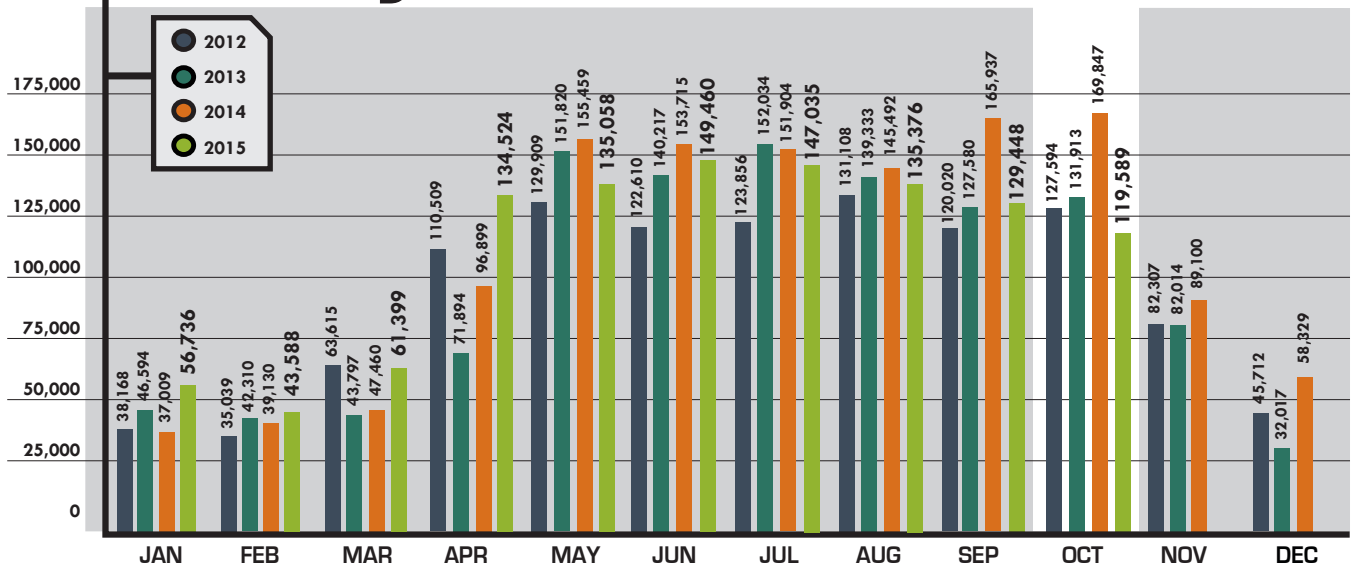
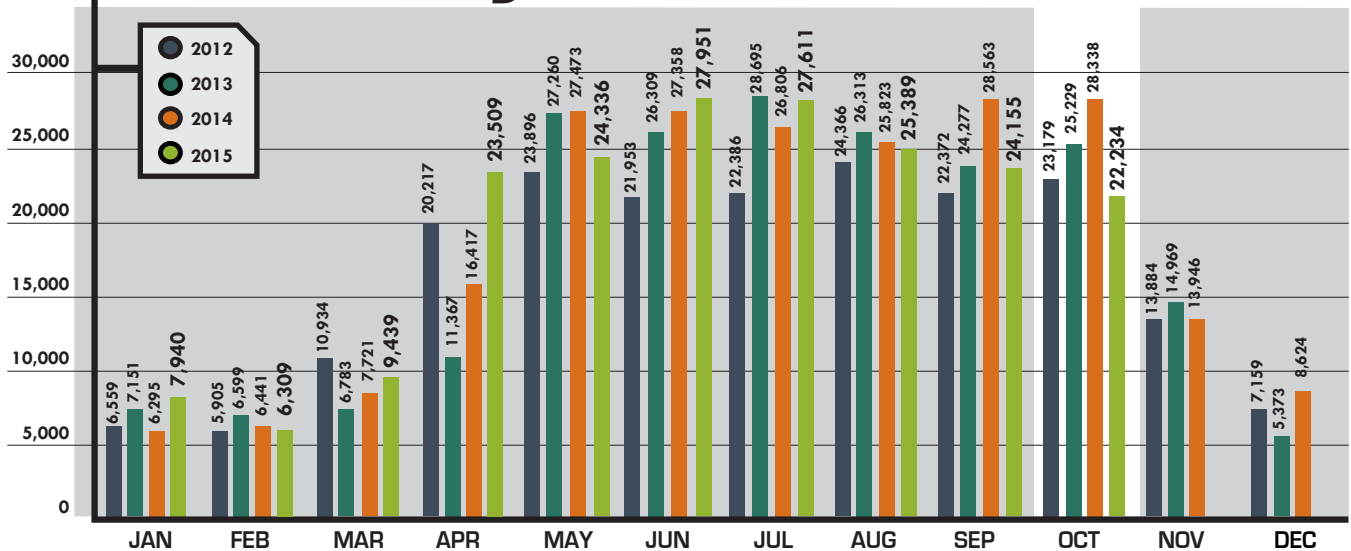


