

Empire agrees to provide the following information monthly to the staff on a quarterly basis:

Information contained in DR 0369:

- Total calls answered
- Abandoned calls
- Total calls received
- Average % of calls answered in :30 or less
- Average wait before call was answered
- Total calls busy or disconnected
- Total calls answered at Ozark Call Center
- Total calls answered at Joplin Call Center

Information contained in DR 0370:

- Average time per shift agents are logged in to answer calls
- Average talk time per shift
- Average number of calls answered per shift
- Average time between calls agents are available and waiting
- Average time per shift that agents are not in ready mode

Empire will respond to inquiries from Staff's Consumer Services Department within three (3) business days, except for interruption of service issues, to which it will respond within one (1) business day.