| | Total Calls | Total Duration (mins) | Text | Chat |
|---|---|---|---|---|
| **January 2016** | 2,618 | 1,317 | 6 | 2 |
| **February 2016** | 2,422 | 1,431 | 1 | 3 |
| **March 2016** | 2,722 | 1,485 | 6 | 1 |
| **April 2016** | 2,326 | 1,478 | 5 | 1 |
| **May 2016** | 2,559 | 1,530 | 6 | 8 |
| **June 2016** | 2,892 | 1,643 | 2 | 3 |
| **July 2016** | 3,003 | 1,732 | 6 | 4 |
| **August 2016** | 2,797 | 1,552 | 3 | 3 |
| **September 2016** | 2,291 | 1,477 | 3 | 3 |
| **October 2016** | 1,515 | 959 | 6 | 1 |
| **November 2016** | 1,824 | 1,261 | 2 | 1 |
| **December 2016** | 1,944 | 1,270 | 4 | 4 |
| | | | | |
| **GRAND TOTAL** | **28,913** | **17,135** | **50** | **34** |

| | Total Calls | Total Duration (mins) | Text | Chat |
|---|---|---|---|---|
| **January 2017** | 2,111 | 1,415 | 2 | 4 |
| **February 2017** | 2,216 | 1,368 | 3 | 3 |
| **March 2017** | 2,543 | 1,633 | 7 | 5 |
| **April 2017** | 1,915 | 1,288 | 5 | 8 |
| **May 2017** | 2,056 | 1,244 | 5 | 6 |
| **June 2017** | 2,186 | 1,186 | 2 | 4 |
| **July 2017** | 2,798 | 1,547 | 3 | 9 |
| **August 2017** | 2,203 | 1,046 | 6 | 2 |
| **September 2017** | 1,990 | 1,168 | 8 | 6 |
| **October 2017** | 1,884 | 1,084 | 5 | 8 |
| **November 2017** | 1,505 | 817 | 6 | 5 |
| **December 2017** | 1,662 | 998 | 3 | 4 |
| | | | | |
| **GRAND TOTAL** | **25,069** | **14,794** | **55** | **64** |

| | Total Calls | Total Duration (mins) | Text | Chat |
|---|---|---|---|---|
| **January 2018** | 1,745 | 1,183 | 8 | 12 |
| **February 2018** | 1,769 | 988 | 4 | 4 |
| **March 2018** | 2,010 | 1,441 | 5 | 4 |
| **April 2018** | 1,608 | 1,272 | 10 | 3 |
| **May 2018** | 1,721 | 1,163 | 8 | 7 |
| **June 2018** | 1,958 | 1,382 | 10 | 2 |
| **July 2018** | 2,229 | 1,391 | 10 | 13 |
| **August 2018** | 2,024 | 1,126 | 7 | 19 |
| **September 2018** | 1,522 | 1,084 | 12 | 6 |
| **October 2018** | 1,589 | 1,159 | 11 | 6 |
| **November 2018** | 1,508 | 976 | 14 | 7 |
| **December 2018** | 1,509 | 976 | 8 | 11 |
| | | | | |
| **GRAND TOTAL** | **21,192** | **14,139** | **107** | **94** |

| | Total Calls | Total Duration (mins) | Text | Chat |
|---|---|---|---|---|
| **January 2019** | 1,837 | 1,183 | 3 | 6 |
| **February 2019** | 1,689 | 1,050 | 12 | 5 |
| **March 2019** | 1,828 | 1,343 | 33 | 8 |
| **April 2019** | 1,631 | 1,028 | 4 | 2 |
| **May 2019** | 1,947 | 1,145 | 5 | 11 |
| **June 2019** | 1,970 | 1,197 | 4 | 3 |
| **July 2019** | 2,205 | 1,481 | 2 | 3 |
| **August 2019** | 2,216 | 1,337 | 1 | 4 |
| **September 2019** | 1,990 | 1,203 | 4 | 11 |
| **October 2019** | 1,956 | 1,298 | 2 | 9 |
| **November 2019** | 1,993 | 1,278 | 4 | 4 |
| **December 2019** | 2,210 | 1,172 | 6 | 7 |
| | | | | |
| **GRAND TOTAL** | **23,472** | **14,714** | **80** | **73** |

| | Total Calls | Total Duration (mins) | Text | Chat |
|---|---|---|---|---|
| **January 2020** | 2,298 | 1,242 | 13 | 4 |
| **February 2020** | 2,122 | 1,202 | 5 | 4 |
| **March 2020** | 1,788 | 1,144 | 23 | 3 |
| **April 2020** | 404 | 358 | 9 | 3 |
| **May 2020** | 1,224 | 747 | 1 | 4 |
| **June 2020** | 2,422 | 1,298 | 7 | 19 |
| **July 2020** | 2,433 | 1,414 | 5 | 12 |
| **August 2020** | 685 | 383 | 2 | 6 |
| **September 2020** | 1,983 | 1,079 | 6 | 10 |
| **October 2020** | 2,524 | 1,448 | 10 | 11 |
| | | | | |
| **GRAND TOTAL** | **17,883** | **10,314** | **81** | **76** |