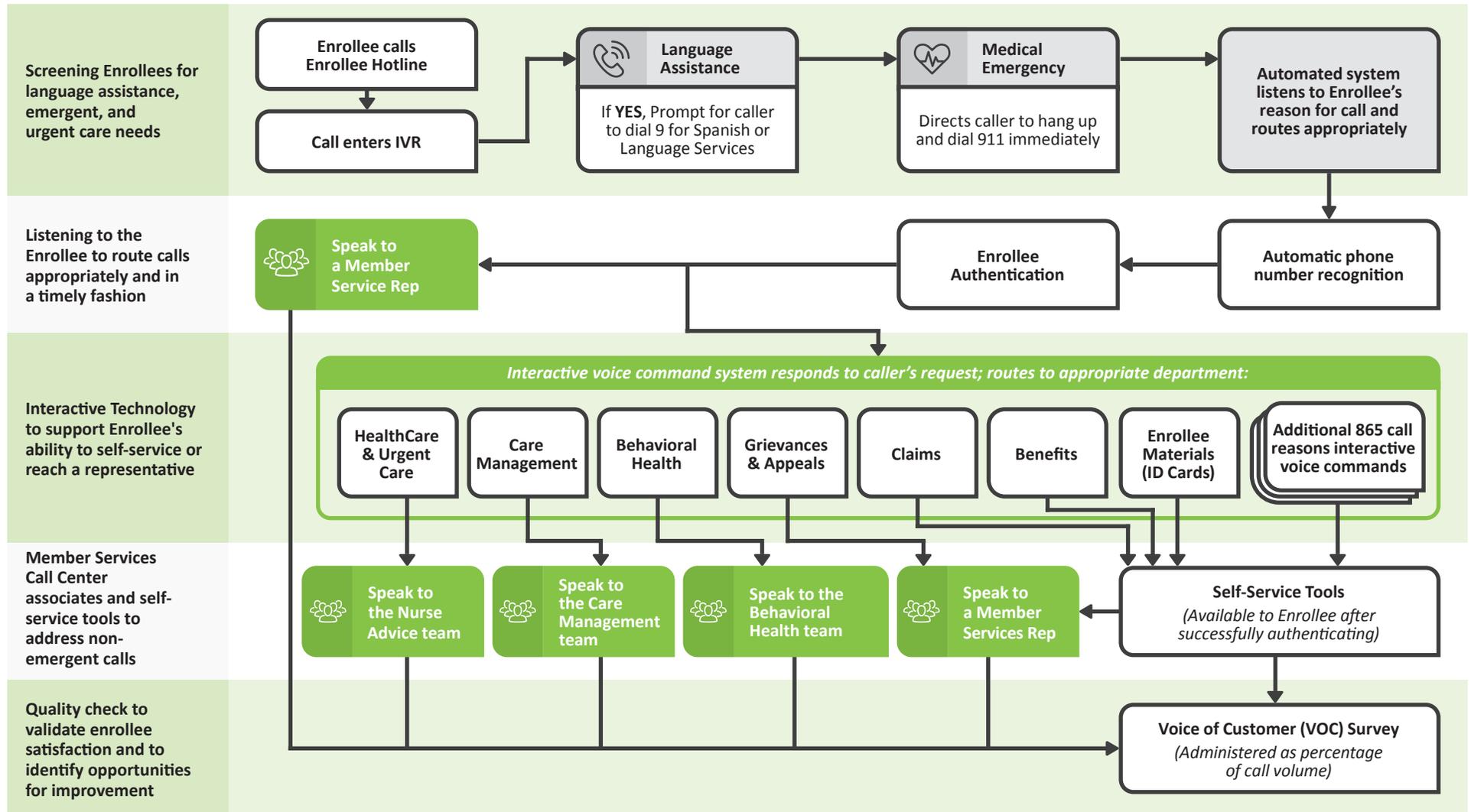


Attachment I.C.12-1 IVR Process Flow

Interactive Voice Response - Business Hours (7AM – 7PM EST | 6AM - 6PM CST)



Attachment I.C.12-1 IVR Process Flow

Interactive Voice Response - After Hours (7PM – 7AM EST | 6PM - 6AM CST)

