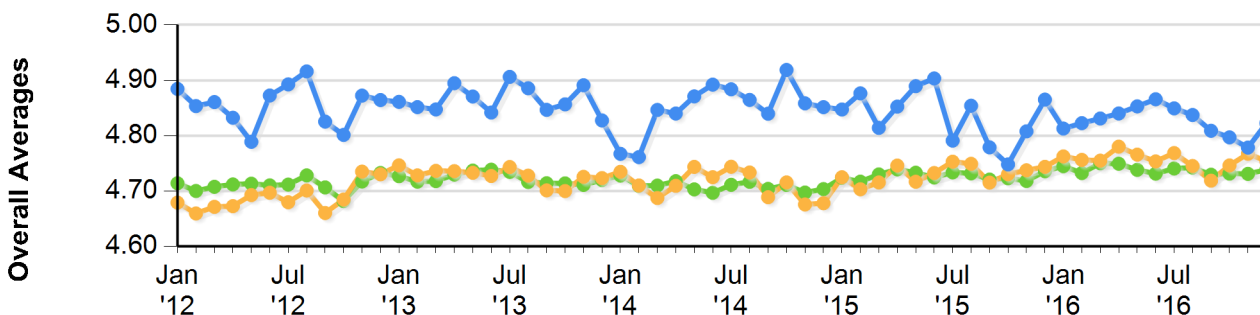
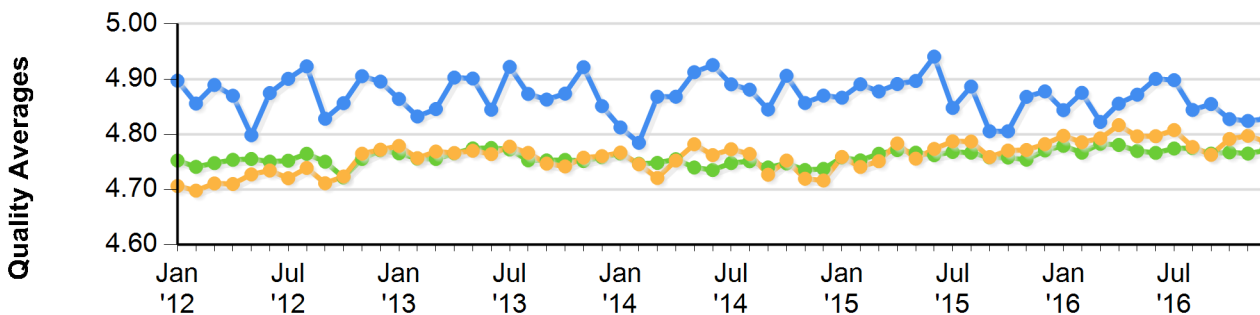
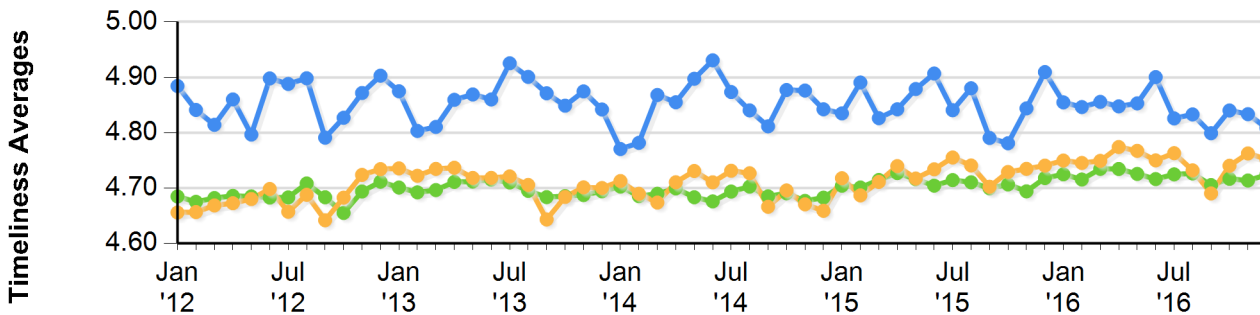
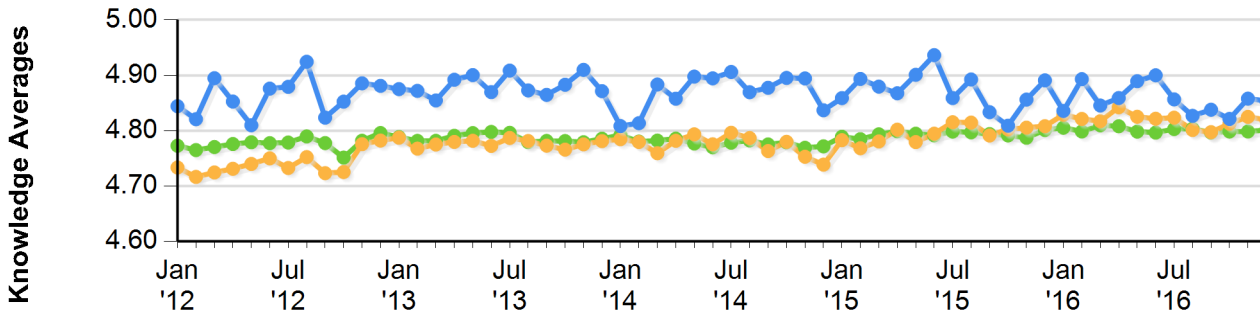
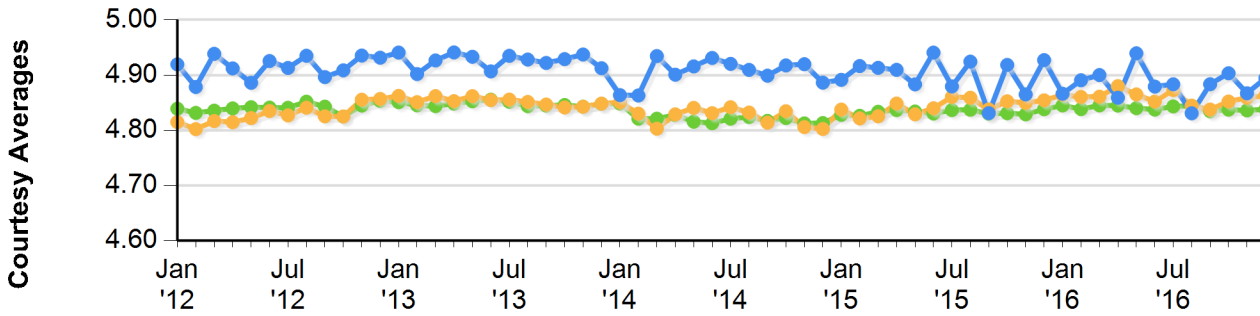


Monthly Summary: 1/1/2012 - 12/31/2016

- Support Center: CCSU ITS
- Industry: Education
- All CSI Subscribers



			Jan 2012	Feb 2012	Mar 2012	Apr 2012	May 2012	Jun 2012	Jul 2012	Aug 2012	Sep 2012	Oct 2012	
Courtesy	SupportCenter	Average	4.92	4.88	4.94	4.91	4.89	4.93	4.91	4.94	4.90	4.91	
		Surveys	310	263	325	307	333	295	241	400	405	328	
	Industry	Average	4.81	4.80	4.82	4.81	4.82	4.83	4.83	4.84	4.83	4.82	
		Surveys	13,690	11,745	12,412	11,989	11,561	10,813	10,362	16,234	12,974	10,967	
	All	Average	4.84	4.83	4.84	4.84	4.84	4.84	4.84	4.84	4.85	4.84	4.82
		Surveys	123,580	114,236	120,715	117,472	121,268	116,270	108,146	131,489	115,913	115,900	
Knowledge	SupportCenter	Average	4.84	4.82	4.89	4.85	4.81	4.88	4.88	4.92	4.82	4.85	
		Surveys	308	262	323	305	331	290	240	397	402	325	
	Industry	Average	4.73	4.72	4.72	4.73	4.74	4.75	4.73	4.75	4.72	4.73	
		Surveys	13,521	11,559	12,217	11,748	11,346	10,616	10,193	16,002	12,753	10,804	
	All	Average	4.77	4.76	4.77	4.78	4.78	4.78	4.78	4.79	4.78	4.75	
		Surveys	122,746	113,535	119,951	116,616	120,580	115,505	107,438	130,697	115,142	115,245	
Timeliness	SupportCenter	Average	4.88	4.84	4.81	4.86	4.80	4.90	4.89	4.90	4.79	4.83	
		Surveys	311	264	328	307	334	294	241	403	411	329	
	Industry	Average	4.66	4.66	4.67	4.67	4.68	4.70	4.66	4.69	4.64	4.68	
		Surveys	13,925	11,924	12,593	12,126	11,726	10,965	10,523	16,590	13,273	11,269	
	All	Average	4.68	4.67	4.68	4.69	4.68	4.68	4.68	4.71	4.68	4.65	
		Surveys	126,298	116,703	123,244	119,898	123,903	118,738	110,454	134,367	118,406	118,607	
Quality	SupportCenter	Average	4.90	4.86	4.89	4.87	4.80	4.87	4.90	4.92	4.83	4.86	
		Surveys	311	263	325	307	332	295	241	403	407	327	
	Industry	Average	4.71	4.70	4.71	4.71	4.73	4.73	4.72	4.74	4.71	4.72	
		Surveys	13,847	11,888	12,557	12,081	11,676	10,925	10,470	16,539	13,206	11,200	
	All	Average	4.75	4.74	4.75	4.75	4.76	4.75	4.75	4.76	4.75	4.72	