Chargeable Outbound Tickets



Incoming Tickets

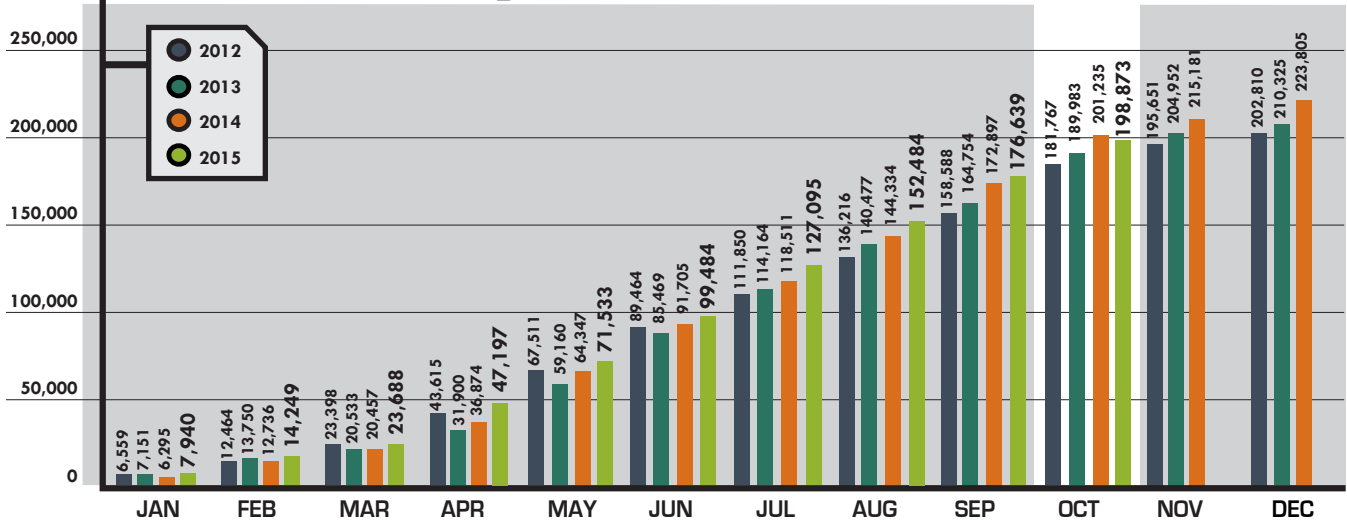




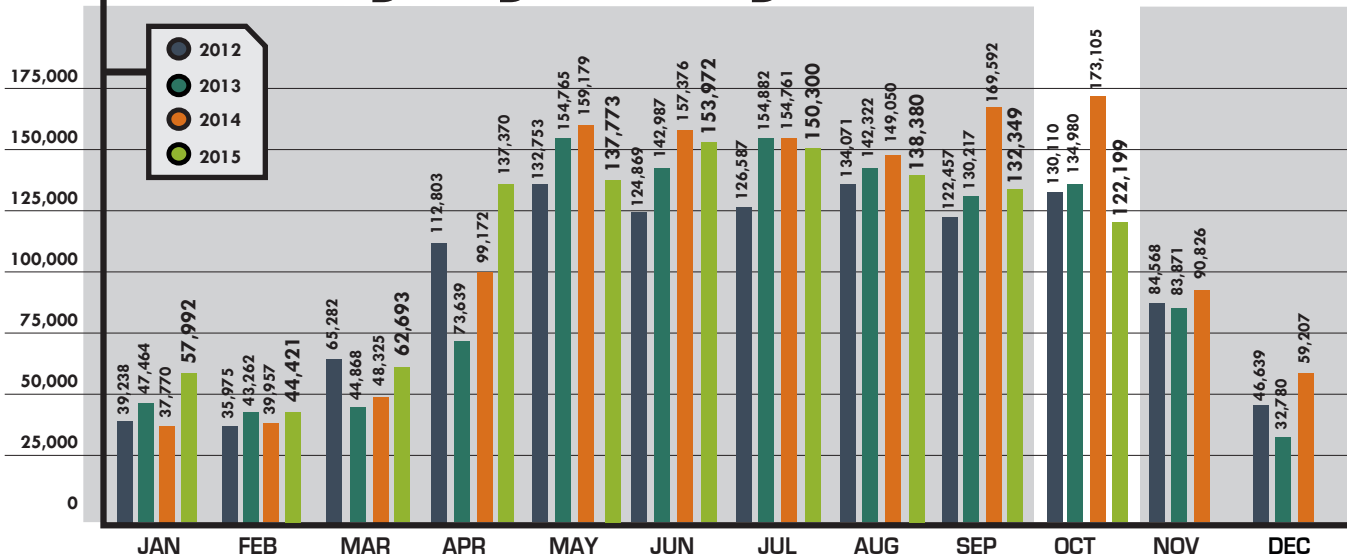
DASHBOARD REPORT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL | **OCTOBER**

