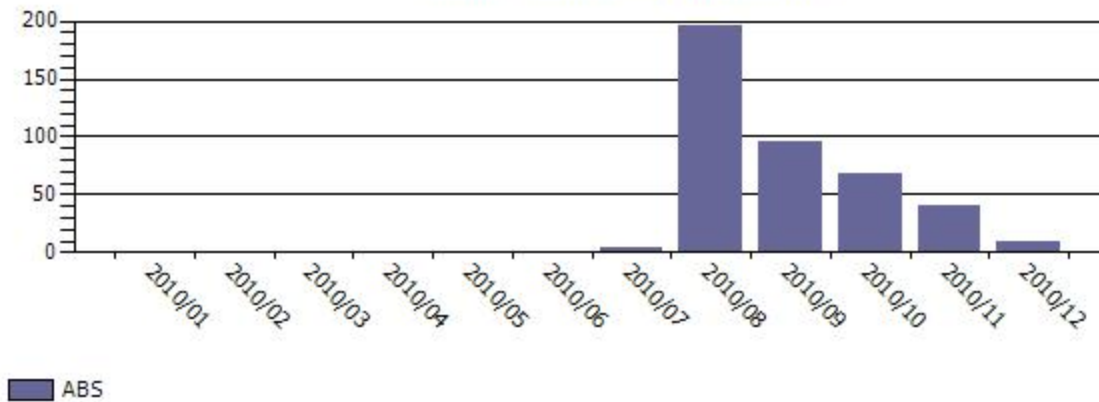


Support Requests Created by Month includes problem types

Support Requests by Application



Tickets

| Category | 2010 | 2010 | 2010 | 2010 | 2010 | 2010 | 2010 | 2010 | 2010 | 2010 | 2010 | 2010 |
|-------------------------------|----------|----------|----------|----------|----------|----------|----------|------------|-----------|-----------|-----------|-----------|
| Application: ABS | | | | | | | | | | | | |
| Assistance/Inquiry> | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 1 | 0 | 0 |
| Assistance/Inquiry> How To | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 22 | 20 | 15 | 5 | 3 |
| Assistance/Inquiry> Outside | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 2 | 0 | 0 | 0 |
| Assistance/Inquiry> Question | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 31 | 17 | 15 | 14 | 3 |
| Assistance/Inquiry> | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 0 | 0 |
| Failure> Bug/Error | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 51 | 25 | 16 | 8 | 2 |
| Failure> Connectivity | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 11 | 4 | 0 | 1 | 0 |
| Failure> Data Error | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 28 | 13 | 7 | 5 | 0 |
| Failure> Report Outage | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 |
| Failure> Reporting Error | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 3 | 0 | 1 | 0 |
| Failure> System Slow | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |
| No Value | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 15 | 0 | 1 | 3 | 0 |
| Service Request> Access | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 1 | 3 | 0 | 0 |
| Service Request> Feedback | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 |
| Service Request> Installation | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 1 | 1 | 0 | 0 |
| Service Request> New | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 2 | 2 | 0 | 1 |
| Service Request> Other | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 3 | 2 | 3 | 1 |
| Service Request> Password | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 1 | 3 | 0 | 0 |
| Service Request> System | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Total | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 196 | 95 | 68 | 40 | 10 |
| Total | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 196 | 95 | 68 | 40 | 10 |

Record Count: 19