



1001 Twelfth Street • Aurora, Nebraska 68818
 voice 402 694 5101 • TTY 800 821 1834
 toll free 800 821 1831 • fax 402 694 2848

July 31, 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

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AUG 20 2010

PUBLIC SERVICE
 COMMISSION

RE: Administrative Case 372

Kentucky Relay Service Invoice				
July 2010				
Total session minutes				41,077.87
Less interstate session minutes			<u>(5,277.10)</u>	
Net billable session minutes				35,800.77
Applicable rate			\$ <u>0.950</u>	
Total Usage Billing			\$ 34,010.73	
Other Services	<u>Intrast CM</u>	<u>Rate</u>		
Captel	37,502.47	1.56	\$	58,503.85
Liquidated damages				
Advisory Board Meeting Expense:				
Total monthly billing			\$ <u><u>92,514.58</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

July 2010

Balance forward	July 1, 2010	\$	89,753.54
Billing for	Jul 10		92,514.58
Payments:			
07/26/10			(89,753.54)
Adjustments:			
Balance due	July 31, 2010	\$	<u>92,514.58</u>
Subsequent payments:			
Current balance due		\$	<u><u>92,514.58</u></u>

Kentucky Relay Service
 Jurisdiction Summary

	Session Minutes	Conversation Minutes	Number of Calls	% of Total Calls
General Assistance	4,414.75		8,438	52.25%
Outbound Calls				
Local	27,789.98		6,373	39.46%
Intrastate Intralata	559.55		137	0.85%
Intrastate Interlata	582.81		102	0.63%
Intrastate DA	15.68		5	0.03%
<i>Intrastate Total</i>	<u>28,948.02</u>		<u>6,617</u>	<u>40.97%</u>
Interstate - KY Orig	2,362.73		493	3.05%
Interstate - not KY Orig	366.70		62	0.38%
Interstate DA	9.92		4	0.02%
<i>Interstate Total</i>	<u>2,739.35</u>		<u>559</u>	<u>3.46%</u>
International	0.25		1	0.01%
Toll Free	4,975.50		535	3.31%
900 Info Service	0.00		0	0.00%
<i>8xx, 900 and Intl Total</i>	<u>4,975.75</u>		<u>536</u>	<u>3.32%</u>
Total Outbound	<u>36,663.12</u>		<u>7,712</u>	<u>47.75%</u>
Total Outb and GenAsst	<u><u>41,077.87</u></u>		<u><u>16,150</u></u>	<u><u>100.00%</u></u>
Complete Calls				
Local	25,933.88	19,859.50	5,053	31.29%
Intrastate Intralata	500.83	417.18	79	0.49%
Intrastate Interlata	552.34	460.29	74	0.46%
Intrastate DA	15.68	7.68	5	0.03%
<i>Intrastate Total</i>	<u>27,002.73</u>	<u>20,744.65</u>	<u>5,211</u>	<u>32.27%</u>
Interstate - KY Orig	2,150.96	1,721.25	346	2.14%
Interstate - not KY Orig	348.47	302.66	49	0.30%
Interstate DA	9.92	5.37	4	0.02%
<i>Interstate Total</i>	<u>2,509.35</u>	<u>2,029.28</u>	<u>399</u>	<u>2.47%</u>
International	0.00	0.00	0	0.00%
Toll Free	4,948.96	4,369.64	508	3.15%
900 Info Service	0.00	0.00	0	0.00%
<i>8xx, 900 and Intl Total</i>	<u>4,948.96</u>	<u>4,369.64</u>	<u>508</u>	<u>3.15%</u>
Total Complete	<u>34,461.04</u>	<u>27,143.57</u>	<u>6,118</u>	<u>37.88%</u>
Total Minutes with TF & 900 Allocation				
Intrastate + 49% of TF & 900	35,800.77	22,885.77		
Interstate + 51% of TF & 900	<u>5,277.10</u>	<u>4,257.80</u>		
Total Minutes	<u><u>41,077.87</u></u>	<u><u>27,143.57</u></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	39	0.51%	6.27	4.89
Total ASCII		39	0.51%	6.27	4.89
HCO	Voice	7	0.09%	4.33	2.83
Total HCO		7	0.09%	4.33	2.83
TTY	TTY	11	0.14%	4.94	2.84
TTY	VCO	5	0.06%	12.67	11.20
TTY	Voice	3,835	49.73%	4.90	3.59
Total TTY		3,851	49.94%	4.91	3.60
VCO	TTY	5	0.06%	5.68	4.34
VCO	VCO	2	0.03%	3.17	0.63
VCO	Voice	1,991	25.82%	4.71	3.54
Total VCO		1,998	25.91%	4.71	3.54
Voice	TTY	1,388	18.00%	3.21	2.07
Voice	VCO	429	5.56%	8.43	7.27
Total Voice		1,817	23.56%	4.44	3.30
Total		7,712	100.00%	4.75	3.52

