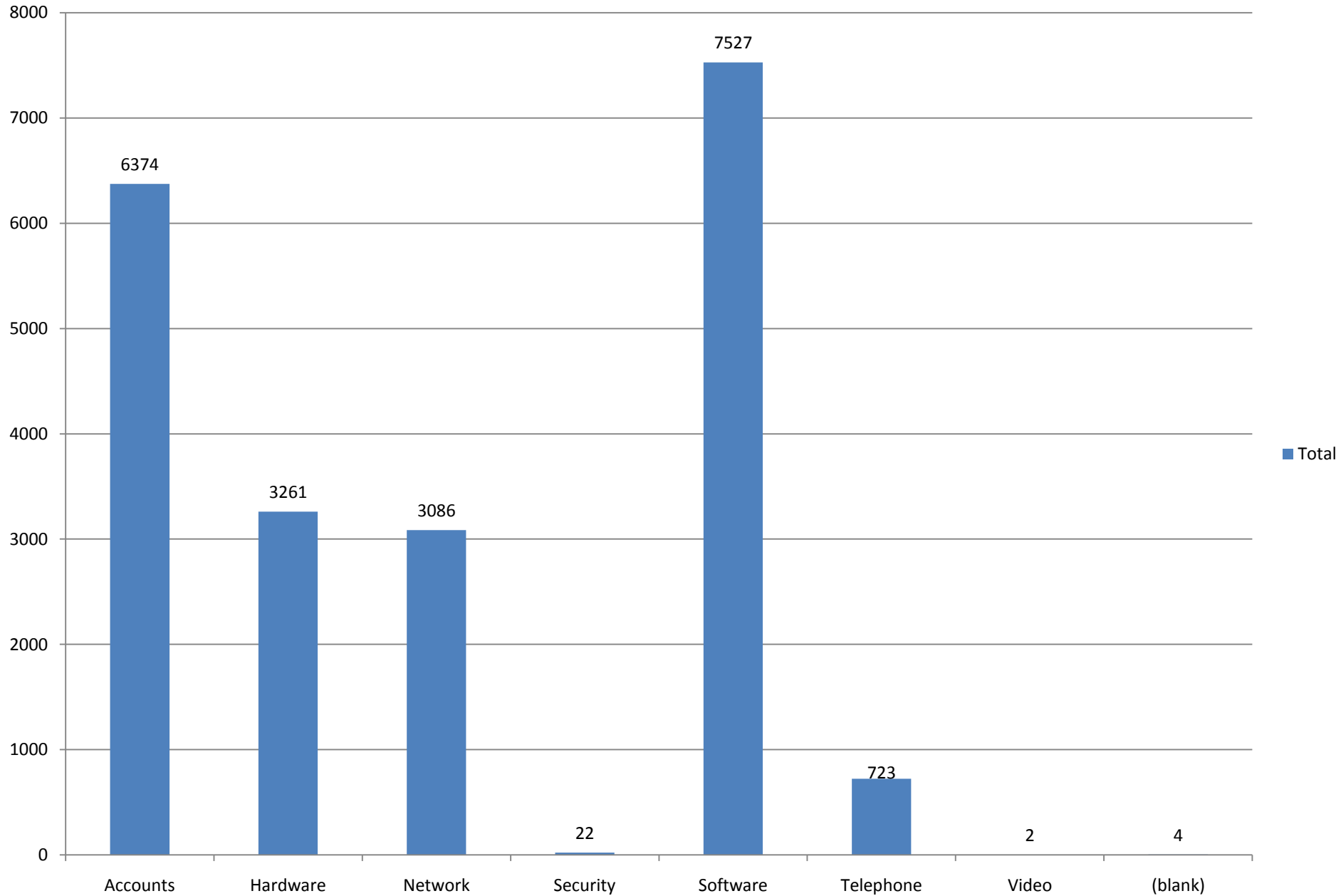
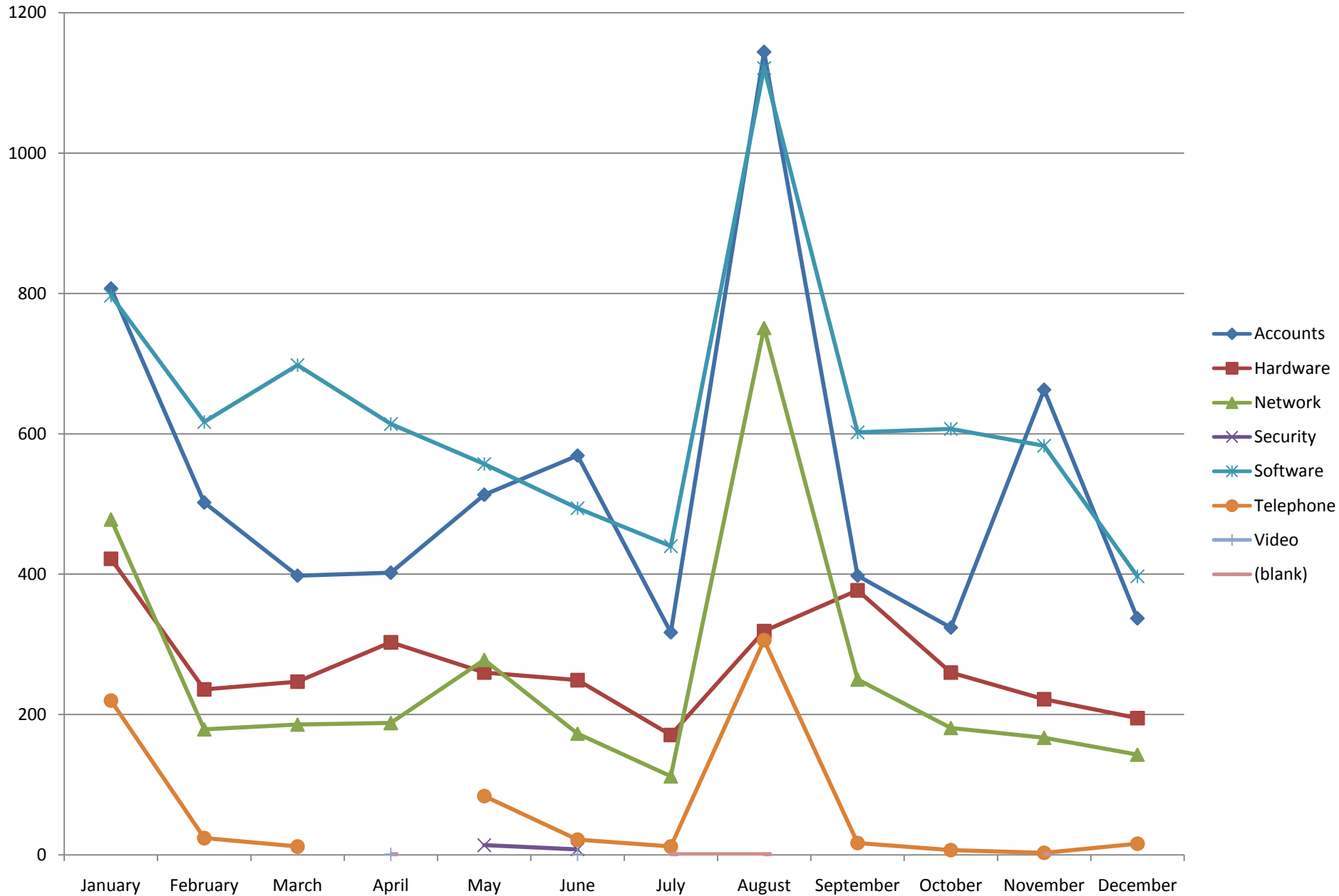


Total Tickets by