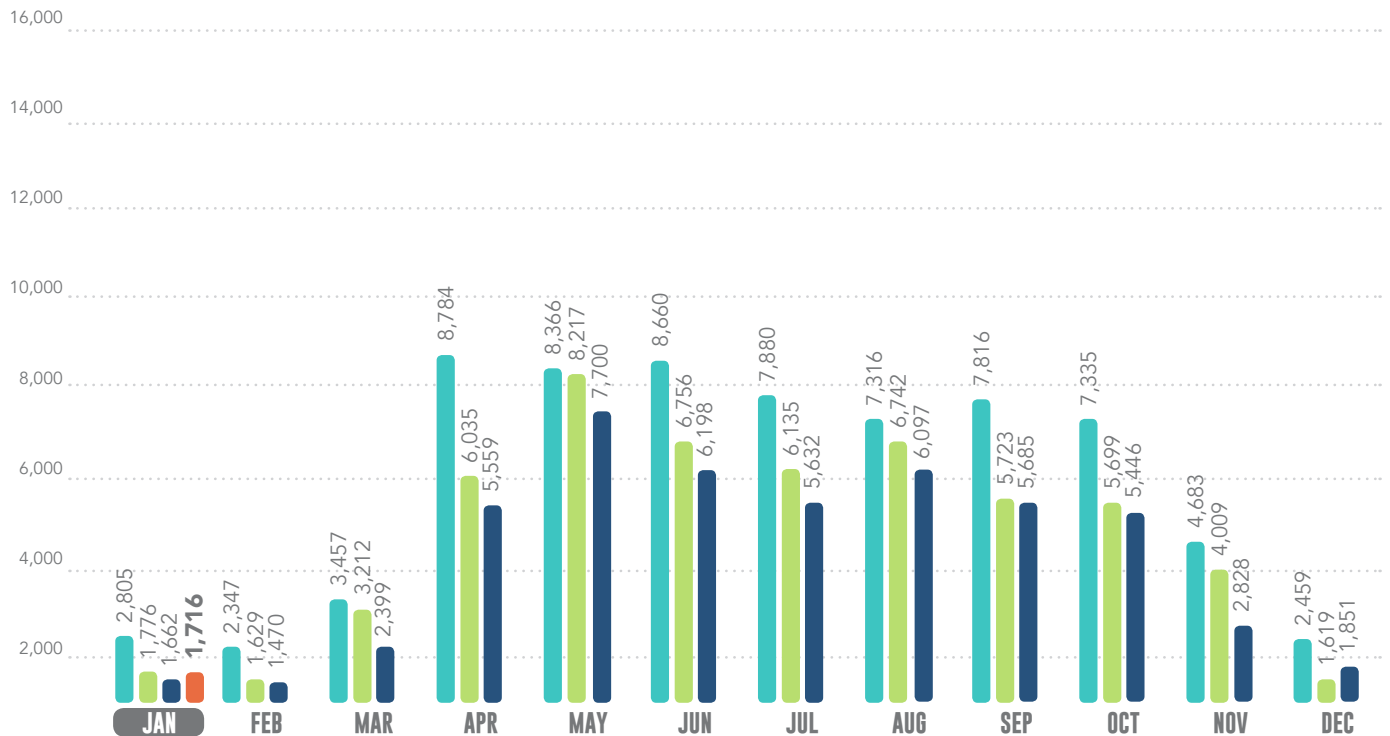
OUTGOING TICKETS Y-T-D

2015 2016 2017 2018



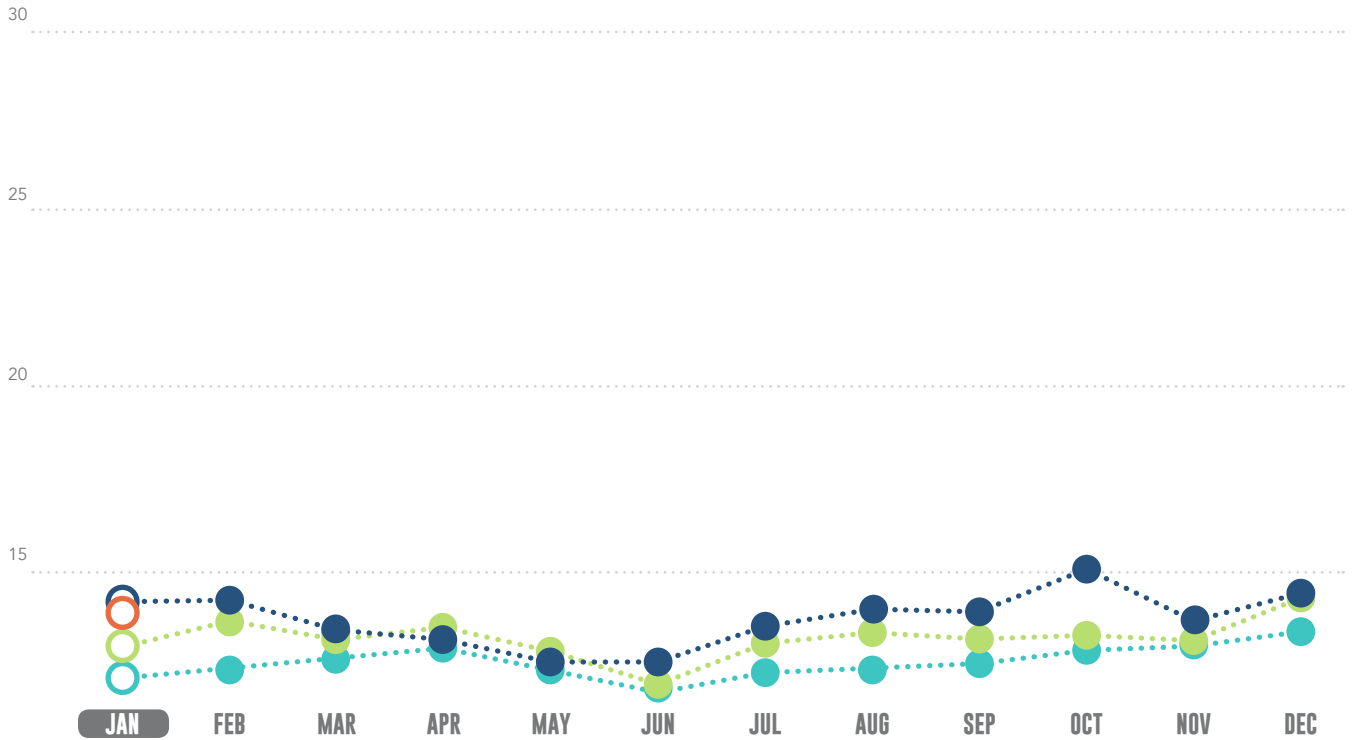
INCOMING CALLS

2015 2016 2017 2018



OPERATOR CALL VOLUMES

2015 2016 2017 2018

