HAMILT::N°

October 31, 2010

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

RE: Administrative Case 372

Kentucky Relay Service Invoice

October 2010

Total session minutes				35,980.91
Less interstate session minutes				(4,958.72)
Net billable session minutes				31,022.19
Applicable rate			$	0.950
Total Usage Billing			$	29,471.08
Other Services	Intrast CM	Rate		
Captel	39,010.96	1.56	$	60,857.10
Liquidated damages				
Total monthly billing			$	**90,328.18**

Authorized Signature:

Contact Name: Phillip Hupf
Telephone Number: 402-694-5101
Fax Number: 402-694-2848
phillip.hupf@hamiltonrelay.com

HAMILT::N

October 31, 2010

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

October 2010

Balance forward	October 1, 2010	$	84,979.14
Billing for	Oct 10		90,328.18
Payments: 10/25/10			(84,979.14)
Adjustments:			
Balance due	October 31, 2010	$	90,328.18
Subsequent payments:			
Current balance due		$	**90,328.18**

Kentucky Relay Service
Jurisdiction Summary

	Session Minutes	Conversation Minutes	Number of Calls	% of Total Calls
General Assistance	3,539.62		7,111	50.74%
Outbound Calls				
Local	24,627.95		5,756	41.07%
Intrastate Intralata	488.83		91	0.65%
Intrastate Interlata	387.40		85	0.61%
Intrastate DA	7.15		4	0.03%
Intrastate Total	*25,511.33*		*5,936*	*42.36%*
Interstate - KY Orig	2,460.83		490	3.50%
Interstate - not KY Orig	441.42		46	0.33%
Interstate DA	0.00		0	0.00%
Interstate Total	*2,902.25*		*536*	*3.82%*
International	4.77		3	0.02%
Toll Free	4,022.94		428	3.05%
900 Info Service	0.00		0	0.00%
8xx, 900 and Intl Total	*4,027.71*		*431*	*3.08%*
Total Outbound	32,441.29		6,903	49.26%
Total Outb and GenAsst	35,980.91		14,014	100.00%
Complete Calls				
Local	23,330.00	18,013.45	4,722	33.69%
Intrastate Intralata	452.86	394.55	58	0.41%
Intrastate Interlata	346.97	279.86	59	0.42%
Intrastate DA	7.15	4.89	4	0.03%
Intrastate Total	*24,136.98*	*18,692.75*	*4,843*	*34.56%*
Interstate - KY Orig	2,279.53	1,836.00	352	2.51%
Interstate - not KY Orig	425.59	392.04	33	0.24%
Interstate DA	0.00	0.00	0	0.00%
Interstate Total	*2,705.12*	*2,228.04*	*385*	*2.75%*
International	0.00	0.00	0	0.00%
Toll Free	3,985.32	3,534.70	396	2.83%
900 Info Service	0.00	0.00	0	0.00%
8xx, 900 and Intl Total	*3,985.32*	*3,534.70*	*396*	*2.83%*
Total Complete	30,827.42	24,455.49	5,624	40.13%
Total Minutes with TF & 900 Allocation				
Intrastate + 49% of TF & 900	31,022.19	20,424.75		
Interstate + 51% of TF & 900	4,958.72	4,030.74		
Total Minutes	35,980.91	24,455.49		

Kentucky Relay Service
Workload by Call Method

Call Method		Outbound Calls	Percentage of Total	Avg Session Min per Call	Avg Conversation Min per Call
From	To				
ASCII	Voice	10	0.14%	6.89	6.12
Total ASCII		10	0.14%	6.89	6.12
HCO	Voice	4	0.06%	4.42	2.60
Total HCO		4	0.06%	4.42	2.60
Speech	Speech	3	0.04%	1.69	0.35
Total Speech		3	0.04%	1.69	0.35
TTY	TTY	6	0.09%	2.39	1.45
TTY	VCO	5	0.07%	17.76	16.41
TTY	Voice	3,395	49.18%	4.90	3.67
Total TTY		3,406	49.34%	4.92	3.68
VCO	TTY	4	0.06%	11.99	10.74
VCO	VCO	9	0.13%	7.94	5.89
VCO	Voice	1,838	26.63%	4.37	3.26
Total VCO		1,851	26.81%	4.40	3.29
Voice	TTY	1,247	18.06%	3.47	2.39
Voice	VCO	382	5.53%	8.18	7.24
Total Voice		1,629	23.60%	4.58	3.53
Total		6,903	100.00%	4.70	3.54

Run Date: 11/03/2010

Confidential & Proprietary

Kentucky Relay Service
Call Summary

Report C

Data Month: October 2010

Inbound Calls

Number of Calls	Month Total
Inbound -711	7,777
Inbound - Other	4,830
Inbound - Total	12,607
Not placed in queue	11,203
Placed in queue	1,404
Answered from queue	1,040
Abandon in queue	364

Outbound Calls

Number of Calls	Month Total
Outbound	6,903
Complete - 711	3,401
Complete - Other	2,223
Complete - Total	5,624
Busy/ No answer	1,279
Weekday average	246
Weekend average	174

