

**Daily Call Completion Percentage (88)**

Contact Date:	Total Calls	Total Completed	Percentage Completed	Notes
01/01/2004	2	2	100.00	
01/02/2004	23	23	100.00	
01/04/2004	1	1	100.00	
01/05/2004	26	26	100.00	
01/06/2004	19	19	100.00	
01/07/2004	27	27	100.00	
01/08/2004	23	22	95.65	
01/09/2004	25	24	96.00	
01/11/2004	1	1	100.00	
01/12/2004	32	32	100.00	
01/13/2004	28	27	96.43	
01/14/2004	28	27	96.43	
01/15/2004	24	23	95.83	
01/16/2004	20	20	100.00	
01/18/2004	1	1	100.00	
01/19/2004	23	22	95.65	
01/20/2004	28	28	100.00	
01/21/2004	31	31	100.00	
01/22/2004	17	17	100.00	
01/23/2004	16	16	100.00	
01/24/2004	1	1	100.00	
01/25/2004	4	4	100.00	
01/26/2004	29	29	100.00	
01/27/2004	37	36	97.30	
01/28/2004	28	28	100.00	
01/29/2004	25	25	100.00	
01/30/2004	31	31	100.00	
01/31/2004	1	1	100.00	
02/01/2004	1	1	100.00	
02/02/2004	27	27	100.00	
02/03/2004	29	29	100.00	
02/04/2004	18	18	100.00	
02/05/2004	33	33	100.00	
02/06/2004	19	18	94.74	
02/08/2004	2	2	100.00	
02/09/2004	27	27	100.00	
02/10/2004	29	29	100.00	
02/11/2004	25	23	92.00	
02/12/2004	14	14	100.00	
02/13/2004	14	14	100.00	
02/15/2004	1	1	100.00	
02/16/2004	24	24	100.00	
02/17/2004	23	23	100.00	
02/18/2004	11	11	100.00	
02/19/2004	18	18	100.00	
02/20/2004	11	11	100.00	
02/22/2004	1	1	100.00	
02/23/2004	26	25	96.15	
02/24/2004	21	21	100.00	
02/25/2004	25	22	88.00	
02/26/2004	26	24	92.31	
02/27/2004	12	12	100.00	
03/01/2004	26	25	96.15	
03/02/2004	19	17	89.47	
03/03/2004	29	27	93.10	
03/04/2004	17	17	100.00	
03/05/2004	17	17	100.00	
03/08/2004	19	16	84.21	
03/09/2004	24	24	100.00	
03/10/2004	31	29	93.55	
03/11/2004	19	19	100.00	
03/12/2004	18	18	100.00	
03/14/2004	1	1	100.00	
03/15/2004	18	18	100.00	
03/16/2004	18	18	100.00	
03/17/2004	18	17	94.44	
03/18/2004	23	23	100.00	

