

## 2009 Monthly Statistics for ACCT Customer Service

		January	February	March	April	May	June	July	August	September	Avg. YTD	Tot. YTD
<b>Calls</b>	Phone Grade of Service	88%	90%	92%	94%	94%	94%	91%	90%	89%	91%	
	Number of Calls	7,909	6,650	7,408	8,312	9,658	11,809	11,717	11,094	10,048	9,401	84,605
<b>Answered</b>	Calls Answered	7,209	6,157	6,970	7,941	9,233	11,199	10,950	10,196	9,203	8,784	79,058
	Calls Answered in 30 Sec.	95%	96%	97%	97%	97%	98%	95%	95%	95%	96%	
	Calls Waiting After 1 Min.	3%	2%	2%	2%	2%	2%	3%	3%	3%	2%	
	Calls Waiting After 2 Min.	2%	2%	1%	1%	1%	0%	2%	2%	2%	1%	
	Calls Waiting After 3 Min.	1%	0%	0%	0%	0%	0%	0%	0%	0%	0%	
<b>Abandoned</b>	Calls Abandoned	690	483	418	367	410	571	686	819	790	582	5,234
	Abandoned in 30 Sec.	64%	63%	64%	63%	73%	71%	68%	59%	65%	66%	
	Abandoned in 1 Min.	18%	15%	17%	21%	12%	12%	16%	18%	15%	16%	
	Abandoned in 2 Min.	12%	15%	13%	12%	12%	12%	12%	14%	13%	13%	
	Abandoned in 3 Min.	5%	7%	7%	5%	3%	5%	3%	8%	7%	6%	