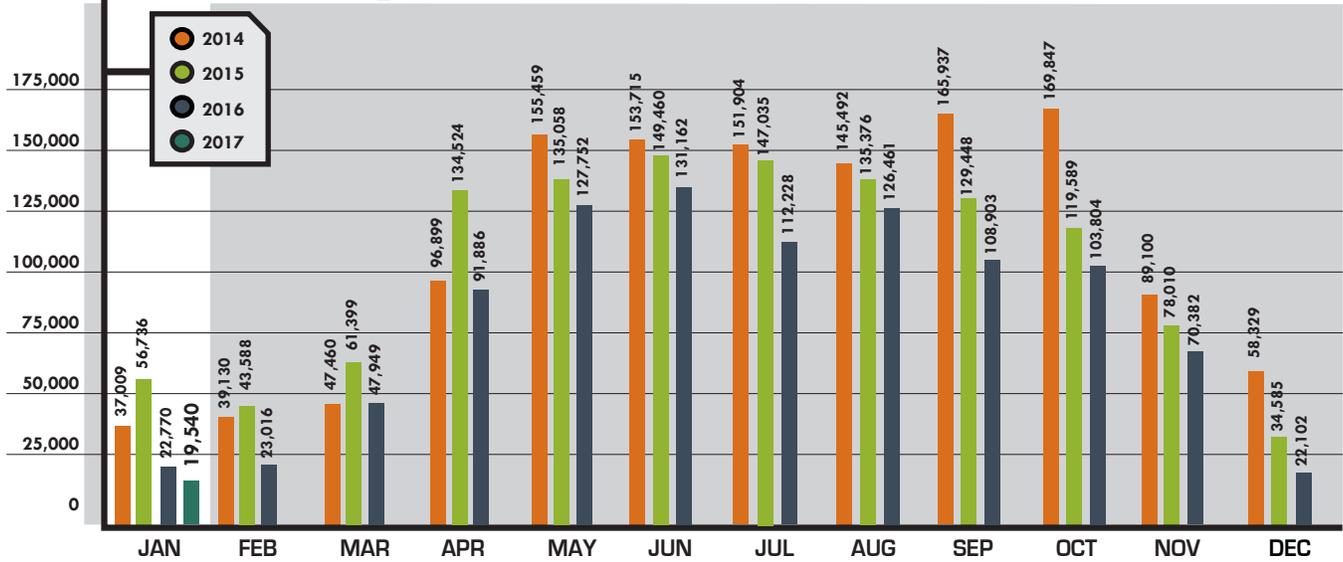
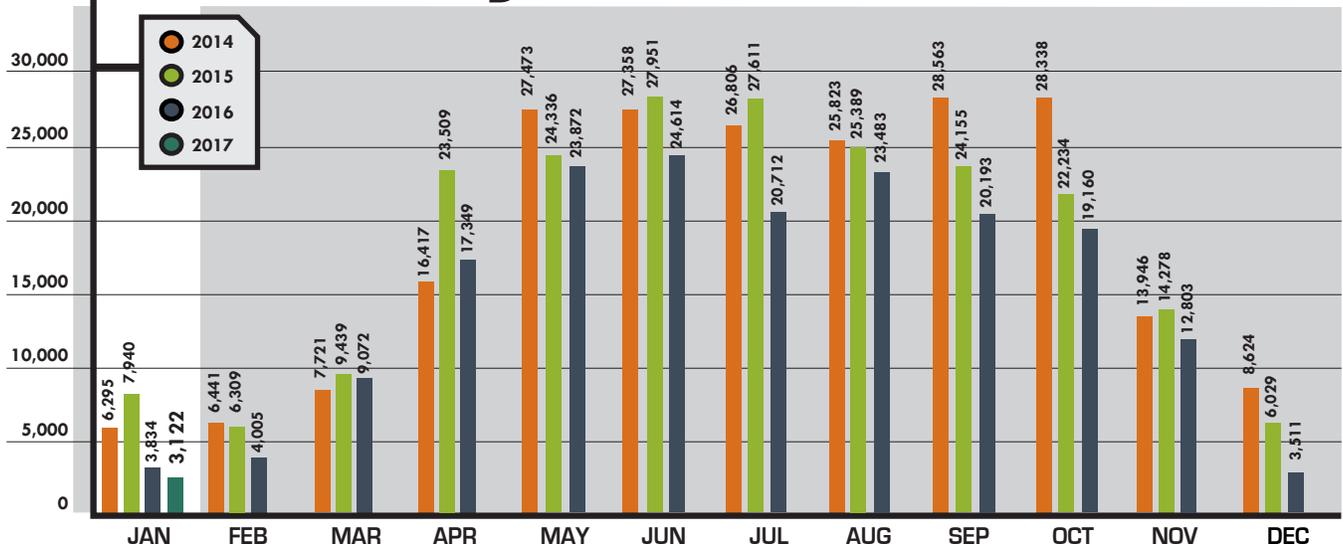


