

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

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES GARANKUWA							
JANUARY 2006	2	2	0	100.00%	2	0	100.00%
APRIL 2006	1	0	1	0.00%	1	0	100.00%
MAY 2006	1	1	0	100.00%	1	0	100.00%
AUGUST 2006	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES GARANKUWA	5	4	1	80.00%	5	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2006	21	21	0	100.00%	20	1	95.24%
FEBRUARY 2006	18	18	0	100.00%	18	0	100.00%
MARCH 2006	24	23	1	95.83%	24	0	100.00%
APRIL 2006	16	14	2	87.50%	16	0	100.00%
MAY 2006	24	21	3	87.50%	24	0	100.00%
JUNE 2006	24	23	1	95.83%	23	1	95.83%
JULY 2006	28	27	1	96.43%	28	0	100.00%
AUGUST 2006	19	17	2	89.47%	19	0	100.00%
SEPTEMBER 2006	20	17	3	85.00%	19	1	95.00%
OCTOBER 2006	19	19	0	100.00%	19	0	100.00%
NOVEMBER 2006	10	10	0	100.00%	10	0	100.00%
DECEMBER 2006	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	224	211	13	94.20%	221	3	98.66%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
APRIL 2006	1	1	0	100.00%	1	0	100.00%
AUGUST 2006	3	1	2	33.33%	3	0	100.00%
SEPTEMBER 2006	1	1	0	100.00%	1	0	100.00%
OCTOBER 2006	2	2	0	100.00%	2	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	7	5	2	71.43%	7	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	236	220	16	93.22%	233	3	98.73%