**Section 410.45 Customer Call Centers**

a) Each entity shall maintain a customer call center where customers can reach a representative and receive current information. At least once every 6 months, each entity shall provide written information to customers explaining how to contact the call center. The average answer time for calls placed to the call center shall not exceed 60 seconds where a representative or automated system is ready to render assistance and/or accept information to process calls. The abandon rate for calls placed to the call center shall not exceed 10%. Each entity shall maintain records of the call center's telephone answer time performance and abandon call rate. These records shall be kept for a minimum of 2 years and shall be made available to Commission personnel upon request. In the event that answer times and/or abandon rates exceed the limits established above, the reporting entity may provide the Commission or its personnel with explanatory details. At a minimum, these records shall contain the following information in monthly increments:

1) Total number of calls received;

2) Number of calls answered;

3) Average answer time;

4) Number of abandoned calls; and

5) Abandon call rate.

b) Entities that do not have electronic answering capability that meets the requirements of subsection (a) shall notify the Manager of the Commission's Consumer Services Division or its successor by January 15, 2001 and work with Staff to develop individualized reporting requirements as to the call volume and responsiveness of the call center.

c) On or before March 1 of every year, each entity shall file a report with the Chief Clerk of the Commission for the preceding calendar year on its answer time and abandon call rate for its call center as described in subsection (a). A copy of the report shall be sent to the Manager of the Consumer Services Division or its successor.