

# Line Group Summary and Detail



Date Time Range: 9/26/2010 12:00:00 AM - 9/26/2017 11:59:59 PM  
 Subtotal By: By Month, By Week Number  
 Show Detail: False

| Site ID:      | 1                         | Avg Lines Available | Duration Per Line | Max Avail Duration | Utilization |         | Total Calls | Calls Out |        | Avg Call Duration | Max Calls Entered | % All Busy | % Out Blocked |
|---------------|---------------------------|---------------------|-------------------|--------------------|-------------|---------|-------------|-----------|--------|-------------------|-------------------|------------|---------------|
|               |                           |                     |                   |                    | dd:hh:mm:ss | %       |             | #         | %      |                   |                   |            |               |
| <b>Group:</b> | <b>lg</b>                 | 1                   | 65:01:21:10       | 65:01:21:30        | 4:17:16:07  | 7.25%   | 125         | 11        | 8.80%  | 00:54:22          | 4                 | 1.30%      | 0.00%         |
|               | <b>May</b>                | 1                   | 03:13:23          | 03:13:24           | 00:00:00    | 0.00%   | 0           | 0         | 0.00%  | 00:00:00          | 0                 | 0.00%      | 0.00%         |
|               | <b>Week #18</b>           | 1                   | 03:13:23          | 03:13:24           | 00:00:00    | 0.00%   | 0           | 0         | 0.00%  | 00:00:00          | 0                 | 0.00%      | 0.00%         |
|               | <a href="#">5/2/2017</a>  | 1                   | 03:13:23          | 03:13:24           | 00:00:00    | 0.00%   | 0           | 0         | 0.00%  | 00:00:00          | 0                 | 0.00%      | 0.00%         |
|               | <b>June</b>               | 1                   | 23:03:01:13       | 23:03:01:23        | 4:16:54:04  | 20.34%  | 115         | 9         | 7.83%  | 00:58:54          | 4                 | 3.67%      | 0.00%         |
|               | <b>Week #23</b>           | 1                   | 3:23:20:05        | 3:23:20:06         | 2:05:13:39  | 55.83%  | 46          | 3         | 6.52%  | 01:09:26          | 4                 | 0.63%      | 0.00%         |
|               | <a href="#">6/6/2017</a>  | 1                   | 15:50:05          | 15:50:06           | 00:31:57    | 3.36%   | 3           | 0         | 0.00%  | 00:10:39          | 2                 | 0.11%      | 0.00%         |
|               | <a href="#">6/7/2017</a>  | 1                   | 18:30:00          | 18:30:00           | 00:00:00    | 0.00%   | 0           | 0         | 0.00%  | 00:00:00          | 0                 | 0.00%      | 0.00%         |
|               | <a href="#">6/8/2017</a>  | 1                   | 20:00:00          | 20:00:00           | 11:11:51    | 55.99%  | 23          | 3         | 13.04% | 00:29:13          | 4                 | 1.53%      | 0.00%         |
|               | <a href="#">6/9/2017</a>  | 1                   | 20:00:00          | 20:00:00           | 20:29:51    | 102.49% | 20          | 0         | 0.00%  | 01:01:30          | 3                 | 1.38%      | 0.00%         |
|               | <a href="#">6/10/2017</a> | 1                   | 21:00:00          | 21:00:00           | 21:00:00    | 100.00% | 0           | 0         | 0.00%  | 00:00:00          | 1                 | 0.00%      | 0.00%         |
|               | <b>Week #24</b>           | 1                   | 7:15:06:44        | 7:15:06:47         | 2:11:29:00  | 32.48%  | 57          | 5         | 8.77%  | 01:02:37          | 3                 | 10.69%     | 0.00%         |
|               | <a href="#">6/11/2017</a> | 1                   | 20:30:00          | 20:30:00           | 20:30:00    | 100.00% | 0           | 0         | 0.00%  | 00:00:00          | 1                 | 0.00%      | 0.00%         |
|               | <a href="#">6/12/2017</a> | 1                   | 22:30:00          | 22:30:00           | 07:00:00    | 31.11%  | 0           | 0         | 0.00%  | 00:00:00          | 1                 | 0.00%      | 0.00%         |
|               | <a href="#">6/13/2017</a> | 1                   | 1:00:09:35        | 1:00:09:38         | 09:28:23    | 39.21%  | 4           | 0         | 0.00%  | 02:22:06          | 1                 | 39.21%     | 0.00%         |
|               | <a href="#">6/14/2017</a> | 1                   | 1:20:00:00        | 1:20:00:00         | 11:18:50    | 25.71%  | 8           | 2         | 25.00% | 01:24:51          | 3                 | 22.08%     | 0.00%         |
