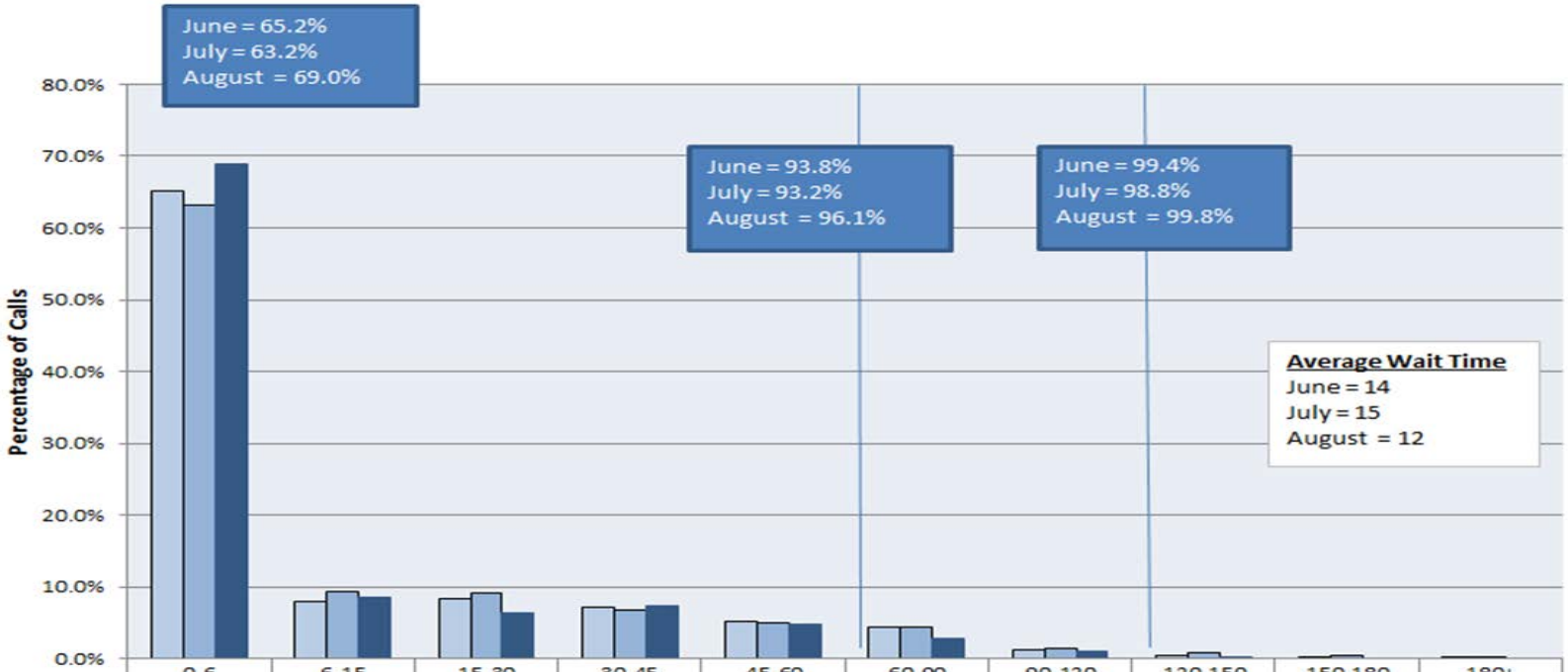
June - August 2012 Calls Answered by Minute Intervals - Member



