



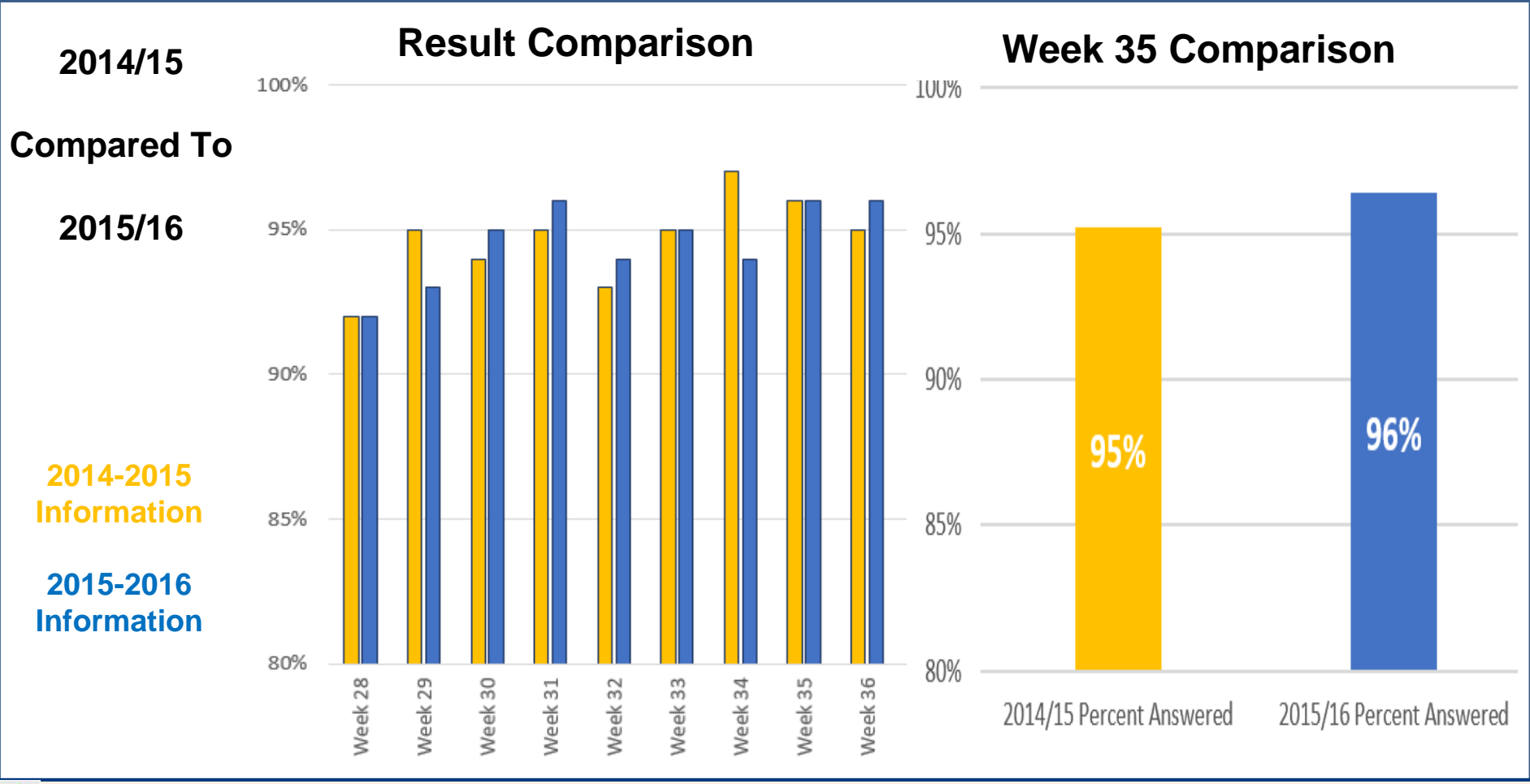
Performance Excellence Program

Category 7

Customer Care Center Support Results

Answered Calls and Support Requests

Week Ending March 4, 2016 - 96%



2014-2015 Information

2015-2016 Information



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