|               | <a href="#">6/15/2017</a> | 1                   | 1:10:57:09        | 1:10:57:09         | 02:19:50    | 6.67%   | 27          | 2         | 7.41%  | 00:05:11          | 3                 | 0.54%      | 0.00%         |
|               | <a href="#">6/16/2017</a> | 1                   | 21:30:00          | 21:30:00           | 08:51:57    | 41.24%  | 18          | 1         | 5.56%  | 00:29:33          | 2                 | 0.94%      | 0.00%         |
|               | <a href="#">6/17/2017</a> | 1                   | 15:30:00          | 15:30:00           | 00:00:00    | 0.00%   | 0           | 0         | 0.00%  | 00:00:00          | 0                 | 0.00%      | 0.00%         |
|               | <b>Week #25</b>           | 1                   | 6:02:52:21        | 6:02:52:22         | 00:00:10    | 0.00%   | 2           | 1         | 50.00% | 00:00:05          | 2                 | 0.00%      | 0.00%         |
|               | <a href="#">6/18/2017</a> | 1                   | 16:00:00          | 16:00:00           | 00:00:00    | 0.00%   | 0           | 0         | 0.00%  | 00:00:00          | 0                 | 0.00%      | 0.00%         |
|               | <a href="#">6/19/2017</a> | 1                   | 19:30:00          | 19:30:00           | 00:00:00    | 0.00%   | 0           | 0         | 0.00%  | 00:00:00          | 0                 | 0.00%      | 0.00%         |
|               | <a href="#">6/20/2017</a> | 1                   | 21:30:00          | 21:30:00           | 00:00:00    | 0.00%   | 0           | 0         | 0.00%  | 00:00:00          | 0                 | 0.00%      | 0.00%         |
|               | <a href="#">6/21/2017</a> | 1                   | 21:00:00          | 21:00:00           | 00:00:00    | 0.00%   | 0           | 0         | 0.00%  | 00:00:00          | 0                 | 0.00%      | 0.00%         |
|               | <a href="#">6/22/2017</a> | 1                   | 21:22:21          | 21:22:22           | 00:00:10    | 0.01%   | 2           | 1         | 50.00% | 00:00:05          | 2                 | 0.00%      | 0.00%         |
|               | <a href="#">6/23/2017</a> | 1                   | 23:30:00          | 23:30:00           | 00:00:00    | 0.00%   | 0           | 0         | 0.00%  | 00:00:00          | 0                 | 0.00%      | 0.00%         |
|               | <a href="#">6/24/2017</a> | 1                   | 1:00:00:00        | 1:00:00:00         | 00:00:00    | 0.00%   | 0           | 0         | 0.00%  | 00:00:00          | 0                 | 0.00%      | 0.00%         |

| Site ID:                  | 1 | Avg Lines Available | Duration Per Line | Max Avail Duration | Utilization |    | Total Calls | Calls Out |          | Avg Call Duration | Max Calls Entered | % All Busy | % Out Blocked |
|---------------------------|---|---------------------|-------------------|--------------------|-------------|----|-------------|-----------|----------|-------------------|-------------------|------------|---------------|
|                           |   |                     |                   |                    | dd:hh:mm:ss | %  |             | #         | %        |                   |                   |            |               |
| <b>Week #26</b>           | 1 | 5:09:42:03          | 5:09:42:08        | 00:11:15           | 0.14%       | 10 | 0           | 0.00%     | 00:01:08 | 2                 | 0.13%             | 0.00%      |               |
| <a href="#">6/25/2017</a> | 1 | 23:30:00            | 23:30:00          | 00:00:00           | 0.00%       | 0  | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">6/26/2017</a> | 1 | 16:31:26            | 16:31:26          | 00:00:00           | 0.00%       | 0  | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">6/27/2017</a> | 1 | 1:00:00:00          | 1:00:00:00        | 00:00:00           | 0.00%       | 0  | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">6/28/2017</a> | 1 | 1:00:00:00          | 1:00:00:00        | 00:08:18           | 0.58%       | 8  | 0           | 0.00%     | 00:01:02 | 2                 | 0.50%             | 0.00%      |               |
| <a href="#">6/29/2017</a> | 1 | 1:00:00:00          | 1:00:00:05        | 00:00:00           | 0.00%       | 0  | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">6/30/2017</a> | 1 | 17:40:37            | 17:40:37          | 00:02:57           | 0.28%       | 2  | 0           | 0.00%     | 00:01:28 | 1                 | 0.28%             | 0.00%      |               |
| <b>July</b>               | 1 | 25:16:33:44         | 25:16:33:50       | 00:22:03           | 0.06%       | 10 | 2           | 20.00%    | 00:02:12 | 2                 | 0.00%             | 0.00%      |               |
