

2010 Monthly Statistics for ACCT Customer Service

Calls	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	Number of Calls	7,223										
Phone Grade of Service	91%											

Answered	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	Calls Answered	6,701										
	Calls Answered in 30 Sec.	97%										
	Calls Waiting After 1 Min.	2%										
	Calls Waiting After 2 Min.	1%										
	Calls Waiting After 3 Min.	0%										

Abandoned	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
	Calls Abandoned	522										
	Abandoned in 30 Sec.	74%										
	Abandoned in 1 Min.	15%										
	Abandoned in 2 Min.	8%										
	Abandoned in 3 Min.	4%										

Calls	2010		2009	
	Avg. YTD	Tot. YTD	Mo. Avg.	Total
	Number of Calls	7,223	7,223	9,190
Phone Grade of Service	91%		91%	

Answered	2010		2009		
	Avg. YTD	Tot. YTD	Mo. Avg.	Total	
	Calls Answered	6,701	6,701	8,530	102,360
	Calls Answered in 30 Sec.	97%		96%	
	Calls Waiting After 1 Min.	2%		3%	
	Calls Waiting After 2 Min.	1%		1%	
Calls Waiting After 3 Min.	0%		0%		

Abandoned	2010		2009		
	Avg. YTD	Tot. YTD	Mo. Avg.	Total	
	Calls Abandoned	522	522	624	7,482
	Abandoned in 30 Sec.	74%		65%	
	Abandoned in 1 Min.	15%		16%	
	Abandoned in 2 Min.	8%		13%	
Abandoned in 3 Min.	4%		6%		