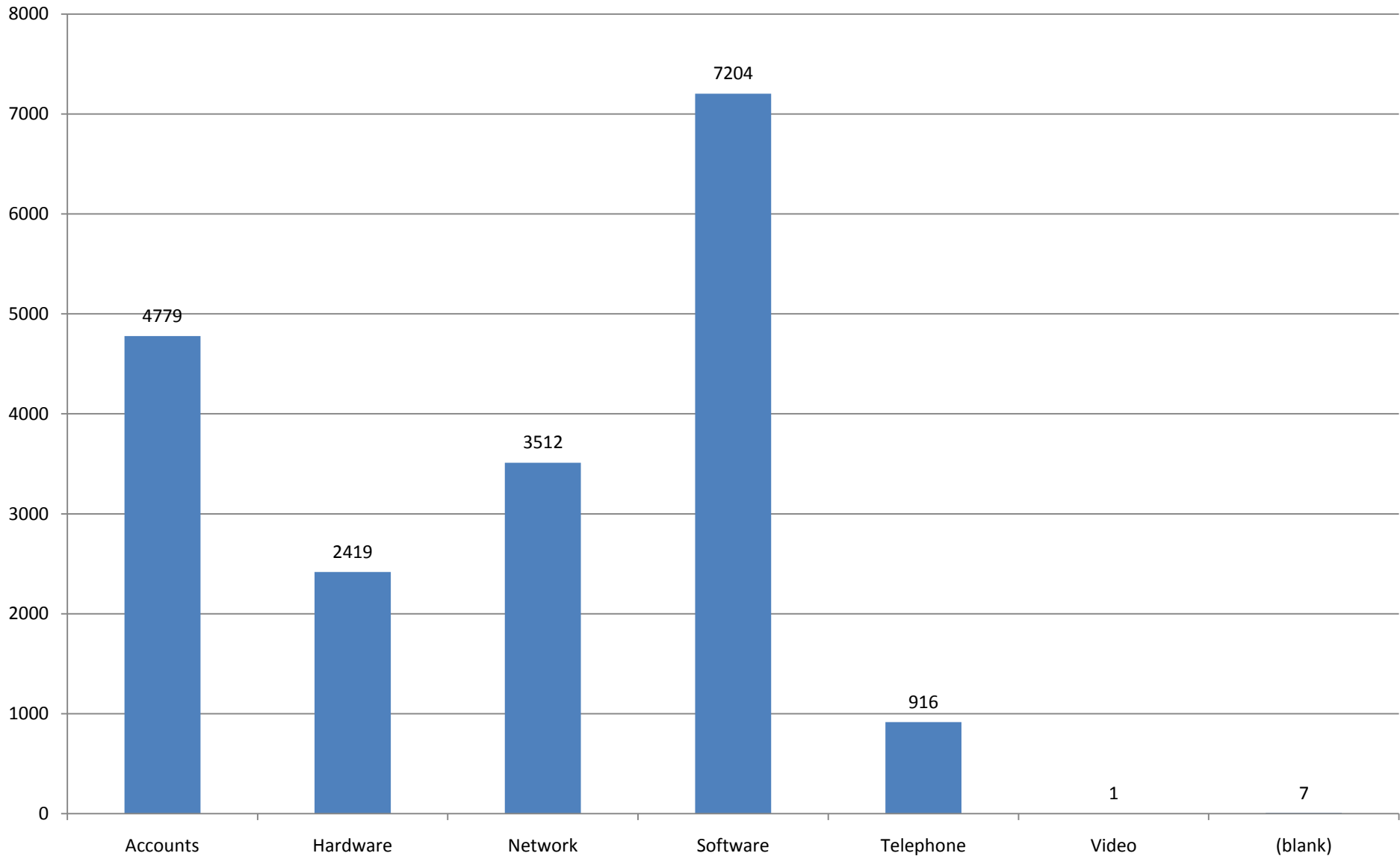


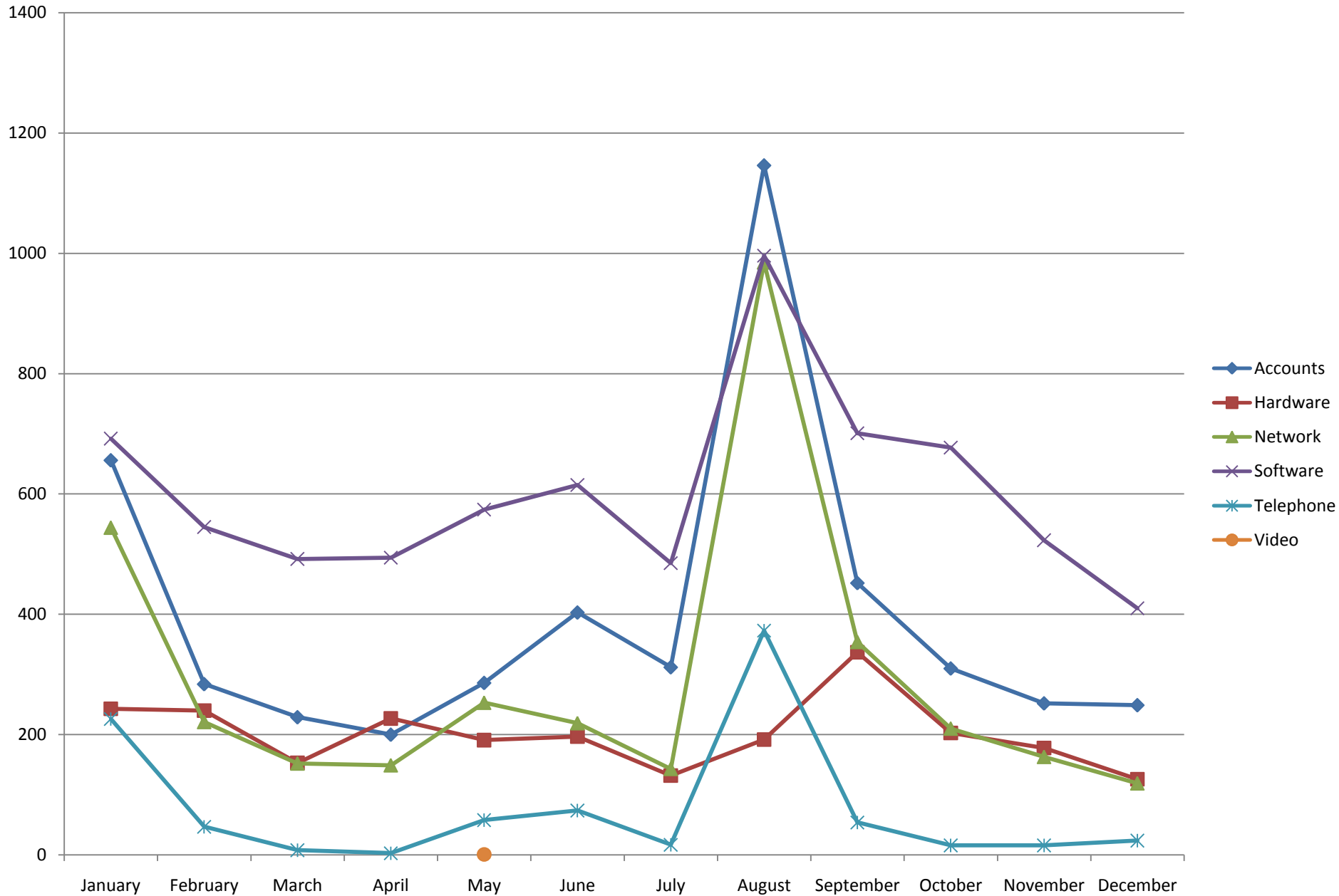
Total Tickets by Category

