

Current Contractor Monthly Call Volume		
Month	Inbound Calls	Outbound Calls
January-10	9130	501
February-10	8030	546
March-10	10247	772
April-10	10120	1915
May-10	10060	2793
June-10	12555	7589
July-10	11431	6014
August-10	13683	8995
September-10	14467	7564
October-10	14204	5996
November-10	13886	6135
December-10	12353	5129