Operational Update

Telephone Service Line

	No of calls	Service Availability (target 95% availability)	Call answering (target 90% within 30 seconds)
September	23,443	100%	91%
August	22,011	100%	90%
July	22,273	100%	91%

IAD Service Line

	Number of Accounts	Availability (Target 97% availability during core hours)
September	19,250	**100%**
August	20,000	**100%**
July	19,500	**100%**

Email Report Service Line

	No. of email reports	Performance (2 and 5 business days)
September	128	**100%**
August	118	**100%**
July	78	**100%**

Portfolio Reports

	Reports sent in the month	Performance standard
September	110	
August	110	
July	110	

AQ Enquiries

	Number of AQ Enquiries processed	Performance (Target process by end of second Business Day)
September	1,940	**100%**
August	849,509	**100%**
July	1,577,029	**100%**

IAD Account Transaction Volumes

	Accounts Created (normal process)		Bulk Password Resets	
	Number	**Within 10 days**	**Number Requested**	**Completed within Month**
September'10	598	**100%**	389	389
August'10	565	**100%**	232	232
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

IAD Account – Deletion volumes

	Accounts Deleted (normal process)		
	Number	**Within 10 days**	**Comments**
September	1668	**100%**	*1321 deleted via bulk request*
August	21	**100%**	
July	105	**100%**	