

Inbound Number by Hour

Date Run 03/02/2011 Time US Eastern
 Date/Time Filter 03/01/2011 03/02/2011 Time US Eastern

| INBOUND NUMBER | HOUR | ATTEMPTS | COMP | INCOMP | SHORT CALL | DIDN'T WAIT | DIDN'T ANSWER | ATB | BUSY | BLOCKED | TCC | NETWORK/ EQUIP | ID CODE | PAYPHONE/ MOBILE | NCR | AVG TALK TIME | TOTAL TALK TIME | AVG CALL DURATION | TOTAL CALL DURATION |
|-----------------------|---------------|----------|-------|--------|------------|-------------|---------------|-------|------|---------|-----|-------------------|---------|---------------------|-----|------------------|--------------------|----------------------|------------------------|
| 8003423334 | 00:00 - 00:59 | 12 | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:24 | 40:59 | 3:31 | 42:15 |
| | 01:00 - 01:59 | 12 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 4 | 0 | 0 | 0 | 0 | 5:49 | 46:36 | 5:55 | 47:24 |
| | 02:00 - 02:59 | 3 | 2 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:07 | 6:14 | 3:09 | 9:27 |
| | 03:00 - 03:59 | 4 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 4:14 | 8:29 | 4:21 | 8:42 |
| | 04:00 - 04:59 | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:05 | 6:15 | 2:11 | 6:33 |
| | 05:00 - 05:59 | 13 | 11 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 2:30 | 27:39 | 2:36 | 28:37 |
| | 06:00 - 06:59 | 16 | 15 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4:55 | 73:52 | 4:44 | 75:50 |
| | 07:00 - 07:59 | 117 | 102 | 2 | 0 | 0 | 2 | 0 | 0 | 13 | 13 | 0 | 0 | 0 | 0 | 3:42 | 378:00 | 3:45 | 390:02 |
| | 08:00 - 08:59 | 2,627 | 115 | 2,462 | 1 | 0 | 6 | 2,455 | 0 | 50 | 50 | 0 | 0 | 0 | 0 | 28:20 | 3260:02 | 1:16 | 3296:37 |
| | 09:00 - 09:59 | 1,647 | 90 | 1,466 | 0 | 0 | 2 | 1,464 | 0 | 91 | 91 | 0 | 0 | 0 | 0 | 26:12 | 2359:08 | 1:31 | 2382:14 |
| | 10:00 - 10:59 | 1,446 | 107 | 1,236 | 1 | 0 | 3 | 1,232 | 0 | 103 | 103 | 0 | 0 | 0 | 0 | 21:34 | 2307:38 | 1:43 | 2326:46 |
| | 11:00 - 11:59 | 1,057 | 211 | 762 | 5 | 0 | 4 | 753 | 0 | 84 | 84 | 0 | 0 | 0 | 0 | 6:57 | 1467:21 | 1:32 | 1497:34 |
| | 12:00 - 12:59 | 709 | 184 | 479 | 7 | 0 | 1 | 471 | 0 | 46 | 46 | 0 | 0 | 0 | 0 | 17:47 | 3274:55 | 4:58 | 3293:44 |
| | 13:00 - 13:59 | 1,100 | 96 | 950 | 1 | 0 | 4 | 945 | 0 | 54 | 54 | 0 | 0 | 0 | 0 | 19:58 | 1917:27 | 1:51 | 1941:45 |
| | 14:00 - 14:59 | 1,081 | 108 | 926 | 1 | 0 | 7 | 918 | 0 | 47 | 47 | 0 | 0 | 0 | 0 | 17:42 | 1912:11 | 1:52 | 1934:04 |
| | 15:00 - 15:59 | 1,080 | 113 | 879 | 4 | 0 | 6 | 869 | 0 | 88 | 88 | 0 | 0 | 0 | 0 | 23:44 | 2683:32 | 2:44 | 2711:33 |
| | 16:00 - 16:59 | 972 | 93 | 790 | 4 | 1 | 5 | 780 | 0 | 89 | 89 | 0 | 0 | 0 | 0 | 20:31 | 1908:07 | 2:11 | 1930:37 |
| | 17:00 - 17:59 | 147 | 104 | 28 | 1 | 0 | 6 | 21 | 0 | 15 | 15 | 0 | 0 | 0 | 0 | 2:52 | 299:24 | 2:25 | 319:27 |
| | 18:00 - 18:59 | 64 | 38 | 2 | 0 | 0 | 2 | 0 | 0 | 24 | 24 | 0 | 0 | 0 | 0 | 2:27 | 93:24 | 2:30 | 100:29 |
| | 19:00 - 19:59 | 23 | 18 | 2 | 1 | 0 | 1 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 2:44 | 49:14 | 2:36 | 52:10 |
| | 20:00 - 20:59 | 21 | 18 | 2 | 1 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 2:10 | 39:03 | 2:04 | 41:30 |
| | 21:00 - 21:59 | 18 | 16 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1:43 | 27:42 | 1:47 | 32:08 |
| | 22:00 - 22:59 | 5 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6:29 | 32:28 | 6:36 | 33:00 |
| | 23:00 - 23:59 | 8 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 2:49 | 16:57 | 2:55 | 17:34 |
| SUBTOTAL - 8003423334 | | 12,185 | 1,477 | 9,990 | 27 | 1 | 54 | 9,908 | 0 | 718 | 718 | 0 | 0 | 0 | 0 | 15:03 | 22236:37 | 1:57 | 22520:02 |

Inbound Number by Hour

| | | US Eastern | | | | | | | | | | | | | | | | | |
|-------------------------------|---------------|-----------------|-------|--------|------------|-------------|---------------|-------|------|---------|-----|-----------------|---------|-------------------|-----|---------------|-----------------|-------------------|---------------------|
| Date Run | 03/03/2011 | Time | | | | | | | | | | | | | | | | | |
| Date/Time Filter | 03/02/2011 | 03/03/2011 Time | | | | | | | | | | | | | | | | | |
| INBOUND NUMBER | HOUR | ATTEMPTS | COMP | INCOMP | SHORT CALL | DIDN'T WAIT | DIDN'T ANSWER | ATB | BUSY | BLOCKED | TCC | NETWORK / EQUIP | ID CODE | PAYPHONE / MOBILE | NCR | AVG TALK TIME | TOTAL TALK TIME | AVG CALL DURATION | TOTAL CALL DURATION |
| Inbound Number: 8003423334 | 00:00 - 00:59 | 7 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4:59 | 34:57 | 5:05 | 35:41 |
| | 01:00 - 01:59 | 2 | 1 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:55 | 2:55 | 1:47 | 3:34 |
| | 02:00 - 02:59 | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4:25 | 17:42 | 4:31 | 18:05 |
| | 04:00 - 04:59 | 2 | 1 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:06 | 3:06 | 1:50 | 3:40 |
| | 05:00 - 05:59 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0:03 | 0:03 | 0:08 | 0:08 |
| | 06:00 - 06:59 | 17 | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 5 | 0 | 0 | 0 | 0 | 1:53 | 22:41 | 1:59 | 23:52 |
| | 07:00 - 07:59 | 118 | 78 | 8 | 2 | 0 | 6 | 0 | 0 | 32 | 32 | 0 | 0 | 0 | 0 | 3:46 | 294:20 | 3:37 | 312:08 |
| | 08:00 - 08:59 | 688 | 106 | 504 | 4 | 0 | 9 | 491 | 0 | 78 | 78 | 0 | 0 | 0 | 0 | 26:52 | 2848:28 | 4:43 | 2881:25 |
| | 09:00 - 09:59 | 1,180 | 111 | 977 | 3 | 0 | 9 | 965 | 0 | 92 | 92 | 0 | 0 | 0 | 0 | 16:55 | 1878:02 | 1:45 | 1914:03 |
| | 10:00 - 10:59 | 744 | 154 | 539 | 2 | 0 | 9 | 528 | 0 | 51 | 51 | 0 | 0 | 0 | 0 | 14:38 | 2253:36 | 3:17 | 2286:30 |
| | 11:00 - 11:59 | 705 | 150 | 507 | 4 | 1 | 11 | 491 | 0 | 48 | 48 | 0 | 0 | 0 | 0 | 15:45 | 2364:51 | 3:39 | 2401:27 |
| | 12:00 - 12:59 | 631 | 128 | 446 | 3 | 0 | 9 | 434 | 0 | 57 | 57 | 0 | 0 | 0 | 0 | 17:57 | 2298:51 | 4:03 | 2330:02 |
| | 13:00 - 13:59 | 579 | 121 | 413 | 0 | 0 | 9 | 404 | 0 | 45 | 45 | 0 | 0 | 0 | 0 | 16:28 | 1993:19 | 3:47 | 2021:40 |
| | 14:00 - 14:59 | 527 | 115 | 357 | 2 | 0 | 7 | 348 | 0 | 55 | 55 | 0 | 0 | 0 | 0 | 16:43 | 1922:55 | 4:07 | 1950:43 |
| | 15:00 - 15:59 | 665 | 134 | 462 | 2 | 0 | 10 | 450 | 0 | 69 | 69 | 0 | 0 | 0 | 0 | 14:26 | 1936:17 | 3:17 | 1966:29 |
| | 16:00 - 16:59 | 427 | 123 | 282 | 2 | 1 | 6 | 273 | 0 | 22 | 22 | 0 | 0 | 0 | 0 | 12:00 | 1478:02 | 3:43 | 1506:43 |
| | 17:00 - 17:59 | 69 | 56 | 6 | 2 | 0 | 4 | 0 | 0 | 7 | 7 | 0 | 0 | 0 | 0 | 2:36 | 145:52 | 2:31 | 156:20 |
| | 18:00 - 18:59 | 38 | 32 | 3 | 1 | 0 | 2 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 3:22 | 107:48 | 3:14 | 113:17 |
| | 19:00 - 19:59 | 32 | 28 | 4 | 2 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:42 | 76:02 | 2:29 | 79:51 |
| | 20:00 - 20:59 | 15 | 12 | 1 | 1 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 2:36 | 31:13 | 2:29 | 32:26 |
| | 21:00 - 21:59 | 21 | 14 | 3 | 1 | 0 | 2 | 0 | 0 | 4 | 4 | 0 | 0 | 0 | 0 | 3:32 | 49:37 | 3:06 | 52:54 |
| | 22:00 - 22:59 | 7 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4:03 | 28:26 | 4:09 | 29:09 |
| | 23:00 - 23:59 | 6 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 2:42 | 8:08 | 2:48 | 8:26 |
| SUBTOTAL - 8003423334 | | 6,485 | 1,398 | 4,514 | 31 | 3 | 96 | 4,384 | 0 | 573 | 573 | 0 | 0 | 0 | 0 | 14:09 | 19797:11 | 3:24 | 20128:33 |

Inbound Number by Hour

Date Run 03/04/2011 Time US Eastern
 Date/Time Filter 03/03/2011 03/04/2011 Time US Eastern

| INBOUND NUMBER | HOUR | ATTEMPTS | COMP | INCOMP | SHORT CALL | DIDN'T WAIT | DIDN'T ANSWER | ATB | BUSY | BLOCKED | TCC | NETWORK / EQUIP | ID CODE | PAYPHONE / MOBILE | NCR | AVG TALK TIME | TOTAL TALK TIME | AVG CALL DURATION | TOTAL CALL DURATION |
|-----------------------|---------------|----------|-------|--------|------------|-------------|---------------|-------|------|---------|-----|-----------------|---------|-------------------|-----|---------------|-----------------|-------------------|---------------------|
| 8003423334 | 00:00 - 00:59 | 4 | 2 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0:26 | 0:52 | 0:22 | 1:08 |
| | 01:00 - 01:59 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:07 | 4:14 | 2:14 | 4:28 |
| | 02:00 - 02:59 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9:39 | 19:19 | 9:45 | 19:31 |
| | 03:00 - 03:59 | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:14 | 6:44 | 2:20 | 7:02 |
| | 05:00 - 05:59 | 6 | 4 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1:34 | 6:18 | 1:26 | 8:41 |
| | 06:00 - 06:59 | 14 | 13 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 3:27 | 44:57 | 3:33 | 46:12 |
| | 07:00 - 07:59 | 59 | 38 | 4 | 2 | 0 | 2 | 0 | 0 | 17 | 17 | 0 | 0 | 0 | 0 | 5:18 | 201:41 | 4:58 | 208:50 |
| | 08:00 - 08:59 | 642 | 130 | 465 | 3 | 0 | 8 | 454 | 0 | 47 | 47 | 0 | 0 | 0 | 0 | 18:01 | 2342:15 | 3:59 | 2371:13 |
| | 09:00 - 09:59 | 647 | 137 | 429 | 1 | 0 | 8 | 420 | 0 | 81 | 81 | 0 | 0 | 0 | 0 | 15:09 | 2077:29 | 3:43 | 2106:23 |
| | 10:00 - 10:59 | 529 | 144 | 337 | 0 | 0 | 10 | 327 | 0 | 48 | 48 | 0 | 0 | 0 | 0 | 14:08 | 2037:16 | 4:18 | 2074:17 |
| | 11:00 - 11:59 | 490 | 141 | 328 | 1 | 0 | 9 | 318 | 0 | 21 | 21 | 0 | 0 | 0 | 0 | 14:02 | 1979:39 | 4:16 | 2007:32 |
| | 12:00 - 12:59 | 655 | 116 | 512 | 2 | 0 | 7 | 503 | 0 | 27 | 27 | 0 | 0 | 0 | 0 | 16:14 | 1883:30 | 3:02 | 1908:40 |
| | 13:00 - 13:59 | 482 | 123 | 313 | 0 | 0 | 9 | 304 | 0 | 46 | 46 | 0 | 0 | 0 | 0 | 19:23 | 2385:14 | 5:32 | 2417:28 |
| | 14:00 - 14:59 | 465 | 128 | 304 | 1 | 0 | 8 | 295 | 0 | 33 | 33 | 0 | 0 | 0 | 0 | 14:58 | 1916:22 | 4:30 | 1945:20 |
| | 15:00 - 15:59 | 563 | 163 | 363 | 3 | 0 | 9 | 351 | 0 | 37 | 37 | 0 | 0 | 0 | 0 | 14:28 | 2360:35 | 4:33 | 2395:31 |
| | 16:00 - 16:59 | 317 | 94 | 195 | 5 | 1 | 6 | 183 | 0 | 28 | 28 | 0 | 0 | 0 | 0 | 14:26 | 1358:03 | 4:47 | 1382:31 |
| | 17:00 - 17:59 | 68 | 46 | 7 | 2 | 0 | 4 | 1 | 0 | 15 | 15 | 0 | 0 | 0 | 0 | 2:13 | 102:42 | 2:06 | 111:25 |
| | 18:00 - 18:59 | 36 | 26 | 1 | 0 | 1 | 0 | 0 | 0 | 9 | 9 | 0 | 0 | 0 | 0 | 2:10 | 56:33 | 2:12 | 59:27 |
| | 19:00 - 19:59 | 32 | 28 | 2 | 1 | 0 | 1 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 2:22 | 66:22 | 2:21 | 70:37 |
| | 20:00 - 20:59 | 12 | 8 | 3 | 1 | 0 | 2 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 3:32 | 28:22 | 2:47 | 30:42 |
| | 21:00 - 21:59 | 33 | 20 | 1 | 1 | 0 | 0 | 0 | 0 | 12 | 12 | 0 | 0 | 0 | 0 | 2:01 | 40:38 | 2:02 | 42:42 |
| | 22:00 - 22:59 | 14 | 7 | 2 | 0 | 0 | 2 | 0 | 0 | 5 | 5 | 0 | 0 | 0 | 0 | 3:38 | 25:29 | 3:03 | 27:34 |
| | 23:00 - 23:59 | 8 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:34 | 20:34 | 2:41 | 21:28 |
| SUBTOTAL - 8003423334 | | 5,083 | 1,383 | 3,269 | 24 | 2 | 87 | 3,156 | 0 | 431 | 431 | 0 | 0 | 0 | 0 | 13:42 | 18965:08 | 4:08 | 19268:42 |

Inbound Number by Hour

Date Run 03/05/2011 Time US Eastern
 Date/Time Filter 03/04/2011 03/05/2011 Time US Eastern

| INBOUND NUMBER | HOUR | ATTEMPTS | COMP | INCOMP | SHORT CALL | DIDN'T WAIT | DIDN'T ANSWER | ATB | BUSY | BLOCKED | TCC | NETWORK / EQUIP | ID CODE | PAYPHONE / MOBILE | NCR | AVG TALK TIME | TOTAL TALK TIME | AVG CALL DURATION | TOTAL CALL DURATION |
|-----------------------|---------------|----------|-------|--------|------------|-------------|---------------|-------|------|---------|-----|-----------------|---------|-------------------|-----|---------------|-----------------|-------------------|---------------------|
| 8003423334 | 00:00 - 00:59 | 8 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:47 | 22:19 | 2:53 | 23:07 |
| | 01:00 - 01:59 | 6 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5:23 | 32:18 | 5:28 | 32:53 |
| | 02:00 - 02:59 | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 3:51 | 3:51 | 3:58 | 3:58 |
| | 03:00 - 03:59 | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6:37 | 26:30 | 6:43 | 26:54 |
| | 04:00 - 04:59 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7:13 | 7:13 | 7:20 | 7:20 |
| | 05:00 - 05:59 | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4:10 | 16:40 | 4:16 | 17:04 |
| | 06:00 - 06:59 | 8 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 2:11 | 13:07 | 2:17 | 13:44 |
| | 07:00 - 07:59 | 33 | 25 | 3 | 2 | 0 | 1 | 0 | 0 | 5 | 5 | 0 | 0 | 0 | 0 | 5:30 | 137:35 | 5:01 | 140:43 |
| | 08:00 - 08:59 | 510 | 106 | 378 | 0 | 0 | 3 | 375 | 0 | 26 | 26 | 0 | 0 | 0 | 0 | 22:06 | 2342:42 | 4:52 | 2359:05 |
| | 09:00 - 09:59 | 887 | 118 | 684 | 8 | 0 | 6 | 670 | 0 | 85 | 85 | 0 | 0 | 0 | 0 | 23:20 | 2754:24 | 3:27 | 2779:14 |
| | 10:00 - 10:59 | 894 | 115 | 733 | 1 | 0 | 4 | 728 | 0 | 46 | 46 | 0 | 0 | 0 | 0 | 19:16 | 2215:58 | 2:38 | 2238:05 |
| | 11:00 - 11:59 | 651 | 110 | 489 | 2 | 0 | 4 | 483 | 0 | 52 | 52 | 0 | 0 | 0 | 0 | 19:35 | 2155:50 | 3:38 | 2176:45 |
| | 12:00 - 12:59 | 671 | 117 | 506 | 0 | 0 | 3 | 503 | 0 | 48 | 48 | 0 | 0 | 0 | 0 | 19:37 | 2296:17 | 3:42 | 2312:44 |
| | 13:00 - 13:59 | 671 | 122 | 468 | 0 | 0 | 4 | 464 | 0 | 81 | 81 | 0 | 0 | 0 | 0 | 19:59 | 2439:49 | 4:10 | 2460:39 |
| | 14:00 - 14:59 | 615 | 107 | 462 | 1 | 0 | 4 | 457 | 0 | 46 | 46 | 0 | 0 | 0 | 0 | 16:05 | 1721:02 | 3:03 | 1739:30 |
| | 15:00 - 15:59 | 534 | 142 | 345 | 1 | 0 | 4 | 340 | 0 | 47 | 47 | 0 | 0 | 0 | 0 | 16:45 | 2378:37 | 4:55 | 2399:34 |
| | 16:00 - 16:59 | 373 | 100 | 252 | 0 | 0 | 3 | 249 | 0 | 21 | 21 | 0 | 0 | 0 | 0 | 15:19 | 1532:20 | 4:23 | 1548:19 |
| | 17:00 - 17:59 | 70 | 53 | 4 | 1 | 0 | 3 | 0 | 0 | 13 | 13 | 0 | 0 | 0 | 0 | 3:16 | 173:32 | 3:12 | 183:08 |
| | 18:00 - 18:59 | 36 | 30 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 6 | 0 | 0 | 0 | 0 | 3:36 | 108:26 | 3:42 | 111:27 |
| | 19:00 - 19:59 | 17 | 13 | 1 | 0 | 0 | 1 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 3:34 | 46:27 | 3:28 | 48:35 |
| | 20:00 - 20:59 | 14 | 13 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:29 | 45:17 | 3:23 | 47:25 |
| | 21:00 - 21:59 | 17 | 12 | 2 | 2 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 3:06 | 37:23 | 2:45 | 38:37 |
| | 22:00 - 22:59 | 5 | 4 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:19 | 9:19 | 1:56 | 9:44 |
| | 23:00 - 23:59 | 3 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 5:47 | 11:35 | 5:53 | 11:47 |
| SUBTOTAL - 8003423334 | | 6,035 | 1,219 | 4,329 | 19 | 0 | 41 | 4,269 | 0 | 487 | 487 | 0 | 0 | 0 | 0 | 16:50 | 20528:31 | 3:44 | 20730:21 |

