



	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						
INT'L & GP																																	
INTL & GP Received	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	3,433	2,433	5,248	3,095	3,095	46,159	45,574	36,846						
Answered	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	2,812	1,957	4,708	2,507	2,507	34,912	34,502	30,733						
Calls answered (%)	78	72	66	74	78	79	80	82	82	68	72	80	79	75	78	87	85	91	91	82	81	90	81	81	77	76	84						
Adandoned	973	1,281	1,751	985	883	768	790	657	510	1,366	723	577	701	965	791	451	448	329	227	621	476	540	588	588	11,708	11,264	6,137						
Avg answer time (sec)	19	25	26	51	52	45	45	46	33	23	28	35	39	36	28	26	17	26	23	19	28	31	14	14	50	36	26						
Avg talk time (min)	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	2.27	2.30	2.39	2.43	2.43	2.71	2.30	2.32						
UK																																	
UK Received	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	2,000*	2,237	4,071	5,953	7,494	7,000*	6,070	8,945	9,653	9,653	132,984	103,274	51,902						
Answered	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	0	4,728	7,606	7,955	7,955	99,598	79,498	42,457						
Calls answered (%)	77	57	74	67	64	80	91	95	88	98	98	97	97	97	-	91	85	79	63	0	78	85	82	82	78	82	76						
Adandoned	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	0	1,342	1,339	1,698	1,698	33,955	24,198	9,449						
Avg answer time (sec)	120	120	60	120	180	60	42	35	32	10	10	14	18	18	-	47	52	124	174	0	145	89	35	35	91	67	70						
Average talk time (min)	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	0.00	2.44	2.29	2.10	2.10	1.82	2.13	1.92						

* Number of calls rec'd in June and November 2005 is an estimate due to system modification

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