Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

### Extension Summary for /COMMERCIAL/224 Airfreight Services Department

| Extension                           | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|-------------------------------------|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3211                            | 15              | 7               | 22             | 00:00:13            | 00:04:46 | \$4.33      |
| 000:3226                            | 40              | 18              | 58             | 00:00:45            | 00:44:26 | \$20.57     |
| 000:3245                            | 134             | 6               | 140            | 00:01:37            | 03:48:19 | \$13.02     |
| 000:3273                            | 8               | 0               | 8              | 00:01:02            | 00:08:16 | \$0.00      |
| 000:3281                            | 36              | 84              | 120            | 00:01:21            | 02:42:37 | \$134.48    |
| 000:3309                            | 23              | 59              | 82             | 00:01:51            | 02:32:21 | \$113.06    |
| 000:3316                            | 63              | 5               | 68             | 00:01:56            | 02:12:19 | \$19.23     |
| 000:3336                            | 16              | 75              | 91             | 00:01:54            | 02:53:33 | \$113.45    |
| 000:3337                            | 5               | 9               | 14             | 00:01:19            | 00:18:26 | \$14.31     |
| 000:3338                            | 1               | 2               | 3              | 00:02:13            | 00:06:39 | \$6.34      |
| 000:3368                            | 1               | 22              | 23             | 00:01:21            | 00:31:15 | \$27.66     |
| 000:3400                            | 12              | 42              | 54             | 00:01:17            | 01:09:42 | \$42.37     |
| 000:3419                            | 4               | 7               | 11             | 00:01:57            | 00:21:33 | \$19.11     |
| 000:3439                            | 14              | 0               | 14             | 00:02:17            | 00:32:07 | \$0.00      |
| 000:3456                            | 40              | 38              | 78             | 00:02:05            | 02:42:51 | \$59.52     |
| 000:3485                            | 0               | 17              | 17             | 00:02:12            | 00:37:30 | \$12.59     |
| 000:3493                            | 4               | 0               | 4              | 00:03:22            | 00:13:31 | \$0.00      |
| 000:3535                            | 91              | 3               | 94             | 00:01:48            | 02:50:12 | \$3.45      |
| 000:3539                            | 50              | 61              | 111            | 00:01:32            | 02:51:56 | \$101.90    |
| 000:3553                            | 22              | 18              | 40             | 00:03:19            | 02:12:46 | \$98.19     |
| 000:3589                            | 7               | 6               | 13             | 00:02:07            | 00:27:32 | \$24.45     |
| 000:3635                            | 93              | 65              | 158            | 00:01:20            | 03:31:32 | \$87.54     |
| 000:3657                            | 4               | 2               | 6              | 00:00:53            | 00:05:22 | \$3.43      |
| 000:3660                            | 14              | 29              | 43             | 00:01:49            | 01:18:22 | \$66.52     |
| 000:3670                            | 0               | 5               | 5              | 00:03:48            | 00:19:03 | \$17.46     |
| 000:3737                            | 92              | 2               | 94             | 00:01:54            | 02:58:39 | \$3.50      |
| 000:3772                            | 20              | 8               | 28             | 00:01:58            | 00:55:29 | \$14.22     |
| 000:3801                            | 1               | 0               | 1              | 00:43:41            | 00:43:41 | \$0.00      |
| 000:3819                            | 73              | 58              | 131            | 00:01:52            | 04:05:53 | \$105.36    |
| 000:3821                            | 29              | 8               | 37             | 00:01:55            | 01:11:09 | \$6.73      |
| 000:3833                            | 5               | 6               | 11             | 00:02:52            | 00:31:36 | \$8.29      |
| 000:3835                            | 2               | 0               | 2              | 00:00:23            | 00:00:46 | \$0.00      |
| 000:3854                            | 0               | 4               | 4              | 00:00:54            | 00:03:38 | \$5.30      |
| 000:3883                            | 29              | 25              | 54             | 00:01:24            | 01:16:07 | \$15.31     |
| /COMMERCIAL/224 Airfreight Services | 948             | 691             | 1 639          | 00:01:43            | 1d23:03  | \$1 161.69  |

Period 3/1/2015-3/7/2015
Call Types Incoming; Outgoing

### Extension Summary for /COMMERCIAL/290 Tele Sales Reservations Department

| Extension                               | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|---|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3011                                | 0               | 19              | 19             | 00:02:35            | 00:49:21 | \$50.80     |
| 000:3013                                | 0               | 4               | 4              | 00:00:35            | 00:02:22 | \$4.25      |
| 000:3014                                | 0               | 15              | 15             | 00:02:22            | 00:35:35 | \$32.43     |
| 000:3015                                | 0               | 7               | 7              | 00:02:17            | 00:16:02 | \$17.01     |
| 000:3291                                | 0               | 2               | 2              | 00:01:05            | 00:02:11 | \$2.94      |
| 000:3308                                | 14              | 27              | 41             | 00:00:38            | 00:26:19 | \$16.77     |
| 000:3324                                | 24              | 27              | 51             | 00:01:54            | 01:37:42 | \$31.97     |
| 000:3610                                | 50              | 34              | 84             | 00:01:48            | 02:32:01 | \$36.07     |
| 000:3614                                | 59              | 37              | 96             | 00:02:12            | 03:32:41 | \$35.51     |
| 000:3688                                | 0               | 2               | 2              | 00:00:30            | 00:01:00 | \$1.99      |
| 000:3779                                | 0               | 24              | 24             | 00:01:55            | 00:46:01 | \$51.12     |
| 000:3780                                | 0               | 45              | 45             | 00:01:24            | 01:03:37 | \$77.75     |
| /COMMERCIAL/290 Tele Sales Reservations | 147             | 243             | 390            | 00:01:48            | 11:44:52 | \$358.61    |

Period 3/1/2015-3/7/2015
Call Types Incoming; Outgoing

# Extension Summary for /COMMERCIAL/292 Yield Management Department

| Extension                        | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|----------------------------------|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3653                         | 92              | 8               | 100            | 00:02:19            | 03:52:16 | \$5.01      |
| 000:3769                         | 46              | 10              | 56             | 00:04:09            | 03:53:19 | \$5.32      |
| 000:3879                         | 27              | 0               | 27             | 00:02:39            | 01:11:35 | \$0.00      |
| 000:3902                         | 6               | 6               | 12             | 00:02:30            | 00:30:01 | \$3.68      |
| 000:3903                         | 0               | 3               | 3              | 00:00:27            | 00:01:22 | \$1.82      |
| /COMMERCIAL/292 Yield Management | 171             | 27              | 198            | 00:02:52            | 09:28:33 | \$15.83     |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

# Extension Summary for /COMMERCIAL/293 Auto Syst Galileo NDC Department

| Extension                             | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|---------------------------------------|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3015                              | 0               | 1               | 1              | 00:00:32            | 00:00:32 | \$1.03      |
| 000:3261                              | 0               | 3               | 3              | 00:00:37            | 00:01:52 | \$3.29      |
| 000:3291                              | 40              | 10              | 50             | 00:02:20            | 01:56:57 | \$23.71     |
| 000:3628                              | 0               | 36              | 36             | 00:00:58            | 00:35:00 | \$46.12     |
| 000:3679                              | 13              | 0               | 13             | 00:03:09            | 00:41:07 | \$0.00      |
| 000:3767                              | 7               | 4               | 11             | 00:01:37            | 00:17:54 | \$3.86      |
| 000:3779                              | 45              | 7               | 52             | 00:03:00            | 02:36:50 | \$51.19     |
| 000:3780                              | 136             | 38              | 174            | 00:02:55            | 08:27:31 | \$150.07    |
| 000:3872                              | 12              | 36              | 48             | 00:01:35            | 01:16:32 | \$35.42     |
| 000:3923                              | 0               | 11              | 11             | 00:01:17            | 00:14:17 | \$14.82     |
| 000:3924                              | 0               | 5               | 5              | 00:00:54            | 00:04:31 | \$3.06      |
| /COMMERCIAL/293 Auto Syst Galileo NDC | 253             | 151             | 404            | 00:02:24            | 16:13:03 | \$332.57    |

Period 3/1/2015-3/7/2015
Call Types Incoming; Outgoing

# Extension Summary for /COMMERCIAL/294 Destination Loyalty Department

| Extension                           | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|-------------------------------------|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3253                            | 0               | 2               | 2              | 00:03:56            | 00:07:53 | \$1.30      |
| 000:3335                            | 14              | 4               | 18             | 00:03:49            | 01:08:44 | \$25.78     |
| 000:3376                            | 0               | 2               | 2              | 00:01:01            | 00:02:02 | \$2.83      |
| 000:3420                            | 0               | 29              | 29             | 00:01:35            | 00:46:21 | \$42.73     |
| 000:3683                            | 37              | 15              | 52             | 00:02:40            | 02:19:16 | \$18.96     |
| 000:3710                            | 0               | 3               | 3              | 00:00:25            | 00:01:16 | \$2.81      |
| 000:3885                            | 0               | 3               | 3              | 00:01:20            | 00:04:00 | \$4.99      |
| 000:3904                            | 0               | 1               | 1              | 00:00:55            | 00:00:55 | \$0.61      |
| 000:3905                            | 1               | 34              | 35             | 00:01:00            | 00:35:03 | \$41.24     |
| 000:3906                            | 0               | 122             | 122            | 00:00:46            | 01:34:44 | \$125.89    |
| /COMMERCIAL/294 Destination Loyalty | 52              | 215             | 267            | 00:01:29            | 06:40:14 | \$267.14    |

Period 3/1/2015-3/7/2015
Call Types Incoming; Outgoing

# Extension Summary for /COMMERCIAL/431 Commerical Admin Department

| Extension                        | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|----------------------------------|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3401                         | 1               | 0               | 1              | 00:57:59            | 00:57:59 | \$0.00      |
| 000:3414                         | 68              | 23              | 91             | 00:01:08            | 01:43:59 | \$24.32     |
| 000:3433                         | 0               | 1               | 1              | 00:01:06            | 00:01:06 | \$1.48      |
| 000:3453                         | 0               | 34              | 34             | 00:01:46            | 01:00:26 | \$56.20     |
| 000:3550                         | 10              | 1               | 11             | 00:00:18            | 00:03:19 | \$0.61      |
| 000:3599                         | 3               | 17              | 20             | 00:02:02            | 00:40:46 | \$30.84     |
| 000:3894                         | 13              | 2               | 15             | 00:01:10            | 00:17:39 | \$1.20      |
| 000:3920                         | 0               | 54              | 54             | 00:02:09            | 01:56:11 | \$112.00    |
| /COMMERCIAL/431 Commerical Admin | 95              | 132             | 227            | 00:01:46            | 06:41:25 | \$226.65    |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