Kentucky Relay Service
Call Summary

Inbound Calls

<u>Number of Calls</u>	<u>Month Total</u>
Inbound -711	9,130
Inbound - Other	<u>5,454</u>
Inbound - Total	14,584
Not placed in queue	12,999
Placed in queue	1,585
Answered from queue	1,193
Abandon in queue	392

Outbound Calls

<u>Number of Calls</u>	<u>Month Total</u>
Outbound	7,712
Complete - 711	3,785
Complete - Other	<u>2,333</u>
Complete - Total	6,118
Busy/ No answer	1,594
Weekday average	273
Weekend average	191

Complete Calls

	<u>Month Average</u>
Set-up / wrap-up minutes per complete call	2 28
Conversation minutes per complete call	4 44

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>
7/1 Thu	0.08	3.08	1.94	2.69	2.37
7/2 Fri	0.23	2.16	1.87	1.43	1.77
7/3 Sat	0.26	1.72	1.46	1.21	1.40
7/4 Sun	0.17	1.57	1.81	2.37	1.78
7/5 Mon	0.04	1.36	1.78	1.98	1.57
7/6 Tue	0.59	2.94	2.15	2.79	2.50
7/7 Wed	0.00	3.39	2.05	2.09	2.36
7/8 Thu	0.23	1.89	2.86	1.63	2.12
7/9 Fri	0.26	1.31	1.55	1.26	1.33
7/10 Sat	0.00	1.44	1.69	1.24	1.38
7/11 Sun	0.13	2.17	1.85	1.84	1.76
7/12 Mon	0.11	1.57	1.59	1.66	1.49
7/13 Tue	0.35	2.46	1.43	2.56	1.98
7/14 Wed	0.37	1.87	2.07	2.94	2.06
7/15 Thu	0.08	3.62	2.43	2.28	2.70
7/16 Fri	0.27	1.51	3.45	2.34	2.39
7/17 Sat	0.00	1.66	1.81	1.80	1.60
7/18 Sun	0.10	1.00	1.66	1.87	1.45
7/19 Mon	0.46	1.64	2.24	1.81	1.84
7/20 Tue	0.33	1.68	1.78	2.11	1.74
7/21 Wed	0.18	1.26	1.40	3.23	1.55
7/22 Thu	0.33	1.76	2.24	2.28	2.01
7/23 Fri	0.77	1.67	2.20	1.54	1.80
7/24 Sat	0.13	2.12	1.91	1.83	1.88
7/25 Sun	0.00	0.80	1.57	1.35	1.23
7/26 Mon	2.41	1.72	1.74	3.30	2.10
7/27 Tue	0.08	1.73	1.51	2.33	1.67
7/28 Wed	0.33	1.23	2.37	2.70	1.92
7/29 Thu	0.02	1.82	2.07	2.51	1.97
7/30 Fri	0.48	2.21	1.34	2.25	1.80
7/31 Sat	0.00	1.73	1.48	1.86	1.53
<u>Total</u>	<u>0.28</u>	<u>1.91</u>	<u>1.92</u>	<u>2.11</u>	<u>1.86</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
7/1 Thu	0.0	6.6	0.6	1.0	2.7	90%
7/2 Fri	0.0	1.8	4.4	0.9	2.6	91%
7/3 Sat	0.1	0.9	1.6	1.0	1.1	94%
7/4 Sun	0.3	2.7	0.9	0.0	1.2	96%
7/5 Mon	0.0	0.8	0.1	1.4	0.6	96%
7/6 Tue	0.0	2.5	2.9	0.1	2.1	91%
7/7 Wed	0.0	0.9	3.2	0.5	1.6	93%
7/8 Thu	0.0	1.2	1.9	0.5	1.3	95%
7/9 Fri	0.3	1.0	0.4	1.0	0.7	97%
7/10 Sat	0.0	4.0	0.7	0.1	1.7	92%
7/11 Sun	0.9	0.1	0.9	0.9	0.7	96%
7/12 Mon	0.8	2.9	2.8	0.3	2.3	90%
7/13 Tue	0.0	0.7	1.4	2.8	1.4	93%
7/14 Wed	0.2	3.4	1.8	3.6	2.6	90%
7/15 Thu	0.0	2.3	3.1	3.9	2.9	89%
7/16 Fri	0.0	1.4	7.9	0.7	3.7	87%
7/17 Sat	0.0	2.3	1.0	1.8	1.5	94%
7/18 Sun	3.4	2.3	0.5	3.8	2.2	93%