		Surveys	125,666	116,167	122,677	119,373	123,298	118,162	109,787	133,769	117,898	118,037	
Overall	SupportCenter	Average	4.88	4.85	4.86	4.83	4.79	4.87	4.89	4.92	4.83	4.80	
		Surveys	320	266	330	310	336	298	242	405	412	332	
	Industry	Average	4.68	4.66	4.67	4.67	4.69	4.70	4.68	4.70	4.66	4.68	
		Surveys	14,264	12,091	12,736	12,298	11,860	11,089	10,618	16,758	13,452	11,416	
	All	Average	4.71	4.70	4.71	4.71	4.71	4.71	4.71	4.73	4.71	4.68	
		Surveys	127,909	118,008	124,408	121,120	125,062	119,829	111,431	135,624	119,638	119,844	

		Nov 2012	Dec 2012	Jan 2013	Feb 2013	Mar 2013	Apr 2013	May 2013	Jun 2013	Jul 2013	Aug 2013	Sep 2013	
Courtesy	SupportCenter	4.94	4.93	4.94	4.90	4.93	4.94	4.93	4.91	4.93	4.93	4.92	
		325	277	405	275	272	339	314	257	307	431	410	
	Industry	4.86	4.86	4.86	4.85	4.86	4.85	4.86	4.85	4.86	4.86	4.85	4.85
		9,597	7,923	12,799	10,324	10,767	11,740	11,817	10,753	12,602	14,121	12,219	
	All	4.84	4.85	4.85	4.85	4.84	4.85	4.85	4.85	4.86	4.85	4.84	4.84
111,070		94,312	127,057	113,985	120,137	130,305	127,242	119,478	130,648	121,119	119,446		
Knowledge	SupportCenter	4.89	4.88	4.88	4.87	4.85	4.89	4.90	4.87	4.91	4.87	4.86	
		323	277	400	273	268	333	311	253	306	424	406	
	Industry	4.78	4.78	4.79	4.77	4.77	4.78	4.78	4.77	4.79	4.78	4.77	
		9,459	7,801	12,608	10,142	10,628	11,538	11,676	10,625	12,419	13,935	12,077	
	All	4.78	4.80	4.79	4.78	4.78	4.79	4.80	4.80	4.80	4.78	4.78	
110,360		93,667	126,305	113,287	119,324	129,373	126,621	118,904	129,967	120,497	118,899		
Timeliness	SupportCenter	4.87	4.90	4.87	4.80	4.81	4.86	4.87	4.86	4.93	4.90	4.87	
		327	278	407	274	274	341	313	257	308	433	411	
	Industry	4.72	4.73	4.74	4.72	4.73	4.74	4.72	4.72	4.72	4.71	4.64	
		9,815	8,099	13,101	10,551	10,984	11,979	12,025	10,895	12,774	14,428	12,567	
	All	4.69	4.71	4.70	4.69	4.70	4.71	4.71	4.71	4.71	4.69	4.68	
113,466		95,941	129,645	116,356	122,447	132,785	129,762	121,673	133,035	123,493	121,958		
Quality	SupportCenter	4.91	4.90	4.86	4.83	4.85	4.90	4.90	4.84	4.92	4.87	4.86	
		327	277	404	274	272	339	313	257	308	433	408	
	Industry	4.76	4.77	4.78	4.76	4.77	4.77	4.77	4.76	4.78	4.77	4.75	
		9,780	8,039	13,038	10,499	10,929	11,927	11,991	10,857	12,727	14,364	12,510	
