

1 **Q. Please provide cost details of providing a 1-800 telephone service number, year over**
2 **year, from 1998 to current and forecast and state the number of calls using this 1-**
3 **800 service for the same years.**

4
5 A. Table 1 below provides usage and cost details for the Company's 1-800 telephone service
6 numbers provided for customer contact. Call traffic for 2003 is estimated to be stable,
7 thus usage and cost forecasts are similar to 2002.
8

Table 1 1-800 Statistics 1998 - 2002		
Year	Total Calls	Total Charges (\$000s)
1998	360,443	169
1999 ¹	419,452	104
2000	319,073	65
2001	336,240	62
2002	342,576	62

- 9
10 1. In 1999, due to a change in long distance service providers and the timing differences of their
11 billing systems, the number of calls represents 13 months.