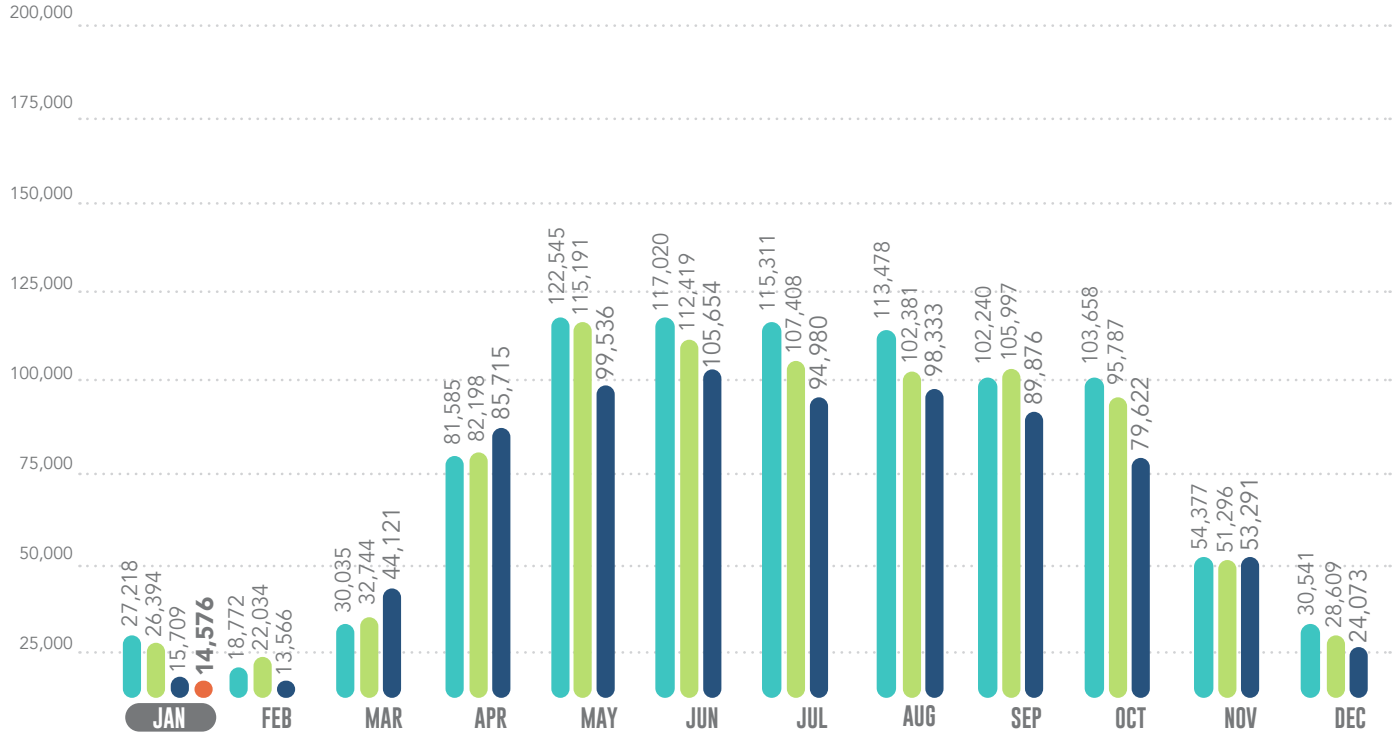


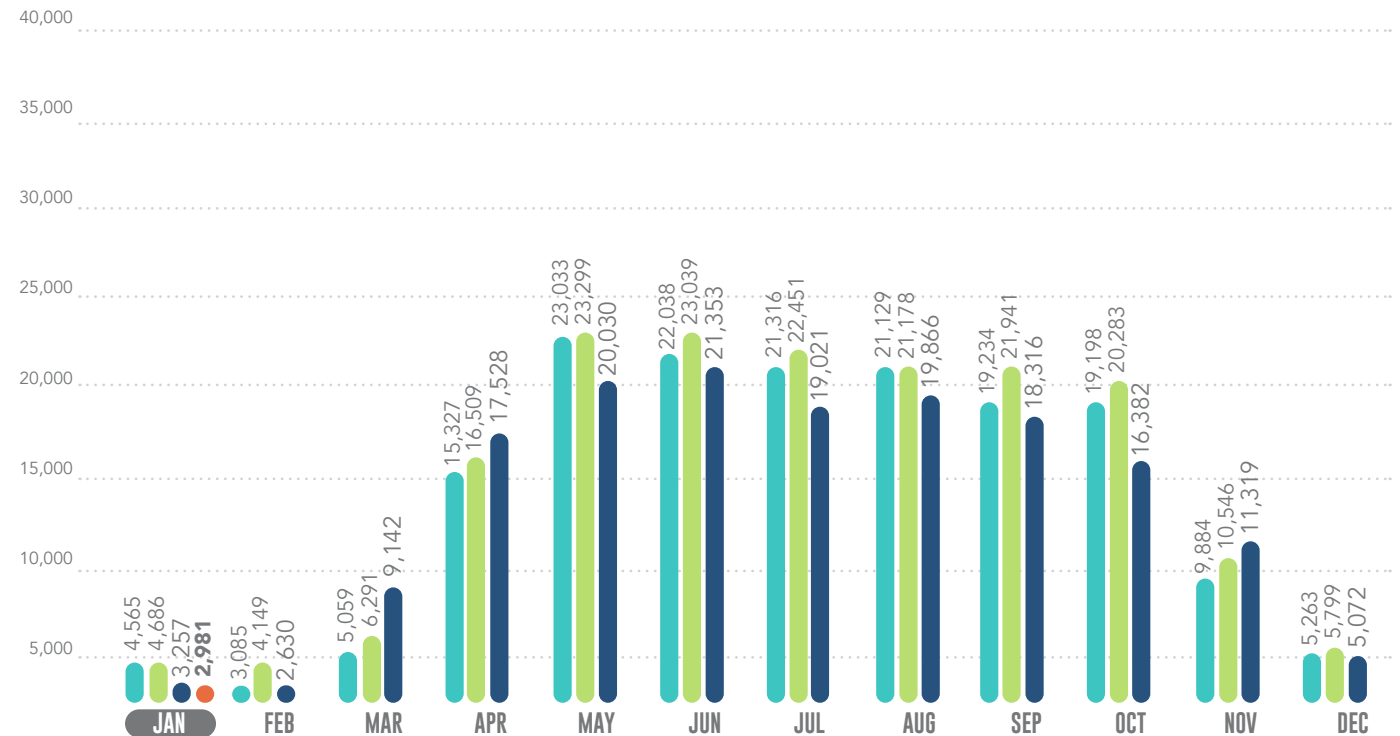
CHARGEABLE OUTBOUND TICKETS

2019 2020 2021 2022



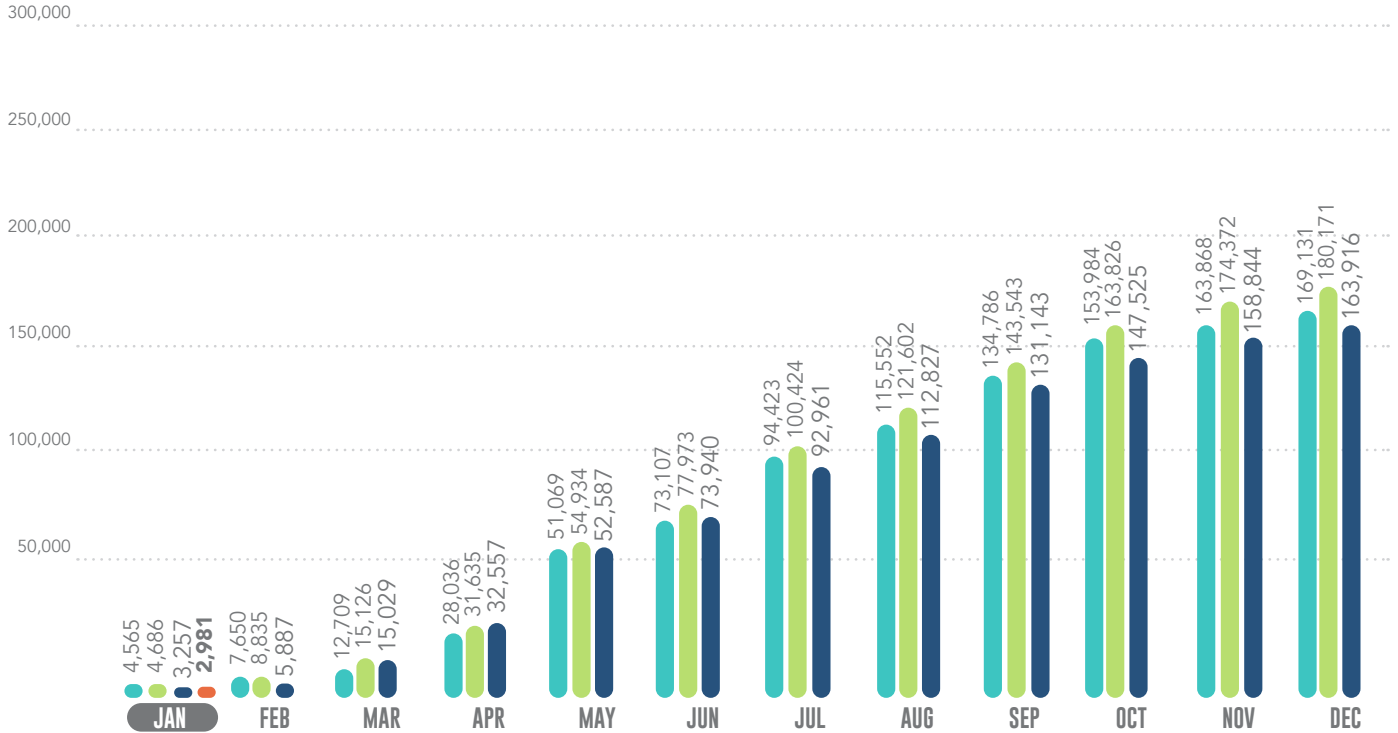
INCOMING TICKETS

2019 2020 2021 2022



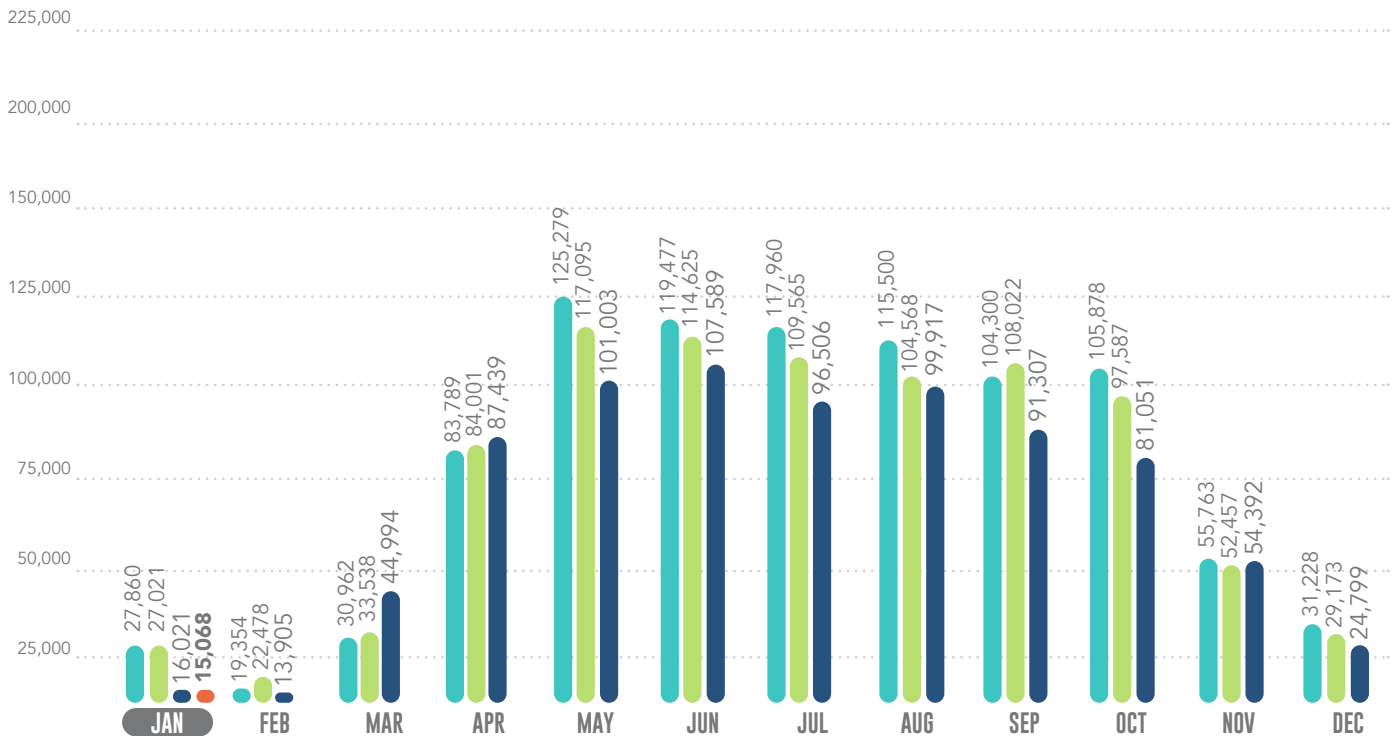
INCOMING TICKETS Y-T-D

2019 2020 2021 2022



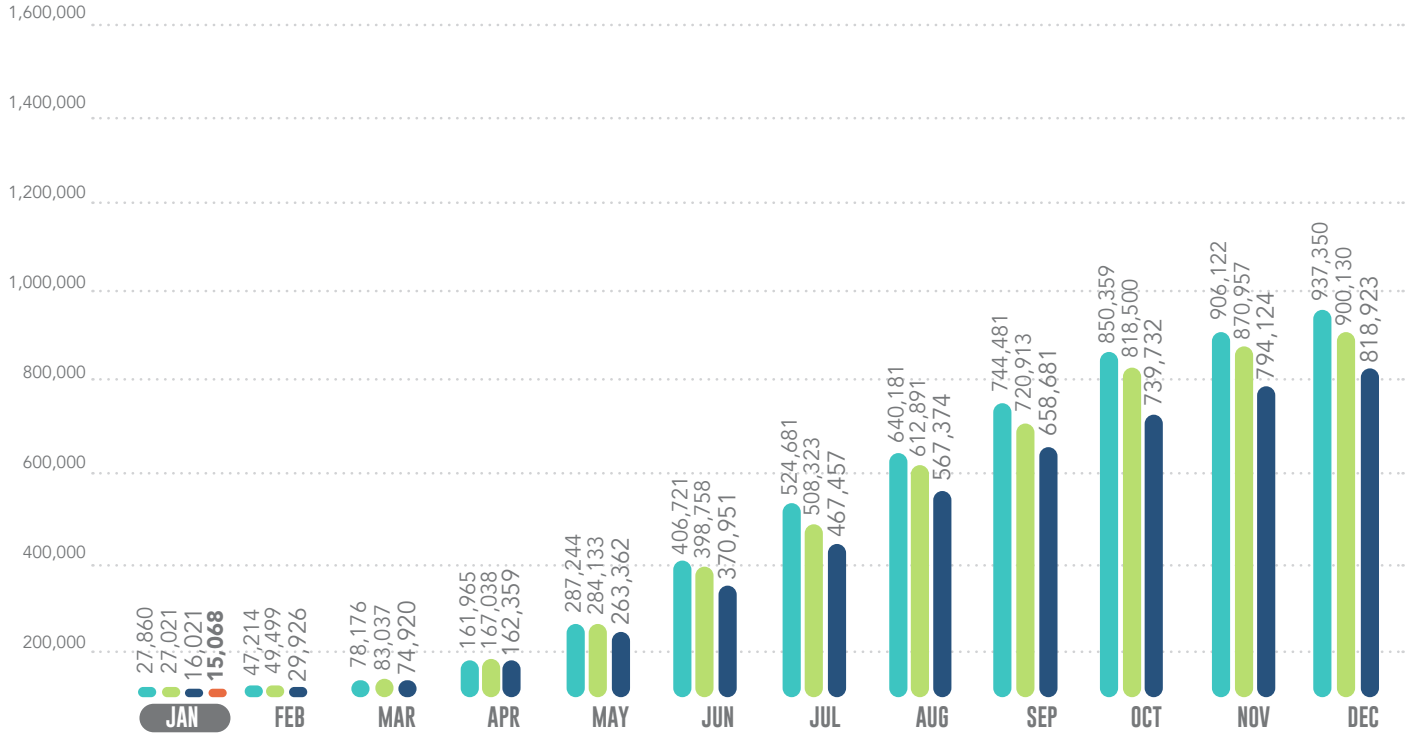
OUTGOING MESSAGES

2019 2020 2021 2022



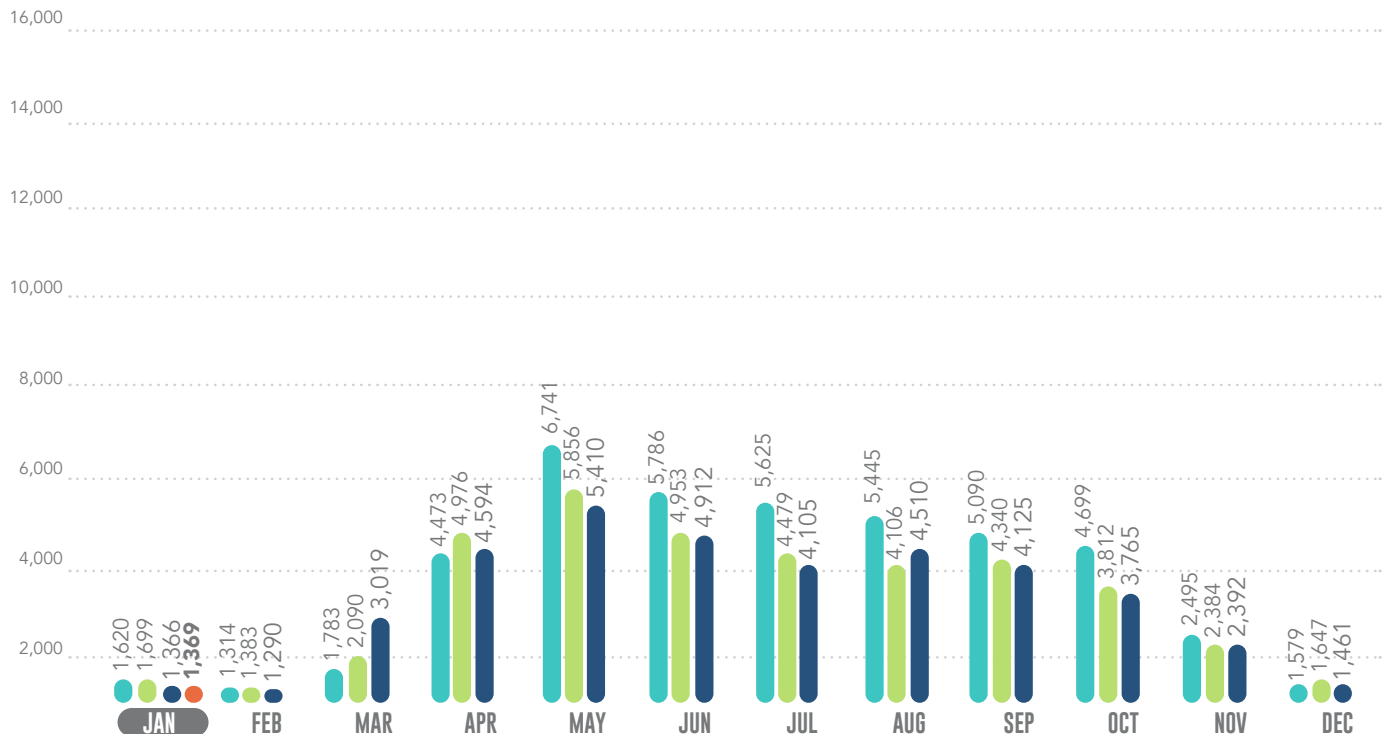
