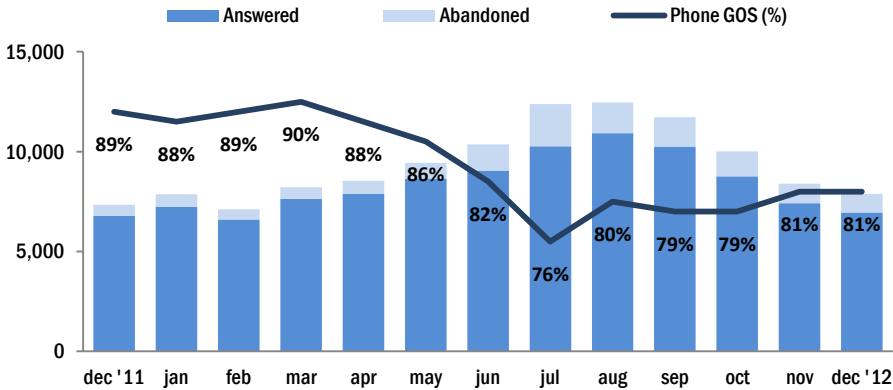


2012 Monthly Statistics

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YTD
Grade of Service	88%	89%	90%	88%	86%	82%	76%	80%	79%	79%	81%	81%	83%
Number of Calls	7,860	7,101	8,213	8,527	9,420	10,363	12,372	12,454	11,712	10,008	8,387	7,865	114,282
Calls Answered	7,227	6,594	7,630	7,876	8,644	9,040	10,258	10,908	10,240	8,757	7,410	6,950	101,534
30s or less	94%	95%	95%	93%	91%	90%	89%	88%	86%	89%	89%	90%	91%
30-60s	4%	3%	3%	4%	5%	6%	6%	6%	6%	5%	5%	5%	5%
1-2m	2%	2%	2%	2%	3%	3%	3%	5%	5%	4%	3%	4%	3%
2m or more	0%	0%	0%	1%	1%	1%	2%	1%	3%	2%	3%	1%	1%
Calls Abandoned	633	507	583	651	776	1,323	2,114	1,546	1,472	1,251	977	915	12,748
30s or less	60%	61%	63%	56%	56%	44%	38%	52%	50%	52%	47%	52%	53%
30-60s	22%	21%	17%	22%	22%	21%	23%	22%	23%	24%	25%	24%	22%
1-2m	11%	12%	14%	15%	16%	29%	29%	18%	17%	17%	20%	17%	18%
2m or more	6%	6%	6%	7%	6%	6%	10%	8%	9%	7%	8%	7%	7%

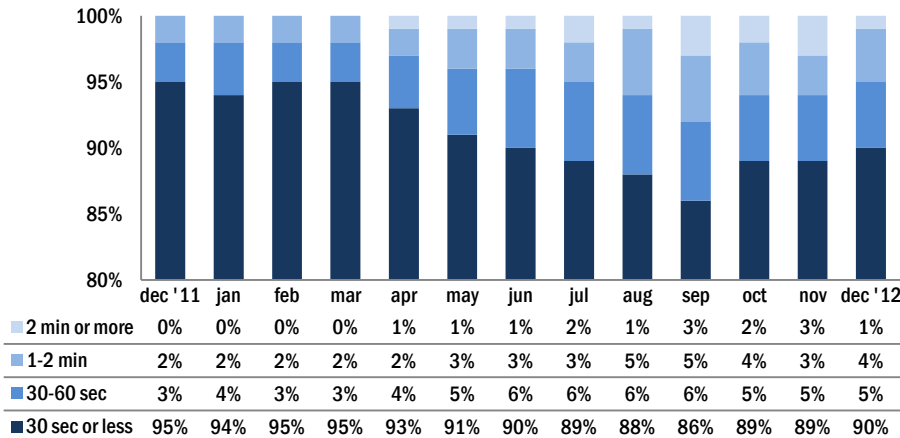
Call Volume and Grade of Service



Grade of Service (GOS) is determined as the service rendered to a customer for every call coming into the queue. Once a caller presses zero to be transferred to an operator, the call forwards into a waiting queue which alerts the next available operator of a customer call waiting to be answered. There is an allotted threshold time of thirty seconds for the incoming call to be answered at a superior rate of service. Any call either dropped due to customer hang up or answered after the allotted thirty second time frame is considered to be unsatisfactory for the service rendered to the answered call.

Wait Time

Before Call is Answered



Before Call is Abandoned

