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September 30, 2009

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

RE: Administrative Case 372

Kentucky Relay Service Invoice				
September 2009				
Total session minutes				46,693.57
Less interstate session minutes				<u>(6,630.40)</u>
Net billable session minutes				40,063.17
Applicable rate			\$	<u>0.950</u>
Total Usage Billing			\$	38,060.01
Other Services	<u>Intrast CM</u>	<u>Rate</u>		
Capitel	33,150.89	1.56	\$	51,715.39
Liquidated damages				
Advisory Board Meeting Expense:				
<b>Total monthly billing</b>			\$	<u><u>89,775.40</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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### Kentucky Relay Service Monthly Statement

September 2009

Balance forward	September 1, 2009	\$	98,303.57
Billing for	Sep 09		89,775.40
Payments:			
09/25/09			(98,303.57)
Adjustments:			
Balance due	September 30, 2009	\$	<u>89,775.40</u>
Subsequent payments:			
<b>Current balance due</b>		\$	<u><u>89,775.40</u></u>

Kentucky Relay Service  
 Jurisdiction Summary

	<u>Session Minutes</u>	<u>Conversation Minutes</u>	<u>Number of Calls</u>	<u>% of Total Calls</u>
<b>General Assistance</b>	4,008.64		8,395	47.49%
<b>Outbound Calls</b>				
Local	32,240.78		7,634	43.18%
Intrastate Intralata	669.15		166	0.94%
Intrastate Interlata	696.40		134	0.76%
Intrastate DA	10.55		2	0.01%
<i>Intrastate Total</i>	<u>33,616.88</u>		<u>7,936</u>	<u>44.89%</u>
Interstate - KY Orig	3,521.11		634	3.59%
Interstate - not KY Orig	393.15		83	0.47%
Interstate DA	0.00		0	0.00%
<i>Interstate Total</i>	<u>3,914.26</u>		<u>717</u>	<u>4.06%</u>
International	178.99		56	0.32%
Toll Free	4,974.80		575	3.25%
900 Info Service	0.00		0	0.00%
<i>8xx, 900 and Intl Total</i>	<u>5,153.79</u>		<u>631</u>	<u>3.57%</u>
<b>Total Outbound</b>	<u>42,684.93</u>		<u>9,284</u>	<u>52.51%</u>
<b>Total Outb and GenAsst</b>	<u>46,693.57</u>		<u>17,679</u>	<u>100.00%</u>

	<u>Session Minutes</u>	<u>Conversation Minutes</u>	<u>Number of Calls</u>	<u>% of Total Calls</u>
<b>Complete Calls</b>				
Local	30,527.35	23,701.99	6,070	34.33%
Intrastate Intralata	590.66	498.83	97	0.55%
Intrastate Interlata	651.51	524.18	93	0.53%
Intrastate DA	10.55	6.03	2	0.01%
<i>Intrastate Total</i>	<u>31,780.07</u>	<u>24,731.03</u>	<u>6,262</u>	<u>35.42%</u>
Interstate - KY Orig	3,290.06	2,654.12	462	2.61%
Interstate - not KY Orig	351.51	299.18	55	0.31%
Interstate DA	0.00	0.00	0	0.00%
<i>Interstate Total</i>	<u>3,641.57</u>	<u>2,953.30</u>	<u>517</u>	<u>2.92%</u>
International	86.50	64.33	7	0.04%
Toll Free	4,925.54	4,320.11	540	3.05%
900 Info Service	0.00	0.00	0	0.00%
<i>8xx, 900 and Intl Total</i>	<u>5,012.04</u>	<u>4,384.44</u>	<u>547.00</u>	<u>3.09%</u>
<b>Total Complete</b>	<u>40,433.68</u>	<u>32,068.77</u>	<u>7,326</u>	<u>41.44%</u>

<b>Total Minutes with TF &amp; 900 Allocation</b>			
Intrastate + 49% of TF & 900	40,063.17	26,847.88	
Interstate + 51% of TF & 900	6,630.40	5,220.89	
<b>Total Minutes</b>	<u>46,693.57</u>	<u>32,068.77</u>	

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	15	0.16%	6.33	5.13
Total ASCII		15	0.16%	6.33	5.13
HCO	Voice	52	0.56%	3.74	2.22
Total HCO		52	0.56%	3.74	2.22
TTY	TTY	13	0.14%	2.50	0.91
TTY	VCO	14	0.15%	16.89	15.24
TTY	Voice	4,982	53.66%	4.51	3.31
Total TTY		5,009	53.95%	4.54	3.33
VCO	TTY	2	0.02%	1.84	0.52
VCO	VCO	33	0.36%	9.23	7.74
VCO	Voice	2,053	22.11%	5.26	4.16
Total VCO		2,088	22.49%	5.32	4.22
Voice	HCO	3	0.03%	3.90	2.60
Voice	TTY	1,623	17.48%	2.73	1.67
Voice	VCO	494	5.32%	8.31	7.39
Total Voice		2,120	22.83%	4.03	3.00
Total		9,284	100.00%	4.60	3.45

