



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

April 30, 2010

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

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

RECEIVED

MAY 14 2010

PUBLIC SERVICE
 COMMISSION

RE: Administrative Case 372

Kentucky Relay Service Invoice				
April 2010				
Total session minutes				44,152.79
Less interstate session minutes			<u>(5,521.06)</u>	
Net billable session minutes				38,631.73
Applicable rate		\$	<u>0.950</u>	
Total Usage Billing		\$		36,700.14
Other Services	<u>Intrast CM</u>	<u>Rate</u>		
Capitel	36,766.23	1.56	\$	57,355.32
Liquidated damages				
Advisory Board Meeting Expense:				
Total monthly billing		\$	<u><u>94,055.46</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

April 2010

Balance forward	April 1, 2010	\$	98,552.78
Billing for	Apr 10		94,055.46
Payments:			
04/23/10			(98,552.78)
Adjustments:			
Balance due	April 30, 2010	\$	<u>94,055.46</u>
Subsequent payments:			
Current balance due		\$	<u><u>94,055.46</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>
General Assistance	3,903.40		7,892	48.08%
Outbound Calls				
Local	30,591.41		7,097	43.24%
Intrastate Intralata	551.42		163	0.99%
Intrastate Interlata	1,022.30		134	0.82%
Intrastate DA	15.69		5	0.03%
<i>Intrastate Total</i>	<u>32,180.82</u>		<u>7,399</u>	<u>45.08%</u>
Interstate - KY Orig	2,344.48		522	3.18%
Interstate - not KY Orig	501.37		64	0.39%
Interstate DA	0.00		0	0.00%
<i>Interstate Total</i>	<u>2,845.85</u>		<u>586</u>	<u>3.57%</u>
International	23.73		17	0.10%
Toll Free	5,198.99		520	3.17%
900 Info Service	0.00		0	0.00%
<i>8xx, 900 and Intl Total</i>	<u>5,222.72</u>		<u>537</u>	<u>3.27%</u>
Total Outbound	<u>40,249.39</u>		<u>8,522</u>	<u>51.92%</u>
Total Outb and GenAsst	<u>44,152.79</u>		<u>16,414</u>	<u>100.00%</u>
Complete Calls				
Local	28,940.54	22,702.87	5,698	34.71%
Intrastate Intralata	471.83	367.48	94	0.57%
Intrastate Interlata	979.92	868.22	97	0.59%
Intrastate DA	15.69	6.48	5	0.03%
<i>Intrastate Total</i>	<u>30,407.98</u>	<u>23,945.05</u>	<u>5,894</u>	<u>35.91%</u>
Interstate - KY Orig	2,154.08	1,743.51	347	2.11%
Interstate - not KY Orig	482.45	433.29	50	0.30%
Interstate DA	0.00	0.00	0	0.00%
<i>Interstate Total</i>	<u>2,636.53</u>	<u>2,176.80</u>	<u>397</u>	<u>2.42%</u>
International	1.98	1.67	1	0.01%
Toll Free	5,157.96	4,575.29	485	2.95%
900 Info Service	0.00	0.00	0	0.00%
<i>8xx, 900 and Intl Total</i>	<u>5,159.94</u>	<u>4,576.96</u>	<u>486</u>	<u>2.96%</u>
Total Complete	<u>38,204.45</u>	<u>30,698.81</u>	<u>6,777</u>	<u>41.29%</u>
Total Minutes with TF & 900 Allocation				
Intrastate + 49% of TF & 900	38,631.73	26,186.94		
Interstate + 51% of TF & 900	5,521.06	4,511.87		
Total Minutes	<u>44,152.79</u>	<u>30,698.81</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	25	0.29%	6.69	5.23
Total ASCII		25	0.29%	6.69	5.23
HCO	Voice	12	0.14%	3.92	2.20
Total HCO		12	0.14%	3.92	2.20
Speech	Speech	1	0.01%	1.45	0.50
Total Speech		1	0.01%	1.45	0.50
TTY	TTY	10	0.12%	3.01	1.37
TTY	VCO	4	0.05%	5.20	3.79
TTY	Voice	4,101	48.12%	4.77	3.59
Total TTY		4,115	48.29%	4.77	3.58
VCO	TTY	4	0.05%	2.87	1.71
VCO	VCO	5	0.06%	15.17	13.97
VCO	Voice	2,335	27.40%	5.12	4.02
Total VCO		2,344	27.51%	5.14	4.04
Voice	TTY	1,631	19.14%	3.20	2.17
Voice	VCO	394	4.62%	8.00	7.09
Total Voice		2,025	23.76%	4.13	3.13
Total		8,522	100.00%	4.72	3.60

Kentucky Relay Service
Call Summary

Inbound Calls

<u>Number of Calls</u>	<u>Month Total</u>
Inbound -711	9,330
Inbound - Other	<u>5,081</u>
Inbound - Total	14,411
Not placed in queue	13,543
Placed in queue	868
Answered from queue	657
Abandon in queue	211

