



Customer Satisfaction Survey

Call Results By Region

All Regions

Final Disposition		Attempt 1			Attempt 2			Attempt 3			Total		
		Calls	Call Min	Call %	Calls	Call Min	Call %	Calls	Call Min	Call %	Calls	Call Min	Call %
Contact NOT Made	Hunter Not Available	280	352	13%	63	72	11%	0	0	0%	343	424	13%
	Invalid Phone #	388	256	18%	14	15	2%	0	0	0%	402	271	15%
	Line Busy	60	34	2%	18	10	3%	0	0	0%	78	44	3%
	Ring, No Answer	203	252	9%	68	74	12%	0	0	0%	271	326	10%
	Voice Mail / Answering Machine	1,125	1,181	54%	379	425	69%	1	1	100%	1,505	1,607	57%
	Total	2,056	2,075		542	596		1	1		2,599	2,671	
Contact Made	Contact Busy, Requested Callback	75	122	15%	16	23	15%	0	0	0%	91	144	15%
	Does not have Hunting license	17	28	3%	2	2	1%	0	0	0%	19	30	3%
	Full Survey Completed	126	789	26%	33	186	32%	0	0	0%	159	974	27%
	Is not at least 18 years old	0	0	0%	1	6	0%	0	0	0%	1	6	0%
	Named person not at this phone number	91	109	19%	14	16	13%	0	0	0%	105	125	18%
	Partial Survey Completed	5	36	1%	2	4	1%	0	0	0%	7	39	1%
	Place On Do Not Call List	10	19	2%	3	3	2%	0	0	0%	13	21	2%
	Refused Survey	151	227	31%	31	39	30%	0	0	0%	182	266	31%
	Total	475	1,328		102	278		0	0		577	1,606	
Total	2,531	3,402		644	874		1	1		3,176	4,277		

