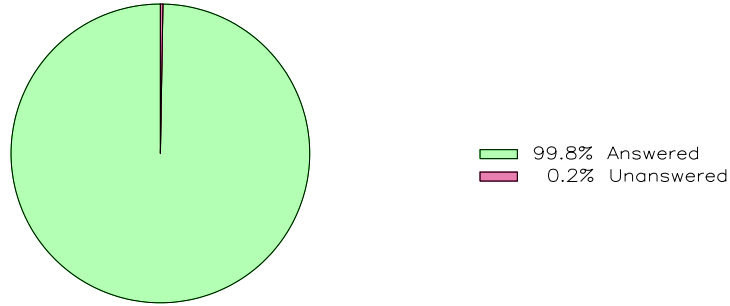


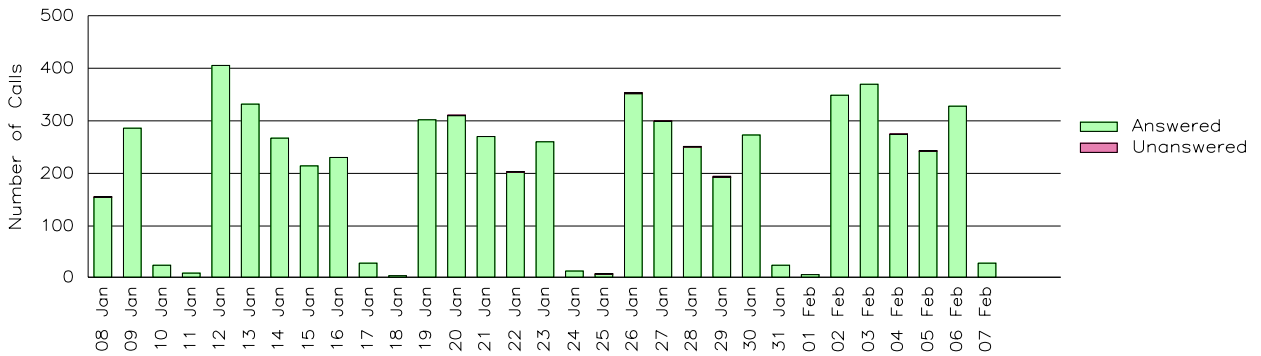
Main Report Number:02089803023

Period: 8th January 2009 to 7th February 2009

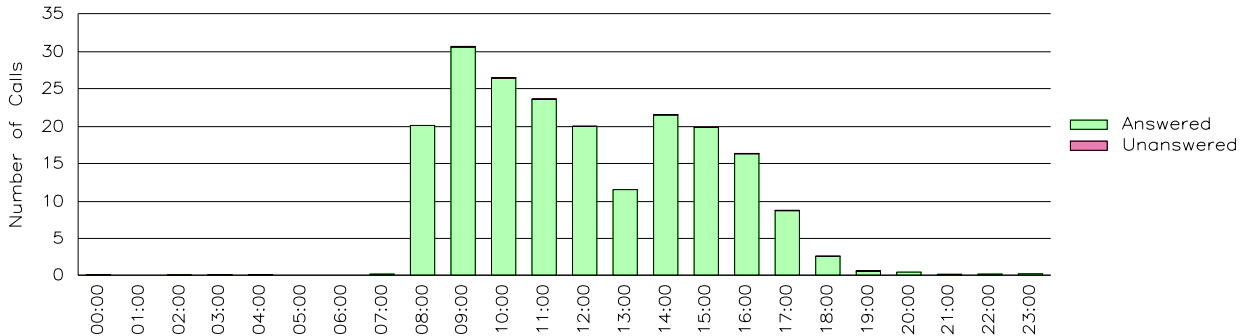
## Incoming Call Handling Summary



## Incoming Call Handling



## Average Daily Pattern of Incoming Call Handling (Including Weekends)



## Time to Answer Incoming Calls (Including Weekends)

