

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

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES GARANKUWA							
FEBRUARY 2005	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES GARANKUWA	1	1	0	100.00 %	1	0	100.00 %

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2005	41	38	3	92.68%	41	0	100.00%
FEBRUARY 2005	32	32	0	100.00%	32	0	100.00%
MARCH 2005	27	27	0	100.00%	27	0	100.00%
APRIL 2005	19	17	2	89.47%	19	0	100.00%
MAY 2005	20	19	1	95.00%	19	1	95.00%
JUNE 2005	18	17	1	94.44%	17	1	94.44%
JULY 2005	14	14	0	100.00%	14	0	100.00%
AUGUST 2005	24	23	1	95.83%	24	0	100.00%
SEPTEMBER 2005	16	15	1	93.75%	16	0	100.00%
OCTOBER 2005	26	25	1	96.15%	26	0	100.00%
NOVEMBER 2005	15	15	0	100.00%	15	0	100.00%
DECEMBER 2005	2	2	0	100.00%	2	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	254	244	10	96.06%	252	2	99.21%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
FEBRUARY 2005	1	1	0	100.00%	1	0	100.00%
MARCH 2005	1	0	1	0.00%	1	0	100.00%
APRIL 2005	1	0	1	0.00%	1	0	100.00%
JUNE 2005	1	0	1	0.00%	1	0	100.00%
OCTOBER 2005	1	0	1	0.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	5	1	4	20.00%	5	0	100.00 %

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	260	246	14	94.62%	258	2	99.23%