



# Performance Excellence Program

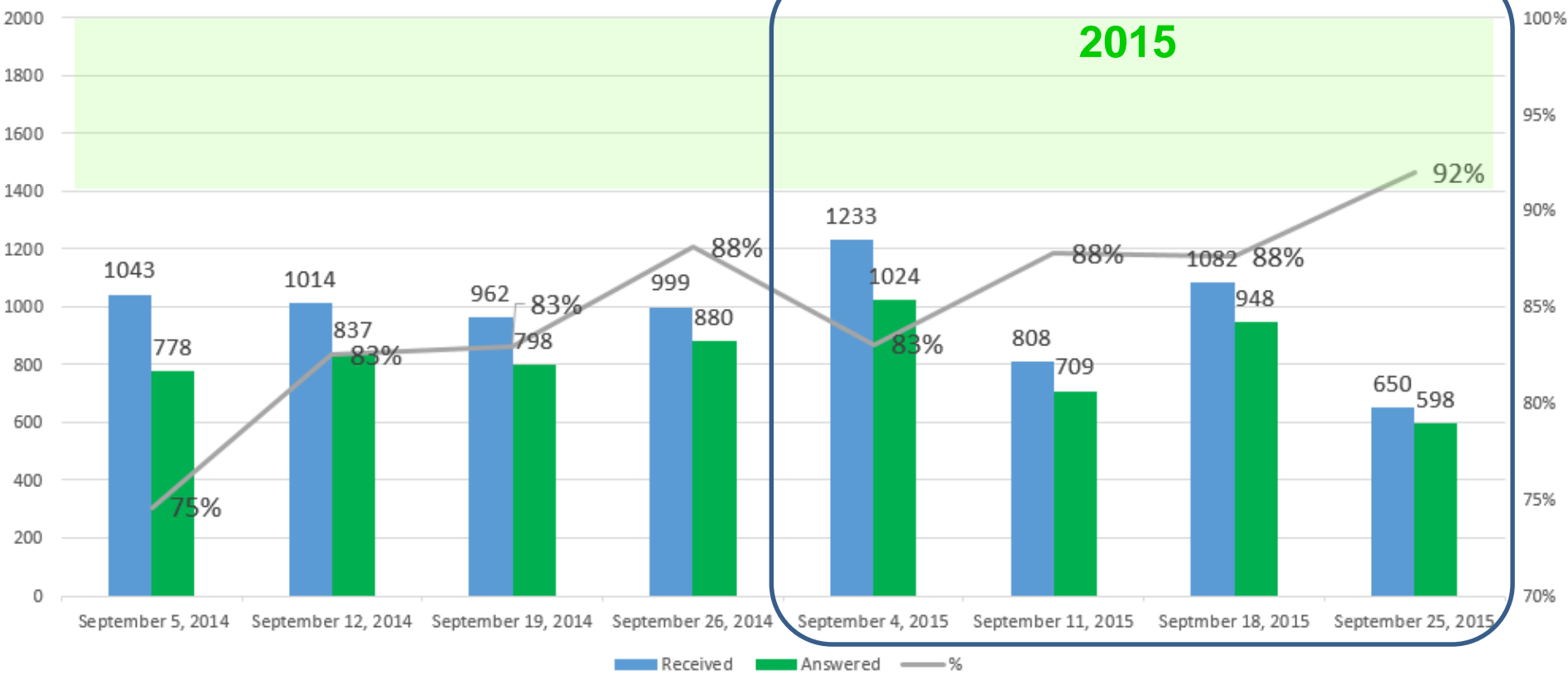
## Category 7

### Customer Care Center Support Results

Answered Calls and Support Requests  
Week Ending September 25, 2015 - 92%



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.