Incoming Tickets Y-T-D



Outgoing Messages

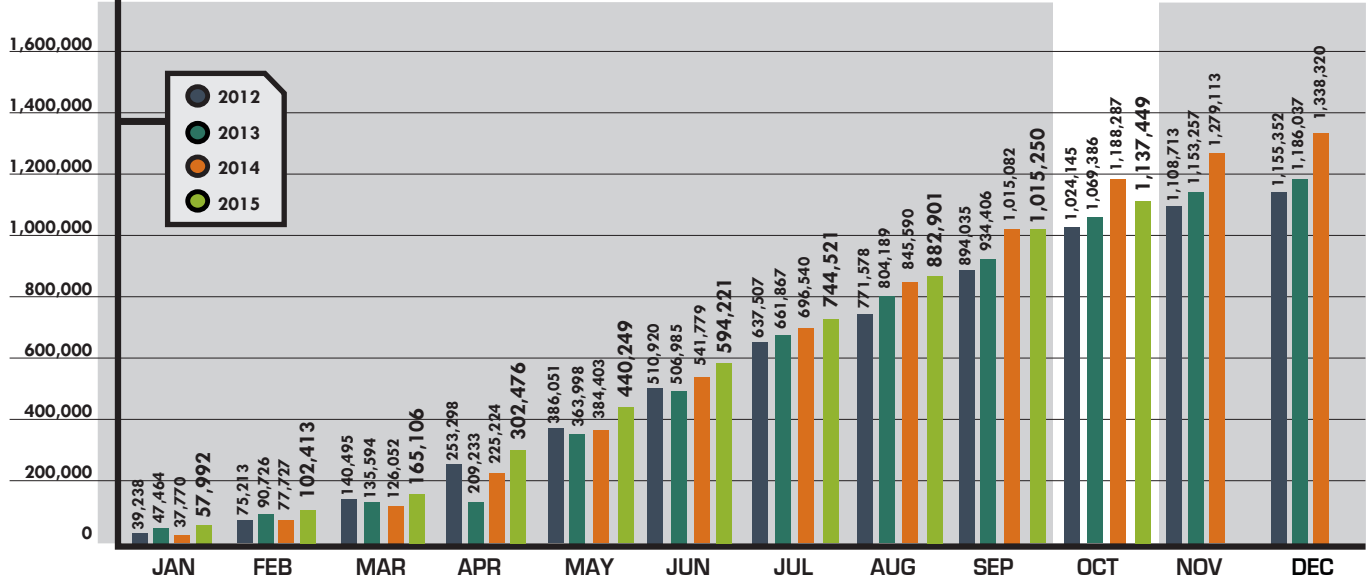




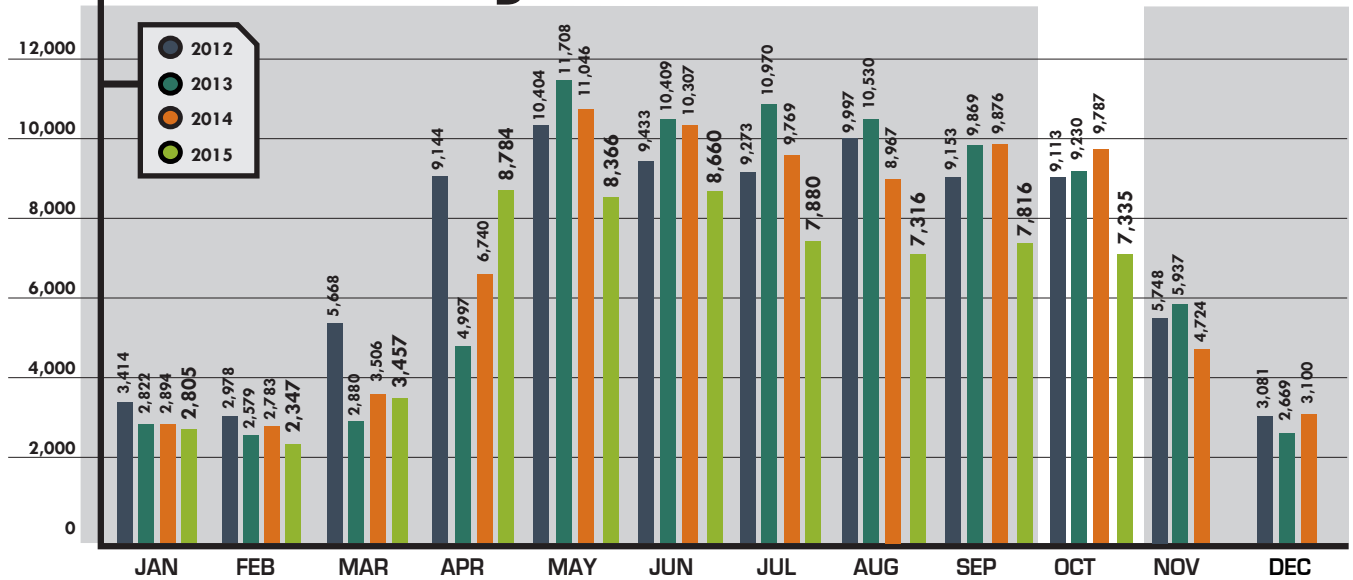
DASHBOARD REPORT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL | **OCTOBER**

