



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

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

April 30, 2009

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

RECEIVED

MAY 18 2009

PUBLIC SERVICE  
COMMISSION

RE: Administrative Case 372

**Kentucky Relay Service Invoice**

**April 2009**

Total session minutes				57,171.19
Less interstate session minutes				<u>(8,428.17)</u>
Net billable session minutes				48,743.02
Applicable rate			\$	<u>0.950</u>
Total Usage Billing			\$	<u>46,305.87</u>
Other Services	<u>Intrast CM</u>	<u>Rate</u>		
Captel	35,731.71	1.56	\$	55,741.47
Liquidated damages				
Advisory Board Meeting Expense:				
<b>Total monthly billing</b>			\$	<b><u><u>102,047.34</u></u></b>

Authorized Signature:

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



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RE: Administrative Case 372

### Kentucky Relay Service Monthly Statement

April 2009

Balance forward	April 1, 2009	\$	99,665.11
Billing for	Apr 09		102,047.34
Payments:			
04/24/09			(99,665.11)
Adjustments:			
Balance due	April 30, 2009	\$	<u>102,047.34</u>
Subsequent payments:			
<b>Current balance due</b>		\$	<u><u>102,047.34</u></u>

Run Date: 05/12/09

**KENTUCKY RELAY SERVICE**

Report A

**Jurisdiction Summary**

Data Month: Apr 2009

	<u>Work Minutes</u>	<u>Conversation Minutes</u>	<u>Number of Calls</u>	<u>% of All Calls</u>
<b>All Calls Handled</b>				
General Assistance	4,260.91		8884	42.97
Local	37,567.13		9318	45.07
Intrastate Intralata	2,224.31		310	1.50
Intrastate Interlata	1,289.16		392	1.90
Intrastate DA	46.33		11	0.05
Total Intrastate	<u>41,126.93</u>		<u>10031</u>	<u>48.52</u>
Interstate - KY orig	4,309.05		953	4.61
Interstate - not KY orig	608.67		81	0.39
Interstate DA	7.75		2	0.01
Total Interstate	<u>4,925.47</u>		<u>1036</u>	<u>5.01</u>
International	10.58		9	0.04
8xx Toll Free	6,847.30		714	3.45
900 Info Service	0.00		0	0.00
Total Outgoing Call Attempts	<u>52,910.28</u>		<u>11790</u>	<u>57.03</u>
Month Total	<u>57,171.19</u>		<u>20674</u>	<u>100.00</u>
<b>Complete Calls</b>				
Local	35,469.74	27,040.37	7573	36.63
Intrastate Intralata	2,057.28	1,883.40	174	0.84
Intrastate Interlata	1,193.36	851.93	305	1.48
Intrastate DA	39.96	27.50	9	0.04
Total Intrastate	<u>38,760.34</u>	<u>29,803.20</u>	<u>8061</u>	<u>38.99</u>
Interstate - KY orig	3,937.92	3,030.02	663	3.21
Interstate - not KY orig	580.77	520.79	59	0.29
Interstate DA	7.75	4.98	2	0.01
Total Interstate	<u>4,526.44</u>	<u>3,555.79</u>	<u>724</u>	<u>3.50</u>
International	3.83	2.98	1	0.00
8xx Toll Free	6,793.79	6,033.09	656	3.17
900 Info Service	0.00	0.00	0	0.00
Month Total	<u>50,084.40</u>	<u>39,395.06</u>	<u>9442</u>	<u>45.67</u>
<b>Total Minutes with Toll Free &amp; 900 Allocation</b>				
Intrastate + 49% of 8xx & 900	48,743.02	32,759.41		
Interstate + 51% of 8xx & 900	8,428.17	6,635.65		
Month Total	<u>57,171.19</u>	<u>39,395.06</u>		

Run Date: 05/12/09

## KENTUCKY RELAY SERVICE

Report B

## Workload by Call Method

Data Month: Apr 2009

Call Method <u>From</u> <u>To</u>	Outbound <u>Calls</u>	Percentage <u>of Total</u>	Avg Sess <u>Min per Call</u>	Avg Conv <u>Min per Call</u>
ASCII    Voice	20	0.17	5.84	4.74
Total ASCII	<u>20</u>	<u>0.17</u>	<u>5.84</u>	<u>4.74</u>
HCO      Voice	57	0.48	4.85	3.32
Total HCO	<u>57</u>	<u>0.48</u>	<u>4.85</u>	<u>3.32</u>
Speech    Speech	2	0.02	0.60	0.00
Total Speech	<u>2</u>	<u>0.02</u>	<u>0.60</u>	<u>0.00</u>
TTY      TTY	17	0.14	2.66	1.31
TTY      VCO	34	0.29	5.91	4.38
TTY      Voice	6455	54.75	4.41	3.21
Total TTY	<u>6506</u>	<u>55.18</u>	<u>4.42</u>	<u>3.21</u>
VCO      TTY	2	0.02	2.34	0.90
VCO      VCO	11	0.09	6.40	4.67
VCO      Voice	2412	20.46	5.47	4.33
Total VCO	<u>2425</u>	<u>20.57</u>	<u>5.47</u>	<u>4.33</u>
Voice     ASCII	1	0.01	4.03	3.35
Voice     TTY	2287	19.40	2.94	1.91
Voice     VCO	492	4.17	7.70	6.78
Total Voice	<u>2780</u>	<u>23.58</u>	<u>3.79</u>	<u>2.78</u>
Month Total	<u><u>11790</u></u>		<u><u>4.49</u></u>	<u><u>3.34</u></u>