7/19 Mon	1.9	5.5	4.9	0.0	3.9	86%
7/20 Tue	0.0	1.2	3.2	1.4	2.0	91%
7/21 Wed	0.0	0.7	1.4	1.9	1.1	95%
7/22 Thu	0.0	0.0	0.8	0.3	0.4	98%
7/23 Fri	0.0	1.0	0.1	0.4	0.5	98%
7/24 Sat	0.0	1.0	0.0	0.7	0.5	98%
7/25 Sun	0.0	0.8	0.2	1.8	0.7	97%
7/26 Mon	0.0	0.8	1.0	0.4	0.7	96%
7/27 Tue	0.2	3.0	1.1	0.1	1.6	94%
7/28 Wed	0.0	0.3	0.6	0.6	0.5	97%
7/29 Thu	0.0	1.0	6.1	1.6	3.1	90%
7/30 Fri	0.0	3.0	3.2	1.1	2.6	91%
7/31 Sat	0.1	6.7	4.8	2.1	4.6	83%
<u>Total</u>	<u>0.3</u>	<u>2.1</u>	<u>2.1</u>	<u>1.2</u>	<u>1.8</u>	<u>93%</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	1,723	1,649	3,372
	502	222	2,259	1,860	4,119
	606	464	1,610	1,638	3,248
	859	268	1,372	1,556	2,928
<u>Total: KY</u>			<u>6,964</u>	<u>6,703</u>	<u>13,667</u>
IN	260	489	0	2	2
	317	512	3	8	11
	765	462	0	2	2
	812	221	33	95	128
<u>Total: IN</u>			<u>36</u>	<u>107</u>	<u>143</u>
OH	216	581	1	3	4
	330	963	4	2	6
	419	908	1	6	7
	440	352	0	3	3
	513	353	11	47	58
	567	274	0	1	1
	614	315	3	2	5
	740	646	8	26	34
	937	275	5	8	13
<u>Total: OH</u>			<u>33</u>	<u>98</u>	<u>131</u>
NE	402	694	78	38	116
TN	423	434	4	10	14
	615	343	7	15	22
	731	247	6	14	20
	865	387	3	5	8
	901	262	2	2	4
	931	201	5	10	15
<u>Total: TN</u>			<u>27</u>	<u>56</u>	<u>83</u>
LA	225	291	34	19	53
	337	781	0	1	1
	504	887	0	1	1
<u>Total: LA</u>			<u>34</u>	<u>21</u>	<u>55</u>
FL	239	768	1	3	4
	305	202	1	1	2
	321	591	0	3	3
	352	257	2	3	5
	386	290	1	2	3
	407	855	0	1	1
	561	577	0	1	1
	727	449	2	4	6
	786	370	0	2	2
	813	299	1	2	3
	850	624	0	1	1
	863	221	1	3	4
	904	566	0	2	2
954	977	1	5	6	
<u>Total: FL</u>			<u>10</u>	<u>33</u>	<u>43</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>
TX	210	269	2	0	2
	214	000	2	0	2
	254	289	0	2	2
	281	286	1	1	2
	409	963	1	1	2
	512	356	0	2	2
	713	247	1	2	3
	806	236	0	1	1
	817	763	7	4	11
	903	850	0	1	1
	936	718	0	1	1
	956	781	0	1	1
	972	241	1	0	1
<u>Total: TX</u>			15	16	31
CA	209	478	1	1	2
	213	286	2	0	2
	310	699	1	1	2
	323	456	0	1	1
	415	466	1	3	4
	510	371	1	0	1
	530	432	0	1	1
	559	310	0	1	1
	562	201	0	1	1
	661	951	0	1	1
	707	479	0	1	1
	714	484	1	0	1
	805	374	0	1	1
	818	935	1	1	2
	831	620	1	0	1
	858	345	0	1	1
	909	270	1	1	2
	925	513	1	1	2
949	225	0	1	1	
951	536	1	0	1	
<u>Total: CA</u>			12	17	29
GA	404	550	1	2	3
	478	224	0	1	1
	678	523	0	2	2
	706	464	3	9	12
	770	912	3	2	5
	912	432	1	0	1
<u>Total: GA</u>			8	16	24
IL	217	215	1	1	2
	309	242	0	2	2
	312	399	0	2	2
	618	638	0	7	7
	630	571	2	0	2
	708	224	2	1	3
	773	296	2	1	3
	847	839	2	0	2
<u>Total: IL</u>			9	14	23

