

### Hourly Breakdown of Monthly Calls Received for GIC in 2012

Monthly Calls Received - Information and Complaints Channels														
Hour	January	February	March	April	May	June	July	August	September	October	November	December	Total	Average Calls per Month
8	10424	10060	10535	10964	11487	11520	12270	12833	11193	11709	10835	10845	134,675	11,223
9	16076	14684	15302	14106	15595	15587	16495	16858	15225	16107	15843	15063	186,941	15,578
10	17006	15040	15400	13934	16209	15911	16897	17321	15653	16881	16139	15152	191,543	15,962
11	15861	14299	14237	13080	14993	14768	15953	16686	14162	15965	15247	14507	179,758	14,980
12	13781	12007	12278	11191	12732	12693	14061	14551	11930	13578	13104	12560	154,466	12,872
13	12159	10929	11089	10224	11597	11229	12503	13421	11023	12297	12037	11669	140,177	11,681
14	11917	10550	10563	9703	11152	10979	11914	12286	10973	11822	11228	11013	134,100	11,175
15	10753	9503	9438	8343	9992	9707	10503	10891	9345	10474	9988	9647	118,584	9,882
16	7299	6569	6371	6059	6660	6647	7311	7599	6347	6932	6340	6847	80,981	6,748
17	4940	4701	4396	4942	4690	4646	5083	5257	4391	4686	4447	4803	56,982	4,749
18	4349	4294	4026	4890	4510	4233	4624	4896	3963	4458	4180	4272	52,695	4,391
19	4396	4465	4320	4908	4546	4640	5050	5214	4078	4149	3944	3977	53,687	4,474
20	150	168	173	199	216	170	190	281	163	159	133	176	2,178	182

Monthly Calls Received - eService Channel														
Hour	January	February	March	April	May	June	July	August	September	October	November	December	Total	Average Calls per Month
8									495	613	656	750	2,514	629
9									746	864	1010	1054	3,674	919
10									766	937	1068	1076	3,847	962
11									717	925	1016	1078	3,736	934
12									649	732	879	965	3,225	806
13									566	677	863	846	2,952	738
14									571	676	858	869	2,974	744
15									520	620	710	750	2,600	650
16									398	443	452	506	1,799	450
17									309	311	339	336	1,295	324
18									253	290	305	353	1,201	300
19									275	305	297	321	1,198	300
20									11	288	261	293	853	213
21										270	216	236	722	241
22										4	6	4	14	5

**Note:**  
**eServices channel was opened on September 2012**