Outgoing Tickets Y-T-D



Incoming Calls

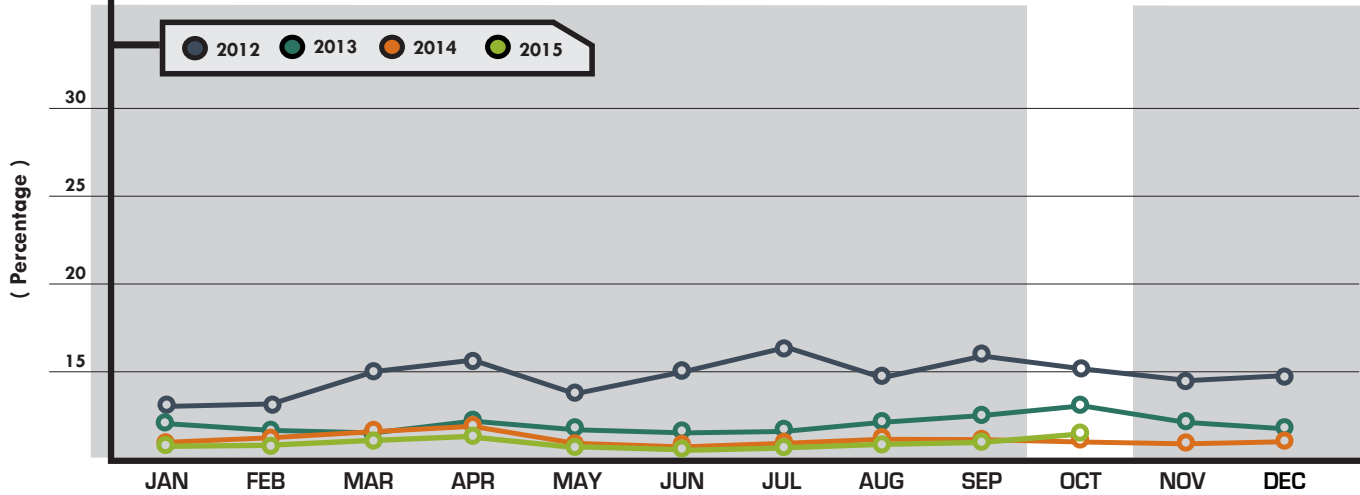




DASHBOARD REPORT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL | **OCTOBER**

Operator Call Volumes



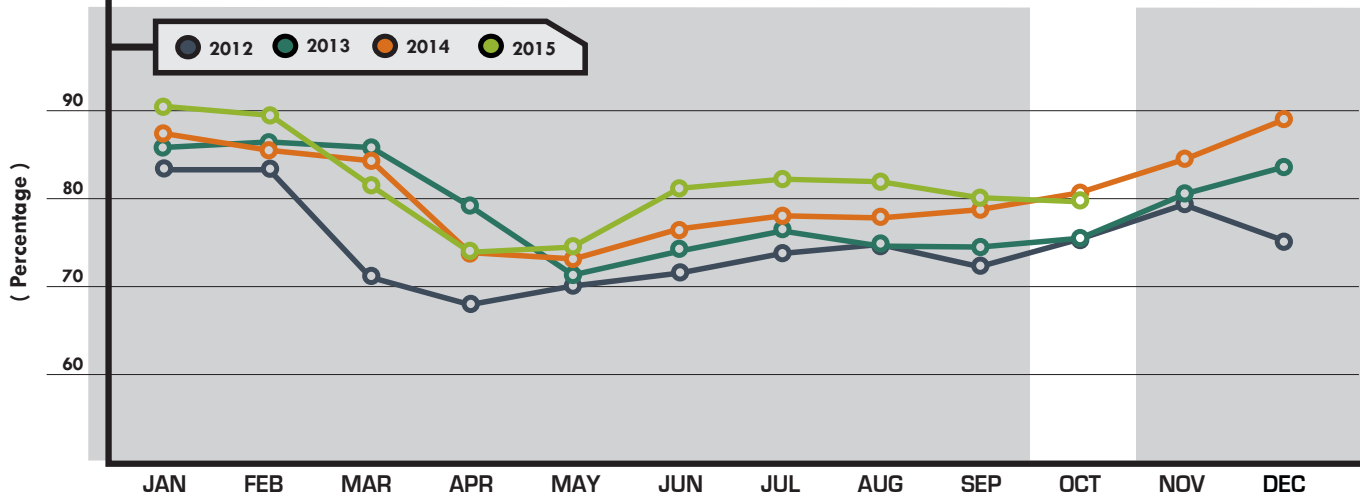
| | 2012 | 2013 | 2014 | 2015 |
|-----------|-------|-------|-------|------|
| JANUARY | 13.92 | 12.01 | 9.91 | 7.00 |
| FEBRUARY | 13.94 | 11.30 | 10.63 | 7.69 |
| MARCH | 15.06 | 10.88 | 11.46 | 8.50 |
| APRIL | 15.92 | 12.45 | 12.26 | 9.65 |
| MAY | 14.17 | 11.96 | 9.71 | 7.87 |
| JUNE | 15.20 | 11.63 | 8.94 | 7.11 |
| JULY | 16.15 | 11.33 | 9.33 | 7.52 |
| AUGUST | 14.76 | 12.04 | 10.03 | 7.81 |
| SEPTEMBER | 16.28 | 12.15 | 9.80 | 8.18 |
| OCTOBER | 15.71 | 13.70 | 8.67 | 9.64 |
| NOVEMBER | 14.64 | 12.04 | 7.60 | |
| DECEMBER | 14.76 | 11.22 | 7.94 | |



