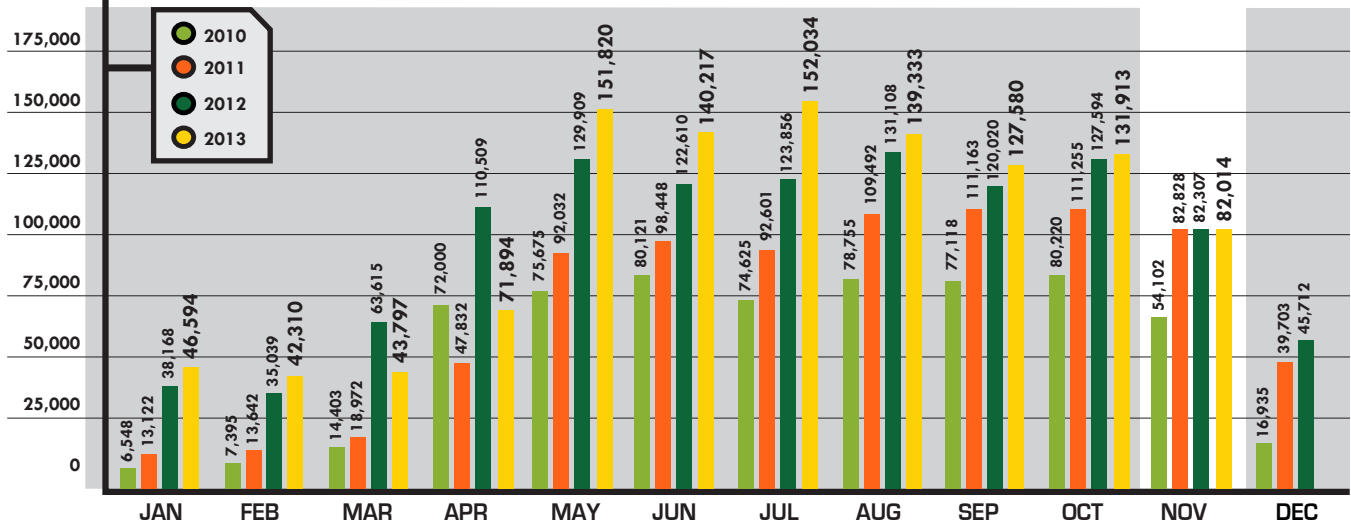
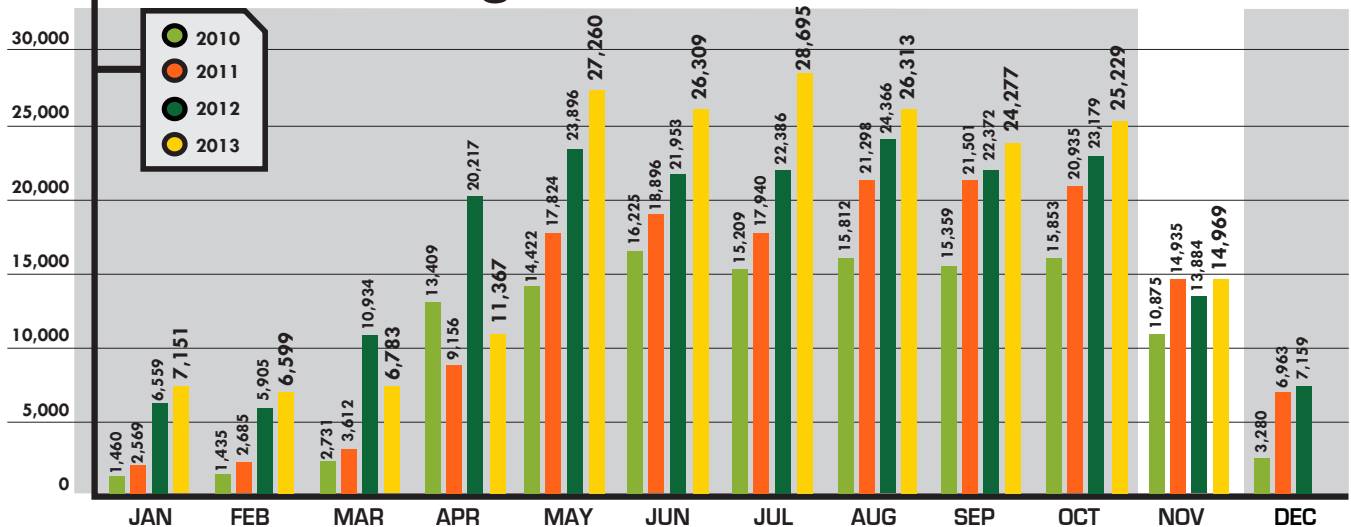


