

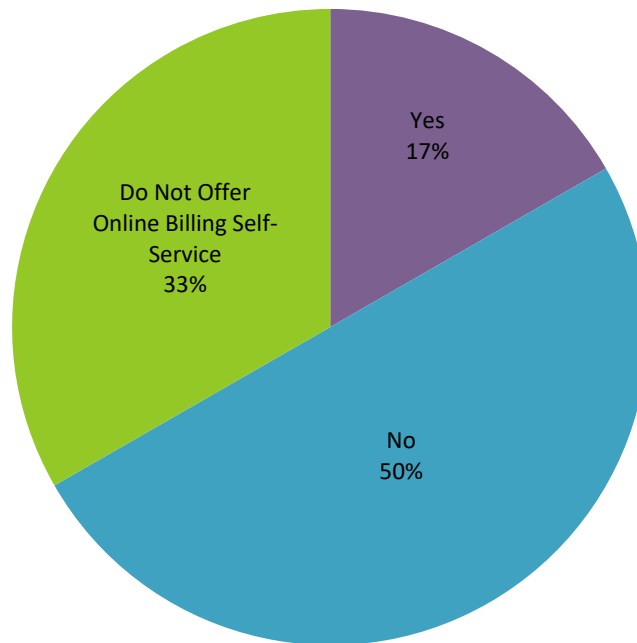


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## Report for September 2020 QotM (PL Only)

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



Value	Percent	Count
Yes	16.7%	1
No	50.0%	3
Do Not Offer Online Billing Self-Service	33.3%	2
	Totals	6