



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

May 31, 2010

e-mail: [info@hamiltontel.com](mailto:info@hamiltontel.com)  
 web site: [www.hamiltontel.com](http://www.hamiltontel.com)

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

RE: Administrative Case 372

<b>Kentucky Relay Service Invoice</b>				
<b>May 2010</b>				
Total session minutes				46,966.71
Less interstate session minutes			(5,998.29)	
Net billable session minutes				40,968.42
Applicable rate			\$ 0.950	
Total Usage Billing			\$ 38,920.00	
Other Services	<u>Intrast CM</u>	<u>Rate</u>		
Captel	38,280.52	1.56	\$	59,717.61
Liquidated damages				
Advisory Board Meeting Expense:				
<b>Total monthly billing</b>			<b>\$ 98,637.61</b>	

Authorized Signature:

Contact Name: Phillip Hupf  
 Telephone Number: 402-694-5101  
 Fax Number: 402-694-2848  
[phillip.hupf@hamiltonrelay.com](mailto:phillip.hupf@hamiltonrelay.com)



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### Kentucky Relay Service Monthly Statement

May 2010

Balance forward	May 1, 2010	\$	94,055.46
Billing for	May 10		98,637.61
Payments:			
05/25/10			(94,055.46)
Adjustments:			
Balance due	May 31, 2010	\$	<u>98,637.61</u>
Subsequent payments:			
<b>Current balance due</b>		\$	<u><u>98,637.61</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>	4,648.93		9,212	50.70%
<b>Outbound Calls</b>				
Local	32,645.35		7,511	41.34%
Intrastate Intralata	506.83		138	0.76%
Intrastate Interlata	834.25		129	0.71%
Intrastate DA	101.37		20	0.11%
<i>Intrastate Total</i>	<u>34,087.80</u>		<u>7,798</u>	<u>42.92%</u>
Interstate - KY Orig	3,025.41		586	3.23%
Interstate - not KY Orig	606.05		66	0.36%
Interstate DA	40.49		7	0.04%
<i>Interstate Total</i>	<u>3,671.95</u>		<u>659</u>	<u>3.63%</u>
International	3.56		5	0.03%
Toll Free	4,554.47		494	2.72%
900 Info Service	0.00		0	0.00%
<i>8xx, 900 and Intl Total</i>	<u>4,558.03</u>		<u>499</u>	<u>2.75%</u>
<b>Total Outbound</b>	<u>42,317.78</u>		<u>8,956</u>	<u>49.30%</u>
<b>Total Outb and GenAsst</b>	<u>46,966.71</u>		<u>18,168</u>	<u>100.00%</u>
<b>Complete Calls</b>				
Local	30,709.73	23,727.93	6,009	33.07%
Intrastate Intralata	421.56	356.04	65	0.36%
Intrastate Interlata	789.71	649.26	92	0.51%
Intrastate DA	98.70	43.55	19	0.10%
<i>Intrastate Total</i>	<u>32,019.70</u>	<u>24,776.78</u>	<u>6,185</u>	<u>34.04%</u>
Interstate - KY Orig	2,814.80	2,319.28	413	2.27%
Interstate - not KY Orig	578.17	532.26	46	0.25%
Interstate DA	26.49	10.51	6	0.03%
<i>Interstate Total</i>	<u>3,419.46</u>	<u>2,862.05</u>	<u>465</u>	<u>2.56%</u>
International	0.00	0.00	0	0.00%
Toll Free	4,502.47	3,967.37	448	2.47%
900 Info Service	0.00	0.00	0	0.00%
<i>8xx, 900 and Intl Total</i>	<u>4,502.47</u>	<u>3,967.37</u>	<u>448</u>	<u>2.47%</u>
<b>Total Complete</b>	<u>39,941.63</u>	<u>31,606.20</u>	<u>7,098</u>	<u>39.07%</u>
<b>Total Minutes with TF &amp; 900 Allocation</b>				
Intrastate + 49% of TF & 900	40,968.42	26,720.79		
Interstate + 51% of TF & 900	5,998.29	4,885.41		
<b>Total Minutes</b>	<u>46,966.71</u>	<u>31,606.20</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	32	0.36%	9.37	7.46
Total ASCII		32	0.36%	9.37	7.46
HCO	Voice	9	0.10%	4.24	2.03
Total HCO		9	0.10%	4.24	2.03
Speech	Speech	1	0.01%	3.08	0.00
Total Speech		1	0.01%	3.08	0.00
TTY	TTY	2	0.02%	1.47	1.05
TTY	Voice	4,419	49.34%	4.62	3.38
Total TTY		4,421	49.36%	4.62	3.38
VCO	TTY	1	0.01%	2.62	0.85
VCO	VCO	10	0.11%	4.47	2.35
VCO	Voice	2,391	26.70%	5.00	3.81
Total VCO		2,402	26.82%	4.99	3.80
Voice	HCO	1	0.01%	2.63	1.62
Voice	TTY	1,659	18.52%	3.22	2.11
Voice	VCO	431	4.81%	9.82	8.72
Total Voice		2,091	23.35%	4.58	3.47
Total		8,956	100.00%	4.73	3.53

