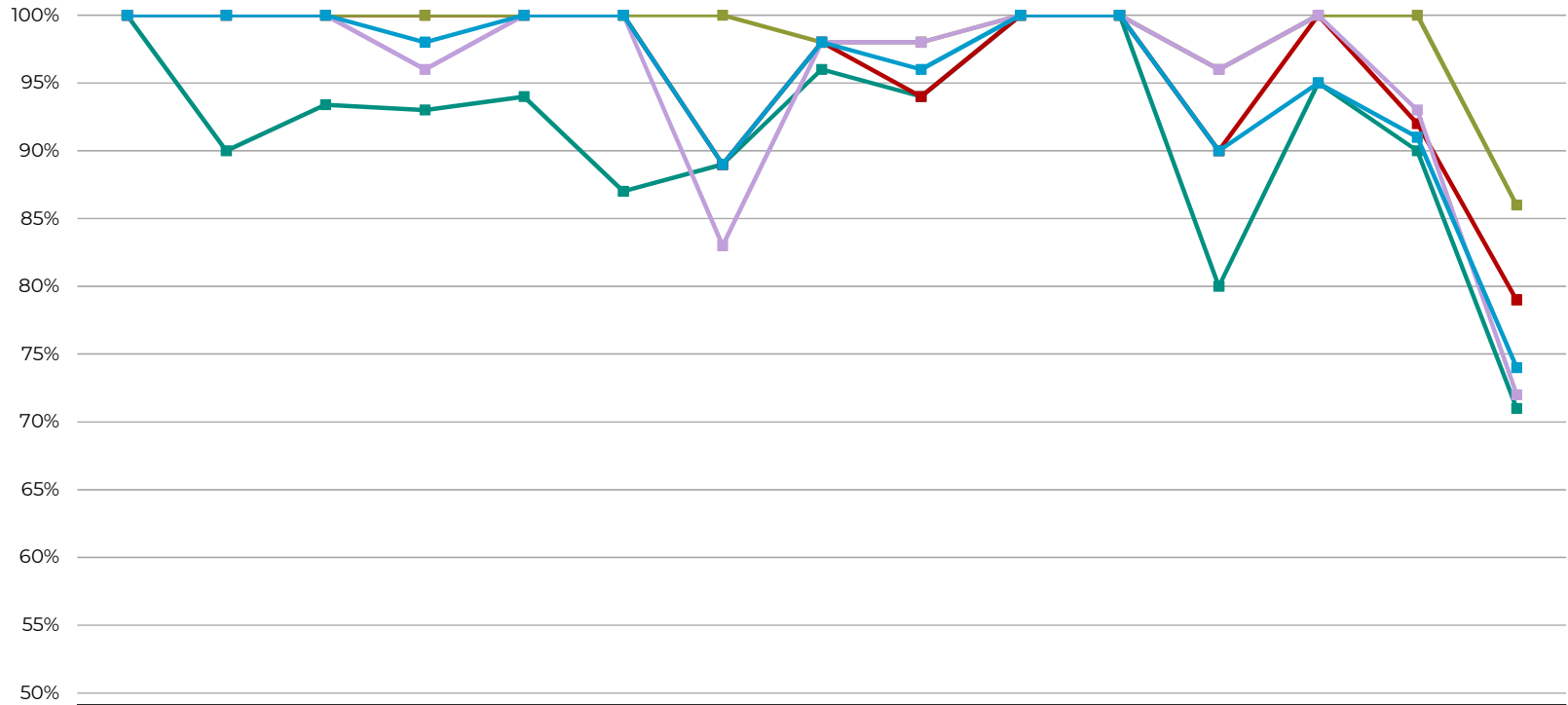




## Customer Satisfaction Survey



	Jun-20	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21
Resolved	100%	90%	93%	93%	94%	87%	89%	96%	94%	100%	100%	80%	95%	90%	71%
Contact	100%	100%	100%	100%	100%	100%	89%	98%	94%	100%	100%	90%	100%	92%	79%
Attitude	100%	100%	100%	100%	100%	100%	100%	98%	98%	100%	100%	96%	100%	100%	86%
Timeliness	100%	100%	100%	96%	100%	100%	83%	98%	98%	100%	100%	96%	100%	93%	72%
Overall Satisfaction	100%	100%	100%	98%	100%	100%	89%	98%	96%	100%	100%	90%	95%	91%	74%