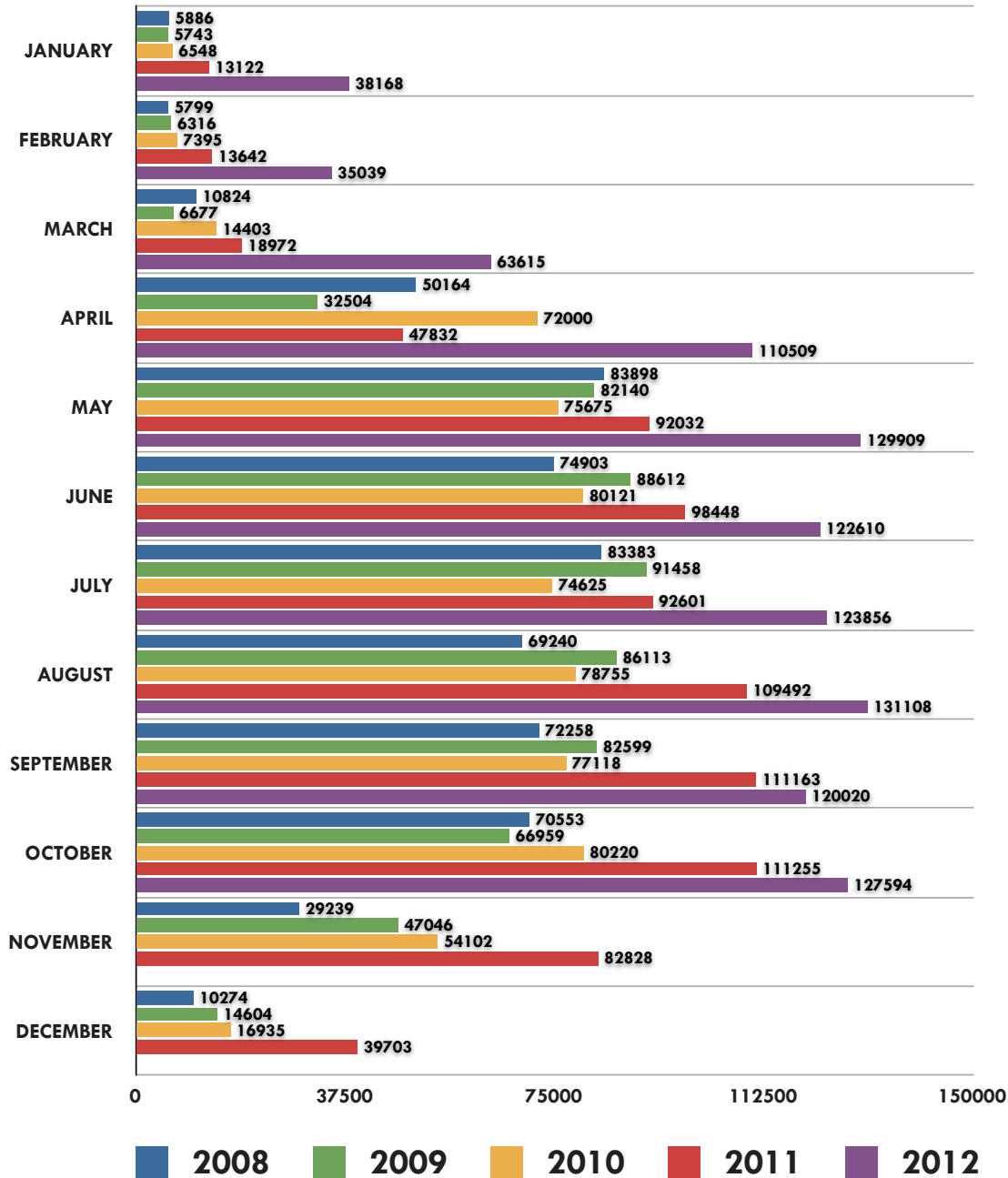


NORTH DAKOTA ONE CALL DASHBOARD

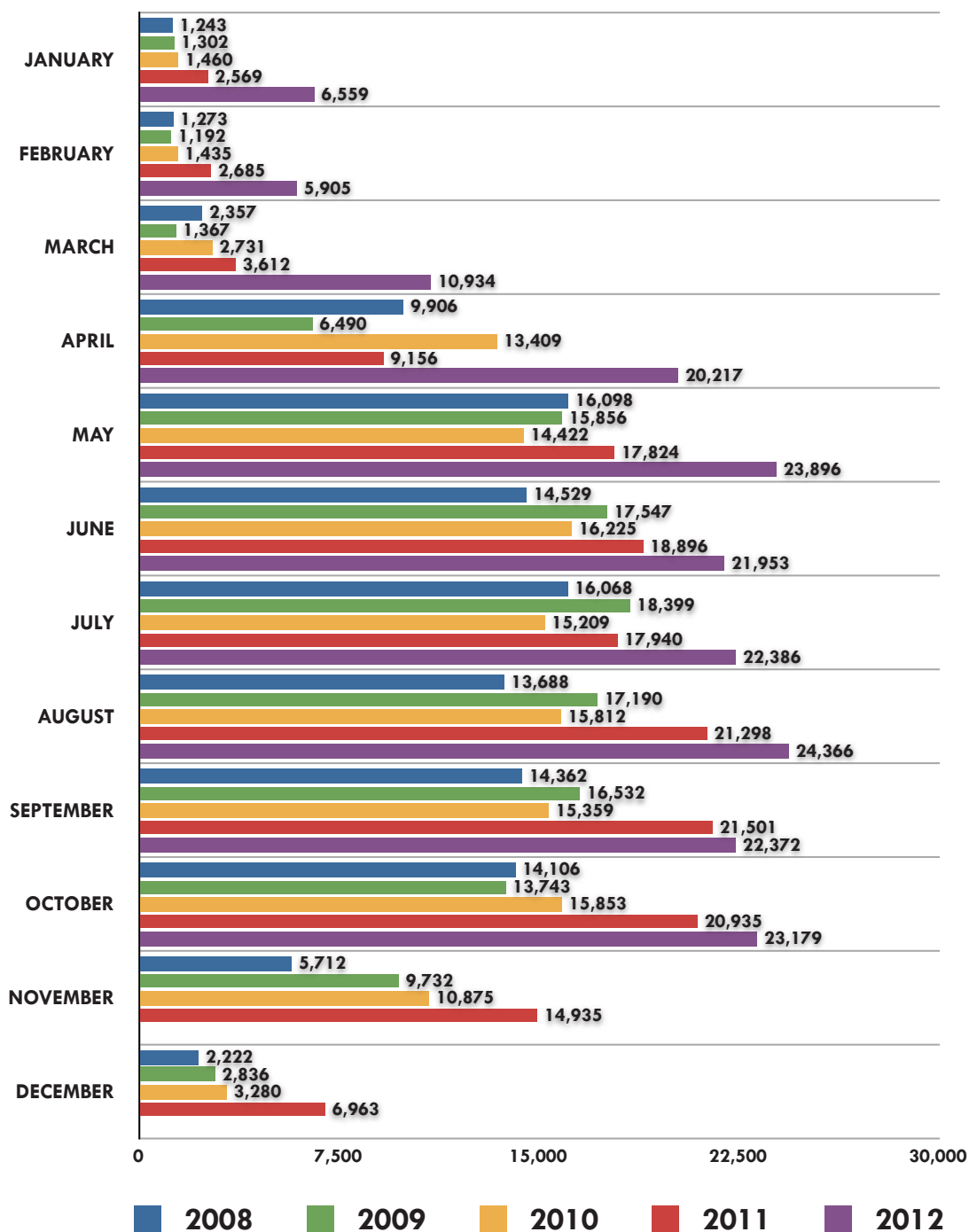
OCT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