Run Date: 05/12/09

**KENTUCKY RELAY SERVICE**

Report C

**Call Summary**

Data Month: Apr 2009

**Inbound Calls**

<u>Number of Calls:</u>	<u>Month Total</u>
Inbound - 711	11510
Inbound - Other	<u>6019</u>
Inbound - Total	17529
Not placed in queue	16165
Placed in queue	1364
Answered from queue	963
Abandoned in queue	401

**Outbound Calls**

<u>Number of Calls:</u>	<u>Month Total</u>
Outbound	11790
Complete - 711	6163
Complete - Other	<u>3279</u>
Complete - Total	9442
Busy / no answer	2348
Weekday average	410
Weekend average	346

**Complete Calls**

	<u>Month Average</u>
Set-up / wrap-up minutes per call	1.13
Conversation minutes per call	4.17

Run Date: 05/12/09

## KENTUCKY RELAY SERVICE

Report D

Avg ConvMin Per Inbound Call

Data Month: Apr 2009

<u>Day</u>	<u>12 a.m. to 6 a.m.</u>	<u>6 a.m. to Noon</u>	<u>Noon to 6 p.m.</u>	<u>6 p.m. to 12 a.m.</u>	<u>Total</u>
01 Wed	0.15	3.02	2.16	3.14	2.47
02 Thu	0.34	2.57	2.31	2.38	2.32
03 Fri	0.00	2.07	2.18	2.81	1.88
04 Sat	0.25	1.89	1.91	2.88	2.07
05 Sun	0.29	1.45	1.19	2.76	1.79
06 Mon	0.03	1.88	2.50	3.17	2.32
07 Tue	0.35	3.95	2.58	3.03	2.95
08 Wed	0.55	3.47	1.91	3.71	2.83
09 Thu	0.52	1.71	1.75	2.22	1.81
10 Fri	0.49	1.85	1.72	2.20	1.79
11 Sat	0.71	1.92	2.78	2.07	2.13
12 Sun	2.41	2.19	2.14	2.34	2.22
13 Mon	0.25	4.02	1.72	2.03	2.48
14 Tue	0.12	3.44	2.24	3.32	2.61
15 Wed	0.96	2.45	2.33	3.10	2.48
16 Thu	0.61	1.91	2.09	2.52	2.09
17 Fri	1.01	2.82	1.81	2.06	2.15
18 Sat	2.35	2.99	1.51	2.13	2.18
19 Sun	0.02	1.84	1.79	1.97	1.72
20 Mon	0.11	2.43	2.15	3.05	2.23
21 Tue	0.15	2.77	2.19	1.74	2.18
22 Wed	0.51	2.24	1.74	2.78	2.07
23 Thu	0.08	2.77	2.00	1.70	2.10
24 Fri	0.75	2.89	2.50	1.71	2.35
25 Sat	0.34	2.36	1.97	1.48	1.89
26 Sun	0.45	2.33	3.12	3.50	2.80
27 Mon	0.22	2.30	2.53	4.24	2.77
28 Tue	0.23	2.16	2.21	1.74	2.02
29 Wed	0.87	2.61	1.90	1.93	2.08
30 Thu	0.33	3.09	2.11	3.54	2.63
	<u>0.44</u>	<u>2.54</u>	<u>2.11</u>	<u>2.55</u>	<u>2.25</u>

Run Date: 05/12/09

**KENTUCKY RELAY SERVICE**

Report E

**Average Answer Seconds**

Data Month: Apr 2009

<u>Day</u>	<u>12 a.m. to 6 a.m.</u>	<u>6 a.m. to Noon</u>	<u>Noon to 6 p.m.</u>	<u>6 p.m. to 12 a.m.</u>	<u>Total</u>	<u>% Ans in 10 Sec</u>
01 Wed	0.0	1.4	1.0	2.3	1.3	94
02 Thu	0.0	0.2	1.4	1.2	1.0	96
03 Fri	1.6	3.0	1.1	4.0	2.2	91
04 Sat	1.3	0.2	0.0	0.0	0.1	100
05 Sun	3.7	0.0	1.1	0.9	0.9	96
06 Mon	0.0	0.8	2.4	4.0	2.2	92
07 Tue	0.0	2.5	1.8	0.7	1.7	93
08 Wed	0.0	3.0	0.5	1.6	1.6	94
09 Thu	0.0	3.7	3.0	4.0	3.4	90
10 Fri	4.4	1.1	0.5	10.4	3.0	92
11 Sat	0.2	0.1	0.0	1.5	0.5	99
12 Sun	6.6	0.0	0.8	0.9	1.0	97
13 Mon	0.0	0.6	0.7	0.0	0.5	98
14 Tue	0.0	0.0	0.2	5.8	1.2	95
15 Wed	0.5	1.4	0.1	0.0	0.5	98
16 Thu	0.0	0.3	0.4	0.1	0.3	99
17 Fri	0.0	1.5	0.7	1.7	1.2	95
18 Sat	0.0	0.1	1.3	11.3	4.3	89
19 Sun	1.2	0.2	1.0	9.9	3.1	92
20 Mon	0.0	1.1	0.9	4.8	1.6	94
21 Tue	0.0	0.3	1.8	0.4	0.9	96
22 Wed	0.0	0.8	1.5	1.9	1.3	96
23 Thu	0.0	0.0	1.3	1.1	0.8	96
24 Fri	0.0	0.2	1.8	7.1	2.4	93
25 Sat	6.4	0.0	0.0	0.2	0.4	99
26 Sun	5.0	0.8	2.2	1.1	1.8	93
27 Mon	0.0	3.0	0.7	4.0	2.2	93
28 Tue	0.0	4.7	1.3	0.2	2.3	94
29 Wed	0.0	0.8	1.8	6.1	2.3	92
30 Thu	0.0	0.8	2.2	9.8	3.4	90
	<u>1.0</u>	<u>1.2</u>	<u>1.2</u>	<u>3.3</u>	<u>1.7</u>	<u>94</u>

