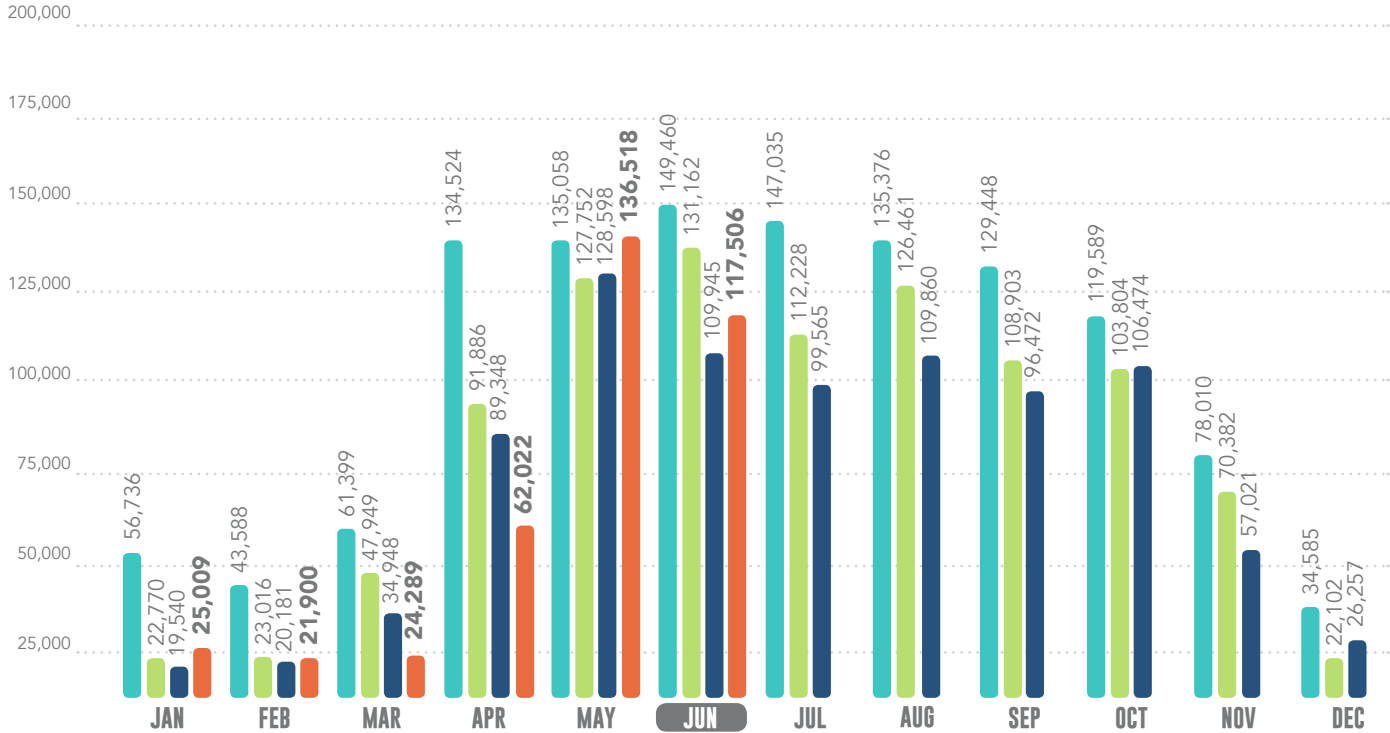


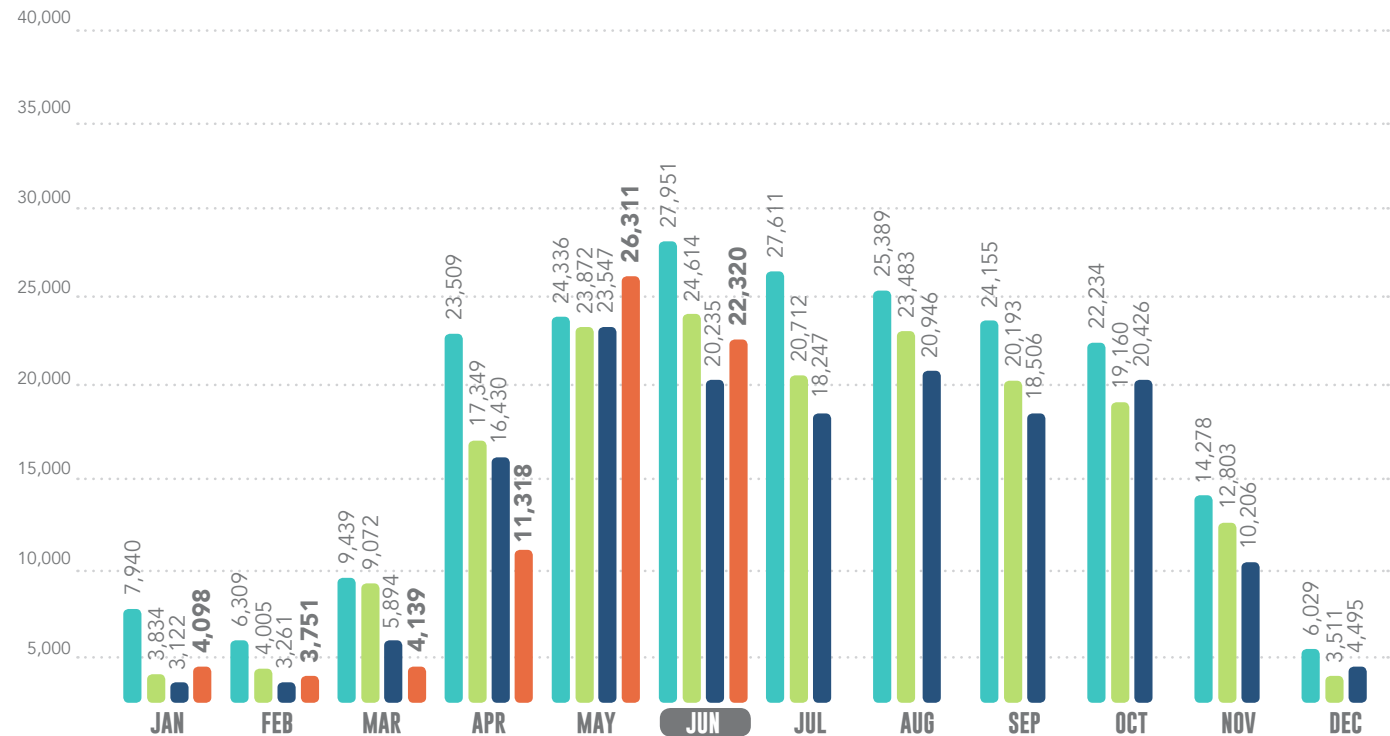
CHARGEABLE OUTBOUND TICKETS

2015 2016 2017 2018



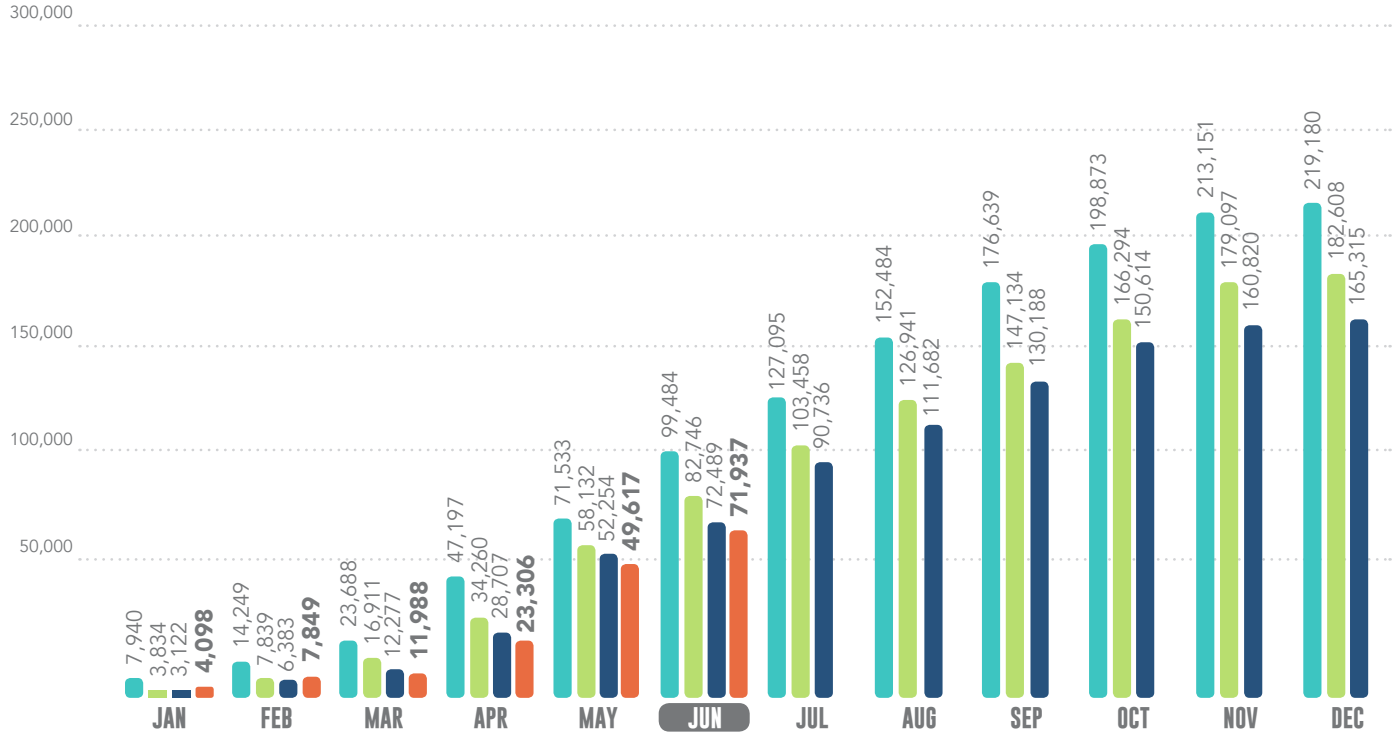
INCOMING TICKETS

2015 2016 2017 2018



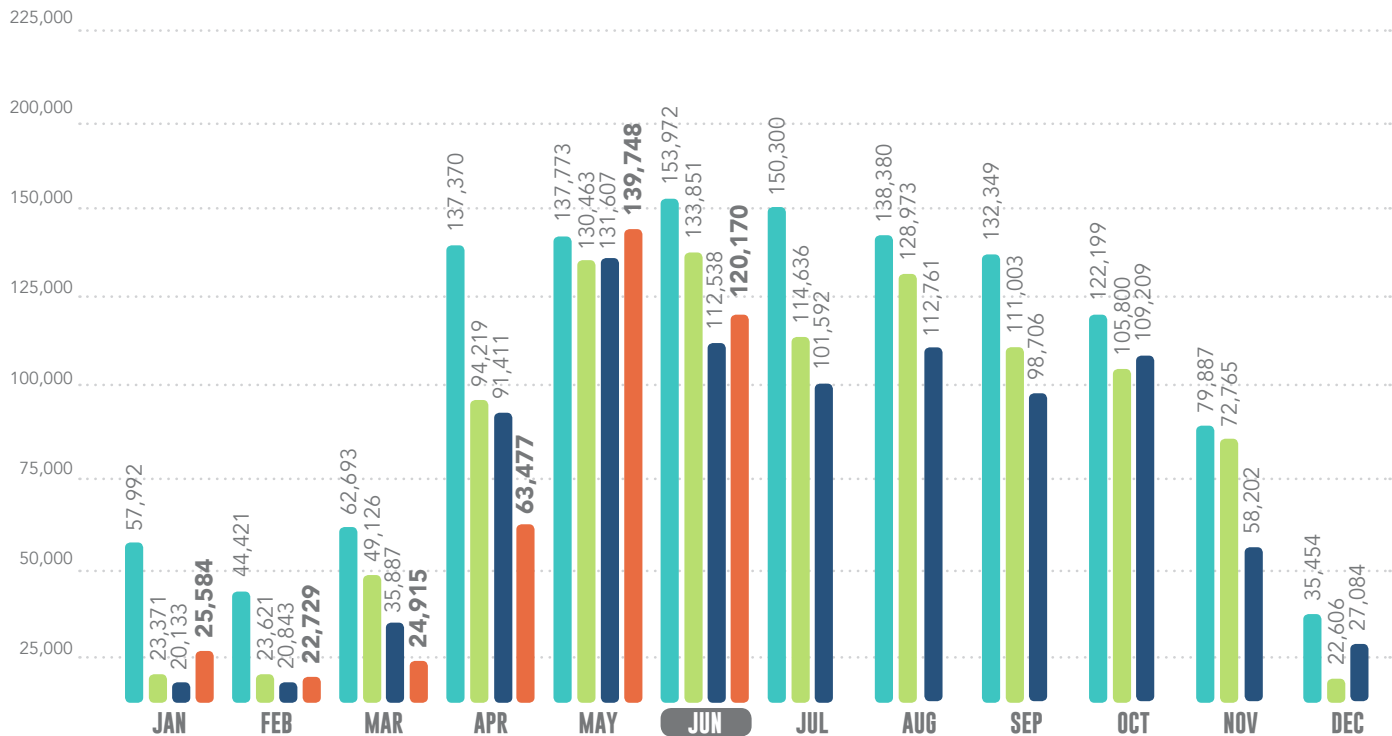
