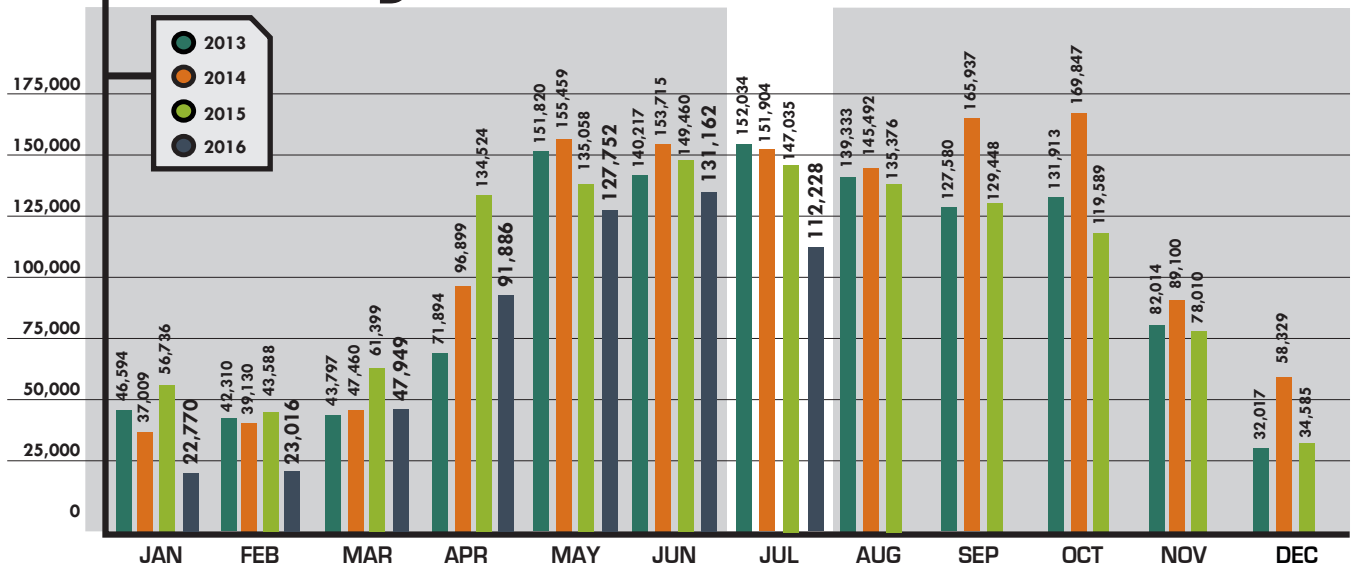
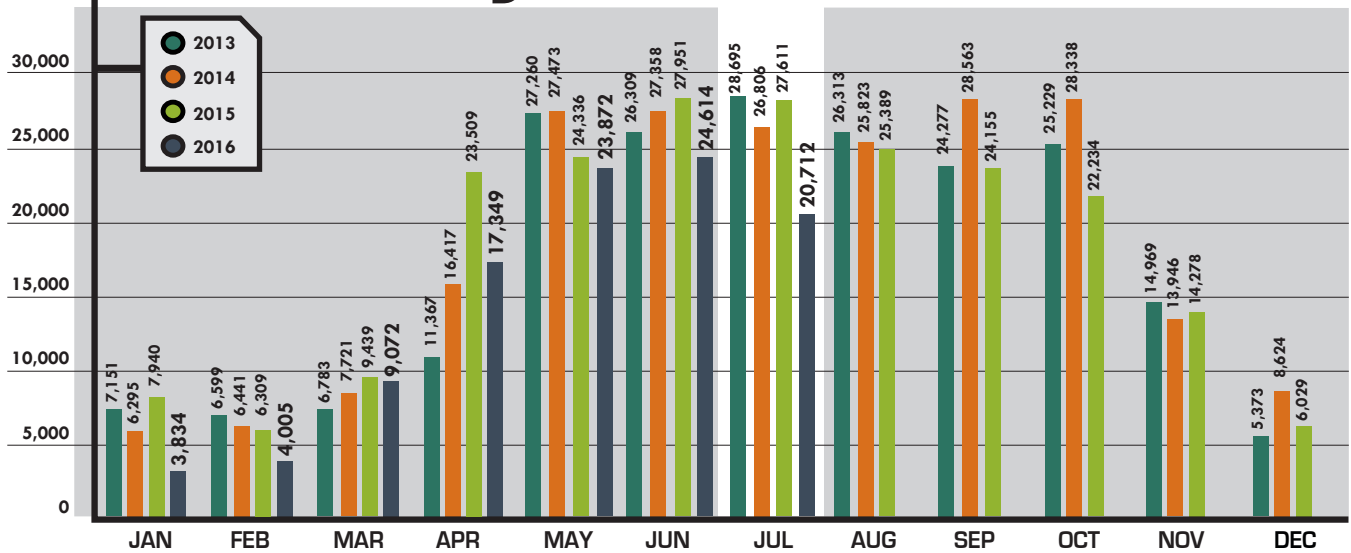


