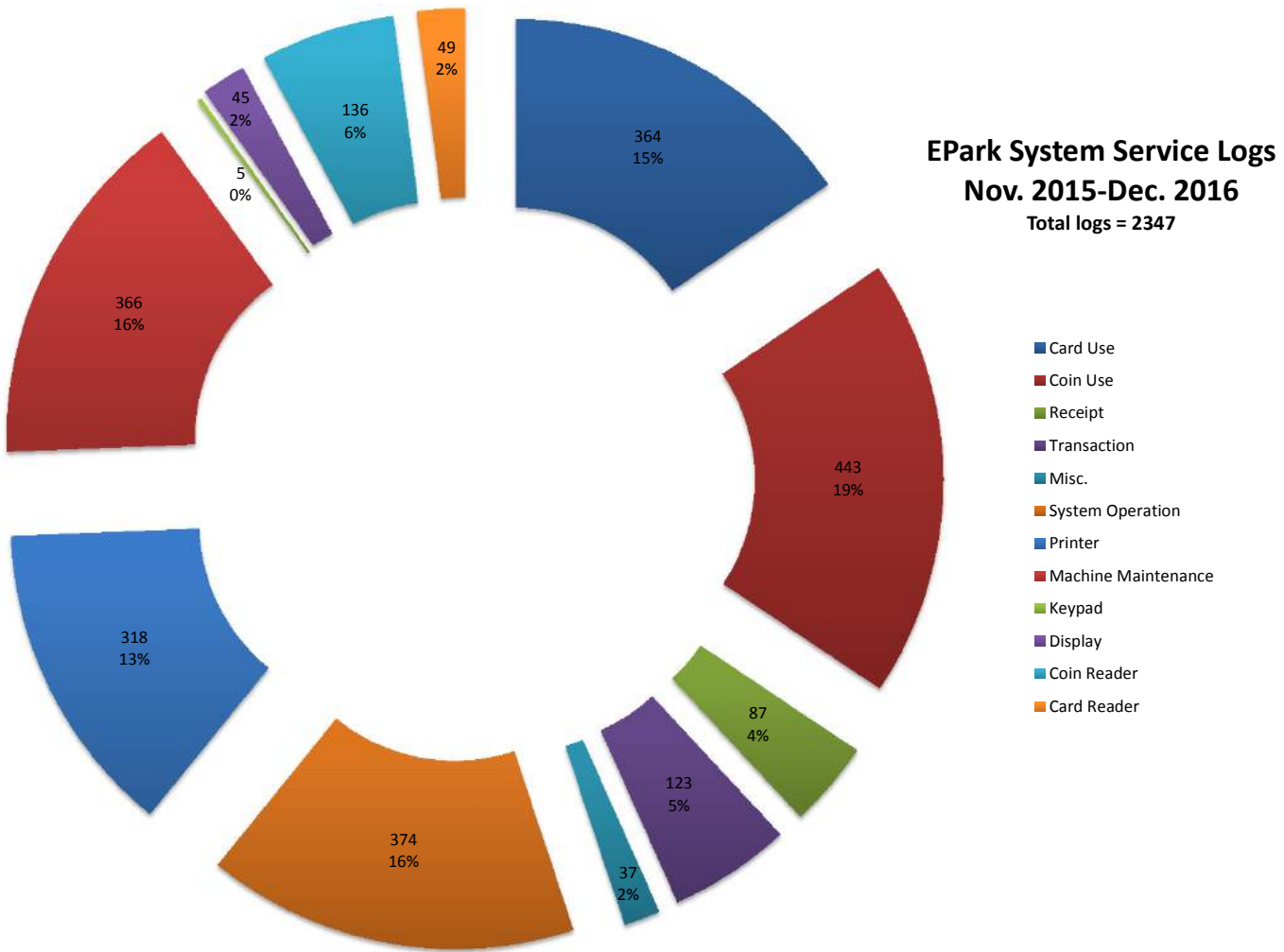
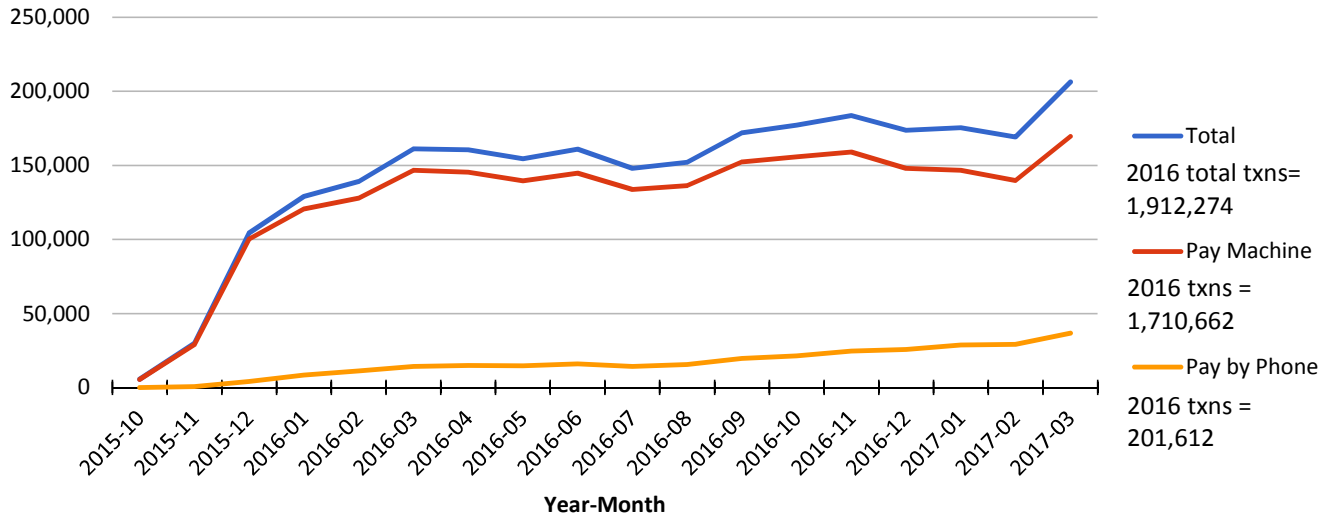