Kentucky Relay Service  
Call Summary

**Inbound Calls**

<u>Number of Calls</u>	<u>Month Total</u>
Inbound -711	10,789
Inbound - Other	<u>5,336</u>
Inbound - Total	16,125
Not placed in queue	14,954
Placed in queue	1,171
Answered from queue	865
Abandon in queue	306

**Outbound Calls**

<u>Number of Calls</u>	<u>Month Total</u>
Outbound	8,956
Complete - 711	4,424
Complete - Other	<u>2,674</u>
Complete - Total	7,098
Busy/ No answer	1,858
Weekday average	307
Weekend average	251

**Complete Calls**

	<u>Month Average</u>
Set-up / wrap-up minutes per complete call	2.16
Conversation minutes per complete call	4.45

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
5/1 Sat	0.35	1.50	1.85	1.52	1.55
5/2 Sun	1.20	0.76	1.89	1.16	1.29
5/3 Mon	0.10	2.78	1.74	1.58	1.90
5/4 Tue	1.20	2.01	2.08	2.13	2.01
5/5 Wed	0.80	1.88	1.36	2.38	1.69
5/6 Thu	1.55	1.50	2.36	2.38	2.01
5/7 Fri	0.01	2.46	2.41	2.19	2.23
5/8 Sat	0.28	1.55	2.36	2.62	1.99
5/9 Sun	0.13	2.27	1.89	2.33	2.03
5/10 Mon	0.49	2.40	2.70	3.49	2.63
5/11 Tue	0.43	2.52	2.18	1.09	1.99
5/12 Wed	0.05	2.17	1.72	2.77	2.02
5/13 Thu	0.32	1.88	2.06	1.84	1.88
5/14 Fri	0.31	2.32	2.47	2.61	2.39
5/15 Sat	1.65	2.68	2.05	1.81	2.13
5/16 Sun	0.08	1.36	1.95	1.76	1.62
5/17 Mon	0.21	1.79	1.71	2.17	1.72
5/18 Tue	0.71	2.01	1.99	2.96	2.13
5/19 Wed	0.20	1.36	1.10	1.96	1.36
5/20 Thu	0.06	2.04	1.78	2.97	2.05
5/21 Fri	0.79	2.11	2.65	2.14	2.25
5/22 Sat	0.26	2.08	1.64	2.15	1.76
5/23 Sun	0.00	2.01	2.10	2.24	1.98
5/24 Mon	0.30	2.52	1.82	2.11	2.09
5/25 Tue	0.18	2.79	2.31	2.00	2.30
5/26 Wed	0.43	2.22	1.93	2.36	2.06
5/27 Thu	0.27	2.17	2.29	2.10	2.13
5/28 Fri	0.15	2.75	1.90	2.01	2.11
5/29 Sat	0.00	3.44	1.63	4.36	2.53
5/30 Sun	0.00	1.65	1.59	2.00	1.64
5/31 Mon	0.23	1.81	2.88	2.01	2.10
<b>Total</b>	<b>0.47</b>	<b>2.07</b>	<b>1.99</b>	<b>2.17</b>	<b>1.96</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
5/1 Sat	0.0	0.3	0.2	1.8	0.6	98%
5/2 Sun	0.3	0.0	0.4	5.6	1.5	93%
5/3 Mon	0.0	2.1	0.6	0.0	0.9	96%
5/4 Tue	0.0	2.5	1.6	4.3	2.4	90%
5/5 Wed	0.3	2.3	1.2	1.0	1.4	94%
5/6 Thu	0.0	2.0	1.0	3.3	1.9	94%
5/7 Fri	0.0	1.0	2.5	2.7	2.0	90%
5/8 Sat	0.0	1.5	1.3	1.6	1.3	94%
5/9 Sun	0.0	0.8	0.0	0.3	0.3	99%
5/10 Mon	0.0	1.0	2.0	2.3	1.5	93%
5/11 Tue	0.0	1.7	0.4	1.9	1.2	96%
5/12 Wed	0.0	1.0	1.1	0.1	0.8	97%
5/13 Thu	0.0	3.1	0.1	0.1	1.1	96%
5/14 Fri	0.0	0.9	2.5	0.8	1.6	94%
5/15 Sat	0.0	1.7	0.4	0.1	0.7	97%
5/16 Sun	0.0	1.6	0.0	0.0	0.4	99%
5/17 Mon	0.0	0.0	0.5	0.0	0.2	99%
5/18 Tue	0.0	0.3	0.3	0.0	0.2	99%
5/19 Wed	0.0	0.3	1.2	0.9	0.8	98%
5/20 Thu	0.0	0.9	2.8	0.7	1.6	93%
5/21 Fri	0.0	0.0	1.2	0.2	0.6	97%
5/22 Sat	0.0	0.8	0.6	1.3	0.8	97%
5/23 Sun	0.0	2.0	0.1	0.5	0.7	97%
5/24 Mon	0.0	1.4	0.6	1.3	1.0	96%
5/25 Tue	0.0	2.9	3.1	1.2	2.4	91%
5/26 Wed	0.0	2.3	1.4	0.3	1.4	96%
5/27 Thu	0.0	1.1	1.4	2.5	1.5	94%
5/28 Fri	0.5	1.7	3.0	3.7	2.6	90%
5/29 Sat	0.0	9.0	0.0	0.4	3.0	92%
5/30 Sun	0.9	1.9	0.0	4.1	1.7	95%
5/31 Mon	0.0	0.8	0.1	0.0	0.3	99%
<b>Total</b>	<b>0.1</b>	<b>1.5</b>	<b>1.1</b>	<b>1.5</b>	<b>1.3</b>	<b>95%</b>