## Daily Call Completion Percentage (88)

Contact Date:	Total Calls	Total Completed	Percentage Completed	Notes
03/19/2004	28	26	92.86	
03/22/2004	24	24	100.00	
03/23/2004	15	15	100.00	
03/24/2004	15	13	86.67	
03/25/2004	17	17	100.00	
03/26/2004	13	13	100.00	
03/29/2004	12	12	100.00	
03/30/2004	15	13	86.67	
03/31/2004	21	21	100.00	
04/01/2004	18	18	100.00	
04/02/2004	27	27	100.00	
04/03/2004	2	2	100.00	
04/05/2004	22	22	100.00	
04/06/2004	19	19	100.00	
04/07/2004	25	25	100.00	
04/08/2004	23	23	100.00	
04/09/2004	11	11	100.00	
04/12/2004	23	23	100.00	
04/13/2004	17	16	94.12	
04/14/2004	23	23	100.00	
04/15/2004	26	25	96.15	
04/16/2004	21	19	90.48	
04/18/2004	1	1	100.00	
04/19/2004	24	24	100.00	
04/20/2004	20	19	95.00	
04/21/2004	19	19	100.00	
04/22/2004	29	29	100.00	
04/23/2004	26	26	100.00	
04/25/2004	6	6	100.00	
04/26/2004	13	12	92.31	
04/27/2004	24	24	100.00	
04/28/2004	17	16	94.12	
04/29/2004	27	23	85.19	
04/30/2004	19	18	94.74	
05/03/2004	19	19	100.00	
05/04/2004	25	24	96.00	
05/05/2004	17	16	94.12	
05/06/2004	24	24	100.00	
05/07/2004	18	18	100.00	
05/09/2004	1	1	100.00	
05/10/2004	19	19	100.00	
05/11/2004	19	19	100.00	
05/12/2004	19	19	100.00	
05/13/2004	24	24	100.00	
05/14/2004	22	21	95.45	
05/16/2004	1	1	100.00	
05/17/2004	17	17	100.00	
05/18/2004	21	21	100.00	
05/19/2004	10	10	100.00	
05/20/2004	18	18	100.00	
05/21/2004	22	22	100.00	
05/24/2004	22	22	100.00	
05/25/2004	18	18	100.00	
05/26/2004	33	32	96.97	
05/27/2004	17	17	100.00	
05/28/2004	31	31	100.00	
05/30/2004	5	5	100.00	
06/01/2004	21	21	100.00	
06/02/2004	23	23	100.00	
06/03/2004	14	14	100.00	
06/04/2004	17	16	94.12	
06/06/2004	13	12	92.31	
06/07/2004	58	58	100.00	
06/08/2004	12	11	91.67	
06/09/2004	17	17	100.00	
06/10/2004	45	45	100.00	
06/11/2004	24	23	95.83	

**Daily Call Completion Percentage (88)**

Contact Date:	Total Calls	Total Completed	Percentage Completed	Notes
06/14/2004	21	20	95.24	
06/15/2004	19	18	94.74	
06/16/2004	16	16	100.00	
06/17/2004	13	13	100.00	
06/18/2004	15	14	93.33	
06/19/2004	1	1	100.00	
06/20/2004	2	2	100.00	
06/21/2004	22	21	95.45	
06/22/2004	19	19	100.00	
06/23/2004	25	25	100.00	
06/24/2004	11	11	100.00	
06/25/2004	7	7	100.00	
06/26/2004	2	2	100.00	
06/27/2004	2	2	100.00	
06/28/2004	25	25	100.00	
06/29/2004	29	29	100.00	
06/30/2004	26	24	92.31	
07/01/2004	12	12	100.00	
07/02/2004	19	14	73.68	
07/06/2004	21	20	95.24	
07/07/2004	17	17	100.00	
07/08/2004	17	17	100.00	
07/09/2004	8	8	100.00	
07/11/2004	2	2	100.00	
07/12/2004	22	22	100.00	
07/13/2004	19	18	94.74	
07/14/2004	19	19	100.00	
07/15/2004	24	22	91.67	
07/16/2004	5	4	80.00	
07/19/2004	23	21	91.30	
07/20/2004	23	23	100.00	
07/21/2004	26	26	100.00	
07/22/2004	25	25	100.00	
07/23/2004	19	18	94.74	
07/24/2004	1	1	100.00	
07/25/2004	2	2	100.00	
07/26/2004	29	28	96.55	
07/27/2004	19	19	100.00	
07/28/2004	14	14	100.00	
07/29/2004	25	23	92.00	
07/30/2004	10	10	100.00	
08/01/2004	1	1	100.00	
08/02/2004	20	20	100.00	
08/03/2004	25	25	100.00	
08/04/2004	16	16	100.00	
08/05/2004	20	20	100.00	
08/06/2004	20	20	100.00	
08/09/2004	28	28	100.00	
08/10/2004	16	16	100.00	
08/11/2004	16	16	100.00	
08/12/2004	23	23	100.00	
08/13/2004	22	22	100.00	
08/14/2004	2	2	100.00	
08/16/2004	18	18	100.00	
08/17/2004	25	25	100.00	
08/18/2004	20	19	95.00	
08/19/2004	18	18	100.00	
08/20/2004	20	20	100.00	
08/23/2004	21	20	95.24	
08/24/2004	16	16	100.00	
08/25/2004	19	18	94.74	
08/26/2004	20	20	100.00	
08/27/2004	16	16	100.00	
08/28/2004	1	1	100.00	
08/30/2004	21	21	100.00	
08/31/2004	12	12	100.00	
09/01/2004	22	22	100.00	

