



COMPANY NAME

GROUP REPORT: Oct 08 (Sep 08 Data)

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REPORT OR BILL ENQUIRIES [tem@azzu.co.uk](mailto:tem@azzu.co.uk)

REPORT PRODUCED Oct 08 (Sep 08 Data)

PRIVATE AND CONFIDENTIAL



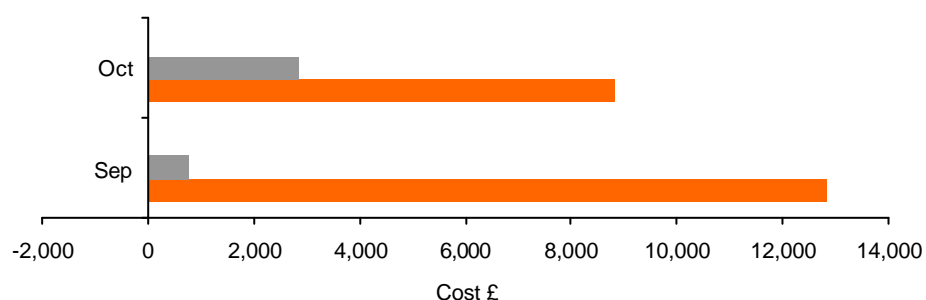
### TOTAL SPEND BY PROVIDER

Charge Type	Usage Charges	Recurring Charges	One-Off Charges	Total £
Azzurri	2,840	8,826	0	11,666
<b>Total</b>	<b>2,840</b>	<b>8,826</b>	<b>0</b>	<b>11,666</b>

### TOTAL SPEND BY DIVISION

Site Name	Usage charges	Recurring charges	One-off charges	Total £
Belfast - Corn Market	157	378	0	535
Forestsides	75	429	0	505
Enniskillen	225	229	0	455
Glasgow	24	400	0	424
Buttercrane	34	316	0	351
Annadale	179	157	0	335
Craigavon	105	215	0	320
Glenrothes	27	291	0	318
Foyleside	126	185	0	312
Bangor	42	268	0	310
Clydebank	28	277	0	305
Abbey Centre	41	254	0	295
Coleraine	60	221	0	281
Heywood	23	246	0	270
Bradford	48	218	0	266
Antrim, Castle Centre	21	220	0	240
Connswater	9	215	0	224
Ballymena	19	201	0	220
Ballymoney	20	196	0	216
Cumbernauld	22	0	0	22
Other Sites	1,556	3,908	0	5,464
<b>Total</b>	<b>2,840</b>	<b>8,826</b>	<b>0</b>	<b>11,666</b>

### LAST THREE MONTHS SPEND



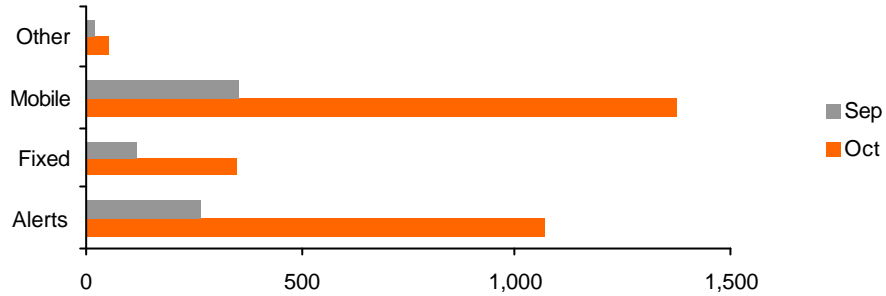
- **Variable Charges** includes Call charges and Tariff discounts.
- **Fixed Charges** includes Line Rental, Maintenance and Equipment.
- **One off Charges** can include Connection charges, Site visits, Adjustments, Credits and all other miscellaneous charges.

- Park Centre is the highest spending store this month.