Kentucky Relay Service  
Call Summary

**Inbound Calls**

<u>Number of Calls</u>	<u>Month Total</u>
Inbound -711	9,614
Inbound - Other	<u>5,954</u>
Inbound - Total	15,568
Not placed in queue	13,640
Placed in queue	1,928
Answered from queue	1,351
Abandon in queue	577

**Outbound Calls**

<u>Number of Calls</u>	<u>Month Total</u>
Outbound	9,284
Complete - 711	4,335
Complete - Other	<u>2,991</u>
Complete - Total	7,326
Busy/ No answer	1,958
Weekday average	324
Weekend average	270

**Complete Calls**

	<u>Month Average</u>
Set-up / wrap-up minutes per complete call	2.00
Conversation minutes per complete call	4.38

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
9/1 Tue	0.11	3.67	2.69	1.83	2.77
9/2 Wed	0.39	1.58	2.06	2.89	1.99
9/3 Thu	0.05	2.00	2.54	1.78	2.11
9/4 Fri	0.08	2.05	1.99	1.90	1.92
9/5 Sat	0.21	2.26	1.93	1.86	1.89
9/6 Sun	0.01	2.42	1.60	1.57	1.67
9/7 Mon	0.01	1.26	2.48	3.24	2.19
9/8 Tue	0.26	3.08	2.03	2.93	2.50
9/9 Wed	0.62	1.81	2.51	1.38	2.01
9/10 Thu	0.45	2.25	2.41	2.51	2.31
9/11 Fri	1.04	1.51	1.83	1.47	1.63
9/12 Sat	0.08	2.23	2.64	2.06	2.22
9/13 Sun	0.27	1.92	2.21	3.40	2.38
9/14 Mon	0.56	2.93	1.50	2.47	2.19
9/15 Tue	0.18	2.03	1.22	1.66	1.53
9/16 Wed	1.21	1.85	2.28	2.68	2.19
9/17 Thu	0.14	1.93	2.08	2.86	2.11
9/18 Fri	0.31	1.52	2.06	1.84	1.73
9/19 Sat	0.30	2.13	1.95	1.93	1.93
9/20 Sun	0.01	0.71	2.12	1.46	1.40
9/21 Mon	0.16	2.70	2.48	2.09	2.31
9/22 Tue	0.17	2.37	2.33	2.44	2.27
9/23 Wed	0.10	2.12	2.12	2.49	2.06
9/24 Thu	0.38	3.15	2.10	1.95	2.27
9/25 Fri	0.00	2.19	1.97	1.66	1.82
9/26 Sat	0.02	1.83	1.49	2.56	1.74
9/27 Sun	0.17	1.66	1.82	3.93	2.17
9/28 Mon	0.41	2.12	2.16	2.72	2.19
9/29 Tue	0.14	2.32	2.71	1.39	2.12
9/30 Wed	0.08	2.07	2.07	2.59	2.12
<b>Total</b>	<b>0.22</b>	<b>2.16</b>	<b>2.11</b>	<b>2.22</b>	<b>2.06</b>

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
9/1 Tue	0.0	1.4	0.6	0.8	0.9	96%
9/2 Wed	0.0	0.5	2.5	5.7	2.3	93%
9/3 Thu	183.5	1.2	1.3	0.4	8.7	95%
9/4 Fri	0.6	0.1	0.9	1.7	0.8	96%
9/5 Sat	2.0	5.2	0.7	2.7	3.0	88%
9/6 Sun	7.4	1.8	1.1	5.0	2.9	92%
9/7 Mon	4.4	1.3	0.7	10.9	3.6	89%
9/8 Tue	0.0	4.0	1.9	0.4	2.3	92%
9/9 Wed	0.0	3.8	3.8	0.0	3.0	87%
9/10 Thu	4.7	1.2	1.3	0.5	1.2	95%
9/11 Fri	0.0	0.2	2.1	3.3	1.6	94%
9/12 Sat	0.2	2.3	5.4	15.6	7.3	86%
9/13 Sun	6.9	0.4	0.2	10.5	3.6	90%
9/14 Mon	2.7	4.1	1.3	3.0	2.8	91%
9/15 Tue	0.0	0.8	2.1	4.5	2.1	92%
9/16 Wed	0.0	2.5	0.4	2.3	1.5	94%
9/17 Thu	0.0	0.5	0.7	6.4	1.8	93%
9/18 Fri	0.0	11.4	2.2	0.7	5.4	86%
9/19 Sat	0.0	4.9	1.3	3.3	2.9	90%
9/20 Sun	3.9	0.8	1.6	11.6	4.5	89%
9/21 Mon	0.3	3.8	1.0	1.4	2.1	92%
9/22 Tue	1.3	3.4	3.4	2.6	3.1	88%
9/23 Wed	5.9	1.1	4.5	2.1	2.9	90%
9/24 Thu	0.7	1.4	2.4	1.6	1.8	91%
9/25 Fri	1.5	1.9	2.2	1.2	1.8	92%
9/26 Sat	0.0	15.1	0.9	4.9	6.7	82%
9/27 Sun	0.2	3.5	1.0	9.1	3.6	89%
9/28 Mon	1.0	4.0	1.3	0.3	2.0	95%
9/29 Tue	0.2	6.4	4.3	1.2	3.9	87%
9/30 Wed	1.0	0.3	0.4	1.4	0.6	97%
<b>Total</b>	<b>6.6</b>	<b>3.2</b>	<b>1.8</b>	<b>3.8</b>	<b>3.0</b>	<b>91%</b>

