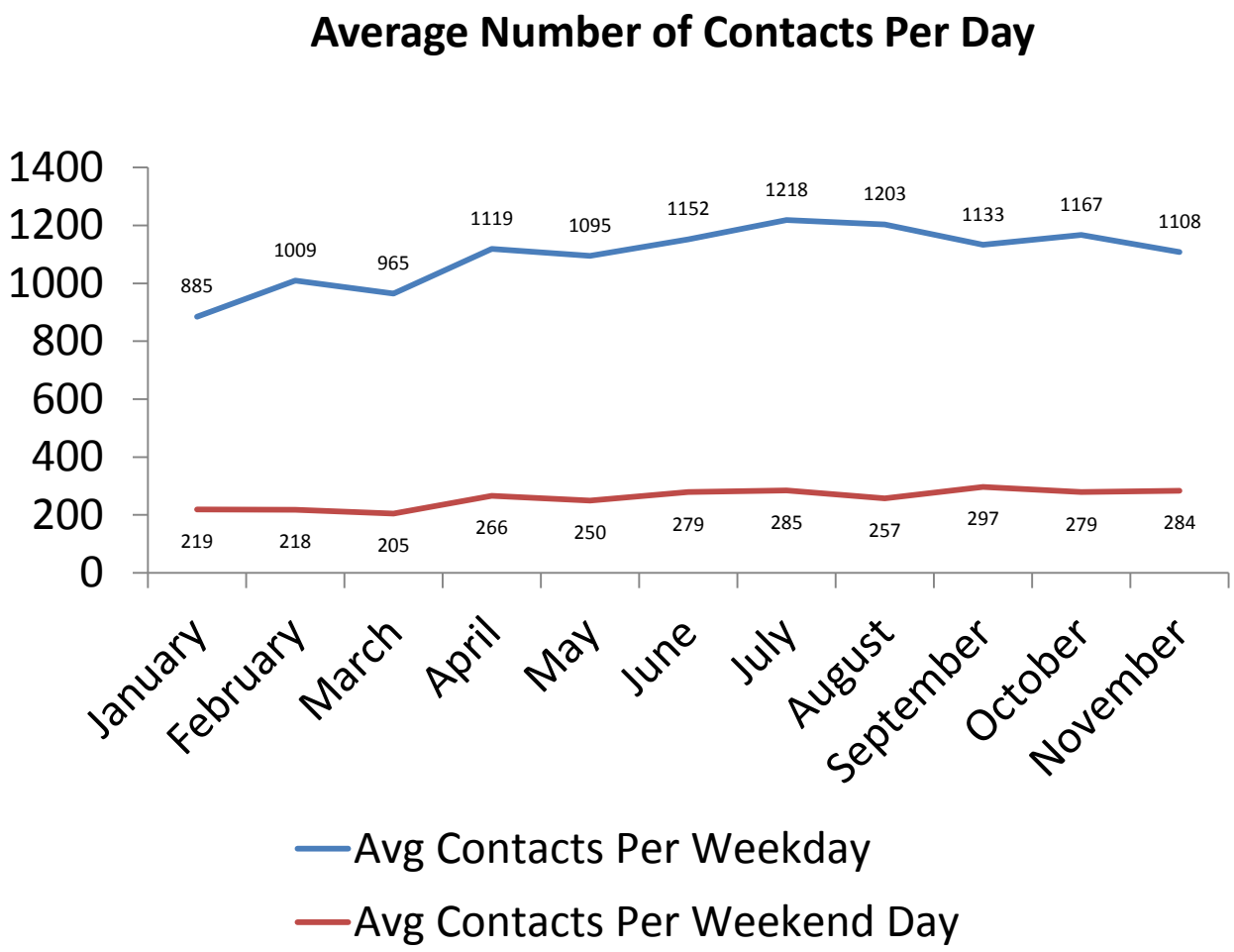
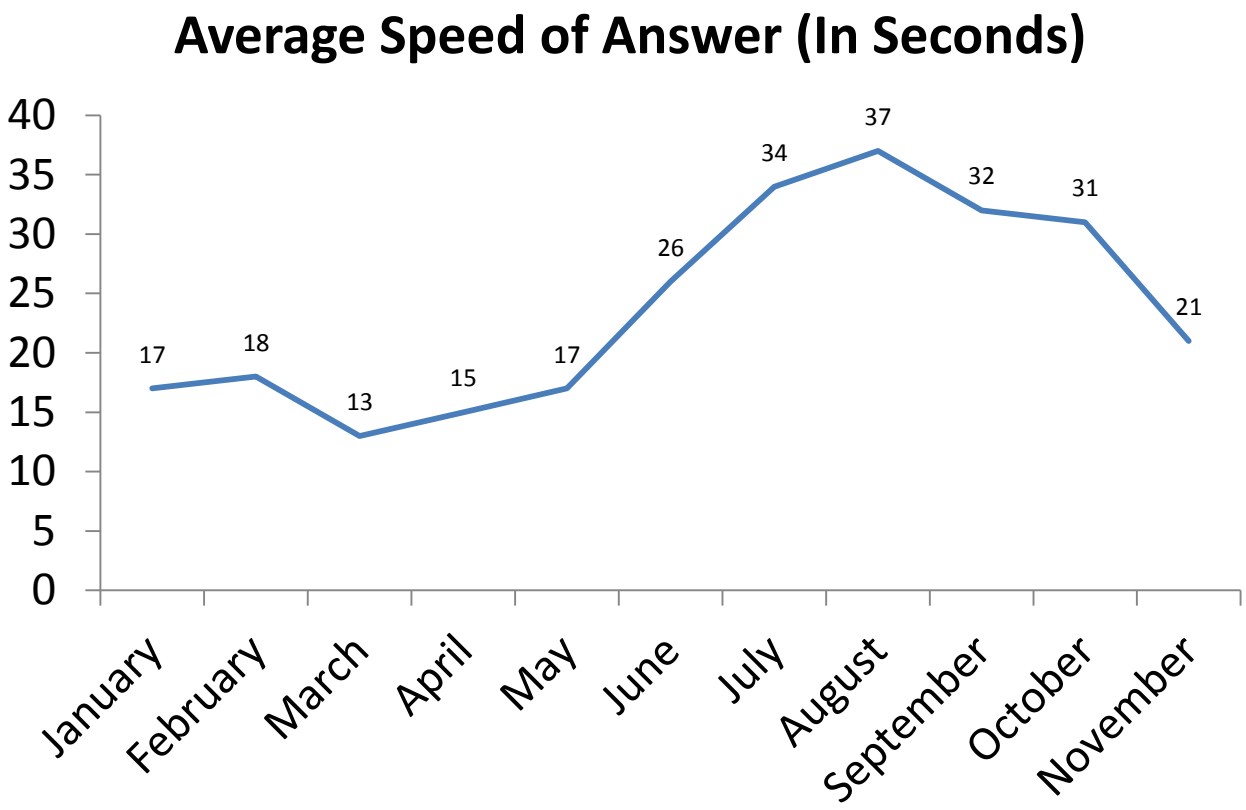
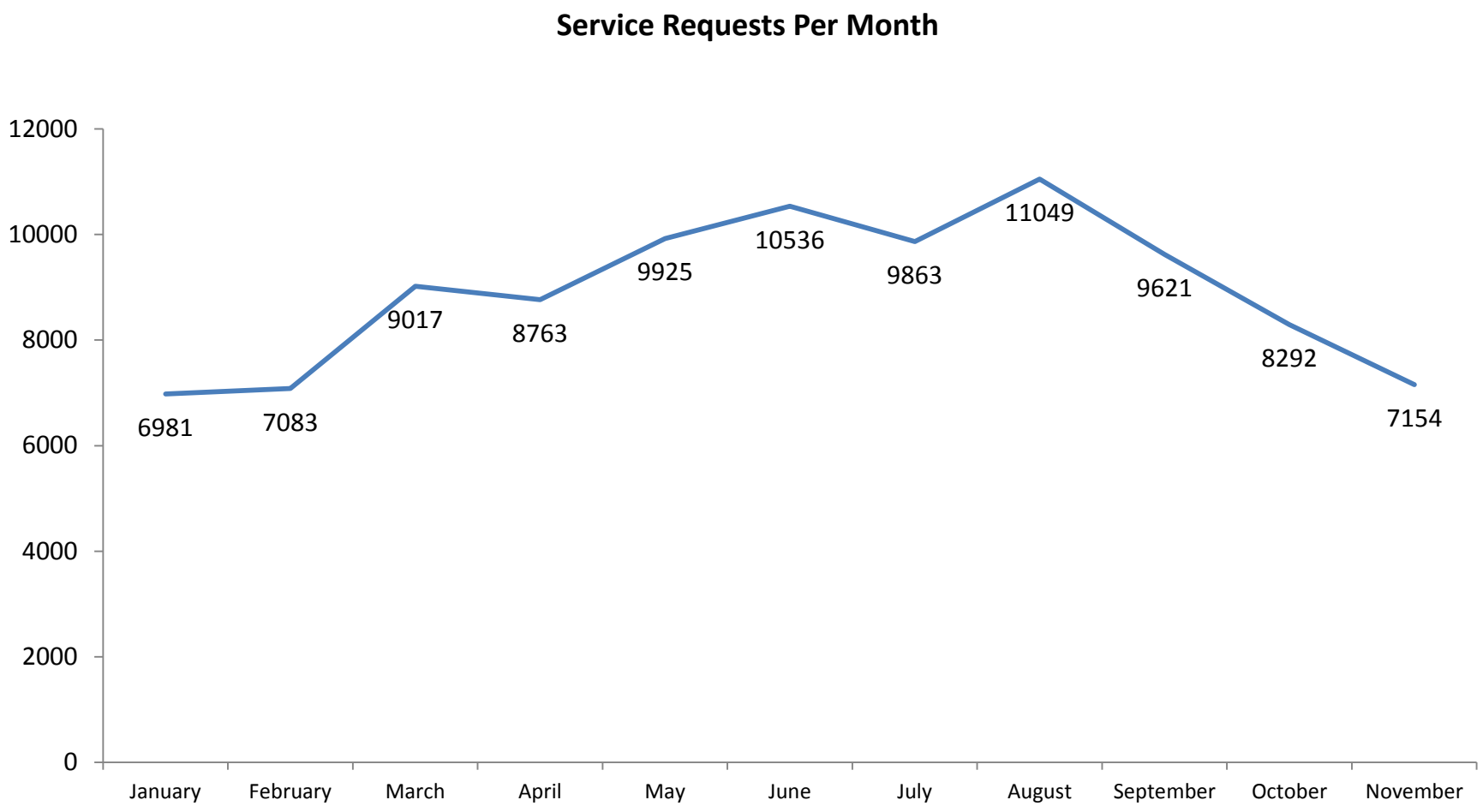

Average Number of Contacts Per Day
1400
1200
1000
800
600
400
200
0
885
1009
965
1119
1095
1152
1218
1203
1133
1167
1108
219
218
205
266
250
279
285
257
297
279
284
January
February
March
April
May
June
July
August
September
October
November
Avg Contacts Per Weekday
Avg Contacts Per Weekend Day


Average Speed of Answer (In Seconds)
40
35
30
25
20
15
10
5
0
17
18
13
15
17
26
34
37
32
31
21
January
February
March
April
May
June
July
August
September
October
November


Service Requests Per Month
12000
10000
8000
6000
4000
2000
0
6981
7083
9017
8763
9925
10536
9863
11049
9621
8292
7154
January
February
March
April
May
June
July
August
September
October
November