



IN CONFIDENCE

*Call Management
Information
Report for
Ingram Group
(01483862800)*

Report for Period

1st March 2002 to 31st March 2002

*Mr Paul Ingram (14391)
Ingram Group
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GU7 1AB*

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Company Ingram Group (01483862800)
Address 140A High Street, Godalming, Surrey, GU7 1AB
BT Reference C80040/PNN421

Main Site Number: 01483862800

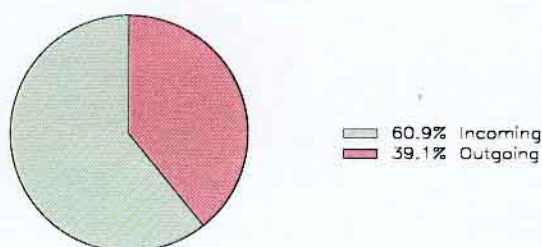
Period: 1st March 2002 to 31st March 2002

Call Summary for Period

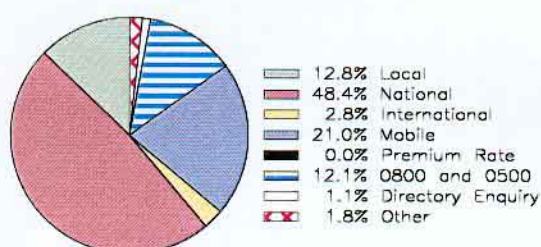
	Total	Outgoing		Incoming	
Calls Offered	869	393	100.0%	476	100.0%
Calls Answered	719	281	71.5%	438	92.0%
Calls Not Completed	150	112	28.5%	38	8.0%
Unanswered	105	70	17.8%	35	7.4%
Engaged	45	42	10.7%	3	0.6%

Overall average time to answer (Excluding Weekends): 7.9 seconds

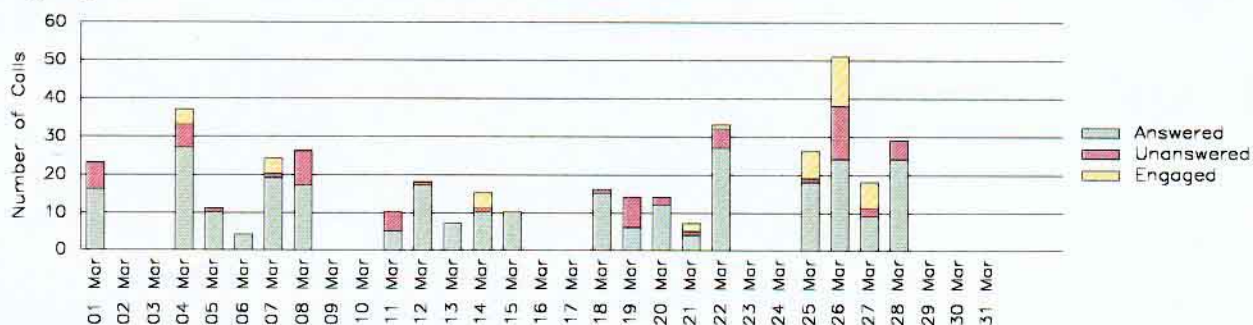
Call Direction Split (Answered Calls)



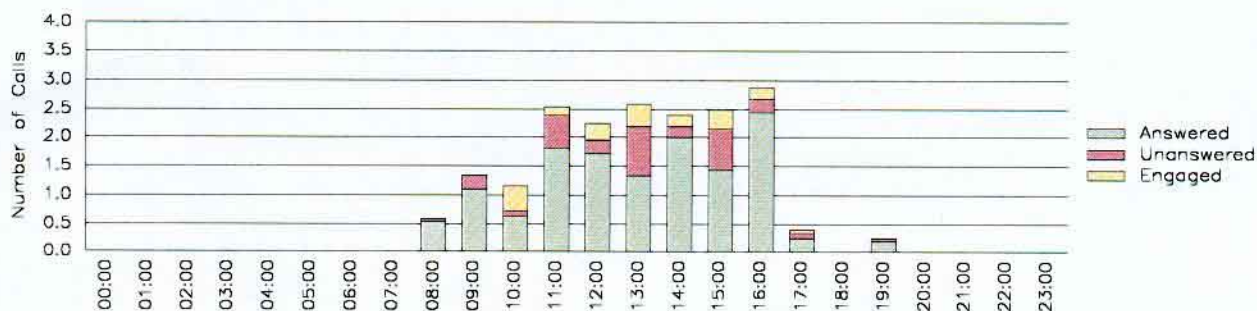
Call Destination Split (Answered Calls)