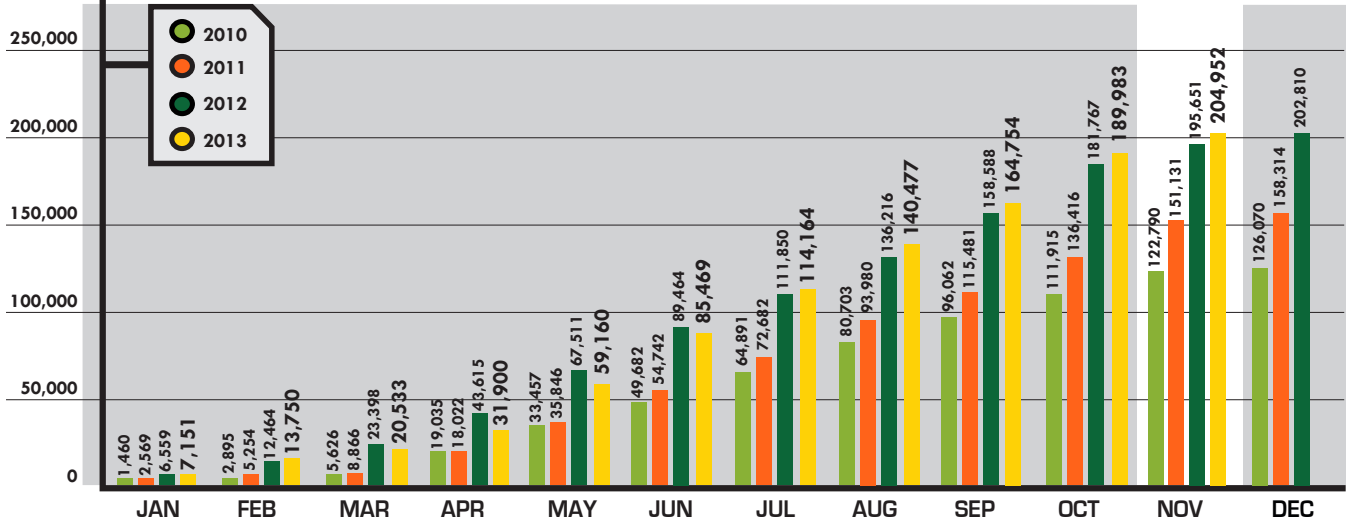
Billable Calls



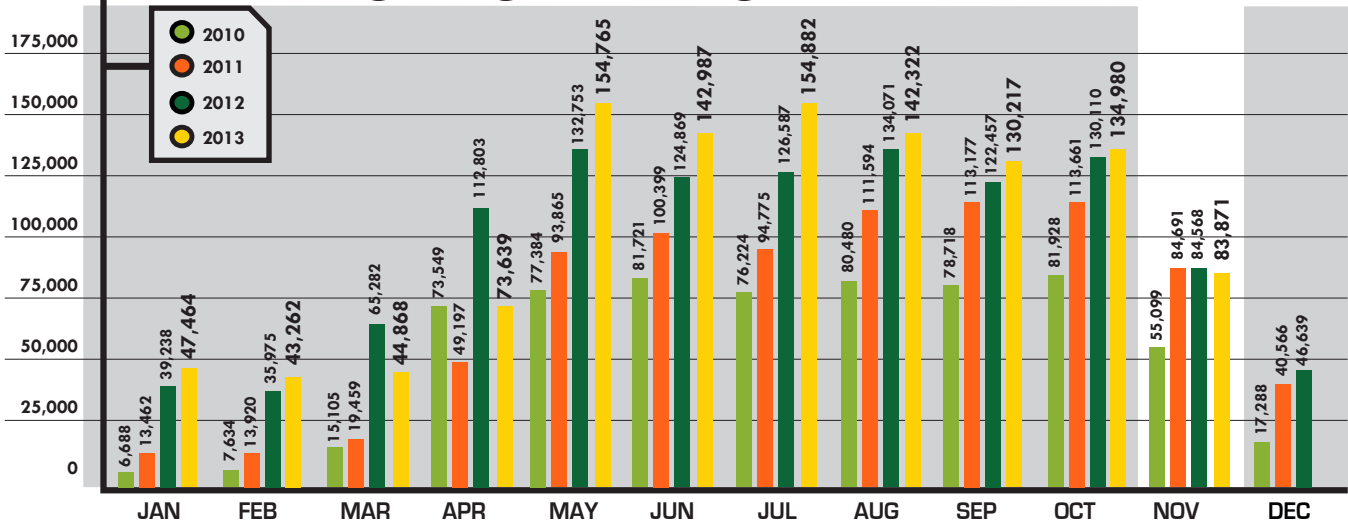
Incoming Tickets



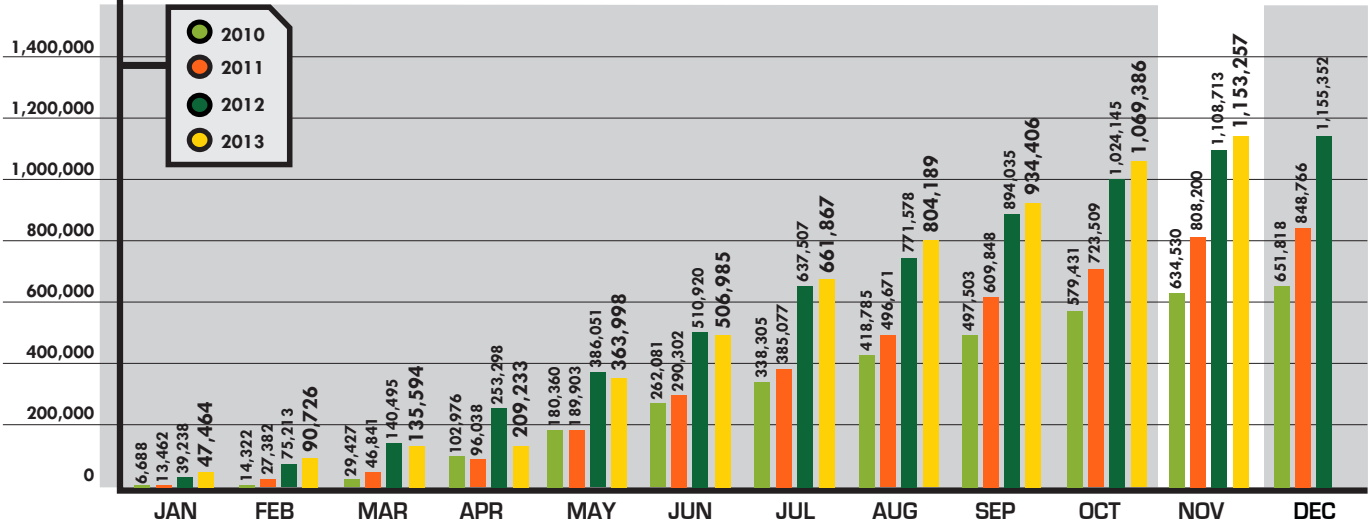
Incoming Tickets Y-T-D



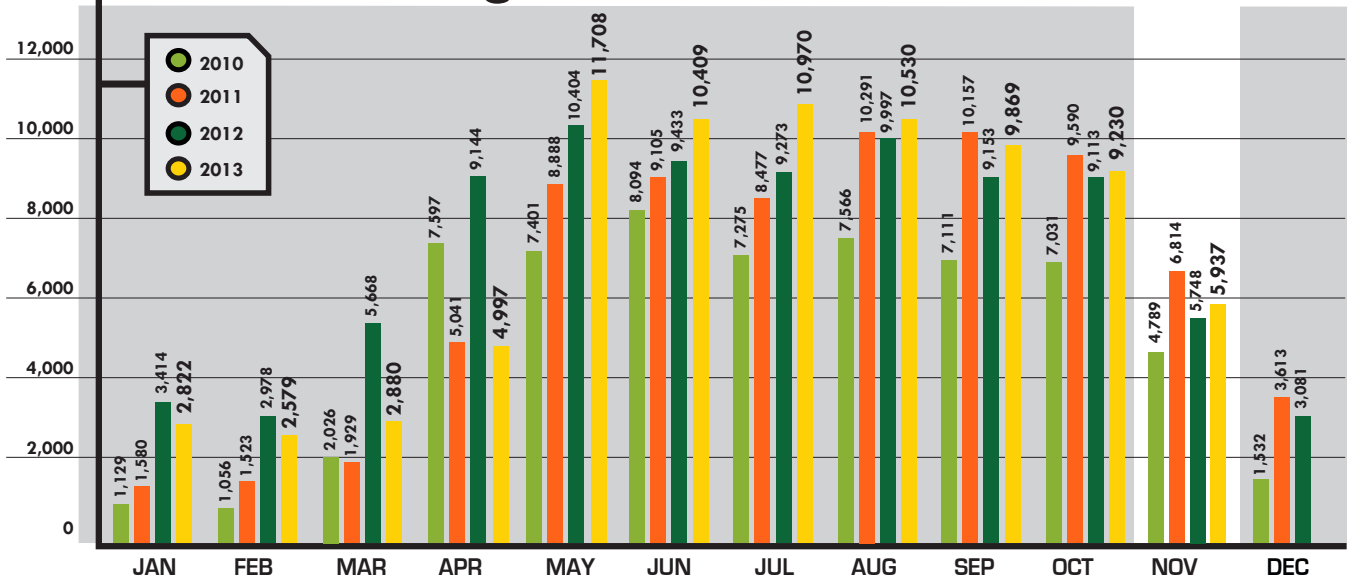
Outgoing Messages



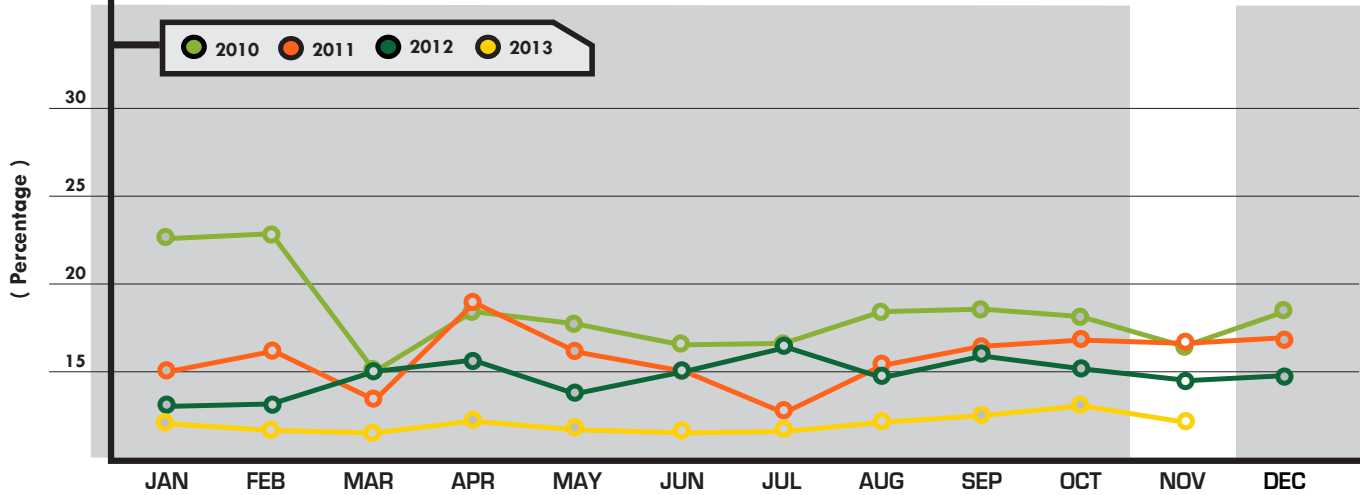
Outgoing Tickets Y-T-D



