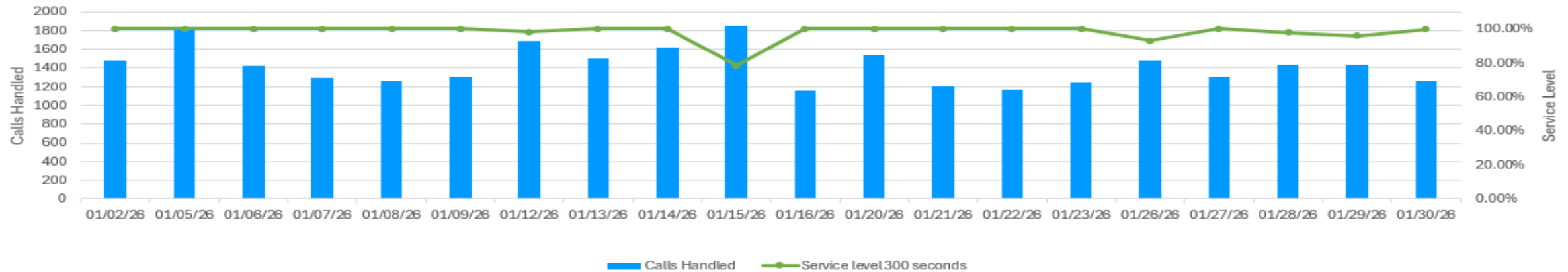


# January Performance

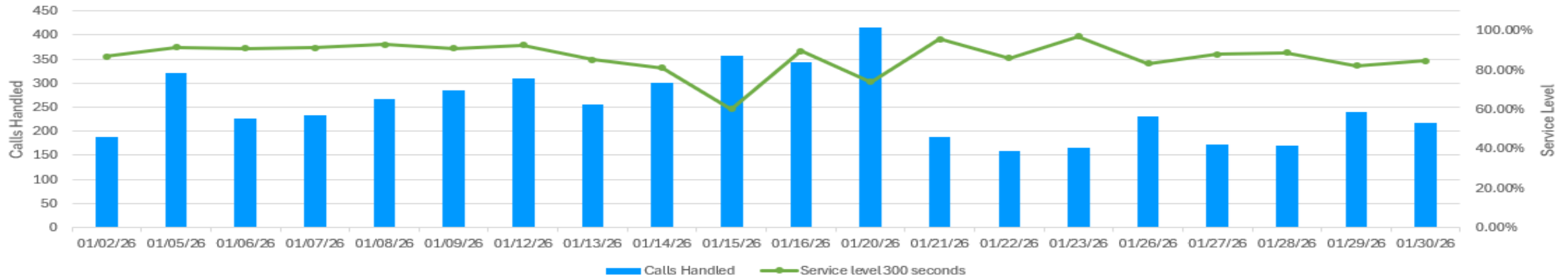
| January Stats by Group     |             |             |             |             |
|----------------------------|-------------|-------------|-------------|-------------|
| Group/ Year                | Tier 1 2026 | Tier 1 2025 | Tier 2 2026 | Tier 2 2025 |
| Average Handle Time        | 14:02       | 15:20       | 15:45       | 13:34       |
| Average Speed of Answer    | 0:38        | 1:56        | 2:01        | 0:38        |
| Calls Offered              | 29,169      | 30,265      | 5,375       | 3,330       |
| Calls Handled              | 28,438      | 28,255      | 5,047       | 3,187       |
| 300 Second Service Level % | 97.67%      | 85.39%      | 85.36%      | 98.02%      |

