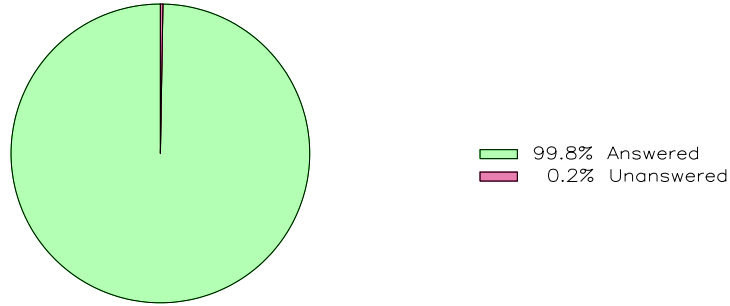


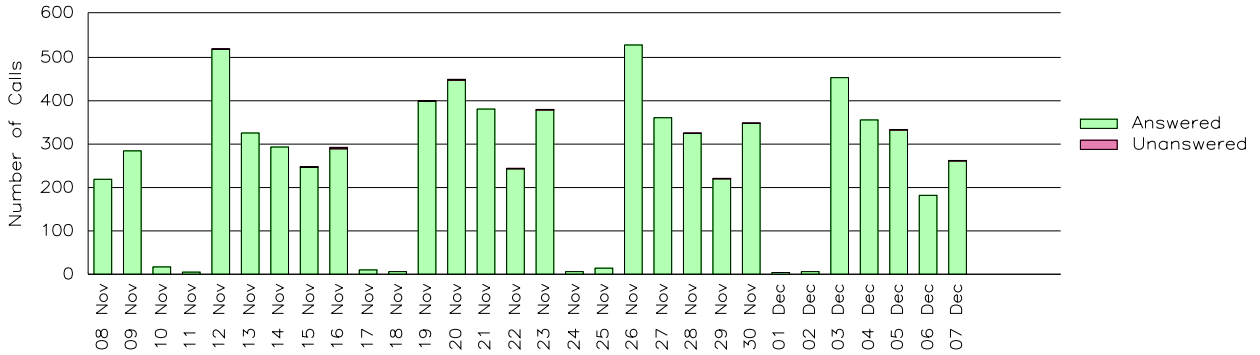
Main Report Number:02089803023

Period: 8th November 2007 to 7th December 2007

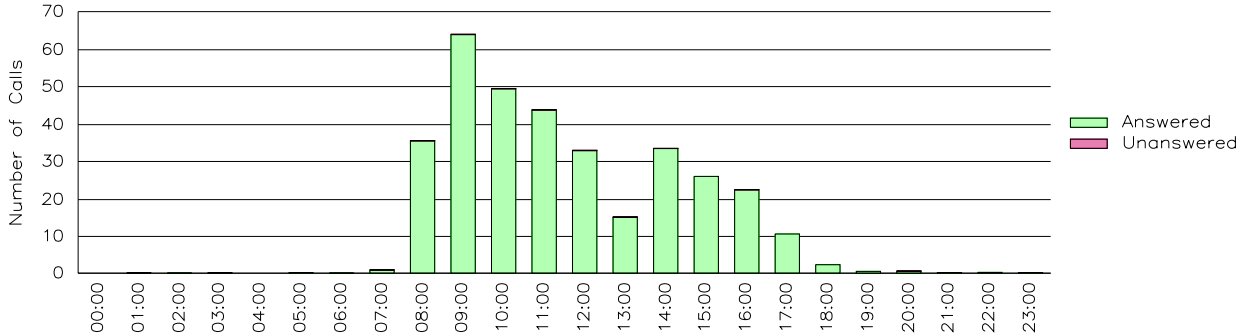
Incoming Call Handling Summary



Incoming Call Handling



Average Daily Pattern of Incoming Call Handling (Including Weekends)



Time to Answer Incoming Calls (Including Weekends)