Inbound Number by Hour

Date Run 03/06/2011 Time US Eastern
 Date/Time Filter 03/05/2011 03/06/2011 Time US Eastern

| INBOUND NUMBER | HOUR | ATTEMPTS | COMP | INCOMP | SHORT CALL | DIDN'T WAIT | DIDN'T ANSWER | ATB | BUSY | BLOCKED | TCC | EQUIP | NETWORK/ ID CODE | PAYPHONE/ MOBILE | NCR | AVG TALK TIME | TOTAL TALK TIME | AVG CALL DURATION | TOTAL CALL DURATION |
|-----------------------|---------------|----------|------|--------|------------|-------------|---------------|-----|------|---------|-----|-------|---------------------|---------------------|-----|------------------|--------------------|----------------------|------------------------|
| 8003423334 | 00:00 - 00:59 | 5 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:00 | 10:03 | 2:06 | 10:32 |
| | 01:00 - 01:59 | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 8:38 | 34:33 | 8:44 | 34:59 |
| | 02:00 - 02:59 | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5:16 | 21:07 | 5:23 | 21:32 |
| | 03:00 - 03:59 | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 8:20 | 25:00 | 8:26 | 25:19 |
| | 05:00 - 05:59 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:58 | 2:58 | 3:03 | 3:03 |
| | 06:00 - 06:59 | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:16 | 9:04 | 2:21 | 9:26 |
| | 07:00 - 07:59 | 6 | 5 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:11 | 15:58 | 3:02 | 18:16 |
| | 08:00 - 08:59 | 19 | 14 | 1 | 0 | 0 | 1 | 0 | 0 | 4 | 4 | 0 | 0 | 0 | 0 | 3:39 | 51:14 | 3:46 | 56:40 |
| | 09:00 - 09:59 | 18 | 15 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 3:09 | 47:23 | 3:15 | 48:54 |
| | 10:00 - 10:59 | 21 | 19 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 3:13 | 61:25 | 3:20 | 63:20 |
| | 11:00 - 11:59 | 26 | 13 | 4 | 2 | 0 | 2 | 0 | 0 | 9 | 9 | 0 | 0 | 0 | 0 | 3:58 | 51:44 | 3:16 | 55:40 |
| | 12:00 - 12:59 | 24 | 19 | 1 | 1 | 0 | 0 | 0 | 0 | 4 | 4 | 0 | 0 | 0 | 0 | 4:02 | 76:41 | 3:55 | 78:39 |
| | 13:00 - 13:59 | 29 | 20 | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 9 | 0 | 0 | 0 | 0 | 3:20 | 66:49 | 3:26 | 68:47 |
| | 14:00 - 14:59 | 30 | 26 | 2 | 0 | 0 | 2 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 2:54 | 75:28 | 2:51 | 79:51 |
| | 15:00 - 15:59 | 31 | 25 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 6 | 0 | 0 | 0 | 0 | 2:26 | 60:55 | 2:32 | 63:22 |
| | 16:00 - 16:59 | 20 | 17 | 2 | 0 | 0 | 2 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 2:46 | 47:16 | 2:50 | 54:03 |
| | 17:00 - 17:59 | 14 | 13 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 2:28 | 32:09 | 2:34 | 33:27 |
| | 18:00 - 18:59 | 6 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:49 | 22:59 | 3:56 | 23:39 |
| | 19:00 - 19:59 | 11 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 2:08 | 21:26 | 2:14 | 22:25 |
| | 20:00 - 20:59 | 9 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:15 | 29:21 | 3:21 | 30:17 |
| | 21:00 - 21:59 | 12 | 11 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4:04 | 44:51 | 3:54 | 46:59 |
| | 22:00 - 22:59 | 11 | 9 | 2 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1:49 | 16:29 | 1:40 | 18:23 |
| | 23:00 - 23:59 | 3 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 1:57 | 3:55 | 2:03 | 4:07 |
| SUBTOTAL - 8003423334 | | 311 | 254 | 14 | 4 | 0 | 10 | 0 | 0 | 43 | 43 | 0 | 0 | 0 | 0 | 3:15 | 828:48 | 3:15 | 871:40 |

Inbound Number by Hour

US Eastern

Date Run 03/07/2011 Time

US Eastern

Date/Time Filter 03/06/2011 03/07/2011 Time

| INBOUND NUMBER | HOUR | ATTEMPTS | COMP | INCOMP | SHORT CALL | DIDN'T WAIT | DIDN'T ANSWER | ATB | BUSY | BLOCKED | TCC | NETWORK/ EQUIP | ID CODE | PAYPHONE/ MOBILE | NCR | AVG TALK TIME | TOTAL TALK TIME | AVG CALL DURATION | TOTAL CALL DURATION |
|-----------------------|---------------|----------|------|--------|------------|-------------|---------------|-----|------|---------|-----|-------------------|---------|---------------------|-----|------------------|--------------------|----------------------|------------------------|
| 8003423334 | 00:00 - 00:59 | 8 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 3:06 | 18:37 | 3:12 | 19:14 |
| | 01:00 - 01:59 | 3 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 2:03 | 4:07 | 2:09 | 4:19 |
| | 02:00 - 02:59 | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7:37 | 22:53 | 7:44 | 23:13 |
| | 03:00 - 03:59 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6:27 | 6:27 | 6:32 | 6:32 |
| | 04:00 - 04:59 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4:21 | 4:21 | 4:27 | 4:27 |
| | 07:00 - 07:59 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:31 | 5:03 | 2:37 | 5:15 |
| | 08:00 - 08:59 | 5 | 4 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4:04 | 16:18 | 3:20 | 16:43 |
| | 09:00 - 09:59 | 13 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 5 | 0 | 0 | 0 | 0 | 4:45 | 38:05 | 4:51 | 38:51 |
| | 10:00 - 10:59 | 16 | 12 | 1 | 0 | 0 | 1 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 3:17 | 39:33 | 3:12 | 41:47 |
| | 11:00 - 11:59 | 24 | 17 | 1 | 0 | 0 | 1 | 0 | 0 | 6 | 6 | 0 | 0 | 0 | 0 | 3:18 | 56:19 | 3:16 | 58:51 |
| | 12:00 - 12:59 | 18 | 17 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 2:50 | 48:23 | 2:57 | 50:11 |
| | 13:00 - 13:59 | 9 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 2:32 | 20:20 | 2:38 | 21:08 |
| | 14:00 - 14:59 | 13 | 12 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:11 | 26:16 | 2:16 | 29:31 |
| | 15:00 - 15:59 | 11 | 7 | 2 | 1 | 0 | 1 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 1:44 | 12:11 | 1:35 | 14:16 |
| | 16:00 - 16:59 | 10 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:28 | 24:40 | 2:33 | 25:37 |
| | 17:00 - 17:59 | 9 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 4:22 | 30:35 | 4:28 | 31:18 |
| | 18:00 - 18:59 | 10 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 2:53 | 20:17 | 3:00 | 21:01 |
| | 19:00 - 19:59 | 16 | 10 | 1 | 0 | 0 | 1 | 0 | 0 | 5 | 5 | 0 | 0 | 0 | 0 | 1:58 | 19:48 | 1:56 | 21:18 |
| | 20:00 - 20:59 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0:36 | 1:12 | 0:42 | 1:24 |
| | 21:00 - 21:59 | 8 | 6 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 2:40 | 16:01 | 2:23 | 16:47 |
| | 22:00 - 22:59 | 8 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1:39 | 13:17 | 1:45 | 14:07 |
| | 23:00 - 23:59 | 6 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4:01 | 24:08 | 4:07 | 24:43 |
| SUBTOTAL - 8003423334 | | 196 | 156 | 8 | 3 | 0 | 5 | 0 | 0 | 32 | 32 | 0 | 0 | 0 | 0 | 3:00 | 468:51 | 2:59 | 490:33 |

Inbound Number by Hour

Date Run 03/08/2011 Time US Eastern
 Date/Time Filter 03/07/2011 03/08/2011 Time US Eastern

| INBOUND NUMBER | HOUR | ATTEMPTS | COMP | INCOMP | SHORT CALL | DIDN'T WAIT | DIDN'T ANSWER | DIDN'T ATB | BUSY | BLOCKED | TCC | NETWORK/ EQUIP | ID CODE | PAYPHONE/ MOBILE | NCR | AVG TALK TIME | TOTAL TALK TIME | AVG CALL DURATION | TOTAL CALL DURATION |
|-----------------------|---------------|----------|-------|--------|------------|-------------|---------------|------------|------|---------|-----|-------------------|---------|---------------------|-----|------------------|--------------------|----------------------|------------------------|
| 8003423334 | 00:00 - 00:59 | 8 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 3:19 | 19:56 | 3:25 | 20:33 |
| | 01:00 - 01:59 | 6 | 5 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6:04 | 30:24 | 5:09 | 30:58 |
| | 02:00 - 02:59 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:16 | 4:33 | 2:22 | 4:45 |
| | 03:00 - 03:59 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5:32 | 11:05 | 5:38 | 11:16 |
| | 04:00 - 04:59 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4:46 | 4:46 | 4:53 | 4:53 |
| | 05:00 - 05:59 | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:11 | 6:34 | 2:17 | 6:52 |
| | 06:00 - 06:59 | 14 | 12 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 2:45 | 33:06 | 2:47 | 36:20 |
| | 07:00 - 07:59 | 92 | 65 | 4 | 1 | 0 | 3 | 0 | 0 | 23 | 23 | 0 | 0 | 0 | 0 | 2:58 | 193:39 | 2:58 | 204:46 |
| | 08:00 - 08:59 | 2,250 | 98 | 2,092 | 0 | 0 | 6 | 2,086 | 0 | 60 | 60 | 0 | 0 | 0 | 0 | 38:36 | 3783:27 | 1:44 | 3815:55 |
| | 09:00 - 09:59 | 2,875 | 82 | 2,682 | 4 | 0 | 3 | 2,675 | 0 | 111 | 111 | 0 | 0 | 0 | 0 | 27:56 | 2290:59 | 0:50 | 2315:11 |
| | 10:00 - 10:59 | 2,794 | 81 | 2,601 | 4 | 0 | 2 | 2,595 | 0 | 112 | 88 | 24 | 0 | 0 | 0 | 29:36 | 2398:47 | 0:54 | 2420:23 |
| | 11:00 - 11:59 | 2,648 | 80 | 2,467 | 3 | 0 | 3 | 2,461 | 0 | 101 | 88 | 13 | 0 | 0 | 0 | 44:36 | 3569:12 | 1:24 | 3593:17 |
| | 12:00 - 12:59 | 2,646 | 51 | 2,480 | 3 | 0 | 2 | 2,475 | 0 | 115 | 115 | 0 | 0 | 0 | 0 | 40:17 | 2054:58 | 0:49 | 2073:44 |
| | 13:00 - 13:59 | 2,347 | 56 | 2,140 | 4 | 0 | 3 | 2,133 | 0 | 151 | 151 | 0 | 0 | 0 | 0 | 33:46 | 1891:19 | 0:52 | 1913:05 |
| | 14:00 - 14:59 | 2,556 | 99 | 2,378 | 6 | 0 | 3 | 2,369 | 0 | 79 | 79 | 0 | 0 | 0 | 0 | 22:31 | 2230:35 | 0:54 | 2255:52 |
| | 15:00 - 15:59 | 2,369 | 81 | 2,220 | 6 | 0 | 3 | 2,211 | 0 | 68 | 68 | 0 | 0 | 0 | 0 | 28:41 | 2324:32 | 1:01 | 2349:50 |
| | 16:00 - 16:59 | 2,803 | 95 | 2,628 | 6 | 0 | 3 | 2,619 | 0 | 80 | 80 | 0 | 0 | 0 | 0 | 21:03 | 2001:12 | 0:44 | 2030:34 |
| | 17:00 - 17:59 | 247 | 121 | 103 | 5 | 0 | 4 | 94 | 0 | 23 | 23 | 0 | 0 | 0 | 0 | 2:41 | 326:22 | 1:32 | 343:55 |
| | 18:00 - 18:59 | 64 | 49 | 2 | 0 | 1 | 1 | 0 | 0 | 13 | 13 | 0 | 0 | 0 | 0 | 2:01 | 99:09 | 2:03 | 105:09 |
| | 19:00 - 19:59 | 33 | 22 | 4 | 2 | 0 | 2 | 0 | 0 | 7 | 7 | 0 | 0 | 0 | 0 | 3:26 | 75:50 | 3:07 | 81:19 |
| | 20:00 - 20:59 | 32 | 25 | 3 | 3 | 0 | 0 | 0 | 0 | 4 | 4 | 0 | 0 | 0 | 0 | 2:16 | 56:47 | 2:07 | 59:27 |
| | 21:00 - 21:59 | 30 | 22 | 5 | 3 | 0 | 2 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 3:03 | 67:18 | 2:39 | 71:52 |
| | 22:00 - 22:59 | 11 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 3:52 | 34:48 | 3:58 | 35:44 |
| | 23:00 - 23:59 | 5 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4:41 | 23:28 | 4:47 | 23:58 |
| SUBTOTAL - 8003423334 | | 23,838 | 1,072 | 21,811 | 51 | 1 | 41 | 21,718 | 0 | 955 | 918 | 37 | 0 | 0 | 0 | 21:57 | 23532:46 | 1:02 | 23809:38 |

Inbound Number by Hour

Date Run 03/09/2011 Time US Eastern
 Date/Time Filter 03/08/2011 03/09/2011 Time US Eastern

| INBOUND NUMBER | HOUR | ATTEMPTS | COMP | INCOMP | SHORT CALL | DIDN'T WAIT | DIDN'T ANSWER | ATB | BUSY | BLOCKED | TCC | NETWORK / EQUIP | ID CODE | PAYPHONE / MOBILE | NCR | AVG TALK TIME | TOTAL TALK TIME | AVG CALL DURATION | TOTAL CALL DURATION |
|-----------------------|---------------|----------|-------|--------|------------|-------------|---------------|--------|------|---------|-----|-----------------|---------|-------------------|-----|---------------|-----------------|-------------------|---------------------|
| 8003423334 | 00:00 - 00:59 | 9 | 7 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 3:58 | 27:50 | 3:34 | 28:36 |
| | 01:00 - 01:59 | 13 | 9 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 1:54 | 17:12 | 1:39 | 18:12 |
| | 02:00 - 02:59 | 5 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:07 | 15:35 | 3:12 | 16:00 |
| | 03:00 - 03:59 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0:00 | 0:00 | 0:05 | 0:05 |
| | 04:00 - 04:59 | 3 | 2 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:38 | 5:17 | 2:01 | 6:03 |
| | 05:00 - 05:59 | 5 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1:30 | 7:32 | 1:36 | 8:01 |
| | 06:00 - 06:59 | 13 | 10 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 2:36 | 26:05 | 2:28 | 27:10 |
| | 07:00 - 07:59 | 123 | 107 | 9 | 1 | 0 | 4 | 4 | 0 | 0 | 7 | 7 | 0 | 0 | 0 | 3:05 | 331:20 | 2:59 | 346:57 |
| | 08:00 - 08:59 | 2,374 | 108 | 2,193 | 0 | 0 | 4 | 2,189 | 0 | 0 | 73 | 73 | 0 | 0 | 0 | 28:47 | 3108:45 | 1:21 | 3138:59 |
| | 09:00 - 09:59 | 1,721 | 110 | 1,523 | 2 | 0 | 5 | 1,516 | 0 | 0 | 88 | 88 | 0 | 0 | 0 | 26:03 | 2867:14 | 1:46 | 2897:39 |
| | 10:00 - 10:59 | 1,433 | 99 | 1,279 | 1 | 0 | 5 | 1,273 | 0 | 0 | 55 | 55 | 0 | 0 | 0 | 19:41 | 1950:03 | 1:26 | 1976:28 |
| | 11:00 - 11:59 | 1,558 | 117 | 1,372 | 6 | 0 | 4 | 1,362 | 0 | 0 | 69 | 69 | 0 | 0 | 0 | 24:33 | 2873:49 | 1:56 | 2902:44 |
| | 12:00 - 12:59 | 1,308 | 96 | 1,116 | 2 | 0 | 4 | 1,110 | 0 | 0 | 96 | 96 | 0 | 0 | 0 | 22:11 | 2129:53 | 1:46 | 2152:37 |
| | 13:00 - 13:59 | 1,564 | 74 | 1,424 | 2 | 0 | 1 | 1,421 | 0 | 0 | 66 | 66 | 0 | 0 | 0 | 24:50 | 1838:43 | 1:14 | 1855:50 |
| | 14:00 - 14:59 | 1,386 | 98 | 1,134 | 1 | 0 | 3 | 1,130 | 0 | 0 | 154 | 153 | 1 | 0 | 0 | 22:41 | 2224:23 | 1:49 | 2245:47 |
| | 15:00 - 15:59 | 1,345 | 114 | 1,169 | 2 | 0 | 3 | 1,164 | 0 | 0 | 62 | 61 | 1 | 0 | 0 | 27:49 | 3171:45 | 2:29 | 3194:54 |
| | 16:00 - 16:59 | 1,110 | 73 | 982 | 1 | 0 | 3 | 978 | 0 | 0 | 55 | 55 | 0 | 0 | 0 | 29:14 | 2134:53 | 2:02 | 2151:56 |
| | 17:00 - 17:59 | 160 | 66 | 82 | 2 | 0 | 3 | 77 | 0 | 0 | 12 | 12 | 0 | 0 | 0 | 3:12 | 211:43 | 1:30 | 222:05 |
| | 18:00 - 18:59 | 59 | 49 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 8 | 8 | 0 | 0 | 0 | 2:17 | 112:38 | 2:20 | 119:47 |
| | 19:00 - 19:59 | 29 | 23 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 6 | 0 | 0 | 0 | 3:22 | 77:26 | 3:28 | 79:46 |
| | 20:00 - 20:59 | 18 | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 6 | 0 | 0 | 0 | 3:16 | 39:22 | 3:23 | 40:38 |
| | 21:00 - 21:59 | 18 | 10 | 2 | 1 | 0 | 1 | 0 | 0 | 0 | 6 | 6 | 0 | 0 | 0 | 2:56 | 29:26 | 2:37 | 31:35 |
| | 22:00 - 22:59 | 10 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1:22 | 13:48 | 1:29 | 14:52 |
| | 23:00 - 23:59 | 8 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 1:59 | 9:58 | 2:05 | 10:27 |
| SUBTOTAL - 8003423334 | | 14,273 | 1,209 | 12,293 | 26 | 0 | 43 | 12,224 | 0 | 0 | 771 | 769 | 2 | 0 | 0 | 19:12 | 23224:40 | 1:44 | 23487:08 |