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	442	1,949	2,024	3,973
	502	451	2,705	2,006	4,711
	606	464	1,620	1,869	3,489
	859	268	1,562	1,557	3,119
<u>Total: KY</u>			<u>7,836</u>	<u>7,456</u>	<u>15,292</u>
IN	219	309	0	1	1
	260	413	2	0	2
	317	410	10	8	18
	765	966	0	6	6
	812	568	20	112	132
<u>Total: IN</u>			<u>32</u>	<u>127</u>	<u>159</u>
NE	402	694	77	34	111
OH	216	678	2	3	5
	330	219	1	1	2
	419	560	1	1	2
	440	915	0	1	1
	513	221	15	32	47
	567	259	1	3	4
	614	429	2	3	5
	740	646	3	17	20
	937	521	5	7	12
<u>Total: OH</u>			<u>30</u>	<u>68</u>	<u>98</u>
TN	423	562	4	10	14
	615	343	14	13	27
	731	247	4	14	18
	865	246	4	5	9
	901	358	1	2	3
931	220	1	17	18	
<u>Total: TN</u>			<u>28</u>	<u>61</u>	<u>89</u>
CA	213	325	2	2	4
	310	443	0	3	3
	323	559	1	2	3
	510	371	2	3	5
	530	844	1	0	1
	559	283	0	2	2
	562	335	0	2	2
	619	772	0	1	1
	626	581	1	0	1
	707	833	0	1	1
	714	712	3	0	3
	760	846	3	1	4
	818	395	2	0	2
	858	513	0	1	1
	916	218	1	1	2
949	379	0	2	2	
<u>Total: CA</u>			<u>16</u>	<u>21</u>	<u>37</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>	
FL	239	218	2	0	2	
	305	722	1	0	1	
	321	984	1	1	2	
	352	397	1	0	1	
	386	576	1	0	1	
	407	619	0	4	4	
	561	603	0	1	1	
	727	449	3	5	8	
	772	708	0	1	1	
	786	351	0	1	1	
	813	506	1	1	2	
	850	530	1	1	2	
	863	447	2	1	3	
	904	273	0	1	1	
954	981	0	1	1		
<u>Total: FL</u>			13	18	31	
IL	217	870	0	2	2	
	312	618	0	4	4	
	618	927	7	5	12	
	630	455	0	2	2	
	815	992	4	4	8	
	847	636	0	1	1	
<u>Total: IL</u>			11	18	29	
LA	225	291	15	6	21	
	318	210	0	2	2	
	504	333	2	3	5	
<u>Total: LA</u>			17	11	28	
WV	304	989	11	16	27	
TX	210	323	0	1	1	
	214	556	0	2	2	
	281	826	0	1	1	
	325	232	0	1	1	
	469	759	0	1	1	
	713	731	1	5	6	
	817	348	4	2	6	
	830	626	1	1	2	
	936	875	0	1	1	
	956	489	1	1	2	
	972	233	2	1	3	
	<u>Total: TX</u>			9	17	26
	MI	231	536	0	2	2
248		546	1	2	3	
313		330	1	3	4	
517		202	0	1	1	
586		610	0	1	1	
734		329	1	7	8	
810		845	0	3	3	
989		233	1	2	3	
<u>Total: MI</u>			4	21	25	
GA	404	217	0	7	7	
	478	397	1	0	1	
	678	760	4	2	6	
	770	295	2	1	3	
	912	596	1	2	3	
<u>Total: GA</u>			8	12	20	

