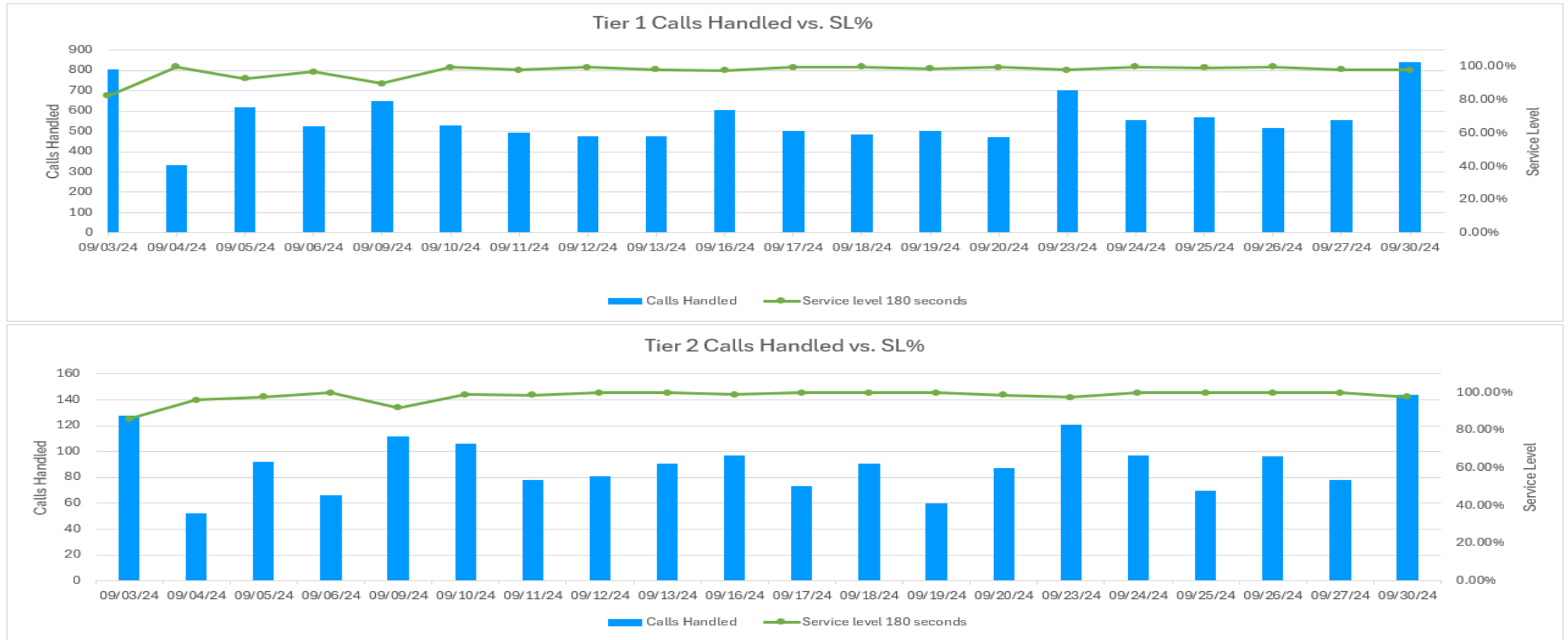


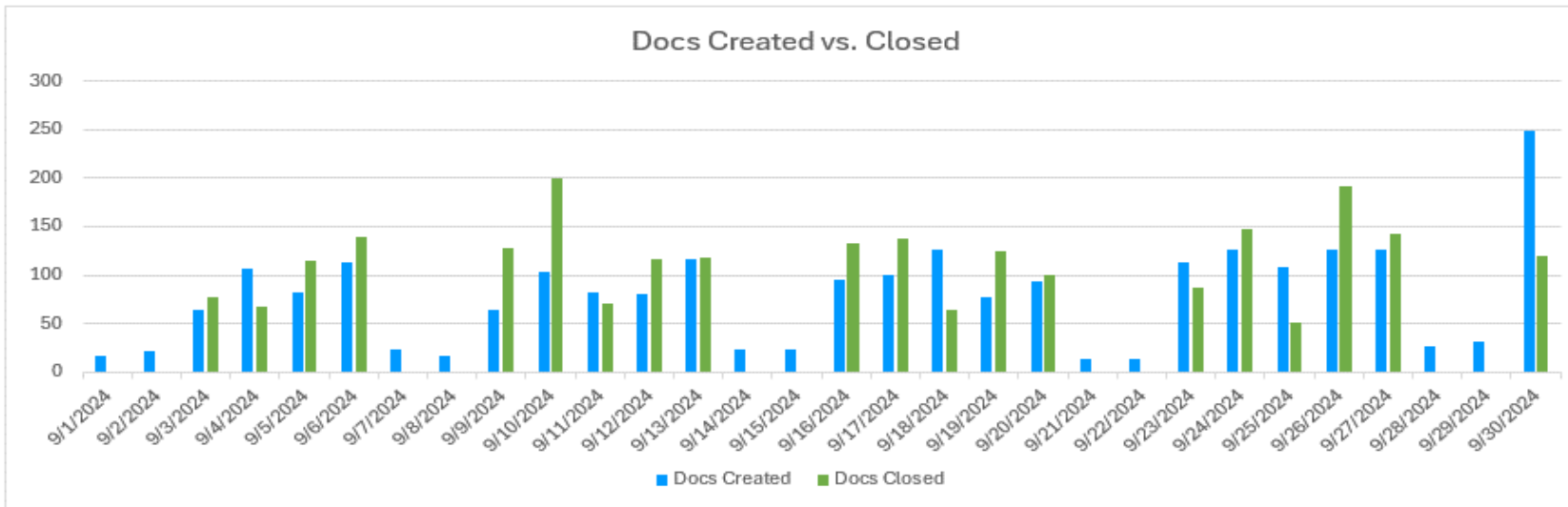
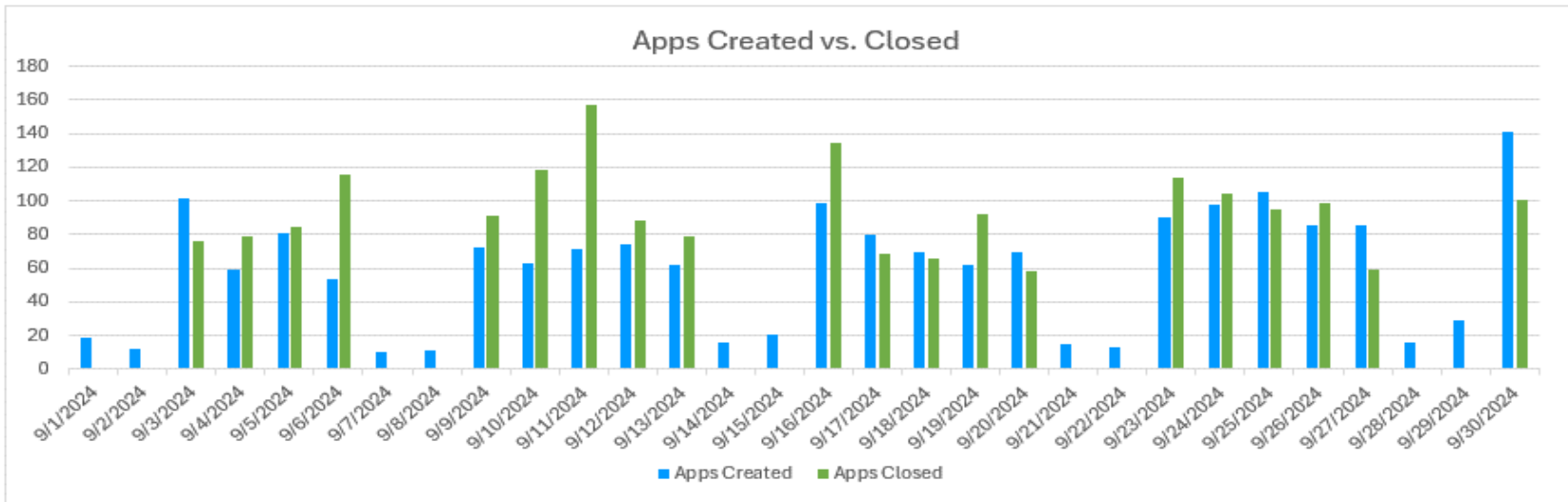
September Performance

September Call Stats by Group				
Group/ Year	Tier 1 2024	Tier 1 2023	Tier 2 2024	Tier 2 2023
Average Handle Time	13:38	15:20	12:24	21:09
Average Speed of Answer	0:27	1:53	0:24	4:05
Calls Offered	11,218	11,437	1,820	3,241
Calls Handled	10,943	10,675	1,760	2,861
180 Second Service Level %	96.88%	78.46%	97.75%	58.84%

September Calls Handled vs. Service Level



MA Site Work Received/Processed



	Received	Completed
MA Applications	983	1,057
Change reports	803	825
Documents	2,362	2,328
Total	4,148	4,210

* Data unavailable due to CRM migration