



2006 figures for telephone accessibility

Net accessibility figures for 2006		Week 01		Week 02		Week 03		Week 04		Week 05		Week 06	
Option in the selection menu	What subject?	% phone calls answered	Total number of callers	% phone calls answered	Total number of callers	% phone calls answered	Total number of callers	% phone calls answered	Total number of callers	% phone calls answered	Total number of callers	% phone calls answered	Total number of callers
1-1	File information mvv and residence permits	92%	7.919	91%	8.997	82%	11.463	78%	11.975	83%	10.893	83%	11.866
1-2	Extensions	100%	3.253	100%	4.035	98%	4.651	98%	5.230	98%	4.929	99%	4.843
1-3	Visa service	96%	967	93%	1.126	95%	1.057	92%	993	92%	889	93%	936
1-4	File information naturalisation	99%	634	99%	740	99%	832	99%	819	100%	727	99%	766
1-5	File information asylum	87%	1.243	98%	1.338	96%	1.228	98%	1.095	98%	1.047	98%	1.089
2	Public information	89%	2.926	82%	3.337	79%	4.131	74%	4.496	73%	4.131	83%	3.933
3	Appointment desk	89%	2.144	97%	2.028	96%	2.132	96%	2.041	93%	2.111	84%	2.419
4	Orders (brochures etc.)	99%	1.962	99%	2.091	99%	2.471	99%	2.191	99%	2.416	99%	2.074
5-1	Study	91%	265	97%	336	96%	429	92%	315	95%	346	93%	338
5-2	Paid employment	94%	651	82%	864	82%	802	92%	841	88%	697	91%	631
Total		93%	21.964	93%	24.892	88%	29.196	86%	29.996	90%	32.703	90%	33.265