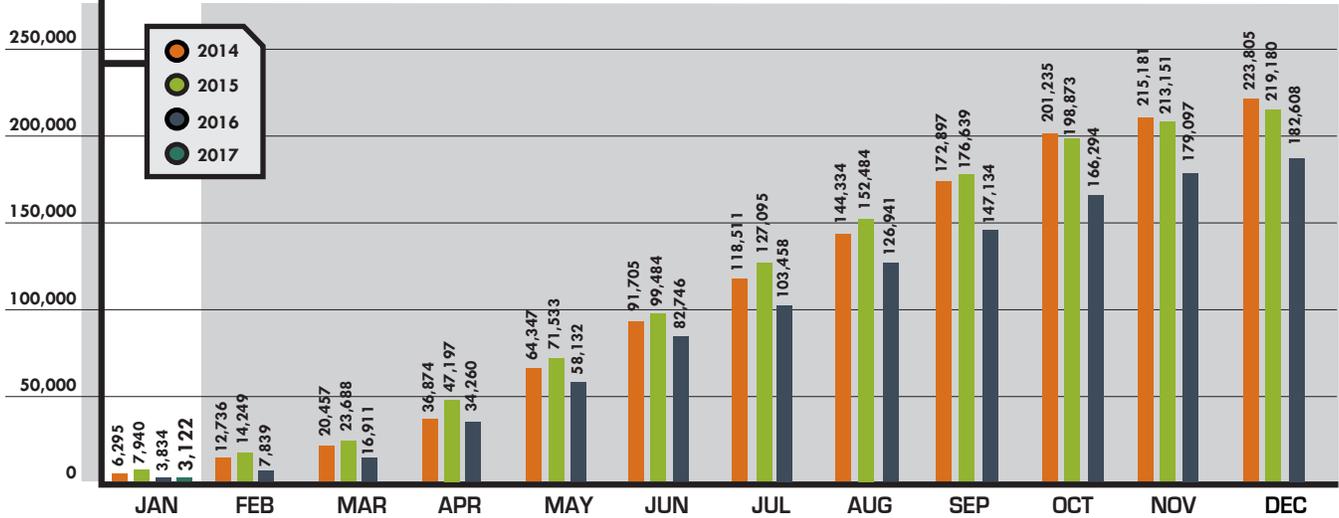
Chargeable Outbound Tickets



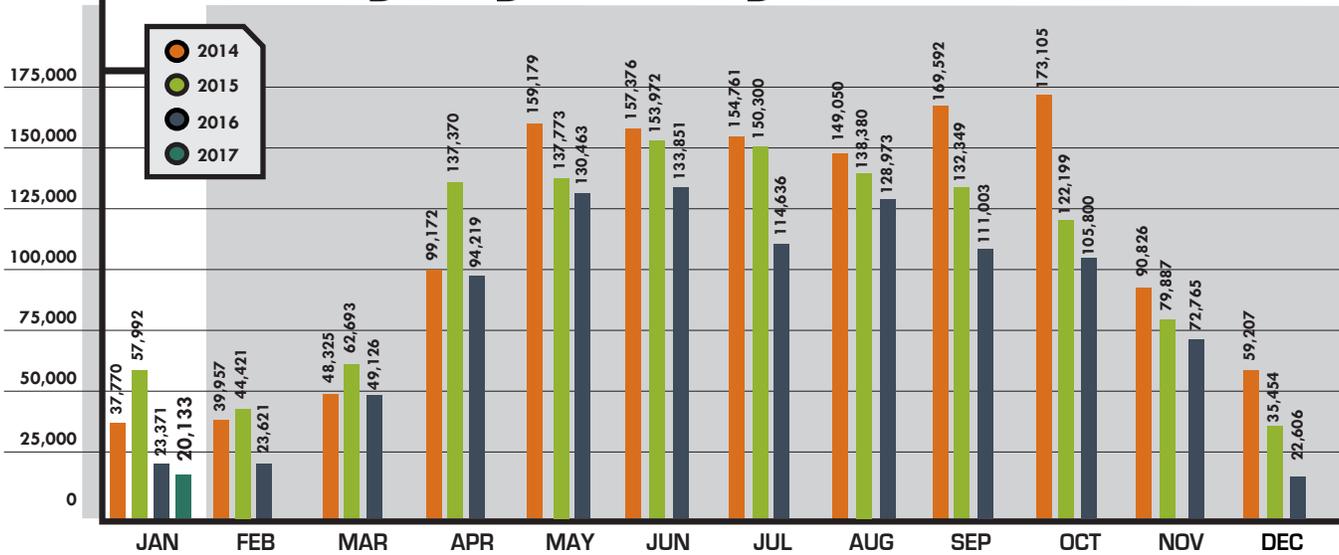
Incoming Tickets



Incoming Tickets Y-T-D



Outgoing Messages

