

Senate Community Affairs Legislation Committee

Budget Estimates – 03 June 2024
ANSWER TO QUESTION ON NOTICE

The Hon Bill Shorten MP
Minister for the National Disability Insurance Scheme
Minister for Government Services

Topic: Daily telephony performance – 2023-24 financial year

Question reference number: SA SQ24-000205

Outcome Number: 1

Senator: Hollie Hughes

Type of Question: Written.

Date set by the Committee for the return of answer: 25 July 2024

Question:

What is the telephony performance daily (congested messages, customer terminated & calls answered) for each day of the 2023-24 financial year?

Answer:

Services Australia's daily telephony performance for the period 1 July 2018 through to and including 21 July 2024 is at [Attachment A](#).

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
01/07/2018	5,423	545	0
02/07/2018	133,003	38,541	19,961
03/07/2018	126,435	32,997	14,797
04/07/2018	117,777	30,155	13,224
05/07/2018	119,053	26,180	9,689
06/07/2018	106,607	25,519	8,832
07/07/2018	9,860	976	0
08/07/2018	5,356	745	0
09/07/2018	124,644	33,809	12,546
10/07/2018	122,921	26,190	6,672
11/07/2018	114,375	27,822	4,189
12/07/2018	109,968	25,510	3,921
13/07/2018	100,925	28,024	5,031
14/07/2018	10,327	1,237	0
15/07/2018	7,332	1,526	0
16/07/2018	121,400	37,942	9,462
17/07/2018	120,381	30,528	6,150
18/07/2018	113,301	28,756	3,905
19/07/2018	115,028	21,985	1,115
20/07/2018	103,810	22,068	1,642
21/07/2018	9,362	667	0
22/07/2018	5,336	357	0
23/07/2018	132,248	30,099	7,909
24/07/2018	123,524	24,089	3,385
25/07/2018	114,526	24,803	3,610
26/07/2018	113,043	23,910	1,336
27/07/2018	99,248	24,342	2,179
28/07/2018	9,206	597	0
29/07/2018	4,972	346	0
30/07/2018	123,577	32,918	4,757
31/07/2018	115,728	28,648	1,907
01/08/2018	112,037	26,596	2,365
02/08/2018	111,088	22,225	503
03/08/2018	100,988	23,716	2,511
04/08/2018	9,295	743	0
05/08/2018	4,808	709	56
06/08/2018	121,205	27,889	4,971
07/08/2018	118,793	24,110	1,682
08/08/2018	111,033	23,653	3,743
09/08/2018	110,182	21,306	2,973
10/08/2018	101,072	19,630	2,610
11/08/2018	8,645	731	0
12/08/2018	4,628	200	0
13/08/2018	116,632	25,418	7,408
14/08/2018	115,248	21,362	3,186
15/08/2018	104,101	21,247	3,747

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
16/08/2018	110,148	17,225	1,459
17/08/2018	98,906	17,833	2,188
18/08/2018	8,946	673	0
19/08/2018	6,355	698	0
20/08/2018	118,588	24,232	7,802
21/08/2018	113,609	18,608	3,322
22/08/2018	108,302	17,376	1,374
23/08/2018	107,567	13,658	947
24/08/2018	96,535	16,315	2,443
25/08/2018	8,328	902	0
26/08/2018	4,414	397	0
27/08/2018	118,942	22,095	7,831
28/08/2018	114,281	19,017	3,188
29/08/2018	107,408	18,803	1,006
30/08/2018	107,210	14,559	1,566
31/08/2018	95,293	17,187	1,305
01/09/2018	8,534	476	0
02/09/2018	4,143	295	0
03/09/2018	121,280	19,944	1,601
04/09/2018	115,563	17,965	811
05/09/2018	106,335	19,865	259
06/09/2018	106,530	17,257	341
07/09/2018	95,013	20,369	1,520
08/09/2018	11,339	2,821	11
09/09/2018	6,289	673	0
10/09/2018	119,681	29,468	9,177
11/09/2018	110,067	22,708	1,845
12/09/2018	107,084	19,458	1,227
13/09/2018	107,959	15,340	625
14/09/2018	97,769	16,424	401
15/09/2018	8,675	241	0
16/09/2018	4,254	153	0
17/09/2018	118,381	21,760	5,512
18/09/2018	113,625	16,562	1,428
19/09/2018	106,891	16,768	489
20/09/2018	104,912	14,060	482
21/09/2018	94,053	17,724	1,367
22/09/2018	8,104	607	234
23/09/2018	5,046	245	0
24/09/2018	104,091	19,865	5,336
25/09/2018	112,449	20,497	1,493
26/09/2018	105,951	18,789	1,418
27/09/2018	105,340	16,584	486
28/09/2018	76,363	12,824	302
29/09/2018	7,844	637	0
30/09/2018	4,354	245	0

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
01/10/2018	53,374	12,843	0
02/10/2018	116,224	25,714	6,168
03/10/2018	105,284	25,309	1,286
04/10/2018	103,457	20,482	659
05/10/2018	92,880	21,959	1,941
06/10/2018	8,594	645	0
07/10/2018	4,309	312	0
08/10/2018	111,260	27,382	7,220
09/10/2018	110,063	22,259	2,893
10/10/2018	104,133	20,968	2,019
11/10/2018	103,390	17,178	184
12/10/2018	93,276	19,579	1,307
13/10/2018	8,352	1,194	0
14/10/2018	4,509	346	0
15/10/2018	119,052	29,245	40,818
16/10/2018	118,317	22,316	21,866
17/10/2018	106,840	21,314	2,292
18/10/2018	104,336	16,627	1,632
19/10/2018	94,125	16,970	2,960
20/10/2018	8,398	794	0
21/10/2018	4,297	225	0
22/10/2018	111,586	25,069	3,444
23/10/2018	110,769	20,479	2,029
24/10/2018	104,848	17,921	1,261
25/10/2018	103,571	15,980	525
26/10/2018	95,536	15,879	1,347
27/10/2018	7,947	782	0
28/10/2018	4,161	441	0
29/10/2018	117,125	24,062	4,457
30/10/2018	115,000	18,432	1,578
31/10/2018	107,356	15,680	1,551
01/11/2018	105,932	13,601	1,397
02/11/2018	96,897	17,429	1,692
03/11/2018	8,101	663	0
04/11/2018	4,306	160	0
05/11/2018	114,380	23,978	4,084
06/11/2018	93,849	15,491	1,695
07/11/2018	105,465	26,016	3,365
08/11/2018	108,496	19,337	986
09/11/2018	95,685	21,221	1,876
10/11/2018	8,326	671	0
11/11/2018	4,438	270	0
12/11/2018	117,106	27,267	9,371
13/11/2018	114,416	20,991	3,533
14/11/2018	109,700	23,293	1,933
15/11/2018	108,464	15,833	558

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
16/11/2018	95,574	18,679	1,528
17/11/2018	8,367	821	3
18/11/2018	4,281	214	0
19/11/2018	112,347	26,049	6,244
20/11/2018	112,114	21,346	1,281
21/11/2018	105,602	21,086	1,300
22/11/2018	105,857	18,098	1,334
23/11/2018	94,647	18,345	2,063
24/11/2018	8,241	577	0
25/11/2018	4,040	278	0
26/11/2018	117,093	24,485	6,602
27/11/2018	116,400	20,964	2,937
28/11/2018	109,487	21,369	3,773
29/11/2018	109,966	15,588	607
30/11/2018	96,056	17,936	1,659
01/12/2018	8,318	720	16
02/12/2018	6,095	642	0
03/12/2018	119,330	26,507	7,487
04/12/2018	117,325	19,406	1,461
05/12/2018	112,374	18,525	1,028
06/12/2018	110,971	14,864	694
07/12/2018	100,123	18,508	1,069
08/12/2018	8,783	595	0
09/12/2018	4,478	192	0
10/12/2018	121,133	24,816	9,437
11/12/2018	116,383	21,310	1,103
12/12/2018	112,661	21,815	1,167
13/12/2018	107,936	19,533	1,218
14/12/2018	98,075	21,471	1,786
15/12/2018	8,778	686	0
16/12/2018	4,507	217	0
17/12/2018	120,582	26,224	9,316
18/12/2018	124,338	22,768	3,642
19/12/2018	118,318	24,186	4,310
20/12/2018	122,974	16,168	1,782
21/12/2018	111,846	13,485	287
22/12/2018	9,311	1,106	0
23/12/2018	5,085	403	0
24/12/2018	74,075	4,797	8
25/12/2018	2,759	60	0
26/12/2018	7,009	215	0
27/12/2018	25,189	2,906	0
28/12/2018	90,881	20,290	6,709
29/12/2018	7,830	393	0
30/12/2018	4,692	251	0
31/12/2018	81,913	12,805	1,320

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
01/01/2019	4,996	157	0
02/01/2019	106,250	22,773	7,639
03/01/2019	108,069	18,284	1,326
04/01/2019	98,484	20,964	3,711
05/01/2019	8,763	1,163	0
06/01/2019	4,823	475	0
07/01/2019	124,335	32,950	13,048
08/01/2019	120,400	26,064	2,412
09/01/2019	113,308	22,684	1,170
10/01/2019	110,763	18,824	574
11/01/2019	98,094	24,230	1,497
12/01/2019	8,320	763	22
13/01/2019	4,480	221	0
14/01/2019	123,886	29,607	7,142
15/01/2019	122,464	21,368	992
16/01/2019	112,852	18,710	397
17/01/2019	108,338	17,875	1,964
18/01/2019	98,876	22,139	5,042
19/01/2019	8,662	781	8
20/01/2019	4,797	207	0
21/01/2019	119,005	29,908	11,622
22/01/2019	115,707	23,236	3,935
23/01/2019	110,669	24,060	5,834
24/01/2019	109,109	19,679	843
25/01/2019	94,763	21,545	1,136
26/01/2019	7,154	381	0
27/01/2019	4,241	291	0
28/01/2019	6,422	254	0
29/01/2019	120,471	35,111	16,734
30/01/2019	115,043	29,293	7,631
31/01/2019	115,197	25,926	4,825
01/02/2019	102,456	24,684	6,314
02/02/2019	8,912	910	211
03/02/2019	4,560	382	0
04/02/2019	121,636	31,555	15,344
05/02/2019	120,031	29,995	9,170
06/02/2019	117,300	30,896	6,656
07/02/2019	121,567	25,008	2,142
08/02/2019	108,066	31,616	5,394
09/02/2019	11,989	4,532	13
10/02/2019	9,270	1,993	0
11/02/2019	130,649	32,506	8,480
12/02/2019	131,813	18,297	2,260
13/02/2019	118,730	17,843	2,551
14/02/2019	112,288	16,605	1,645
15/02/2019	107,424	20,034	3,349

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
16/02/2019	9,742	762	4
17/02/2019	5,521	628	0
18/02/2019	120,859	34,493	14,707
19/02/2019	114,533	25,403	11,906
20/02/2019	110,207	22,997	9,557
21/02/2019	111,966	19,191	5,020
22/02/2019	98,451	22,822	11,893
23/02/2019	8,049	671	21
24/02/2019	4,226	397	1
25/02/2019	117,808	30,010	17,684
26/02/2019	117,577	23,458	8,097
27/02/2019	108,375	24,199	8,875
28/02/2019	108,499	20,382	3,317
01/03/2019	97,779	21,184	6,909
02/03/2019	9,223	712	4
03/03/2019	4,391	507	0
04/03/2019	110,959	25,072	15,576
05/03/2019	114,930	24,154	12,930
06/03/2019	108,193	22,932	10,961
07/03/2019	106,830	22,034	6,714
08/03/2019	98,444	21,645	8,534
09/03/2019	8,358	579	0
10/03/2019	4,002	239	0
11/03/2019	84,306	21,862	3,587
12/03/2019	116,646	24,978	19,349
13/03/2019	106,669	24,495	14,196
14/03/2019	104,205	22,373	12,467
15/03/2019	95,928	18,753	12,136
16/03/2019	7,834	928	0
17/03/2019	4,137	488	19
18/03/2019	117,227	27,435	14,627
19/03/2019	111,268	22,727	8,777
20/03/2019	102,402	21,504	10,330
21/03/2019	99,917	20,922	9,499
22/03/2019	91,875	20,121	11,437
23/03/2019	8,047	672	0
24/03/2019	4,154	325	0
25/03/2019	114,862	26,770	16,396
26/03/2019	108,618	22,633	9,384
27/03/2019	103,121	21,122	8,529
28/03/2019	100,725	19,939	6,324
29/03/2019	94,367	19,857	9,000
30/03/2019	7,971	1,018	10
31/03/2019	4,273	380	0
01/04/2019	113,054	23,820	14,829
02/04/2019	111,026	21,282	8,206

