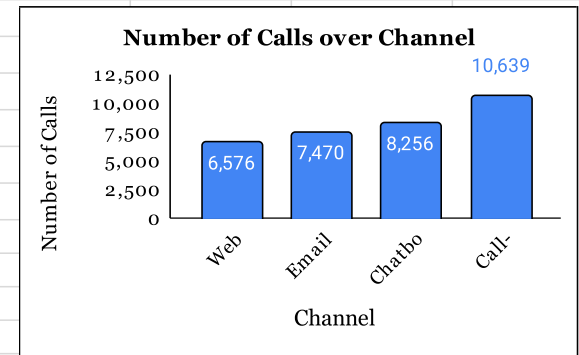
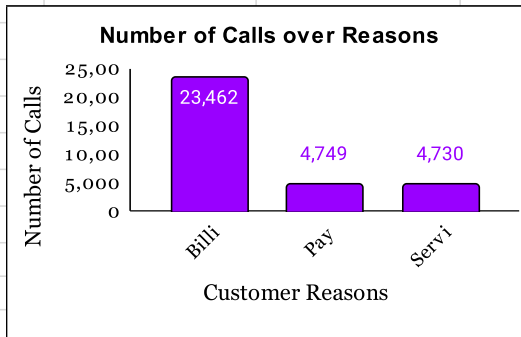
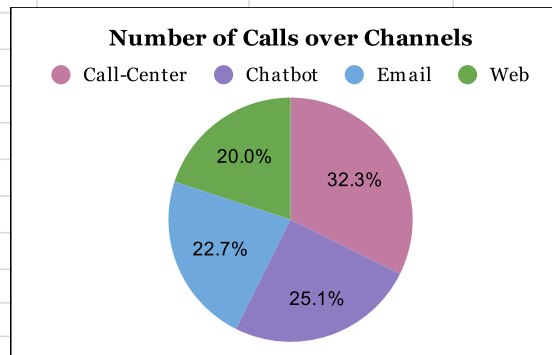


Reason Analysis	
<i>Reason</i>	<i>Number of Calls</i>
Billing Question	23,462
Payments	4,749
Service Outage	4,730
<b>Grand Total</b>	<b>32,941</b>



Communication Channel Analysis	
<i>Channels</i>	<i>Number of Calls</i>
Call-Center	10,639
Chatbot	8,256
Email	7,470
Web	6,576
<b>Grand Total</b>	<b>32,941</b>



Customer Satisfaction Score across City	
<i>City</i>	<i>Average of Customer_Sat_Score</i>
Abilene	6.4
Aiken	4.8
Akron	6.4
Albany	5.4
Albuquerque	5.5
Alexandria	5.7
Alhambra	5.2
Allentown	6.4
Alpharetta	5.6
Amarillo	5.6
Anaheim	6.3
Anchorage	5.3
Anderson	4.7

Ann Arbor	2.3								
Annapolis	6.0								
Anniston	6.2								
Apache Junction	5.8								
Appleton	6.0								
Arlington	5.8								
Arvada	5.4								
Ashburn	5.6								
Asheville	5.3								
Athens	6.3								
Atlanta	5.6								
Augusta	5.1								
Aurora	5.7								
Austin	5.8								
Bakersfield	4.7								
Baltimore	5.7								
Baton Rouge	5.7								
Battle Creek	3.5								
Beaufort	5.2								
Beaumont	5.8								
Beaverton	6.1								
Bellevue	6.3								
Berkeley	6.1								
Bethesda	5.1								
Bethlehem	7.2								
Billings	5.2								
Biloxi	6.3								
Birmingham	5.7								
Bismarck	6.8								
Bloomington	4.3								
Boca Raton	5.8								
Boise	5.6								
Bonita Springs	5.2								
Boston	6.1								
Boulder	6.0								
Bowie	4.6								

Boynton Beach	6.2								
Bozeman	5.9								
Bradenton	5.5								
Brea	5.8								
Bridgeport	5.3								
Brockton	5.8								
Bronx	5.3								
Brooklyn	5.7								
Brooksville	4.8								
Bryan	6.8								
Buffalo	5.4								
Burbank	4.1								
Cambridge	5.3								
Camden	4.8								
Canton	6.2								
Cape Coral	6.2								
Carlsbad	3.5								
Carol Stream	5.7								
Carson City	5.4								
Cedar Rapids	6.1								
Champaign	6.2								
Chandler	5.6								
Charleston	5.4								
Charlotte	5.5								
Charlottesville	5.2								
Chattanooga	5.9								
Chesapeake	3.8								
Cheyenne	6.0								
Chicago	5.7								
Chico	5.6								
Chula Vista	4.8								
Cincinnati	5.4								
Clearwater	6.7								
Cleveland	5.6								
College Station	5.2								
Colorado Springs	5.6								