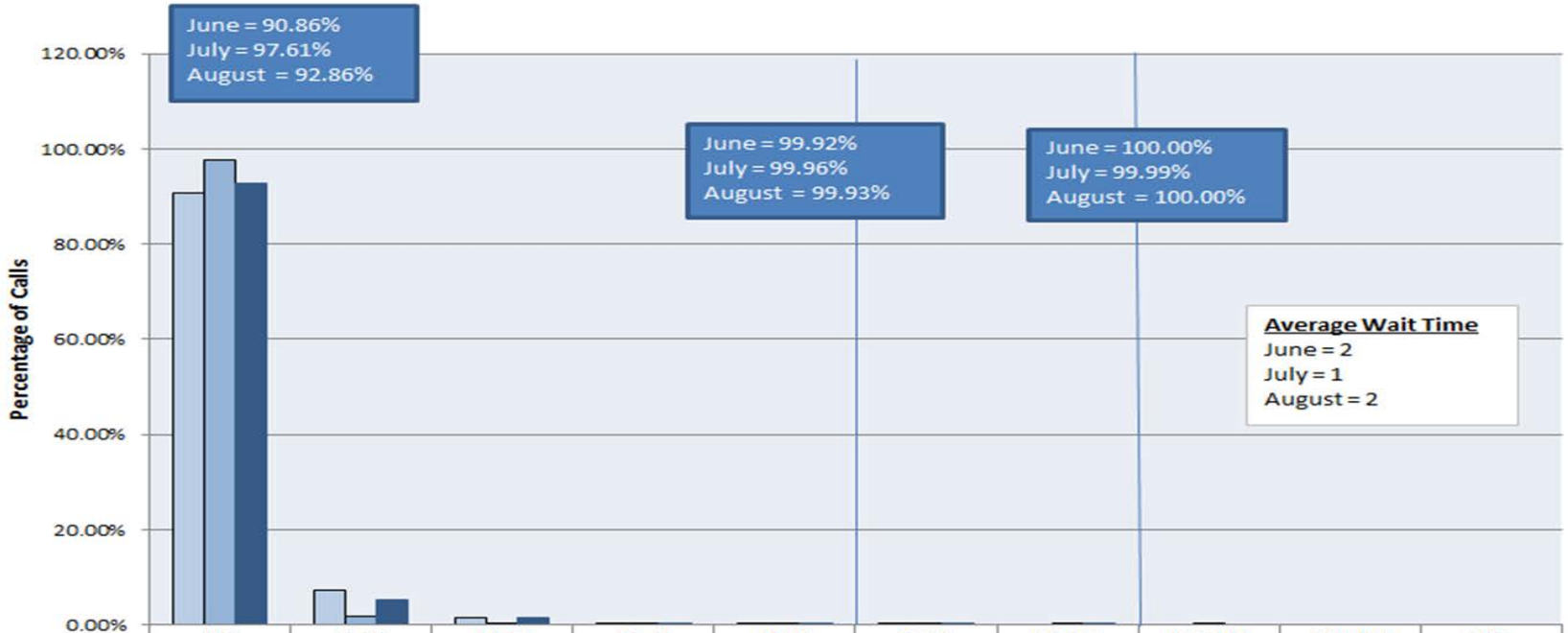
	0-6	6-15	15-30	30-45	45-60	60-90	90-120	120-150	150-180	180+
Jun	65.2%	8.0%	8.4%	7.1%	5.1%	4.4%	1.2%	0.4%	0.1%	0.1%
July	63.2%	9.3%	9.1%	6.7%	4.9%	4.3%	1.3%	0.7%	0.4%	0.1%
Aug	69.0%	8.6%	6.4%	7.3%	4.8%	2.7%	1.0%	0.2%	0.0%	0.0%

Volumes by Interval by Month

	0-6	6-15	15-30	30-45	45-60	60-90	90-120	120-150	150-180	180+
Jun	28,914	3,523	3,735	3,163	2,262	1,966	541	149	60	31
Jul	28,709	4,212	4,105	3,060	2,237	1,971	580	326	161	61
Aug	38,618	4,827	3,588	4,084	2,697	1,525	521	102	9	4

NOTE: Includes both virtual hold calls and calls in which the customer elected to stay on the line.

June - August 2012 Calls Answered by Minute Intervals - Employer



	0-6	6-15	15-30	30-45	45-60	60-90	90-120	120-150	150-180	180+
Jun	90.86%	7.37%	1.48%	0.13%	0.08%	0.08%	0.00%	0.00%	0.00%	0.00%
July	97.61%	1.90%	0.32%	0.08%	0.05%	0.02%	0.01%	0.01%	0.00%	0.00%
Aug	92.86%	5.35%	1.33%	0.34%	0.05%	0.04%	0.03%	0.00%	0.00%	0.00%

Volumes by Interval by Month

	0-6	6-15	15-30	30-45	45-60	60-90	90-120	120-150	150-180	180+
Jun	9,437	765	154	14	8	8	-	-	-	-
July	10,358	202	34	9	5	2	1	1	-	-
Aug	11,266	649	161	41	6	5	4	-	-	-

NOTE: Includes both virtual hold calls and calls in which the customer elected to stay on the line.