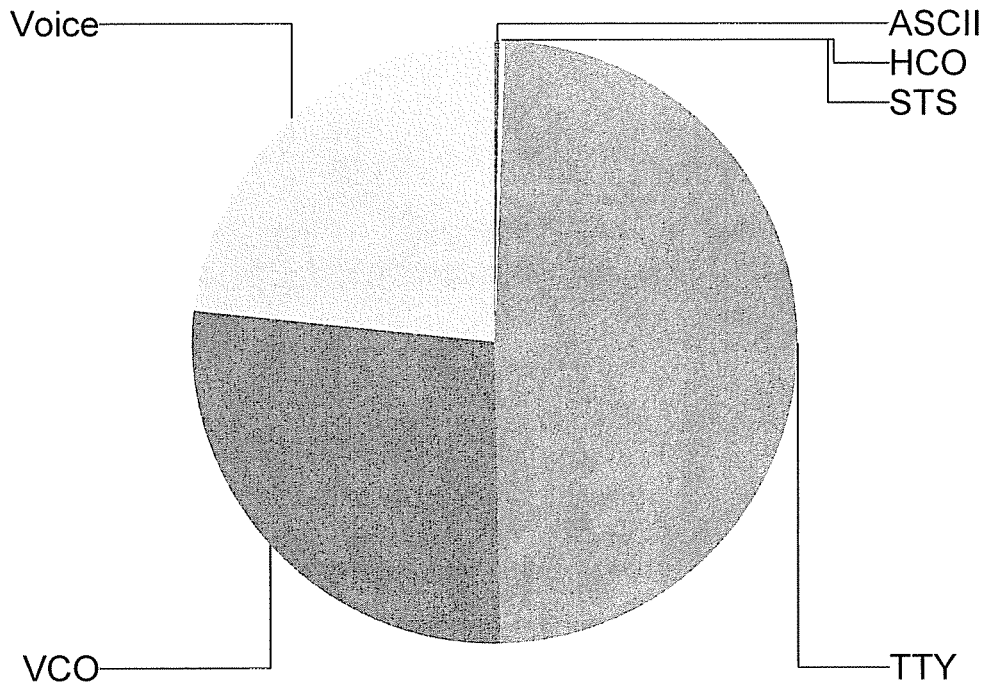
Kentucky Relay Service  
 Inbound Calls by Originating NPA

<u>State</u>	<u>NPA</u>	<u>Nxx - used most</u>	<u>Inbound TTY</u>	<u>Inbound Voice</u>	<u>Total Inbound</u>
MO	314	548	4	2	6
	417	866	0	8	8
	573	212	0	1	1
	636	259	1	0	1
	816	353	0	1	1
<u>Total: MO</u>			5	12	17
NJ	201	343	1	1	2
	732	784	1	0	1
	856	433	0	2	2
	973	999	1	11	12
<u>Total: NJ</u>			3	14	17
VA	276	226	1	2	3
	540	428	2	6	8
	703	472	0	1	1
<u>Total: VA</u>			3	9	12
NC	252	433	1	0	1
	336	240	0	3	3
	704	953	1	0	1
	828	898	1	0	1
	910	265	1	2	3
	919	434	0	2	2
<u>Total: NC</u>			4	7	11
AL	205	739	0	1	1
	251	228	0	2	2
	256	230	0	2	2
	334	268	2	3	5
<u>Total: AL</u>			2	8	10
NY	212	457	0	3	3
	315	701	0	1	1
	516	224	0	1	1
	585	266	0	1	1
	631	319	1	0	1
	716	947	0	2	2
	914	707	1	0	1
<u>Total: NY</u>			2	8	10
TF	800	874	0	1	1
	866	747	4	4	8
	877	423	0	1	1
<u>Total: TF</u>			4	6	10
WA	206	987	2	0	2
	360	243	1	0	1
	425	495	1	2	3
<u>Total: WA</u>			4	2	6
KS	620	363	0	3	3
	913	227	2	0	2
<u>Total: KS</u>			2	3	5
PA	215	946	1	0	1
	412	251	0	2	2
	484	582	1	0	1
	724	570	0	1	1
<u>Total: PA</u>			2	3	5

