

Call Volume Forecast
Week of October 22, 2001

INTRA-DAY CALL VOLUME FORECAST
FOR THE WEEK BEGINNING OCTOBER 22, 2001

PERIOD	10/22 MON	10/23 TUE	10/24 WED	10/25 THU	10/26 FRI	10/27 SAT	10/28 SUN
0000:0030	0	0	0	0	0	0	0
0030:0100	0	0	0	0	0	0	0
0100:0130	0	0	0	0	0	0	0
0130:0200	0	0	0	0	0	0	0
0200:0230	0	0	0	0	0	0	0
0230:0300	0	0	0	0	0	0	0
0300:0330	0	0	0	0	0	0	0
0330:0400	0	0	0	0	0	0	0
0400:0430	0	0	0	0	0	0	0
0430:0500	0	0	0	0	0	0	0
0500:0530	0	0	0	0	0	0	0
0530:0600	0	0	0	0	0	0	0
0600:0630	0	0	0	0	0	0	0
0630:0700	0	0	0	0	0	0	0
0700:0730	0	0	0	0	0	0	0
0730:0800	0	0	0	0	0	0	0
0800:0830	11	9	6	6	7	0	0
0830:0900	18	16	12	13	14	0	0
0900:0930	29	25	19	21	21	0	0
0930:1000	35	29	23	25	24	0	0
1000:1030	36	30	25	26	27	0	0
1030:1100	34	30	25	26	27	0	0
1100:1130	33	27	25	26	26	0	0
1130:1200	32	26	24	26	25	0	0
1200:1230	29	24	23	23	23	0	0
1230:1300	28	23	23	22	22	0	0
1300:1330	28	23	22	23	23	0	0
1330:1400	28	23	22	23	23	0	0
1400:1430	27	22	21	21	21	0	0
1430:1500	25	21	20	20	21	0	0
1500:1530	24	21	20	20	19	0	0
1530:1600	24	20	20	20	19	0	0
1600:1630	21	18	17	17	17	0	0
1630:1700	16	13	12	12	11	0	0
1700:1730	9	7	7	7	6	0	0
1730:1800	6	5	5	4	4	0	0
1800:1830	0	0	0	0	0	0	0
1830:1900	0	0	0	0	0	0	0
1900:1930	0	0	0	0	0	0	0
1930:2000	0	0	0	0	0	0	0
2000:2030	0	0	0	0	0	0	0
2030:2100	0	0	0	0	0	0	0
2100:2130	0	0	0	0	0	0	0
2130:2200	0	0	0	0	0	0	0
2200:2230	0	0	0	0	0	0	0
2230:2300	0	0	0	0	0	0	0
2300:2330	0	0	0	0	0	0	0
2330:2400	0	0	0	0	0	0	0
TOTAL =	493	412	371	381	380	0	0

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FOR THE WEEK BEGINNING OCTOBER 22, 2001