Category July 2006-June 2007

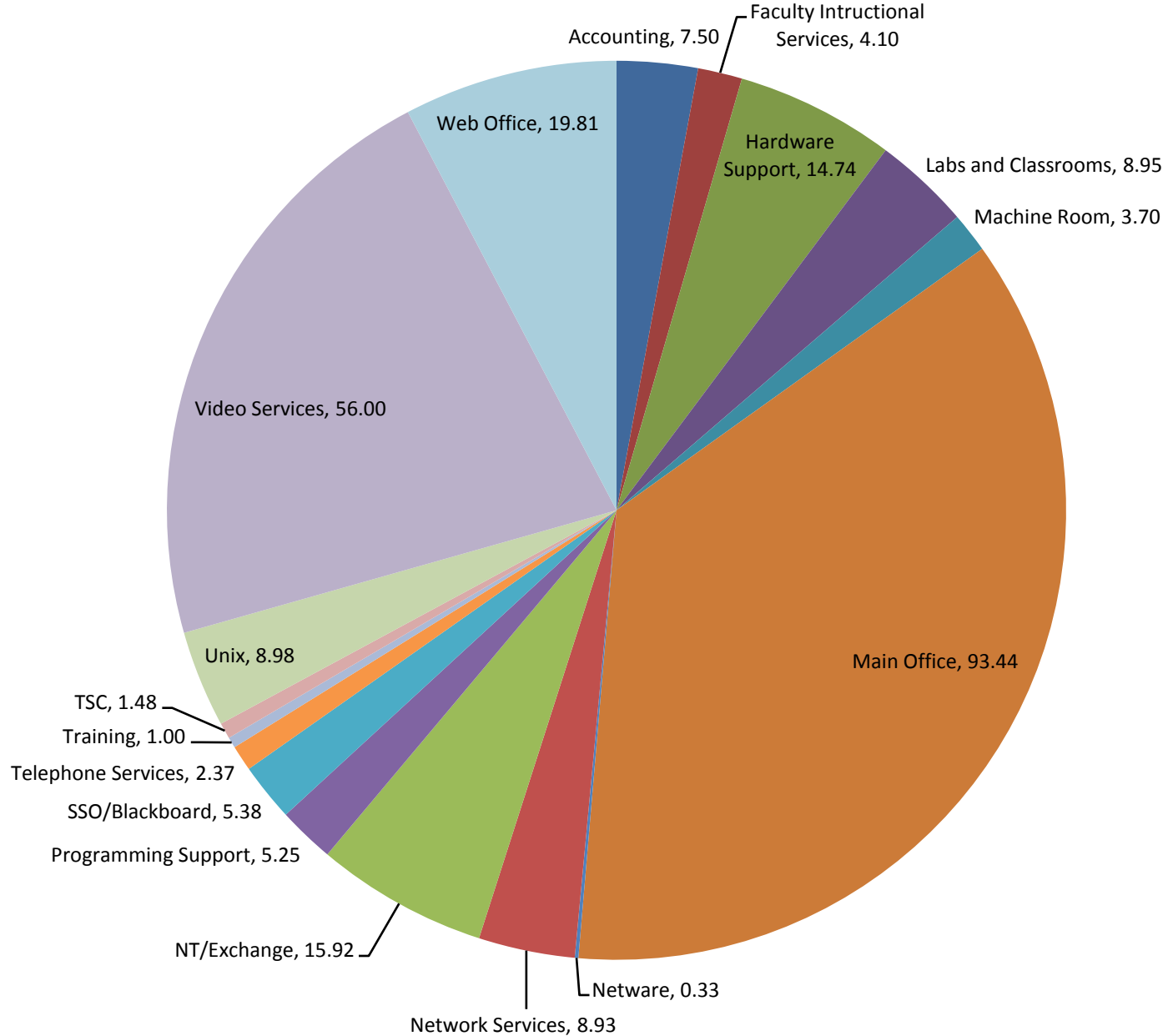


Total Tickets By Month By Category