DASHBOARD REPORT

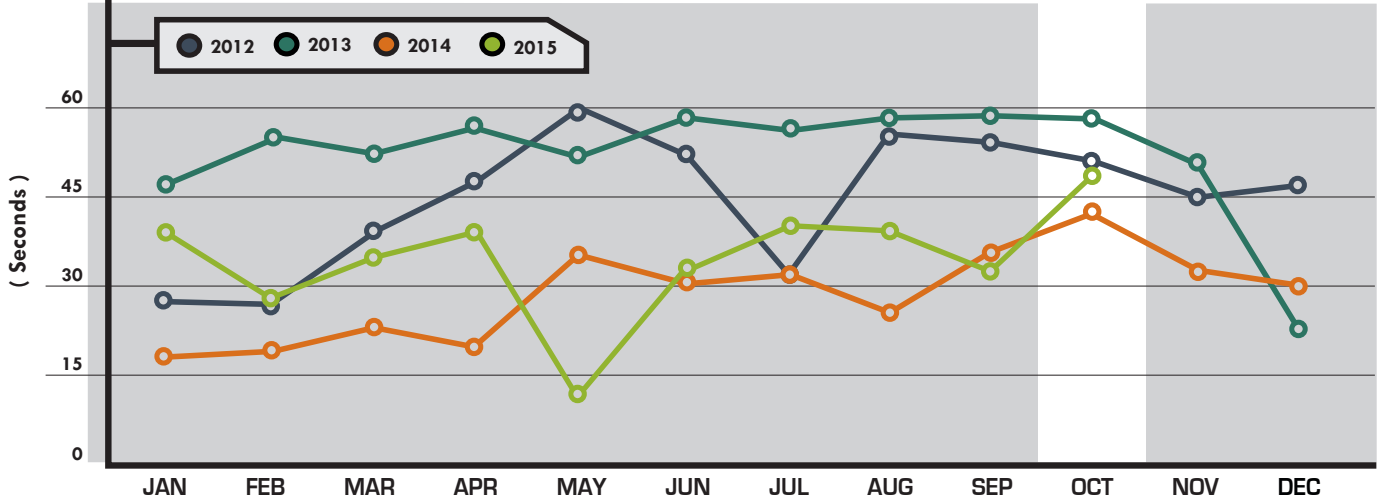
YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL | **OCTOBER**

Excavator Call Volumes



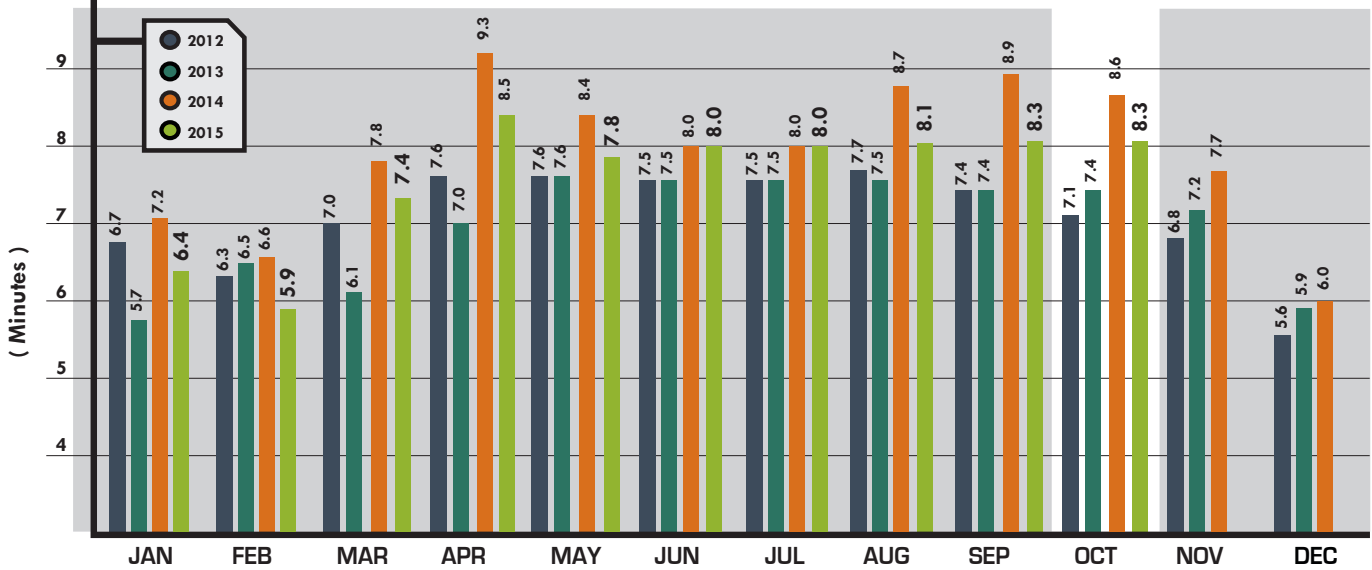
| | 2012 | 2013 | 2014 | 2015 |
|-----------|-------|-------|-------|-------|
| JANUARY | 82.46 | 86.62 | 87.74 | 90.93 |
| FEBRUARY | 82.16 | 86.95 | 86.01 | 89.84 |
| MARCH | 71.50 | 86.58 | 83.22 | 82.99 |
| APRIL | 68.45 | 79.04 | 74.06 | 74.40 |
| MAY | 70.47 | 71.24 | 73.25 | 75.95 |
| JUNE | 71.65 | 74.75 | 77.13 | 80.66 |
| JULY | 73.29 | 76.56 | 78.38 | 82.80 |
| AUGUST | 74.44 | 74.47 | 78.93 | 82.56 |
| SEPTEMBER | 72.54 | 74.24 | 79.25 | 80.32 |
| OCTOBER | 75.25 | 75.65 | 81.68 | 80.28 |
| NOVEMBER | 79.37 | 80.08 | 85.75 | |
| DECEMBER | 75.63 | 84.84 | 89.56 | |

