

Exhibit SNAP-6: Historical SNAP Retailer Help Desk Data

Month	IVR Calls Offered	IVR Calls Answered	IVR Average Call Time (mm:ss)	CSR Opt Out Calls	CSR Opt Out Percentage	CSR Average Talk Time (mm:ss)
201501	31,476	31,476	00:45	2,568	8.16%	0:46
201502	26,137	26,137	00:45	2,255	8.63%	0:46
201503	29,710	29,710	00:45	2,483	8.36%	0:46
201504	28,322	28,322	00:46	2,403	8.48%	0:40
201505	28,653	28,653	00:45	2,371	8.27%	0:38
201506	28,171	28,171	00:45	2,330	8.27%	0:44
201507	29,408	29,408	00:46	2,601	8.84%	0:42
201508	29,571	29,571	00:46	2,588	8.75%	0:44
201509	28,481	28,481	00:46	2,660	9.34%	0:41
201510	28,265	28,265	00:46	2,656	9.40%	0:42
201511	26,276	26,276	00:46	2,356	8.97%	0:42
201512	26,302	26,302	00:45	2,340	8.90%	0:46