

1 **Q. In reference to the evidence of Earl Ludlow, page 43, line 4, please provide the**  
2 **number of calls answered within forty (40) seconds, as opposed to the percent of**  
3 **calls.**

4  
5 A. The evidence compares 1998 results to current results. In 1998 the grade of service  
6 measure was the percent of calls answered within 60 seconds, as opposed to the present  
7 measure of the percent of calls answered within 40 seconds.

8  
9 The 1998 figure represents the period from January 1 to November 8, which was the  
10 implementation date of the current Aspect telephone system.

11  
12 1998 (Jan 1 to Nov 8)

13		
14	Calls Answered in 60 Seconds	173,736
15	Total Calls Offered <sup>(1)</sup>	364,982
16		
17	Service Level (Calls Answered in Target Time)	47.6%

18  
19  
20 2002

21		
22	Calls Answered in 40 Seconds	376,235
23	Total Calls Offered <sup>(1)</sup>	469,121
24		
25	Service Level (Calls Answered in Target Time)	80.2%

26  
27  
28 <sup>1</sup> Note: this figure does not include calls deflected (busy signals). In 2002 there were 526 calls  
29 deflected. In the calendar year 1998 there were over 143,000 calls deflected.