



# Performance Excellence Program

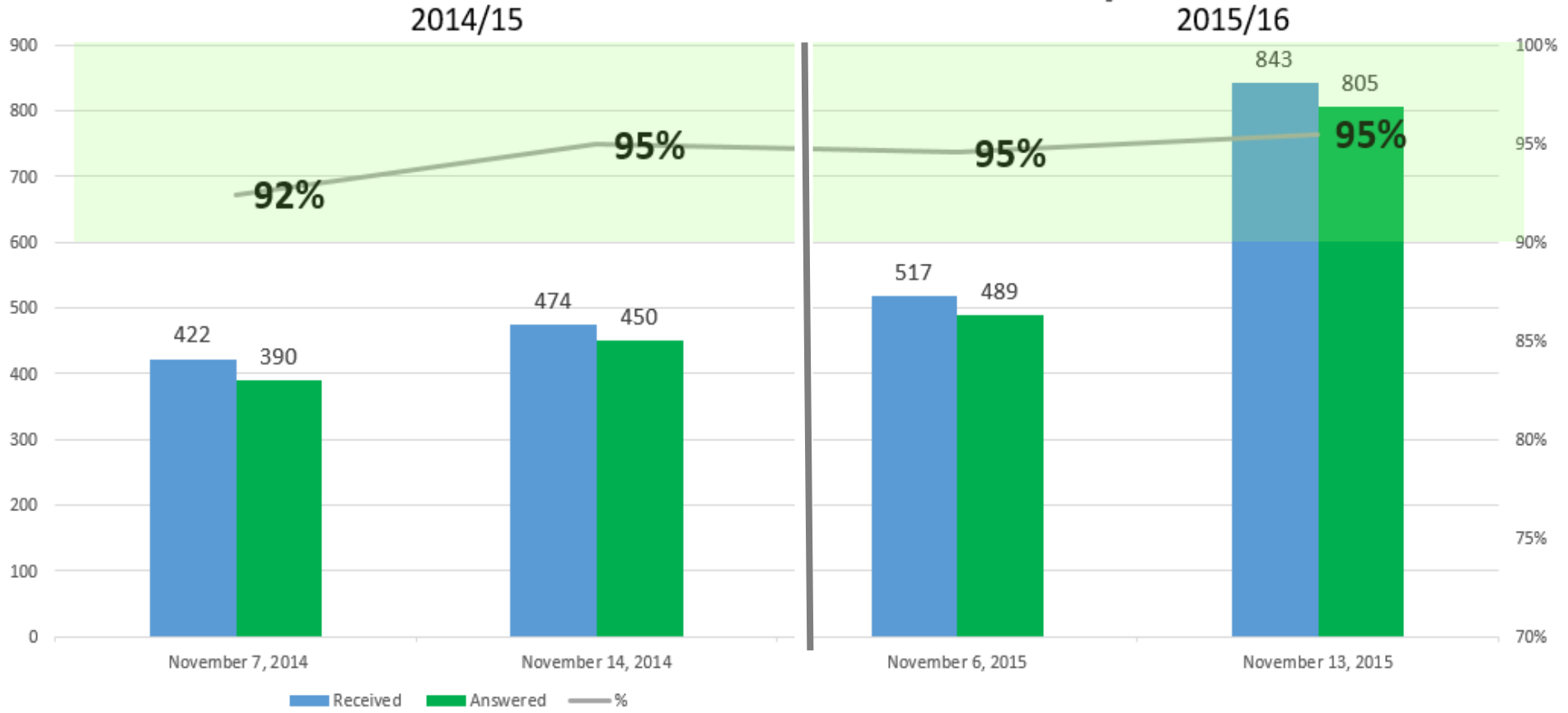
## Category 7

### Customer Care Center Support Results

Answered Calls and Support Requests  
Week Ending November 13, 2015 - 95%



### Customer Care Center Call Service Comparison



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