



Performance Excellence Program

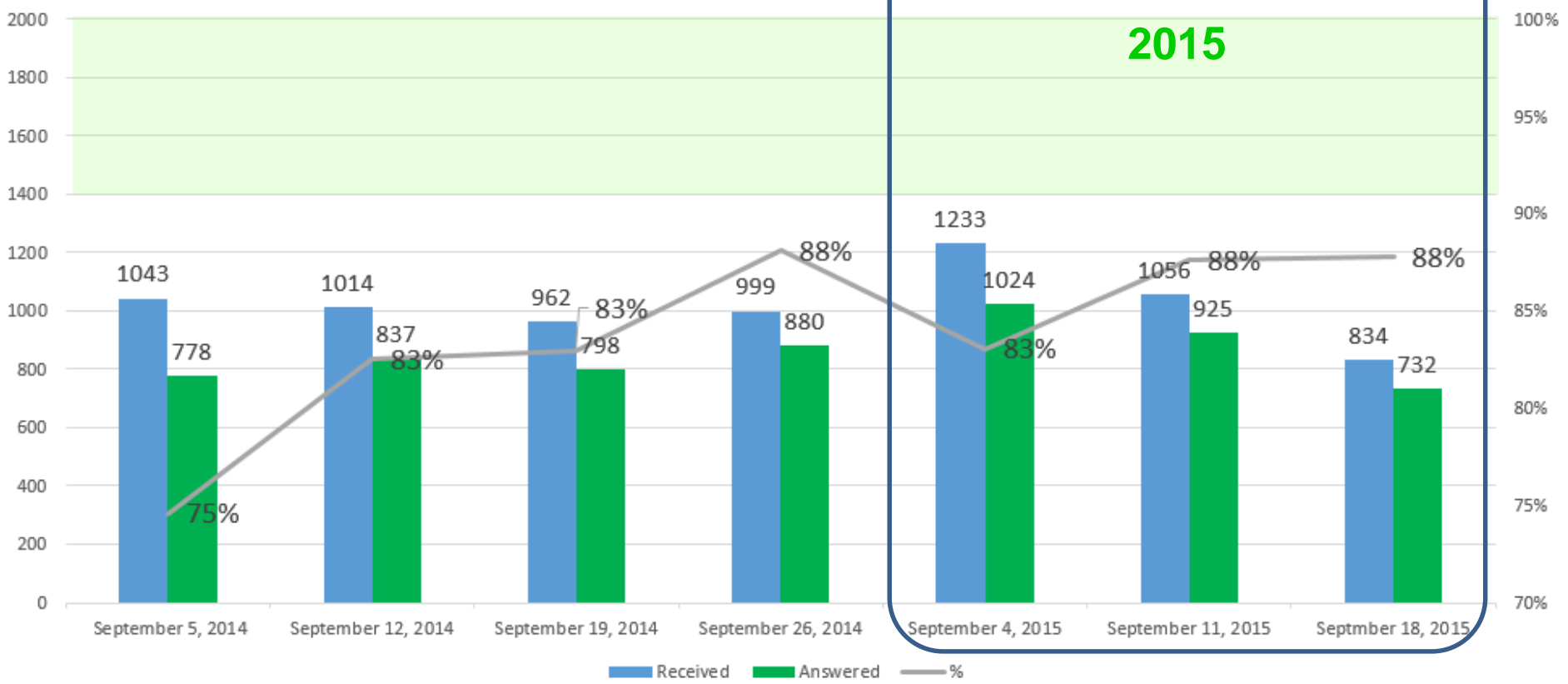
Category 7

Customer Care Center Support Results

Answered Calls and Support Requests
 Week Ending September 18, 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.