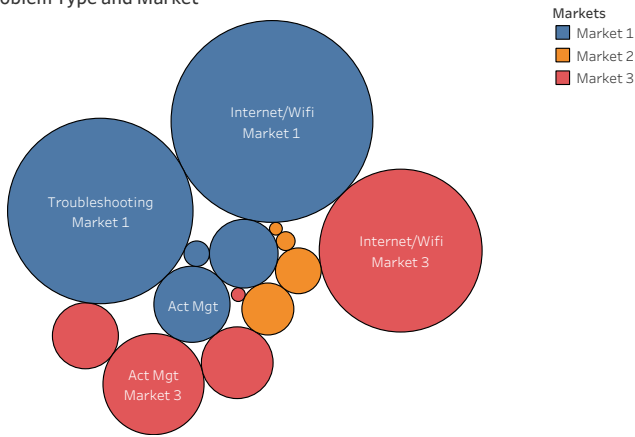
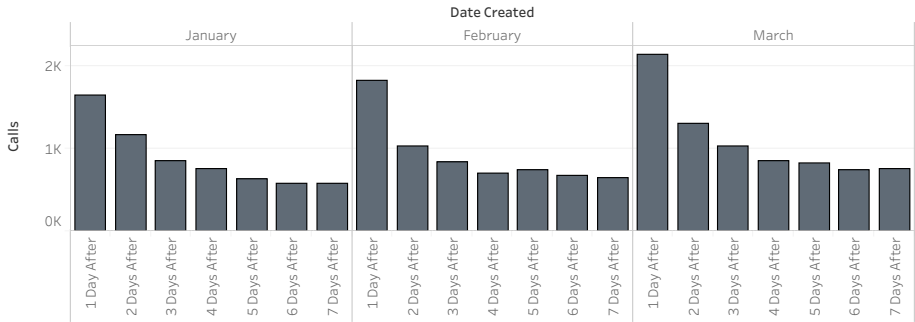


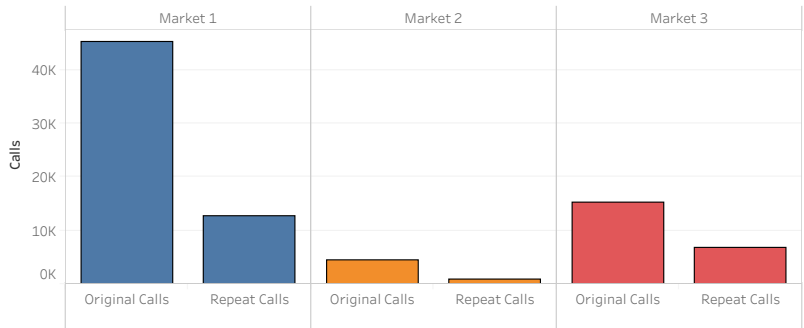
Repeat Call Volume by Problem Type and Market



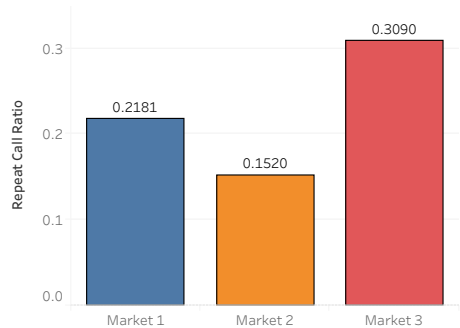
Repeat Calls by Number of Days After Original Call



Original/Repeat Calls by Market



Repeat Call Ratio by Market



Repeat Calls by Date