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
03/04/2019	107,894	21,447	4,799
04/04/2019	108,044	18,286	3,400
05/04/2019	93,935	20,535	5,897
06/04/2019	8,413	472	0
07/04/2019	4,088	462	0
08/04/2019	116,119	28,888	14,369
09/04/2019	113,733	23,597	5,233
10/04/2019	108,314	21,605	5,423
11/04/2019	110,245	19,375	2,947
12/04/2019	101,714	17,574	5,133
13/04/2019	9,393	721	67
14/04/2019	5,222	168	0
15/04/2019	126,393	32,405	15,283
16/04/2019	124,409	24,611	8,121
17/04/2019	116,787	22,934	6,504
18/04/2019	114,869	18,968	5,353
19/04/2019	4,675	160	0
20/04/2019	6,785	65	0
21/04/2019	3,898	71	0
22/04/2019	7,230	101	0
23/04/2019	122,585	30,131	17,975
24/04/2019	114,241	23,313	7,536
25/04/2019	6,113	176	0
26/04/2019	103,261	22,600	14,321
27/04/2019	9,157	551	0
28/04/2019	4,680	201	0
29/04/2019	129,990	28,254	15,495
30/04/2019	127,361	22,557	5,064
01/05/2019	123,993	22,971	5,129
02/05/2019	122,283	21,187	4,045
03/05/2019	111,353	19,746	9,256
04/05/2019	11,244	1,076	21
05/05/2019	5,770	278	23
06/05/2019	110,368	14,861	933
07/05/2019	129,030	23,573	8,843
08/05/2019	121,094	22,700	2,565
09/05/2019	118,959	18,432	1,429
10/05/2019	108,541	16,434	2,191
11/05/2019	10,362	854	19
12/05/2019	4,939	142	0
13/05/2019	129,219	23,787	13,189
14/05/2019	128,957	17,727	2,167
15/05/2019	119,805	20,759	4,253
16/05/2019	115,125	18,055	2,350
17/05/2019	107,098	18,725	3,133
18/05/2019	17,873	736	70

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
19/05/2019	4,548	267	54
20/05/2019	117,981	23,841	10,277
21/05/2019	113,933	22,252	2,615
22/05/2019	109,714	20,534	956
23/05/2019	105,326	16,638	2,675
24/05/2019	98,933	16,412	1,751
25/05/2019	7,939	565	69
26/05/2019	4,305	274	28
27/05/2019	118,691	25,305	7,552
28/05/2019	116,244	16,800	2,561
29/05/2019	109,184	20,058	1,383
30/05/2019	102,649	17,831	3,338
31/05/2019	95,206	17,645	5,490
01/06/2019	8,213	694	20
02/06/2019	4,226	226	0
03/06/2019	108,969	19,388	10,400
04/06/2019	111,435	21,177	8,278
05/06/2019	105,479	22,837	9,988
06/06/2019	103,128	18,540	6,850
07/06/2019	95,469	19,268	10,267
08/06/2019	8,452	947	39
09/06/2019	4,722	218	0
10/06/2019	46,929	7,768	64
11/06/2019	109,137	34,503	14,256
12/06/2019	106,098	27,227	13,441
13/06/2019	104,936	22,866	10,803
14/06/2019	97,748	19,984	11,499
15/06/2019	8,913	584	0
16/06/2019	4,990	258	0
17/06/2019	118,235	27,924	13,931
18/06/2019	113,190	24,220	8,680
19/06/2019	108,966	22,416	3,884
20/06/2019	103,614	20,066	6,806
21/06/2019	102,965	17,848	6,659
22/06/2019	8,578	835	2
23/06/2019	4,582	282	0
24/06/2019	116,530	28,717	15,625
25/06/2019	120,046	20,079	2,301
26/06/2019	108,245	21,292	5,057
27/06/2019	106,202	19,279	4,510
28/06/2019	98,386	21,600	5,506
29/06/2019	8,627	735	8
30/06/2019	5,213	250	0
01/07/2019	121,964	34,354	12,799
02/07/2019	124,850	29,045	6,144
03/07/2019	115,063	26,793	8,012

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
04/07/2019	117,236	25,554	6,042
05/07/2019	105,934	24,187	6,554
06/07/2019	10,570	1,073	190
07/07/2019	6,280	671	15
08/07/2019	120,852	36,796	18,893
09/07/2019	121,171	24,849	5,808
10/07/2019	113,021	24,491	3,923
11/07/2019	110,432	21,179	3,424
12/07/2019	101,301	19,001	3,192
13/07/2019	10,473	1,479	4
14/07/2019	5,849	849	0
15/07/2019	117,101	31,274	15,372
16/07/2019	114,600	25,163	6,156
17/07/2019	104,924	26,961	7,071
18/07/2019	105,914	21,713	6,456
19/07/2019	96,359	19,644	6,228
20/07/2019	9,051	1,167	0
21/07/2019	5,431	444	0
22/07/2019	117,693	25,875	15,567
23/07/2019	115,966	24,854	6,774
24/07/2019	110,591	23,346	8,862
25/07/2019	90,018	27,757	12,856
26/07/2019	99,486	22,014	9,972
27/07/2019	8,496	934	0
28/07/2019	5,131	220	0
29/07/2019	116,589	28,551	14,540
30/07/2019	114,224	23,423	12,797
31/07/2019	108,614	22,130	10,459
01/08/2019	105,700	20,186	8,568
02/08/2019	98,224	17,757	10,739
03/08/2019	8,312	805	2
04/08/2019	4,758	340	44
05/08/2019	114,714	21,832	14,553
06/08/2019	114,329	21,349	9,615
07/08/2019	104,950	20,574	8,908
08/08/2019	104,401	18,158	7,370
09/08/2019	93,766	16,730	9,394
10/08/2019	7,964	696	7
11/08/2019	4,355	180	0
12/08/2019	111,394	21,465	17,724
13/08/2019	114,366	18,576	9,060
14/08/2019	100,205	19,824	12,594
15/08/2019	101,483	17,773	10,789
16/08/2019	92,585	16,931	12,703
17/08/2019	7,692	668	0
18/08/2019	4,333	261	0

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
19/08/2019	114,118	21,062	24,424
20/08/2019	109,566	17,159	12,868
21/08/2019	103,011	16,218	12,601
22/08/2019	101,263	15,613	11,319
23/08/2019	90,410	15,059	10,963
24/08/2019	7,555	626	60
25/08/2019	4,309	121	0
26/08/2019	112,369	19,936	20,453
27/08/2019	108,505	18,051	14,117
28/08/2019	102,610	17,890	14,775
29/08/2019	102,725	14,883	11,304
30/08/2019	92,591	15,273	9,766
31/08/2019	7,601	876	157
01/09/2019	3,966	159	0
02/09/2019	115,158	19,782	21,941
03/09/2019	109,881	17,926	11,671
04/09/2019	103,969	16,327	10,816
05/09/2019	100,993	16,178	9,721
06/09/2019	91,260	16,109	9,230
07/09/2019	7,899	791	42
08/09/2019	4,296	206	3
09/09/2019	115,141	18,972	18,905
10/09/2019	111,389	17,977	9,442
11/09/2019	105,395	18,366	9,278
12/09/2019	102,396	14,658	6,005
13/09/2019	93,560	14,365	5,852
14/09/2019	8,281	691	32
15/09/2019	4,200	226	0
16/09/2019	114,070	19,945	16,178
17/09/2019	108,996	16,660	11,346
18/09/2019	103,265	16,727	9,409
19/09/2019	100,470	14,865	5,766
20/09/2019	90,780	15,252	9,001
21/09/2019	7,709	710	1
22/09/2019	4,302	219	1
23/09/2019	111,539	17,966	19,456
24/09/2019	106,498	17,028	10,587
25/09/2019	102,660	16,508	8,920
26/09/2019	99,770	15,324	5,138
27/09/2019	74,633	13,325	951
28/09/2019	7,522	562	31
29/09/2019	4,077	209	24
30/09/2019	101,846	18,366	18,515
01/10/2019	110,655	18,457	9,719
02/10/2019	102,643	18,282	10,423
03/10/2019	99,326	15,444	8,214

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
04/10/2019	90,374	15,864	13,032
05/10/2019	7,559	730	17
06/10/2019	3,810	272	2
07/10/2019	58,618	4,965	738
08/10/2019	114,825	21,258	20,329
09/10/2019	105,601	19,590	11,757
10/10/2019	102,751	16,377	10,556
11/10/2019	96,341	14,646	7,323
12/10/2019	7,443	713	14
13/10/2019	3,978	266	0
14/10/2019	118,000	20,462	16,532
15/10/2019	112,755	16,706	6,816
16/10/2019	106,604	16,837	5,750
17/10/2019	104,516	14,841	1,825
18/10/2019	97,610	15,222	3,688
19/10/2019	7,649	587	1
20/10/2019	4,090	226	0
21/10/2019	117,209	18,228	11,739
22/10/2019	113,539	14,731	3,891
23/10/2019	104,500	16,241	4,051
24/10/2019	103,386	13,781	3,754
25/10/2019	94,055	14,710	5,351
26/10/2019	7,507	698	0
27/10/2019	4,024	204	21
28/10/2019	120,029	18,955	12,079
29/10/2019	114,171	15,013	2,457
30/10/2019	107,081	15,533	3,559
31/10/2019	104,653	13,334	733
01/11/2019	94,995	14,600	2,685
02/11/2019	7,383	923	40
03/11/2019	4,022	297	42
04/11/2019	115,510	17,345	12,702
05/11/2019	90,697	13,708	1,908
06/11/2019	109,001	16,618	5,989
07/11/2019	106,230	16,356	3,213
08/11/2019	97,401	15,669	6,004
09/11/2019	7,135	851	6
10/11/2019	4,074	345	9
11/11/2019	119,502	19,966	14,312
12/11/2019	114,258	14,798	3,201
13/11/2019	111,797	12,494	1,161
14/11/2019	103,314	8,240	710
15/11/2019	94,013	16,889	3,577
16/11/2019	7,594	898	1
17/11/2019	4,284	228	3
18/11/2019	122,041	19,087	8,571

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
19/11/2019	113,863	15,381	2,037
20/11/2019	106,359	16,942	3,300
21/11/2019	102,391	13,960	4,525
22/11/2019	93,397	16,851	5,708
23/11/2019	7,599	761	40
24/11/2019	4,222	408	6
25/11/2019	119,449	21,282	15,404
26/11/2019	114,606	17,816	2,065
27/11/2019	107,989	16,962	2,001
28/11/2019	103,308	15,587	2,649
29/11/2019	91,844	15,394	3,853
30/11/2019	7,838	753	12
01/12/2019	3,961	299	3
02/12/2019	121,224	19,523	9,958
03/12/2019	115,420	16,968	1,038
04/12/2019	109,279	17,123	1,420
05/12/2019	104,898	15,631	970
06/12/2019	96,894	15,134	1,951
07/12/2019	7,915	661	33
08/12/2019	3,870	320	6
09/12/2019	121,074	19,634	6,754
10/12/2019	114,279	16,849	1,709
11/12/2019	106,609	16,375	3,966
12/12/2019	103,776	14,219	3,154
13/12/2019	95,648	13,778	3,074
14/12/2019	7,458	812	37
15/12/2019	3,693	358	29
16/12/2019	121,862	16,267	10,025
17/12/2019	116,962	14,762	1,562
18/12/2019	111,366	13,555	1,891
19/12/2019	110,453	14,205	4,802
20/12/2019	102,605	14,607	5,553
21/12/2019	9,039	792	9
22/12/2019	5,106	232	2
23/12/2019	110,233	17,784	12,737
24/12/2019	71,856	6,832	1,439
25/12/2019	2,435	66	0
26/12/2019	5,306	231	0
27/12/2019	20,430	1,555	0
28/12/2019	6,638	175	0
29/12/2019	4,728	130	0
30/12/2019	97,020	20,457	20,918
31/12/2019	67,550	11,986	3,641
01/01/2020	3,951	80	0
02/01/2020	94,819	15,078	10,475
03/01/2020	90,324	15,004	10,822