# Extension Summary for /COMMERCIAL/432 Tarrif Department

| Extension              | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|------------------------|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3408               | 0               | 1               | 1              | 00:16:58            | 00:16:58 | \$0.00      |
| 000:3440               | 24              | 19              | 43             | 00:03:45            | 02:41:19 | \$21.04     |
| 000:3530               | 18              | 0               | 18             | 00:04:08            | 01:14:38 | \$0.00      |
| /COMMERCIAL/432 Tarrif | 42              | 20              | 62             | 00:04:04            | 04:12:55 | \$21.04     |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

# Extension Summary for /COMMERCIAL/433 Executive Club Department

| Extension                      | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|--------------------------------|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3252                       | 0               | 5               | 5              | 00:00:48            | 00:04:01 | \$4.75      |
| 000:3329                       | 96              | 4               | 100            | 00:01:12            | 02:01:23 | \$3.61      |
| 000:3420                       | 52              | 0               | 52             | 00:02:07            | 01:50:51 | \$0.00      |
| 000:3527                       | 0               | 3               | 3              | 00:00:44            | 00:02:13 | \$1.83      |
| 000:3849                       | 7               | 31              | 38             | 00:01:39            | 01:03:10 | \$76.23     |
| 000:3853                       | 0               | 165             | 165            | 00:01:34            | 04:19:37 | \$264.40    |
| 000:3885                       | 0               | 14              | 14             | 00:01:19            | 00:18:30 | \$17.75     |
| /COMMERCIAL/433 Executive Club | 155             | 222             | 377            | 00:01:32            | 09:39:45 | \$368.57    |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

# Extension Summary for /COMMERCIAL/436 Agency & Interline Department

| Extension                          | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|------------------------------------|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3672                           | 0               | 4               | 4              | 00:02:03            | 00:08:14 | \$5.19      |
| /COMMERCIAL/436 Agency & Interline | 0               | 4               | 4              | 00:02:03            | 00:08:14 | \$5.19      |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

# Extension Summary for /COMMERCIAL/437 Planning Department

| Extension                | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|--------------------------|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3261                 | 6               | 34              | 40             | 00:02:53            | 01:55:23 | \$84.72     |
| 000:3331                 | 17              | 4               | 21             | 00:03:15            | 01:08:20 | \$6.35      |
| 000:3528                 | 9               | 2               | 11             | 00:07:07            | 01:18:17 | \$8.31      |
| 000:3548                 | 11              | 4               | 15             | 00:01:38            | 00:24:30 | \$3.39      |
| 000:3592                 | 1               | 0               | 1              | 00:01:18            | 00:01:18 | \$0.00      |
| 000:3602                 | 18              | 2               | 20             | 00:02:21            | 00:47:05 | \$1.21      |
| 000:3628                 | 87              | 47              | 134            | 00:03:31            | 07:52:37 | \$210.68    |
| /COMMERCIAL/437 Planning | 149             | 93              | 242            | 00:03:20            | 13:27:30 | \$314.66    |

Period 3
Call Types II

3/1/2015-3/7/2015 Incoming; Outgoing

# Extension Summary for /COMMERCIAL/441 Marketing Department

| Extension                 | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|---------------------------|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3236                  | 2               | 3               | 5              | 00:04:42            | 00:23:34 | \$2.91      |
| 000:3327                  | 9               | 11              | 10             | 00:01:59            | 00:19:57 | \$0.00      |
| 000:3409                  | 0               | 9               | 9              | 00:00:35            | 00:05:23 | \$8.87      |
| 000:3498                  | 0               | 2               | 2              | 00:03:18            | 00:06:37 | \$1.33      |
| 000:3620                  | 0               | 29              | 29             | 00:02:38            | 01:16:25 | \$45.63     |
| 000:3814                  | 0               | 8               | 8              | 00:01:00            | 00:08:03 | \$8.48      |
| 000:3842                  | 6               | 14              | 20             | 00:01:10            | 00:23:21 | \$7.22      |
| /COMMERCIAL/441 Marketing | 17              | 66              | 83             | 00:01:58            | 02:43:20 | \$74.44     |

Period 3/1/2019 Call Types Incomin

3/1/2015-3/7/2015 Incoming; Outgoing

# Extension Summary for /COMMERCIAL/443 Staff Travel Department

| Extension                    | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|------------------------------|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3234                     | 0               | 22              | 22             | 00:01:19            | 00:29:00 | \$30.95     |
| 000:3299                     | 7               | 1               | 8              | 00:00:27            | 00:03:37 | \$2.40      |
| 000:3306                     | 0               | 76              | 76             | 00:01:07            | 01:25:25 | \$90.09     |
| 000:3378                     | 0               | 26              | 26             | 00:01:02            | 00:27:07 | \$27.08     |
| 000:3477                     | 0               | 1               | 1              | 00:01:34            | 00:01:34 | \$0.62      |
| 000:3495                     | 0               | 22              | 22             | 00:01:46            | 00:39:07 | \$67.01     |
| 000:3497                     | 0               | 11              | 11             | 00:01:27            | 00:16:04 | \$18.25     |
| 000:3546                     | 1               | 0               | 1              | 00:01:55            | 00:01:55 | \$0.00      |
| 000:3565                     | 0               | 1               | 1              | 00:00:18            | 00:00:18 | \$0.60      |
| 000:3857                     | 0               | 20              | 20             | 00:01:43            | 00:34:36 | \$25.75     |
| /COMMERCIAL/443 Staff Travel | 8               | 180             | 188            | 00:01:16            | 03:58:43 | \$262.75    |

Period 3/1/ Call Types Inco

3/1/2015-3/7/2015 Incoming; Outgoing

### Extension Summary for /COMMERCIAL/514 POM Aport Dom.Sales Department

| Extension                           | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|-------------------------------------|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3268                            | 0               | 4               | 4              | 00:06:38            | 00:26:35 | \$23.62     |
| 000:3495                            | 0               | 1               | 1              | 00:00:11            | 00:00:11 | \$0.75      |
| 000:3647                            | 0               | 21              | 21             | 00:02:23            | 00:50:13 | \$50.76     |
| 000:3840                            | 0               | 28              | 28             | 00:01:20            | 00:37:34 | \$39.10     |
| 000:3841                            | 0               | 15              | 15             | 00:00:51            | 00:12:58 | \$16.92     |
| 000:3909                            | 0               | 35              | 35             | 00:01:20            | 00:46:53 | \$51.75     |
| 000:3914                            | 0               | 26              | 26             | 00:03:08            | 01:21:33 | \$55.68     |
| 000:3915                            | 0               | 16              | 16             | 00:00:39            | 00:10:35 | \$17.68     |
| 000:3916                            | 0               | 59              | 59             | 00:01:36            | 01:34:51 | \$75.86     |
| /COMMERCIAL/514 POM Aport Dom.Sales | 0               | 205             | 205            | 00:01:45            | 06:01:23 | \$332.12    |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

### Extension Summary for /COMMERCIAL/533 POM Aport Intl.Sale Department

| Extension                           | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|-------------------------------------|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3396                            | 183             | 141             | 324            | 00:02:07            | 11:27:22 | \$386.76    |
| 000:3405                            | 4               | 13              | 17             | 00:01:00            | 00:17:05 | \$14.85     |
| 000:3621                            | 100             | 138             | 238            | 00:02:02            | 08:07:04 | \$362.95    |
| /COMMERCIAL/533 POM Aport Intl.Sale | 287             | 292             | 579            | 00:02:03            | 19:51:31 | \$764.56    |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

### Extension Summary for /COMMERCIAL/601 SOE Sales Department

| Extension                 | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|---------------------------|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3221                  | 56              | 42              | 98             | 00:02:20            | 03:49:56 | \$67.52     |
| 000:3234                  | 60              | 2               | 62             | 00:01:07            | 01:10:04 | \$4.47      |
| 000:3306                  | 109             | 0               | 109            | 00:02:01            | 03:40:55 | \$0.00      |
| 000:3359                  | 45              | 38              | 83             | 00:00:34            | 00:48:20 | \$23.09     |
| 000:3378                  | 53              | 0               | 53             | 00:01:16            | 01:07:28 | \$0.00      |
| 000:3447                  | 0               | 2               | 2              | 00:18:03            | 00:36:07 | \$127.64    |
| 000:3477                  | 0               | 35              | 35             | 00:01:09            | 00:40:38 | \$36.61     |
| 000:3498                  | 9               | 1               | 10             | 00:01:21            | 00:13:39 | \$0.00      |
| 000:3506                  | 0               | 3               | 3              | 00:01:36            | 00:04:49 | \$12.68     |
| /COMMERCIAL/601 SOE Sales | 332             | 123             | 455            | 00:01:36            | 12:11:56 | \$272.01    |

Period 3/1/2015-3/7/2015
Call Types Incoming; Outgoing

### Extension Summary for /COMMERCIAL/601 Tours Travel Centre Department

| Extension                           | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|-------------------------------------|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3209                            | 0               | 38              | 38             | 00:01:37            | 01:01:49 | \$52.20     |
| 000:3364                            | 0               | 16              | 16             | 00:01:34            | 00:25:16 | \$27.99     |
| 000:3557                            | 0               | 12              | 12             | 00:01:52            | 00:22:33 | \$29.90     |
| 000:3574                            | 23              | 32              | 55             | 00:01:46            | 01:37:25 | \$48.30     |
| 000:3606                            | 26              | 14              | 40             | 00:02:33            | 01:42:14 | \$36.35     |
| 000:3690                            | 24              | 18              | 42             | 00:02:52            | 02:00:30 | \$32.22     |
| /COMMERCIAL/601 Tours Travel Centre | 73              | 130             | 203            | 00:02:07            | 07:09:47 | \$226.96    |
| /COMMERCIAL                         | 2 729           | 2 794           | 5 523          | 00:01:55            | 7d09:17  | \$5 004.79  |

Period 3/1/2015-3/7/2015
Call Types Incoming; Outgoing

# Extension Summary for /CORPERATE SERVICES/410 Finance Accounting Department

| Extension                                  | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|--|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3310                                   | 0               | 2               | 2              | 00:05:44            | 00:11:29 | \$1.33      |
| 000:3476                                   | 2               | 4               | 6              | 00:01:20            | 00:08:04 | \$0.61      |
| 000:3608                                   | 22              | 49              | 71             | 00:00:44            | 00:52:55 | \$37.05     |
| /CORPERATE SERVICES/410 Finance Accounting | 24              | 55              | 79             | 00:00:55            | 01:12:28 | \$38.99     |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