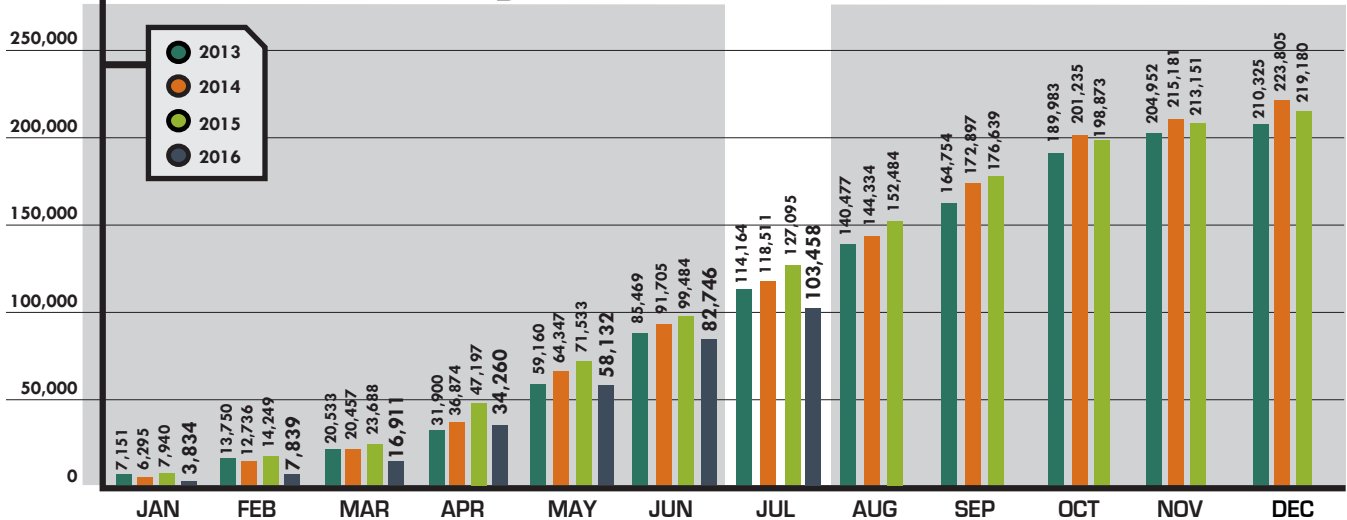
Chargeable Outbound Tickets



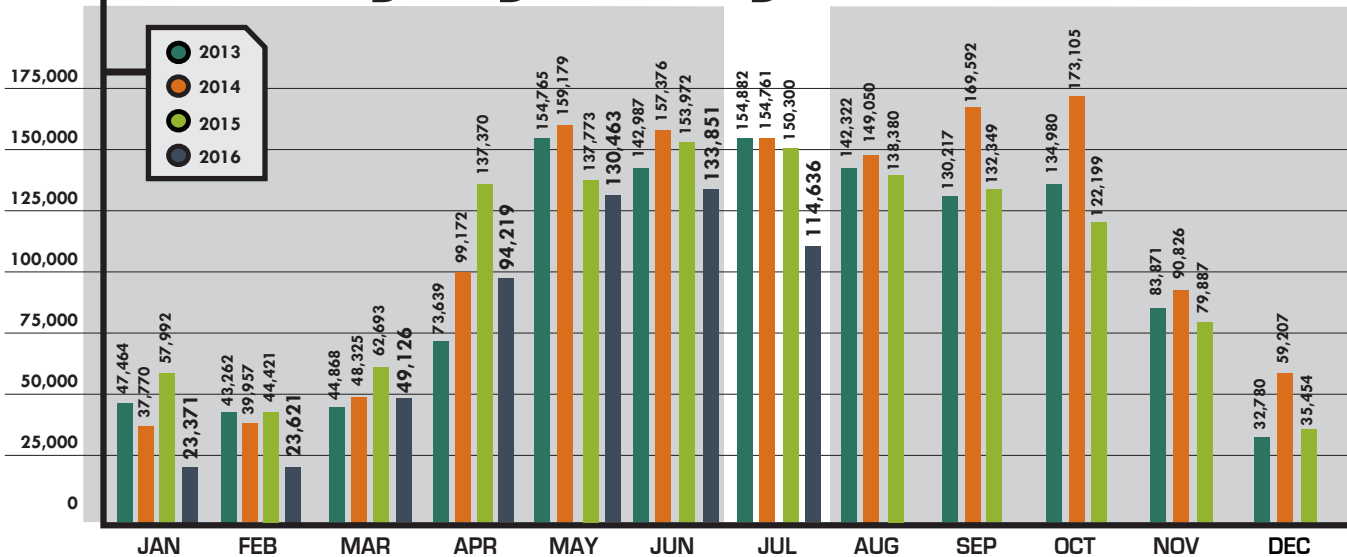
Incoming Tickets



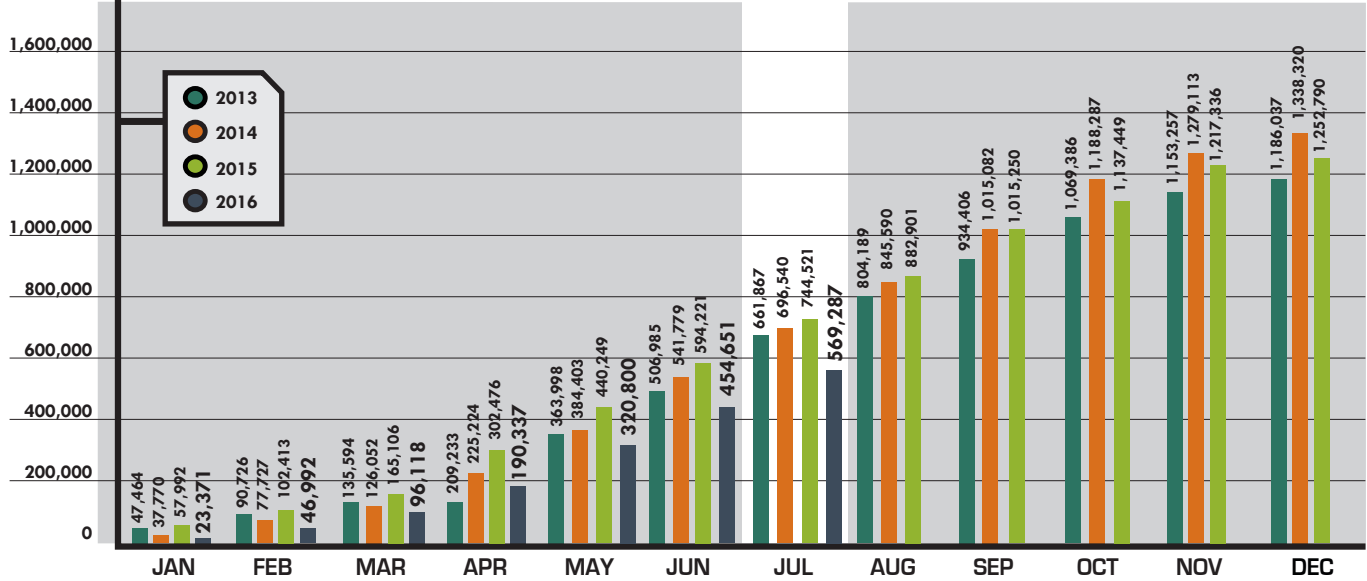
Incoming Tickets Y-T-D



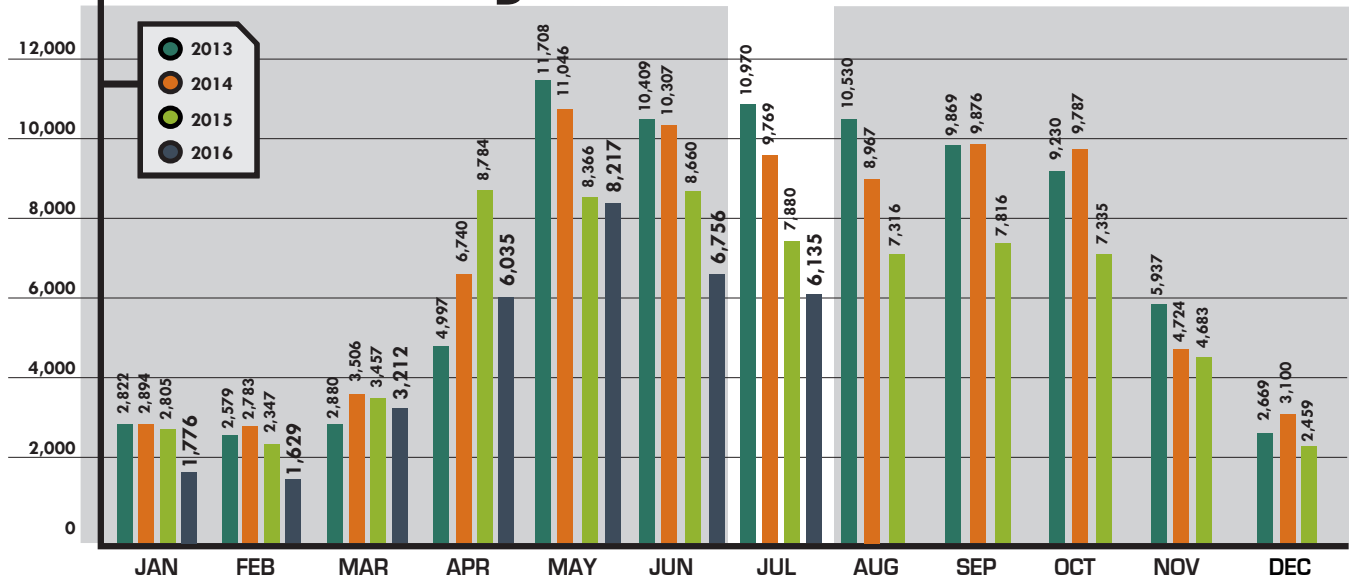
Outgoing Messages



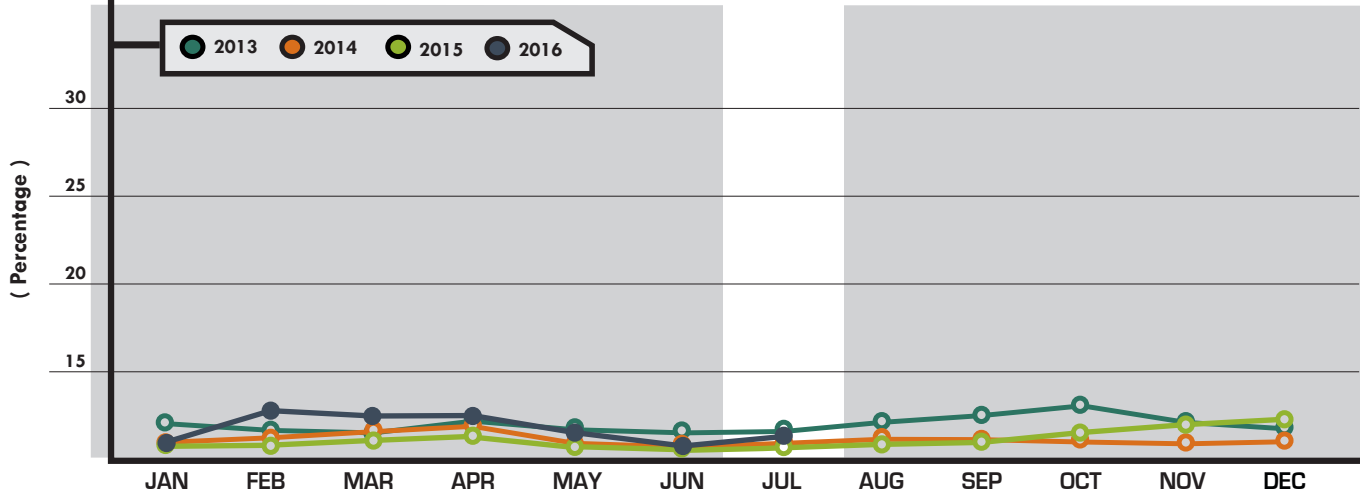