Incoming Calls

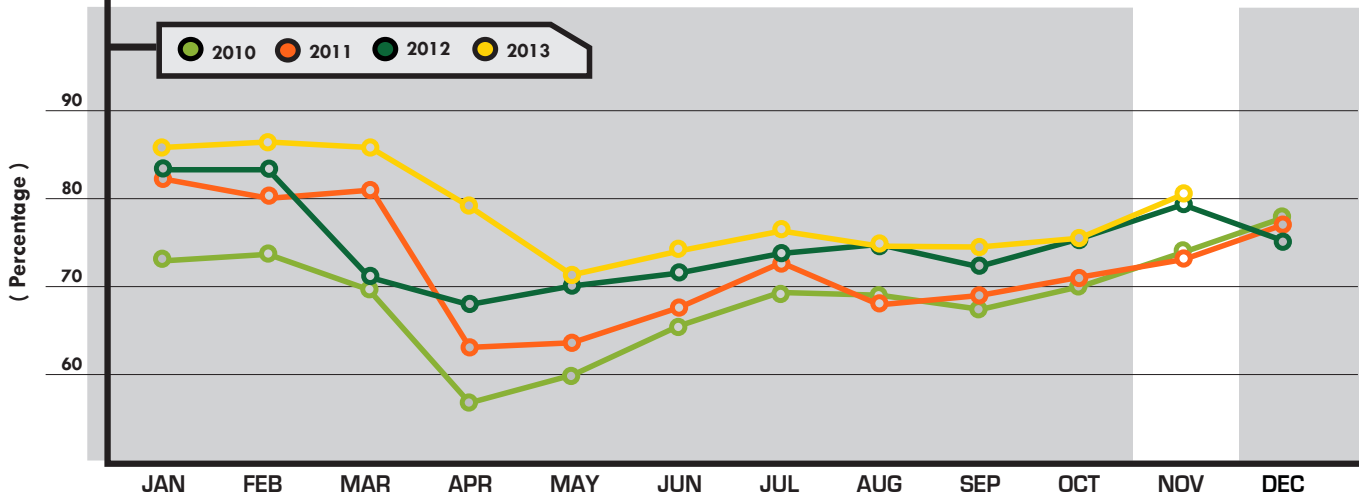


Operator Call Volumes



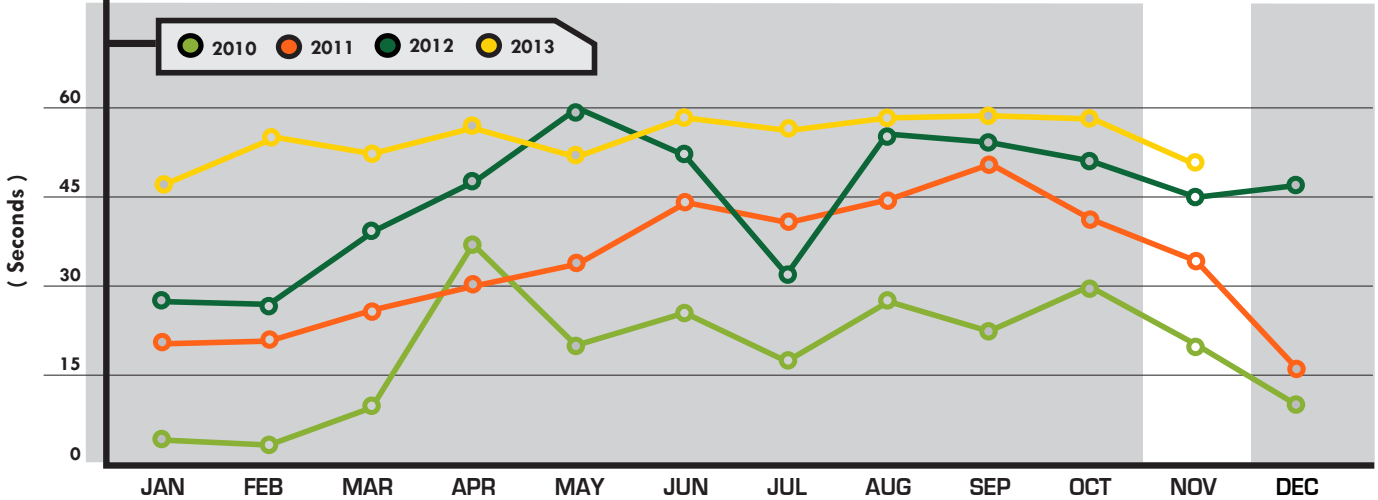
	2010	2011	2012	2013
JANUARY	22.55	15.37	13.92	12.01
FEBRUARY	22.67	16.40	13.94	11.30
MARCH	15.89	14.61	15.06	10.88
APRIL	18.44	19.13	15.92	12.45
MAY	17.71	16.55	14.17	11.96
JUNE	16.18	14.99	15.20	11.63