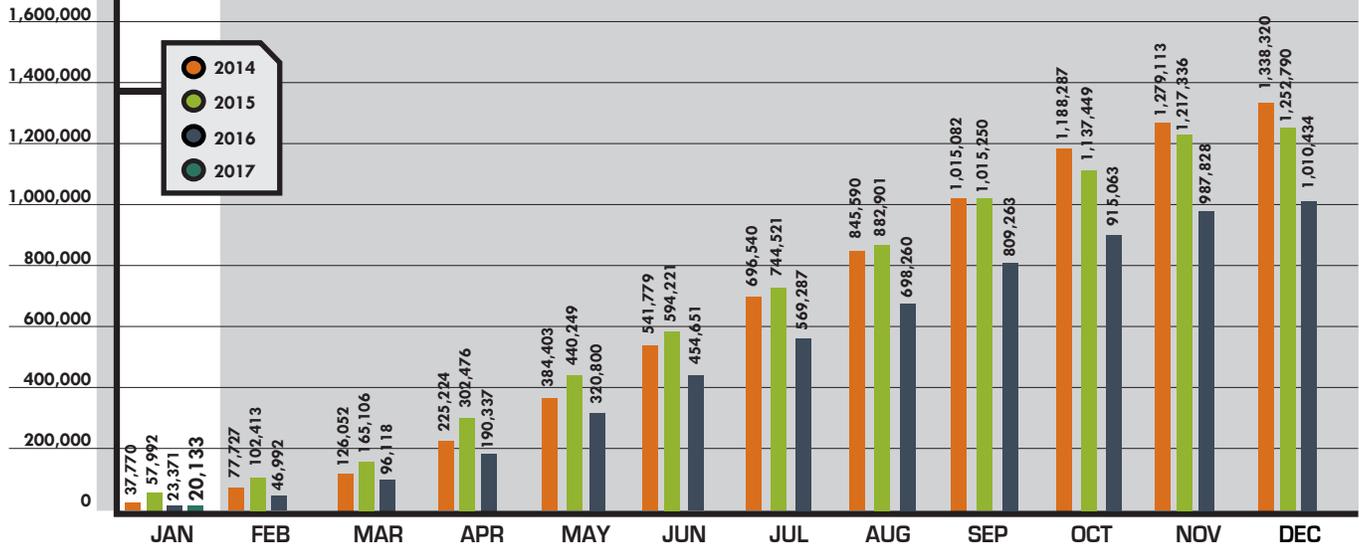




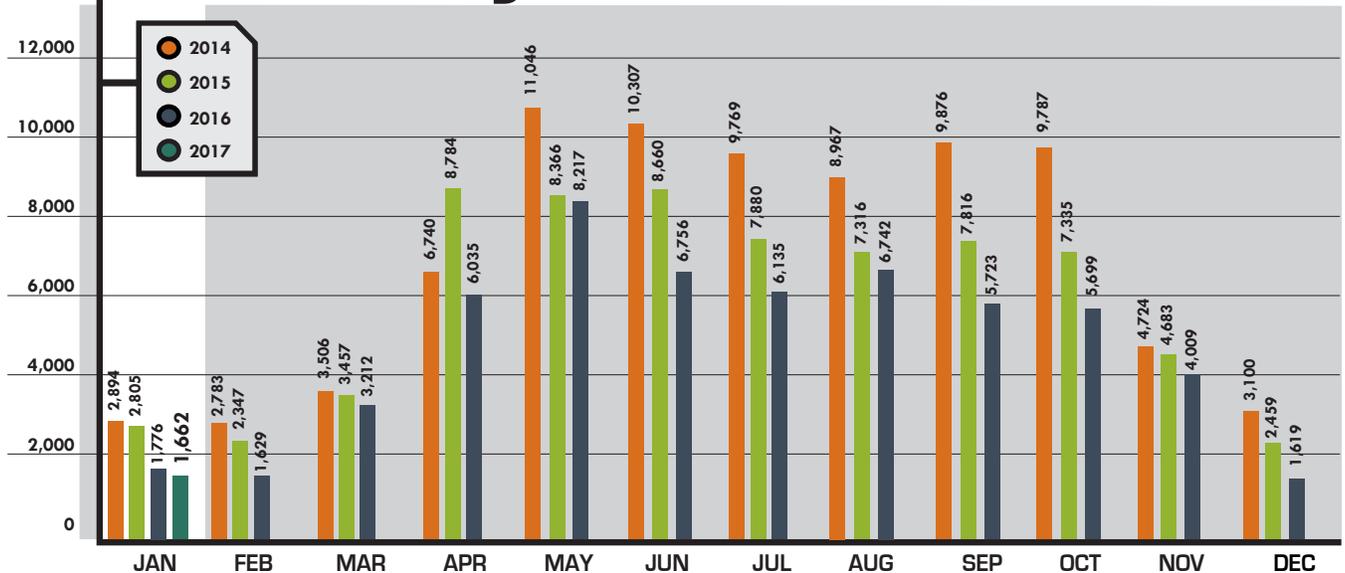
DASHBOARD REPORT

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

Outgoing Tickets Y-T-D