OUTGOING TICKETS Y-T-D

2019 2020 2021 2022



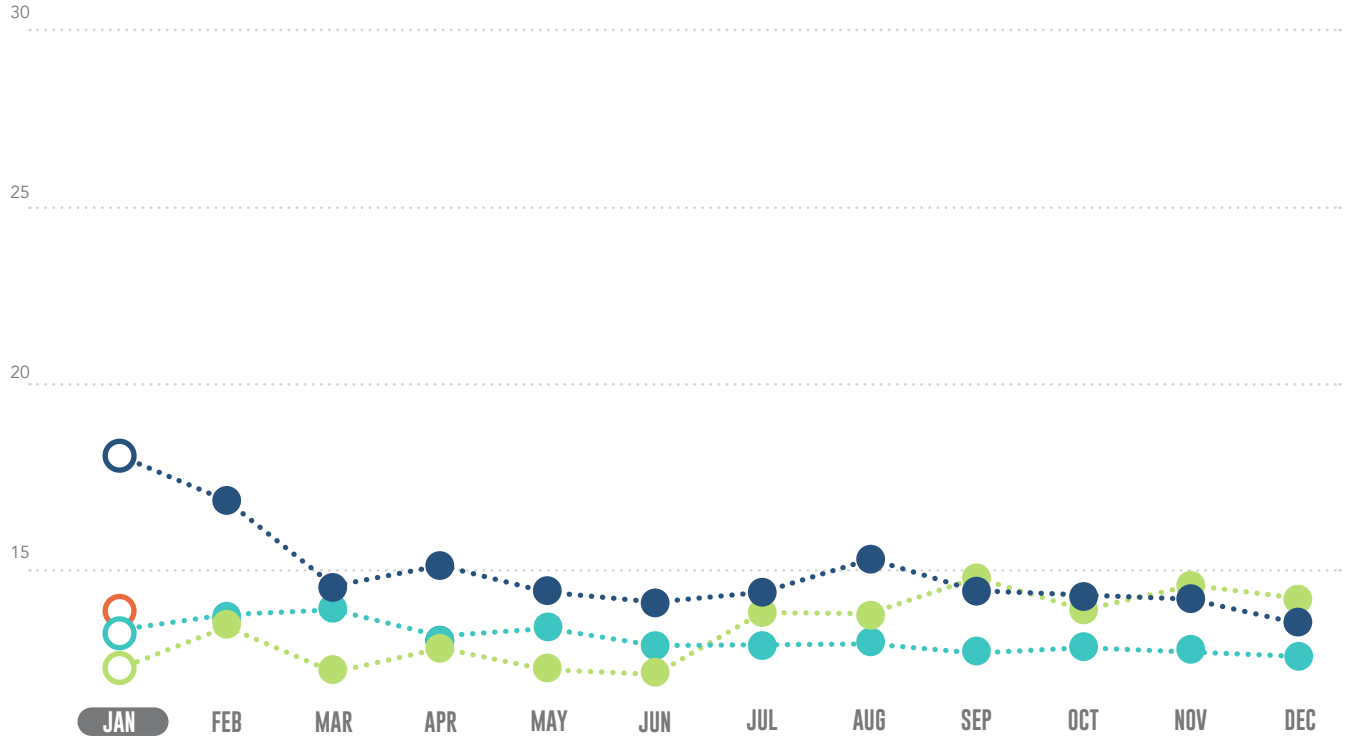
INCOMING CALLS

2019 2020 2021 2022



OPERATOR CALL VOLUMES

2019 2020 2021 2022

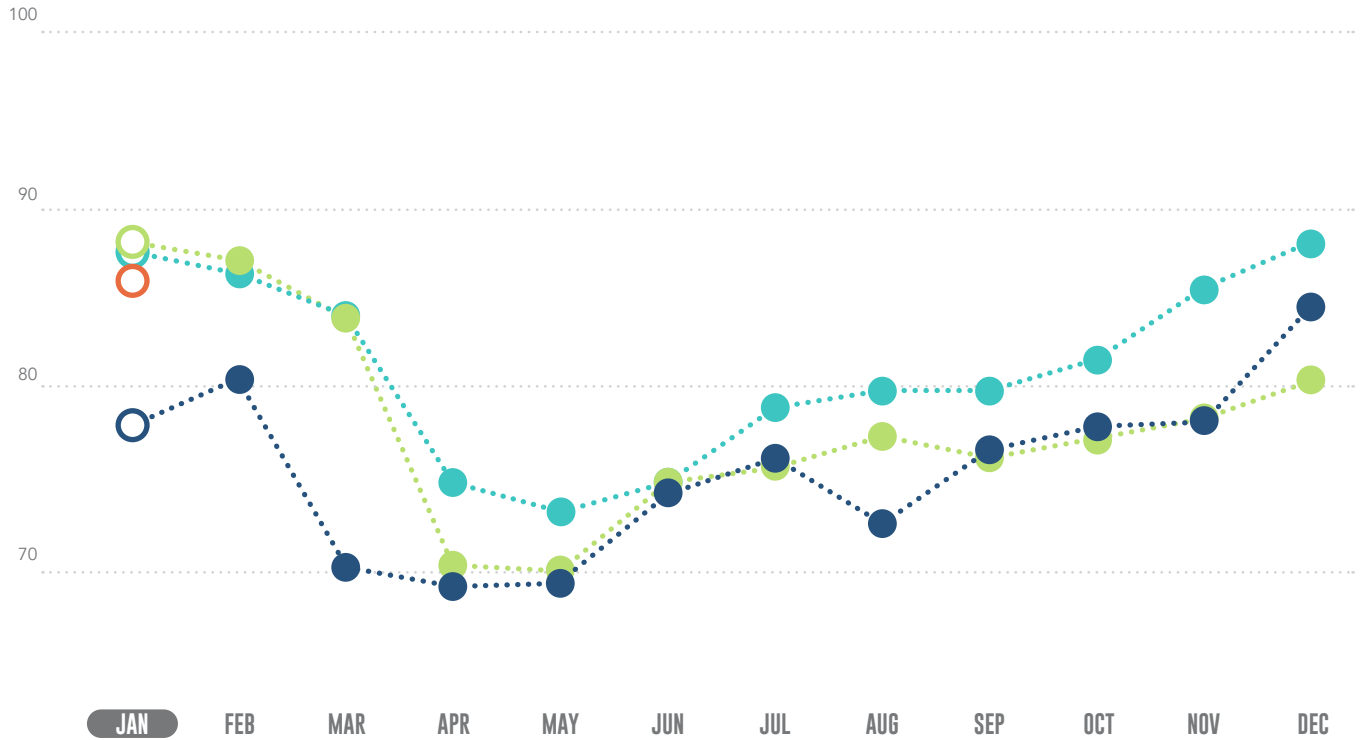


2019 2020 2021 2022

| | 2019 | 2020 | 2021 | 2022 |
|-----|-------|-------|-------|-------|
| JAN | 10.89 | 8.94 | 17.96 | 12.75 |
| FEB | 12.22 | 11.38 | 16.46 | |
| MAR | 12.77 | 8.04 | 14.12 | |
| APR | 11.50 | 10.16 | 15.19 | |