INCOMING TICKETS Y-T-D

2015 2016 2017 2018



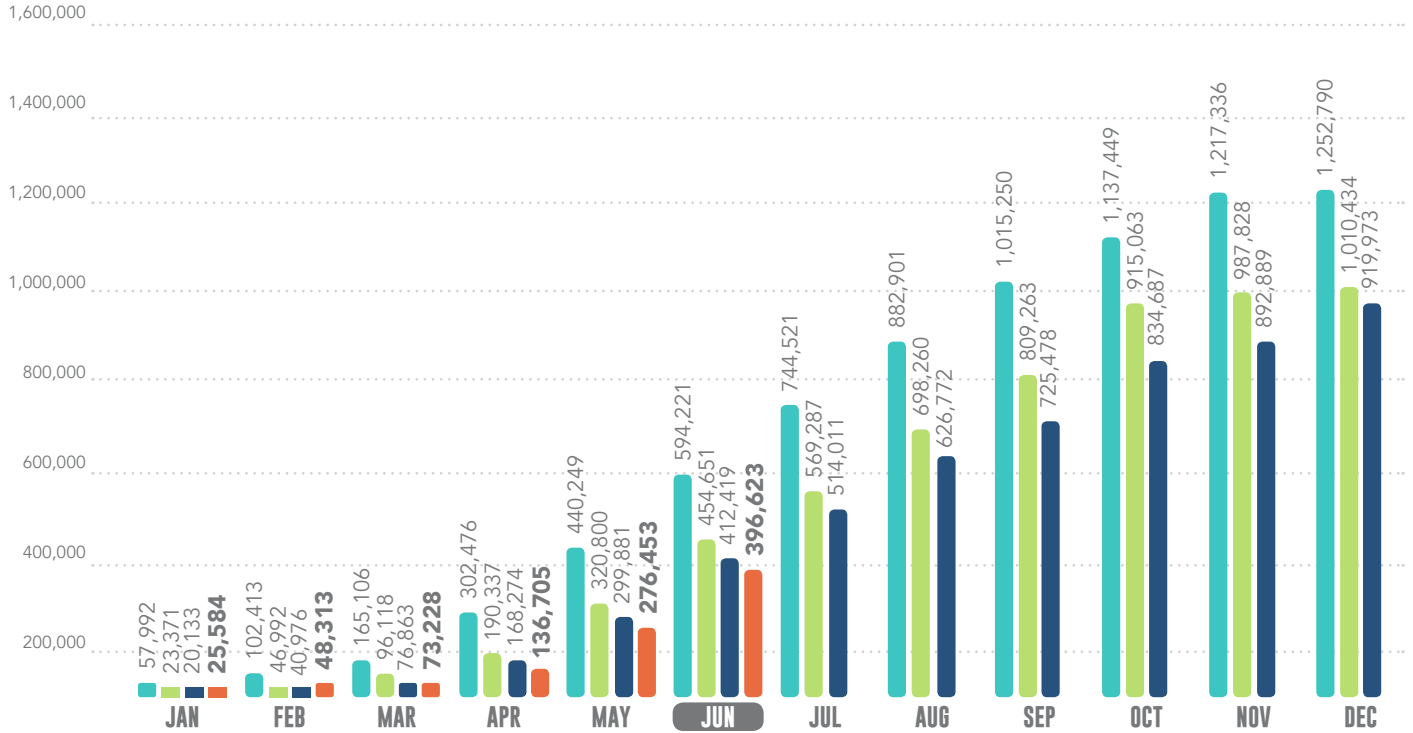
OUTGOING MESSAGES

2015 2016 2017 2018



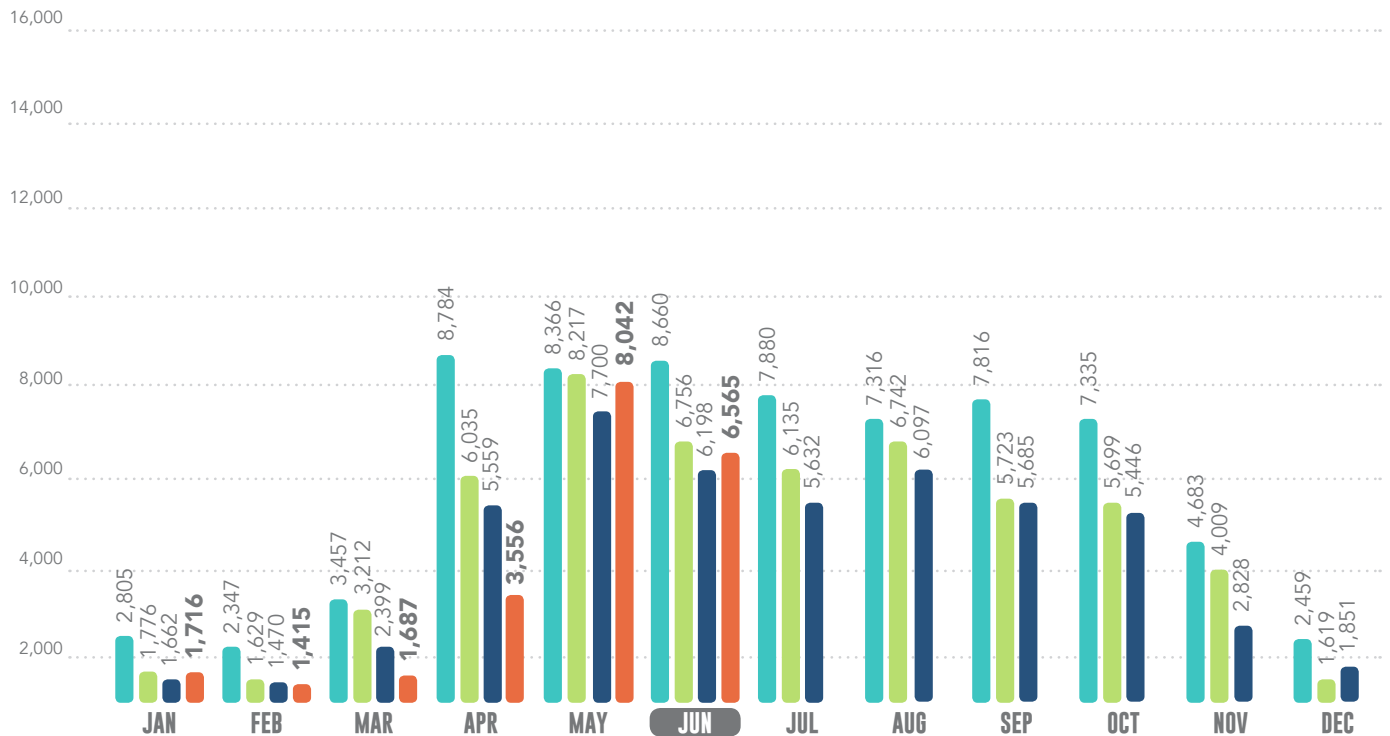
OUTGOING TICKETS Y-T-D

2015 2016 2017 2018