Outbound Calls

<u>Number of Calls</u>	<u>Month Total</u>
Outbound	8,522
Complete - 711	4,281
Complete - Other	<u>2,496</u>
Complete - Total	6,777
Busy/ No answer	1,745
Weekday average	308
Weekend average	218

Complete Calls

	<u>Month Average</u>
Set-up / wrap-up minutes per complete call	1.99
Conversation minutes per complete call	4.53

Kentucky Relay Service
 Average Conversation Minutes per Inbound Call

<u>Day</u>	<u>12 AM to 6 AM</u>	<u>6 AM to Noon</u>	<u>Noon to 6 PM</u>	<u>6 PM to 12 AM</u>	<u>Total</u>
4/1 Thu	0.34	1.74	2.35	3.74	2.37
4/2 Fri	0.13	2.50	1.99	2.70	2.25
4/3 Sat	0.43	1.44	1.58	3.06	1.86
4/4 Sun	0.00	2.21	0.66	1.98	1.39
4/5 Mon	0.06	2.95	2.58	1.66	2.47
4/6 Tue	0.09	2.38	1.51	3.30	2.05
4/7 Wed	0.18	2.74	2.08	1.72	2.13
4/8 Thu	0.32	2.06	2.08	2.59	1.98
4/9 Fri	0.63	1.60	2.09	2.68	2.00
4/10 Sat	0.19	1.69	1.37	2.69	1.75
4/11 Sun	0.98	2.07	2.66	2.31	2.31
4/12 Mon	0.35	3.12	2.42	2.43	2.61
4/13 Tue	0.06	2.88	1.48	2.15	2.02
4/14 Wed	0.84	2.25	2.28	3.28	2.42
4/15 Thu	0.86	2.39	2.16	2.70	2.31
4/16 Fri	0.00	2.85	2.08	2.17	2.28
4/17 Sat	0.29	3.13	2.14	2.51	2.28
4/18 Sun	0.28	2.55	1.60	2.45	2.07
4/19 Mon	0.73	2.20	2.39	2.76	2.33
4/20 Tue	0.24	2.50	1.58	3.97	2.36
4/21 Wed	0.10	2.18	2.75	2.43	2.40
4/22 Thu	0.22	1.82	2.29	2.18	2.00
4/23 Fri	0.16	2.91	1.32	2.78	2.16
4/24 Sat	0.19	1.81	1.34	0.86	1.29
4/25 Sun	0.00	2.19	2.51	2.28	2.09
4/26 Mon	0.34	3.36	2.50	2.38	2.66
4/27 Tue	0.17	2.08	1.84	1.67	1.84
4/28 Wed	0.37	2.59	1.62	2.14	2.03
4/29 Thu	1.29	2.50	2.41	2.38	2.41
4/30 Fri	1.16	1.71	1.25	2.04	1.60
<u>Total</u>	<u>0.33</u>	<u>2.35</u>	<u>1.98</u>	<u>2.45</u>	<u>2.13</u>

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
4/1 Thu	0.0	3.3	0.4	0.0	1.2	96%
4/2 Fri	0.0	1.6	0.3	1.5	1.0	96%
4/3 Sat	1.7	2.5	0.4	1.3	1.4	95%
4/4 Sun	0.0	0.4	0.3	0.4	0.3	99%
4/5 Mon	0.0	1.7	0.0	0.0	0.6	97%
4/6 Tue	0.0	0.2	0.0	0.4	0.2	99%
4/7 Wed	0.0	1.6	2.1	3.1	2.1	91%
4/8 Thu	0.0	1.2	1.1	1.1	1.0	95%
4/9 Fri	0.0	2.3	0.4	8.2	2.9	89%
4/10 Sat	0.0	1.0	0.0	1.4	0.7	97%
4/11 Sun	0.0	0.2	0.0	2.4	0.8	97%
4/12 Mon	0.0	3.2	0.3	0.2	1.3	95%
4/13 Tue	0.0	0.6	0.7	0.1	0.5	98%
4/14 Wed	0.0	1.3	2.1	0.9	1.5	92%
4/15 Thu	0.3	1.3	0.6	6.1	2.1	93%
4/16 Fri	0.0	1.5	0.9	1.1	1.1	96%
4/17 Sat	0.1	1.8	0.0	0.2	0.5	98%
4/18 Sun	0.0	0.0	0.0	0.2	0.1	100%
4/19 Mon	0.0	0.8	0.3	0.0	0.4	98%
4/20 Tue	0.0	0.2	0.0	1.9	0.5	98%
4/21 Wed	0.0	1.0	0.2	1.8	0.8	96%
4/22 Thu	0.3	2.1	0.8	0.2	1.2	97%
4/23 Fri	0.0	1.0	0.9	0.5	0.8	98%
4/24 Sat	0.0	0.0	1.3	1.0	0.8	96%
4/25 Sun	0.0	0.0	1.4	3.4	1.6	94%
4/26 Mon	0.0	0.7	0.1	0.1	0.3	98%
4/27 Tue	0.0	0.7	0.0	1.1	0.5	97%
4/28 Wed	0.0	1.6	0.1	0.8	0.8	97%
4/29 Thu	0.0	1.7	1.0	0.3	1.0	96%
4/30 Fri	0.0	2.5	2.3	5.1	3.0	90%
<u>Total</u>	<u>0.1</u>	<u>1.4</u>	<u>0.6</u>	<u>1.6</u>	<u>1.1</u>	<u>96%</u>

