

REMINGTON MODEL 700 CALL RECAP

<u>Date</u>	<u>Total # Calls</u>	<u>BL Ext calls</u>	<u>Aband Call %</u>	<u>Ref. 700 Calls</u>	<u>Voice Tone of Caller</u>					
					<u>Hostile/Outraged</u>	<u>Very Angry</u>	<u>Angry</u>	<u>Normal</u>	<u>Extremely Supportive</u>	<u>Supportive</u>
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

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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		5.9%	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

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					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

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Date	Total # Calls	BL Ext calls	Aband Call %	Ref. 700 Calls	Voice Tone of Caller					
					Hostile/Outraged	Very Angry	Angry	Normal	Extremely Supportive	Supportive
Total	5414			83	1	0	1	80	0	0
2/4/2002	1325		2.7%	23	1	0	0	18	0	0
2/5/2002	1136		2.4%	21	0	0	0	20	0	1
2/6/2002	1081		2.8%	11	0	0	0	11	0	0
2/7/2002	972		1.5%	8	0	0	0	8	0	0
2/8/2002	1007		4.3%	7	0	0	0	7	0	0
Total	5521			70	1	0	0	64	0	1
2/11/2002	1394		3.4%	18	0	0	2	16	0	0
2/12/2002	1138		2.5%	7	0	0	0	7	0	0
2/13/2002	958		0.9%	6	0	0	0	6	0	0
2/14/2002	932		2.6%	3	0	0	0	3	0	0
2/15/2002	952		2.9%	5	0	0	0	5	0	0
Total	5374			39	0	0	2	37	0	0
2/18/2002	1102		6.9%	4	0	0	0	4	0	0
2/19/2002	1164		4.6%	4	0	0	1	3	0	0
2/20/2002	995		3.3%	7	0	0	1	6	0	0
2/21/2002	879		9.7%	6	0	0	1	5	0	0
2/22/2002	823		8.1%	8	0	0	0	8	0	0
Total	4963			29	0	0	3	26	0	0
2/25/2002	1336		7.7%	6	0	0	1	5	0	0
2/26/2002	1037		3.0%	3	0	0	0	3	0	0
2/27/2002	945		2.0%	7	0	0	0	7	0	0
2/28/2002	812		5.4%	3	0	0	0	3	0	0

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<u>Date</u>	<u>Total # Calls</u>	<u>BL Ext calls</u>	<u>Aband Call %</u>	<u>Ref. 700 Calls</u>	<u>Voice Tone of Caller</u>					
					<u>Hostile/Outraged</u>	<u>Very Angry</u>	<u>Angry</u>	<u>Normal</u>	<u>Extremely Supportive</u>	<u>Supportive</u>
3/1/2002	810		6.9%	3	0	0	0	3	0	0
Total	4940			22	0	0	1	21	0	0
3/4/2002	1272		5.1%	5	0	0	0	5	0	0
3/5/2002	1039		3.5%	4	0	0	1	3	0	0
CBS Report										
3/6/2002	873		5.1%	44	0	0	0	41	0	3
3/7/2002	1226	258	7.2%	436	1	0	2	417	3	13
3/8/2002	1004	189	6.8%	318	1	0	0	313	2	1
Total	5414	447		807	2	0	3	779	5	17
3/11/2002	1533	169	9.2%	247	1	0	1	241	4	0
3/12/2002	1324	106	9.7%	156	0	0	2	153	0	1
3/13/2002	1129	74	4.1%	106	0	0	0	104	0	2
3/14/2002	870	74	6.6%	95	0	0	0	95	0	0
3/15/2002	819	55	5.3%	93	0	0	0	91	2	0
Total	5675	925		697	1	0	3	684	6	3
3/18/2002	1522	104	15.7%	111	0	0	0	111	0	0
3/19/2002	1139	53	2.8%	91	0	0	0	91	0	0
3/20/2002	996	46	2.2%	77	0	0	0	77	0	0
3/21/2002	856	38	3.6%	70	0	0	0	70	0	0
3/22/2002	861	25	2.6%	55	0	0	0	55	0	0
Total	5374	266		404	0	0	0	404	0	0
3/25/2002	1297	64	3.3%	84	0	0	0	84	0	0

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					<u>Hostile/Outraged</u>	<u>Very Angry</u>	<u>Angry</u>	<u>Normal</u>	<u>Extremely Supportive</u>	<u>Supportive</u>
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	125,166	2,764	0	3,564	8	4	25	3,465	19	38