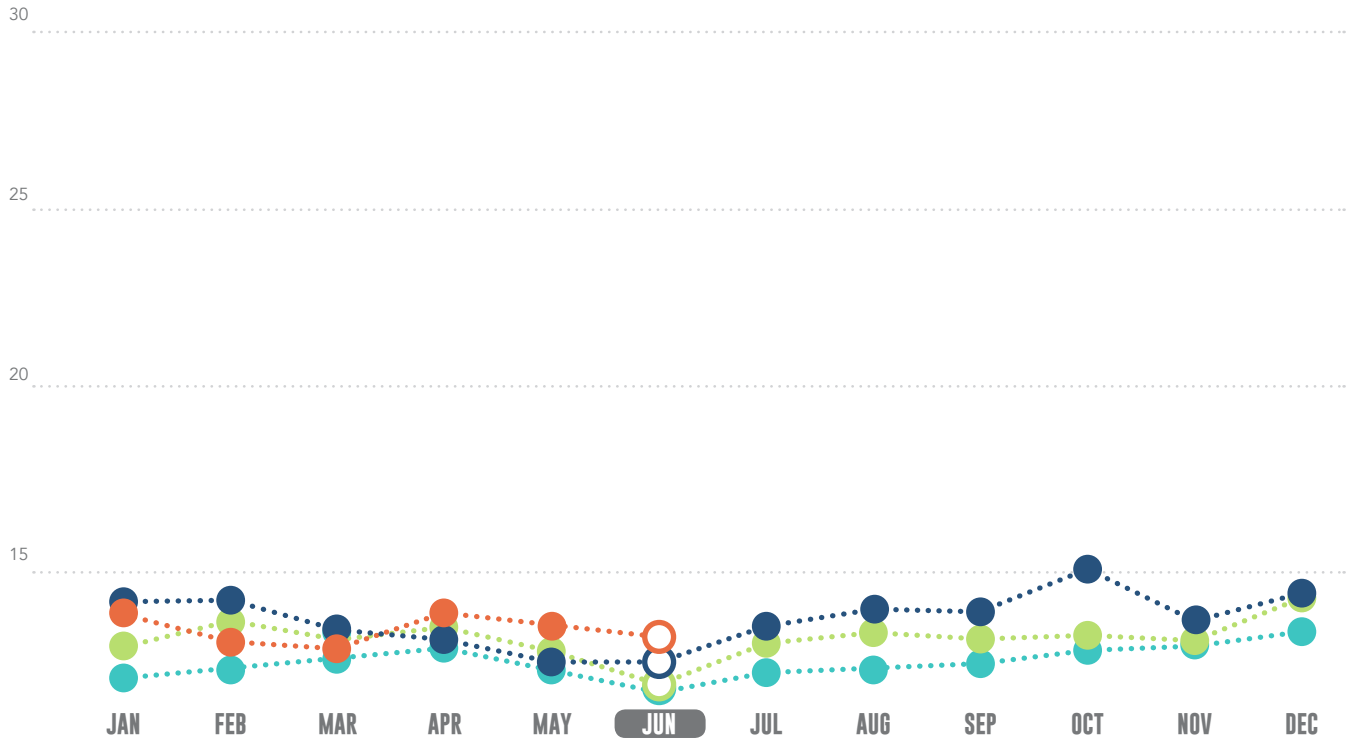
INCOMING CALLS

2015 2016 2017 2018



OPERATOR CALL VOLUMES

2015 2016 2017 2018

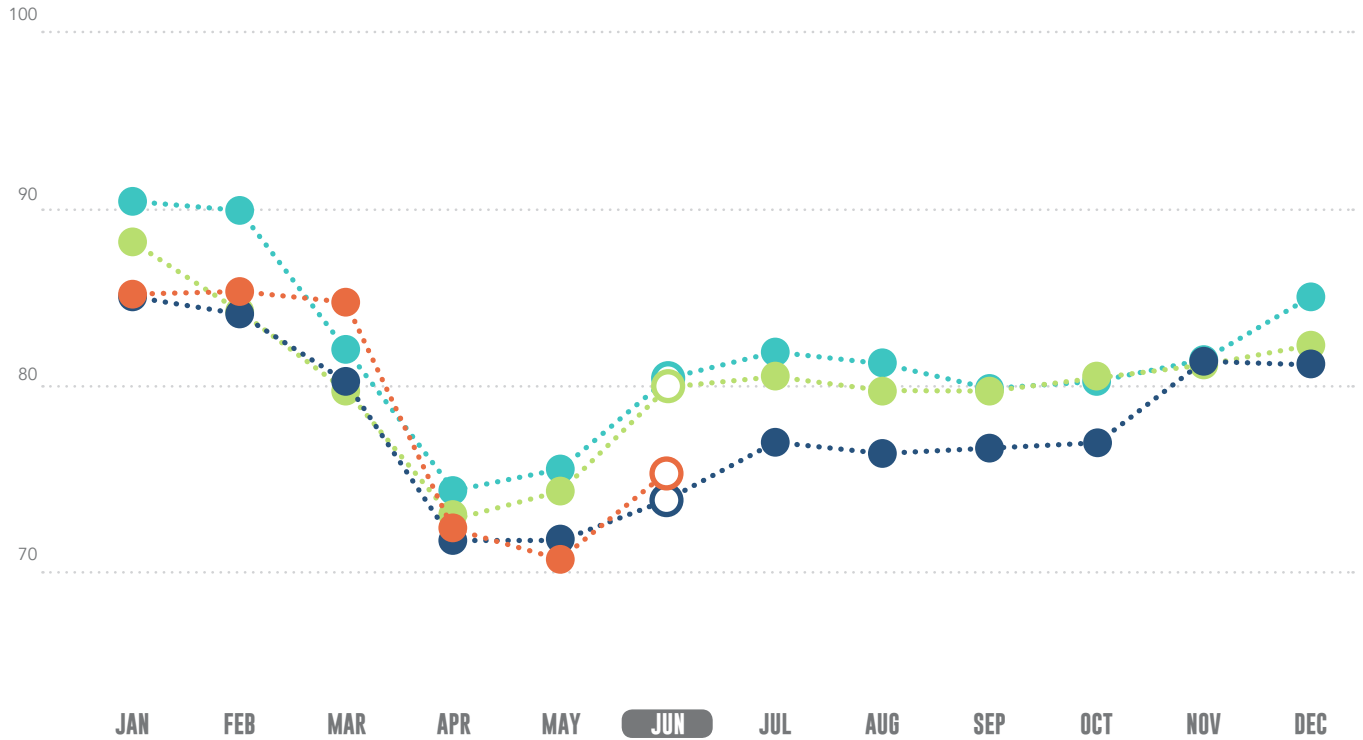


2015 2016 2017 2018

	2015	2016	2017	2018
JAN	7.00	9.60	14.09	12.45
FEB	7.69	12.68	14.04	11.36
MAR	8.50	10.60	11.35	11.07
APR	9.65	12.02	11.50	13.05
MAY	7.87	9.56	11.32	11.65
JUN	7.11	8.42	11.63	10.39
JUL	7.52	10.38	12.17	
AUG	7.81	11.28	13.84	
SEP	8.18	10.53	13.26	
OCT	9.64	10.99	15.18	
NOV	10.05	10.47	12.54	
DEC	11.16	14.53	14.57	

