

December 31, 2008

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

RECEIVED

JAN 20 2009
PUBLIC SERVICE
COMMISSION

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

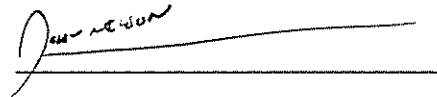
RE: Administrative Case 372

Kentucky Relay Service Invoice

December 2008

Total session minutes		63,181.12	
Less interstate session minutes		<u>(8,899.29)</u>	
Net billable session minutes		54,281.83	
Applicable rate	\$	<u>0.950</u>	
Total Usage Billing	\$	<u>51,567.74</u>	
Other Services	<u>Intrast CM</u>	<u>Rate</u>	
Captel	29,442.47	1.56	\$ 45,930.25
Liquidated damages			
Advisory Board Meeting Expense:			
Total monthly billing	\$	<u><u>97,497.99</u></u>	

Authorized Signature:



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



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PUBLIC SERVICE
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Attn: Executive Director
211 Sower Blvd
PO Box 615
Frankfort, KY 40602

RE: Administrative Case 372

Kentucky Relay Service Monthly Statement

December 2008

Balance forward	December 1, 2008	\$	85,770 11
Billing for	Dec 08		97,497 99
Payments:			
	12/24/08		(85,770 11)
Adjustments:			
Balance due	December 31, 2008	\$	<u>97,497.99</u>
Subsequent payments:			
Current balance due		\$	<u><u>97,497.99</u></u>

Run Date: 01/13/09

KENTUCKY RELAY SERVICE

Report A

Jurisdiction Summary

Data Month: Dec 2008

	<u>Work Minutes</u>	<u>Conversation Minutes</u>	<u>Number of Calls</u>	<u>% of All Calls</u>
All Calls Handled				
General Assistance	5,240.44		10387	44.62
Local	43,795.10		10534	45.25
Intrastate Intralata	746.76		201	0.86
Intrastate Interlata	1,030.91		329	1.41
Intrastate DA	48.03		12	0.05
Total Intrastate	<u>45,620.80</u>		<u>11076</u>	<u>47.58</u>
Interstate - KY orig	4,589.97		909	3.90
Interstate - not KY orig	728.79		110	0.47
Interstate DA	0.00		0	0.00
Total Interstate	<u>5,318.76</u>		<u>1019</u>	<u>4.38</u>
International	20.33		6	0.03
8xx Toll Free	6,980.79		793	3.41
900 Info Service	0.00		0	0.00
Total Outgoing Call Attempts	<u>57,940.68</u>		<u>12894</u>	<u>55.38</u>
Month Total	<u><u>63,181.12</u></u>		<u><u>23281</u></u>	<u><u>100.00</u></u>
Complete Calls				
Local	41,313.64	32,056.29	8254	35.45
Intrastate Intralata	646.88	500.18	124	0.53
Intrastate Interlata	923.13	680.67	219	0.94
Intrastate DA	42.39	20.21	10	0.04
Total Intrastate	<u>42,926.04</u>	<u>33,257.35</u>	<u>8607</u>	<u>36.97</u>
Interstate - KY orig	4,214.17	3,435.08	624	2.68
Interstate - not KY orig	678.44	607.89	67	0.29
Interstate DA	0.00	0.00	0	0.00
Total Interstate	<u>4,892.61</u>	<u>4,042.97</u>	<u>691</u>	<u>2.97</u>
International	8.53	0.22	1	0.00
8xx Toll Free	6,904.44	6,084.71	715	3.07
900 Info Service	0.00	0.00	0	0.00
Month Total	<u><u>54,731.62</u></u>	<u><u>43,385.25</u></u>	<u><u>10014</u></u>	<u><u>43.01</u></u>
Total Minutes with Toll Free & 900 Allocation				
Intrastate + 49% of 8xx & 900	54,281.83	36,238.86		
Interstate + 51% of 8xx & 900	8,899.29	7,146.39		
Month Total	<u><u>63,181.12</u></u>	<u><u>43,385.25</u></u>		

Run Date: 01/13/09

KENTUCKY RELAY SERVICE

Report B

Workload by Call Method

Data Month: Dec 2008

Call Method From	To	Outbound Calls	Percentage of Total	Avg Sess Min per Call	Avg Conv Min per Call
	Voice	3	0.02	0.45	0.31
Total		3	0.02	0.45	0.31
ASCII	Voice	26	0.20	7.90	6.59
Total ASCII		26	0.20	7.90	6.59
HCO	Voice	65	0.50	4.05	2.73
Total HCO		65	0.50	4.05	2.73
Speech	Speech	1	0.01	1.30	0.03
Total Speech		1	0.01	1.30	0.03
TTY	TTY	16	0.12	2.26	1.00
TTY	VCO	11	0.09	4.84	2.62
TTY	Voice	6092	47.25	4.56	3.37
Total TTY		6119	47.46	4.56	3.36
VCO	TTY	7	0.05	3.40	2.09
VCO	VCO	7	0.05	10.53	8.94
VCO	Voice	3050	23.65	5.30	4.14
Total VCO		3064	23.76	5.31	4.15
Voice	TTY	3034	23.53	2.79	1.80
Voice	VCO	582	4.51	8.31	7.38
Total Voice		3616	28.04	3.68	2.70
Month Total		12894		4.49	3.36

