2006 call volume

2006 Public Service Commission

Estimated call volume for 2006 is

663,700
incoming locate request.

Outgoing member notifications for 2006 are estimated at **3,533,200**.

AT&T Exhibit No. 13
Date 12-21-06 Case No. IT-2006-0172
Reporter _tt_
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ITIC

Usage growing rapidly

Are you using it?

More and more member utilities and excavators are using the option of internet ticketing (ITIC). An increasing percentage of the locate requests handled by the call center are now being done on-line.

ITIC offers the advantage of speed, increased accuracy and the ability to process a ticket anytime.

ITIC allows access to the call center 24 hours a day via the Internet. This eliminates waiting on hold for an operator when processing Routine, Design and Renewal tickets.

ITIC allows the user to view, search and print tickets. ITIC users will also receive a copy of each ticket processed on-line showing the utilities notified.

ITIC users have two methods of processing locate request online. One version allows the user to enter their information online to be mapped by the call center. The second version allows the user to attend a short training class to learn how to map their own request.

One-on-one training classes are also offered on-line.

2980 registered ITIC users can't be wrong!

To register for ITIC, contact Kim Boyd at 573-636-1550 or by emailing moitic@occinc.com.

Ticket Number Sequence

As a reminder ---

The confirmation ticket number sequence is organized by year, day of the year and order issued.

As example: Ticket # 62213105 was issued in 2006, on the 221st day of the year (August 9th) and was the 3105th ticket processed since midnight.