Columbia	4.9								
Columbus	5.2								
Concord	6.0								
Conroe	6.2								
Corona	5.7								
Corpus Christi	5.4								
Crawfordsville	7.8								
Cumming	5.9								
Dallas	5.7								
Danbury	6.4								
Davenport	5.3								
Dayton	5.8								
Daytona Beach	5.8								
Dearborn	4.8								
Decatur	6.0								
Delray Beach	4.7								
Denton	5.9								
Denver	5.4								
Des Moines	5.1								
Detroit	5.6								
Dulles	4.1								
Duluth	6.7								
Durham	5.6								
East Saint Louis	6.2								
Edmond	5.0								
El Paso	5.4								
Elizabeth	5.5								
Elmira	5.3								
Englewood	5.0								
Erie	5.9								
Escondido	4.6								
Eugene	5.8								
Evanston	5.6								
Evansville	5.2								
Everett	4.8								
Fairbanks	6.3								

Fairfax	4.5								
Fairfield	7.4								
Falls Church	4.4								
Fargo	6.7								
Farmington	6.0								
Fayetteville	4.0								
Flint	5.7								
Florence	6.9								
Flushing	5.7								
Fort Collins	7.5								
Fort Lauderdale	5.9								
Fort Myers	4.8								
Fort Pierce	5.5								
Fort Smith	5.3								
Fort Wayne	5.5								
Fort Worth	5.4								
Frankfort	6.3								
Frederick	4.8								
Fredericksburg	4.0								
Fresno	5.7								
Fullerton	6.0								
Gadsden	5.6								
Gainesville	4.7								
Gaithersburg	4.6								
Galveston	6.0								
Garden Grove	6.3								
Garland	5.0								
Gary	5.0								
Gastonia	4.8								
Gatesville	6.2								
Gilbert	6.8								
Glendale	5.5								
Grand Forks	5.8								
Grand Junction	5.4								
Grand Rapids	5.7								
Great Neck	6.8								

Greeley	6.5								
Green Bay	5.3								
Greensboro	5.7								
Greenville	5.4								
Gulfport	5.5								
Hagerstown	2.8								
Hamilton	5.3								
Hampton	4.6								
Harrisburg	6.0								
Hartford	5.1								
Hattiesburg	5.4								
Hayward	4.5								
Helena	5.2								
Henderson	6.6								
Herndon	3.6								
Hialeah	7.2								
Hicksville	5.7								
High Point	6.4								
Hollywood	6.0								
Homestead	4.2								
Honolulu	5.9								
Hot Springs Natio	5.4								
Houston	5.5								
Humble	4.8								
Huntington	6.0								
Huntington Beach	5.5								
Huntsville	5.3								
Hyattsville	3.7								
Idaho Falls	7.3								
Independence	7.5								
Indianapolis	5.3								
Inglewood	5.3								
Iowa City	6.2								
Irvine	5.8								
Irving	6.4								
Jackson	6.2								

Jacksonville	5.6								
Jamaica	5.2								
Jefferson City	5.2								
Jeffersonville	6.3								
Jersey City	5.2								
Johnson City	5.3								
Johnstown	5.9								
Joliet	6.2								
Juneau	5.6								
Kalamazoo	5.1								
Kansas City	5.9								
Katy	3.0								
Kent	6.8								
Killeen	7.0								
Kingsport	7.8								
Kissimmee	4.6								
Knoxville	5.3								
Lafayette	5.2								
Lake Charles	8.0								
Lake Worth	6.6								
Lakeland	4.8								
Lakewood	5.9								
Lancaster	5.8								
Lansing	5.3								
Laredo	6.4								
Largo	6.3								
Las Cruces	6.4								
Las Vegas	5.3								
Laurel	7.7								
Lawrenceville	5.4								
Lees Summit	4.0								
Lehigh Acres	5.8								
Levittown	6.0								
Lexington	5.2								
Lima	6.0								
Lincoln	5.1								

Little Rock	5.1								
Littleton	5.1								
London	4.4								
Long Beach	6.1								
Longview	5.2								
Loretto	4.6								
Los Angeles	5.7								
Louisville	5.7								
Lubbock	5.4								
Lynchburg	5.5								
Lynn	5.6								
Macon	5.8								
Madison	5.7								
Manassas	6.7								
Manchester	3.7								
Mansfield	4.4								
Maple Plain	6.6								
Marietta	5.9								
Mc Keesport	6.9								
Melbourne	5.1								
Memphis	5.7								
Meridian	4.2								
Merrifield	6.8								
Mesa	5.7								
Mesquite	5.6								
Metairie	6.0								
Miami	5.5								
Miami Beach	4.6								
Midland	6.1								
Migrate	5.0								
Milwaukee	5.4								
Minneapolis	5.6								
Missoula	6.3								
Mobile	5.7								
Modesto	5.6								
Monroe	6.6								



