

Languagewise Monthly Total calls Received for GIC 2010

Monthly Total Calls															
	January	February	March	April	May	June*	July	August	September	October	November	December	Total	Average	
Total Calls															
Sinhala	138,582	142,883	155,393	168,924	127,854	-	97,079	106,231	105,259	110,169	116,001	120,299	1,388,674	93%	
Tamil	6,084	7,671	6,533	6,924	4,771	-	4,945	3,796	4,212	4,221	4,347	5,355	58,859	4%	
English	4,169	4,210	4,941	6,129	3,696	-	2,256	2,414	2,313	2,415	2,481	2,724	37,748	3%	
	Total												1,485,281		
Answered Calls															
Sinhala	120,436	117,040	136,817	134,979	108,942	-	94,363	102,605	100,422	100,273	107,491	114,198	1,237,566	94%	
Tamil	4,606	5,212	4,957	4,619	3,653	-	3,802	3,341	3,791	3,865	3,988	4,907	46,741	4%	
English	3,517	3,273	4,227	4,383	3,081	-	2,153	2,321	2,262	2,338	2,428	2,643	32,626	2%	
	Total												1,316,933	89%	
Abandoned Calls															
Sinhala	18,146	25,843	18,576	33,945	18,912	-	2,716	3,626	4,837	9,896	8,510	6,101	151,108	90%	
Tamil	1,508	2,459	1,576	2,305	1,118	-	1,143	455	421	356	359	448	12,148	7%	
English	652	937	714	1,746	615	-	103	93	51	77	53	81	5,122	3%	
	Total												168,378	11%	

Note:

* - June Data is Not Available