Run Date: 01/13/09

KENTUCKY RELAY SERVICE

Report C

Call Summary

Data Month: Dec 2008

Inbound Calls

<u>Number of Calls:</u>	<u>Month Total</u>
Inbound - 711	13519
Inbound - Other	<u>6734</u>
Inbound - Total	20253
Not placed in queue	18584
Placed in queue	1669
Answered from queue	1195
Abandoned in queue	474

Outbound Calls

<u>Number of Calls:</u>	<u>Month Total</u>
Outbound	12894
Complete - 711	6231
Complete - Other	<u>3783</u>
Complete - Total	10014
Busy / no answer	2880
Weekday average	440
Weekend average	348

Complete Calls

	<u>Month Average</u>
Set-up / wrap-up minutes per call	1.13
Conversation minutes per call	4.33

Run Date: 01/13/09

KENTUCKY RELAY SERVICE

Report D

Avg ConvMin Per Inbound Call

Data Month: Dec 2008

<u>Day</u>	<u>12 a.m. to 6 a.m.</u>	<u>6 a.m. to Noon</u>	<u>Noon to 6 p.m.</u>	<u>6 p.m. to 12 a.m.</u>	<u>Total</u>
01 Mon	0.34	3.08	2.91	5.49	3.39
02 Tue	0.33	3.31	2.62	3.04	2.84
03 Wed	0.92	2.50	2.53	2.21	2.40
04 Thu	0.14	2.26	2.59	2.85	2.28
05 Fri	1.13	2.27	2.29	2.86	2.35
06 Sat	0.71	1.84	3.19	2.78	2.50
07 Sun	0.81	1.50	2.90	2.81	2.39
08 Mon	1.87	2.78	1.78	2.46	2.28
09 Tue	1.37	2.55	2.13	2.08	2.23
10 Wed	0.05	2.46	2.03	2.15	1.91
11 Thu	0.02	1.93	1.59	2.16	1.72
12 Fri	0.42	1.64	1.96	2.44	1.90
13 Sat	0.11	2.12	1.95	2.27	2.02
14 Sun	0.09	2.18	2.10	1.97	1.95
15 Mon	0.33	1.96	2.31	3.50	2.30
16 Tue	0.45	2.73	2.65	2.78	2.58
17 Wed	0.72	2.46	2.00	2.71	2.16
18 Thu	0.24	1.74	2.14	3.08	2.13
19 Fri	0.29	1.33	1.78	2.59	1.62
20 Sat	0.02	2.32	1.33	1.50	1.58
21 Sun	1.03	1.42	2.06	2.03	1.79
22 Mon	1.49	2.49	2.28	2.22	2.31
23 Tue	1.41	2.00	2.46	2.89	2.42
24 Wed	0.07	1.19	1.18	2.26	1.16
25 Thu	0.79	2.28	1.62	2.14	1.96
26 Fri	0.79	2.69	1.90	2.60	2.28
27 Sat	0.29	1.47	1.58	1.48	1.44
28 Sun	0.08	0.67	1.87	3.10	1.58
29 Mon	0.39	2.81	2.94	2.03	2.62
30 Tue	0.29	1.70	2.13	2.98	2.17
31 Wed	0.53	1.97	1.82	3.11	2.12
	<u>0.43</u>	<u>2.15</u>	<u>2.16</u>	<u>2.56</u>	<u>2.14</u>

Run Date: 01/13/09

KENTUCKY RELAY SERVICE

Report E

Average Answer Seconds

Data Month: Dec 2008

<u>Day</u>	<u>12 a.m. to 6 a.m.</u>	<u>6 a.m. to Noon</u>	<u>Noon to 6 p.m.</u>	<u>6 p m to 12 a.m.</u>	<u>Total</u>	<u>% Ans in 10 Sec</u>
01 Mon	0.1	3.3	3.0	16.7	5.7	83
02 Tue	0.0	1.7	1.8	0.6	1.4	95
03 Wed	0.0	4.1	1.4	4.6	3.0	89
04 Thu	0.1	5.0	2.0	0.7	2.8	91
05 Fri	0.0	0.5	1.7	5.4	2.1	94
06 Sat	0.0	0.4	0.6	0.0	0.3	99
07 Sun	3.8	0.1	0.0	2.6	1.0	97
08 Mon	0.9	0.0	0.0	0.0	0.0	100
09 Tue	0.0	1.1	0.1	0.5	0.5	97
10 Wed	0.0	0.6	2.4	3.5	1.9	92
11 Thu	2.3	1.3	2.9	0.7	1.8	94
12 Fri	0.0	1.5	1.8	0.0	1.2	95
13 Sat	1.3	0.0	0.0	0.4	0.2	99
14 Sun	0.0	2.1	0.2	0.9	0.8	96
15 Mon	1.1	2.1	2.0	1.8	2.0	94
16 Tue	0.0	1.1	5.0	0.1	2.5	93
17 Wed	1.0	0.8	4.3	3.7	2.8	90
18 Thu	0.0	1.9	0.0	0.3	0.6	98
19 Fri	0.0	1.0	5.5	8.6	3.8	86
20 Sat	0.0	6.7	4.3	1.7	3.9	87
21 Sun	0.8	0.9	0.8	1.3	1.0	97
22 Mon	0.0	7.3	0.3	3.2	3.3	92
23 Tue	0.0	1.1	1.5	0.8	1.1	95
24 Wed	0.2	0.0	0.0	0.0	0.0	100
25 Thu	0.0	1.4	0.2	3.6	1.5	93
26 Fri	0.2	0.8	0.7	0.1	0.6	97
27 Sat	0.0	0.0	0.0	0.4	0.1	99
28 Sun	2.6	1.2	0.8	8.5	3.0	91
29 Mon	0.0	1.2	1.6	0.4	1.2	95
30 Tue	0.4	1.5	1.7	3.0	1.9	92
31 Wed	0.1	0.3	0.5	0.3	0.4	98
	<u>0.6</u>	<u>1.7</u>	<u>1.6</u>	<u>2.3</u>	<u>1.7</u>	<u>94</u>

