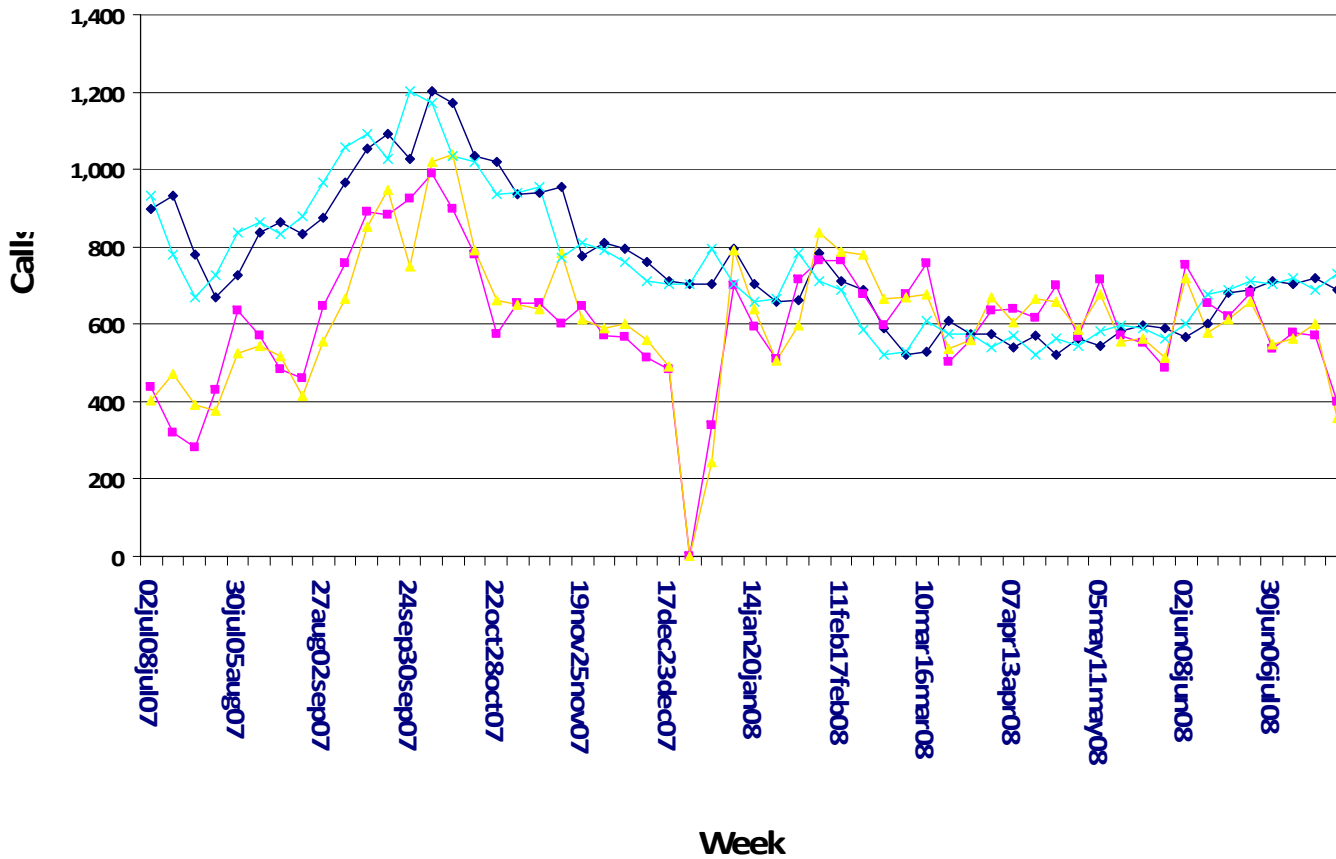
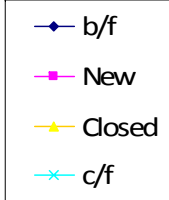


IT Services weekly call breakdown (July 07 - July 08)



b/f = Calls brought forward from the previous period

Closed = Closed calls for the week

New = New calls for the week

c/f = Calls carried forward into the next period