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>
MI	248	681	2	0	2
	269	231	1	3	4
	313	244	3	1	4
	517	803	1	3	4
	734	955	0	1	1
	810	785	1	0	1
	906	292	0	1	1
	989	666	0	2	2
<u>Total: MI</u>			8	11	19
NC	252	801	0	1	1
	336	270	2	1	3
	704	400	2	9	11
	828	502	0	1	1
	910	340	0	1	1
	919	233	1	1	2
<u>Total: NC</u>			5	14	19
PA	215	809	5	0	5
	267	250	1	5	6
	412	818	0	1	1
	570	322	0	2	2
	610	358	0	1	1
	717	731	0	1	1
	724	375	0	1	1
	814	779	0	1	1
<u>Total: PA</u>			6	12	18
WV	304	453	11	7	18
AL	205	603	1	1	2
	251	554	2	1	3
	256	355	4	2	6
	334	298	5	1	6
<u>Total: AL</u>			12	5	17
VA	276	679	3	0	3
	540	460	0	3	3
	703	361	1	2	3
	757	351	0	4	4
<u>Total: VA</u>			4	9	13
NY	212	918	0	1	1
	315	402	1	2	3
	516	224	1	0	1
	585	319	0	1	1
	716	531	1	0	1
	718	715	0	1	1
	914	425	0	3	3
<u>Total: NY</u>			3	8	11
CO	303	960	0	1	1
	719	359	0	7	7
	720	545	0	1	1
<u>Total: CO</u>			0	9	9
MO	314	592	0	2	2
	417	294	1	0	1
	573	214	1	0	1
	660	563	0	1	1
	816	291	0	4	4
<u>Total: MO</u>			2	7	9

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>
TF	800	837	0	1	1
	866	290	1	1	2
	877	724	3	2	5
	888	620	1	0	1
Total: TF			5	4	9
AZ	480	322	3	1	4
	602	908	0	3	3
	928	401	0	1	1
Total: AZ			3	5	8
WI	262	641	0	1	1
	414	755	0	1	1
	608	251	0	2	2
	715	294	0	2	2
Total: WI			0	6	6
MS	228	365	1	1	2
	662	377	1	2	3
Total: MS			2	3	5
SC	803	257	0	2	2
	843	773	0	1	1
	864	242	2	0	2
Total: SC			2	3	5
IA	515	229	0	3	3
	563	556	0	1	1
Total: IA			0	4	4
ME	207	228	1	3	4
MN	612	280	1	0	1
	651	738	0	1	1
	763	438	0	1	1
	952	288	0	1	1
Total: MN			1	3	4
UT	801	304	2	2	4
WA	253	904	2	0	2
	425	486	1	1	2
Total: WA			3	1	4
AK	907	522	0	3	3
KS	620	624	1	0	1
	913	575	1	1	2
Total: KS			2	1	3
NJ	908	448	0	1	1
	973	220	0	2	2
Total: NJ			0	3	3
AR	870	642	2	0	2
DC	202	269	0	2	2
DE	302	258	0	2	2

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>
MA	781	233	0	1	1
	857	472	0	1	1
Total: MA			0	2	2
ND	701	590	2	0	2
NH	603	791	0	2	2
OK	405	203	0	1	1
	580	699	0	1	1
Total: OK			0	2	2
OR	503	615	1	1	2
PR	787	603	0	2	2
WY	307	546	1	1	2
ID	208	863	0	1	1
IT	226	345	0	1	1
MD	443	822	0	1	1
NV	702	943	0	1	1
RI	401	721	0	1	1
SD	605	569	1	0	1
<u>Grand Total</u>			<u>7,312</u>	<u>7,272</u>	<u>14,584</u>

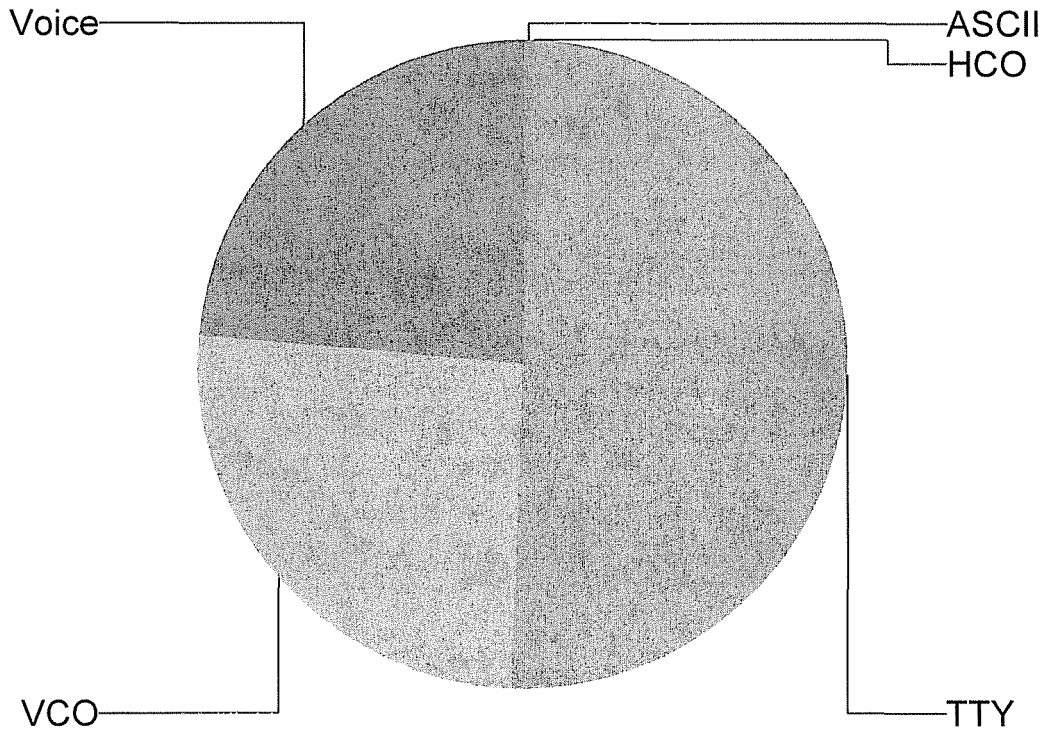
Kentucky CapTel Service
 CapTel Jurisdiction Summary