Monthly blockage rate: 0 %

Run Date: 05/12/09

**KENTUCKY RELAY SERVICE**  
**Inbound Calls by Originating NPA**

Report F  
 Data Month: Apr 2009

<u>NPA</u>	<u>NXX-used most</u>	<u>TTY</u>	<u>Voice</u>	<u>Total</u>
186	830	0	1	1
201	201	0	2	2
202	580	0	1	1
203	637	1	3	4
205	317	1	1	2
207	541	0	4	4
208	906	0	1	1
210	402	0	3	3
212	660	0	1	1
213	286	0	1	1
215	302	0	1	1
216	316	1	1	2
217	413	0	1	1
219	324	1	1	2
225	291	1	44	45
228	523	0	1	1
229	435	0	2	2
231	487	0	1	1
248	312	0	4	4
251	433	1	1	2
252	636	0	1	1
253	961	0	1	1
256	234	9	3	12
260	786	1	3	4
262	789	0	1	1
269	327	0	1	1
270	442	1833	1602	3435
276	220	3	0	3
301	275	1	3	4
302	834	0	1	1
303	341	0	1	1
304	400	9	21	30
305	895	0	2	2
310	210	1	1	2
312	544	0	2	2
313	882	0	2	2
314	678	1	1	2
317	753	0	8	8
318	267	0	2	2
321	591	1	0	1
323	224	0	2	2
330	696	0	3	3
334	531	3	0	3
336	880	0	1	1
360	373	0	3	3
386	307	0	1	1
402	694	11	24	35
404	725	1	2	3
405	270	1	2	3
407	314	0	3	3



Run Date: 05/12/09

**KENTUCKY RELAY SERVICE**  
**Inbound Calls by Originating NPA**

Report F  
 Data Month: Apr 2009

<u>NPA</u>	<u>NXX-used most</u>	<u>TTY</u>	<u>Voice</u>	<u>Total</u>
409	745	1	0	1
410	900	0	1	1
414	462	0	1	1
415	229	1	0	1
417	782	0	2	2
419	545	2	1	3
423	340	1	4	5
424	210	0	1	1
434	546	0	3	3
440	665	0	3	3
443	806	1	0	1
469	541	2	1	3
480	226	0	4	4
484	336	0	1	1
502	222	3027	2414	5441
503	285	0	1	1
504	214	3	0	3
505	830	0	1	1
507	454	0	1	1
508	564	0	1	1
509	488	1	4	5
512	259	0	1	1
513	290	13	22	35
515	306	1	0	1
517	206	1	0	1
518	275	1	0	1
540	355	5	2	7
541	291	0	2	2
561	747	0	1	1
570	309	1	1	2
573	205	2	2	4
574	527	0	1	1
601	630	1	1	2
602	278	0	1	1
605	393	0	5	5
606	365	1981	2134	4115
610	585	0	1	1
614	507	4	16	20
615	225	9	12	21
616	457	3	2	5
617	610	1	3	4
618	967	4	3	7
619	520	0	1	1
620	227	0	2	2
626	564	1	0	1
630	613	0	3	3
636	937	0	1	1
646	558	0	1	1
651	365	0	2	2
662	255	1	3	4

Run Date: 05/12/09

**KENTUCKY RELAY SERVICE**  
**Inbound Calls by Originating NPA**

Report F  
Data Month: Apr 2009

<u>NPA</u>	<u>NXX-used most</u>	<u>TTY</u>	<u>Voice</u>	<u>Total</u>
678	319	1	2	3
702	338	1	6	7
703	288	0	3	3
704	937	0	5	5
706	847	2	1	3
707	479	0	2	2
708	510	0	4	4
712	222	0	1	1
714	225	0	2	2
717	965	1	8	9
718	484	0	1	1
719	375	0	2	2
724	714	0	1	1
727	686	0	1	1
731	247	1	5	6
734	646	0	1	1
740	442	3	8	11
757	285	1	3	4
760	687	0	1	1
765	432	0	3	3
770	921	1	3	4
772	834	1	2	3
773	858	1	4	5
774	847	0	3	3
775	412	1	0	1
781	936	0	1	1
785	332	0	1	1
787	587	1	0	1
800	947	2	17	19
801	660	2	0	2
804	539	2	6	8
812	267	15	87	102
813	458	1	3	4
814	218	0	1	1
815	243	0	3	3
816	353	1	2	3
818	871	0	2	2
830	776	0	1	1
843	382	4	1	5
850	217	1	4	5
859	255	1919	1878	3797
863	677	2	1	3
864	296	0	3	3
865	816	2	4	6
866	327	0	5	5
877	698	5	6	11
901	757	1	4	5
904	217	5	9	14
906	869	1	0	1
909	230	0	2	2

