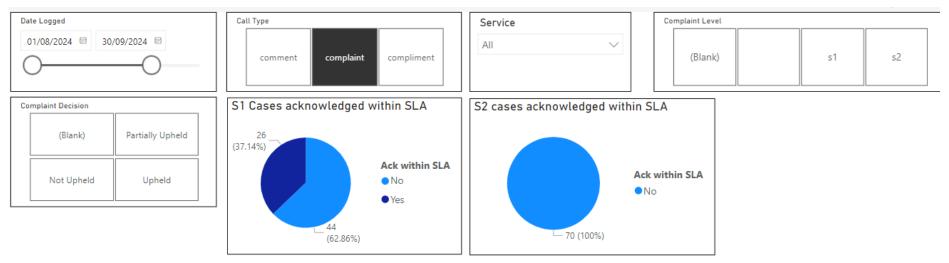
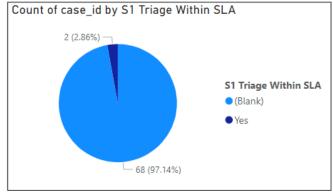
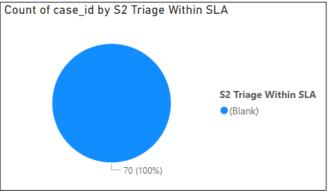
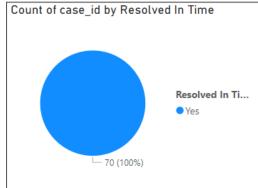
Appendix 5

Aug-Sept 2024 Acknowledgement & Resolution Performance









Aug-Sept 2024 Complaints by Service