Complete Calls

	Month Average
Set-up / wrap-up minutes per complete call	2.05
Conversation minutes per complete call	4.35

Kentucky Relay Service
Average Conversation Minutes per Inbound Call

Day	12 AM to 6 AM	6 AM to Noon	Noon to 6 PM	6 PM to 12 AM	Total
10/1 Fri	0.46	1.85	1.17	2.09	1.52
10/2 Sat	3.80	1.69	1.55	3.07	2.18
10/3 Sun	1.68	1.11	1.94	2.04	1.71
10/4 Mon	5.39	2.49	1.51	2.08	2.12
10/5 Tue	0.08	2.09	1.88	1.64	1.81
10/6 Wed	0.00	2.96	1.74	2.05	2.23
10/7 Thu	0.00	1.56	1.34	1.94	1.48
10/8 Fri	0.00	1.91	1.69	1.96	1.76
10/9 Sat	0.03	1.67	1.34	2.79	1.67
10/10 Sun	0.26	1.39	1.27	2.07	1.46
10/11 Mon	0.12	1.98	1.93	2.34	2.00
10/12 Tue	0.00	1.99	1.72	2.57	1.96
10/13 Wed	0.19	1.93	2.83	1.36	2.07
10/14 Thu	0.27	2.32	2.04	2.17	2.08
10/15 Fri	0.00	3.32	2.45	2.29	2.57
10/16 Sat	0.00	2.06	1.40	5.10	2.44
10/17 Sun	0.01	2.15	1.42	1.94	1.68
10/18 Mon	1.47	1.91	3.06	3.39	2.63
10/19 Tue	0.12	1.93	1.82	1.87	1.80
10/20 Wed	0.64	3.15	2.32	0.95	2.25
10/21 Thu	0.04	2.21	2.02	1.99	2.02
10/22 Fri	0.42	1.52	1.63	2.59	1.77
10/23 Sat	0.65	1.93	1.14	2.57	1.74
10/24 Sun	0.00	0.81	2.02	1.51	1.49
10/25 Mon	0.08	2.12	1.73	2.74	1.89
10/26 Tue	1.12	1.58	1.18	1.73	1.41
10/27 Wed	0.85	2.56	2.05	2.44	2.22
10/28 Thu	0.39	3.06	2.19	2.28	2.36
10/29 Fri	0.29	2.16	1.83	2.43	2.02
10/30 Sat	0.00	2.40	1.35	2.29	1.78
10/31 Sun	0.26	1.45	1.61	2.58	1.81
Total	0.61	2.11	1.79	2.26	1.94

Kentucky Relay Service
Average Answer Seconds

Day	12 AM to 6 AM	6 AM to Noon	Noon to 6 PM	6 PM to 12 AM	Total	Ans in 10
10/1 Fri	0.4	5.2	2.4	2.5	3.3	89%
10/2 Sat	0.0	2.5	1.3	7.6	3.5	87%
10/3 Sun	0.0	3.1	0.0	6.0	2.3	93%
10/4 Mon	2.4	3.7	6.1	4.9	4.9	82%
10/5 Tue	2.1	1.3	1.7	2.4	1.8	92%
10/6 Wed	0.0	0.0	1.3	4.6	1.5	93%
10/7 Thu	0.0	1.4	4.4	6.2	3.8	85%
10/8 Fri	0.0	0.3	2.7	5.2	2.3	91%
10/9 Sat	0.6	1.1	0.2	5.1	1.6	93%
10/10 Sun	0.5	1.1	0.4	2.8	1.2	95%
10/11 Mon	0.0	1.5	0.4	1.6	1.1	96%
10/12 Tue	0.0	0.8	2.1	1.2	1.5	94%
10/13 Wed	0.0	4.1	1.7	0.7	2.1	92%
10/14 Thu	0.0	0.7	0.6	8.0	1.9	93%
10/15 Fri	0.2	2.5	0.8	2.9	1.7	94%
10/16 Sat	0.0	0.7	0.6	5.1	1.7	95%
10/17 Sun	0.0	0.0	3.5	5.5	3.0	88%
10/18 Mon	0.1	1.8	1.8	0.9	1.6	94%
10/19 Tue	0.0	0.2	1.1	1.6	0.9	97%
10/20 Wed	0.0	0.4	0.8	0.9	0.7	97%
10/21 Thu	0.0	5.3	1.2	1.6	2.5	91%
10/22 Fri	0.0	0.6	0.9	2.5	1.1	95%
10/23 Sat	0.0	6.1	0.2	2.9	2.7	90%
10/24 Sun	0.0	0.5	0.4	2.2	0.9	97%
10/25 Mon	0.1	1.4	3.4	0.7	2.0	91%
10/26 Tue	0.0	1.3	0.5	1.7	1.0	96%
10/27 Wed	0.0	1.8	4.5	3.1	2.9	87%
10/28 Thu	0.0	0.3	1.6	1.7	1.1	96%
10/29 Fri	0.0	1.5	2.6	1.0	1.8	94%
10/30 Sat	0.2	0.1	0.7	0.3	0.4	98%
10/31 Sun	1.4	0.0	1.5	0.4	0.8	98%
Total	0.3	1.7	1.8	2.9	1.9	93%

