



Route to	ADVERTISING MANAGER	Invoice Date	02/10/11
Co. Name	ABC COMPANY	Acct. Number	00240
Src@Address	12345 THE AMERICAN ROAD NORTH, GOLDEN VALLEY, 55427	Page	X
Type	INDIVIDUAL LOCATION	Report Number	824S

Call Accounting

INCOMING CALLS TO EACH TOLL FREE NUMBER

Phone Call Summary with Five-Month History

Sorted by: State and Area Code Area Code Most to Least Minutes Most to Least Calls
 Current/Past Month Column Displays: All Numbers Numbers with ___ minutes and more

Department or Project: **WEB SITE, www.abccompany.com - 800-234-7677**

CONNECTICUT		Current/Past Month		2nd Past Month		3rd Past Month		4th Past Month		5th Past Month	
Phone Number	Location	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes
203-204-4920	GUILFORD	23	30.5	5	15.9	3	7.5	5	15.9	4	9.4
475-882-5934	HUNTINGTON	18	42.6	0	0.0	0	0.0	0	0.0	0	0.0
475-882-1628	HUNTINGTON	4	12.3	6	9.8	1	2.5	6	9.8	1	2.5
CONNECTICUT TOTAL:		45	85.4								

ILLINOIS		Current/Past Month		2nd Past Month		3rd Past Month		4th Past Month		5th Past Month	
Phone Number	Location	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes
312-559-9055	CHICAGO	2	12.3	6	9.8	1	2.5	6	9.8	1	2.5
630-624-9578	ROCKFORD	10	126.9	0	0.0	0	0.0	0	0.0	0	0.0
ILLINOIS TOTAL:		12	139.2								

MINNESOTA		Current/Past Month		2nd Past Month		3rd Past Month		4th Past Month		5th Past Month	
Phone Number	Location	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes
218-947-4684	BACKUS	26	85.6	2	23.6	6	13.8	2	23.6	6	13.8
218-724-3114	DULUTH	19	56.7	2	3.6	3	8.6	2	3.6	3	8.6
218-679-3106	RED LAKE	8	18.9	46	62.5	51	74.1	46	62.5	51	74.1
320-847-3178	CLARA CITY	32	74.5	1	2.1	3	6.2	1	2.1	3	6.2
320-253-6579	ST CLOUD	18	21.6	42	71.2	39	36.0	42	71.2	39	36.0
507-359-4525	NEW ULM	16	51.2	20	74.3	12	28.7	20	74.3	12	28.7
507-645-0672	JAYNESVILLE	12	16.2	6	13.6	8	16.2	6	13.6	8	16.2
MINNESOTA TOTAL:		131	324.7								

NEW YORK		Current/Past Month		2nd Past Month		3rd Past Month		4th Past Month		5th Past Month	
Phone Number	Location	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes
212-852-3659	NEW YORK	43	156.4	29	48.3	50	113.9	29	48.3	50	113.9
315-422-0900	SYRACUSE	19	38.2	26	56.4	4	9.5	26	56.4	4	9.5
917-365-3653	NEW YORK	23	57.6	0	0.0	0	0.0	0	0.0	0	0.0
NEW YORK TOTAL:		85	252.2								

WISCONSIN		Current/Past Month		2nd Past Month		3rd Past Month		4th Past Month		5th Past Month	
Phone Number	Location	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes	Calls	Minutes
414-744-7638	MILWAUKEE	27	156.4	2	8.9	3	13.5	0	0.0	0	0.0
414-266-2843	MILWAUKEE	6	57.6	0	0.0	0	0.0	0	0.0	0	0.0
608-617-2381	PORTAGE	10	38.2	12	56.4	5	9.5	3	18.6	4	9.5
WISCONSIN TOTAL:		43	252.2								

Current/Past Month WEB SITE, www.abccompany.com Summary for 800-234-7677		
	Calls	Minutes
Business Day (8am to 5pm M-F)	280	884.5
Evening (5pm to 11pm M-F)	11	64.2
Night (11pm to 8am M-F)	7	15.6
Weekend (All Day Sat/Sun)	18	89.4
Total	316	1053.7

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- **Evaluate Time Spent.** What is the most expensive part of a toll free call? The employee's time spent with the caller. Use this report to evaluate how much time was spent on toll free calls. Do the telephone numbers with a lot of minutes belong to customers, suppliers, prospects, employees or others?
- **Measure Customers Calling.** In many businesses, 20% of customers generate 80% of revenue. Measure how often your important out-of-town customers have called you over the last five months by finding their telephone numbers on this POPP exclusive report.