

**Q. In order to provide a record copy of document(s) already provided informally, please provide the description of any recent enhancements or upgrades to the call center telecommunications infrastructure.**

**A.** In 2013, several enhancements were made to the call centre telecommunications infrastructure.<sup>1</sup>

- i. An additional T1 line was provisioned from Newfoundland Power's telecommunications provider ("BellAliant"), thereby adding an additional 24 trunks to the Customer Contact Centre ("CCC") capacity.
- ii. The additional T1 line also allowed for an optimization of the entire trunk pool to facilitate advanced features like overflow messaging and public hazard call handling.
- iii. An overflow menu was established to eliminate the "busy tone". When all trunks to the CCC are busy, instead of receiving a busy tone, the overflow menu provides customers with the ability to indicate if their call is a public hazard. If so, the customer is routed to an agent through reserved capacity within the CCC technology. If the call is not a public hazard, the customer is asked to refer to the website for the most recent outage information or to try calling again.
- iv. Customers calling the outage number (1-800-474-5711) will hear the outage message specific to a particular area of the province associated with the first 3 digits of the customer's phone number. Previously, unrecognized phone numbers (primarily cellular phone numbers) accessed the St. John's area outage message by default. A new menu system was developed that prompts these particular customers for their calling area so the correct outage message for these customers is accessed.

In the response to Request for Information PUB-NP-053, Newfoundland Power indicated that since January 2-8, 2014, it is in the process of adding additional telephone capacity and has implemented changes to the Company's website infrastructure to increase its speed, capacity, and redundancy.

<sup>1</sup> The enhancements were largely in the response to the electrical system events on January 11-13, 2013. On January 11-12, 2013, Newfoundland and Labrador Hydro's Holyrood Thermal Generation Station was unavailable for 21 hours. The reinstatement of electrical service to Newfoundland Power's customers following this outage was not concluded until January 13<sup>th</sup>, 2013.