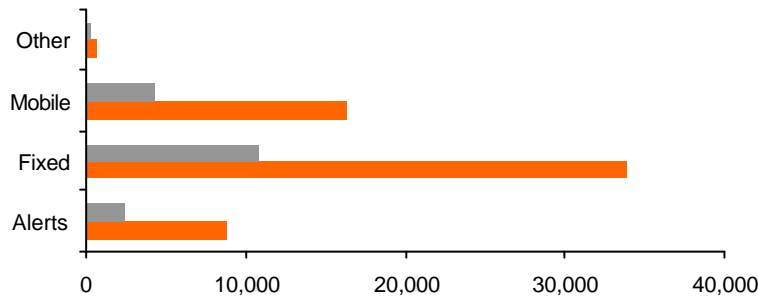


## CALL PROFILE

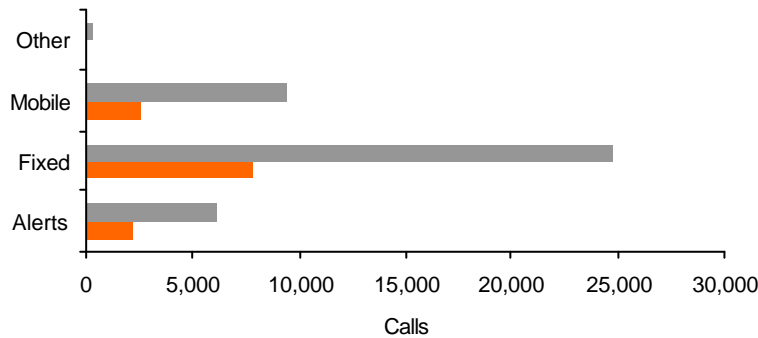
### LAST THREE MONTH PROFILE IN COST £



### LAST THREE MONTHS PROFILE IN MINUTES



### LAST THREE MONTHS PROFILE BY NUMBER OF CALLS



### LATEST MONTHS ALERTS SPLIT

Profile	No of Calls	Duration	Cost £
DQ	438	589	615
International	5,603	8,178	426
PremiumRate	25	38	26
<b>Total</b>	<b>6,066</b>	<b>8,805</b>	<b>1,067</b>

- Alerts represents calls to directory enquiries, premium rate (09) and international destinations, as shown in the above table. This shows the majority of Alerts are calls to directory enquiries numbers.

- Other represents calls to special services and operator calls.



## ALERT ACTIVITY

The following tables highlight calls that could potentially be considered abuse:

### PREMIUM RATE CALLS

CLI	Destination No	Destination Name	No of Calls	Duration	Cost £
0289XXXXXXX	09042450100	American Embassy	2	7.07	10.03
0289XXXXXXX	09063021222	Royal Mail Postcode Enquiries	15	12.30	7.33
0289XXXXXXX	09090000123	Chat Line	1	6.12	3.62
0289XXXXXXX	09097400121	Chat Line	3	5.72	2.41
0289XXXXXXX	09098600300	Adult Line	1	4.15	1.72

### INTERNATIONAL CALLS

CLI	Destination No	Destination Name	Work Calls	OOH Calls	Cost £
0287XXXXXXX	0035386XXXXXXX	Ireland Mobile	54		28.80
0289XXXXXXX	0035386XXXXXXX	Ireland Mobile	6	1	21.19
0287XXXXXXX	0035387XXXXXXX	Ireland Mobile	5		16.94
0287XXXXXXX	0035386XXXXXXX	Ireland Mobile	16		10.83
0286XXXXXXX	0035387XXXXXXX	Ireland Mobile	5		9.08

\*Out of Hour calls have been set between 7pm and 7am

### DIRECTORY ENQUIRY CALLS

Destination No	No of Calls	Cost £	Average Cost per call
118118	263	330.29	1.26
118500	107	115.10	1.08
118661	19	113.09	5.95
118247	32	35.57	1.11
118212	13	12.03	0.93

### FREQUENTLY DIALLED NUMBERS

CLI	Destination No	Destination Name	No of Calls	Duration	Cost £
0287XXXXXXX	0287XXXXXXX	National Geographic	201	25.82	0.27
0286XXXXXXX	0286XXXXXXX	Local Geographic	162	55.52	0.45
0289XXXXXXX	0770XXXXXXX	Mobile O2	150	509.48	41.79
0159XXXXXXX	0845XXXXXXX	Local Non-Geographic	135	111.03	2.03
0170XXXXXXX	0127XXXXXXX	Bradford, W.Yorks.	120	318.10	2.74

- This month there has been a number of calls to a landline destination in Ireland. These calls may be to Company Name within Ireland and are more than likely to be work related.