JULY	16.23	13.19	16.15	11.33
AUGUST	17.80	15.82	14.76	12.04
SEPTEMBER	17.96	16.58	16.28	12.15
OCTOBER	17.57	16.91	15.71	13.70
NOVEMBER	16.02	16.83	14.64	12.04
DECEMBER	18.02	16.95	14.76	

Excavator Call Volumes



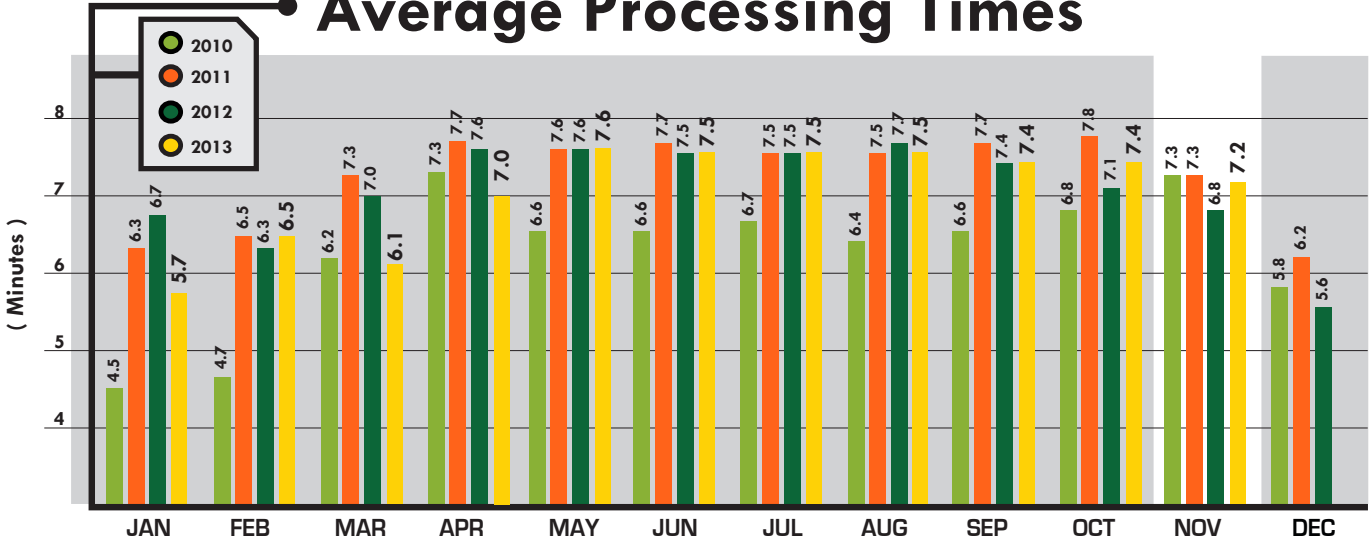
	2010	2011	2012	2013
JANUARY	72.05	81.71	82.46	86.62
FEBRUARY	72.73	80.35	82.16	86.95
MARCH	69.51	80.74	71.50	86.58
APRIL	58.25	63.41	68.45	79.04
MAY	60.77	63.74	70.47	71.24
JUNE	65.82	68.82	71.65	74.75
JULY	69.08	72.41	73.29	76.56
AUGUST	69.17	68.78	74.44	74.47
SEPTEMBER	68.03	69.27	72.54	74.24
OCTOBER	70.19	70.93	75.25	75.65
NOVEMBER	74.26	73.78	79.37	80.08
DECEMBER	78.89	78.53	75.63	