Outgoing Calls



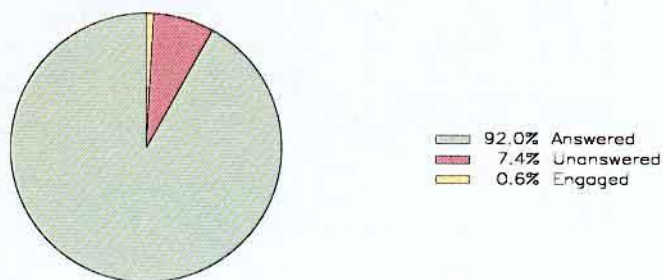
Average Daily Pattern of Outgoing Calls (Excluding Weekends)



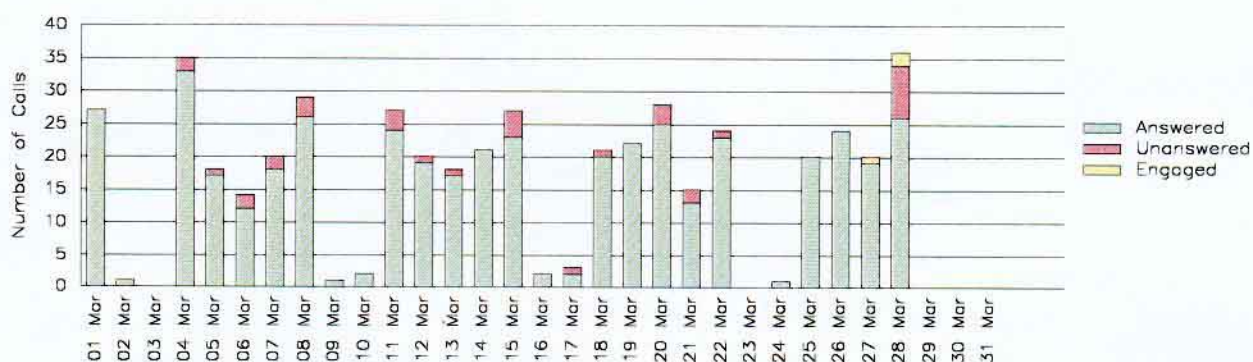
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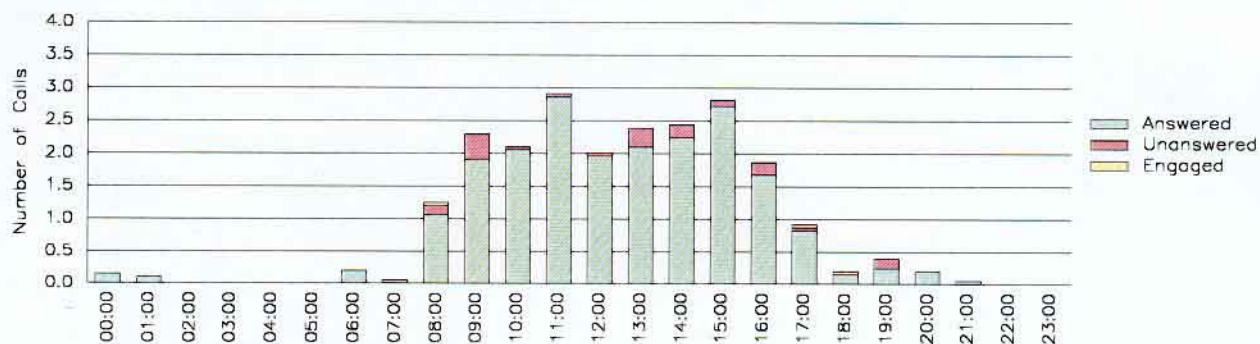
Incoming Call Attempt Summary



Incoming Call Attempts



Average Daily Pattern of Incoming Call Attempts (Excluding Weekends)