Kentucky Relay Service  
 Inbound Calls by Originating NPA

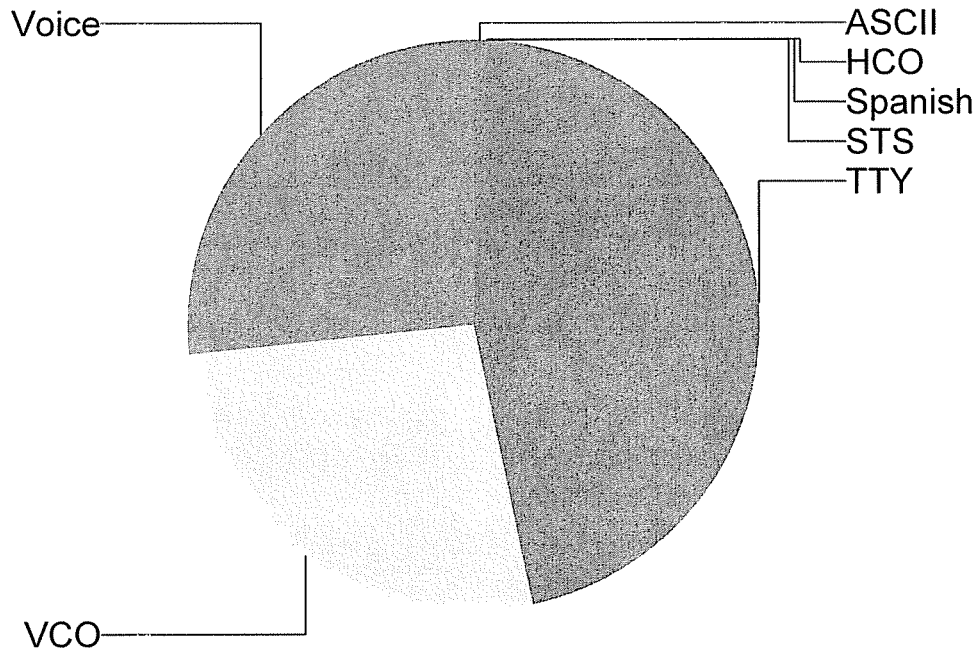
<u>State</u>	<u>NPA</u>	<u>Nxx - used most</u>	<u>Inbound TTY</u>	<u>Inbound Voice</u>	<u>Total Inbound</u>
AR	501	955	1	3	4
CO	303	805	0	1	1
	719	359	0	3	3
<u>Total: CO</u>			<u>0</u>	<u>4</u>	<u>4</u>
CT	203	847	1	1	2
	860	352	0	1	1
<u>Total: CT</u>			<u>1</u>	<u>2</u>	<u>3</u>
MS	601	545	1	2	3
UT	801	298	1	2	3
AZ	480	538	1	0	1
	602	571	0	1	1
<u>Total: AZ</u>			<u>1</u>	<u>1</u>	<u>2</u>
DC	202	226	0	2	2
MA	781	224	1	0	1
	978	496	1	0	1
<u>Total: MA</u>			<u>2</u>	<u>0</u>	<u>2</u>
MD	301	879	0	1	1
	410	674	1	0	1
<u>Total: MD</u>			<u>1</u>	<u>1</u>	<u>2</u>
NV	702	325	0	2	2
OR	503	281	0	1	1
	541	863	0	1	1
<u>Total: OR</u>			<u>0</u>	<u>2</u>	<u>2</u>
PR	787	478	0	2	2
SC	803	227	1	0	1
	864	906	0	1	1
<u>Total: SC</u>			<u>1</u>	<u>1</u>	<u>2</u>
WI	262	705	1	1	2
HI	808	205	0	1	1
IA	712	729	1	0	1
MN	952	544	0	1	1
NH	603	531	0	1	1
OK	580	886	0	1	1
SD	605	359	0	1	1
VT	802	864	0	1	1
<u>Grand Total</u>			<u>8,138</u>	<u>7,987</u>	<u>16,125</u>

