

1 **Q. In reference to the evidence of Earl Ludlow, page 19, line 12, please provide the**
2 **actual numbers of calls answered at the Company's Customer Contact Center, year**
3 **over year from 1996 to 2002.**

4
5 A. Table 1 below provides the number of calls answered by the Customer Contact Center
6 annually from 1996 to 2002.
7

Table 1 Calls Answered at Contact Centre 1996-2002	
Year	Calls Answered
1996	354,901
1997	380,048
1998	354,171
1999	386,584
2000	437,827
2001	460,622
2002 ¹	460,841

8
9 ¹ As of December 31, 2002.