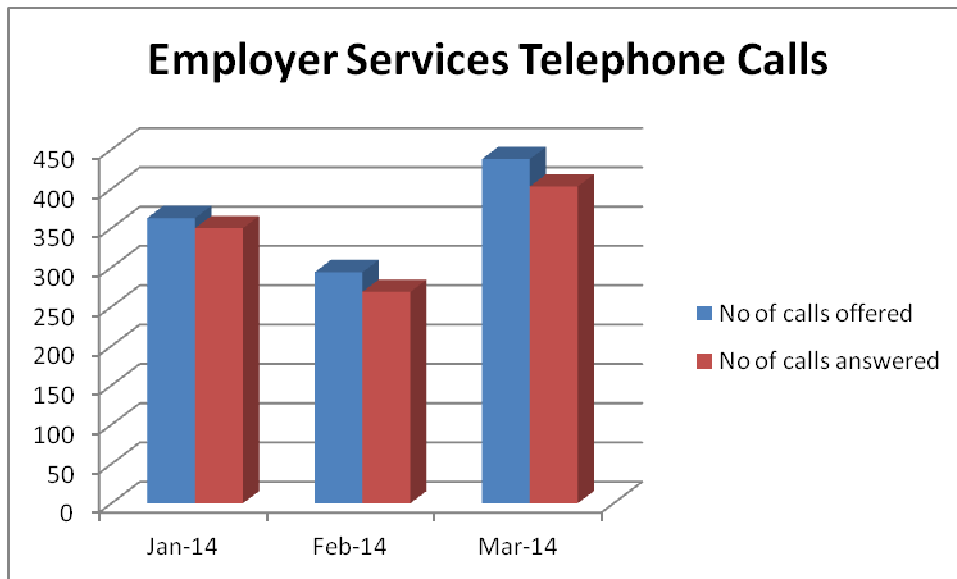


## Employer Service Telephone Statistics

1 January 2014 to 31 March 2014



	Jan 2014	Feb 2014	March 2014
<b>No of calls offered</b>	363	294	438
<b>No of calls answered</b>	350	269	403
<b>Answer Rate</b>	96.40%	91.50%	92.00%