

2009 Monthly Statistics for ACCT Customer Service

		January	February	March	April	Avg. YTD	Tot. YTD
Calls	Phone Grade of Service	88%	90%	92%	94%	91%	
	Number of Calls	7,909	6,650	7,408	8,312	7,570	30,279

		January	February	March	April	Avg. YTD	Tot. YTD
Answered	Calls Answered	7,209	6,157	6,970	7,941	7,069	28,277
	Calls Answered in 30 Sec.	95%	96%	97%	97%	96%	
	Calls Waiting After 1 Min.	3%	2%	2%	2%	2%	
	Calls Waiting After 2 Min.	2%	2%	1%	1%	2%	
	Calls Waiting After 3 Min.	1%	0%	0%	0%	0%	

		January	February	March	April	Avg. YTD	Tot. YTD
Abandoned	Calls Abandoned	690	483	418	367	490	1,958
	Abandoned in 30 Sec.	64%	63%	64%	63%	64%	
	Abandoned in 1 Min.	18%	15%	17%	21%	18%	
	Abandoned in 2 Min.	12%	15%	13%	12%	13%	
	Abandoned in 3 Min.	5%	7%	7%	5%	6%	