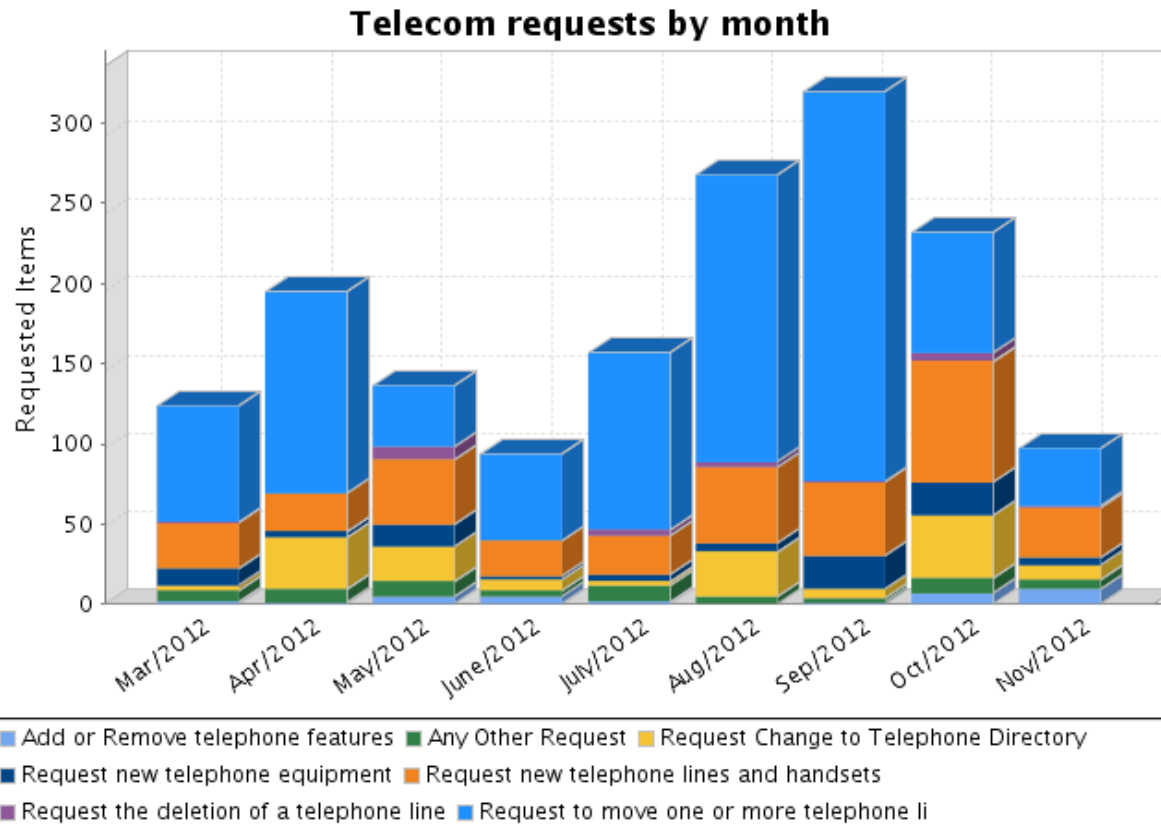


Telecom requests by month

Created: 23/11/2012 00:00:02 GMT



| Created Totals | Count Totals | Percent |
|------------------|--------------|---------|
| Mar/2012 Totals | 127 | 7.63% |
| Apr/2012 Totals | 200 | 12.01% |
| May/2012 Totals | 140 | 8.41% |
| June/2012 Totals | 96 | 5.77% |
| July/2012 Totals | 161 | 9.67% |
| Aug/2012 Totals | 275 | 16.52% |

| Created Totals | Count Totals | Percent |
|-----------------|--------------|---------|
| Sep/2012 Totals | 328 | 19.7% |
| Oct/2012 Totals | 238 | 14.29% |
| Nov/2012 Totals | 100 | 6.01% |