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
04/01/2020	7,759	1,125	96
05/01/2020	4,621	241	22
06/01/2020	119,499	24,180	21,443
07/01/2020	114,552	20,738	5,932
08/01/2020	108,335	19,886	3,049
09/01/2020	104,279	19,749	1,966
10/01/2020	97,207	18,881	3,579
11/01/2020	8,294	2,680	76
12/01/2020	5,771	373	62
13/01/2020	122,279	23,457	7,736
14/01/2020	116,977	18,107	2,770
15/01/2020	106,589	18,546	7,115
16/01/2020	99,920	18,584	9,659
17/01/2020	93,218	16,588	11,803
18/01/2020	9,311	671	146
19/01/2020	5,402	315	75
20/01/2020	116,558	21,331	24,169
21/01/2020	112,282	18,054	18,857
22/01/2020	105,476	20,422	19,522
23/01/2020	101,258	17,742	11,455
24/01/2020	94,042	18,189	11,569
25/01/2020	8,520	617	17
26/01/2020	4,387	142	0
27/01/2020	6,744	124	0
28/01/2020	120,513	25,104	23,469
29/01/2020	110,968	21,166	11,967
30/01/2020	112,633	21,004	10,045
31/01/2020	103,041	18,745	9,375
01/02/2020	7,294	3,546	41
02/02/2020	5,010	416	1
03/02/2020	122,376	24,582	19,906
04/02/2020	118,662	20,427	10,728
05/02/2020	115,166	23,712	10,827
06/02/2020	108,813	19,173	11,915
07/02/2020	100,862	19,626	11,023
08/02/2020	8,621	750	76
09/02/2020	4,562	336	141
10/02/2020	120,834	23,064	18,533
11/02/2020	117,707	19,618	11,267
12/02/2020	109,818	19,408	12,380
13/02/2020	107,413	17,142	9,755
14/02/2020	98,350	15,837	9,258
15/02/2020	8,337	684	123
16/02/2020	4,524	417	22
17/02/2020	118,322	22,263	17,951
18/02/2020	112,565	19,897	10,205

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
19/02/2020	106,892	18,752	7,580
20/02/2020	105,191	16,127	5,166
21/02/2020	96,551	16,203	8,546
22/02/2020	7,562	1,582	82
23/02/2020	4,335	435	49
24/02/2020	116,462	22,482	16,326
25/02/2020	113,449	20,046	7,459
26/02/2020	104,616	19,051	7,694
27/02/2020	103,298	17,194	8,499
28/02/2020	97,843	17,152	8,264
29/02/2020	7,861	1,224	60
01/03/2020	4,470	617	40
02/03/2020	111,207	17,370	14,756
03/03/2020	115,680	17,015	9,853
04/03/2020	109,590	16,609	9,247
05/03/2020	106,162	14,726	9,718
06/03/2020	98,589	14,697	10,222
07/03/2020	8,534	729	18
08/03/2020	3,821	845	26
09/03/2020	84,077	14,549	2,951
10/03/2020	115,772	18,492	15,039
11/03/2020	109,638	16,060	12,967
12/03/2020	104,756	17,481	16,639
13/03/2020	98,723	16,889	18,232
14/03/2020	8,311	1,129	67
15/03/2020	4,588	742	30
16/03/2020	116,990	22,462	34,096
17/03/2020	113,330	18,441	25,471
18/03/2020	105,857	21,956	27,240
19/03/2020	104,648	20,848	24,865
20/03/2020	96,206	24,711	30,723
21/03/2020	8,423	1,745	20
22/03/2020	4,960	4,871	23
23/03/2020	124,247	67,027	98,594
24/03/2020	94,320	105,008	152,217
25/03/2020	92,466	97,811	123,828
26/03/2020	112,922	105,626	90,784
27/03/2020	105,580	93,308	114,306
28/03/2020	12,227	13,647	20,390
29/03/2020	13,536	9,106	10,868
30/03/2020	125,714	89,726	75,475
31/03/2020	113,687	93,498	82,234
01/04/2020	114,277	77,833	48,244
02/04/2020	98,230	61,958	86,729
03/04/2020	88,553	60,427	89,235
04/04/2020	10,894	11,258	17,202

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
05/04/2020	13,960	3,022	1,874
06/04/2020	119,152	66,423	83,114
07/04/2020	133,112	58,449	55,026
08/04/2020	122,556	47,341	48,943
09/04/2020	119,095	40,229	43,969
10/04/2020	3,751	151	1
11/04/2020	15,784	2,205	8,983
12/04/2020	3,101	1,391	0
13/04/2020	17,663	1,874	10,532
14/04/2020	134,919	55,200	73,657
15/04/2020	128,372	46,116	48,368
16/04/2020	152,838	41,177	41,387
17/04/2020	155,192	30,715	32,449
18/04/2020	15,630	1,548	6,984
19/04/2020	13,318	805	12
20/04/2020	182,482	27,010	66,080
21/04/2020	166,193	18,066	50,901
22/04/2020	156,430	15,922	52,626
23/04/2020	152,206	14,167	47,529
24/04/2020	144,869	19,208	47,544
25/04/2020	4,346	108	0
26/04/2020	13,042	2,801	1,498
27/04/2020	158,052	25,409	53,158
28/04/2020	163,402	18,644	52,064
29/04/2020	158,848	20,038	58,492
30/04/2020	154,008	15,249	50,817
01/05/2020	137,134	15,993	52,399
02/05/2020	12,217	2,918	5,854
03/05/2020	9,628	615	148
04/05/2020	148,306	12,054	37,666
05/05/2020	167,034	16,445	57,052
06/05/2020	137,342	14,289	68,625
07/05/2020	135,204	12,298	65,357
08/05/2020	123,026	11,898	60,572
09/05/2020	9,496	2,272	33
10/05/2020	5,117	131	0
11/05/2020	139,440	13,480	40,676
12/05/2020	130,028	10,571	18,657
13/05/2020	124,351	10,756	14,109
14/05/2020	119,551	10,760	8,922
15/05/2020	111,190	10,576	14,877
16/05/2020	8,972	415	32
17/05/2020	5,106	105	3
18/05/2020	133,965	12,732	20,348
19/05/2020	123,646	11,442	9,554
20/05/2020	118,009	10,862	9,020

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
21/05/2020	112,612	10,599	7,770
22/05/2020	105,974	10,473	9,338
23/05/2020	7,043	2,805	19
24/05/2020	4,198	1,332	48
25/05/2020	127,613	12,640	17,311
26/05/2020	121,917	9,385	7,341
27/05/2020	115,889	9,484	8,863
28/05/2020	115,376	6,775	2,550
29/05/2020	109,804	12,435	5,095
30/05/2020	7,151	2,738	66
31/05/2020	4,363	1,462	152
01/06/2020	111,852	17,718	8,061
02/06/2020	125,076	10,601	4,168
03/06/2020	118,089	8,703	1,912
04/06/2020	113,828	7,423	1,984
05/06/2020	104,926	7,572	1,177
06/06/2020	7,605	1,036	21
07/06/2020	4,588	397	16
08/06/2020	49,143	3,534	260
09/06/2020	134,607	10,181	3,272
10/06/2020	123,181	5,547	2,584
11/06/2020	140,063	6,254	1,768
12/06/2020	113,256	4,969	3,030
13/06/2020	8,192	2,079	115
14/06/2020	5,042	341	0
15/06/2020	135,301	6,913	6,823
16/06/2020	120,526	5,538	2,831
17/06/2020	114,559	4,810	4,125
18/06/2020	111,334	4,680	3,509
19/06/2020	104,259	4,751	4,451
20/06/2020	7,846	1,985	38
21/06/2020	4,791	462	1
22/06/2020	129,965	6,802	8,205
23/06/2020	118,967	5,102	1,460
24/06/2020	113,033	5,511	966
25/06/2020	109,110	4,341	863
26/06/2020	108,110	5,328	1,451
27/06/2020	7,971	2,472	24
28/06/2020	4,718	740	14
29/06/2020	134,631	6,216	2,406
30/06/2020	125,697	6,790	1,296
01/07/2020	130,983	6,843	751
02/07/2020	123,248	4,687	527
03/07/2020	113,808	5,114	374
04/07/2020	10,214	1,534	161
05/07/2020	5,751	332	101

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
06/07/2020	142,321	6,972	3,003
07/07/2020	121,816	4,587	1,711
08/07/2020	110,665	4,243	605
09/07/2020	118,655	4,927	1,401
10/07/2020	115,597	5,637	460
11/07/2020	10,572	1,177	46
12/07/2020	6,091	768	61
13/07/2020	152,573	12,120	2,015
14/07/2020	135,252	6,012	1,356
15/07/2020	122,435	5,438	715
16/07/2020	114,400	4,479	562
17/07/2020	107,378	4,321	602
18/07/2020	10,048	983	79
19/07/2020	5,636	397	3
20/07/2020	134,551	7,785	2,882
21/07/2020	125,261	5,734	730
22/07/2020	118,307	3,833	794
23/07/2020	114,567	3,213	57
24/07/2020	113,215	4,687	2
25/07/2020	8,227	1,249	0
26/07/2020	5,271	500	61
27/07/2020	137,161	5,090	172
28/07/2020	121,360	3,590	371
29/07/2020	115,211	3,200	75
30/07/2020	110,293	2,513	2
31/07/2020	102,244	4,073	138
01/08/2020	7,916	1,195	53
02/08/2020	4,802	293	31
03/08/2020	131,960	4,613	209
04/08/2020	122,790	5,283	173
05/08/2020	117,506	4,579	21
06/08/2020	114,167	5,708	53
07/08/2020	113,583	6,391	910
08/08/2020	9,387	1,788	31
09/08/2020	5,860	636	32
10/08/2020	133,906	6,917	832
11/08/2020	121,732	9,362	292
12/08/2020	120,931	5,163	116
13/08/2020	109,875	4,114	84
14/08/2020	97,442	4,609	49
15/08/2020	8,477	993	26
16/08/2020	5,032	374	67
17/08/2020	125,911	6,240	303
18/08/2020	114,906	4,483	118
19/08/2020	113,080	4,882	35
20/08/2020	110,459	3,294	483

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
21/08/2020	105,709	5,542	17
22/08/2020	7,648	709	97
23/08/2020	4,400	472	53
24/08/2020	124,566	6,971	833
25/08/2020	113,706	5,338	276
26/08/2020	108,578	4,256	39
27/08/2020	101,738	3,660	33
28/08/2020	98,183	3,968	8
29/08/2020	7,320	670	10
30/08/2020	4,477	176	0
31/08/2020	129,413	6,077	765
01/09/2020	111,203	5,931	286
02/09/2020	112,516	4,924	145
03/09/2020	102,872	4,130	491
04/09/2020	99,332	4,930	812
05/09/2020	7,110	865	60
06/09/2020	3,923	172	0
07/09/2020	122,972	6,384	1,021
08/09/2020	112,275	4,867	602
09/09/2020	109,258	5,677	592
10/09/2020	103,820	4,041	447
11/09/2020	99,653	3,913	399
12/09/2020	7,759	705	42
13/09/2020	4,097	618	92
14/09/2020	125,067	5,277	563
15/09/2020	109,355	3,949	545
16/09/2020	108,950	3,460	10
17/09/2020	103,702	3,442	0
18/09/2020	114,976	9,416	221
19/09/2020	7,861	685	75
20/09/2020	4,304	216	60
21/09/2020	129,633	7,230	515
22/09/2020	117,022	5,664	244
23/09/2020	111,812	4,130	0
24/09/2020	107,927	5,020	87
25/09/2020	85,985	9,550	982
26/09/2020	7,224	757	25
27/09/2020	3,929	228	8
28/09/2020	118,572	4,866	0
29/09/2020	116,977	4,817	75
30/09/2020	110,604	4,192	0
01/10/2020	106,185	4,428	0
02/10/2020	102,198	5,126	0
03/10/2020	7,068	781	0
04/10/2020	3,913	193	29
05/10/2020	58,486	2,703	0