Monthly blockage rate: 0 %

Run Date: 01/13/09

KENTUCKY RELAY SERVICE
Inbound Calls by Originating NPA

Report F
Data Month: Dec 2008

<u>NPA</u>	<u>NXX-used most</u>	<u>TTY</u>	<u>Voice</u>	<u>Total</u>
201	485	0	3	3
202	580	0	3	3
203	268	1	1	2
205	393	0	1	1
209	918	1	0	1
210	224	1	0	1
213	864	1	0	1
214	680	1	3	4
215	710	7	3	10
218	879	1	0	1
219	309	0	1	1
225	291	3	44	47
248	577	2	1	3
253	212	0	1	1
256	852	1	1	2
260	786	0	10	10
262	623	0	1	1
269	370	2	0	2
270	866	2220	2278	4498
276	546	1	1	2
281	328	0	9	9
303	294	0	6	6
304	736	4	11	15
305	304	2	1	3
307	237	0	3	3
309	338	0	3	3
310	324	1	1	2
313	882	0	4	4
314	566	0	1	1
317	946	10	0	10
321	271	0	1	1
323	383	2	3	5
330	478	0	5	5
334	295	1	0	1
336	883	0	1	1
347	826	0	1	1
352	430	1	1	2
361	793	0	1	1
386	295	0	1	1
402	694	14	6	20
404	605	3	3	6
407	893	0	1	1
410	377	0	2	2
412	414	1	2	3
417	225	0	1	1
423	539	1	6	7
434	566	1	5	6
435	787	0	1	1
440	238	0	2	2
469	233	0	1	1

Run Date: 01/13/09

KENTUCKY RELAY SERVICE
Inbound Calls by Originating NPA

Report F
 Data Month: Dec 2008

<u>NPA</u>	<u>NXX-used most</u>	<u>TTY</u>	<u>Voice</u>	<u>Total</u>
480	295	0	1	1
484	557	0	1	1
502	451	3394	2591	5985
503	285	0	1	1
507	537	0	1	1
509	543	1	2	3
513	276	7	30	37
517	490	0	2	2
518	229	1	0	1
540	408	0	5	5
571	277	1	1	2
574	875	0	1	1
583	109	1	0	1
586	703	0	2	2
601	853	0	1	1
605	996	0	1	1
606	364	2195	2576	4771
608	827	6	35	41
610	284	4	0	4
614	507	0	9	9
615	692	4	16	20
618	524	0	4	4
619	757	0	1	1
630	397	1	2	3
636	614	0	1	1
662	862	0	2	2
701	228	0	1	1
702	464	0	2	2
703	863	1	2	3
704	883	2	6	8
706	279	2	1	3
708	371	0	1	1
713	690	0	1	1
714	210	1	1	2
715	614	0	1	1
716	650	1	1	2
718	866	0	1	1
720	352	1	0	1
727	686	0	8	8
731	247	3	7	10
732	309	0	2	2
740	821	2	20	22
757	537	1	1	2
763	208	0	2	2
765	401	0	4	4
770	442	4	2	6
773	263	4	2	6
774	847	0	5	5
781	769	1	0	1
785	248	0	1	1

