Call Statistics Report
to Annex № … to the Contract № … of ….….202…

Customer: …
Contractor: …

Accounting and payment are made for calls from interested buyers as a result of which the Customer received the order and/or had the opportunity to obtain sufficient information for further communication with a potential buyer. One phone number of an interested buyer can only be accounted once per period.

Calls from interested buyers are considered to be:

1. Calls of any duration which contain an explicitly made order and/or sufficient information for further communication with a potential buyer;
2. Calls that last longer than 30 seconds from the moment the Customer's call center receives a call forwarded from the telecom operator.

Note:

1. A call that lasts longer than 30 seconds is counted even if the Customer's call center operator did not answer the call due to call center congestion and/or lack of available operators.
2. "Non-commercial" calls (such as, for example, spam calls, calls that are result of a number wrongly dialed, calls from telephone prankers and other calls that can be clearly identified as not made by an interested buyer, as well as calls that last less than 30 seconds and do not contain an explicitly made order and/or sufficient information for further communication with a potential buyer) are not counted.

Brand/Product: …
Phone numbers: …
Time period: ….….202… – ….….202…

1. The total of calls received during the reporting period: ….
2. Of these, the number of calls received from unique phone numbers: ….
3. Of these, the number of "non-commercial" calls: ….
4. In total, the number of calls accounted and accepted for payment: ….

The signatures of the Parties

On behalf of the Contractor:	On behalf of the Customer:
General Director	
_____ /_____/	_____ /_____/
L.S.	L.S.