

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

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES GARANKUWA							
SEPTEMBER 2005	1	0	1	0.00%	1	0	100.00%
OCTOBER 2005	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES GARANKUWA	2	1	1	50.00%	2	0	100.00 %

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2005	38	36	2	94.74%	38	0	100.00%
FEBRUARY 2005	12	12	0	100.00%	12	0	100.00%
MARCH 2005	5	5	0	100.00%	5	0	100.00%
APRIL 2005	2	1	1	50.00%	2	0	100.00%
MAY 2005	3	2	1	66.67%	3	0	100.00%
JUNE 2005	2	0	2	0.00%	2	0	100.00%
JULY 2005	4	3	1	75.00%	4	0	100.00%
AUGUST 2005	4	4	0	100.00%	4	0	100.00%
SEPTEMBER 2005	5	3	2	60.00%	5	0	100.00%
OCTOBER 2005	3	3	0	100.00%	3	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	78	69	9	88.46%	78	0	100.00 %

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
APRIL 2005	1	0	1	0.00%	1	0	100.00%
JUNE 2005	1	1	0	100.00%	1	0	100.00%
OCTOBER 2005	1	1	0	100.00%	1	0	100.00%
NOVEMBER 2005	1	1	0	100.00%	1	0	100.00%
DECEMBER 2005	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	5	4	1	80.00%	5	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	85	74	11	87.06%	85	0	100.00%