

Call Volume Forecast
Week of October 21, 2002

INTRA-DAY CALL VOLUME FORECAST
FOR THE WEEK BEGINNING OCTOBER 21, 2002

| PERIOD | 10/21 MON | 10/22 TUE | 10/23 WED | 10/24 THU | 10/25 FRI | 10/26 SAT | 10/27 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 | 7 | 5 | 7 | 0 | 0 |
| 0830:0900 | 19 | 15 | 12 | 11 | 12 | 0 | 0 |
| 0900:0930 | 32 | 22 | 19 | 19 | 19 | 0 | 0 |
| 0930:1000 | 36 | 25 | 23 | 24 | 22 | 0 | 0 |
| 1000:1030 | 35 | 26 | 26 | 24 | 24 | 0 | 0 |
| 1030:1100 | 33 | 25 | 26 | 24 | 24 | 0 | 0 |
| 1100:1130 | 33 | 26 | 25 | 24 | 24 | 0 | 0 |
| 1130:1200 | 33 | 25 | 23 | 23 | 23 | 0 | 0 |
| 1200:1230 | 30 | 23 | 22 | 22 | 21 | 0 | 0 |
| 1230:1300 | 30 | 22 | 23 | 21 | 20 | 0 | 0 |
| 1300:1330 | 29 | 22 | 24 | 21 | 20 | 0 | 0 |
| 1330:1400 | 29 | 21 | 23 | 21 | 21 | 0 | 0 |
| 1400:1430 | 28 | 21 | 22 | 20 | 20 | 0 | 0 |
| 1430:1500 | 25 | 20 | 21 | 20 | 20 | 0 | 0 |
| 1500:1530 | 23 | 19 | 19 | 20 | 18 | 0 | 0 |
| 1530:1600 | 23 | 18 | 18 | 20 | 17 | 0 | 0 |
| 1600:1630 | 22 | 16 | 16 | 17 | 14 | 0 | 0 |
| 1630:1700 | 17 | 12 | 12 | 12 | 10 | 0 | 0 |
| 1700:1730 | 9 | 7 | 7 | 7 | 7 | 0 | 0 |
| 1730:1800 | 5 | 4 | 4 | 5 | 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 = | 502 | 378 | 372 | 360 | 347 | 0 | 0 |

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|-----------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|
| 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 | 26 | 16 | 14 | 13 | 11 | 0 | 0 |
| 0830:0900 | 31 | 21 | 18 | 17 | 15 | 0 | 0 |
| 0900:0930 | 36 | 26 | 21 | 21 | 19 | 0 | 0 |
| 0930:1000 | 35 | 30 | 24 | 24 | 21 | 0 | 0 |
| 1000:1030 | 32 | 29 | 25 | 25 | 22 | 0 | 0 |
| 1030:1100 | 30 | 27 | 25 | 24 | 23 | 0 | 0 |
| 1100:1130 | 31 | 26 | 23 | 25 | 24 | 0 | 0 |
| 1130:1200 | 29 | 25 | 22 | 25 | 23 | 0 | 0 |
| 1200:1230 | 27 | 25 | 23 | 23 | 21 | 0 | 0 |
| 1230:1300 | 27 | 25 | 22 | 22 | 21 | 0 | 0 |
| 1300:1330 | 26 | 23 | 22 | 22 | 21 | 0 | 0 |
| 1330:1400 | 25 | 22 | 21 | 22 | 20 | 0 | 0 |
| 1400:1430 | 23 | 21 | 19 | 20 | 19 | 0 | 0 |
| 1430:1500 | 22 | 20 | 18 | 19 | 18 | 0 | 0 |
| 1500:1530 | 23 | 19 | 18 | 18 | 19 | 0 | 0 |
| 1530:1600 | 21 | 18 | 18 | 18 | 18 | 0 | 0 |
| 1600:1630 | 19 | 17 | 17 | 17 | 16 | 0 | 0 |
| 1630:1700 | 15 | 14 | 14 | 13 | 12 | 0 | 0 |
| 1700:1730 | 11 | 10 | 10 | 10 | 8 | 0 | 0 |
| 1730:1800 | 8 | 7 | 8 | 7 | 6 | 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 = | 497 | 421 | 382 | 385 | 357 | 0 | 0 |

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FOR THE WEEK BEGINNING OCTOBER 21, 2002

| PERIOD | 10/21 MON | 10/22 TUE | 10/23 WED | 10/24 THU | 10/25 FRI | 10/26 SAT | 10/27 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 | 14 | 10 | 8 | 9 | 10 | 0 | 0 |
| 0830:0900 | 21 | 17 | 13 | 14 | 15 | 0 | 0 |
| 0900:0930 | 29 | 26 | 20 | 20 | 20 | 0 | 0 |
| 0930:1000 | 32 | 29 | 24 | 25 | 25 | 0 | 0 |
| 1000:1030 | 33 | 30 | 26 | 26 | 27 | 0 | 0 |
| 1030:1100 | 33 | 32 | 26 | 25 | 27 | 0 | 0 |
| 1100:1130 | 32 | 31 | 27 | 25 | 27 | 0 | 0 |
| 1130:1200 | 30 | 29 | 26 | 24 | 27 | 0 | 0 |
| 1200:1230 | 29 | 27 | 24 | 23 | 25 | 0 | 0 |
| 1230:1300 | 27 | 25 | 24 | 21 | 23 | 0 | 0 |
| 1300:1330 | 28 | 25 | 23 | 21 | 23 | 0 | 0 |
| 1330:1400 | 28 | 25 | 22 | 22 | 23 | 0 | 0 |
| 1400:1430 | 26 | 24 | 21 | 21 | 20 | 0 | 0 |
| 1430:1500 | 24 | 23 | 20 | 20 | 20 | 0 | 0 |
| 1500:1530 | 24 | 24 | 19 | 19 | 20 | 0 | 0 |
| 1530:1600 | 24 | 22 | 19 | 19 | 19 | 0 | 0 |
| 1600:1630 | 21 | 18 | 17 | 18 | 17 | 0 | 0 |
| 1630:1700 | 15 | 13 | 12 | 13 | 12 | 0 | 0 |
| 1700:1730 | 9 | 8 | 7 | 8 | 8 | 0 | 0 |
| 1730:1800 | 8 | 8 | 7 | 8 | 7 | 0 | 0 |
| 1800:1830 | 13 | 13 | 11 | 12 | 10 | 0 | 0 |
| 1830:1900 | 14 | 14 | 11 | 11 | 9 | 0 | 0 |
| 1900:1930 | 11 | 13 | 11 | 10 | 8 | 0 | 0 |
| 1930:2000 | 10 | 12 | 10 | 9 | 7 | 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 = | 535 | 498 | 428 | 423 | 429 | 0 | 0 |