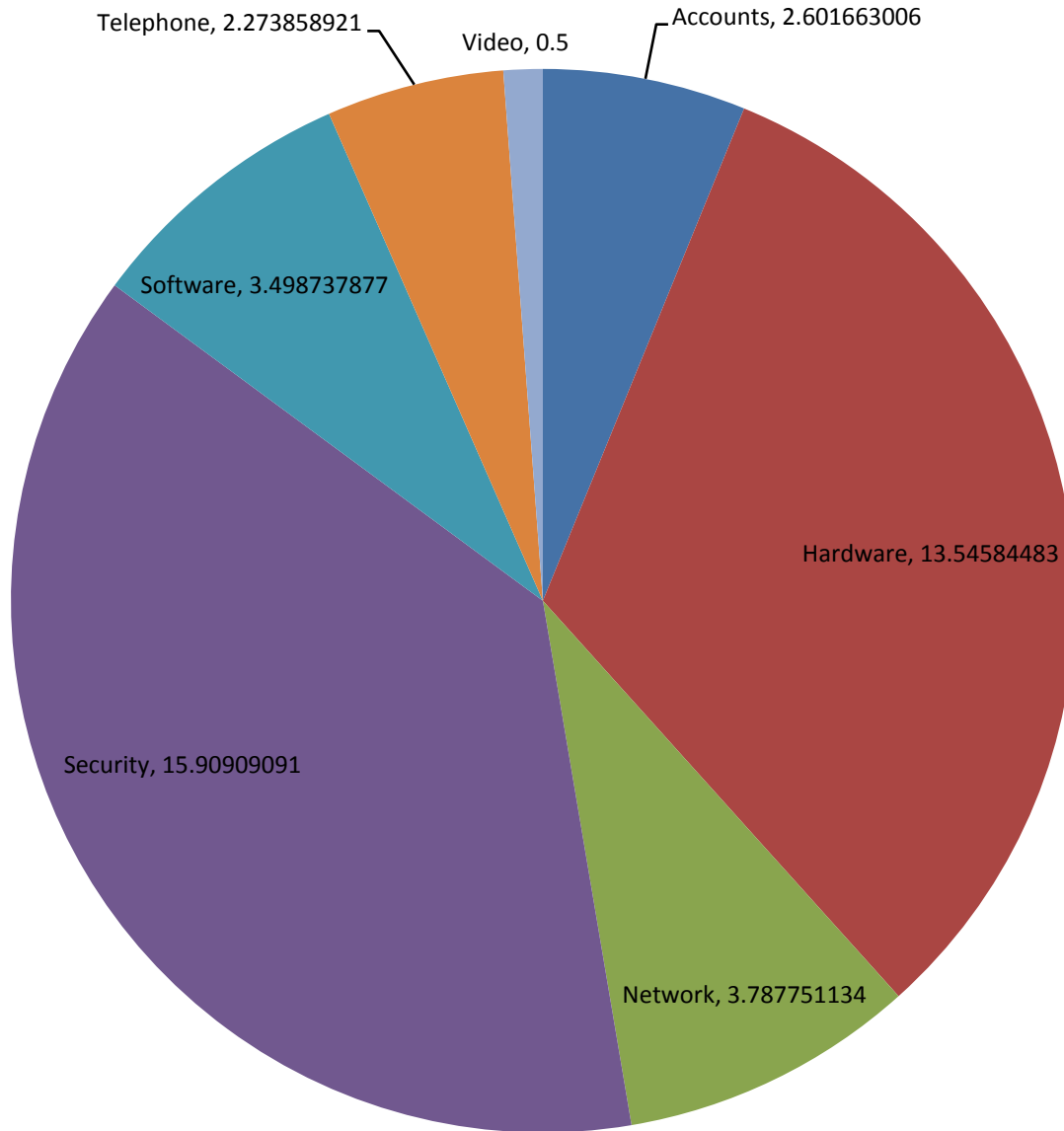
July 2006-June 2007



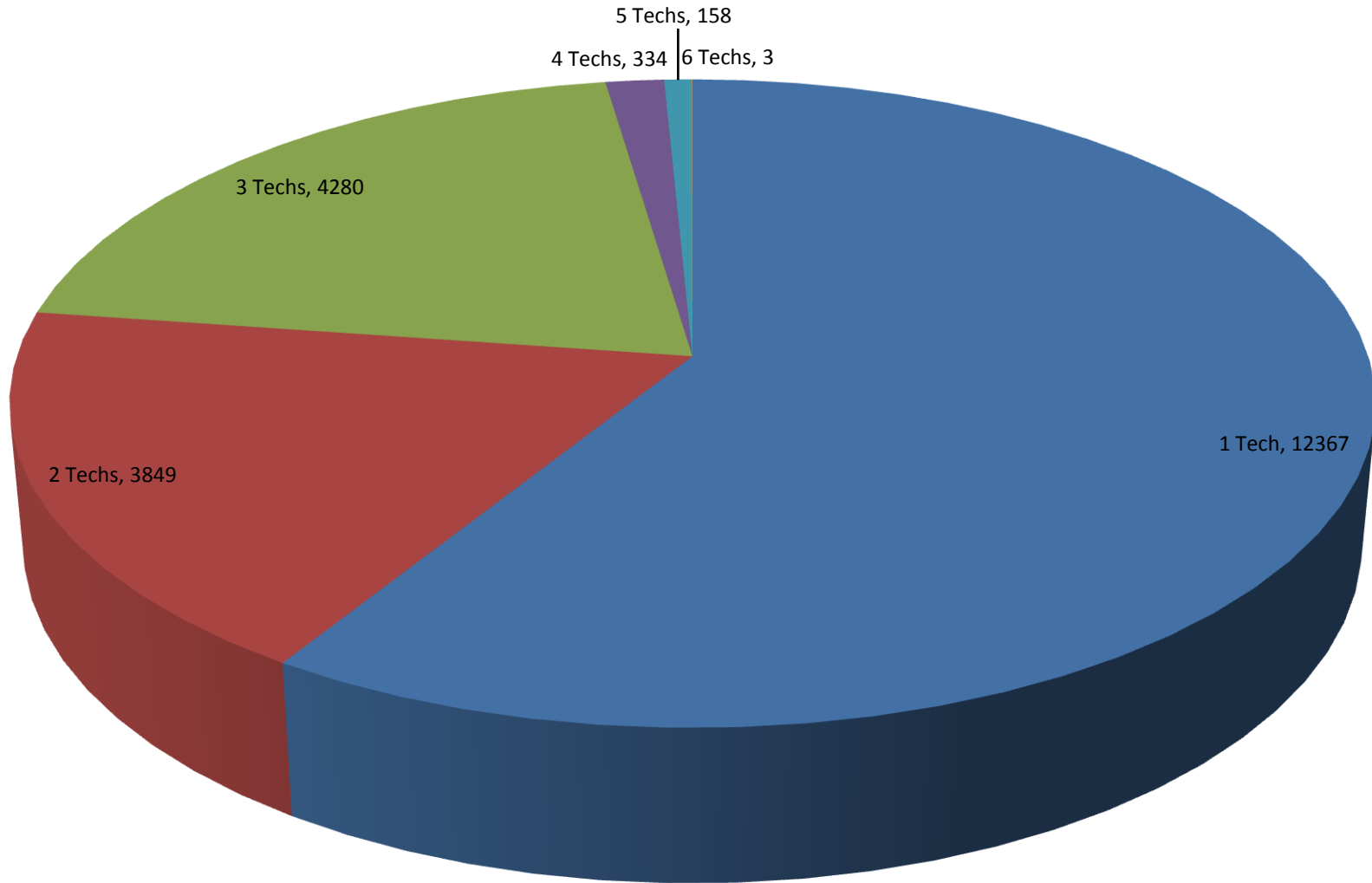
Average Ticket Age In Days By Group July 2006-June 2007



Average Ticket Age In Days By Category July 2006-June 2007



Number of Techs Assigned to Each Ticket July 2006-June 2007



Number of Tickets