

2009 Monthly Statistics for ACCT Customer Service

		January	February	March
Calls	Phone Grade of Service	88%	90%	92%
	Number of Calls	7,909	6,650	7,408

		January	February	March
Answered	Calls Answered	7,209	6,157	6,970
	Calls Answered in 30 Sec.	95%	96%	97%
	Calls Waiting After 1 Min.	3%	2%	2%
	Calls Waiting After 2 Min.	2%	2%	1%
	Calls Waiting After 3 Min.	1%	0%	0%

		January	February	March
Abandoned	Calls Abandoned	690	483	418
	Abandoned in 30 Sec.	64%	63%	64%
	Abandoned in 1 Min.	18%	15%	17%
	Abandoned in 2 Min.	12%	15%	13%
	Abandoned in 3 Min.	5%	7%	7%