Monthly Blockage Rate: 0.00%

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>
KY	270	365	1,852	1,755	3,607
	502	451	2,545	1,859	4,404
	606	464	1,485	1,401	2,886
	859	268	1,352	1,398	2,750
<u>Total: KY</u>			<u>7,234</u>	<u>6,413</u>	<u>13,647</u>
IN	219	616	1	0	1
	317	555	9	19	28
	574	226	1	2	3
	765	529	2	1	3
	812	686	32	103	135
<u>Total: IN</u>			<u>45</u>	<u>125</u>	<u>170</u>
OH	216	224	1	0	1
	440	240	0	3	3
	513	793	7	41	48
	614	975	1	8	9
	740	357	2	8	10
	937	226	3	10	13
<u>Total: OH</u>			<u>14</u>	<u>70</u>	<u>84</u>
TN	423	201	1	5	6
	615	465	9	10	19
	731	247	8	13	21
	865	291	2	1	3
	901	553	1	7	8
	931	619	4	12	16
<u>Total: TN</u>			<u>25</u>	<u>48</u>	<u>73</u>
FL	239	503	1	1	2
	305	761	0	1	1
	321	443	2	0	2
	352	873	1	1	2
	386	235	1	0	1
	407	416	0	2	2
	561	395	2	0	2
	727	449	1	6	7
	786	970	0	1	1
	813	637	3	3	6
	850	293	0	1	1
	863	670	3	3	6
	904	810	1	14	15
	941	255	1	0	1
	954	429	3	0	3
<u>Total: FL</u>			<u>19</u>	<u>33</u>	<u>52</u>
NE	402	694	37	11	48
TX	210	323	0	3	3
	214	556	1	3	4
	281	348	2	3	5
	325	653	1	0	1
	512	568	2	0	2
	713	467	1	1	2
	817	763	9	3	12
	832	347	0	3	3
	903	504	1	1	2
	915	204	0	2	2
	936	520	1	1	2
	972	467	0	2	2
	<u>Total: TX</u>			<u>18</u>	<u>22</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>
VA	276	223	2	0	2
	434	446	0	4	4
	540	547	0	7	7
	571	340	1	5	6
	703	840	4	4	8
	757	639	0	1	1
	804	451	4	1	5
<u>Total: VA</u>			11	22	33
CA	213	286	1	1	2
	415	466	1	0	1
	530	624	1	0	1
	559	347	0	2	2
	619	381	0	2	2
	626	249	0	1	1
	650	377	0	1	1
	760	443	0	1	1
	805	642	0	3	3
	818	933	2	0	2
	831	475	0	1	1
	858	534	0	1	1
	916	922	1	0	1
	925	864	0	1	1
	949	281	0	2	2
<u>Total: CA</u>			6	16	22
IL	312	618	0	1	1
	618	638	2	3	5
	630	303	0	2	2
	708	267	0	1	1
	773	547	0	3	3
	815	326	0	4	4
	847	259	0	2	2
<u>Total: IL</u>			2	16	18
LA	225	291	7	5	12
	318	805	0	2	2
	337	354	1	3	4
<u>Total: LA</u>			8	10	18
MI	231	420	0	1	1
	248	259	1	3	4
	269	240	2	0	2
	313	204	0	2	2
	517	438	2	1	3
	734	546	1	2	3
	989	802	0	3	3
<u>Total: MI</u>			6	12	18
NY	212	855	1	1	2
	315	399	2	1	3
	516	349	1	0	1
	585	394	0	1	1
	631	319	2	0	2
	646	826	1	0	1
	716	822	0	2	2
	718	440	1	1	2
	845	596	0	1	1
	917	750	0	1	1
<u>Total: NY</u>			8	8	16