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	442	1,983	1,633	3,616
	502	451	2,547	2,109	4,656
	606	464	1,733	1,781	3,514
	859	781	1,443	1,482	2,925
Total: KY			7,706	7,005	14,711
IN	260	413	0	3	3
	317	340	5	4	9
	574	340	0	2	2
	765	462	0	1	1
	812	719	28	97	125
Total: IN			33	107	140
OH	216	426	0	3	3
	330	245	1	2	3
	419	345	0	4	4
	440	442	0	1	1
	513	353	7	56	63
	614	441	1	10	11
	740	357	4	21	25
	937	217	3	4	7
Total: OH			16	101	117
TN	423	388	4	24	28
	615	589	4	15	19
	731	247	3	14	17
	865	292	2	2	4
	901	202	0	3	3
	931	436	6	21	27
Total: TN			19	79	98
LA	225	291	31	56	87
	337	852	1	2	3
Total: LA			32	58	90
NE	402	694	45	22	67
FL	239	272	0	1	1
	305	904	2	0	2
	321	212	0	2	2
	352	449	1	3	4
	386	898	1	0	1
	407	417	0	4	4
	727	449	0	6	6
	850	453	1	3	4
	863	381	1	4	5
	904	217	1	12	13
	941	350	0	1	1
	954	439	0	2	2
	Total: FL			7	38
IL	217	549	0	2	2
	224	542	0	1	1
	309	642	0	2	2
	312	269	1	5	6
	618	579	3	6	9
	630	836	0	1	1
	773	372	2	1	3
	815	527	0	1	1
	847	382	0	2	2
Total: IL			6	21	27



Kentucky Relay Service  
 Inbound Calls by Originating NPA

<u>State</u>	<u>NPA</u>	<u>Nxx - used most</u>	<u>Inbound TTY</u>	<u>Inbound Voice</u>	<u>Total Inbound</u>
VA	276	451	0	1	1
	434	546	2	7	9
	540	355	2	7	9
	703	840	3	0	3
	757	369	0	2	2
	804	869	3	0	3
<u>Total: VA</u>			10	17	27
TF	800	238	0	14	14
	866	950	0	3	3
	877	392	0	1	1
	888	258	3	1	4
<u>Total: TF</u>			3	19	22
TX	214	287	1	0	1
	254	383	1	1	2
	361	250	0	2	2
	409	212	2	0	2
	469	464	0	1	1
	512	797	0	1	1
	713	726	2	0	2
	806	634	0	1	1
	817	885	0	1	1
	830	368	1	0	1
	903	454	1	2	3
	936	444	1	0	1
	956	289	0	2	2
	972	415	0	2	2
<u>Total: TX</u>			9	13	22
NY	212	918	0	1	1
	518	257	0	1	1
	585	993	15	1	16
	718	720	0	1	1
	845	551	1	0	1
	914	401	0	1	1
<u>Total: NY</u>			16	5	21
GA	229	300	0	2	2
	404	388	1	2	3
	678	596	3	5	8
	770	428	2	1	3
<u>Total: GA</u>			6	10	16
MI	231	929	0	1	1
	269	808	0	1	1
	313	917	3	1	4
	517	304	0	2	2
	734	542	0	2	2
	989	528	1	5	6
<u>Total: MI</u>			4	12	16

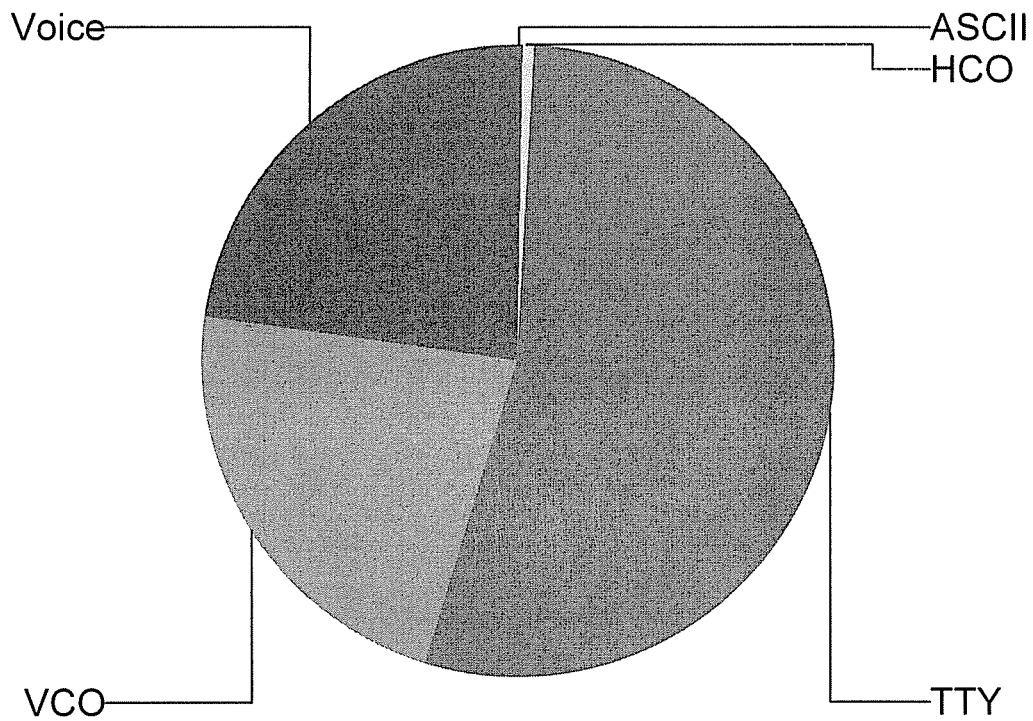
Kentucky Relay Service  
 Inbound Calls by Originating NPA

