

Date Provided: 24 August 2018

## Telephone calls

Ref: EFOI / 7554

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### Information Request and Response by Eastbourne Borough Council

1. *The total amount of inbound telephone calls that were received by your local authority that were answered between 9am-5pm on a Monday - Friday basis - **159196***
2. *The total amount of inbound telephone calls that were received by your local authority that were unanswered between 9am-5pm on a Monday - Friday basis - **39287***
3. *The total amount of inbound telephone calls that were received by your local authority that were answered outside of 9am-5pm on a Monday - Friday basis - **6459***
4. *What was the total amount of inbound telephone calls that were received by your local authority that were unanswered outside of 9am-5pm on a Monday - Friday basis - **334***