Outgoing Tickets Y-T-D



Incoming Calls

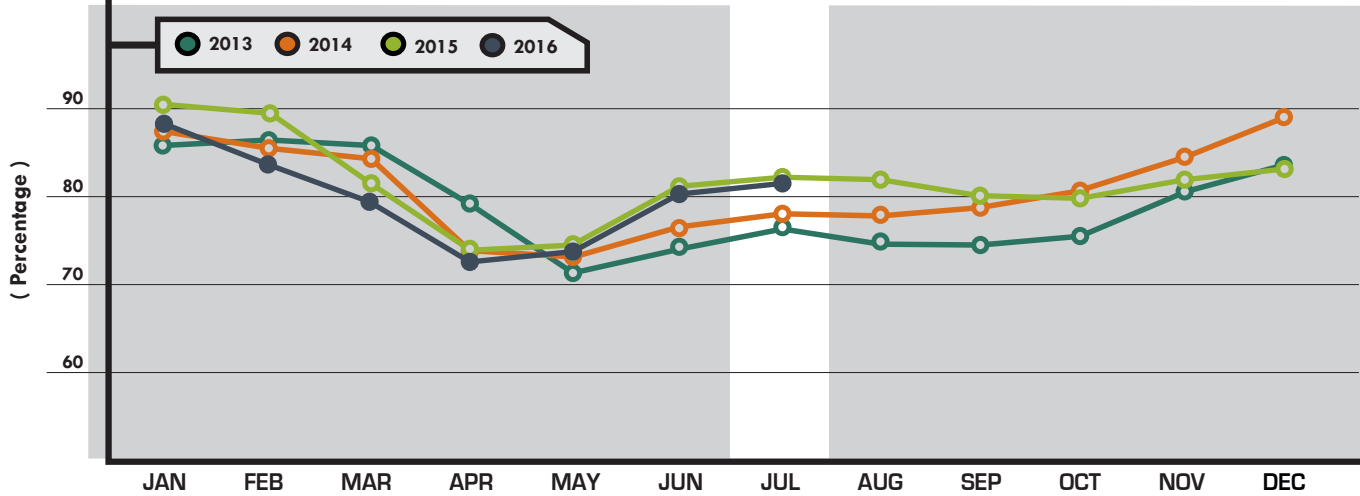


Operator Call Volumes



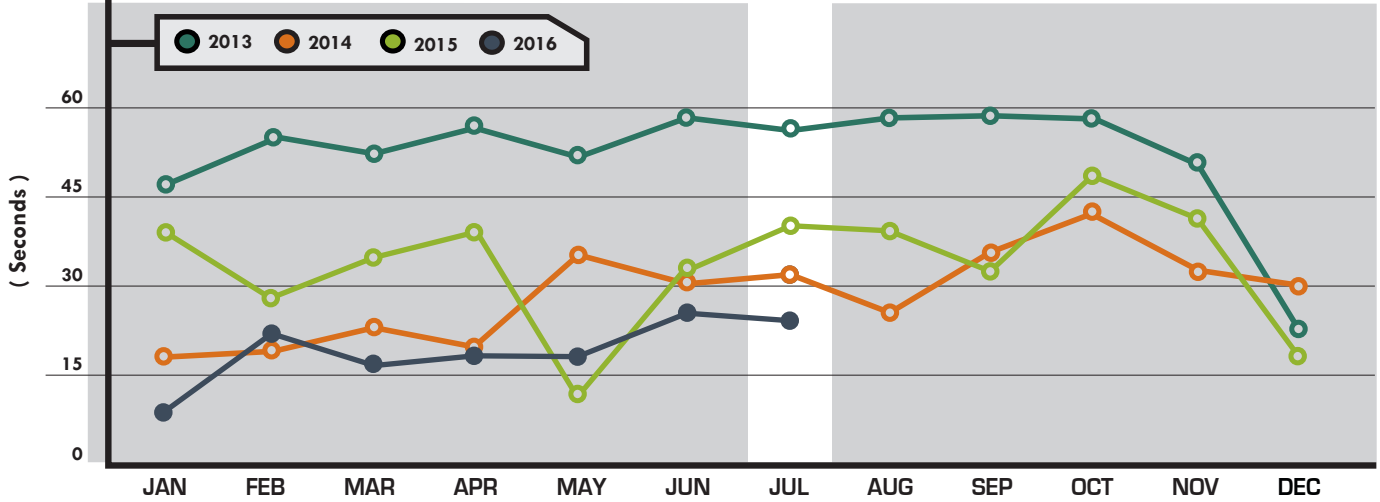
	2013	2014	2015	2016
JANUARY	12.01	9.91	7.00	9.60
FEBRUARY	11.30	10.63	7.69	12.68
MARCH	10.88	11.46	8.50	10.60
APRIL	12.45	12.26	9.65	12.02
MAY	11.96	9.71	7.87	9.56