<u>State</u>	<u>NPA</u>	<u>Nxx - used most</u>	<u>Inbound TTY</u>	<u>Inbound Voice</u>	<u>Total Inbound</u>
CA	213	286	1	0	1
	408	372	1	0	1
	562	223	0	1	1
	619	562	0	1	1
	626	913	0	1	1
	650	533	0	1	1
	760	458	0	3	3
	831	856	0	1	1
	949	499	0	1	1
	951	277	2	0	2
<u>Total: CA</u>			<u>4</u>	<u>9</u>	<u>13</u>
SC	803	651	0	2	2
	843	545	5	5	10
	864	637	0	1	1
<u>Total: SC</u>			<u>5</u>	<u>8</u>	<u>13</u>
WV	304	557	2	10	12
MO	314	825	0	1	1
	573	333	1	1	2
	816	949	1	7	8
<u>Total: MO</u>			<u>2</u>	<u>9</u>	<u>11</u>
MD	240	543	1	2	3
	301	687	2	0	2
	410	698	0	3	3
	443	367	1	1	2
<u>Total: MD</u>			<u>4</u>	<u>6</u>	<u>10</u>
NC	252	808	0	2	2
	336	885	0	2	2
	704	906	0	1	1
	828	295	1	1	2
	910	692	0	2	2
	919	300	0	1	1
<u>Total: NC</u>			<u>1</u>	<u>9</u>	<u>10</u>
PA	215	357	3	1	4
	267	949	1	0	1
	570	743	1	1	2
	717	334	0	2	2
	724	841	0	1	1
<u>Total: PA</u>			<u>5</u>	<u>5</u>	<u>10</u>
AZ	480	255	0	2	2
	520	455	1	0	1
	602	908	0	5	5
	928	897	0	1	1
<u>Total: AZ</u>			<u>1</u>	<u>8</u>	<u>9</u>
AL	205	834	0	1	1
	251	694	2	0	2
	256	810	1	3	4
<u>Total: AL</u>			<u>3</u>	<u>4</u>	<u>7</u>
CO	303	841	2	0	2
	719	359	0	4	4
	970	355	1	0	1
<u>Total: CO</u>			<u>3</u>	<u>4</u>	<u>7</u>

