



Performance Excellence Program

Category 7

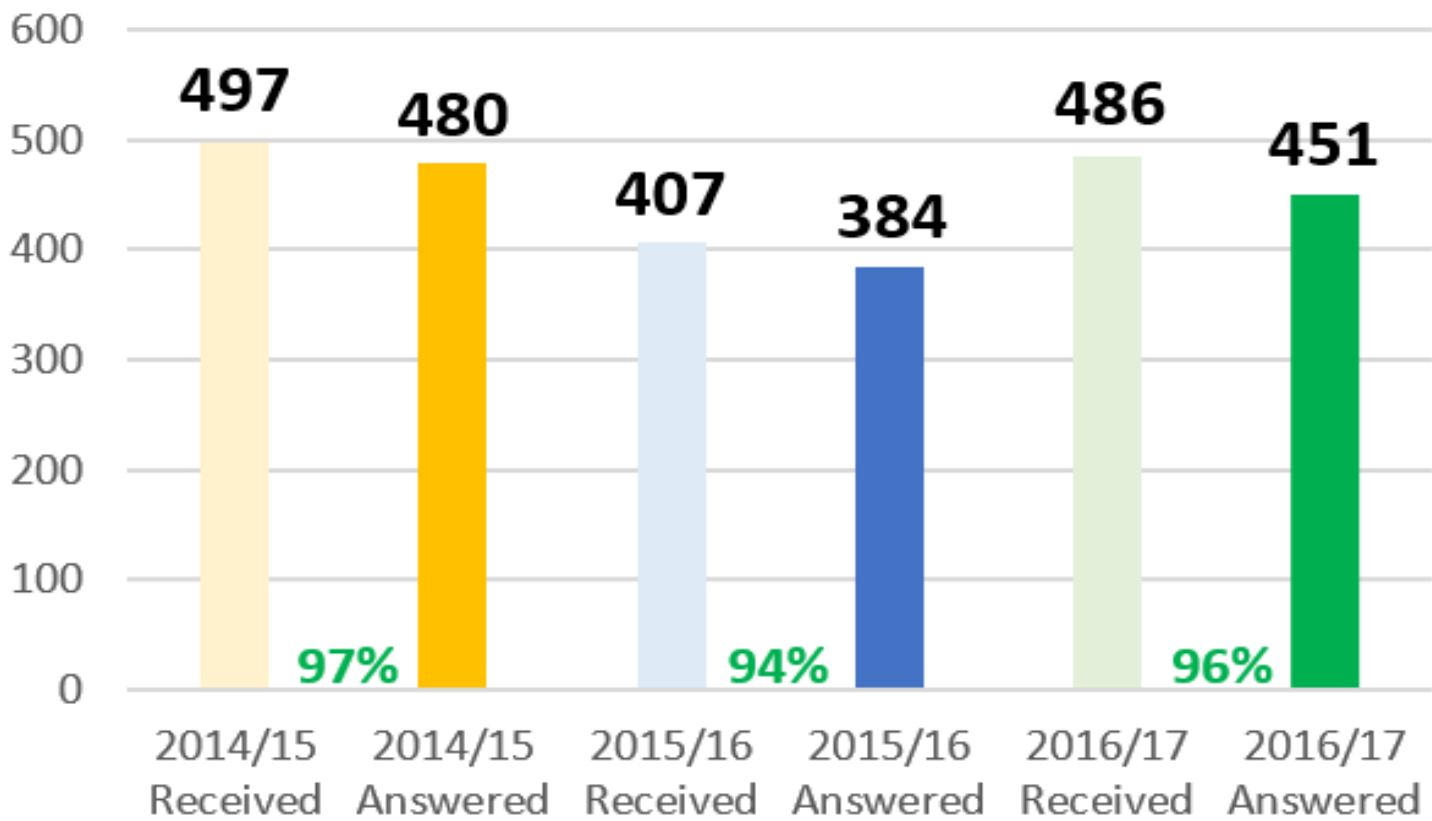
Customer Care Center Support Results

Answered Calls and Support Requests