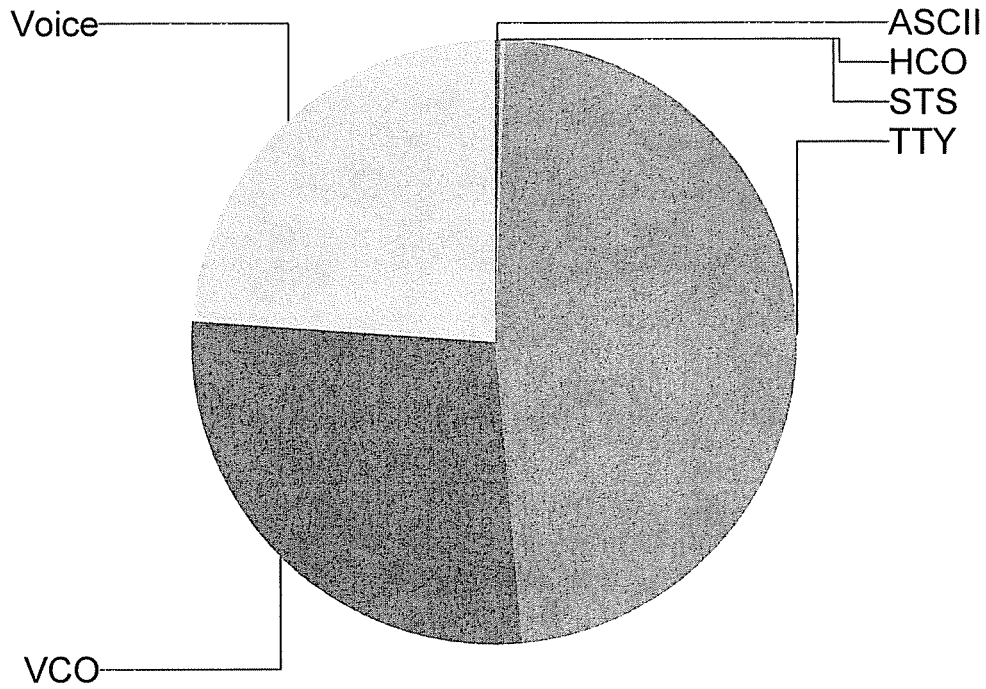
Kentucky Relay Service
 Inbound Calls by Originating NPA

<u>State</u>	<u>NPA</u>	<u>Nxx - used most</u>	<u>Inbound TTY</u>	<u>Inbound Voice</u>	<u>Total Inbound</u>
PA	215	964	0	1	1
	412	874	0	1	1
	724	437	0	6	6
	814	779	0	7	7
Total: PA			0	15	15
GA	404	245	1	3	4
	678	910	2	1	3
	706	364	1	2	3
	770	279	2	1	3
Total: GA			6	7	13
WV	304	426	4	9	13
AL	205	995	1	0	1
	256	381	2	7	9
	334	361	0	2	2
Total: AL			3	9	12
NC	704	763	1	4	5
	828	342	2	0	2
	910	864	1	0	1
	919	201	1	2	3
Total: NC			5	6	11
TF	800	837	1	7	8
	866	240	0	2	2
Total: TF			1	9	10
SC	803	404	2	3	5
	864	414	0	3	3
Total: SC			2	6	8
MO	314	359	0	3	3
	573	547	0	1	1
	636	584	1	0	1
	816	216	1	1	2
Total: MO			2	5	7
MS	228	305	0	2	2
	601	497	0	3	3
	662	892	0	2	2
Total: MS			0	7	7
NJ	732	337	0	2	2
	856	889	1	0	1
	973	999	0	3	3
Total: NJ			1	5	6
AR	501	945	0	4	4
	870	838	0	1	1
Total: AR			0	5	5
CO	303	221	2	0	2
	719	359	0	2	2
	970	433	1	0	1
Total: CO			3	2	5
MA	617	610	1	3	4
	774	000	1	0	1
Total: MA			2	3	5

