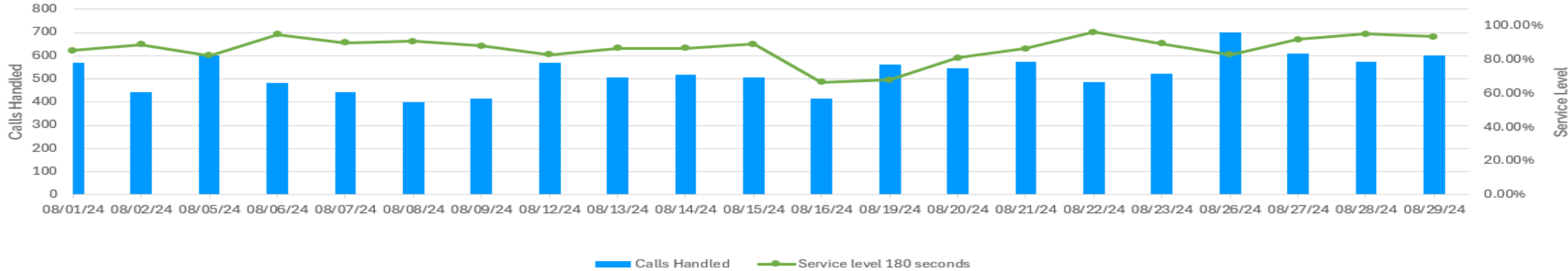


August Performance

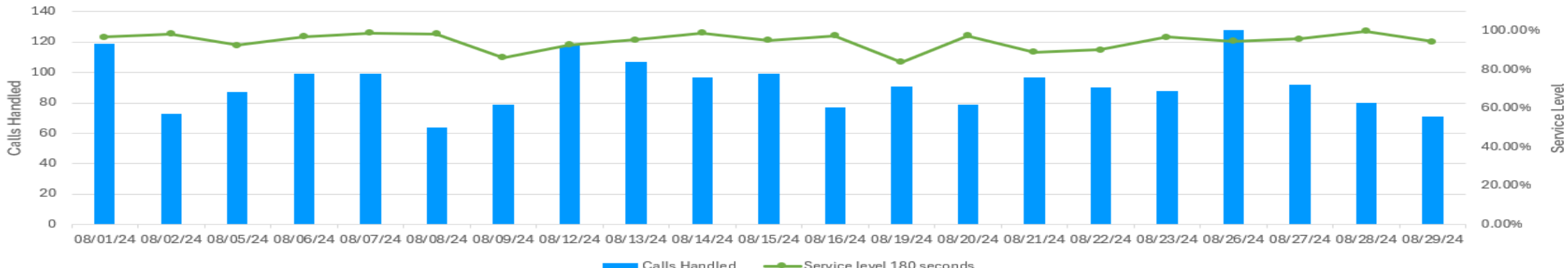
August Call Stats by Group				
Group/ Year	Tier 1 2024	Tier 1 2023	Tier 2 2024	Tier 2 2023
Average Handle Time	13:49	16:11	12:28	20:53
Average Speed of Answer	1:08	10:24	0:35	4:32
Calls Offered	12,165	12,483	2,113	4,181
Calls Handled	11,604	9,231	2,014	3,653
180 Second Service Level %	86.12%	25.88%	94.75%	52.43%