	All	4.76	4.77	4.77	4.76	4.76	4.77	4.77	4.77	4.77	4.75	4.75	
112,960		95,604	129,187	115,915	122,023	132,357	129,353	121,322	132,601	123,088	121,563		
Overall	SupportCenter	4.87	4.86	4.86	4.85	4.85	4.89	4.87	4.84	4.91	4.89	4.85	
		329	280	410	276	275	342	317	259	309	437	417	
	Industry	4.73	4.73	4.75	4.73	4.74	4.74	4.73	4.73	4.74	4.73	4.70	
		9,907	8,183	13,245	10,668	11,091	12,124	12,159	11,027	12,886	14,572	12,693	
	All	4.72	4.73	4.73	4.72	4.72	4.73	4.74	4.74	4.73	4.72	4.71	
114,513		96,831	130,845	117,410	123,587	134,018	130,956	122,747	134,231	124,621	123,059		

		Oct 2013	Nov 2013	Dec 2013	Jan 2014	Feb 2014	Mar 2014	Apr 2014	May 2014	Jun 2014	Jul 2014	Aug 2014
Courtesy	SupportCenter	4.93	4.94	4.91	4.86	4.86	4.93	4.90	4.92	4.93	4.92	4.91
		436	255	274	396	270	305	302	332	203	301	364
	Industry	4.84	4.84	4.85	4.85	4.83	4.80	4.83	4.84	4.83	4.84	4.83
		11,275	9,584	8,822	14,066	12,723	12,559	12,997	12,270	11,292	12,198	14,601
	All	4.85	4.84	4.85	4.85	4.82	4.82	4.83	4.82	4.81	4.82	4.82
131,591		112,155	100,759	131,578	115,989	120,479	120,882	113,595	109,424	120,338	118,316	
Knowledge	SupportCenter	4.88	4.91	4.87	4.81	4.81	4.88	4.86	4.90	4.89	4.91	4.87
		427	255	272	391	268	300	302	332	199	298	360
	Industry	4.77	4.78	4.78	4.78	4.78	4.76	4.78	4.79	4.78	4.80	4.79
		11,072	9,450	8,691	13,883	12,525	12,386	12,821	12,042	11,130	12,009	14,359
	All	4.78	4.78	4.79	4.79	4.78	4.78	4.79	4.78	4.77	4.78	4.78
130,840		111,526	100,271	130,848	115,147	119,655	120,006	112,772	108,655	119,456	117,377	
Timeliness	SupportCenter	4.85	4.87	4.84	4.77	4.78	4.87	4.85	4.90	4.93	4.87	4.84
		436	255	278	396	270	303	303	331	202	300	369
	Industry	4.68	4.70	4.70	4.71	4.69	4.67	4.71	4.73	4.71	4.73	4.73
		11,517	9,790	8,979	14,441	12,946	12,739	13,209	12,429	11,471	12,376	14,842
	All	4.69	4.69	4.69	4.70	4.69	4.69	4.70	4.68	4.68	4.69	4.70
134,090		114,203	102,539	134,163	117,760	122,361	122,522	115,426	111,044	122,104	120,055	
Quality	SupportCenter	4.87	4.92	4.85	4.81	4.78	4.87	4.87	4.91	4.93	4.89	4.88
		435	255	275	394	269	303	303	331	201	301	369
	Industry	4.74	4.76	4.76	4.77	4.75	4.72	4.75	4.78	4.76	4.77	4.76