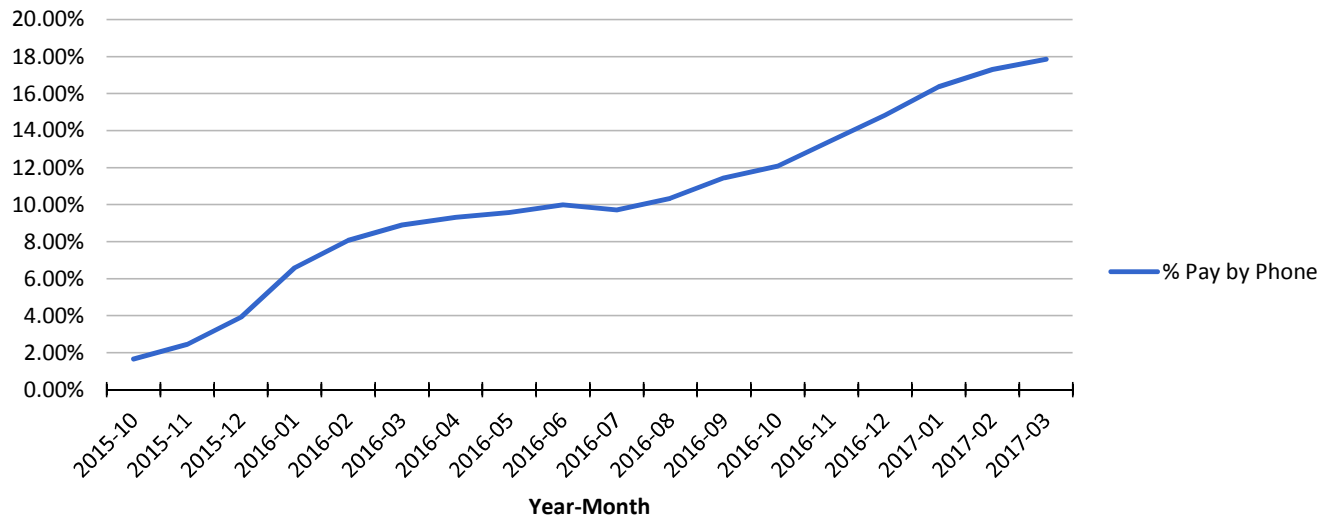
- **Card Use** = Customer attempting to pay with a card type not accepted by the system, jammed/broken/lost credit cards, insufficient time for payment on credit card. Service call completed and machine found to be in working order.
- **Coin Use** = Customer experiencing difficulty paying with coin, coins dirty/damaged, coins not retrieved from coin return, insufficient time for payment with coin. Service call completed and machine found to be in working order.
- **Receipt** = Customer unaware that receipts are not automatically generated, 'receipt not printing automatically' complaints, 'receipt slot jam' complaints. Service call completed and machine found to be in working order.
- **Misc** = Customer inquiries/complaints where the nature of the issue was not identified, and we were unable to reach the customer for follow-up
- **Transaction** = Customers inputting incorrect zone number, inputting license plate and zone numbers into the incorrect field, requiring additional education on how to navigate the transaction process, misunderstanding of certain functions of the transaction process and system. Service call completed and machine found to be in working order.
- **System Operation** = Machines experiencing general connectivity issues (ex: connection speed related to issues with modems or internet service, motherboard issues, SIM Card errors)
- **Machine Maintenance** = Proactive maintenance and routine maintenance calls (ex: Scheduled maintenance checks, removal of graffiti, replacement of low batteries, replacement of low paper spools)
- **Keypad/Display/Coin/Card Reader/Printer** = Service calls related to functionality of the specific part mentioned (ex: paper jams, printer not printing properly, coin jam, LCD display broken)



Total Monthly Transactions by Pay Machine and Pay by Phone



Monthly Pay by Phone Adoption



Monthly Use of Credit for Payment

