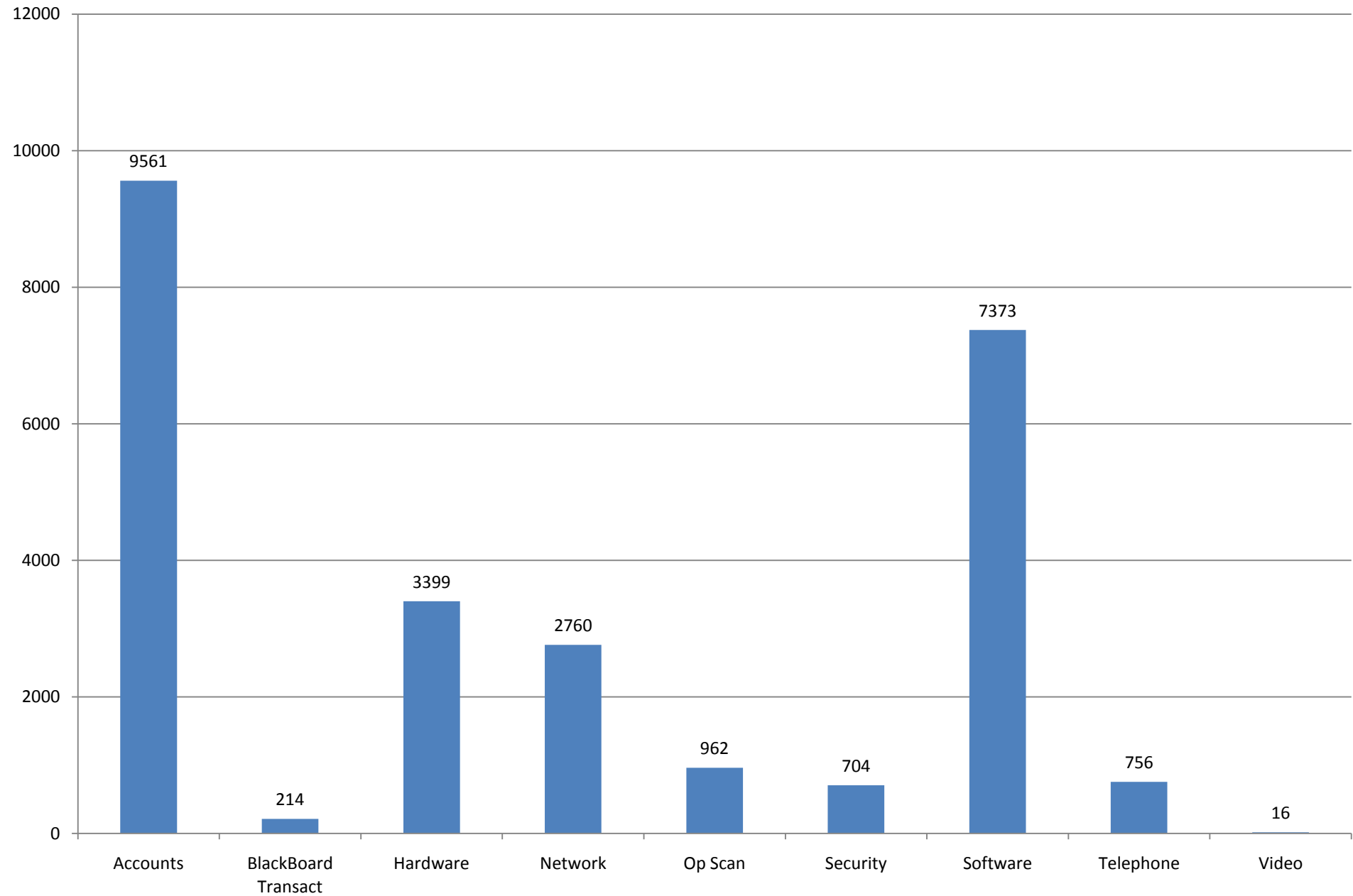


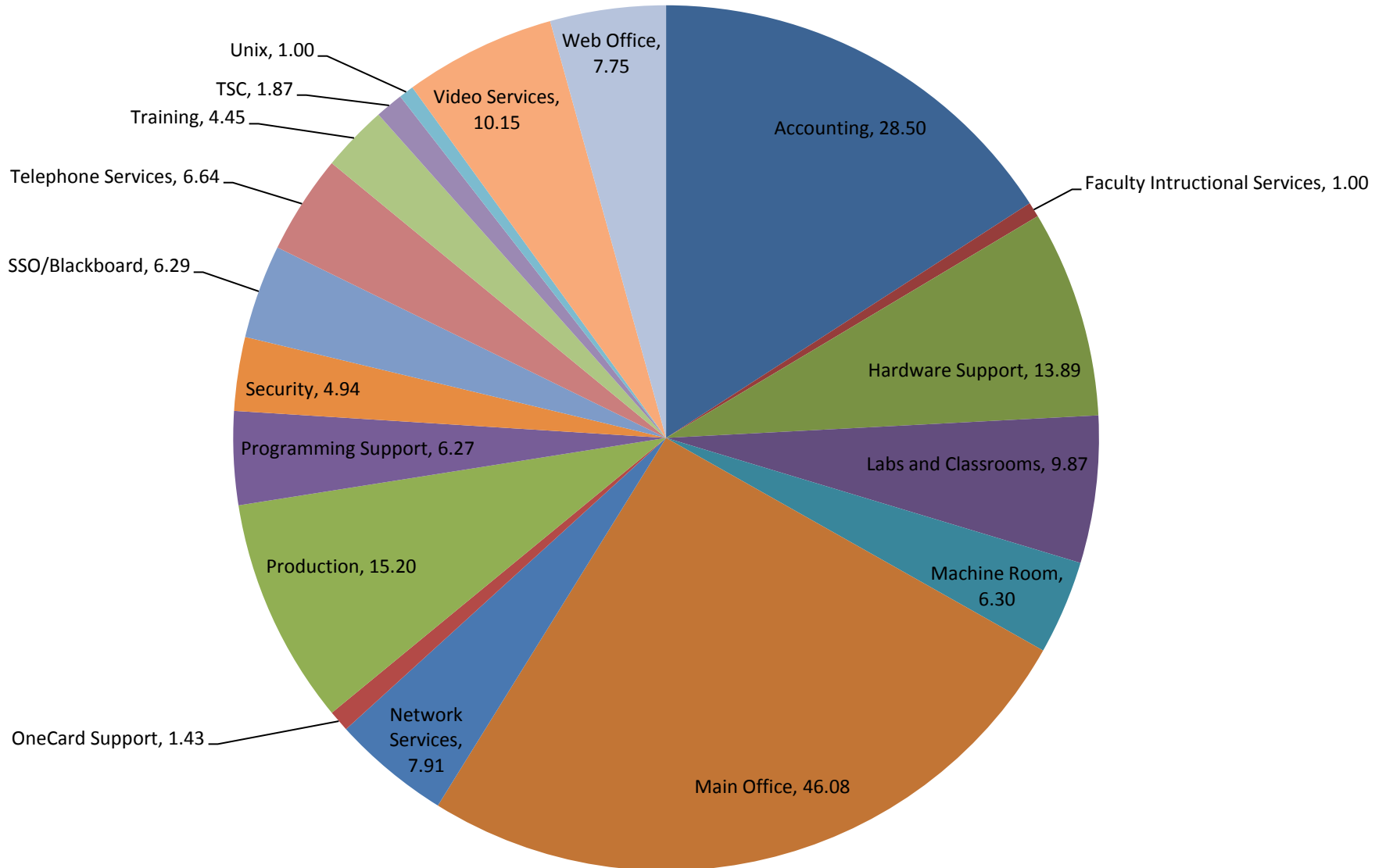
Total Tickets by Category