| <b>Week #27</b>           | 1 | 3:14:24:04          | 3:14:24:04        | 00:15:44           | 0.30%       | 8  | 1           | 12.50%    | 00:01:58 | 2                 | 0.03%             | 0.00%      |               |
| <a href="#">7/5/2017</a>  | 1 | 14:24:04            | 14:24:04          | 00:00:21           | 0.04%       | 3  | 1           | 33.33%    | 00:00:07 | 2                 | 0.02%             | 0.00%      |               |
| <a href="#">7/6/2017</a>  | 1 | 1:00:00:00          | 1:00:00:00        | 00:15:23           | 1.07%       | 5  | 0           | 0.00%     | 00:03:05 | 2                 | 0.10%             | 0.00%      |               |
| <a href="#">7/7/2017</a>  | 1 | 1:00:00:00          | 1:00:00:00        | 00:00:00           | 0.00%       | 0  | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">7/8/2017</a>  | 1 | 1:00:00:00          | 1:00:00:00        | 00:00:00           | 0.00%       | 0  | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <b>Week #28</b>           | 1 | 6:22:17:51          | 6:22:17:56        | 00:00:00           | 0.00%       | 0  | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">7/9/2017</a>  | 1 | 1:00:00:00          | 1:00:00:00        | 00:00:00           | 0.00%       | 0  | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">7/10/2017</a> | 1 | 1:00:00:00          | 1:00:00:00        | 00:00:00           | 0.00%       | 0  | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">7/11/2017</a> | 1 | 1:00:00:00          | 1:00:00:00        | 00:00:00           | 0.00%       | 0  | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">7/12/2017</a> | 1 | 22:17:51            | 22:17:52          | 00:00:00           | 0.00%       | 0  | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">7/13/2017</a> | 1 | 1:00:00:00          | 1:00:00:00        | 00:00:00           | 0.00%       | 0  | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">7/14/2017</a> | 1 | 1:00:00:00          | 1:00:00:00        | 00:00:00           | 0.00%       | 0  | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">7/15/2017</a> | 1 | 1:00:00:00          | 1:00:00:04        | 00:00:00           | 0.00%       | 0  | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <b>Week #29</b>           | 1 | 7:00:00:00          | 7:00:00:00        | 00:00:00           | 0.00%       | 0  | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">7/16/2017</a> | 1 | 1:00:00:00          | 1:00:00:00        | 00:00:00           | 0.00%       | 0  | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">7/17/2017</a> | 1 | 1:00:00:00          | 1:00:00:00        | 00:00:00           | 0.00%       | 0  | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">7/18/2017</a> | 1 | 1:00:00:00          | 1:00:00:00        | 00:00:00           | 0.00%       | 0  | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">7/19/2017</a> | 1 | 1:00:00:00          | 1:00:00:00        | 00:00:00           | 0.00%       | 0  | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">7/20/2017</a> | 1 | 1:00:00:00          | 1:00:00:00        | 00:00:00           | 0.00%       | 0  | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">7/21/2017</a> | 1 | 1:00:00:00          | 1:00:00:00        | 00:00:00           | 0.00%       | 0  | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">7/22/2017</a> | 1 | 1:00:00:00          | 1:00:00:00        | 00:00:00           | 0.00%       | 0  | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <b>Week #30</b>           | 1 | 6:03:51:49          | 6:03:51:50        | 00:06:19           | 0.07%       | 2  | 1           | 50.00%    | 00:03:10 | 2                 | 0.00%             | 0.00%      |               |
| <a href="#">7/23/2017</a> | 1 | 1:00:00:00          | 1:00:00:00        | 00:00:00           | 0.00%       | 0  | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">7/24/2017</a> | 1 | 15:00:00            | 15:00:00          | 00:00:00           | 0.00%       | 0  | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |

| Site ID:                  | 1 | Avg Lines Available | Duration Per Line | Max Avail Duration | Utilization |   | Total Calls | Calls Out |          | Avg Call Duration | Max Calls Entered | % All Busy | % Out Blocked |
|---------------------------|---|---------------------|-------------------|--------------------|-------------|---|-------------|-----------|----------|-------------------|-------------------|------------|---------------|
|                           |   |                     |                   |                    | dd:hh:mm:ss | % |             | #         | %        |                   |                   |            |               |