Average Hold Time



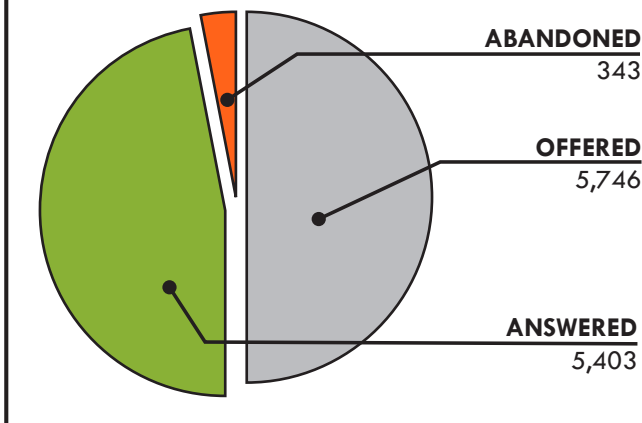
	2010	2011	2012	2013
JANUARY	4	22	27	47
FEBRUARY	3	23	26	55
MARCH	10	26	39	49
APRIL	37	30	48	56
MAY	20	34	59	52
JUNE	25	44	52	58
JULY	18	41	32	56
AUGUST	28	44	55	58
SEPTEMBER	23	50	54	59
OCTOBER	30	41	52	57
NOVEMBER	20	35	45	51
DECEMBER	11	16	47	