Monthly Blockage Rate: 0.00%

Kentucky Relay Service
Inbound Calls by Originating NPA

State	NPA	Nxx - used most	Inbound TTY	Inbound Voice	Total Inbound
KY	270	365	1,484	1,311	2,795
	502	222	2,043	1,836	3,879
	606	376	1,293	1,453	2,746
	859	268	1,118	1,193	2,311
Total: KY			5,938	5,793	11,731
NE	308	938	0	1	1
	402	694	106	44	150
Total: NE			106	45	151
IN	219	662	2	0	2
	260	747	0	1	1
	317	805	7	7	14
	574	255	2	0	2
	765	661	2	3	5
	812	719	32	90	122
Total: IN			45	101	146
LA	225	291	73	36	109
	504	256	0	1	1
	985	860	1	0	1
Total: LA			74	37	111
OH	216	956	0	1	1
	330	963	3	1	4
	440	243	1	0	1
	513	766	16	26	42
	614	441	2	7	9
	740	646	5	13	18
	937	241	3	2	5
Total: OH			30	50	80
TN	423	871	3	10	13
	615	242	18	13	31
	731	247	4	14	18
	865	208	0	2	2
	901	338	2	1	3
	931	206	6	4	10
Total: TN			33	44	77
TX	210	226	1	2	3
	214	679	1	5	6
	325	733	0	1	1
	512	762	0	1	1
	713	513	1	2	3
	817	377	13	1	14
	915	875	1	0	1
	972	701	4	1	5
	979	830	1	0	1
Total: TX			22	13	35
FL	239	691	1	0	1
	352	350	0	1	1
	386	274	1	0	1
	407	619	2	2	4
	727	449	0	2	2
	850	391	11	1	12
	904	316	1	1	2
	941	964	0	1	1
	954	483	0	1	1
Total: FL			16	9	25

Kentucky Relay Service
Inbound Calls by Originating NPA

State	NPA	Nxx - used most	Inbound TTY	Inbound Voice	Total Inbound
CA	209	541	0	2	2
	213	550	0	1	1
	310	525	0	1	1
	323	372	0	1	1
	408	644	1	0	1
	415	202	0	2	2
	530	275	0	3	3
	559	470	0	1	1
	562	856	1	0	1
	661	748	1	0	1
	707	479	0	1	1
	805	456	0	1	1
	858	775	0	1	1
	925	260	0	4	4
	949	256	0	1	1
	951	332	0	1	1
Total: CA			3	20	23
GA	229	436	1	0	1
	404	397	3	6	9
	678	488	2	3	5
	706	376	0	1	1
	770	339	1	4	5
	912	200	2	0	2
Total: GA			9	14	23
IL	217	454	1	1	2
	618	993	8	4	12
	630	487	0	3	3
	708	201	0	1	1
	773	945	0	1	1
	815	403	1	1	2
Total: IL			10	11	21
MI	231	866	0	1	1
	248	752	1	1	2
	269	841	3	0	3
	313	373	4	0	4
	517	499	1	3	4
	616	240	0	1	1
	734	231	1	1	2
	810	234	0	3	3
Total: MI			10	10	20
TF	800	562	0	12	12
	866	441	1	1	2
	888	356	1	5	6
Total: TF			2	18	20
AL	205	801	5	5	10
	251	222	0	2	2
	256	604	0	2	2
Total: AL			5	9	14
WV	304	989	2	10	12
NC	252	335	2	0	2
	336	918	0	1	1
	704	400	0	3	3
	828	284	1	1	2
	910	650	0	1	1
Total: NC			3	6	9

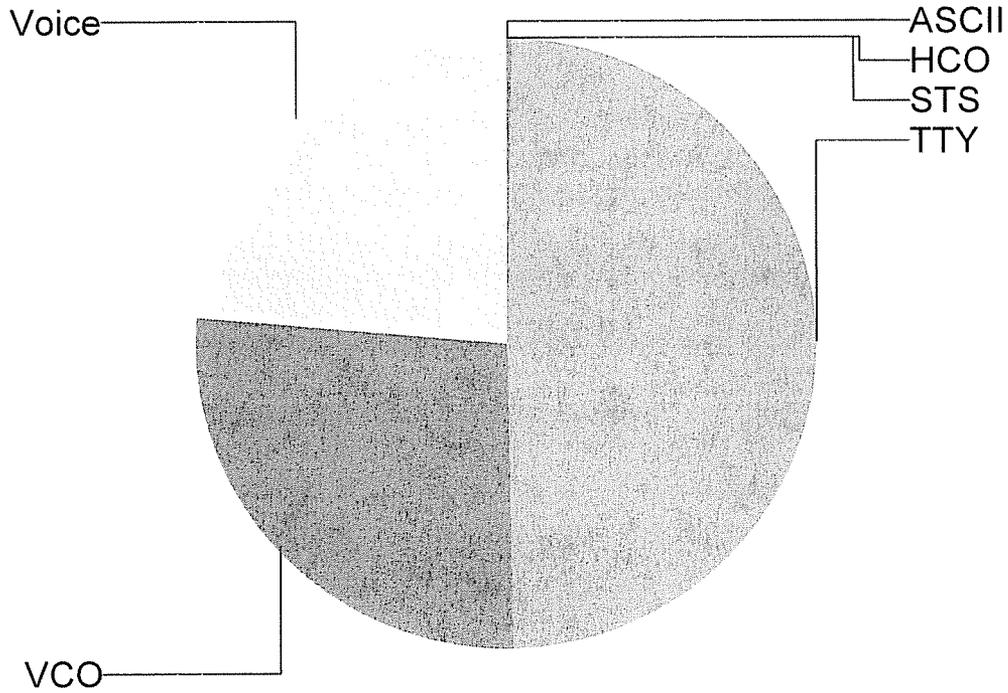## Kentucky Relay Service
Inbound Calls by Originating NPA