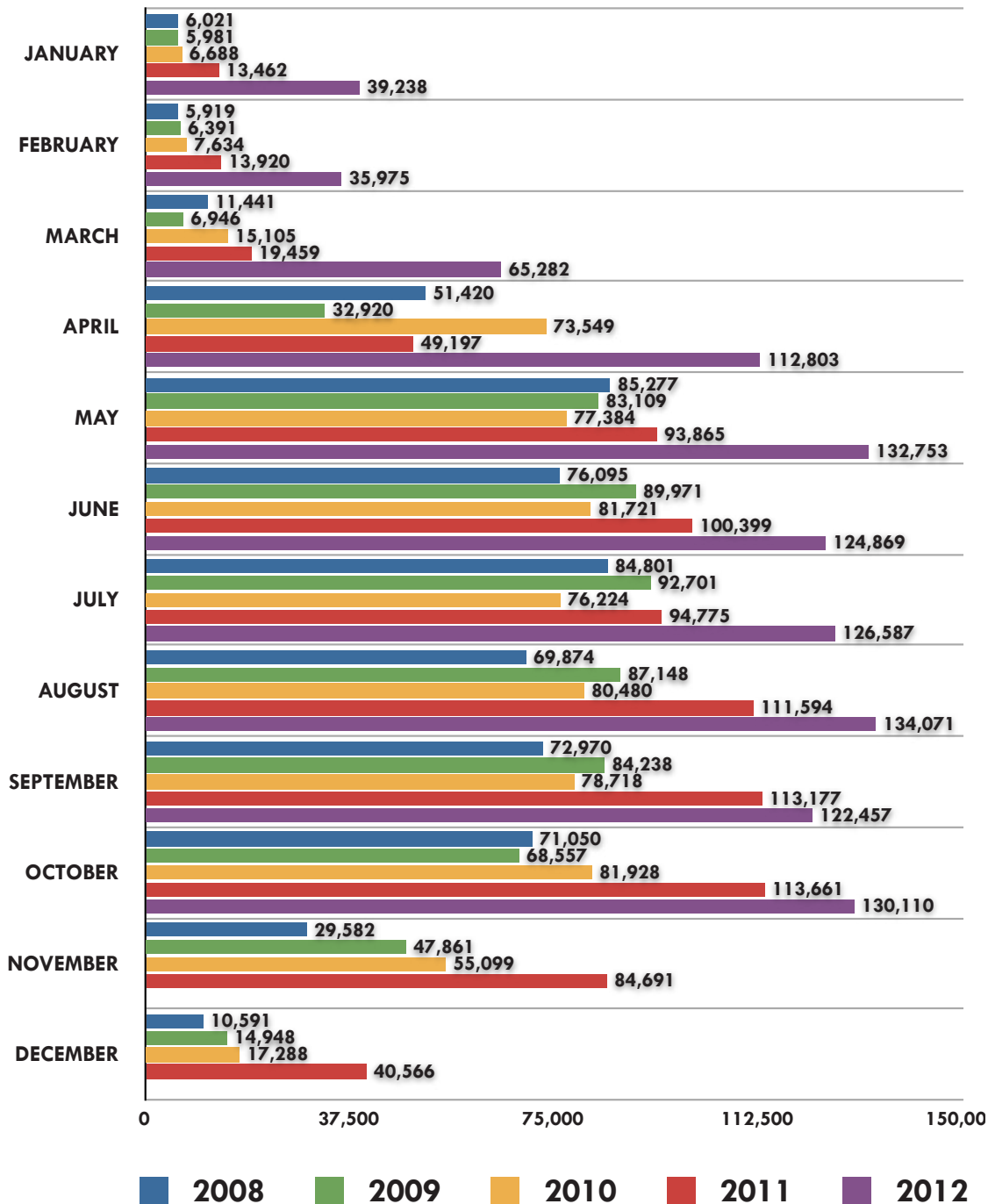
Billable Calls



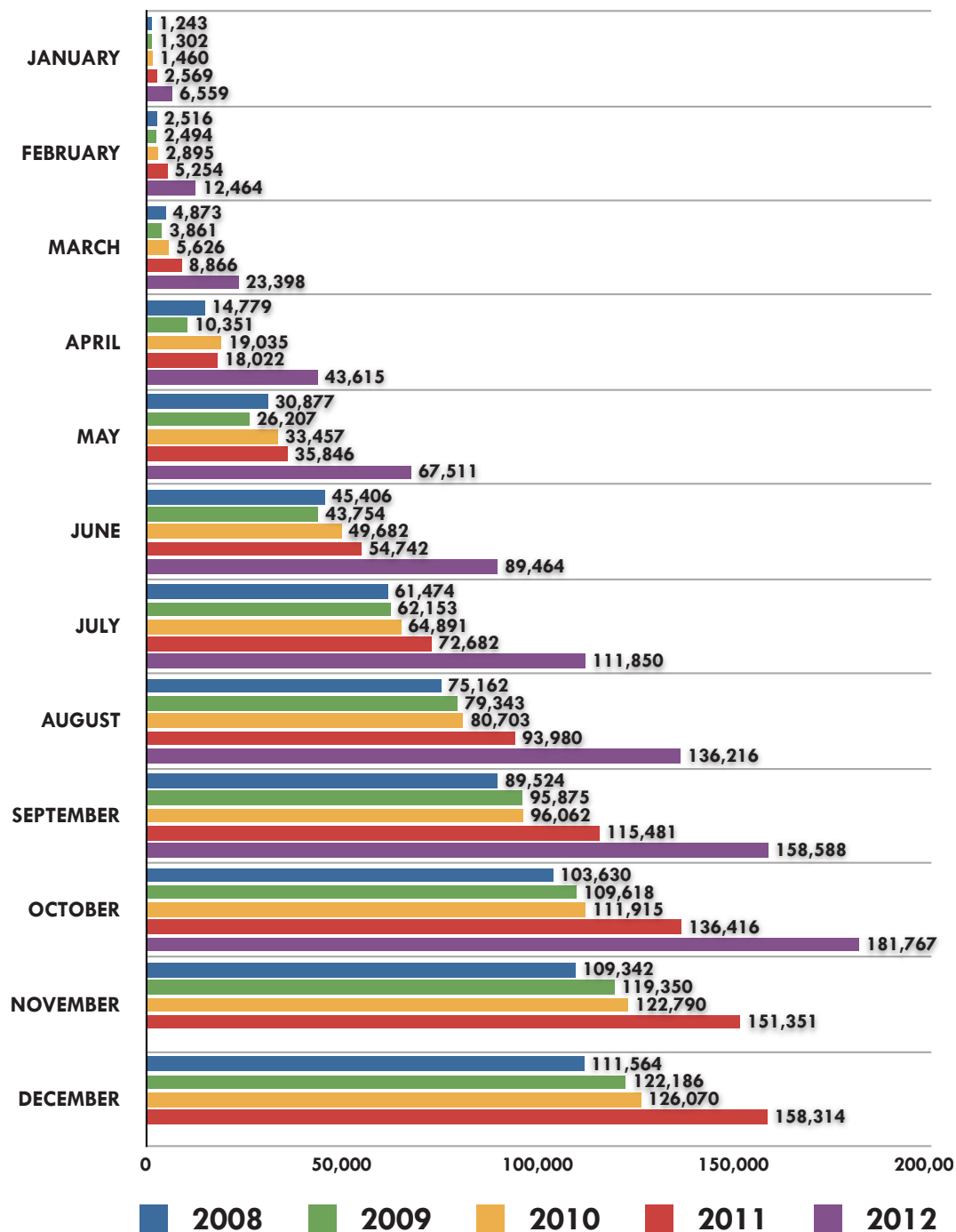
Incoming Tickets



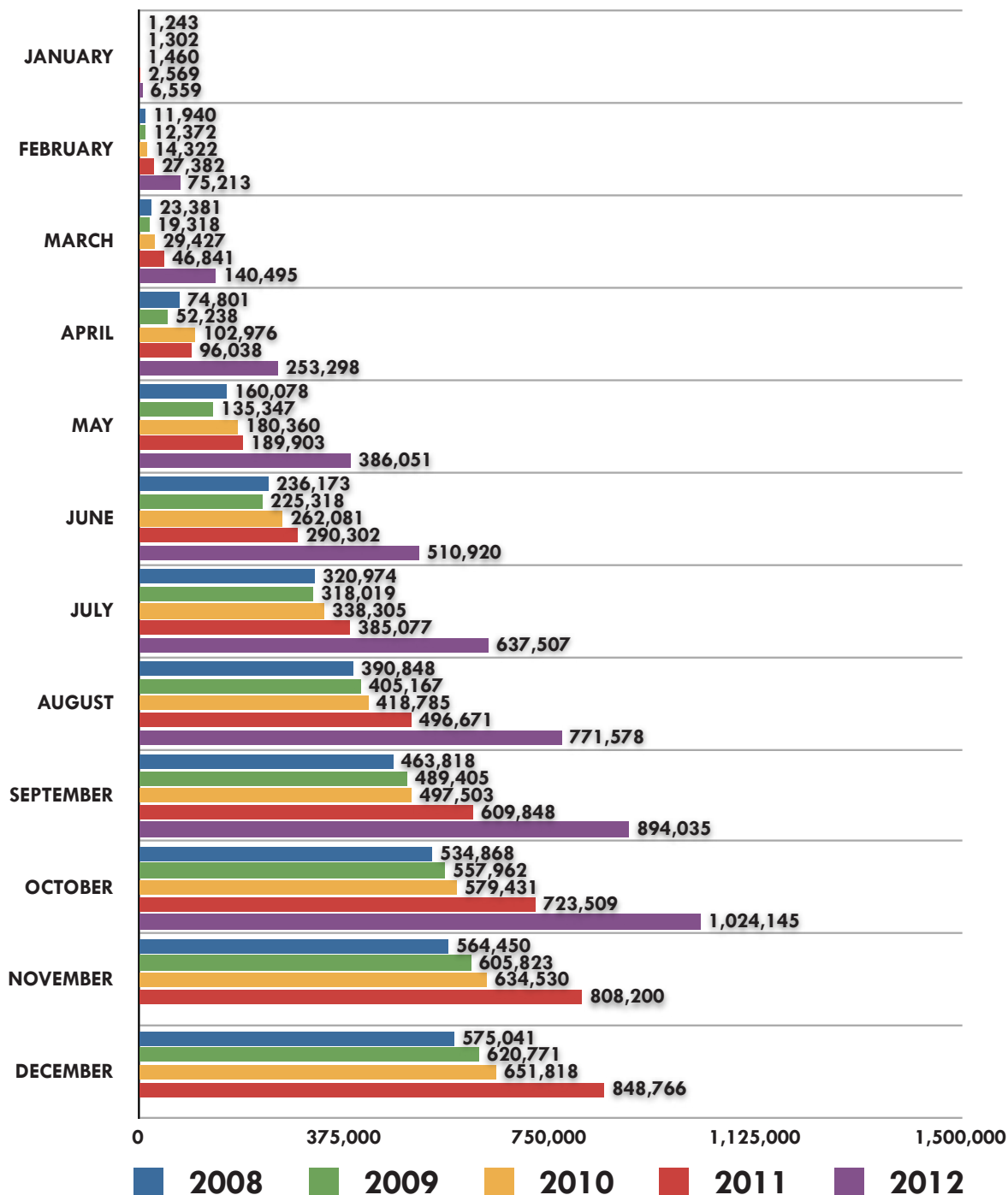
Outgoing Tickets



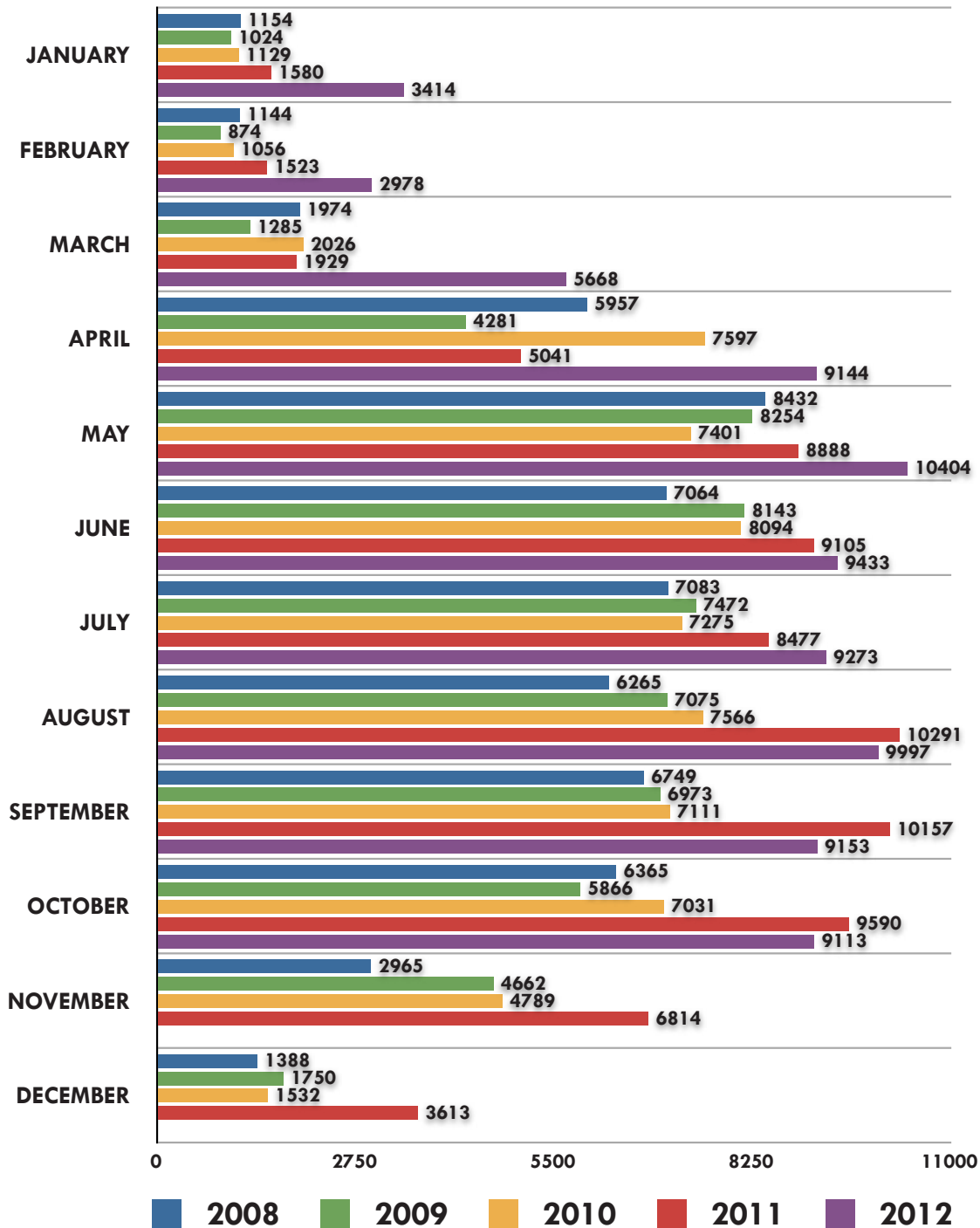
Incoming Tickets Y-T-D



