

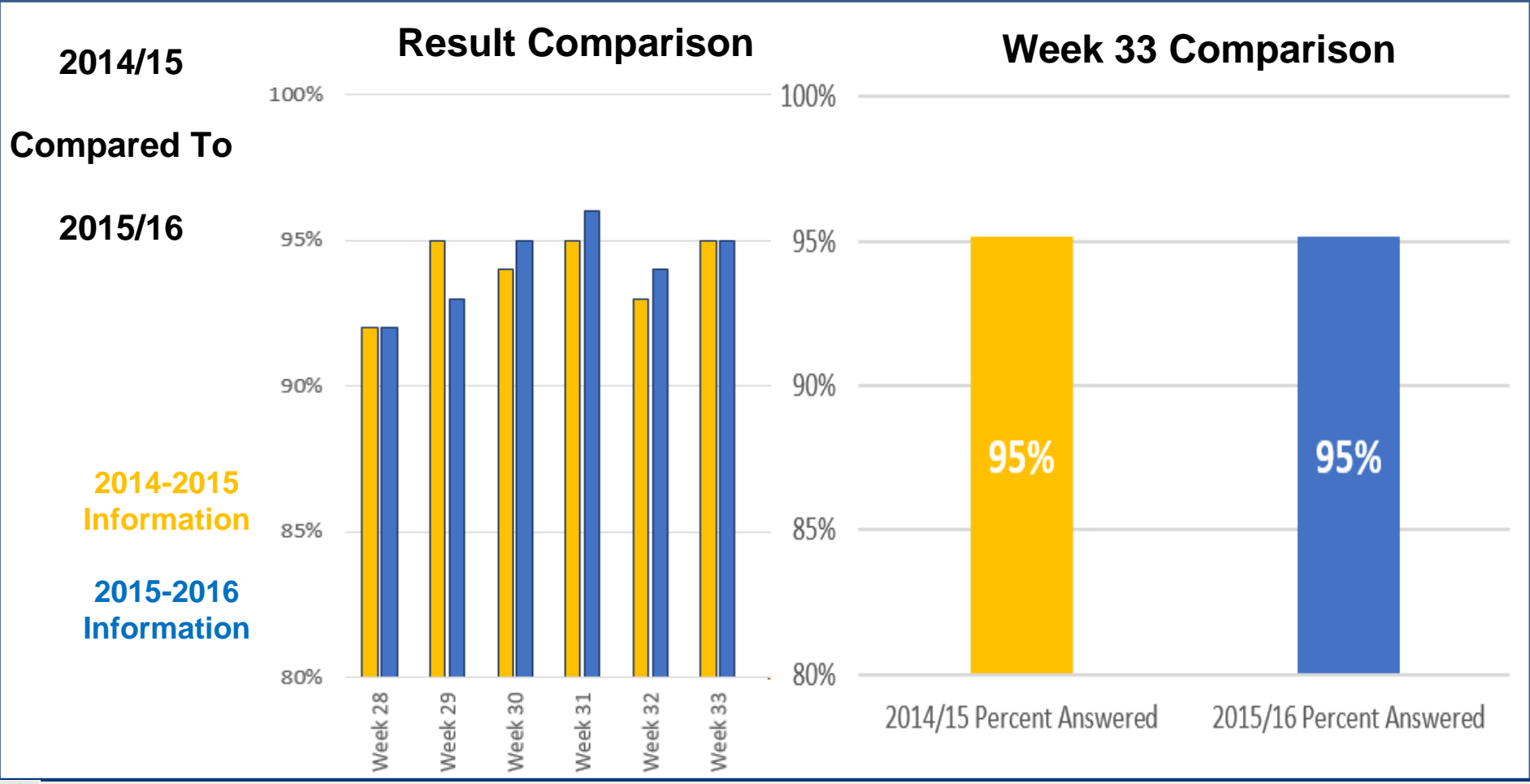


# Performance Excellence Program

## Category 7

### Customer Care Center Support Results

Answered Calls and Support Requests  
Week Ending February 12, 2016 - 95%



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