State	NPA	Nxx - used most	Inbound TTY	Inbound Voice	Total Inbound
PA	412	244	3	1	4
	610	500	1	1	2
	717	538	0	2	2
	724	816	0	1	1
Total. PA			4	5	9
AZ	602	908	0	2	2
	623	715	2	3	5
	928	565	0	1	1
Total. AZ			2	6	8
CO	303	960	1	3	4
	719	359	0	3	3
	720	277	1	0	1
Total: CO			2	6	8
MO	314	918	0	1	1
	417	251	0	1	1
	573	427	1	3	4
	636	357	0	2	2
Total. MO			1	7	8
VA	276	963	3	0	3
	540	958	1	1	2
	757	410	0	1	1
	804	201	2	0	2
Total. VA			6	2	8
MS	228	326	0	4	4
	601	616	0	1	1
	662	302	1	1	2
Total. MS			1	6	7
NJ	201	201	0	2	2
	732	828	1	0	1
	856	229	0	2	2
	908	832	1	0	1
	973	245	0	1	1
Total: NJ			2	5	7
NY	585	414	0	2	2
	646	558	1	0	1
	716	338	0	3	3
Total: NY			1	5	6
WA	206	386	0	1	1
	253	202	0	2	2
	360	308	0	3	3
Total. WA			0	6	6
MD	240	554	0	1	1
	301	340	0	1	1
	410	779	0	2	2
	443	539	0	1	1
Total: MD			0	5	5
AR	870	314	3	1	4
MA	508	493	2	0	2
	781	853	0	2	2
Total: MA			2	2	4

State	NPA	Nxx - used most	Inbound TTY	Inbound Voice	Total Inbound
MN	320	214	0	1	1
	612	618	1	0	1
	651	688	0	1	1
	763	533	0	1	1
Total: MN			1	3	4
KS	913	281	1	2	3
SC	843	338	0	1	1
	864	488	1	1	2
Total: SC			1	2	3
WI	920	432	1	2	3
CT	203	994	0	1	1
	860	595	0	1	1
Total: CT			0	2	2
NM	505	839	0	2	2
DC	202	353	0	1	1
IA	319	266	0	1	1
OK	405	769	0	1	1
OR	541	259	0	1	1
UT	801	357	1	0	1
WY	307	221	1	0	1
Grand Total			6,340	6,267	12,607

Run Date. 11/03/2010

Confidential & Proprietary

Kentucky Relay Service

Percentage of Outbound Calls by Type

Chart A

Data Month. October 2010

Voice

ASCII
HCO
STS
TTY

VCO

	ASCII	10	0.1%
	HCO	4	0.1%
	STS	3	0.0%
	TTY	3406	49.3%
	VCO	1851	26.8%
	Voice	1629	23.6%
	Total:	6903	100.0%

Voice ⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯⎯ ASCII
⎯⎯⎯ HCO
⎯⎯ Spanish
⎯ STS
⎯ TTY