Outgoing Tickets Y-T-D



Incoming Calls

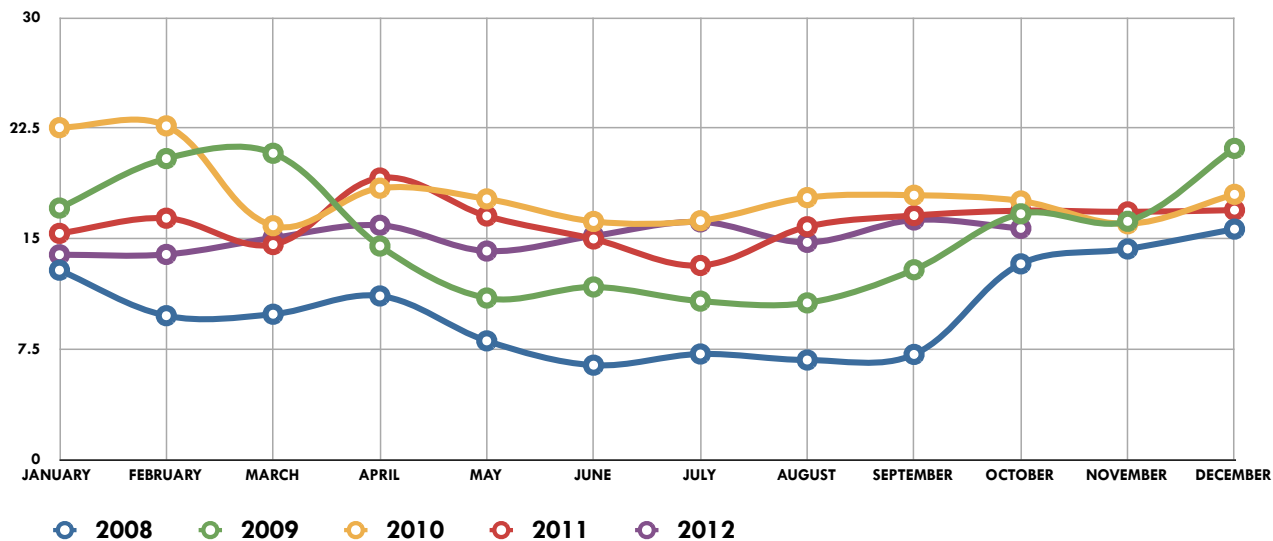


NORTH DAKOTA ONE CALL DASHBOARD

OCT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

Operator Call Volumes



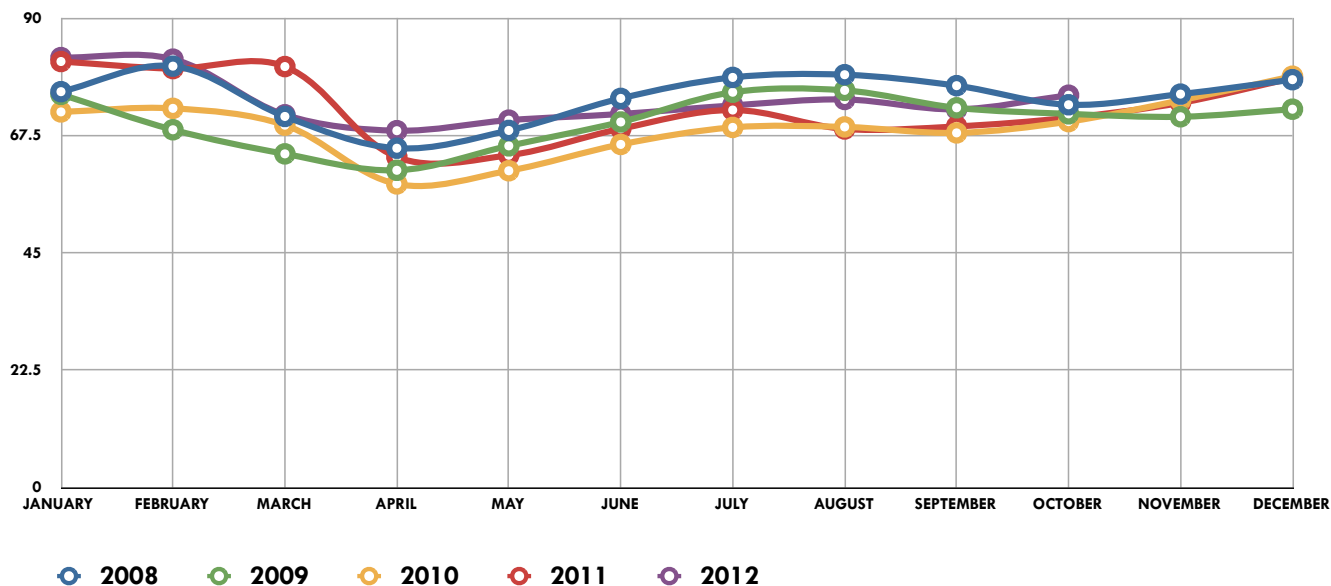
	2008	2009	2010	2011	2012
JANUARY	12.87	17.09	22.55	15.37	13.92
FEBRUARY	9.78	20.45	22.67	16.40	13.94
MARCH	9.88	20.81	15.89	14.61	15.06
APRIL	11.12	14.51	18.44	19.13	15.92
MAY	8.07	10.98	17.71	16.55	14.17
JUNE	6.42	11.73	16.18	14.99	15.20
JULY	7.18	10.77	16.23	13.19	16.15
AUGUST	6.77	10.65	17.80	15.82	14.76
SEPTEMBER	7.15	12.90	17.96	16.58	16.28
OCTOBER	13.30	16.70	17.57	16.91	15.71
NOVEMBER	14.31	16.19	16.02	16.83	
DECEMBER	15.66	21.14	18.02	16.95	

