

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

Q. Please provide on a table the number of calls received by the center for the years 1995 to the present.

A. Table 1 in the response to Request for Information CA-94 (i) provides information on the number of calls processed by the Company’s Customer Contact Centre between 1998 and September 30, 2002. Reliable information on call centre statistics is unavailable for prior periods.