Inbound Number by Hour

US Eastern

Date Run 03/10/2011 Time

US Eastern

Date/Time Filter 03/09/2011 03/10/2011 Time

| INBOUND NUMBER | HOUR | ATTEMPTS | COMP | INCOMP | SHORT CALL | DIDN'T WAIT | DIDN'T ANSWER | ATB | BUSY | BLOCKED | TCC | NETWORK / EQUIP | ID CODE | PAYPHONE / MOBILE | NCR | AVG TALK TIME | TOTAL TALK TIME | AVG CALL DURATION | TOTAL CALL DURATION |
|-----------------------|---------------|----------|-------|--------|------------|-------------|---------------|-------|------|---------|-----|-----------------|---------|-------------------|-----|---------------|-----------------|-------------------|---------------------|
| 8003423334 | 00:00 - 00:59 | 6 | 5 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:45 | 13:45 | 2:23 | 14:21 |
| | 01:00 - 01:59 | 6 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1:00 | 6:01 | 1:06 | 6:38 |
| | 02:00 - 02:59 | 6 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 4:54 | 19:37 | 4:59 | 19:59 |
| | 03:00 - 03:59 | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:46 | 11:06 | 2:52 | 11:29 |
| | 04:00 - 04:59 | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4:20 | 13:00 | 4:26 | 13:18 |
| | 05:00 - 05:59 | 7 | 4 | 1 | 0 | 0 | 1 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 0:55 | 3:43 | 0:55 | 4:39 |
| | 06:00 - 06:59 | 13 | 10 | 1 | 0 | 0 | 1 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 3:49 | 38:10 | 3:36 | 39:36 |
| | 07:00 - 07:59 | 145 | 116 | 6 | 2 | 0 | 4 | 0 | 0 | 23 | 23 | 0 | 0 | 0 | 0 | 4:14 | 491:28 | 4:11 | 510:37 |
| | 08:00 - 08:59 | 1,613 | 111 | 1,450 | 0 | 0 | 5 | 1,445 | 0 | 52 | 52 | 0 | 0 | 0 | 0 | 25:42 | 2853:48 | 1:50 | 2882:44 |
| | 09:00 - 09:59 | 1,160 | 108 | 959 | 2 | 0 | 4 | 953 | 0 | 93 | 93 | 0 | 0 | 0 | 0 | 20:36 | 2224:56 | 2:06 | 2249:13 |
| | 10:00 - 10:59 | 1,388 | 117 | 1,139 | 2 | 0 | 5 | 1,132 | 0 | 132 | 132 | 0 | 0 | 0 | 0 | 19:03 | 2228:52 | 1:47 | 2256:10 |
| | 11:00 - 11:59 | 1,359 | 96 | 1,163 | 0 | 0 | 4 | 1,159 | 0 | 100 | 100 | 0 | 0 | 0 | 0 | 30:03 | 2886:10 | 2:18 | 2911:55 |
| | 12:00 - 12:59 | 1,134 | 97 | 981 | 1 | 0 | 4 | 976 | 0 | 56 | 56 | 0 | 0 | 0 | 0 | 21:09 | 2052:36 | 1:55 | 2072:03 |
| | 13:00 - 13:59 | 957 | 109 | 756 | 8 | 0 | 4 | 744 | 0 | 92 | 92 | 0 | 0 | 0 | 0 | 18:01 | 1963:56 | 2:17 | 1986:18 |
| | 14:00 - 14:59 | 804 | 141 | 616 | 1 | 0 | 3 | 612 | 0 | 47 | 47 | 0 | 0 | 0 | 0 | 13:50 | 1951:32 | 2:36 | 1971:29 |
| | 15:00 - 15:59 | 1,107 | 117 | 966 | 2 | 0 | 2 | 962 | 0 | 24 | 24 | 0 | 0 | 0 | 0 | 20:41 | 2420:12 | 2:15 | 2442:04 |
| | 16:00 - 16:59 | 868 | 93 | 750 | 1 | 0 | 3 | 746 | 0 | 25 | 25 | 0 | 0 | 0 | 0 | 24:29 | 2277:22 | 2:43 | 2294:06 |
| | 17:00 - 17:59 | 89 | 65 | 8 | 2 | 0 | 4 | 2 | 0 | 16 | 16 | 0 | 0 | 0 | 0 | 2:19 | 151:17 | 2:13 | 162:19 |
| | 18:00 - 18:59 | 30 | 29 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:10 | 62:51 | 2:11 | 65:44 |
| | 19:00 - 19:59 | 18 | 16 | 2 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:00 | 48:04 | 2:49 | 50:46 |
| | 20:00 - 20:59 | 20 | 17 | 2 | 1 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 2:29 | 42:25 | 2:21 | 44:46 |
| | 21:00 - 21:59 | 10 | 7 | 2 | 2 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 4:15 | 29:48 | 3:23 | 30:29 |
| | 22:00 - 22:59 | 16 | 15 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 3:13 | 48:18 | 3:19 | 49:45 |
| | 23:00 - 23:59 | 13 | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 3:46 | 45:22 | 3:53 | 46:40 |
| SUBTOTAL - 8003423334 | | 10,776 | 1,302 | 8,804 | 27 | 0 | 46 | 8,731 | 0 | 670 | 670 | 0 | 0 | 0 | 0 | 16:48 | 21884:19 | 2:11 | 22137:08 |

Inbound Number by Hour

Date Run 03/11/2011 Time US Eastern
 Date/Time Filter 03/10/2011 03/11/2011 Time US Eastern

| INBOUND NUMBER | HOUR | ATTEMPTS | COMP | INCOMP | SHORT CALL | DIDN'T WAIT | DIDN'T ANSWER | ATB | BUSY | BLOCKED | TCC | EQUIP | NETWORK / ID CODE | PAYPHONE / MOBILE | NCR | AVG TALK TIME | TOTAL TALK TIME | AVG CALL DURATION | TOTAL CALL DURATION |
|-----------------------|---------------|----------|-------|--------|------------|-------------|---------------|-------|------|---------|-----|-------|-------------------|-------------------|-----|---------------|-----------------|-------------------|---------------------|
| 8003423334 | 00:00 - 00:59 | 6 | 4 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 10:06 | 40:25 | 8:22 | 41:52 |
| | 01:00 - 01:59 | 9 | 6 | 1 | 1 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 3:03 | 18:22 | 2:43 | 19:03 |
| | 02:00 - 02:59 | 6 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 3:02 | 15:13 | 3:08 | 15:40 |
| | 03:00 - 03:59 | 5 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 3:54 | 11:44 | 4:01 | 12:04 |
| | 04:00 - 04:59 | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:32 | 10:37 | 3:38 | 10:55 |
| | 05:00 - 05:59 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1:57 | 3:54 | 2:02 | 4:05 |
| | 06:00 - 06:59 | 20 | 17 | 2 | 1 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 1:33 | 26:36 | 1:30 | 28:34 |
| | 07:00 - 07:59 | 74 | 64 | 4 | 1 | 0 | 3 | 0 | 0 | 6 | 6 | 0 | 0 | 0 | 0 | 3:03 | 196:05 | 3:02 | 206:20 |
| | 08:00 - 08:59 | 1,310 | 96 | 1,170 | 2 | 0 | 4 | 1,164 | 0 | 44 | 44 | 0 | 0 | 0 | 0 | 38:31 | 3698:20 | 2:56 | 3723:25 |
| | 09:00 - 09:59 | 1,605 | 73 | 1,427 | 2 | 0 | 2 | 1,423 | 0 | 105 | 105 | 0 | 0 | 0 | 0 | 29:23 | 2145:57 | 1:26 | 2167:04 |
| | 10:00 - 10:59 | 1,833 | 63 | 1,726 | 1 | 0 | 2 | 1,723 | 0 | 44 | 44 | 0 | 0 | 0 | 0 | 28:47 | 1813:46 | 1:01 | 1830:51 |
| | 11:00 - 11:59 | 1,153 | 106 | 959 | 1 | 0 | 4 | 954 | 0 | 88 | 88 | 0 | 0 | 0 | 0 | 22:12 | 2353:20 | 2:13 | 2377:48 |
| | 12:00 - 12:59 | 934 | 98 | 742 | 4 | 0 | 2 | 736 | 0 | 94 | 94 | 0 | 0 | 0 | 0 | 28:54 | 2833:33 | 3:23 | 2850:49 |
| | 13:00 - 13:59 | 1,426 | 78 | 1,225 | 5 | 0 | 3 | 1,217 | 0 | 123 | 123 | 0 | 0 | 0 | 0 | 24:19 | 1897:08 | 1:28 | 1920:08 |
| | 14:00 - 14:59 | 1,212 | 87 | 1,066 | 1 | 0 | 2 | 1,063 | 0 | 59 | 59 | 0 | 0 | 0 | 0 | 21:57 | 1910:02 | 1:40 | 1926:28 |
| | 15:00 - 15:59 | 846 | 106 | 714 | 1 | 0 | 6 | 707 | 0 | 26 | 26 | 0 | 0 | 0 | 0 | 20:37 | 2185:25 | 2:41 | 2212:08 |
| | 16:00 - 16:59 | 569 | 108 | 442 | 4 | 0 | 4 | 434 | 0 | 19 | 19 | 0 | 0 | 0 | 0 | 16:21 | 1767:18 | 3:15 | 1788:01 |
| | 17:00 - 17:59 | 86 | 69 | 11 | 4 | 0 | 3 | 4 | 0 | 6 | 6 | 0 | 0 | 0 | 0 | 2:58 | 205:48 | 2:42 | 216:48 |
| | 18:00 - 18:59 | 36 | 31 | 2 | 2 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 2:28 | 76:37 | 2:25 | 79:48 |
| | 19:00 - 19:59 | 28 | 25 | 3 | 1 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:33 | 64:03 | 2:26 | 68:22 |
| | 20:00 - 20:59 | 21 | 17 | 1 | 1 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 3:07 | 53:08 | 3:03 | 54:54 |
| | 21:00 - 21:59 | 14 | 11 | 1 | 1 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 1:25 | 15:41 | 1:24 | 16:49 |
| | 22:00 - 22:59 | 13 | 7 | 3 | 1 | 0 | 2 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 2:20 | 16:25 | 1:57 | 19:39 |
| | 23:00 - 23:59 | 12 | 11 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 3:31 | 38:41 | 3:37 | 39:48 |
| SUBTOTAL - 8003423334 | | 11,223 | 1,090 | 9,500 | 34 | 1 | 40 | 9,425 | 0 | 633 | 633 | 0 | 0 | 0 | 0 | 19:37 | 21398:08 | 2:02 | 21631:23 |

Inbound Number by Hour

US Eastern

Date Run 03/12/2011 Time

US Eastern

Date/Time Filter 03/11/2011 03/12/2011 Time

| INBOUND NUMBER | HOUR | ATTEMPTS | COMP | INCOMP | SHORT CALL | DIDN'T WAIT | DIDN'T ANSWER | ATB | BUSY | BLOCKED | TCC | EQUIP | NETWORK / ID CODE | PAYPHONE / MOBILE | NCR | AVG TALK TIME | TOTAL TALK TIME | AVG CALL DURATION | TOTAL CALL DURATION |
|-----------------------|---------------|----------|-------|--------|------------|-------------|---------------|-------|------|---------|-----|-------|-------------------|-------------------|-----|---------------|-----------------|-------------------|---------------------|
| 8003423334 | 00:00 - 00:59 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 8:21 | 16:43 | 8:27 | 16:55 |
| | 01:00 - 01:59 | 18 | 16 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 1:10 | 18:45 | 1:16 | 20:27 |
| | 02:00 - 02:59 | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4:11 | 12:34 | 4:17 | 12:52 |
| | 03:00 - 03:59 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:04 | 4:09 | 2:10 | 4:21 |
| | 04:00 - 04:59 | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5:24 | 21:39 | 5:30 | 22:03 |
| | 05:00 - 05:59 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4:50 | 4:50 | 4:55 | 4:55 |
| | 06:00 - 06:59 | 4 | 3 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1:49 | 5:27 | 1:40 | 6:43 |
| | 07:00 - 07:59 | 80 | 75 | 4 | 1 | 0 | 3 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 3:50 | 288:30 | 3:49 | 302:23 |
| | 08:00 - 08:59 | 905 | 121 | 739 | 0 | 0 | 5 | 734 | 0 | 45 | 45 | 0 | 0 | 0 | 0 | 21:37 | 2617:32 | 3:04 | 2640:27 |
| | 09:00 - 09:59 | 1,087 | 127 | 903 | 0 | 0 | 5 | 898 | 0 | 57 | 57 | 0 | 0 | 0 | 0 | 18:47 | 2386:38 | 2:20 | 2415:16 |
| | 10:00 - 10:59 | 983 | 110 | 834 | 4 | 0 | 3 | 827 | 0 | 39 | 39 | 0 | 0 | 0 | 0 | 22:12 | 2442:00 | 2:36 | 2464:31 |
| | 11:00 - 11:59 | 762 | 89 | 616 | 1 | 0 | 3 | 612 | 0 | 57 | 57 | 0 | 0 | 0 | 0 | 20:25 | 1817:27 | 2:36 | 1835:38 |
| | 12:00 - 12:59 | 631 | 101 | 477 | 2 | 0 | 3 | 472 | 0 | 53 | 53 | 0 | 0 | 0 | 0 | 21:59 | 2220:40 | 3:52 | 2238:20 |
| | 13:00 - 13:59 | 881 | 110 | 737 | 6 | 0 | 3 | 728 | 0 | 34 | 34 | 0 | 0 | 0 | 0 | 17:29 | 1923:30 | 2:17 | 1946:16 |
| | 14:00 - 14:59 | 890 | 132 | 713 | 2 | 0 | 4 | 707 | 0 | 45 | 45 | 0 | 0 | 0 | 0 | 19:57 | 2633:30 | 3:08 | 2658:59 |
| | 15:00 - 15:59 | 871 | 108 | 684 | 2 | 0 | 4 | 678 | 0 | 79 | 79 | 0 | 0 | 0 | 0 | 17:19 | 1871:35 | 2:23 | 1894:13 |
| | 16:00 - 16:59 | 930 | 100 | 795 | 1 | 0 | 4 | 790 | 0 | 35 | 35 | 0 | 0 | 0 | 0 | 19:19 | 1932:12 | 2:10 | 1952:21 |
| | 17:00 - 17:59 | 89 | 63 | 14 | 1 | 0 | 2 | 11 | 0 | 12 | 12 | 0 | 0 | 0 | 0 | 3:08 | 197:48 | 2:40 | 205:21 |
| | 18:00 - 18:59 | 33 | 28 | 1 | 0 | 0 | 1 | 0 | 0 | 4 | 4 | 0 | 0 | 0 | 0 | 2:43 | 76:25 | 2:46 | 80:18 |
| | 19:00 - 19:59 | 16 | 11 | 3 | 2 | 0 | 1 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 1:01 | 11:13 | 0:57 | 13:30 |
| | 20:00 - 20:59 | 17 | 14 | 1 | 1 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 2:58 | 41:41 | 2:52 | 43:11 |
| | 21:00 - 21:59 | 10 | 7 | 2 | 1 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 2:20 | 16:21 | 2:13 | 20:02 |
| | 22:00 - 22:59 | 10 | 7 | 1 | 1 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 3:21 | 23:27 | 3:01 | 24:12 |
| | 23:00 - 23:59 | 10 | 9 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4:00 | 36:00 | 3:45 | 37:35 |
| SUBTOTAL - 8003423334 | | 8,239 | 1,243 | 6,526 | 25 | 0 | 44 | 6,457 | 0 | 470 | 470 | 0 | 0 | 0 | 0 | 16:35 | 20620:36 | 2:41 | 20860:49 |

Inbound Number by Hour

Date Run 03/13/2011 Time US Eastern
 Date/Time Filter 03/12/2011 03/13/2011 Time US Eastern

| INBOUND NUMBER | HOUR | ATTEMPTS | COMP | INCOMP | SHORT CALL | DIDN'T WAIT | DIDN'T ANSWER | ATB | BUSY | BLOCKED | TCC | NETWORK / EQUIP | ID CODE | PAYPHONE / MOBILE | NCR | AVG TALK TIME | TOTAL TALK TIME | AVG CALL DURATION | TOTAL CALL DURATION |
|-----------------------|---------------|----------|------|--------|------------|-------------|---------------|-----|------|---------|-----|-----------------|---------|-------------------|-----|---------------|-----------------|-------------------|---------------------|
| 8003423334 | 00:00 - 00:59 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5:26 | 10:52 | 5:31 | 11:03 |
| | 01:00 - 01:59 | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:32 | 14:09 | 3:38 | 14:34 |
| | 02:00 - 02:59 | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5:18 | 15:54 | 5:24 | 16:13 |
| | 04:00 - 04:59 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:40 | 2:40 | 2:46 | 2:46 |
| | 05:00 - 05:59 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:54 | 3:54 | 4:01 | 4:01 |
| | 06:00 - 06:59 | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:59 | 15:56 | 4:05 | 16:20 |
| | 07:00 - 07:59 | 12 | 11 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:52 | 31:32 | 2:43 | 32:42 |
| | 08:00 - 08:59 | 17 | 12 | 2 | 1 | 0 | 1 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 3:26 | 41:20 | 3:11 | 44:40 |
| | 09:00 - 09:59 | 25 | 21 | 2 | 1 | 0 | 1 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 2:45 | 57:59 | 2:37 | 60:31 |
| | 10:00 - 10:59 | 19 | 15 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 4 | 0 | 0 | 0 | 0 | 2:17 | 34:17 | 2:23 | 35:47 |
| | 11:00 - 11:59 | 29 | 21 | 1 | 0 | 0 | 1 | 0 | 0 | 7 | 7 | 0 | 0 | 0 | 0 | 2:53 | 60:34 | 2:52 | 63:24 |
| | 12:00 - 12:59 | 20 | 19 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:20 | 44:32 | 2:24 | 48:10 |
| | 13:00 - 13:59 | 25 | 25 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:10 | 54:24 | 2:16 | 56:57 |
| | 14:00 - 14:59 | 21 | 18 | 1 | 0 | 0 | 1 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 3:42 | 66:44 | 3:39 | 69:28 |
| | 15:00 - 15:59 | 20 | 16 | 2 | 1 | 0 | 1 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 2:25 | 38:44 | 2:19 | 41:55 |
| | 16:00 - 16:59 | 12 | 10 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 2:23 | 23:58 | 2:16 | 25:00 |
| | 17:00 - 17:59 | 21 | 18 | 1 | 0 | 0 | 1 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 2:29 | 44:58 | 2:34 | 48:46 |
| | 18:00 - 18:59 | 19 | 14 | 1 | 0 | 0 | 1 | 0 | 0 | 4 | 4 | 0 | 0 | 0 | 0 | 1:56 | 27:12 | 2:03 | 30:58 |
| | 19:00 - 19:59 | 5 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 4:04 | 12:12 | 4:09 | 12:29 |
| | 20:00 - 20:59 | 8 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 2:13 | 15:33 | 2:19 | 16:17 |
| | 21:00 - 21:59 | 10 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 1:13 | 9:50 | 1:20 | 10:40 |
| | 22:00 - 22:59 | 9 | 7 | 1 | 0 | 1 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 4:39 | 32:36 | 4:13 | 33:45 |
| | 23:00 - 23:59 | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4:01 | 12:03 | 4:06 | 12:20 |
| SUBTOTAL - 8003423334 | | 290 | 243 | 14 | 5 | 1 | 8 | 0 | 0 | 33 | 33 | 0 | 0 | 0 | 0 | 2:45 | 671:53 | 2:45 | 708:46 |

