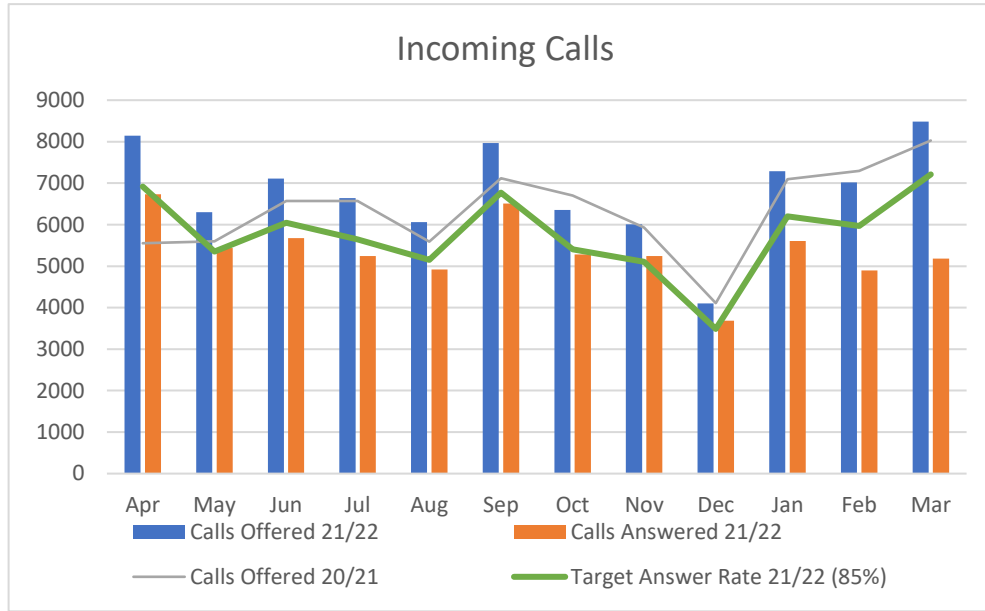


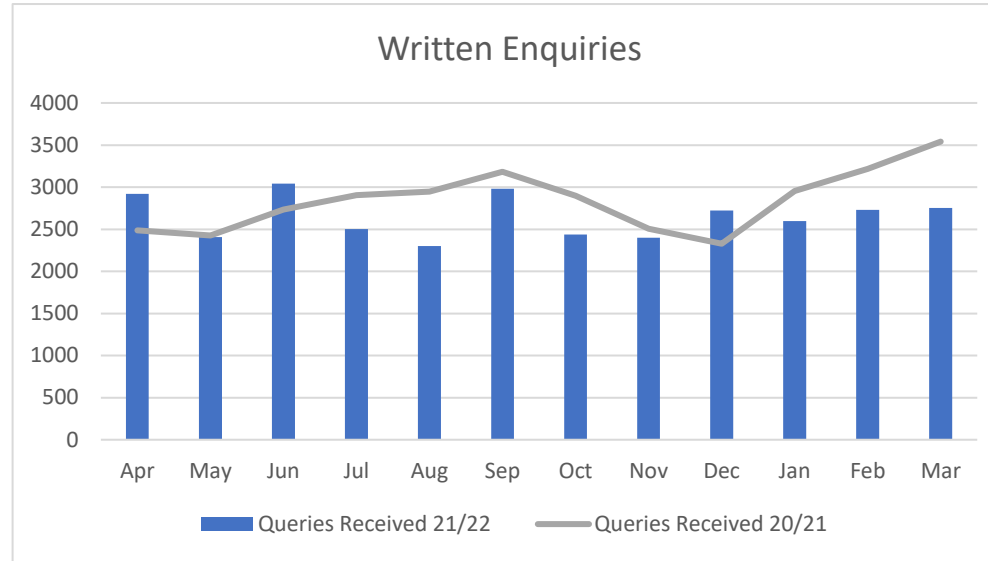
## Appendix D: Customer Services Statistics

April 21 - March 2022



	<b>Apr</b>	<b>May</b>	<b>Jun</b>	<b>Jul</b>	<b>Aug</b>	<b>Sep</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Jan</b>	<b>Feb</b>	<b>Mar</b>
Calls Offered 21/22	8142	6299	7114	6643	6063	7968	6355	6009	4102	7291	7021	8483
Calls Answered 21/22	6733	5437	5675	5247	4919	6505	5281	5242	3686	5609	4896	5183
Calls Offered 20/21	5552	5601	6572	6574	5587	7121	6705	5930	4109	7094	7293	8027
Answer Rate (Target 85%)	82.69%	86.32%	79.77%	78.99%	81.13%	81.64%	83.10%	87.24%	89.86%	76.93%	69.73%	61.10%
Percentage increase	46.65%	12.46%	8.25%	1.05%	8.52%	11.89%	-5.22%	1.33%	-0.17%	2.78%	-3.73%	5.68%

## Appendix D: Customer Services Statistics



	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Queries Received 21/22	2921	2406	3043	2502	2299	2980	2437	2400	2722	2597	2731	2754
Queries Received 20/21	2485	2427	2734	2904	2945	3181	2897	2507	2328	2953	3217	3541
Percentage increase	17.55%	-0.87%	11.30%	-13.84%	-21.94%	-6.32%	-15.88%	-4.27%	16.92%	-12.06%	-15.11%	-22.23%