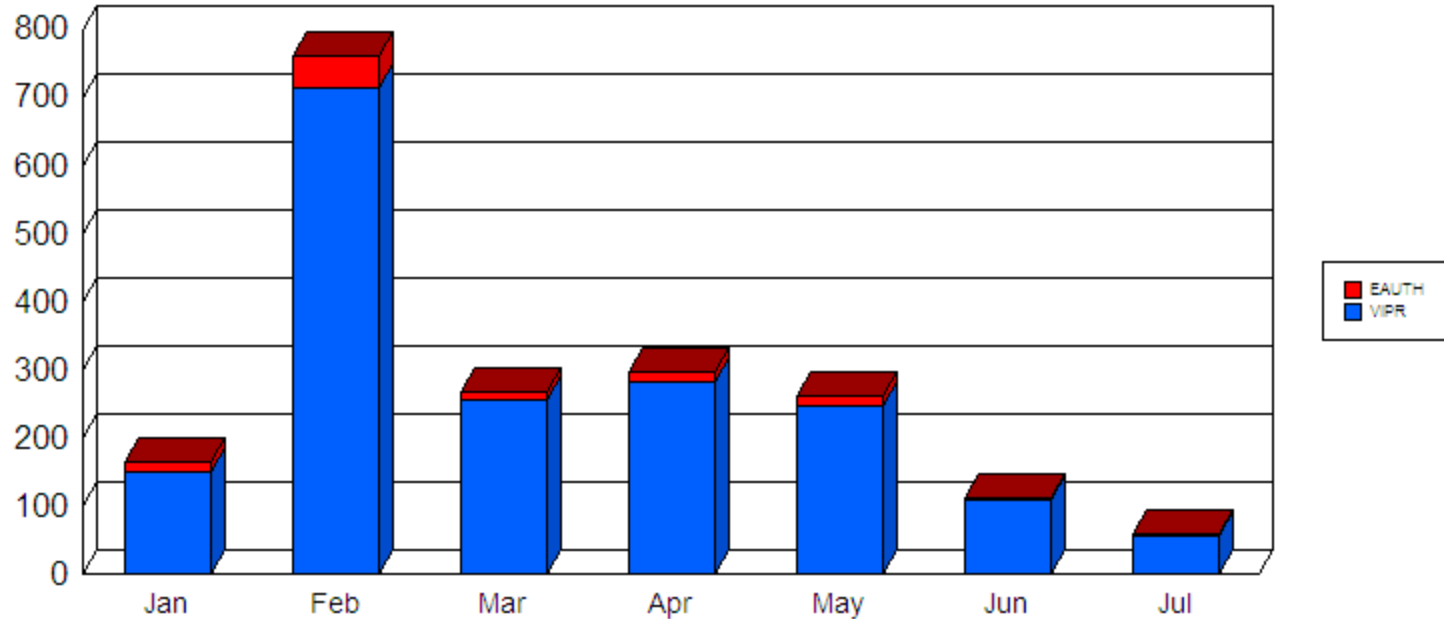


2010 VIPR Calls Year to Date



Call counts are not provided for all call types

		January	February	March	April	May	June	July	Total
EAUTH	Change passwor	0	0	2	1	2	0	0	5
	Forgot passwor	1	12	2	5	8	3	2	33
	Forgot user id	1	4	3	1	1	0	0	10
	Level 1 to 2	3	8	1	1	0	0	0	13
	New Account S	7	11	4	3	3	0	1	29
	Other	2	9	1	4	1	0	0	17
	Password Reset	2	3	1	2	0	0	0	8
	Total	16	47	14	17	15	3	3	115

		January	February	March	April	May	June	July	Total
VIPR	Agreements	5	35	8	3	12	10	10	83
	Amendment	4	36	9	5	5	3	2	64
	Application Iss	1	9	0	1	0	0	1	12
	Award	0	0	0	4	5	3	4	16
	Data Error	0	7	3	1	0	3	0	14
	Data Issue	0	0	3	1	1	2	0	7
	Downloading	1	2	0	0	0	0	0	3
	DPL	2	0	1	3	2	3	5	16
	Error Msg	13	134	33	40	29	7	5	261
	Formatta	4	16	4	6	4	2	2	38
	General Questio	18	43	16	7	2	9	2	97
	Log in	0	0	0	0	0	1	0	1
	MAC Customer	0	2	1	1	0	0	0	4
	Mod	9	9	37	20	81	31	15	202
	Other	3	22	15	11	11	9	2	73
	Outage	2	9	1	5	3	1	0	21
	Reports	0	0	2	2	1	0	0	5
	Signing Loop	8	30	1	0	1	0	0	40
	Site Down	3	14	2	1	1	0	0	21
	Solicitation	56	181	65	98	40	14	0	454
Synopsis	2	0	0	0	0	0	0	2	
Vendor	18	165	53	71	48	11	6	372	
Total	149	714	254	280	246	109	54	1,806	
Total	165	761	268	297	261	112	57	1,921	