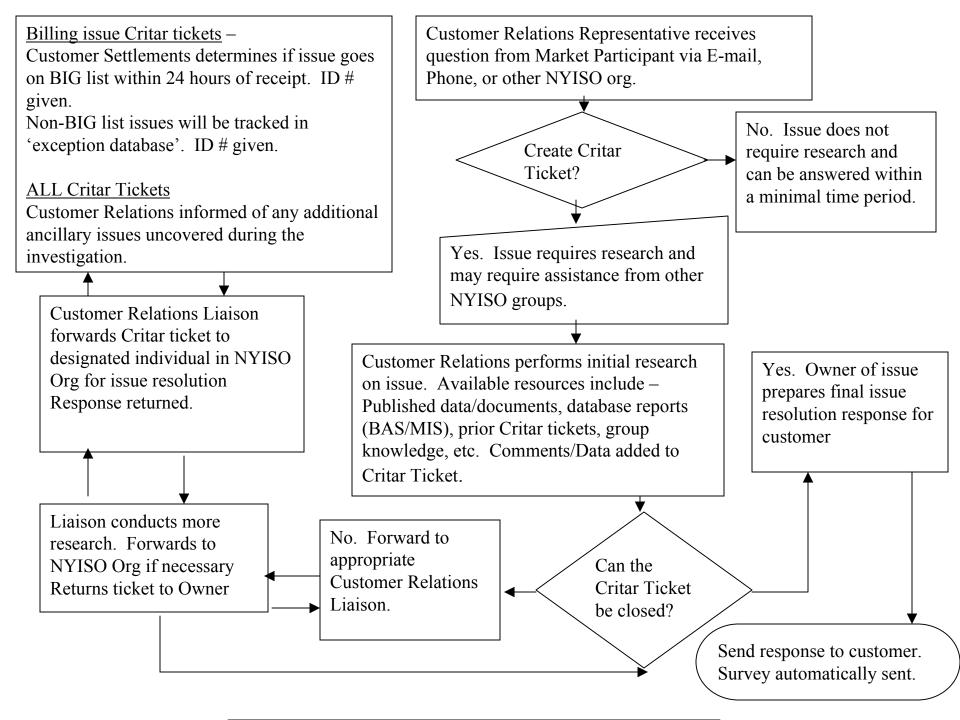


Tracking Customer Issues

Kathy Whitaker Presentation to BAWG June 26, 2003

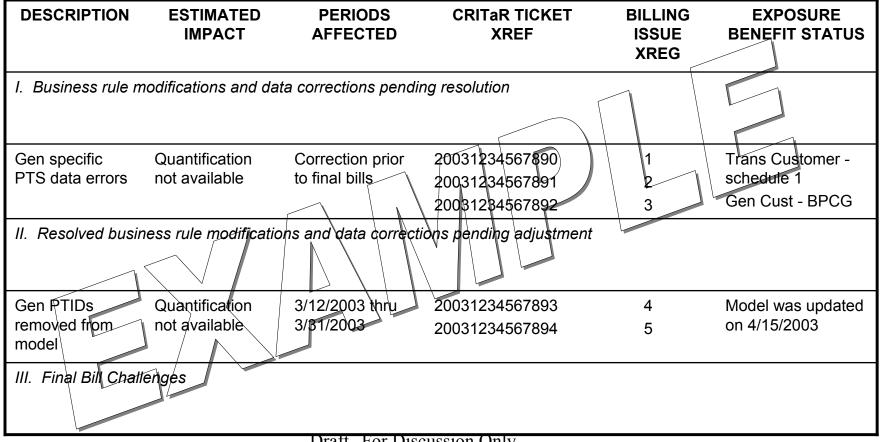
Draft--For Discussion Only



Billing Issues

- Board of Directors requested process for identifying, monitoring, reporting and resolving billing issues
- Chief Financial Officer established and sponsors Billing Issues Group
- Billing Issues Group
 - Cross-functional Team
 - Bi-weekly Meetings
 - Reviews Billing Issues

Pending Changes, Corrections and Final Bill Challenges



Draft--For Discussion Only