Incoming Calls

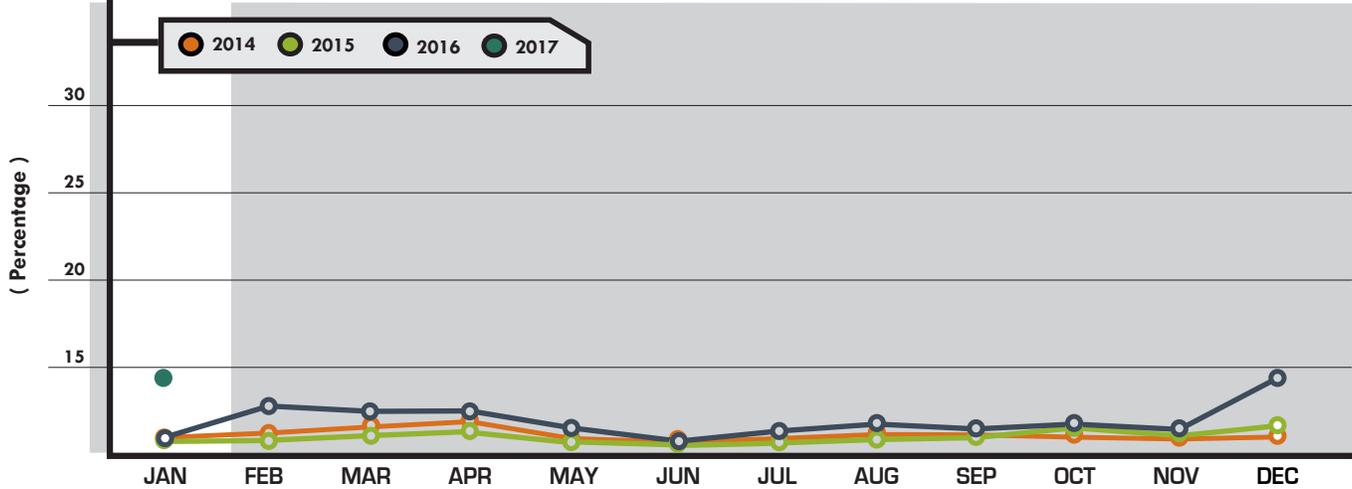




DASHBOARD REPORT

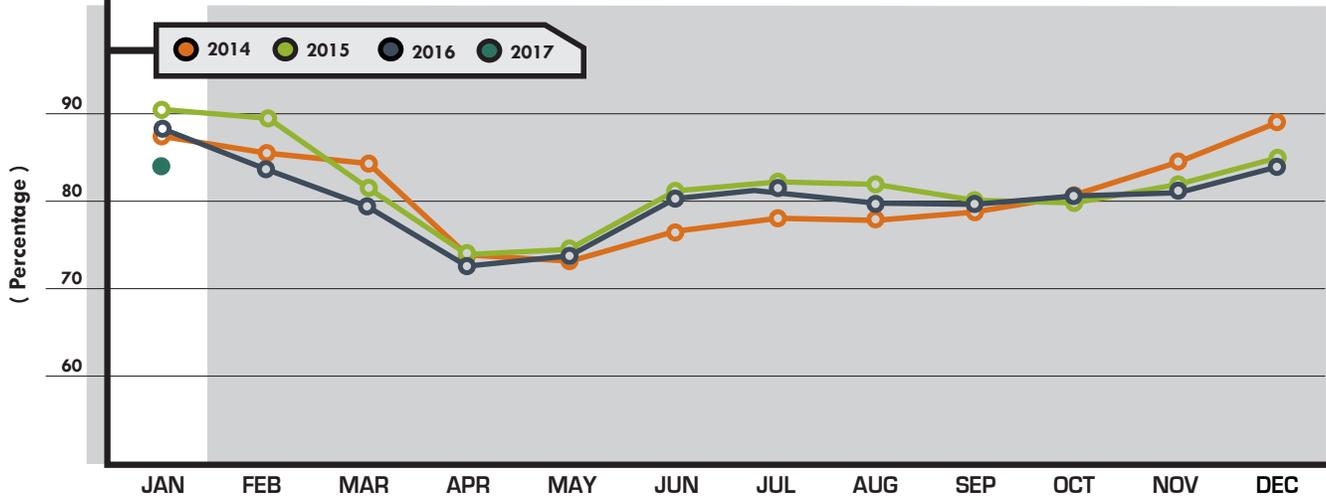
YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL | **JANUARY**