July 1, 2005 - June 30, 2006

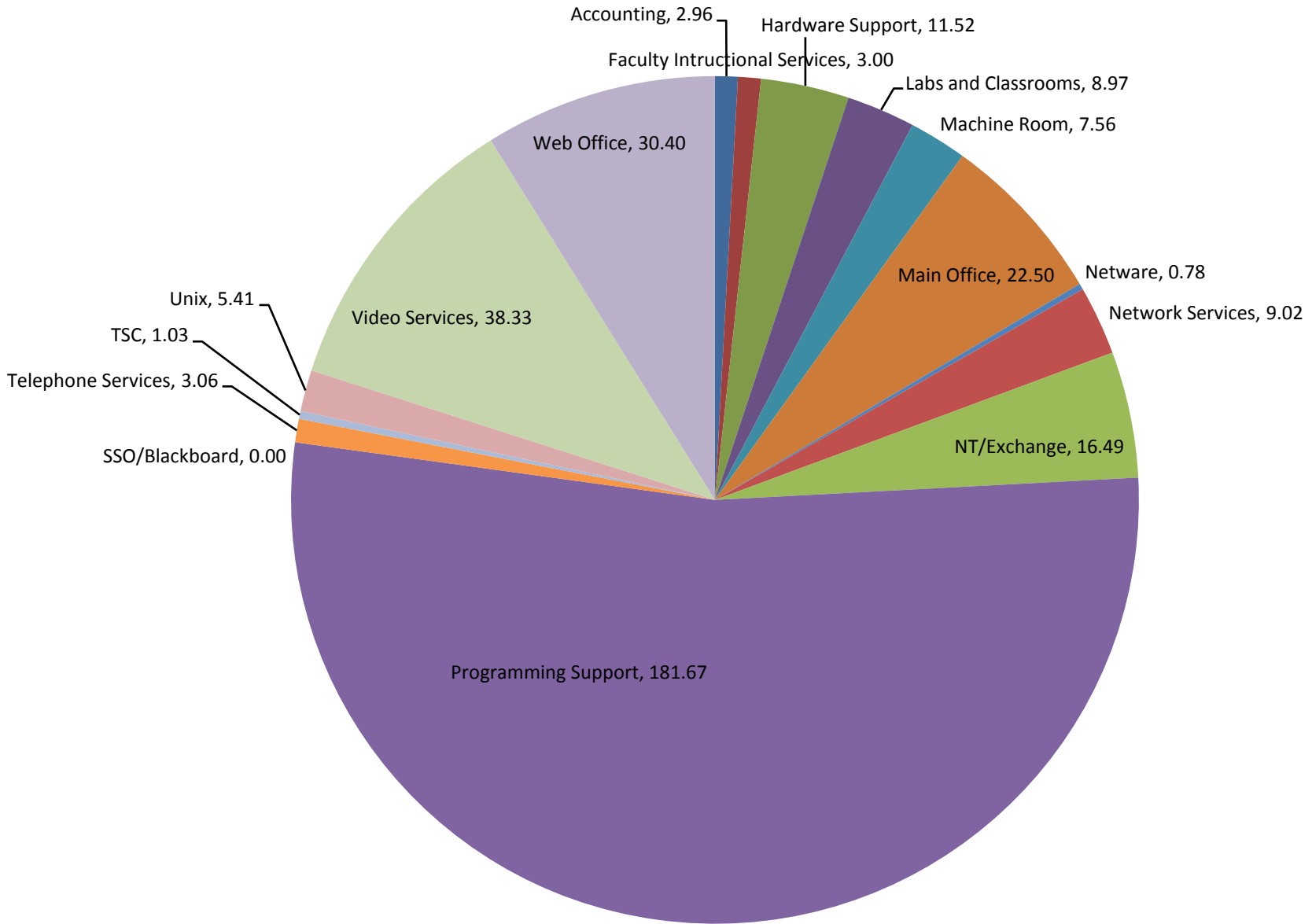


Total Tickets By Month By Category