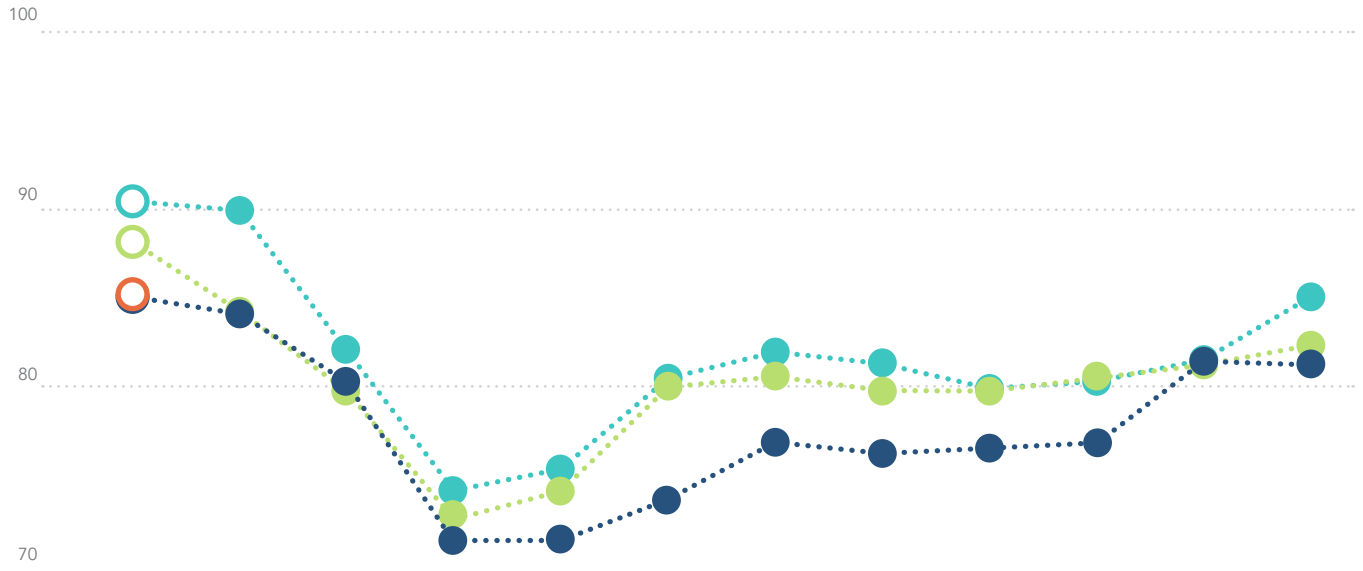


2015 2016 2017 2018

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

EXCAVATOR CALL VOLUMES

2015 2016 2017 2018



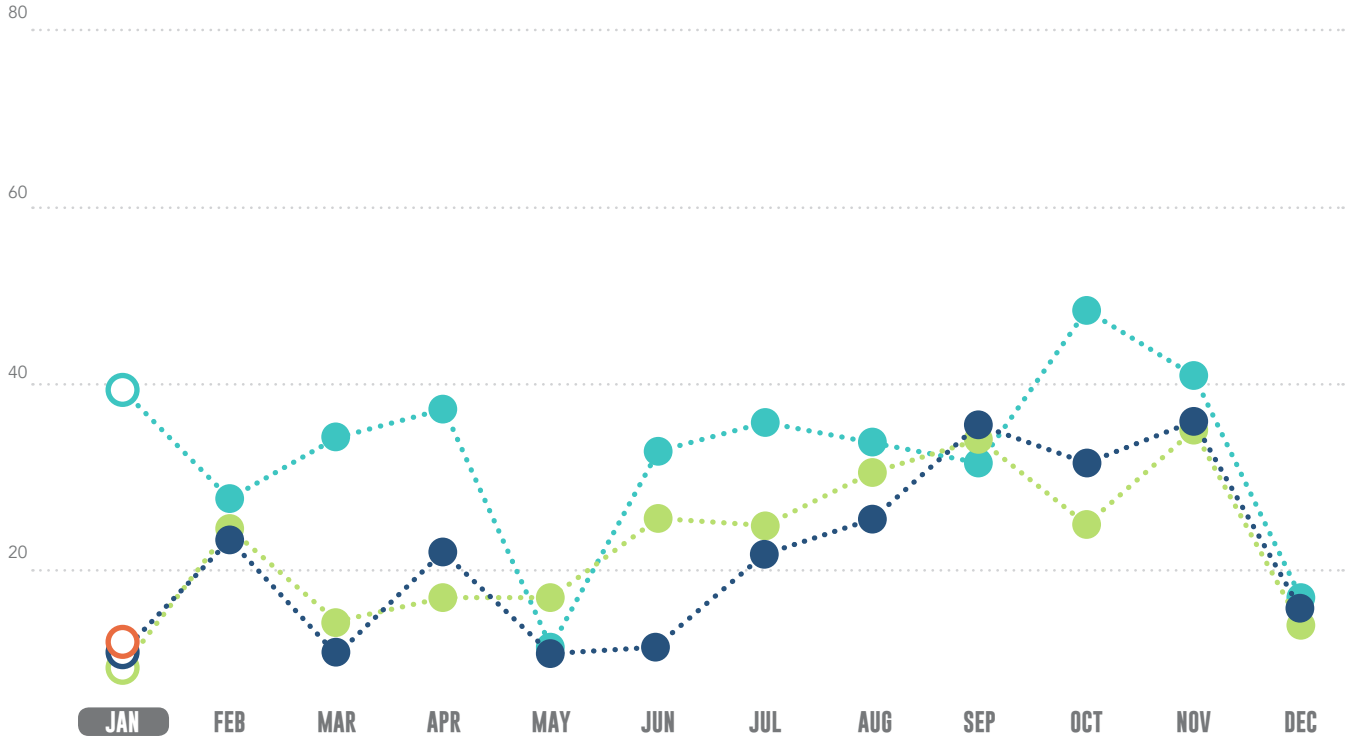