# Extension Summary for /CORPERATE SERVICES/413 Information Technology Department

| Extension                                      | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|--|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:00   | 24              | 45              | 69             | 00:01:00            | 01:09:22 | \$57.96     |
| 000:01   | 239             | 18              | 257            | 00:01:23            | 05:56:44 | \$7.23      |
| 000:3206                                       | 12              | 4               | 16             | 00:04:05            | 01:05:22 | \$3.57      |
| 000:3219                                       | 0               | 4               | 4              | 00:02:36            | 00:10:27 | \$6.02      |
| 000:3251                                       | 0               | 9               | 9              | 00:01:32            | 00:13:54 | \$14.80     |
| 000:3262                                       | 29              | 6               | 35             | 00:03:59            | 02:19:40 | \$4.38      |
| 000:3293                                       | 0               | 1               | 1              | 00:00:12            | 00:00:12 | \$0.65      |
| 000:3315                                       | 169             | 19              | 188            | 00:01:43            | 05:25:18 | \$29.80     |
| 000:3403                                       | 20              | 0               | 20             | 00:01:27            | 00:29:07 | \$0.00      |
| 000:3428                                       | 0               | 2               | 2              | 00:01:22            | 00:02:45 | \$0.69      |
| 000:3436                                       | 0               | 12              | 12             | 00:01:32            | 00:18:27 | \$15.85     |
| 000:3445                                       | 2               | 12              | 14             | 00:01:49            | 00:25:31 | \$26.70     |
| 000:3457                                       | 2               | 1               | 3              | 00:02:36            | 00:07:50 | \$1.77      |
| 000:3460                                       | 29              | 5               | 34             | 00:01:52            | 01:03:32 | \$4.97      |
| 000:3473                                       | 3               | 0               | 3              | 00:00:48            | 00:02:24 | \$0.00      |
| 000:3475                                       | 3               | 1               | 4              | 00:00:48            | 00:03:15 | \$0.73      |
| 000:3482                                       | 23              | 1               | 24             | 00:00:15            | 00:06:02 | \$0.70      |
| 000:3489                                       | 4               | 8               | 12             | 00:01:18            | 00:15:46 | \$10.20     |
| 000:3532                                       | 0               | 1               | 1              | 00:00:37            | 00:00:37 | \$0.61      |
| 000:3538                                       | 4               | 0               | 4              | 00:03:06            | 00:12:24 | \$0.00      |
| 000:3544                                       | 8               | 48              | 56             | 00:01:25            | 01:19:39 | \$31.01     |
| 000:3590                                       | 1               | 4               | 5              | 00:07:17            | 00:36:26 | \$33.09     |
| 000:3611                                       | 8               | 0               | 8              | 00:00:53            | 00:07:08 | \$0.00      |
| 000:3746                                       | 0               | 2               | 2              | 00:05:23            | 00:10:47 | \$9.81      |
| 000:3791                                       | 0               | 31              | 31             | 00:02:12            | 01:08:27 | \$69.38     |
| 000:3811                                       | 0               | 4               | 4              | 00:01:26            | 00:05:46 | \$3.84      |
| 000:3938                                       | 0               | 2               | 2              | 00:01:54            | 00:03:48 | \$4.23      |
| 000:3939                                       | 1               | 0               | 1              | 00:01:50            | 00:01:50 | \$0.00      |
| 000:3941                                       | 0               | 3               | 3              | 00:01:14            | 00:03:42 | \$3.65      |
| 000:3942                                       | 0               | 2               | 2              | 00:01:52            | 00:03:45 | \$3.64      |
| /CORPERATE SERVICES/413 Information Technology | 581             | 245             | 826            | 00:01:40            | 23:09:57 | \$345.28    |

Period 3/1/2015-3/7/2015
Call Types Incoming; Outgoing

# Extension Summary for /CORPERATE SERVICES/418 Property Department

| Extension                        | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|----------------------------------|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3461                         | 0               | 50              | 50             | 00:01:22            | 01:08:47 | \$62.93     |
| 000:3500                         | 0               | 75              | 75             | 00:01:38            | 02:02:43 | \$87.23     |
| 000:3504                         | 21              | 0               | 21             | 00:01:51            | 00:39:00 | \$0.00      |
| 000:3627                         | 0               | 7               | 7              | 00:03:30            | 00:24:34 | \$23.07     |
| 000:T030201                      | 0               | 4               | 4              | 00:01:20            | 00:05:21 | \$0.00      |
| /CORPERATE SERVICES/418 Property | 21              | 136             | 157            | 00:01:39            | 04:20:25 | \$173.23    |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

# Extension Summary for /CORPERATE SERVICES/420 Payroll Department

| Extension                       | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|---------------------------------|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3269                        | 11              | 36              | 47             | 00:01:13            | 00:57:53 | \$0.00      |
| 000:3391                        | 8               | 6               | 14             | 00:01:01            | 00:14:24 | \$3.69      |
| 000:3413                        | 54              | 13              | 67             | 00:01:31            | 01:42:00 | \$12.89     |
| 000:3470                        | 2               | 2               | 4              | 00:04:35            | 00:18:22 | \$14.01     |
| 000:3472                        | 104             | 1               | 105            | 00:01:57            | 03:25:18 | \$9.82      |
| 000:3505                        | 46              | 2               | 48             | 00:01:21            | 01:04:52 | \$5.43      |
| 000:3570                        | 28              | 37              | 65             | 00:01:17            | 01:24:05 | \$35.47     |
| /CORPERATE SERVICES/420 Payroll | 253             | 97              | 350            | 00:01:33            | 09:06:54 | \$81.31     |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

# Extension Summary for /CORPERATE SERVICES/421 Commercial Fleet Department

| Extension                                | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|--|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3545                                 | 18              | 64              | 82             | 00:00:48            | 01:06:24 | \$30.25     |
| /CORPERATE SERVICES/421 Commercial Fleet | 18              | 64              | 82             | 00:00:48            | 01:06:24 | \$30.25     |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

# Extension Summary for /CORPERATE SERVICES/424 Corporate Admin Department

| Extension                               | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|---|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3339                                | 1               | 0               | 1              | 00:00:36            | 00:00:36 | \$0.00      |
| /CORPERATE SERVICES/424 Corporate Admin | 1               | 0               | 1              | 00:00:36            | 00:00:36 | \$0.00      |

Period 3/1/2015-3/7/2015
Call Types Incoming; Outgoing

# Extension Summary for /CORPERATE SERVICES/454 Commercial Stores Department

| Extension                                 | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|---|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3301                                  | 2               | 27              | 29             | 00:00:19            | 00:09:35 | \$0.00      |
| 000:3302                                  | 3               | 4               | 7              | 00:01:29            | 00:10:27 | \$0.00      |
| 000:3334                                  | 9               | 27              | 36             | 00:01:23            | 00:49:51 | \$0.00      |
| 000:3348                                  | 22              | 75              | 97             | 00:01:21            | 02:11:25 | \$0.00      |
| 000:3349                                  | 2               | 47              | 49             | 00:00:36            | 00:29:58 | \$0.00      |
| 000:3442                                  | 22              | 67              | 89             | 00:01:40            | 02:28:53 | \$0.00      |
| 000:3804                                  | 0               | 11              | 11             | 00:00:35            | 00:06:35 | \$0.00      |
| /CORPERATE SERVICES/454 Commercial Stores | 60              | 258             | 318            | 00:01:12            | 06:26:44 | \$0.00      |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

### Extension Summary for /CORPERATE SERVICES/481 Revenue Accounting Department

| Extension                                  | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|--|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3290                                   | 44              | 6               | 50             | 00:03:10            | 02:38:32 | \$3.67      |
| 000:3294                                   | 29              | 69              | 98             | 00:01:24            | 02:18:32 | \$81.22     |
| 000:3357                                   | 38              | 3               | 41             | 00:02:20            | 01:35:53 | \$3.88      |
| 000:3372                                   | 24              | 6               | 30             | 00:01:52            | 00:56:04 | \$8.69      |
| 000:3375                                   | 25              | 11              | 36             | 00:02:18            | 01:23:09 | \$15.70     |
| 000:3407                                   | 4               | 2               | 6              | 00:01:54            | 00:11:24 | \$4.13      |
| 000:3417                                   | 39              | 0               | 39             | 00:03:10            | 02:04:05 | \$0.00      |
| 000:3445                                   | 0               | 1               | 1              | 00:01:10            | 00:01:10 | \$0.61      |
| 000:3484                                   | 21              | 0               | 21             | 00:01:26            | 00:30:20 | \$0.00      |
| 000:3688                                   | 28              | 10              | 38             | 00:04:22            | 02:46:10 | \$18.84     |
| 000:3765                                   | 5               | 0               | 5              | 00:01:17            | 00:06:27 | \$0.00      |
| 000:3792                                   | 3               | 1               | 4              | 00:07:49            | 00:31:19 | \$0.72      |
| 000:3795                                   | 3               | 0               | 3              | 00:03:42            | 00:11:06 | \$0.00      |
| 000:3823                                   | 0               | 1               | 1              | 00:00:00            | 00:00:00 | \$0.00      |
| /CORPERATE SERVICES/481 Revenue Accounting | 263             | 110             | 373            | 00:02:27            | 15:14:11 | \$137.46    |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

# Extension Summary for /CORPERATE SERVICES/482 Treasury Department

| Extension                        | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|----------------------------------|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3203                         | 12              | 7               | 19             | 00:02:02            | 00:38:43 | \$6.04      |
| 000:3248                         | 21              | 57              | 78             | 00:01:59            | 02:35:34 | \$100.26    |
| 000:3341                         | 0               | 11              | 11             | 00:03:24            | 00:37:30 | \$38.43     |
| 000:3345                         | 41              | 26              | 67             | 00:01:16            | 01:24:58 | \$36.45     |
| 000:3363                         | 15              | 0               | 15             | 00:01:30            | 00:22:33 | \$0.00      |
| 000:3402                         | 5               | 0               | 5              | 00:03:33            | 00:17:48 | \$0.00      |
| 000:3412                         | 0               | 1               | 1              | 00:00:12            | 00:00:12 | \$1.14      |
| 000:3429                         | 0               | 2               | 2              | 00:02:04            | 00:04:09 | \$4.51      |
| 000:3438                         | 50              | 0               | 50             | 00:02:12            | 01:50:31 | \$0.00      |
| 000:3474                         | 12              | 4               | 16             | 00:03:11            | 00:51:08 | \$3.78      |
| 000:3596                         | 40              | 1               | 41             | 00:03:31            | 02:24:29 | \$1.73      |
| 000:3703                         | 24              | 1               | 25             | 00:03:23            | 01:24:43 | \$0.66      |
| 000:3704                         | 14              | 0               | 14             | 00:02:07            | 00:29:41 | \$0.00      |
| 000:3884                         | 11              | 7               | 18             | 00:03:00            | 00:54:01 | \$8.83      |
| /CORPERATE SERVICES/482 Treasury | 245             | 117             | 362            | 00:02:18            | 13:56:00 | \$201.83    |