Kentucky Relay Service
 Inbound Calls by Originating NPA

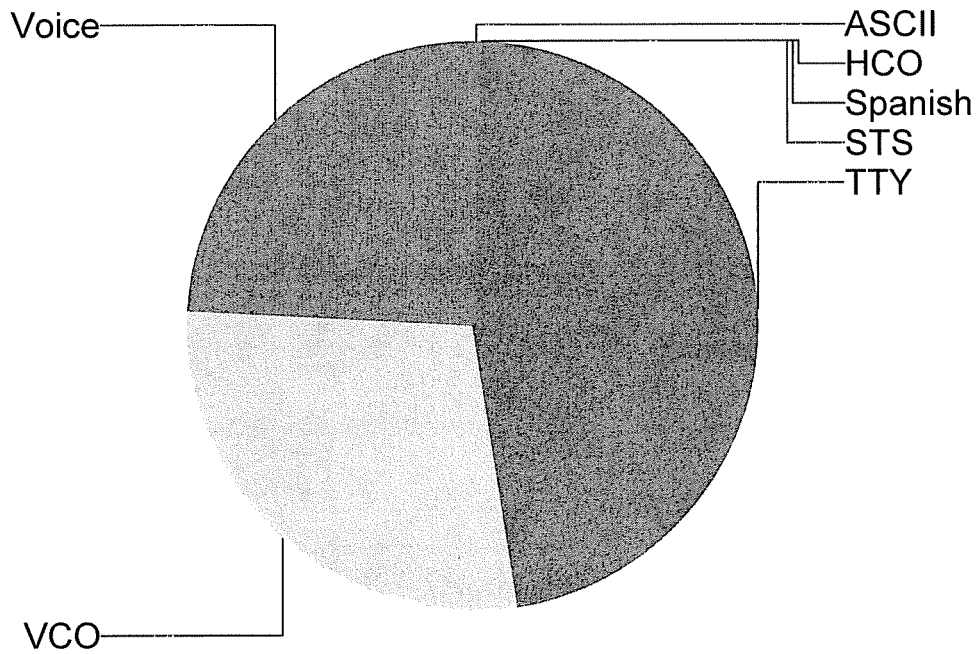
<u>State</u>	<u>NPA</u>	<u>Nxx - used most</u>	<u>Inbound TTY</u>	<u>Inbound Voice</u>	<u>Total Inbound</u>
OK	405	570	4	1	5
OR	503	283	0	2	2
	541	474	1	2	3
Total: OR			1	4	5
WI	262	358	0	1	1
	715	643	1	0	1
	920	560	1	2	3
Total: WI			2	3	5
MD	410	649	2	1	3
	443	735	0	1	1
Total: MD			2	2	4
NV	702	642	1	3	4
WA	206	383	1	0	1
	253	224	2	1	3
Total: WA			3	1	4
DE	302	677	0	3	3
AK	907	903	2	0	2
AZ	480	588	0	2	2
CT	203	877	0	1	1
	860	688	0	1	1
Total: CT			0	2	2
IA	515	314	1	0	1
	563	613	0	1	1
Total: IA			1	1	2
ID	208	722	0	2	2
KS	316	540	1	0	1
	913	738	0	1	1
Total: KS			1	1	2
MT	406	257	0	2	2
MN	651	354	0	1	1
Grand Total			7,482	6,929	14,411

Kentucky Relay Service
Percentage of Outbound Calls by Type



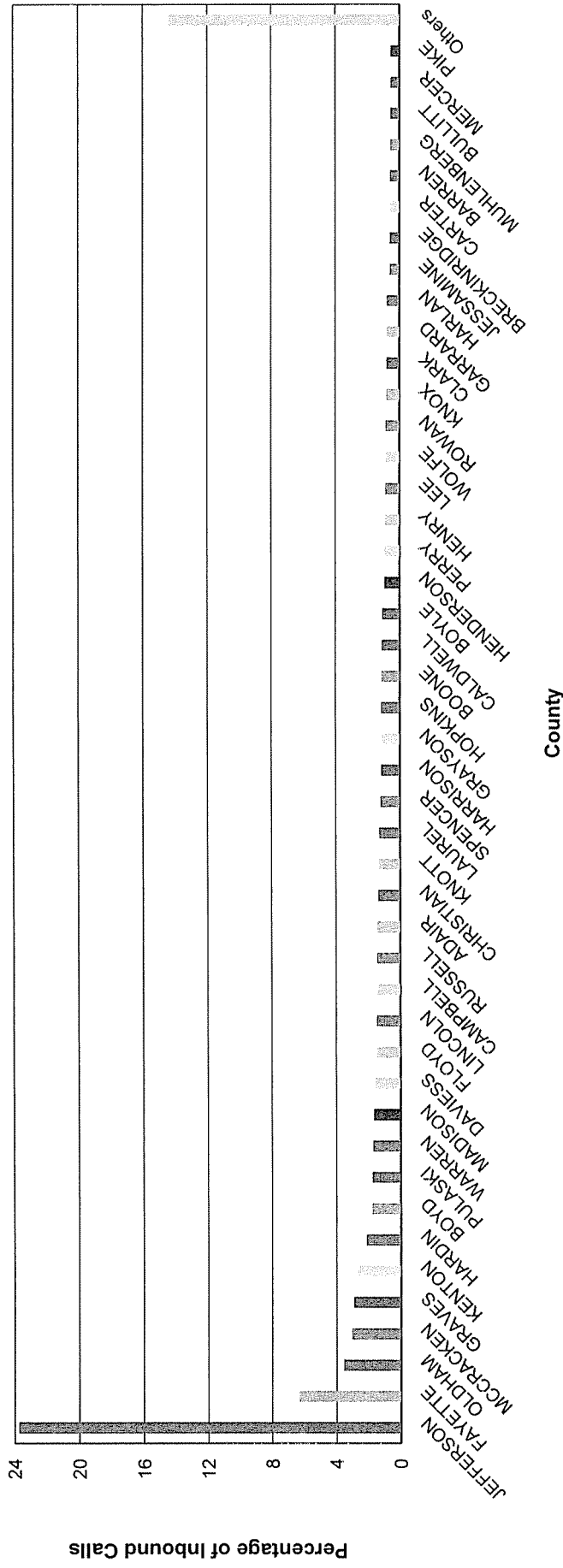
ASCII	25	0.3%
HCO	12	0.1%
STS	1	0.0%
TTY	4115	48.3%
VCO	2344	27.5%
Voice	2025	23.8%
Total:	8522	100.0%

