Appendix II

Call Categories by Violation and Non-Violation

- **Non Violation**
  - Enroll OK, 21, 0%
  - Call Deleted, 57, 1%
  - Verified OK, 3290, 35%
  - Verified False, 597, 7%
  - Phone Busy, 293, 3%
  - Hang Up, 142, 2%
  - No Answer, 772, 9%
- **Violation**
  - Print Report, 11, 0%
  - Bad or No, 327, 4%
  - No Response, 1801, 20%
  - Super, 1709, 19%
  - Verified False, 597, 7%

---

*Legend:*
- Print Report
- Bad or No
- No Response
- Super
- Verified False
- Phone Busy
- Hang Up
- No Answer
- Verified OK
- Call Deleted
- Enroll OK