Run Date: 01/13/09

KENTUCKY RELAY SERVICE
Inbound Calls by Originating NPA

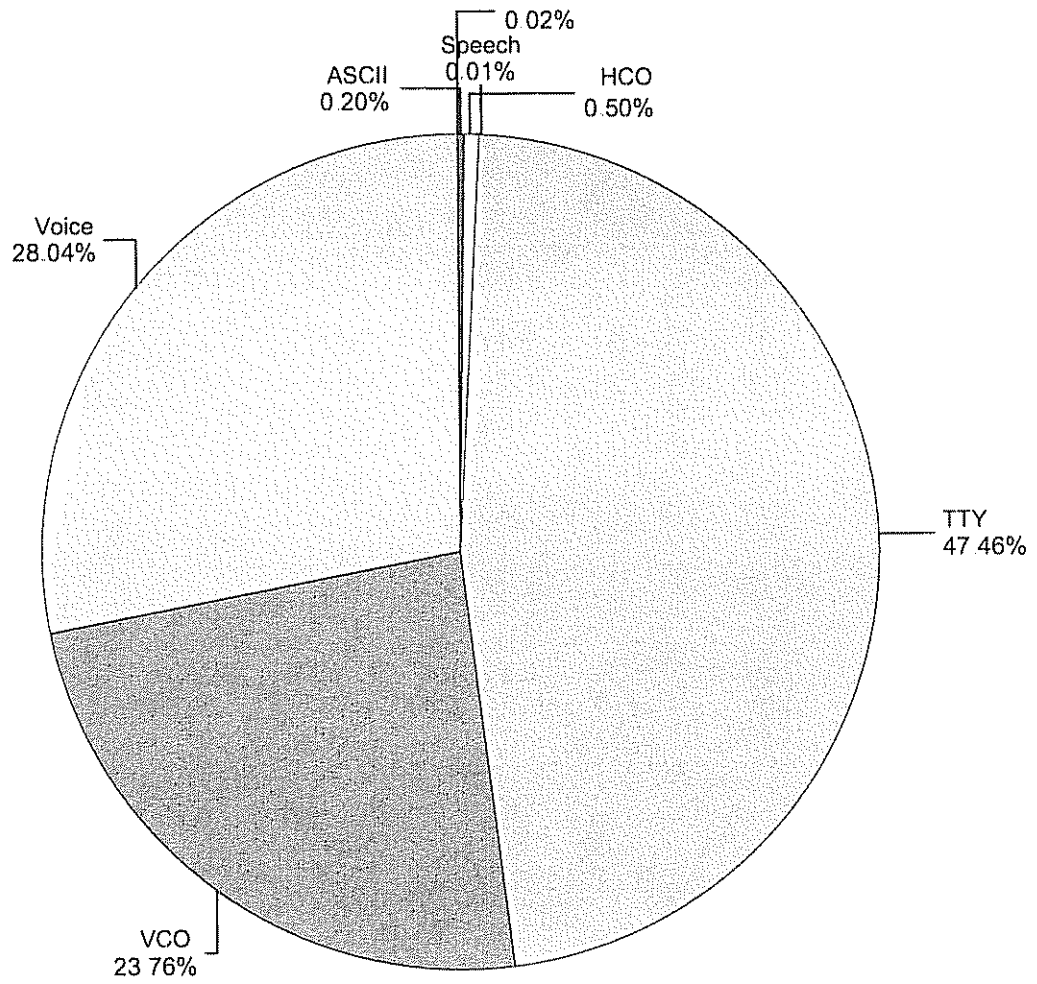
Report F
 Data Month: Dec 2008

<u>NPA</u>	<u>NXX-used most</u>	<u>TTY</u>	<u>Voice</u>	<u>Total</u>
787	241	0	2	2
800	238	1	1	2
803	835	0	1	1
804	539	0	2	2
810	265	0	1	1
812	989	12	115	127
813	286	0	5	5
814	371	0	1	1
815	715	0	1	1
817	228	0	1	1
818	209	0	3	3
830	370	0	7	7
847	859	1	0	1
850	304	0	3	3
859	268	1949	2324	4273
862	224	0	1	1
863	610	0	2	2
864	878	0	1	1
865	254	3	3	6
866	808	5	12	17
870	413	0	2	2
877	724	2	6	8
901	388	2	1	3
904	824	2	3	5
908	377	1	0	1
911	825	1	1	2
912	839	1	2	3
913	602	1	1	2
914	502	1	1	2
917	447	0	1	1
920	725	0	2	2
931	627	4	18	22
937	725	6	13	19
940	230	0	1	1
941	488	1	0	1
954	377	0	2	2
970	963	1	0	1
972	398	0	2	2
989	306	0	3	3
		9915	10338	20253