Kentucky Relay Service  
 Inbound Calls by Originating NPA

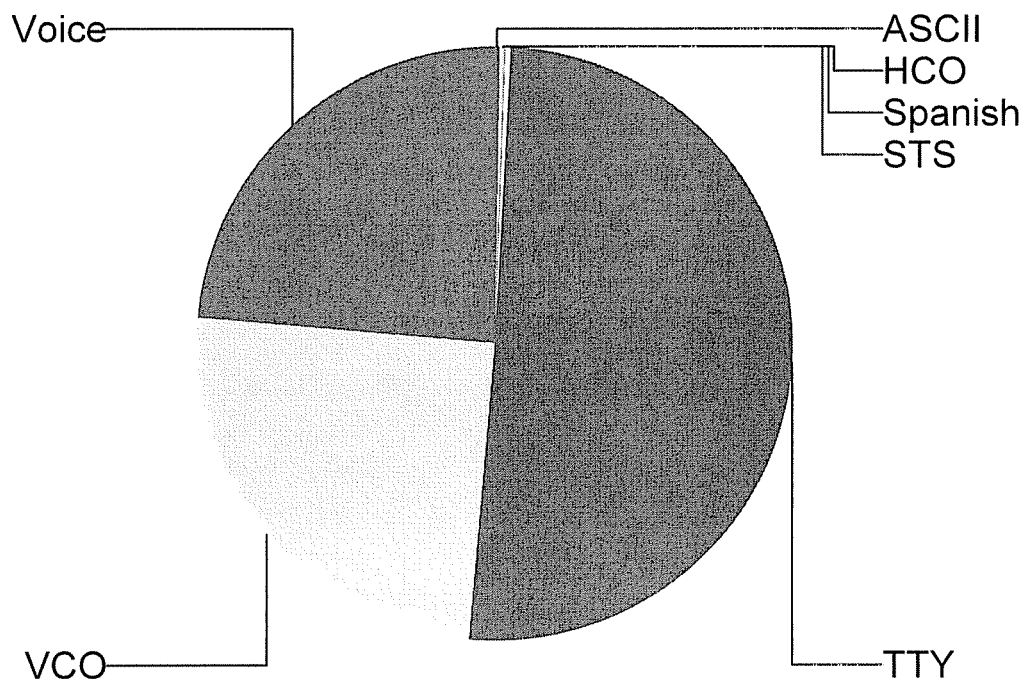
<u>State</u>	<u>NPA</u>	<u>Nxx - used most</u>	<u>Inbound TTY</u>	<u>Inbound Voice</u>	<u>Total Inbound</u>
MS	228	209	2	1	3
	662	660	0	3	3
<u>Total: MS</u>			<u>2</u>	<u>4</u>	<u>6</u>
CT	203	245	0	4	4
	860	231	0	1	1
<u>Total: CT</u>			<u>0</u>	<u>5</u>	<u>5</u>
OR	503	757	0	3	3
	541	337	0	2	2
<u>Total: OR</u>			<u>0</u>	<u>5</u>	<u>5</u>
DE	302	226	2	2	4
MN	218	387	0	1	1
	612	851	1	0	1
	952	448	0	2	2
<u>Total: MN</u>			<u>1</u>	<u>3</u>	<u>4</u>
WI	262	569	1	0	1
	608	237	1	1	2
	715	876	0	1	1
<u>Total: WI</u>			<u>2</u>	<u>2</u>	<u>4</u>
AR	479	422	0	1	1
	501	658	0	2	2
<u>Total: AR</u>			<u>0</u>	<u>3</u>	<u>3</u>
DC	202	226	0	2	2
KS	316	729	0	1	1
	785	452	0	1	1
<u>Total: KS</u>			<u>0</u>	<u>2</u>	<u>2</u>
NJ	201	529	0	1	1
	856	786	0	1	1
<u>Total: NJ</u>			<u>0</u>	<u>2</u>	<u>2</u>
WA	253	572	1	0	1
	360	532	0	1	1
<u>Total: WA</u>			<u>1</u>	<u>1</u>	<u>2</u>
IA	515	967	0	1	1
MA	774	719	0	1	1
NH	603	214	0	1	1
NV	702	520	1	0	1
<u>Grand Total</u>			<u>7,951</u>	<u>7,617</u>	<u>15,568</u>

### Kentucky Relay Service Percentage of Outbound Calls by Type



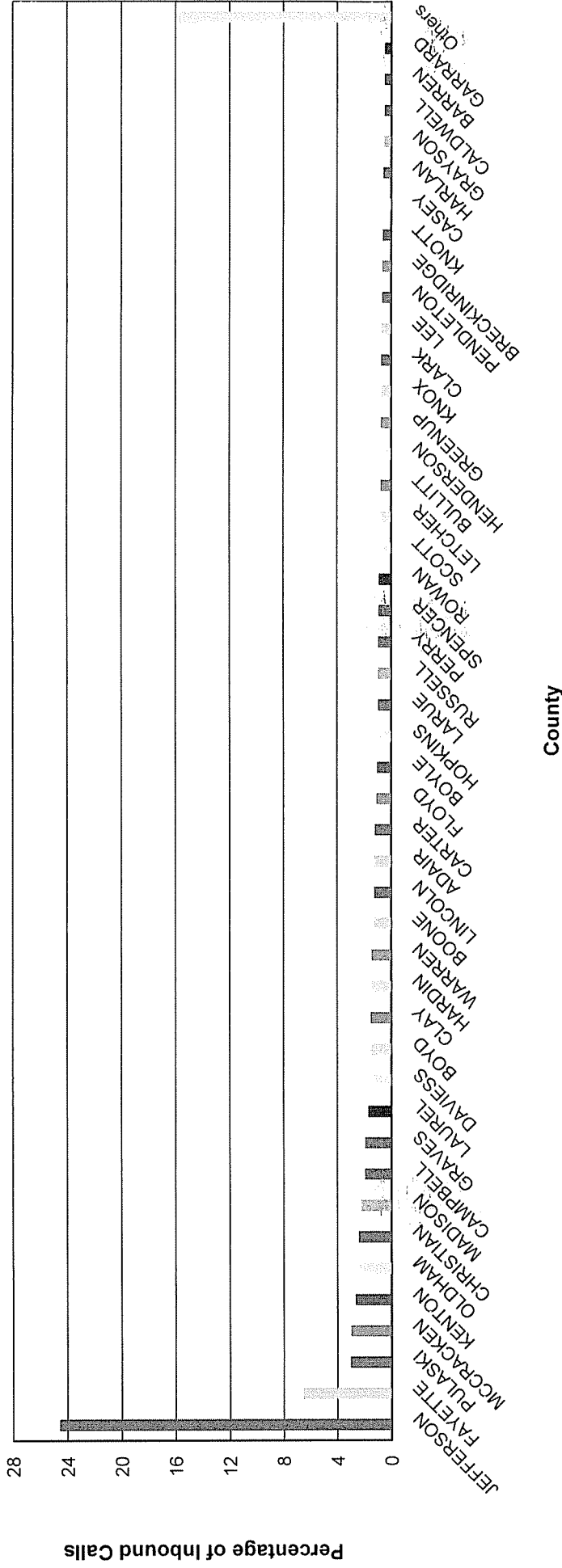
ASCII	15	0.2%
HCO	52	0.6%
TTY	5009	54.0%
VCO	2088	22.5%
Voice	2120	22.8%
Total:	9284	100.0%