JAN FEB MAR APR MAY JUN JUL AUG SEP OCT NOV DEC

2015 2016 2017 2018

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

AVERAGE HOLD TIME

2015 2016 2017 2018

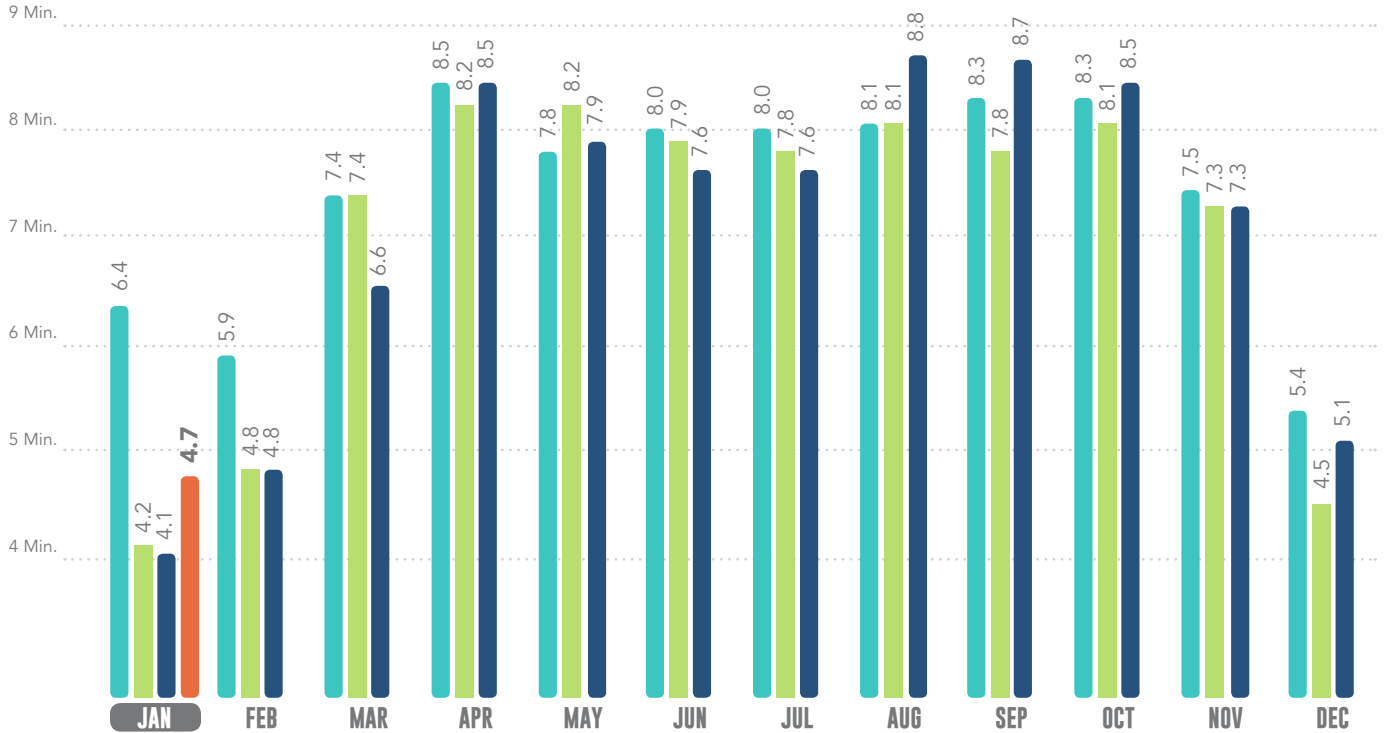


2015 2016 2017 2018

	2015	2016	2017	2018
JAN	39	9	12	14
FEB	28	24	23	
MAR	35	16	12	
APR	38	18	22	
MAY	13	18	12	
JUN	33	26	13	
JUL	37	25	22	
AUG	36	31	26	
SEP	32	35	39	
OCT	47	24	32	
NOV	41	36	37	
DEC	18	15	17	

