

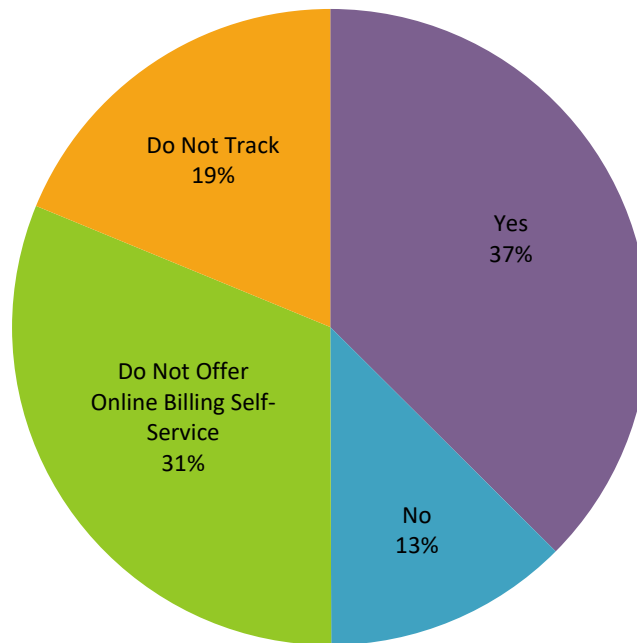


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Report for September 2020 QotM (CL Only)

1.Has your company seen an increase in online billing-related self-service usage?



Value	Percent	Count
Yes	37.5%	6
No	12.5%	2
Do Not Offer Online Billing Self-Service	31.3%	5
Do Not Track	18.8%	3
	Totals	16