Average Processing Times



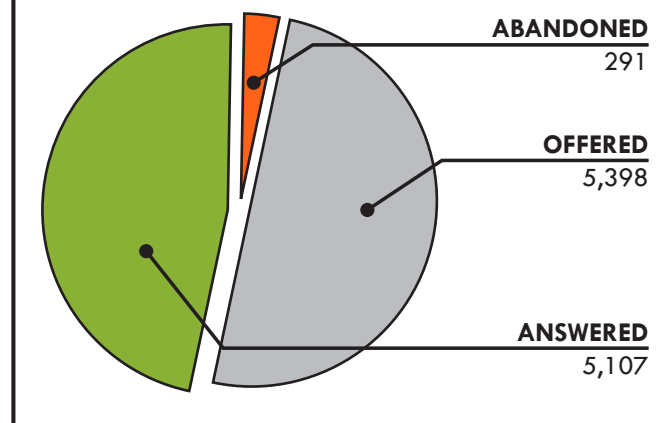
Abandonment

NOVEMBER 2012

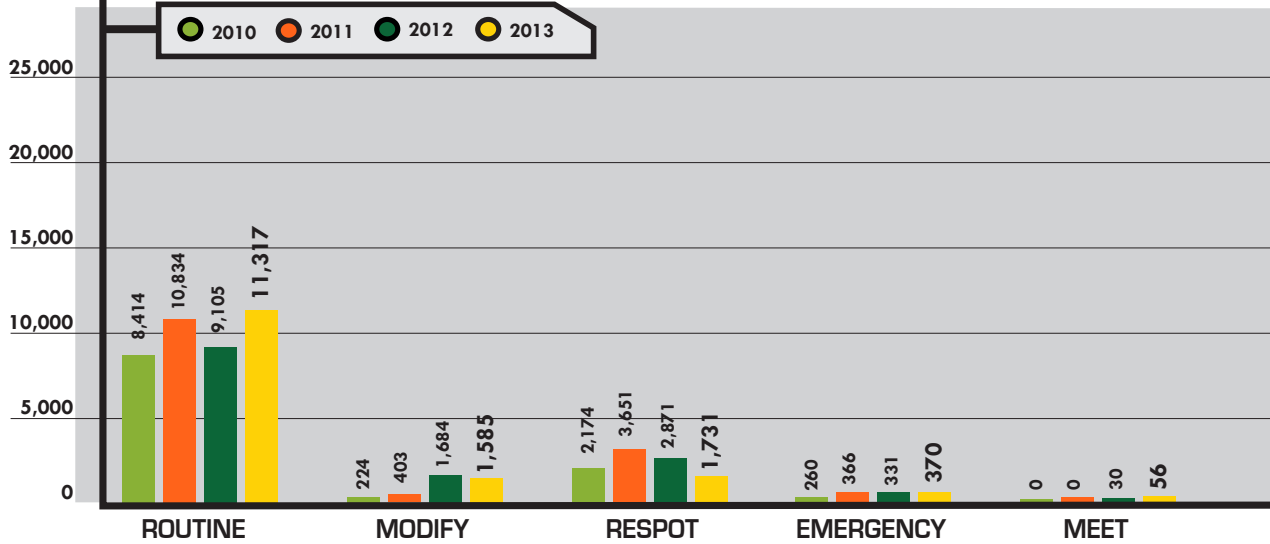


Abandonment

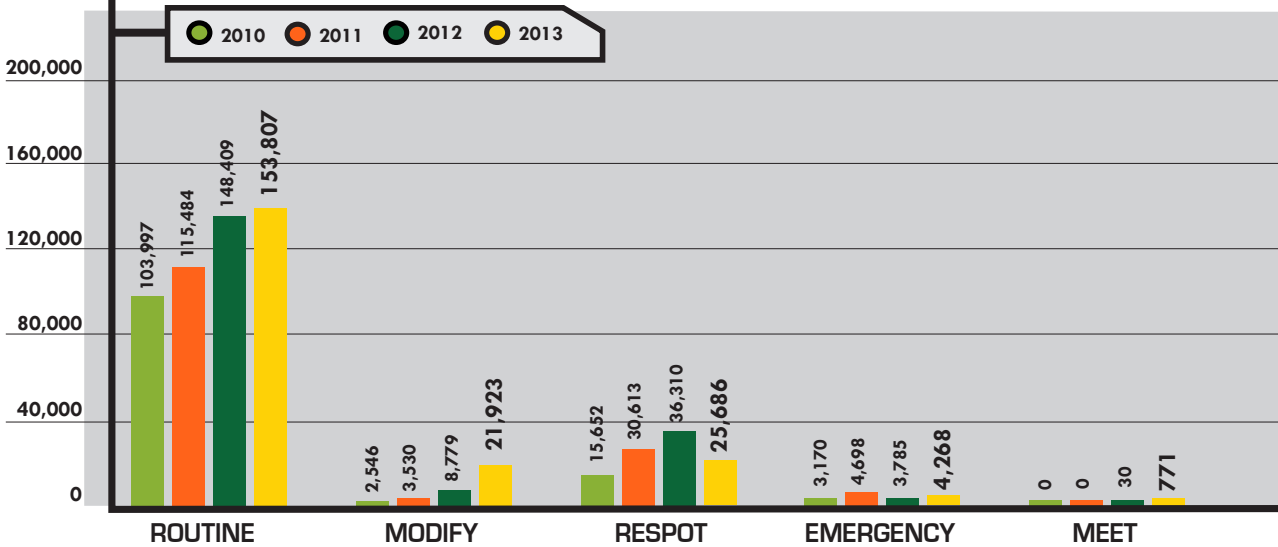
NOVEMBER 2013

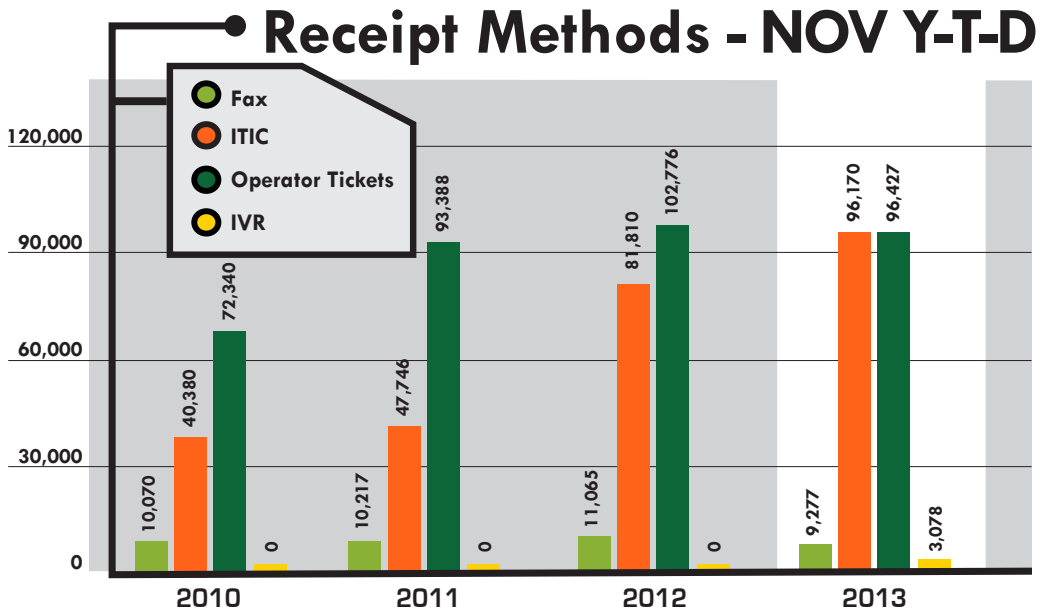
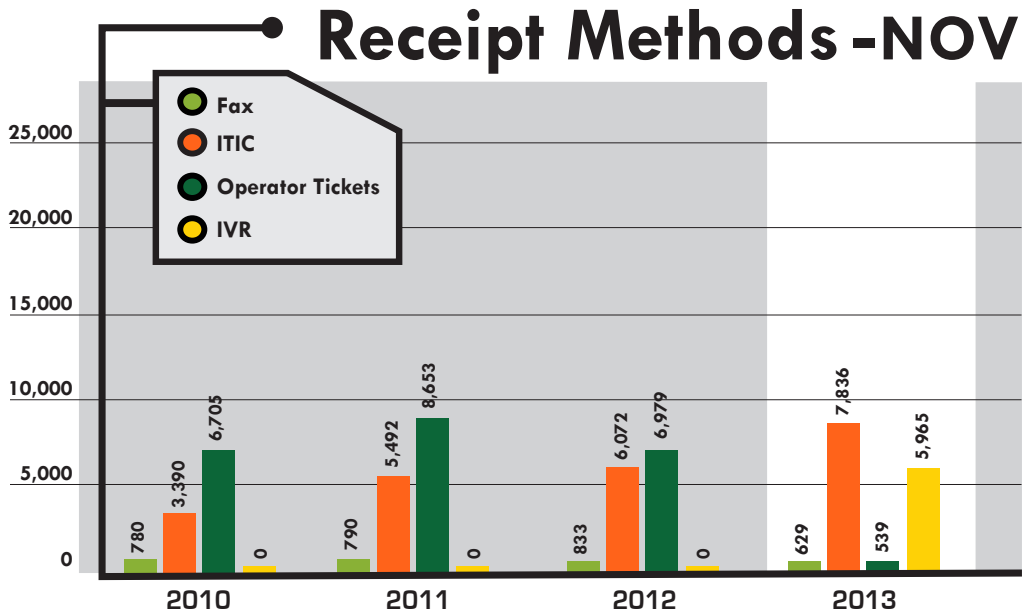


