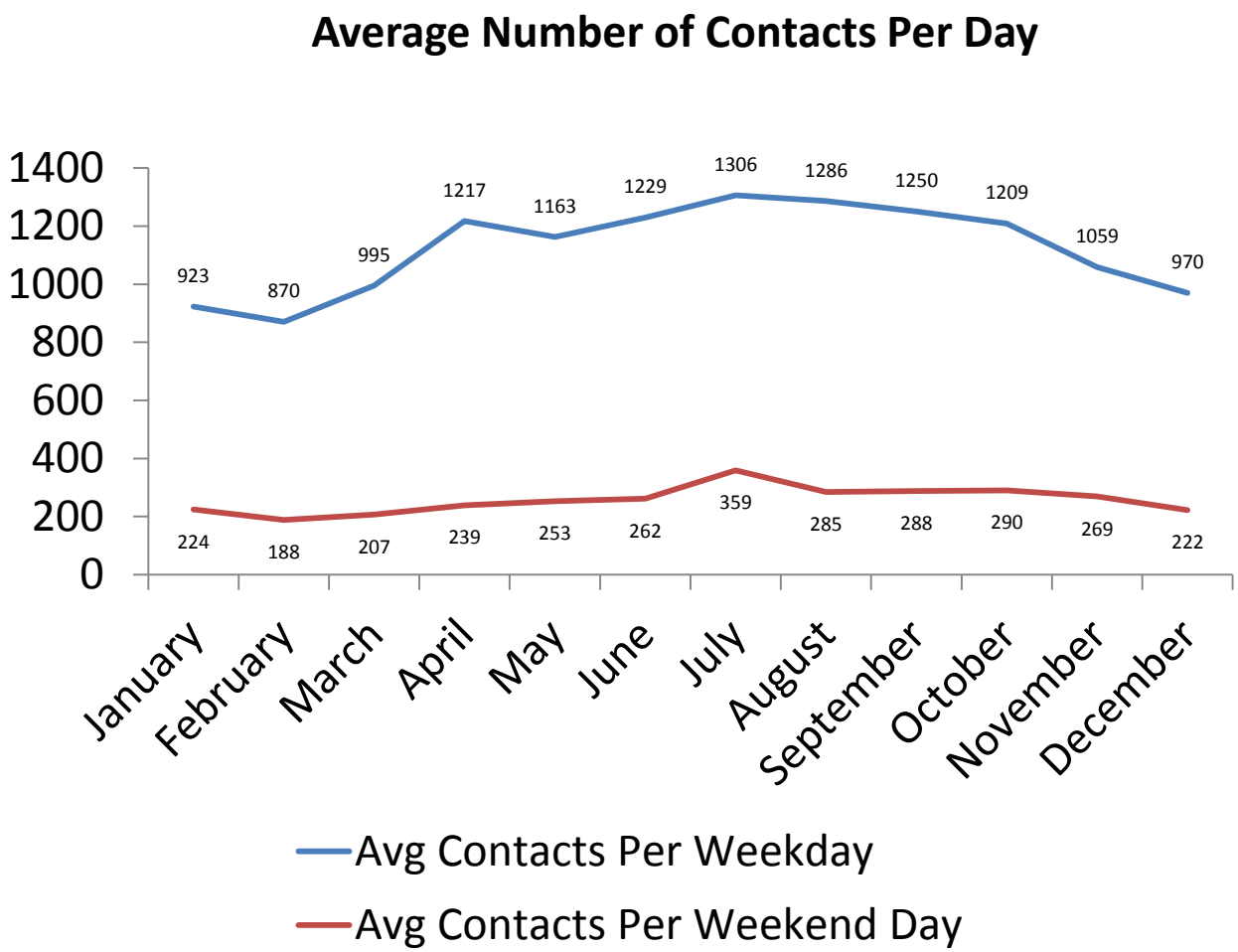
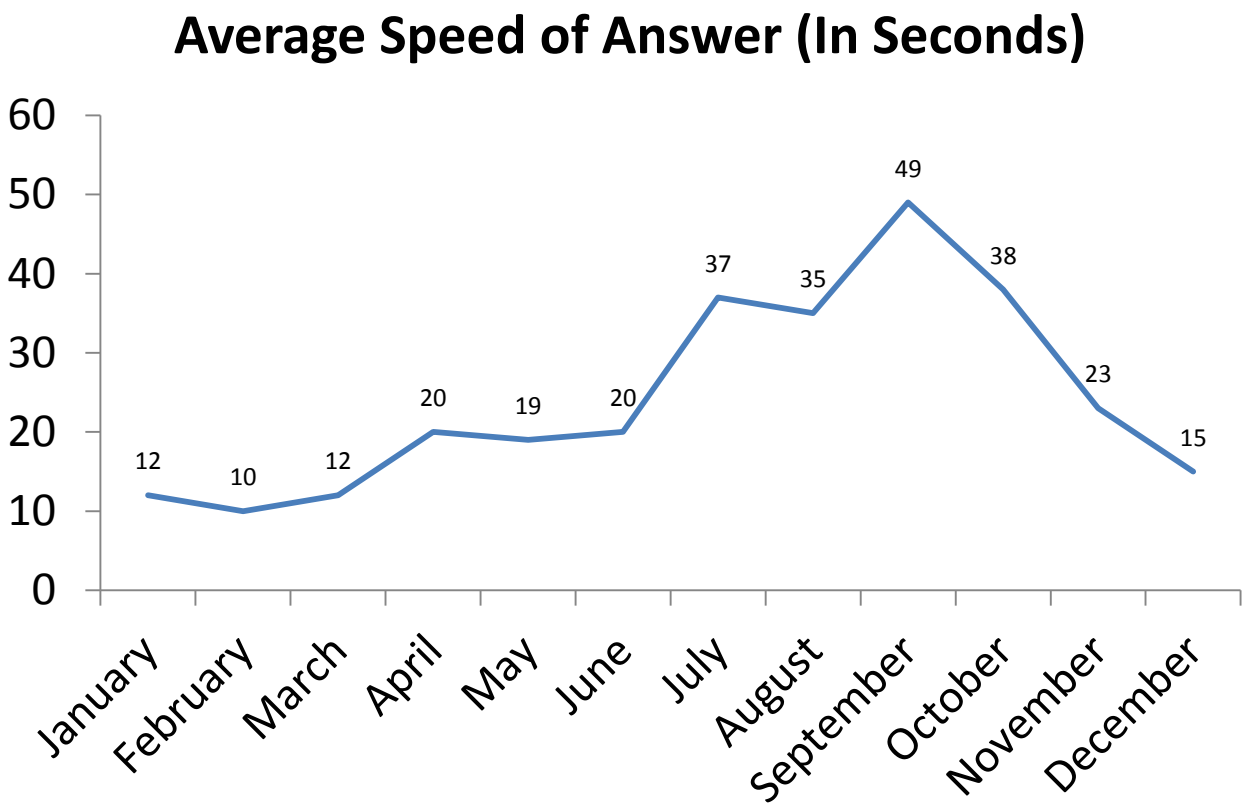
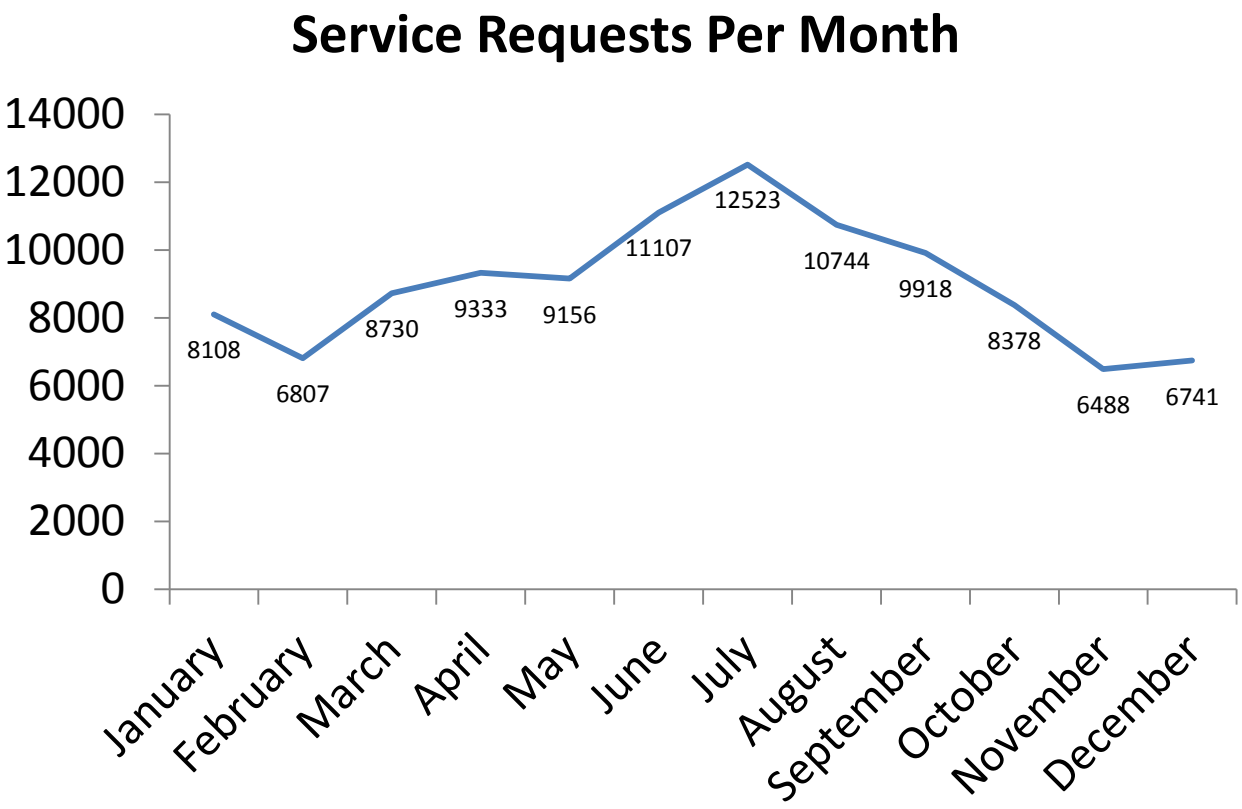

Average Number of Contacts Per Day
1400
1200
1000
800
600
400
200
0
923
870
995
1217
1163
1229
1306
1286
1250
1209
1059
970
224
188
207
239
253
262
359
285
288
290
269
222
January
February
March
April
May
June
July
August
September
October
November
December
Avg Contacts Per Weekday
Avg Contacts Per Weekend Day


Average Speed of Answer (In Seconds)
60
50
40
30
20
10
0
12
10
12
20
19
20
37
35
49
38
23
15
January
February
March
April
May
June
July
August
September
October
November
December


Service Requests Per Month
14000
12000
10000
8000
6000
4000
2000
0
8108
6807
8730
9333
9156
11107
12523
10744
9918
8378
6488
6741
January
February
March
April
May
June
July
August
September
October
November
December