Description	January 2009
Phone Grade of Service (GOS)	88%
Number of Calls	7,909
Calls Answered	7,209
Calls Answered in 30 Sec.	95%
Calls Waiting After 1 Min.	3%
Calls Waiting After 2 Min.	2%
Calls Waiting After 3 Min.	1%
Abandoned Calls	690
Abandoned in 30 Sec.	64%
Abandoned in 1 Min.	18%
Abandoned in 2 Min.	12%
Abandoned in 3 Min.	5%
E-ACCT NUMBERS	0