		11,459	9,762	8,943	14,359	12,906	12,718	13,150	12,390	11,462	12,347	14,815
	All	4.75	4.75	4.76	4.76	4.75	4.75	4.75	4.74	4.73	4.75	4.75
133,639		113,863	102,231	133,769	117,481	122,107	122,254	115,148	110,792	121,865	119,780	
Overall	SupportCenter	4.86	4.89	4.83	4.77	4.76	4.85	4.84	4.87	4.89	4.88	4.86
		439	257	278	399	272	306	306	333	204	301	369
	Industry	4.70	4.73	4.72	4.73	4.71	4.69	4.71	4.74	4.72	4.74	4.73
		11,647	9,883	9,065	14,571	13,072	12,901	13,349	12,561	11,611	12,520	15,013
	All	4.71	4.71	4.72	4.73	4.71	4.71	4.72	4.70	4.70	4.71	4.72
135,345		115,308	103,483	135,338	118,813	123,555	123,619	116,481	112,088	123,216	121,183	

		Sep 2014	Oct 2014	Nov 2014	Dec 2014	Jan 2015	Feb 2015	Mar 2015	Apr 2015	May 2015	Jun 2015	Jul 2015
Courtesy	SupportCenter	4.90	4.92	4.92	4.89	4.89	4.92	4.91	4.91	4.88	4.94	4.88
		425	315	249	246	368	275	253	265	231	236	257
	Industry	4.81	4.83	4.81	4.80	4.84	4.82	4.83	4.85	4.83	4.84	4.86
		14,701	13,237	10,732	9,774	13,925	12,033	13,353	12,884	11,315	10,894	10,565
	All	4.82	4.82	4.81	4.81	4.83	4.83	4.83	4.84	4.83	4.83	4.83
125,565		128,419	109,419	110,156	131,414	118,795	130,647	127,735	112,640	126,055	123,382	
Knowledge	SupportCenter	4.88	4.90	4.89	4.84	4.86	4.89	4.88	4.87	4.90	4.94	4.86
		416	315	246	245	361	272	249	264	232	236	255
	Industry	4.76	4.78	4.75	4.74	4.78	4.77	4.78	4.80	4.78	4.79	4.82
		14,494	13,012	10,575	9,621	13,702	11,831	13,198	12,717	11,179	10,776	10,403
	All	4.77	4.78	4.77	4.77	4.79	4.78	4.79	4.80	4.79	4.79	4.80
124,691		127,552	108,704	109,346	130,478	117,898	129,757	126,824	111,922	125,104	122,533	
Timeliness	SupportCenter	4.81	4.88	4.88	4.84	4.83	4.89	4.83	4.84	4.88	4.91	4.84
		424	317	250	247	369	274	253	266	231	236	257
	Industry	4.67	4.70	4.67	4.66	4.72	4.69	4.71	4.74	4.72	4.73	4.75
		15,003	13,514	10,957	9,920	14,190	12,214	13,538	13,082	11,483	11,116	10,725
	All	4.68	4.69	4.68	4.68	4.70	4.70	4.71	4.73	4.72	4.70	4.71
127,551		130,384	111,072	111,697	133,264	120,493	132,486	129,396	114,199	127,847	125,181	
Quality	SupportCenter	4.84	4.91	4.86	4.87	4.87	4.89	4.88	4.89	4.90	4.94	4.85
