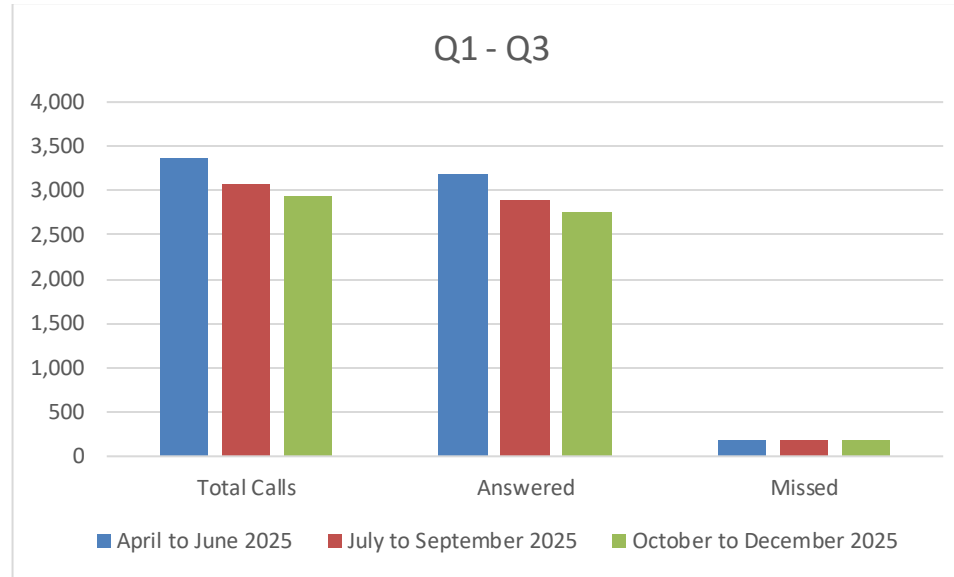


Appendix 5 – Comparative Telephone Statistics



| Period | Total Calls | Answered | Missed | % Answered |
|--------------------------|-------------|----------|--------|------------|
| April to June 2025 | 3,369 | 3,193 | 176 | 95% |
| July to September 2025 | 3,075 | 2,893 | 182 | 94.08% |
| October to December 2025 | 2,950 | 2,768 | 182 | 93.83% |