| <a href="#">7/25/2017</a> | 1 | 12:51:49            | 12:51:50          | 00:00:00           | 0.00%       | 0 | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">7/26/2017</a> | 1 | 1:00:00:00          | 1:00:00:00        | 00:00:00           | 0.00%       | 0 | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">7/27/2017</a> | 1 | 1:00:00:00          | 1:00:00:00        | 00:06:19           | 0.44%       | 2 | 1           | 50.00%    | 00:03:10 | 2                 | 0.00%             | 0.00%      |               |
| <a href="#">7/28/2017</a> | 1 | 1:00:00:00          | 1:00:00:00        | 00:00:00           | 0.00%       | 0 | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">7/29/2017</a> | 1 | 1:00:00:00          | 1:00:00:00        | 00:00:00           | 0.00%       | 0 | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <b>Week #31</b>           | 1 | 2:00:00:00          | 2:00:00:00        | 00:00:00           | 0.00%       | 0 | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">7/30/2017</a> | 1 | 1:00:00:00          | 1:00:00:00        | 00:00:00           | 0.00%       | 0 | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">7/31/2017</a> | 1 | 1:00:00:00          | 1:00:00:00        | 00:00:00           | 0.00%       | 0 | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <b>August</b>             | 1 | 16:02:32:50         | 16:02:32:53       | 00:00:00           | 0.00%       | 0 | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <b>Week #31</b>           | 1 | 5:00:00:00          | 5:00:00:00        | 00:00:00           | 0.00%       | 0 | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">8/1/2017</a>  | 1 | 1:00:00:00          | 1:00:00:00        | 00:00:00           | 0.00%       | 0 | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">8/2/2017</a>  | 1 | 1:00:00:00          | 1:00:00:00        | 00:00:00           | 0.00%       | 0 | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">8/3/2017</a>  | 1 | 1:00:00:00          | 1:00:00:00        | 00:00:00           | 0.00%       | 0 | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">8/4/2017</a>  | 1 | 1:00:00:00          | 1:00:00:00        | 00:00:00           | 0.00%       | 0 | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">8/5/2017</a>  | 1 | 1:00:00:00          | 1:00:00:00        | 00:00:00           | 0.00%       | 0 | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <b>Week #32</b>           | 1 | 7:00:00:00          | 7:00:00:00        | 00:00:00           | 0.00%       | 0 | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">8/6/2017</a>  | 1 | 1:00:00:00          | 1:00:00:00        | 00:00:00           | 0.00%       | 0 | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">8/7/2017</a>  | 1 | 1:00:00:00          | 1:00:00:00        | 00:00:00           | 0.00%       | 0 | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">8/8/2017</a>  | 1 | 1:00:00:00          | 1:00:00:00        | 00:00:00           | 0.00%       | 0 | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">8/9/2017</a>  | 1 | 1:00:00:00          | 1:00:00:00        | 00:00:00           | 0.00%       | 0 | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">8/10/2017</a> | 1 | 1:00:00:00          | 1:00:00:00        | 00:00:00           | 0.00%       | 0 | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">8/11/2017</a> | 1 | 1:00:00:00          | 1:00:00:00        | 00:00:00           | 0.00%       | 0 | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">8/12/2017</a> | 1 | 1:00:00:00          | 1:00:00:00        | 00:00:00           | 0.00%       | 0 | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <b>Week #33</b>           | 1 | 4:02:32:50          | 4:02:32:53        | 00:00:00           | 0.00%       | 0 | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">8/13/2017</a> | 1 | 1:00:00:00          | 1:00:00:00        | 00:00:00           | 0.00%       | 0 | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">8/14/2017</a> | 1 | 1:00:00:00          | 1:00:00:00        | 00:00:00           | 0.00%       | 0 | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">8/15/2017</a> | 1 | 1:00:00:00          | 1:00:00:00        | 00:00:00           | 0.00%       | 0 | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">8/16/2017</a> | 1 | 20:18:57            | 20:18:58          | 00:00:00           | 0.00%       | 0 | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |
| <a href="#">8/17/2017</a> | 1 | 06:13:53            | 06:13:55          | 00:00:00           | 0.00%       | 0 | 0           | 0.00%     | 00:00:00 | 0                 | 0.00%             | 0.00%      |               |