HAMILTON TELECOMMUNICATIONS

1001 Twelfth Street • Aurora, Nebraska 68818
voice 402.694.5101 • TTY 800.821.1834
toll free 800.821.1831 • fax 402.694.2848

e-mail: info@hamiltontel.com
web site: www.hamiltontel.com

January 31, 2005

RECEIVED
FEB 17 2005
PUBLIC SERVICE COMMISSION

Kentucky Public Service Commission
Attn: Executive Director
211 Sower Blvd
PO Box 615
Frankfort, KY 40602

RE: Administrative Case 372

Kentucky Relay Service Invoice

January 2005

Total session minutes				173,586.19
Less interstate session minutes				(30,979.92)
Net billable session minutes				142,606.27
Applicable rate			$	0.940
Total Usage Billing			$	134,049.89
Other Sevices	Intrast CM	Rate		
Captel	3240.14	1.45	$	4,698.20
Liquidated damages				
Optional services:				
Advisory Board Meeting Expense:				
Total billing			$	**138,748.09**

Authorized Signature: [signature]

Please direct any questions concerning this billing to Jerry Petermann at (402) 694-5101 during normal business hours.

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January 31, 2005

Kentucky Public Service Commission
Attn: Executive Director
211 Sower Blvd
PO Box 615
Frankfort, KY 40602

RE: Administrative Case 372

Kentucky Relay Service Monthly Statement

January 2005

Balance forward	January 1, 2005	$	142,896.24
Billing for	Jan 05		138,748.09
Payments: 01/26/05			(142,896.24)
Adjustments:			
Balance due	January 31, 2005	$	**138,748.09**
Subsequent payments:			
Current balance due		$	**138,748.09**

Run Date: 02/04/05

KENTUCKY RELAY SERVICE

Jurisdiction Summary

Report A

Data Month: Jan 2005

	Work Minutes	Conversation Minutes	Number of Calls	% of All Calls
All Calls Handled				
General Assistance	7,459.32		17229	31.13
Local	113,822.24		29510	53.32
Intrastate Intralata	1,884.58		464	0.84
Intrastate Interlata	6,274.17		1204	2.18
Intrastate DA	254.94		61	0.11
Total Intrastate	122,235.93		31239	56.44
Interstate - KY orig	15,236.55		3941	7.12
Interstate - not KY orig	2,249.24		290	0.52
Interstate DA	49.75		14	0.03
Total Interstate	17,535.54		4245	7.67
International	6.38		4	0.01
8xx Toll Free	26,347.09		2628	4.75
900 Info Service	1.93		1	0.00
Total Outgoing Call Attempts	166,126.87		38117	68.87
Month Total	173,586.19		55346	100.00
Complete Calls				
Local	105,734.49	78,762.62	22344	40.37
Intrastate Intralata	1,706.96	1,272.96	348	0.63
Intrastate Interlata	5,807.96	4,741.90	877	1.58
Intrastate DA	252.14	153.52	59	0.11
Total Intrastate	113,501.55	84,931.00	23628	42.69
Interstate - KY orig	13,477.25	10,282.11	2523	4.56
Interstate - not KY orig	2,140.50	1,877.65	219	0.40
Interstate DA	39.48	25.05	11	0.02
Total Interstate	15,657.23	12,184.81	2753	4.97
International	0.00	0.00	0	0.00
8xx Toll Free	25,931.66	22,976.60	2216	4.00
900 Info Service	1.93	0.25	1	0.00
Month Total	155,092.37	120,092.66	28598	51.67

Total Minutes with Toll Free & 900 Allocation

Intrastate + 49% of 8xx & 900	142,606.27	96,189.66
Interstate + 51% of 8xx & 900	30,979.92	23,903.00
Month Total	173,586.19	120,092.66

Run Date: 02/04/05

KENTUCKY RELAY SERVICE

Workload by Call Method

Report B

Data Month: Jan 2005

Call Method From	To	Outbound Calls	Percentage of Total	Avg Sess Min per Call	Avg Conv Min per Call
ASCII	TTY	3	0.01	2.81	1.26
ASCII	VCO	1	0.00	4.70	0.97
ASCII	Voice	161	0.42	10.18	8.80
Total ASCII		165	0.43	10.01	8.61
HCO	Voice	64	0.17	4.07	2.51
Total HCO		64	0.17	4.07	2.51
Speech	Speech	1	0.00	1.87	0.10
Total Speech		1	0.00	1.87	0.10
TTY	TTY	172	0.45	2.71	0.99
TTY	VCO	8	0.02	2.52	0.67
TTY	Voice	24627	64.61	4.46	3.21
Total TTY		24807	65.08	4.45	3.20
VCO	TTY	22	0.06	4.90	3.13
VCO	VCO	13	0.03	9.30	7.64
VCO	Voice	5511	14.46	5.19	3.95
Total VCO		5546	14.55	5.20	3.96
Voice	HCO	4	0.01	5.93	4.95
Voice	TTY	6667	17.49	2.64	1.59
Voice	VCO	863	2.26	8.67	7.68
Total Voice		7534	19.77	3.33	2.29
Month Total		38117		4.36	3.15

