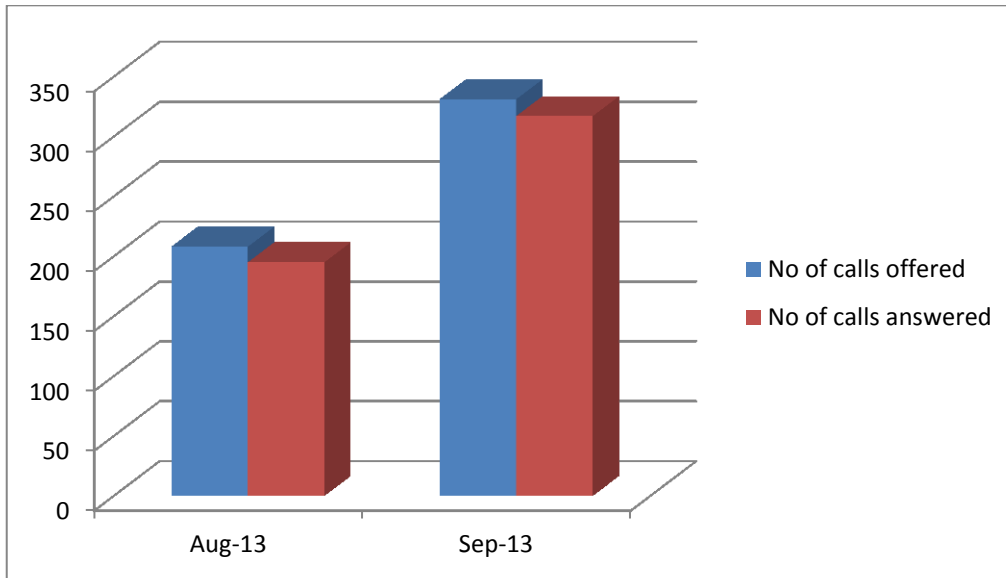


Employer Service Telephone Statistics

1 August 2013 –30 September 2013

Telephone Calls to the Employer line



EMPLOYER SERVICES

	Aug-13	Sep-13	Answer rate
No of calls offered	208	331	95.80%
No of calls answered	195	317	93.80%