

I want to know where my customers are calling from.



INFORMATION SERVICES FOR
1800-999-999
All Answerpoints
October 2005

FOR THE ATTENTION OF
Jo Citizen
ABC Company Ltd

Tollfree Calls: Summary By Calling Region

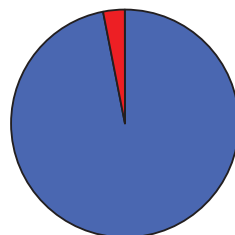
Calling Region	Complete Calls	Total Call Duration Hrs.mins.secs	Incomplete			Average Call Length	Total Call Cost
			Busy Calls	No Answer	Other Calls		
Sydney Metro	3049	121:39:45	54	51	0	2:24	\$ 1,168.01
Canberra Metro	1284	61:09:06	18	1	10	2:51	\$ 587.23
NSW / ACT Country	6973	331:44:39	79	64	16	2:51	\$ 3,183.53
Melbourne Metro	2383	100:20:28	18	9	0	2:32	\$ 963.36
Victoria Country	2738	136:53:42	54	41	9	3:00	\$ 1,314.16
Brisbane Metro	878	35:40:32	17	8	0	2:26	\$ 172.80
Queensland Country	3778	174:56:34	65	19	0	2:47	\$ 1,654.35
Adelaide Metro	683	28:35:40	65	2	0	2:31	\$ 274.58
SA Country	344	17:06:35	9	20	7	2:59	\$ 164.19
Perth Metro	977	37:47:04	54	0	0	2:19	\$ 362.92
WA Country	1007	56:08:52	19	7	10	3:21	\$ 538.87
Hobart Metro	247	13:10:06	5	8	0	3:12	\$ 126.39
Tasmania Country	601	35:08:53	0	0	52	3:31	\$ 337.40
Darwin Metro	529	27:42:17	3	5	2	3:09	\$ 265.99
NT Country	144	6:39:10	0	0	0	2:46	\$ 63.89
Australia Mobile	3254	126:31:23	78	49	0	2:20	\$ 1,291.15
	28869	1311:13:59	538	284	106	2:44	\$ 12,468.82
			Total Incomplete		928		

What regions are my calls coming from?

What calling regions accumulate the highest costs?

How many calls are coming from specific regions?

■ Complete Calls ■ Incomplete Calls



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