Run Date: 02/04/05

KENTUCKY RELAY SERVICE

Call Summary

Report C

Data Month: Jan 2005

Inbound Calls

Number of Calls:	Month Total
Inbound - 711	32430
Inbound - Other	11472
Inbound - Total	43902
Not placed in queue	40042
Placed in queue	3860
Answered from queue	2867
Abandoned in queue	993

Outbound Calls

Number of Calls:	Month Total
Outbound	38117
Complete - 711	19989
Complete - Other	8609
Complete - Total	28598
Busy / no answer	9519
Weekday average	1360
Weekend average	956

Complete Calls

	Month Average
Set-up / wrap-up minutes per call	1.22
Conversation minutes per call	4.20

Run Date: 02/04/05

KENTUCKY RELAY SERVICE

Avg Conv Min per Inbound Call

Report D

Data Month: Jan 2005

Day	12 a.m. to 6 a.m.	6 a.m. to Noon	Noon to 6 p.m.	6 p.m. to 12 a.m.	Total
01 Sat	1.07	2.71	2.13	2.95	2.39
02 Sun	0.42	1.82	2.23	2.53	2.06
03 Mon	1.09	2.81	2.59	3.34	2.73
04 Tue	0.48	3.37	2.87	3.38	3.02
05 Wed	0.18	2.58	3.34	2.89	2.84
06 Thu	0.64	3.26	2.81	2.93	2.78
07 Fri	0.60	3.05	2.87	1.68	2.51
08 Sat	0.48	2.03	2.09	2.67	2.05
09 Sun	0.33	1.35	2.15	2.30	1.84
10 Mon	0.87	3.52	3.41	2.58	3.17
11 Tue	0.77	2.86	3.06	3.20	2.93
12 Wed	0.69	2.80	2.84	2.64	2.69
13 Thu	0.98	2.58	2.92	3.05	2.74
14 Fri	0.68	2.88	3.19	2.66	2.85
15 Sat	0.52	2.31	2.29	2.65	2.27
16 Sun	1.55	1.56	1.86	3.29	2.16
17 Mon	0.24	2.82	3.12	3.14	2.90
18 Tue	0.74	3.42	3.63	3.13	3.32
19 Wed	0.46	3.40	3.22	2.90	3.10
20 Thu	0.70	2.61	2.95	3.34	2.85
21 Fri	0.47	2.99	2.81	3.13	2.85
22 Sat	0.52	2.31	2.38	2.66	2.33
23 Sun	2.69	2.05	2.99	2.90	2.71
24 Mon	0.59	3.36	3.52	3.49	3.34
25 Tue	0.38	3.11	3.01	3.30	3.02
26 Wed	0.96	2.89	3.08	3.06	2.92
27 Thu	0.46	3.35	3.05	2.46	2.88
28 Fri	1.12	3.21	2.95	2.51	2.87
29 Sat	0.29	2.42	2.15	2.62	2.23
30 Sun	0.03	2.57	2.31	2.84	2.36
31 Mon	1.99	2.86	3.21	3.43	3.10
	0.72	2.82	2.85	2.89	2.74