Week 42 – 3 Year Trend Ending April 21, 2017 - 95%



Week 42 Comparison



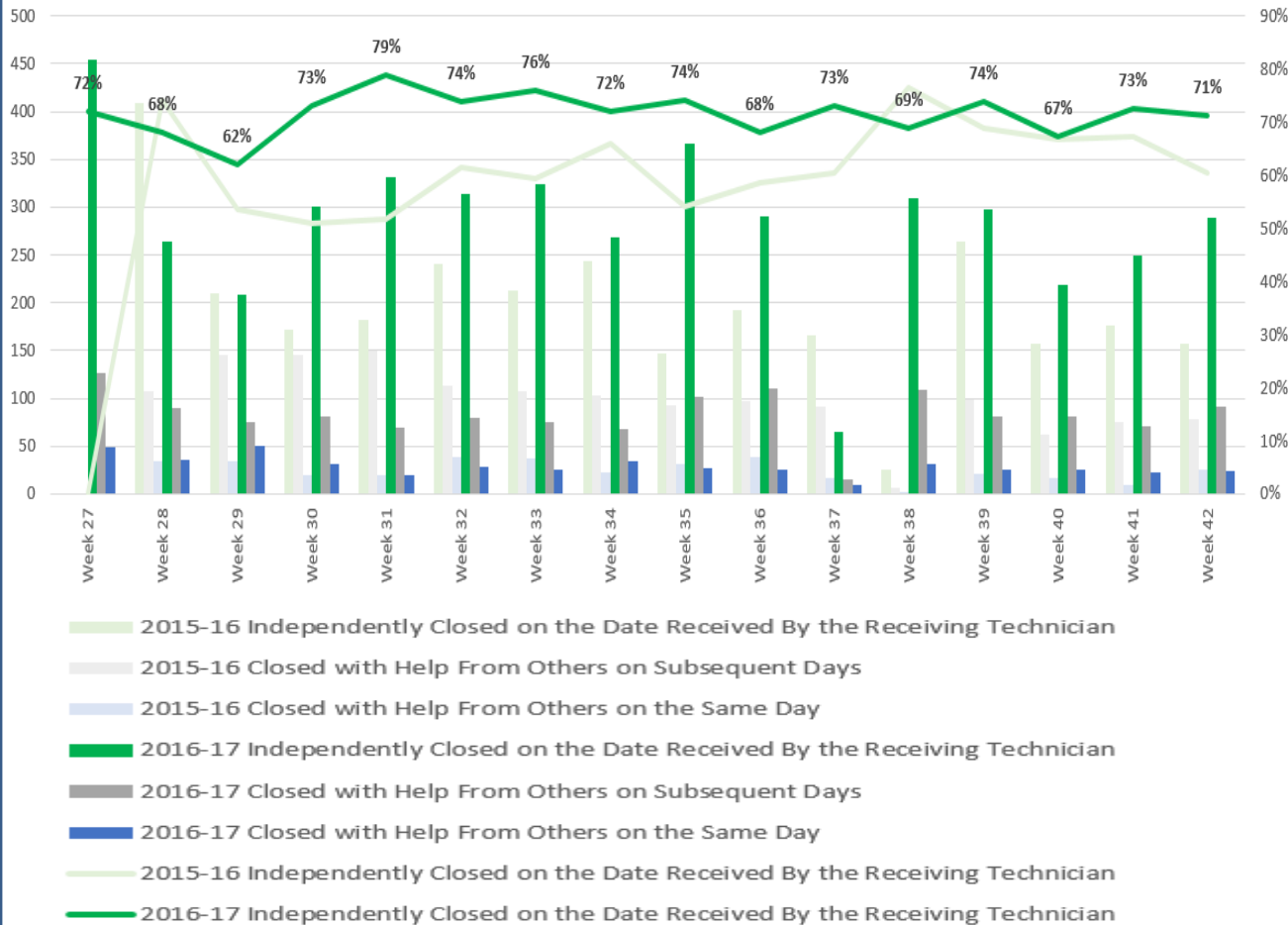
Answer 90% of the calls and support requests coming in to the Customer Care Center.