Period 3/1/2015-3/7/2015
Call Types Incoming; Outgoing

# Extension Summary for /CORPERATE SERVICES/483 Corporate Reporting Department

| Extension                                   | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|---|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3265                                    | 3               | 1               | 4              | 00:00:46            | 00:03:04 | \$0.00      |
| 000:3340                                    | 2               | 0               | 2              | 00:00:28            | 00:00:57 | \$0.00      |
| 000:3366                                    | 0               | 6               | 6              | 00:00:46            | 00:04:37 | \$3.82      |
| 000:3450                                    | 4               | 3               | 7              | 00:00:44            | 00:05:11 | \$1.25      |
| 000:3488                                    | 3               | 0               | 3              | 00:05:19            | 00:15:57 | \$0.00      |
| 000:3629                                    | 3               | 3               | 6              | 00:01:12            | 00:07:15 | \$1.82      |
| 000:3745                                    | 2               | 7               | 9              | 00:03:11            | 00:28:40 | \$3.05      |
| /CORPERATE SERVICES/483 Corporate Reporting | 17              | 20              | 37             | 00:01:46            | 01:05:41 | \$9.94      |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

### Extension Summary for /CORPERATE SERVICES/484 Accounts Receivable Department

| Extension                                   | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|---|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3222                                    | 2               | 2               | 4              | 00:01:28            | 00:05:53 | \$0.00      |
| 000:3355                                    | 1               | 1               | 2              | 00:04:28            | 00:08:56 | \$0.63      |
| 000:3490                                    | 26              | 3               | 29             | 00:01:20            | 00:38:50 | \$3.52      |
| 000:3523                                    | 14              | 7               | 21             | 00:06:36            | 02:18:36 | \$146.35    |
| 000:3560                                    | 27              | 0               | 27             | 00:03:02            | 01:22:08 | \$0.00      |
| 000:3569                                    | 60              | 3               | 63             | 00:02:36            | 02:43:48 | \$4.52      |
| 000:3605                                    | 32              | 30              | 62             | 00:02:52            | 02:58:20 | \$40.22     |
| 000:3682                                    | 1               | 44              | 45             | 00:01:47            | 01:20:27 | \$69.34     |
| 000:3685                                    | 29              | 12              | 41             | 00:02:12            | 01:30:23 | \$13.57     |
| 000:3711                                    | 28              | 18              | 46             | 00:01:50            | 01:24:54 | \$21.22     |
| 000:3798                                    | 16              | 27              | 43             | 00:01:50            | 01:19:20 | \$29.86     |
| 000:3805                                    | 20              | 0               | 20             | 00:01:51            | 00:37:18 | \$0.00      |
| /CORPERATE SERVICES/484 Accounts Receivable | 256             | 147             | 403            | 00:02:27            | 16:28:53 | \$329.23    |

Period 3 Call Types I

3/1/2015-3/7/2015 Incoming; Outgoing

# Extension Summary for /CORPERATE SERVICES/485 Planning & Analysis Department

| Extension                                   | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|---|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3347                                    | 0               | 4               | 4              | 00:03:50            | 00:15:23 | \$30.03     |
| 000:3353                                    | 18              | 29              | 47             | 00:01:34            | 01:13:59 | \$30.12     |
| 000:3450                                    | 0               | 3               | 3              | 00:02:55            | 00:08:46 | \$5.11      |
| /CORPERATE SERVICES/485 Planning & Analysis | 18              | 36              | 54             | 00:01:49            | 01:38:08 | \$65.26     |

Period 3/1/
Call Types Inco

3/1/2015-3/7/2015 Incoming; Outgoing

# Extension Summary for /CORPERATE SERVICES/486 Finance Projects Department

| Extension                                | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|--|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3705                                 | 0               | 4               | 4              | 00:06:50            | 00:27:20 | \$44.08     |
| 000:3803                                 | 13              | 8               | 21             | 00:01:33            | 00:32:53 | \$5.67      |
| /CORPERATE SERVICES/486 Finance Projects | 13              | 12              | 25             | 00:02:24            | 01:00:13 | \$49.75     |
| /CORPERATE SERVICES                      | 1 770           | 1 297           | 3 067          | 00:01:51            | 3d22:46  | \$1 462.53  |

Period 3/1/2015-3/7/2015
Call Types Incoming; Outgoing

### Extension Summary for /ENGINEERING DIVISION/100 ENG Line Maintenance Department

| Extension                                      | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|--|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3452                                       | 0               | 38              | 38             | 00:00:58            | 00:37:15 | \$47.82     |
| 000:3919                                       | 0               | 4               | 4              | 00:00:30            | 00:02:02 | \$4.03      |
| /ENGINEERING DIVISION/100 ENG Line Maintenance | 0               | 42              | 42             | 00:00:56            | 00:39:17 | \$51.85     |

Period Call Types

3/1/2015-3/7/2015 Incoming; Outgoing

# Extension Summary for /ENGINEERING DIVISION/101 ENG Workshop Department

| Extension                              | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|--|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3496                               | 0               | 11              | 11             | 00:00:47            | 00:08:37 | \$12.66     |
| 000:3598                               | 3               | 1               | 4              | 00:00:36            | 00:02:24 | \$0.60      |
| 000:3714                               | 0               | 7               | 7              | 00:01:59            | 00:13:56 | \$12.31     |
| 000:3719                               | 1               | 0               | 1              | 00:00:19            | 00:00:19 | \$0.00      |
| 000:3720                               | 6               | 1               | 7              | 00:00:34            | 00:04:00 | \$0.00      |
| 000:3722                               | 7               | 0               | 7              | 00:03:13            | 00:22:33 | \$0.00      |
| /ENGINEERING DIVISION/101 ENG Workshop | 17              | 20              | 37             | 00:01:24            | 00:51:49 | \$25.57     |

Period 3/1/2015-3/7/2015
Call Types Incoming; Outgoing

### Extension Summary for /ENGINEERING DIVISION/109 ENG Hanger Maintenance Sec Department

| Extension  | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|--|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3311   | 0               | 1               | 1              | 00:04:21            | 00:04:21 | \$0.30      |
| 000:3551   | 0               | 69              | 69             | 00:02:26            | 02:48:33 | \$174.04    |
| 000:3702   | 0               | 118             | 118            | 00:01:31            | 02:59:13 | \$203.26    |
| 000:3808   | 0               | 1               | 1              | 00:00:51            | 00:00:51 | \$0.61      |
| 000:3856   | 0               | 33              | 33             | 00:01:04            | 00:35:15 | \$43.75     |
| /ENGINEERING DIVISION/109 ENG Hanger Maintenance Sec | 0               | 222             | 222            | 00:01:44            | 06:28:13 | \$421.96    |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

# Extension Summary for /ENGINEERING DIVISION/155 Avionics Department

| Extension                          | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|------------------------------------|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3399                           | 7               | 1               | 8              | 00:00:52            | 00:06:57 | \$0.63      |
| /ENGINEERING DIVISION/155 Avionics | 7               | 1               | 8              | 00:00:52            | 00:06:57 | \$0.63      |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

# Extension Summary for /ENGINEERING DIVISION/470 Eng Div Admin Department

| Extension                               | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|---|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3346                                | 5               | 1               | 6              | 00:00:40            | 00:04:03 | \$0.63      |
| 000:3448                                | 4               | 0               | 4              | 00:00:28            | 00:01:55 | \$0.00      |
| 000:3451                                | 0               | 31              | 31             | 00:01:16            | 00:39:25 | \$45.15     |
| 000:3455                                | 0               | 3               | 3              | 00:01:51            | 00:05:33 | \$0.00      |
| 000:3534                                | 4               | 2               | 6              | 00:00:19            | 00:01:58 | \$1.63      |
| 000:3552                                | 0               | 52              | 52             | 00:01:01            | 00:53:01 | \$59.60     |
| 000:3637                                | 1               | 10              | 11             | 00:02:15            | 00:24:48 | \$41.80     |
| 000:3754                                | 0               | 2               | 2              | 00:00:33            | 00:01:06 | \$1.04      |
| 000:3813                                | 0               | 15              | 15             | 00:01:37            | 00:24:20 | \$26.83     |
| 000:3873                                | 0               | 1               | 1              | 00:02:12            | 00:02:12 | \$2.36      |
| 000:3874                                | 0               | 10              | 10             | 00:01:42            | 00:17:02 | \$7.61      |
| /ENGINEERING DIVISION/470 Eng Div Admin | 14              | 127             | 141            | 00:01:14            | 02:55:23 | \$186.65    |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

# Extension Summary for /ENGINEERING DIVISION/471 Quality Assurance Department

| Extension                                   | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|---|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3536                                    | 17              | 8               | 25             | 00:01:00            | 00:25:06 | \$4.94      |
| 000:3549                                    | 1               | 3               | 4              | 00:00:59            | 00:03:56 | \$1.84      |
| /ENGINEERING DIVISION/471 Quality Assurance | 18              | 11              | 29             | 00:01:00            | 00:29:02 | \$6.78      |

Period 3/1/2015-3/7/2015
Call Types Incoming; Outgoing

# Extension Summary for /ENGINEERING DIVISION/472 Design Services Department

| Extension                                 | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|---|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3238                                  | 0               | 7               | 7              | 00:04:50            | 00:33:54 | \$125.97    |
| 000:3246                                  | 0               | 1               | 1              | 00:04:54            | 00:04:54 | \$0.22      |
| 000:3369                                  | 0               | 5               | 5              | 00:03:02            | 00:15:12 | \$14.36     |
| 000:3514                                  | 0               | 9               | 9              | 00:01:12            | 00:10:55 | \$11.53     |
| 000:3543                                  | 0               | 9               | 9              | 00:06:52            | 01:01:53 | \$133.75    |
| 000:3571                                  | 4               | 8               | 12             | 00:00:53            | 00:10:42 | \$5.59      |
| 000:3622                                  | 0               | 1               | 1              | 00:00:07            | 00:00:07 | \$0.69      |
| 000:3678                                  | 0               | 2               | 2              | 00:00:41            | 00:01:23 | \$1.79      |
| 000:3773                                  | 1               | 1               | 2              | 00:00:44            | 00:01:29 | \$0.21      |
| 000:3774                                  | 0               | 1               | 1              | 00:01:10            | 00:01:10 | \$5.31      |
| 000:3775                                  | 1               | 0               | 1              | 00:01:21            | 00:01:21 | \$0.00      |
| /ENGINEERING DIVISION/472 Design Services | 6               | 44              | 50             | 00:02:51            | 02:23:00 | \$299.42    |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