Run Date: 02/04/05

KENTUCKY RELAY SERVICE

Report E

Average Answer Seconds

Data Month: Jan 2005

Day	12 a.m. to 6 a.m.	6 a.m. to Noon	Noon to 6 p.m.	6 p.m. to 12 a.m.	Total	% Ans in 10 Sec
01 Sat	6.7	0.7	0.3	1.4	1.3	95
02 Sun	0.0	0.1	0.4	1.0	0.5	98
03 Mon	11.2	0.3	0.1	0.3	0.8	98
04 Tue	0.9	0.9	0.5	0.4	0.6	97
05 Wed	2.0	5.2	0.3	3.5	2.8	92
06 Thu	0.4	6.1	2.0	3.0	3.4	89
07 Fri	2.8	1.0	6.2	0.7	3.0	90
08 Sat	1.1	5.4	2.7	0.7	2.8	91
09 Sun	1.2	1.4	0.1	0.8	0.7	98
10 Mon	4.6	10.4	0.0	0.3	4.0	91
11 Tue	2.9	0.0	0.5	1.2	0.6	98
12 Wed	3.2	1.5	1.1	7.6	2.9	91
13 Thu	1.0	1.8	0.8	0.1	1.0	97
14 Fri	0.6	2.5	1.1	0.5	1.4	95
15 Sat	1.4	2.3	1.2	0.4	1.4	95
16 Sun	1.9	0.7	4.6	2.8	3.0	91
17 Mon	0.8	2.1	0.1	2.5	1.4	95
18 Tue	2.4	0.9	1.2	0.9	1.1	96
19 Wed	0.8	11.0	0.7	3.4	4.9	88
20 Thu	0.4	3.0	0.1	0.5	1.1	96
21 Fri	0.5	3.7	1.1	4.0	2.6	93
22 Sat	2.8	2.4	0.7	2.6	1.8	93
23 Sun	6.5	4.7	5.8	0.7	4.1	89
24 Mon	0.1	7.4	0.8	0.1	2.6	92
25 Tue	0.2	4.5	0.4	1.3	2.0	94
26 Wed	3.9	2.1	1.5	3.4	2.2	92
27 Thu	2.6	0.9	0.2	5.0	1.7	93
28 Fri	12.8	2.8	0.6	6.9	3.2	90
29 Sat	0.9	6.9	2.4	3.1	3.9	89
30 Sun	0.5	0.0	1.0	0.3	0.5	98
31 Mon	1.0	3.6	0.1	4.5	2.3	93
	2.5	3.4	1.2	2.1	2.1	93

Monthly blockage rate: 0 %

Run Date: 02/04/05

KENTUCKY RELAY SERVICE

Report F

Inbound Calls by Originating NPA

Data Month: Jan 2005

NPA	NXX-used most	TTY	Voice	Total
7		1	0	1
201	251	0	1	1
205	421	9	9	18
206	278	2	0	2
212	838	1	0	1
215	757	1	3	4
216	416	4	0	4
225	291	101	124	225
228	696	3	0	3
240	538	0	1	1
251	432	4	2	6
252	756	1	0	1
253	261	1	1	2
254	699	1	0	1
256	492	8	2	10
260	786	0	27	27
267	242	0	1	1
269	353	0	1	1
270	212	5607	1921	7528
276	466	3	0	3
281	847	2	0	2
301	638	2	0	2
303	255	0	3	3
304	525	6	1	7
305	442	1	0	1
312	645	1	6	7
314	371	1	0	1
315	234	3	0	3
316	219	0	4	4
317	636	3	4	7
320	229	1	0	1
321	206	0	1	1
334	269	29	12	41
336	777	0	1	1
347	512	1	5	6
352	682	0	3	3
360	892	3	2	5
386	253	3	0	3
402	694	8	8	16
404	252	1	0	1
405	858	0	3	3
407	331	0	1	1
408	822	1	2	3
412	471	6	12	18
415	845	1	0	1
419	241	2	1	3
423	869	6	6	12
425	288	1	0	1
440	250	1	4	5
461	461	1	0	1

Run Date: 02/04/05

KENTUCKY RELAY SERVICE

Report F

Inbound Calls by Originating NPA

Data Month: Jan 2005

NPA	NXX-used most	TTY	Voice	Total
478	569	0	1	1
479	331	1	1	2
480	882	0	2	2
501	224	3	0	3
502	266	10657	5137	15794
503	289	0	3	3
504	481	0	2	2
505	344	0	1	1
510	582	8	1	9
512	873	3	1	4
513	379	24	31	55
515	480	0	1	1
518	272	2	0	2
520	323	0	6	6
530	527	2	1	3
540	854	3	0	3
559	793	0	1	1
561	255	1	0	1
562	907	2	1	3
573	382	0	2	2
574	257	2	0	2
601	354	2	1	3
605	357	2	0	2
606	526	4423	3002	7425
608	827	0	1	1
612	781	0	1	1
614	212	13	4	17
615	986	6	20	26
616	516	0	1	1
618	524	2	4	6
619	255	0	1	1
636	343	2	2	4
650	851	1	0	1
651	450	0	1	1
662	746	1	0	1
678	694	2	11	13
702	367	1	7	8
703	343	0	1	1
704	398	7	3	10
706	260	2	3	5
713	857	1	0	1
714	234	0	1	1
715	398	0	2	2
716	432	1	0	1
717	515	3	0	3
718	289	2	1	3
724	337	2	1	3
727	686	1	7	8
731	247	4	4	8
732	231	0	1	1

