



Performance Excellence Program

Category 7

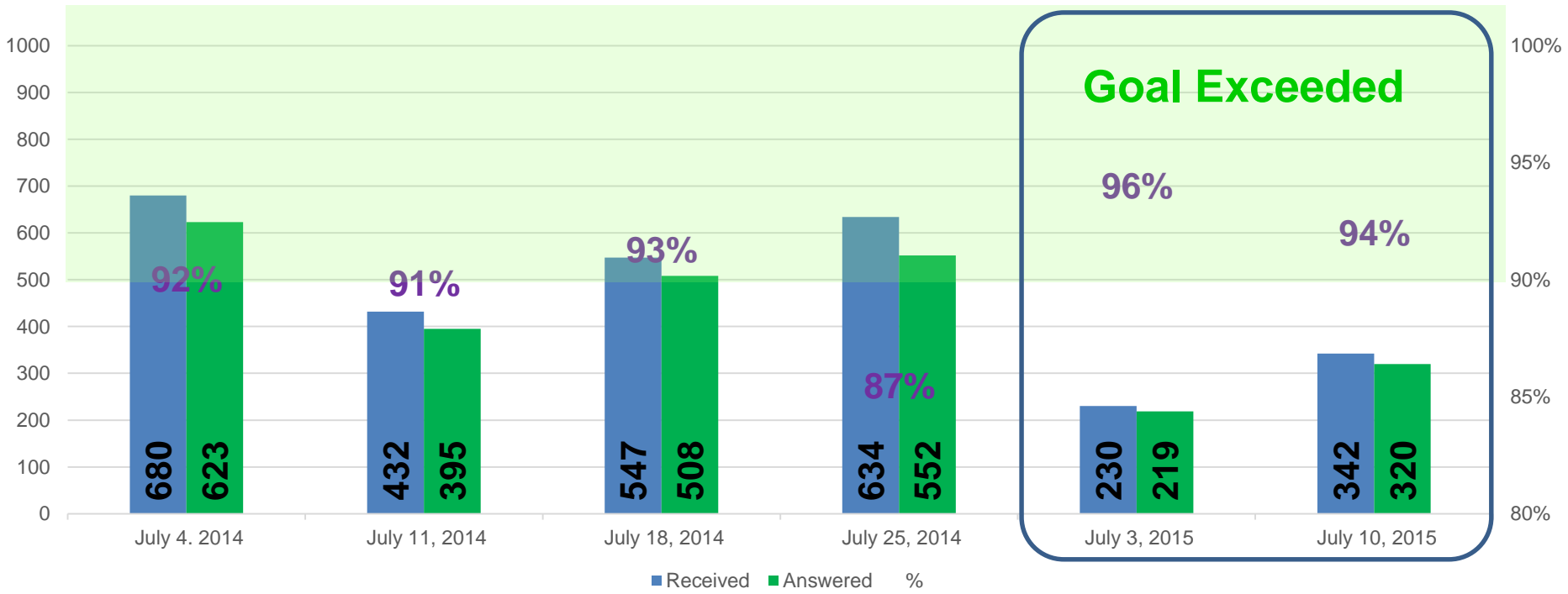
Customer Care Center Support Results

Answered Calls and Support Requests

Week of July 10, 2015 94%



Call Center Call Service July 2015 - 2016



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