



Performance Excellence Program

Category 7

Customer Care Center Support Results

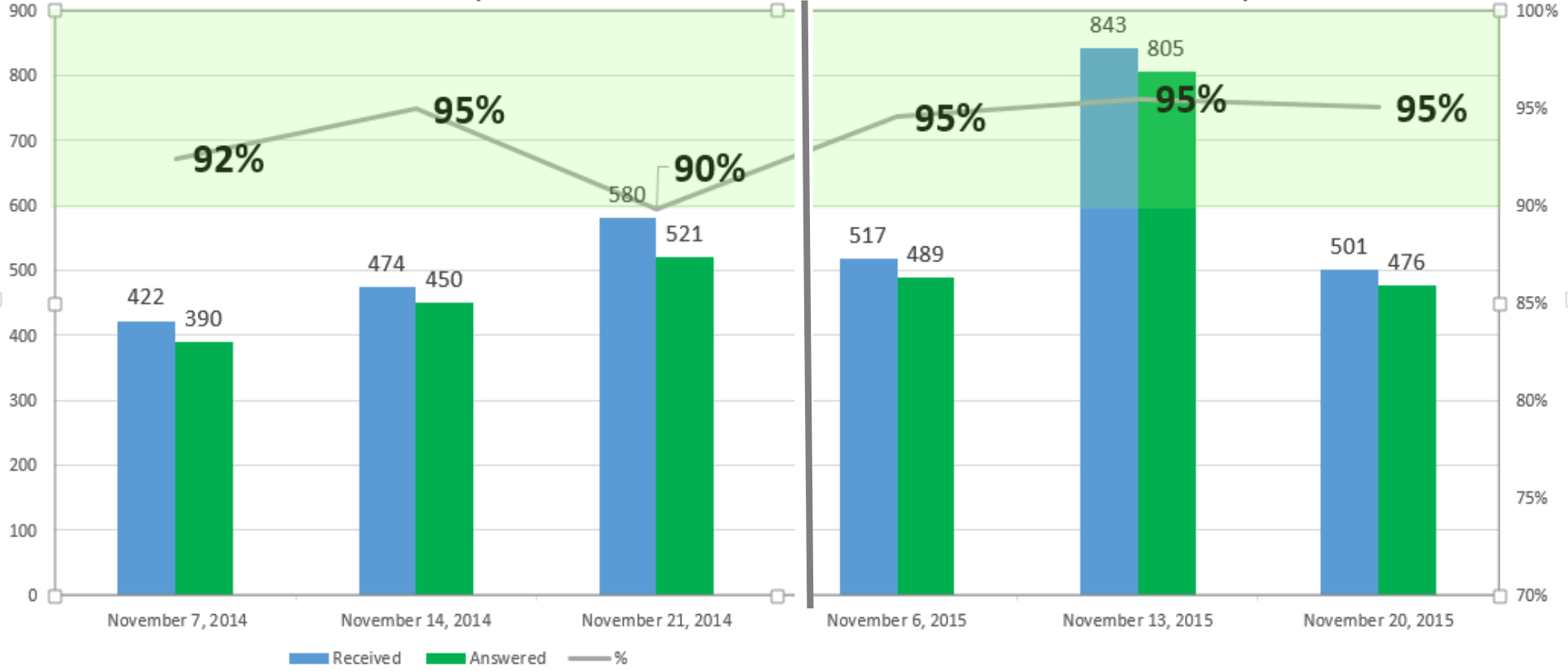
Answered Calls and Support Requests
Week Ending November 20, 2015 - 95%



Customer Care Center Call Service Comparison

2014/15

2015/16



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