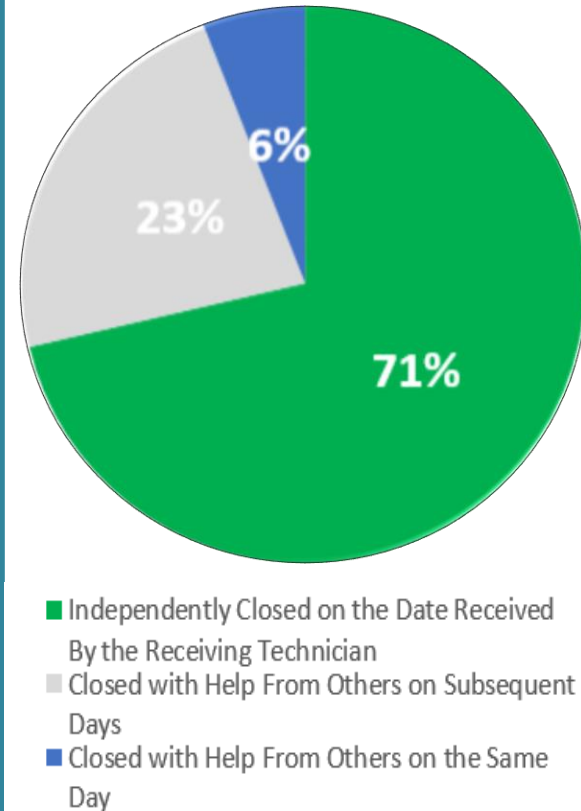


Service Request Support Distribution

2015-16 and 2016-2017 Customer Care Center Resolution Status



April 17 - 21, 2017 Customer Care Center Service Request Resolution Distribution

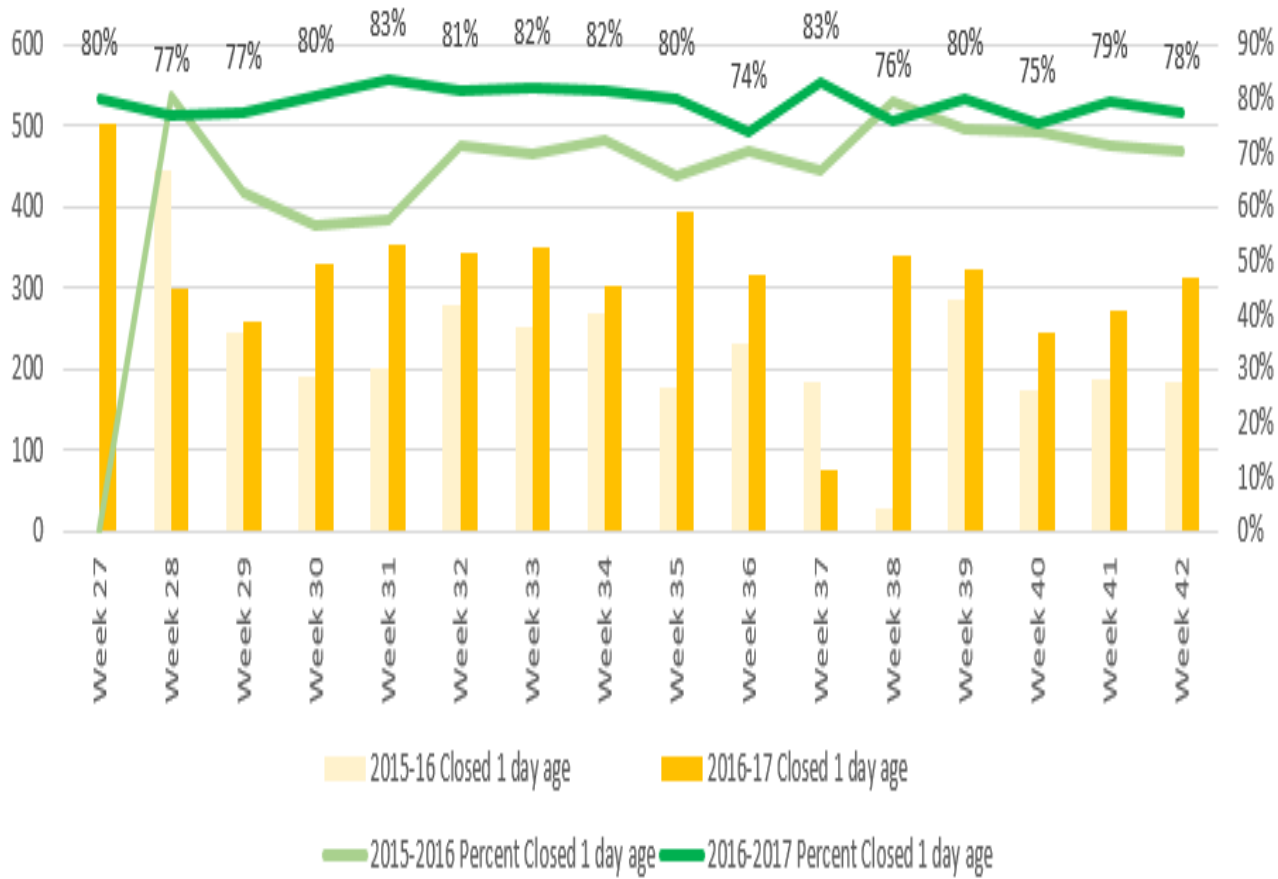


Key Performance Indicator: Resolve at least 70% of received requests independently within the Customer Care Center team.