AVERAGE PROCESSING TIMES

2015 2016 2017 2018



Answered - 1,393

Abandoned - 163

Offered - 1,556



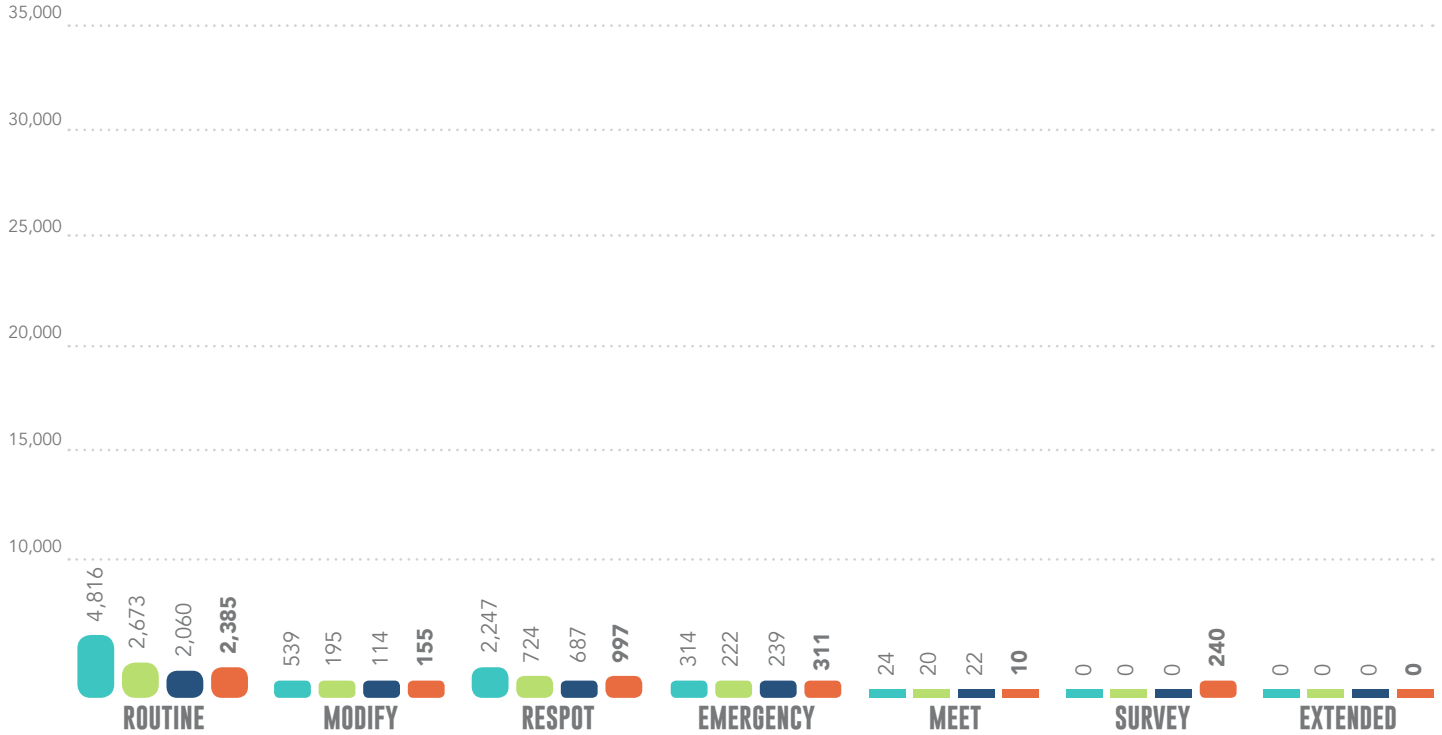
Answered - 1,313

Abandoned - 244

Offered - 1,557