| MAY | 11.79 | 9.77 | 14.18 | |
| JUN | 11.48 | 9.18 | 13.58 | |
| JUL | 10.40 | 13.95 | 14.64 | |
| AUG | 10.59 | 13.42 | 15.97 | |
| SEP | 10.25 | 14.95 | 14.21 | |
| OCT | 10.54 | 12.18 | 13.22 | |
| NOV | 9.57 | 14.17 | 12.85 | |
| DEC | 9.16 | 13.71 | 11.65 | |

EXCAVATOR CALL VOLUMES

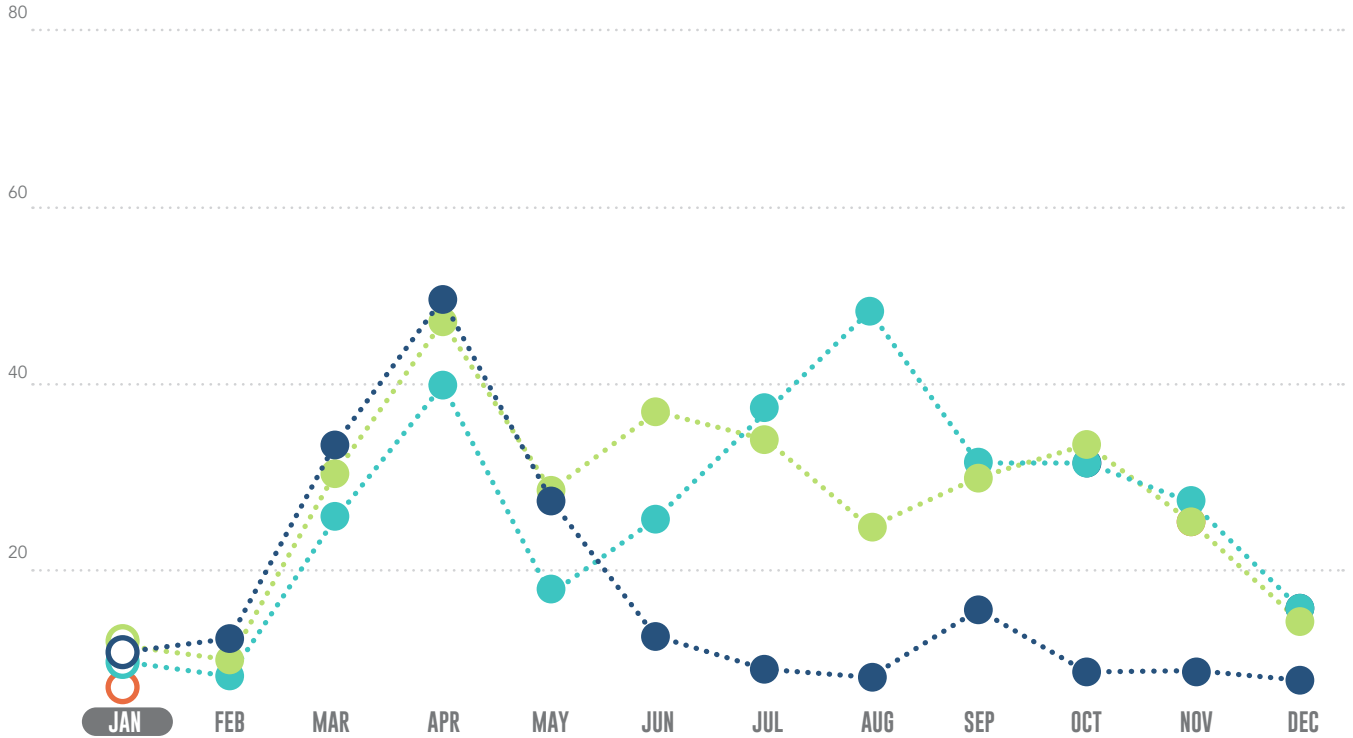
2019 2020 2021 2022



| | 2019 | 2020 | 2021 | 2022 |
|-----|-------|-------|-------|-------|
| JAN | 87.73 | 89.69 | 78.81 | 86.38 |
| FEB | 86.39 | 87.01 | 80.87 | |
| MAR | 84.50 | 84.37 | 70.32 | |
| APR | 75.15 | 71.14 | 68.63 | |
| MAY | 72.98 | 70.72 | 68.90 | |
| JUN | 75.83 | 75.96 | 74.03 | |
| JUL | 78.50 | 75.47 | 75.87 | |
| AUG | 79.22 | 76.39 | 73.70 | |
| SEP | 79.96 | 74.02 | 74.34 | |
| OCT | 82.35 | 75.51 | 76.76 | |
| NOV | 86.05 | 78.10 | 80.60 | |
| DEC | 88.77 | 80.62 | 85.51 | |

