



Performance Excellence Program

Category 7

Customer Care Center Support Results

Answered Calls and Support Requests
Week Ending January 29, 2016 - 96%



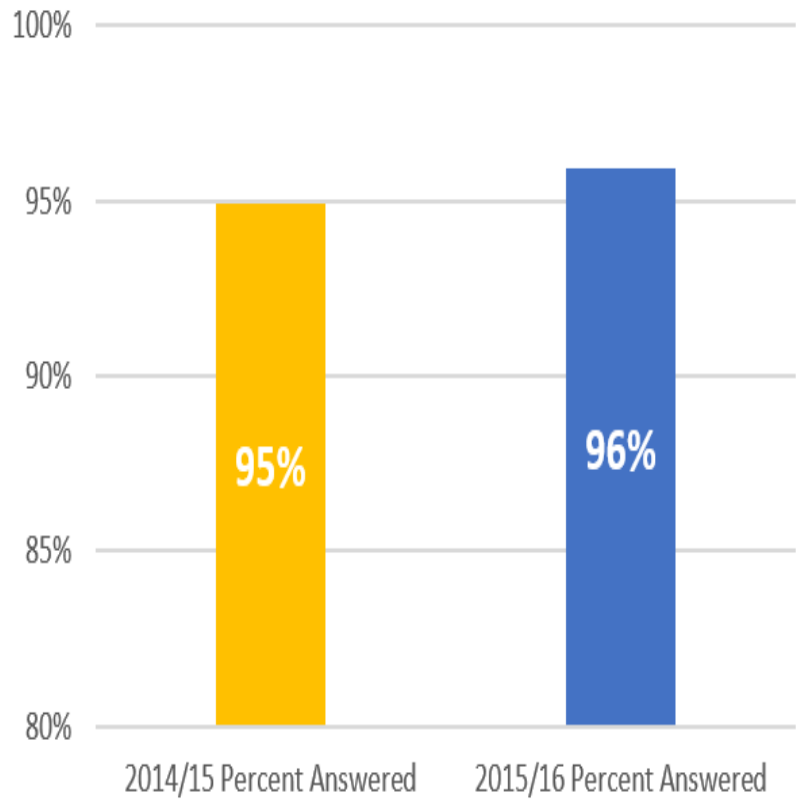
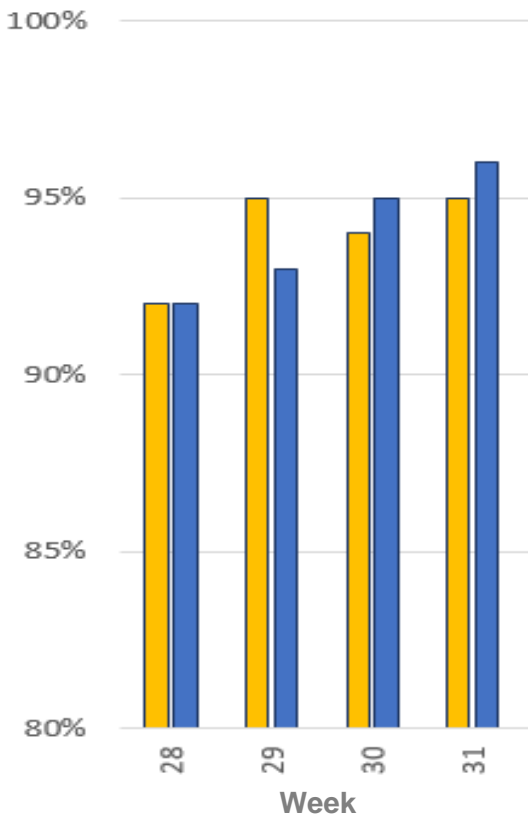
2014/15
Compared To
2015/16

Result Comparison

Week 31 Comparison

2014-2015
Information

2015-2016
Information



Answer 90% of the calls and support requests coming in to the Customer Care Center.