

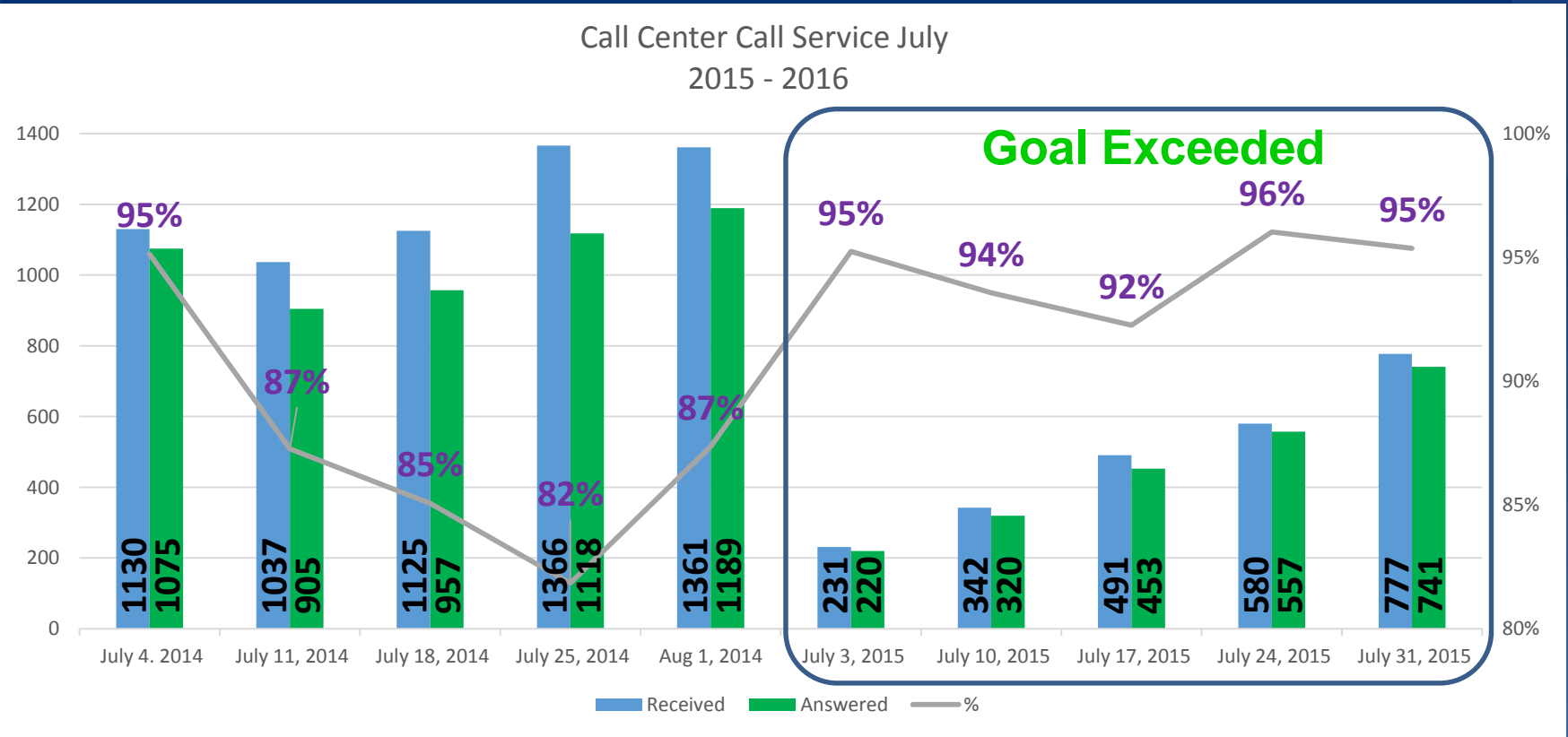


# Performance Excellence Program

## Category 7

### Customer Care Center Support Results

Answered Calls and Support Requests  
Week Ending July 31, 2015 - 95 %



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