JUNE	11.63	8.94	7.11	8.42
JULY	11.33	9.33	7.52	10.38
AUGUST	12.04	10.03	7.81	
SEPTEMBER	12.15	9.80	8.18	
OCTOBER	13.70	8.67	9.64	
NOVEMBER	12.04	7.60	10.05	
DECEMBER	11.22	7.94	11.16	

Excavator Call Volumes



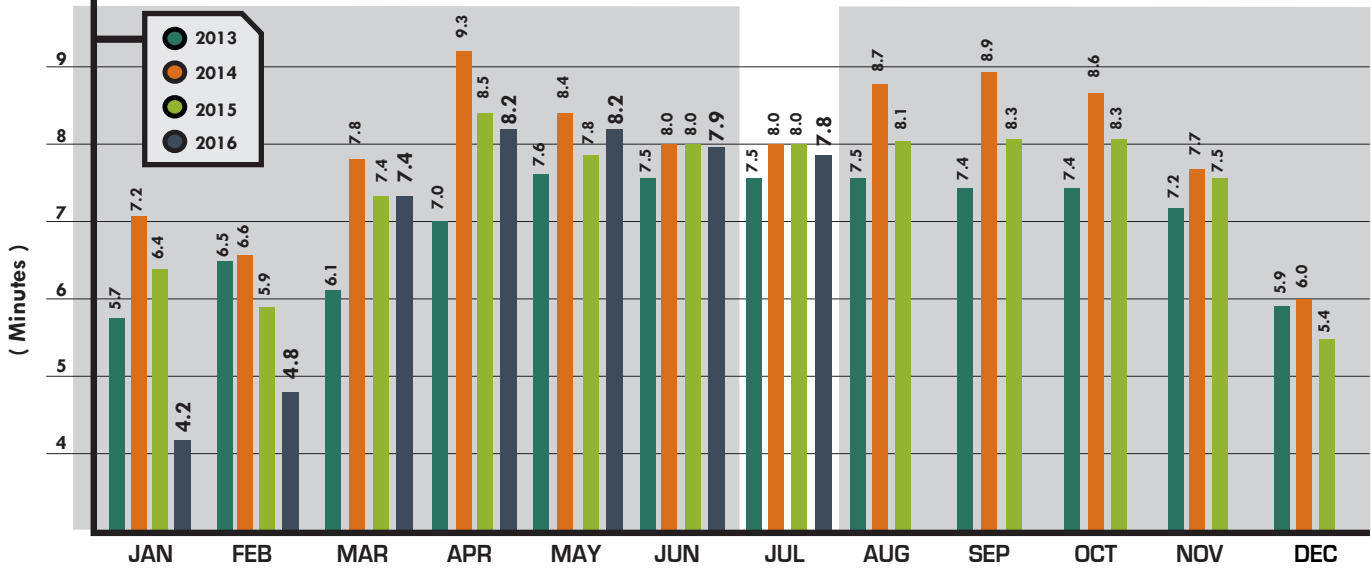
	2013	2014	2015	2016
JANUARY	86.62	87.74	90.93	88.68
FEBRUARY	86.95	86.01	89.84	84.37
MARCH	86.58	83.22	82.99	79.06
APRIL	79.04	74.06	74.40	73.14
MAY	71.24	73.25	75.95	74.64
JUNE	74.75	77.13	80.66	80.07
JULY	76.56	78.38	82.80	80.60
AUGUST	74.47	78.93	82.56	
SEPTEMBER	74.24	79.25	80.32	
OCTOBER	75.65	81.68	80.28	
NOVEMBER	80.08	85.75	82.35	
DECEMBER	84.84	89.56	85.07	