Run Date: 02/04/05

KENTUCKY RELAY SERVICE

Report F

Inbound Calls by Originating NPA

Data Month: Jan 2005

NPA	NXX-used most	TTY	Voice	Total
734	777	1	0	1
740	533	2	1	3
757	247	1	1	2
760	322	1	1	2
765	552	4	0	4
770	412	3	1	4
772	360	0	1	1
773	874	2	0	2
786	364	1	0	1
800	365	3	7	10
803	327	3	3	6
804	303	0	1	1
808	265	1	4	5
810	343	1	0	1
812	473	160	126	286
813	558	4	2	6
815	790	1	1	2
816	688	3	3	6
817	545	1	0	1
818	386	1	2	3
828	253	2	2	4
830	626	1	0	1
832	515	0	2	2
845	569	1	1	2
847	525	1	0	1
850	437	4	0	4
859	448	7748	4190	11938
863	467	36	4	40
865	426	2	1	3
870	733	1	0	1
877	733	0	1	1
901	409	5	0	5
904	924	0	3	3
910	298	1	2	3
913	648	0	1	1
916	631	2	9	11
918	591	1	1	2
919	846	0	1	1
928	359	0	1	1
931	484	3	1	4
936	594	0	1	1
937	783	9	25	34
941	739	0	4	4
949	789	4	3	7
954	720	0	2	2
970	242	3	0	3
972	557	1	11	12
973	437	1	1	2
978	299	0	1	1