Operator Call Volumes



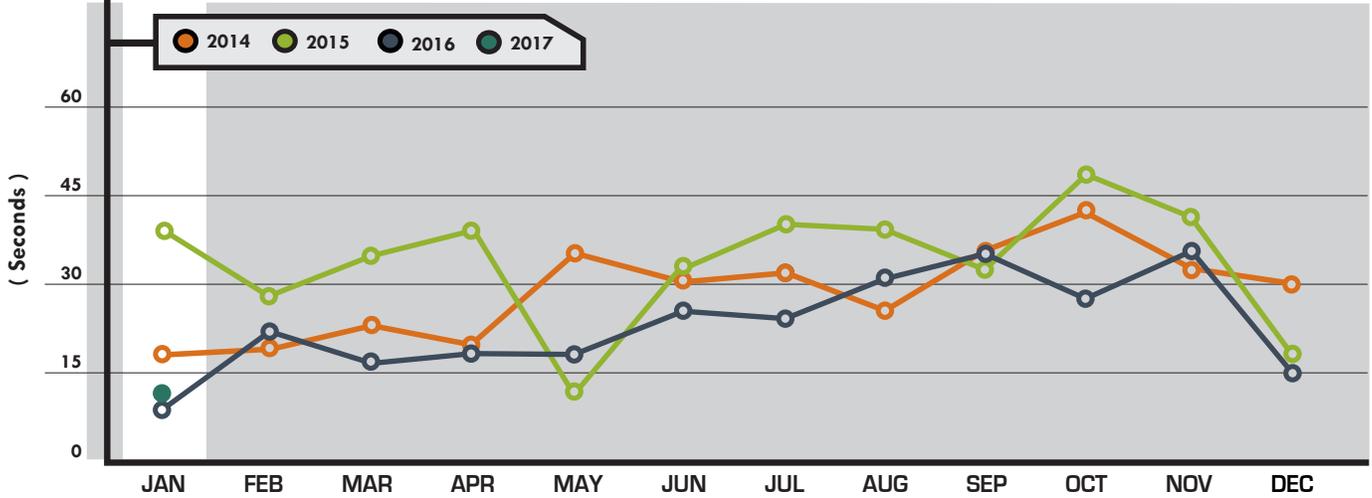
	2014	2015	2016	2017
JANUARY	9.91	7.00	9.60	14.09
FEBRUARY	10.63	7.69	12.68	
MARCH	11.46	8.50	10.60	
APRIL	12.26	9.65	12.02	
MAY	9.71	7.87	9.56	
JUNE	8.94	7.11	8.42	
JULY	9.33	7.52	10.38	
AUGUST	10.03	7.81	11.28	
SEPTEMBER	9.80	8.18	10.53	
OCTOBER	8.67	9.64	10.99	
NOVEMBER	7.60	10.05	10.47	
DECEMBER	7.94	11.16	14.53	

Excavator Call Volumes



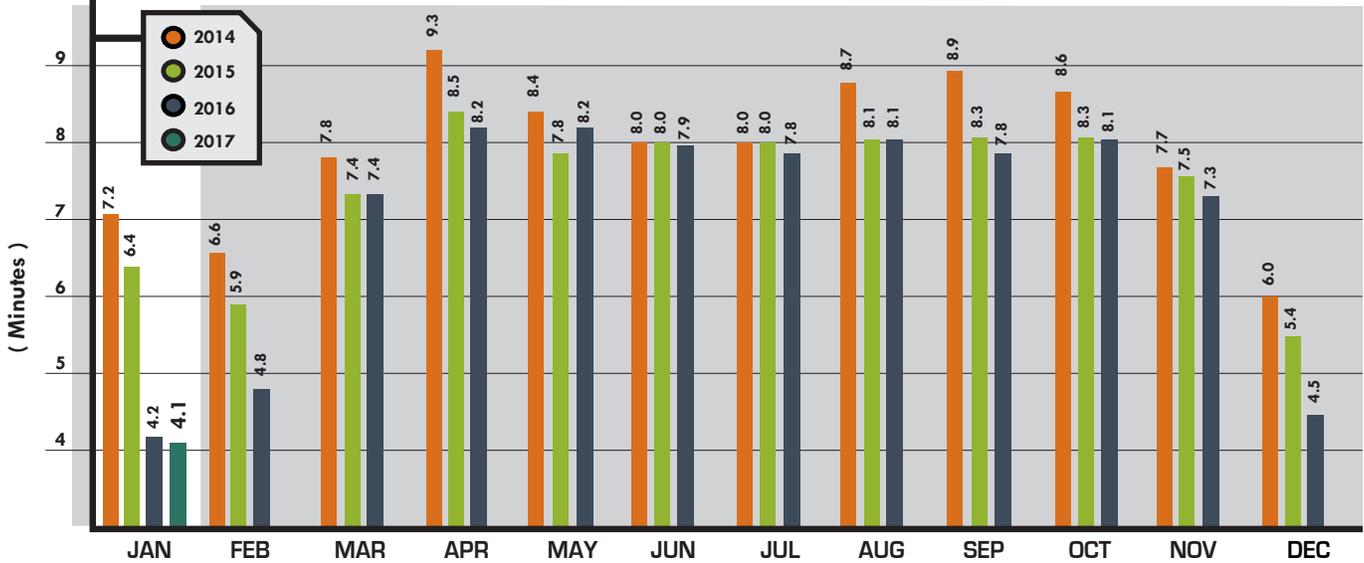
	2014	2015	2016	2017
JANUARY	87.74	90.93	88.68	84.79
FEBRUARY	86.01	89.84	84.37	
MARCH	83.22	82.99	79.06	
APRIL	74.06	74.40	73.14	
MAY	73.25	75.95	74.64	
JUNE	77.13	80.66	80.07	
JULY	78.38	82.80	80.60	
AUGUST	78.93	82.56	79.64	
SEPTEMBER	79.25	80.32	79.67	
OCTOBER	81.68	80.28	80.77	
NOVEMBER	85.75	82.35	81.99	
DECEMBER	89.56	85.07	83.31	