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
06/10/2020	126,008	9,833	248
07/10/2020	117,566	5,794	0
08/10/2020	110,811	5,394	0
09/10/2020	104,944	4,958	2
10/10/2020	7,406	555	0
11/10/2020	4,010	155	47
12/10/2020	129,956	7,698	0
13/10/2020	116,962	5,666	34
14/10/2020	111,091	7,659	5
15/10/2020	110,924	4,965	0
16/10/2020	108,474	5,777	0
17/10/2020	7,411	765	0
18/10/2020	4,315	223	0
19/10/2020	135,307	8,554	17
20/10/2020	121,013	6,201	20
21/10/2020	114,856	6,685	0
22/10/2020	111,400	6,139	0
23/10/2020	79,174	5,059	0
24/10/2020	7,488	528	0
25/10/2020	4,155	333	0
26/10/2020	137,462	12,158	187
27/10/2020	123,222	7,947	3
28/10/2020	115,735	7,294	43
29/10/2020	114,546	6,485	41
30/10/2020	110,683	7,625	0
31/10/2020	7,461	923	0
01/11/2020	4,124	295	0
02/11/2020	128,361	10,028	0
03/11/2020	95,267	5,461	66
04/11/2020	116,178	5,450	8
05/11/2020	111,896	5,535	24
06/11/2020	107,887	5,372	0
07/11/2020	7,252	609	0
08/11/2020	3,976	177	0
09/11/2020	133,116	6,120	118
10/11/2020	119,503	5,036	123
11/11/2020	113,860	4,571	7
12/11/2020	109,561	4,261	17
13/11/2020	106,594	5,252	0
14/11/2020	7,153	495	0
15/11/2020	4,016	159	0
16/11/2020	129,212	14,250	369
17/11/2020	121,343	8,254	0
18/11/2020	112,916	9,224	0
19/11/2020	112,461	7,018	0
20/11/2020	105,185	9,143	1

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
21/11/2020	6,790	891	0
22/11/2020	4,014	261	0
23/11/2020	133,953	15,770	136
24/11/2020	121,981	8,827	0
25/11/2020	117,171	8,126	2
26/11/2020	112,872	6,073	0
27/11/2020	111,237	8,872	0
28/11/2020	7,204	632	0
29/11/2020	4,010	266	0
30/11/2020	134,802	10,899	6
01/12/2020	125,650	5,755	1
02/12/2020	120,034	5,558	14
03/12/2020	118,033	5,086	0
04/12/2020	111,356	8,674	106
05/12/2020	9,227	558	0
06/12/2020	4,858	308	0
07/12/2020	143,361	29,304	979
08/12/2020	132,004	12,700	253
09/12/2020	126,006	17,163	113
10/12/2020	123,335	9,563	0
11/12/2020	113,459	17,043	1,756
12/12/2020	7,538	633	0
13/12/2020	4,091	382	0
14/12/2020	139,357	18,315	882
15/12/2020	133,110	10,479	0
16/12/2020	122,062	14,971	0
17/12/2020	119,990	13,452	225
18/12/2020	112,219	14,993	1,351
19/12/2020	8,001	732	0
20/12/2020	4,716	352	0
21/12/2020	148,145	23,453	1,692
22/12/2020	132,173	13,573	0
23/12/2020	119,857	16,922	0
24/12/2020	81,665	5,767	0
25/12/2020	2,313	140	0
26/12/2020	3,648	104	0
27/12/2020	3,600	134	0
28/12/2020	11,002	2,285	0
29/12/2020	26,618	2,129	0
30/12/2020	105,276	29,764	7,513
31/12/2020	78,688	8,154	0
01/01/2021	3,229	404	0
02/01/2021	6,291	842	0
03/01/2021	4,327	713	0
04/01/2021	135,058	32,060	17,126
05/01/2021	123,194	15,343	1,657

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
06/01/2021	114,811	14,371	828
07/01/2021	110,560	8,247	852
08/01/2021	104,711	11,293	1,308
09/01/2021	7,193	646	0
10/01/2021	3,960	255	0
11/01/2021	131,937	17,243	713
12/01/2021	121,147	12,585	878
13/01/2021	115,635	13,523	0
14/01/2021	111,578	11,854	0
15/01/2021	106,654	13,099	124
16/01/2021	7,222	795	0
17/01/2021	3,835	361	0
18/01/2021	139,074	13,810	975
19/01/2021	124,720	9,370	0
20/01/2021	117,569	12,258	0
21/01/2021	123,705	15,349	0
22/01/2021	111,525	9,679	231
23/01/2021	7,886	869	0
24/01/2021	4,367	532	0
25/01/2021	128,949	12,576	688
26/01/2021	5,363	454	0
27/01/2021	133,548	16,678	1,823
28/01/2021	123,951	15,250	1,047
29/01/2021	116,985	16,686	2,578
30/01/2021	7,914	761	0
31/01/2021	4,518	290	0
01/02/2021	141,987	24,011	5,918
02/02/2021	129,890	12,020	3,746
03/02/2021	120,149	13,576	6,186
04/02/2021	114,633	13,500	7,311
05/02/2021	108,803	15,897	12,693
06/02/2021	7,398	751	0
07/02/2021	4,101	533	0
08/02/2021	135,636	16,100	10,472
09/02/2021	124,854	11,684	5,896
10/02/2021	115,801	12,278	5,101
11/02/2021	112,593	11,312	4,300
12/02/2021	103,565	15,282	5,025
13/02/2021	7,378	843	0
14/02/2021	3,914	350	0
15/02/2021	132,296	22,616	17,712
16/02/2021	122,094	15,788	7,286
17/02/2021	117,934	13,655	1,795
18/02/2021	109,701	14,211	2,057
19/02/2021	106,669	15,077	900
20/02/2021	7,091	788	0

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
21/02/2021	3,790	507	0
22/02/2021	136,495	11,798	0
23/02/2021	122,166	10,961	0
24/02/2021	114,359	13,521	0
25/02/2021	109,212	12,372	0
26/02/2021	105,731	13,226	299
27/02/2021	7,013	908	0
28/02/2021	4,058	375	0
01/03/2021	125,601	13,640	1,419
02/03/2021	125,197	14,627	0
03/03/2021	120,667	15,245	172
04/03/2021	118,322	10,964	0
05/03/2021	109,468	14,388	964
06/03/2021	7,456	1,025	0
07/03/2021	4,171	234	0
08/03/2021	90,570	8,080	0
09/03/2021	130,325	14,000	2,145
10/03/2021	117,374	12,965	422
11/03/2021	113,934	10,730	163
12/03/2021	104,475	14,632	959
13/03/2021	7,139	646	0
14/03/2021	3,929	394	0
15/03/2021	129,998	17,293	4,092
16/03/2021	119,477	10,510	360
17/03/2021	114,153	14,173	1,143
18/03/2021	109,570	11,759	472
19/03/2021	104,265	12,894	872
20/03/2021	7,111	928	0
21/03/2021	4,003	995	0
22/03/2021	124,641	34,393	4,918
23/03/2021	120,876	30,060	14,841
24/03/2021	132,597	15,444	5,771
25/03/2021	132,884	8,778	769
26/03/2021	115,558	20,307	18,149
27/03/2021	14,264	2,404	0
28/03/2021	10,558	1,133	0
29/03/2021	142,359	30,494	27,044
30/03/2021	145,207	20,357	5,764
31/03/2021	140,056	14,823	3,927
01/04/2021	127,434	11,871	1,507
02/04/2021	2,914	169	0
03/04/2021	10,204	921	0
04/04/2021	2,471	156	0
05/04/2021	11,484	917	0
06/04/2021	147,404	26,270	37,516
07/04/2021	130,302	18,042	22,687

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
08/04/2021	128,046	14,283	13,742
09/04/2021	119,745	14,029	11,420
10/04/2021	9,891	1,973	0
11/04/2021	6,059	655	0
12/04/2021	143,610	17,201	11,671
13/04/2021	132,347	12,659	2,722
14/04/2021	125,899	15,315	3,286
15/04/2021	122,931	11,985	3,500
16/04/2021	116,075	14,094	8,857
17/04/2021	6,853	739	0
18/04/2021	4,049	222	0
19/04/2021	146,397	17,026	7,787
20/04/2021	132,292	15,041	5,779
21/04/2021	129,360	13,118	1,186
22/04/2021	125,564	13,763	1,806
23/04/2021	118,133	16,492	10,259
24/04/2021	6,200	491	0
25/04/2021	2,264	87	0
26/04/2021	93,451	6,713	1,752
27/04/2021	147,650	20,243	6,326
28/04/2021	131,188	16,253	3,202
29/04/2021	128,476	11,962	486
30/04/2021	121,354	12,459	3,873
01/05/2021	6,081	508	0
02/05/2021	3,460	237	0
03/05/2021	117,006	11,141	2,711
04/05/2021	140,935	23,747	7,685
05/05/2021	131,146	18,283	5,703
06/05/2021	124,963	16,365	3,525
07/05/2021	116,982	15,577	5,757
08/05/2021	6,321	475	0
09/05/2021	3,074	191	0
10/05/2021	139,021	19,154	11,021
11/05/2021	136,048	16,168	2,702
12/05/2021	127,395	13,321	921
13/05/2021	117,983	14,304	403
14/05/2021	109,770	15,046	9,576
15/05/2021	9,189	1,085	0
16/05/2021	4,269	363	0
17/05/2021	136,019	18,188	6,809
18/05/2021	127,451	14,376	1,681
19/05/2021	122,198	15,007	797
20/05/2021	119,434	12,161	249
21/05/2021	111,292	13,254	1,719
22/05/2021	12,103	3,811	0
23/05/2021	6,350	1,118	0

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
24/05/2021	139,951	19,304	903
25/05/2021	126,040	14,554	588
26/05/2021	121,764	15,722	2,521
27/05/2021	115,871	13,906	1,112
28/05/2021	110,656	15,207	4,777
29/05/2021	7,693	644	0
30/05/2021	4,164	481	0
31/05/2021	127,322	21,619	13,007
01/06/2021	126,705	16,847	4,581
02/06/2021	124,394	16,760	2,572
03/06/2021	119,664	16,183	1,625
04/06/2021	112,353	17,285	6,372
05/06/2021	9,497	943	0
06/06/2021	5,299	641	0
07/06/2021	129,855	18,051	12,328
08/06/2021	131,815	20,483	27,409
09/06/2021	125,358	19,810	28,647
10/06/2021	122,043	17,301	12,955
11/06/2021	116,665	14,640	7,549
12/06/2021	7,397	1,334	0
13/06/2021	4,581	297	0
14/06/2021	50,307	2,052	0
15/06/2021	148,806	22,882	9,909
16/06/2021	130,113	18,071	4,662
17/06/2021	126,417	11,357	408
18/06/2021	120,318	11,492	1,534
19/06/2021	7,464	1,258	0
20/06/2021	4,248	825	0
21/06/2021	143,141	17,341	1,598
22/06/2021	131,539	13,710	738
23/06/2021	125,231	14,706	848
24/06/2021	122,501	14,530	456
25/06/2021	116,442	15,846	3,714
26/06/2021	7,807	1,133	0
27/06/2021	4,803	674	0
28/06/2021	139,263	23,891	6,089
29/06/2021	135,676	16,509	2,996
30/06/2021	127,605	18,919	20,752
01/07/2021	137,893	20,628	26,954
02/07/2021	128,192	22,316	29,652
03/07/2021	9,458	4,200	0
04/07/2021	7,845	1,647	0
05/07/2021	160,680	36,154	79,424
06/07/2021	153,632	23,015	24,962
07/07/2021	146,774	24,287	10,477
08/07/2021	141,847	18,993	8,306