Run Date: 02/04/05

KENTUCKY RELAY SERVICE

Report F

Inbound Calls by Originating NPA

Data Month: Jan 2005

NPA	NXX-used most	TTY	Voice	Total
		29036	14866	43902

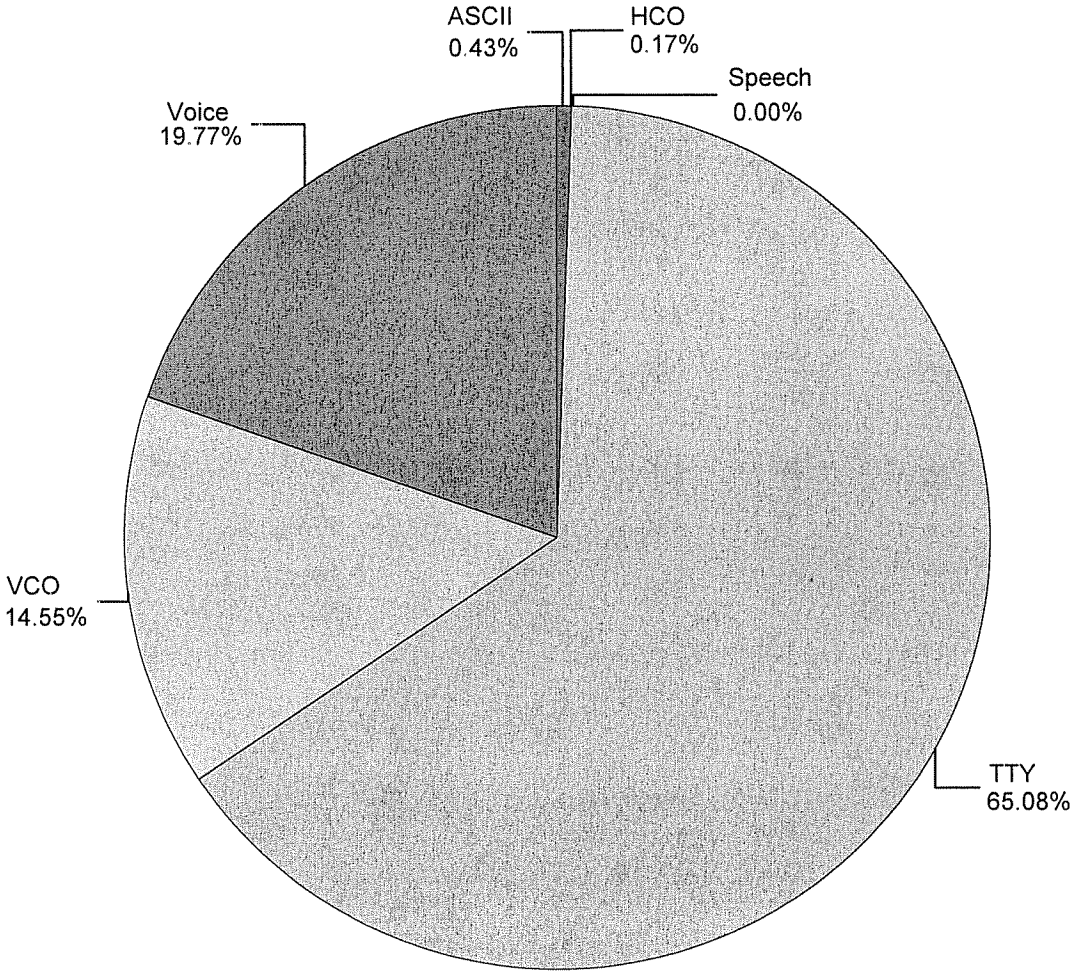
Run Date: 02/04/05

KENTUCKY RELAY SERVICE

Percentage of Outbound Calls by Type

Chart A

Data Month: Jan 2005



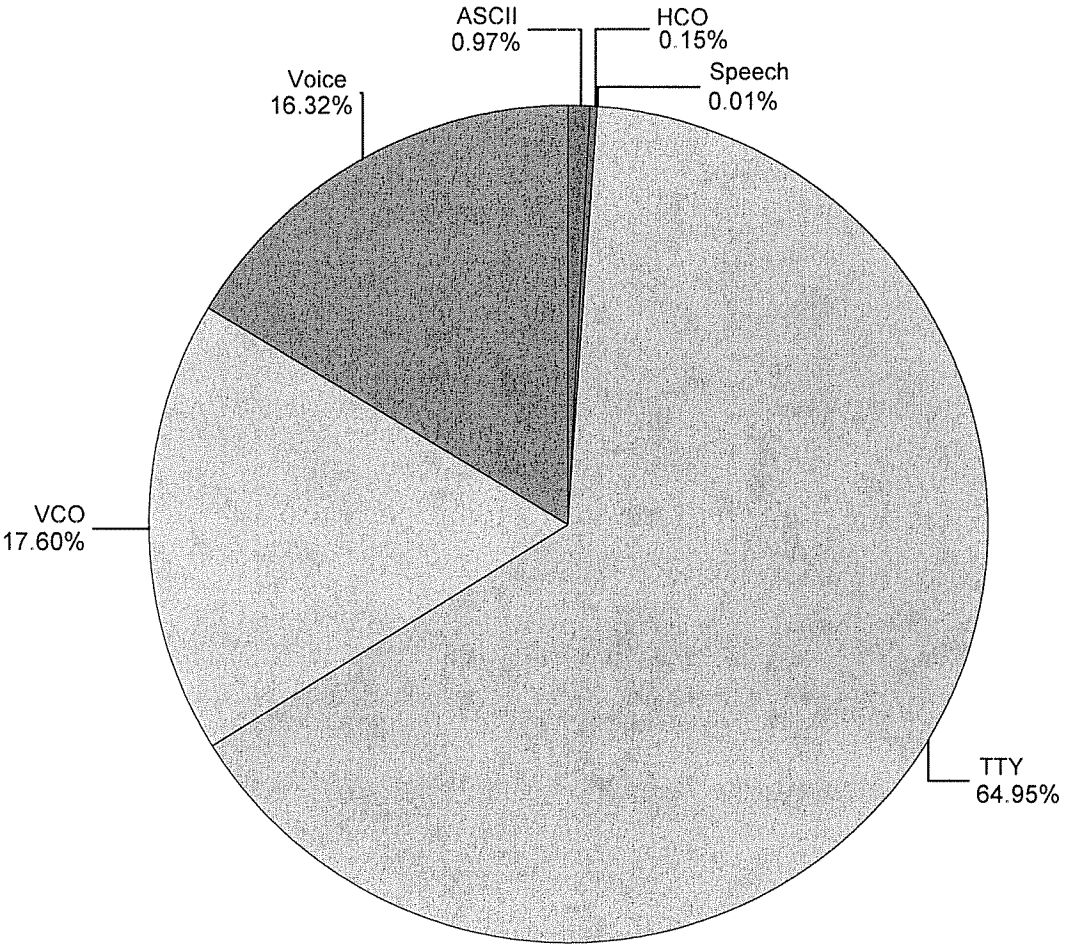
Run Date: 02/04/05

KENTUCKY RELAY SERVICE

Chart B

Percentage of Session Minutes by Type

Data Month: Jan 2005



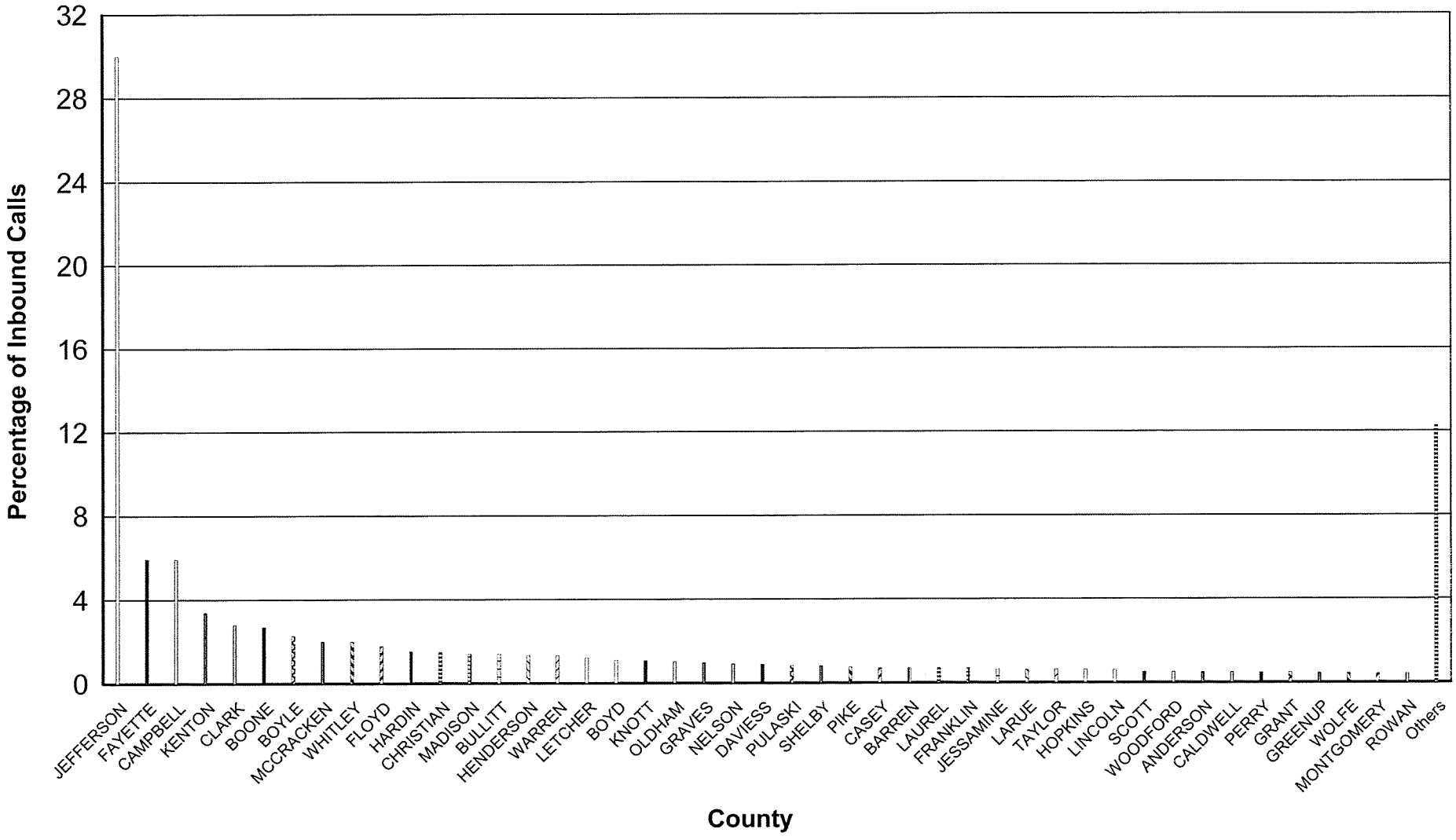
Run Date: 02/04/05

KENTUCKY RELAY SERVICE

Percentage of Inbound Calls by County - Top 45

Chart C

Data Month: Jan 2005



Run Date: 02/02/05 | **KENTUCKY CAPTEL SERVICE** | Report G

Confidential & Proprietary | **Jurisdiction Summary** | Data Month: Jan 2005

All Calls Handled	Session Minutes	Conversation Minutes	Calls	% of All Calls
General Assistance	38.17		104	4.66
Intrastate	3,784.98		1647	73.82
Interstate	4,507.64		385	17.26
International	0.00		0	0.00
Toll Free	370.21		95	4.26
900 Info Srvc	0.00		0	0.00
Total Outbound Call Attempts	8,662.83		2127	95.34
Month Total	8,701.00		2231	100.00

Complete Calls				
Intrastate	3,557.40	3,080.03	1215	54.46
Interstate	4,477.23	4,335.51	340	15.24
International	0.00	0.00	0	0.00
Toll Free	349.93	326.76	75	3.36
900 Info Srvc	0.00	0.00	0	0.00
Month Total	8,384.56	7,742.30	1630	73.06

Total Minutes with TF & 900 Allocation		
Intrastate + 49% of TF & 900	4,004.55	3,240.14
Interstate + 51% of TF & 900	4,696.45	4,502.16
Month Total	8,701.00	7,742.30

