

1 **Q. In reference to the evidence of Philip Hughes, page 15, line 15, please provide details**
2 **as to the temporary labour required for peak periods for the period 1998 to**
3 **forecast, stating when the peak periods occur.**
4

5 A. On a daily basis, the Customer Contact Centre experiences peak call volumes primarily
6 from 10 am to Noon. This is also the period when employees are being scheduled for
7 mid-shift breaks. In order to provide adequate coverage during these periods, the
8 Company will utilize on average five to six employees for a 10 am to 2 pm shift each
9 day.

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11 Prior to the utilization of Remote Agents in 2000, this 4-hour shift would have been
12 staffed entirely by temporary employees. Currently, approximately half of the required
13 staffing for this shift comes from the utilization of Remote Agents with the remaining
14 requirement being provided by temporary employees. This effectively reduces overall
15 labour costs.

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17 A typical shift schedule for Contact Centre employees is shown in the Company's
18 response to Request for Information CA-476.