Kentucky Relay Service  
 Percentage of Session Minutes by Type



ASCII	112.7	0.2%
HCO	195.6	0.4%
Spanish	6.1	0.0%
STS	15.8	0.0%
TTY	23677.5	50.7%
VCO	11622.9	24.9%
Voice	11063.1	23.7%
<b>Total:</b>	<b>46693.6</b>	<b>100.0%</b>

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



Run Date: 10/01/09

KENTUCKY CAPTEL SERVICE

Report G

Confidential & Proprietary

Jurisdiction Summary

Data Month: Sep 2009

<b>All Calls Handled</b>	<u>Session Minutes</u>	<u>Conversation Minutes</u>	<u>Calls</u>	<u>% of All Calls</u>
General Assistance	693.66		1881	11.91
Intrastate	33,275.94		11334	71.76
Interstate	7,801.67		1031	6.53
International	14.55		4	0.03
Two line	3,974.05		998	6.32
Toll Free	2,605.75		547	3.46
900 Info Srv	0.00		0	0.00
Total Outbound Call Attempts	<u>47,671.96</u>		<u>13914</u>	<u>88.09</u>
Month Total	<u><u>48,365.62</u></u>		<u><u>15795</u></u>	<u><u>100.00</u></u>

**Complete Calls**

Intrastate	32,111.44	28,477.11	9037	57.21
Interstate	7,682.80	7,374.99	814	5.15
International	14.13	13.15	3	0.02
Two line	3,974.05	3,904.82	998	6.32
Toll Free	2,591.31	2,445.89	516	3.27
900 Info Srv	0.00	0.00	0	0.00
Month Total	<u><u>46,373.73</u></u>	<u><u>42,215.96</u></u>	<u><u>11368</u></u>	<u><u>71.97</u></u>

**Total Minutes with Allocation**

Tra + 49% TF,900 + 89% 2 line	38,783.32	33,150.89		
Ter + 51% TF,900 + 11% 2 line	9,582.30	9,065.07		
Month Total	<u><u>48,365.62</u></u>	<u><u>42,215.96</u></u>		

Run Date: 10/01/09

KENTUCKY CAPTEL SERVICE

Report H

Confidential & Proprietary

Usage Summary

Data Month: Sep 2009

<u>Day</u>	<u>Answered</u>	<u>GA</u>	<u>Outbound</u>	<u>Complete</u>	<u>Session Min</u>	<u>Conv Min</u>
01 Tue	615	73	542	447	1,774.71	1,520.91
02 Wed	567	62	505	365	1,598.50	1,375.88
03 Thu	547	47	500	423	1,479.19	1,278.59
04 Fri	628	69	559	438	1,652.31	1,423.51
05 Sat	387	45	342	285	1,109.23	945.11
06 Sun	287	24	263	216	1,012.90	881.98
07 Mon	472	39	433	359	1,469.09	1,293.49
08 Tue	599	74	525	436	2,054.92	1,831.92
09 Wed	656	65	591	419	1,567.60	1,323.70
10 Thu	594	72	522	400	1,566.59	1,334.59
11 Fri	531	60	471	394	1,789.25	1,562.44
12 Sat	394	45	349	297	1,207.40	1,051.09
13 Sun	375	53	322	268	1,544.96	1,390.36
14 Mon	610	80	530	444	1,955.30	1,724.51
15 Tue	504	68	436	365	1,797.24	1,610.23
16 Wed	593	52	541	434	1,873.11	1,635.93
17 Thu	495	58	437	358	1,539.15	1,353.46
18 Fri	593	83	510	366	1,718.22	1,476.32
19 Sat	436	72	364	318	1,169.63	987.08
20 Sun	373	67	306	244	1,338.45	1,188.78
21 Mon	637	80	557	456	2,052.15	1,817.60
22 Tue	593	67	526	417	1,734.47	1,518.06
23 Wed	580	59	521	436	1,887.54	1,662.77
24 Thu	523	50	473	400	1,596.51	1,396.59
25 Fri	519	53	466	422	1,500.02	1,307.78
26 Sat	388	51	337	287	1,181.15	1,010.75
27 Sun	326	47	279	234	1,070.94	939.84
28 Mon	680	89	591	521	1,954.70	1,697.38
29 Tue	672	90	582	493	2,092.88	1,846.46
30 Wed	621	87	534	426	2,077.51	1,828.85
	<u>15795</u>	<u>1881</u>	<u>13914</u>	<u>11368</u>	<u>48,365.62</u>	<u>42,215.96</u>





