

May 31, 2009

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

RECEIVED

JUN 16 2009

PUBLIC SERVICE
COMMISSION

RE: Administrative Case 372

Kentucky Relay Service Invoice

May 2009

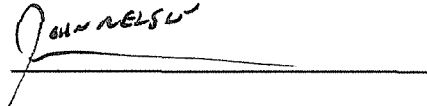
Total session minutes				54,707.54
Less interstate session minutes				<u>(7,914.28)</u>
Net billable session minutes				46,793.26
Applicable rate			\$	<u>0.950</u>
Total Usage Billing			\$	<u>44,453.60</u>
Other Services	<u>Intrast CM</u>	<u>Rate</u>		
Captel	36,050.48	1.56	\$	56,238.75

Liquidated damages

Advisory Board Meeting Expense:

Total monthly billing \$ 100,692.35

Authorized Signature:



Contact Name: Phillip Hupf
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May 31, 2009

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

RE: Administrative Case 372

Kentucky Relay Service Monthly Statement

May 2009

Balance forward	May 1, 2009	\$	102,047.34
Billing for	May 09		100,692.35
Payments:			
05/22/09			(102,047.34)
Adjustments:			
Balance due	May 31, 2009	\$	<u>100,692.35</u>
Subsequent payments:			
Current balance due		\$	<u><u>100,692.35</u></u>

Run Date: 06/08/09

KENTUCKY RELAY SERVICE

Report A

Jurisdiction Summary

Data Month: May 2009

	<u>Work Minutes</u>	<u>Conversation Minutes</u>	<u>Number of Calls</u>	<u>% of All Calls</u>
All Calls Handled				
General Assistance	4,672.41		9728	46.44
Local	35,541.78		9026	43.09
Intrastate Intralata	2,226.95		249	1.19
Intrastate Interlata	1,086.61		364	1.74
Intrastate DA	15.95		6	0.03
Total Intrastate	<u>38,871.29</u>		<u>9645</u>	<u>46.05</u>
Interstate - KY orig	4,099.47		797	3.81
Interstate - not KY orig	428.32		79	0.38
Interstate DA	0.00		0	0.00
Total Interstate	<u>4,527.79</u>		<u>876</u>	<u>4.18</u>
International	4.30		4	0.02
8xx Toll Free	6,631.75		693	3.31
900 Info Service	0.00		0	0.00
Total Outgoing Call Attempts	<u>50,035.13</u>		<u>11218</u>	<u>53.56</u>
Month Total	<u><u>54,707.54</u></u>		<u><u>20946</u></u>	<u><u>100.00</u></u>
Complete Calls				
Local	33,455.46	25,612.29	7067	33.74
Intrastate Intralata	2,141.45	1,943.32	175	0.84
Intrastate Interlata	987.40	703.55	264	1.26
Intrastate DA	9.66	6.13	3	0.01
Total Intrastate	<u>36,593.97</u>	<u>28,265.29</u>	<u>7509</u>	<u>35.85</u>
Interstate - KY orig	3,904.32	3,097.91	628	3.00
Interstate - not KY orig	390.00	336.77	51	0.24
Interstate DA	0.00	0.00	0	0.00
Total Interstate	<u>4,294.32</u>	<u>3,434.68</u>	<u>679</u>	<u>3.24</u>
International	0.00	0.00	0	0.00
8xx Toll Free	6,553.36	5,803.13	622	2.97
900 Info Service	0.00	0.00	0	0.00
Month Total	<u><u>47,441.65</u></u>	<u><u>37,503.10</u></u>	<u><u>8810</u></u>	<u><u>42.06</u></u>
Total Minutes with Toll Free & 900 Allocation				
Intrastate + 49% of 8xx & 900	46,793.26	31,108.82		
Interstate + 51% of 8xx & 900	7,914.28	6,394.28		
Month Total	<u><u>54,707.54</u></u>	<u><u>37,503.10</u></u>		

Run Date: 06/08/09

KENTUCKY RELAY SERVICE

Report B

Workload by Call Method

Data Month: May 2009

Call Method From To	Outbound Calls	Percentage of Total	Avg Sess Min per Call	Avg Conv Min per Call
ASCII Voice	23	0.21	4.34	3.61
Total ASCII	<u>23</u>	<u>0.21</u>	<u>4.34</u>	<u>3.61</u>
HCO TTY	2	0.02	1.91	1.05
HCO Voice	51	0.45	5.24	4.17
Total HCO	<u>53</u>	<u>0.47</u>	<u>5.11</u>	<u>4.05</u>
Speech Speech	1	0.01	4.27	1.20
Total Speech	<u>1</u>	<u>0.01</u>	<u>4.27</u>	<u>1.20</u>
TTY TTY	13	0.12	2.08	0.60
TTY VCO	35	0.31	9.32	6.78
TTY Voice	5578	49.72	4.35	3.18
Total TTY	<u>5626</u>	<u>50.15</u>	<u>4.38</u>	<u>3.19</u>
VCO TTY	15	0.13	4.66	3.30
VCO VCO	31	0.28	10.77	9.00
VCO Voice	2656	23.68	5.29	4.19
Total VCO	<u>2702</u>	<u>24.09</u>	<u>5.35</u>	<u>4.24</u>
Voice HCO	1	0.01	1.90	1.23
Voice TTY	2275	20.28	2.96	1.95
Voice VCO	537	4.79	7.18	6.25
Total Voice	<u>2813</u>	<u>25.08</u>	<u>3.77</u>	<u>2.77</u>
Month Total	<u><u>11218</u></u>		<u><u>4.46</u></u>	<u><u>3.34</u></u>

