

1 **Q. In reference to the evidence of Earl Ludlow, page 43, line 5, please provide the**
2 **number of calls abandoned in 1998 and the number the calls abandoned in 2001 and**
3 **2002.**

4
5 A. Table 1 below provides the number of abandoned calls for the years 1998, 2001 and
6 2002.
7

Table 1		
Calls Abandoned		
1998	2001	2002
58,748	7,953	8,280