Inbound Number by Hour

Date Run 03/14/2011 Time US Eastern
 Date/Time Filter 03/13/2011 03/14/2011 Time US Eastern

| INBOUND NUMBER | HOUR | ATTEMPTS | COMP | INCOMP | SHORT CALL | DIDN'T WAIT | DIDN'T ANSWER | ATB | BUSY | BLOCKED | TCC | EQUIP | NETWORK / ID CODE | PAYPHONE / MOBILE | NCR | AVG TALK TIME | TOTAL TALK TIME | AVG CALL DURATION | TOTAL CALL DURATION |
|----------------------------|---------------|----------|------|--------|------------|-------------|---------------|-----|------|---------|-----|-------|-------------------|-------------------|-----|---------------|-----------------|-------------------|---------------------|
| Inbound Number: 8003423334 | 00:00 - 00:59 | 1 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0:00 | 0:00 | 0:06 | 0:06 |
| | 01:00 - 01:59 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:25 | 4:50 | 2:31 | 5:02 |
| | 03:00 - 03:59 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4:19 | 8:38 | 4:25 | 8:51 |
| | 04:00 - 04:59 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0:02 | 0:02 | 0:08 | 0:08 |
| | 05:00 - 05:59 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0:49 | 0:49 | 0:54 | 0:54 |
| | 06:00 - 06:59 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0:23 | 0:23 | 0:29 | 0:29 |
| | 08:00 - 08:59 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9:10 | 9:10 | 9:17 | 9:17 |
| | 09:00 - 09:59 | 12 | 11 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4:34 | 50:18 | 4:23 | 52:45 |
| | 10:00 - 10:59 | 9 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 4:12 | 29:27 | 4:18 | 30:09 |
| | 11:00 - 11:59 | 11 | 11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:34 | 28:17 | 2:40 | 29:24 |
| | 12:00 - 12:59 | 10 | 9 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:44 | 33:42 | 3:32 | 35:20 |
| | 13:00 - 13:59 | 12 | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:49 | 33:52 | 2:55 | 35:00 |
| | 14:00 - 14:59 | 18 | 8 | 1 | 0 | 0 | 1 | 0 | 0 | 9 | 9 | 0 | 0 | 0 | 0 | 3:41 | 29:35 | 3:33 | 31:59 |
| | 15:00 - 15:59 | 8 | 4 | 1 | 1 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 3:09 | 12:39 | 2:36 | 13:03 |
| | 16:00 - 16:59 | 10 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 1:47 | 12:34 | 1:53 | 13:13 |
| | 17:00 - 17:59 | 10 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1:56 | 19:26 | 2:02 | 20:26 |
| | 18:00 - 18:59 | 12 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 4 | 0 | 0 | 0 | 0 | 1:27 | 11:36 | 1:33 | 12:26 |
| | 19:00 - 19:59 | 9 | 8 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:46 | 30:08 | 3:30 | 31:37 |
| | 20:00 - 20:59 | 7 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:20 | 16:23 | 2:26 | 17:07 |
| | 21:00 - 21:59 | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1:32 | 6:09 | 1:39 | 6:36 |
| | 22:00 - 22:59 | 10 | 8 | 2 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4:46 | 38:09 | 4:02 | 40:20 |
| | 23:00 - 23:59 | 7 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 3:58 | 19:53 | 4:04 | 20:23 |
| SUBTOTAL - 8003423334 | | 158 | 127 | 8 | 3 | 0 | 5 | 0 | 0 | 23 | 23 | 0 | 0 | 0 | 0 | 3:07 | 396:00 | 3:04 | 414:35 |

Inbound Number by Hour

US Eastern

Date Run 03/15/2011 Time

US Eastern

Date/Time Filter 03/14/2011 03/15/2011 Time

| INBOUND NUMBER | HOUR | ATTEMPTS | COMP | INCOMP | SHORT CALL | DIDN'T WAIT | DIDN'T ANSWER | ATB | BUSY | BLOCKED | TCC | NETWORK/ EQUIP | ID CODE | PAYPHONE/ MOBILE | NCR | AVG TALK TIME | TOTAL TALK TIME | AVG CALL DURATION | TOTAL CALL DURATION |
|-----------------------|---------------|----------|-------|--------|------------|-------------|---------------|--------|------|---------|-----|-------------------|---------|---------------------|-----|------------------|--------------------|----------------------|------------------------|
| 8003423334 | 00:00 - 00:59 | 6 | 5 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0:40 | 3:23 | 0:39 | 3:57 |
| | 01:00 - 01:59 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:21 | 4:42 | 2:27 | 4:54 |
| | 02:00 - 02:59 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0:09 | 0:09 | 0:15 | 0:15 |
| | 04:00 - 04:59 | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:11 | 6:33 | 2:17 | 6:51 |
| | 05:00 - 05:59 | 8 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 1:49 | 9:05 | 1:55 | 9:37 |
| | 06:00 - 06:59 | 14 | 8 | 2 | 1 | 0 | 1 | 0 | 0 | 4 | 4 | 0 | 0 | 0 | 0 | 2:41 | 21:35 | 2:19 | 23:16 |
| | 07:00 - 07:59 | 87 | 70 | 7 | 5 | 0 | 2 | 0 | 0 | 10 | 10 | 0 | 0 | 0 | 0 | 3:47 | 265:36 | 3:34 | 274:38 |
| | 08:00 - 08:59 | 1,385 | 103 | 1,231 | 1 | 1 | 4 | 1,225 | 0 | 51 | 51 | 0 | 0 | 0 | 0 | 34:48 | 3585:23 | 2:42 | 3610:28 |
| | 09:00 - 09:59 | 1,904 | 94 | 1,720 | 3 | 0 | 4 | 1,713 | 0 | 90 | 90 | 0 | 0 | 0 | 0 | 24:07 | 2268:02 | 1:15 | 2295:32 |
| | 10:00 - 10:59 | 1,648 | 86 | 1,505 | 4 | 0 | 3 | 1,498 | 0 | 57 | 57 | 0 | 0 | 0 | 0 | 20:20 | 1748:54 | 1:06 | 1766:40 |
| | 11:00 - 11:59 | 1,437 | 129 | 1,236 | 2 | 0 | 3 | 1,231 | 0 | 72 | 70 | 2 | 0 | 0 | 0 | 22:59 | 2966:33 | 2:11 | 2993:25 |
| | 12:00 - 12:59 | 1,526 | 105 | 1,288 | 4 | 0 | 5 | 1,279 | 0 | 133 | 133 | 0 | 0 | 0 | 0 | 22:13 | 2333:16 | 1:41 | 2358:43 |
| | 13:00 - 13:59 | 1,617 | 104 | 1,336 | 2 | 1 | 4 | 1,329 | 0 | 177 | 177 | 0 | 0 | 0 | 0 | 23:52 | 2483:44 | 1:44 | 2510:50 |
| | 14:00 - 14:59 | 1,538 | 88 | 1,418 | 3 | 0 | 4 | 1,411 | 0 | 32 | 32 | 0 | 0 | 0 | 0 | 29:32 | 2599:09 | 1:44 | 2625:43 |
| | 15:00 - 15:59 | 2,270 | 89 | 2,097 | 1 | 0 | 3 | 2,093 | 0 | 84 | 84 | 0 | 0 | 0 | 0 | 22:14 | 1979:52 | 0:54 | 2003:37 |
| | 16:00 - 16:59 | 1,568 | 102 | 1,404 | 1 | 0 | 4 | 1,399 | 0 | 62 | 62 | 0 | 0 | 0 | 0 | 16:08 | 1646:09 | 1:06 | 1668:34 |
| | 17:00 - 17:59 | 170 | 122 | 36 | 3 | 2 | 3 | 28 | 0 | 12 | 12 | 0 | 0 | 0 | 0 | 2:35 | 317:09 | 2:06 | 334:00 |
| | 18:00 - 18:59 | 64 | 54 | 4 | 2 | 1 | 1 | 0 | 0 | 6 | 6 | 0 | 0 | 0 | 0 | 2:09 | 116:23 | 2:07 | 122:46 |
| | 19:00 - 19:59 | 48 | 41 | 2 | 0 | 0 | 2 | 0 | 0 | 5 | 5 | 0 | 0 | 0 | 0 | 2:49 | 115:40 | 2:49 | 121:31 |
| | 20:00 - 20:59 | 32 | 23 | 3 | 2 | 0 | 1 | 0 | 0 | 6 | 6 | 0 | 0 | 0 | 0 | 4:05 | 94:06 | 3:44 | 97:25 |
| | 21:00 - 21:59 | 19 | 13 | 3 | 2 | 0 | 1 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 3:45 | 48:50 | 3:10 | 50:42 |
| | 22:00 - 22:59 | 12 | 8 | 2 | 2 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 4:34 | 36:37 | 3:45 | 37:30 |
| | 23:00 - 23:59 | 10 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:49 | 38:12 | 3:55 | 39:12 |
| SUBTOTAL - 8003423334 | | 15,369 | 1,265 | 13,295 | 39 | 5 | 45 | 13,206 | 0 | 809 | 807 | 2 | 0 | 0 | 0 | 17:56 | 22689:02 | 1:34 | 22960:06 |

Inbound Number by Hour

US Eastern

Date Run 03/16/2011 Time

US Eastern

Date/Time Filter 03/15/2011 03/16/2011 Time

| INBOUND NUMBER | HOUR | ATTEMPTS | COMP | INCOMP | SHORT CALL | DIDN'T WAIT | DIDN'T ANSWER | DIDN'T ATB | BUSY | BLOCKED | TCC | EQUIP | NETWORK / ID CODE | PAYPHONE / MOBILE | NCR | AVG TALK TIME | TOTAL TALK TIME | AVG CALL DURATION | TOTAL CALL DURATION |
|-----------------------|---------------|----------|-------|--------|------------|-------------|---------------|------------|------|---------|-----|-------|-------------------|-------------------|-----|---------------|-----------------|-------------------|---------------------|
| 8003423334 | 00:00 - 00:59 | 9 | 7 | 2 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4:20 | 30:23 | 3:32 | 31:51 |
| | 01:00 - 01:59 | 6 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 3:42 | 18:30 | 3:48 | 19:00 |
| | 02:00 - 02:59 | 10 | 5 | 1 | 0 | 0 | 1 | 0 | 0 | 4 | 4 | 0 | 0 | 0 | 0 | 4:39 | 23:17 | 4:11 | 25:10 |
| | 03:00 - 03:59 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 9:14 | 9:14 | 9:21 | 9:21 |
| | 05:00 - 05:59 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0:07 | 0:15 | 0:13 | 0:26 |
| | 06:00 - 06:59 | 9 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 2:00 | 14:06 | 2:07 | 14:51 |
| | 07:00 - 07:59 | 73 | 56 | 5 | 3 | 0 | 2 | 0 | 0 | 12 | 12 | 0 | 0 | 0 | 0 | 3:46 | 210:56 | 3:35 | 218:57 |
| | 08:00 - 08:59 | 775 | 118 | 587 | 0 | 1 | 3 | 583 | 0 | 70 | 70 | 0 | 0 | 0 | 0 | 24:44 | 2919:50 | 4:10 | 2942:23 |
| | 09:00 - 09:59 | 1,230 | 119 | 1,062 | 1 | 1 | 3 | 1,057 | 0 | 49 | 49 | 0 | 0 | 0 | 0 | 19:53 | 2366:51 | 2:01 | 2387:27 |
| | 10:00 - 10:59 | 1,345 | 107 | 1,149 | 4 | 0 | 3 | 1,142 | 0 | 89 | 89 | 0 | 0 | 0 | 0 | 22:02 | 2358:12 | 1:53 | 2383:38 |
| | 11:00 - 11:59 | 1,199 | 109 | 996 | 8 | 0 | 5 | 983 | 0 | 94 | 94 | 0 | 0 | 0 | 0 | 19:40 | 2144:32 | 1:57 | 2171:29 |
| | 12:00 - 12:59 | 1,190 | 117 | 1,016 | 2 | 0 | 4 | 1,010 | 0 | 57 | 57 | 0 | 0 | 0 | 0 | 23:32 | 2753:30 | 2:26 | 2774:55 |
| | 13:00 - 13:59 | 1,112 | 95 | 941 | 1 | 0 | 4 | 936 | 0 | 76 | 76 | 0 | 0 | 0 | 0 | 26:40 | 2534:40 | 2:28 | 2557:19 |
| | 14:00 - 14:59 | 1,193 | 97 | 1,026 | 2 | 0 | 3 | 1,021 | 0 | 70 | 70 | 0 | 0 | 0 | 0 | 22:18 | 2164:20 | 1:56 | 2185:40 |
| | 15:00 - 15:59 | 1,205 | 107 | 1,018 | 2 | 1 | 4 | 1,011 | 0 | 80 | 80 | 0 | 0 | 0 | 0 | 22:09 | 2371:42 | 2:07 | 2393:51 |
| | 16:00 - 16:59 | 1,295 | 69 | 1,180 | 1 | 0 | 2 | 1,177 | 0 | 46 | 46 | 0 | 0 | 0 | 0 | 26:40 | 1840:21 | 1:29 | 1856:59 |
| | 17:00 - 17:59 | 198 | 117 | 71 | 1 | 0 | 6 | 64 | 0 | 10 | 10 | 0 | 0 | 0 | 0 | 2:51 | 333:44 | 1:52 | 352:54 |
| | 18:00 - 18:59 | 55 | 40 | 3 | 2 | 0 | 1 | 0 | 0 | 12 | 12 | 0 | 0 | 0 | 0 | 1:41 | 67:50 | 1:41 | 72:39 |
| | 19:00 - 19:59 | 44 | 25 | 5 | 4 | 0 | 1 | 0 | 0 | 14 | 14 | 0 | 0 | 0 | 0 | 2:21 | 59:08 | 2:05 | 62:43 |
| | 20:00 - 20:59 | 24 | 23 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:55 | 67:24 | 2:55 | 70:22 |
| | 21:00 - 21:59 | 18 | 15 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 3:39 | 54:49 | 3:45 | 56:20 |
| | 22:00 - 22:59 | 18 | 16 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 2:34 | 41:18 | 2:41 | 42:57 |
| | 23:00 - 23:59 | 16 | 11 | 1 | 1 | 0 | 0 | 0 | 0 | 4 | 4 | 0 | 0 | 0 | 0 | 2:43 | 29:55 | 2:35 | 31:04 |
| SUBTOTAL - 8003423334 | | 11,027 | 1,268 | 9,064 | 33 | 3 | 44 | 8,984 | 0 | 695 | 695 | 0 | 0 | 0 | 0 | 17:40 | 22414:47 | 2:11 | 22662:16 |

Inbound Number by Hour

US Eastern

Date Run 03/17/2011 Time

US Eastern

Date/Time Filter 03/16/2011 03/17/2011 Time

| INBOUND NUMBER | HOUR | ATTEMPTS | COMP | INCOMP | SHORT CALL | DIDN'T WAIT | DIDN'T ANSWER | ATB | BUSY | BLOCKED | TCC | EQUIP | NETWORK / ID CODE | PAYPHONE / MOBILE | NCR | AVG TALK TIME | TOTAL TALK TIME | AVG CALL DURATION | TOTAL CALL DURATION |
|-----------------------|---------------|----------|-------|--------|------------|-------------|---------------|-------|------|---------|-----|-------|-------------------|-------------------|-----|---------------|-----------------|-------------------|---------------------|
| 8003423334 | 00:00 - 00:59 | 7 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 1:30 | 9:01 | 1:36 | 9:38 |
| | 01:00 - 01:59 | 7 | 5 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:13 | 16:09 | 2:23 | 16:44 |
| | 02:00 - 02:59 | 10 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 8 | 8 | 0 | 0 | 0 | 4:35 | 9:11 | 4:41 | 9:23 |
| | 03:00 - 03:59 | 7 | 2 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 4 | 4 | 0 | 0 | 0 | 3:56 | 7:53 | 2:41 | 8:05 |
| | 04:00 - 04:59 | 4 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 8:12 | 24:36 | 8:18 | 24:55 |
| | 05:00 - 05:59 | 14 | 14 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4:40 | 65:27 | 4:46 | 66:51 |
| | 06:00 - 06:59 | 11 | 8 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 2:03 | 16:30 | 1:57 | 17:38 |
| | 07:00 - 07:59 | 60 | 50 | 5 | 2 | 0 | 3 | 0 | 0 | 0 | 5 | 5 | 0 | 0 | 0 | 5:34 | 278:47 | 5:17 | 290:41 |
| | 08:00 - 08:59 | 521 | 101 | 392 | 2 | 0 | 4 | 386 | 0 | 0 | 28 | 28 | 0 | 0 | 0 | 27:12 | 2747:32 | 5:36 | 2768:06 |
| | 09:00 - 09:59 | 1,102 | 107 | 956 | 1 | 0 | 4 | 951 | 0 | 0 | 39 | 39 | 0 | 0 | 0 | 17:31 | 1875:48 | 1:47 | 1898:05 |
| | 10:00 - 10:59 | 1,224 | 148 | 1,014 | 3 | 0 | 6 | 1,005 | 0 | 0 | 62 | 62 | 0 | 0 | 0 | 16:03 | 2376:54 | 2:04 | 2413:51 |
| | 11:00 - 11:59 | 1,371 | 105 | 1,190 | 3 | 0 | 4 | 1,183 | 0 | 0 | 76 | 76 | 0 | 0 | 0 | 22:51 | 2400:37 | 1:52 | 2423:50 |
| | 12:00 - 12:59 | 806 | 124 | 616 | 0 | 0 | 2 | 614 | 0 | 0 | 66 | 66 | 0 | 0 | 0 | 17:04 | 2116:20 | 2:53 | 2136:33 |
| | 13:00 - 13:59 | 756 | 126 | 558 | 2 | 0 | 7 | 549 | 0 | 0 | 72 | 72 | 0 | 0 | 0 | 17:41 | 2228:16 | 3:17 | 2252:39 |
| | 14:00 - 14:59 | 1,016 | 153 | 769 | 0 | 0 | 5 | 764 | 0 | 0 | 94 | 94 | 0 | 0 | 0 | 13:35 | 2078:32 | 2:17 | 2106:57 |
| | 15:00 - 15:59 | 968 | 164 | 737 | 2 | 0 | 5 | 730 | 0 | 0 | 67 | 67 | 0 | 0 | 0 | 13:21 | 2190:04 | 2:27 | 2215:38 |
| | 16:00 - 16:59 | 611 | 141 | 440 | 0 | 0 | 6 | 434 | 0 | 0 | 30 | 30 | 0 | 0 | 0 | 13:06 | 1849:21 | 3:13 | 1875:31 |
| | 17:00 - 17:59 | 132 | 101 | 15 | 3 | 0 | 4 | 8 | 0 | 0 | 16 | 16 | 0 | 0 | 0 | 2:58 | 299:55 | 2:42 | 314:47 |
| | 18:00 - 18:59 | 50 | 42 | 2 | 1 | 1 | 0 | 0 | 0 | 0 | 6 | 6 | 0 | 0 | 0 | 1:55 | 80:50 | 1:56 | 85:30 |
| | 19:00 - 19:59 | 32 | 26 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 5 | 5 | 0 | 0 | 0 | 2:26 | 63:26 | 2:27 | 66:11 |
| | 20:00 - 20:59 | 56 | 46 | 2 | 0 | 1 | 1 | 0 | 0 | 0 | 8 | 8 | 0 | 0 | 0 | 1:15 | 57:36 | 1:19 | 63:26 |
| | 21:00 - 21:59 | 24 | 18 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 5 | 5 | 0 | 0 | 0 | 3:02 | 54:46 | 3:00 | 57:08 |
| | 22:00 - 22:59 | 14 | 9 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 3:00 | 27:01 | 2:33 | 28:05 |
| | 23:00 - 23:59 | 8 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 7:16 | 36:20 | 7:22 | 36:51 |
| SUBTOTAL - 8003423334 | | 8,811 | 1,506 | 6,704 | 25 | 3 | 52 | 6,624 | 0 | 0 | 601 | 601 | 0 | 0 | 0 | 13:53 | 20910:52 | 2:34 | 21187:03 |

