

October 23, 2019

Undertaking #34

MPI to provide the parameters of the call centre service standards.

RESPONSE:

The following are the call centre service standards:

For Public Calls: answer calls within 120 seconds 70% of the time.

For Broker Non-Forced calls: answer calls within 90 seconds 80% of the time.

For Broker Forced calls: answer calls within 30 seconds 80% of the time.

The response was confirmed by Ms. Carol Hora on October 21, 2019¹.

¹ TX: page 2069.