

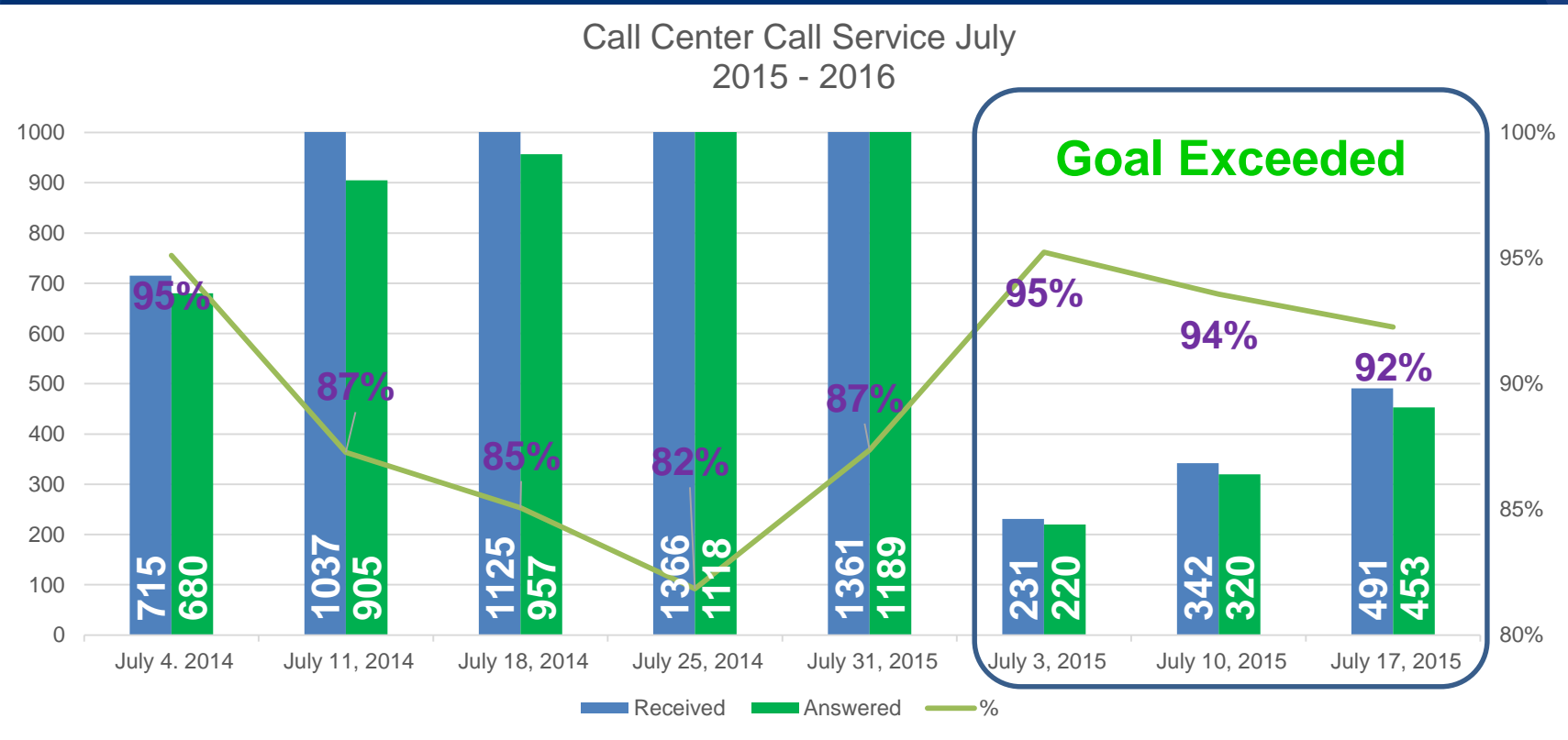


Performance Excellence Program

Category 7

Customer Care Center Support Results

Answered Calls and Support Requests
Week ending July 17, 2015 - 92%



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