Date Filed: August 10, 2026

Witness: Jared A. Lawrence and Timothy W. McGrath
Request from: Office of Consumer Counsel

Question:

(CONTROLLABLE AVERAGE CALL HANDLE TIME – HOLD DURATION)
Please refer to CLP-Customer-1, p. 37-38. Does the average hold duration include the total hold time during the call (i.e., the time before the CSR begins the call and the time a customer is placed on hold during the call)?

Response:

The average hold duration includes only the amount of time that the customer is placed on hold by the Customer Service Representative during the live call.