

2009 Monthly Statistics for ACCT Customer Service

		January	February	March	April	May	June	Avg. YTD	Tot. YTD
Calls	Phone Grade of Service	88%	90%	92%	94%	94%	94%	92%	
	Number of Calls	7,909	6,650	7,408	8,312	9,658	11,809	8,624	51,746
Answered	Calls Answered	7,209	6,157	6,970	7,941	9,233	11,199	8,118	48,709
	Calls Answered in 30 Sec.	95%	96%	97%	97%	97%	98%	97%	
	Calls Waiting After 1 Min.	3%	2%	2%	2%	2%	2%	2%	
	Calls Waiting After 2 Min.	2%	2%	1%	1%	1%	0%	1%	
	Calls Waiting After 3 Min.	1%	0%	0%	0%	0%	0%	0%	
Abandoned	Calls Abandoned	690	483	418	367	410	571	490	2,939
	Abandoned in 30 Sec.	64%	63%	64%	63%	73%	71%	66%	
	Abandoned in 1 Min.	18%	15%	17%	21%	12%	12%	16%	
	Abandoned in 2 Min.	12%	15%	13%	12%	12%	12%	13%	
	Abandoned in 3 Min.	5%	7%	7%	5%	3%	5%	5%	