



Performance Excellence Program

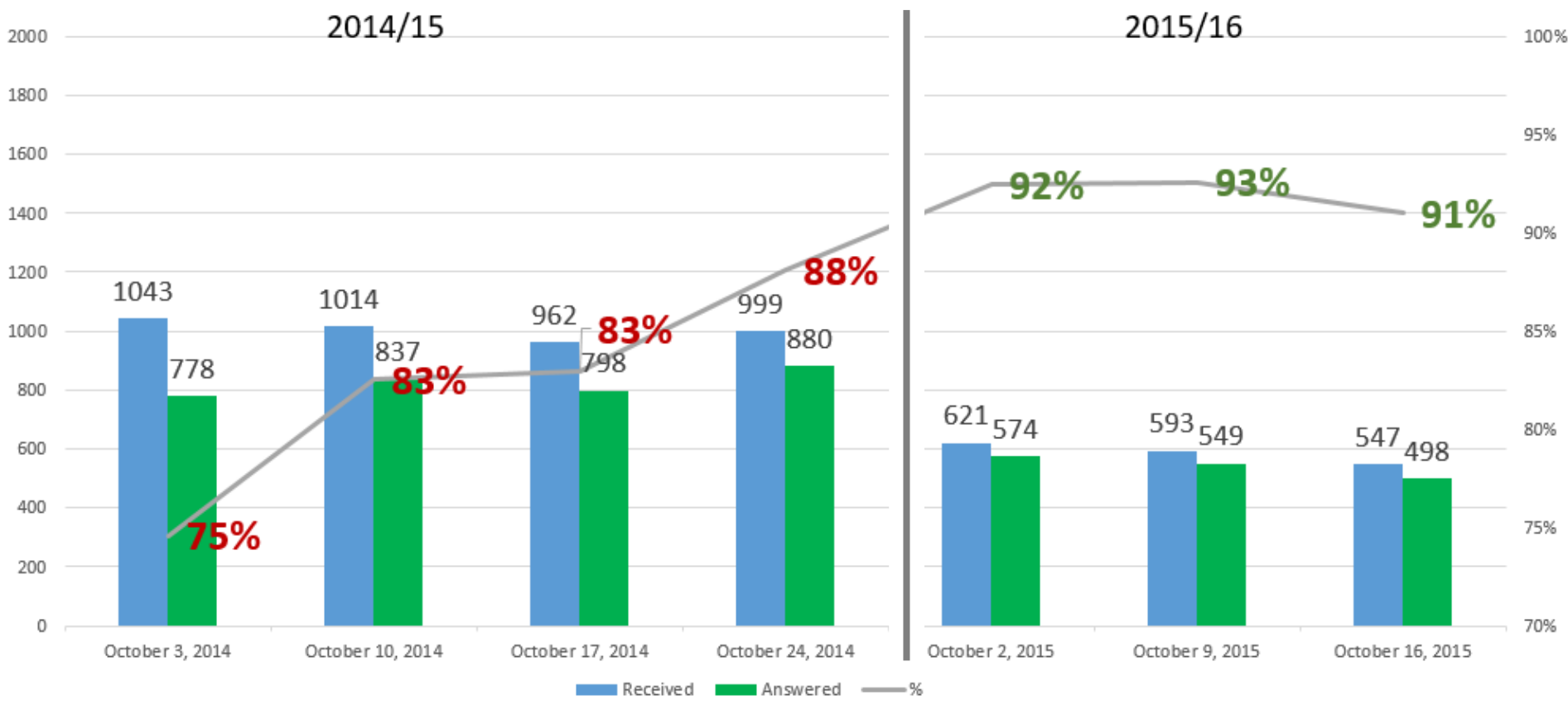
Category 7

Customer Care Center Support Results

Answered Calls and Support Requests
Week Ending October 16, 2015 - 91%



Customer Care Center Call Service Comparison



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