# January Calls Handled vs. Service Level

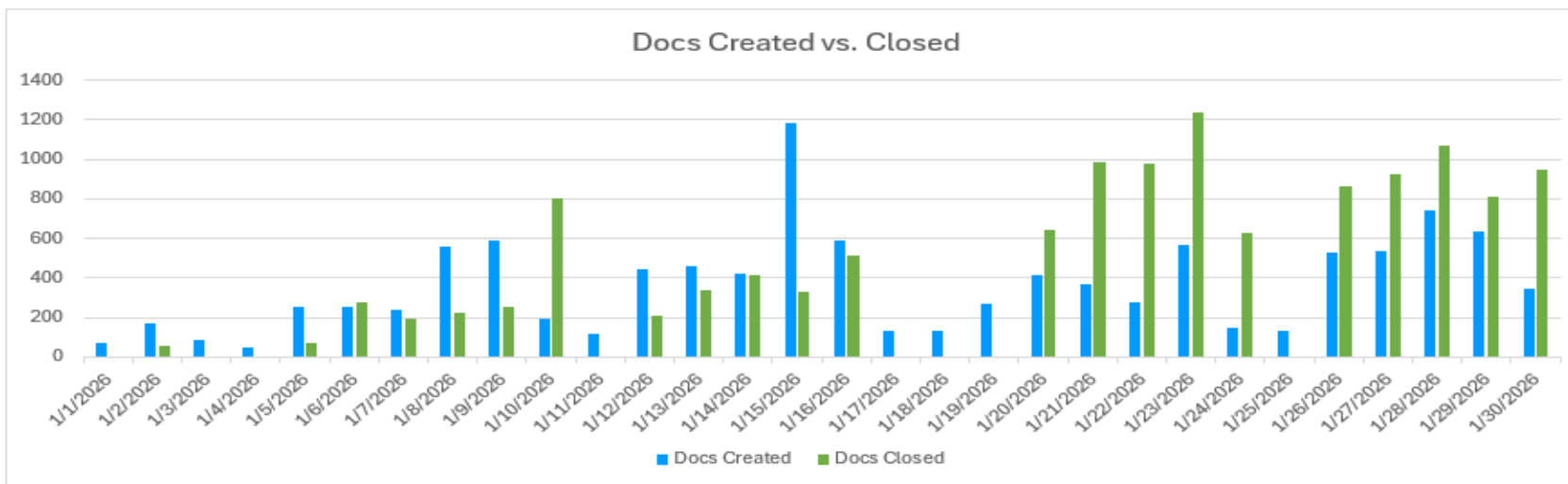
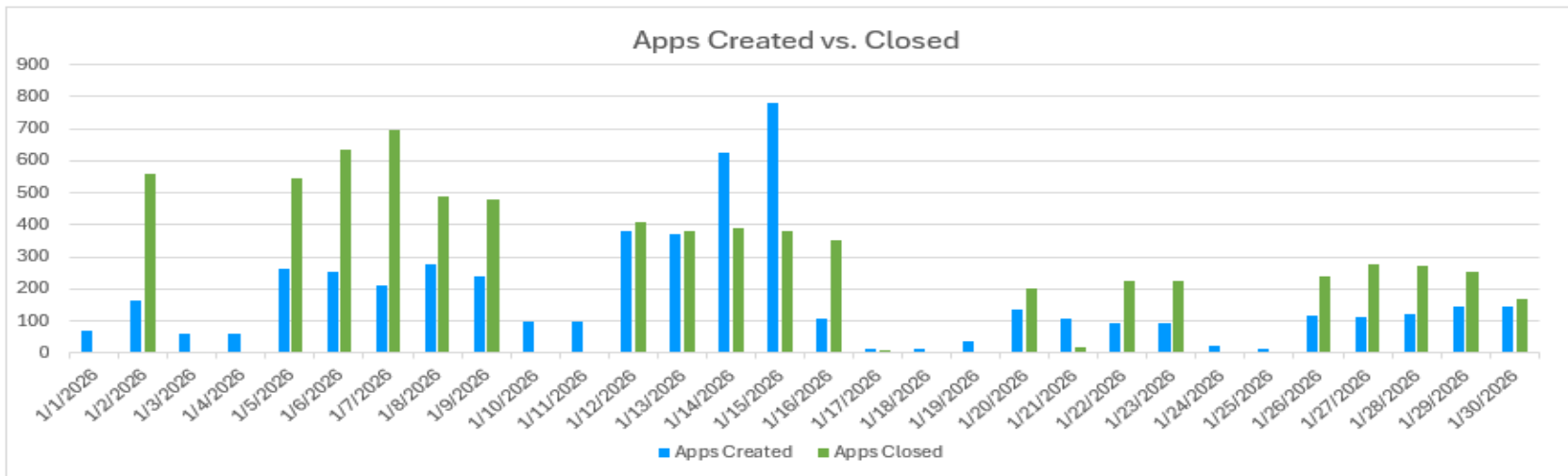
Tier 1 Calls Handled vs. SL%



Tier 2 Calls Handled vs. SL%



# MA Site Work Received/Processed



|                 | Received | Completed |
|-----------------|----------|-----------|
| MA Applications | 2,653    | 4,229     |
| Change reports  | 2,624    | 2,981     |
| Documents       | 11,278   | 13,307    |
| Total           | 16,555   | 20,517    |

# CSAT Survey Results

