



## CSIONet Service Status

PRESS RELEASE

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CSIONet continues to serve approximately 1,800 brokerages, insurance companies, and vendors everyday across Canada for the transmission of policy data in CSIO AL3 format. This EDI mail service continues to be the primary method for the download of policy data by insurers to broker management systems.

The CSIONet Help Desk has undergone a change in servicing procedures and policies over past many months. These changes have resulted in dramatic servicing improvements and efficiencies. Currently, the Help Desk of two staff, handle an average of 680 calls a month. Of those calls, an average of 78% (up from 31% from the same time the previous year) are resolved in the same week they are reported, with an average of only 9 calls having to be pushed to the following week for resolution. These extraordinary improvements have allowed CSIO to utilize the skills of the staff in other projects to further enhance the value and services offered by CSIO.

CSIONet has also embarked on updating and maintaining quality contact information. Over the past few months, on top of regular help desk issues, 892 contacts have been made to verify and update contact information. This project will not only improve CSIONet activity, but also positively influence other operations within CSIO. Unfortunately, not all the activity within CSIONet can rave such achievements. The Help Desk has tried very diligently to upgrade our existing Dial-Up connections to a more modern VPN (Virtual Private Network) connection to CSIONet. There are approximately 490 users still using Dial-Up technologies for their day-to-day transmissions. Our Help Desk is only averaging a 7.5% upgrade rate of those we have contacted to upgrade from the Dial-Up method. CSIO encourages those still on Dial-Up to upgrade to a VPN connection. For further details on upgrading, and the advantages of a VPN service, please contact the CSIONet Help Desk at [helpdesk@csio.com](mailto:helpdesk@csio.com).

CSIONet also moved forward on upgrading the architecture of the network and services available. With the assistance and requirements of our membership, in late 2006 an agreement to move to a more modern and more robust network was signed. This seamless migration to our new network is to commence, and finalize in 2007. That said, Bell's situation has changed and a delay in this process has taken place. CSIO and Bell strive to ensure the highest quality of services. Bell is keeping all our expectations in mind during their internal transition to meet and exceed all our needs. For more information please contact CSIO.