Kentucky Relay Service  
Percentage of Outbound Calls by Type



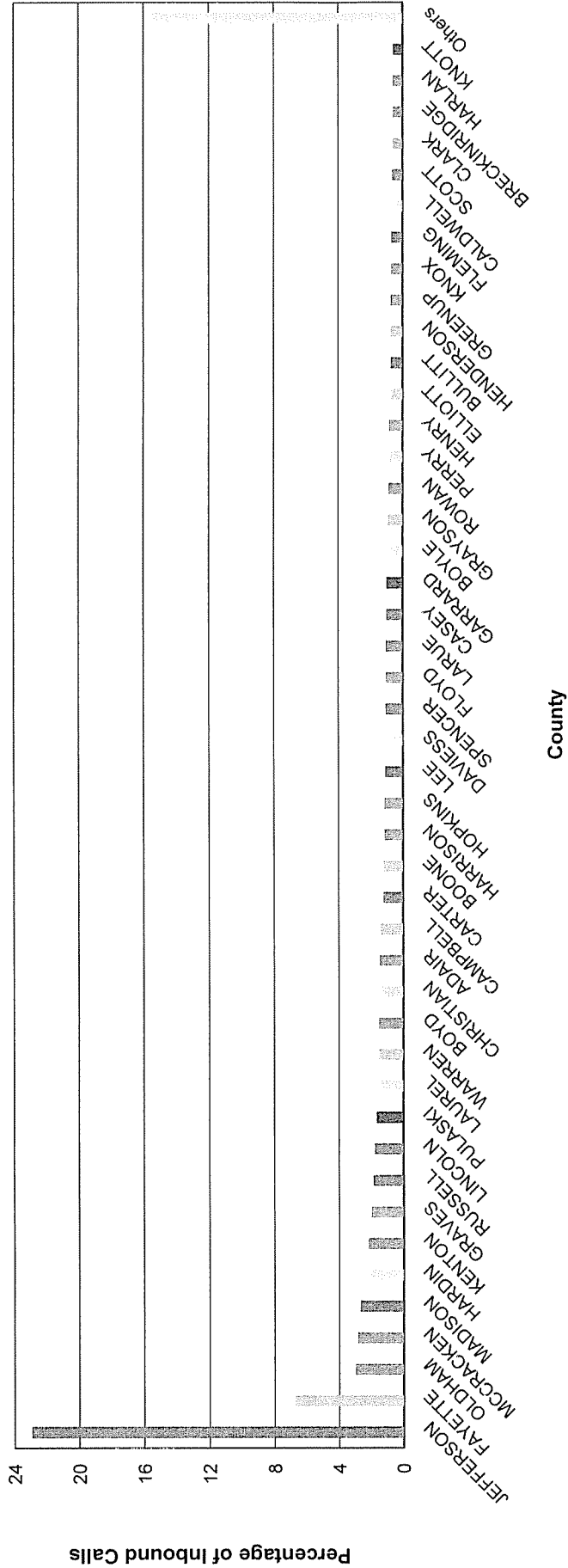
ASCII	32	0.4%
HCO	9	0.1%
STS	1	0.0%
TTY	4421	49.4%
VCO	2402	26.8%
Voice	2091	23.3%
Total:	8956	100.0%

### Kentucky Relay Service Percentage of Session Minutes by Type



ASCII	344.4	0.7%
HCO	38.1	0.1%
Spanish	13.4	0.0%
STS	13.4	0.0%
TTY	21512.7	45.8%
VCO	12522.2	26.7%
Voice	12522.6	26.7%
Total:	46966.7	100.0%

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



Run Date: 06/07/10  
 Confidential & Proprietary

**KENTUCKY CAPTEL SERVICE**  
**Jurisdiction Summary**

Report G  
 Data Month: May 2010

<b>All Calls Handled</b>	Session <u>Minutes</u>	Conversation <u>Minutes</u>	<u>Calls</u>	% of All <u>Calls</u>
General Assistance	923.96		2075	12.13
Intrastate	37,742.25		11863	69.32
Interstate	10,128.80		1384	8.09
International	48.29		10	0.06
Two line	4,700.12		1179	6.89
Toll Free	3,196.69		602	3.52
900 Info Srvc	0.00		0	0.00
Total Outbound Call Attempts	<u>55,816.15</u>		<u>15038</u>	<u>87.87</u>
Month Total	<u><u>56,740.11</u></u>		<u><u>17113</u></u>	<u><u>100.00</u></u>

**Complete Calls**

Intrastate	36,644.16	32,675.59	10002	58.45
Interstate	9,972.82	9,506.01	1129	6.60
International	46.74	44.48	6	0.04
Two line	4,700.12	4,629.09	1179	6.89
Toll Free	3,180.69	3,030.69	565	3.30
900 Info Srvc	0.00	0.00	0	0.00
Month Total	<u><u>54,544.53</u></u>	<u><u>49,885.86</u></u>	<u><u>12881</u></u>	<u><u>75.27</u></u>

**Total Minutes with Allocation**

Tra + 49% TF,900 + 89% 2 line	44,415.69	38,280.52		
Ter + 51% TF,900 + 11% 2 line	<u>12,324.42</u>	<u>11,605.34</u>		
Month Total	<u><u>56,740.11</u></u>	<u><u>49,885.86</u></u>		

