

1 Q. ***Re: Tab 7.1 - 2013 Application Enhancements - Customer Service Internet***
2 ***Enhancements***

3
4 **Since 2010 over 6,900 alternate payment arrangements have been made online.**
5 **How many alternate payment arrangements have been made by voice response**
6 **technology?**

7
8 A. Since 2010 approximately 9,600 payment arrangements have been made by voice
9 response technology.