Run Date: 02/02/05 | **KENTUCKY CAPTEL SERVICE** | Report H

Confidential & Proprietary | **Usage Summary** | Data Month: Jan 2005

Day	Answered	GA	Outbound	Complete	Session Min	Conv Min
01 Sat	14	0	14	14	178.92	173.65
02 Sun	10	0	10	7	89.68	81.75
03 Mon	25	0	25	22	160.75	147.58
04 Tue	31	0	31	27	56.82	42.70
05 Wed	49	0	49	37	252.67	224.17
06 Thu	42	2	40	34	147.40	129.68
07 Fri	39	0	39	30	345.71	329.32
08 Sat	38	0	38	27	139.25	126.77
09 Sun	32	0	32	29	162.28	144.85
10 Mon	33	0	33	28	80.11	66.32
11 Tue	29	1	28	20	149.19	138.13
12 Wed	26	0	26	20	68.58	53.04
13 Thu	33	0	33	25	71.89	58.81
14 Fri	62	5	57	46	280.99	257.85
15 Sat	163	18	145	109	476.58	409.99
16 Sun	142	11	131	101	719.58	663.33
17 Mon	163	15	148	112	433.33	354.16
18 Tue	84	3	81	65	272.01	235.08
19 Wed	90	1	89	60	358.71	323.07
20 Thu	82	2	80	68	199.86	165.12
21 Fri	94	7	87	64	300.07	262.96
22 Sat	87	2	85	67	583.46	545.11
23 Sun	111	9	102	71	608.98	554.74
24 Mon	85	3	82	61	207.33	171.47
25 Tue	92	1	91	72	265.22	227.80
26 Wed	110	5	105	80	367.99	327.23
27 Thu	83	2	81	58	227.67	190.85
28 Fri	79	2	77	63	298.11	254.87
29 Sat	96	6	90	72	250.98	214.28
30 Sun	109	7	102	71	326.42	283.49
31 Mon	98	2	96	70	620.46	584.13
	2231	104	2127	1630	8,701.00	7,742.30

CapTel Project Report
Kentucky

January 2005 Results

- Total Number of Valid CapTel Phones
- CapTel CA Statistics
- Call Statistics
- Customer Service Contacts
- Call Detail Record (electronically submitted separately)

Total Number of Valid CapTel Phones

As of January 31, 2005

- 66 – CapTel phones available for use (not all may have been distributed)

CapTel CA Statistics

- Total number of CAs evaluated = 184
- Average Word Per Minute (WPM) = 155 wpm
- Average Rate of Accuracy = 98.97%
- Average Rate of Error = 1.03%

Kentucky – Call Statistics

Date	% of Calls w/in 10 sec. (w/Aban)	% Within Service Level w/o Aban	Average Second to Answer (ASA w/ Aban)	Average Second to Answer (ASA w/o Aban)	Blockage = P.01
Monthly Average & Totals	**96.1%**	**97.99%**	**1.70**	**1.32**	
1/1/2005	88	92	3.51	2.94	0.00
1/2/2005	89	93	3.67	2.95	0.00
1/3/2005	97	99	1.38	1.19	0.00
1/4/2005	98	99	1.24	1.12	0.00
1/5/2005	96	97	1.79	1.56	0.00
1/6/2005	98	99	1.23	1.08	0.00
1/7/2005	97	98	1.59	1.24	0.00
1/8/2005	94	97	2.43	1.78	0.00
1/9/2005	94	97	2.55	1.92	0.00
1/10/2005	99	100	1.1	0.94	0.00
1/11/2005	98	100	1.21	0.95	0.00
1/12/2005	99	100	1.15	0.96	0.00
1/13/2005	99	100	1.11	0.94	0.00
1/14/2005	99	100	1.07	0.95	0.00
1/15/2005	96	97	1.81	1.59	0.00
1/16/2005	95	97	2.11	1.76	P.0014
1/17/2005	99	100	0.98	0.82	0.00
1/18/2005	95	97	1.92	1.49	0.00
1/19/2005	99	100	0.97	0.78	0.00
1/20/2005	99	100	0.86	0.74	0.00
1/21/2005	98	99	0.96	0.82	P.0001
1/22/2005	63	76	11.82	8.68	0.00
1/23/2005	87	91	4.41	3.34	0.00
1/24/2005	99	100	0.73	0.61	0.00
1/25/2005	98	99	1.12	0.89	0.00
1/26/2005	99	100	0.73	0.65	0.00
1/27/2005	99	99	0.72	0.65	0.00
1/28/2005	99	100	0.55	0.45	0.00
1/29/2005	99	100	0.55	0.48	0.00
1/30/2005	99	100	0.55	0.47	0.00
1/31/2005	99	99	0.68	0.56	0.00

Customer Contact Log – January 2005

Tracking #	Date of Comp.	Time of Call	Call Type	Technical vs. Service	Agent #	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date Res.	Time Res.	Time comp.	Rep. Initial
	None received										Within 24 hrs	PH

Summary Customer Service Information:

	Number	Percent
Total Number of calls =		
Voice Calls =	0	0%
CapTel Calls =	0	0%
TTY Calls =	0	0%
Email Contact =	0	0%
Service Support Calls =	0	0%
Technical Support Calls =	0	0%
Resolution		
Within 24 hours	0	0%
Within 48 hours	0	0%
Exceed 48 hours	0	0%