Run Date: 05/12/09

**KENTUCKY RELAY SERVICE**  
**Inbound Calls by Originating NPA**

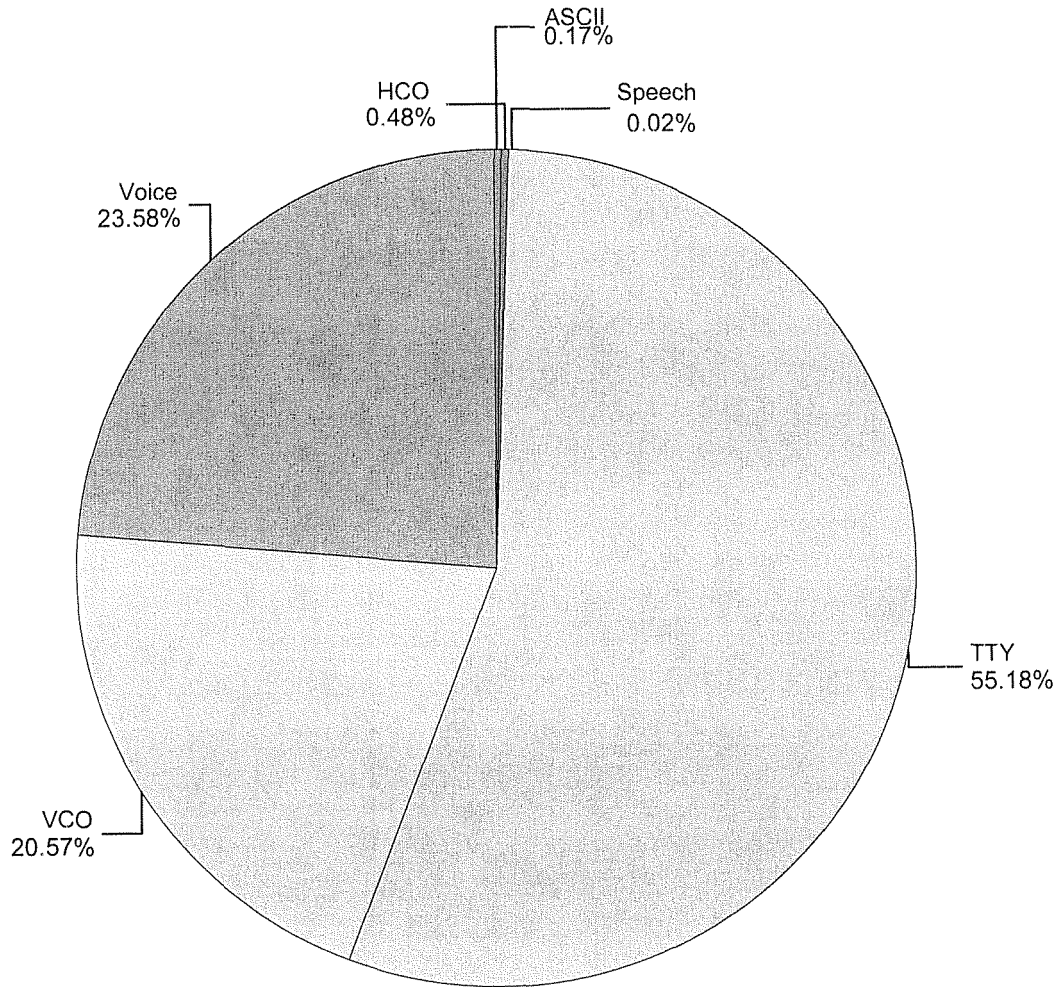
Report F  
Data Month: Apr 2009

<u>NPA</u>	<u>NXX-used most</u>	<u>TTY</u>	<u>Voice</u>	<u>Total</u>
910	578	0	2	2
911	425	0	3	3
912	200	1	1	2
913	664	0	1	1
916	233	1	1	2
918	481	0	3	3
919	426	0	1	1
920	430	0	1	1
931	802	2	6	8
937	618	3	12	15
954	435	0	2	2
970	433	0	1	1
972	373	0	1	1
973	746	0	1	1
985	750	0	1	1
989	528	1	5	6
		<u>8935</u>	<u>8594</u>	<u>17529</u>

