| month | #calls off | SL | Abandoned | Outage Abandoned |
|---|---|---|---|---|
| Jan-14 | 41154 | 66.6% | 4.70% | GMP: 18.6%; CVPS 6.7% |
| Feb | 33617 | 80.2% | 1.90% | GMP:6.8%; CVPS 12.1% |
| 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 | | 77.50% | 3.00% | 3.3% |

these were separate measures in Q1 2014 only

| month | #calls off | SL | Abandoned | |
|---|---|---|---|---|
| Jan-15 | 30,090 | 90.10% | 0.60% | 1.3% |
| Feb | 23,549 | 93.20% | 0.50% | 4.5% |
| Mar | 26,006 | 92.10% | 0.70% | 2.8% |
| Apr | 30,042 | 87.52% | 1.40% | 8.1% |
| May | 28,039 | 90.00% | 0.88% | 2.2% |
| Jun | 30,328 | 90.11% | 0.98% | 5.8% |
| Jul | 29,012 | 90.10% | 1.00% | 7.7% |
| Aug | 29,747 | 86.30% | 1.60% | 3.0% |
| Sep | 29,664 | 88.90% | 0.91% | 2.8% |
| Oct | 32,316 | 89% | 1.40% | 1.8% |
| Nov | 26,217 | 88.20% | 1.30% | 3.1% |
| Dec | 26,897 | 92.40% | 0.71% | 3.5% |
| 2015 Totals | 341,907 | 89.80% | 1.00% | 3.2% |

| month | #calls off | SL | Abandoned | |
|---|---|---|---|---|
| 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 | 25,225 | 89.40% | 1.30% | 1.8% |
| Feb-17 | 20,823 | 95% | 1.09% | 3.0% |
| Mar-17 | 23,947 | 92.46% | 2.45% | 4.8% |
| Apr-17 | 23,507 | 92.08% | 1.03% | 2.4% |
| May-17 | 28,645 | 88.50% | 1.50% | 3.1% |
| Jun-17 | 28,381 | 88.40% | 1.54% | 2.0% |
| Jul-17 | 25,467 | 85.90% | 1.70% | 1.9% |
| Aug-17 | 27,807 | 88.90% | 1.64% | 1.8% |
| Sep-17 | 25,946 | 88.70% | 1.50% | 1.6% |
| Oct-17 | 26,854 | 89.30% | 1.50% | 10.4% |
| Nov-17 | 23,914 | 90.00% | 1.20% | 1.8% |
| Dec-17 | 21,139 | 90.60% | 1.30% | 2.8% |
| total 2017 | 301,617 | 90.10% | 1.50% | 4.9% |
| benchmark | | 75.00% | 3.00% | 15.0% |