	Total	Answered	Hang-up	VoiceMail	Average Talk Time	Average Wait Time	End of Day Unanswered VoiceMail
December 31, 2012	1,575	986	148	441	5.10	5.56	163
January 1, 2013							
January 2, 2013	3,307	1,120	189	1,998	4.44	8.44	1,491
January 3, 2013	2,526	906	198	1,422	5.20	10.33	1,687
January 4, 2013	2,420	981	238	1,201	5.04	9.22	1,423
January 5, 2013	345	329	16	0	3.58	1.11	512
Total (01/05/2013)	**10,173**	**4,322**	**789**	**5,062**	**4.58**	**8.03**	
January 7, 2013	2,690	1,016	238	1,436	4.55	10.08	1,163
January 8, 2013	2,628	763	222	1,643	5.36	13.26	1,908
January 9, 2013	2,256	916	247	1,093	5.04	10.20	1,731
January 10, 2013	2,250	937	209	1,104	5.19	9.47	1,229
January 11, 2013	2,512	844	190	1,478	5.20	11.37	1,744
January 12, 2013	379	351	28	0	4.42	1.09	610
Total (01/12/2013)	**12,715**	**4,827**	**1,134**	**6,754**	**5.11**	**10.14**	
January 14, 2013	2,619	811	175	1,633	4.48	12.45	1473
January 15, 2013	2,663	955	158	1,550	5.07	10.57	2136
January 16, 2013	1,954	897	180	877	5.09	10.08	1807
January 17, 2013	1,844	908	187	749	5.16	10.08	1380
January 18, 2013	2,210	970	189	1,051	4.49	9.37	1361
January 19, 2013							
Total (01/19/2013)	**11,290**	**4,541**	**889**	**5,860**	**5.02**	**10.40**	
January 21, 2013							
January 22, 2013	3,524	1,276	178	2,070	4.55	8.41	1984
January 23, 2013	2,146	871	153	1,122	5.19	11.13	1623
January 24, 2013	2,188	839	151	1,198	4.59	12.28	1442
January 25, 2013	2,191	1,006	159	1,026	5.02	9.35	1554
January 26, 2013	310	295	15	0	3.59	1.17	1309
Total (01/26/2013)	**10,359**	**4,287**	**656**	**5,416**	**4.58**	**9.38**	
January 28, 2013	2,079	999	189	891	4.37	9.35	1681
January 29, 2013	1,944	740	200	1,004	5.29	12.09	1486
January 30, 2013	1,401	785	181	435	5.14	10.09	448

January 31, 2013	1,378	1,055	127	196	5.04	5.23	173
February 1, 2013	1,537	908	203	426	5.08	8.09	0
February 2, 2013	295	234	54	7	5.03	4.03	0
Total (02/02/2013)	**8,634**	**4,721**	**954**	**2,959**	**5.05**	**8.35**	
February 4, 2013	1,802	1,111	186	505	4.23	7.34	151
February 5, 2013	1,559	1,159	166	234	5.01	5.41	3
February 6, 2013	1,249	1,015	146	88	5.04	4.38	0
February 7, 2013	2,429	1,745	191	493	3.25	3.56	0
February 8, 2013	1,324	1,089	138	97	4.35	4.44	0
February 9, 2013	250	238	12	0	4.25	1.01	0
Total (02/09/2013)	**8,613**	**6,357**	**839**	**1,417**	**4.23**	**5.01**	
February 11, 2013	1,464	958	213	293	4.28	7.57	0
February 12, 2013	1,368	950	190	228	5.06	7.17	0
February 13, 2013	1,044	952	88	4	4.56	2.30	0
February 14, 2013	963	883	77	3	4.45	2.24	0
February 15, 2013	1,066	952	100	14	4.31	2.46	0
February 16, 2013	213	206	7	0	4.13	0.45	0
Total (02/16/2013)	**6,118**	**4,901**	**675**	**542**	**4.44**	**4.27**	