Run Date: 05/12/09

**KENTUCKY RELAY SERVICE**  
**Percentage of Outbound Calls by Type**

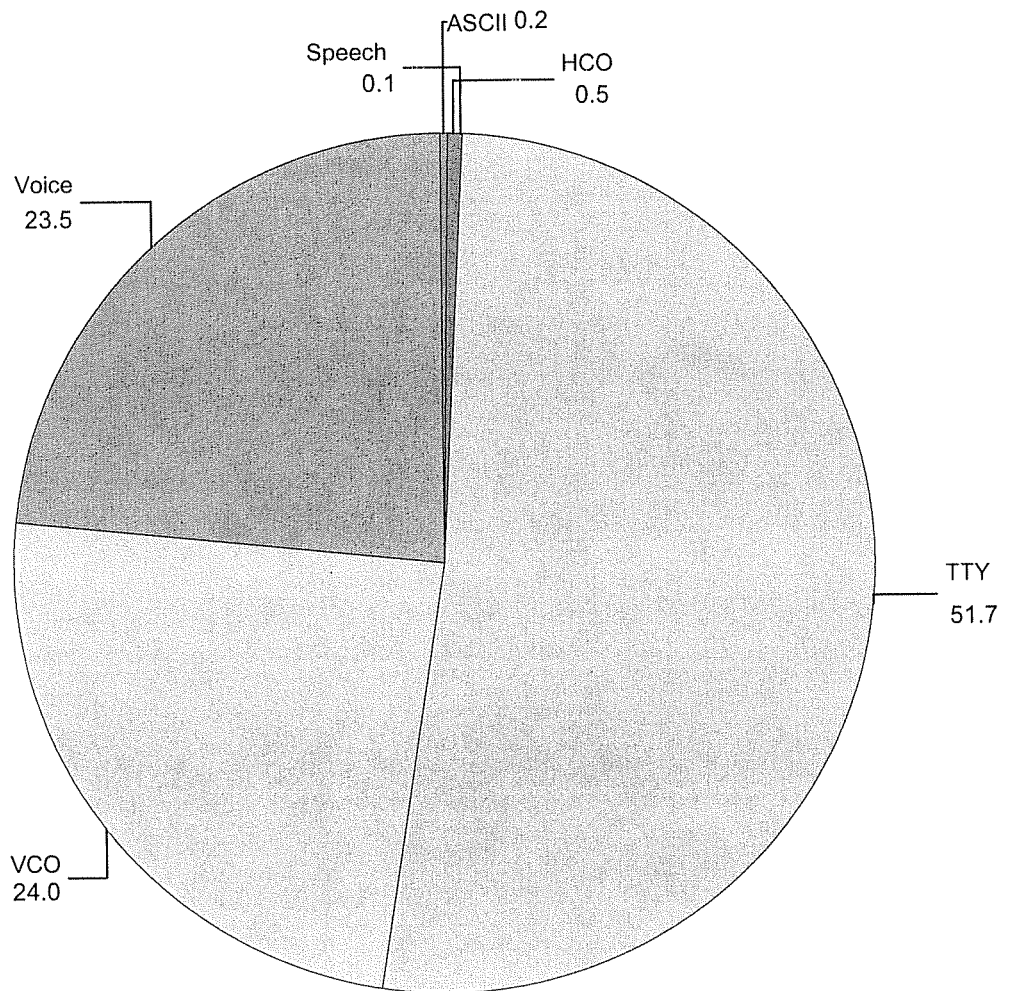
Chart A  
Data Month: Apr 2009



Run Date: 05/12/09

**KENTUCKY RELAY SERVICE**  
**Percentage of Session Minutes by Type**

Chart B  
Data Month: Apr 2009



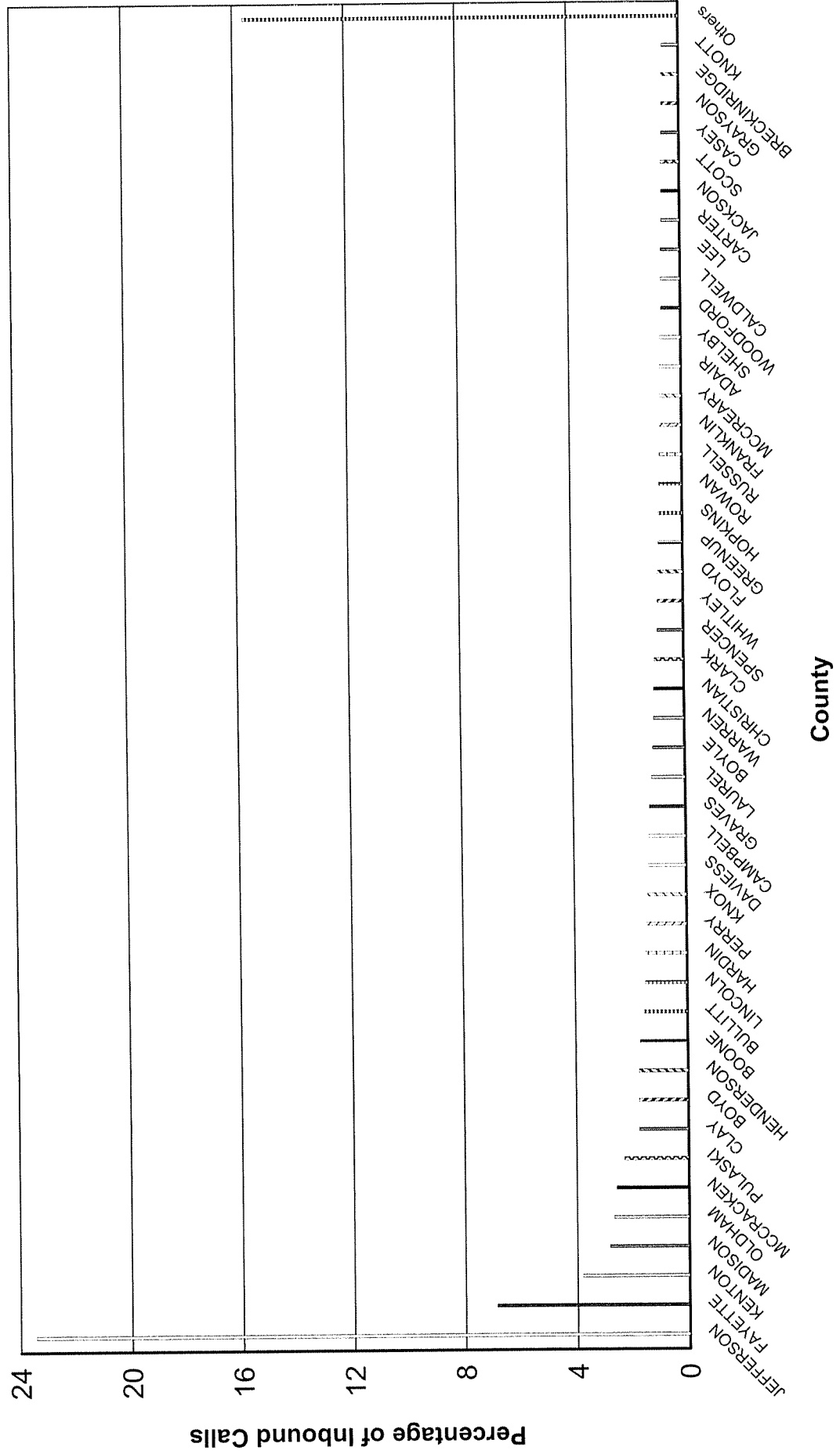
Run Date: 05/12/09

### KENTUCKY RELAY SERVICE

Chart C

### Percentage of Inbound Calls by County - Top 45

Data Month: Apr 2009



Run Date: 05/06/09

**KENTUCKY CAPTEL SERVICE**

Report G

Confidential & Proprietary

**Jurisdiction Summary**

Data Month: Apr 2009

<b>All Calls Handled</b>	<u>Session Minutes</u>	<u>Conversation Minutes</u>	<u>Calls</u>	<u>% of All Calls</u>
General Assistance	720.12		2132	13.39
Intrastate	33,936.09		10947	68.77
Interstate	7,512.12		882	5.54
International	2.68		1	0.01
Two line	5,359.12		1307	8.21
Toll Free	3,504.94		649	4.08
900 Info Srvc	0.00		0	0.00
Total Outbound Call Attempts	<u>50,314.95</u>		<u>13786</u>	<u>86.61</u>
Month Total	<u><u>51,035.07</u></u>		<u><u>15918</u></u>	<u><u>100.00</u></u>

**Complete Calls**

Intrastate	32,832.64	29,464.96	8940	56.16
Interstate	7,426.54	7,149.06	719	4.52
International	2.68	2.22	1	0.01
Two line	5,359.12	5,200.93	1307	8.21
Toll Free	3,494.44	3,342.70	623	3.91
900 Info Srvc	0.00	0.00	0	0.00
Month Total	<u><u>49,115.42</u></u>	<u><u>45,159.87</u></u>	<u><u>11590</u></u>	<u><u>72.81</u></u>

**Total Minutes with Allocation**

Tra + 49% TF,900 + 89% 2 line	41,143.25	35,731.71		
Ter + 51% TF,900 + 11% 2 line	9,891.82	9,428.16		
Month Total	<u><u>51,035.07</u></u>	<u><u>45,159.87</u></u>		

Run Date: 05/06/09