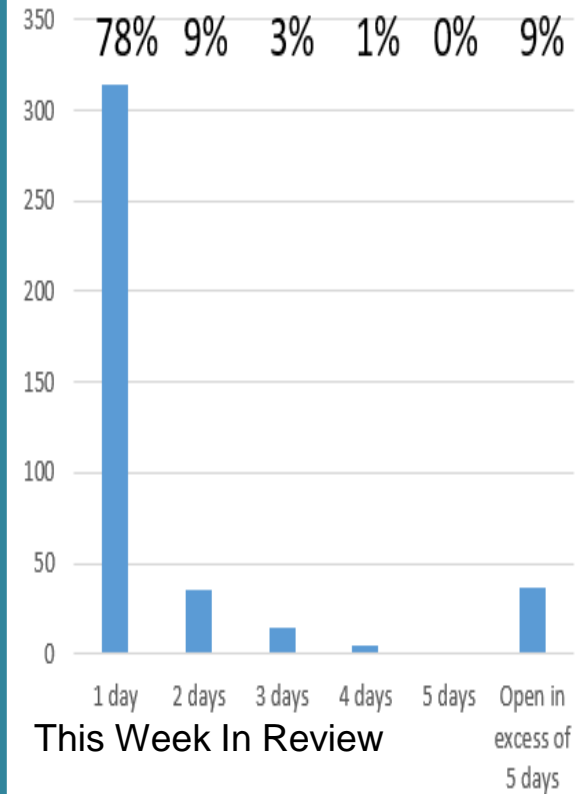


Service Request Age Resolution Distribution

2015-16 and 2016-17 Customer Care Center Service Requests Closed Within 1 Day



Age of Service Requests Created by the Customer Care Center



Key Performance Indicator: Resolve at least 50% of received requests within one day at the Customer Care Center.