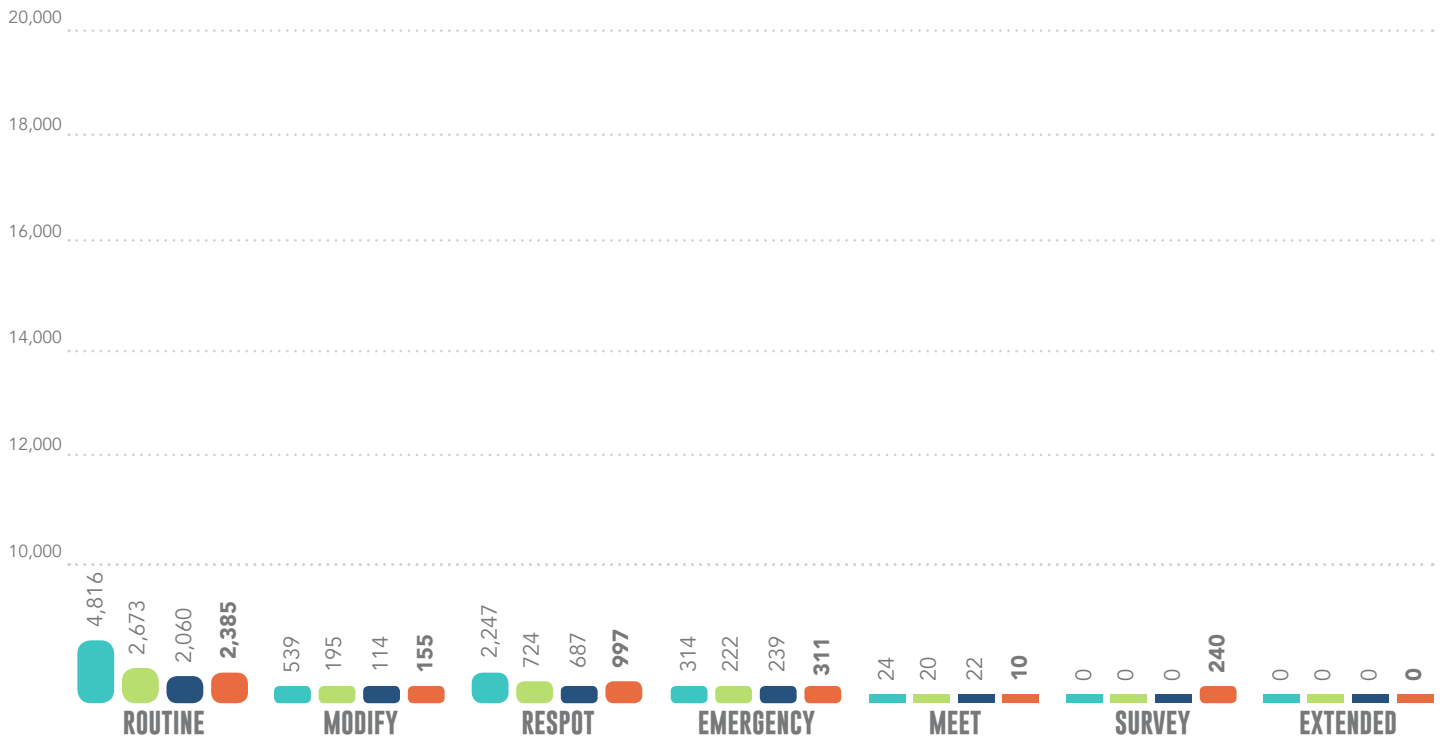
INCOMING TICKET TYPES JAN

2015 2016 2017 2018



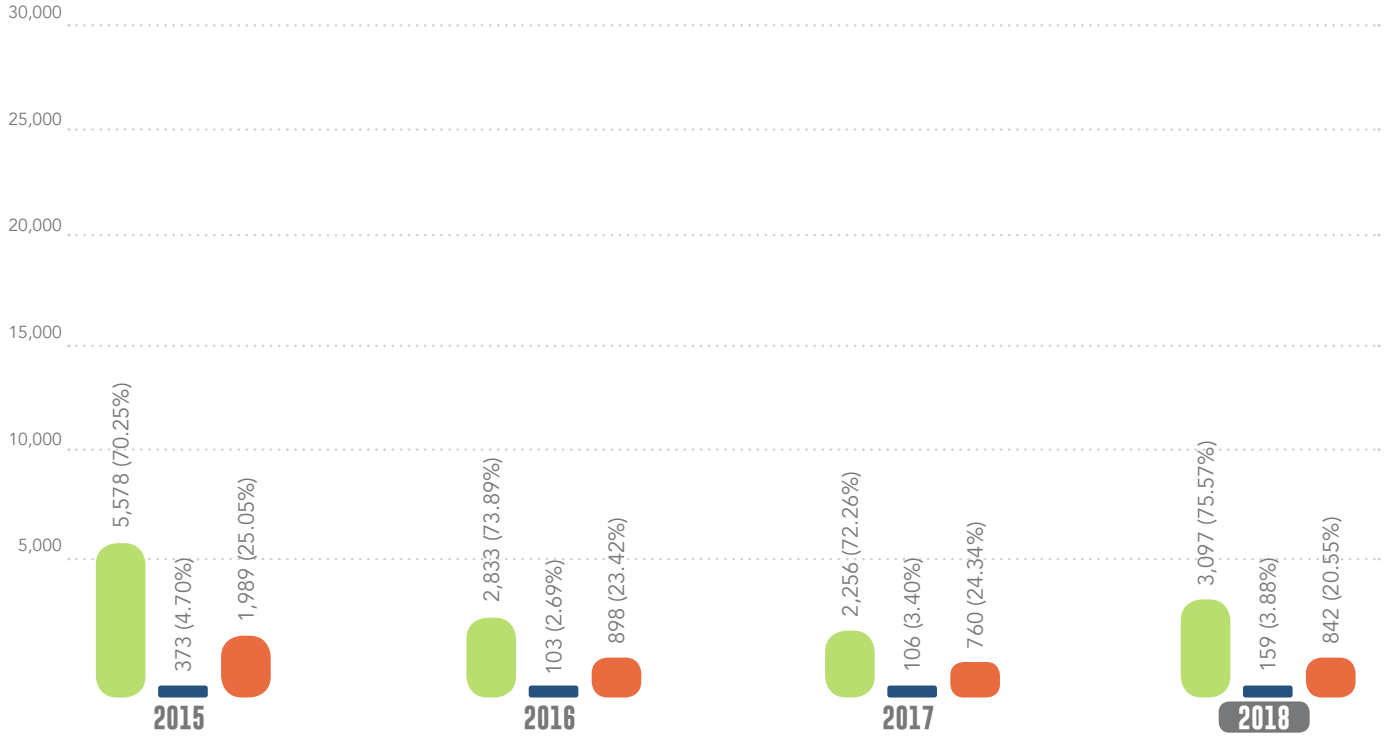
INCOMING TICKETS TYPES JAN Y-T-D

2015 2016 2017 2018



