



Jack called his internet provider on six occasions to report connection problems.

On each occasion he noted the length of time he had to wait before speaking to an adviser.

The times (in minutes) were as follows:

13    16    10    22    5    12

(a) Calculate the mean and standard deviation of these times. 4

(b) Sophie also called the same internet provider, on several occasions, to report connection problems.

Her mean waiting time was 15 minutes and the standard deviation was 4.3 minutes.

Make two valid comments comparing Sophie's waiting times with Jack's waiting times. 2

Answers:

(a) Mean = 13 minutes

Standard deviation = 5.7 minutes (approximately)

(b) On average, Sophie's waiting times were longer.

Sophie's waiting times were more consistent.

*(or equivalent statements)*