

In reference to Schedule "B", page 81 of 82 – Shared Servers Infrastructure, project cost \$1,411,000:

Q. In reference to the upgrade of the call center technology CTI and the 24 hour service, please provide records of usage of this system. Please provide a breakdown of the hours of usage over the twenty-four hour access period. Please advise as to the number of calls that customers make for the purpose of accessing account information. Please provide evidence as to why telecommunication (sic) will not support the current version. Please advise as to how many years the current version is in place.

A. Table 1, entitled *Call Volume Summary*, provides a breakdown of the number of calls handled by the Company's Customer Contact Centre from 1998 through September 30, 2002. The CTI technology was installed at the Customer Contact Centre in November 1998. Reliable information on call centre statistics is unavailable for prior periods.

Table 1 Call Volume Summary					
	1998	1999	2000	2001	YTD 2002
Total Calls Offered	556,350	400,891	448,871	470,462	361,586
Total Calls Answered	354,171	386,584	437,827	460,622	354,625
Total Calls Abandoned	58,748	13,747	9,858	7,953	6,454
Total Calls Deflected	143,431	560	1,186	1,887	507

Table 2, entitled *Breakdown of Calls Answered*, provides a breakdown of the methods by which calls were answered at the Customer Contact Centre from 1998 through September 30, 2002, including usage of the automated application that enables customers to directly access account information.

Table 2 Breakdown of Calls Answered					
	1998	1999	2000	2001	YTD 2002
Call Centre Agents	349,361	307,684	316,135	307,294	233,863
Remote Agents	0	0	5,873	17,291	12,418
Automated Application	4,810	78,900	115,819	136,037	108,345

Table 3, entitled *Typical Call Distribution*, illustrates the typical daily distribution of telephone activity at the Customer Contact Centre.

Table 3 Typical Call Distribution	
Time of Day (Hour Starting at)	Total Calls
Midnight	4
1:00 a.m.	7
2:00 a.m.	0
3:00 a.m.	1
4:00 a.m.	1
5:00 a.m.	0
6:00 a.m.	7
7:00 a.m.	20
8:00 a.m.	128
9:00 a.m.	185
10:00 a.m.	215
11:00 a.m.	185
Noon	187
1:00 p.m.	155
2:00 p.m.	157
3:00 p.m.	147
4:00 p.m.	117
5:00 p.m.	68
6:00 p.m.	59
7:00 p.m.	60
8:00 p.m.	22
9:00 p.m.	28
10:00 p.m.	25
11:00 p.m.	14
Total	1,792

In November 2001, the vendor of the CTI technology, Aspect Telecommunications, advised Newfoundland Power that support for the current version of the CTI technology would end in May 2002. Aspect Telecommunications has agreed to continue to support Newfoundland Power's version of the technology until it completes the necessary upgrade.

The current version of the call center technology (CTI) was installed in November 1998.