Average Hold Time



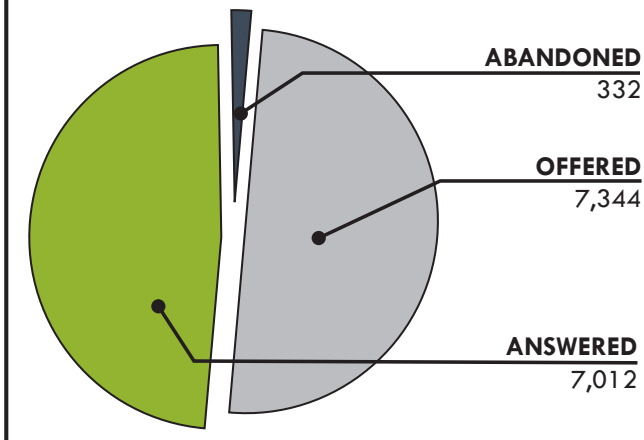
	2013	2014	2015	2016
JANUARY	47	19	39	9
FEBRUARY	55	21	28	24
MARCH	49	24	35	16
APRIL	56	20	38	18
MAY	52	35	13	18
JUNE	58	31	33	26
JULY	56	32	37	25
AUGUST	58	25	36	
SEPTEMBER	59	36	32	
OCTOBER	57	42	47	
NOVEMBER	51	33	41	
DECEMBER	23	30	18	