Incoming Engaged Call Summary

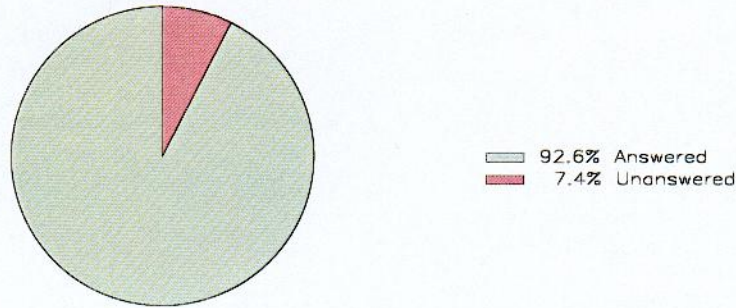
Date	Calls Offered	Calls Engaged	% Engaged	Date	Calls Offered	Calls Engaged	% Engaged	Date	Calls Offered	Calls Engaged	% Engaged
01 Mar	27	0	0.00	12 Mar	20	0	0.00	23 Mar	0	0	0.00
02 Mar	1	0	0.00	13 Mar	18	0	0.00	24 Mar	1	0	0.00
03 Mar	0	0	0.00	14 Mar	21	0	0.00	25 Mar	20	0	0.00
04 Mar	35	0	0.00	15 Mar	27	0	0.00	26 Mar	24	0	0.00
05 Mar	18	0	0.00	16 Mar	2	0	0.00	27 Mar	20	1	5.00
06 Mar	14	0	0.00	17 Mar	3	0	0.00	28 Mar	36	2	5.56
07 Mar	20	0	0.00	18 Mar	21	0	0.00	29 Mar	0	0	0.00
08 Mar	29	0	0.00	19 Mar	22	0	0.00	30 Mar	0	0	0.00
09 Mar	1	0	0.00	20 Mar	28	0	0.00	31 Mar	0	0	0.00
10 Mar	2	0	0.00	21 Mar	15	0	0.00				
11 Mar	27	0	0.00	22 Mar	24	0	0.00				



