

CALLS HANDLED FOR ARTS 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 PRETORIA | | | | | | | |
| JANUARY 2006 | 38 | 37 | 1 | 97.37% | 38 | 0 | 100.00% |
| FEBRUARY 2006 | 38 | 36 | 2 | 94.74% | 38 | 0 | 100.00% |
| MARCH 2006 | 25 | 24 | 1 | 96.00% | 25 | 0 | 100.00% |
| APRIL 2006 | 13 | 12 | 1 | 92.31% | 13 | 0 | 100.00% |
| MAY 2006 | 38 | 36 | 2 | 94.74% | 38 | 0 | 100.00% |
| JUNE 2006 | 25 | 23 | 2 | 92.00% | 25 | 0 | 100.00% |
| JULY 2006 | 24 | 23 | 1 | 95.83% | 24 | 0 | 100.00% |
| AUGUST 2006 | 15 | 15 | 0 | 100.00% | 15 | 0 | 100.00% |
| SEPTEMBER 2006 | 24 | 24 | 0 | 100.00% | 24 | 0 | 100.00% |
| OCTOBER 2006 | 18 | 17 | 1 | 94.44% | 18 | 0 | 100.00% |
| NOVEMBER 2006 | 17 | 17 | 0 | 100.00% | 17 | 0 | 100.00% |
| DECEMBER 2006 | 1 | 1 | 0 | 100.00% | 1 | 0 | 100.00% |
| TOTAL FOR : ICT SERVICES PRETORIA | 276 | 265 | 11 | 96.01% | 276 | 0 | 100.00% |

| MONTH | # OF CALLS LOGGED | RESPOND IN TIME | | | RESOLVED IN TIME | | |
|--|----------------------|-----------------|----|---------|------------------|----|---------|
| | | YES | NO | % | YES | NO | % |
| ICT SERVICES SOSHANGUVE | | | | | | | |
| FEBRUARY 2006 | 1 | 1 | 0 | 100.00% | 1 | 0 | 100.00% |
| MARCH 2006 | 3 | 1 | 2 | 33.33% | 3 | 0 | 100.00% |
| MAY 2006 | 1 | 1 | 0 | 100.00% | 1 | 0 | 100.00% |
| TOTAL FOR : ICT SERVICES SOSHANGUVE | 5 | 3 | 2 | 60.00% | 5 | 0 | 100.00% |

| MONTH | # OF CALLS LOGGED | RESPOND IN TIME | | | RESOLVED IN TIME | | |
|-------------|----------------------|-----------------|----|--------|------------------|----|---------|
| | | YES | NO | % | YES | NO | % |
| GRAND TOTAL | 281 | 268 | 13 | 95.37% | 281 | 0 | 100.00% |