

Table 10. URR in conference call facilities for 1999, 2000, and 2001.

**Descriptive Statistics**

|                    | N | Minimum | Maximum | Mean    | Std. Deviation |
|--------------------|---|---------|---------|---------|----------------|
| 1999               | 8 | 46.60   | 70.24   | 64.1023 | 7.43238        |
| 2000               | 8 | 50.14   | 76.14   | 60.8806 | 8.54417        |
| 2001               | 8 | 48.92   | 83.09   | 67.1355 | 11.36652       |
| Valid N (listwise) | 8 |         |         |         |                |