Run Date: 01/13/09

KENTUCKY RELAY SERVICE
Percentage of Outbound Calls by Type

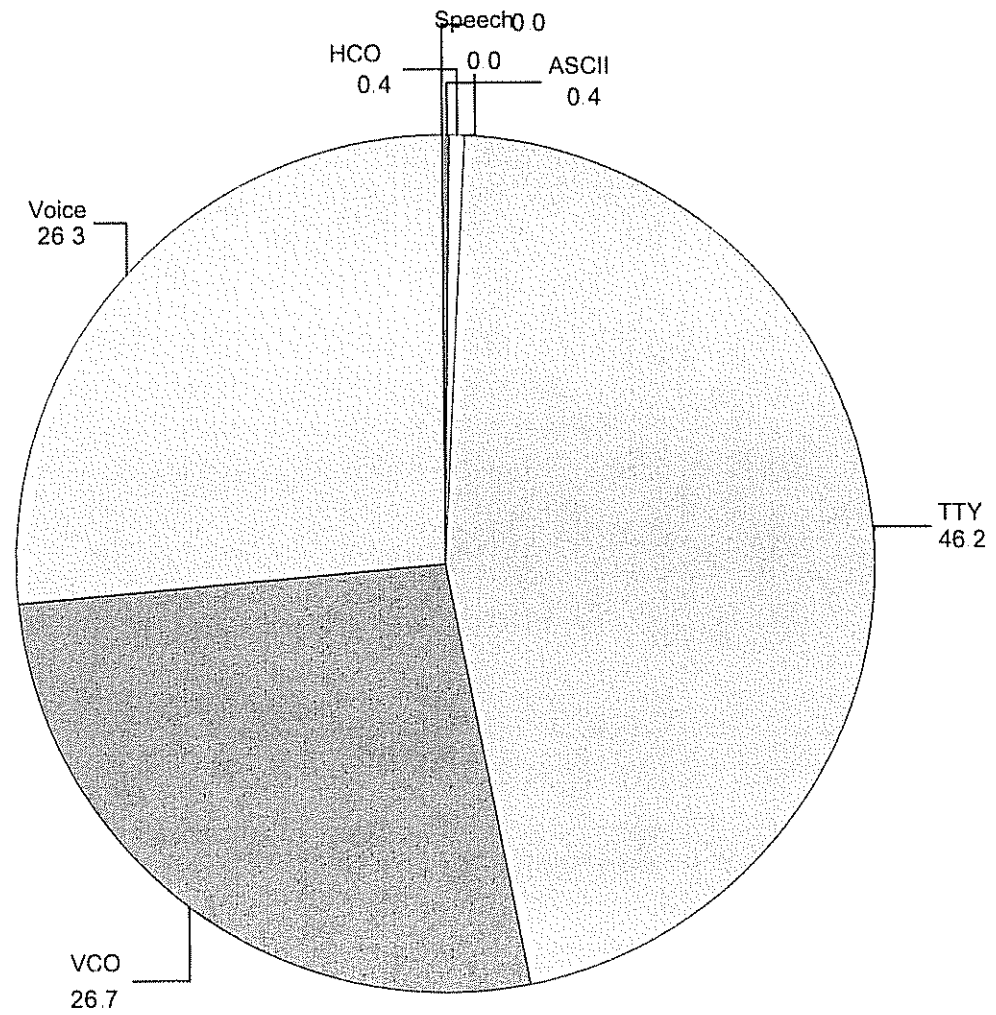
Chart A
Data Month: Dec 2008



Run Date: 01/13/09

KENTUCKY RELAY SERVICE
Percentage of Session Minutes by Type

Chart B
Data Month: Dec 2008

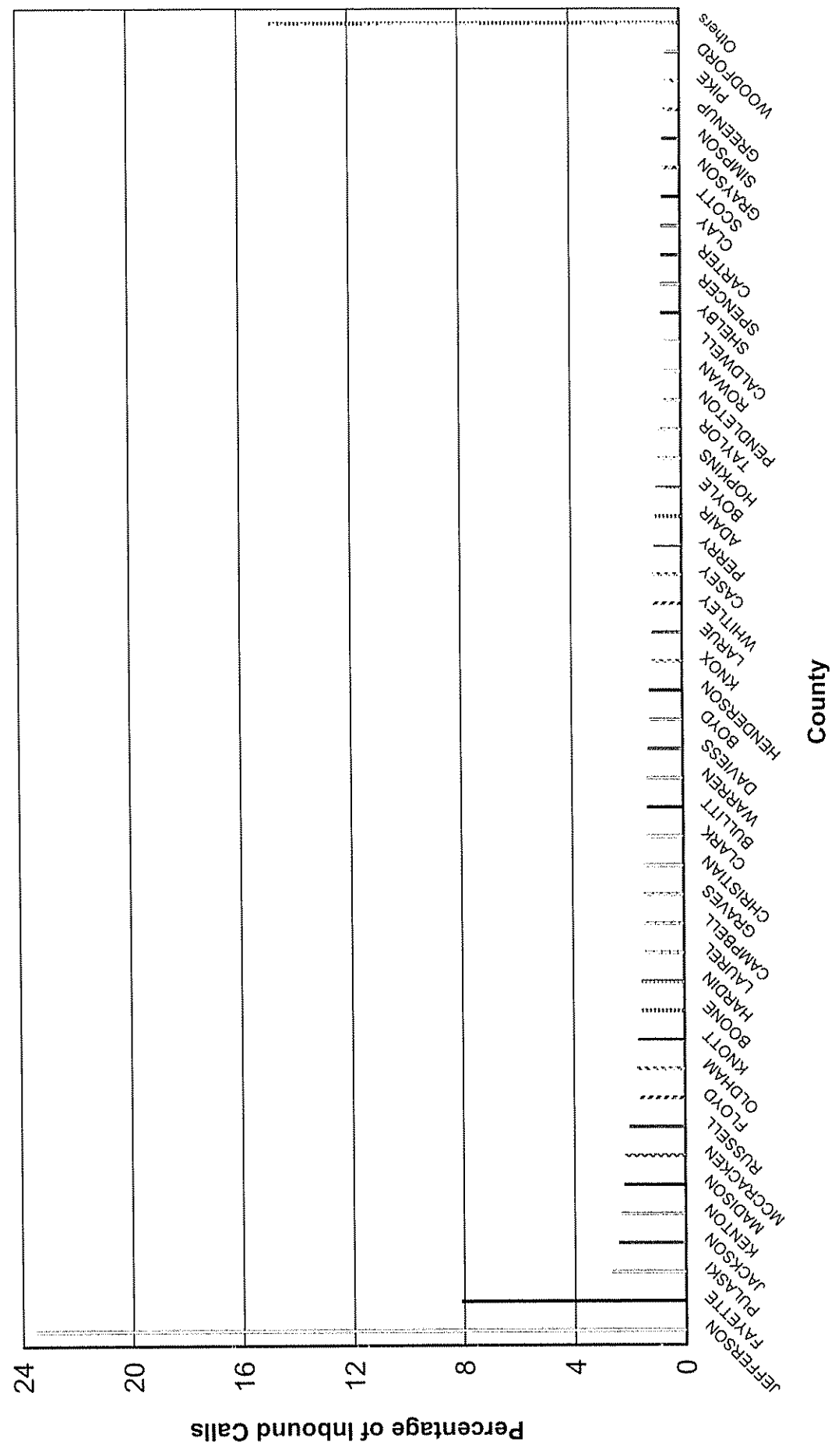


KENTUCKY RELAY SERVICE

Data Month: Dec 2008

Percentage of Inbound Calls by County - Top 45

Run Date: 01/13/09



Run Date: 01/05/09

KENTUCKY CAPTEL SERVICE

Report G

Confidential & Proprietary

Jurisdiction Summary

Data Month: Dec 2008

All Calls Handled	<u>Session Minutes</u>	<u>Conversation Minutes</u>	<u>Calls</u>	<u>% of All Calls</u>
General Assistance	610 11		1784	13 08
Intrastate	27,153 34		8696	63 76
Interstate	6,605 75		987	7 24
International	48 55		9	0 07
Two line	4,747 10		1306	9 58
Toll Free	4,308 96		856	6 28
900 Info Srvc	0 00		0	0 00
Total Outbound Call Attempts	<u>42,863 70</u>		<u>11854</u>	<u>86 92</u>
Month Total	<u>43,473.81</u>		<u>13638</u>	<u>100.00</u>