VCO ⎯⎯⎯⎯⎯⎯
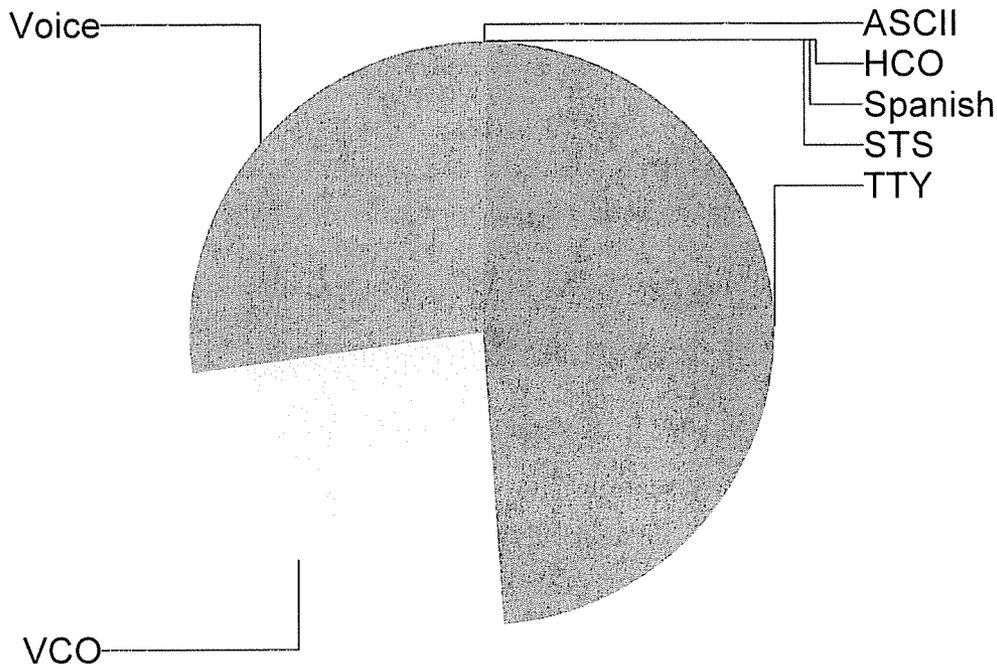
	ASCII	78.6	0.2%
	HCO	17.7	0.0%
	Spanish	10.8	0.0%
	STS	29.4	0.1%
	TTY	17478.6	48.6%
	VCO	8542.7	23.7%
	Voice	9823.2	27.3%
	Total:	35980.9	100.0%

Kentucky Relay Service
Percentage of Inbound Calls by County - Top 45

Chart C

Data Month: October 2010
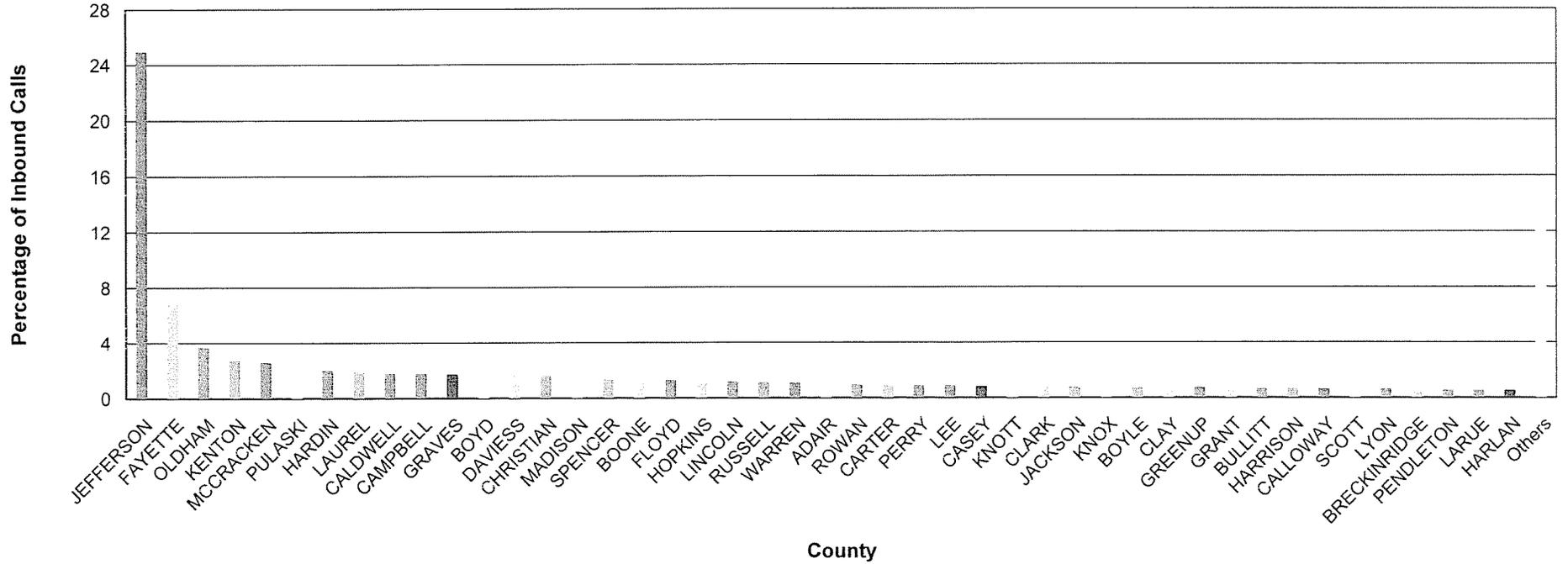
Kentucky CapTel Service
CapTel Jurisdiction Summary