July 1, 2010 - June 30, 2011



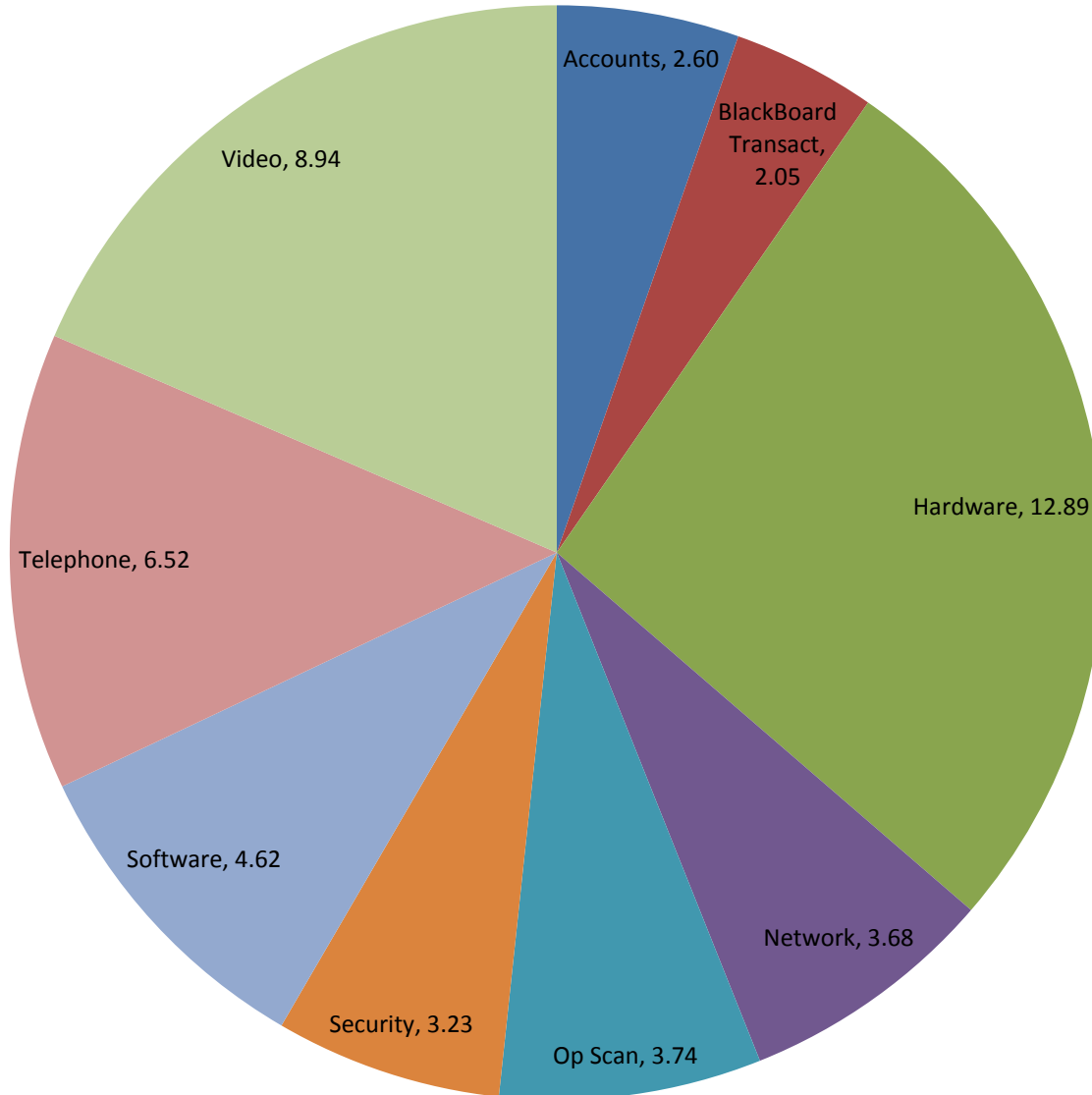
Average Ticket Age by Group

July 1, 2010 - June 30, 2011