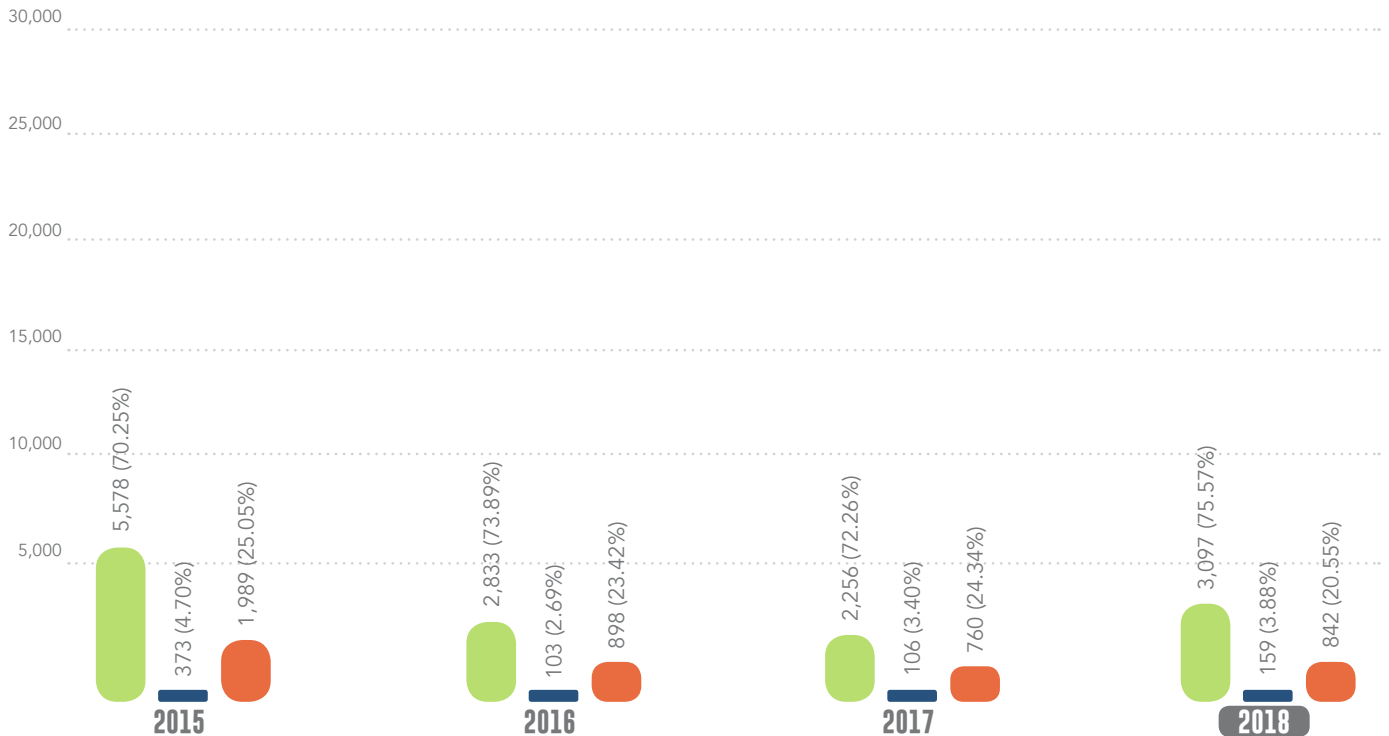
RECEIPT METHODS JAN

ITIC IVR OPERATOR



RECEIPT METHODS JAN Y-T-D

ITIC IVR OPERATOR

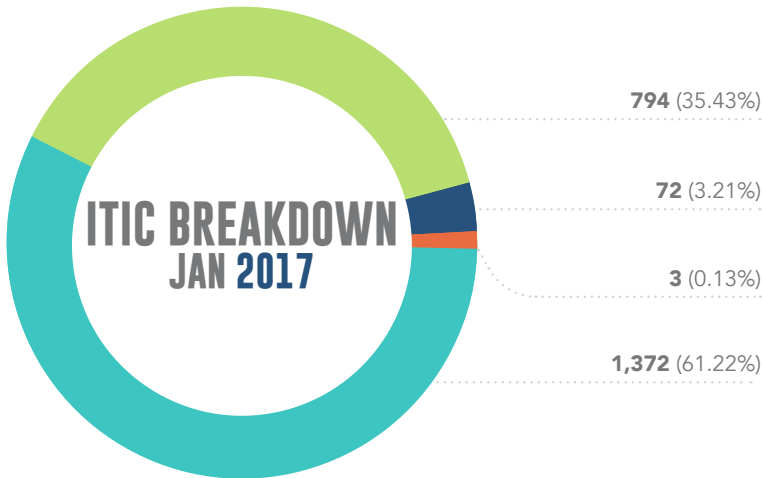


WEBUSER 5 (ON THEIR OWN)

