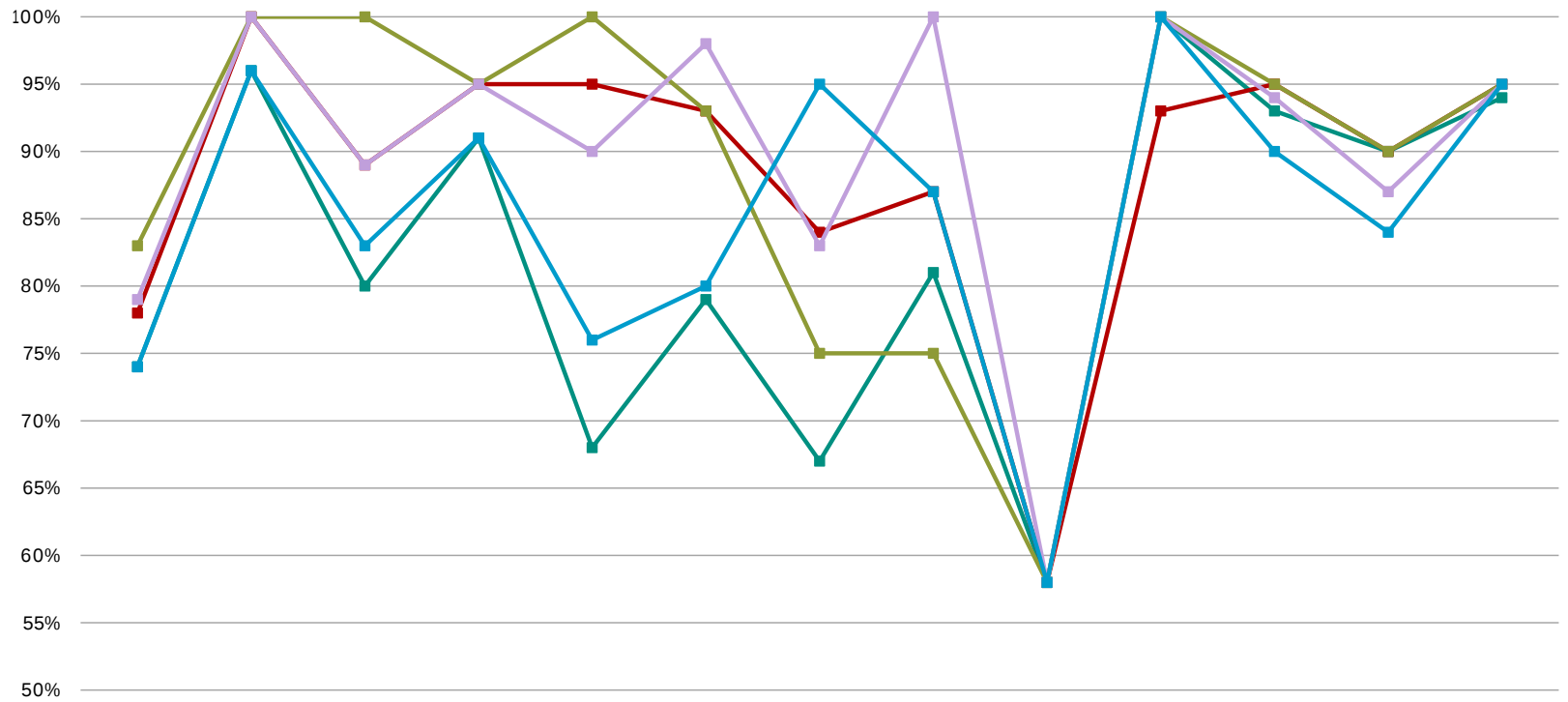




Customer Satisfaction Survey



	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25
Resolved	74%	96%	80%	91%	68%	79%	67%	81%	58%	100%	93%	90%	94%
Contact	78%	100%	89%	95%	95%	93%	84%	87%	58%	93%	95%	90%	95%
Attitude	83%	100%	100%	95%	100%	93%	75%	75%	58%	100%	95%	90%	95%
Timeliness	79%	100%	89%	95%	90%	98%	83%	100%	58%	100%	94%	87%	95%
Overall Satisfaction	74%	96%	83%	91%	76%	80%	95%	87%	58%	100%	90%	84%	95%