Average Hold Time



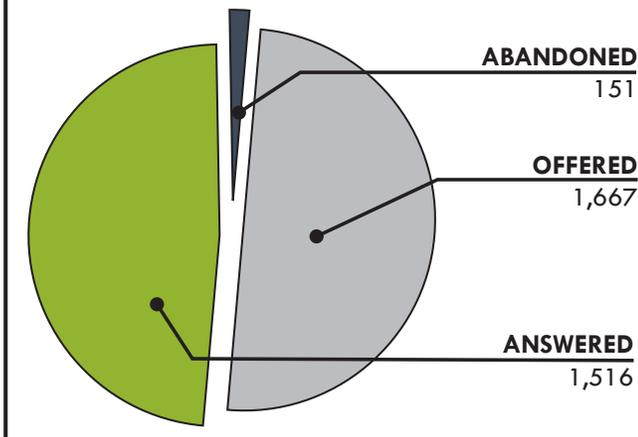
	2014	2015	2016	2017
JANUARY	19	39	9	12
FEBRUARY	21	28	24	
MARCH	24	35	16	
APRIL	20	38	18	
MAY	35	13	18	
JUNE	31	33	26	
JULY	32	37	25	
AUGUST	25	36	31	
SEPTEMBER	36	32	35	
OCTOBER	42	47	24	
NOVEMBER	33	41	36	
DECEMBER	30	18	15	