AVERAGE HOLD TIME

2019 2020 2021 2022

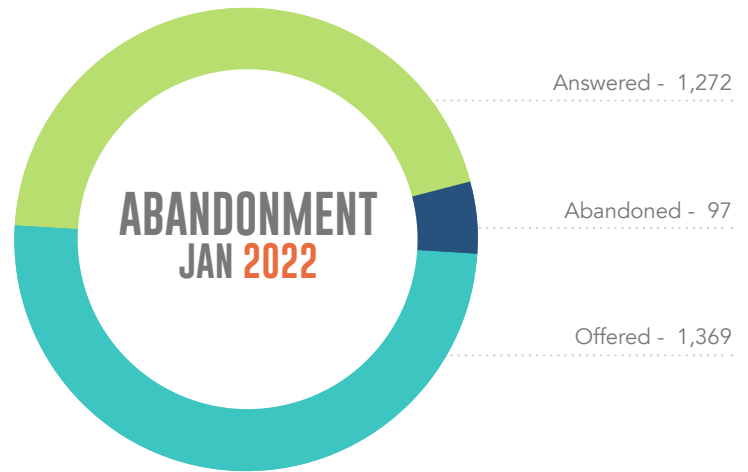
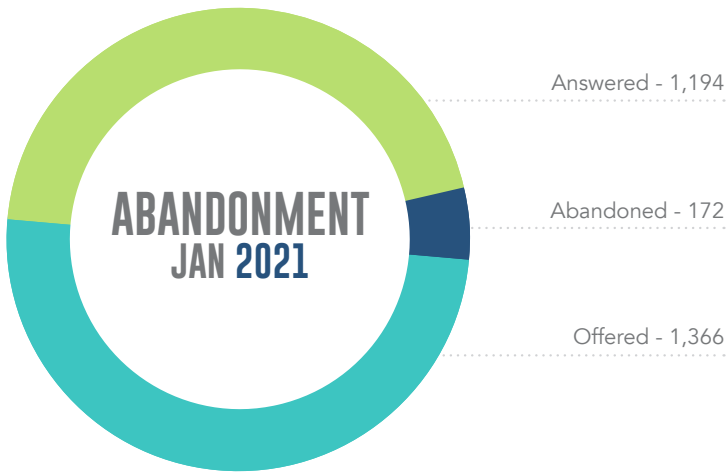
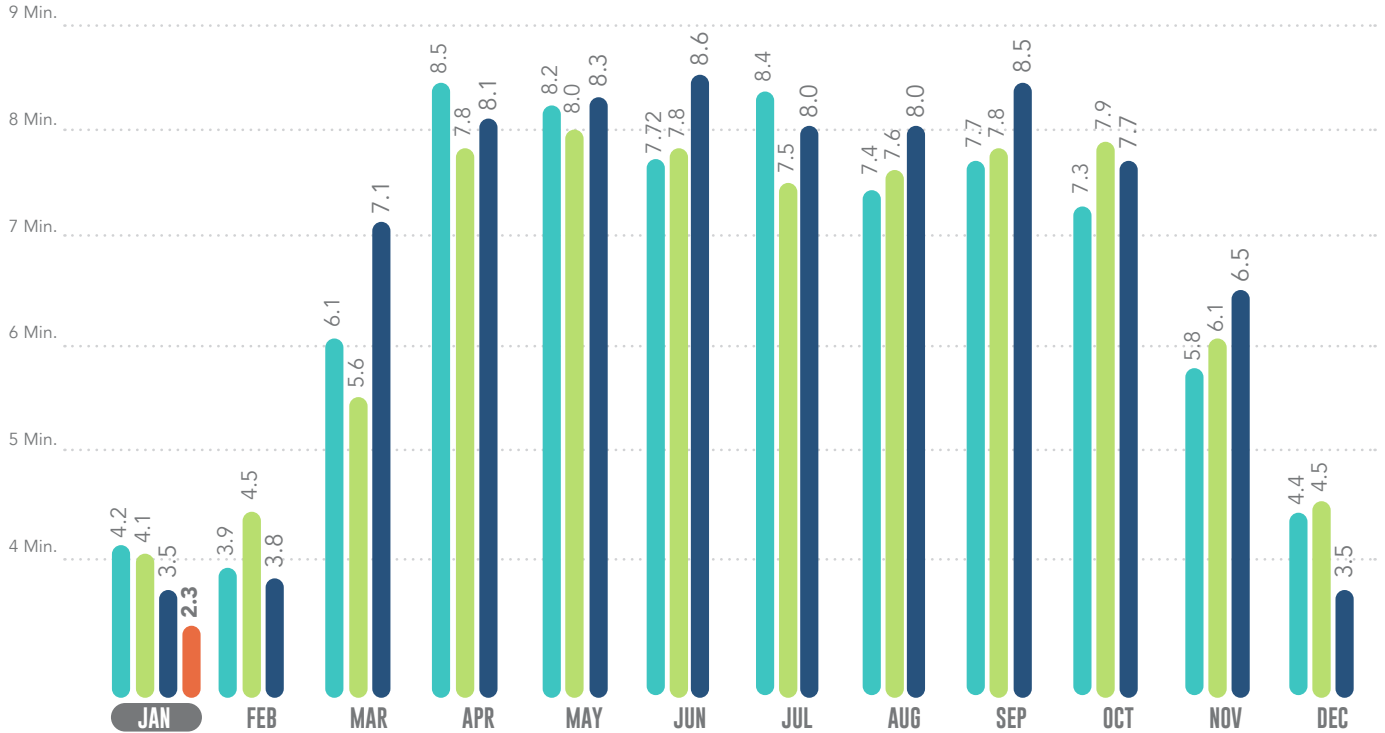


2019 2020 2021 2022

| | 2019 | 2020 | 2021 | 2022 |
|-----|------|------|------|------|
| JAN | 11 | 14 | 12 | 2 |
| FEB | 6 | 12 | 15 | |
| MAR | 26 | 31 | 33 | |
| APR | 40 | 44 | 50 | |
| MAY | 19 | 29 | 28 | |
| JUN | 25 | 38 | 15 | |
| JUL | 38 | 36 | 9 | |
| AUG | 47 | 25 | 8 | |
| SEP | 32 | 29 | 14 | |
| OCT | 32 | 34 | 9 | |
| NOV | 28 | 25 | 9 | |
| DEC | 17 | 16 | 6 | |