## KENTUCKY CAPTEL SERVICE

Report H

Confidential &amp; Proprietary

## Usage Summary

Data Month: Apr 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 Wed	560	64	496	427	1,546.27	1,355.29
02 Thu	483	75	408	358	1,697.70	1,533.51
03 Fri	550	69	481	409	1,666.49	1,470.85
04 Sat	428	71	357	319	1,434.68	1,267.66
05 Sun	308	41	267	222	1,055.97	935.22
06 Mon	593	77	516	445	1,978.12	1,788.25
07 Tue	619	85	534	459	1,877.61	1,664.24
08 Wed	577	79	498	415	1,543.59	1,335.52
09 Thu	494	54	440	387	1,775.65	1,609.54
10 Fri	536	54	482	417	1,653.77	1,464.00
11 Sat	527	90	437	363	1,537.04	1,338.81
12 Sun	358	34	324	260	1,075.55	946.17
13 Mon	656	117	539	460	2,017.59	1,791.86
14 Tue	498	47	451	391	1,896.20	1,713.52
15 Wed	648	80	568	496	2,088.95	1,865.31
16 Thu	546	93	453	392	1,766.23	1,562.70
17 Fri	521	67	454	388	1,439.50	1,253.49
18 Sat	394	62	332	261	1,332.38	1,190.56
19 Sun	403	61	342	287	1,592.80	1,438.75
20 Mon	638	73	565	461	2,046.50	1,818.79
21 Tue	630	97	533	445	2,142.51	1,895.58
22 Wed	506	70	436	373	1,984.56	1,803.77
23 Thu	551	79	472	404	1,557.63	1,333.50
24 Fri	517	51	466	384	1,719.38	1,521.90
25 Sat	422	48	374	280	1,264.60	1,092.09
26 Sun	374	38	336	239	1,411.73	1,244.28
27 Mon	612	65	547	459	2,161.80	1,932.49
28 Tue	619	74	545	449	1,991.03	1,756.76
29 Wed	649	103	546	446	1,879.73	1,617.24
30 Thu	701	114	587	494	1,899.51	1,618.22
	<u>15918</u>	<u>2132</u>	<u>13786</u>	<u>11590</u>	<u>51,035.07</u>	<u>45,159.87</u>



# Kentucky – April 2009 Commission Report

The Kentucky Relay Service Customer Service Department responded to 15 inquiries, concerns, complaints and compliments during April.

