

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

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2005	18	16	2	88.89%	18	0	100.00%
FEBRUARY 2005	11	11	0	100.00%	11	0	100.00%
MARCH 2005	3	3	0	100.00%	3	0	100.00%
APRIL 2005	1	1	0	100.00%	1	0	100.00%
MAY 2005	2	2	0	100.00%	2	0	100.00%
JUNE 2005	2	2	0	100.00%	2	0	100.00%
JULY 2005	3	3	0	100.00%	3	0	100.00%
AUGUST 2005	5	4	1	80.00%	5	0	100.00%
SEPTEMBER 2005	4	4	0	100.00%	4	0	100.00%
OCTOBER 2005	2	2	0	100.00%	2	0	100.00%
NOVEMBER 2005	2	2	0	100.00%	2	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	53	50	3	94.34%	53	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
MAY 2005	1	0	1	0.00%	1	0	100.00%
JUNE 2005	1	0	1	0.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	2	0	2	0.00%	2	0	100.00 %

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	55	50	5	90.91%	55	0	100.00%