1   **Q.   Please detail the timing, description, and impact of any High Volume Call**
2   **Answering errors that were encountered during the January outage events.**
3
4   A.   Newfoundland Power's High Volume Call Answering ("HVCA") system is integrated
5   directly into its telecommunications provider's ("BellAliant") telephone exchange in St.
6   John's.[1] Newfoundland Power is not aware of any errors that would have been
7   encountered with the HVCA system during the January 2-8, 2014 period. A report
8   provided by BellAliant confirms that the HVCA traffic during the period was within the
9   capacity limits of the HVCA system.[2]
10
11   Outage information is provided to Newfoundland Power customers via its Informer
12   application ("Informer").[3] In addition to populating Newfoundland Power's website with
13   outage information, Informer compiles voice messages which are uploaded onto the
14   Company's HVCA system. To monitor performance, Informer is designed to alert
15   Newfoundland Power staff via email, if a processing error occurs. A review of the
16   Informer log indicates that no error messages were received during the January 2-8, 2014
17   period. An image of the Informer error log for the January 2-8, 2014 period is provided
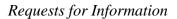18   in Attachment A.

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[1]   Additional information relating to Newfoundland Power's HVCA can be found in the response to Request for
       Information PUB-NP-123.
[2]   Attachment C to the response to Request for Information PUB-NP-104 is a copy of a BellAliant report that
       verifies the performance of the HVCA system during the January 2-8 period.
[3]   Newfoundland Power's Informer application is described in the response to Request for Information PUB-NP-
       124.

Newfoundland Power

Newfoundland Power Informer Error Log
January 2-8, 2014

Map   Maintenance   Log Review   Unlock Regions

Close
Close

Log Review

Message Type: FTP-related message types ∨   Status: Failed ∨

Start Date: 2014/01/02   12:00 AM ◆▸   End Date: 2014/01/08   11:59 PM ◆▸

Entity	Create Date	Region	Create User	Planned?	Status

There are no log records for the search criteria you entered