	<u>Session Minutes</u>	<u>Conversation Minutes</u>	<u>Number of Calls</u>	<u>% of Total Calls</u>
General Assistance	900.42		2,422	14.38%
Outbound Calls				
Intrastate	36,945.81		11,410	67.75%
Interstate	8,077.98		1,236	7.34%
International	4.74		8	0.05%
Two Line	4,453.43		1,120	6.65%
Toll Free	3,392.59		645	3.83%
900 Info Service	0.00		0	0.00%
Total Outbound	52,874.55		14,419	85.62%
Total Outb and GenAsst	<u>53,774.97</u>		<u>16,841</u>	<u>100.00%</u>
Complete Calls				
Intrastate	35,816.95	32,024.78	9,531	56.59%
Interstate	7,935.37	7,518.12	998	5.93%
International	2.34	0.84	2	0.01%
Two Line	4,453.43	4,384.18	1,120	6.65%
Toll Free	3,378.88	3,215.85	610	3.62%
900 Info Service	0.00	0.00	0	0.00%
Total Complete	51,586.97	47,143.77	12,261	72.80%
Total Minutes with TF & 900 Allocation				
Tra + 49% TF, 900 + 89% 2 Line	43,472.15	37,502.47		
Ter + 51% TF, 900 + 11% 2 Line	10,302.82	9,641.30		
Total Minutes	<u>53,774.97</u>	<u>47,143.77</u>		

Kentucky CapTel Service
 CapTel Usage Summary

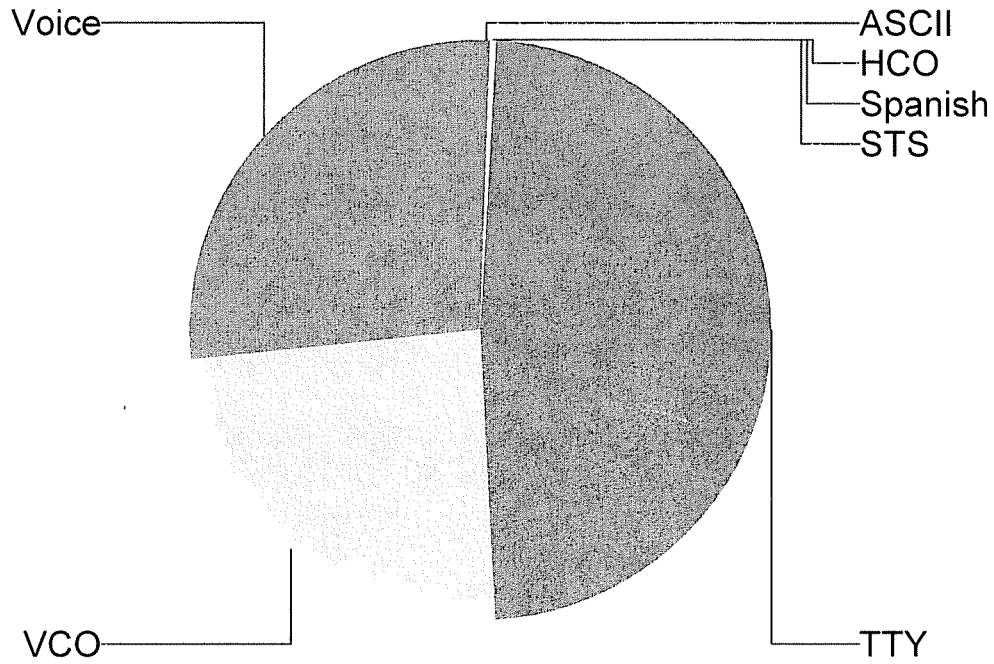
<u>Day</u>	<u>Answered</u>	<u>GenAsst</u>	<u>Outbound</u>	<u>Complete</u>	<u>SessMin</u>	<u>ConvMin</u>
7/1 Thu	577	71	506	439	1,598.10	1,392.07
7/2 Fri	588	61	527	450	2,026.49	1,798.71
7/3 Sat	442	71	371	289	1,531.65	1,338.55
7/4 Sun	345	38	307	261	1,246.97	1,094.74
7/5 Mon	475	70	405	336	1,636.64	1,456.86
7/6 Tue	649	69	580	510	1,995.12	1,745.25
7/7 Wed	554	125	429	381	1,775.21	1,571.31
7/8 Thu	608	66	542	459	1,949.37	1,698.67
7/9 Fri	585	79	506	429	1,953.28	1,742.72
7/10 Sat	429	54	375	311	1,312.76	1,124.96
7/11 Sun	358	41	317	267	1,153.05	1,016.34
7/12 Mon	659	80	579	490	1,933.38	1,690.92
7/13 Tue	651	82	569	493	2,045.68	1,804.41
7/14 Wed	623	99	524	436	1,917.62	1,669.51
7/15 Thu	611	73	538	468	2,140.95	1,910.04
7/16 Fri	596	93	503	439	1,890.12	1,668.33
7/17 Sat	492	74	418	327	1,447.06	1,229.19
7/18 Sun	416	65	351	298	1,686.00	1,507.69
7/19 Mon	661	88	573	468	1,936.08	1,670.34
7/20 Tue	675	102	573	500	2,039.08	1,790.06
7/21 Wed	642	102	540	440	2,029.16	1,759.12
7/22 Thu	605	84	521	440	1,950.63	1,702.96
7/23 Fri	523	70	453	406	1,992.36	1,782.39
7/24 Sat	398	52	346	286	1,239.42	1,065.44
7/25 Sun	389	71	318	277	1,143.50	987.96
7/26 Mon	554	64	490	415	1,840.36	1,626.70
7/27 Tue	635	111	524	464	1,866.28	1,631.38
7/28 Wed	511	109	402	356	1,537.18	1,321.19
7/29 Thu	593	103	490	425	1,783.41	1,555.97
7/30 Fri	540	73	467	404	1,701.88	1,501.09
7/31 Sat	457	82	375	297	1,476.18	1,288.90
Total	16,841	2,422	14,419	12,261	53,774.97	47,143.77

