

REMINGTON MODEL 700 CALL RECAP

Date	Total # Calls	BL Ext calls	Aband Call %	Ref - 700 Calls	Voice Tone of Caller					
					Hostile/Outraged	Very Angry	Angry	Normal	Extremely Supportive	Supportive
3/26/2002	1169	38	2.5%	63	0	0	1	61	0	1
3/27/2002	1001	41	3.1%	54	0	1	0	53	0	0
3/28/2002	919	35	4.1%	42	0	0	0	41	1	0
3/29/2002										
Total	4386	178		243	0	1	1	239	1	1
4/1/2002	1359	117	7.5%	82	0	0	1	80	1	0
4/2/2002	1071	86	3.6%	72	0	0	0	72	0	0
4/3/2002	1037	85	4.6%	86	0	0	0	86	0	0
4/4/2002	962	158	9.7%	64	0	0	0	64	0	0
4/5/2002	961	114	7.9%	75	0	0	1	73	1	0
Total	5390	560		379	0	0	2	375	2	0
4/8/2002	1227	104	3.7%	79	0	0	1	78	0	0
4/9/2002	1068	104	6.6%	56	0	0	0	56	0	0
4/10/2002	893	70	4.0%	44	0	0	0	44	0	0
4/11/2002	825	61	4.4%	54	0	0	0	54	0	0
4/12/2002	820	49	5.7%	35	0	0	0	35	0	0
Total	4833	388		268	0	0	1	267	0	0
GRAND TOTAL	125,186	2,764	0	3,564	8	4	25	3,465	19	38

Subject to Protective Order - Williams v. Remington