Inbound Number by Hour

US Eastern

Date Run 03/18/2011 Time

US Eastern

Date/Time Filter 03/17/2011 03/18/2011 Time

| INBOUND NUMBER | HOUR | ATTEMPTS | COMP | INCOMP | SHORT CALL | DIDN'T WAIT | DIDN'T ANSWER | DIDN'T ATB | BUSY | BLOCKED | TCC | NETWORK/ EQUIP | ID CODE | PAYPHONE/ MOBILE | NCR | AVG TALK TIME | TOTAL TALK TIME | AVG CALL DURATION | TOTAL CALL DURATION |
|-----------------------|---------------|----------|-------|--------|------------|-------------|---------------|------------|------|---------|-----|-------------------|---------|---------------------|-----|------------------|--------------------|----------------------|------------------------|
| 8003423334 | 00:00 - 00:59 | 5 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:16 | 11:23 | 2:23 | 11:55 |
| | 01:00 - 01:59 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1:28 | 2:57 | 1:34 | 3:09 |
| | 02:00 - 02:59 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 1:34 | 1:34 | 1:41 | 1:41 |
| | 04:00 - 04:59 | 4 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 6:34 | 19:42 | 6:40 | 20:00 |
| | 05:00 - 05:59 | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5:43 | 17:10 | 5:48 | 17:26 |
| | 06:00 - 06:59 | 4 | 3 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1:58 | 5:56 | 1:34 | 6:19 |
| | 07:00 - 07:59 | 60 | 54 | 2 | 0 | 0 | 2 | 0 | 0 | 4 | 4 | 0 | 0 | 0 | 0 | 3:26 | 185:25 | 3:26 | 193:02 |
| | 08:00 - 08:59 | 938 | 109 | 802 | 1 | 0 | 2 | 799 | 0 | 27 | 27 | 0 | 0 | 0 | 0 | 23:30 | 2562:14 | 2:49 | 2579:46 |
| | 09:00 - 09:59 | 947 | 114 | 780 | 3 | 0 | 4 | 773 | 0 | 53 | 53 | 0 | 0 | 0 | 0 | 19:43 | 2249:14 | 2:32 | 2272:25 |
| | 10:00 - 10:59 | 512 | 121 | 330 | 1 | 0 | 6 | 323 | 0 | 61 | 61 | 0 | 0 | 0 | 0 | 15:33 | 1882:32 | 4:14 | 1912:11 |
| | 11:00 - 11:59 | 637 | 126 | 460 | 2 | 0 | 2 | 456 | 0 | 51 | 51 | 0 | 0 | 0 | 0 | 17:12 | 2168:04 | 3:43 | 2186:31 |
| | 12:00 - 12:59 | 524 | 133 | 346 | 4 | 0 | 4 | 338 | 0 | 45 | 45 | 0 | 0 | 0 | 0 | 17:04 | 2269:54 | 4:47 | 2292:17 |
| | 13:00 - 13:59 | 849 | 94 | 709 | 1 | 1 | 3 | 704 | 0 | 46 | 46 | 0 | 0 | 0 | 0 | 23:59 | 2255:57 | 2:50 | 2277:33 |
| | 14:00 - 14:59 | 551 | 107 | 408 | 1 | 0 | 4 | 403 | 0 | 36 | 36 | 0 | 0 | 0 | 0 | 18:21 | 1963:30 | 3:51 | 1984:58 |
| | 15:00 - 15:59 | 626 | 128 | 446 | 3 | 0 | 5 | 438 | 0 | 52 | 52 | 0 | 0 | 0 | 0 | 18:57 | 2426:20 | 4:16 | 2449:38 |
| | 16:00 - 16:59 | 547 | 90 | 400 | 2 | 0 | 2 | 396 | 0 | 57 | 57 | 0 | 0 | 0 | 0 | 18:41 | 1681:53 | 3:27 | 1695:07 |
| | 17:00 - 17:59 | 86 | 66 | 9 | 2 | 0 | 3 | 4 | 0 | 11 | 11 | 0 | 0 | 0 | 0 | 2:47 | 184:29 | 2:37 | 196:26 |
| | 18:00 - 18:59 | 60 | 45 | 3 | 1 | 0 | 2 | 0 | 0 | 12 | 12 | 0 | 0 | 0 | 0 | 2:16 | 102:14 | 2:16 | 109:32 |
| | 19:00 - 19:59 | 27 | 25 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 1:58 | 49:15 | 1:59 | 51:42 |
| | 20:00 - 20:59 | 24 | 20 | 1 | 1 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 2:18 | 46:17 | 2:17 | 48:17 |
| | 21:00 - 21:59 | 15 | 10 | 3 | 1 | 0 | 2 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 4:10 | 41:41 | 3:27 | 44:52 |
| | 22:00 - 22:59 | 38 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 29 | 29 | 0 | 0 | 0 | 0 | 5:23 | 48:31 | 5:30 | 49:30 |
| | 23:00 - 23:59 | 8 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 4:33 | 31:55 | 4:39 | 32:36 |
| SUBTOTAL - 8003423334 | | 6,469 | 1,275 | 4,701 | 25 | 1 | 41 | 4,634 | 0 | 493 | 493 | 0 | 0 | 0 | 0 | 15:50 | 20208:07 | 3:25 | 20436:53 |

Inbound Number by Hour

US Eastern

Date Run 03/19/2011 Time

US Eastern

Date/Time Filter 03/18/2011 03/19/2011 Time

| INBOUND NUMBER | HOUR | ATTEMPTS | COMP | INCOMP | SHORT DIDN'T DIDN'T | | | | BUSY | BLOCKED | NETWORK / | | PAYPHONE / | | AVG TALK | TOTAL TALK | AVG CALL | TOTAL CALL |
|-----------------------|---------------|----------|------|--------|---------------------|------|--------|-------|------|---------|-----------|-------|------------|--------|----------|------------|----------|------------|
| | | | | | CALL | WAIT | ANSWER | ATB | | | TCC | EQUIP | ID CODE | MOBILE | | | | |
| 8003423334 | 00:00 - 00:59 | 7 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:58 | 27:49 | 4:04 | 28:32 |
| | 01:00 - 01:59 | 13 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 5 | 0 | 0 | 0 | 4:38 | 37:10 | 4:44 | 37:59 |
| | 02:00 - 02:59 | 5 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1:59 | 9:57 | 2:05 | 10:28 |
| | 03:00 - 03:59 | 2 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:03 | 3:03 | 1:34 | 3:09 |
| | 04:00 - 04:59 | 2 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 2:59 | 2:59 | 3:05 | 3:05 |
| | 05:00 - 05:59 | 3 | 2 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:55 | 7:51 | 3:10 | 9:32 |
| | 06:00 - 06:59 | 4 | 3 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:21 | 7:05 | 2:06 | 8:24 |
| | 07:00 - 07:59 | 57 | 48 | 5 | 3 | 0 | 2 | 0 | 0 | 4 | 4 | 0 | 0 | 0 | 3:01 | 144:54 | 2:53 | 153:31 |
| | 08:00 - 08:59 | 698 | 86 | 548 | 1 | 0 | 4 | 543 | 0 | 64 | 64 | 0 | 0 | 0 | 31:57 | 2748:29 | 4:22 | 2769:18 |
| | 09:00 - 09:59 | 1,441 | 94 | 1,240 | 4 | 0 | 3 | 1,233 | 0 | 107 | 107 | 0 | 0 | 0 | 31:53 | 2997:16 | 2:15 | 3017:08 |
| | 10:00 - 10:59 | 986 | 79 | 863 | 0 | 0 | 4 | 859 | 0 | 44 | 44 | 0 | 0 | 0 | 34:07 | 2696:10 | 2:53 | 2717:08 |
| | 11:00 - 11:59 | 1,072 | 77 | 949 | 4 | 0 | 2 | 943 | 0 | 46 | 46 | 0 | 0 | 0 | 28:31 | 2196:28 | 2:09 | 2212:36 |
| | 12:00 - 12:59 | 1,144 | 70 | 1,019 | 4 | 0 | 2 | 1,013 | 0 | 55 | 55 | 0 | 0 | 0 | 24:59 | 1749:14 | 1:37 | 1763:42 |
| | 13:00 - 13:59 | 984 | 97 | 802 | 2 | 0 | 4 | 796 | 0 | 85 | 85 | 0 | 0 | 0 | 24:13 | 2349:59 | 2:38 | 2369:54 |
| | 14:00 - 14:59 | 846 | 77 | 736 | 3 | 0 | 2 | 731 | 0 | 33 | 33 | 0 | 0 | 0 | 30:42 | 2364:35 | 2:55 | 2380:47 |
| | 15:00 - 15:59 | 1,066 | 89 | 909 | 1 | 0 | 4 | 904 | 0 | 68 | 68 | 0 | 0 | 0 | 22:09 | 1972:26 | 1:59 | 1992:51 |
| | 16:00 - 16:59 | 715 | 75 | 590 | 2 | 0 | 4 | 584 | 0 | 50 | 50 | 0 | 0 | 0 | 26:48 | 2010:02 | 3:03 | 2029:28 |
| | 17:00 - 17:59 | 64 | 61 | 2 | 1 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 2:10 | 132:30 | 2:12 | 139:14 |
| | 18:00 - 18:59 | 35 | 23 | 3 | 1 | 0 | 2 | 0 | 0 | 9 | 9 | 0 | 0 | 0 | 1:38 | 37:37 | 1:39 | 43:01 |
| | 19:00 - 19:59 | 16 | 14 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 2:29 | 34:58 | 2:36 | 36:25 |
| | 20:00 - 20:59 | 6 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 3:05 | 15:26 | 3:11 | 15:57 |
| | 21:00 - 21:59 | 10 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1:38 | 16:20 | 1:44 | 17:20 |
| | 22:00 - 22:59 | 15 | 13 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:30 | 32:31 | 2:22 | 35:34 |
| | 23:00 - 23:59 | 8 | 6 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 3:38 | 21:51 | 3:13 | 22:33 |
| SUBTOTAL - 8003423334 | | 9,199 | 951 | 7,672 | 28 | 0 | 38 | 7,606 | 0 | 576 | 576 | 0 | 0 | 0 | 22:43 | 21616:40 | 2:31 | 21817:36 |

Inbound Number by Hour

US Eastern

Date Run 03/20/2011 Time

US Eastern

Date/Time Filter 03/19/2011 03/20/2011 Time

| INBOUND NUMBER | HOUR | ATTEMPTS | COMP | INCOMP | SHORT DIDN'T DIDN'T | | | | | NETWORK / | | PAYPHONE / | | AVG TALK TIME | TOTAL TALK TIME | AVG CALL DURATION | TOTAL CALL DURATION | | |
|-----------------------|---------------|----------|------|--------|---------------------|------|--------|-----|------|-----------|-----|------------|---------|---------------|-----------------|-------------------|---------------------|--------|---------|
| | | | | | CALL | WAIT | ANSWER | ATB | BUSY | BLOCKED | TCC | EQUIP | ID CODE | | | | | MOBILE | NCR |
| 8003423334 | 00:00 - 00:59 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0:40 | 1:20 | 0:46 | 1:33 |
| | 01:00 - 01:59 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4:57 | 4:57 | 5:04 | 5:04 |
| | 02:00 - 02:59 | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7:50 | 23:30 | 7:55 | 23:47 |
| | 03:00 - 03:59 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4:17 | 8:34 | 4:23 | 8:46 |
| | 04:00 - 04:59 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6:53 | 6:53 | 6:59 | 6:59 |
| | 05:00 - 05:59 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:50 | 5:41 | 2:57 | 5:54 |
| | 06:00 - 06:59 | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 3:01 | 3:01 | 3:06 | 3:06 |
| | 07:00 - 07:59 | 3 | 2 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5:58 | 11:57 | 4:03 | 12:10 |
| | 08:00 - 08:59 | 13 | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 3:10 | 38:04 | 3:16 | 39:18 |
| | 09:00 - 09:59 | 26 | 22 | 2 | 0 | 0 | 2 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 2:42 | 59:30 | 2:42 | 64:50 |
| | 10:00 - 10:59 | 30 | 21 | 1 | 1 | 0 | 0 | 0 | 0 | 8 | 8 | 0 | 0 | 0 | 0 | 3:02 | 63:45 | 2:59 | 65:52 |
| | 11:00 - 11:59 | 33 | 26 | 2 | 0 | 0 | 2 | 0 | 0 | 5 | 5 | 0 | 0 | 0 | 0 | 2:23 | 61:59 | 2:26 | 68:12 |
| | 12:00 - 12:59 | 49 | 43 | 3 | 1 | 0 | 2 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 2:39 | 114:30 | 2:37 | 120:37 |
| | 13:00 - 13:59 | 68 | 58 | 3 | 1 | 0 | 2 | 0 | 0 | 7 | 7 | 0 | 0 | 0 | 0 | 2:38 | 153:15 | 2:39 | 162:26 |
| | 14:00 - 14:59 | 55 | 41 | 2 | 1 | 1 | 0 | 0 | 0 | 12 | 12 | 0 | 0 | 0 | 0 | 1:51 | 76:17 | 1:52 | 80:50 |
| | 15:00 - 15:59 | 76 | 47 | 4 | 2 | 0 | 2 | 0 | 0 | 25 | 25 | 0 | 0 | 0 | 0 | 2:48 | 132:19 | 2:43 | 139:11 |
| | 16:00 - 16:59 | 39 | 34 | 1 | 0 | 0 | 1 | 0 | 0 | 4 | 4 | 0 | 0 | 0 | 0 | 2:00 | 68:07 | 2:04 | 72:48 |
| | 17:00 - 17:59 | 37 | 24 | 2 | 0 | 0 | 2 | 0 | 0 | 11 | 11 | 0 | 0 | 0 | 0 | 2:13 | 53:32 | 2:14 | 58:22 |
| | 18:00 - 18:59 | 30 | 24 | 2 | 2 | 0 | 0 | 0 | 0 | 4 | 4 | 0 | 0 | 0 | 0 | 2:23 | 57:19 | 2:18 | 59:48 |
| | 19:00 - 19:59 | 26 | 13 | 1 | 0 | 0 | 1 | 0 | 0 | 12 | 12 | 0 | 0 | 0 | 0 | 2:45 | 35:49 | 2:43 | 38:10 |
| | 20:00 - 20:59 | 21 | 13 | 1 | 0 | 0 | 1 | 0 | 0 | 7 | 7 | 0 | 0 | 0 | 0 | 2:13 | 28:54 | 2:14 | 31:16 |
| | 21:00 - 21:59 | 15 | 13 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 4:30 | 58:38 | 4:36 | 59:59 |
| | 22:00 - 22:59 | 6 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:41 | 22:10 | 3:47 | 22:47 |
| | 23:00 - 23:59 | 13 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 5 | 0 | 0 | 0 | 0 | 4:14 | 33:56 | 4:20 | 34:44 |
| SUBTOTAL - 8003423334 | | 554 | 419 | 25 | 9 | 1 | 15 | 0 | 0 | 110 | 110 | 0 | 0 | 0 | 0 | 2:40 | 1123:57 | 2:40 | 1186:29 |

Inbound Number by Hour

US Eastern

Date Run 03/21/2011 Time

US Eastern

Date/Time Filter 03/20/2011 03/21/2011 Time

| INBOUND NUMBER | HOUR | ATTEMPTS | COMP | INCOMP | SHORT CALL | DIDN'T WAIT | DIDN'T ANSWER | ATB | BUSY | BLOCKED | TCC | EQUIP | NETWORK / ID CODE | PAYPHONE / MOBILE | NCR | AVG TALK TIME | TOTAL TALK TIME | AVG CALL DURATION | TOTAL CALL DURATION |
|-----------------------|---------------|----------|------|--------|------------|-------------|---------------|-----|------|---------|-----|-------|-------------------|-------------------|-----|---------------|-----------------|-------------------|---------------------|
| 8003423334 | 00:00 - 00:59 | 6 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 3:50 | 11:32 | 3:56 | 11:49 |
| | 01:00 - 01:59 | 3 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 0:21 | 0:21 | 0:27 | 0:27 |
| | 02:00 - 02:59 | 1 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0:00 | 0:00 | 1:34 | 1:34 |
| | 03:00 - 03:59 | 4 | 2 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 3:19 | 6:38 | 2:18 | 6:56 |
| | 04:00 - 04:59 | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:57 | 8:51 | 3:02 | 9:07 |
| | 06:00 - 06:59 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0:07 | 0:07 | 0:13 | 0:13 |
| | 07:00 - 07:59 | 3 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 1:30 | 3:00 | 1:36 | 3:13 |
| | 08:00 - 08:59 | 8 | 7 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:08 | 22:02 | 2:58 | 23:50 |
| | 09:00 - 09:59 | 12 | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:04 | 36:52 | 3:10 | 38:07 |
| | 10:00 - 10:59 | 18 | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 6 | 0 | 0 | 0 | 0 | 3:20 | 40:02 | 3:26 | 41:15 |
| | 11:00 - 11:59 | 19 | 16 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 3:13 | 51:31 | 3:19 | 53:06 |
| | 12:00 - 12:59 | 18 | 16 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:39 | 42:26 | 2:35 | 46:35 |
| | 13:00 - 13:59 | 14 | 12 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 2:16 | 27:22 | 2:12 | 28:39 |
| | 14:00 - 14:59 | 15 | 11 | 1 | 1 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 2:04 | 22:51 | 2:00 | 24:02 |
| | 15:00 - 15:59 | 15 | 9 | 1 | 0 | 0 | 1 | 0 | 0 | 5 | 5 | 0 | 0 | 0 | 0 | 2:34 | 23:13 | 2:27 | 24:32 |
| | 16:00 - 16:59 | 23 | 15 | 2 | 1 | 0 | 1 | 0 | 0 | 6 | 6 | 0 | 0 | 0 | 0 | 2:35 | 38:51 | 2:31 | 42:57 |
| | 17:00 - 17:59 | 14 | 13 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 3:11 | 41:28 | 3:17 | 42:49 |
| | 18:00 - 18:59 | 22 | 19 | 1 | 1 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 2:48 | 53:12 | 2:45 | 55:11 |
| | 19:00 - 19:59 | 11 | 10 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:31 | 25:17 | 2:23 | 26:18 |
| | 20:00 - 20:59 | 14 | 11 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 4:40 | 51:28 | 4:46 | 52:36 |
| | 21:00 - 21:59 | 27 | 15 | 0 | 0 | 0 | 0 | 0 | 0 | 12 | 12 | 0 | 0 | 0 | 0 | 2:58 | 44:33 | 3:04 | 46:01 |
| | 22:00 - 22:59 | 15 | 11 | 2 | 1 | 0 | 1 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 4:16 | 47:01 | 3:46 | 49:00 |
| | 23:00 - 23:59 | 15 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 6 | 0 | 0 | 0 | 0 | 2:58 | 26:44 | 3:04 | 27:40 |
| SUBTOTAL - 8003423334 | | 281 | 210 | 14 | 7 | 0 | 7 | 0 | 0 | 57 | 57 | 0 | 0 | 0 | 0 | 2:58 | 625:22 | 2:55 | 655:57 |

