

**CALLS HANDLED BY : 'ICT SERVICES GARANKUWA','ICT SERVICES
SOSHANGUVE','ICT SERVICES PRETORIA' FOR CORPORATE RELATIONS**

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES GARANKUWA							
JANUARY 2005	2	2	0	100.00%	2	0	100.00%
FEBRUARY 2005	1	1	0	100.00%	1	0	100.00%
MARCH 2005	1	1	0	100.00%	1	0	100.00%
APRIL 2005	1	1	0	100.00%	1	0	100.00%
JUNE 2005	5	4	1	80.00%	5	0	100.00%
AUGUST 2005	2	2	0	100.00%	2	0	100.00%
SEPTEMBER 2005	2	2	0	100.00%	2	0	100.00%
OCTOBER 2005	2	2	0	100.00%	2	0	100.00%
NOVEMBER 2005	3	3	0	100.00%	3	0	100.00%
TOTAL FOR : ICT SERVICES GARANKUWA	19	18	1	94.74%	19	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2005	36	35	1	97.22%	36	0	100.00%
FEBRUARY 2005	31	31	0	100.00%	31	0	100.00%
MARCH 2005	17	17	0	100.00%	17	0	100.00%
APRIL 2005	17	14	3	82.35%	17	0	100.00%
MAY 2005	9	9	0	100.00%	9	0	100.00%
JUNE 2005	23	23	0	100.00%	23	0	100.00%
JULY 2005	6	6	0	100.00%	6	0	100.00%
AUGUST 2005	24	22	2	91.67%	24	0	100.00%
SEPTEMBER 2005	10	10	0	100.00%	10	0	100.00%
OCTOBER 2005	22	21	1	95.45%	22	0	100.00%
NOVEMBER 2005	16	16	0	100.00%	16	0	100.00%
DECEMBER 2005	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	212	205	7	96.70%	212	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	231	223	8	96.54%	231	0	100.00%