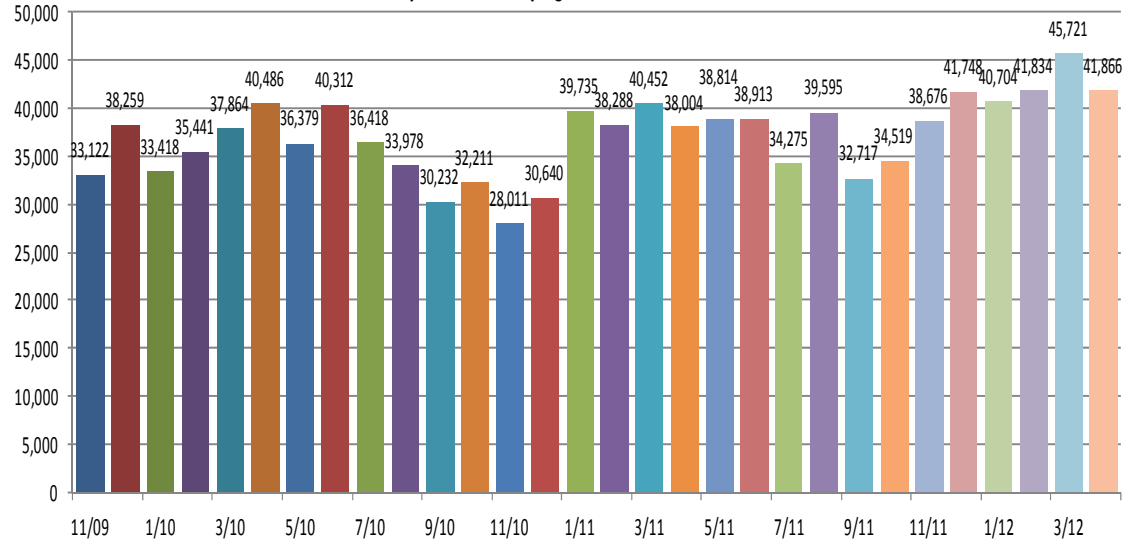


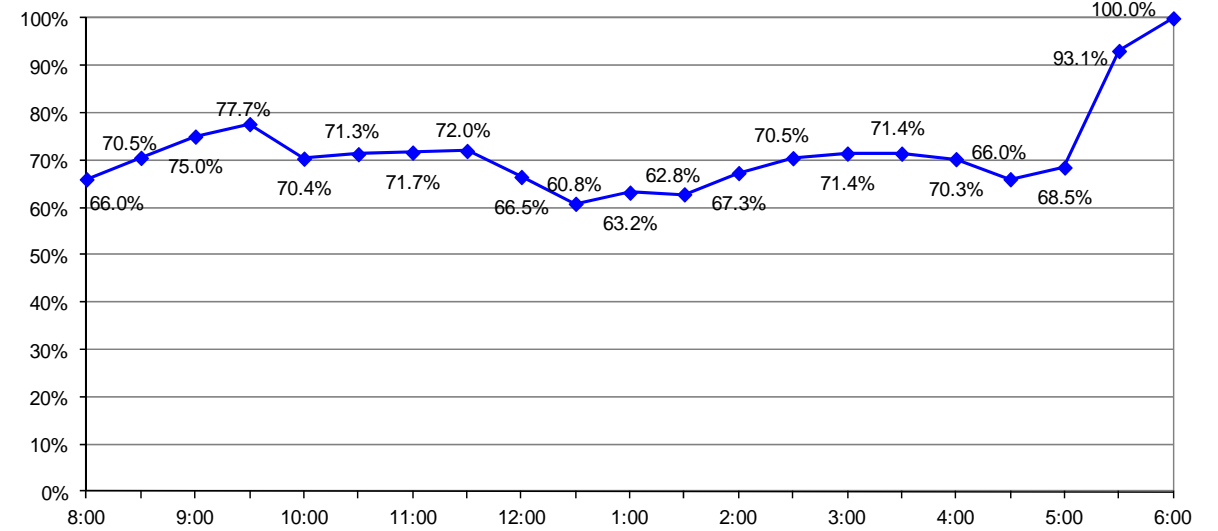
ACCESS Monthly Report

April 2012

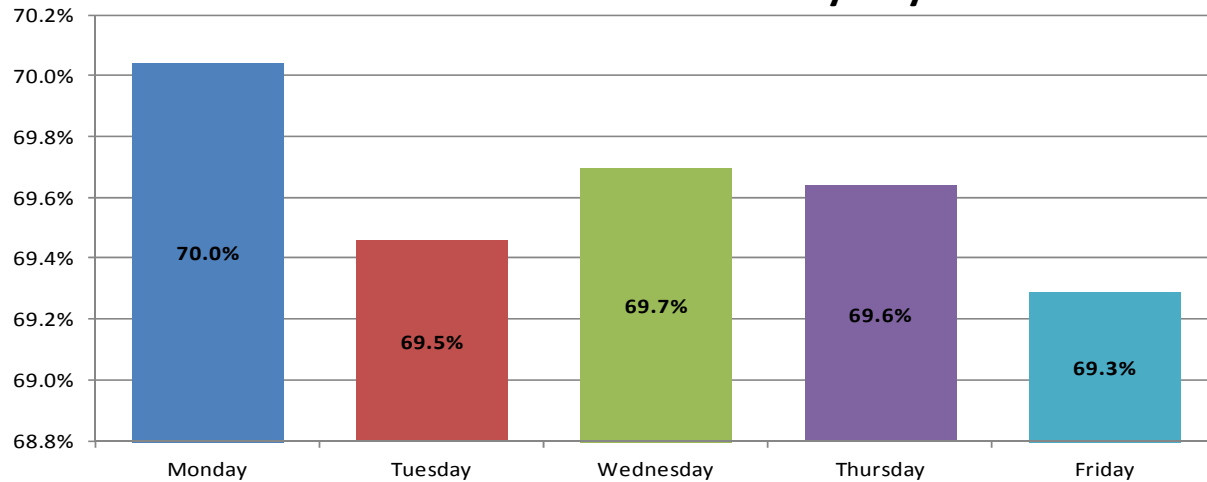
Monthly Calls Handled by Agents



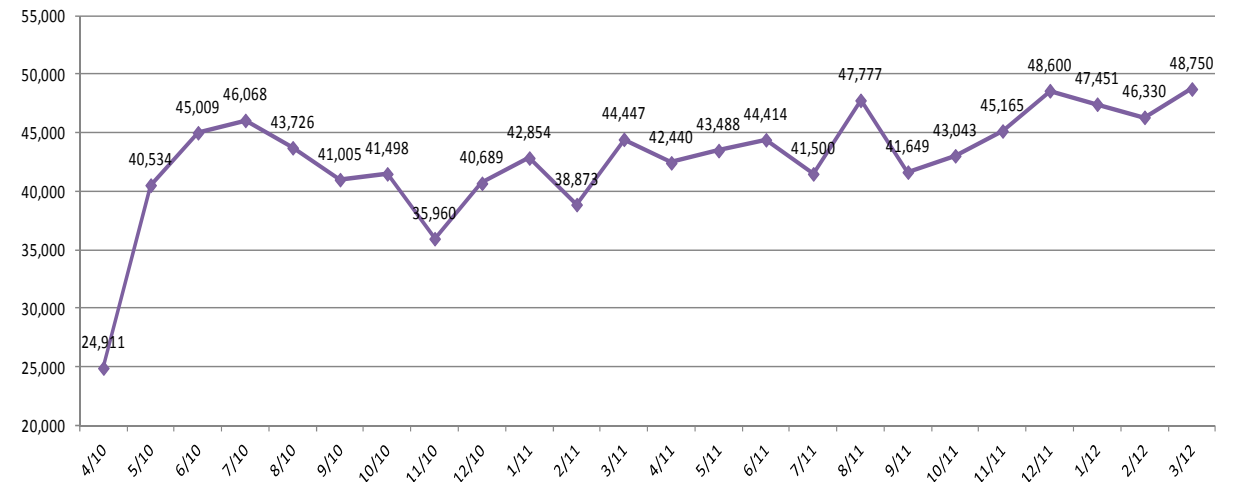
ACCESS Percent of Calls Answered by 30 Minute Interval- April 2012



ACCESS Percent of Calls Answered by Day of Week



ACCESS Calls Using Self-Service



NOTE: Calls diverted to Mills are included in the Monthly Calls Handled and Percent of Calls Answered by Day of Week graphs. Self-Service was implemented on April 12, 2010.