Inbound Number by Hour

Date Run 03/22/2011 Time US Eastern
 Date/Time Filter 03/21/2011 03/22/2011 Time US Eastern

| INBOUND NUMBER | HOUR | ATTEMPTS | COMP | INCOMP | SHORT CALL | DIDN'T WAIT | DIDN'T ANSWER | DIDN'T ATB | BUSY | BLOCKED | TCC | NETWORK / EQUIP | ID CODE | PAYPHONE / MOBILE | NCR | AVG TALK TIME | TOTAL TALK TIME | AVG CALL DURATION | TOTAL CALL DURATION |
|-----------------------|---------------|----------|-------|--------|------------|-------------|---------------|------------|------|---------|-------|-----------------|---------|-------------------|-----|---------------|-----------------|-------------------|---------------------|
| 8003423334 | 00:00 - 00:59 | 5 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4:23 | 21:55 | 4:29 | 22:27 |
| | 01:00 - 01:59 | 9 | 8 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:47 | 22:22 | 2:35 | 23:16 |
| | 02:00 - 02:59 | 5 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:56 | 19:44 | 4:02 | 20:13 |
| | 03:00 - 03:59 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 8:06 | 16:13 | 8:12 | 16:25 |
| | 04:00 - 04:59 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4:48 | 9:36 | 4:54 | 9:48 |
| | 05:00 - 05:59 | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1:58 | 7:54 | 2:04 | 8:19 |
| | 06:00 - 06:59 | 9 | 7 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 2:23 | 16:45 | 2:11 | 17:34 |
| | 07:00 - 07:59 | 123 | 96 | 3 | 0 | 0 | 3 | 0 | 0 | 24 | 24 | 0 | 0 | 0 | 0 | 3:06 | 297:57 | 3:08 | 310:51 |
| | 08:00 - 08:59 | 4,921 | 90 | 4,662 | 5 | 0 | 4 | 4,653 | 0 | 169 | 169 | 0 | 0 | 0 | 0 | 46:41 | 4201:53 | 0:53 | 4247:26 |
| | 09:00 - 09:59 | 7,001 | 58 | 6,683 | 7 | 0 | 3 | 6,673 | 0 | 260 | 260 | 0 | 0 | 0 | 0 | 43:03 | 2496:57 | 0:22 | 2549:11 |
| | 10:00 - 10:59 | 6,378 | 63 | 6,084 | 7 | 0 | 2 | 6,075 | 0 | 231 | 231 | 0 | 0 | 0 | 0 | 47:25 | 2988:17 | 0:29 | 3030:51 |
| | 11:00 - 11:59 | 6,221 | 47 | 5,956 | 4 | 0 | 1 | 5,951 | 0 | 218 | 218 | 0 | 0 | 0 | 0 | 58:58 | 2771:59 | 0:28 | 2808:53 |
| | 12:00 - 12:59 | 5,664 | 37 | 5,305 | 7 | 0 | 1 | 5,297 | 0 | 322 | 322 | 0 | 0 | 0 | 0 | 54:50 | 2029:04 | 0:23 | 2058:31 |
| | 13:00 - 13:59 | 5,704 | 53 | 5,396 | 12 | 0 | 2 | 5,382 | 0 | 255 | 255 | 0 | 0 | 0 | 0 | 45:59 | 2437:34 | 0:27 | 2472:50 |
| | 14:00 - 14:59 | 5,348 | 41 | 5,012 | 5 | 0 | 1 | 5,006 | 0 | 295 | 295 | 0 | 0 | 0 | 0 | 59:34 | 2442:54 | 0:29 | 2472:54 |
| | 15:00 - 15:59 | 5,326 | 51 | 5,042 | 1 | 0 | 1 | 5,040 | 0 | 233 | 233 | 0 | 0 | 0 | 0 | 40:32 | 2067:47 | 0:24 | 2094:25 |
| | 16:00 - 16:59 | 5,855 | 48 | 5,483 | 6 | 0 | 1 | 5,476 | 0 | 324 | 322 | 2 | 0 | 0 | 0 | 27:35 | 1324:10 | 0:14 | 1351:54 |
| | 17:00 - 17:59 | 630 | 190 | 407 | 3 | 0 | 7 | 397 | 0 | 33 | 33 | 0 | 0 | 0 | 0 | 3:06 | 591:04 | 1:02 | 620:40 |
| | 18:00 - 18:59 | 100 | 83 | 4 | 2 | 0 | 2 | 0 | 0 | 13 | 13 | 0 | 0 | 0 | 0 | 2:21 | 195:43 | 2:21 | 205:43 |
| | 19:00 - 19:59 | 69 | 58 | 6 | 4 | 0 | 2 | 0 | 0 | 5 | 5 | 0 | 0 | 0 | 0 | 2:40 | 154:54 | 2:33 | 163:29 |
| | 20:00 - 20:59 | 26 | 25 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4:10 | 104:33 | 4:07 | 107:12 |
| | 21:00 - 21:59 | 21 | 16 | 2 | 1 | 0 | 1 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 3:23 | 54:08 | 3:07 | 56:23 |
| | 22:00 - 22:59 | 13 | 11 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 3:54 | 42:58 | 3:40 | 44:10 |
| | 23:00 - 23:59 | 15 | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 3:23 | 40:44 | 3:29 | 41:57 |
| SUBTOTAL - 8003423334 | | 53,451 | 1,012 | 50,049 | 68 | 0 | 31 | 49,950 | 0 | 2,390 | 2,388 | 2 | 0 | 0 | 0 | 24:04 | 24357:05 | 0:29 | 24755:22 |

Inbound Number by Hour

US Eastern

Date Run 03/23/2011 Time

US Eastern

Date/Time Filter 03/22/2011 03/23/2011 Time

| INBOUND NUMBER | HOUR | ATTEMPTS | COMP | SHORT | | | DIDN'T | | | NETWORK / | | | PAYPHONE / | | AVG TALK | TOTAL TALK | AVG CALL | TOTAL CALL | |
|-------------------------------|---------------|----------|-------|--------|------|------|--------|--------|------|-----------|-------|-------|------------|--------|----------|------------|----------|------------|----------|
| | | | | INCOMP | CALL | WAIT | ANSWER | ATB | BUSY | BLOCKED | TCC | EQUIP | ID CODE | MOBILE | NCR | TIME | TIME | DURATION | DURATION |
| Inbound Number: 8003423334 | 00:00 - 00:59 | 12 | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:54 | 46:48 | 4:00 | 48:02 |
| | 01:00 - 01:59 | 12 | 8 | 1 | 1 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 5:01 | 40:08 | 4:32 | 40:51 |
| | 02:00 - 02:59 | 3 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0:22 | 0:45 | 0:28 | 0:57 |
| | 03:00 - 03:59 | 8 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 1:58 | 11:53 | 2:05 | 12:31 |
| | 04:00 - 04:59 | 4 | 3 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:39 | 7:59 | 2:05 | 8:23 |
| | 05:00 - 05:59 | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:11 | 12:47 | 3:17 | 13:09 |
| | 06:00 - 06:59 | 13 | 12 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:16 | 39:22 | 3:07 | 40:33 |
| | 07:00 - 07:59 | 205 | 124 | 67 | 8 | 0 | 6 | 53 | 0 | 14 | 14 | 0 | 0 | 0 | 0 | 3:06 | 385:00 | 2:08 | 409:23 |
| | 08:00 - 08:59 | 5,731 | 100 | 5,449 | 3 | 0 | 2 | 5,444 | 0 | 182 | 182 | 0 | 0 | 0 | 0 | 45:02 | 4503:30 | 0:49 | 4555:14 |
| | 09:00 - 09:59 | 5,977 | 62 | 5,760 | 1 | 0 | 1 | 5,758 | 0 | 155 | 155 | 0 | 0 | 0 | 0 | 41:58 | 2602:25 | 0:27 | 2640:26 |
| | 10:00 - 10:59 | 5,477 | 50 | 5,287 | 5 | 0 | 3 | 5,279 | 0 | 140 | 140 | 0 | 0 | 0 | 0 | 45:20 | 2267:27 | 0:25 | 2304:43 |
| | 11:00 - 11:59 | 4,836 | 47 | 4,652 | 1 | 0 | 2 | 4,649 | 0 | 137 | 137 | 0 | 0 | 0 | 0 | 53:24 | 2510:24 | 0:32 | 2541:33 |
| | 12:00 - 12:59 | 4,042 | 50 | 3,855 | 2 | 0 | 1 | 3,852 | 0 | 137 | 137 | 0 | 0 | 0 | 0 | 38:05 | 1904:38 | 0:29 | 1931:24 |
| | 13:00 - 13:59 | 3,330 | 84 | 3,053 | 5 | 0 | 1 | 3,047 | 0 | 193 | 193 | 0 | 0 | 0 | 0 | 28:47 | 2418:14 | 0:46 | 2445:16 |
| | 14:00 - 14:59 | 3,611 | 68 | 3,411 | 7 | 0 | 2 | 3,402 | 0 | 132 | 132 | 0 | 0 | 0 | 0 | 32:47 | 2229:37 | 0:38 | 2257:40 |
| | 15:00 - 15:59 | 2,786 | 74 | 2,653 | 7 | 0 | 4 | 2,642 | 0 | 59 | 59 | 0 | 0 | 0 | 0 | 34:21 | 2541:55 | 0:56 | 2573:59 |
| | 16:00 - 16:59 | 3,721 | 67 | 3,531 | 4 | 0 | 2 | 3,525 | 0 | 123 | 123 | 0 | 0 | 0 | 0 | 26:49 | 1797:13 | 0:30 | 1827:43 |
| | 17:00 - 17:59 | 663 | 168 | 467 | 4 | 0 | 5 | 458 | 0 | 28 | 28 | 0 | 0 | 0 | 0 | 2:46 | 465:19 | 0:47 | 497:54 |
| | 18:00 - 18:59 | 122 | 94 | 6 | 3 | 0 | 3 | 0 | 0 | 22 | 22 | 0 | 0 | 0 | 0 | 2:21 | 221:38 | 2:20 | 234:48 |
| | 19:00 - 19:59 | 31 | 24 | 4 | 2 | 0 | 2 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 2:50 | 68:11 | 2:39 | 74:14 |
| | 20:00 - 20:59 | 41 | 31 | 1 | 0 | 0 | 1 | 0 | 0 | 9 | 9 | 0 | 0 | 0 | 0 | 2:52 | 88:53 | 2:55 | 93:31 |
| | 21:00 - 21:59 | 28 | 24 | 1 | 1 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 3:03 | 73:28 | 3:02 | 76:03 |
| | 22:00 - 22:59 | 21 | 18 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 3:39 | 65:56 | 3:45 | 67:44 |
| | 23:00 - 23:59 | 14 | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 2:05 | 25:01 | 2:11 | 26:13 |
| SUBTOTAL - 8003423334 | | 40,692 | 1,144 | 38,200 | 56 | 0 | 35 | 38,109 | 0 | 1,348 | 1,348 | 0 | 0 | 0 | 0 | 21:15 | 24328:31 | 0:37 | 24722:14 |

Inbound Number by Hour

Date Run 03/24/2011 Time US Eastern
 Date/Time Filter 03/23/2011 03/24/2011 Time US Eastern

| INBOUND NUMBER | HOUR | ATTEMPTS | COMP | INCOMP | SHORT CALL | DIDN'T WAIT | DIDN'T ANSWER | DIDN'T ATB | BUSY | BLOCKED | TCC | NETWORK/ EQUIP | ID CODE | PAYPHONE/ MOBILE | NCR | AVG TALK TIME | TOTAL TALK TIME | AVG CALL DURATION | TOTAL CALL DURATION |
|-----------------------|---------------|----------|-------|--------|------------|-------------|---------------|------------|------|---------|-------|-------------------|---------|---------------------|-----|------------------|--------------------|----------------------|------------------------|
| 8003423334 | 00:00 - 00:59 | 16 | 14 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 3:10 | 44:25 | 3:12 | 48:14 |
| | 01:00 - 01:59 | 8 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:17 | 26:23 | 3:23 | 27:08 |
| | 02:00 - 02:59 | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4:39 | 18:37 | 4:45 | 19:01 |
| | 03:00 - 03:59 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7:09 | 7:09 | 7:15 | 7:15 |
| | 04:00 - 04:59 | 2 | 1 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0:04 | 0:04 | 0:08 | 0:16 |
| | 05:00 - 05:59 | 6 | 4 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 2:08 | 8:33 | 1:55 | 9:35 |
| | 06:00 - 06:59 | 21 | 15 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 6 | 0 | 0 | 0 | 0 | 2:03 | 30:59 | 2:09 | 32:27 |
| | 07:00 - 07:59 | 195 | 125 | 50 | 2 | 0 | 3 | 45 | 0 | 20 | 20 | 0 | 0 | 0 | 0 | 3:47 | 474:56 | 2:50 | 495:56 |
| | 08:00 - 08:59 | 3,775 | 81 | 3,568 | 5 | 0 | 1 | 3,562 | 0 | 126 | 126 | 0 | 0 | 0 | 0 | 46:41 | 3782:34 | 1:02 | 3816:02 |
| | 09:00 - 09:59 | 4,443 | 72 | 4,257 | 3 | 0 | 2 | 4,252 | 0 | 114 | 114 | 0 | 0 | 0 | 0 | 39:26 | 2839:57 | 0:39 | 2875:22 |
| | 10:00 - 10:59 | 4,378 | 39 | 4,246 | 2 | 0 | 1 | 4,243 | 0 | 93 | 93 | 0 | 0 | 0 | 0 | 51:24 | 2005:04 | 0:28 | 2035:34 |
| | 11:00 - 11:59 | 2,924 | 63 | 2,730 | 0 | 0 | 2 | 2,728 | 0 | 131 | 131 | 0 | 0 | 0 | 0 | 37:00 | 2331:40 | 0:50 | 2355:48 |
| | 12:00 - 12:59 | 3,164 | 65 | 2,991 | 3 | 0 | 3 | 2,985 | 0 | 108 | 108 | 0 | 0 | 0 | 0 | 28:27 | 1849:21 | 0:36 | 1879:43 |
| | 13:00 - 13:59 | 2,791 | 92 | 2,565 | 0 | 0 | 4 | 2,561 | 0 | 134 | 134 | 0 | 0 | 0 | 0 | 29:26 | 2707:55 | 1:01 | 2736:32 |
| | 14:00 - 14:59 | 2,372 | 85 | 2,203 | 5 | 0 | 4 | 2,194 | 0 | 84 | 84 | 0 | 0 | 0 | 0 | 27:02 | 2298:12 | 1:00 | 2324:02 |
| | 15:00 - 15:59 | 2,924 | 71 | 2,638 | 4 | 0 | 2 | 2,632 | 0 | 215 | 215 | 0 | 0 | 0 | 0 | 33:33 | 2383:04 | 0:53 | 2406:59 |
| | 16:00 - 16:59 | 2,116 | 74 | 1,956 | 2 | 0 | 1 | 1,953 | 0 | 86 | 86 | 0 | 0 | 0 | 0 | 28:17 | 2093:31 | 1:02 | 2114:20 |
| | 17:00 - 17:59 | 348 | 110 | 210 | 2 | 1 | 3 | 204 | 0 | 28 | 28 | 0 | 0 | 0 | 0 | 2:52 | 316:17 | 1:02 | 332:45 |
| | 18:00 - 18:59 | 101 | 81 | 9 | 5 | 1 | 3 | 0 | 0 | 11 | 11 | 0 | 0 | 0 | 0 | 2:11 | 178:07 | 2:07 | 190:44 |
| | 19:00 - 19:59 | 63 | 48 | 4 | 3 | 0 | 1 | 0 | 0 | 11 | 11 | 0 | 0 | 0 | 0 | 2:07 | 102:04 | 2:04 | 107:36 |
| | 20:00 - 20:59 | 34 | 21 | 2 | 2 | 0 | 0 | 0 | 0 | 11 | 11 | 0 | 0 | 0 | 0 | 3:18 | 69:30 | 3:07 | 71:53 |
| | 21:00 - 21:59 | 27 | 26 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 2:39 | 69:00 | 2:45 | 71:40 |
| | 22:00 - 22:59 | 18 | 16 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:56 | 62:56 | 3:44 | 67:19 |
| | 23:00 - 23:59 | 18 | 14 | 0 | 0 | 0 | 0 | 0 | 0 | 4 | 4 | 0 | 0 | 0 | 0 | 2:10 | 30:20 | 2:16 | 31:44 |
| SUBTOTAL - 8003423334 | | 29,749 | 1,130 | 27,434 | 39 | 2 | 34 | 27,359 | 0 | 1,185 | 1,185 | 0 | 0 | 0 | 0 | 21:00 | 23730:38 | 0:50 | 24057:55 |

Inbound Number by Hour

Date Run 03/25/2011 Time US Eastern
 Date/Time Filter 03/24/2011 03/25/2011 Time US Eastern

| INBOUND NUMBER | HOUR | ATTEMPTS | COMP | INCOMP | SHORT CALL | DIDN'T WAIT | DIDN'T ANSWER | DIDN'T ATB | BUSY | BLOCKED | TCC | NETWORK / EQUIP | ID CODE | PAYPHONE / MOBILE | NCR | AVG TALK TIME | TOTAL TALK TIME | AVG CALL DURATION | TOTAL CALL DURATION |
|-----------------------|---------------|----------|-------|--------|------------|-------------|---------------|------------|------|---------|-----|-----------------|---------|-------------------|-----|---------------|-----------------|-------------------|---------------------|
| 8003423334 | 00:00 - 00:59 | 8 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 3:44 | 22:26 | 3:51 | 23:07 |
| | 01:00 - 01:59 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:36 | 7:12 | 3:41 | 7:22 |
| | 02:00 - 02:59 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6:42 | 13:25 | 6:49 | 13:38 |
| | 04:00 - 04:59 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:39 | 7:19 | 3:46 | 7:32 |
| | 05:00 - 05:59 | 8 | 5 | 1 | 0 | 0 | 1 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 9:03 | 45:18 | 7:57 | 47:42 |
| | 06:00 - 06:59 | 9 | 7 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 3:23 | 23:42 | 3:12 | 25:39 |
| | 07:00 - 07:59 | 148 | 121 | 20 | 4 | 0 | 2 | 14 | 0 | 7 | 7 | 0 | 0 | 0 | 0 | 4:14 | 512:18 | 3:44 | 527:49 |
| | 08:00 - 08:59 | 2,741 | 100 | 2,596 | 3 | 0 | 5 | 2,588 | 0 | 45 | 45 | 0 | 0 | 0 | 0 | 41:59 | 4198:37 | 1:34 | 4230:26 |
| | 09:00 - 09:59 | 3,213 | 63 | 3,065 | 1 | 0 | 3 | 3,061 | 0 | 85 | 85 | 0 | 0 | 0 | 0 | 41:44 | 2629:39 | 0:51 | 2661:22 |
| | 10:00 - 10:59 | 2,651 | 51 | 2,484 | 3 | 0 | 3 | 2,478 | 0 | 116 | 116 | 0 | 0 | 0 | 0 | 50:32 | 2577:19 | 1:01 | 2604:26 |
| | 11:00 - 11:59 | 3,421 | 69 | 3,190 | 3 | 0 | 2 | 3,185 | 0 | 162 | 162 | 0 | 0 | 0 | 0 | 39:08 | 2700:58 | 0:50 | 2726:51 |
| | 12:00 - 12:59 | 2,711 | 53 | 2,557 | 3 | 0 | 3 | 2,551 | 0 | 101 | 101 | 0 | 0 | 0 | 0 | 31:52 | 1689:13 | 0:39 | 1716:32 |
| | 13:00 - 13:59 | 2,391 | 63 | 2,220 | 2 | 0 | 3 | 2,215 | 0 | 108 | 108 | 0 | 0 | 0 | 0 | 30:04 | 1894:31 | 0:50 | 1916:13 |
| | 14:00 - 14:59 | 2,463 | 82 | 2,216 | 4 | 0 | 3 | 2,209 | 0 | 165 | 165 | 0 | 0 | 0 | 0 | 32:00 | 2625:11 | 1:09 | 2650:02 |
| | 15:00 - 15:59 | 2,379 | 82 | 2,212 | 0 | 0 | 3 | 2,209 | 0 | 85 | 85 | 0 | 0 | 0 | 0 | 24:28 | 2006:57 | 0:53 | 2032:50 |
| | 16:00 - 16:59 | 1,879 | 65 | 1,747 | 3 | 0 | 3 | 1,741 | 0 | 67 | 67 | 0 | 0 | 0 | 0 | 22:22 | 1454:50 | 0:48 | 1475:16 |
| | 17:00 - 17:59 | 281 | 152 | 109 | 3 | 0 | 7 | 99 | 0 | 20 | 20 | 0 | 0 | 0 | 0 | 3:00 | 456:41 | 1:50 | 482:41 |
| | 18:00 - 18:59 | 87 | 71 | 5 | 2 | 0 | 3 | 0 | 0 | 11 | 11 | 0 | 0 | 0 | 0 | 2:36 | 184:37 | 2:35 | 197:16 |
| | 19:00 - 19:59 | 40 | 36 | 2 | 1 | 0 | 1 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 2:59 | 107:59 | 2:58 | 112:47 |
| | 20:00 - 20:59 | 31 | 19 | 1 | 0 | 0 | 1 | 0 | 0 | 11 | 11 | 0 | 0 | 0 | 0 | 3:24 | 64:36 | 3:21 | 67:17 |
| | 21:00 - 21:59 | 16 | 13 | 1 | 0 | 0 | 1 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 4:08 | 53:44 | 3:59 | 55:54 |
| | 22:00 - 22:59 | 15 | 10 | 3 | 2 | 0 | 1 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 2:54 | 29:06 | 2:25 | 31:26 |
| | 23:00 - 23:59 | 10 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:16 | 22:48 | 2:22 | 23:48 |
| SUBTOTAL - 8003423334 | | 24,508 | 1,084 | 22,430 | 34 | 0 | 46 | 22,350 | 0 | 994 | 994 | 0 | 0 | 0 | 0 | 21:31 | 23328:26 | 1:00 | 23637:56 |

