

**Table for WPQs 36397 (2022)**

Data for 1 to 30 September 2022	Total calls received	Average call abandonment rate	Average call service rate	Average queue time	Average speed of answer	Total email received
<b>ACC Claims 0800101 996</b>	59,769	12.13%	12.42%	250 sec	256 sec	
<b>ACC Business 0800 222 776</b>	14,726	42.63%	44.22%	980 sec	1,146 sec	
<b>ACC Providers 0800 222 070</b>	27,917	17.67%	49.37%	248 sec	256 sec	
<a href="mailto:claims@acc.co.nz">claims@acc.co.nz</a>						27,995
<a href="mailto:business@acc.co.nz">business@acc.co.nz</a>						11,347
<a href="mailto:providerhelp@acc.co.nz">providerhelp@acc.co.nz</a>						13,422