Complete Calls

Intrastate	26,344 79	23,506 87	7281	53 39
Interstate	6,459 39	6,152 99	772	5 66
International	46 31	43 89	6	0 04
Two line	4,747 10	4,440 04	1306	9 58
Toll Free	4,264 83	4,048 90	728	5 34
900 Info Srvc	0 00	0 00	0	0 00
Month Total	<u>41,862.42</u>	<u>38,192.69</u>	<u>10093</u>	<u>74.01</u>

Total Minutes with Allocation

Tra + 49% TF,900 + 89% 2 line	34,099 76	29,442 47		
Ter + 51% TF,900 + 11% 2 line	9,374 05	8,750 22		
Month Total	<u>43,473.81</u>	<u>38,192.69</u>		

Run Date: 01/05/09

KENTUCKY CAPTEL SERVICE

Report H

Confidential & Proprietary

Usage Summary

Data Month: Dec 2008

<u>Day</u>	<u>Answered</u>	<u>GA</u>	<u>Outbound</u>	<u>Complete</u>	<u>Session Min</u>	<u>Conv Min</u>
01 Mon	499	56	443	377	1,522.23	1,325.69
02 Tue	466	72	394	327	1,533.85	1,345.75
03 Wed	519	56	463	392	1,579.36	1,386.69
04 Thu	468	64	404	340	1,541.02	1,348.18
05 Fri	479	65	414	338	1,558.97	1,383.44
06 Sat	331	45	286	236	1,017.42	872.95
07 Sun	261	38	223	189	917.86	798.21
08 Mon	575	76	499	421	1,884.77	1,679.70
09 Tue	481	85	396	336	1,415.13	1,236.76
10 Wed	514	77	437	367	1,587.95	1,391.89
11 Thu	414	52	362	332	1,468.26	1,325.96
12 Fri	471	61	410	361	1,672.86	1,494.30
13 Sat	326	37	289	251	1,070.34	943.81
14 Sun	273	44	229	175	975.90	870.45
15 Mon	527	68	459	395	1,723.32	1,523.49
16 Tue	485	65	420	371	1,744.94	1,561.18
17 Wed	592	78	514	446	1,917.71	1,695.77
18 Thu	478	58	420	385	1,619.90	1,448.42
19 Fri	501	81	420	355	1,406.23	1,210.91
20 Sat	302	33	269	224	966.23	842.33
21 Sun	336	38	298	255	1,359.15	1,208.58
22 Mon	568	56	512	435	1,862.91	1,656.52
23 Tue	523	40	483	430	1,515.92	1,331.72
24 Wed	341	40	301	273	1,075.60	954.01
25 Thu	376	49	327	261	1,050.20	893.92
26 Fri	423	69	354	294	988.25	812.32
27 Sat	360	60	300	256	1,027.30	883.14
28 Sun	268	34	234	168	759.22	634.67
29 Mon	562	78	484	418	1,781.78	1,563.98
30 Tue	412	41	371	317	1,279.84	1,119.10
31 Wed	507	68	439	368	1,649.39	1,448.85
	<u>13638</u>	<u>1784</u>	<u>11854</u>	<u>10093</u>	<u>43,473.81</u>	<u>38,192.69</u>

Kentucky Customer Service Summary – December 2008

The Kentucky Relay Service Customer Service Department responded to 14 inquiries, concerns, complaints and compliments during December.

CALL BREAKDOWN:

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

Total 14

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:

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

Total 07

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
01 - Miscellaneous
00 - Policy/ Procedure
00 - Relay Information/ Brochures/ Materials
01 - How to Place/Receive a Relay Call
00 - Request Other States Relay Number
00 - Request Telephone Service
00 - STS Info/ Brochures/ Materials/Explanation
00 - Wrong Number/Hang Up
Total 02

Long Distance/ Billing Issues:

Total 00

Outreach:

04 - Presentation
00 - Publication/Miscellaneous
00 - Home Visit
Total 04

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
01 - Miscellaneous
00 - Carrier Choice not available/other equal
00 - Garbling
Total 01

Technical Issues:

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

Customer Service Summary

12/1/08 to 12/31/08

*Technical
Complaints--Miscellaneous*

Customer stated he was unable to place long distance calls through the relay Customer stated they would ask a representative from AT&T to contact relay

Inquire Date 12/29/2008

Record ID 11924

Call Taken By Customer Service

Customer Service spoke with a representative from AT&T who discovered a block was placed on the customer's long distance Customer was notified

CA Number

Responded By Deborah

Response Date 12/29/2008

Resolution 12/29/2008



Kentucky Relay – Monthly Report
December 2008

TRS Training/Presentation

December 10 *Center for Accessible Living , Louisville KY*
December 12 *Gateway Community College, Edgewood Campus KY*
December 12 *Gateway Community College, Covington Campus KY*
December 17 *Office of the Blind, Winchester KY*

Outreach activities/meetings planned in January

January 13 *Northern Kentucky Restaurant Association, Covington KY*
January 15-16 *Outreach Activities in Western Kentucky area*
January 16 *Center for Accessible Living, Murray KY*
January 17 *Town Hall, Madisonville KY*

CapTel Report

Kentucky

December 2008

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

Total Number of Valid CapTel Phones

As of December 31st, 2008

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

CapTel CA Statistics

- Average Word Per Minute (WPM) = 156.04wpm
- Average Rate of Accuracy = 99.24%
- Average Rate of Error = 0.76%