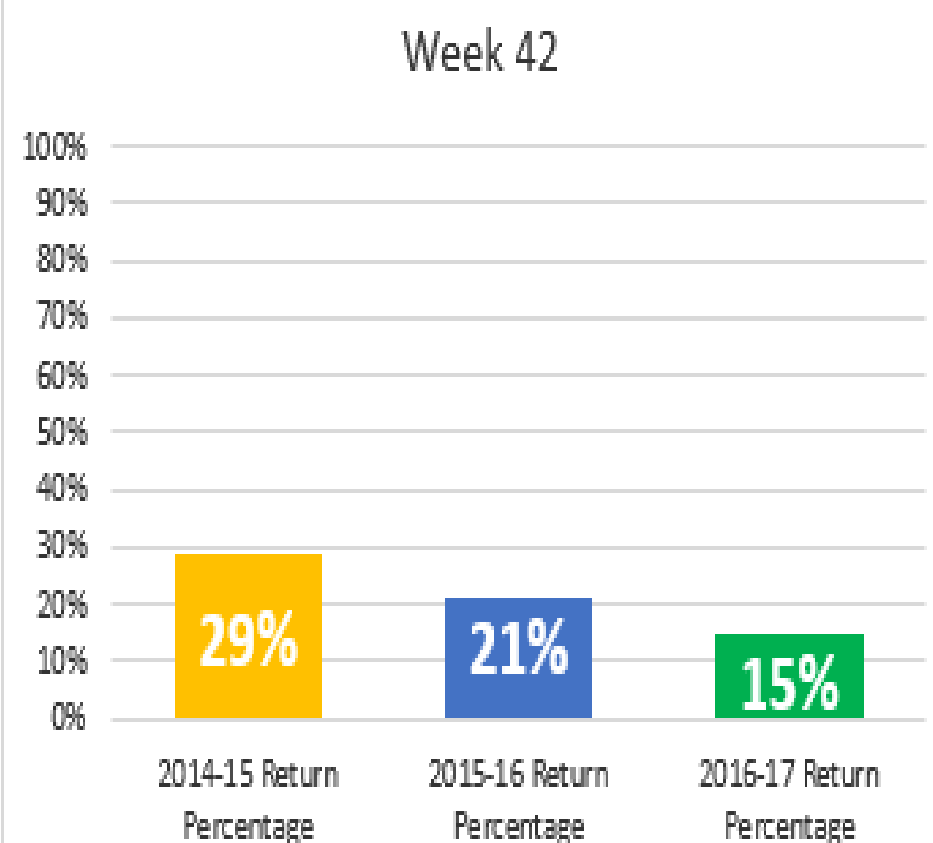
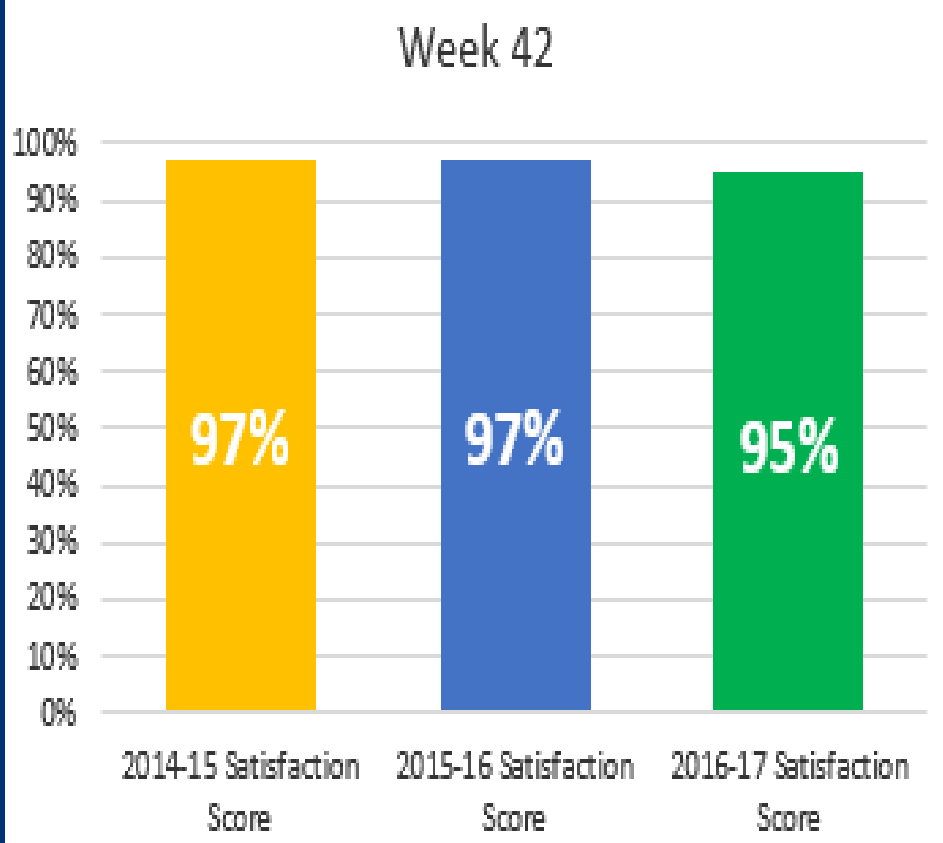
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Results

Customer Satisfaction Survey Results 3 Year Trend - Week 42 for the Week Ending April 21, 2017



Achieve customer satisfaction levels of at least 90% as measured by customer follow-up surveys (very good, excellent) for all service requests.