August Calls Handled vs. Service Level

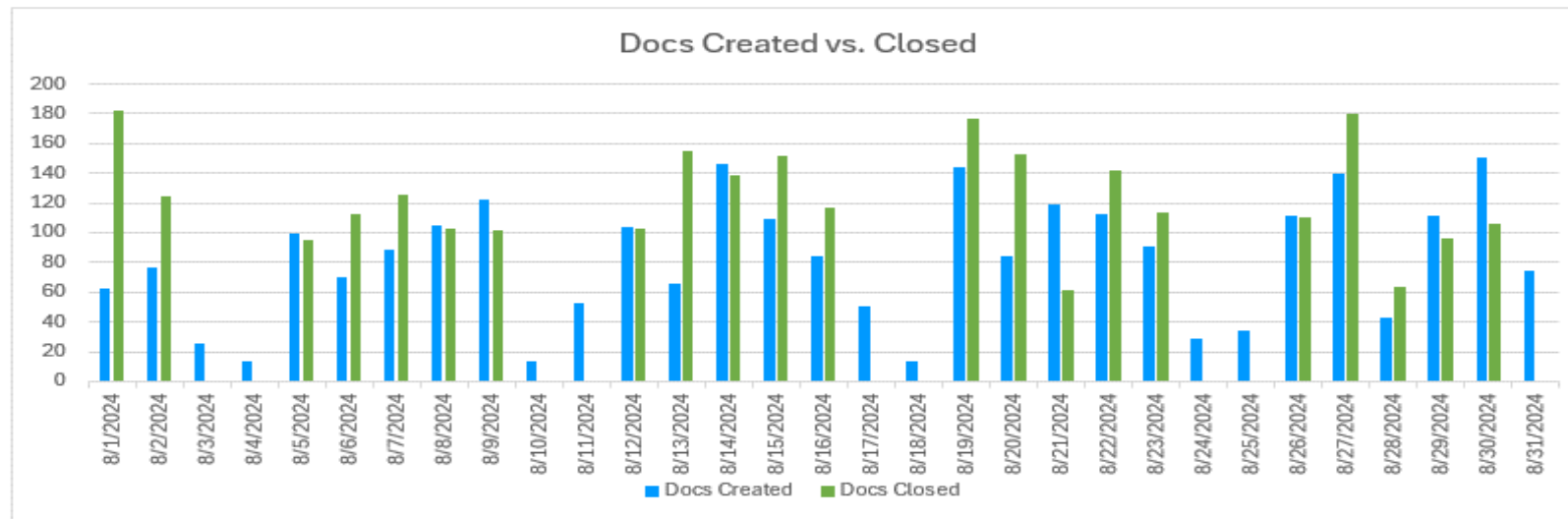
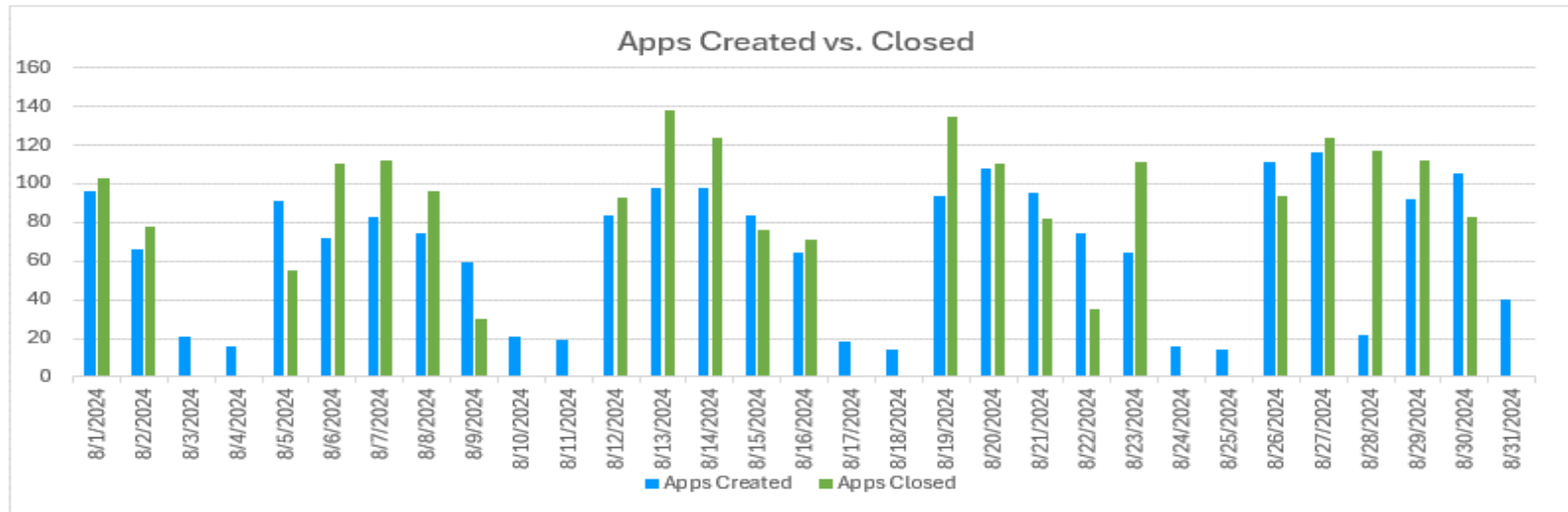
Tier 1 Calls Handled vs. SL%



Tier 2 Calls Handled vs. SL%



MA Site Work Received/Processed



	Received	Completed
MA Applications	1,287	1,279
Change reports	802	810
Documents	2,545	2,710
Total	4,634	4,799

* Data unavailable due to CRM migration