Average Processing Times



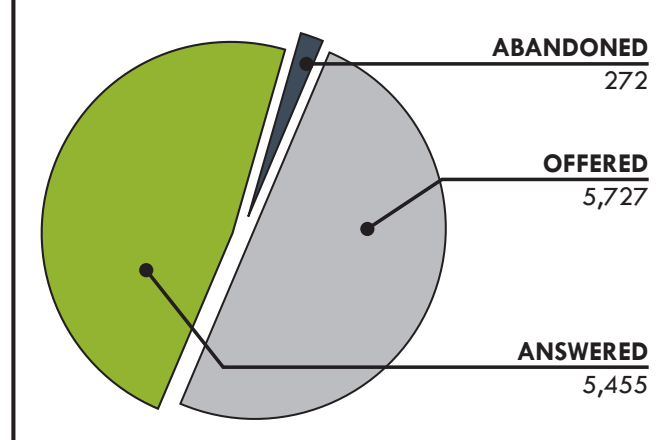
Abandonment

JUL 2015

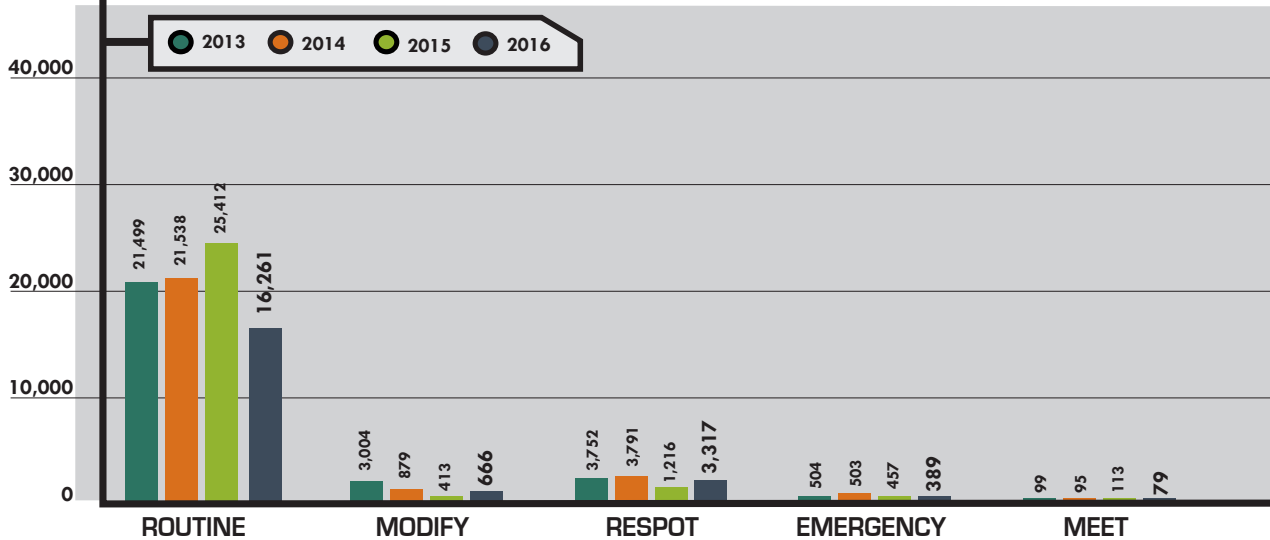


Abandonment

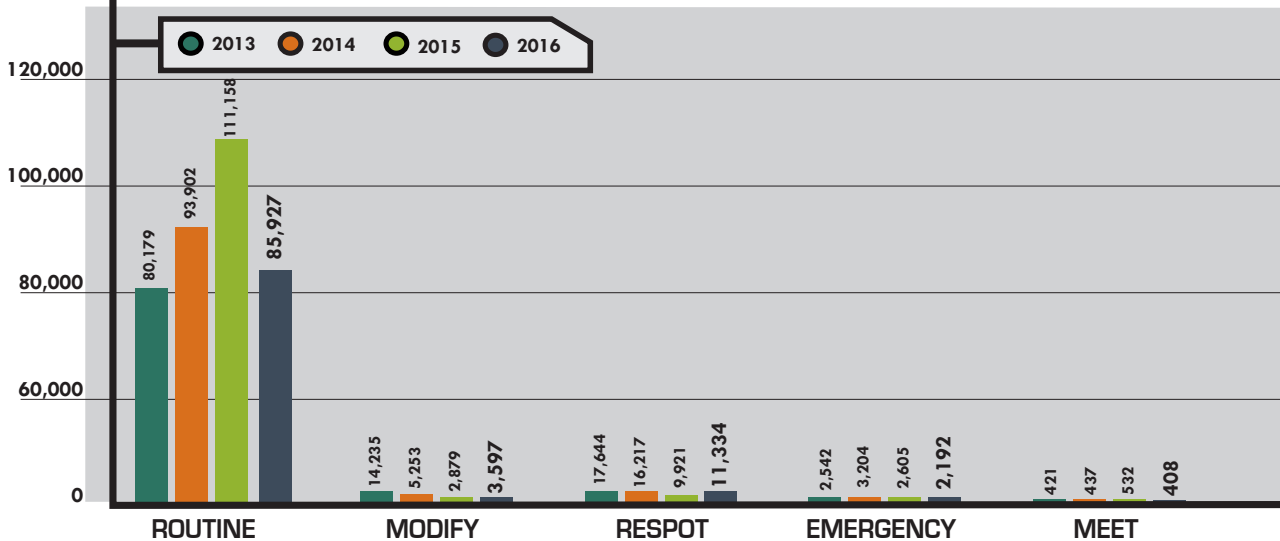
JUL 2016



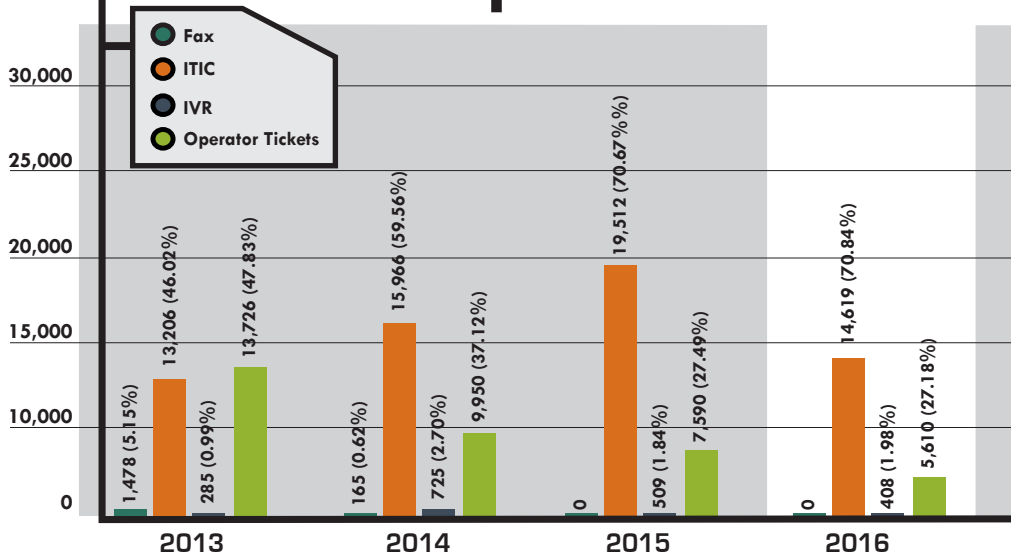
Incoming Ticket Types - JUL



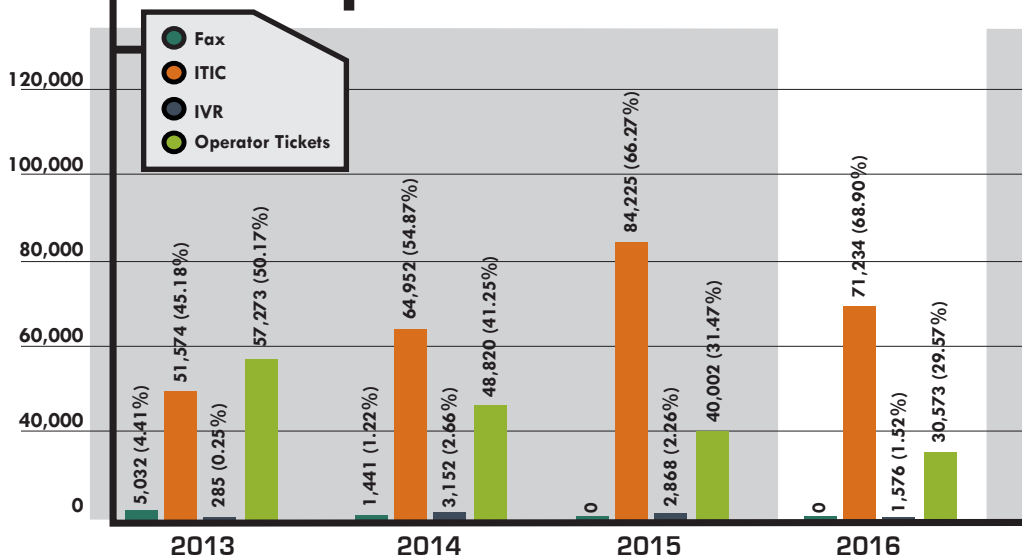
Incoming Ticket Types - JUL Y-T-D



Receipt Methods - JUL

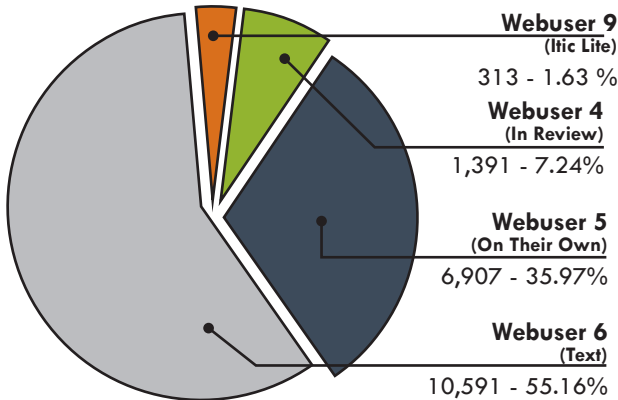


