**2008**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Customer Data** | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sept | Oct | Nov | Dec |
| Calls Received IVRS |  | 524,685 | 554,876 | 577,823 | 588,809 | 581,723 | 618,701 | 630,566 | 643,879 | 703,443 | 691,985 | 699,940 |
| Calls Received CSR |  | 21,594 | 20,866 | 21,052 | 20,611 | 21,446 | 21,967 | 22,025 | 23,335 | 24,328 | 23,866 | 23055 |
| **Retailer Data** | | | | | | | | | | | | |
| Calls Received IVRS |  | 2,061 | 6,177 | 5,629 | 5,820 | 5,939 | 6.212 | 6,391 | 6,719 | 7,135 | 7,184 | 7,055 |
| Calls Received CSR |  | 905 | 1,138 | 838 | 953 | 937 | 933 | 782 | 921 | 887 | 908 | 911 |

**2009**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Customer Data** | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sept | Oct | Nov | Dec |
| Calls Received bIVRS | 713,990 | 640,856 | 740,870 | 824,400 | 895,905 | 831,969 | 893,269 | 909,,385 | 933,279 | 956,249 | 948,834 | 980,456 |
| Calls Received CSR | 24,072 | 21,609 | 26,991 | 27,254 | 32,293 | 26,563 | 29,081 | 29,373 | 30,199 | 30,055 | 29,458 | 30,660 |
| **Retailer Data** | | | | | | | | | | | | |
| Calls Received IVRS | 7,569 | 7,956 | 9,640 | 9,954 | 11,314 | 11,160 | 11,619 | 12,094 | 13,934 | 12,591 | 11,822 | 12,171 |
| Calls Received CSR | 910 | 938 | 1,199 | 1,193 | 1,507 | 1,253 | 1,236 | 1,264 | 1,521 | 1,402 | 1,231 | 1,457 |

**2010**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Customer Data** | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sept | Oct | Nov | Dec |
| Calls Received IVRS | 976,150 | 842,925 | 934,724 | 959,510 | 973,334 | 976,926 | 1,062,422 | 1,075,204 | 1,056,984 | 1,062,375 | 1,057,677 | 1,074,634 |
| Calls Received CSR | 30,447 | 24,658 | 29,953 | 30,580 | 29,243 | 32,270 | 36,065 | 38,139 | 40,612 | 39,469 | 39,839 | 39,345 |
| **Retailer Data** | | | | | | | | | | | | |
| Calls Received IVRS | 12,411 | 11,613 | 13,314 | 13,945 | 13,660 | 15,557 | 14,346 | 14,907 | 15,060 | 15,047 | 15,046 | 15,169 |
| Calls Received CSR | 1,245 | 966 | 991 | 1,115 | 1,102 | 1,188 | 1,299 | 1,161 | 1,355 | 1,482 | 1,414 | 1,326 |

**2011**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Customer Data** | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sept | Oct | Nov | Dec |
| Calls Received IVRS | 1,096,164 | 977,043 | 1,078,323 | 1,079,017 | 1,167,362 | 1,173,351 | 1,221,462 | 1,266,476 | 1,854,683 | 1,257,373 | 1,228,926 | 1,232,513 |
| Calls Received CSR | 38,443 | 34,257 | 38,041 | 37,574 | 38,764 | 40,917 | 38,249 | 41,207 | 48,311 | 43,499 | 43,291 | 41,719 |
| **Retailer Data** | | | | | | | | | | | | |
| Calls Received IVRS | 15,601 | 15,124 | 16,499 | 16,343 | 17,208 | 16,880 | 17,503 | 18,263 | 19,578 | 16,957 | 16,889 | 17,142 |
| Calls Received CSR | 1,286 | 1,252 | 1,289 | 1,346 | 1,401 | 1,426 | 1,651 | 1,565 | 1,673 | 1,479 | 1,390 | 1,440 |

**2012**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Customer Data** | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sept | Oct | Nov | Dec |
| Calls Received IVRS | 1,236,301 | 1,112,477 | 1,204,763 | 1,203,645 | 1,289,647 | 1,258,693 | 1,784,701 | 1,346,577 | 1,292,793 | 1,308,659 | 1,489,967 | 1,242,845 |
| Calls Received CSR | 40,917 | 37,079 | 37,800 | 38,359 | 41,151 | 40,548 | 51,765 | 46,274 | 41,469 | 39,545 | 41,925 | 37,058 |
| **Retailer Data** | | | | | | | | | | | | |
| Calls Received IVRS | 17,582 | 16,945 | 18,614 | 18,112 | 18,784 | 18,559 | 21,958 | 18,854 | 17,385 | 18,257 | 19,937 | 17,371 |
| Calls Received CSR | 1,461 | 1,382 | 1,409 | 1,453 | 1,526 | 1,427 | 1,637 | 1,445 | 1,368 | 1,358 | 1,710 | 1,257 |

**2013**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Customer Data** | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sept | Oct | Nov | Dec |
| Calls Received IVRS | 1,268,669 | 1,142,036 | 1,216,419 | 1,234,198 | 1,299,421 | 1,308,001 | 1,347,642 | 1,365,924 | 1,335,014 | 1,727,591 | 1,343,411 | 1,324,772 |
| Calls Received CSR | 40,575 | 30,408 | 34,417 | 37,120 | 38,088 | 35,549 | 38,508 | 39,401 | 38,919 | 43,319 | 35,589 | 35,778 |
| **Retailer Data** | | | | | | | | | | | | |
| Calls Received IVRS | 18,572 | 16,993 | 18,624 | 18,163 | 18,546 | 18,822 | 19,122 | 19,670 | 19,467 | 28,393 | 17,754 | 17,884 |
| Calls Received CSR | 1,334 | 1,194 | 1,416 | 1,408 | 1,332 | 1,351 | 1,583 | 1,603 | 1,493 | 3,248 | 1,300 | 1,228 |