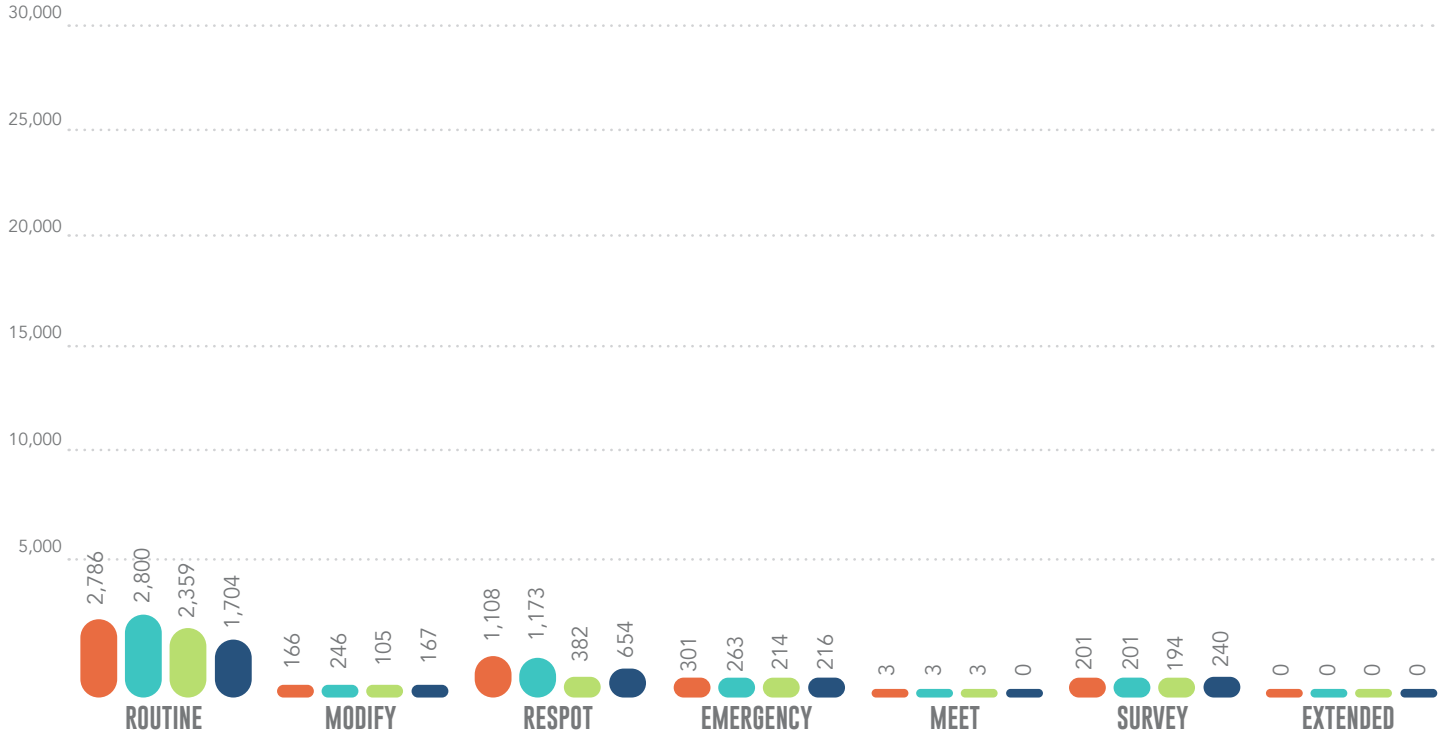
AVERAGE CALL DURATION

2019 2020 2021 2022



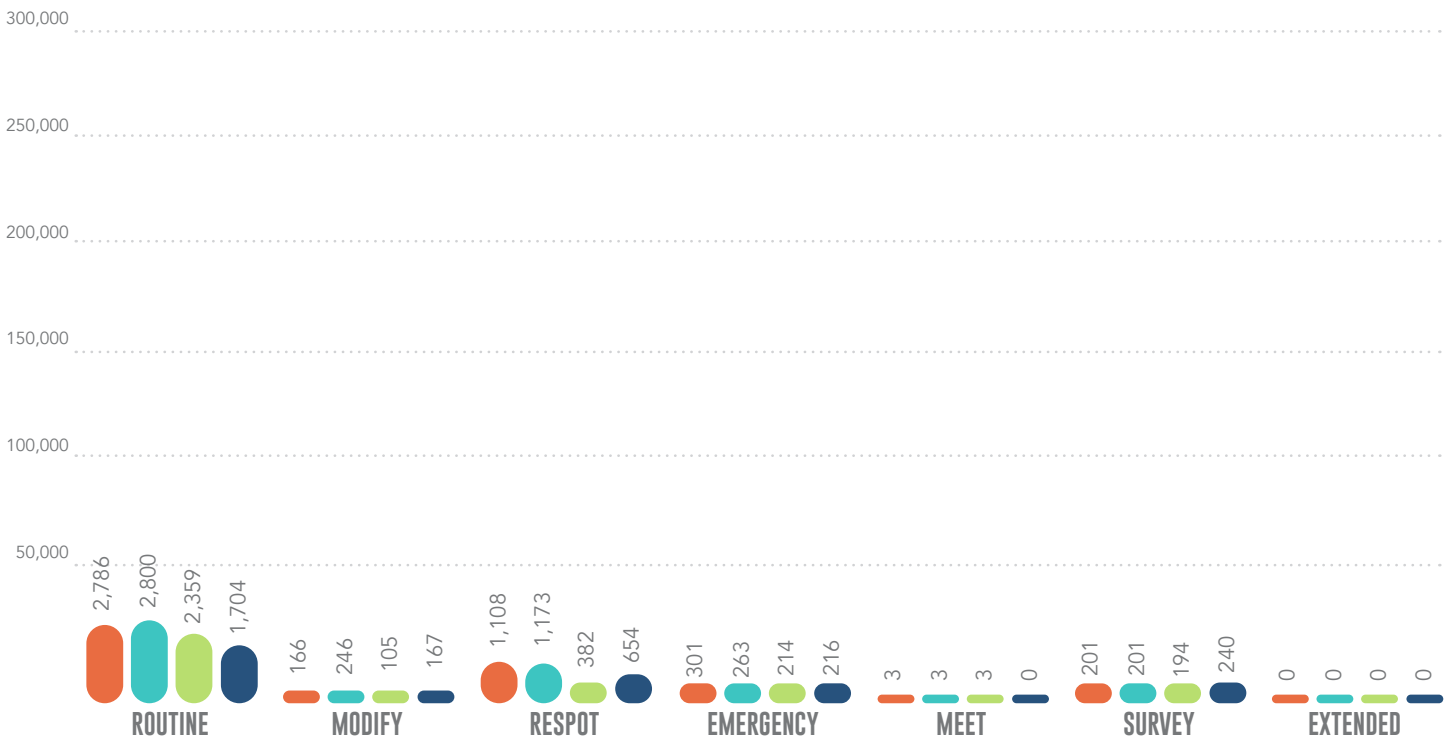
INCOMING TICKET TYPES JAN

2019 2020 2021 2022



INCOMING TICKETS TYPES JAN Y-T-D

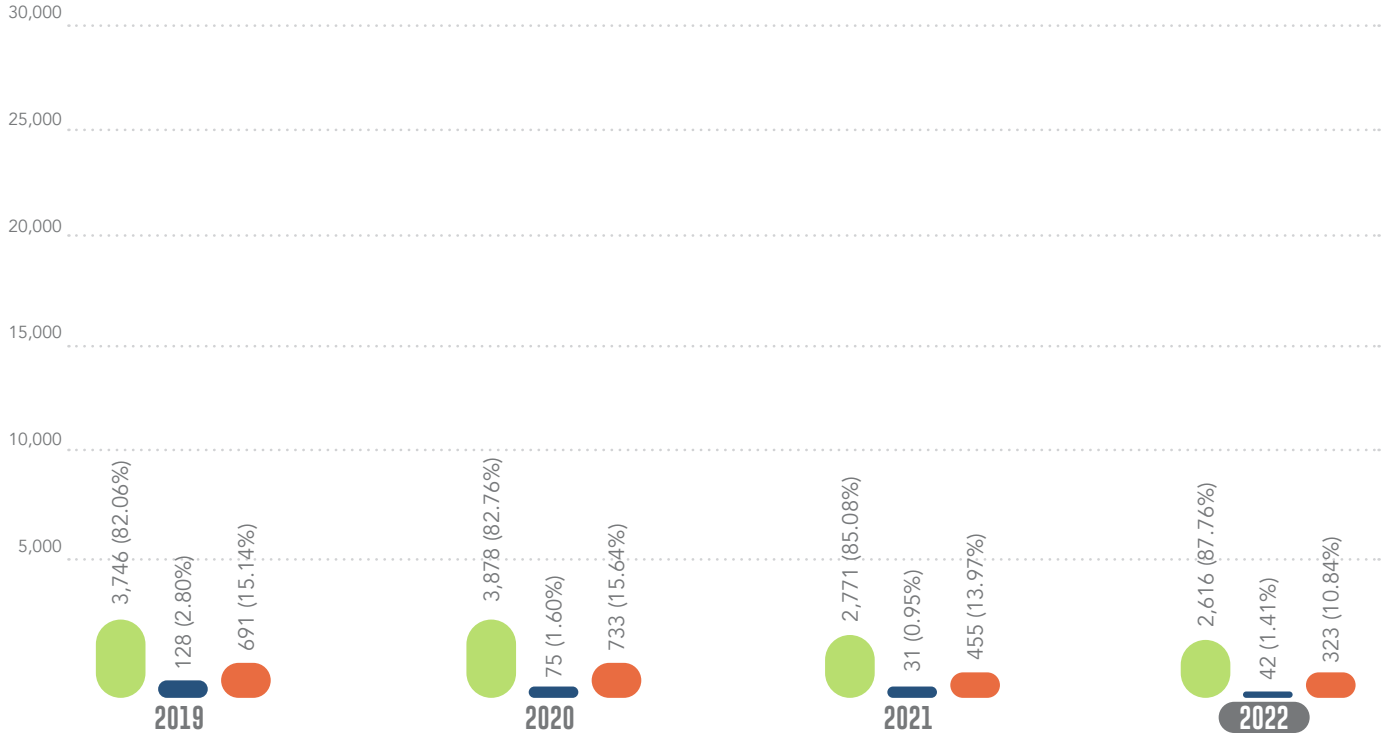
2019 2020 2021 2022