Kentucky Relay Service
Percentage of Outbound Calls by Type



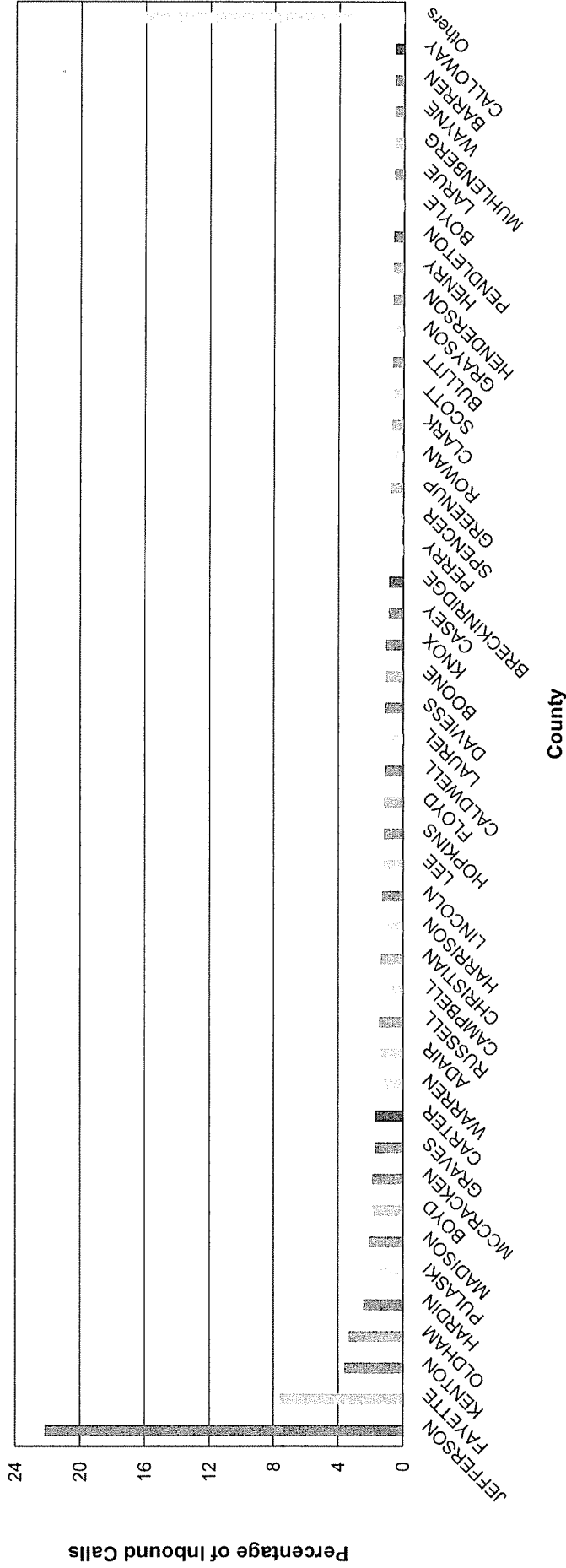
ASCII	39	0.5%
HCO	7	0.1%
TTY	3851	49.9%
VCO	1998	25.9%
Voice	1817	23.6%
Total:	7712	100.0%