### Extension Summary for /ENGINEERING DIVISION/475 ENG Supply Department

| Extension                            | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|--------------------------------------|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3249                             | 6               | 0               | 6              | 00:00:16            | 00:01:40 | \$0.00      |
| 000:3296                             | 4               | 23              | 27             | 00:01:33            | 00:42:17 | \$31.31     |
| 000:3305                             | 2               | 35              | 37             | 00:01:27            | 00:53:44 | \$56.47     |
| 000:3390                             | 1               | 0               | 1              | 00:00:34            | 00:00:34 | \$0.00      |
| 000:3426                             | 11              | 42              | 53             | 00:08:14            | 07:16:28 | \$262.36    |
| 000:3434                             | 3               | 22              | 25             | 00:02:45            | 01:09:00 | \$43.83     |
| 000:3448                             | 0               | 1               | 1              | 00:00:03            | 00:00:03 | \$0.61      |
| 000:3487                             | 4               | 0               | 4              | 00:00:50            | 00:03:20 | \$0.00      |
| 000:3501                             | 1               | 4               | 5              | 00:00:48            | 00:04:02 | \$0.00      |
| 000:3516                             | 0               | 5               | 5              | 00:15:53            | 01:19:29 | \$66.43     |
| 000:3525                             | 12              | 17              | 29             | 00:02:21            | 01:08:16 | \$88.25     |
| 000:3537                             | 2               | 5               | 7              | 00:03:50            | 00:26:54 | \$20.49     |
| 000:3584                             | 10              | 6               | 16             | 00:02:51            | 00:45:37 | \$15.00     |
| 000:3626                             | 5               | 2               | 7              | 00:00:52            | 00:06:07 | \$2.17      |
| 000:3630                             | 0               | 4               | 4              | 00:02:40            | 00:10:40 | \$6.10      |
| 000:3632                             | 19              | 93              | 112            | 00:00:57            | 01:47:53 | \$104.28    |
| 000:3633                             | 3               | 0               | 3              | 00:01:56            | 00:05:49 | \$0.00      |
| 000:3786                             | 1               | 55              | 56             | 00:01:14            | 01:09:47 | \$77.23     |
| 000:3816                             | 1               | 0               | 1              | 00:00:30            | 00:00:30 | \$0.00      |
| 000:3863                             | 1               | 61              | 62             | 00:01:30            | 01:33:39 | \$88.32     |
| 000:3871                             | 7               | 12              | 19             | 00:00:56            | 00:17:51 | \$11.89     |
| 000:3876                             | 11              | 82              | 93             | 00:01:39            | 02:33:54 | \$164.65    |
| 000:3887                             | 6               | 49              | 55             | 00:02:10            | 01:59:43 | \$115.44    |
| /ENGINEERING DIVISION/475 ENG Supply | 110             | 518             | 628            | 00:02:15            | 23:37:17 | \$1 154.83  |

Period 3/1/2015-3/7/2015
Call Types Incoming; Outgoing

# Extension Summary for /ENGINEERING DIVISION/476 Ground Equipment Department

| Extension                                  | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|--|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3298                                   | 3               | 4               | 7              | 00:04:50            | 00:33:55 | \$2.47      |
| 000:3356                                   | 16              | 13              | 29             | 00:02:04            | 01:00:01 | \$15.32     |
| 000:3479                                   | 0               | 3               | 3              | 00:00:08            | 00:00:26 | \$2.15      |
| 000:3533                                   | 1               | 19              | 20             | 00:01:33            | 00:31:04 | \$15.32     |
| /ENGINEERING DIVISION/476 Ground Equipment | 20              | 39              | 59             | 00:02:07            | 02:05:26 | \$35.26     |

Period 3/1/2015-3/7/2015
Call Types Incoming; Outgoing

# Extension Summary for /ENGINEERING DIVISION/477 Production Planning Department

| Extension                                     | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|---|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3307                                      | 1               | 0               | 1              | 00:00:47            | 00:00:47 | \$0.00      |
| 000:3834                                      | 4               | 0               | 4              | 00:00:46            | 00:03:04 | \$0.00      |
| 000:3844                                      | 5               | 5               | 10             | 00:04:37            | 00:46:17 | \$37.83     |
| /ENGINEERING DIVISION/477 Production Planning | 10              | 5               | 15             | 00:03:20            | 00:50:08 | \$37.83     |
| /ENGINEERING DIVISION                         | 202             | 1 029           | 1 231          | 00:01:58            | 1d16:26  | \$2 220.78  |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

### Extension Summary for /FLIGHT OPERATIONS DIVISION/130 Flt Ops Movemt Cont Department

| Extension   | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|---|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3233  | 0               | 45              | 45             | 00:00:52            | 00:39:04 | \$54.53     |
| 000:3247  | 204             | 252             | 456            | 00:01:31            | 11:31:38 | \$527.65    |
| 000:3314  | 49              | 46              | 95             | 00:01:30            | 02:23:06 | \$121.77    |
| 000:3320  | 0               | 270             | 270            | 00:01:24            | 06:22:09 | \$427.92    |
| 000:3321  | 19              | 105             | 124            | 00:01:29            | 03:04:53 | \$189.44    |
| 000:3380  | 0               | 77              | 77             | 00:02:39            | 03:24:21 | \$226.91    |
| 000:3512  | 15              | 22              | 37             | 00:01:40            | 01:01:45 | \$78.58     |
| 000:3515  | 52              | 111             | 163            | 00:01:09            | 03:08:40 | \$180.14    |
| 000:3566  | 67              | 345             | 412            | 00:01:43            | 11:48:45 | \$978.06    |
| 000:3593  | 11              | 52              | 63             | 00:02:27            | 02:34:39 | \$132.37    |
| 000:3604  | 2               | 24              | 26             | 00:01:17            | 00:33:22 | \$14.81     |
| 000:3673  | 0               | 467             | 467            | 00:01:25            | 11:08:40 | \$749.72    |
| /FLIGHT OPERATIONS DIVISION/130 Fit Ops Movemt Cont | 419             | 1 816           | 2 235          | 00:01:32            | 2d09:41  | \$3 681.90  |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

### Extension Summary for /FLIGHT OPERATIONS DIVISION/134 DASH8 Q400 Tech Crew Department

| Extension  | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|--|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3623   | 0               | 4               | 4              | 00:07:53            | 00:31:34 | \$87.64     |
| /FLIGHT OPERATIONS DIVISION/134 DASH8 Q400 Tech Crew | 0               | 4               | 4              | 00:07:53            | 00:31:34 | \$87.64     |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

# Extension Summary for /FLIGHT OPERATIONS DIVISION/137 Flt Crew F100 Department

| Extension                                     | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|---|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3735                                      | 0               | 10              | 10             | 00:06:05            | 01:00:52 | \$150.90    |
| /FLIGHT OPERATIONS DIVISION/137 Fit Crew F100 | 0               | 10              | 10             | 00:06:05            | 01:00:52 | \$150.90    |

Period Call Types

3/1/2015-3/7/2015 Incoming; Outgoing

# Extension Summary for /FLIGHT OPERATIONS DIVISION/138 Flt Crew B767 Department

| Extension                                     | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|---|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3270                                      | 0               | 22              | 22             | 00:01:04            | 00:23:39 | \$21.07     |
| 000:3435                                      | 2               | 0               | 2              | 00:00:52            | 00:01:45 | \$0.00      |
| 000:3727                                      | 0               | 1               | 1              | 00:01:42            | 00:01:42 | \$0.62      |
| /FLIGHT OPERATIONS DIVISION/138 Fit Crew B767 | 2               | 23              | 25             | 00:01:05            | 00:27:06 | \$21.69     |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

### Extension Summary for /FLIGHT OPERATIONS DIVISION/140 FLT ATTDNTS F28 DH Department

| Extension  | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|--|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3585   | 10              | 1               | 11             | 00:00:49            | 00:09:08 | \$0.00      |
| /FLIGHT OPERATIONS DIVISION/140 FLT ATTDNTS F28 DH | 10              | 1               | 11             | 00:00:49            | 00:09:08 | \$0.00      |

Period 3/1/2015-3/7/2015
Call Types Incoming; Outgoing

# Extension Summary for /FLIGHT OPERATIONS DIVISION/141 Flt Attdnts Admin Department

| Extension   | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|---|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3404  | 1               | 0               | 1              | 00:00:30            | 00:00:30 | \$0.00      |
| 000:3511  | 15              | 6               | 21             | 00:03:00            | 01:03:02 | \$6.07      |
| 000:3712  | 7               | 0               | 7              | 00:01:01            | 00:07:09 | \$0.00      |
| 000:3770  | 35              | 1               | 36             | 00:00:42            | 00:25:32 | \$0.00      |
| /FLIGHT OPERATIONS DIVISION/141 Flt Attdnts Admin | 58              | 7               | 65             | 00:01:28            | 01:36:13 | \$6.07      |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

# Extension Summary for /FLIGHT OPERATIONS DIVISION/143 Q400 Department

| Extension                            | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|--------------------------------------|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3755                             | 2               | 2               | 4              | 00:01:18            | 00:05:13 | \$1.05      |
| /FLIGHT OPERATIONS DIVISION/143 Q400 | 2               | 2               | 4              | 00:01:18            | 00:05:13 | \$1.05      |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

# Extension Summary for /FLIGHT OPERATIONS DIVISION/147 Flt Attdnts F100 Department

| Extension  | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|--|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3520   | 12              | 5               | 17             | 00:00:53            | 00:15:14 | \$4.04      |
| /FLIGHT OPERATIONS DIVISION/147 Fit Attdnts F100 | 12              | 5               | 17             | 00:00:53            | 00:15:14 | \$4.04      |

Period 3/2
Call Types Inc

3/1/2015-3/7/2015 Incoming; Outgoing

# Extension Summary for /FLIGHT OPERATIONS DIVISION/148 FIt Attdnt B767 Department

| Extension                                       | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|---|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3284  | 1               | 2               | 3              | 00:04:54            | 00:14:44 | \$34.22     |
| 000:3513  | 0               | 4               | 4              | 00:01:17            | 00:05:11 | \$5.21      |
| /FLIGHT OPERATIONS DIVISION/148 Fit Attdnt B767 | 1               | 6               | 7              | 00:02:50            | 00:19:55 | \$39.43     |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

