

**CALLS HANDLED FOR TELEMATICS 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							
AUGUST 2006	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES GARANKUWA	1	1	0	100.00 %	1	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES PRETORIA							
JANUARY 2006	6	5	1	83.33%	6	0	100.00%
FEBRUARY 2006	5	5	0	100.00%	5	0	100.00%
MARCH 2006	1	1	0	100.00%	1	0	100.00%
APRIL 2006	3	3	0	100.00%	3	0	100.00%
MAY 2006	5	5	0	100.00%	5	0	100.00%
JUNE 2006	3	3	0	100.00%	3	0	100.00%
JULY 2006	2	2	0	100.00%	2	0	100.00%
AUGUST 2006	10	10	0	100.00%	9	1	90.00%
SEPTEMBER 2006	6	6	0	100.00%	6	0	100.00%
OCTOBER 2006	12	12	0	100.00%	12	0	100.00%
NOVEMBER 2006	13	13	0	100.00%	13	0	100.00%
DECEMBER 2006	2	2	0	100.00%	2	0	100.00%
TOTAL FOR : ICT SERVICES PRETORIA	68	67	1	98.53%	67	1	98.53%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
ICT SERVICES SOSHANGUVE							
MAY 2006	1	1	0	100.00%	1	0	100.00%
OCTOBER 2006	1	1	0	100.00%	1	0	100.00%
TOTAL FOR : ICT SERVICES SOSHANGUVE	2	2	0	100.00 %	2	0	100.00%

MONTH	# OF CALLS LOGGED	RESPOND IN TIME			RESOLVED IN TIME		
		YES	NO	%	YES	NO	%
GRAND TOTAL	71	70	1	98.59%	70	1	98.59%