## Daily Call Completion Percentage (88)

Contact Date:	Total Calls	Total Completed	Percentage Completed	Notes
09/02/2004	12	12	100.00	
09/03/2004	15	15	100.00	
09/04/2004	2	2	100.00	
09/07/2004	22	21	95.45	
09/08/2004	14	14	100.00	
09/09/2004	18	18	100.00	
09/10/2004	18	18	100.00	
09/13/2004	21	21	100.00	
09/14/2004	29	29	100.00	
09/15/2004	25	21	84.00	
09/16/2004	14	14	100.00	
09/17/2004	21	21	100.00	
09/19/2004	2	2	100.00	
09/20/2004	20	20	100.00	
09/21/2004	23	23	100.00	
09/22/2004	27	27	100.00	
09/23/2004	19	19	100.00	
09/24/2004	18	18	100.00	
09/27/2004	26	26	100.00	
09/28/2004	29	27	93.10	
09/29/2004	13	13	100.00	
09/30/2004	5	5	100.00	
10/01/2004	14	14	100.00	
10/02/2004	1	1	100.00	
10/04/2004	25	25	100.00	
10/05/2004	11	11	100.00	
10/06/2004	16	15	93.75	
10/07/2004	15	15	100.00	
10/08/2004	12	12	100.00	
10/11/2004	18	18	100.00	
10/12/2004	17	17	100.00	
10/13/2004	11	11	100.00	
10/14/2004	19	19	100.00	
10/15/2004	4	4	100.00	
10/18/2004	15	15	100.00	
10/19/2004	15	14	93.33	
10/20/2004	16	16	100.00	
10/21/2004	9	9	100.00	
10/22/2004	12	11	91.67	
10/24/2004	1	1	100.00	
10/25/2004	16	16	100.00	
10/26/2004	24	24	100.00	
10/27/2004	26	26	100.00	
10/28/2004	27	25	92.59	
10/29/2004	23	23	100.00	
10/30/2004	1	1	100.00	
11/01/2004	17	16	94.12	
11/02/2004	16	15	93.75	
11/03/2004	13	13	100.00	
11/04/2004	9	9	100.00	
11/05/2004	15	14	93.33	
11/08/2004	20	19	95.00	
11/09/2004	22	22	100.00	
11/10/2004	7	7	100.00	
11/11/2004	15	15	100.00	
11/12/2004	16	16	100.00	
11/14/2004	1	1	100.00	
11/15/2004	15	15	100.00	
11/16/2004	15	15	100.00	
11/17/2004	25	25	100.00	
11/18/2004	19	19	100.00	
11/19/2004	8	8	100.00	
11/21/2004	1	1	100.00	
11/22/2004	17	17	100.00	
11/23/2004	7	7	100.00	
11/24/2004	15	14	93.33	
11/26/2004	8	8	100.00	

**Daily Call Completion Percentage (88)**

Contact Date:	Total Calls	Total Completed	Percentage Completed	Notes
11/29/2004	23	23	100.00	
11/30/2004	25	25	100.00	
12/01/2004	11	11	100.00	
12/02/2004	16	15	93.75	
12/03/2004	13	13	100.00	
12/04/2004	3	3	100.00	
12/05/2004	1	1	100.00	
12/06/2004	16	16	100.00	
12/07/2004	15	15	100.00	
12/08/2004	23	23	100.00	
12/09/2004	19	18	94.74	
12/10/2004	19	19	100.00	
12/13/2004	17	17	100.00	
12/14/2004	25	25	100.00	
12/15/2004	21	21	100.00	
12/16/2004	15	14	93.33	
12/17/2004	22	22	100.00	
12/18/2004	2	2	100.00	
12/19/2004	1	1	100.00	
12/20/2004	33	32	96.97	
12/21/2004	16	16	100.00	
12/22/2004	12	12	100.00	
12/23/2004	23	23	100.00	
12/24/2004	6	6	100.00	
12/27/2004	12	12	100.00	
12/28/2004	26	26	100.00	
12/29/2004	8	8	100.00	
12/30/2004	6	6	100.00	
12/31/2004	7	7	100.00	
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Totals	5,165	5,066	98.08	
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