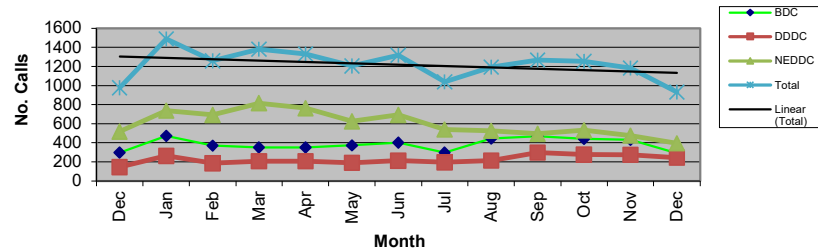
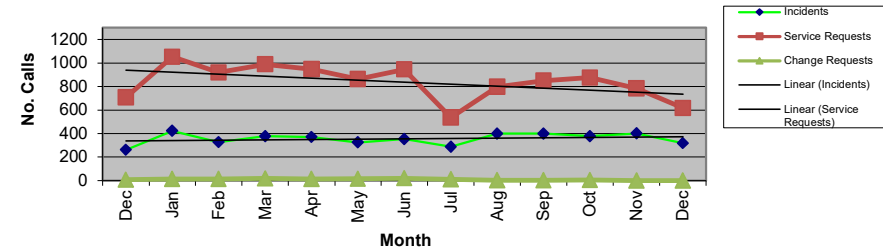


APPENDIX 1

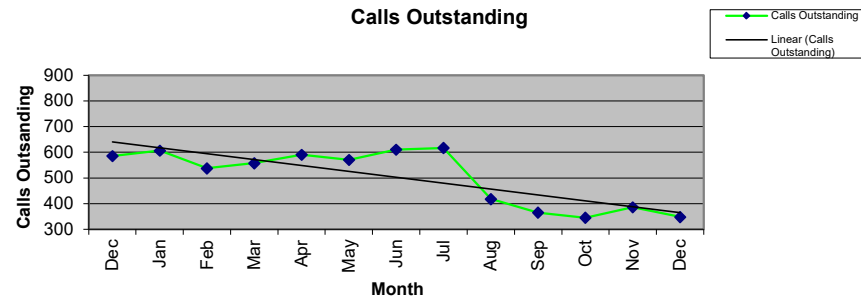
Calls Raised by partner



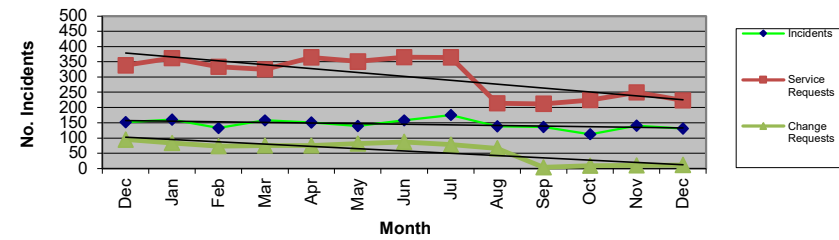
Calls Raised by type



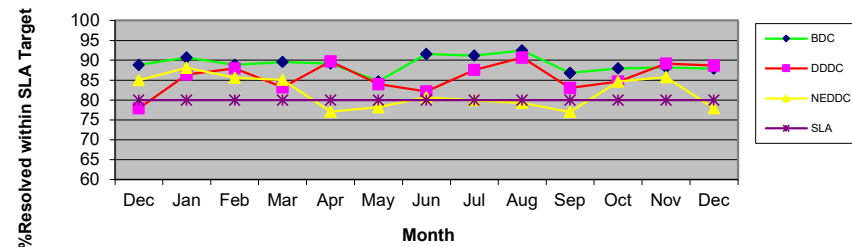
Calls Outstanding



Calls Outstanding by Category



Incidents resolved within SLA target time



Project Resource Usage