# Extension Summary for /FLIGHT OPERATIONS DIVISION/160 B737 Tech Crew Department

| Extension                                      | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|--|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3757                                       | 0               | 7               | 7              | 00:00:49            | 00:05:45 | \$0.00      |
| /FLIGHT OPERATIONS DIVISION/160 B737 Tech Crew | 0               | 7               | 7              | 00:00:49            | 00:05:45 | \$0.00      |

Period 3/1/2015-3/7/2015
Call Types Incoming; Outgoing

# Extension Summary for /FLIGHT OPERATIONS DIVISION/425 Planning & Projects Department

| Extension   | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|---|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3208  | 16              | 4               | 20             | 00:04:18            | 01:26:18 | \$2.52      |
| 000:3237  | 38              | 18              | 56             | 00:01:24            | 01:19:04 | \$10.37     |
| 000:3288  | 11              | 40              | 51             | 00:03:27            | 02:56:27 | \$140.70    |
| 000:3430  | 9               | 6               | 15             | 00:00:54            | 00:13:43 | \$5.60      |
| 000:3446  | 2               | 0               | 2              | 00:04:33            | 00:09:06 | \$0.00      |
| 000:3842  | 0               | 1               | 1              | 00:00:02            | 00:00:02 | \$0.63      |
| /FLIGHT OPERATIONS DIVISION/425 Planning & Projects | 76              | 69              | 145            | 00:02:30            | 06:04:40 | \$159.82    |

Period 3/1/2015-3/7/2015
Call Types Incoming; Outgoing

# Extension Summary for /FLIGHT OPERATIONS DIVISION/460 Flight Ops Admin Department

| Extension  | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|--|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3370   | 0               | 17              | 17             | 00:02:44            | 00:46:28 | \$94.36     |
| 000:3524   | 1               | 3               | 4              | 00:01:09            | 00:04:36 | \$5.20      |
| 000:3600   | 5               | 0               | 5              | 00:00:57            | 00:04:48 | \$0.00      |
| 000:3634   | 7               | 33              | 40             | 00:01:13            | 00:48:51 | \$42.65     |
| 000:3671   | 14              | 29              | 43             | 00:01:07            | 00:48:21 | \$37.87     |
| 000:3761   | 0               | 5               | 5              | 00:00:51            | 00:04:17 | \$3.05      |
| 000:3859   | 2               | 23              | 25             | 00:01:47            | 00:44:59 | \$80.41     |
| 000:3866   | 8               | 1               | 9              | 00:05:41            | 00:51:16 | \$6.81      |
| /FLIGHT OPERATIONS DIVISION/460 Flight Ops Admin | 37              | 111             | 148            | 00:01:42            | 04:13:36 | \$270.35    |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

### Extension Summary for /FLIGHT OPERATIONS DIVISION/463 Aircraft Performance Department

| Extension  | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|--|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3231   | 4               | 42              | 46             | 00:01:25            | 01:05:47 | \$75.89     |
| /FLIGHT OPERATIONS DIVISION/463 Aircraft Performance | 4               | 42              | 46             | 00:01:25            | 01:05:47 | \$75.89     |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

# Extension Summary for /FLIGHT OPERATIONS DIVISION/467 Flight Operation Department

| Extension  | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|--|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3233   | 0               | 1               | 1              | 00:01:07            | 00:01:07 | \$1.49      |
| 000:3243   | 0               | 4               | 4              | 00:05:20            | 00:21:20 | \$18.40     |
| 000:3270   | 0               | 5               | 5              | 00:42:37            | 03:33:07 | \$173.07    |
| 000:3271   | 0               | 3               | 3              | 00:05:33            | 00:16:40 | \$13.15     |
| 000:3297   | 0               | 1               | 1              | 00:00:47            | 00:00:47 | \$0.61      |
| 000:3314   | 0               | 25              | 25             | 00:05:51            | 02:26:20 | \$142.34    |
| 000:3375   | 0               | 7               | 7              | 00:03:42            | 00:26:00 | \$24.93     |
| 000:3425   | 25              | 45              | 70             | 00:01:31            | 01:47:16 | \$65.60     |
| 000:3491   | 0               | 4               | 4              | 00:03:23            | 00:13:35 | \$6.81      |
| 000:3507   | 0               | 3               | 3              | 00:03:25            | 00:10:16 | \$10.00     |
| 000:3512   | 0               | 26              | 26             | 00:03:19            | 01:26:15 | \$92.99     |
| 000:3515   | 0               | 3               | 3              | 00:01:37            | 00:04:52 | \$5.68      |
| 000:3540   | 0               | 33              | 33             | 00:02:27            | 01:21:15 | \$84.47     |
| 000:3561   | 0               | 7               | 7              | 00:00:45            | 00:05:19 | \$4.61      |
| 000:3566   | 0               | 1               | 1              | 00:00:43            | 00:00:43 | \$1.17      |
| 000:3575   | 0               | 4               | 4              | 00:02:42            | 00:10:49 | \$11.03     |
| 000:3581   | 0               | 7               | 7              | 00:01:07            | 00:07:53 | \$10.49     |
| 000:3600   | 0               | 12              | 12             | 00:01:24            | 00:16:57 | \$20.32     |
| 000:3623   | 0               | 9               | 9              | 00:01:48            | 00:16:14 | \$17.29     |
| /FLIGHT OPERATIONS DIVISION/467 Flight Operation | 25              | 200             | 225            | 00:03:29            | 13:06:45 | \$704.45    |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

# Extension Summary for /FLIGHT OPERATIONS DIVISION/468 COO - Admin Department

| Extension                                   | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|---|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3540                                    | 0               | 12              | 12             | 00:21:22            | 04:16:31 | \$210.64    |
| /FLIGHT OPERATIONS DIVISION/468 COO - Admin | 0               | 12              | 12             | 00:21:22            | 04:16:31 | \$210.64    |
| /FLIGHT OPERATIONS DIVISION                 | 646             | 2 315           | 2 961          | 00:01:50            | 3d18:59  | \$5 413.87  |

Period 3/1/2015-3/7/2015
Call Types Incoming; Outgoing

# Extension Summary for /GENERAL MANAGEMEN/400 CEO Unit Department

| Extension                       | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|---------------------------------|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3361                        | 1               | 0               | 1              | 00:00:09            | 00:00:09 | \$0.00      |
| 000:3424                        | 17              | 3               | 20             | 00:01:01            | 00:20:27 | \$0.00      |
| 000:3477                        | 74              | 0               | 74             | 00:01:39            | 02:02:09 | \$0.00      |
| 000:3597                        | 1               | 5               | 6              | 00:00:42            | 00:04:13 | \$12.54     |
| 000:3828                        | 28              | 1               | 29             | 00:01:30            | 00:43:44 | \$0.00      |
| /GENERAL MANAGEMEN/400 CEO Unit | 121             | 9               | 130            | 00:01:28            | 03:10:42 | \$12.54     |

Period 3/1/2015-3/7/2015
Call Types Incoming; Outgoing

### Extension Summary for /GENERAL MANAGEMEN/401 Internal Audit Department

| Extension                             | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|---------------------------------------|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3282                              | 6               | 23              | 29             | 00:04:36            | 02:13:43 | \$14.20     |
| 000:3481                              | 5               | 0               | 5              | 00:02:34            | 00:12:54 | \$0.00      |
| 000:3674                              | 9               | 0               | 9              | 00:03:35            | 00:32:15 | \$0.00      |
| 000:3675                              | 31              | 24              | 55             | 00:01:33            | 01:25:27 | \$16.06     |
| 000:3694                              | 5               | 0               | 5              | 00:02:14            | 00:11:13 | \$0.00      |
| 000:3826                              | 3               | 4               | 7              | 00:01:21            | 00:09:28 | \$7.91      |
| /GENERAL MANAGEMEN/401 Internal Audit | 59              | 51              | 110            | 00:02:35            | 04:45:00 | \$38.17     |

Period 3/1/2015-3/7/2015
Call Types Incoming; Outgoing

# Extension Summary for /GENERAL MANAGEMEN/402 Advertising & Corp Affairs Department

| Extension   | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|---|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3458  | 1               | 13              | 14             | 00:04:13            | 00:59:15 | \$138.14    |
| 000:3509  | 11              | 50              | 61             | 00:03:07            | 03:10:42 | \$97.16     |
| /GENERAL MANAGEMEN/402 Advertising & Corp Affairs | 12              | 63              | 75             | 00:03:19            | 04:09:57 | \$235.30    |

Period 3/1/2015-3/7/2015
Call Types Incoming; Outgoing

# Extension Summary for /GENERAL MANAGEMEN/403 Legal Department

| Extension                    | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|------------------------------|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3240                     | 5               | 0               | 5              | 00:00:06            | 00:00:30 | \$0.00      |
| 000:3441                     | 4               | 21              | 25             | 00:00:54            | 00:22:38 | \$22.64     |
| 000:3664                     | 5               | 7               | 12             | 00:02:14            | 00:26:56 | \$4.59      |
| 000:3784                     | 10              | 3               | 13             | 00:01:21            | 00:17:34 | \$1.21      |
| /GENERAL MANAGEMEN/403 Legal | 24              | 31              | 55             | 00:01:13            | 01:07:38 | \$28.44     |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

# Extension Summary for /GENERAL MANAGEMEN/406 Quality Department

| Extension                      | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|--------------------------------|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3264                       | 0               | 8               | 8              | 00:01:49            | 00:14:37 | \$4.37      |
| 000:3271                       | 15              | 80              | 95             | 00:01:27            | 02:18:55 | \$127.14    |
| 000:3297                       | 3               | 2               | 5              | 00:00:54            | 00:04:30 | \$0.89      |
| 000:3354                       | 9               | 5               | 14             | 00:02:39            | 00:37:15 | \$15.07     |
| 000:3454                       | 34              | 1               | 35             | 00:01:03            | 00:37:16 | \$0.60      |
| 000:3713                       | 2               | 10              | 12             | 00:04:37            | 00:55:31 | \$29.01     |
| 000:3740                       | 6               | 7               | 13             | 00:01:21            | 00:17:33 | \$5.70      |
| 000:3750                       | 3               | 4               | 7              | 00:02:08            | 00:14:56 | \$4.31      |
| /GENERAL MANAGEMEN/406 Quality | 72              | 117             | 189            | 00:01:41            | 05:20:33 | \$187.09    |