Monthly Call Details					
Date	Percent Service Level W/ Aban	Percent Within Srv Lvl wo Aban	Avg Wait Time(ASA & ABAN)	ASA	Blockage
12/1/2008	99	100	0.52	0.36	0.00
12/2/2008	100	100	0.43	0.35	0.00
12/3/2008	99	100	0.44	0.35	0.00
12/4/2008	100	100	0.43	0.35	0.00
12/5/2008	99	100	0.45	0.36	0.00
12/6/2008	99	100	0.46	0.33	0.00
12/7/2008	99	100	0.6	0.33	0.00
12/8/2008	99	100	0.46	0.36	0.00
12/9/2008	98	99	0.71	0.57	0.00
12/10/2008	99	100	0.47	0.34	0.00
12/11/2008	99	100	0.45	0.36	0.00
12/12/2008	96	99	1.41	0.59	0.00
12/13/2008	99	100	0.41	0.34	0.00
12/14/2008	99	100	0.44	0.36	0.00
12/15/2008	99	100	0.48	0.38	0.00
12/16/2008	99	100	0.46	0.35	0.00
12/17/2008	100	100	0.43	0.35	0.00
12/18/2008	99	100	0.45	0.35	0.00
12/19/2008	74	80	5.53	4.85	0.00
12/20/2008	99	99	0.63	0.5	0.00
12/21/2008	92	94	1.97	1.66	0.00
12/22/2008	99	100	0.47	0.36	0.00
12/23/2008	99	100	0.64	0.5	0.00
12/24/2008	97	98	1.1	0.84	0.00
12/25/2008	98	100	1.24	0.39	0.00
12/26/2008	99	100	0.52	0.36	0.00
12/27/2008	99	99	0.62	0.52	0.00
12/28/2008	99	100	0.54	0.46	0.00
12/29/2008	99	100	0.45	0.34	0.00
12/30/2008	99	100	0.46	0.37	0.00
12/31/2008	99	100	0.5	0.39	0.00
TOTALS:	97.86%	98.93%	0.8	0.60	

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
95929	12/1/2008	10:00:00 AM	CapTel	Other	NA	40000	Consumer education - general	Advised customer regarding the difference between 1-Line and 2-Line CapTel. Conducted incoming captioned test call and advised customer that callers must use captioning service access number to call her with captions when she is using just one phone line.	12/1/2008 10:10:00 AM	within 24 hours	EY
95987	12/1/2008	11:55:00 AM	Phone	Other	NA	40000	Consumer education - general	Explained how to receive incoming captioned calls in 1-Line mode and the importance of callers dialing the toll free number for the captioning service first.	12/1/2008 12:05:00 PM	within 24 hours	DF
96042	12/1/2008	2:00:00 PM	Phone	Product	NA	33230	Set up - General	Advised customer to turn on 2 Line Mode in CapTel menu when using CapTel with 2 phone lines.	12/1/2008 2:10:00 PM	within 24 hours	EY
96170	12/2/2008	10:30:00 AM	Email	Other	NA	41010	Information	Confirmed line type needed to guarantee the CapTel work properly.	12/2/2008 10:45:00 AM	within 24 hours	MF
96397	12/3/2008	4:30:00 PM	Phone	Other	NA	41010	Information	Provided customer with extensive information on CapTel phone. Discussed differences between 1-Line and 2-Line set-up and discussed registration and long distance billing. Finally, discussed the possibility of using 1 CapTel phone console in 2-Line mode in one room and another CapTel phone in 1-Line mode in another room.	12/3/2008 4:40:00 PM	within 24 hours	MMb
96398	12/3/2008	4:30:00 PM	Phone	Other	NA	41000	Referral Information	Referred customer to state issuing agency to acquire a CapTel phone.	12/3/2008 4:35:00 PM	within 24 hours	MMb
96500	12/4/2008	1:35:00 PM	CapTel	Product	NA	33230	Set up - General	Explained how to adjust volume and tone controls to optimize quality of incoming audio.	12/4/2008 1:40:00 PM	within 24 hours	JG
96611	12/5/2008	9:50:00 AM	Phone	Other	NA	40000	Consumer education - general	Explained to customer the proper procedure to dial a number and how to use the speed dial feature in the menu settings.	12/5/2008 10:00:00 AM	within 24 hours	TJ
96655	12/5/2008	12:40:00 PM	Mail	Service	NA	11080	Compliments for CA/Service	Customer writes, "Your service is a Godsend! Thank you!...I got a new phone which is my lifeline!"	12/5/2008 12:50:00 PM	within 24 hours	DF
96686	12/5/2008	2:10:00 PM	Phone	Product	NA	33230	Set up - General	Advised caller that Line-1 and Line-2 need to be two separate phone lines each with their own phone number. After the phone technician confirmed both lines were set up properly, customer can now make and receive calls successfully in 2-Line mode.	12/5/2008 2:30:00 PM	within 24 hours	KW
96701	12/5/2008	3:25:00 PM	CapTel	Product	NA	33230	Set up - General	Advised customer how to adjust the volume and tone settings for best amplification.	12/5/2008 3:40:00 PM	within 24 hours	MF
96732	12/8/2008	8:30:00 AM	Phone	Other	NA	41000	Referral Information	Provided contact information for both state distribution program and national distributor.	12/8/2008 8:35:00 AM	within 24 hours	JG
96770	12/8/2008	9:30:00 AM	CapTel	Other	NA	40000	Consumer education - general	Explained the use of the signal meter during calls, and advised anticipating greeting of their callers, and trying to speak sooner to avoid hang-ups.	12/8/2008 9:40:00 AM	within 24 hours	JL
96813	12/8/2008	11:20:00 AM	Phone	Other	NA	41010	Information	Informed caller to use a "Y" jack or duplex jack when setting up a Lifeline device near the CapTel phone.	12/8/2008 11:25:00 AM	within 24 hours	KW

