

2009 Monthly Statistics for ACCT Customer Service

		January	February	March	April	May	June	July	August	Avg. YTD	Tot. YTD
Calls	Phone Grade of Service	88%	90%	92%	94%	94%	94%	91%	90%	92%	
	Number of Calls	7,909	6,650	7,408	8,312	9,658	11,809	11,717	11,094	9,320	74,557
		January	February	March	April	May	June	July	August	Avg. YTD	Tot. YTD
Answered	Calls Answered	7,209	6,157	6,970	7,941	9,233	11,199	10,950	10,196	8,732	69,855
	Calls Answered in 30 Sec.	95%	96%	97%	97%	97%	98%	95%	95%	96%	
	Calls Waiting After 1 Min.	3%	2%	2%	2%	2%	2%	3%	3%	2%	
	Calls Waiting After 2 Min.	2%	2%	1%	1%	1%	0%	2%	2%	1%	
	Calls Waiting After 3 Min.	1%	0%	0%	0%	0%	0%	0%	0%	0%	
		January	February	March	April	May	June	July	August	Avg. YTD	Tot. YTD
Abandoned	Calls Abandoned	690	483	418	367	410	571	686	819	556	4,444
	Abandoned in 30 Sec.	64%	63%	64%	63%	73%	71%	68%	59%	66%	
	Abandoned in 1 Min.	18%	15%	17%	21%	12%	12%	16%	18%	16%	
	Abandoned in 2 Min.	12%	15%	13%	12%	12%	12%	12%	14%	13%	
	Abandoned in 3 Min.	5%	7%	7%	5%	3%	5%	3%	8%	5%	