		C.	Ala a sa al a sa a al	Outros Abandanad	
month Jan-14	#calls off 41154	66.6%	Abandoned 4.70%	Outage Abandoned GMP: 18.6%; CVPS 6.7%	
Jan-14	41134	00.076	4.70%	GIVIF. 18.0%, CVF3 0.7%	*1
					these were
					separate measures in
- 1	22647	00.00/	4.000/	CNAD C 00/ CN/DC 42 40/	Q1 2014 only
Feb	33617	80.2%	1.90%	GMP:6.8%; CVPS 12.1%	Q1 2014 Offiny
Mar	35584	83.0%	1.80%	GMP: 5.5%; CVPS 4.1%	
Apr	34996	79.9%	2.80%	3.6%	
May	34858	76.7%	3.30%	2.8%	
Jun	39528	69.3%	4.50%	2.2%	
Jul	38199	71.1%	3.50%	4.3%	
Aug	34977	75.4%	2.90%	1.9%	
Sep	37393	79.0%	2.60%	1.7%	
Oct	35304	87.5%	1.00%	4.0%	
Nov	25952	87.4%	1.60%	2.3%	
Dec	31178	78.8%	4.70%	2.8%	
2014 Totals	#calls off	77.50%	3.00% Abandoned	3.3%	
month Jan-15	30,090	90.10%	0.60%	1.3%	
Feb		93.20%		4.5%	
Mar	23,549 26,006		0.50%	2.8%	
	•	92.10%	0.70% 1.40%	8.1%	
Apr	30,042 28,039	87.52% 90.00%		2.2%	
May	•		0.88% 0.98%	5.8%	
Jun	30,328	90.11%	1.00%	7.7%	
Jul	29,012 29,747	90.10% 86.30%		3.0%	
Aug		88.90%	1.60%	2.8%	
Sep Oct	29,664	89%	0.91% 1.40%	1.8%	
Nov	32,316 26,217	88.20%	1.40%	3.1%	
Dec	26,897	92.40%	0.71%	3.5%	
2015 Totals	341,907	89.80%	1.00%	3.2%	
	#calls off		Abandoned	3.270	
Jan-16	25,883	92.70%	0.75%	2.5%	
Feb	24,812	94.10%	0.90%	2.6%	
Mar	25,944	95.10%	0.70%	1.8%	
Apr	27,411	90.10%	1.20%	2.1%	
May	27,767	90.30%	1.30%	2.4%	
Jun	29,154	89.30%	1.50%	2.0%	
Jul	25,707	90.10%	1.50%	3.9%	
Aug	29,556	91.80%	0.90%	2.1%	
Sep	27,736	93.40%	1.20%	2.2%	
Oct	27,819	90.50%	1.50%	2.3%	
Nov	24,445	90.40%	1.40%	2.2%	
Dec	23,644	90.90%	1.30%	1.5%	
Year End	316,090	91.50%	1.20%	2.9%	
	,				
month	#calls off	SL	Abandoned	Outage abandoned	
Jan-17			1.30%	1.8%	
	25,225	89.40%			
Feb-17	25,225 20,823	95%	1.09%	3.0%	
	-			3.0% 4.8%	
Feb-17	20,823	95%	1.09%		
Feb-17 Mar-17	20,823 23,947	95% 92.46%	1.09% 2.45%	4.8%	
Feb-17 Mar-17 Apr-17	20,823 23,947 23,507	95% 92.46% 92.08%	1.09% 2.45% 1.03%	4.8% 2.4%	
Feb-17 Mar-17 Apr-17 May-17	20,823 23,947 23,507 28,645	95% 92.46% 92.08% 88.50%	1.09% 2.45% 1.03% 1.50%	4.8% 2.4% 3.1%	
Feb-17 Mar-17 Apr-17 May-17 Jun-17	20,823 23,947 23,507 28,645 28,381	95% 92.46% 92.08% 88.50% 88.40%	1.09% 2.45% 1.03% 1.50% 1.54%	4.8% 2.4% 3.1% 2.0%	
Feb-17 Mar-17 Apr-17 May-17 Jun-17 Jul-17	20,823 23,947 23,507 28,645 28,381 25,467	95% 92.46% 92.08% 88.50% 88.40% 85.90%	1.09% 2.45% 1.03% 1.50% 1.54% 1.70%	4.8% 2.4% 3.1% 2.0% 1.9%	
Feb-17 Mar-17 Apr-17 May-17 Jun-17 Jul-17 Aug-17	20,823 23,947 23,507 28,645 28,381 25,467 27,807	95% 92.46% 92.08% 88.50% 88.40% 85.90%	1.09% 2.45% 1.03% 1.50% 1.54% 1.70% 1.64%	4.8% 2.4% 3.1% 2.0% 1.9% 1.8%	
Feb-17 Mar-17 Apr-17 May-17 Jun-17 Jul-17 Aug-17 Sep-17	20,823 23,947 23,507 28,645 28,381 25,467 27,807 25,946	95% 92.46% 92.08% 88.50% 88.40% 85.90% 88.90% 88.70%	1.09% 2.45% 1.03% 1.50% 1.54% 1.70% 1.64% 1.50%	4.8% 2.4% 3.1% 2.0% 1.9% 1.8% 1.6%	
Feb-17 Mar-17 Apr-17 May-17 Jun-17 Jul-17 Aug-17 Sep-17 Oct-17	20,823 23,947 23,507 28,645 28,381 25,467 27,807 25,946 26,854	95% 92.46% 92.08% 88.50% 88.40% 85.90% 88.90% 88.70% 89.30%	1.09% 2.45% 1.03% 1.50% 1.54% 1.70% 1.64% 1.50%	4.8% 2.4% 3.1% 2.0% 1.9% 1.8% 1.6% 10.4%	
Feb-17 Mar-17 Apr-17 May-17 Jun-17 Jul-17 Aug-17 Sep-17 Oct-17 Nov-17	20,823 23,947 23,507 28,645 28,381 25,467 27,807 25,946 26,854 23,914	95% 92.46% 92.08% 88.50% 88.40% 85.90% 88.90% 88.70% 89.30% 90.00%	1.09% 2.45% 1.03% 1.50% 1.54% 1.70% 1.64% 1.50% 1.50%	4.8% 2.4% 3.1% 2.0% 1.9% 1.8% 1.6% 10.4% 1.8%	
Feb-17 Mar-17 Apr-17 May-17 Jun-17 Jul-17 Aug-17 Sep-17 Oct-17 Nov-17	20,823 23,947 23,507 28,645 28,381 25,467 27,807 25,946 26,854 23,914	95% 92.46% 92.08% 88.50% 88.40% 85.90% 88.90% 88.70% 89.30% 90.00%	1.09% 2.45% 1.03% 1.50% 1.54% 1.70% 1.64% 1.50% 1.50%	4.8% 2.4% 3.1% 2.0% 1.9% 1.8% 1.6% 10.4% 1.8%	
Feb-17 Mar-17 Apr-17 May-17 Jun-17 Jul-17 Aug-17 Sep-17 Oct-17 Nov-17	20,823 23,947 23,507 28,645 28,381 25,467 27,807 25,946 26,854 23,914 21,139	95% 92.46% 92.08% 88.50% 88.40% 85.90% 88.70% 89.30% 90.00%	1.09% 2.45% 1.03% 1.50% 1.54% 1.70% 1.64% 1.50% 1.50% 1.30%	4.8% 2.4% 3.1% 2.0% 1.9% 1.8% 1.6% 10.4% 1.8% 2.8%	