

CONFIDENTIAL 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
12/12/2001	1370		8.0%	7	0	0	0	7	0	0
12/13/2001	1164		5.0%	3	0	0	0	3	0	0
12/14/2001	1187		10.6%	5	0	0	0	5	0	0
Total	6960			30	0	0	0	27	0	3
12/17/2001	1701		14.4%	2	0	0	0	2	0	0
12/18/2001	1234		4.2%	6	0	0	0	2	0	0
12/19/2001	1080		2.5%	3	0	0	0	3	0	0
12/20/2001	1045		3.7%	2	0	0	0	2	0	0
12/21/2001	739		3.3%	1	0	0	0	0	0	1
Total	5799			14	0	0	0	9	0	1
12/24/2001	0		0.0%	0	0	0	0	0	0	0
12/25/2001	0		0.0%	0	0	0	0	0	0	0
12/26/2001	1446		11.6%	3	0	0	0	3	0	0
12/27/2001	1557		7.0%	2	0	0	0	1	0	1
12/28/2001	1027		5.2%	2	0	0	0	1	0	1
Total	4030			7	0	0	0	5	0	2
12/31/2001	897		8.6%	1	0	0	0	1	0	0
1/1/2002	0		0.0%	0	0	0	0	0	0	0
1/2/2002	1730		8.1%	3	0	0	0	3	0	0
1/3/2002	1148		9.8%	2	0	0	0	2	0	0
1/4/2002	1295		14.5%	4	0	0	0	4	0	0
Total	5070			10	0	0	0	10	0	0