

1 **Q. In reference to the evidence of Earl Ludlow, page 54, line 8, please advise of the shift**
2 **schedule for employees at the Customer Contact Center detailing the number of**
3 **employees who work at the Center over a twenty-four hour period.**

4
5 A. Table 1 below details a typical shift schedule for the Company's Contact Centre
6 employees.
7

Table1 Typical Shift Schedule Contact Centre	
Daily Schedules	Typical number of employees
8:00 AM to 4:00 PM	10
8:00 AM to 4:30 PM	1
8:30 AM to 4:30 PM	10
9:00 AM to 5:00 PM	4
9:30 AM to 5:30 PM	3
10:00 AM to 6:00 PM	2
Noon to 8:00 PM	5
10:00 AM to 2:00 PM	5

8