July 2005-June 2006

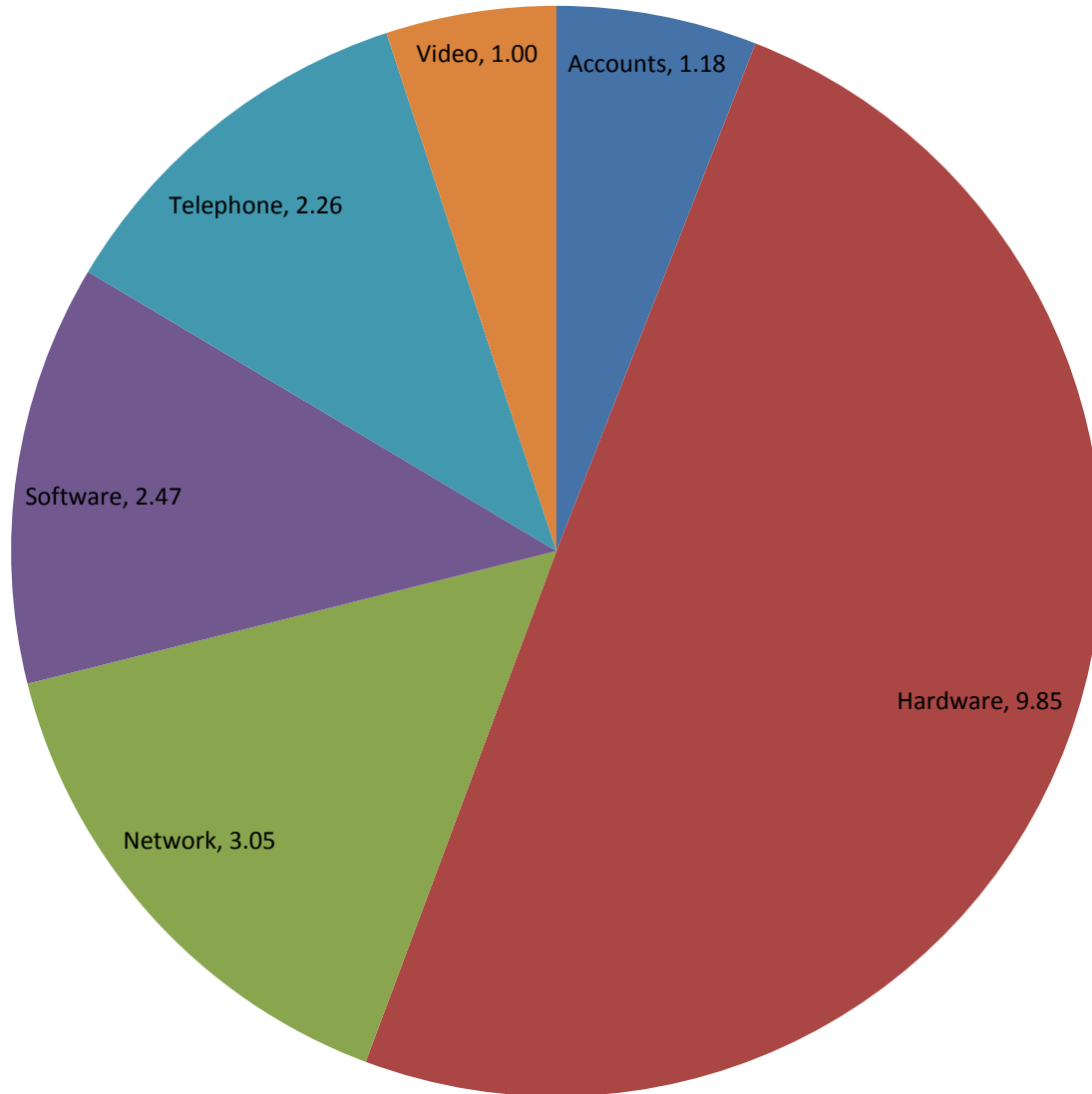


Average Ticket Age In Days By Group July 2005-June 2006



Average Ticket Age By Category

July 2005-June 2006



Number of Techs Assigned to Each Ticket July 2005-June 2006