## **CALL BREAKDOWN:**

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

Total 15

## **CapTel:**

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

Total 00

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

Total 02

**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
- 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:**

- 07 - Presentation
- 00 - Publication/Miscellaneous
- 00 - Home Visit

Total 07

**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  
 03 - Fraudulent/Harassing Calls  
 00 - Miscellaneous  
 00 - Poor Vocal Clarity/Enunciation  
00 - Ringing/ No Answer  
 Total 03

**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 Customer Service Summary 4/1/09 -4/30/09***

<p><i>Service</i>  <i>Complaints--Fraudulent/Harassing Call</i>  <i>Inquire Date</i> 04/30/2009  <i>Record ID</i> 12426  <i>Call Taken By</i> Customer Service    <i>CA Number</i>  <i>Responded By</i> Deborah  <i>Response Date</i> 04/30/2009  <i>Resolution</i> 04/30/2009</p>	<p>Customer has been receiving fraudulent telephone calls through the relay.</p> <p>Customer Service suggested that 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.</p>
<p><i>Service</i>  <i>Complaints--Fraudulent/Harassing Call</i>  <i>Inquire Date</i> 04/23/2009  <i>Record ID</i> 12388  <i>Call Taken By</i> Lead CA    <i>CA Number</i>  <i>Responded By</i> Martina  <i>Response Date</i> 04/23/2009  <i>Resolution</i> 04/23/2009</p>	<p>Customer has been receiving fraudulent telephone calls through the relay.</p> <p>Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA 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.</p>

*Service*  
*Complaints--Fraudulent/Ha*  
*arrassment Call*

Customer has been receiving fraudulent telephone calls through the relay.

*Inquire Date* 04/17/2009

*Record ID* 12349

*Call Taken By* Customer Service

Customer Service suggested that 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.

*CA Number*

*Responded By* Deborah

*Response Date* 04/17/2009

*Resolution* 04/17/2009



**Kentucky Relay – Monthly Report**  
*April 2009*

**TRS Training/Presentation**

*April 22 Maysville Public Library, Maysville*  
*April 23 Brooksville Public Library, Brooksville*

**CapTel Training/Presentation**

*April 8 Bluegrass Aging Agency, Lexington*  
*April 9 Cochlear Implant Support Group at University of KY Hospital, Lexington*  
*April 22 Mason County Senior Center, Maysville*  
*April 23 Bracken County Senior Center, Brooksville*

**Internet Relay Training/Presentation**

*April 25 KCDHH Town Hall, Newport*

**Outreach activities/meetings planned in May**

TAP meeting, Frankfort  
Rockcastle County Senior Center, Mt Vernon  
St Joseph Hospital, London  
HLAK, Louisville  
Dispatch Center, Felmingsburg  
Meadowview Regional Hospital, Maysville

# CapTel Report

Kentucky

April 2009

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

### Total Number of Valid CapTel Phones

As of April 30th, 2009

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

### CapTel CA Statistics

- Average Word Per Minute (WPM) = 158.69pm
- Average Rate of Accuracy = 99.43%
- Average Rate of Error = 0.57%

