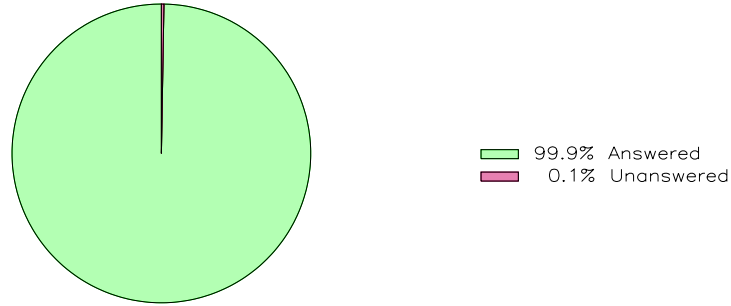


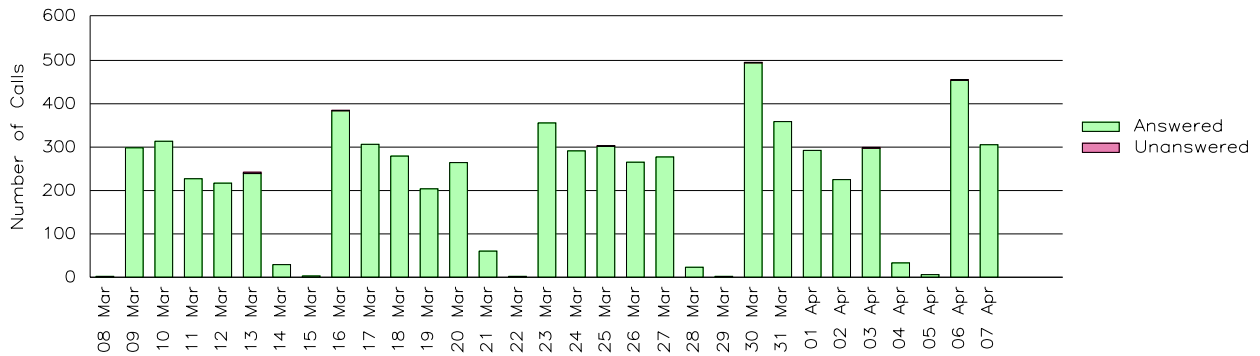
Main Report Number:02089803023

Period: 8th March 2009 to 7th April 2009

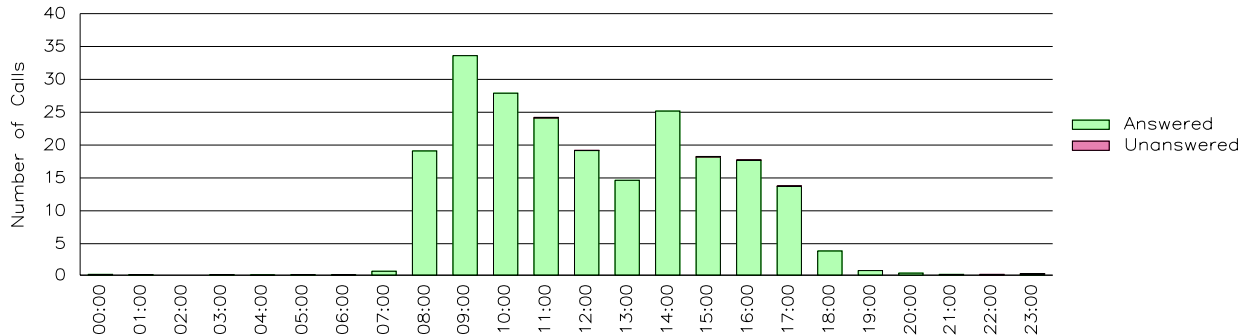
Incoming Call Handling Summary



Incoming Call Handling



Average Daily Pattern of Incoming Call Handling (Including Weekends)



Time to Answer Incoming Calls (Including Weekends)