Kentucky Relay Service
Percentage of Session Minutes by Type



ASCII	270.9	0.7%
HCO	30.3	0.1%
Spanish	14.8	0.0%
STS	18.8	0.0%
TTY	19915.1	48.5%
VCO	9856.6	24.0%
Voice	10971.3	26.7%
Total:	41077.9	100.0%

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





Kentucky Relay – Monthly Report
July 2010

Outreach activities and meetings planned in August and September

Kentucky State Fair in Louisville, August 19-29 (Exhibition partnership with KCDHH, HLAK and Heuser Hearing Institute)

DeaFestival in Horse Cave, September 4 (Major sponsor)

Kentucky – July, 2010 Commission Report

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

CALL BREAKDOWN:

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

Total 08

CapTel:

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

Total 01

Compliments:

- 00 - CA Praise
- 00 - Overall Praise

Total 00

Customer Profile:

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

Total 01

Equipment:

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

Total 03

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
01 - 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 03

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

There were no Complaints for July, 2010.

CapTel Report

Kentucky

July 2010

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

Total Number of Valid CapTel Phones

As of July 31st, 2010

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

CapTel CA Statistics

- Average Word Per Minute (WPM) = 174.41pm
- Average Rate of Accuracy = 99.69%
- Average Rate of Error = 0.31%

Monthly Call Details					
Date	Percent Service Level W/ Aban	Percent Within Srv Lvl wo Aban	Avg Wait Time(ASA & ABAN)	ASA	Blockage
7/1/2010	100	100	0.41	0.41	0.00
7/2/2010	99	100	0.43	0.41	0.00
7/3/2010	99	100	0.43	0.42	0.00
7/4/2010	100	100	0.45	0.45	0.00
7/5/2010	100	100	0.39	0.39	0.00
7/6/2010	99	100	0.49	0.48	0.00
7/7/2010	100	100	0.38	0.38	0.00
7/8/2010	100	100	0.38	0.38	0.00
7/9/2010	99	99	0.73	0.56	0.00
7/10/2010	99	100	0.52	0.5	0.00
7/11/2010	99	100	0.42	0.41	0.00
7/12/2010	100	100	0.36	0.36	0.00
7/13/2010	100	100	0.37	0.37	0.00
7/14/2010	99	100	0.54	0.48	0.00
7/15/2010	100	100	0.37	0.37	0.00
7/16/2010	100	100	0.44	0.43	0.00
7/17/2010	98	98	0.79	0.74	0.00
7/18/2010	100	100	0.5	0.49	0.00
7/19/2010	100	100	0.39	0.38	0.00
7/20/2010	100	100	0.44	0.42	0.00
7/21/2010	100	100	0.4	0.39	0.00
7/22/2010	100	100	0.47	0.46	0.00
7/23/2010	97	98	0.93	0.85	0.00
7/24/2010	98	99	0.73	0.68	0.00
7/25/2010	100	100	0.43	0.41	0.00
7/26/2010	100	100	0.41	0.41	0.00
7/27/2010	100	100	0.36	0.36	0.00
7/28/2010	100	100	0.39	0.39	0.00
7/29/2010	100	100	0.41	0.4	0.00
7/30/2010	100	100	0.47	0.47	0.00
7/31/2010	99	99	0.53	0.49	0.00
TOTALS:	99.42%	99.72%	0.47	0.45	

