

- 1 **Q. In order to provide a record copy of document(s) already provided informally,**
2 **please provide a copy of the Customer Communications – Contact Centre &**
3 **Technology Improvements diagram shown on February 26, 2014.**
4
5 **A. Please refer to the response to Request for Information PUB-NP-111, Attachment A:**
6 **Customer Communications – Contact Centre & Technology Improvements.**

**Customer Communications
Contact Centre & Technology Improvements**

Customer Communications – Contact Centre & Technology Improvements