RECEIPT METHODS JAN

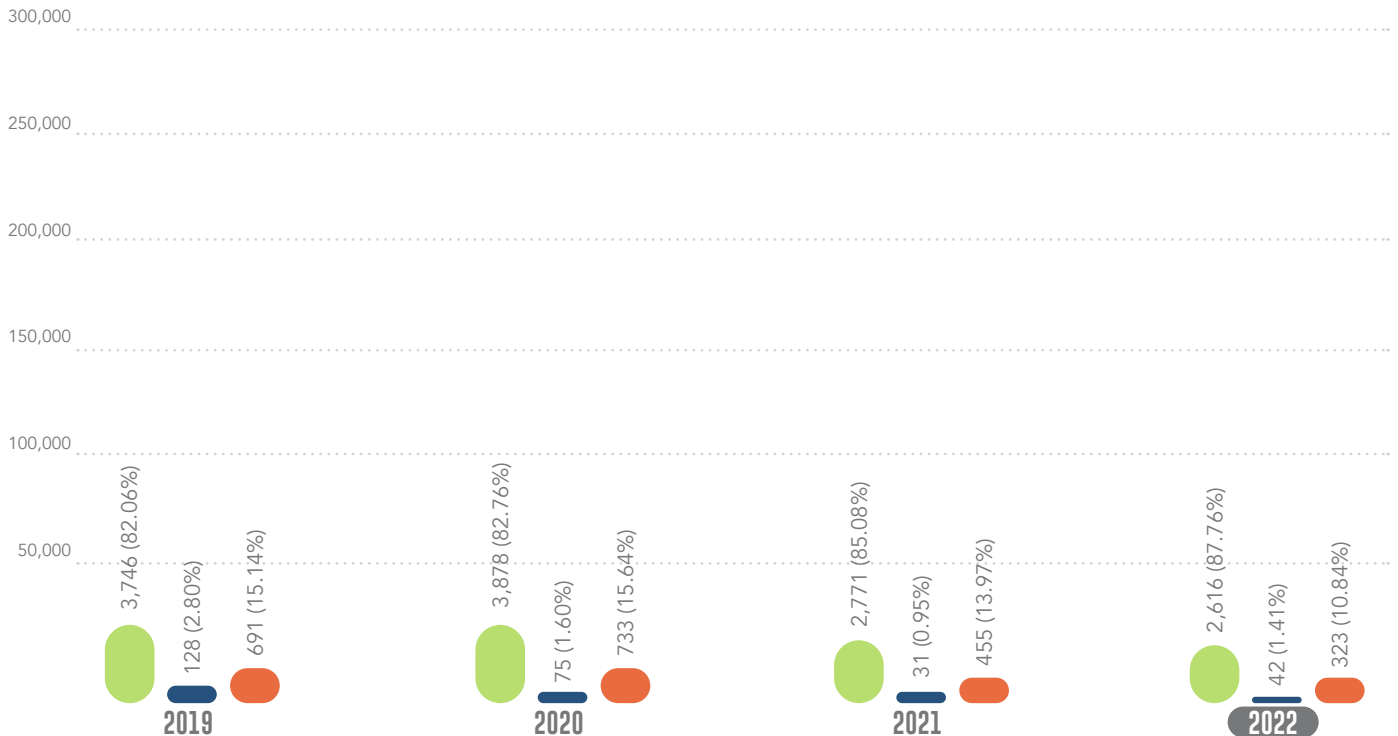
ITIC IVR OPERATOR

ITIC Mobile = 0



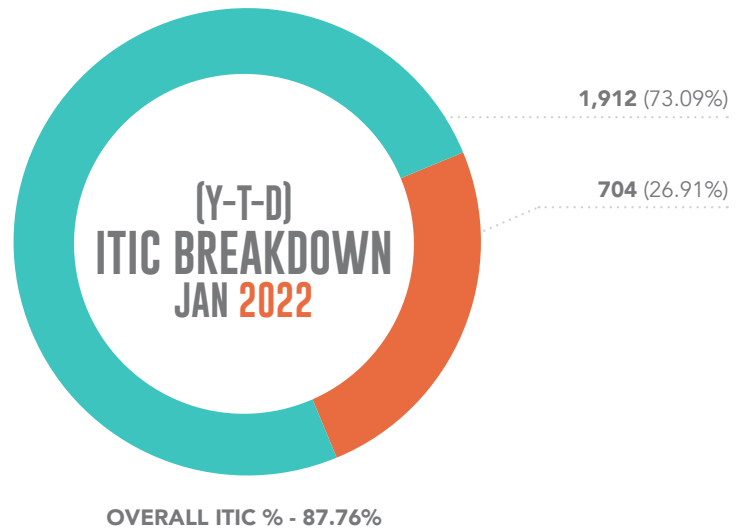
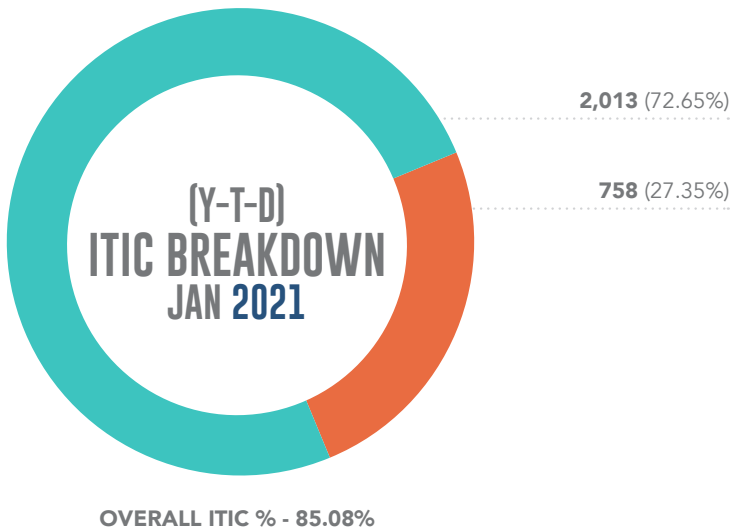
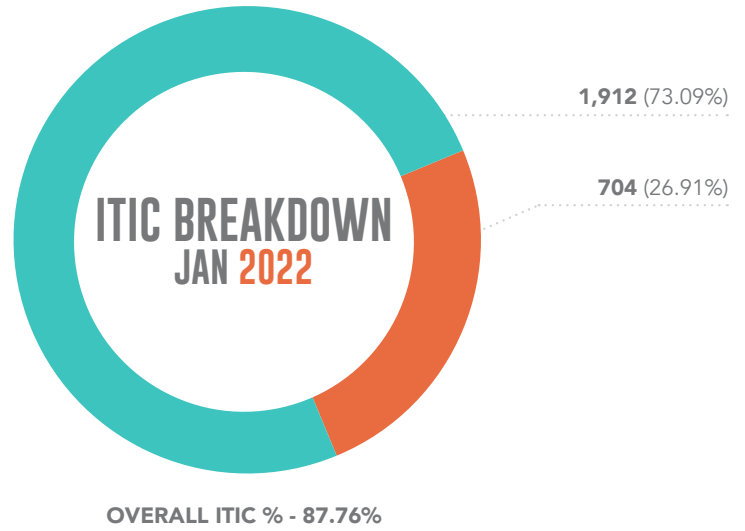
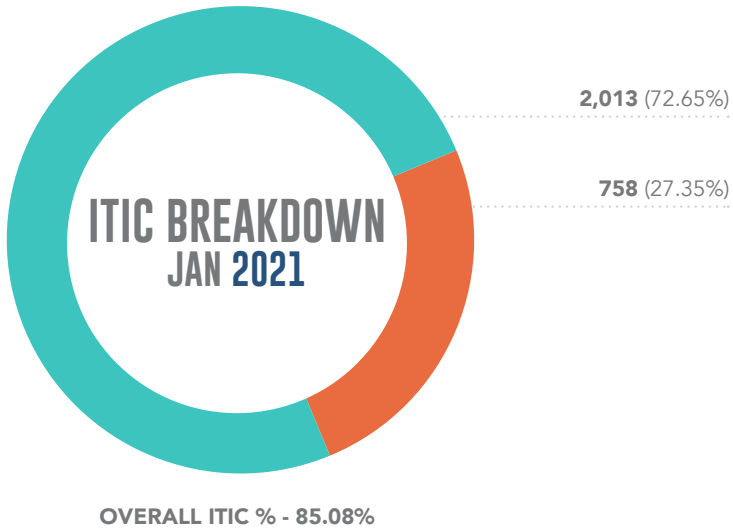
RECEIPT METHODS JAN Y-T-D