		425	319	251	246	366	274	253	266	232	236	256
	Industry	4.73	4.75	4.72	4.72	4.76	4.74	4.75	4.78	4.76	4.77	4.79
		14,940	13,468	10,909	9,902	14,145	12,183	13,500	13,054	11,462	11,061	10,709
	All	4.74	4.75	4.74	4.74	4.76	4.75	4.76	4.77	4.77	4.76	4.77
127,272		130,105	110,791	111,420	133,002	120,254	132,140	129,171	113,946	127,520	124,886	
Overall	SupportCenter	4.84	4.92	4.86	4.85	4.85	4.88	4.81	4.85	4.89	4.90	4.79
		430	320	254	249	373	275	258	271	235	238	263
	Industry	4.69	4.72	4.68	4.68	4.72	4.70	4.72	4.75	4.72	4.73	4.75
		15,184	13,652	11,088	10,060	14,367	12,354	13,693	13,222	11,611	11,232	10,857
	All	4.70	4.71	4.70	4.70	4.72	4.72	4.73	4.74	4.73	4.72	4.73
128,754		131,523	112,052	112,694	134,483	121,528	133,635	130,520	115,188	128,943	126,301	

		Aug 2015	Sep 2015	Oct 2015	Nov 2015	Dec 2015	Jan 2016	Feb 2016	Mar 2016	Apr 2016	May 2016	Jun 2016	
Courtesy	SupportCenter	4.92	4.83	4.92	4.86	4.93	4.87	4.89	4.90	4.86	4.94	4.88	
		317	485	343	259	288	388	274	270	248	264	281	
	Industry	4.86	4.84	4.85	4.85	4.85	4.86	4.86	4.86	4.86	4.88	4.86	4.85
		12,591	12,293	10,734	9,212	8,250	12,305	10,451	10,563	9,891	9,594	8,881	
	All	4.84	4.83	4.83	4.83	4.84	4.84	4.84	4.84	4.84	4.84	4.84	4.84
124,616		126,356	125,273	115,894	112,555	129,801	122,326	129,709	121,605	120,544	124,382		
Knowledge	SupportCenter	4.89	4.83	4.81	4.86	4.89	4.84	4.89	4.85	4.86	4.89	4.90	
		316	480	340	257	284	389	271	265	248	262	280	
	Industry	4.81	4.79	4.80	4.81	4.81	4.83	4.82	4.82	4.84	4.82	4.82	
		12,446	12,085	10,567	9,066	8,121	12,135	10,297	10,428	9,733	9,476	8,751	
	All	4.80	4.79	4.79	4.79	4.80	4.81	4.80	4.81	4.81	4.81	4.80	4.80
123,732		125,335	124,267	115,047	111,747	128,873	121,342	128,749	120,665	119,702	123,397		
Timeliness	SupportCenter	4.88	4.79	4.78	4.84	4.91	4.85	4.85	4.86	4.85	4.85	4.90	
		317	491	342	256	287	392	273	270	249	265	281	
	Industry	4.74	4.70	4.73	4.73	4.74	4.75	4.75	4.75	4.77	4.77	4.75	
		12,853	12,549	10,962	9,371	8,387	12,656	10,626	10,759	10,022	9,758	9,037	
	All	4.71	4.70	4.71	4.69	4.72	4.72	4.72	4.73	4.73	4.73	4.72	
126,438		128,105	126,995	117,399	114,013	131,741	123,961	131,326	123,175	122,098	126,188		