Receipt Methods - JUL Y-T-D



ITIC Breakdown

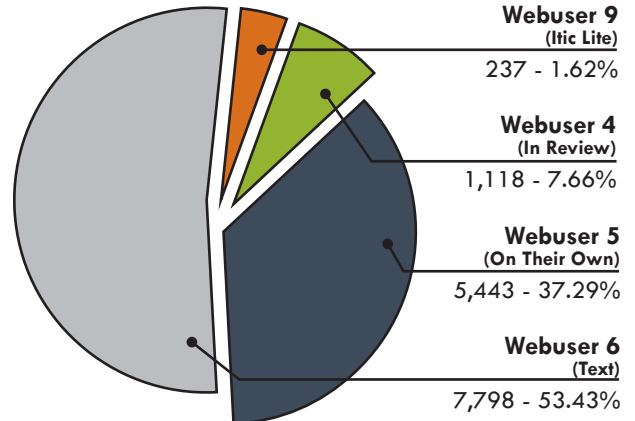
JUL 2015



OVERALL ITIC JUL 2015 - 70.67%

ITIC Breakdown

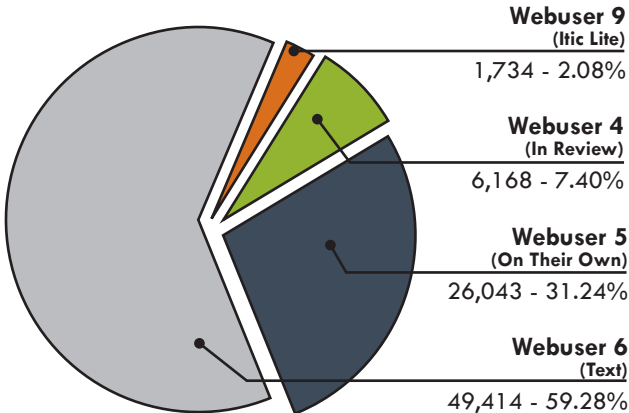
JUL 2016



OVERALL ITIC JUL 2016 - 70.84%

ITIC Y-T-D Analysis

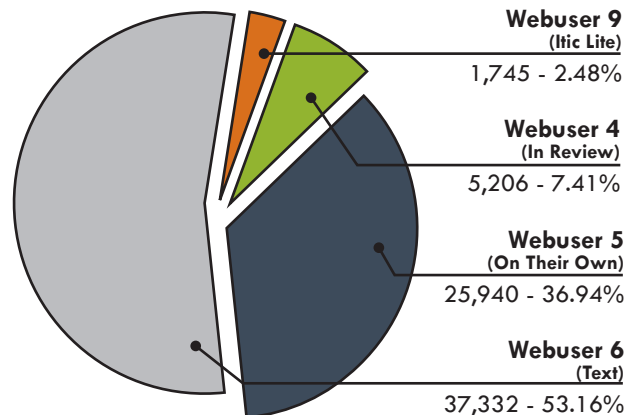
JUL 2015



OVERALL ITIC Y-T-D JUL 2015 - 66.27%

ITIC Y-T-D Analysis

JUL 2016



OVERALL ITIC Y-T-D JUL 2016 - 68.90%