Kentucky Relay Service
Percentage of Session Minutes by Type



ASCII	222.2	0.5%
HCO	48.0	0.1%
Spanish	8.4	0.0%
STS	14.2	0.0%
TTY	20658.1	46.8%
VCO	12495.2	28.3%
Voice	10706.6	24.2%
Total:	44152.8	100.0%

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



Run Date: 05/10/10

KENTUCKY CAPTEL SERVICE

Report G

Confidential & Proprietary

Jurisdiction Summary

Data Month: Apr 2010

All Calls Handled	Session <u>Minutes</u>	Conversation <u>Minutes</u>	<u>Calls</u>	% of All <u>Calls</u>
General Assistance	950.94		2024	12.39
Intrastate	35,942.04		11106	67.98
Interstate	8,702.11		1310	8.02
International	2.97		6	0.04
Two line	4,686.38		1224	7.49
Toll Free	3,359.16		667	4.08
900 Info Srvc	0.00		0	0.00
Total Outbound Call Attempts	<u>52,692.66</u>		<u>14313</u>	<u>87.61</u>
Month Total	<u><u>53,643.60</u></u>		<u><u>16337</u></u>	<u><u>100.00</u></u>

Complete Calls

Intrastate	34,936.44	31,107.39	9313	57.01
Interstate	8,569.05	8,117.37	1097	6.71
International	2.08	1.67	3	0.02
Two line	4,686.38	4,611.16	1224	7.49
Toll Free	3,346.05	3,173.28	638	3.91
900 Info Srvc	0.00	0.00	0	0.00
Month Total	<u><u>51,540.00</u></u>	<u><u>47,010.87</u></u>	<u><u>12275</u></u>	<u><u>75.14</u></u>

Total Minutes with Allocation

Tra + 49% TF,900 + 89% 2 line	42,709.85	36,766.23		
Ter + 51% TF,900 + 11% 2 line	10,933.75	10,244.64		
Month Total	<u><u>53,643.60</u></u>	<u><u>47,010.87</u></u>		

Run Date: 05/10/10

KENTUCKY CAPTEL SERVICE

Report H

Confidential & Proprietary

Usage Summary

Data Month: Apr 2010

<u>Day</u>	<u>Answered</u>	<u>GA</u>	<u>Outbound</u>	<u>Complete</u>	<u>Session Min</u>	<u>Conv Min</u>
01 Thu	634	85	549	472	1,553.07	1,300.76
02 Fri	559	52	507	441	1,599.96	1,370.16
03 Sat	449	61	388	342	1,521.51	1,333.85
04 Sun	411	46	365	318	1,420.89	1,224.01
05 Mon	649	94	555	487	2,364.89	2,118.53
06 Tue	653	85	568	505	1,988.91	1,739.43
07 Wed	518	58	460	406	1,821.97	1,628.88
08 Thu	644	90	554	471	1,934.02	1,665.07
09 Fri	529	52	477	398	1,668.87	1,466.64
10 Sat	431	46	385	312	1,370.02	1,168.50
11 Sun	352	44	308	241	1,169.47	1,018.92
12 Mon	561	61	500	444	1,899.76	1,697.29
13 Tue	681	93	588	500	2,247.93	1,984.07
14 Wed	642	79	563	488	1,898.87	1,592.57
15 Thu	567	70	497	434	1,663.67	1,444.20
16 Fri	555	57	498	431	1,876.19	1,661.54
17 Sat	468	63	405	322	1,646.87	1,456.82
18 Sun	327	43	284	229	1,116.84	975.76
19 Mon	566	75	491	427	2,067.23	1,847.63
20 Tue	593	95	498	426	1,745.03	1,513.53
21 Wed	603	91	512	464	2,013.40	1,777.14
22 Thu	539	67	472	407	1,875.38	1,638.13
23 Fri	616	77	539	469	1,996.60	1,723.99
24 Sat	480	46	434	333	1,608.66	1,374.54
25 Sun	345	32	313	273	1,243.11	1,088.74
26 Mon	603	75	528	444	2,226.16	1,992.41
27 Tue	510	60	450	404	1,968.84	1,788.98
28 Wed	602	77	525	469	2,073.39	1,832.25
29 Thu	616	68	548	458	2,042.23	1,815.46
30 Fri	634	82	552	460	2,019.86	1,771.07
	<u>16337</u>	<u>2024</u>	<u>14313</u>	<u>12275</u>	<u>53,643.60</u>	<u>47,010.87</u>



**Kentucky Relay – Monthly Report
April 2010**

CapTel Activities

April 20 Washington County Senior Center, Springfield
April 20 Nelson County Senior Center, Bardstown
April 27 Hardin County Senior Center, Elizabethtown

Traditional Relay Activities

April 27 Hardin Memorial Hospital, Elizabethtown

Meeting/Customer Service Activities

April 22 Special meeting with KCDHH, Frankfort
April 22 KAB meeting, Frankfort

Outreach activities and meetings planned in May

Outreach activities in Western KY (Paducah and other cities nearby)
Northern/Central KY

Kentucky Relay Commission Report-April 2010

The Kentucky Relay Service Customer Service Department responded to 8 inquiries, concerns, complaints and compliments during April.

