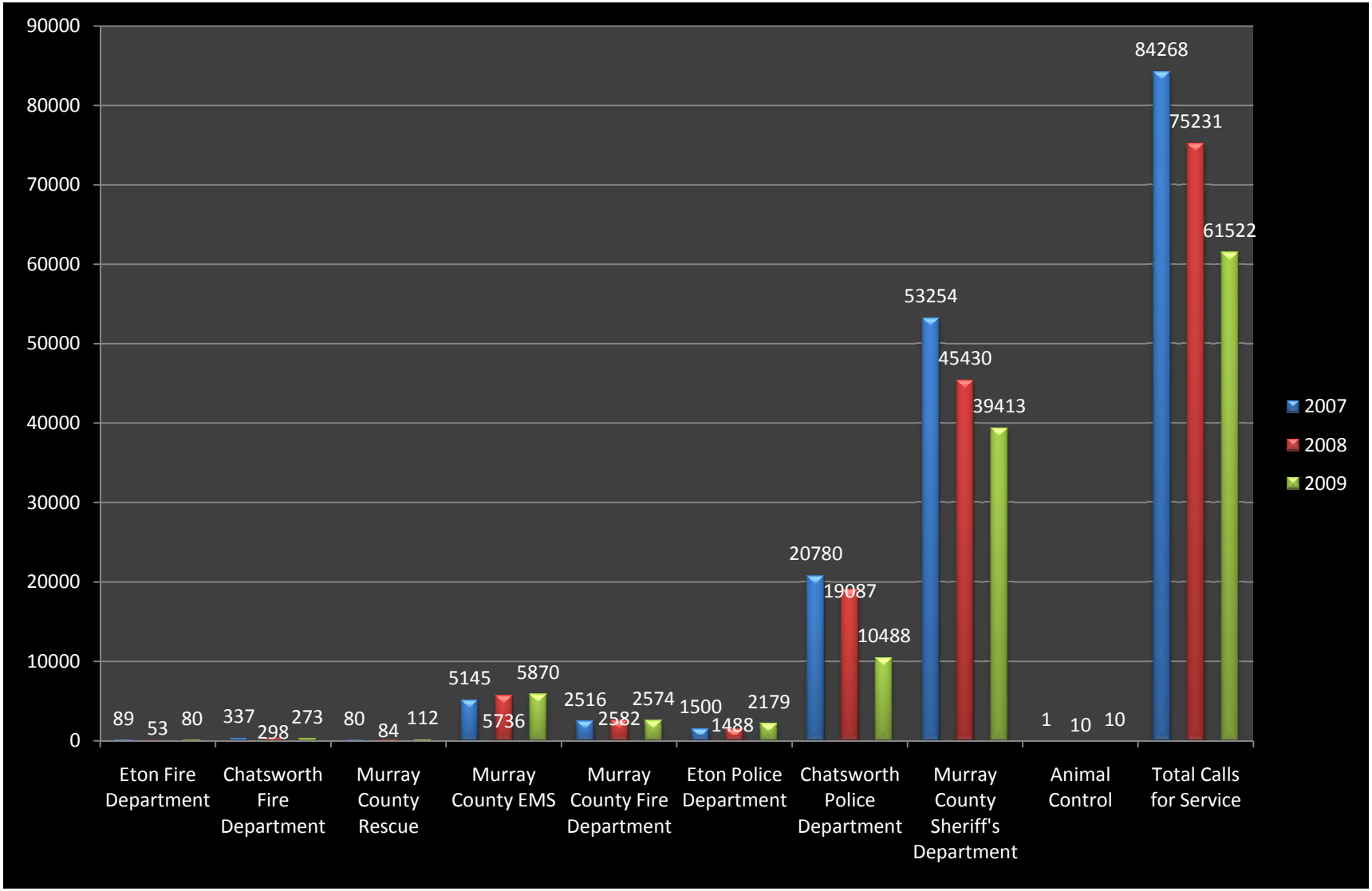Call Volume Statistics 2007-2009