Average Processing Times



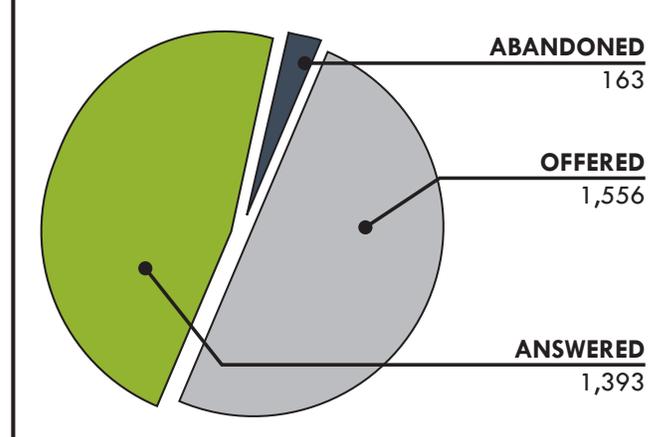
Abandonment

JAN 2016

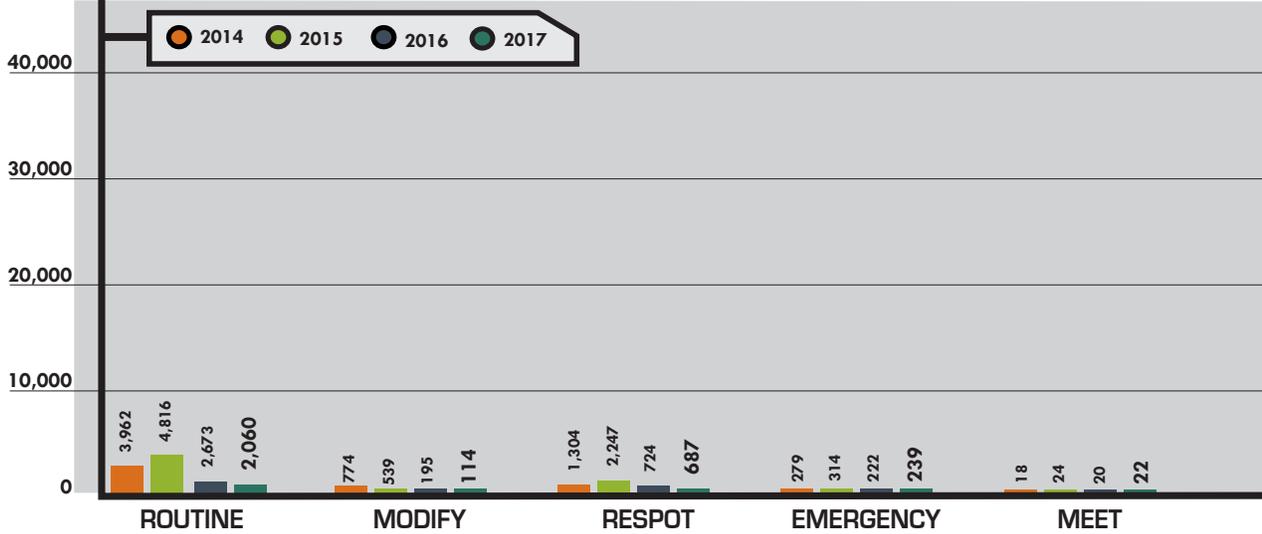


Abandonment

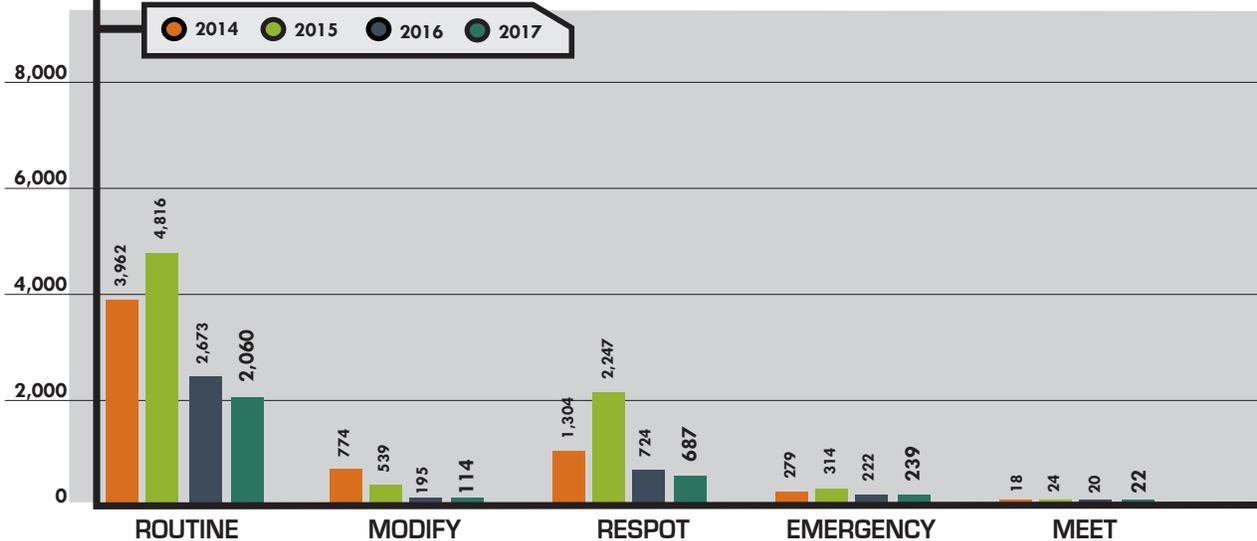
JAN 2017



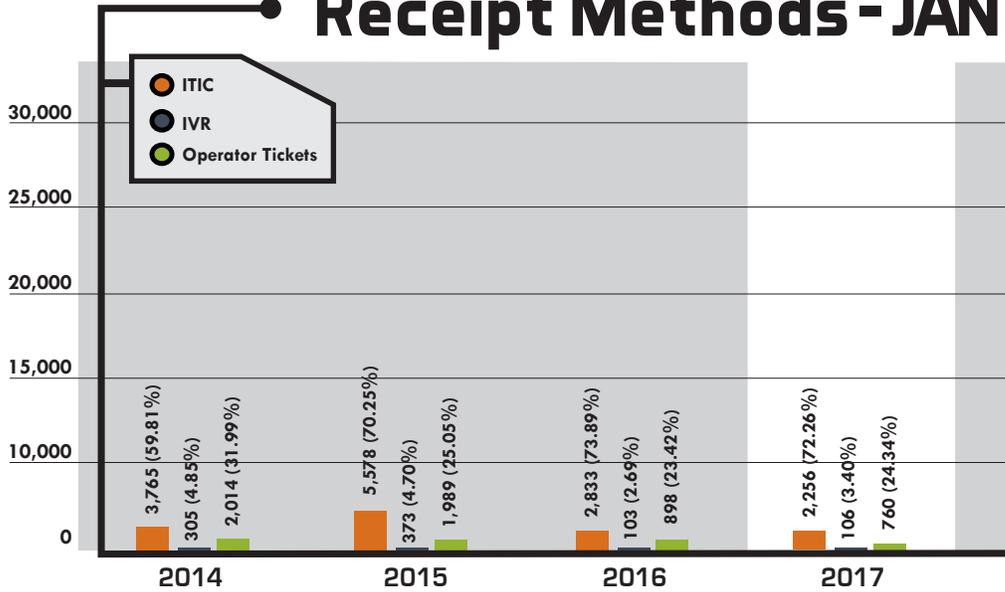
Incoming Ticket Types - JAN



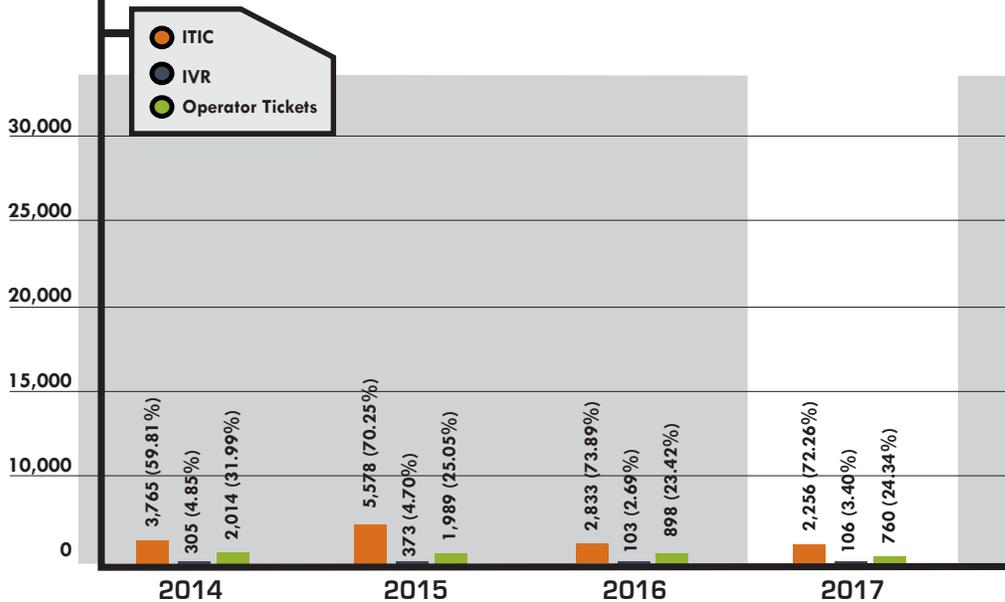
Incoming Ticket Types - JAN Y-T-D



Receipt Methods - JAN

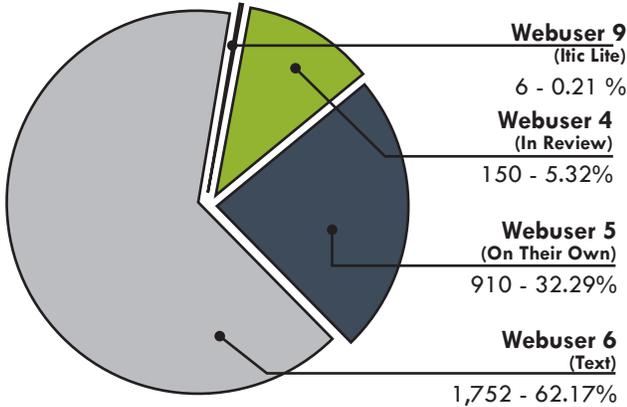