Inbound Number by
Hour

Date Run 03/26/2011 Time US Eastern
Date/Time Filter 03/25/2011 03/26/2011 Time US Eastern

| INBOUND NUMBER | HOUR | ATTEMPTS | COMP | INCOMP | SHORT DIDN'T DIDN'T | | | | BUSY | BLOCKED | TCC | NETWORK / | | PAYPHONE / | | AVG TALK | TOTAL TALK | AVG CALL | TOTAL CALL | |
|-------------------------------|---------------|----------|-------|--------|---------------------|------|--------|--------|------|---------|-------|-----------|---------|------------|-----|----------|------------|----------|------------|----------|
| | | | | | CALL | WAIT | ANSWER | ATB | | | | EQUIP | ID CODE | MOBILE | NCR | | | | | TIME |
| Inbound Number: 8003423334 | 00:00 - 00:59 | 6 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:17 | 13:45 | 2:23 | 14:18 |
| | 01:00 - 01:59 | 6 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:45 | 16:34 | 2:51 | 17:08 |
| | 02:00 - 02:59 | 6 | 4 | 2 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1:01 | 4:06 | 0:54 | 5:25 |
| | 03:00 - 03:59 | 12 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 10 | 10 | 0 | 0 | 0 | 0 | 0 | 8:07 | 16:15 | 8:14 | 16:28 |
| | 04:00 - 04:59 | 12 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 6 | 6 | 0 | 0 | 0 | 0 | 0 | 0:56 | 5:41 | 1:03 | 6:19 |
| | 05:00 - 05:59 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:25 | 4:51 | 2:31 | 5:03 |
| | 06:00 - 06:59 | 14 | 10 | 1 | 1 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 3:41 | 36:52 | 3:26 | 37:56 |
| | 07:00 - 07:59 | 131 | 103 | 14 | 4 | 1 | 4 | 5 | 0 | 14 | 14 | 0 | 0 | 0 | 0 | 0 | 3:58 | 409:57 | 3:38 | 426:28 |
| | 08:00 - 08:59 | 2,503 | 86 | 2,317 | 2 | 0 | 3 | 2,312 | 0 | 100 | 100 | 0 | 0 | 0 | 0 | 0 | 38:15 | 3289:56 | 1:22 | 3316:54 |
| | 09:00 - 09:59 | 2,927 | 97 | 2,749 | 2 | 0 | 5 | 2,742 | 0 | 81 | 81 | 0 | 0 | 0 | 0 | 0 | 33:43 | 3271:11 | 1:09 | 3306:53 |
| | 10:00 - 10:59 | 3,249 | 52 | 3,069 | 2 | 0 | 1 | 3,066 | 0 | 128 | 128 | 0 | 0 | 0 | 0 | 0 | 50:18 | 2615:40 | 0:50 | 2640:20 |
| | 11:00 - 11:59 | 3,464 | 49 | 3,293 | 2 | 0 | 2 | 3,289 | 0 | 122 | 122 | 0 | 0 | 0 | 0 | 0 | 44:46 | 2193:47 | 0:39 | 2218:44 |
| | 12:00 - 12:59 | 2,862 | 52 | 2,672 | 2 | 0 | 1 | 2,669 | 0 | 138 | 138 | 0 | 0 | 0 | 0 | 0 | 33:38 | 1749:36 | 0:39 | 1773:00 |
| | 13:00 - 13:59 | 2,527 | 78 | 2,359 | 2 | 0 | 2 | 2,355 | 0 | 90 | 89 | 1 | 0 | 0 | 0 | 0 | 41:56 | 3270:50 | 1:21 | 3292:47 |
| | 14:00 - 14:59 | 3,140 | 48 | 2,953 | 5 | 0 | 2 | 2,946 | 0 | 139 | 139 | 0 | 0 | 0 | 0 | 0 | 35:55 | 1724:45 | 0:35 | 1750:38 |
| | 15:00 - 15:59 | 3,443 | 89 | 3,134 | 2 | 0 | 2 | 3,130 | 0 | 220 | 220 | 0 | 0 | 0 | 0 | 0 | 25:34 | 2275:57 | 0:42 | 2306:19 |
| | 16:00 - 16:59 | 4,025 | 74 | 3,822 | 6 | 0 | 4 | 3,812 | 0 | 129 | 129 | 0 | 0 | 0 | 0 | 0 | 20:22 | 1507:21 | 0:23 | 1544:26 |
| | 17:00 - 17:59 | 343 | 156 | 165 | 3 | 0 | 6 | 156 | 0 | 22 | 22 | 0 | 0 | 0 | 0 | 0 | 2:57 | 461:27 | 1:30 | 485:06 |
| | 18:00 - 18:59 | 86 | 68 | 4 | 2 | 0 | 2 | 0 | 0 | 14 | 14 | 0 | 0 | 0 | 0 | 0 | 2:17 | 156:03 | 2:17 | 164:58 |
| | 19:00 - 19:59 | 43 | 33 | 3 | 1 | 1 | 1 | 0 | 0 | 7 | 7 | 0 | 0 | 0 | 0 | 0 | 2:53 | 95:21 | 2:48 | 100:51 |
| | 20:00 - 20:59 | 31 | 18 | 0 | 0 | 0 | 0 | 0 | 0 | 13 | 13 | 0 | 0 | 0 | 0 | 0 | 2:25 | 43:34 | 2:31 | 45:28 |
| | 21:00 - 21:59 | 16 | 13 | 1 | 1 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 1:49 | 23:43 | 1:47 | 25:06 |
| | 22:00 - 22:59 | 10 | 8 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 3:26 | 27:30 | 3:14 | 29:09 |
| | 23:00 - 23:59 | 8 | 7 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:53 | 20:17 | 2:37 | 21:02 |
| SUBTOTAL - 8003423334 | | 28,866 | 1,067 | 26,560 | 39 | 2 | 37 | 26,482 | 0 | 1,239 | 1,238 | 1 | 0 | 0 | 0 | 0 | 21:46 | 23234:59 | 0:51 | 23550:46 |

Inbound Number by Hour

Date Run 03/27/2011 Time US Eastern
 Date/Time Filter 03/26/2011 03/27/2011 Time US Eastern

| INBOUND NUMBER | HOUR | ATTEMPTS | COMP | INCOMP | SHORT CALL | DIDN'T WAIT | DIDN'T ANSWER | ATB | BUSY | BLOCKED | TCC | NETWORK / EQUIP | ID CODE | PAYPHONE / MOBILE | NCR | AVG TALK TIME | TOTAL TALK TIME | AVG CALL DURATION | TOTAL CALL DURATION |
|-----------------------|---------------|----------|------|--------|------------|-------------|---------------|-----|------|---------|-----|-----------------|---------|-------------------|-----|---------------|-----------------|-------------------|---------------------|
| 8003423334 | 00:00 - 00:59 | 5 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:19 | 11:35 | 2:24 | 12:04 |
| | 01:00 - 01:59 | 5 | 4 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4:43 | 18:54 | 3:51 | 19:19 |
| | 02:00 - 02:59 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6:02 | 12:05 | 6:09 | 12:18 |
| | 03:00 - 03:59 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1:59 | 1:59 | 2:06 | 2:06 |
| | 04:00 - 04:59 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1:16 | 2:32 | 1:22 | 2:45 |
| | 06:00 - 06:59 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:59 | 2:59 | 3:05 | 3:05 |
| | 07:00 - 07:59 | 6 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:56 | 17:36 | 3:01 | 18:11 |
| | 08:00 - 08:59 | 26 | 18 | 3 | 1 | 0 | 2 | 0 | 0 | 5 | 5 | 0 | 0 | 0 | 0 | 3:43 | 67:04 | 3:22 | 70:56 |
| | 09:00 - 09:59 | 31 | 25 | 1 | 1 | 0 | 0 | 0 | 0 | 5 | 5 | 0 | 0 | 0 | 0 | 3:00 | 75:02 | 2:59 | 77:38 |
| | 10:00 - 10:59 | 33 | 26 | 4 | 2 | 0 | 2 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 3:04 | 80:08 | 2:49 | 84:56 |
| | 11:00 - 11:59 | 38 | 33 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 5 | 0 | 0 | 0 | 0 | 3:17 | 108:33 | 3:23 | 111:51 |
| | 12:00 - 12:59 | 51 | 40 | 3 | 1 | 0 | 2 | 0 | 0 | 8 | 8 | 0 | 0 | 0 | 0 | 2:14 | 89:24 | 2:12 | 95:09 |
| | 13:00 - 13:59 | 61 | 46 | 2 | 1 | 0 | 1 | 0 | 0 | 13 | 13 | 0 | 0 | 0 | 0 | 2:11 | 100:46 | 2:13 | 106:41 |
| | 14:00 - 14:59 | 36 | 33 | 2 | 1 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 3:36 | 119:17 | 3:32 | 123:58 |
| | 15:00 - 15:59 | 22 | 20 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 2:37 | 52:38 | 2:35 | 54:34 |
| | 16:00 - 16:59 | 28 | 22 | 2 | 0 | 0 | 2 | 0 | 0 | 4 | 4 | 0 | 0 | 0 | 0 | 3:07 | 68:34 | 3:03 | 73:14 |
| | 17:00 - 17:59 | 22 | 19 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 2:41 | 51:05 | 2:47 | 52:58 |
| | 18:00 - 18:59 | 36 | 17 | 0 | 0 | 0 | 0 | 0 | 0 | 19 | 19 | 0 | 0 | 0 | 0 | 3:59 | 67:47 | 4:05 | 69:32 |
| | 19:00 - 19:59 | 13 | 11 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 2:37 | 28:55 | 2:43 | 30:01 |
| | 20:00 - 20:59 | 10 | 9 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:37 | 32:37 | 3:30 | 35:00 |
| | 21:00 - 21:59 | 11 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 4:27 | 35:43 | 4:33 | 36:30 |
| | 22:00 - 22:59 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4:47 | 9:34 | 4:53 | 9:46 |
| | 23:00 - 23:59 | 11 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 5:05 | 45:50 | 5:11 | 46:45 |
| SUBTOTAL - 8003423334 | | 453 | 359 | 20 | 9 | 0 | 11 | 0 | 0 | 74 | 74 | 0 | 0 | 0 | 0 | 3:03 | 1100:37 | 3:01 | 1149:17 |

Inbound Number by Hour

Date Run 03/28/2011 Time US Eastern
 Date/Time Filter 03/27/2011 03/28/2011 Time US Eastern

| INBOUND NUMBER | HOUR | ATTEMPTS | COMP | INCOMP | SHORT CALL | DIDN'T WAIT | DIDN'T ANSWER | ATB | BUSY | BLOCKED | TCC | NETWORK / EQUIP | ID CODE | PAYPHONE / MOBILE | NCR | AVG TALK TIME | TOTAL TALK TIME | AVG CALL DURATION | TOTAL CALL DURATION |
|-----------------------|---------------|----------|------|--------|------------|-------------|---------------|-----|------|---------|-----|-----------------|---------|-------------------|-----|---------------|-----------------|-------------------|---------------------|
| 8003423334 | 00:00 - 00:59 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0:22 | 0:22 | 0:29 | 0:29 |
| | 01:00 - 01:59 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:21 | 4:42 | 2:28 | 4:56 |
| | 02:00 - 02:59 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5:19 | 10:39 | 5:25 | 10:50 |
| | 03:00 - 03:59 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:06 | 6:13 | 3:12 | 6:25 |
| | 04:00 - 04:59 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0:18 | 0:18 | 0:24 | 0:24 |
| | 05:00 - 05:59 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 7:54 | 7:54 | 7:59 | 7:59 |
| | 06:00 - 06:59 | 7 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 3:43 | 14:54 | 3:49 | 15:19 |
| | 07:00 - 07:59 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 12:14 | 12:14 | 12:20 | 12:20 |
| | 08:00 - 08:59 | 6 | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 3:55 | 19:35 | 4:01 | 20:07 |
| | 09:00 - 09:59 | 11 | 5 | 1 | 1 | 0 | 0 | 0 | 0 | 5 | 5 | 0 | 0 | 0 | 0 | 5:04 | 25:22 | 4:19 | 25:55 |
| | 10:00 - 10:59 | 16 | 12 | 2 | 0 | 0 | 2 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 2:09 | 25:53 | 2:03 | 28:44 |
| | 11:00 - 11:59 | 14 | 12 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 4:31 | 54:18 | 4:37 | 55:34 |
| | 12:00 - 12:59 | 17 | 15 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 2:17 | 34:26 | 2:23 | 35:55 |
| | 13:00 - 13:59 | 10 | 9 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 3:31 | 31:42 | 3:37 | 32:36 |
| | 14:00 - 14:59 | 13 | 11 | 2 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:23 | 37:19 | 3:02 | 39:28 |
| | 15:00 - 15:59 | 14 | 14 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:12 | 44:51 | 3:18 | 46:17 |
| | 16:00 - 16:59 | 11 | 11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:05 | 34:02 | 3:11 | 35:04 |
| | 17:00 - 17:59 | 17 | 9 | 2 | 2 | 0 | 0 | 0 | 0 | 6 | 6 | 0 | 0 | 0 | 0 | 3:28 | 31:19 | 2:56 | 32:23 |
| | 18:00 - 18:59 | 12 | 10 | 2 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:11 | 21:51 | 2:06 | 25:19 |
| | 19:00 - 19:59 | 11 | 11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:30 | 38:32 | 3:36 | 39:40 |
| | 20:00 - 20:59 | 18 | 18 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1:29 | 26:54 | 1:36 | 28:53 |
| | 21:00 - 21:59 | 8 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 3:10 | 19:02 | 3:16 | 19:40 |
| | 22:00 - 22:59 | 10 | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 2:29 | 19:56 | 2:35 | 20:46 |
| | 23:00 - 23:59 | 8 | 7 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:06 | 14:45 | 2:02 | 16:17 |
| SUBTOTAL - 8003423334 | | 213 | 177 | 10 | 3 | 1 | 6 | 0 | 0 | 26 | 26 | 0 | 0 | 0 | 0 | 3:02 | 537:03 | 3:00 | 561:20 |

Inbound Number by
Hour

Date Run 03/29/2011 Time US Eastern
Date/Time Filter 03/28/2011 03/29/2011 Time US Eastern

| INBOUND NUMBER | HOURL | ATTEMPTS | COMP | INCOMP | SHORT CALL | DIDN'T WAIT | DIDN'T ANSWER | ATB | BUSY | BLOCKED | TCC | NETWORK / EQUIP | ID CODE | PAYPHONE / MOBILE | NCR | AVG TALK TIME | TOTAL TALK TIME | AVG CALL DURATION | TOTAL CALL DURATION |
|----------------------------|---------------|----------|-------|--------|------------|-------------|---------------|--------|------|---------|-------|-----------------|---------|-------------------|-----|---------------|-----------------|-------------------|---------------------|
| Inbound Number: 8003423334 | 00:00 - 00:59 | 10 | 8 | 1 | 0 | 0 | 1 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 2:54 | 23:17 | 2:49 | 25:29 |
| | 01:00 - 01:59 | 4 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 4:50 | 14:32 | 4:57 | 14:51 |
| | 02:00 - 02:59 | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:49 | 11:17 | 2:55 | 11:42 |
| | 03:00 - 03:59 | 4 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 4:30 | 13:32 | 4:36 | 13:48 |
| | 04:00 - 04:59 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1:04 | 2:08 | 1:10 | 2:20 |
| | 05:00 - 05:59 | 3 | 2 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0:14 | 0:28 | 0:15 | 0:46 |
| | 06:00 - 06:59 | 17 | 15 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 2:06 | 31:33 | 2:12 | 33:07 |
| | 07:00 - 07:59 | 157 | 114 | 30 | 1 | 0 | 6 | 23 | 0 | 13 | 13 | 0 | 0 | 0 | 0 | 3:40 | 419:48 | 3:02 | 438:45 |
| | 08:00 - 08:59 | 4,442 | 93 | 4,183 | 2 | 0 | 4 | 4,177 | 0 | 166 | 166 | 0 | 0 | 0 | 0 | 37:46 | 3512:40 | 0:49 | 3555:36 |
| | 09:00 - 09:59 | 5,420 | 81 | 5,174 | 6 | 0 | 2 | 5,166 | 0 | 165 | 165 | 0 | 0 | 0 | 0 | 36:54 | 2989:21 | 0:34 | 3025:12 |
| | 10:00 - 10:59 | 3,797 | 65 | 3,548 | 4 | 0 | 1 | 3,543 | 0 | 184 | 184 | 0 | 0 | 0 | 0 | 34:59 | 2273:59 | 0:38 | 2298:14 |
| | 11:00 - 11:59 | 3,692 | 75 | 3,437 | 6 | 0 | 3 | 3,428 | 0 | 180 | 180 | 0 | 0 | 0 | 0 | 31:28 | 2360:20 | 0:40 | 2388:45 |
| | 12:00 - 12:59 | 3,589 | 63 | 3,399 | 3 | 0 | 4 | 3,392 | 0 | 127 | 127 | 0 | 0 | 0 | 0 | 39:51 | 2510:37 | 0:43 | 2537:46 |
| | 13:00 - 13:59 | 3,151 | 90 | 2,834 | 8 | 0 | 4 | 2,822 | 0 | 227 | 227 | 0 | 0 | 0 | 0 | 25:01 | 2252:16 | 0:46 | 2285:46 |
| | 14:00 - 14:59 | 3,493 | 75 | 3,284 | 8 | 0 | 3 | 3,273 | 0 | 134 | 134 | 0 | 0 | 0 | 0 | 27:24 | 2055:57 | 0:37 | 2085:08 |
| | 15:00 - 15:59 | 3,431 | 84 | 3,219 | 2 | 0 | 2 | 3,215 | 0 | 128 | 128 | 0 | 0 | 0 | 0 | 23:38 | 1985:17 | 0:36 | 2012:02 |
| | 16:00 - 16:59 | 3,602 | 129 | 3,369 | 9 | 0 | 6 | 3,354 | 0 | 104 | 104 | 0 | 0 | 0 | 0 | 17:39 | 2277:21 | 0:39 | 2311:41 |
| | 17:00 - 17:59 | 673 | 206 | 427 | 4 | 0 | 10 | 413 | 0 | 40 | 40 | 0 | 0 | 0 | 0 | 3:09 | 649:34 | 1:05 | 686:57 |
| | 18:00 - 18:59 | 116 | 90 | 3 | 1 | 0 | 2 | 0 | 0 | 23 | 23 | 0 | 0 | 0 | 0 | 2:28 | 223:17 | 2:30 | 233:44 |
| | 19:00 - 19:59 | 59 | 45 | 3 | 1 | 0 | 2 | 0 | 0 | 11 | 11 | 0 | 0 | 0 | 0 | 2:04 | 93:30 | 2:04 | 99:48 |
| | 20:00 - 20:59 | 21 | 16 | 3 | 3 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 2:26 | 39:04 | 2:08 | 40:48 |
| | 21:00 - 21:59 | 26 | 20 | 2 | 1 | 0 | 1 | 0 | 0 | 4 | 4 | 0 | 0 | 0 | 0 | 3:12 | 64:09 | 3:04 | 67:43 |
| | 22:00 - 22:59 | 34 | 28 | 3 | 2 | 0 | 1 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 3:21 | 93:52 | 3:09 | 97:57 |
| | 23:00 - 23:59 | 21 | 16 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 5 | 0 | 0 | 0 | 0 | 5:01 | 80:19 | 5:07 | 82:01 |
| SUBTOTAL - 8003423334 | | 35,768 | 1,327 | 32,920 | 62 | 0 | 52 | 32,806 | 0 | 1,521 | 1,521 | 0 | 0 | 0 | 0 | 18:04 | 23978:08 | 0:42 | 24349:56 |