	Session Minutes	Conversation Minutes	Number of Calls	% of Total Calls
General Assistance	730.95		2,324	14.14%
Outbound Calls				
Intrastate	39,188.33		11,392	69.31%
Interstate	6,679.09		1,047	6.37%
International	15.93		10	0.06%
Two Line	4,263.35		1,132	6.89%
Toll Free	2,588.14		532	3.24%
900 Info Service	0.00		0	0.00%
Total Outbound	52,734.84		14,113	85.86%
Total Outb and GenAsst	53,465.79		16,437	100.00%
Complete Calls				
Intrastate	37,908.79	34,083.30	9,315	56.67%
Interstate	6,592.77	6,232.39	885	5.38%
International	14.28	10.41	5	0.03%
Two Line	4,263.35	4,195.85	1,132	6.89%
Toll Free	2,570.68	2,435.41	500	3.04%
900 Info Service	0.00	0.00	0	0.00%
Total Complete	51,349.87	46,957.36	11,837	72.01%
Total Minutes with TF & 900 Allocation				
Tra + 49% TF, 900 + 89% 2 Line	44,981.85	39,010.96		
Ter + 51% TF, 900 + 11% 2 Line	8,483.94	7,946.40		
Total Minutes	53,465.79	46,957.36		

Kentucky CapTel Service
CapTel Usage Summary

Day	Answered	GenAsst	Outbound	Complete	SessMin	ConvMin
10/1 Fri	537	73	464	397	1,501.84	1,292.23
10/2 Sat	411	49	362	310	1,455.35	1,272.51
10/3 Sun	367	49	318	260	1,355.62	1,194.02
10/4 Mon	606	87	519	449	2,013.63	1,785.25
10/5 Tue	645	70	575	487	2,066.70	1,812.98
10/6 Wed	644	115	529	459	1,744.34	1,495.57
10/7 Thu	516	52	464	398	1,756.78	1,543.68
10/8 Fri	549	67	482	376	1,718.04	1,497.83
10/9 Sat	422	62	360	298	1,494.18	1,314.35
10/10 Sun	337	61	276	229	1,215.48	1,071.55
10/11 Mon	594	84	510	451	1,821.28	1,596.73
10/12 Tue	539	82	457	393	2,034.20	1,820.63
10/13 Wed	479	54	425	351	1,942.12	1,717.90
10/14 Thu	693	100	593	486	2,107.26	1,820.79
10/15 Fri	472	63	409	371	1,678.44	1,498.58
10/16 Sat	487	56	431	361	1,434.91	1,222.50
10/17 Sun	383	50	333	261	1,450.28	1,292.35
10/18 Mon	549	62	487	418	1,829.09	1,625.95
10/19 Tue	655	108	547	445	1,848.35	1,596.37
10/20 Wed	699	113	586	478	1,827.26	1,574.87
10/21 Thu	538	63	475	392	1,771.69	1,564.39
10/22 Fri	582	83	499	390	1,891.70	1,643.23
10/23 Sat	443	67	376	294	1,263.81	1,065.66
10/24 Sun	342	60	282	245	1,411.61	1,271.58
10/25 Mon	678	101	577	462	1,935.45	1,687.55
10/26 Tue	651	78	573	492	2,359.31	2,114.45
10/27 Wed	593	118	475	425	1,903.25	1,699.74
10/28 Thu	640	86	554	499	2,029.13	1,815.53
10/29 Fri	548	61	487	409	1,701.84	1,487.51
10/30 Sat	506	102	404	316	1,514.27	1,310.38
10/31 Sun	332	48	284	235	1,388.58	1,250.70
Total	16,437	2,324	14,113	11,837	53,465.79	46,957.36

Kentucky
Relay

Kentucky Relay – Monthly Report
October 2010

TRS and CapTel
October 11th-15th New Employee training and Orientation, Aurora, NE
October 25th-27th CapTel training, Madison, WI

Outreach/Activities planned for November
November 8th-11th: National Outreach Summit, Aurora, NE
HLAA-KY meeting

Kentucky – October, 2010 Commission Report

The Kentucky Relay Service Customer Service Department responded to 2 inquires, concerns, complaints and compliments during September.

CALL BREAKDOWN:
- 00 - CapTel
- 00 - Compliments
- 00 - Customer Profile
- 02 - Equipment
- 00 - External Complaints
- 00 - Features
- 00 - General Information
- 00 - Long Distance/ Billing Issues
- 00 - Outreach
- 00 - Service Complaints
- 00 - Technical Issues
- 00 - Technical Complaints

Total   02

CapTel:
- 00 - Availability
- 00 - Connection Issues
- 00 - Miscellaneous
- 00 – Equipment

Total   00

Compliments:
- 00 - CA Praise
- 00 - Overall Praise

Total   00

Customer Profile:
- 00 - Update/Change
- 00 - Miscellaneous
- 00 - Setup
- 00 - Clarification

Total   00

Equipment:
- 00 - Miscellaneous
- 00 - Request Information on Equipment Procedures
- 02 - Request Information on Equipment Resources
- 00 - Technical Issue with Customer Equipment
- 00 - Test Customers Equipment or Devices

Total   02

Features:
    00 - VCO
    00 - 2-Line VCO
    00 - STS
    00 - Miscellaneous
    <u>00</u> - HCO
Total   00

External Complaints:
    00 - Miscellaneous
    00 - LEC Busy
    <u>00</u> - 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
    00 - Policy/ Procedure
    00 - Relay Information/ Brochures/ Materials
    00 – How to Place/Receive a Relay Call
    00 - Request Other States Relay Number
    00 - Request Telephone Service
    00 - STS Info/ Brochures/ Materials/Explanation
    <u>00</u> - Wrong Number/Hang Up
Total   00

Long Distance/ Billing Issues:

Total   00

Outreach:
    00 - Presentation
    00 - Publication/Miscellaneous
    <u>00</u> - Home Visit
Total   00

Service Complaints:
    00 - CA Accuracy/ Spelling/Verbatim
    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 - Fraudulent/Harassing Calls
00 - Miscellaneous
00 - Poor Vocal Clarity/Enunciation
00 - Ringing/ No Answer
Total   00

Technical Complaints:
00 - Line Disconnected
00 - 711 Problems
00 – Miscellaneous
00 – Carrier Choice not available/other equal
00 - Garbling
Total   00

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

There were no complaints for the month of October.

