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Connecting You

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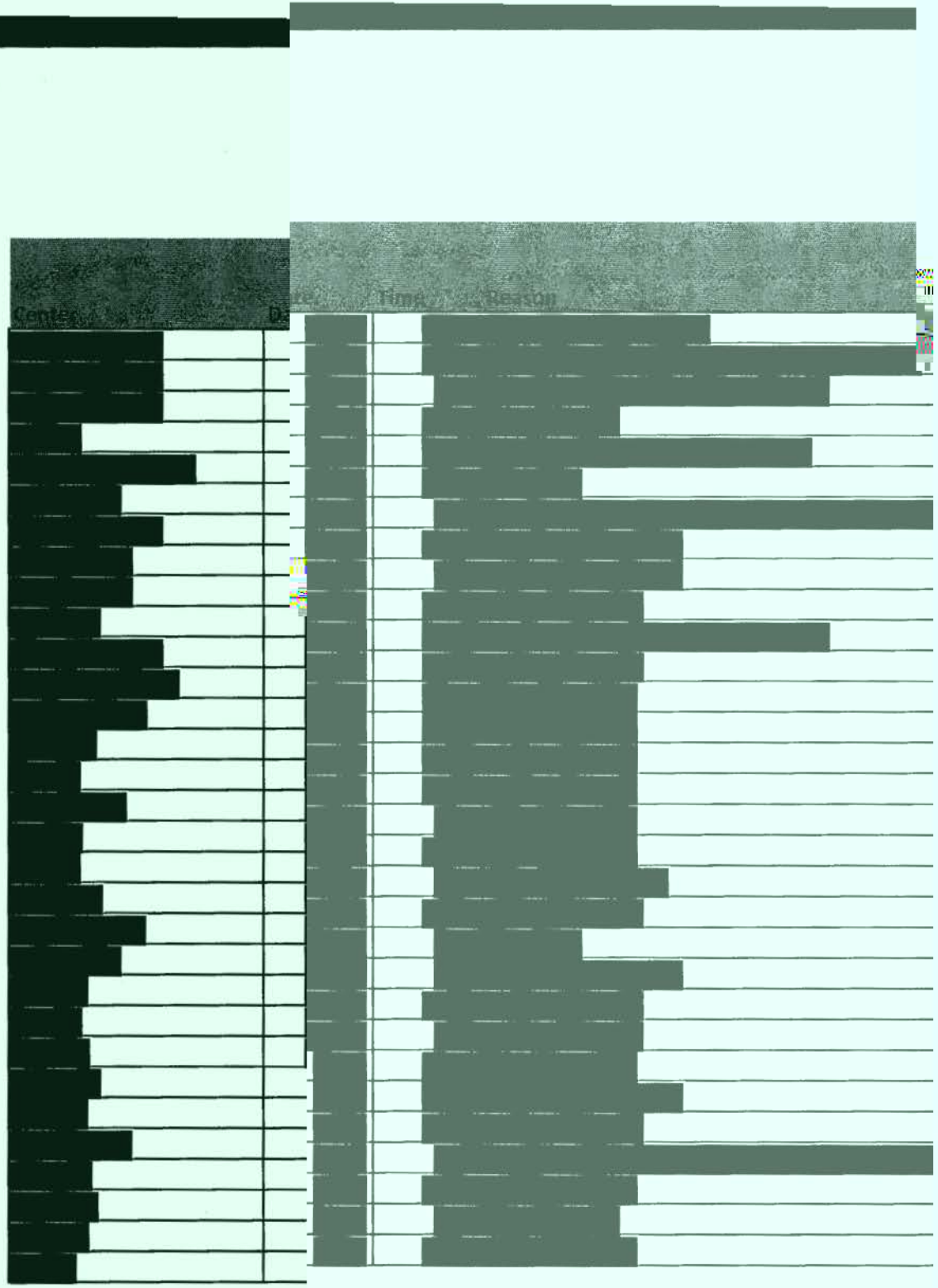

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Center	Date	Time	Reason
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	Date	Time	Reason	Individual VRS Centers Time Impact - unable to process VRS Calls
	[redacted]		[redacted]	[redacted]
	[redacted]		[redacted]	[redacted]
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	[redacted]		[redacted]	[redacted]

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REDACTED – FOR PUBLIC INSPECTION

	Individual VRS Centers Time Impact - unable to process VRS Calls
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REDACTED – FOR PUBLIC INSPECTION