## MOBILE SUMMARY

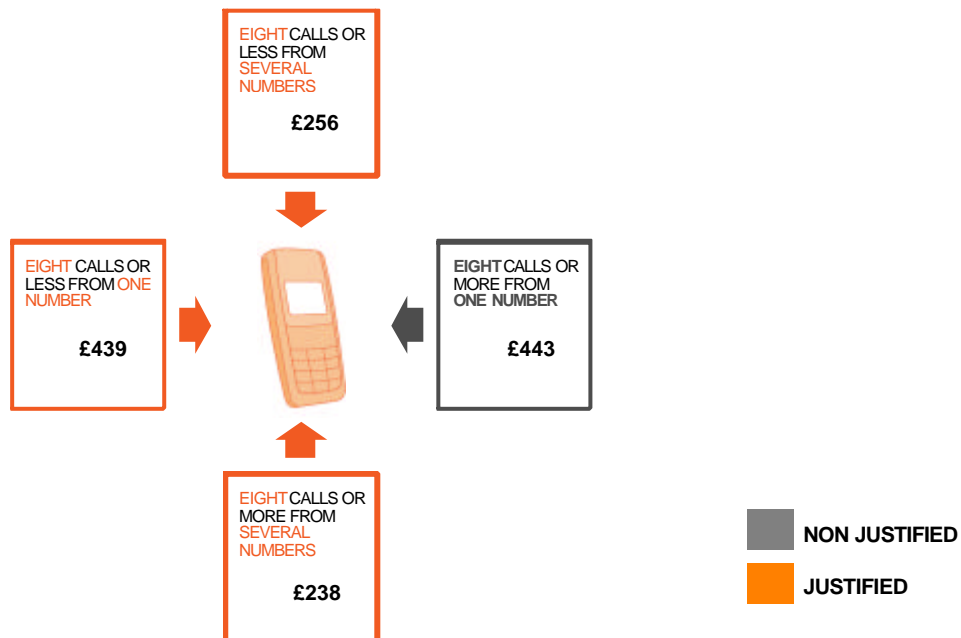
### CALLS TO MOBILES BY SITE

Division	Company Mobile £	Non Company Mobile £	%
Old Creamery	0	173	12.55
Park Centre	0	130	9.43
Annadale	0	115	8.35
Omagh	0	106	7.71
Portadown	0	85	6.18
Magherafelt	0	78	5.69
Enniskillen	0	77	5.62
Craigavon	0	70	5.07
Larne	0	62	4.50
Belfast - Corn Market	0	57	4.12
Other Sites	0	424	30.79
<b>Total</b>	<b>0</b>	<b>1,376</b>	<b>100.00</b>

### MOBILE NUMBERS DIALLED

Site	CLI	No Dialed	No of Calls	Cost
Park Centre	0289XXXXXXX	0770XXXXXXX	150	41.79
Craigavon	0283XXXXXXX	0770XXXXXXX	107	16.95
Old Creamery	0283XXXXXXX	0788XXXXXXX	78	14.66
Old Creamery	0283XXXXXXX	0789XXXXXXX	61	10.46
Enniskillen	0286XXXXXXX	0789XXXXXXX	58	1.61

### NON JUSTIFIED MOBILE CALLS



- The non-justified mobile calls section highlights eight or more calls to a single destination number dialled from only one company landline.
- With no other landline dialling this high volume of non-justified mobile calls it is likely that these calls are non business related. 32% of Company Name mobile spend falls into this category.
- This percentage can be reduced if a company mobile list was provided.



## FIXED CHARGE PROFILE

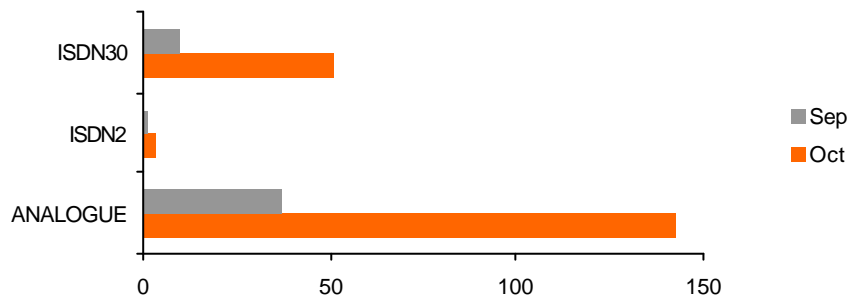
### FIXED CHARGES SUMMARY

Provider	Line Rental	Maintenance	Other	One Off Charges	Total £
Azzurri	8,540	57	229	0	8,826
<b>Total</b>	<b>8,540</b>	<b>57</b>	<b>229</b>	<b>0</b>	<b>8,826</b>

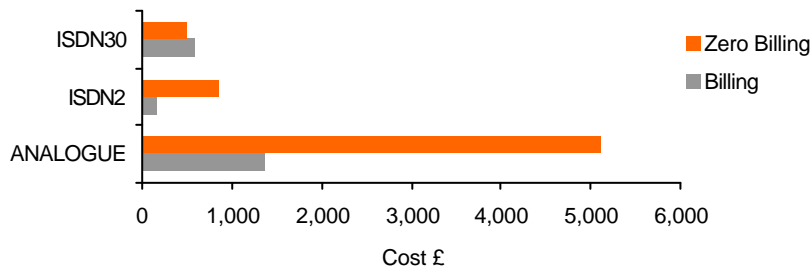
### LINE CHARGES SUMMARY

Site	DEL	ISDN 2	ISDN 30	Other
No of Lines	471	37	64	-
Cost	6,460	1,012	1,068	-
Average Cost Per Line	13.71	27.36	16.69	-

### AVERAGE DURATIONS



### ZERO BILLING BY LINE TYPE



- Line rental charges accounts for the majority of fixed charges. The majority of these charges relate to Analogue lines.