Incoming Ticket Types - NOV



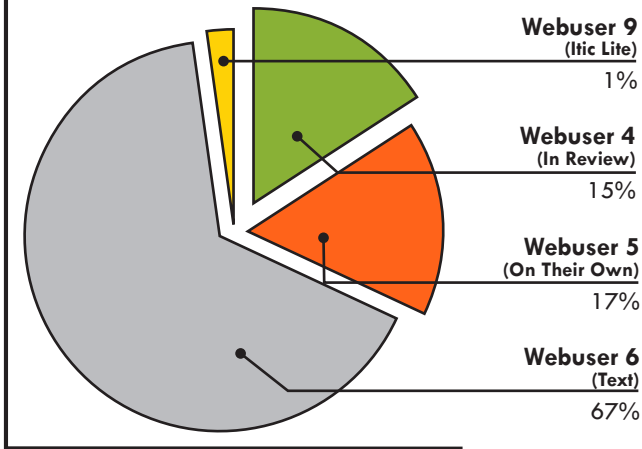
Incoming Ticket Types - NOV Y-T-D





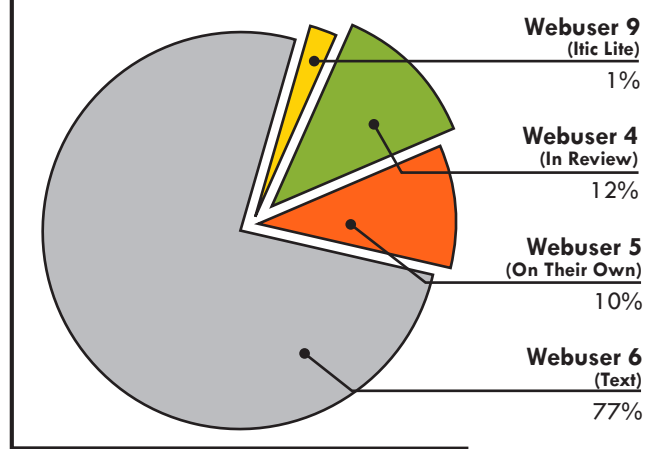
ITIC Breakdown

NOVEMBER 2012



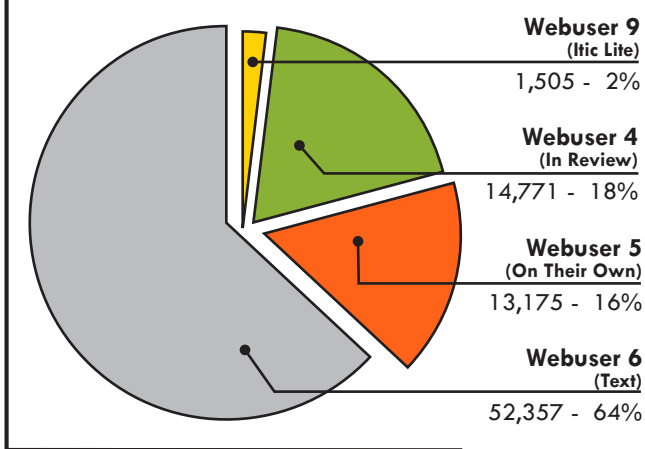
ITIC Breakdown

NOVEMBER 2013



ITIC Y-T-D Analysis

NOVEMBER 2012



ITIC Y-T-D Analysis

NOVEMBER 2013

