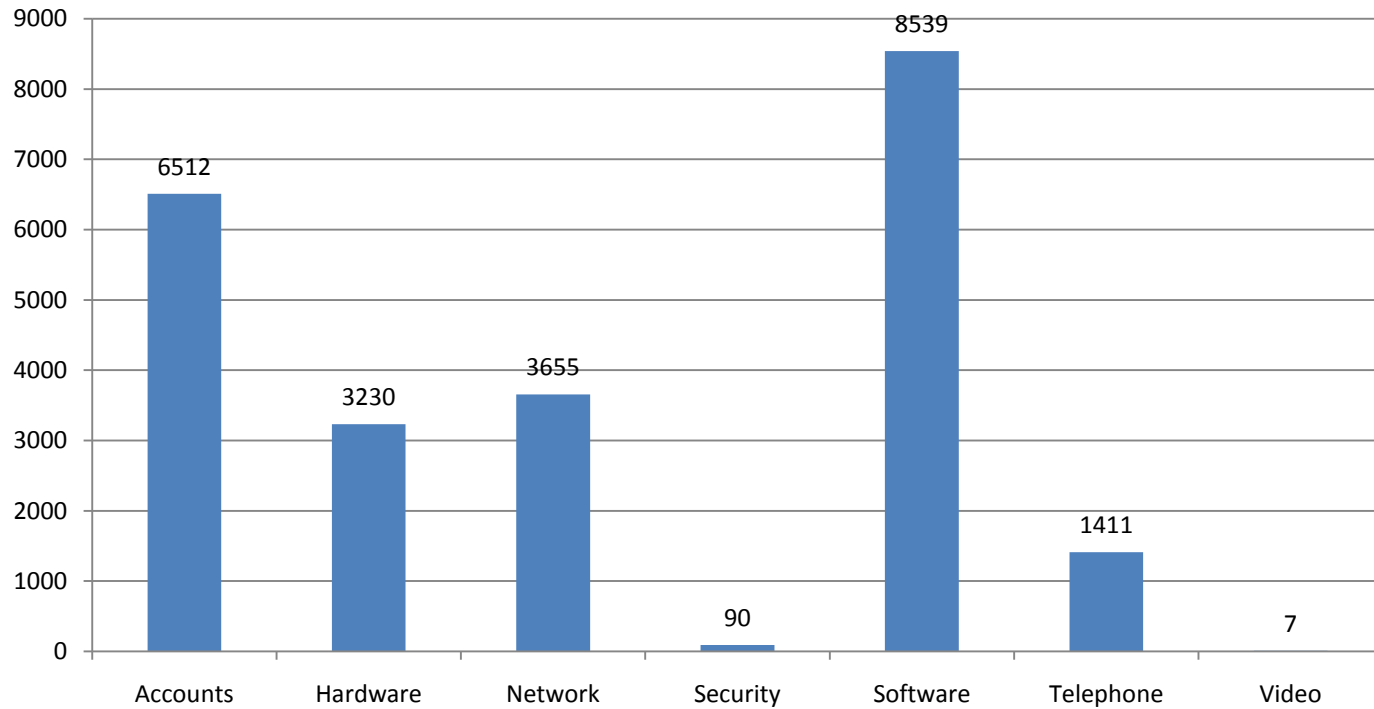
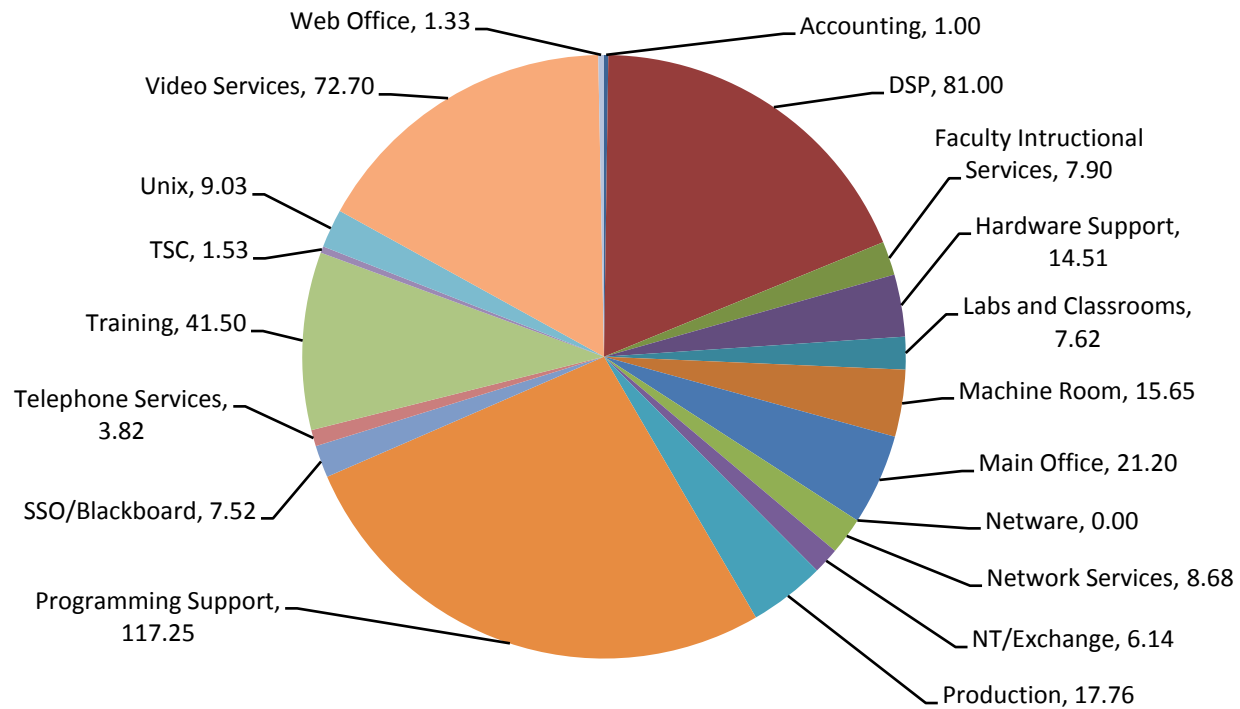