### Monthly Call Details

Date	Percent Service Level With Aban	Percent Within Srv Lvl wo Aban	Avg Wait Time(ASA & ABAN)	ASA	Blockage
4/1/2009	100	100	0.44	0.38	0.00
4/2/2009	99	100	0.5	0.41	0.00
4/3/2009	99	100	0.65	0.43	0.00
4/4/2009	99	100	0.52	0.43	0.00
4/5/2009	99	100	0.53	0.42	0.00
4/6/2009	99	100	0.6	0.38	0.00
4/7/2009	99	100	0.76	0.39	0.00
4/8/2009	99	100	0.64	0.38	0.00
4/9/2009	99	100	0.64	0.46	0.00
4/10/2009	99	100	0.45	0.36	0.00
4/11/2009	99	100	0.55	0.45	0.00
4/12/2009	99	100	0.47	0.4	0.00
4/13/2009	99	100	0.61	0.42	0.00
4/14/2009	99	100	0.56	0.42	0.00
4/15/2009	99	100	0.67	0.47	0.00
4/16/2009	98	99	0.97	0.52	0.00
4/17/2009	99	100	0.52	0.41	0.00
4/18/2009	99	100	0.66	0.37	0.00
4/19/2009	100	100	0.44	0.36	0.00
4/20/2009	99	100	0.5	0.39	0.00
4/21/2009	99	100	0.5	0.41	0.00
4/22/2009	99	100	0.46	0.39	0.00
4/23/2009	100	100	0.39	0.37	0.00
4/24/2009	99	100	0.74	0.42	0.00
4/25/2009	99	99	0.57	0.53	0.00
4/26/2009	99	100	0.55	0.51	0.00
4/27/2009	100	100	0.39	0.39	0.00
4/28/2009	100	100	0.37	0.37	0.00
4/29/2009	100	100	0.41	0.38	0.00
4/30/2009	100	100	0.42	0.42	0.00
<b>TOTALS:</b>	<b>99.25%</b>	<b>99.88%</b>	<b>0.55</b>	<b>0.41</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
111225	4/1/2009	2:25:00 PM	Phone	Other	NA	41010	Information	Advised customer how to access the newsletters on the website.	4/1/2009 2:30:00 PM	within 24 hours	TJ
112686	4/10/2009	12:30:00 PM	Phone	Other	NA	40000	Consumer education - general	Explained to customer that she can tell her callers to slow down if her captions are moving too fast. Also informed customer to read the last line of the captions for the most current part of the conversation.	4/10/2009 12:40:00 PM	within 24 hours	JR
112789	4/13/2009	8:00:00 AM	EMail	Service	NA	11080	Compliments for CA/Service	Customer stated, "I was provided a CapTel phone which I absolutely adore. It has made such a difference for me."	4/13/2009 8:05:00 AM	within 24 hours	MMo
113121	4/13/2009	4:10:00 PM	Phone	Other	NA	41010	Information	Sent customer 3 sheets of Call Me cards.	4/13/2009 4:55:00 PM	within 24 hours	MF
113131	4/13/2009	4:10:00 PM	Phone	Other	NA	40000	Consumer education - general	Explained the need for callers to register their long distance carrier of choice with CapTel Customer Service, the differences between using the CapTel in 1-Line and 2-Line modes, and how captions are produced.	4/13/2009 4:55:00 PM	within 24 hours	MF
113163	4/14/2009	8:55:00 AM	Phone	Other	NA	40000	Consumer education - general	Discussed long distance billing with customer and the importance of registering one's preferred long distance with CapTel Customer Service.	4/14/2009 9:05:00 AM	within 24 hours	TJ
113198	4/14/2009	10:00:00 AM	EMail	Product	NA	33110	Dialing Issue - Using Pulse instead of Tone dialing or Tone instead of Pulse	Advised customer to change phone setting from pulse to tone. This resolved customer's experience.	4/14/2009 10:50:00 AM	within 24 hours	JS
113455	4/15/2009	11:10:00 AM	CapTel	Product	NA	33230	Set up - General	Advised customer to turn off 2-Line mode in the menu of the CapTel phone due to customer using one phone line with CapTel. Confirmed this resolved customer's experience.	4/15/2009 11:25:00 AM	within 24 hours	DG
113502	4/15/2009	1:15:00 PM	Mail	Other	NA	41010	Information	Registered customer to receive the CapTel quarterly newsletter.	4/15/2009 1:20:00 PM	within 24 hours	JL
113641	4/16/2009	8:00:00 AM	EMail	Product	NA	33230	Set up - General	Advised customer to place DSL filters on all devices attached to her telephone line except the DSL modem.	4/16/2009 8:30:00 AM	within 24 hours	EY
113667	4/16/2009	9:05:00 AM	CapTel	Other	NA	41010	Information	Sent customer 2 sheets of Call Me cards.	4/16/2009 9:15:00 AM	within 24 hours	MF
113695	4/16/2009	9:35:00 AM	Phone	Other	NA	41010	Information	Sent customer CapTel Quick Guide user manual supplement.	4/16/2009 9:50:00 AM	within 24 hours	MF
113697	4/16/2009	9:35:00 AM	Phone	Other	NA	40000	Consumer education - general	Shared tips with customer to help captioned calls go more smoothly including how to focus on the bottom line of captions and how to read the signal meter.	4/16/2009 9:50:00 AM	within 24 hours	MF
113972	4/17/2009	11:10:00 AM	Phone	Other	NA	40000	Consumer education - general	Explained to customer why he was billed via his state's default carrier and registered customer's preferred long distance carrier in our system.	4/17/2009 11:20:00 AM	within 24 hours	ST

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
114054	4/17/2009	2:20:00 PM	Phone	Other	NA	41010	Information	Sent two sheets of Call Me cards on customer's behalf.	4/17/2009 2:40:00 PM	within 24 hours	KW
114055	4/17/2009	2:20:00 PM	Phone	Other	NA	40000	Consumer education - general	Explained procedure for dialing a 1-Line user through the captioning service and also explained importance of registering long distance carrier of choice both for the CapTel user and their callers.	4/17/2009 2:40:00 PM	within 24 hours	KW
114096	4/17/2009	3:05:00 PM	Phone	Other	NA	40000	Consumer education - general	Explained importance of registering long distance carrier of choice both for CapTel user and their callers.	4/17/2009 3:25:00 PM	within 24 hours	KW
115101	4/23/2009	12:55:00 PM	Phone	Other	NA	41000	Referral information	Referred customer to state equipment program to obtain a CapTel phone.	4/23/2009 1:00:00 PM	within 24 hours	DF
115560	4/27/2009	11:05:00 AM	CapTel	Technical	NA	22990	Technical - General	Customer experienced an error code message. "Your long distance call has been temporarily discontinued - Please call customer service for assistance" when trying to dial a local or long distance call through the Captioning Service. An interim adjustment was made to change routing of calls by technical support. A code correction was completed by the network vendor permanently resolving the matter. Confirmed with customer all is well now.	4/27/2009 4:25:00 AM	within 24 hours	MF
115680	4/27/2009	3:00:00 PM	Phone	Other	NA	40000	Consumer education - general	Explained procedure for dialing a 1-Line user through the captioning service.	4/27/2009 3:05:00 PM	within 24 hours	KW
116001	4/29/2009	9:20:00 AM	CapTel	Product	NA	33230	Set up - General	Assisted customer in setting the Caption Default setting to on in the menu of the CapTel.	4/29/2009 9:35:00 AM	within 24 hours	KW

**Summary Customer Service Information**

	Number	Percent
<b>Total Number of Contacts</b>	<b>21</b>	
Phone calls	13	61.90%
CapTel	4	19.05%
Email	3	14.29%
TTY	0	0.00%
NA	0	0.00%
<b>Support Type</b>		
Service	1	4.76%
Technical	1	4.76%
Product	4	19.05%
Billing	0	0.00%
Other	15	71.43%

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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**Resolution**

Within 24 hours	21	100.00%
Within 48 hours	0	0.00%
Exceed 48 hours	0	0.00%