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
191919	7/6/2010	10:50:00 AM	Phone	Product	NA	33050	Dial Tone - Not heard	Customer reported no dial tone. CSR advised performing a physical reset of the CapTel phone. This resolved the customer's experience.	7/6/2010 11:00:00 AM	within 24 hours	JL
192576	7/8/2010	12:15:00 PM	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. Emailed diagrams to customer with this type of set-up. Customer satisfied with explanation.	7/8/2010 12:25:00 PM	within 24 hours	JL
192597	7/8/2010	1:05:00 PM	CapTel	Product	NA	33230	Set up - General	Customer reported hearing static noises on recent calls. CSR advised customer to eliminate extension cords and sonic alert device and connect unit directly into wall jack and electrical outlet. Confirmed this resolved customer's experience.	7/8/2010 1:15:00 PM	within 24 hours	ST
193462	7/13/2010	1:15:00 PM	Phone	Other	NA	0800-41010	Information	Customer's granddaughter asked whether there is any newer model of the CapTel phone since the 200. CSR explained technical requirements for CapTel 800. Discussed screen dimensions and adjustable font, and mentioned that 800 does have Caller ID capability.	7/13/2010 1:30:00 PM	within 24 hours	KS
193463	7/13/2010	1:30:00 PM	Phone	Other	NA	0800-41000	Referral Information	Customer's granddaughter asked whether she can obtain a CapTel 800 from the same state program where their 200 was acquired. CSR referred caller to the state equipment program to discuss possibility of exchanging 200 for an 800.	7/13/2010 1:35:00 PM	within 24 hours	KS
193656	7/14/2010	10:45:00 AM	CapTel	Other	NA	0800-40000	Consumer Education	Customer asked how to get incoming calls on the CapTel 800. CSR explained that in 1-Line mode incoming calls need to be dialed through the captioning service number. Customer understood. Customer reported they are able to make a captioned call. CSR probed set up and advised customer to remove the second telephone cord from the bottom of the CapTel phone and to turn off 2-Line mode in the menu of the CapTel phone, since the customer has only one working phone line. CSR confirmed customer is now able to dial out successfully. CSR explained to customer if they want to use the CapTel phone with 2 telephone lines, they would need to obtain a second telephone line with its own wall jack. Customer understood and said they would leave the set up in 1-Line mode.	7/14/2010 10:55:00 AM	within 24 hours	RC
194276	7/16/2010	1:50:00 PM	Phone	Product	NA	33230	Set up - General	Caller for customer reported no captions on the CapTel. CSR advised customer to perform a physical reset and confirmed this resolved the experience.	7/16/2010 2:10:00 PM	within 24 hours	TJ
194410	7/19/2010	8:30:00 AM	Phone	Product	NA	33080	Dialing Issue - Can't dial out in caption mode		7/19/2010 8:40:00 AM	within 24 hours	JL

Track #	Date of Complaint	Time of Call	Contact Type	Tech. vs. Service	Agent #	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
194529	7/19/2010	11:40:00 AM	CapTel	Product	NA	33050	Dial Tone - Not heard	Caller for customer reported no dial tone heard on the CapTel. Customer performed a physical reset however, the caller then confirmed none of the phones in the house have a dial tone and the phone company was scheduled to visit that day. This action restored a dial tone to all the home's phones.	7/19/2010 12:40:00 PM	within 24 hours	JL
194799	7/20/2010	10:00:00 AM	Mail	Service	NA	11080	Compliments for CA/Service	Customer wrote, "This [CapTel] service has been a lifesaver. At times I am almost totally deaf and without the [CapTel] phone I can't communicate with my daughters. I live alone and having the phone has given my family peace of mind."	7/20/2010 10:10:00 AM	within 24 hours	MF
194807	7/20/2010	10:30:00 AM	Mail	Other	NA	40000	Consumer education - general	Customer reported a delay between when the other party speaks and when she is able to read captions and that sometimes the captions are difficult to understand. CSR mailed customer information about how captions are produced and explained that it would be normal to experience a 3-5 second delay in captions behind the spoken word. CSR also shared tips including asking the other party to speak slower and providing callers with status while reading captions. CSR explained that the captioning service sends out captions in whole words and that if an incorrect word should appear, she should receive the correct word in brackets shortly thereafter. Advised customer document specific call details for further investigating.	7/20/2010 10:45:00 AM	within 24 hours	MF
195344	7/21/2010	4:30:00 PM	CapTel	Other	NA	0800-40000	Consumer Education	Customer's sister-in-law reported no captions on her incoming calls to customer's new CapTel 800. CSR explained that in order to receive captions on incoming calls in 1-Line mode, people will have to first dial through the captioning service. Placed an incoming call to demonstrate. Caller understood.	7/21/2010 4:40:00 PM	within 24 hours	KS
196417	7/27/2010	2:50:00 PM	CapTel	Product	NA	33230	Set up - General	Customer's friend reported that the CapTel would not connect on incoming calls. CSR advised customer to replace the faulty triplex jack discovered during troubleshooting.	7/27/2010 3:00:00 PM	within 24 hours	RC
197106	7/30/2010	2:30:00 PM	Phone	Other	NA	0800-40000	Consumer Education	Customer's son reported that customer is not able to receive captions on incoming calls. CSR explained that in order for customer to receive captions on incoming calls, people must dial through the captioning service first.	7/30/2010 2:40:00 PM	within 24 hours	JR

Summary Customer Service Information
 Total Number of Contacts 14
 Phone calls 6 42.86%

Track #	Date of Complaint	Time of Call	Contact Type	Tech. vs. Service	Agent # of Complaint	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
	Capitel		6	42.86%							
	Email		0	0.00%							
	TTY		0	0.00%							
	NA		0	0.00%							
	Support Type										
	Service		1	7.14%							
	Technical		0	0.00%							
	Product		7	50.00%							
	Billing		0	0.00%							
	Other		6	42.86%							
	Resolution										
	Within 24 hours		14	100.00%							
	Within 48 hours		0	0.00%							
	Exceed 48 hours		0	0.00%							