

<u>Language</u>	<u>Minutes</u>	<u>Calls</u>	<u>Avg Call Length (mins)</u>	<u>Avg Connect (secs)</u>	<u>Percent of Total Calls</u>
Spanish	6,515.80	425	15.33	18	55.34%
Somali	2,346.30	132	17.78	31	17.19%
Kunama	798.20	49	16.29	108	6.38%
Nepali	754.20	44	17.14	24	5.73%
Karen	795.40	26	30.59	21	3.39%
Kinyarwanda	374.90	15	24.99	27	1.95%
Arabic	195.80	14	13.99	17	1.82%
Tigrinya	298.20	13	22.94	51	1.69%
Vietnamese	152.40	10	15.24	34	1.30%
Swahili	114.50	9	12.72	42	1.17%
Kirundi (Rundi)	236.70	9	26.30	31	1.17%
Laotian	68.60	5	13.72	77	0.65%
Amharic	98.80	4	24.70	38	0.52%
Oromo (Oromifa)	92.00	4	23.00	56	0.52%
Burmese	27.60	3	9.20	22	0.39%
Dinka	39.40	2	19.70	79	0.26%
Bosnian	20.90	2	10.45	22	0.26%
Kurdish	18.60	1	18.60	92	0.13%
Ukrainian	31.30	1	31.30	18	0.13%
	12,979.60	768	16.90	29	

*Totals are Weighted Averages, using the number of calls for the weight.