



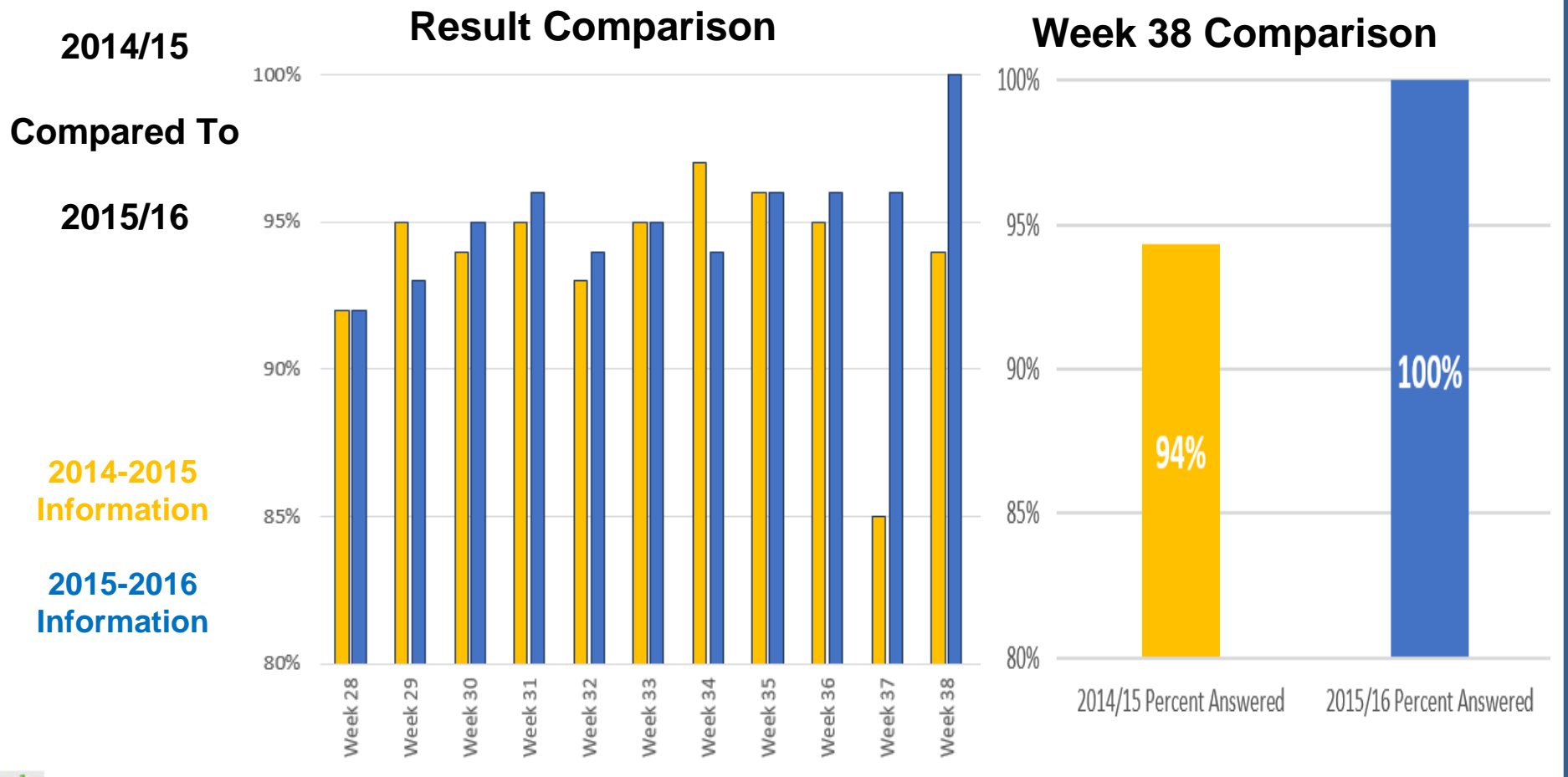
Performance Excellence Program

Category 7

Customer Care Center Support Results

Answered Calls and Support Requests

Week Ending March 18, 2016 - 100%



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