

- 1 **Q. In order to provide a record copy of document(s) already provided informally,**  
2 **please provide the description of any recent enhancements or upgrades to the call**  
3 **center telecommunications infrastructure.**  
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- 5 A. In 2013, several enhancements were made to the call centre telecommunications  
6 infrastructure.<sup>1</sup>  
7
- 8 i. An additional T1 line was provisioned from Newfoundland Power's  
9 telecommunications provider ("BellAliant"), thereby adding an additional 24 trunks  
10 to the Customer Contact Centre ("CCC") capacity.  
11
- 12 ii. The additional T1 line also allowed for an optimization of the entire trunk pool to  
13 facilitate advanced features like overflow messaging and public hazard call  
14 handling.  
15
- 16 iii. An overflow menu was established to eliminate the "busy tone". When all trunks to  
17 the CCC are busy, instead of receiving a busy tone, the overflow menu provides  
18 customers with the ability to indicate if their call is a public hazard. If so, the  
19 customer is routed to an agent through reserved capacity within the CCC  
20 technology. If the call is not a public hazard, the customer is asked to refer to the  
21 website for the most recent outage information or to try calling again.  
22
- 23 iv. Customers calling the outage number (1-800-474-5711) will hear the outage  
24 message specific to a particular area of the province associated with the first 3 digits  
25 of the customer's phone number. Previously, unrecognized phone numbers  
26 (primarily cellular phone numbers) accessed the St. John's area outage message by  
27 default. A new menu system was developed that prompts these particular  
28 customers for their calling area so the correct outage message for these customers is  
29 accessed.  
30
- 31 In the response to Request for Information PUB-NP-053, Newfoundland Power  
32 indicated that since January 2-8, 2014, it is in the process of adding additional  
33 telephone capacity and has implemented changes to the Company's website  
34 infrastructure to increase its speed, capacity, and redundancy.

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<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.