Receipt Methods - JAN Y-T-D



ITIC Breakdown

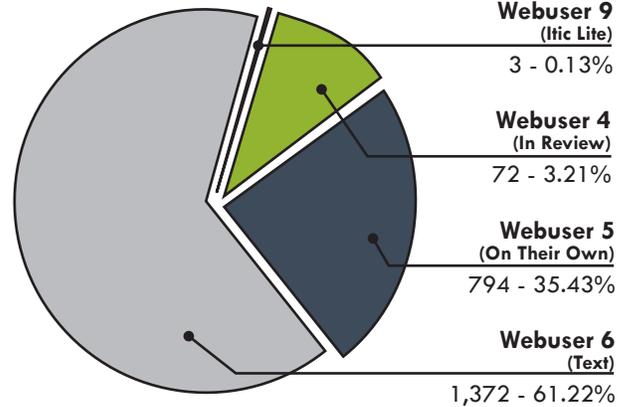
JAN 2016



OVERALL ITIC JAN 2016 - 73.89%

ITIC Breakdown

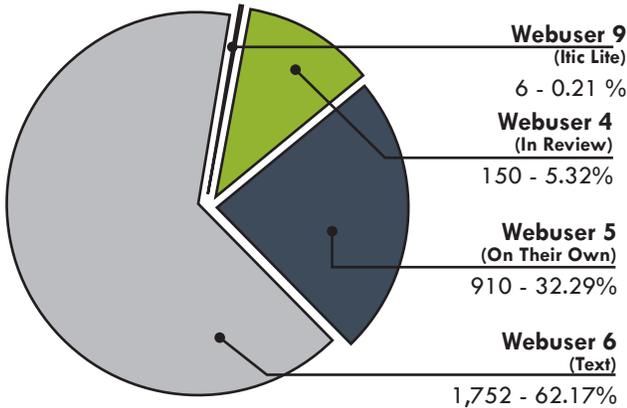
JAN 2017



OVERALL ITIC JAN 2017 - 72.26%

ITIC Y-T-D Analysis

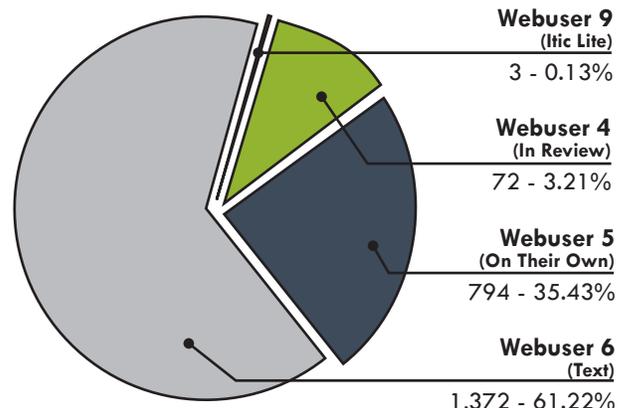
JAN 2016



OVERALL ITIC Y-T-D JAN 2016 - 73.89%

ITIC Y-T-D Analysis

JAN 2017



OVERALL ITIC Y-T-D JAN 2017 - 72.26%