

Operational Update

Telephone Service Line

	No of calls	Service Availability (target 95% availability)	Call answering (target 90% within 30 seconds)
July	22,273	100%	91%
June	22,992	100%	92%
May	20,938	97.83%	91%

IAD Service Line

	Number of Accounts	Availability (Target 97% availability during core hours)
July	19,500	100%
June	19,250	100%
May	19,000	100%

Email Report Service Line

	No. of email reports	Performance (2 and 5 business days)
July	78	100%
June	66	100%
May	43	100%

Portfolio Reports

	Reports sent in the month	Performance standard
July	110	
June	110	
May	110	

AQ Enquiries

	Number of AQ Enquiries processed	Performance (Target process by end of second Business Day)
July	1,577,029	100%
June	296,856	100%
May	2,712	100%

IAD Account Transaction Volumes

	Accounts Created (normal process)		Bulk Password Resets	
	Number	Within 10 days	Number Requested	Completed within Month
July'10	497	100%	287	287
June'10	365	100%	0	0
May'10	421	100%	165	165
April'10	405	100%	0	0
March'10	657	100%	0	0
February'10	642	100%	0	0
January'10	462	100%	0	0
December'09	1043	100%	0	0
November'09	537	100%	0	0
October'09	678	100%	0	0
September'09	729	100%	282	282
August'09	703	100%	115	115

IAD Account – Deletion volumes

	<i>Accounts Deleted (normal process)</i>		
	<i>Number</i>	<i>Within 10 days</i>	<i>Comments</i>
July	105	100%	
June	167	100%	
May	430	100%	<i>This figure includes a bulk deletion request for 326 accounts</i>