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
98377	12/11/2008	9:00:00 AM	Phone	Technical	NA	22990	Technical - General	Long distance network problem identified where calls were routed through an incompatible network using VOIP lines causing data connection difficulties. Problem resolved by tech support by routing calls through an alternate network. Confirmed with customer this remedied the circumstance.	12/19/2008 11:00:00 AM	over 48 hours	JS
97433	12/11/2008	10:45:00 AM	E-Mail	Other	NA	41000	Referral information	Gave customer contact information for Kentucky State Program and WCI to see about obtaining a CapTel phone in that state.	12/11/2008 11:00:00 AM	within 24 hours	MF
97436	12/11/2008	10:45:00 AM	E-Mail	Other	NA	41010	Information	Gave general information about the CapTel phones and services.	12/11/2008 11:00:00 AM	within 24 hours	MF
97635	12/15/2008	8:10:00 AM	Phone	Other	NA	41010	Information	Sent customer three sheets of Call Me cards as requested.	12/15/2008 8:20:00 AM	within 24 hours	TJ
97763	12/15/2008	12:20:00 PM	Phone	Product	NA	33070	Dialing/Setup - Dialing Prefix	Advised proper programming of dialing prefix for outbound captioned calling. Confirmed this adjustment resolved the customer's experience.	12/15/2008 12:30:00 PM	within 24 hours	JL
97792	12/15/2008	1:30:00 PM	Mail	Service	NA	11080	Compliments for CA/Service	Customer writes: "I have enjoyed my CapTel phone very much! The Customer Service representatives are very knowledgeable and polite."	12/15/2008 1:35:00 PM	within 24 hours	JL
97918	12/16/2008	12:00:00 PM	Phone	Other	NA	41000	Referral information	Referred customer to state issuing agency to acquire a CapTel phone.	12/16/2008 12:05:00 PM	within 24 hours	MMo
98376	12/19/2008	10:40:00 AM	CapTel	Service	NA	11090	Service - General	Severe snow storm impacted staffing at the Captioning Service. Customer's wait time was slightly longer than normally experienced. Advised customer to let the call ring a few moments longer than usual.	12/19/2008 10:50:00 AM	within 24 hours	JL
98407	12/19/2008	12:45:00 PM	Phone	Technical	NA	22080	Dialing Issue - Unable to dial regional 800 number	Technical Support made adjustment so that CapTel user can successfully make captioned call to regional 800 number.	12/19/2008 1:00:00 PM	within 24 hours	EY
98483	12/22/2008	8:15:00 AM	NA	Other	NA	40000	Consumer education - general	Advised caller that CapTel user may take her phone with her to a rehabilitation facility. Also suggested that facility's phone technician call for setup assistance.	12/22/2008 8:25:00 AM	within 24 hours	EY
98768	12/23/2008	2:30:00 PM	CapTel	Other	NA	40000	Consumer education - general	Explained to customer how captions are generated.	12/23/2008 2:40:00 PM	within 24 hours	EY
99064	12/29/2008	10:30:00 AM	Phone	Other	NA	40000	Consumer education - general	Explained procedure for dialing 1-Line user through captioning service, and provided correct toll-free access number. Explained importance of registering long-distance carrier of choice for both CapTel user and other callers.	12/29/2008 10:35:00 AM	within 24 hours	JG
99160	12/29/2008	3:00:00 PM	CapTel	Product	NA	33230	Set up - General	Advised customer to turn off 2-Line mode in the menu of the CapTel phone due to customer using one phone line with CapTel. This resolved the customer's experience.	12/29/2008 3:15:00 PM	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
99164	12/29/2008	3:00:00 PM	CapTel	Other	NA	40000	Consumer education - general	Forewarned customer that the CapTel Phone 200 is not designed for cable use and advised customer to acquire a standard analog phone line to support CapTel or use 2-Line CapTel with the second line being an analog line.	12/29/2008 3:15:00 PM	within 24 hours	JL
99198	12/29/2008	4:50:00 PM	Phone	Other	NA	46000	Consumer education - general	Advised customer that pause at the beginning of 2-Line call is normal, and explained the option of announcing themselves and asking their caller to hold while captions are established. Also advised customer that secondary line needs to be able to support a data connection.	12/30/2008 10:30:00 AM	within 24 hours	MMMo
99258	12/30/2008	12:45:00 PM	Phone	Other	NA	41010	Information	Explained to potential customer the requirements for a 2-Line CapTel setup and explained that there cannot be two numbers on a single line.	12/30/2008 12:55:00 PM	within 24 hours	ST

Summary Customer Service Information

	Number	Percent
Total Number of Contacts	30	
Phone calls	16	53.33%
CapTel	8	26.67%
Email	3	10.00%
TTY	0	0.00%
NA	1	3.33%
Support Type		
Service	3	10.00%
Technical	2	6.67%
Product	6	20.00%
Billing	0	0.00%
Other	19	63.33%
Resolution		
Within 24 hours	29	96.67%
Within 48 hours	0	0.00%
Exceed 48 hours	1	3.33%