

CALL CENTER ACTIVITY DURING MISSOURI ICE STORM

(JANUARY 29 AND 30, 2002)

AMERENUE

Incoming Lines:	342-1000	46 Lines
	342-1111	70 Lines
	1-800	164 Lines

	Total:	280 Lines

Calls Handled by Ameren Call-takers:									
	TROUBLE CALLS					ALL CALLS			
	Offered	Abandoned	% Answered	ASA (Min:Sec)		Offered	Abandoned	% Answered	ASA (Min:Sec)
01/29/02	1371	1	99.93	0:06		7346	69	99.06	0:11
01/30/02	6102	43	99.30	0:28		12793	1011	92.10	1:16
01/31/02	6432	104	98.38	0:24		12576	1230	90:22	1:29
02/01/02	2741	51	98.17	0:25		8250	608	93.14	1:05
02/02/02	655	2	99.70	0:12		1992	23	98.86	2:05

FIRST CONTACT, CHARLOTTE, NC (OUTSOURCED CALLS)

Calls Handled by First Contact Call-takers:				
	Offered	Abandoned	% Answered	ASA (Min:Sec)
01/29/02	160	0	100.00	0:01
01/30/02	172	24	88.76	0:51
01/31/02	110	7	99.94	0:07
02/01/02	101	1	99.99	0:07
02/02/02	30	7	76.67	0:28

VRU (INTERACTIVE VOICE RESPONSE UNIT)

Calls Handled by VRU:	
01/29/02	353
01/30/02	2255
01/31/02	2750
02/01/02	914
02/02/02	98

21ST CENTURY HIGH VOLUME CALL OVERFLOW SYSTEM:

Calls Handled by 21 st Century:	
01/29/02	None
01/30/02	32
01/31/02	None
02/01/02	None
02/02/02	None