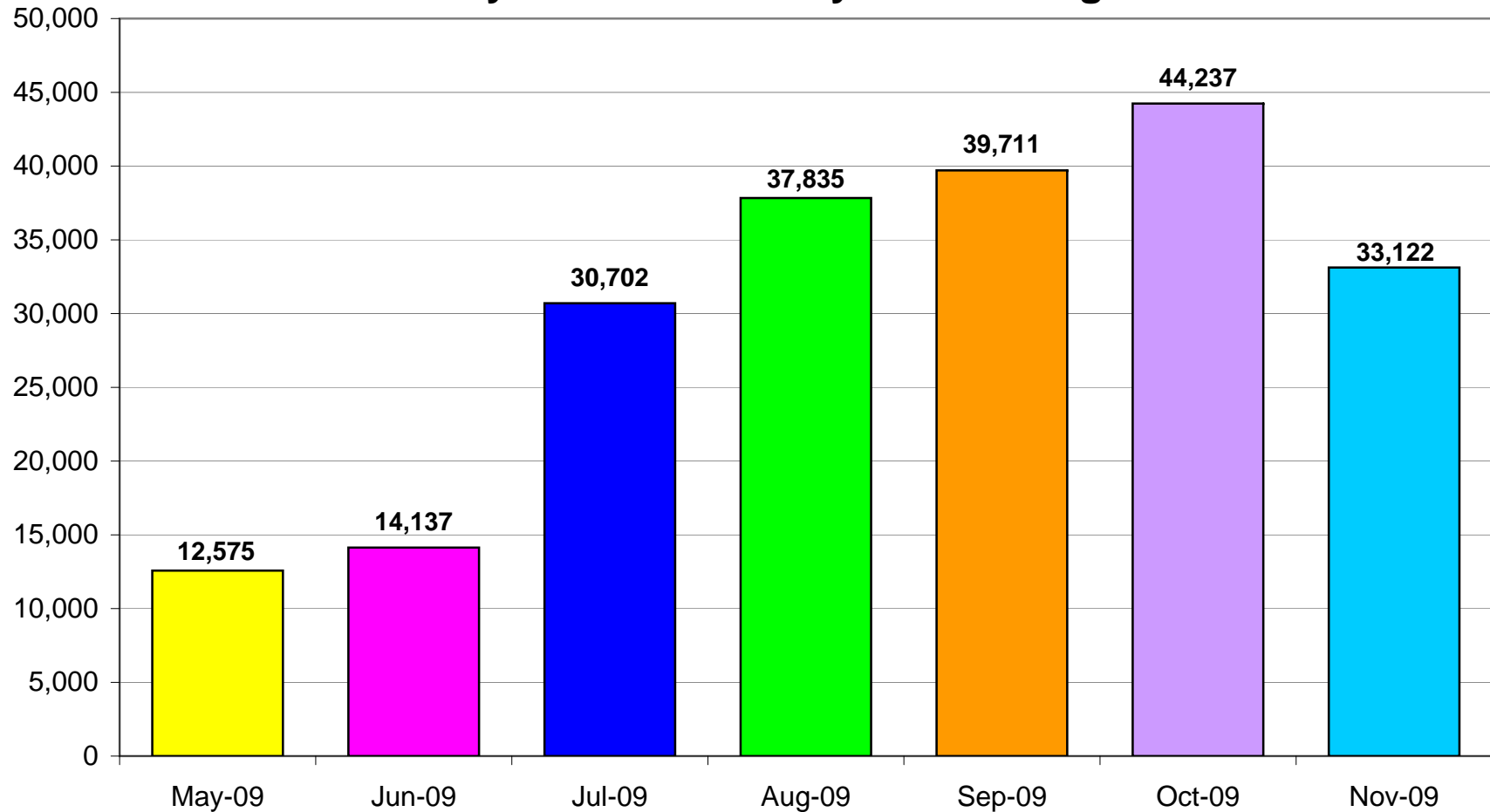


Monthly Calls Handled by ACCESS Agents



03/30/2009 - Began taking calls from North Central FRC customers
07/01/2009 - Began taking calls from Centre City FRC, Lemon Grove FRC, and Southeast FRC customers
07/15/2009 - Began taking calls from El Cajon FRC and Northeast FRC customers
08/17/2009 - Began taking calls from South FRC customers
10/14/2009 - Began taking calls from North Coastal FRC and North Inland FRC customers