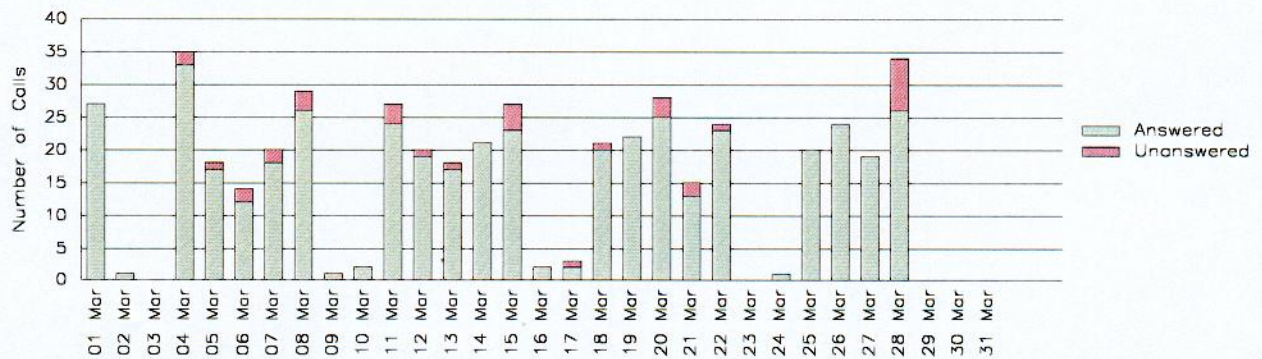
Main Site Number: 01483862800

Period: 1st March 2002 to 31st March 2002

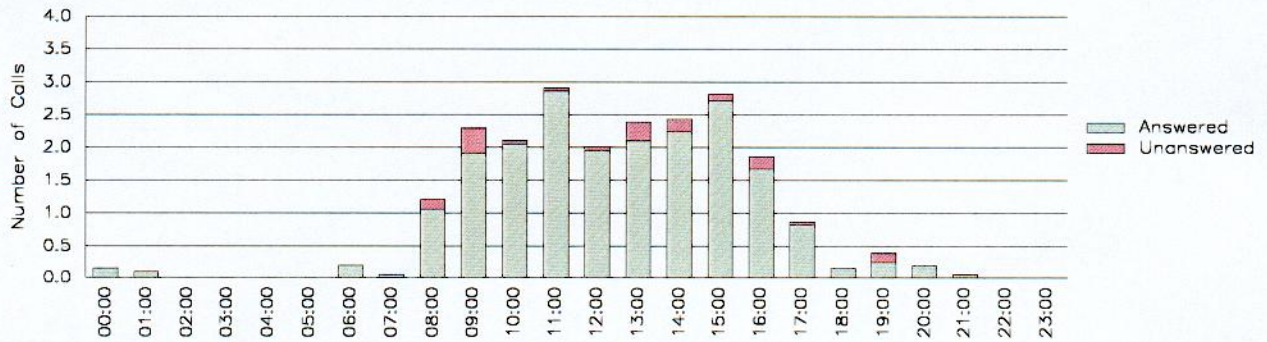
Incoming Call Handling Summary



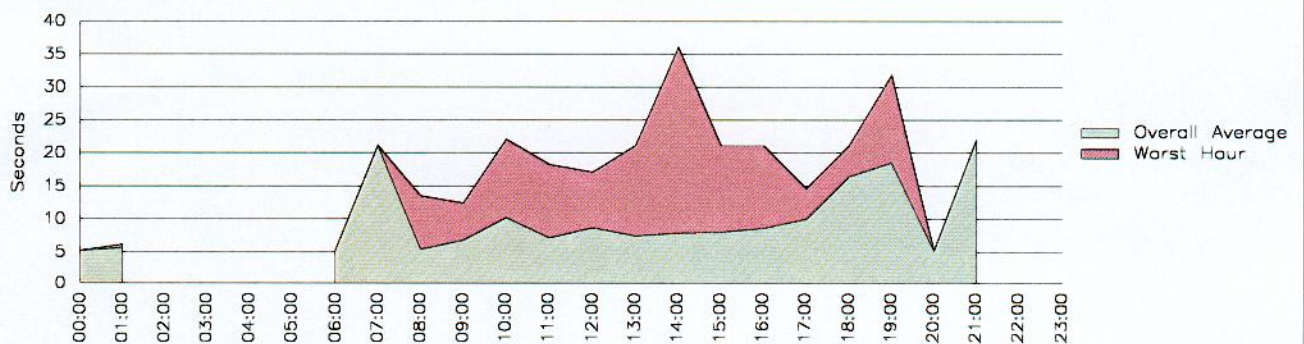
Incoming Call Handling



Average Daily Pattern of Incoming Call Handling (Excluding Weekends)



Time to Answer Incoming Calls (Excluding Weekends)



Main Site Number: 01483862800

Period: 1st March 2002 to 31st March 2002

Most Frequently Dialed Numbers

			Calls	Total Duration	Avg. Duration
0800591234	Linkline	0800 and 0500	31	03:29:16	00:06:45
02077778672	London	National	23	15:44	00:00:41
01798865479	Pulborough	National	22	01:06:26	00:03:01
07947892503	One-2-one	Mobile	21	36:03	00:01:43
07710986547	Cellnet	Mobile	7	09:42	00:01:23
01372457530	Esher	Local	6	17:20	00:02:53
01730300166	Petersfield	National	6	07:59	00:01:19
07711787907	Cellnet	Mobile	6	03:23	00:00:33
01202853643	Bournemouth	National	5	10:45	00:02:09
01216293953	Birmingham	National	4	09:06	00:02:16
01512544734	Liverpool	National	4	07:39	00:01:54
02073958465	London	National	4	07:29	00:01:52
01483427431	Guildford	Local	4	03:36	00:00:54
01932222456	Esher	Local	4	03:06	00:00:46
01512544189	Liverpool	National	3	01:08:42	00:22:54
08450796699	Energis	Local	3	35:29	00:11:49
08457404404	Bt	Local	3	18:08	00:06:02
01534882882	Jersey	Sw039 National	3	03:52	00:01:17
192	Inland Dq	Directory Enquiry	3	02:21	00:00:47
01730268395	Petersfield	National	3	02:11	00:00:43
01534888715	Jersey	Sw039 National	3	00:56	00:00:18

Dialed Numbers Sorted by Cumulative Duration

			Calls	Total Duration	Avg. Duration
0800591234	Linkline	0800 and 0500	31	03:29:16	00:06:45
01512544189	Liverpool	National	3	01:08:42	00:22:54
01798865479	Pulborough	National	22	01:06:26	00:03:01
07947892503	One-2-one	Mobile	21	36:03	00:01:43
08450796699	Energis	Local	3	35:29	00:11:49
08706000825	Bt (National Rate Service)	National	1	23:39	00:23:39
07866263138	Orange Pcs	Mobile	2	19:58	00:09:59
08457404404	Bt	Local	3	18:08	00:06:02
01372457530	Esher	Local	6	17:20	00:02:53
02077778672	London	National	23	15:44	00:00:41
0013212826985	Usa	International	2	15:09	00:07:34
01202875060	Bournemouth	National	2	13:06	00:06:33
01483429825	Guildford	Local	1	12:35	00:12:35
0070959560000	Ussr	International	2	12:07	00:06:03
150	Residential Customer Service Other (CB 32)		1	10:56	00:10:56
01202853643	Bournemouth	National	5	10:45	00:02:09
02082001295	London	National	2	10:15	00:05:07
07710986547	Cellnet	Mobile	7	09:42	00:01:23
01216293953	Birmingham	National	4	09:06	00:02:16
0033553369516	France (Including Corsica)	International	1	08:26	00:08:26
01730300166	Petersfield	National	6	07:59	00:01:19

Monitored Site Directory Numbers

Monitoring 100 directory numbers on 8 lines

01483862800 +100 DDI on 8 lines