EXCAVATOR CALL VOLUMES

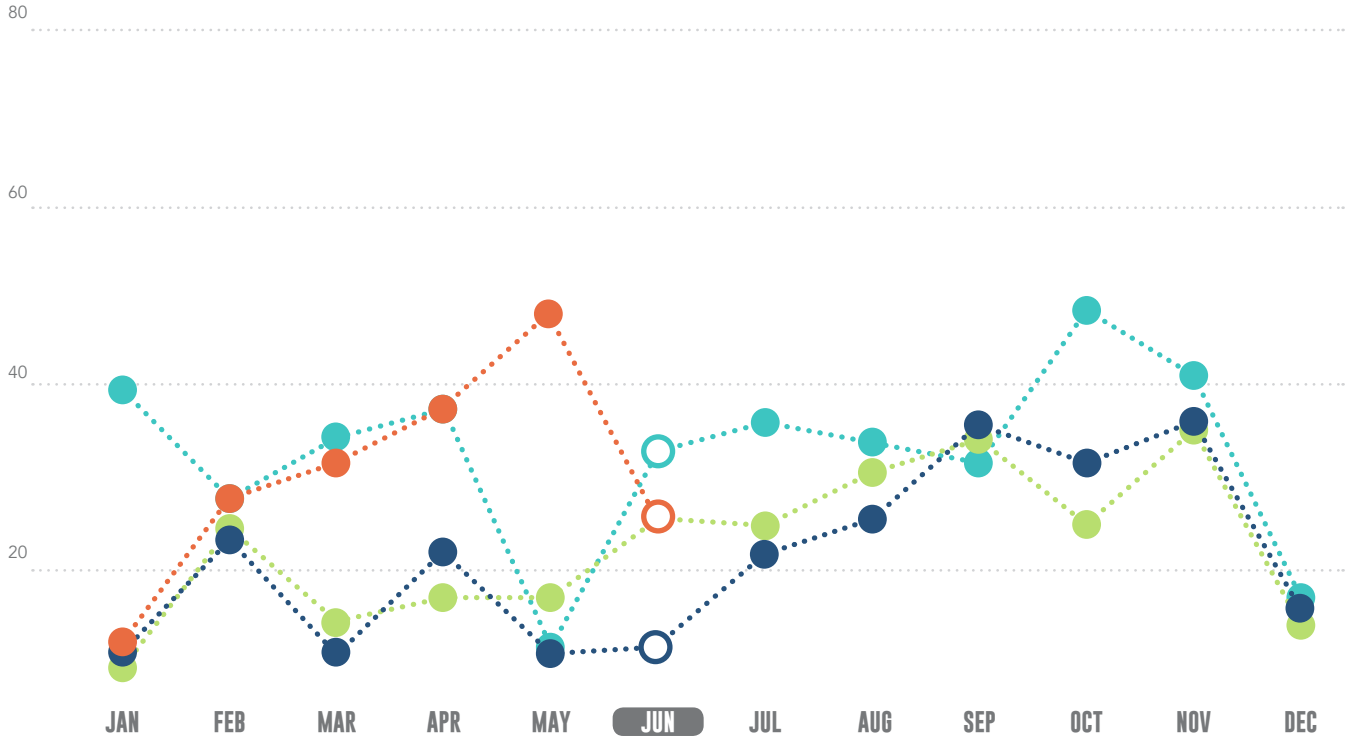
2015 2016 2017 2018



	2015	2016	2017	2018
JAN	90.93	88.68	84.79	84.97
FEB	89.84	84.37	84.02	86.03
MAR	82.99	79.06	80.86	85.77
APR	74.40	73.14	72.41	72.89
MAY	75.95	74.64	72.22	71.30
JUN	80.66	80.07	74.51	76.21
JUL	82.80	80.60	76.32	
AUG	82.56	79.64	74.57	
SEP	80.32	79.67	75.14	
OCT	80.28	80.77	75.40	
NOV	82.35	81.99	81.89	
DEC	85.07	83.31	81.76	

AVERAGE HOLD TIME

2015 2016 2017 2018

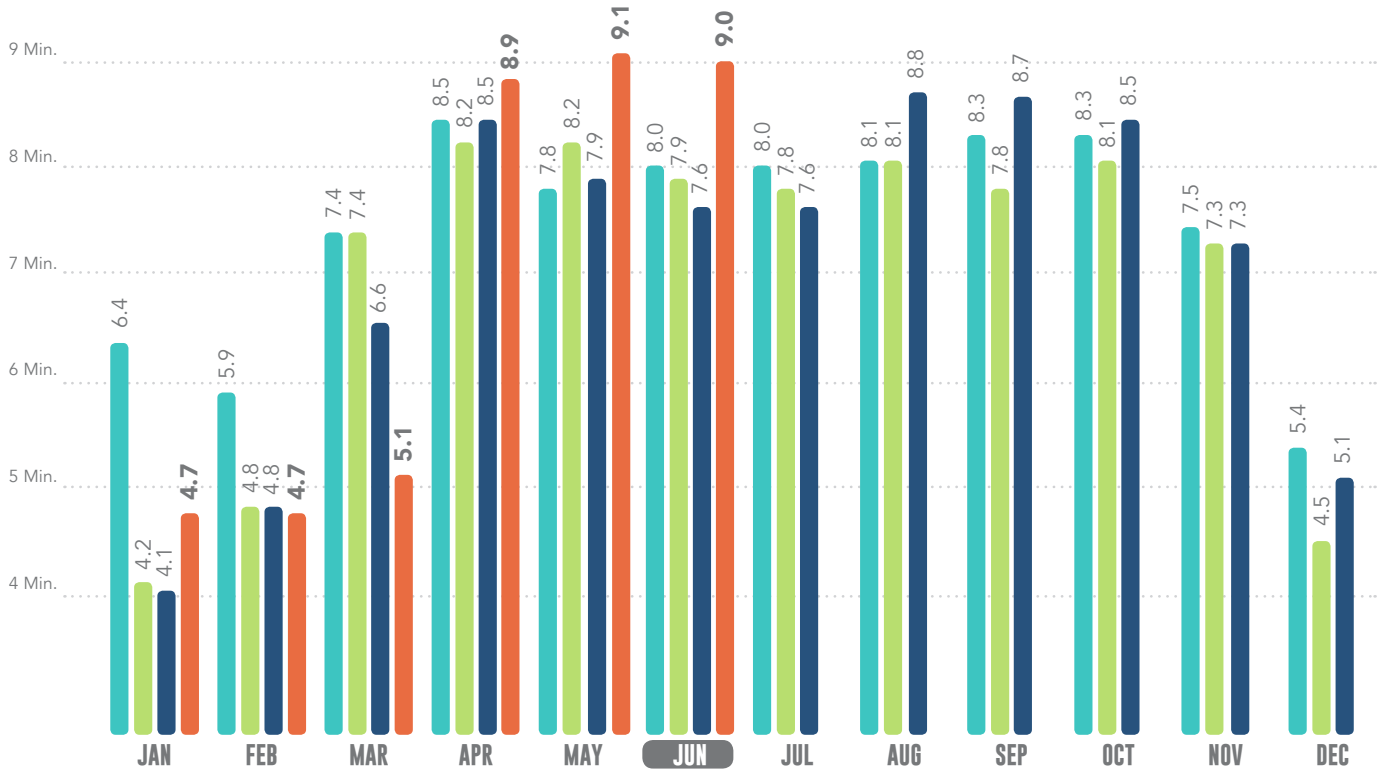


2015 2016 2017 2018

	2015	2016	2017	2018
JAN	39	9	12	14
FEB	28	24	23	28
MAR	35	16	12	32
APR	38	18	22	38
MAY	13	18	12	46
JUN	33	26	13	26
JUL	37	25	22	
AUG	36	31	26	
SEP	32	35	39	
OCT	47	24	32	
NOV	41	36	37	
DEC	18	15	17	

