

Q. In reference to the evidence of Earl Ludlow, page 55, Table 23, please provide the actual number of calls for the Table presented as opposed to the percentage.

A. Table 1 below provides both the number and percentage of calls by response method. The 2002 number is a year to date total as of August 31, 2002 consistent with Table 23 on Page 55 of Mr. Ludlow's evidence.

Table 1 Call Response Methods (Number and Percentage)										
	<u>1998</u>		<u>1999</u>		<u>2000</u>		<u>2001</u>		<u>2002</u> ¹	
	CALLS	%	CALLS	%	CALLS	%	CALLS	%	CALLS	%
Contact Centre	349,361	98.6%	307,684	79.6%	316,135	72.2%	307,294	66.7%	233,863	65.9%
Regional Staff	0	0.0%	0	0.0%	5,873	1.3%	17,291	3.8%	12,418	3.5%
Automated Response	4,810	1.4%	78,900	20.4%	115,819	26.5%	136,037	29.5%	108,345	30.6%
Total	354,171	100.0%	386,584	100.0%	437,827	100.0%	460,622	100%	354,626	100.0%

¹ Year to date figures as of August 31, 2002.