Average Hold Time



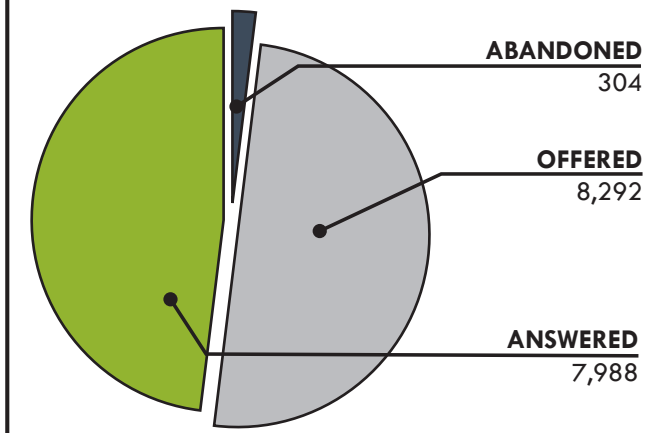
| | 2012 | 2013 | 2014 | 2015 |
|-----------|------|------|------|------|
| JANUARY | 27 | 47 | 19 | 39 |
| FEBRUARY | 26 | 55 | 21 | 28 |
| MARCH | 39 | 49 | 24 | 35 |
| APRIL | 48 | 56 | 20 | 38 |
| MAY | 59 | 52 | 35 | 13 |
| JUNE | 52 | 58 | 31 | 33 |
| JULY | 32 | 56 | 32 | 37 |
| AUGUST | 55 | 58 | 25 | 36 |
| SEPTEMBER | 54 | 59 | 36 | 32 |
| OCTOBER | 52 | 57 | 42 | 47 |
| NOVEMBER | 45 | 51 | 33 | |
| DECEMBER | 47 | 23 | 30 | |