AVERAGE PROCESSING TIMES

2015 2016 2017 2018



Answered - 5,963

Abandoned - 235

Offered - 6,198



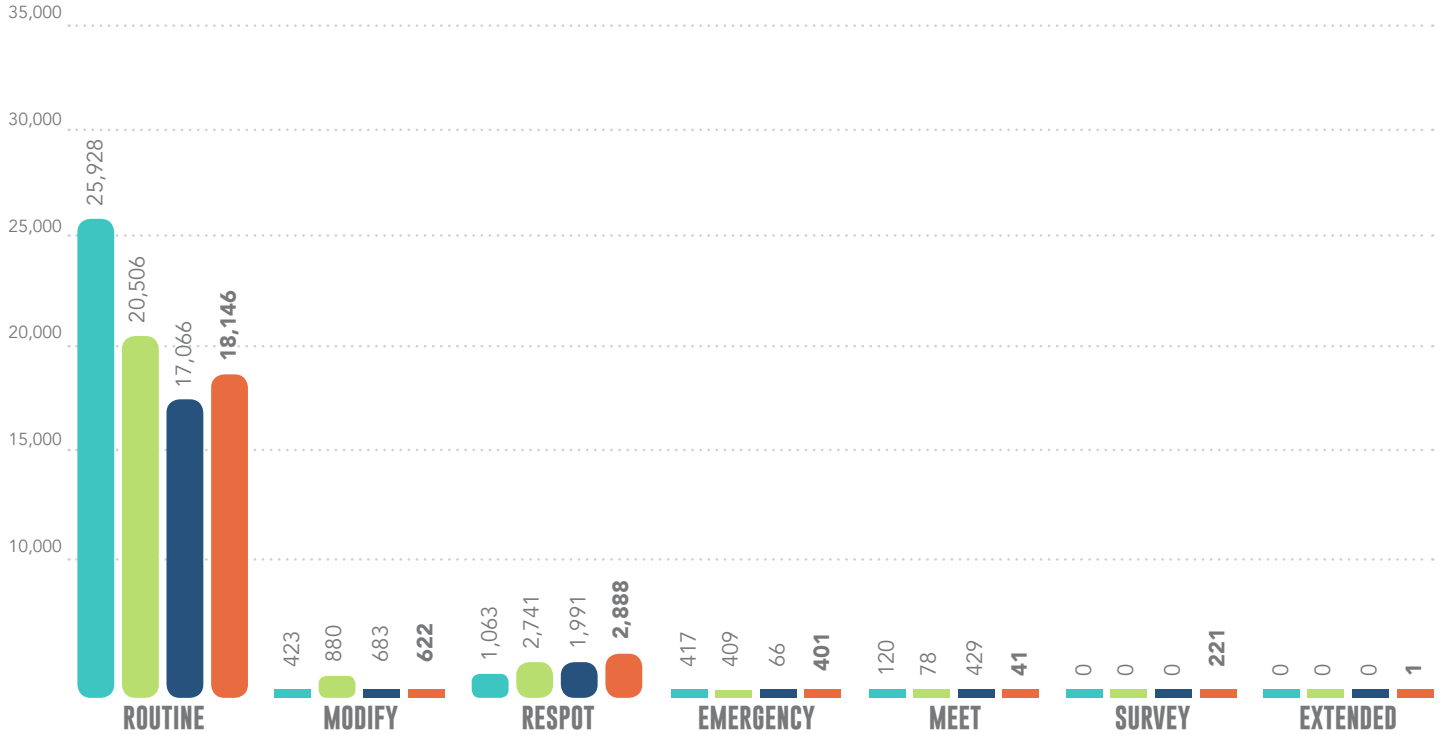
Answered - 5,816

Abandoned - 302

Offered - 6,118

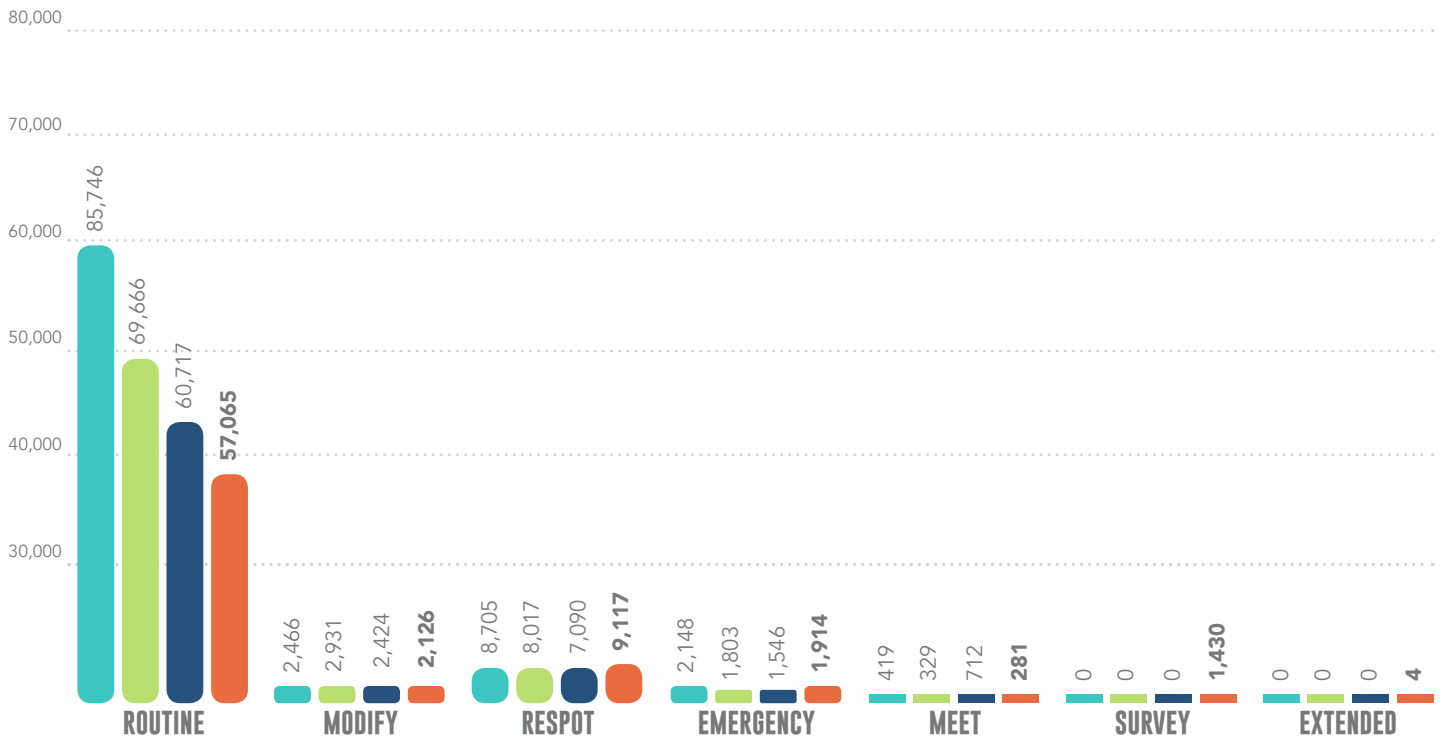
INCOMING TICKET TYPES JUN

2015 2016 2017 2018



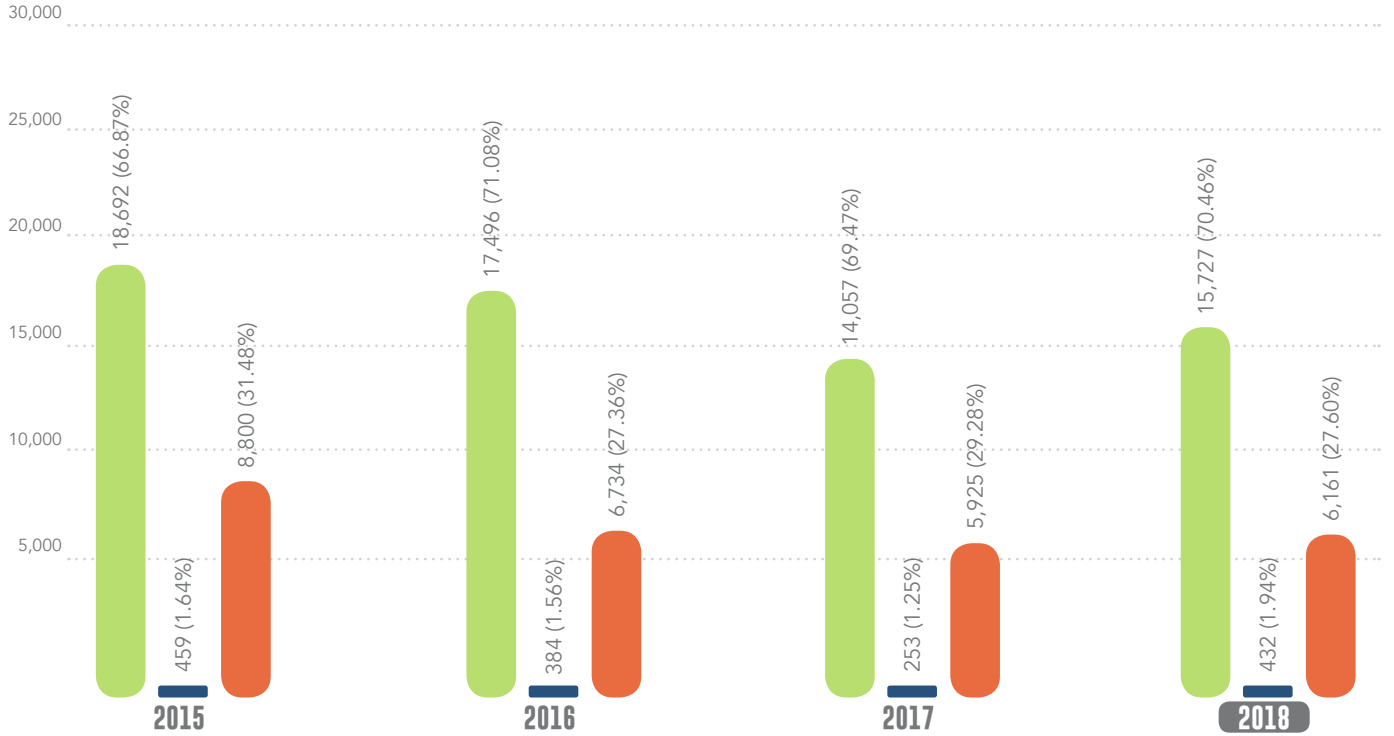
