

2009 Monthly Statistics for ACCT Customer Service

		January 2009	February 2009
Calls	Phone Grade of Service (GOS)	88%	90%
	Number of Calls	7909	6650

		January 2009	February 2009
Answered	Calls Answered	7209	6157
	Calls Answered in 30 Sec.	95%	96%
	Calls Waiting After 1 Min.	3%	2%
	Calls Waiting After 2 Min.	2%	2%
	Calls Waiting After 3 Min.	1%	0%

		January 2009	February 2009
Abandoned	Calls Abandoned	690	483
	Abandoned in 30 Sec.	64%	63%
	Abandoned in 1 Min.	18%	15%
	Abandoned in 2 Min.	12%	15%
	Abandoned in 3 Min.	5%	7%