CALL BREAKDOWN:

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

Total 08

CapTel:

- 00 - Availability
- 00 - Connection Issues
- 00 - Miscellaneous
- 01 - Equipment

Total 01

Compliments:

- 00 - CA Praise
- 00 - Overall Praise

Total 00

Customer Profile:

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

Total 02

Equipment:

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

Total 04

Features:

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

Total 00

External Complaints:

- 01 - Miscellaneous
- 00 - LEC Busy
- 00 - 911 Calls

Total: 01

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
- 00 - Wrong Number/Hang Up

Total 00

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
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

Kentucky Relay Complaints Report-April 2010

*External Complaints--
Miscellaneous*

Customer stated he was placing a call and reached the relay service.

Inquire Date 04/11/2010

Record ID 13432

Call Taken By Lead CA

Customer Service placed a test call to the number the customer provided, which was successful and did not reach the relay. Customer was satisfied.

CA Number

Responded By Deborah

Response Date 04/11/2010

Resolution 04/11/2010

CapTel Report

Kentucky

April 2010

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

Total Number of Valid CapTel Phones

As of April 30th, 2010

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

CapTel CA Statistics

- Average Word Per Minute (WPM) = 151.27pm
- Average Rate of Accuracy = 99.30%
- Average Rate of Error = 0.70%

Monthly Call Details					
Date	Percent Service Level W/ Aban	Percent Within Srv Lvl wo Aban	Avg Wait Time (ASA & ABAN)	ASA	Blockage
4/1/2010	99	100	0.48	0.48	0.00
4/2/2010	99	100	0.46	0.44	0.00
4/3/2010	99	99	0.57	0.56	0.00
4/4/2010	99	99	0.64	0.61	0.00
4/5/2010	100	100	0.44	0.43	0.00
4/6/2010	99	100	0.45	0.44	0.00
4/7/2010	100	100	0.43	0.43	0.00
4/8/2010	100	100	0.36	0.36	0.00
4/9/2010	100	100	0.43	0.42	0.00
4/10/2010	98	99	0.71	0.65	0.00
4/11/2010	98	98	0.86	0.77	0.00
4/12/2010	100	100	0.36	0.36	0.00
4/13/2010	100	100	0.43	0.42	0.00
4/14/2010	97	98	0.93	0.84	0.00
4/15/2010	99	100	0.46	0.45	0.00
4/16/2010	99	100	0.44	0.43	0.00
4/17/2010	99	100	0.44	0.42	0.00
4/18/2010	100	100	0.43	0.42	0.00
4/19/2010	100	100	0.37	0.37	0.00
4/20/2010	99	100	0.44	0.43	0.00
4/21/2010	100	100	0.39	0.38	0.00
4/22/2010	100	100	0.44	0.43	0.00
4/23/2010	100	100	0.36	0.35	0.00
4/24/2010	99	100	0.49	0.44	0.00
4/25/2010	100	100	0.36	0.36	0.00
4/26/2010	100	100	0.38	0.38	0.00
4/27/2010	100	100	0.4	0.4	0.00
4/28/2010	100	100	0.36	0.35	0.00
4/29/2010	99	100	0.43	0.42	0.00
4/30/2010	99	99	0.57	0.54	0.00
TOTALS:	99.37%	99.68%	0.47	0.45	0.00

