

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
11/14/2001	1430		6.0%	37	1	1	0	35	0	0
11/15/2001	1173		6.3%	30	0	0	0	29	1	
11/16/2001	1118		6.4%	12	0	0	0	12	0	0
TOTAL	3721			79	1	1	0	76	1	0
11/19/2001	1852		15.0%	19	0	0	0	18	1	0
11/20/2001	1526		7.1%	31	0	0	1	28		2
11/21/2001	1180		5.0%	18	0	0	0	18	0	0
TOTAL	8279			147	1	1	1	140	2	2
11/26/2001	2634		31.8%	21	0	0	0	26	0	2
11/27/2001	1910		11.0%	18	0	0	0	17	0	1
11/28/2001	1574		10.3%	45	0	0	1	43	0	1
11/29/2001	1426		9.5%	25	0	0	0	24	0	1
11/30/2001	1409		9.7%	21	0	0	1	20	0	0
TOTAL	8953			130	0	0	2	130	0	5
12/3/2001	1718		11.1%	20	0	1	3	16		0
12/4/2001	1456		5.2%	17	0	0	0	15	0	2
12/5/2001	1227		2.2%	15	0	0	0	15	0	0
12/6/2001	1220		5.9%	23	0	0	1	20	1	1
12/7/2001	1127		8.2%	11	0	0	0	10	1	0
Total	6748			86	0	1	4	76	2	3
12/10/2001	1781		23.0%	7	0	0	0	7	0	0
12/11/2001	1458		9.2%	8	0	0	0	5	0	3