

Attachment R - EPC Call Center Statistics

Month	IVR Calls Offered	IVR Calls Answered	IVR Average Call Time (mm:ss)	CSR Opt Out Calls	CSR Opt Out Percentage	CSR Average Talk Time (mm:ss)
01/2017	57,392	57,392	00:55	1780	3.1%	02:53
02/2017	49,754	49,754	00:54	1369	2.75%	03:04
03/2017	48,887	48,887	00:55	1338	2.7%	02:54
04/2017	47,076	47,076	00:53	1250	2.7%	03:16
05/2017	48,750	48,750	00:52	1348	2.77%	03:08
06/2017	49,130	49,130	00:54	1589	3.2%	03:22
07/2017	47,987	47,987	00:53	1456	3.0%	03:26
08/2017	48,816	48,816	00:53	1490	3.1%	03:25
09/2017	50,113	50,113	00:52	1516	3.0%	03:26
10/2017	49,613	49,613	00:51	1557	3.1%	03:20
11/2017	48,626	48,626	00:52	1773	3.6%	03:38
12/2017	53,550	53,550	00:51	1879	3.5%	03:43