



# Performance Excellence Program

## Category 7

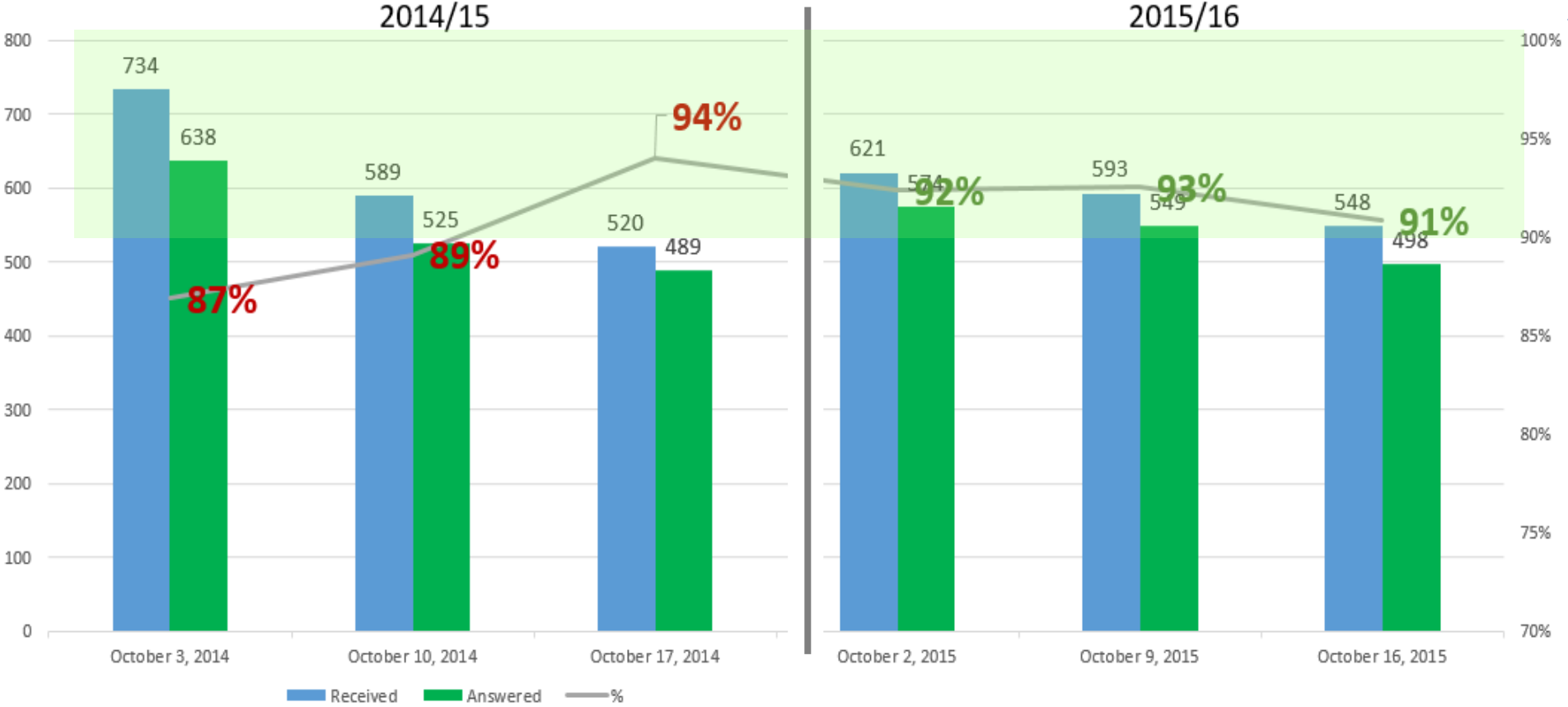
### Customer Care Center Support Results

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.