PERIOD	10/22 MON	10/23 TUE	10/24 WED	10/25 THU	10/26 FRI	10/27 SAT	10/28 SUN
0000:0030	0	0	0	0	0	0	0
0030:0100	0	0	0	0	0	0	0
0100:0130	0	0	0	0	0	0	0
0130:0200	0	0	0	0	0	0	0
0200:0230	0	0	0	0	0	0	0
0230:0300	0	0	0	0	0	0	0
0300:0330	0	0	0	0	0	0	0
0330:0400	0	0	0	0	0	0	0
0400:0430	0	0	0	0	0	0	0
0430:0500	0	0	0	0	0	0	0
0500:0530	0	0	0	0	0	0	0
0530:0600	0	0	0	0	0	0	0
0600:0630	0	0	0	0	0	0	0
0630:0700	0	0	0	0	0	0	0
0700:0730	0	0	0	0	0	0	0
0730:0800	0	0	0	0	0	0	0
0800:0830	12	8	7	7	6	0	0
0830:0900	17	12	11	12	10	0	0
0900:0930	23	17	15	16	16	0	0
0930:1000	27	22	19	20	19	0	0
1000:1030	27	24	22	20	20	0	0
1030:1100	26	21	20	20	21	0	0
1100:1130	26	20	19	21	20	0	0
1130:1200	24	19	19	19	19	0	0
1200:1230	22	18	17	18	18	0	0
1230:1300	21	18	17	16	17	0	0
1300:1330	20	17	17	16	17	0	0
1330:1400	21	17	17	17	18	0	0
1400:1430	20	17	16	17	17	0	0
1430:1500	19	16	16	17	15	0	0
1500:1530	18	15	15	16	15	0	0
1530:1600	18	15	14	15	15	0	0
1600:1630	15	14	13	13	12	0	0
1630:1700	10	10	9	9	8	0	0
1700:1730	6	6	5	5	5	0	0
1730:1800	6	6	5	5	4	0	0
1800:1830	10	9	9	9	7	0	0
1830:1900	11	9	10	9	6	0	0
1900:1930	9	8	9	8	5	0	0
1930:2000	7	8	8	7	5	0	0
2000:2030	0	0	0	0	0	0	0
2030:2100	0	0	0	0	0	0	0
2100:2130	0	0	0	0	0	0	0
2130:2200	0	0	0	0	0	0	0
2200:2230	0	0	0	0	0	0	0
2230:2300	0	0	0	0	0	0	0
2300:2330	0	0	0	0	0	0	0
2330:2400	0	0	0	0	0	0	0
TOTAL =	415	346	329	332	315	0	0

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FOR THE WEEK BEGINNING OCTOBER 22, 2001

PERIOD	10/22 MON	10/23 TUE	10/24 WED	10/25 THU	10/26 FRI	10/27 SAT	10/28 SUN
0000:0030	0	0	0	0	0	0	0
0030:0100	0	0	0	0	0	0	0
0100:0130	0	0	0	0	0	0	0
0130:0200	0	0	0	0	0	0	0
0200:0230	0	0	0	0	0	0	0
0230:0300	0	0	0	0	0	0	0
0300:0330	0	0	0	0	0	0	0
0330:0400	0	0	0	0	0	0	0
0400:0430	0	0	0	0	0	0	0
0430:0500	0	0	0	0	0	0	0
0500:0530	0	0	0	0	0	0	0
0530:0600	0	0	0	0	0	0	0
0600:0630	0	0	0	0	0	0	0
0630:0700	0	0	0	0	0	0	0
0700:0730	0	0	0	0	0	0	0
0730:0800	0	0	0	0	0	0	0
0800:0830	23	13	11	9	10	0	0
0830:0900	29	19	15	14	14	0	0
0900:0930	34	25	20	19	18	0	0
0930:1000	34	26	21	21	20	0	0
1000:1030	32	25	22	22	23	0	0
1030:1100	31	24	24	23	24	0	0
1100:1130	30	22	22	21	23	0	0
1130:1200	28	22	21	21	22	0	0
1200:1230	26	21	20	20	22	0	0
1230:1300	25	21	21	19	21	0	0
1300:1330	24	20	21	19	20	0	0
1330:1400	22	19	20	19	20	0	0
1400:1430	21	18	19	18	20	0	0
1430:1500	21	18	19	17	20	0	0
1500:1530	21	18	18	17	20	0	0
1530:1600	21	17	16	16	19	0	0
1600:1630	19	15	15	15	15	0	0
1630:1700	15	12	13	12	11	0	0
1700:1730	9	8	9	8	7	0	0
1730:1800	6	6	6	6	5	0	0
1800:1830	0	0	0	0	0	0	0
1830:1900	0	0	0	0	0	0	0
1900:1930	0	0	0	0	0	0	0
1930:2000	0	0	0	0	0	0	0
2000:2030	0	0	0	0	0	0	0
2030:2100	0	0	0	0	0	0	0
2100:2130	0	0	0	0	0	0	0
2130:2200	0	0	0	0	0	0	0
2200:2230	0	0	0	0	0	0	0
2230:2300	0	0	0	0	0	0	0
2300:2330	0	0	0	0	0	0	0
2330:2400	0	0	0	0	0	0	0
TOTAL =	471	369	353	336	354	0	0