



Performance Excellence Program

Category 7

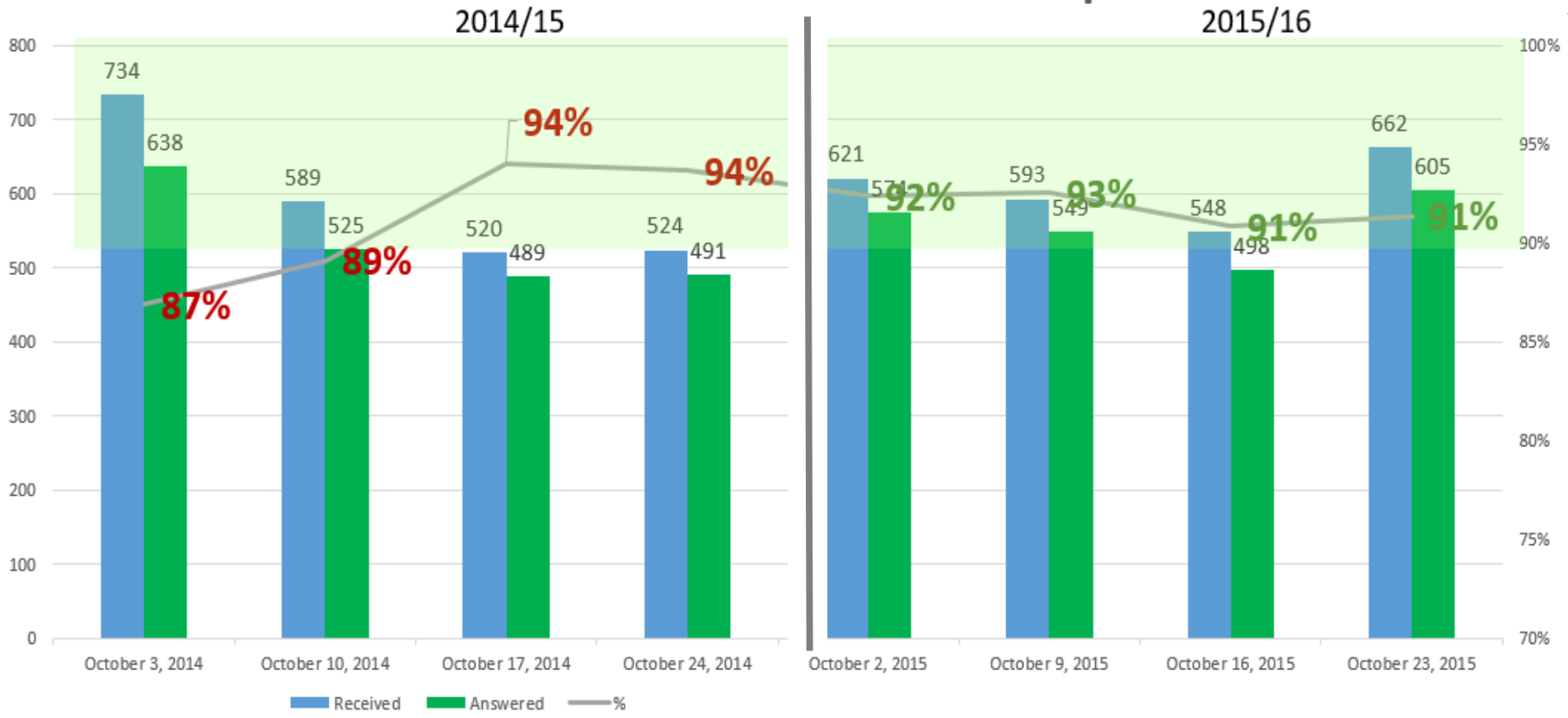
Customer Care Center Support Results

Answered Calls and Support Requests

Week Ending October 23, 2015 - 91%



Customer Care Center Call Service Comparison



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