NORTH DAKOTA ONE CALL DASHBOARD

OCT

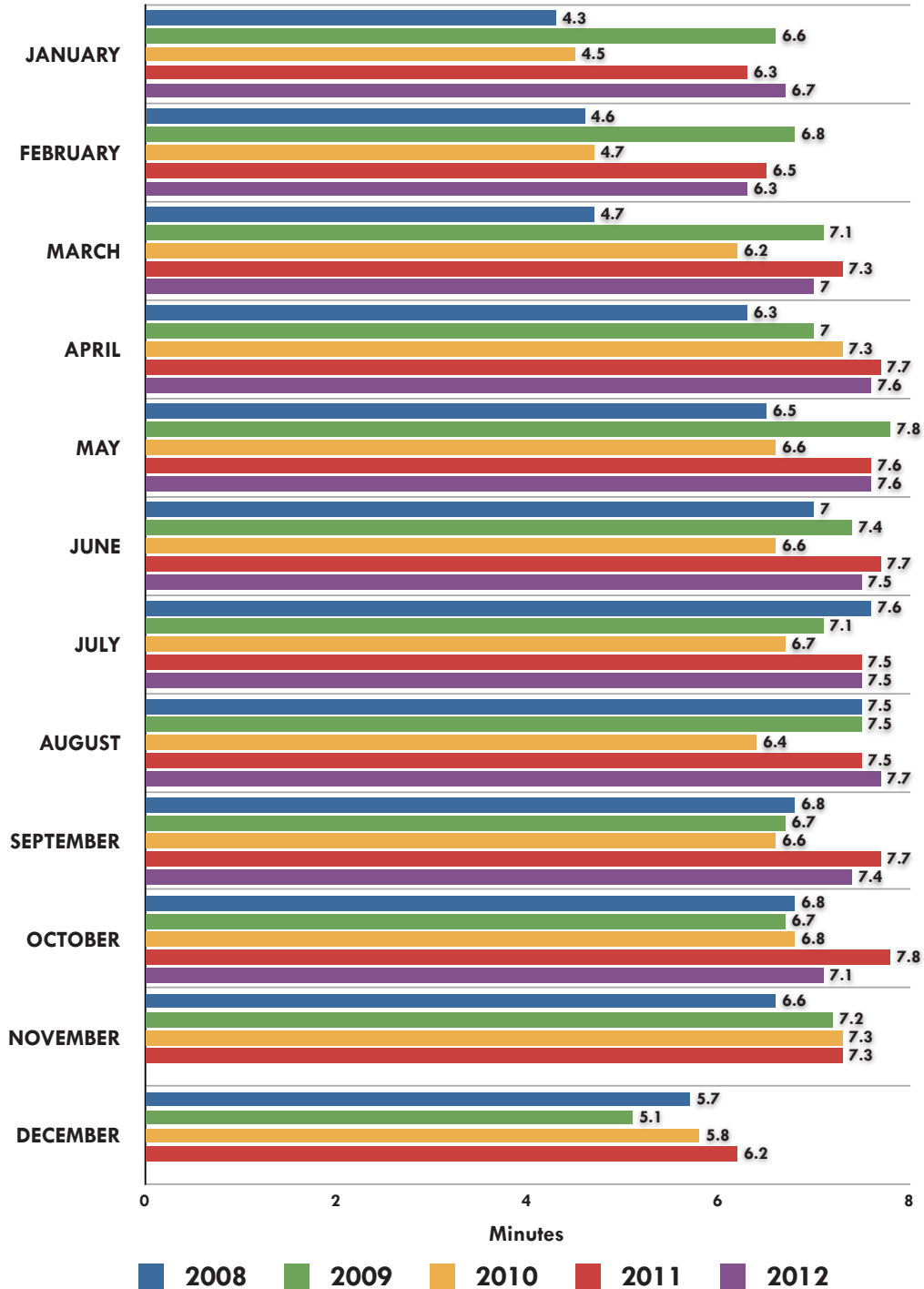
YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

Excavator Call Volumes



	2008	2009	2010	2011	2012
JANUARY	75.93	75.41	72.05	81.71	82.46
FEBRUARY	80.82	68.63	72.73	80.35	82.16
MARCH	71.18	64.01	69.51	80.74	71.50
APRIL	65.09	60.86	58.25	63.41	68.45
MAY	68.50	65.54	60.77	63.74	70.47
JUNE	74.64	70.12	65.82	68.82	71.65
JULY	78.66	75.82	69.08	72.41	73.29
AUGUST	79.18	76.18	69.17	68.78	74.44
SEPTEMBER	77.08	72.84	68.03	69.27	72.54
OCTOBER	73.42	71.68	70.19	70.93	75.25
NOVEMBER	75.46	71.12	74.26	73.78	
DECEMBER	78.23	72.57	78.89	78.53	