Quality	SupportCenter	4.89	4.81	4.81	4.87	4.88	4.84	4.88	4.82	4.86	4.87	4.90	
		317	493	339	257	286	390	272	270	249	265	281	
	Industry	4.79	4.76	4.77	4.77	4.78	4.80	4.79	4.79	4.82	4.80	4.80	
		12,821	12,498	10,908	9,348	8,352	12,620	10,591	10,730	9,991	9,717	8,986	
	All	4.77	4.76	4.76	4.75	4.77	4.78	4.77	4.78	4.78	4.78	4.77	4.77
126,122		127,778	126,716	117,147	113,694	131,476	123,634	131,013	122,877	121,864	125,881		
Overall	SupportCenter	4.85	4.78	4.75	4.81	4.87	4.81	4.82	4.83	4.84	4.85	4.87	
		322	497	345	260	289	395	276	272	250	265	283	
	Industry	4.75	4.71	4.73	4.74	4.74	4.76	4.76	4.75	4.78	4.77	4.75	
		12,988	12,692	11,066	9,460	8,502	12,794	10,735	10,869	10,138	9,856	9,128	
	All	4.73	4.72	4.72	4.72	4.74	4.74	4.73	4.75	4.75	4.74	4.73	
127,449		129,195	128,101	118,351	114,953	132,840	124,971	132,399	124,142	123,119	127,278		

		Jul 2016	Aug 2016	Sep 2016	Oct 2016	Nov 2016	Dec 2016
Courtesy	SupportCenter	4.88	4.83	4.88	4.90	4.87	4.89
		197	372	343	248	233	208
	Industry	4.87	4.84	4.84	4.85	4.86	4.86
		8,125	14,072	12,509	9,938	8,862	7,768
	All	4.84	4.84	4.83	4.84	4.84	4.84
113,597		138,996	128,973	121,991	114,014	105,252	
Knowledge	SupportCenter	4.86	4.83	4.84	4.82	4.86	4.85
		195	375	339	246	232	205
	Industry	4.82	4.80	4.80	4.81	4.82	4.82
		7,990	13,879	12,334	9,773	8,721	7,654
	All	4.80	4.80	4.80	4.80	4.80	4.80
112,778		138,036	128,061	121,071	113,035	104,518	
Timeliness	SupportCenter	4.83	4.83	4.80	4.84	4.83	4.81
		195	377	343	250	234	209
	Industry	4.76	4.73	4.69	4.74	4.76	4.75
		8,259	14,327	12,773	10,159	9,010	7,917
	All	4.72	4.73	4.71	4.72	4.71	4.72
115,142		140,863	130,861	123,715	115,461	106,600	
Quality	SupportCenter	4.90	4.84	4.85	4.83	4.82	4.83
		196	378	344	249	233	209
	Industry	4.81	4.78	4.76	4.79	4.80	4.79
		8,242	14,284	12,717	10,106	8,971	7,901
	All	4.77	4.77	4.76	4.77	4.76	4.77
114,873		140,585	130,554	123,410	115,153	106,329	
Overall	SupportCenter	4.85	4.84	4.81	4.80	4.78	4.82
		199	381	345	251	239	214
	Industry	4.77	4.74	4.72	4.75	4.77	4.75
		8,355	14,481	12,914	10,272	9,098	8,013
	All	4.74	4.74	4.73	4.73	4.73	4.74
116,100		141,984	131,902	124,807	116,403	107,441	