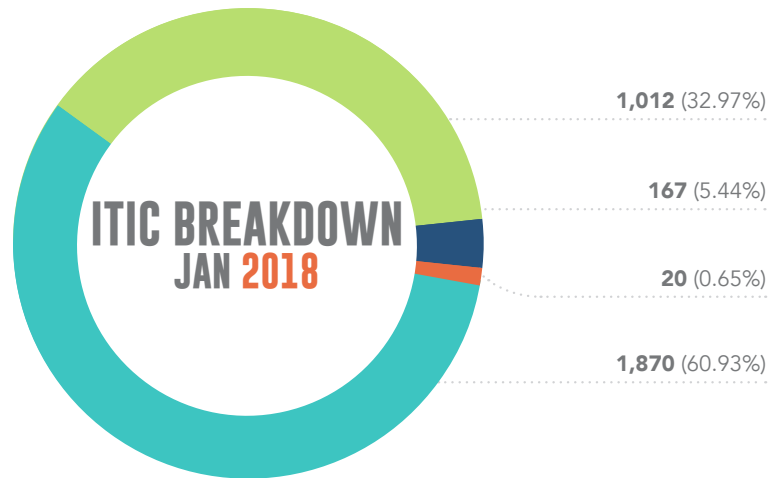
WEBUSER 4 (IN REVIEW)

WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)



OVERALL ITIC % - 72.26%



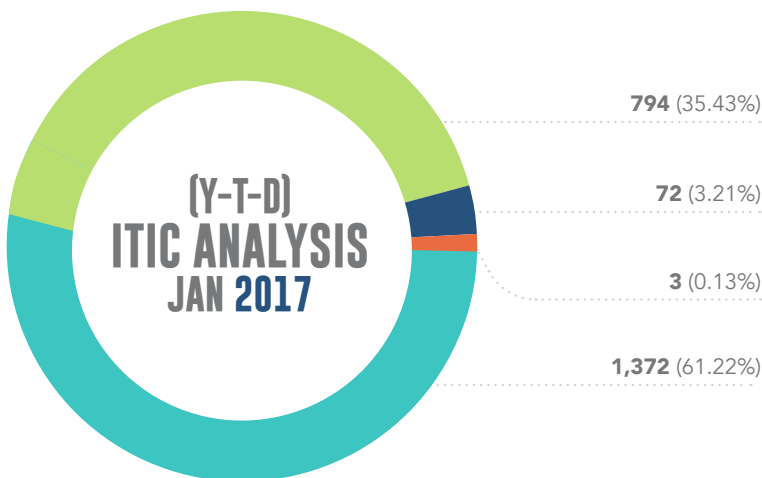
OVERALL ITIC % - 75.57%

WEBUSER 5 (ON THEIR OWN)

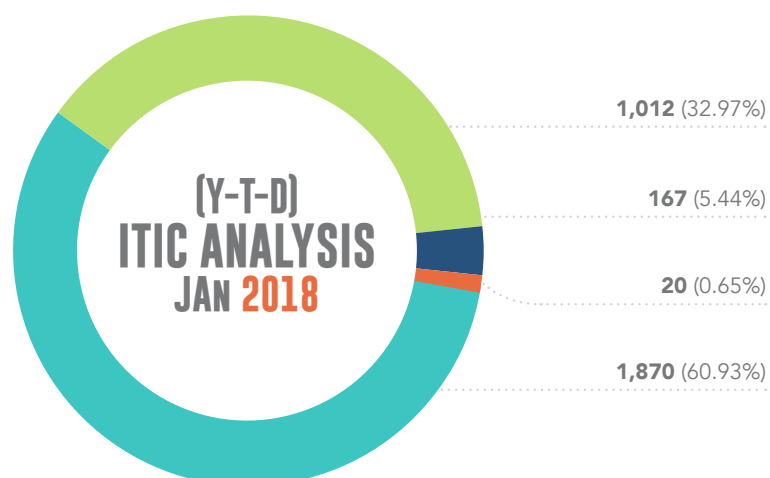
WEBUSER 4 (IN REVIEW)

WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)



OVERALL ITIC Y-T-D % - 72.26%



OVERALL ITIC Y-T-D % - 75.57%

POSITIVE RESPONSE COMPLIANCE

2018 COMPLIANT

2018 NON-COMPLIANT