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
09/07/2021	132,283	21,686	33,798
10/07/2021	9,158	3,823	0
11/07/2021	6,302	1,794	0
12/07/2021	160,845	31,755	73,112
13/07/2021	156,208	25,837	47,557
14/07/2021	148,040	34,495	66,532
15/07/2021	149,476	28,952	37,436
16/07/2021	138,445	32,226	59,340
17/07/2021	11,648	11,335	0
18/07/2021	15,650	3,355	0
19/07/2021	155,018	73,098	176,381
20/07/2021	166,366	53,871	146,153
21/07/2021	175,535	41,251	114,799
22/07/2021	176,847	33,857	78,765
23/07/2021	162,714	43,508	135,831
24/07/2021	31,489	9,774	0
25/07/2021	22,078	3,258	0
26/07/2021	184,807	65,788	197,138
27/07/2021	198,004	44,800	86,267
28/07/2021	203,338	44,934	50,358
29/07/2021	194,725	51,550	53,526
30/07/2021	178,615	44,638	82,443
31/07/2021	27,805	5,372	0
01/08/2021	21,668	1,416	0
02/08/2021	192,655	53,243	118,401
03/08/2021	211,105	49,922	50,142
04/08/2021	195,940	38,247	38,014
05/08/2021	190,980	28,360	12,988
06/08/2021	185,703	44,616	65,246
07/08/2021	30,646	18,409	3,547
08/08/2021	37,211	5,842	0
09/08/2021	225,066	80,202	177,389
10/08/2021	245,905	84,581	69,906
11/08/2021	210,918	50,164	37,533
12/08/2021	191,323	33,722	22,094
13/08/2021	175,062	34,270	48,775
14/08/2021	21,787	7,372	0
15/08/2021	20,397	2,351	0
16/08/2021	209,326	54,391	115,225
17/08/2021	206,402	36,526	39,151
18/08/2021	192,622	33,075	33,749
19/08/2021	187,087	34,116	27,652
20/08/2021	179,537	45,743	57,041
21/08/2021	24,289	9,521	2,616
22/08/2021	20,231	2,550	534
23/08/2021	204,535	52,906	93,293

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
24/08/2021	196,669	41,278	50,428
25/08/2021	184,603	30,335	41,280
26/08/2021	165,640	44,355	47,370
27/08/2021	169,368	38,333	60,991
28/08/2021	22,719	9,941	10,265
29/08/2021	21,943	4,108	2,721
30/08/2021	209,073	45,706	81,080
31/08/2021	189,919	27,192	36,454
01/09/2021	181,278	32,099	24,137
02/09/2021	174,252	37,896	12,597
03/09/2021	166,074	38,242	19,663
04/09/2021	18,085	7,435	998
05/09/2021	13,154	2,590	529
06/09/2021	197,340	45,670	21,486
07/09/2021	182,288	33,714	5,799
08/09/2021	174,119	23,554	5,477
09/09/2021	168,585	20,396	9,928
10/09/2021	164,368	23,993	9,723
11/09/2021	17,137	3,217	274
12/09/2021	13,235	1,537	325
13/09/2021	202,716	31,556	26,122
14/09/2021	172,318	24,204	23,365
15/09/2021	164,383	20,432	15,499
16/09/2021	154,878	23,986	6,410
17/09/2021	154,789	21,649	8,847
18/09/2021	13,480	12,235	837
19/09/2021	13,296	5,294	273
20/09/2021	183,778	45,657	28,661
21/09/2021	176,799	29,209	1,984
22/09/2021	165,928	19,477	1,336
23/09/2021	157,913	22,094	864
24/09/2021	126,104	9,993	8
25/09/2021	14,195	5,622	67
26/09/2021	12,062	1,677	15
27/09/2021	179,622	48,298	7,522
28/09/2021	141,624	21,199	2,051
29/09/2021	187,766	21,118	1,353
30/09/2021	166,657	24,436	880
01/10/2021	160,179	23,708	4,373
02/10/2021	13,750	4,336	237
03/10/2021	9,482	1,781	0
04/10/2021	99,628	32,516	166
05/10/2021	181,703	57,142	10,356
06/10/2021	172,185	23,976	3,540
07/10/2021	170,510	25,355	5,178
08/10/2021	163,457	30,785	8,249

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
09/10/2021	18,919	8,273	2,461
10/10/2021	21,330	5,897	1,921
11/10/2021	210,078	121,841	65,489
12/10/2021	209,340	67,369	11,634
13/10/2021	189,426	55,782	488
14/10/2021	182,052	43,579	203
15/10/2021	172,917	50,218	726
16/10/2021	19,221	16,050	245
17/10/2021	21,997	3,832	0
18/10/2021	214,153	57,385	0
19/10/2021	188,666	35,465	0
20/10/2021	174,554	28,108	0
21/10/2021	167,682	27,420	0
22/10/2021	157,984	37,140	0
23/10/2021	18,861	10,987	0
24/10/2021	17,183	2,979	0
25/10/2021	195,462	51,531	0
26/10/2021	168,732	20,786	0
27/10/2021	157,902	18,714	0
28/10/2021	153,359	14,730	0
29/10/2021	142,551	22,808	0
30/10/2021	16,685	5,899	0
31/10/2021	11,605	2,052	0
01/11/2021	173,178	18,790	0
02/11/2021	124,327	8,708	0
03/11/2021	148,454	16,070	0
04/11/2021	141,794	13,665	0
05/11/2021	143,497	18,173	0
06/11/2021	14,472	3,458	0
07/11/2021	10,435	866	0
08/11/2021	170,959	24,230	0
09/11/2021	151,414	14,561	0
10/11/2021	144,172	19,105	0
11/11/2021	136,734	12,131	0
12/11/2021	130,731	18,100	0
13/11/2021	12,777	2,528	0
14/11/2021	8,772	692	0
15/11/2021	159,943	19,673	0
16/11/2021	141,655	15,584	0
17/11/2021	133,691	15,504	0
18/11/2021	132,075	14,004	0
19/11/2021	126,584	20,458	0
20/11/2021	14,583	2,652	0
21/11/2021	8,820	231	0
22/11/2021	160,500	27,272	0
23/11/2021	147,799	17,099	0

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
24/11/2021	135,776	19,312	0
25/11/2021	133,583	13,335	0
26/11/2021	124,650	16,950	0
27/11/2021	12,034	2,356	0
28/11/2021	7,630	1,181	0
29/11/2021	148,287	22,908	0
30/11/2021	136,299	13,503	0
01/12/2021	129,653	13,834	0
02/12/2021	123,991	12,632	0
03/12/2021	112,369	16,522	0
04/12/2021	10,634	2,125	0
05/12/2021	7,485	349	0
06/12/2021	155,113	22,942	31
07/12/2021	139,160	15,466	0
08/12/2021	131,194	14,583	0
09/12/2021	127,376	12,368	0
10/12/2021	118,754	14,237	0
11/12/2021	10,808	1,856	0
12/12/2021	7,281	1,175	0
13/12/2021	153,449	24,894	0
14/12/2021	136,691	19,397	0
15/12/2021	133,725	22,913	0
16/12/2021	131,531	26,298	0
17/12/2021	131,899	40,336	0
18/12/2021	14,835	8,867	0
19/12/2021	10,006	2,168	0
20/12/2021	176,172	23,976	0
21/12/2021	151,813	14,773	0
22/12/2021	137,868	11,334	0
23/12/2021	114,501	9,930	0
24/12/2021	81,604	6,636	0
25/12/2021	2,018	221	0
26/12/2021	3,159	704	0
27/12/2021	6,912	3,691	0
28/12/2021	9,931	2,715	0
29/12/2021	28,379	5,255	0
30/12/2021	114,424	29,223	0
31/12/2021	79,035	14,774	0
01/01/2022	2,635	675	0
02/01/2022	4,778	531	0
03/01/2022	9,114	1,297	0
04/01/2022	145,978	52,718	7,982
05/01/2022	127,490	35,584	2,281
06/01/2022	120,651	32,352	3,452
07/01/2022	108,032	38,660	21,535
08/01/2022	10,860	1,374	0

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
09/01/2022	6,525	593	0
10/01/2022	133,144	49,733	55,449
11/01/2022	126,773	35,031	48,180
12/01/2022	119,218	33,853	41,576
13/01/2022	117,949	29,286	30,169
14/01/2022	108,702	30,621	51,698
15/01/2022	10,449	1,037	0
16/01/2022	6,120	870	0
17/01/2022	137,862	37,413	92,726
18/01/2022	133,104	30,474	45,349
19/01/2022	127,721	29,349	27,597
20/01/2022	124,114	28,992	9,014
21/01/2022	117,238	30,765	29,673
22/01/2022	9,319	1,090	0
23/01/2022	5,932	366	0
24/01/2022	135,026	35,452	53,655
25/01/2022	121,892	25,861	44,699
26/01/2022	7,991	1,385	0
27/01/2022	121,876	27,292	78,198
28/01/2022	114,041	25,793	57,660
29/01/2022	9,465	739	0
30/01/2022	5,627	686	0
31/01/2022	140,651	35,755	58,917
01/02/2022	130,161	24,811	34,575
02/02/2022	126,789	24,542	26,295
03/02/2022	124,308	20,470	20,187
04/02/2022	119,755	21,927	21,368
05/02/2022	8,905	1,065	0
06/02/2022	5,303	480	0
07/02/2022	146,158	27,682	28,575
08/02/2022	130,370	19,055	27,447
09/02/2022	121,357	19,185	27,686
10/02/2022	120,844	18,537	19,998
11/02/2022	117,177	20,006	32,232
12/02/2022	8,224	960	0
13/02/2022	4,765	378	0
14/02/2022	129,300	25,762	43,440
15/02/2022	122,530	18,522	31,393
16/02/2022	118,682	18,475	35,589
17/02/2022	116,404	17,202	24,409
18/02/2022	107,323	16,821	31,945
19/02/2022	7,698	978	0
20/02/2022	4,314	543	0
21/02/2022	125,275	24,494	48,025
22/02/2022	119,062	20,683	25,008
23/02/2022	107,672	22,077	30,888

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
24/02/2022	106,187	19,404	26,233
25/02/2022	101,160	17,365	34,034
26/02/2022	7,339	665	0
27/02/2022	4,105	481	0
28/02/2022	132,181	24,472	16,579
01/03/2022	133,821	18,394	1,168
02/03/2022	126,961	22,471	3,464
03/03/2022	123,735	22,871	1,476
04/03/2022	116,476	26,096	7,516
05/03/2022	10,074	1,255	0
06/03/2022	7,551	1,365	0
07/03/2022	120,128	35,663	70,939
08/03/2022	136,323	35,429	52,145
09/03/2022	127,981	39,067	41,448
10/03/2022	128,145	31,475	35,821
11/03/2022	116,760	31,800	34,176
12/03/2022	9,918	3,339	0
13/03/2022	7,873	499	0
14/03/2022	109,428	30,407	18,698
15/03/2022	146,972	29,622	18,964
16/03/2022	132,422	26,780	15,022
17/03/2022	125,869	24,118	11,056
18/03/2022	117,392	24,085	16,936
19/03/2022	9,908	1,035	0
20/03/2022	5,931	808	0
21/03/2022	138,772	33,321	29,096
22/03/2022	135,387	22,270	3,020
23/03/2022	124,607	20,986	8,224
24/03/2022	119,930	18,331	8,715
25/03/2022	111,080	18,275	16,704
26/03/2022	8,165	1,163	0
27/03/2022	5,519	533	0
28/03/2022	138,175	28,586	23,978
29/03/2022	126,874	21,330	13,656
30/03/2022	123,882	21,917	15,348
31/03/2022	119,139	17,332	11,576
01/04/2022	111,523	22,140	18,103
02/04/2022	8,112	1,496	0
03/04/2022	5,005	782	0
04/04/2022	142,920	23,829	19,768
05/04/2022	130,281	16,600	6,285
06/04/2022	122,601	16,514	9,838
07/04/2022	117,367	15,193	13,092
08/04/2022	111,169	14,671	10,967
09/04/2022	7,651	3,410	0
10/04/2022	4,481	432	0