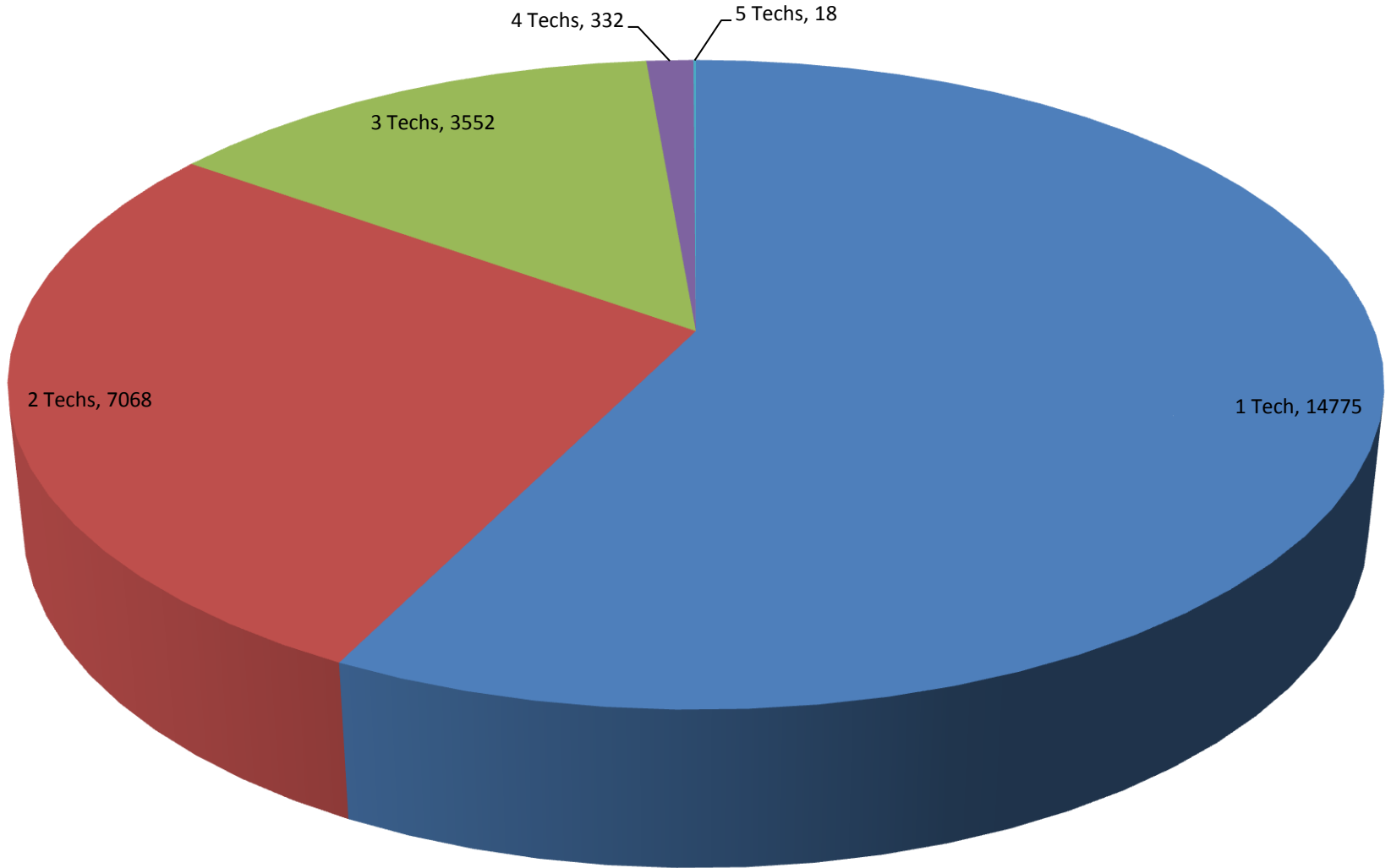


Average Ticket Age by Category

July 1, 2010 - June 30, 2011



Number of Techs Assigned to Each Ticket July 1, 2010 - June 30, 2011



Total Tickets By Month By Category

July 1, 2010 - June 30, 2011

