

|                        |                                   |                                        |                                        |                                  |
|------------------------|-----------------------------------|----------------------------------------|----------------------------------------|----------------------------------|
| <b>B</b>               | <b>I</b>                          | <b>N</b>                               | <b>G</b>                               | <b>O</b>                         |
| We make our own signs  | 20th call for the day             | POC doesn't work there anymore         | Transferred to POC                     | They Hang-up on you              |
| Fax number dial tone   | We have a vendor for that already | They ask where did you get this number | Book a DM                              | We don't need signs              |
| Women Picks Up         | Call tree just loops              | <b>FREE</b>                            | Send over some additional info         | Take me off your list            |
| We don't install signs | They Don't Know Who Handles That  | They say we are a small office         | Rude Person                            | They Mention An Upcoming Project |
| Customer Says No Needs | Voicemail full                    | Man Picks Up                           | You Mention Non-Sign items during call | Number does not work             |

|                                         |                                                 |                                         |                                                 |                                            |
|-----------------------------------------|-------------------------------------------------|-----------------------------------------|-------------------------------------------------|--------------------------------------------|
| <b>B</b>                                | <b>I</b>                                        | <b>N</b>                                | <b>G</b>                                        | <b>O</b>                                   |
| Women<br>Picks<br>Up                    | You Mention<br>Non-Sign<br>items during<br>call | Book a<br>DM                            | They Don't<br>Know Who<br>Handles<br>That       | Fax<br>number<br>dial tone                 |
| Transferred<br>to POC                   | Take me<br>off your<br>list                     | POC<br>doesn't<br>work there<br>anymore | They<br>Mention An<br>Upcoming<br>Project       | Call tree<br>just<br>loops                 |
| Send over<br>some<br>additional<br>info | 20th call<br>for the<br>day                     | <b>FREE</b>                             | Rude<br>Person                                  | They say<br>we are a<br>small<br>office    |
| Number<br>does not<br>work              | We make<br>our own<br>signs                     | Man<br>Picks<br>Up                      | We don't<br>install<br>signs                    | Customer<br>Says No<br>Needs               |
| They<br>Hang-up<br>on you               | Says we<br>don't take<br>solicitation<br>s      | We don't<br>need<br>signs               | They ask<br>where did<br>you get this<br>number | We have<br>a vendor<br>for that<br>already |

|                                   |                                        |                                        |                                  |                                |
|-----------------------------------|----------------------------------------|----------------------------------------|----------------------------------|--------------------------------|
| <b>B</b>                          | <b>I</b>                               | <b>N</b>                               | <b>G</b>                         | <b>O</b>                       |
| We don't install signs            | Rude Person                            | Women Picks Up                         | Number does not work             | Transferred to POC             |
| Voicemail full                    | We don't need signs                    | You Mention Non-Sign items during call | They Don't Know Who Handles That | Call tree just loops           |
| They say we are a small office    | Book a DM                              | <b>FREE</b>                            | Send over some additional info   | POC doesn't work there anymore |
| Says we don't take solicitations  | They Hang-up on you                    | Customer Says No Needs                 | 20th call for the day            | We make our own signs          |
| We have a vendor for that already | They ask where did you get this number | Take me off your list                  | They Mention An Upcoming Project | Man Picks Up                   |