INCOMING TICKETS TYPES JUN Y-T-D

2015 2016 2017 2018



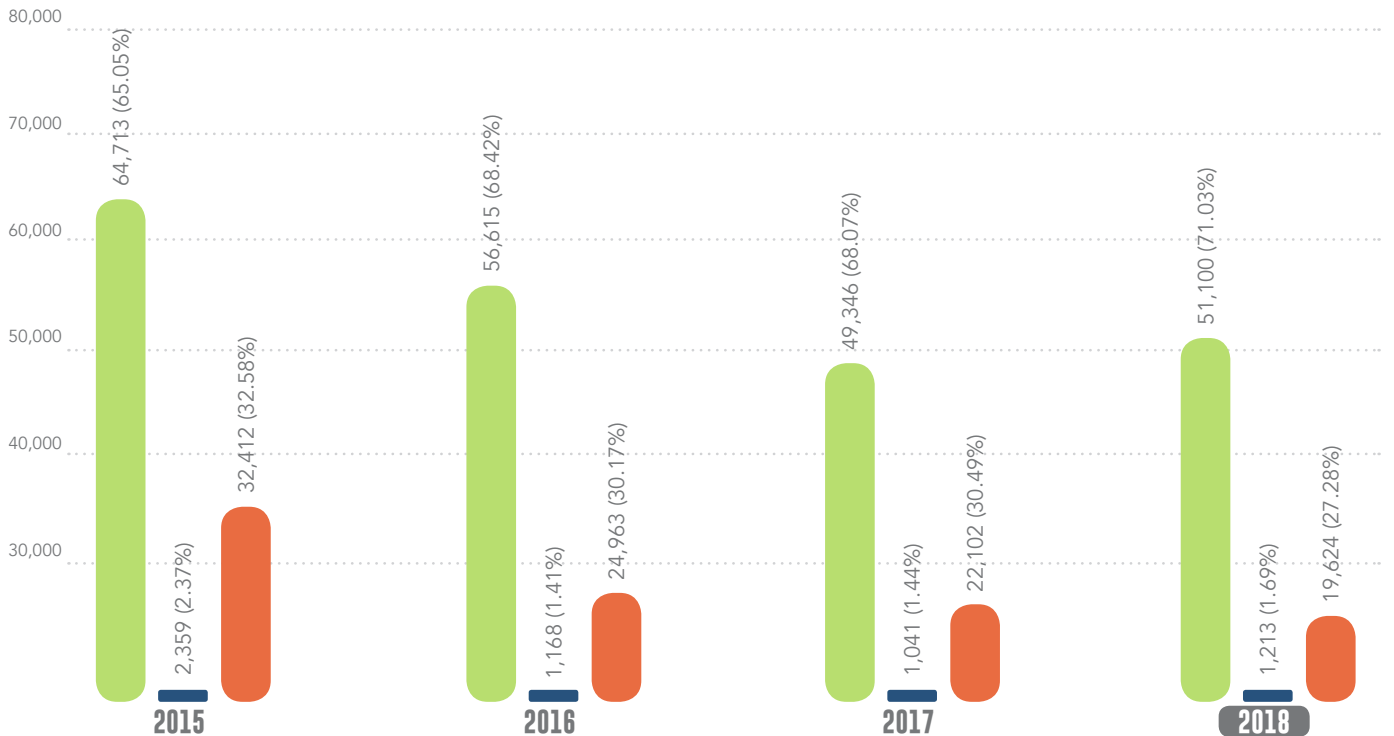
RECEIPT METHODS JUN

ITIC IVR OPERATOR



RECEIPT METHODS JUN Y-T-D

ITIC IVR OPERATOR

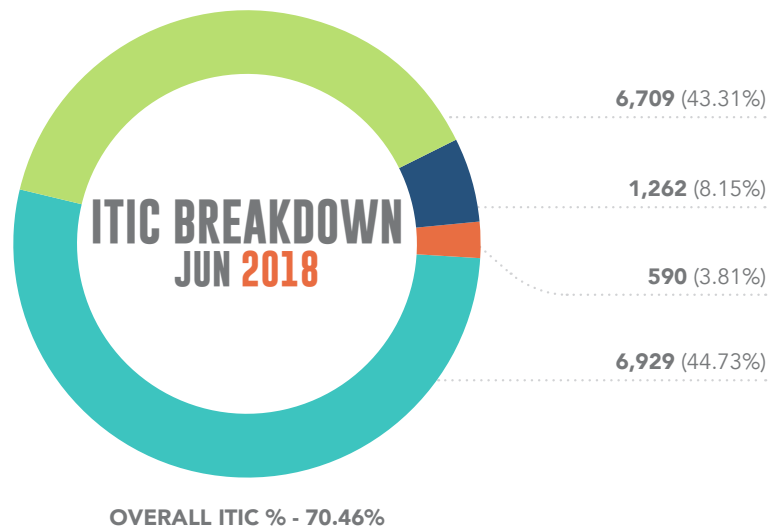
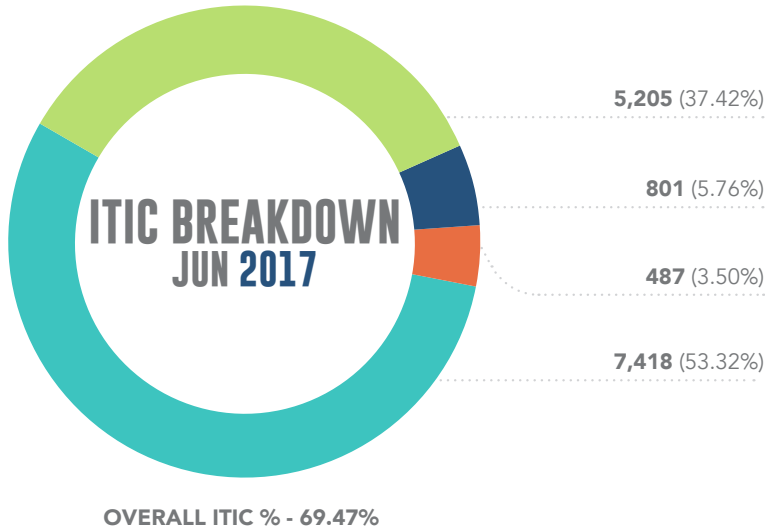


WEBUSER 5 (ON THEIR OWN)

