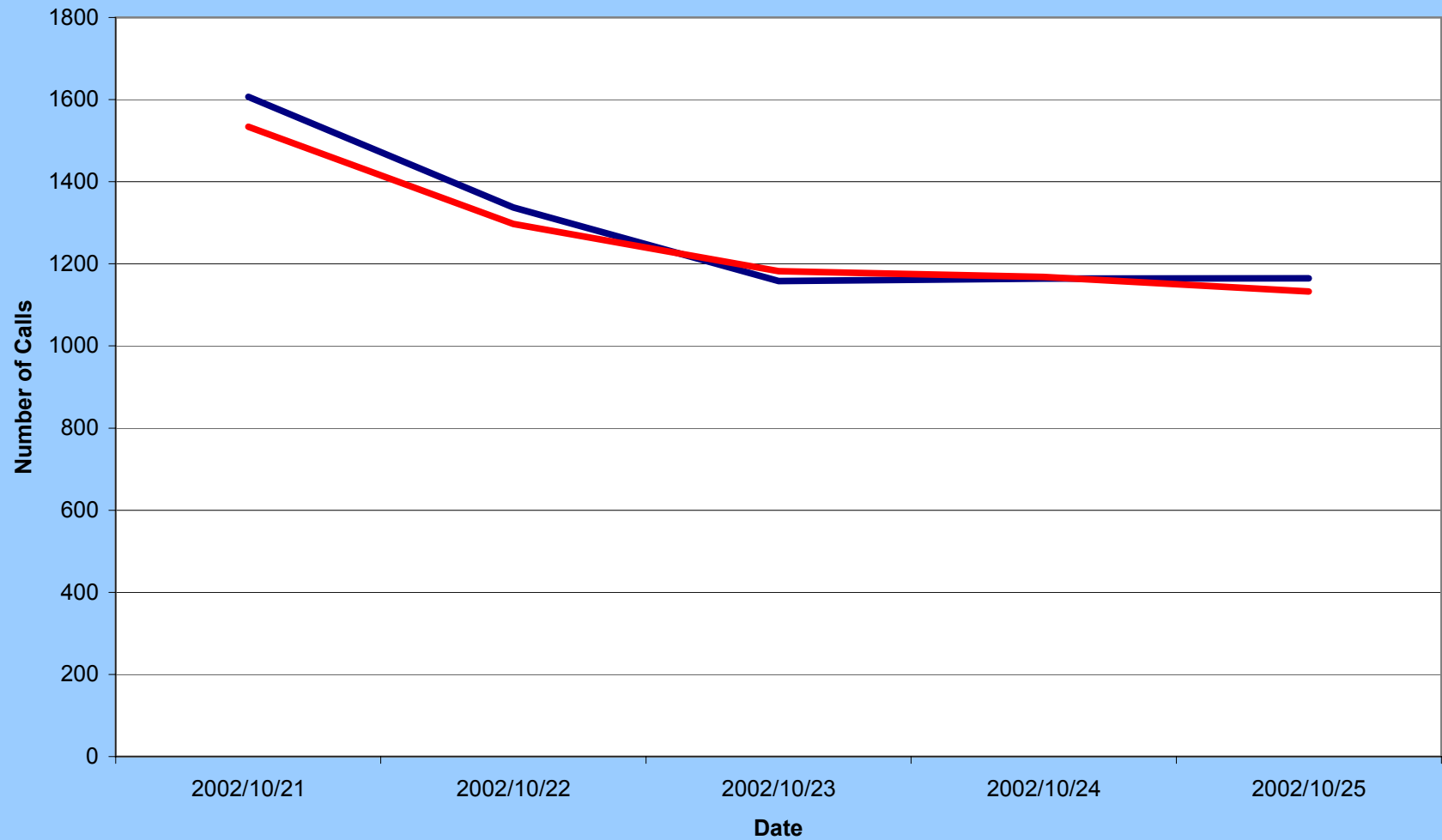


Forecast and Actual Call Volumes
Week of October 21, 2002

October 21-25/02 Actual Call Volume vs Projected Call Volume



Actual Call Volume

Projected Call Volume