



# Performance Excellence Program

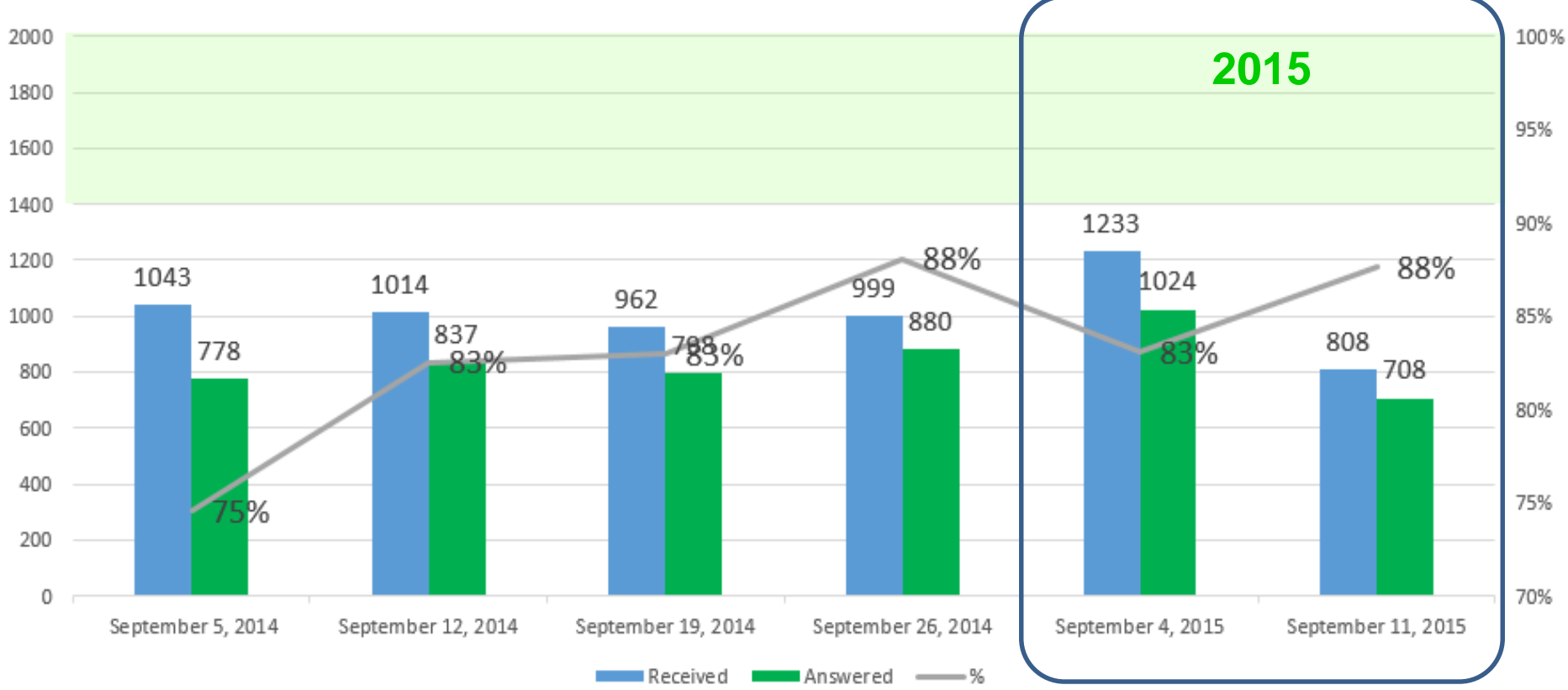
## Category 7

### Customer Care Center Support Results

Answered Calls and Support Requests  
 Week Ending September 11, 2015 - 88%



Call Center Call Service August  
 August Comparison - 2014/15 - 2015/16



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