

7. *Abbiford Computers* sells computer systems. Their customers are Internet businesses and town centre shops. All customers are given access to a helpline when they are setting up a new computer system. *Abbiford Computers* carried out a survey to find the number of times each customer called the helpline. The stem-and-leaf diagram shows the results of the survey.

Internet businesses		Town centre shops
	4	
	3	
	2	2 3 5 7
5 3	1	1 4 4 6 8
7 4 3 3 2 2 2	0	7 9

Key: Internet businesses 3 | 2 means 23 calls
 Town centre shops 1 | 8 means 18 calls

- (a) Complete the following table.

	Median	Range	Mode
Internet businesses			
Town centre shops			

.....

.....

.....

.....

[3]

- (b) The director of *Abbiford Computers* states to the helpline manager,
 "41 calls is not good enough. We need to provide better help for the Internet businesses buying computer systems from us."

How do you think the helpline manager should respond to the Director's statement?

.....

.....

.....

[1]