

### Damages Without Ticket Numbers

Source	January	February	March	April	May	June	July	August	September	October	November	December
Voice	9											
Portal Ticket												
Remote												
2017 Total	5	7	14	28	47	36	26	44	18	24	16	8
2018 Total	3	1	9	21	39	51	36	54	37	42	31	6
2019 Total	6	6	7	24	27	60	27	40	41	31	25	10
2020 Total	7	0	12	27	52	50	60	56	57	46	44	22
2021 Total	14	15	18	44	57	70	67	69	60	51	38	15
<b>2022 Total</b>	<b>9</b>											
Total Monthly Volume	4,078											
%	<b>0.34%</b>											

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