

1 **Q. In order to provide a record copy of document(s) already provided informally,**
2 **please provide the description and schematic of current contact center**
3 **communications/telephony, including switching equipment, IVRs, trunks, ports, call**
4 **flow/routing, overflow (outsourcer) routing and triggers. Also discuss physical**
5 **location of telephony equipment.**

6
7 A. Newfoundland Power's Customer Contact Centre Communications Infrastructure
8 Schematic is shown in Attachment A. Each aspect of the schematic is described below:
9

10 **1. Calling Region Identification**

11 The customer's calling region is identified by the 3 digit exchange associated with the
12 customer's calling line ID. This is used to route the customer call to the correct outage
13 message on the Intermedia XMU+ appliance, located at the Company's telecommunication
14 provider's ("BellAliant") St. John's location.
15

16 **2. Regional Menu**

17 When the exchange cannot be used to determine the area from which the customer is
18 calling, as in the case of blocked ID's, many cell phones, or out of province callers, the
19 Regional Menu, provided by BellAliant's Call Prompter Service, is played. This allows
20 the customer to choose the region they are inquiring on.
21

22 **3. Intermedia XMU+**

23 Newfoundland Power's outage reporting system utilizes an Intermedia XMU+ appliance
24 located at BellAliant. The appliance provides a recorded power outage message to a high
25 volume of customers who call Newfoundland Power's toll free number for reporting
26 outages.
27

28 The Intermedia appliance connects directly to BellAliant's telephone exchange via eight
29 message ports. Each message port on the Intermedia is associated with a corresponding
30 pre-recorded message. These messages are produced by Newfoundland Power's
31 Informer application and are immediately uploaded to the Intermedia XMU+ appliance.
32 The message relays current power outage information to customers calling
33 Newfoundland Power's toll free number for reporting outages. Newfoundland Power's
34 service territory is divided into eight areas, allowing the Company to target outage
35 messages to individual areas.
36

37 After hearing the outage message, should customers require further assistance they are
38 requested to remain on the line. By doing so, they are forwarded to the Newfoundland
39 Power's Customer Contact Centre.
40

41 **4. Outage Inbound Trunks**

42 Once callers have listened to the outage message, but wish to speak to an agent for
43 further assistance, they are forwarded to the Company's Customer Contact Centre, via 49
44 dedicated outage inbound trunks.

5. Multi-Use Inbound Trunks

When all 49 outage inbound trunks are utilized, outage calls will overflow to available capacity on the Company's Customer Contact Centre, via 33 multi-purpose inbound trunks.

6. Call Prompter

When all 33 multi-purpose inbound trunks are utilized, outage calls will overflow to BellAliant's Call Prompter service to play an overflow menu. This overflow menu provides customers with the ability to indicate if their call is a public hazard. If public hazard is selected, the customer is routed to an agent via reserved capacity on the Customer Contact Centre trunks. If the call is not a public hazard, the customer is asked to check the website for the most recent outage information, or to try calling again.

7. Public Hazard Overflow Lines

An allocation of 2 inbound public hazard trunks for use by overflow as described in Item 6.

8. Emergency Busy

Once all of the Company's Customer Contact Centre inbound trunks are busy, customers who select public hazard as described in Item 6 above will be redirected to BellAliant's Courtesy Response service. This will provide direction to contact local emergency authorities or call 911.

9. Aspect Call Centre IVR

The Company's on-premise, Aspect Call Centre IVR will provide the following options:

- i) Replay the outage announcement heard previously;
- ii) Report an emergency or public hazard; or
- iii) Hold and wait to speak with an agent.

**Contact Centre Communications
Infrastructure Schematic**