Average Processing Time

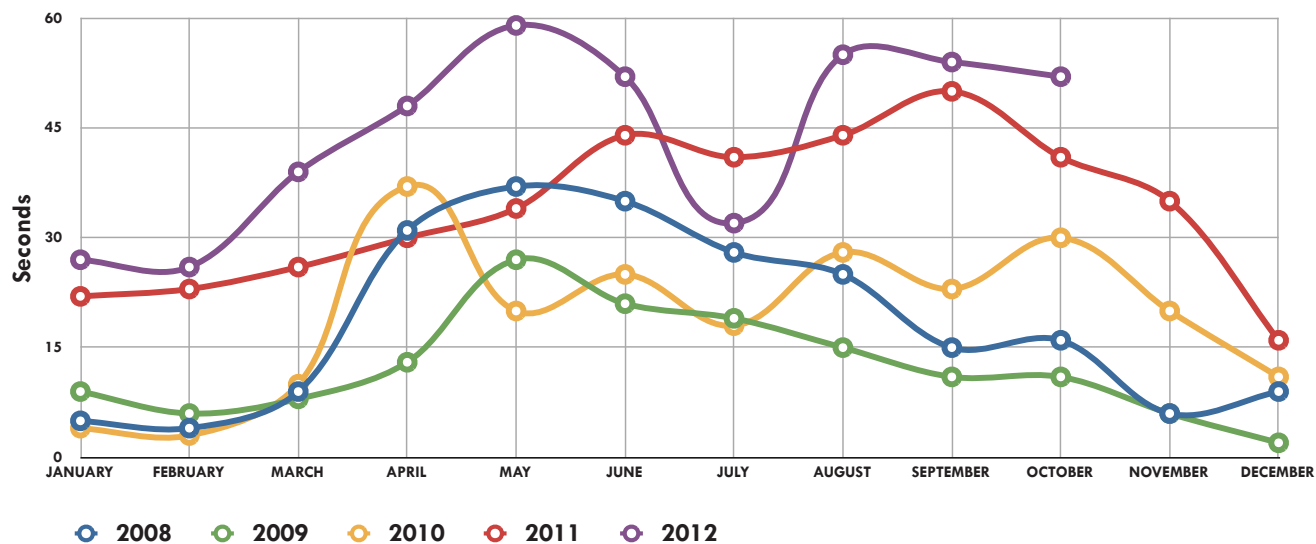


NORTH DAKOTA ONE CALL DASHBOARD

OCT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

Average Hold Time



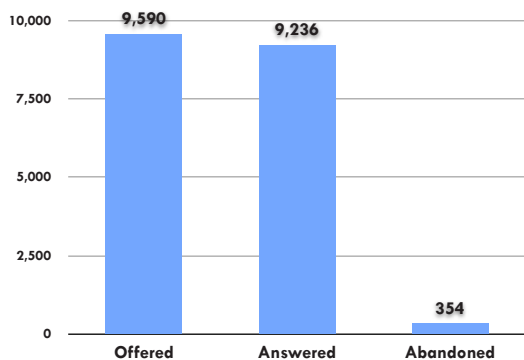
	2008	2009	2010	2011	2012
JANUARY	5	9	4	22	27
FEBRUARY	4	6	3	23	26
MARCH	9	8	10	26	39
APRIL	31	13	37	30	48
MAY	37	27	20	34	59
JUNE	35	21	25	44	52
JULY	28	19	18	41	32
AUGUST	25	15	28	44	55
SEPTEMBER	15	11	23	50	54
OCTOBER	16	11	30	41	52
NOVEMBER	6	6	20	35	
DECEMBER	9	2	11	16	

NORTH DAKOTA ONE CALL DASHBOARD

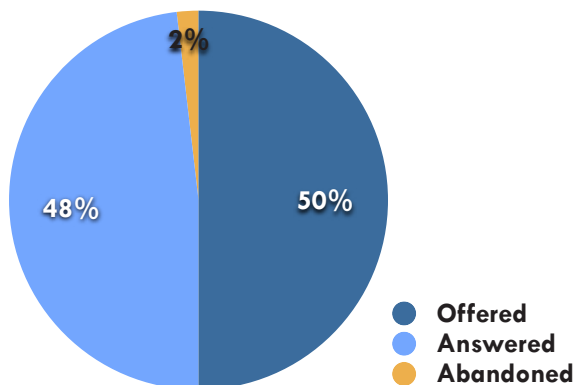
OCT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