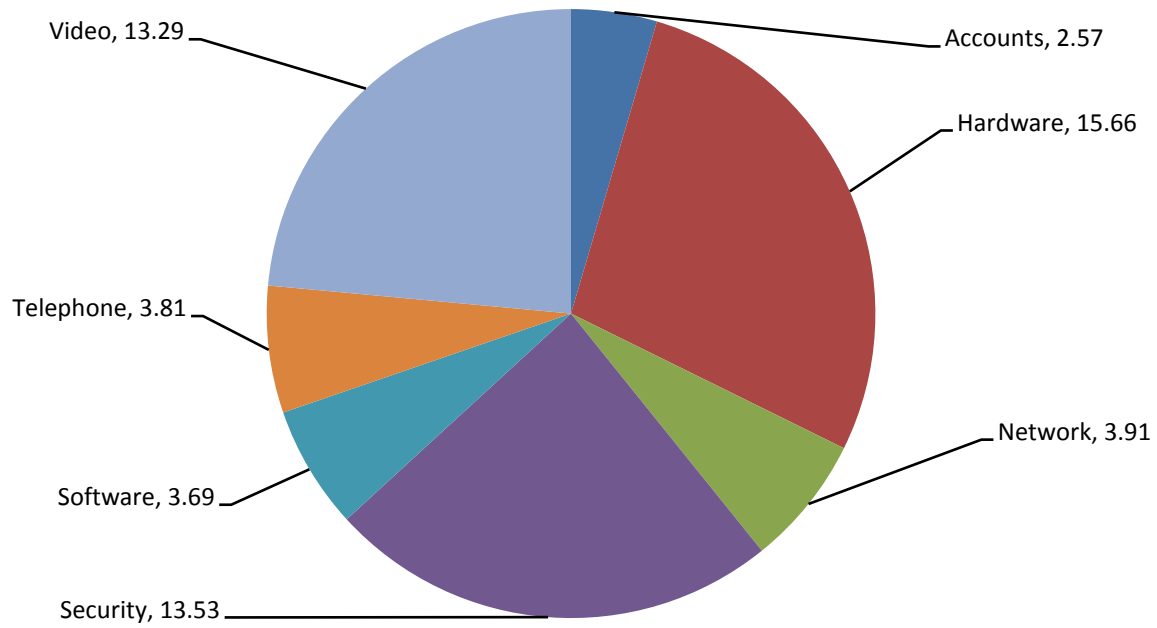
Total Tickets by Category July 1, 2007 - June 30, 2008



Average Ticket Age by Group July 1, 2007 - June 30, 2008



Average Ticket Age by Category July 1, 2007 - June 30, 2008



Number of Techs Assigned to Each Ticket July 1, 2007 - June 30, 2008