Run Date: 06/07/10

## KENTUCKY CAPTEL SERVICE

Report H

Confidential &amp; Proprietary

## Usage Summary

Data Month: May 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 Sat	444	44	400	344	1,654.70	1,467.25
02 Sun	418	40	378	302	1,465.38	1,276.33
03 Mon	652	69	583	506	1,832.76	1,577.33
04 Tue	618	63	555	478	1,972.95	1,692.61
05 Wed	586	70	516	458	2,055.25	1,825.05
06 Thu	598	76	522	451	1,854.28	1,624.46
07 Fri	601	57	544	463	1,813.04	1,570.57
08 Sat	462	62	400	340	1,542.20	1,339.35
09 Sun	459	54	405	324	1,732.00	1,516.24
10 Mon	617	83	534	471	2,275.26	2,043.87
11 Tue	576	66	510	456	2,117.92	1,902.29
12 Wed	637	78	559	476	2,215.39	1,972.13
13 Thu	623	73	550	481	2,367.32	2,140.07
14 Fri	540	79	461	410	1,910.88	1,706.49
15 Sat	504	88	416	353	1,504.48	1,279.85
16 Sun	312	37	275	239	1,427.15	1,298.32
17 Mon	692	63	629	528	2,212.50	1,951.59
18 Tue	683	82	601	506	2,425.45	2,176.60
19 Wed	581	76	505	432	2,010.63	1,788.80
20 Thu	600	90	510	463	2,002.59	1,792.38
21 Fri	758	107	651	558	1,909.45	1,624.28
22 Sat	528	93	435	361	1,619.65	1,369.89
23 Sun	386	56	330	283	1,303.10	1,131.59
24 Mon	673	90	583	509	2,037.76	1,781.67
25 Tue	660	48	612	504	2,015.21	1,754.21
26 Wed	607	62	545	460	1,888.76	1,666.78
27 Thu	565	47	518	431	1,707.10	1,498.20
28 Fri	540	52	488	422	1,603.45	1,384.69
29 Sat	435	65	370	324	1,450.82	1,265.75
30 Sun	318	49	269	216	1,329.16	1,162.34
31 Mon	440	56	384	332	1,483.52	1,304.88
	<u>17113</u>	<u>2075</u>	<u>15038</u>	<u>12881</u>	<u>56,740.11</u>	<u>49,885.86</u>





**Kentucky Relay – Monthly Report  
May 2010**

**Traditional Relay Activities**

*May 18 Four Rivers Mental Health, Paducah*

**Meeting/Customer Service Activities**

*May 17 Grayson High School, Leitchfield (presented an award for Scholarship winner)*

**Outreach activities and meetings planned in June**

Carlisle County Senior Center  
Hickman County Senior Center  
Marshall County Senior Center  
Western Kentucky Community College  
Ballard County Senior Center  
Jackson Horse Senior Center

# Kentucky Commission Report-May 2010

The Kentucky Relay Service Customer Service Department responded to 7 inquiries, concerns, complaints and compliments during May.

## **CALL BREAKDOWN:**

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

Total 07

## **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
- 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:**

- 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
- 01 - 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 02

**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  
01 - Fraudulent/Harassing Calls  
00 - Miscellaneous  
00 - Poor Vocal Clarity/Enunciation  
00 - Ringing/ No Answer  
Total 01

**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 Complaints Report-May 2010***

*Service Complaints--  
Fraudulent/Harassment Call*

*Inquire Date* 05/11/2010

*Record ID* 13517

*Call Taken By* Customer Service

*CA Number*

*Responded By* Toni

*Response Date* 05/11/2010

*Resolution* 05/11/2010

Customer has been receiving fraudulent calls.

Customer Service suggested the customer contact their local telephone company or report the incident to law enforcement. Customer Service explained that if the customer contacts law enforcement then law enforcement may issue a court order. At that time call information may be released to the Court. Customer understood.

# CapTel Report

Kentucky

May 2010

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

Total Number of Valid CapTel Phones

As of May 31st, 2010

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

CapTel CA Statistics

- Average Word Per Minute (WPM) = 168.05pm
- Average Rate of Accuracy = 99.48%
- Average Rate of Error = 0.52%

Monthly Call Details						
Date	Percent Service Level W/ Aban	Srv Lvl wo Aban	Percent Within	Avg Wait Time(ASA & ABAN)	ASA	Blockage
5/1/2010	100	100		0.47	0.46	0.00
5/2/2010	100	100		0.36	0.35	0.00
5/3/2010	100	100		0.36	0.36	0.00
5/4/2010	100	100		0.38	0.38	0.00
5/5/2010	100	100		0.42	0.42	0.00
5/6/2010	100	100		0.35	0.34	0.00
5/7/2010	100	100		0.36	0.36	0.00
5/8/2010	100	100		0.38	0.38	0.00
5/9/2010	98	98		0.9	0.82	0.00
5/10/2010	100	100		0.37	0.37	0.00
5/11/2010	100	100		0.36	0.36	0.00
5/12/2010	100	100		0.36	0.36	0.00
5/13/2010	100	100		0.43	0.42	0.00
5/14/2010	100	100		0.36	0.36	0.00
5/15/2010	100	100		0.4	0.38	0.00
5/16/2010	100	100		0.35	0.35	0.00
5/17/2010	100	100		0.4	0.4	0.00
5/18/2010	100	100		0.43	0.43	0.00
5/19/2010	100	100		0.34	0.34	0.00
5/20/2010	99	100		0.65	0.46	0.00
5/21/2010	100	100		0.37	0.37	0.00
5/22/2010	100	100		0.41	0.41	0.00
5/23/2010	100	100		0.38	0.38	0.00
5/24/2010	100	100		0.36	0.36	0.00
5/25/2010	100	100		0.37	0.36	0.00
5/26/2010	100	100		0.39	0.39	0.00
5/27/2010	100	100		0.41	0.41	0.00
5/28/2010	100	100		0.37	0.37	0.00
5/29/2010	100	100		0.38	0.37	0.00
5/30/2010	100	100		0.36	0.35	0.00
5/31/2010	100	100		0.37	0.37	0.00
<b>TOTALS:</b>	<b>99.69%</b>	<b>99.91%</b>		<b>0.41</b>	<b>0.40</b>	

