

Abandonment Rate Data					
Date	Total Abandoned Calls	Total Incoming Calls	Avg. Wait Time (For Abandoned Calls)	Abandonment Rate	Annual Average Abandonment Rate
13-Jan	7,939	209,090	0:00:26	3.80%	
13-Feb	8,603	187,253	0:00:32	4.59%	
13-Mar	7,682	187,171	0:00:32	4.10%	
13-Apr	54,786	238,810	0:03:45	22.94%	
13-May	14,571	188,897	0:02:13	7.71%	
13-Jun	21,997	192,646	0:02:26	11.42%	
13-Jul	73,626	249,669	0:01:55	29.49%	
13-Aug	15,525	185,614	0:01:29	8.36%	
13-Sep	23,253	188,670	0:01:41	12.32%	
13-Oct	9,608	188,681	0:00:42	5.09%	
13-Nov	15,384	177,484	0:01:24	8.67%	
13-Dec	10,958	174,096	0:00:47	6.29%	10.40%
14-Jan	14,894	210,551	0:00:43	7.07%	
14-Feb	11,462	184,994	0:00:38	6.20%	
14-Mar	9,153	169,617	0:00:18	5.40%	
14-Apr	9,431	165,197	0:00:21	5.71%	
14-May	8,870	152,123	0:00:20	5.83%	
14-Jun	9,768	152,295	0:00:36	6.41%	
14-Jul	10,221	148,072	0:00:23	6.90%	
14-Aug	10,911	133,339	0:00:29	8.18%	
14-Sep	12,172	144,345	0:00:40	8.43%	
14-Oct	17,038	179,389	0:01:31	9.50%	
14-Nov	13,986	155,680	0:00:25	8.98%	
14-Dec	10,298	166,238	0:00:23	6.19%	7.07%
15-Jan	10,084	157,429	0:00:29	6.41%	
15-Feb	8,212	142,659	0:00:20	5.76%	
15-Mar	9,250	165,545	0:00:23	5.59%	
15-Apr	11,558	174,786	0:00:48	6.61%	
15-May	13,963	147,479	0:01:00	9.47%	
15-Jun	16,112	150,861	0:02:15	10.68%	
15-Jul	25,259	155,673	0:04:26	16.23%	
15-Aug	43,366	188,178	0:04:26	23.05%	
15-Sep	7,467	147,782	0:01:43	5.05%	
15-Oct	2,959	153,779	0:00:57	1.92%	
15-Nov	7,938	171,340	0:03:22	4.63%	
15-Dec	4,000	158,075	0:01:52	2.53%	8.16%
16-Jan	5,200	153,179	0:01:14	3.39%	
16-Feb	6,459	153,585	0:01:23	4.21%	
16-Mar	9,294	185,782	0:01:00	5.00%	
16-Apr	2,814	144,278	0:00:40	1.95%	
16-May	2,735	137,797	0:00:41	1.98%	
16-Jun	4,424	155,570	0:01:09	2.84%	
16-Jul	3,479	130,600	0:00:50	2.66%	
16-Aug	4,997	144,953	0:01:11	3.45%	
16-Sep	7,250	136,848	0:02:29	5.30%	
16-Oct	8,982	148,290	0:01:55	6.06%	
16-Nov	14,361	141,470	0:02:36	10.15%	
16-Dec	10,630	142,407	0:02:06	7.46%	4.54%
17-Jan	21,565	168,245	0:03:19	12.82%	
17-Feb	28,484	185,224	0:04:01	15.38%	
17-Mar	9,096	164,367	0:01:40	5.53%	