Average Processing Times



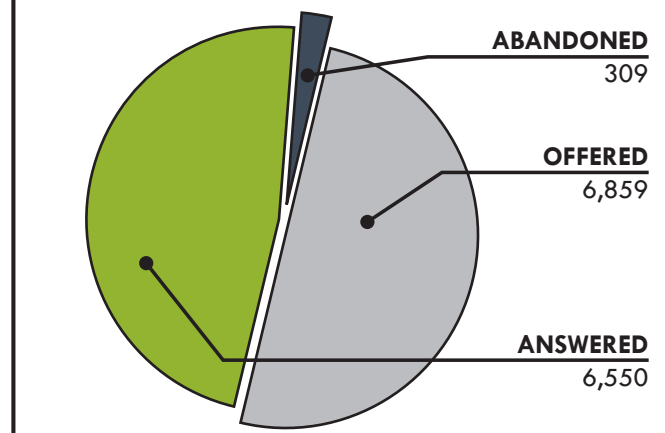
Abandonment

OCT 2014



Abandonment

OCT 2015

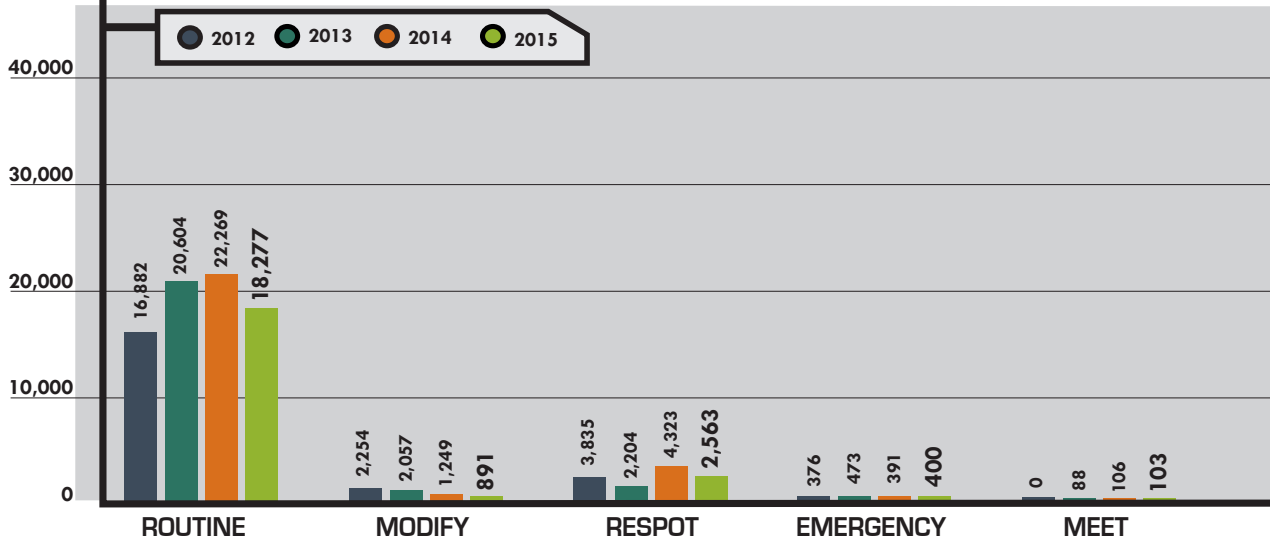




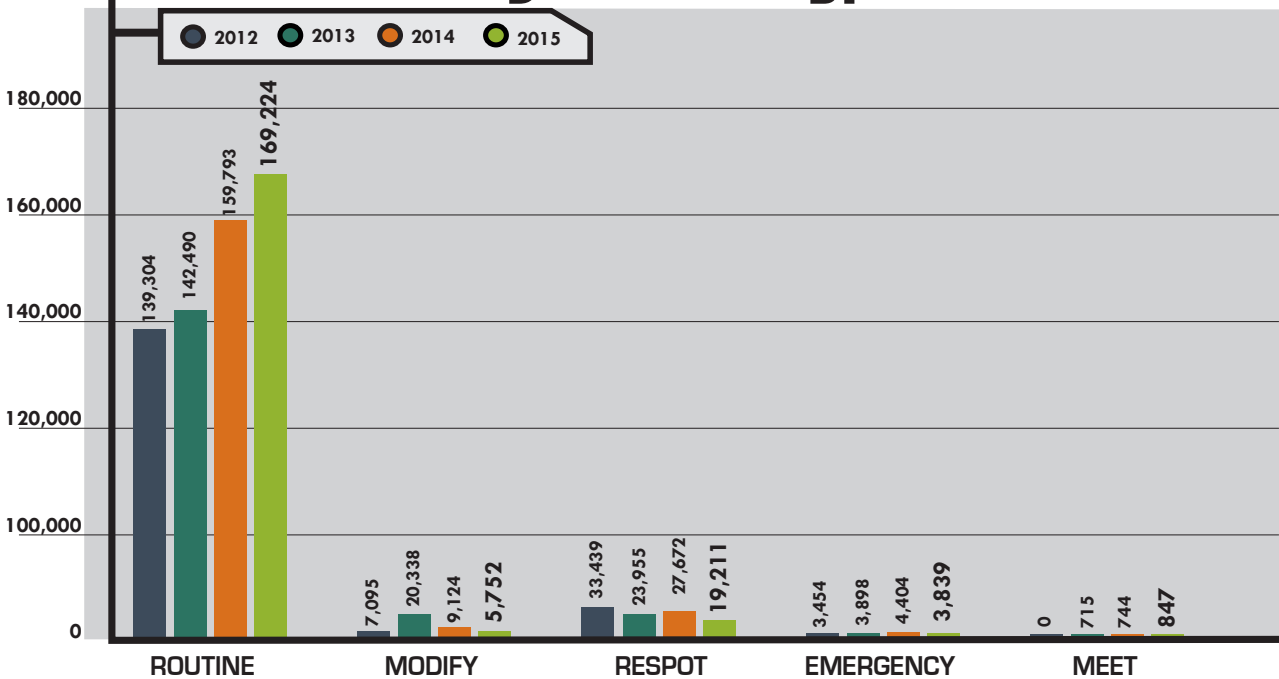
DASHBOARD REPORT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL | OCTOBER

