



	2004												2005												2006			2003/4	2004/5	2005/6		
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	FYE	FYE	YTD					
<b>INTL &amp; GP</b>																																
<b>INTL &amp; GP Received</b>	4,236	4,479	5,011	3,629	3,750	3,804	3,627	3,699	2,824	4,311	3,216	2,988	3,311	3,808	3,628	3,536	2,778	3,117	2,459	5,037	4,435	3,897	3,727	3,752	2000*	2,237	4,071	5,953	7,494	132,984	103,274	27,234
<b>Answered</b>	3,318	3,242	3,315	2,690	2,909	3,036	2,883	3,042	2,314	2,945	2,397	2,411	2,610	2,843	2,837	3,085	2,354	2,788	2,232	4,910	4,338	3,774	3,614	3,649	-	2,037	3,472	4,696	4,700	99,598	79,498	22,168
<b>Calls answered (%)</b>	78	72	66	74	78	79	80	82	82	68	72	80	79	75	78	87	85	91	91	98	98	97	97	97	-	91	85	79	63	78	82	85
<b>Adandoned</b>	973	1,281	1,751	985	883	788	790	657	510	1,366	723	577	701	965	791	451	448	329	227	127	97	123	113	103	-	200	603	1,257	2,794	33,955	24,198	5,070
<b>Avg answer time (sec)</b>	19	25	26	51	52	45	45	46	33	23	28	35	39	36	28	26	17	26	23	10	10	14	18	18	-	47	52	124	174	91	67	72
<b>Avg talk time (min)</b>	2.38	2.33	2.28	2.31	2.18	2.22	2.22	2.28	2.32	2.38	2.33	2.31	2.29	2.21	2.37	2.31	2.35	2.39	2.26	2.05	2.10	2.15	1.59	1.58	-	2.22	2.19	2.32	2.43	2.71	2.30	2.31
<b>UK</b>																																
<b>UK Received</b>	11,197	13,558	9,264	12,397	13,437	9,817	7,418	7,126	5,691	5,037	4,435	3,897	3,727	3,752	2000*	2,237	4,071	5,953	7,494	11,197	13,558	9,264	12,397	13,437	9,817	7,418	7,126	5,691	132,984	103,274	27,234	
<b>Answered</b>	8,604	7,768	6,849	8,268	8,622	7,850	6,710	6,777	5,028	4,910	4,338	3,774	3,614	3,649	-	2,037	3,472	4,696	4,700	8,604	7,768	6,849	8,268	8,622	7,850	6,710	6,777	5,028	99,598	79,498	22,168	
<b>Calls answered (%)</b>	77	57	74	67	64	80	91	95	88	98	98	97	97	97	-	91	85	79	63	77	57	74	67	64	80	91	95	88	78	82	85	
<b>Adandoned</b>	2,660	5,874	2,476	4,212	4,897	1,967	753	349	663	127	97	123	113	103	-	200	603	1,257	2,794	2,660	5,874	2,476	4,212	4,897	1,967	753	349	663	33,955	24,198	5,070	
<b>Avg answer time (sec)</b>	120	120	60	120	180	60	42	35	32	10	10	14	18	18	-	47	52	124	174	120	120	60	120	180	60	42	35	32	91	67	72	
<b>Average talk time (min)</b>	2.16	2.19	2.25	2.17	2.14	2.00	2.09	2.10	2.10	2.05	2.10	2.15	1.59	1.58	-	2.22	2.19	2.32	2.43	2.16	2.19	2.25	2.17	2.14	2.00	2.09	2.10	2.10	1.82	2.13	2.06	

\* Number of calls rec'd in June is an estimate due to system modification