CapTel Report

Kentucky

October 2010

Total Number of Valid CapTel Phones
CapTel CA Statistics
Call Statistics
Customer Service Contacts

Total Number of Valid CapTel Phones

As of October 31st, 2010

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

CapTel CA Statistics

- Average Word Per Minute (WPM) = 160.42 wpm
- Average Rate of Accuracy = 99.48%
- Average Rate of Error = 0.52%

Monthly Call Details

Date	Percent Service Level W/ Aban	Percent Within Srv Lvl wo Aban	Avg Wait Time(ASA & ABAN)	ASA	Blockage
10/1/2010	99	100	0.62	0.61	0.00
10/2/2010	100	100	0.49	0.49	0.00
10/3/2010	98	99	0.89	0.85	0.00
10/4/2010	99	99	0.85	0.83	0.00
10/5/2010	100	100	0.63	0.63	0.00
10/6/2010	100	100	0.61	0.61	0.00
10/7/2010	99	100	0.71	0.7	0.00
10/8/2010	100	100	0.49	0.49	0.00
10/9/2010	100	100	0.4	0.39	0.00
10/10/2010	96	98	1.01	0.87	0.00
10/11/2010	100	100	0.41	0.41	0.00
10/12/2010	100	100	0.39	0.38	0.00
10/13/2010	100	100	0.35	0.35	0.00
10/14/2010	100	100	0.37	0.37	0.00
10/15/2010	100	100	0.42	0.42	0.00
10/16/2010	100	100	0.42	0.42	0.00
10/17/2010	99	99	0.6	0.56	0.00
10/18/2010	100	100	0.4	0.39	0.00
10/19/2010	100	100	0.44	0.44	0.00
10/20/2010	100	100	0.35	0.35	0.00
10/21/2010	99	99	0.63	0.59	0.00
10/22/2010	100	100	0.4	0.4	0.00
10/23/2010	98	99	0.88	0.82	0.00
10/24/2010	97	98	0.85	0.77	0.00
10/25/2010	100	100	0.44	0.43	0.00
10/26/2010	100	100	0.4	0.39	0.00
10/27/2010	100	100	0.41	0.41	0.00
10/28/2010	98	99	0.7	0.67	0.00
10/29/2010	90	98	3.91	1.34	0.00
10/30/2010	99	99	0.59	0.56	0.00
10/31/2010	100	100	0.43	0.42	
TOTALS:	98.95%	99.60%	0.66	0.55	

Track #	Date of Complaint	Time of Call	Contact Type	Tech. vs. Service	Agent #	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
208833	10/4/2010	8:45:00 AM	CapTel	Other	NA	40000	Consumer education - general	Customer said she was not able to find "Caption External Answering Machine Messages" function on CapTel menu. CSR found that customer was trying to access this feature with the handset off-hook. CSR advised customer to access this menu feature with the CapTel phone hung up. This resolved her experience.	10/4/2010 9:00:00 AM	within 24 hours	EY
209179	10/5/2010	11:30:00 AM	CapTel	Other	NA	40000	Consumer education - general	Customer asked how all incoming calls are captioned. CSR advised customer that in order to receive captions on their incoming calls, all callers need to dial the captioning service number before the customer's number. Customer also said that sometimes she hears "beeps" on her answering machine when people leave a message. CSR advised customer that when an answering machine takes a message when the other party has called through the captioning service, it will be normal to hear "seek tones" or "beeps" that reoccur through the call. This means that the captioning service is sending a signal or "seek tone" trying to connect to a CapTel phone. CSR advised customer on the option to advise callers to call back without the captions when leaving a message.	10/5/2010 11:40:00 AM	within 24 hours	KP
209208	10/5/2010	12:45:00 PM	Phone	Other	NA	40000	Consumer education - general	Customer's son questioned why the need to registered the carrier of choice. CSR discussed why the need to register, how it works and how the billing is processed.	10/5/2010 12:50:00 PM	within 24 hours	JL
209370	10/6/2010	9:00:00 AM	Phone	Other	NA	0800-41010	Information	Potential customer's friend inquired about the CapTel 800. CSR provided potential customer's friend general information on the CapTel 800 and the line requirements needed.	10/6/2010 9:10:00 AM	within 24 hours	TJ
209371	10/6/2010	9:00:00 AM	Phone	Other	NA	0800-41000	Referral Information	Customer's friend inquired how to obtain a CapTel phone. CSR referred customer to state issuing agency and to national distributor for further assistance.	10/6/2010 9:10:00 AM	within 24 hours	TJ
209575	10/6/2010	3:10:00 PM	Phone	Other	NA	40000	Consumer education - general	Customer's helper had general questions about the CapTel phone, which customer is testing at her therapy office. CSR explained the line requirements of the CapTel phone and also discussed that there is no cost for the captioning service, but long distance charges do apply.	10/6/2010 3:20:00 PM	within 24 hours	JM
209701	10/7/2010	10:45:00 AM	Phone	Other	NA	41000	Referral Information	Customer's daughter interested in obtaining a CapTel. CSR referred caller to the state equipment distribution program for assistance.	10/7/2010 10:50:00 AM	within 24 hours	JL

