Date Filed: October 14, 2026

Witness: Jared A. Lawrence
Request from: Office of Education, Outreach, and Enforcement

Question:

(INFORMATION TECHNOLOGY) Does the Company maintain a record of IT-related complaints from one customer over a long span of time and IT-related complaints from multiple customers regarding the same issue?

a. Please provide all policies and procedures regarding the Company's record of these types of complaints.
b. If the Company treats these complaints differently, please explain those differences and explain why the Company's policy is different.
c. If the Company does not maintain a record of long-term and multi-customer IT complaints, please explain why.

Response:

The Company maintains records of complaints received through its Executive Complaint and Regulatory Affairs Complaint processes. For purposes of this response, the Company has reviewed those formal complaint channels, which constitute the Company's complaint records. While the Company also maintains records of customer service contacts, it does not classify or track those contacts based on whether they are IT-related, involve repeat concerns raised by a single customer over an extended period, or involve the same issue reported by multiple customers.

Complaints received through the Executive Complaint and Regulatory Affairs Complaint processes are investigated and resolved through collaboration with the appropriate business partners and stakeholders across the organization, with a target resolution timeframe of five (5) business days.

a. The Company does not maintain policies or procedures specific to IT-related complaints, long-term complaints from a single customer, or complaints involving the same issue reported by multiple customers. Such matters are handled pursuant to the Company's standard Executive Complaint and Regulatory Affairs Complaint processes.

b. The Company does not treat these complaints differently. All complaints received through the Executive Complaint and Regulatory Affairs Complaint processes are subject to the same review, investigation, escalation, and resolution processes, regardless of the subject matter of the complaint or the number of customers involved.

c. Although the Company maintains records of customer service contacts and formal complaints, it does not categorize or track those records according to the classifications requested in this interrogatory. The Company's complaint processes are designed to identify, investigate, escalate, and resolve customer concerns regardless of the subject matter of the complaint. As a result, the Company does not maintain separate records for IT-related complaints from a single customer over an extended period or IT-related complaints involving the same issue reported by multiple customers.