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
176806	4/1/2010	2:45:00 PM	EMail	Other	NA	40000	Consumer education - general	Customer inquired how to get captions of voicemail messages. CSR advised customer to acquire 7 or 10 digit access number to dial into voicemail system, and follow prompts given on recording, entering selections on number keypad of CapTel phone.	4/1/2010 2:50:00 PM	within 24 hours	KS
176961	4/2/2010	1:50:00 PM	Phone	Product	NA	33050	Dial Tone - Not heard	Customer reported no dial tone on the CapTel and it does not ring. CSR provided reset directions and multiple attempts to follow up were unsuccessful.	4/2/2010 2:05:00 PM	within 24 hours	JL
177554	4/7/2010	9:45:00 AM	Phone	Product	NA	33230	Set up - General	Customer's daughter called because customer has been unable to place calls from her CapTel phone. CSR advised customer's daughter 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.	4/7/2010 9:55:00 AM	within 24 hours	MP
177987	4/9/2010	9:40:00 AM	CapTel	Product	NA	33230	Set up - General	Customer reported some static on her DSL line. CSR discussed the proper set-up procedure when using the CapTel near the computer. Advised using a duplex or y-jack for best set-up, filtering the side the CapTel uses and removing the dual filter used for DSL service and Internet. Customer satisfied with explanation.	4/9/2010 9:50:00 AM	within 24 hours	JL
178009	4/9/2010	10:40:00 AM	Phone	Other	NA	40000	Consumer education - general	Customer asked how callers dial the CapTel user with captions. CSR explained procedure for dialing a 1-Line user through the captioning service and informed customer that both local and long distance callers dial through the toll free number for the captioning service in the same way, however, long distance charges would apply for long distance calls. CSR also advised customer how to dial out with captions in 1-Line mode on the CapTel phone.	4/9/2010 11:00:00 AM	within 24 hours	KW
178014	4/9/2010	10:40:00 AM	Phone	Product	NA	33230	Set up - General	Customer called and requested a test call to the newly set-up CapTel phone. After reconfirming that the set-up with another device is correct, CSR performed test calls with customer to confirm that the CapTel phone is working in 1-Line mode.	4/9/2010 11:00:00 AM	within 24 hours	KW
178329	4/12/2010	12:45:00 PM	Phone	Product	NA	33050	Dial Tone - Not heard	Customer reported that there is no dial tone on the CapTel phone. CSR advised customer to perform a physical reset. This resolved the customer's experience.	4/12/2010 12:50:00 PM	within 24 hours	ST

Track #	Date of Complaint	Time of Call	Contact Type	Tech. Service	Agent #	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
178852	4/14/2010	2:00:00 PM	Phone	Product	NA	33230	Set up - General	Customer called for assistance with 2-Line CapTel set-up. CSR advised customer regarding set-up of CapTel phone 200 on a DSL phone line when CapTel phone shares wall jack with computer and residence has a whole house DSL filter.	4/14/2010 4:00:00 PM	within 24 hours	MMo
179053	4/15/2010	1:35:00 PM	CapTel	Other	NA	40000	Consumer education - general	Customer's daughter called asking how a 911 call works in 2-Line mode. CSR informed daughter that in 2-Line mode, 911 calls would be handled exactly the same way as if you were to call from any other type of phone. As long as the light above the Caption button is lit, the CapTel user would receive captions of what the 911 operator is saying.	4/15/2010 1:40:00 PM	within 24 hours	KW
179131	4/16/2010	9:30:00 AM	CapTel	Product	NA	33230	Set up - General	Customer's daughter reported that captions are not showing up on incoming calls. CSR advised customer to turn off 2-Line mode in the menu of the CapTel phone because customer uses one phone line with CapTel. CSR Discussed the proper dial procedure for dialing into a CapTel using one phone line. Confirmed this resolved customer's experience.	4/16/2010 9:45:00 AM	within 24 hours	JL
179228	4/16/2010	1:20:00 PM	Phone	Other	NA	41010	Information	Potential customer's son asked for general information about the CapTel 200. CSR explained how to make and receive captions with 1-Line CapTel. Also explained that the captionists are invisible to the conversation. Customer satisfied.	4/16/2010 1:25:00 PM	within 24 hours	RC
179686	4/20/2010	12:45:00 PM	Mail	Service	NA	11080	Compliments for CA/Service	Customer wrote, "I want to thank you so much for your service. People with a hearing problem are able to be connected to the outside world only because of you. Your service operators are excellent! Thank you very much!"	4/20/2010 12:50:00 PM	within 24 hours	MP
180034	4/22/2010	9:30:00 AM	Phone	Other	NA	41000	Referral Information	Caller for potential customer asked how to get CapTel phone. CSR referred caller to state program to obtain unit.	4/22/2010 9:45:00 AM	within 24 hours	EY
180439	4/26/2010	9:00:00 AM	CapTel	Product	NA	33230	Set up - General	Customer reported difficulties hearing some callers. CSR advised customer to make use of Volume and Tone settings to optimize sound quality on CapTel phone. Also advised customer to use the volume boost button for additional amplification. Customer confirmed this resolved his experience.	4/26/2010 9:10:00 AM	within 24 hours	ST

Summary Customer Service Information

Total Number of Contacts 14
Phone calls 8 57.14%

April 2010
Kentucky

CapTel, Inc. Confidential

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
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	Capitel		4	28.57%							
	Email		1	7.14%							
	TTY		0	0.00%							
	NA		0	0.00%							
	Support Type										
	Service		1	7.14%							
	Technical		0	0.00%							
	Product		8	57.14%							
	Billing		0	0.00%							
	Other		5	35.71%							
	Resolution										
	Within 24 hours		14	100.00%							
	Within 48 hours		0	0.00%							
	Exceed 48 hours		0	0.00%							