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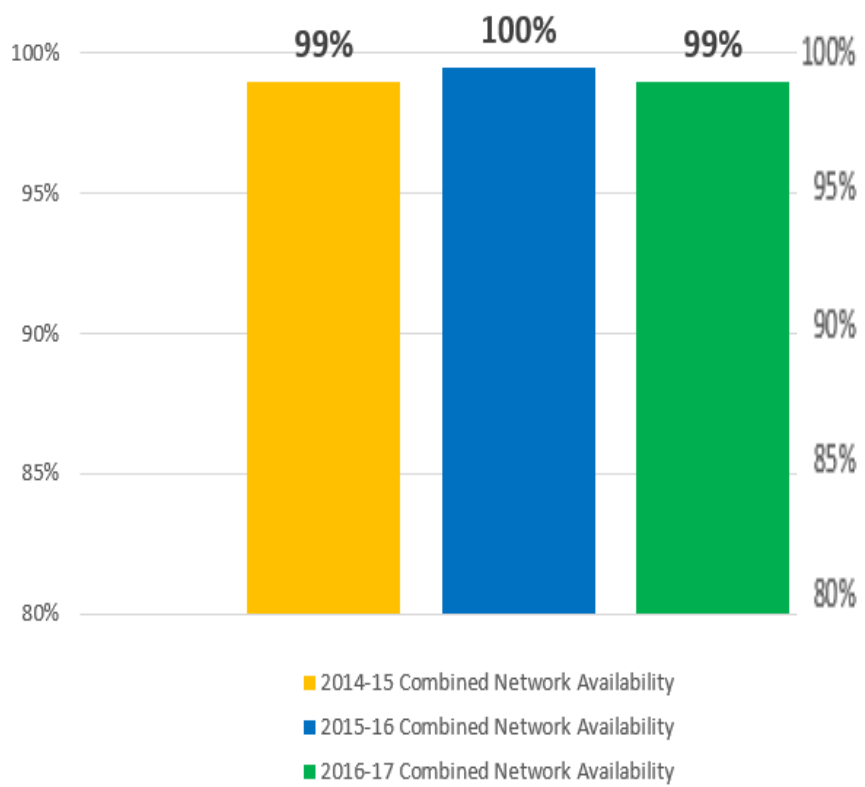


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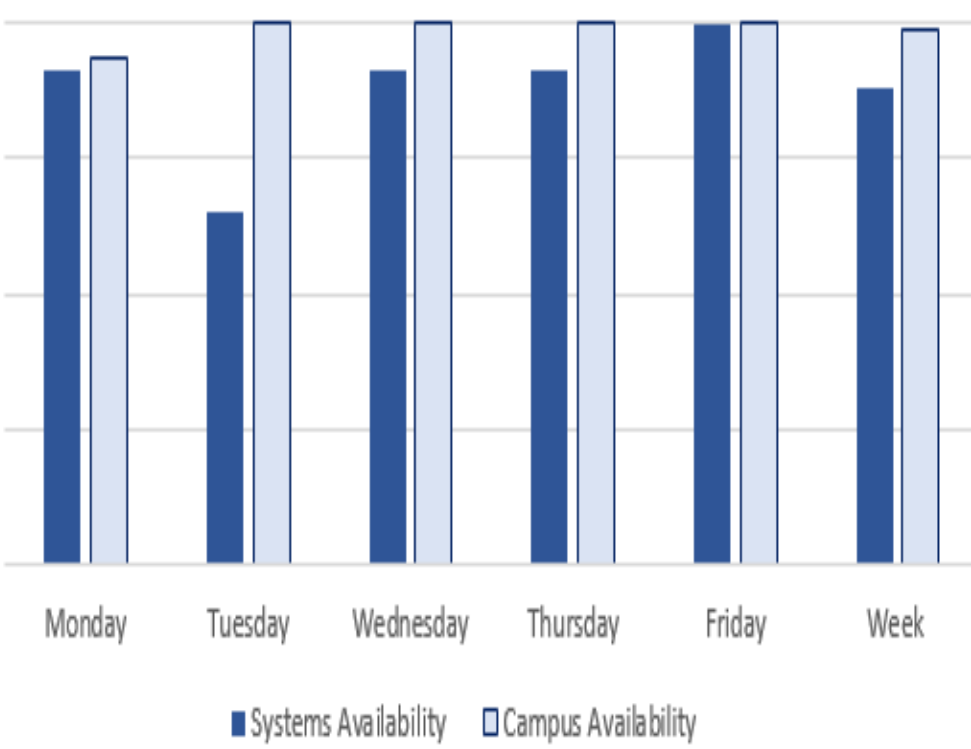
Network Availability Results

Mission Critical Technology Systems Network Availability for the Week Ending April 21, 2017 is 99%

Network Availability - Week 42 Comparison 2014-2017



Network Availability - Week 42 April 17-21, 2017



Achieve network availability of 98% for core network and telecommunications services for mission critical systems