Montgomery	5.0								
Monticello	4.6								
Montpelier	6.5								
Moreno Valley	4.8								
Morgantown	5.7								
Mount Vernon	6.0								
Mountain View	6.6								
Muncie	5.1								
Murfreesboro	6.1								
Muskegon	5.9								
Myrtle Beach	5.8								
Naperville	5.8								
Naples	5.1								
Nashville	5.3								
New Bedford	7.0								
New Brunswick	3.6								
New Castle	6.5								
New Haven	5.2								
New Hyde Park	6.5								
New Orleans	5.5								
New York City	5.2								
Newark	5.6								
Newport Beach	4.0								
Newport News	5.9								
Newton	5.6								
Norcross	6.0								
Norfolk	4.7								
Norman	5.5								
North Hollywood	5.4								
North Las Vegas	5.3								
North Little Rock	5.0								
North Port	4.3								
Northridge	5.6								
Norwalk	5.9								
Oakland	5.6								
Ocala	5.6								

Oceanside	5.4								
Odessa	6.0								
Ogden	5.7								
Oklahoma City	5.4								
Olympia	5.1								
Omaha	4.8								
Orange	6.1								
Orlando	5.8								
Oxnard	4.5								
Palatine	6.0								
Palm Bay	4.2								
Palmdale	4.0								
Palo Alto	7.3								
Panama City	5.3								
Pasadena	5.8								
Paterson	7.0								
Pensacola	5.4								
Peoria	5.9								
Petaluma	5.5								
Philadelphia	5.7								
Phoenix	5.7								
Pinellas Park	5.2								
Pittsburgh	5.4								
Plano	4.7								
Pocatello	5.6								
Pomona	5.9								
Pompano Beach	5.4								
Port Charlotte	6.5								
Port Saint Lucie	6.9								
Port Washington	5.3								
Portland	5.3								
Portsmouth	5.7								
Prescott	6.5								
Providence	5.9								
Provo	6.2								
Pueblo	5.9								

Punta Gorda	6.0								
Racine	6.3								
Raleigh	5.3								
Reading	4.9								
Redwood City	6.8								
Reno	5.2								
Reston	6.0								
Richmond	5.1								
Ridgely	4.3								
Riverside	4.9								
Roanoke	6.2								
Rochester	5.8								
Rockford	5.3								
Rockville	5.0								
Round Rock	6.8								
Sacramento	5.8								
Saginaw	5.0								
Saint Augustine	7.0								
Saint Cloud	5.8								
Saint Joseph	5.8								
Saint Louis	5.5								
Saint Paul	5.2								
Saint Petersburg	6.0								
Salem	5.7								
Salinas	5.0								
Salt Lake City	5.6								
San Angelo	5.9								
San Antonio	5.5								
San Bernardino	5.5								
San Diego	5.6								
San Francisco	5.4								
San Jose	5.5								
San Luis Obispo	5.6								
San Mateo	6.5								
San Rafael	3.6								
Sandy	5.7								

Santa Ana	4.9								
Santa Barbara	5.0								
Santa Clara	6.3								
Santa Cruz	4.0								
Santa Fe	4.1								
Santa Monica	5.1								
Santa Rosa	5.7								
Sarasota	5.1								
Savannah	5.7								
Schaumburg	5.7								
Schenectady	4.8								
Scottsdale	5.5								
Scranton	5.8								
Seattle	5.8								
Seminole	5.6								
Shawnee Mission	5.8								
Shreveport	5.9								
Silver Spring	5.1								
Simi Valley	6.0								
Sioux City	6.9								
Sioux Falls	5.5								
South Bend	5.4								
South Lake Tahoe	5.1								
Southfield	5.6								
Sparks	3.9								
Spartanburg	4.5								
Spokane	5.8								
Spring	4.2								
Spring Hill	5.1								
Springfield	5.6								
Stamford	6.3								
Staten Island	5.9								
Sterling	6.3								
Stockton	5.2								
Suffolk	5.3								
Sunnyvale	4.3								

Syracuse	4.9								
Tacoma	5.8								
Tallahassee	5.8								
Tampa	5.7								
Tempe	5.7								
Temple	5.1								
Terre Haute	6.6								
Texarkana	5.6								
Toledo	5.9								
Topeka	5.0								
Torrance	7.0								
Trenton	5.3								
Troy	5.8								
Tucson	5.2								
Tulsa	5.8								
Tuscaloosa	5.5								
Tyler	5.3								
Utica	4.3								
Valdosta	4.7								
Valley Forge	4.8								
Van Nuys	5.8								
Vancouver	5.5								
Ventura	5.2								
Vero Beach	5.9								
Vienna	5.2								
Virginia Beach	5.7								
Visalia	6.0								
Waco	5.3								
Waltham	6.4								
Warren	5.9								
Washington	5.5								
Waterbury	4.9								
Waterloo	5.1								
Watertown	3.0								
West Hartford	5.4								
West Palm Beach	5.4								

White Plains	5.3								
Whittier	5.4								
Wichita	5.5								
Wichita Falls	6.4								
Wilkes Barre	5.0								
Wilmington	5.0								
Winston Salem	5.5								
Winter Haven	5.4								
Woburn	4.4								
Worcester	5.8								
Yakima	7.3								
Yonkers	7.3								
York	5.6								
Young America	5.3								
Youngstown	6.0								
Zephyrhills	6.1								
<b>Grand Total</b>	<b>5.5</b>								