	Offered	Answered	Answered in SL	Abandon Rate	CRT	ATT	Average Hold Time	ACWT
July	10,057,118	9,807,975	8,922,357	2.48%	9:18	7:51	0:47	0:39
August	9,947,785	9,679,782	8,888,968	2.69%	9:10	8:00	0:38	0:32
September	8,742,869	8,552,532	7,976,078	2.18%	9:05	7:55	0:37	0:33
3Q2012	28,747,772	28,040,289	25,787,403	2.46%	9:12	7:55	0:41	0:35

Report Definitions:

Offered: Calls offered to the switch, IVR applications and agents, cummulative.

Answered: Calls answered by the switch, IVR applications and agents, cummulative.

Answered in SL: % of Answered calls answered in 30 seconds or less.

Abandon Rate: One minus Answered divided by Offered.

CRT: Customer Response Time, which is equal to ATT, Average Hold Time, plus ACWT.

ATT: Average Talk Time. The time an agent spends with the customer on an open line.

Average Hold Time: The average time an agent has placed a call is on hold (to validate information, etc.).

ACWT: After Call Work Time. The average time an agent is in the ACW state. The ACW state is used, after a ca FCC SL (% in 30). Answered in SL divided by Answered, in percent.

ASA: Average Speed of Answer. The average time a call waits in queue before being answered.

% in 2 minutes (est): The estimated SL using 120 seconds as the service time, using an Erlang C formula and the % Trunk Blockage: The percentage of times a customer cannot connect with Charter due to lack of capacity in t

FCC SL (% in 30)	ASA	% Trunk Blockage
90.97%	0:26	6.7600%
91.83%	0:28	2.9300%
93.26%	0:24	0.0000%
91.97%	0:26	3.3788%

Il is terminated, to enter information in the system to update a customer's account.

e metrics for that period of time.

:he access lines into the switches.