

2009 Monthly Statistics for ACCT Customer Service

		January	February	March	April	May	June	July	August	September	Avg. YTD	Tot. YTD
Calls	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
Answered	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%	
Abandoned	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%	