

ASO Monthly Statistics: All Calls Received

Month	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Total (YTD)
Total Incoming Calls	34,222	27,846	36,064	34,520	32,817	31,931	34,180	36,939	34,416	34,802	27,564	34,000	399,301
Abandoned Calls	38	21	61	51	32	41	38	58	2	9	7	21	379
Abandonment Rate %	0.11%	0.08%	0.17%	0.15%	0.10%	0.13%	0.11%	0.16%	0.01%	0.03%	0.03%	0.06%	0.09%
Speed of Ans./60 sec.	95.65%	93.87%	90.81%	92.84%	93.20%	93.61%	95.20%	92.61%	99.32%	99.30%	98.14%	97.63%	95.14%
Average Speed to Answer	0:05	0:07	0:12	0:11	0:11	0:09	0:08	0:10	0:01	0:00	0:02	0:02	0:06
Average Talk Time	5:50	5:28	5:42	5:51	6:01	5:50	5:46	5:40	5:25	5:21	5:14	5:02	5:36