| Created | Item | Count | Percent |
|----------|--|-------|---------|
| Mar/2012 | Add or Remove telephone features | 2 | 1.57% |
| | Any Other Request | 7 | 5.51% |
| | Request Change to Telephone Directory | 3 | 2.36% |
| | Request new telephone equipment | 11 | 8.66% |
| | Request new telephone lines and handsets | 29 | 22.83% |
| | Request the deletion of a telephone line | 1 | 0.79% |
| | Request to move one or more telephone li | 74 | 58.27% |
| Apr/2012 | Add or Remove telephone features | 1 | 0.5% |
| | Any Other Request | 9 | 4.5% |
| | Request Change to Telephone Directory | 33 | 16.5% |
| | Request new telephone equipment | 4 | 2% |
| | Request new telephone lines and handsets | 24 | 12% |
| | Request to move one or more telephone li | 129 | 64.5% |
| May/2012 | Add or Remove telephone features | 5 | 3.57% |
| | Any Other Request | 10 | 7.14% |
| | Request Change to Telephone Directory | 22 | 15.71% |
| | Request new telephone equipment | 14 | 10% |
| | Request new telephone lines and handsets | 42 | 30% |
| | Request the deletion of a telephone line | 8 | 5.71% |

| Created | Item | Count | Percent |
|-----------|--|-------|---------|
| | Request to move one or more telephone li | 39 | 27.86% |
| June/2012 | Add or Remove telephone features | 5 | 5.21% |
| | Any Other Request | 4 | 4.17% |
| | Request Change to Telephone Directory | 7 | 7.29% |
| | Request new telephone equipment | 2 | 2.08% |
| | Request new telephone lines and handsets | 23 | 23.96% |
| | Request to move one or more telephone li | 55 | 57.29% |
| July/2012 | Add or Remove telephone features | 2 | 1.24% |
| | Any Other Request | 10 | 6.21% |
| | Request Change to Telephone Directory | 3 | 1.86% |
| | Request new telephone equipment | 4 | 2.48% |
| | Request new telephone lines and handsets | 25 | 15.53% |
| | Request the deletion of a telephone line | 4 | 2.48% |
| | Request to move one or more telephone li | 113 | 70.19% |
| Aug/2012 | Any Other Request | 5 | 1.82% |
| | Request Change to Telephone Directory | 29 | 10.55% |
| | Request new telephone equipment | 5 | 1.82% |
| | Request new telephone lines and handsets | 49 | 17.82% |
| | Request the deletion of a telephone line | 3 | 1.09% |
| | Request to move one or more telephone li | 184 | 66.91% |
| Sep/2012 | Add or Remove telephone features | 1 | 0.3% |
| | Any Other Request | 3 | 0.91% |

| Created | Item | Count | Percent |
|--------------|--|--------------|---------|
| | Request Change to Telephone Directory | 6 | 1.83% |
| | Request new telephone equipment | 21 | 6.4% |
| | Request new telephone lines and handsets | 47 | 14.33% |
| | Request the deletion of a telephone line | 1 | 0.3% |
| | Request to move one or more telephone li | 249 | 75.91% |
| Oct/2012 | Add or Remove telephone features | 7 | 2.94% |
| | Any Other Request | 10 | 4.2% |
| | Request Change to Telephone Directory | 40 | 16.81% |
| | Request new telephone equipment | 21 | 8.82% |
| | Request new telephone lines and handsets | 78 | 32.77% |
| | Request the deletion of a telephone line | 5 | 2.1% |
| | Request to move one or more telephone li | 77 | 32.35% |
| Nov/2012 | Add or Remove telephone features | 10 | 10% |
| | Any Other Request | 6 | 6% |
| | Request Change to Telephone Directory | 9 | 9% |
| | Request new telephone equipment | 5 | 5% |
| | Request new telephone lines and handsets | 32 | 32% |
| | Request the deletion of a telephone line | 1 | 1% |
| | Request to move one or more telephone li | 37 | 37% |
| Total | | 1,665 | |