Inbound Number by
Hour

Date Run 03/30/2011 Time US Eastern
Date/Time Filter 03/29/2011 03/30/2011 Time US Eastern

| INBOUND NUMBER | HOUR | ATTEMPTS | COMP | INCOMP | SHORT CALL | DIDN'T WAIT | DIDN'T ANSWER | DIDN'T ATB | BUSY | BLOCKED | TCC | NETWORK / EQUIP | ID CODE | PAYPHONE / MOBILE | NCR | AVG TALK TIME | TOTAL TALK TIME | AVG CALL DURATION | TOTAL CALL DURATION | |
|-------------------------------|---------------|----------|-------|--------|------------|-------------|---------------|------------|------|---------|-------|-----------------|---------|-------------------|-----|---------------|-----------------|-------------------|---------------------|----------|
| Inbound Number: 8003423334 | 00:00 - 00:59 | 13 | 9 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 3:56 | 35:25 | 3:18 | 36:25 |
| | 01:00 - 01:59 | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4:27 | 17:50 | 4:33 | 18:15 |
| | 02:00 - 02:59 | 5 | 2 | 2 | 1 | 1 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 3:31 | 7:02 | 1:51 | 7:26 |
| | 04:00 - 04:59 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 11:27 | 22:55 | 11:33 | 23:07 |
| | 05:00 - 05:59 | 7 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1:59 | 13:53 | 2:05 | 14:36 |
| | 06:00 - 06:59 | 11 | 11 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:51 | 31:27 | 2:57 | 32:30 |
| | 07:00 - 07:59 | 207 | 117 | 53 | 3 | 0 | 4 | 46 | 0 | 37 | 37 | 0 | 0 | 0 | 0 | 0 | 3:22 | 395:43 | 2:26 | 415:00 |
| | 08:00 - 08:59 | 3,435 | 131 | 3,205 | 6 | 0 | 3 | 3,196 | 0 | 99 | 99 | 0 | 0 | 0 | 0 | 0 | 22:51 | 2993:25 | 0:54 | 3035:12 |
| | 09:00 - 09:59 | 2,344 | 108 | 2,149 | 3 | 0 | 5 | 2,141 | 0 | 87 | 87 | 0 | 0 | 0 | 0 | 0 | 25:36 | 2766:23 | 1:14 | 2796:13 |
| | 10:00 - 10:59 | 2,530 | 87 | 2,285 | 3 | 0 | 1 | 2,281 | 0 | 158 | 158 | 0 | 0 | 0 | 0 | 0 | 32:47 | 2852:15 | 1:12 | 2872:00 |
| | 11:00 - 11:59 | 2,123 | 75 | 1,848 | 5 | 0 | 3 | 1,840 | 0 | 200 | 200 | 0 | 0 | 0 | 0 | 0 | 39:59 | 2998:47 | 1:34 | 3021:13 |
| | 12:00 - 12:59 | 2,349 | 56 | 2,191 | 1 | 0 | 0 | 2,190 | 0 | 102 | 102 | 0 | 0 | 0 | 0 | 0 | 44:10 | 2473:52 | 1:06 | 2492:02 |
| | 13:00 - 13:59 | 2,421 | 60 | 2,240 | 2 | 0 | 0 | 2,238 | 0 | 121 | 121 | 0 | 0 | 0 | 0 | 0 | 43:55 | 2635:37 | 1:09 | 2652:55 |
| | 14:00 - 14:59 | 2,516 | 55 | 2,355 | 2 | 0 | 2 | 2,351 | 0 | 106 | 106 | 0 | 0 | 0 | 0 | 0 | 36:22 | 2000:10 | 0:50 | 2022:25 |
| | 15:00 - 15:59 | 2,529 | 71 | 2,333 | 2 | 0 | 2 | 2,329 | 0 | 125 | 123 | 2 | 0 | 0 | 0 | 0 | 36:36 | 2598:56 | 1:05 | 2621:09 |
| | 16:00 - 16:59 | 2,223 | 56 | 2,115 | 4 | 0 | 2 | 2,109 | 0 | 52 | 52 | 0 | 0 | 0 | 0 | 0 | 33:01 | 1849:00 | 0:51 | 1870:45 |
| | 17:00 - 17:59 | 400 | 142 | 237 | 5 | 0 | 5 | 227 | 0 | 21 | 21 | 0 | 0 | 0 | 0 | 0 | 3:02 | 430:49 | 1:11 | 453:13 |
| | 18:00 - 18:59 | 62 | 50 | 5 | 3 | 0 | 2 | 0 | 0 | 7 | 7 | 0 | 0 | 0 | 0 | 0 | 3:25 | 171:16 | 3:15 | 179:00 |
| | 19:00 - 19:59 | 36 | 25 | 2 | 1 | 0 | 1 | 0 | 0 | 9 | 9 | 0 | 0 | 0 | 0 | 0 | 2:34 | 64:28 | 2:31 | 67:57 |
| | 20:00 - 20:59 | 37 | 31 | 2 | 1 | 0 | 1 | 0 | 0 | 4 | 4 | 0 | 0 | 0 | 0 | 0 | 3:04 | 95:22 | 3:01 | 100:02 |
| | 21:00 - 21:59 | 18 | 17 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:10 | 54:02 | 3:06 | 55:51 |
| | 22:00 - 22:59 | 7 | 5 | 2 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0:26 | 2:11 | 0:38 | 4:29 |
| | 23:00 - 23:59 | 30 | 22 | 0 | 0 | 0 | 0 | 0 | 0 | 8 | 8 | 0 | 0 | 0 | 0 | 0 | 2:54 | 63:52 | 2:59 | 65:59 |
| SUBTOTAL - 8003423334 | | 23,309 | 1,143 | 21,027 | 46 | 1 | 32 | 20,948 | 0 | 1,139 | 1,137 | 2 | 0 | 0 | 0 | 0 | 21:30 | 24574:40 | 1:07 | 24857:44 |

Inbound Number by Hour

US Eastern

Date Run 03/31/2011 Time

US Eastern

Date/Time Filter 03/30/2011 03/31/2011 Time

| INBOUND NUMBER | HOUR | ATTEMPTS | COMP | SHORT INCOMP | DIDN'T CALL | DIDN'T WAIT | DIDN'T ANSWER | ATB | BUSY | BLOCKED | TCC | NETWORK/ EQUIP | ID CODE | PAYPHONE/ MOBILE | NCR | AVG TALK TIME | TOTAL TALK TIME | AVG CALL DURATION | TOTAL CALL DURATION |
|-----------------------|---------------|----------|-------|--------------|-------------|-------------|---------------|--------|------|---------|-----|-------------------|---------|---------------------|-----|------------------|--------------------|----------------------|------------------------|
| 8003423334 | 00:00 - 00:59 | 13 | 10 | 1 | 0 | 0 | 1 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 0 | 3:26 | 34:23 | 3:15 | 35:55 |
| | 01:00 - 01:59 | 7 | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 3:37 | 21:44 | 3:43 | 22:21 |
| | 02:00 - 02:59 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:38 | 3:38 | 3:44 | 3:44 |
| | 03:00 - 03:59 | 4 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 0 | 0 | 0 | 0 | 2:47 | 8:23 | 2:53 | 8:41 |
| | 04:00 - 04:59 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 14:32 | 14:32 | 14:38 | 14:38 |
| | 05:00 - 05:59 | 4 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 0 | 0:05 | 0:05 | 0:10 | 0:10 |
| | 06:00 - 06:59 | 10 | 9 | 1 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 4:04 | 36:38 | 3:47 | 37:57 |
| | 07:00 - 07:59 | 108 | 95 | 8 | 4 | 0 | 4 | 0 | 0 | 5 | 5 | 0 | 0 | 0 | 0 | 3:36 | 343:16 | 3:27 | 355:35 |
| | 08:00 - 08:59 | 2,827 | 107 | 2,621 | 3 | 0 | 4 | 2,614 | 0 | 99 | 99 | 0 | 0 | 0 | 0 | 29:42 | 3179:29 | 1:10 | 3217:57 |
| | 09:00 - 09:59 | 1,756 | 106 | 1,560 | 4 | 0 | 3 | 1,553 | 0 | 90 | 90 | 0 | 0 | 0 | 0 | 25:56 | 2749:36 | 1:39 | 2774:08 |
| | 10:00 - 10:59 | 2,257 | 83 | 2,076 | 3 | 0 | 4 | 2,069 | 0 | 98 | 98 | 0 | 0 | 0 | 0 | 29:27 | 2445:27 | 1:08 | 2471:14 |
| | 11:00 - 11:59 | 1,639 | 94 | 1,453 | 8 | 0 | 4 | 1,441 | 0 | 92 | 89 | 3 | 0 | 0 | 0 | 23:22 | 2197:06 | 1:26 | 2219:07 |
| | 12:00 - 12:59 | 1,675 | 91 | 1,497 | 3 | 0 | 4 | 1,490 | 0 | 87 | 87 | 0 | 0 | 0 | 0 | 32:06 | 2922:16 | 1:51 | 2950:58 |
| | 13:00 - 13:59 | 1,566 | 84 | 1,393 | 1 | 0 | 3 | 1,389 | 0 | 89 | 89 | 0 | 0 | 0 | 0 | 28:08 | 2363:29 | 1:36 | 2384:45 |
| | 14:00 - 14:59 | 3,220 | 62 | 3,029 | 2 | 0 | 1 | 3,026 | 0 | 129 | 129 | 0 | 0 | 0 | 0 | 34:19 | 2128:34 | 0:41 | 2152:18 |
| | 15:00 - 15:59 | 3,290 | 62 | 3,152 | 2 | 0 | 2 | 3,148 | 0 | 76 | 76 | 0 | 0 | 0 | 0 | 22:09 | 1374:07 | 0:26 | 1404:31 |
| | 16:00 - 16:59 | 1,601 | 90 | 1,463 | 1 | 0 | 5 | 1,457 | 0 | 48 | 48 | 0 | 0 | 0 | 0 | 25:36 | 2304:06 | 1:29 | 2327:20 |
| | 17:00 - 17:59 | 339 | 131 | 190 | 1 | 0 | 4 | 185 | 0 | 18 | 18 | 0 | 0 | 0 | 0 | 2:40 | 349:44 | 1:08 | 367:25 |
| | 18:00 - 18:59 | 84 | 60 | 5 | 1 | 1 | 3 | 0 | 0 | 19 | 19 | 0 | 0 | 0 | 0 | 2:34 | 154:18 | 2:30 | 163:10 |
| | 19:00 - 19:59 | 50 | 43 | 1 | 0 | 1 | 0 | 0 | 0 | 6 | 6 | 0 | 0 | 0 | 0 | 3:07 | 134:40 | 3:10 | 139:22 |
| | 20:00 - 20:59 | 21 | 20 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:10 | 63:35 | 3:09 | 66:16 |
| | 21:00 - 21:59 | 19 | 18 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:38 | 47:37 | 2:36 | 49:29 |
| | 22:00 - 22:59 | 30 | 18 | 2 | 0 | 0 | 2 | 0 | 0 | 10 | 10 | 0 | 0 | 0 | 0 | 1:45 | 31:41 | 1:48 | 36:19 |
| | 23:00 - 23:59 | 18 | 11 | 1 | 1 | 0 | 0 | 0 | 0 | 6 | 6 | 0 | 0 | 0 | 0 | 4:00 | 44:08 | 3:46 | 45:16 |
| SUBTOTAL - 8003423334 | | 20,540 | 1,206 | 18,455 | 35 | 3 | 45 | 18,372 | 0 | 879 | 876 | 3 | 0 | 0 | 0 | 19:01 | 22952:32 | 1:10 | 23248:36 |

Inbound Number by Hour

Date Run 04/01/2011 US Eastern Time
 Date/Time Filter 03/31/2011 04/01/2011 US Eastern Time

| INBOUND NUMBER | HOUR | ATTEMPTS | COMP | INCOMP | SHORT CALL | DIDN'T WAIT | DIDN'T ANSWER | DIDN'T ATB | BUSY | BLOCKED | TCC | NETWORK/ EQUIP | ID CODE | PAYPHONE/ MOBILE | AVG TALK NCR TIME | TOTAL TALK TIME | AVG CALL DURATION | TOTAL CALL DURATION |
|-----------------------|---------------|----------|-------|--------|------------|-------------|---------------|------------|------|---------|-----|-------------------|---------|---------------------|----------------------|--------------------|----------------------|------------------------|
| 8003423334 | 00:00 - 00:59 | 7 | 7 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 5:04 | 35:32 | 5:10 | 36:16 |
| | 01:00 - 01:59 | 10 | 10 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6:14 | 62:25 | 6:20 | 63:25 |
| | 02:00 - 02:59 | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:58 | 2:58 | 3:04 | 3:04 |
| | 03:00 - 03:59 | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 3:31 | 10:35 | 3:37 | 10:51 |
| | 04:00 - 04:59 | 5 | 4 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 6:42 | 26:51 | 6:14 | 31:14 |
| | 05:00 - 05:59 | 3 | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1:46 | 5:19 | 1:52 | 5:37 |
| | 06:00 - 06:59 | 12 | 10 | 2 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:59 | 29:55 | 2:35 | 31:06 |
| | 07:00 - 07:59 | 78 | 66 | 5 | 3 | 0 | 2 | 0 | 0 | 7 | 7 | 0 | 0 | 0 | 5:55 | 391:13 | 5:37 | 399:36 |
| | 08:00 - 08:59 | 1,439 | 97 | 1,300 | 1 | 0 | 5 | 1,294 | 0 | 42 | 42 | 0 | 0 | 0 | 32:29 | 3152:27 | 2:16 | 3179:08 |
| | 09:00 - 09:59 | 1,680 | 96 | 1,522 | 3 | 0 | 4 | 1,515 | 0 | 62 | 62 | 0 | 0 | 0 | 25:41 | 2465:46 | 1:32 | 2492:30 |
| | 10:00 - 10:59 | 1,500 | 87 | 1,334 | 5 | 0 | 3 | 1,326 | 0 | 79 | 79 | 0 | 0 | 0 | 30:25 | 2646:22 | 1:52 | 2667:52 |
| | 11:00 - 11:59 | 2,062 | 69 | 1,896 | 1 | 0 | 2 | 1,893 | 0 | 97 | 97 | 0 | 0 | 0 | 32:36 | 2250:30 | 1:09 | 2269:46 |
| | 12:00 - 12:59 | 1,610 | 84 | 1,472 | 0 | 0 | 4 | 1,468 | 0 | 54 | 54 | 0 | 0 | 0 | 37:35 | 3158:02 | 2:02 | 3181:20 |
| | 13:00 - 13:59 | 2,305 | 61 | 2,113 | 3 | 0 | 1 | 2,109 | 0 | 131 | 131 | 0 | 0 | 0 | 30:38 | 1869:24 | 0:52 | 1889:24 |
| | 14:00 - 14:59 | 1,850 | 88 | 1,602 | 0 | 0 | 4 | 1,598 | 0 | 160 | 160 | 0 | 0 | 0 | 31:37 | 2782:54 | 1:39 | 2807:00 |
| | 15:00 - 15:59 | 1,804 | 61 | 1,681 | 3 | 0 | 3 | 1,675 | 0 | 62 | 62 | 0 | 0 | 0 | 43:59 | 2683:57 | 1:33 | 2705:14 |
| | 16:00 - 16:59 | 1,672 | 56 | 1,555 | 2 | 0 | 1 | 1,552 | 0 | 61 | 61 | 0 | 0 | 0 | 26:59 | 1511:22 | 0:56 | 1527:04 |
| | 17:00 - 17:59 | 186 | 120 | 52 | 3 | 0 | 4 | 45 | 0 | 14 | 14 | 0 | 0 | 0 | 3:19 | 398:56 | 2:26 | 420:30 |
| | 18:00 - 18:59 | 80 | 66 | 3 | 1 | 0 | 2 | 0 | 0 | 11 | 11 | 0 | 0 | 0 | 3:05 | 204:29 | 3:06 | 214:48 |
| | 19:00 - 19:59 | 44 | 38 | 3 | 1 | 0 | 2 | 0 | 0 | 3 | 3 | 0 | 0 | 0 | 2:16 | 86:26 | 2:14 | 91:39 |
| | 20:00 - 20:59 | 23 | 23 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2:02 | 47:04 | 2:08 | 49:25 |
| | 21:00 - 21:59 | 21 | 18 | 1 | 1 | 0 | 0 | 0 | 0 | 2 | 2 | 0 | 0 | 0 | 2:50 | 51:04 | 2:47 | 52:54 |
| | 22:00 - 22:59 | 20 | 11 | 0 | 0 | 0 | 0 | 0 | 0 | 9 | 9 | 0 | 0 | 0 | 2:33 | 28:07 | 2:39 | 29:12 |
| | 23:00 - 23:59 | 12 | 7 | 1 | 1 | 0 | 0 | 0 | 0 | 4 | 4 | 0 | 0 | 0 | 3:28 | 24:20 | 3:07 | 25:00 |
| SUBTOTAL - 8003423334 | | 16,427 | 1,086 | 14,543 | 30 | 0 | 38 | 14,475 | 0 | 798 | 798 | 0 | 0 | 0 | 22:01 | 23925:58 | 1:32 | 24183:55 |