Customer Position			Inquisitive		Offer		Broadcast		Written or # e-mails/700
Extremely Angry	Somewhat Angry	at Remington	Remington Position	Support	Remington Position	Support	Feedback	Feedback	
0	3	3	13	0	0	0	0	0	3
0	0	0	11	0	0	0	1	0	1
0	0	0	3	0	0	0	0	0	1
0	0	0	27	0	0	0	1	0	5
0	0	0	4	0	0	0	0	0	0
0	0	0	5	1	1	1	1	0	0
0	0	0	8	0	0	0	1	0	0
0	3	3	44	1	0	0	3	0	5
0	0	0	13	0	0	0	0	0	0
0	0	0	10	0	0	0	0	0	0
1	0	0	17	0	0	0	0	0	0
0	0	0	9	0	0	0	0	0	0
0	0	0	3	0	0	0	0	0	1
1	0	0	52	0	0	0	0	0	1
2	0	0	9	0	0	0	0	0	1
0	0	0	6	0	0	0	0	0	0
0	0	0	8	0	0	0	0	0	0
0	1	0	8	0	0	0	0	0	1
0	0	0	9	0	0	0	0	0	0
2	1	1	40	0	0	0	0	0	2
0	0	0	6	0	0	0	0	0	0
0	0	0	1	0	0	0	0	0	0

[illegible]

Customer Position			Inquisitive		Offer		Broadcast		Written or # e-mails/700
Extremely Angry	Somewhat Angry	at Remington	Remington	Position	Support	Feedback			
0	0	0	0	0	0	0	0	0	
0	0	0	1	0	0	0	0	0	
0	0	0	1	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	
0	0	0	2	0	0	0	0	0	
0	0	0	1	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	
0	0	0	1	0	0	0	0	0	
1	0	1	0	0	0	0	0	0	
0	0	0	1	0	0	0	0	0	
0	0	0	1	0	0	0	0	0	
0	0	0	2	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	
1	1	4	0	0	0	0	0	0	
0	0	15	0	0	0	0	0	2	
0	0	15	0	0	0	0	0	0	
0	1	5	0	0	0	1	0	0	
0	0	2	0	0	0	0	0	0	
0	1	4	0	0	0	0	0	0	

Customer Position			Inquisitive		Offer		Broadcast		Written or # e-mails/700
Extremely Angry	Somewhat Angry	at Remington	Remington	Position	Support	Feedback	Feedback	Feedback	
0	2	41	0	0	0	1	0	2	
0	0	4	0	0	0	0	0	0	
0	0	7	0	0	0	0	0	0	
0	0	4	0	0	0	0	0	0	
0	0	4	0	0	0	0	0	0	
0	0	1	0	0	0	0	0	0	
0	0	20	0	0	0	0	0	0	
0	1	6	0	0	0	0	0	0	
0	0	4	0	0	0	0	0	0	
0	1	2	0	0	0	0	0	0	
0	0	0	0	0	0	0	0	0	
0	0	1	0	0	0	0	0	0	
0	2	13	0	0	0	0	0	0	
0	0	1	0	0	0	0	0	0	
0	0	1	0	0	0	0	0	0	
0	1	2	0	0	0	0	0	0	
0	1	5	0	0	0	0	0	0	
0	0	8	0	0	0	0	0	0	
0	2	17	0	0	0	0	0	0	
1	0	5	0	0	0	0	0	0	
0	0	3	0	0	0	0	0	0	
0	0	7	0	0	0	0	0	0	
0	0	3	0	0	0	0	0	0	

Customer Position					Written or # e-mails/700
Extremely Angry	Somewhat Angry	Inquisitive	Offer	Broadcast	
<u>at Remington</u>	<u>at Remington</u>	<u>Remington Position</u>	<u>Support</u>	<u>Feedback</u>	
0	0	3	0	0	0
1	0	21	0	0	0
0	0	5	0	0	1
0	1	3	0	0	0
0	0	43	1	0	0
1	3	141	4	2	62
1	0	90	2	1	23
2	4	282	7	3	86
2	2	99	1	0	17
0	2	153	1	0	9
0	0	105	1	0	9
0	0	94	1	0	11
0	0	92	1	0	20
2	4	543	5	0	66
0	0	111	0	0	9
0	0	88	0	0	3
0	0	77	0	0	3
0	1	69	0	0	4
1	0	54	0	0	14
1	1	399	0	0	33
0	0	84	0	0	2

Customer Position					Written or # e-mails/700
Extremely Angry	Somewhat Angry	Inquisitive	Offer	Broadcast	
at Remington	at Remington	Remington Position	Support	Feedback	
1	1	61	0	0	2
1	0	53	0	0	
0	0	40	2	0	7
2	1	238	2	0	11
0	1	81	0	0	1
0	0	72	0	0	3
1	0	84	1	0	2
1	0	63	0	0	2
0	1	74	0	0	4
2	2	374	1	0	12
0	1	78	0	0	2
0	0	56	0	0	0
0	0	44	0	0	2
0	0	54	0	0	2
0	0	35	0	0	2
0	1	267	0	0	8
14	28	2,404	18	8	0 231