

MANAGEMENT SUMMARY FOR CONTACT MANAGEMENT FOR FEBRUARY 2013

FCR	999	Ans	Ans outside threshold	Ans in threshold	GOS (exc aban before threshold)	GOS (inc aban before threshold)	Daily Average	Public	Ans	Ans outside threshold	Ans in threshold	GOS
February - 2013'	7,383	7,354	212	7,142	97.09%	96.74%	238	1,050	1,023	22	1,001	96.53%
Previous month (Jan)	8,104	8,080	189	7,891	97.55%	97.37%	261	1,105	1,092	31	1,061	96.54%
Feb-12	8,246											
Decrease compared Feb 12	-863											
Decrease	-10.47%											
YTD 2012/13	102,111	101,355	5,198	96,157	94.45%			13,420	12,912	872	12,040	90.79%
YTD 2011/12	112,898	111,604	7,525	104,079	92.44%			13,407	12,527	955	11,572	88.18%
Decrease of	-10,787											
% Decrease	-9.55%											

PSC	Public	Ans	Ans outside threshold	Ans in threshold	GOS
February - 2013' Smile	27,156	26,345	1,951	24,394	90.57% 89.83%
Previous month (Jan)	29,018	28,299	1,526	26,773	93.05% 92.26%

MANAGEMENT SUMMARY FOR CONTACT MANAGEMENT FOR MARCH 2013

FCR	999	Ans	Ans outside threshold	Ans in threshold	GOS (exc aban before threshold)	GOS (inc aban before threshold)	Daily Average	Public	Ans	Ans outside threshold	Ans in threshold	GOS
March - 2013'	8,038	8,011	189	7,822	97.52%	97.31%	259	1,186	1,148	21	1,127	95.59%

PSC	Public	Ans	Ans outside threshold	Ans in threshold	GOS	
March 2013 ¹ - Smile	28,610	27,525	2,640	24,885	87.73%	86.98%
Previous month (Feb)	27,156	26,345	1,951	24,394	90.57%	89.83%

MANAGEMENT SUMMARY FOR CONTACT MANAGEMENT FOR APRIL 2013

PSC	Public	Ans	Ans outside threshold	Ans in threshold	GOS	
Apr 2013' - Smile	17,002	16,549	1,179	15,370	91.18%	90.40%
Previous month (Mar)	28,610	27,525	2,640	24,885	90.57%	89.83%