Period 3/1/2015-3/7/2015
Call Types Incoming; Outgoing

### Extension Summary for /GENERAL MANAGEMEN/409 Document Procedures Department

| Extension                                  | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|--|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3323                                   | 5               | 22              | 27             | 00:01:13            | 00:32:55 | \$15.95     |
| 000:3658                                   | 0               | 9               | 9              | 00:01:49            | 00:16:24 | \$17.98     |
| /GENERAL MANAGEMEN/409 Document Procedures | 5               | 31              | 36             | 00:01:22            | 00:49:19 | \$33.93     |

Period 3/1/2015-3/7/2015
Call Types Incoming; Outgoing

### Extension Summary for /GENERAL MANAGEMEN/479 ENG.Maintenance Control Department

| Extension                                      | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|--|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3303                                       | 0               | 3               | 3              | 00:03:02            | 00:09:07 | \$6.38      |
| 000:3392                                       | 2               | 2               | 4              | 00:20:42            | 01:22:51 | \$76.06     |
| 000:3464                                       | 4               | 0               | 4              | 00:01:00            | 00:04:02 | \$0.00      |
| 000:3649                                       | 0               | 5               | 5              | 00:01:14            | 00:06:10 | \$0.27      |
| 000:3752                                       | 1               | 1               | 2              | 00:04:48            | 00:09:37 | \$0.00      |
| 000:3768                                       | 71              | 61              | 132            | 00:01:25            | 03:07:43 | \$117.78    |
| /GENERAL MANAGEMEN/479 ENG.Maintenance Control | 78              | 72              | 150            | 00:01:59            | 04:59:30 | \$200.49    |
| /GENERAL MANAGEMEN                             | 371             | 374             | 745            | 00:01:57            | 1d00:22  | \$735.96    |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

# Extension Summary for /GROUND OPERATIONS/199 Aircraft Cleaning Department

| Extension                                | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|--|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3869                                 | 0               | 29              | 29             | 00:01:21            | 00:39:23 | \$35.95     |
| /GROUND OPERATIONS/199 Aircraft Cleaning | 0               | 29              | 29             | 00:01:21            | 00:39:23 | \$35.95     |

Period 3/1/2015-3/7/2015
Call Types Incoming; Outgoing

# Extension Summary for /GROUND OPERATIONS/200 POM Catering Facility Department

| Extension                                    | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|--|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3204                                     | 2               | 27              | 29             | 00:00:26            | 00:12:44 | \$0.00      |
| 000:3224                                     | 14              | 82              | 96             | 00:00:37            | 00:59:55 | \$0.00      |
| 000:3227                                     | 19              | 125             | 144            | 00:00:40            | 01:36:04 | \$0.00      |
| 000:3259                                     | 4               | 14              | 18             | 00:00:24            | 00:07:21 | \$0.00      |
| 000:3267                                     | 1               | 0               | 1              | 00:00:09            | 00:00:09 | \$0.00      |
| 000:3371                                     | 0               | 11              | 11             | 00:00:17            | 00:03:16 | \$0.00      |
| 000:3431                                     | 4               | 21              | 25             | 00:00:54            | 00:22:38 | \$0.00      |
| /GROUND OPERATIONS/200 POM Catering Facility | 44              | 280             | 324            | 00:00:37            | 03:22:07 | \$0.00      |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

# Extension Summary for /GROUND OPERATIONS/223 POM Airport Passenger Department

| Extension                                    | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|--|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3207                                     | 1               | 0               | 1              | 00:00:12            | 00:00:12 | \$0.00      |
| 000:3243                                     | 205             | 10              | 215            | 00:00:45            | 02:42:22 | \$9.36      |
| 000:3376                                     | 0               | 1               | 1              | 00:03:02            | 00:03:02 | \$3.02      |
| 000:3398                                     | 0               | 24              | 24             | 00:02:09            | 00:51:58 | \$52.53     |
| 000:3462                                     | 24              | 32              | 56             | 00:02:36            | 02:25:57 | \$44.58     |
| 000:3483                                     | 12              | 65              | 77             | 00:01:31            | 01:58:00 | \$87.72     |
| 000:3643                                     | 9               | 4               | 13             | 00:01:15            | 00:16:26 | \$16.09     |
| 000:3644                                     | 0               | 87              | 87             | 00:01:16            | 01:50:19 | \$122.19    |
| 000:3645                                     | 0               | 38              | 38             | 00:01:47            | 01:07:54 | \$76.37     |
| 000:3707                                     | 0               | 1               | 1              | 00:00:19            | 00:00:19 | \$0.85      |
| 000:3744                                     | 0               | 1               | 1              | 00:00:37            | 00:00:37 | \$1.09      |
| 000:3809                                     | 2               | 27              | 29             | 00:01:34            | 00:45:26 | \$40.44     |
| 000:3831                                     | 0               | 13              | 13             | 00:01:00            | 00:13:03 | \$14.30     |
| 000:3852                                     | 0               | 4               | 4              | 00:00:29            | 00:01:58 | \$3.97      |
| 000:3855                                     | 0               | 22              | 22             | 00:01:02            | 00:23:02 | \$22.67     |
| 000:3885                                     | 0               | 1               | 1              | 00:00:43            | 00:00:43 | \$1.17      |
| 000:3925                                     | 0               | 1               | 1              | 00:00:57            | 00:00:57 | \$1.36      |
| /GROUND OPERATIONS/223 POM Airport Passenger | 253             | 331             | 584            | 00:01:18            | 12:42:15 | \$497.71    |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

# Extension Summary for /GROUND OPERATIONS/225 Security Department

| Extension                       | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|---------------------------------|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3122                        | 0               | 4               | 4              | 00:00:37            | 00:02:30 | \$9.16      |
| 000:3280                        | 0               | 9               | 9              | 00:01:28            | 00:13:12 | \$15.91     |
| 000:3351                        | 19              | 17              | 36             | 00:02:50            | 01:42:18 | \$25.56     |
| 000:3648                        | 0               | 15              | 15             | 00:01:16            | 00:19:01 | \$22.53     |
| 000:3665                        | 0               | 12              | 12             | 00:00:55            | 00:11:00 | \$11.12     |
| 000:3666                        | 377             | 267             | 644            | 00:00:41            | 07:21:19 | \$312.63    |
| 000:3669                        | 0               | 3               | 3              | 00:02:05            | 00:06:17 | \$0.64      |
| 000:3698                        | 1               | 6               | 7              | 00:01:03            | 00:07:25 | \$0.00      |
| 000:3802                        | 8               | 2               | 10             | 00:01:55            | 00:19:19 | \$4.55      |
| 000:3889                        | 0               | 2               | 2              | 00:00:32            | 00:01:04 | \$2.05      |
| 000:3896                        | 5               | 25              | 30             | 00:02:34            | 01:17:20 | \$34.92     |
| 000:3926                        | 0               | 1               | 1              | 00:00:01            | 00:00:01 | \$0.01      |
| /GROUND OPERATIONS/225 Security | 410             | 363             | 773            | 00:00:54            | 11:40:46 | \$439.08    |

Period 3/1/2015-3/7/2015
Call Types Incoming; Outgoing

### Extension Summary for /GROUND OPERATIONS/233 POM Internation Airport Department

| Extension                                      | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|--|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3284                                       | 0               | 1               | 1              | 00:00:35            | 00:00:35 | \$1.07      |
| 000:3507                                       | 7               | 0               | 7              | 00:01:49            | 00:12:48 | \$0.00      |
| 000:3558                                       | 33              | 8               | 41             | 00:01:21            | 00:55:40 | \$18.18     |
| 000:3568                                       | 3               | 3               | 6              | 00:02:02            | 00:12:13 | \$1.88      |
| 000:3641                                       | 53              | 8               | 61             | 00:03:13            | 03:16:16 | \$12.90     |
| 000:3706                                       | 2               | 8               | 10             | 00:03:07            | 00:31:15 | \$69.64     |
| 000:3728                                       | 25              | 94              | 119            | 00:01:43            | 03:26:13 | \$277.73    |
| 000:3783                                       | 10              | 15              | 25             | 00:02:43            | 01:08:15 | \$11.74     |
| 000:3846                                       | 5               | 0               | 5              | 00:01:42            | 00:08:31 | \$0.00      |
| 000:3847                                       | 38              | 82              | 120            | 00:01:27            | 02:55:02 | \$130.37    |
| 000:3848                                       | 88              | 0               | 88             | 00:00:39            | 00:57:38 | \$0.00      |
| /GROUND OPERATIONS/233 POM Internation Airport | 264             | 219             | 483            | 00:01:42            | 13:44:26 | \$523.51    |

Period 3/1/2015-3/7/2015
Call Types Incoming; Outgoing

### Extension Summary for /GROUND OPERATIONS/268 POM Customer SVC - Int Department

| Extension                                     | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|---|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3384                                      | 4               | 199             | 203            | 00:01:19            | 04:28:44 | \$297.71    |
| 000:3736                                      | 8               | 2               | 10             | 00:01:34            | 00:15:41 | \$6.74      |
| 000:3789                                      | 0               | 9               | 9              | 00:01:50            | 00:16:30 | \$20.62     |
| /GROUND OPERATIONS/268 POM Customer SVC - Int | 12              | 210             | 222            | 00:01:21            | 05:00:55 | \$325.07    |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

