

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
1/7/2002	1804		17.3%	0	0	0	0	0	0	0
1/8/2002	1352		4.5%	3	0	0	0	3	0	0
1/9/2002	1218		2.9%	2	0	0	0	2	0	0
1/10/2002	1124		3.3%	0	0	0	0	0	0	0
1/11/2002	1147		4.7%	0	0	0	0	0	0	0
Total	6645			5	0	0	0	5	0	0
1/14/2002	1518		4.7%	1	0	0	0	1	0	0
1/15/2002	1231		4.1%	0	0	0	0	0	0	0
1/16/2002	1152		4.6%	0	0	0	0	0	0	0
1/17/2002	1002		5.8%	1	0	0	0	1	0	0
1/18/2002	1036		5.5%	2	0	0	0	2	0	0
Total	5939			4	0	0	0	4	0	0
1/21/2002	1239		4.5%	2	1	0	1	0	0	0
1/22/2002	1213		2.8%	1	0	0	0	1	0	0
1/23/2002	1162		2.6%	2	0	0	0	2	0	0
1/24/2002	1080		3.7%	3	0	0	0	1	0	0
1/25/2002	1044		4.1%	3	0	0	0	3	0	0
Total	5738			11	1	0	1	7	0	0
1/28/2002	1379		3.7%	20	0	0	0	20	0	0
1/29/2002	1153		1.5%	19	0	0	0	18	0	0
1/30/2002	942		2.8%	17	0	0	1	16	0	0
1/31/2002	983		1.7%	9	0	0	0	9	0	0
2/1/2002	957		2.8%	18	1	0	0	17	0	0