

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

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2005	6	6	0	100.00%	6	0	100.00%
FEBRUARY 2005	9	9	0	100.00%	9	0	100.00%
MARCH 2005	8	8	0	100.00%	8	0	100.00%
APRIL 2005	13	13	0	100.00%	13	0	100.00%
MAY 2005	4	4	0	100.00%	4	0	100.00%
JUNE 2005	6	6	0	100.00%	6	0	100.00%
JULY 2005	9	9	0	100.00%	9	0	100.00%
AUGUST 2005	11	10	1	90.91%	11	0	100.00%
SEPTEMBER 2005	16	16	0	100.00%	16	0	100.00%
OCTOBER 2005	8	6	2	75.00%	8	0	100.00%
NOVEMBER 2005	8	7	1	87.50%	8	0	100.00%
DECEMBER 2005	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	99	95	4	95.96%	99	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
OCTOBER 2005	2	1	1	50.00%	2	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	2	1	1	50.00%	2	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	101	96	5	95.05%	101	0	100.00%