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
11/04/2022	142,964	25,935	20,775
12/04/2022	133,875	16,809	14,320
13/04/2022	129,360	16,351	15,241
14/04/2022	117,140	15,579	7,925
15/04/2022	3,399	70	0
16/04/2022	5,379	266	0
17/04/2022	3,044	342	0
18/04/2022	10,929	244	0
19/04/2022	146,787	25,707	45,460
20/04/2022	130,299	17,424	33,302
21/04/2022	122,379	14,642	32,014
22/04/2022	113,050	13,205	31,176
23/04/2022	7,594	663	0
24/04/2022	4,413	197	0
25/04/2022	5,310	366	0
26/04/2022	145,092	31,447	49,840
27/04/2022	127,604	21,079	30,240
28/04/2022	118,125	17,017	22,692
29/04/2022	110,327	15,695	26,610
30/04/2022	8,191	1,240	0
01/05/2022	4,814	520	0
02/05/2022	108,982	15,625	8,244
03/05/2022	125,692	20,526	32,618
04/05/2022	119,167	18,638	28,094
05/05/2022	116,472	16,812	23,729
06/05/2022	108,543	16,966	27,282
07/05/2022	8,378	582	0
08/05/2022	4,139	595	0
09/05/2022	136,198	23,438	65,151
10/05/2022	121,884	18,977	39,221
11/05/2022	113,429	20,287	44,211
12/05/2022	111,125	18,589	42,210
13/05/2022	105,096	18,189	48,039
14/05/2022	9,196	761	0
15/05/2022	5,788	435	0
16/05/2022	133,317	24,216	63,339
17/05/2022	124,910	18,666	43,327
18/05/2022	122,780	18,030	36,229
19/05/2022	151,668	8,968	4,901
20/05/2022	157,048	15,123	12,895
21/05/2022	83,252	743	0
22/05/2022	4,199	289	0
23/05/2022	119,844	21,481	46,541
24/05/2022	110,993	17,002	26,004
25/05/2022	104,355	16,291	28,154
26/05/2022	101,796	15,229	19,057

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
27/05/2022	94,745	16,926	26,077
28/05/2022	5,595	1,350	0
29/05/2022	3,642	541	0
30/05/2022	112,225	20,038	53,093
31/05/2022	107,475	18,663	31,006
01/06/2022	101,420	16,863	35,992
02/06/2022	98,426	16,801	26,552
03/06/2022	91,619	16,703	34,792
04/06/2022	6,040	766	0
05/06/2022	3,709	395	0
06/06/2022	106,988	16,587	43,958
07/06/2022	110,164	17,055	37,485
08/06/2022	102,277	15,506	37,536
09/06/2022	100,147	14,714	32,457
10/06/2022	92,945	17,447	31,558
11/06/2022	5,958	829	0
12/06/2022	3,764	257	0
13/06/2022	47,210	4,091	2,356
14/06/2022	121,495	20,470	45,857
15/06/2022	106,471	17,504	33,886
16/06/2022	102,719	15,553	28,033
17/06/2022	95,254	16,717	27,248
18/06/2022	5,930	722	0
19/06/2022	3,543	354	0
20/06/2022	134,513	18,240	7,864
21/06/2022	118,422	12,045	207
22/06/2022	112,481	10,162	157
23/06/2022	108,628	6,941	0
24/06/2022	98,356	11,904	1,055
25/06/2022	6,063	376	0
26/06/2022	3,621	287	0
27/06/2022	127,887	13,111	1,653
28/06/2022	116,564	18,720	1,149
29/06/2022	104,703	17,024	4,193
30/06/2022	103,462	18,058	6,254
01/07/2022	94,568	21,093	37,832
02/07/2022	6,711	1,341	0
03/07/2022	4,678	424	0
04/07/2022	120,548	29,757	66,831
05/07/2022	114,119	24,729	23,432
06/07/2022	112,286	20,123	16,984
07/07/2022	112,958	27,008	19,397
08/07/2022	106,648	28,215	63,904
09/07/2022	11,603	5,764	0
10/07/2022	10,759	649	0
11/07/2022	130,577	34,430	102,229

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
12/07/2022	128,128	29,013	43,424
13/07/2022	120,872	26,327	21,511
14/07/2022	107,469	23,682	39,011
15/07/2022	99,076	23,289	36,832
16/07/2022	9,080	1,879	0
17/07/2022	6,115	811	0
18/07/2022	123,673	32,326	55,036
19/07/2022	114,056	25,531	46,175
20/07/2022	106,835	26,225	76,181
21/07/2022	105,117	22,852	63,625
22/07/2022	96,932	21,874	54,489
23/07/2022	6,875	823	0
24/07/2022	4,178	490	0
25/07/2022	117,267	28,178	86,755
26/07/2022	107,580	22,656	85,311
27/07/2022	101,046	22,560	74,124
28/07/2022	98,724	20,003	65,552
29/07/2022	93,844	21,275	54,324
30/07/2022	6,136	905	0
31/07/2022	4,282	386	0
01/08/2022	117,204	24,333	54,028
02/08/2022	111,828	20,087	33,208
03/08/2022	103,805	19,782	35,743
04/08/2022	94,499	21,129	41,344
05/08/2022	87,920	21,612	38,952
06/08/2022	5,913	767	0
07/08/2022	3,699	446	0
08/08/2022	115,238	23,501	31,850
09/08/2022	104,077	18,924	26,965
10/08/2022	97,554	17,036	26,822
11/08/2022	97,859	15,220	20,938
12/08/2022	92,776	16,849	14,415
13/08/2022	5,769	894	0
14/08/2022	3,428	634	0
15/08/2022	115,403	21,370	25,183
16/08/2022	103,550	17,183	19,952
17/08/2022	99,170	16,957	21,091
18/08/2022	94,980	15,894	18,403
19/08/2022	90,107	16,576	12,252
20/08/2022	7,861	579	0
21/08/2022	3,801	424	0
22/08/2022	112,154	21,351	20,341
23/08/2022	102,332	17,574	15,240
24/08/2022	97,772	16,764	16,148
25/08/2022	92,751	15,802	13,352
26/08/2022	88,023	15,456	9,934

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
27/08/2022	5,524	465	0
28/08/2022	3,281	383	0
29/08/2022	112,550	20,958	21,553
30/08/2022	99,678	17,412	16,810
31/08/2022	95,296	18,260	15,073
01/09/2022	94,080	17,535	11,515
02/09/2022	86,674	18,675	18,598
03/09/2022	5,962	636	0
04/09/2022	3,229	448	0
05/09/2022	123,612	19,366	12,940
06/09/2022	102,419	20,745	28,678
07/09/2022	94,228	20,302	35,129
08/09/2022	91,317	17,872	29,856
09/09/2022	86,190	17,768	27,391
10/09/2022	5,282	888	0
11/09/2022	3,521	505	0
12/09/2022	107,035	23,975	33,898
13/09/2022	100,140	19,311	15,966
14/09/2022	93,643	19,695	18,140
15/09/2022	90,809	18,406	15,056
16/09/2022	84,168	20,142	30,844
17/09/2022	5,088	921	0
18/09/2022	3,166	669	0
19/09/2022	108,511	25,898	41,846
20/09/2022	98,929	23,671	17,672
21/09/2022	97,480	20,823	12,891
22/09/2022	6,505	674	0
23/09/2022	79,954	17,709	8,703
24/09/2022	5,478	884	0
25/09/2022	3,323	702	0
26/09/2022	91,593	25,691	71,071
27/09/2022	97,812	23,494	53,932
28/09/2022	90,907	23,079	49,016
29/09/2022	90,475	20,751	38,569
30/09/2022	83,126	20,541	45,099
01/10/2022	6,683	1,042	0
02/10/2022	3,727	698	0
03/10/2022	50,849	10,465	9,949
04/10/2022	104,992	24,851	50,324
05/10/2022	95,223	21,564	41,234
06/10/2022	94,689	19,821	27,437
07/10/2022	86,952	19,523	32,533
08/10/2022	6,291	810	0
09/10/2022	3,691	501	0
10/10/2022	106,397	25,243	46,737
11/10/2022	102,815	17,528	18,407

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
12/10/2022	97,024	21,008	18,250
13/10/2022	93,578	18,163	13,664
14/10/2022	86,351	17,848	19,282
15/10/2022	5,957	605	0
16/10/2022	3,697	365	0
17/10/2022	108,771	21,866	34,066
18/10/2022	103,214	16,708	13,578
19/10/2022	94,323	18,312	12,769
20/10/2022	92,144	16,462	9,499
21/10/2022	87,796	17,517	15,967
22/10/2022	6,189	829	0
23/10/2022	3,547	621	0
24/10/2022	107,408	21,715	31,847
25/10/2022	102,550	15,996	13,221
26/10/2022	96,278	18,380	12,857
27/10/2022	94,268	14,040	8,549
28/10/2022	86,663	17,005	15,270
29/10/2022	5,793	841	0
30/10/2022	3,923	584	0
31/10/2022	102,159	19,669	26,946
01/11/2022	81,747	13,613	16,341
02/11/2022	96,122	18,950	20,877
03/11/2022	93,920	15,661	13,198
04/11/2022	88,030	16,936	16,537
05/11/2022	5,774	554	0
06/11/2022	3,216	527	0
07/11/2022	104,388	22,510	40,050
08/11/2022	100,004	17,402	18,429
09/11/2022	91,745	18,707	20,827
10/11/2022	89,459	17,194	16,455
11/11/2022	83,771	15,818	25,213
12/11/2022	6,522	670	0
13/11/2022	3,541	598	0
14/11/2022	103,404	21,359	49,300
15/11/2022	95,333	18,485	34,485
16/11/2022	89,908	19,116	27,200
17/11/2022	87,503	17,228	31,885
18/11/2022	81,131	16,863	37,373
19/11/2022	5,376	1,010	0
20/11/2022	3,200	680	0
21/11/2022	102,726	22,361	65,074
22/11/2022	96,471	17,979	31,426
23/11/2022	91,316	16,679	34,118
24/11/2022	88,700	16,223	22,406
25/11/2022	80,929	16,553	29,127
26/11/2022	5,783	529	0

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
27/11/2022	3,115	663	0
28/11/2022	103,285	19,121	58,673
29/11/2022	96,418	18,390	33,567
30/11/2022	91,627	18,359	30,672
01/12/2022	92,209	14,330	24,643
02/12/2022	83,819	14,781	34,882
03/12/2022	5,702	482	0
04/12/2022	3,296	250	0
05/12/2022	104,853	20,510	55,173
06/12/2022	97,347	16,096	35,892
07/12/2022	90,496	15,471	51,547
08/12/2022	86,941	14,768	47,675
09/12/2022	81,631	14,101	49,698
10/12/2022	5,709	495	0
11/12/2022	3,340	387	0
12/12/2022	101,076	18,163	69,331
13/12/2022	90,892	15,601	68,159
14/12/2022	87,544	15,954	64,641
15/12/2022	84,804	13,094	57,790
16/12/2022	79,000	13,137	62,859
17/12/2022	5,932	635	0
18/12/2022	3,498	347	0
19/12/2022	101,471	17,748	66,237
20/12/2022	94,404	16,040	62,339
21/12/2022	89,171	17,095	59,791
22/12/2022	83,074	14,691	61,487
23/12/2022	67,302	10,890	47,041
24/12/2022	4,633	901	0
25/12/2022	944	19	0
26/12/2022	3,505	328	0
27/12/2022	5,642	375	0
28/12/2022	17,658	1,024	0
29/12/2022	74,186	19,204	93,836
30/12/2022	64,249	11,553	60,263
31/12/2022	3,945	838	0
01/01/2023	1,444	78	0
02/01/2023	4,850	420	0
03/01/2023	91,888	22,426	122,419
04/01/2023	85,092	16,724	88,721
05/01/2023	82,688	14,843	80,718
06/01/2023	80,515	14,007	68,986
07/01/2023	5,816	738	0
08/01/2023	3,076	628	0
09/01/2023	104,954	19,454	83,087
10/01/2023	98,132	16,931	49,056
11/01/2023	92,672	16,304	48,944