WEBUSER 4 (IN REVIEW)

WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)

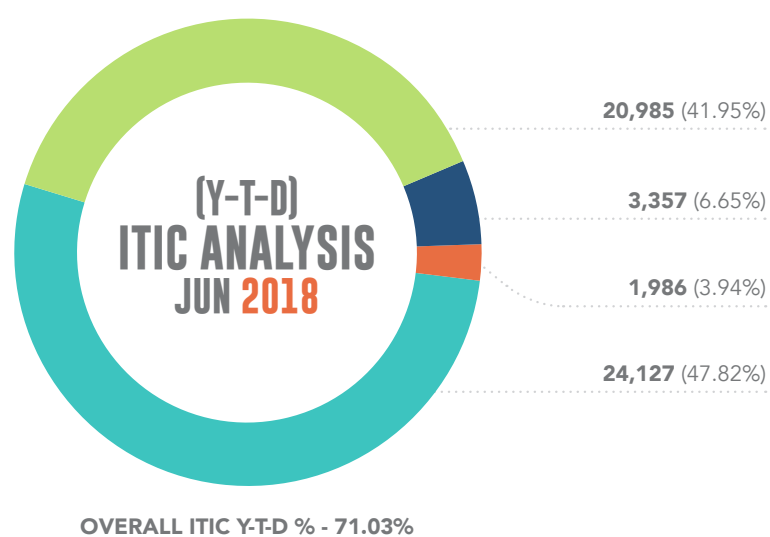
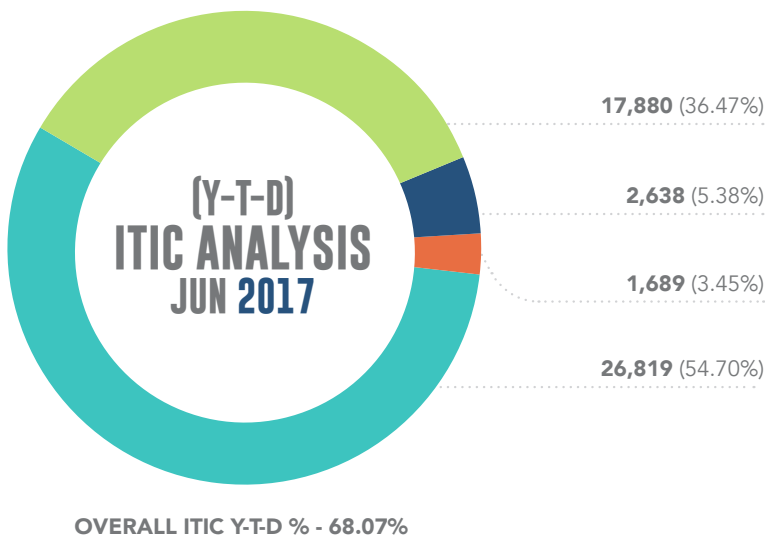


WEBUSER 5 (ON THEIR OWN)

WEBUSER 4 (IN REVIEW)

WEBUSER 9 (ITIC LITE)

WEBUSER 6 (TEXT)



POSITIVE RESPONSE COMPLIANCE

2018 COMPLIANT

2018 NON-COMPLIANT

