

- 1 **Q. In order to provide a record copy of document(s) already provided informally,**  
2 **please provide the call volume history, calls offered, calls handled, calls abandoned,**  
3 **calls handled by technology and calls blocked for the week before, during and after**  
4 **the event.**  
5  
6 A. Please refer to the response to Request for Information PUB-NP-099, Attachment A: Call  
7 History.

**Call History**

	Dec 26 to Jan 1	Jan 2 to Jan 8	Jan 9 to Jan 15	Comments
<b><u>Calls Offered</u></b>				
HVCA	1,986	103,614	5,124	Customers who first arrived at the HVCA (800-474-5711)
ACD	5,386	35,721	13,580	Customers who first arrived at the ACD (800-663-2802)
<b>Total</b>	<b>7,372</b>	<b>139,335</b>	<b>18,704</b>	
<b><u>Calls Handled</u></b>				
Agent Handled	2,563	25,792	7,483	Includes calls handled by Contact Centre and System Control Centre staff
IVR - ACD	2,450	22,329	4,574	Customers satisfied by the ACD outage message
IVR - HVCA	1,268	58,146	1,604	Customers satisfied by the HVCA outage message
<b>Total</b>	<b>6,281</b>	<b>106,267</b>	<b>13,661</b>	
<b><u>Calls Abandoned</u></b>				
Agent Calls Abandoned	39	1,515	726	Customers who waited for agent for 30 seconds or more and hung up
Short and Menu Abandon	1,052	6,185	1,883	Customers who waited less than 30 seconds and hung up plus customers who hung up in a menu.
<b>Total</b>	<b>1,091</b>	<b>7,700</b>	<b>2,609</b>	
<b><u>Calls Blocked</u></b>				
	-	25,368	2,434	Customers routed to the emergency overflow menu and customers who received a system busy message.