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
12/01/2023	91,023	14,679	38,525
13/01/2023	85,238	15,864	46,805
14/01/2023	5,698	1,083	0
15/01/2023	3,236	692	0
16/01/2023	106,741	21,232	70,582
17/01/2023	100,419	17,269	42,428
18/01/2023	93,522	15,926	38,602
19/01/2023	90,754	15,085	36,341
20/01/2023	83,119	16,454	52,349
21/01/2023	5,946	714	0
22/01/2023	3,397	423	0
23/01/2023	106,869	23,625	76,298
24/01/2023	97,062	18,510	49,748
25/01/2023	92,427	16,322	47,154
26/01/2023	3,307	394	0
27/01/2023	84,448	21,342	81,019
28/01/2023	6,180	574	0
29/01/2023	3,397	839	0
30/01/2023	104,373	25,128	102,536
31/01/2023	100,165	17,324	78,555
01/02/2023	92,159	19,307	71,372
02/02/2023	91,454	15,796	58,001
03/02/2023	83,395	25,621	43,693
04/02/2023	6,111	563	0
05/02/2023	3,268	530	0
06/02/2023	103,446	33,950	42,025
07/02/2023	98,844	29,639	21,323
08/02/2023	92,409	27,716	27,320
09/02/2023	91,264	25,091	15,114
10/02/2023	83,462	22,966	29,449
11/02/2023	5,813	650	0
12/02/2023	3,302	503	0
13/02/2023	97,372	36,259	35,478
14/02/2023	93,332	24,949	21,562
15/02/2023	88,818	25,654	27,805
16/02/2023	88,018	23,522	21,809
17/02/2023	75,282	29,398	24,618
18/02/2023	5,645	780	0
19/02/2023	3,370	362	0
20/02/2023	93,642	37,248	32,990
21/02/2023	91,419	29,071	30,274
22/02/2023	85,211	31,175	32,083
23/02/2023	86,760	23,925	30,869
24/02/2023	79,576	25,309	29,812
25/02/2023	5,730	838	0
26/02/2023	3,323	803	0

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
27/02/2023	97,509	36,484	37,153
28/02/2023	93,536	26,655	19,440
01/03/2023	88,828	25,365	22,998
02/03/2023	87,029	21,984	16,134
03/03/2023	83,198	20,792	24,860
04/03/2023	5,643	726	0
05/03/2023	3,271	389	0
06/03/2023	89,245	22,941	39,973
07/03/2023	98,270	22,727	23,455
08/03/2023	91,294	24,068	22,719
09/03/2023	90,638	20,020	14,525
10/03/2023	84,137	21,741	18,784
11/03/2023	5,314	895	0
12/03/2023	3,000	611	0
13/03/2023	75,006	18,255	11,140
14/03/2023	96,107	28,593	26,386
15/03/2023	86,832	25,940	33,473
16/03/2023	85,780	23,734	23,872
17/03/2023	79,970	24,281	27,219
18/03/2023	5,989	384	0
19/03/2023	3,248	519	0
20/03/2023	95,830	34,353	30,924
21/03/2023	93,374	25,545	17,540
22/03/2023	88,029	23,051	24,790
23/03/2023	88,318	20,175	10,769
24/03/2023	80,880	20,132	22,583
25/03/2023	5,680	310	0
26/03/2023	3,489	149	0
27/03/2023	100,443	27,597	30,486
28/03/2023	93,862	19,691	23,301
29/03/2023	87,371	22,039	23,128
30/03/2023	87,810	19,339	13,867
31/03/2023	79,510	18,609	25,109
01/04/2023	5,770	755	0
02/04/2023	3,425	325	0
03/04/2023	99,328	34,047	34,976
04/04/2023	94,286	29,811	26,515
05/04/2023	92,375	22,967	15,523
06/04/2023	88,177	18,232	6,524
07/04/2023	2,182	234	0
08/04/2023	2,899	294	0
09/04/2023	1,620	214	0
10/04/2023	3,634	137	0
11/04/2023	103,565	32,193	33,167
12/04/2023	88,177	27,656	22,407
13/04/2023	87,843	22,580	21,954

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
14/04/2023	81,126	21,823	28,507
15/04/2023	5,232	925	0
16/04/2023	3,274	243	0
17/04/2023	99,284	23,384	34,016
18/04/2023	94,084	17,434	23,308
19/04/2023	87,000	19,855	25,995
20/04/2023	90,274	20,405	18,496
21/04/2023	80,949	19,376	21,394
22/04/2023	5,260	1,171	0
23/04/2023	2,963	652	0
24/04/2023	98,672	19,522	25,750
25/04/2023	3,219	307	0
26/04/2023	105,886	25,633	29,488
27/04/2023	93,279	20,797	17,268
28/04/2023	85,798	18,975	28,848
29/04/2023	5,418	1,286	0
30/04/2023	3,215	614	0
01/05/2023	81,235	16,594	15,259
02/05/2023	98,058	22,459	27,731
03/05/2023	88,706	22,361	25,977
04/05/2023	87,354	21,075	12,813
05/05/2023	80,672	20,137	17,168
06/05/2023	5,015	951	0
07/05/2023	2,854	653	0
08/05/2023	100,013	23,915	35,415
09/05/2023	92,700	20,373	21,774
10/05/2023	89,873	22,309	20,001
11/05/2023	84,932	19,495	22,559
12/05/2023	78,342	19,119	29,203
13/05/2023	5,088	747	0
14/05/2023	2,596	520	0
15/05/2023	95,039	23,651	41,969
16/05/2023	90,505	23,222	29,135
17/05/2023	84,083	23,962	28,470
18/05/2023	82,727	20,086	27,987
19/05/2023	77,130	20,689	26,132
20/05/2023	5,303	510	0
21/05/2023	2,927	306	0
22/05/2023	97,279	25,700	42,625
23/05/2023	90,815	20,358	31,814
24/05/2023	85,283	21,014	35,560
25/05/2023	84,908	19,705	25,185
26/05/2023	78,532	21,324	28,999
27/05/2023	4,966	877	0
28/05/2023	3,049	304	0
29/05/2023	95,153	21,008	45,254

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
30/05/2023	91,121	20,332	31,275
31/05/2023	85,503	20,183	28,740
01/06/2023	86,080	18,865	17,205
02/06/2023	78,405	17,844	29,242
03/06/2023	4,920	1,011	0
04/06/2023	3,038	554	0
05/06/2023	91,154	17,671	41,930
06/06/2023	93,317	20,491	36,150
07/06/2023	87,266	22,303	35,090
08/06/2023	84,417	20,165	32,963
09/06/2023	77,712	20,462	41,986
10/06/2023	5,342	689	0
11/06/2023	2,985	390	0
12/06/2023	39,714	5,003	6,907
13/06/2023	101,331	23,556	49,820
14/06/2023	96,408	18,573	37,146
15/06/2023	85,561	21,132	35,702
16/06/2023	81,045	21,210	45,731
17/06/2023	4,944	1,034	0
18/06/2023	2,803	568	0
19/06/2023	93,975	25,147	67,835
20/06/2023	86,039	20,156	58,144
21/06/2023	82,906	19,214	53,419
22/06/2023	80,106	17,972	46,328
23/06/2023	73,317	21,049	54,650
24/06/2023	4,837	1,289	0
25/06/2023	2,808	649	0
26/06/2023	88,881	27,830	55,899
27/06/2023	85,342	23,137	61,093
28/06/2023	79,187	22,289	63,455
29/06/2023	78,284	22,612	58,055
30/06/2023	72,434	23,391	67,453
01/07/2023	5,908	1,770	0
02/07/2023	3,601	777	0
03/07/2023	92,685	34,998	109,233
04/07/2023	91,281	27,311	93,910
05/07/2023	87,010	24,569	84,464
06/07/2023	83,047	27,030	62,040
07/07/2023	73,695	29,555	66,707
08/07/2023	6,017	1,725	0
09/07/2023	3,436	1,155	0
10/07/2023	97,473	30,808	99,994
11/07/2023	91,948	27,375	68,834
12/07/2023	84,964	25,246	66,371
13/07/2023	83,477	25,608	53,400
14/07/2023	74,347	26,423	63,199

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
15/07/2023	5,612	1,657	0
16/07/2023	3,639	875	0
17/07/2023	93,129	31,137	93,230
18/07/2023	87,178	26,645	84,286
19/07/2023	83,775	23,716	71,311
20/07/2023	79,998	24,102	55,903
21/07/2023	70,658	25,816	58,751
22/07/2023	5,493	764	0
23/07/2023	3,366	461	0
24/07/2023	92,130	30,522	74,966
25/07/2023	86,736	29,424	54,254
26/07/2023	81,571	28,124	50,761
27/07/2023	79,645	24,826	45,897
28/07/2023	71,493	23,157	49,345
29/07/2023	5,456	891	0
30/07/2023	3,197	451	0
31/07/2023	91,142	25,224	73,897
01/08/2023	82,576	28,289	58,842
02/08/2023	78,825	27,626	50,184
03/08/2023	75,364	28,681	45,506
04/08/2023	70,703	24,796	49,282
05/08/2023	5,184	997	0
06/08/2023	3,294	582	0
07/08/2023	86,723	25,344	62,801
08/08/2023	82,492	26,121	56,286
09/08/2023	77,015	24,898	48,270
10/08/2023	74,638	23,031	47,399
11/08/2023	69,664	21,348	45,828
12/08/2023	4,788	1,138	0
13/08/2023	2,917	527	0
14/08/2023	86,005	25,924	67,492
15/08/2023	80,333	20,176	65,003
16/08/2023	72,064	22,615	59,238
17/08/2023	73,463	20,758	55,218
18/08/2023	67,272	21,548	62,000
19/08/2023	4,806	1,184	0
20/08/2023	2,774	652	0
21/08/2023	82,238	27,357	74,336
22/08/2023	76,677	21,932	72,796
23/08/2023	70,492	21,584	71,317
24/08/2023	71,133	19,964	67,328
25/08/2023	63,504	19,940	69,525
26/08/2023	4,578	1,524	0
27/08/2023	2,639	675	0
28/08/2023	85,145	27,715	88,352
29/08/2023	81,090	22,299	70,724

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
30/08/2023	78,805	21,419	75,780
31/08/2023	78,671	21,421	62,624
01/09/2023	69,186	21,293	66,938
02/09/2023	5,909	792	0
03/09/2023	2,950	589	0
04/09/2023	85,674	27,071	91,669
05/09/2023	86,677	18,937	90,054
06/09/2023	80,242	21,230	80,127
07/09/2023	78,590	20,225	65,796
08/09/2023	69,550	22,632	71,944
09/09/2023	5,682	1,346	0
10/09/2023	3,416	566	0
11/09/2023	87,302	35,412	107,867
12/09/2023	84,783	31,705	110,366
13/09/2023	78,297	30,898	99,928
14/09/2023	75,066	29,065	97,303
15/09/2023	68,413	32,907	99,675
16/09/2023	6,262	1,239	0
17/09/2023	4,000	528	0
18/09/2023	87,004	42,103	135,165
19/09/2023	84,128	34,157	99,625
20/09/2023	75,008	34,643	95,659
21/09/2023	77,353	32,849	92,279
22/09/2023	68,348	27,737	82,094
23/09/2023	5,409	1,521	0
24/09/2023	3,490	728	0
25/09/2023	80,484	25,748	93,224
26/09/2023	79,348	29,301	82,147
27/09/2023	75,702	26,893	77,251
28/09/2023	74,345	26,107	64,630
29/09/2023	57,738	18,081	35,648
30/09/2023	5,253	1,214	0
01/10/2023	3,188	489	0
02/10/2023	46,927	15,075	19,100
03/10/2023	95,817	30,445	66,242
04/10/2023	79,128	29,282	75,232
05/10/2023	76,810	26,660	72,190
06/10/2023	70,795	25,469	71,839
07/10/2023	6,616	1,634	0
08/10/2023	3,890	529	0
09/10/2023	85,157	29,915	63,366
10/10/2023	83,213	28,389	67,555
11/10/2023	81,829	26,157	56,526
12/10/2023	79,537	24,628	52,701
13/10/2023	74,594	25,892	55,574
14/10/2023	15,784	1,248	0