Kentucky RELAY SERVICE™

Outreach Activities-January 2005

Home Visits

January 3	Home visit, Install i2eye DVC-1000 videophone and IP relay, Lexington, KY
January 4	Home visit, HCO/TTY training, Roger, KY
January 5	Home visit, Follow up with i2eye DVC-1000, Lexington, KY
January 6	Home visit, Install i2eye DVC-1000 videophone and wireless relay demonstration, Russellville, KY
January 11	Home visit, Follow up with i2eye DVC-1000, Louisville, KY
January 11	Home visit, wireless relay training, Louisville, KY
January 13	Meeting with 3 deaf people, information sharing on wireless relay service and wireless products, Frankfort, KY
January 18	Home visit, wireless relay demonstration and consultation on installing high speed in the home. Discuss about Kentucky School for the Deaf art student doing a project for Kentucky Relay Service, Danville, KY
January 25	Home visit, Follow up with i2eye DVC-1000, Louisville, KY
January 27	Home visit, TTY Training, Louisville, KY
January 28	Meeting with Director of Western KY School District, Danville
January 28	Meeting with KCDHH staff on future partnership activities, Frankfort, KY
January 31	Office visit, relay training and information sharing, Lexington, KY

Outreach Materials

004 - Notepads & Pen
005 - HIP Relay/VRS Brochures
001 - HCO Brochure
019 - HIP relay/HIPVRS cards
001 - CapTel Brochure
002 - Wireless Brochures

Customer Service Report- January 2005

The Kentucky Relay Service Customer Service Department responded to five inquiries, concerns, complaints and compliments during January.

CALL BREAKDOWN:

00 - Compliments
01 - Customer Profile
02 - Equipment
00 - External Complaints
00 - Features
01 - General Information
00 - Long Distance/ Billing Issues
00 - Outreach
00 - Service Complaints
01 - Technical Issues
00 - Technical Complaints
Total 05

Compliments:

00 - CA Praise
00 - Overall Praise
Total 00

Customer Profile:

00 - Update/Change
00 - Miscellaneous
01 - Setup
00 - Clarification
Total 01

Equipment:

00 - Miscellaneous
01 - Request Information on Equipment Procedures
01- Request Information on Equipment Resources
00- Test Customers Equipment or Devices
Total 02

Features:

00 - VCO
00 - 2-Line VCO
00 - STS
00 - Miscellaneous
00 – HCO
Total 00

External Complaints:

00 - Miscellaneous
00 - LEC Busy
00 - 911 Calls
Total: 00

General Information:

00 - Access Related
00 - Deaf/ HOH/Speech Disabled/Spanish Services
00 - Directory Assistance
00 - Explanation of Relay/ Phone Numbers
00 - Interpreter Requested
00 - International Access Number
00 - Miscellaneous
01 - Policy/ Procedure
00 - Relay Information/ Brochures/ Materials
00 - Request Other States Relay Number
00 - Request Telephone Service
00 - STS Info/ Brochures/ Materials/Explanation
00 - Wrong Number/Hang Up
Total 01

Long Distance/ Billing Issues:

Total 00

Outreach:

00 - Presentation
00 - Publication/Miscellaneous
00 - Home Visit
Total 00

Service Complaints:

00 - CA Accuracy/ Spelling
00 - CA Did Not Keep User Informed
00 - CA Gave Wrong Information
00 - CA Hung Up on Caller
00 - CA Misdialed Number
00 - CA Rude
00 - CA Typing
00 - Customer Dislike Policy/ Procedure
00 - Didn't Announce the Call
00 - Didn't Give CA Number
00 - Didn't Follow Instructions
00 - Miscellaneous
00 - Poor Vocal Clarity/Enunciation
00 - Ringing/ No Answer

Total 00

Technical Complaints:

00 - Line Disconnected
00 - 711 Problems
00 - Miscellaneous
00 - Garbling
Total 00

Technical Issues:

00 - 711 Issues
01 - Miscellaneous
00 - PC Settings
00 - Busy Signal
00 - VCO
00 - Garbling
Total 01

Inquire Date	Call Type	Incident/Question Response

Technical Complaints -- Line Disconnected

1/25/05	Voice	**The customer requested assistance connecting to a VCO user through the relay. The customer stated that their call had been disconnected.** The supervisor assisted the caller by requesting they call back into the relay and ask for a supervisor. The customer called the relay and asked for a supervisor as requested. The supervisor connected to the number the caller had given; however, the computer appeared to freeze and both the terminating and original numbers disconnected. The supervisor redialed the original number, and informed the customer that there seemed to have been a technical problem at the station and the supervisor requested that the customer call the relay again. The customer did as requested and the call was connected to a voice answer machine and not the VCO user. The customer was directed to call that number without using the relay if he/she wanted to leave a message. The customer was satisfied. Customer Service reported the technical problem to the Technical Department for review. The Technical Department reported that the workstation was working properly with no indication of a malfunction or reason for a disconnect. In addition, the Technical Department stated that the connection made was voice to voice. The supervisor counseled the CA in proper call procedures.