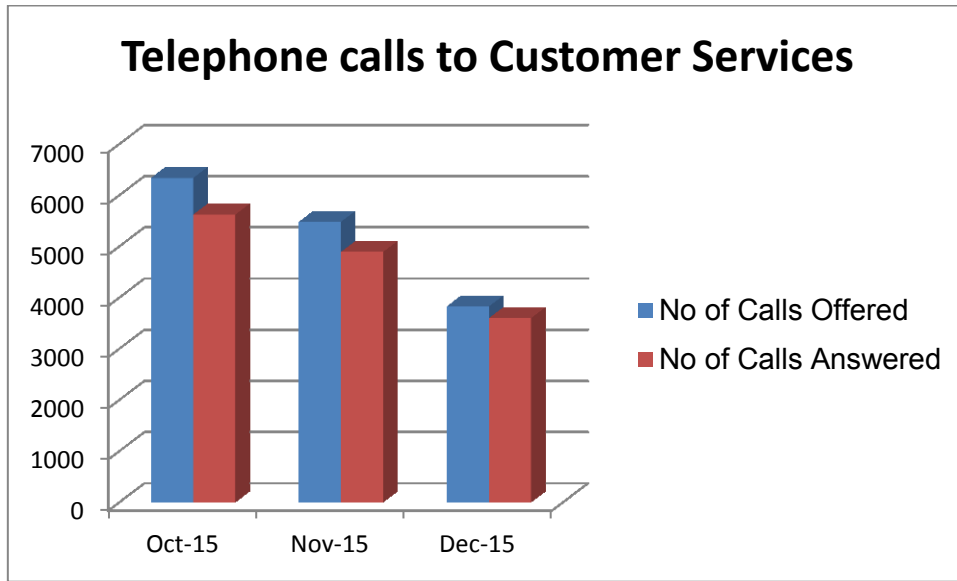
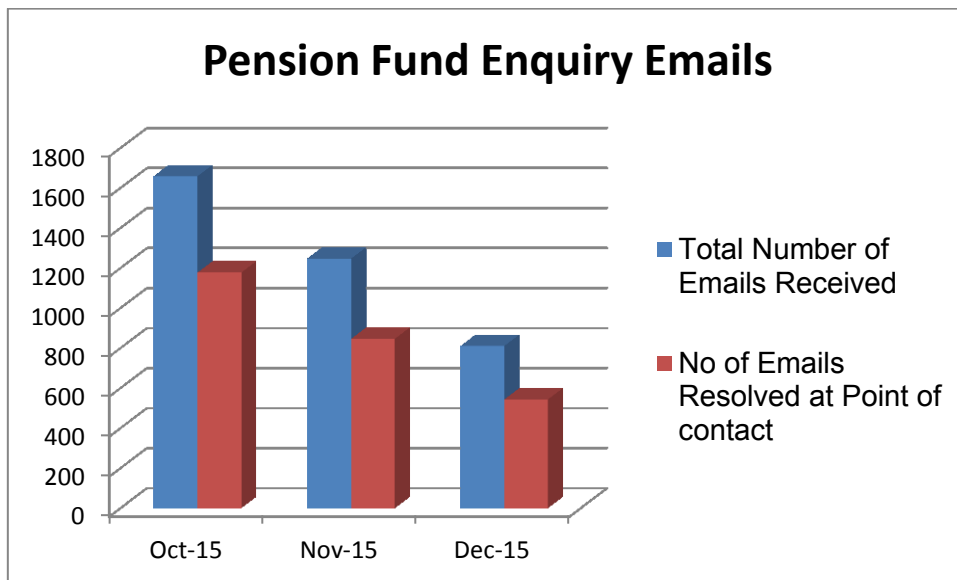


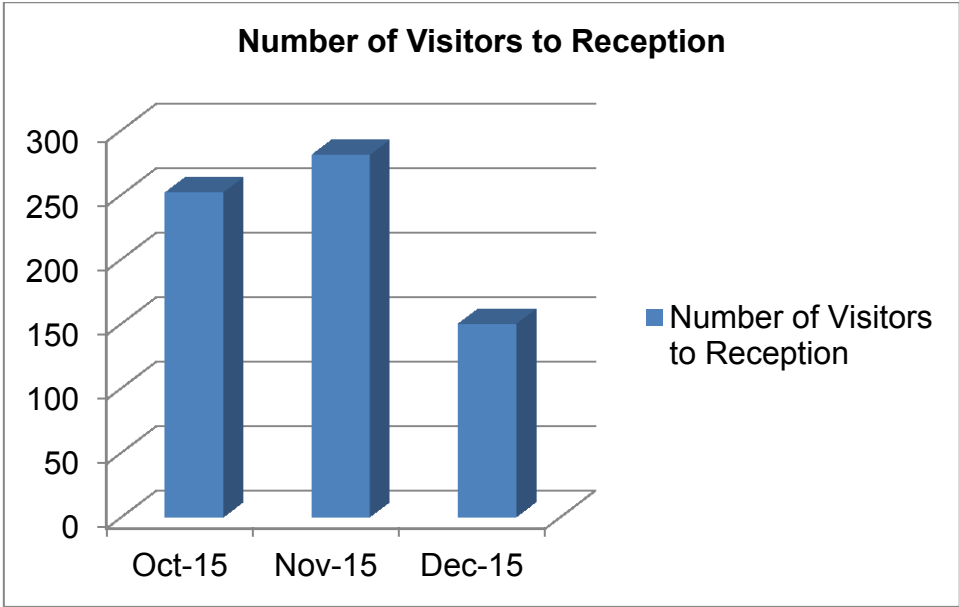
**Customer Service Statistics
1 October 2015 to 31 December 2015**



	Oct-15	Nov-15	Dec-15
Calls Offered	6337	5481	3827
Calls Answered	5623	4894	3600
Answer Rate	88.73%	89.29%	94.07%
Calls answered at first point of contact	99.10%	99.50%	99.60%



	Oct-15	Nov-15	Dec-15
Emails Received	1658	1247	812
Emails Resolved at Point of contact	1177	846	553
% of emails that started/attached to a process	29.02%	32.16%	31.90%



	Oct-15	Nov-15	Dec-15
Visitors to Reception	252	281	150