Individual VRS Centers Time Impact - unable to process VRS Calls
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	Individual VRS Centers Time Impact – unable to process VRS Calls
[redacted]	[redacted]

Individual VRS Centers Time Impact - Unable to process VRS Calls
[redacted]

ED – FOR PUBLIC INSPECTION

REDACT

Caller	Date	Time	Reason
[redacted]	[redacted]	[redacted]	[redacted]

Individual VRS Centers Time Implant - unable to process VRS Calls
[redacted]

END CONFIDENTIAL

Exhibit 3

January (2013)

BEGIN CONFIDENTIAL

TRACKER: SSA NOW Times

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
[redacted]		AA				AA	AA	AA	AA	AA			AA	AA	AA	AA	AA				AA	AA	AA	AA			AA	AA	AA	AA	AA
[redacted]		AA				AA	AA	AA	AA	AA			AA	AA	AA	AA	AA				AA	AA	AA	AA			AA	AA	AA	AA	AA
[redacted]		AA				AA	AA	AA	AA	AA			AA	AA	AA	AA	AA				AA	AA	AA	AA			AA	AA	AA	AA	AA

SSA Phone Number: [redacted]

END CONFIDENTIAL

February (2013)

BEGIN CONFIDENTIAL

TRACKER: SSA Hold Times	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28
01 Early Morning Calls																												
Times in MST																												
Quoted Hold Time (in Minutes)																												
Actual Hold Time (in Minutes)																												
02 Mid-Day Calls																												
Times in MST																												
Quoted Hold Time (in Minutes)																												
Actual Hold Time (in Minutes)																												

REDACTED – FOR PUBLIC INSPECTION

March (2013)

BEGIN CONFIDENTIAL

TRACKER SSA Hold Times	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
[redacted]																															

SSA Phone Number: [redacted]

END CONFIDENTIAL

April (2013)

BEGIN CONFIDENTIAL

TRACKER SGA Hold Times	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
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SGA Phone Number: [redacted]

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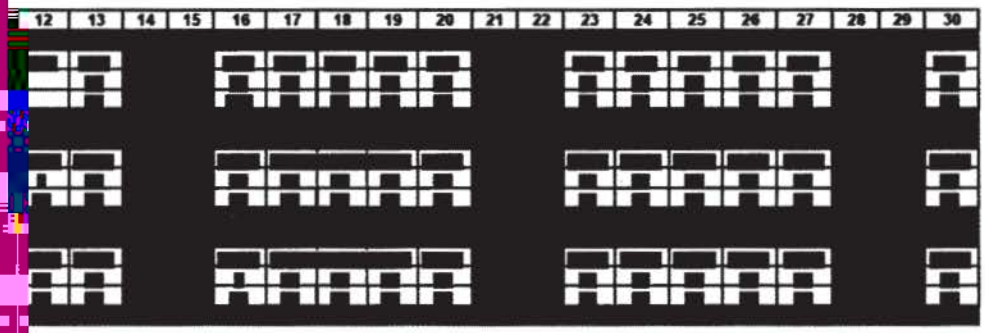
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October (2013)

BEGIN CONFIDENTIAL

TRACKER SSA Hotline

	d Times	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
01	Early Morning C																															
	Times in MST	ime (in Minutes)																														
	Quoted Hold	me (in Minutes)																														
	Actual Hold Ti																															
02	Mid-Day Calls																															
	Times in MST	me (in Minutes)																														
	Quoted Hold	me (in Minutes)																														
	Actual Hold Ti																															
03	End of Day Calls																															
	Times in MST	me (in Minutes)																														
	Quoted Hold	me (in Minutes)																														
	Actual Hold Ti																															

SSA Phone Number: [redacted]

END CONFIDENTIAL

November (2013)

BEGIN CONFIDENTIAL

TRACKER SSA Hold Times	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
(01) Early Morning Calls																														
Times in MST																														
Quoted Hold Time (in Minutes)																														
Actual Hold Time (in Minutes)																														
(02) Mid-Day Calls																														
Times in MST																														
Quoted Hold Time (in Minutes)																														
Actual Hold Time (in Minutes)																														
(03) End of Day Calls																														
Times in MST																														
Quoted Hold Time (in Minutes)																														
Actual Hold Time (in Minutes)																														

SSA Phone Number: [redacted]

END CONFIDENTIAL

December (2013)

BEGIN CONFIDENTIAL

TRACKER SSA Hold Times	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
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SSA Phone Number: [redacted]

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