	2012April	2012May	2012June	2012July	2012Augus	2012Septe	2012Octob
Abandonment Rate	38%	32%	27%	27%	27%	26%	19%

2012Nover	2012Decen	2013Janua	2013Febru	2013Mar	2013Apr	2013May	2013Jun	2013Jul
20%	15%	17%	25%	29%	26%	32%	37%	41%

2013Aug	2013Sep	2013Oct	2013Nov	2013Dec	2014Jan
36%	33%	25%	27%	34%	32%

	2012April	2012May	2012June	2012July	2012Augus	2012Septe	2012Octob	2012Noven
Average Speed of Answer (ASA)	0:13:24	0:11:15	0:09:00	0:08:01	0:06:49	0:07:21	0:04:59	0:05:09

2012Decen	2013Janua	2013Febru	2013Mar	2013Apr	2013May	2013Jun	2013Jul	2013Aug
0:04:12	0:04:34	0:06:14	0:07:43	0:07:07	0:08:14	0:09:23	0:10:26	0:09:58

2013Sep	2013Oct	2013Nov	2013Dec	2014Jan	2014Feb	2014Mar	2014Apr	2014May
0:09:15	0:06:14	0:07:59	0:08:28	0:08:48	0:11:19	0:11:13	0:10:16	0:14:36

2014JUne	2014July	2014Aug	2014Sep	2014Oct	2014Nov	2014Dec	2015Jan	2015Feb
0:16:17	0:22:49	0:23:28	0:21:35	0:20:09	0:33:16	0:34:01	0:25:22	0:42:00

2015Mar	2015Apr	2015May	2015JUN	2015Jul	2015Aug	2015Sep
0:33:54	0:32:01	0:35:42	0:27:07	0:49:18	0:57:37	0:52:32