**Kentucky Relay – Monthly Report**  
***September 2009***

**CapTel Activities**

*September 22 Sun Valley Senior Center, Louisville*  
*September 23 Bourbon County Senior Center, Paris*  
*September 30 Clark County Senior Center, Winchester*

**Outreach activities and meetings planned in October**

*Jessamine County Senior Center, Nicholasville*  
*KAB meeting, Frankfort*  
*HAK, Louisville*  
*Estill County Senior Center, Irvine*  
*Summit, Aurora NE*

# Kentucky – September 2009 Commission Report

The Kentucky Relay Service Customer Service Department responded to 9 inquiries, concerns, complaints and compliments during September.

## **CALL BREAKDOWN:**

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

Total 09

## **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
- 01 - Request Information on Equipment Procedures
- 05- Request Information on Equipment Resources
- 00 - Technical Issue with Customer Equipment
- 00 - Test Customers Equipment or Devices

Total 06

**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  
01 - 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  
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/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  
 02 - Carrier Choice not available/other equal  
 00 - Garbling  
 Total 02

**Technical Issues:**

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

## ***Kentucky – September, 2009 Compliment/Complaints Report***

*Technical  
 Complaints--Carrier Choice  
 not Available/Other Equal*

*Inquire Date* 09/16/2009

*Record ID* 12895

*Call Taken By* Customer Service

*CA Number*

*Responded By* Deborah

*Response Date* 09/16/2009

*Resolution* 09/16/2009

Representative from West Kentucky Rural Telephone requested information to become a participating provider through the relay.

Customer Service forwarded the request to the technical department. Information has been forwarded, but there has been no further response from West Kentucky Rural Telephone.

*Technical  
 Complaints--Carrier Choice  
 not Available/Other Equal*

*Inquire Date* 09/11/2009

*Record ID* 12894

*Call Taken By* Supervisor

*CA Number*

*Responded By* Tauna

*Response Date* 09/11/2009

*Resolution* 09/11/2009

Customer requested West Kentucky Rural as their long distance through the relay

Supervisor explained that West Kentucky Rural is not a participating provider through the relay and offered a profile with an alternate carrier. Customer refused

# CapTel Report

Kentucky

September 2009

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

### Total Number of Valid CapTel Phones

As of September 30th, 2009

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

### CapTel CA Statistics

- Average Word Per Minute (WPM) = 164.98pm
- Average Rate of Accuracy = 99.48%
- Average Rate of Error = 0.52%

Monthly Call Details					
Date	Percent Service Level With Aban	Percent Within Srv Lvl wo Aban	Avg Wait Time(ASA & ABAN)	ASA	Blockage
9/1/2009	98	99	0.65	0.59	0.00
9/2/2009	99	100	0.47	0.47	0.00
9/3/2009	99	99	0.63	0.58	0.00
9/4/2009	100	100	0.36	0.36	0.00
9/5/2009	98	99	0.75	0.66	0.00
9/6/2009	100	100	0.4	0.37	0.00
9/7/2009	100	100	0.4	0.39	0.00
9/8/2009	99	100	0.46	0.44	0.00
9/9/2009	100	100	0.4	0.39	0.00
9/10/2009	98	99	0.68	0.63	0.00
9/11/2009	99	100	0.51	0.49	0.00
9/12/2009	97	99	0.88	0.67	0.00
9/13/2009	99	100	0.46	0.45	0.00
9/14/2009	99	99	0.53	0.49	0.00
9/15/2009	100	100	0.43	0.43	0.00
9/16/2009	100	100	0.39	0.39	0.00
9/17/2009	99	99	0.54	0.51	0.00
9/18/2009	99	100	0.48	0.47	0.00
9/19/2009	99	99	0.55	0.5	0.00
9/20/2009	98	99	0.73	0.68	0.00
9/21/2009	100	100	0.39	0.38	0.00
9/22/2009	99	100	0.43	0.42	0.00
9/23/2009	100	100	0.42	0.38	0.00
9/24/2009	100	100	0.4	0.4	0.00
9/25/2009	100	100	0.4	0.39	0.00
9/26/2009	99	99	0.6	0.56	0.00
9/27/2009	99	99	0.57	0.54	0.00
9/28/2009	100	100	0.41	0.41	0.00
9/29/2009	100	100	0.37	0.37	0.00
9/30/2009	100	100	0.39	0.39	0.00
<b>TOTALS:</b>	<b>99.16%</b>	<b>99.61%</b>	<b>0.49</b>	<b>0.47</b>	