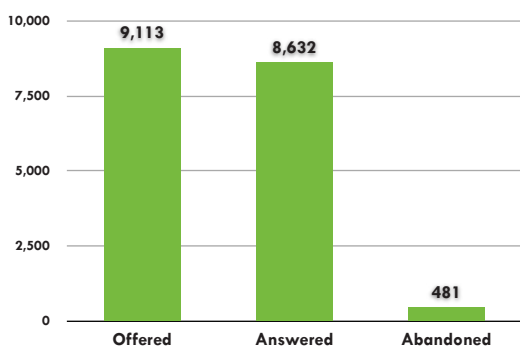
Abandonment October 2011



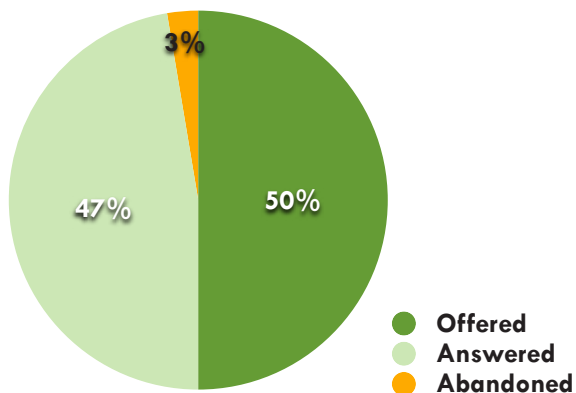
October 2011 Abandonment



Abandonment October 2012



October 2012 Abandonment

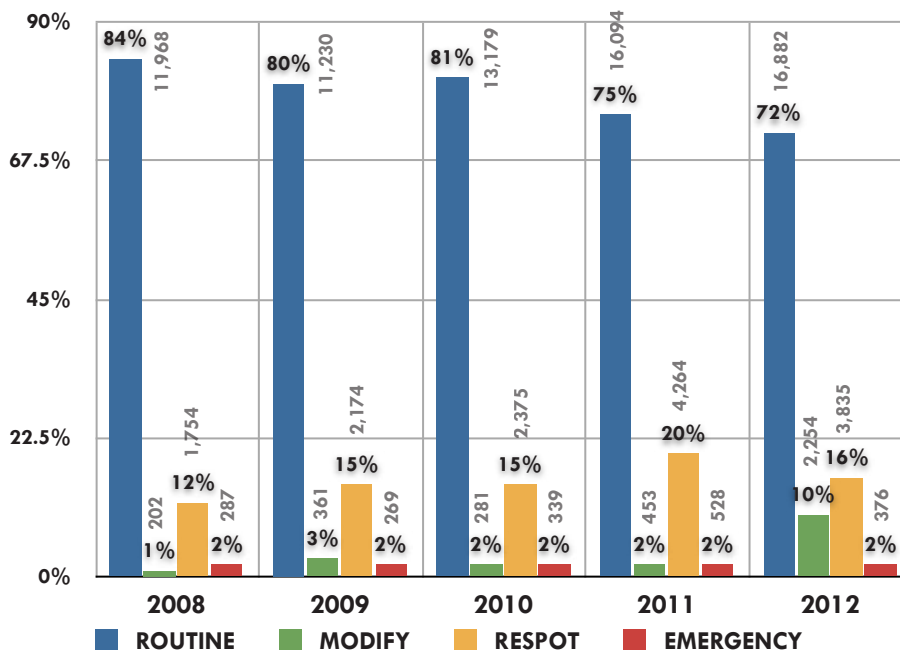


NORTH DAKOTA ONE CALL DASHBOARD

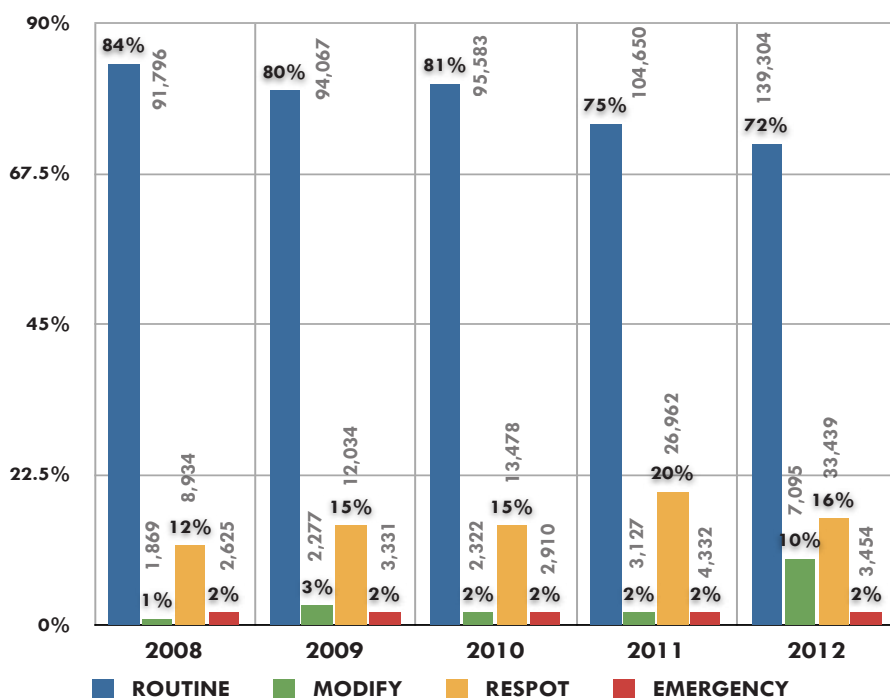
OCT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

2008 - 2012 October Incoming Ticket Types



2008 - 2012 Incoming Ticket Types Y-T-D

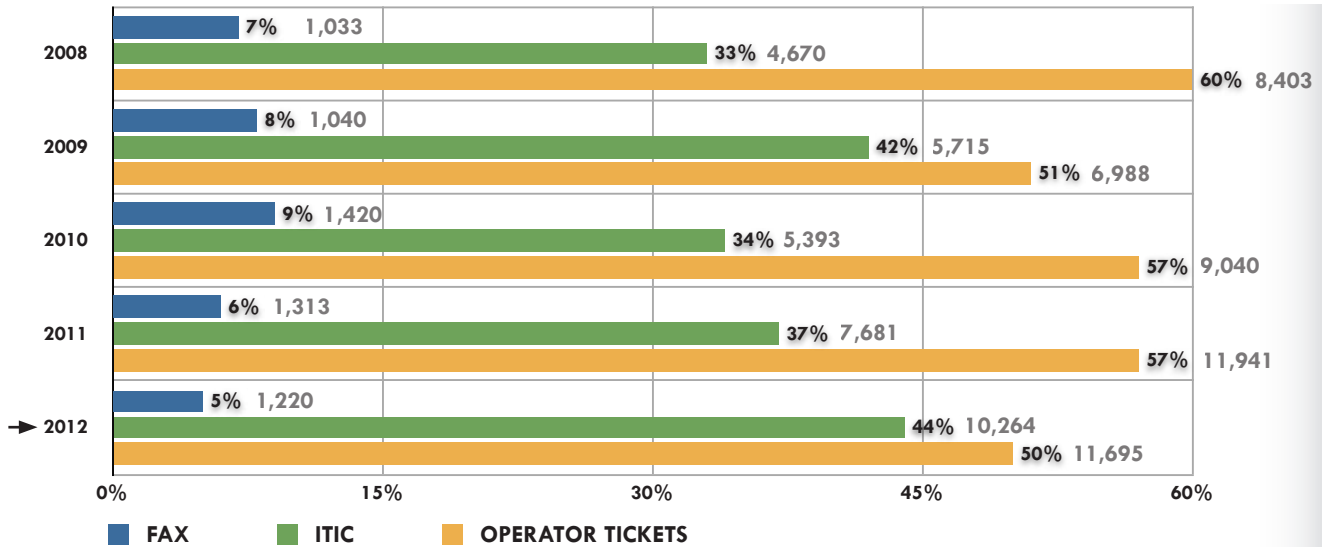


NORTH DAKOTA ONE CALL DASHBOARD

OCT

YOUR MONTHLY UPDATE FOR NORTH DAKOTA ONE CALL

2008 - 2012 October Receipt Methods



2008 - 2012 October Receipt Methods Y-T-D