May 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
181650	5/3/2010	11:35:00 AM	Phone	Other	NA	41010	Information	Customer's son requested some Call Me cards. Sent two sheets of requested information.	5/3/2010 11:40:00 AM	within 24 hours	TJ
181845	5/4/2010	8:45:00 AM	Phone	Product	NA	33230	Set up - General	Customer had difficulties hearing the other party on the line. CSR advised customer how to adjust the volume and tone settings for best amplification.	5/4/2010 8:55:00 AM	within 24 hours	KP
182248	5/6/2010	9:30:00 AM	CapTel	Service	NA	11080	Compliments for CA/Service	Customer stated, "This captioning has been a blessing for me."	5/6/2010 9:40:00 AM	within 24 hours	RC
183315	5/13/2010	9:00:00 AM	Phone	Other	NA	41010	Information	Customer is interested in the CapTel phone for her father. CSR explained how the CapTel phone works in both 1-Line and 2-Line modes.	5/13/2010 9:15:00 AM	within 24 hours	MF
183317	5/13/2010	9:00:00 AM	Phone	Other	NA	41000	Referral Information	Customer is interested in purchasing a CapTel phone for her father. CSR referred her to the national distributor for further assistance.	5/13/2010 9:15:00 AM	within 24 hours	MF
183819	5/17/2010	9:30:00 AM	CapTel	Product	NA	33230	Set up - General	Customer's friend called and stated the CapTel will ring only once on incoming captioned calls and then stop. CSR advised customer to obtain a duplex or "y" jack to use in conjunction with another device that shares the same wall jack as the CapTel phone.	5/17/2010 9:55:00 AM	within 24 hours	KW
184330	5/18/2010	4:15:00 PM	CapTel	Other	NA	40000	Consumer education - general	Customer's helper indicated that their outgoing calls were being captioned, but incoming calls were not. CSR explained that in order to receive captions on incoming calls using the CapTel phone in 1-Line mode, their callers would need to first dial the captioning service number and then enter their area code and phone number. Also mailed customer information about the 2-Line option.	5/18/2010 4:30:00 PM	within 24 hours	MF
184331	5/18/2010	4:15:00 PM	CapTel	Other	NA	41010	Information	Customer's helper requested Call Me cards be sent to the customer. CSR mailed 2 sheets of Call Me cards to her.	5/18/2010 4:30:00 PM	within 24 hours	MF
184859	5/21/2010	10:30:00 AM	Phone	Other	NA	41010	Information	Customer interested in the CapTel. CSR provided general information about the CapTel. Discussed line requirements and how captions are generated.	5/21/2010 10:35:00 AM	within 24 hours	JL
185400	5/25/2010	10:15:00 AM	Phone	Other	NA	40000	Consumer education - general	Customer called for assistance with CapTel phone. CSR explained the use of the signal meter during calls; also advised anticipating the other party's greeting and trying to speak sooner to avoid hang-ups.	5/25/2010 10:30:00 AM	within 24 hours	MMo
185607	5/26/2010	9:00:00 AM	Phone	Product	NA	33230	Set up - General	Customer reported no dial tone on CapTel phone. CSR advised repairing faulty wall jack identified during troubleshooting. Confirmed that CapTel phone is working properly at other wall jacks in customer's home.	5/26/2010 9:10:00 AM	within 24 hours	KS



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

**Summary Customer Service Information**

	Number	Percent
<b>Total Number of Contacts</b>	11	
Phone calls	7	63.64%
Captel	4	36.36%
Email	0	0.00%
TTY	0	0.00%
NA	0	0.00%
<b>Support Type</b>		
Service	1	9.09%
Technical	0	0.00%
Product	3	27.27%
Billing	0	0.00%
Other	7	63.64%
<b>Resolution</b>		
Within 24 hours	11	100.00%
Within 48 hours	0	0.00%
Exceed 48 hours	0	0.00%