TI made 5,221,782 calls in 2004

330 working days in 2004, which TI conducted telemarketing calls. In 2004 TI completed, on average, over 15,800 calls a day.

designed to achieve a capacity level of between 17000-18000 calls per day

best operation level (BOL) for TI is 17,600 calls a day

The company is compensated for these “cushion” periods at a rate of $10 per call over 500,000, with a cap of 11,500 over the 500,000.

### Normalize table below.

### TI’s 2004 Monthly/Daily Production Data

### Month Production Numbers Number of Working Days During Month

January 15000 units/day 27 working days

February 15900 units/day 26 working days

March 419720 units/month 28 working days

April 16790 units/day 27 working days

May 504900 units/month 27 working days

June 17600 units/day 28 working days

July 391972 units/month 28 working days

August 12897units/day 29 working days

September 11569 units/day 27 working days

October 463681 units/month 29 working days

November 17689 units/day 27 working days

December 19000 units/day 27 working days

Total 330