Track #	Date of Complaint	Time of Call	Contact Type	Tech. vs. Service	Agent #	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
210215	10/11/2010	1:00:00 PM	Phone	Other	NA	40000	Consumer education - general	Customer's helper reported that his call to customer was not captioned. CSR explained to helper that calls placed to the customer need to be dialed through the captioning service in order for there to be captions on the call. Customer's helper understood.	10/11/2010 1:10:00 PM	within 24 hours	MP
210929	10/14/2010	9:00:00 AM	Phone	Other	NA	40000	Consumer education - general	Customer's daughter called and stated she has just tried to call her mother with captions and the call was very staticky and customer was not receiving captions. After further investigation, it appears the CapTel user was picking up extension phone first and then picking up the CapTel phone. CSR informed daughter that in 1-Line mode, picking up an extension phone on the same line as the CapTel will disrupt the captions or disconnect the captioned call and advised having customer default to picking up the CapTel first whenever possible.	10/14/2010 9:35:00 AM	within 24 hours	KW
211778	10/19/2010	8:25:00 AM	CapTel	Other	NA	41010	Information	Customer requested 3 sheets of Call Me cards. CSR sent the requested information.	10/19/2010 8:30:00 AM	within 24 hours	AG
212111	10/20/2010	9:05:00 AM	CapTel	Product	NA	33230	Set up - General	Customer has his two lines switched on his 2-Line mode CapTel and was experiencing no captions on some calls. CSR advised switching the phone lines and when doing this received a loud buzzing and customer had an signaler plugged into the CapTel directly. CSR advised customer place the signaler, with its own DSL filter, on a duplex jack with Line 1 of the 2-Line CapTel set-up. CSR advised placing the DSL filter that the CapTel is using at the wall jack and confirming all devices using the Line 1 DSL connection are filtered. CSR confirmed that set-up was correct and customer is able to make and receive captioned calls successfully.	10/20/2010 10:05:00 AM	within 24 hours	KW
212475	10/21/2010	1:45:00 PM	Phone	Other	NA	40000	Consumer education - general	Customer's friend called on behalf of customer asking for assistance with incoming captioned call procedure. CSR conducted successful incoming captioned test calls. CSR subsequently reminded party regarding the need to call via the CapTel Captioning Service access number and confirmed the pause at the beginning of the call.	10/21/2010 2:00:00 PM	within 24 hours	MMo
213735	10/28/2010	8:15:00 AM	Phone	Other	NA	0800-41000	Referral Information	Caller asked if they could get the newer model of CapTel. CSR referred caller to the state equipment distribution program for assistance.	10/28/2010 8:25:00 AM	within 24 hours	JL

October 2010
Kentucky

Track #	Date of Complaint	Time of Call	Contact Type	Tech. vs. Service	Agent #	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
213980	10/28/2010	4:00:00 PM	CapTel	Other	NA	40000	Consumer education - general	Customer reported that other's could not hear her at the beginning of calls. CSR explained how to use the signal meter to know when the call was answered and avoid premature hang ups.	10/28/2010 4:15:00 PM	within 24 hours	RC
214127	10/29/2010	11:50:00 AM	Phone	Product	NA	33230	Set up - General	Customer's daughter reported the inability to dial out with captions. CSR advised customer to turn off 2-Line mode in the menu of the CapTel phone because customer uses one phone line with CapTel. Confirmed this resolved customer's experience.	10/29/2010 12:15:00 PM	within 24 hours	TJ
214132	10/29/2010	11:50:00 AM	CapTel	Product	NA	33060	Dialing/Setup - Call Waiting	Customer's daughter reported they have call waiting. CSR advised customer of proper programming of Call Waiting block to prevent data disruptions while on a captioned call.	10/29/2010 12:15:00 PM	within 24 hours	TJ

Summary Customer Service Information

	Number	Percent
Total Number of Contacts	16	
Phone calls	10	62.50%
Captel	6	37.50%
Email	0	0.00%
TTY	0	0.00%
NA	0	0.00%
Support Type		
Service	0	0.00%
Technical	0	0.00%
Product	3	18.75%
Billing	0	0.00%
Other	13	81.25%
Resolution		
Within 24 hours	16	100.00%
Within 48 hours	0	0.00%
Exceed 48 hours	0	0.00%