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
140298	9/4/2009	10:15:00 AM	E-Mail	Other	NA	40000	Consumer education - general	Explained long distance billing when making long distance captioned calls.	9/4/2009 10:45:00 AM	within 24 hours	RC
141612	9/14/2009	12:35:00 PM	Phone	Other	NA	41010	Information	Provided caller with captioning service number of 1-877-243-2823 to reach a CapTel user in the state of Kentucky.	9/14/2009 12:40:00 PM	within 24 hours	ST
141842	9/15/2009	9:30:00 AM	Phone	Product	NA	33230	Set up - General	Performed test call to customer to confirm that the CapTel phone is working in 1-Line mode.	9/15/2009 9:55:00 AM	within 24 hours	MF
141858	9/15/2009	9:35:00 AM	Phone	Other	NA	40000	Consumer education - general	Explained to caller that continuous ringing and no answer when calling to a 1-Line CapTel user through the service means that they are not able to answer their phone at the time. CSR had caller dial desk CapTel directly to confirm successful dialing procedure.	9/15/2009 10:00:00 AM	within 24 hours	MF
142214	9/16/2009	1:00:00 PM	NA	Service	NA	11080	Compliments for CA/Service	Customer's wife stated, "We really love this phone. He's able to make his own appointments and order his own medicines, things that I used to have to do for him."	9/16/2009 1:10:00 PM	within 24 hours	EY
142211	9/16/2009	1:05:00 PM	Phone	Other	NA	40000	Consumer education - general	Gave caller the toll free number for the captioning service so that the CapTel user would receive captions.	9/16/2009 1:10:00 PM	within 24 hours	DF
142800	9/17/2009	3:30:00 PM	Phone	Other	NA	40000	Consumer education - general	Advised customer's daughter regarding the importance of customer's registering a long distance carrier.	9/17/2009 3:40:00 PM	within 24 hours	MMo
142576	9/17/2009	4:30:00 PM	Phone	Product	NA	33230	Set up - General	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.	9/17/2009 4:40:00 PM	within 24 hours	TJ
142719	9/18/2009	1:15:00 PM	Phone	Other	NA	41000	Referral information	Referred customer to state equipment program to obtain a CapTel phone.	9/18/2009 1:15:00 PM	within 24 hours	MP
142844	9/21/2009	8:20:00 AM	CapTel	Product	NA	33230	Set up - General	Advised customer to turn on 2-Line mode in the menu of the CapTel phone because customer uses two phone lines with the CapTel. Confirmed this resolved customer's experience.	9/21/2009 8:35:00 AM	within 24 hours	JR
142862	9/21/2009	8:20:00 AM	CapTel	Product	NA	33070	Dialing/Setup - Dialing Prefix	Advised proper programming of dialing prefix for outbound captioned calling. Confirmed this adjustment resolved customer's experience.	9/21/2009 8:50:00 AM	within 24 hours	JR
143193	9/22/2009	9:15:00 AM	NA	Other	NA	40000	Consumer education - general	Advised customer to inform callers of the importance of registering long-distance carrier of choice. Further advised her to have cell phone users press "Talk" button only after dialing captioning service, and not after entering customer's number.	9/22/2009 9:30:00 AM	within 24 hours	EY
143200	9/22/2009	10:30:00 AM	CapTel	Other	NA	40000	Consumer education - general	Advised new CapTel user on how to use incoming voice indicator to avoid hang-ups when she makes outgoing calls.	9/22/2009 10:45:00 AM	within 24 hours	EY
143373	9/22/2009	4:30:00 PM	Phone	Product	NA	33230	Set up - General	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.	9/22/2009 4:40:00 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
144001	9/25/2009	12:10:00 PM	Phone	Other	NA	40000	Consumer education - general	Provided customer the correct toll free number for the captioning service.	9/25/2009 12:15:00 PM	within 24 hours	TJ
144376	9/28/2009	3:30:00 PM	Phone	Other	NA	40000	Consumer education - general	Advised customer to dial the captioning service number when placing a call to a CapTel user.	9/28/2009 3:35:00 PM	within 24 hours	MP
144593	9/29/2009	3:00:00 PM	CapTel	Other	NA	40000	Consumer education - general	Advised customer that callers must dial the captioning service, then her number in order for her to get captions on her CapTel phone.	9/29/2009 3:15:00 PM	within 24 hours	EY
144620	9/29/2009	4:00:00 PM	CapTel	Product	NA	33070	Dialing/Setup - Dialing Prefix	Advised customer to program *82 code in the Dialing Prefix field of the CapTel.	9/29/2009 4:10:00 PM	within 24 hours	EY
144648	9/30/2009	8:25:00 AM	Phone	Other	NA	40000	Consumer education - general	Explained how billing for long distance captioned calls works and the importance of registering long distance information with CapTel. Also explained procedure for dialing a 1 Line user through the captioning service.	9/30/2009 8:30:00 AM	within 24 hours	MF

**Summary Customer Service Information**

	Number	Percent
<b>Total Number of Contacts</b>	19	
Phone calls	11	57.89%
CapTel	5	26.32%
Email	1	5.26%
TTY	0	0.00%
NA	2	10.53%
<b>Support Type</b>		
Service	1	5.26%
Technical	0	0.00%
Product	6	31.58%
Billing	0	0.00%
Other	12	63.16%
<b>Resolution</b>		
Within 24 hours	19	100.00%
Within 48 hours	0	0.00%
Exceed 48 hours	0	0.00%