# Extension Summary for /GROUND OPERATIONS/269 Customer Services Department

| Extension                                | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|--|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3243                                 | 0               | 11              | 11             | 00:01:49            | 00:19:59 | \$22.55     |
| 000:3247                                 | 0               | 1               | 1              | 00:03:47            | 00:03:47 | \$3.62      |
| 000:3288                                 | 0               | 7               | 7              | 00:09:46            | 01:08:25 | \$58.79     |
| 000:3300                                 | 5               | 179             | 184            | 00:01:17            | 03:56:13 | \$166.24    |
| 000:3329                                 | 0               | 5               | 5              | 00:00:34            | 00:02:50 | \$4.66      |
| 000:3351                                 | 0               | 32              | 32             | 00:01:11            | 00:38:00 | \$48.85     |
| 000:3376                                 | 15              | 24              | 39             | 00:01:40            | 01:05:27 | \$35.04     |
| 000:3377                                 | 24              | 9               | 33             | 00:00:44            | 00:24:24 | \$9.10      |
| 000:3409                                 | 195             | 108             | 303            | 00:01:05            | 05:29:35 | \$135.37    |
| 000:3492                                 | 26              | 37              | 63             | 00:01:56            | 02:02:04 | \$74.51     |
| 000:3515                                 | 0               | 9               | 9              | 00:01:21            | 00:12:12 | \$15.16     |
| 000:3641                                 | 0               | 1               | 1              | 00:19:07            | 00:19:07 | \$15.86     |
| 000:3644                                 | 223             | 36              | 259            | 00:02:17            | 09:54:44 | \$42.51     |
| 000:3645                                 | 0               | 4               | 4              | 00:01:17            | 00:05:09 | \$4.12      |
| 000:3647                                 | 29              | 11              | 40             | 00:01:30            | 01:00:37 | \$13.56     |
| 000:3666                                 | 0               | 2               | 2              | 00:01:47            | 00:03:35 | \$4.06      |
| 000:3669                                 | 0               | 10              | 10             | 00:00:48            | 00:08:03 | \$11.83     |
| 000:3695                                 | 0               | 12              | 12             | 00:00:56            | 00:11:19 | \$16.24     |
| 000:3728                                 | 0               | 1               | 1              | 00:00:53            | 00:00:53 | \$0.69      |
| 000:3766                                 | 12              | 19              | 31             | 00:01:44            | 00:53:59 | \$32.48     |
| 000:3768                                 | 0               | 1               | 1              | 00:00:47            | 00:00:47 | \$1.23      |
| 000:3776                                 | 26              | 8               | 34             | 00:01:47            | 01:01:08 | \$8.94      |
| 000:3802                                 | 0               | 1               | 1              | 00:08:36            | 00:08:36 | \$7.46      |
| 000:3840                                 | 0               | 1               | 1              | 00:00:26            | 00:00:26 | \$0.95      |
| 000:3841                                 | 0               | 5               | 5              | 00:02:59            | 00:14:56 | \$14.92     |
| 000:3842                                 | 0               | 3               | 3              | 00:00:29            | 00:01:28 | \$2.37      |
| 000:3852                                 | 5               | 22              | 27             | 00:01:29            | 00:40:12 | \$17.11     |
| 000:3853                                 | 0               | 6               | 6              | 00:00:51            | 00:05:11 | \$7.75      |
| 000:3855                                 | 0               | 22              | 22             | 00:01:10            | 00:25:44 | \$32.88     |
| 000:3885                                 | 0               | 25              | 25             | 00:00:54            | 00:22:35 | \$32.39     |
| 000:3886                                 | 0               | 18              | 18             | 00:01:01            | 00:18:22 | \$23.29     |
| 000:3914                                 | 0               | 1               | 1              | 00:00:36            | 00:00:36 | \$1.08      |
| /GROUND OPERATIONS/269 Customer Services | 560             | 631             | 1 191          | 00:01:34            | 1d07:20  | \$865.61    |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

### Extension Summary for /GROUND OPERATIONS/450 PNG Stations Department

| Extension                           | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|-------------------------------------|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3656                            | 0               | 6               | 6              | 00:03:47            | 00:22:47 | \$2.43      |
| 000:3921                            | 0               | 8               | 8              | 00:03:49            | 00:30:34 | \$18.13     |
| /GROUND OPERATIONS/450 PNG Stations | 0               | 14              | 14             | 00:03:48            | 00:53:21 | \$20.56     |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

# Extension Summary for /GROUND OPERATIONS/451 Service Delivery Department

| Extension                               | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|---|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3411                                | 26              | 29              | 55             | 00:01:13            | 01:06:56 | \$34.63     |
| 000:3607                                | 2               | 14              | 16             | 00:00:23            | 00:06:08 | \$9.65      |
| 000:3716                                | 2               | 7               | 9              | 00:01:49            | 00:16:21 | \$3.07      |
| /GROUND OPERATIONS/451 Service Delivery | 30              | 50              | 80             | 00:01:07            | 01:29:25 | \$47.35     |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

# Extension Summary for /GROUND OPERATIONS/452 Traffic Systems Department

| Extension                              | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|--|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3287                               | 2               | 5               | 7              | 00:03:02            | 00:21:14 | \$47.00     |
| /GROUND OPERATIONS/452 Traffic Systems | 2               | 5               | 7              | 00:03:02            | 00:21:14 | \$47.00     |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

### Extension Summary for /GROUND OPERATIONS/453 Ground Operations Admin Department

| Extension                                      | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|--|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3758                                       | 7               | 0               | 7              | 00:01:20            | 00:09:23 | \$0.00      |
| 000:3759                                       | 4               | 11              | 15             | 00:01:22            | 00:20:38 | \$8.35      |
| /GROUND OPERATIONS/453 Ground Operations Admin | 11              | 11              | 22             | 00:01:21            | 00:30:01 | \$8.35      |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

# Extension Summary for /GROUND OPERATIONS/455 Quality & Compliance Department

| Extension                                   | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|---|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3427                                    | 7               | 9               | 16             | 00:06:57            | 01:51:18 | \$173.69    |
| 000:3778                                    | 0               | 12              | 12             | 00:02:35            | 00:31:05 | \$11.95     |
| /GROUND OPERATIONS/455 Quality & Compliance | 7               | 21              | 28             | 00:05:05            | 02:22:23 | \$185.64    |

Period 3/1/2015-3/7/2015
Call Types Incoming; Outgoing

### Extension Summary for /GROUND OPERATIONS/456 Government Llaison Department

| Extension                                 | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|---|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3756                                  | 0               | 19              | 19             | 00:01:08            | 00:21:50 | \$23.68     |
| 000:3799                                  | 11              | 168             | 179            | 00:01:21            | 04:01:52 | \$266.13    |
| /GROUND OPERATIONS/456 Government Llaison | 11              | 187             | 198            | 00:01:19            | 04:23:42 | \$289.81    |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

# Extension Summary for /GROUND OPERATIONS/495 Duty Free Department

| Extension                        | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|----------------------------------|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3785                         | 5               | 8               | 13             | 00:00:30            | 00:06:38 | \$9.08      |
| 000:3881                         | 11              | 78              | 89             | 00:00:33            | 00:49:12 | \$0.00      |
| /GROUND OPERATIONS/495 Duty Free | 16              | 86              | 102            | 00:00:32            | 00:55:50 | \$9.08      |
| /GROUND OPERATIONS               | 1 620           | 2 437           | 4 057          | 00:01:19            | 3d17:26  | \$3 294.72  |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

### Extension Summary for /HUMAN RESOURCES DIVISION/408 Technical Training Department

| Extension  | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|--|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3202   | 1               | 12              | 13             | 00:01:13            | 00:15:55 | \$15.39     |
| 000:3213   | 3               | 0               | 3              | 00:00:10            | 00:00:32 | \$0.00      |
| 000:3255   | 1               | 0               | 1              | 00:00:26            | 00:00:26 | \$0.00      |
| 000:3313   | 23              | 7               | 30             | 00:03:04            | 01:32:24 | \$2.14      |
| 000:3318   | 2               | 11              | 13             | 00:02:18            | 00:30:05 | \$15.89     |
| 000:3319   | 10              | 2               | 12             | 00:03:08            | 00:37:36 | \$3.15      |
| 000:3394   | 0               | 10              | 10             | 00:01:11            | 00:11:51 | \$7.11      |
| 000:3432   | 2               | 25              | 27             | 00:01:13            | 00:33:15 | \$18.20     |
| 000:3486   | 0               | 2               | 2              | 00:02:45            | 00:05:31 | \$3.31      |
| 000:3586   | 24              | 0               | 24             | 00:02:37            | 01:03:03 | \$0.00      |
| 000:3615   | 5               | 0               | 5              | 00:03:00            | 00:15:03 | \$0.00      |
| 000:3908   | 0               | 6               | 6              | 00:00:12            | 00:01:13 | \$0.72      |
| 000:3929   | 0               | 3               | 3              | 00:00:18            | 00:00:56 | \$0.56      |
| /HUMAN RESOURCES DIVISION/408 Technical Training | 71              | 78              | 149            | 00:02:03            | 05:07:50 | \$66.47     |

Period Call Types 3/1/2015-3/7/2015 Incoming; Outgoing

### Extension Summary for /HUMAN RESOURCES DIVISION/440 Human Resource Department

| Extension                                    | No Inc<br>Calls | No Out<br>Calls | Total<br>Calls | Average<br>Duration | Duration | Actual Cost |
|--|-----------------|-----------------|----------------|---------------------|----------|-------------|
| 000:3216                                     | 0               | 2               | 2              | 00:03:21            | 00:06:43 | \$3.57      |
| 000:3278                                     | 0               | 3               | 3              | 00:10:27            | 00:31:21 | \$12.57     |
| 000:3286                                     | 17              | 0               | 17             | 00:03:41            | 01:02:38 | \$0.00      |
| 000:3289                                     | 17              | 12              | 29             | 00:01:24            | 00:40:43 | \$7.43      |
| 000:3332                                     | 4               | 1               | 5              | 00:00:34            | 00:02:53 | \$1.65      |
| 000:3367                                     | 1               | 1               | 2              | 00:02:48            | 00:05:37 | \$0.62      |
| 000:3416                                     | 14              | 5               | 19             | 00:00:33            | 00:10:31 | \$5.32      |
| 000:3433                                     | 1               | 0               | 1              | 00:03:55            | 00:03:55 | \$0.00      |
| 000:3449                                     | 6               | 0               | 6              | 00:01:32            | 00:09:13 | \$0.00      |
| 000:3459                                     | 8               | 2               | 10             | 00:02:05            | 00:20:56 | \$0.63      |
| 000:3466                                     | 0               | 1               | 1              | 00:01:03            | 00:01:03 | \$1.44      |
| 000:3467                                     | 34              | 0               | 34             | 00:02:41            | 01:31:30 | \$0.00      |
| 000:3469                                     | 41              | 2               | 43             | 00:02:18            | 01:39:17 | \$22.06     |
| 000:3510                                     | 43              | 11              | 54             | 00:01:53            | 01:42:31 | \$13.71     |
| 000:3697                                     | 4               | 17              | 21             | 00:03:29            | 01:13:28 | \$32.84     |
| 000:3806                                     | 2               | 0               | 2              | 00:00:54            | 00:01:48 | \$0.00      |
| 000:3917                                     | 1               | 11_             | 2              | 00:00:30            | 00:01:00 | \$0.60      |
| /HUMAN RESOURCES DIVISION/440 Human Resource | 193             | 58              | 251            | 00:02:15            | 09:25:07 | \$102.44    |
| /HUMAN RESOURCES DIVISION                    | 264             | 136             | 400            | 00:02:10            | 14:32:57 | \$168.91    |
| Report Totals                                | 7 602           | 10 382          | 17 984         | 00:01:46            | 22d03:51 | \$18,301.56 |