ITIC IVR OPERATOR

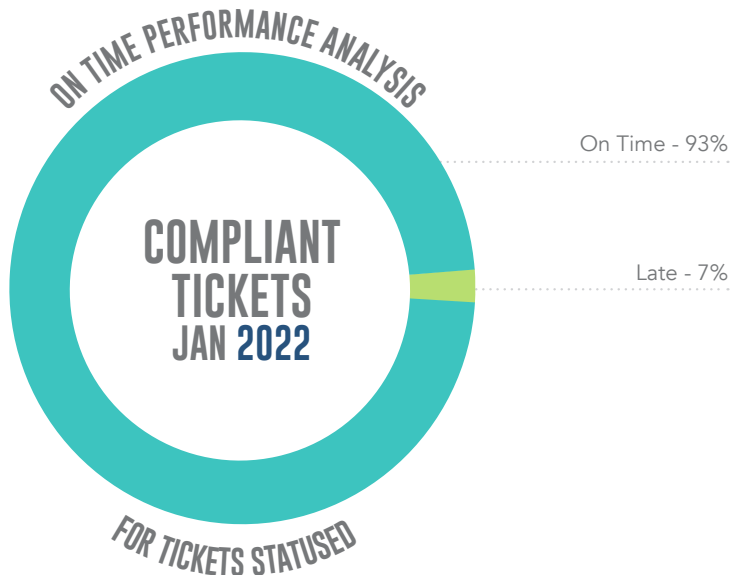
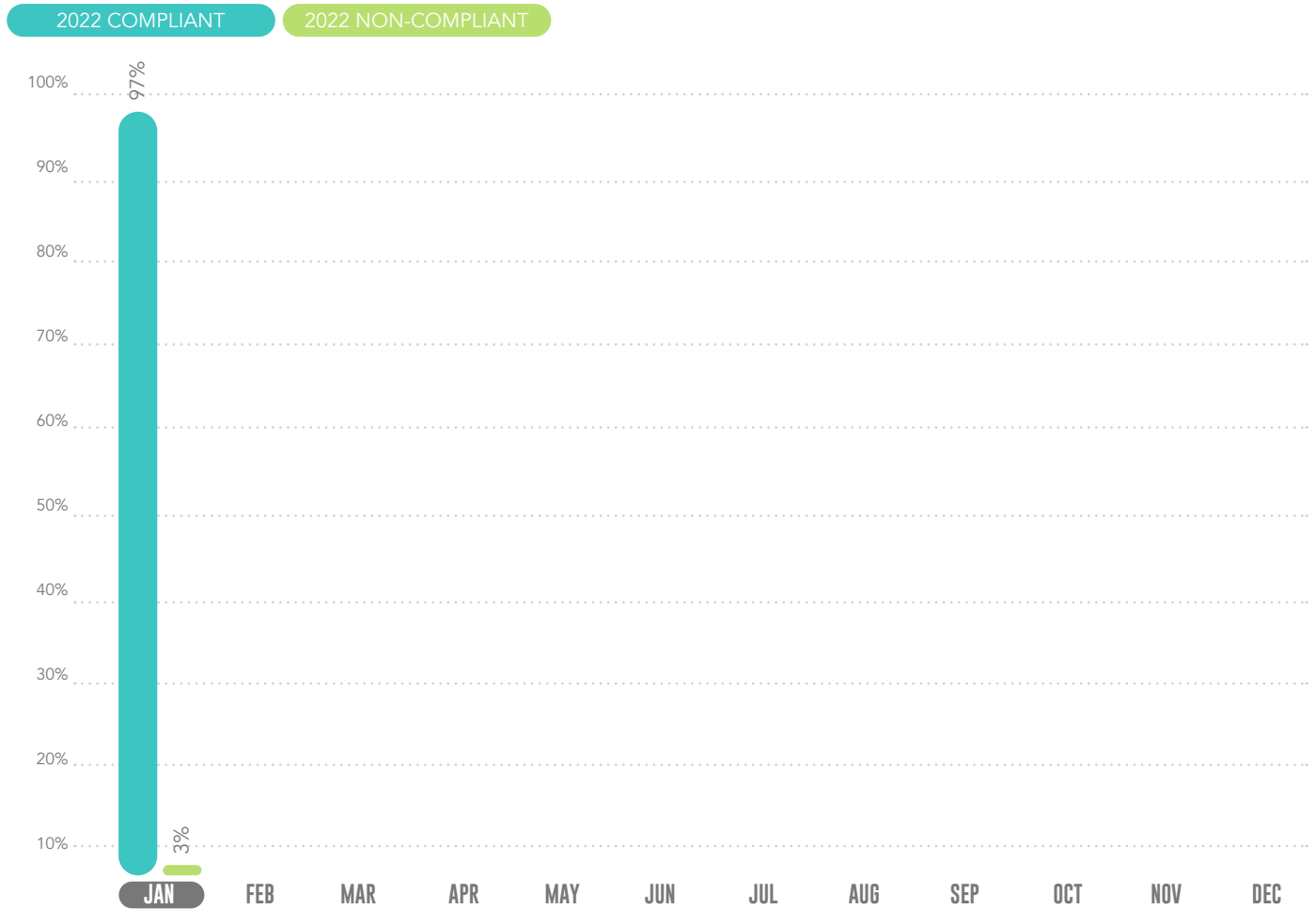


IN REVIEW

DIRECT RELEASE



POSITIVE RESPONSE COMPLIANCE



CREATIVE HOURS - 4TH QUARTER DETAILS

| PROJECT NAME | HOURS WORKED |
|--------------------------------|--------------|
| NDOC Dashboards | 16:50 |
| NDOC New Logo | 16:45 |
| NDOC Social Media | 11:00 |
| NDOC Website Changes | 1:30 |
| Subtotal | 46:05 |
| Management Review (+15%) | 6:55 |
| Grand Total with Review | 53:00 |

CREATIVE HOURS - 2021