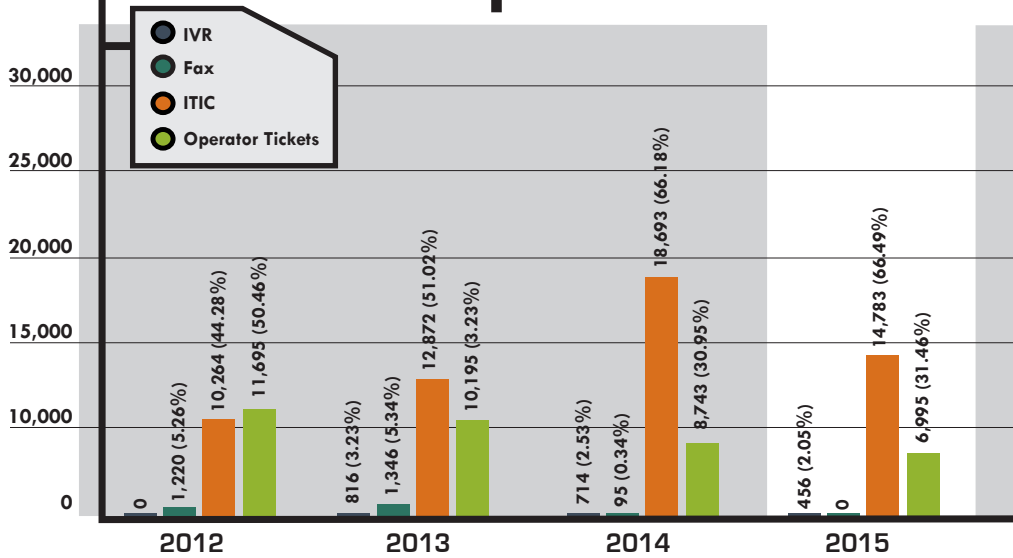
Incoming Ticket Types - OCT



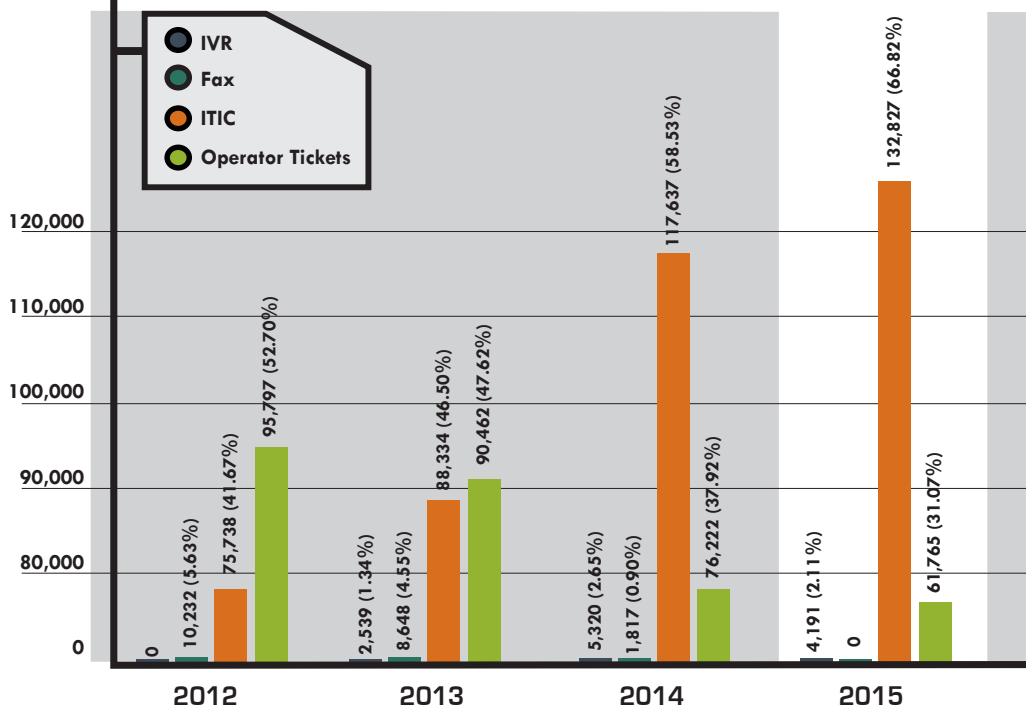
Incoming Ticket Types - OCT Y-T-D



Receipt Methods - OCT

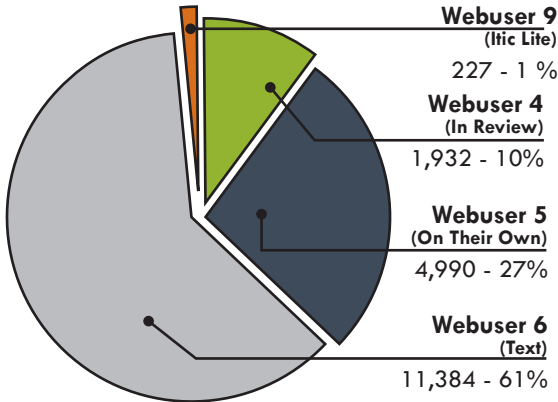


Receipt Methods - OCT Y-T-D



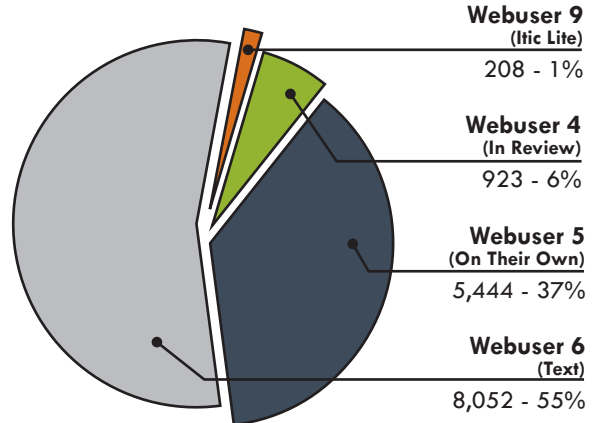
ITIC Breakdown

OCT 2014



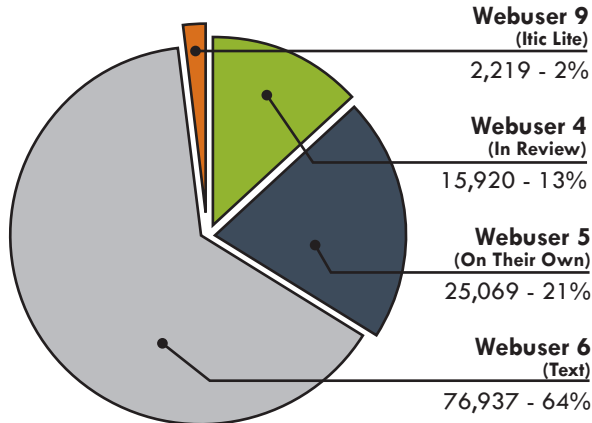
ITIC Breakdown

OCT 2015



ITIC Y-T-D Analysis

OCT 2014



ITIC Y-T-D Analysis

OCT 2015

