

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

| MONTH | # OF CALLS LOGGED | RESPOND IN TIME | | | RESOLVED IN TIME | | |
|--------------------------------------|----------------------|-----------------|----|--------|------------------|----|---------|
| | | YES | NO | % | YES | NO | % |
| ICT SERVICES PRETORIA | | | | | | | |
| JANUARY 2005 | 29 | 18 | 11 | 62.07% | 29 | 0 | 100.00% |
| FEBRUARY 2005 | 21 | 15 | 6 | 71.43% | 21 | 0 | 100.00% |
| MARCH 2005 | 14 | 9 | 5 | 64.29% | 14 | 0 | 100.00% |
| APRIL 2005 | 19 | 14 | 5 | 73.68% | 19 | 0 | 100.00% |
| MAY 2005 | 13 | 10 | 3 | 76.92% | 13 | 0 | 100.00% |
| JUNE 2005 | 8 | 6 | 2 | 75.00% | 8 | 0 | 100.00% |
| JULY 2005 | 14 | 4 | 10 | 28.57% | 14 | 0 | 100.00% |
| AUGUST 2005 | 12 | 7 | 5 | 58.33% | 12 | 0 | 100.00% |
| SEPTEMBER 2005 | 13 | 5 | 8 | 38.46% | 13 | 0 | 100.00% |
| OCTOBER 2005 | 17 | 7 | 10 | 41.18% | 17 | 0 | 100.00% |
| NOVEMBER 2005 | 11 | 8 | 3 | 72.73% | 11 | 0 | 100.00% |
| TOTAL FOR : ICT SERVICES PRETORIA | 171 | 103 | 68 | 60.23% | 171 | 0 | 100.00% |

| MONTH | # OF CALLS LOGGED | RESPOND IN TIME | | | RESOLVED IN TIME | | |
|-------------|----------------------|-----------------|----|--------|------------------|----|---------|
| | | YES | NO | % | YES | NO | % |
| GRAND TOTAL | 171 | 103 | 68 | 60.23% | 171 | 0 | 100.00% |