

1 In reference to Schedule “B”, page 81 of 82 – Shared Servers Infrastructure, project cost
2 \$1,411,000:

3
4 Q. Please provide the materials and labour component related to this upgrade.

5
6 A. Table 1 provides a breakdown of the costs associated with the call centre technology
7 upgrade.
8

Table 1 CTI Upgrade Costs	
Category	Amount
Materials	\$22,000
Labour	\$37,700
Travel	\$20,000
Software	\$107,300
Other Company Fees (External Labour)	\$91,000
Total	\$278,000