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
15/10/2023	3,910	551	0
16/10/2023	80,211	30,180	75,508
17/10/2023	75,420	26,303	64,056
18/10/2023	72,060	25,036	54,052
19/10/2023	69,364	24,135	46,146
20/10/2023	61,687	25,222	61,447
21/10/2023	5,105	1,982	0
22/10/2023	3,184	659	0
23/10/2023	77,219	32,939	82,643
24/10/2023	74,731	25,747	61,012
25/10/2023	71,845	23,166	65,211
26/10/2023	68,170	23,626	50,536
27/10/2023	60,656	23,831	55,119
28/10/2023	4,821	1,675	0
29/10/2023	2,896	1,008	0
30/10/2023	78,297	34,320	80,179
31/10/2023	76,260	25,859	48,423
01/11/2023	70,489	23,862	54,601
02/11/2023	70,871	23,342	43,293
03/11/2023	62,483	24,878	41,644
04/11/2023	5,144	759	0
05/11/2023	2,714	670	0
06/11/2023	76,864	26,596	63,028
07/11/2023	63,712	14,579	24,749
08/11/2023	70,372	20,851	26,138
09/11/2023	68,827	23,131	48,167
10/11/2023	62,467	21,090	52,874
11/11/2023	4,692	1,293	0
12/11/2023	2,852	435	0
13/11/2023	79,749	25,991	63,133
14/11/2023	80,906	21,469	51,950
15/11/2023	73,494	21,354	47,406
16/11/2023	68,992	20,443	45,793
17/11/2023	61,721	19,768	50,404
18/11/2023	5,125	1,261	0
19/11/2023	3,092	593	0
20/11/2023	79,309	26,523	57,351
21/11/2023	76,461	22,686	40,964
22/11/2023	70,396	21,875	44,263
23/11/2023	68,751	21,863	32,214
24/11/2023	60,103	22,979	38,834
25/11/2023	4,306	1,442	0
26/11/2023	2,707	577	0
27/11/2023	76,262	26,190	64,508
28/11/2023	75,740	23,237	40,314
29/11/2023	69,676	23,019	52,381

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
30/11/2023	69,051	22,580	42,035
01/12/2023	62,479	20,430	44,153
02/12/2023	4,326	2,286	0
03/12/2023	2,834	765	0
04/12/2023	76,955	26,968	63,990
05/12/2023	73,460	21,541	57,637
06/12/2023	70,872	19,625	57,293
07/12/2023	68,702	19,102	53,147
08/12/2023	63,777	19,601	49,843
09/12/2023	4,540	1,775	0
10/12/2023	3,125	716	0
11/12/2023	82,010	25,077	66,273
12/12/2023	72,959	23,423	54,418
13/12/2023	69,043	24,022	48,678
14/12/2023	67,637	22,244	43,789
15/12/2023	61,645	23,739	37,400
16/12/2023	4,741	1,577	0
17/12/2023	2,674	733	0
18/12/2023	78,151	27,337	56,803
19/12/2023	78,617	24,990	41,109
20/12/2023	75,669	23,975	41,927
21/12/2023	72,822	24,265	33,873
22/12/2023	63,546	15,464	33,068
23/12/2023	4,472	792	0
24/12/2023	2,480	317	0
25/12/2023	1,366	27	0
26/12/2023	3,373	467	0
27/12/2023	15,139	561	0
28/12/2023	63,103	19,801	54,311
29/12/2023	53,683	14,290	54,049
30/12/2023	4,285	910	0
31/12/2023	2,532	273	0
01/01/2024	2,351	103	0
02/01/2024	73,136	24,652	54,829
03/01/2024	66,515	18,756	68,849
04/01/2024	62,677	20,104	72,191
05/01/2024	57,749	21,343	72,718
06/01/2024	4,622	1,297	0
07/01/2024	2,647	774	0
08/01/2024	77,025	26,364	113,408
09/01/2024	74,311	22,825	83,405
10/01/2024	69,973	20,873	84,111
11/01/2024	65,456	22,764	74,827
12/01/2024	61,340	21,795	77,500
13/01/2024	4,793	1,360	0
14/01/2024	2,843	655	0

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
15/01/2024	81,099	23,793	101,652
16/01/2024	71,928	22,726	80,823
17/01/2024	68,733	22,021	77,538
18/01/2024	66,441	20,873	64,505
19/01/2024	62,941	19,454	70,122
20/01/2024	4,710	1,502	0
21/01/2024	2,757	735	0
22/01/2024	80,298	23,645	82,776
23/01/2024	75,103	24,762	68,280
24/01/2024	73,750	21,563	65,999
25/01/2024	68,705	19,631	62,723
26/01/2024	2,684	163	0
27/01/2024	4,222	1,001	0
28/01/2024	2,603	921	0
29/01/2024	82,328	27,440	108,776
30/01/2024	75,589	24,319	87,378
31/01/2024	70,039	21,897	84,399
01/02/2024	69,568	21,238	79,644
02/02/2024	64,031	21,853	78,993
03/02/2024	4,338	2,136	0
04/02/2024	2,786	571	0
05/02/2024	77,109	27,038	95,928
06/02/2024	73,670	22,454	82,538
07/02/2024	71,989	19,958	83,914
08/02/2024	70,500	19,516	74,745
09/02/2024	63,237	20,515	73,968
10/02/2024	4,521	1,511	0
11/02/2024	2,720	641	0
12/02/2024	82,327	22,298	90,320
13/02/2024	72,634	20,056	77,262
14/02/2024	67,898	17,913	70,816
15/02/2024	67,490	18,093	68,833
16/02/2024	60,945	20,832	70,119
17/02/2024	4,238	1,565	0
18/02/2024	2,742	694	0
19/02/2024	81,581	24,269	91,150
20/02/2024	74,296	20,144	70,620
21/02/2024	67,859	19,331	74,773
22/02/2024	67,464	18,801	56,642
23/02/2024	61,179	18,965	61,286
24/02/2024	4,293	1,679	0
25/02/2024	2,469	1,405	0
26/02/2024	79,303	23,409	90,009
27/02/2024	72,755	20,105	64,501
28/02/2024	67,527	19,138	66,552
29/02/2024	66,452	18,425	57,462

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
01/03/2024	64,804	18,755	59,378
02/03/2024	4,911	1,379	0
03/03/2024	3,281	1,274	0
04/03/2024	72,885	17,515	74,959
05/03/2024	74,148	21,124	69,928
06/03/2024	70,652	18,894	66,541
07/03/2024	73,698	17,012	56,190
08/03/2024	63,934	18,300	57,861
09/03/2024	4,429	1,106	0
10/03/2024	2,643	563	0
11/03/2024	59,230	13,956	43,035
12/03/2024	79,906	18,965	62,019
13/03/2024	73,001	17,799	60,824
14/03/2024	69,975	19,416	50,548
15/03/2024	61,171	19,012	56,043
16/03/2024	4,445	1,791	0
17/03/2024	2,692	700	0
18/03/2024	79,178	23,469	77,391
19/03/2024	76,166	17,896	56,660
20/03/2024	68,076	20,672	56,781
21/03/2024	68,172	17,384	48,434
22/03/2024	61,600	16,240	51,912
23/03/2024	4,292	1,195	0
24/03/2024	2,700	851	0
25/03/2024	83,835	23,458	63,978
26/03/2024	80,746	20,702	45,607
27/03/2024	71,885	18,751	53,380
28/03/2024	67,605	17,399	37,046
29/03/2024	2,068	133	0
30/03/2024	2,629	631	0
31/03/2024	1,800	170	0
01/04/2024	2,995	400	0
02/04/2024	80,495	28,035	75,459
03/04/2024	72,686	20,046	64,793
04/04/2024	67,200	20,413	68,269
05/04/2024	64,676	21,374	67,851
06/04/2024	4,335	2,133	0
07/04/2024	2,797	951	0
08/04/2024	81,255	21,115	83,625
09/04/2024	74,745	21,979	57,736
10/04/2024	66,754	20,048	48,277
11/04/2024	64,853	19,017	47,530
12/04/2024	61,852	18,244	47,777
13/04/2024	4,170	1,290	0
14/04/2024	2,371	656	0
15/04/2024	77,821	21,448	55,997

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
16/04/2024	73,677	18,987	43,327
17/04/2024	68,020	20,557	41,444
18/04/2024	68,822	18,228	40,491
19/04/2024	65,579	20,184	43,026
20/04/2024	4,340	1,594	0
21/04/2024	2,466	911	0
22/04/2024	80,419	21,544	56,067
23/04/2024	75,451	19,672	38,126
24/04/2024	72,294	18,039	30,749
25/04/2024	2,705	196	0
26/04/2024	65,940	20,253	48,761
27/04/2024	4,472	974	0
28/04/2024	2,605	614	0
29/04/2024	77,848	22,660	60,795
30/04/2024	74,207	19,211	49,745
01/05/2024	70,991	19,143	48,509
02/05/2024	69,636	19,349	42,588
03/05/2024	64,138	18,389	54,309
04/05/2024	4,202	1,468	0
05/05/2024	2,553	814	0
06/05/2024	63,786	13,986	38,742
07/05/2024	78,681	19,581	44,622
08/05/2024	71,701	18,474	44,358
09/05/2024	68,638	17,540	35,254
10/05/2024	63,049	18,089	34,321
11/05/2024	4,154	1,277	0
12/05/2024	2,335	755	0
13/05/2024	76,692	21,376	51,330
14/05/2024	72,047	19,996	34,946
15/05/2024	70,658	19,232	29,827
16/05/2024	69,381	18,819	19,317
17/05/2024	63,695	17,546	25,887
18/05/2024	3,565	1,541	0
19/05/2024	2,179	990	0
20/05/2024	77,216	22,476	37,971
21/05/2024	73,711	19,127	23,406
22/05/2024	70,164	17,904	23,451
23/05/2024	66,055	17,580	17,719
24/05/2024	61,213	18,092	26,717
25/05/2024	3,711	1,210	0
26/05/2024	2,912	2,317	0
27/05/2024	76,913	22,488	45,522
28/05/2024	73,294	19,499	30,728
29/05/2024	69,431	18,043	26,829
30/05/2024	67,940	14,883	23,498
31/05/2024	62,319	15,256	30,253

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
01/06/2024	3,790	1,504	0
02/06/2024	2,406	840	0
03/06/2024	75,721	15,445	33,300
04/06/2024	72,893	18,952	30,941
05/06/2024	68,783	18,394	33,439
06/06/2024	66,546	20,479	28,708
07/06/2024	62,190	19,321	38,368
08/06/2024	4,161	1,372	0
09/06/2024	2,605	748	0
10/06/2024	33,758	6,583	6,569
11/06/2024	76,662	25,604	53,895
12/06/2024	70,501	18,954	46,723
13/06/2024	67,070	17,779	43,553
14/06/2024	63,210	16,909	44,074
15/06/2024	4,141	1,309	0
16/06/2024	2,560	835	0
17/06/2024	74,277	22,345	62,590
18/06/2024	70,659	17,249	48,180
19/06/2024	70,410	18,559	34,290
20/06/2024	68,072	14,850	32,864
21/06/2024	62,322	16,274	29,442
22/06/2024	4,058	988	0
23/06/2024	2,730	538	0
24/06/2024	76,276	19,390	48,339
25/06/2024	72,520	18,140	28,875
26/06/2024	68,867	17,921	26,356
27/06/2024	67,886	17,548	22,913
28/06/2024	62,871	18,651	27,576
29/06/2024	4,097	1,434	0
30/06/2024	2,581	1,044	0
01/07/2024	81,765	27,094	49,521
02/07/2024	80,196	23,312	30,827
03/07/2024	75,353	21,454	34,363
04/07/2024	73,959	20,352	29,995
05/07/2024	67,158	21,100	33,511
06/07/2024	3,962	2,905	0
07/07/2024	2,902	1,388	0
08/07/2024	82,769	30,076	54,792
09/07/2024	79,329	27,424	36,723
10/07/2024	75,474	24,457	31,002
11/07/2024	73,278	23,155	27,619
12/07/2024	66,218	21,955	32,529
13/07/2024	4,901	2,383	0
14/07/2024	3,192	1,106	0
15/07/2024	86,133	26,733	49,515
16/07/2024	78,627	21,288	35,629

Date	Answered Calls	Customer Terminated Calls	Congestion Messages
17/07/2024	74,461	21,823	31,208
18/07/2024	71,224	20,791	25,010
19/07/2024	66,444	18,782	32,169
20/07/2024	3,912	1,901	0
21/07/2024	2,804	908	0