Run Date: 06/08/09

KENTUCKY RELAY SERVICE

Report C

Call Summary

Data Month: May 2009

Inbound Calls

<u>Number of Calls:</u>	<u>Month Total</u>
Inbound - 711	11615
Inbound - Other	<u>6433</u>
Inbound - Total	18048
Not placed in queue	16578
Placed in queue	1470
Answered from queue	1029
Abandoned in queue	441

Outbound Calls

<u>Number of Calls:</u>	<u>Month Total</u>
Outbound	11218
Complete - 711	5375
Complete - Other	<u>3435</u>
Complete - Total	8810
Busy / no answer	2408
Weekday average	396
Weekend average	291

Complete Calls

	<u>Month Average</u>
Set-up / wrap-up minutes per call	1.13
Conversation minutes per call	4.26

Run Date: 06/08/09

KENTUCKY RELAY SERVICE

Report D

Avg ConvMin Per Inbound Call

Data Month: May 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 Fri	0.31	1.96	2.05	2.34	1.91
02 Sat	0.15	2.38	1.31	1.67	1.68
03 Sun	0.15	1.59	2.61	1.55	1.72
04 Mon	0.35	2.33	1.74	2.76	2.01
05 Tue	0.00	3.47	1.45	2.12	2.16
06 Wed	0.08	2.10	3.12	2.78	2.58
07 Thu	0.42	2.28	2.40	2.00	2.12
08 Fri	0.23	1.64	1.96	1.56	1.67
09 Sat	0.00	1.50	1.54	2.09	1.54
10 Sun	0.09	2.24	2.37	2.37	2.18
11 Mon	0.02	3.03	1.49	3.03	2.22
12 Tue	0.62	2.64	1.50	2.46	2.07
13 Wed	0.08	2.28	1.98	2.54	2.13
14 Thu	2.29	1.68	2.27	2.20	2.04
15 Fri	1.06	2.80	2.61	2.40	2.49
16 Sat	0.11	1.76	1.36	2.52	1.74
17 Sun	0.43	1.97	2.19	3.56	2.35
18 Mon	0.55	2.21	1.61	3.29	2.12
19 Tue	0.04	3.53	1.71	3.68	2.57
20 Wed	0.33	3.43	3.12	2.23	2.90
21 Thu	0.53	2.91	2.62	2.67	2.58
22 Fri	1.63	1.25	2.24	1.28	1.63
23 Sat	0.82	2.22	1.47	1.84	1.74
24 Sun	0.00	1.46	1.78	3.32	2.06
25 Mon	1.16	1.78	2.19	2.04	1.99
26 Tue	0.56	2.51	1.85	2.83	2.19
27 Wed	0.38	4.26	2.41	2.28	2.85
28 Thu	0.36	2.04	1.14	2.19	1.67
29 Fri	0.14	2.26	1.78	2.37	1.96
30 Sat	0.11	1.71	1.65	2.39	1.73
31 Sun	0.00	1.58	1.51	2.97	1.80
	<u>0.41</u>	<u>2.31</u>	<u>1.97</u>	<u>2.38</u>	<u>2.08</u>

Run Date: 06/08/09

KENTUCKY RELAY SERVICE

Report E

Average Answer Seconds

Data Month: May 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 Fri	0.0	2.2	1.9	0.8	1.5	94
02 Sat	0.1	0.1	0.4	1.2	0.4	99
03 Sun	0.5	2.7	4.2	4.1	3.4	88
04 Mon	0.1	5.8	2.2	1.0	3.0	90
05 Tue	0.0	2.7	1.3	10.8	3.7	89
06 Wed	0.0	1.4	0.3	1.6	1.0	96
07 Thu	0.9	3.2	1.4	6.7	3.1	91
08 Fri	0.0	0.3	0.5	4.4	1.3	94
09 Sat	1.4	0.7	13.2	7.5	6.8	85
10 Sun	0.1	1.7	0.0	0.5	0.6	97
11 Mon	0.6	2.3	0.8	1.6	1.4	95
12 Tue	0.0	1.5	1.0	0.9	1.1	96
13 Wed	0.0	0.0	0.0	1.4	0.3	98
14 Thu	1.3	0.2	0.2	0.8	0.4	98
15 Fri	2.6	1.5	2.4	5.1	2.6	91
16 Sat	0.0	0.0	0.0	0.1	0.0	99
17 Sun	0.0	0.6	1.0	0.0	0.6	97
18 Mon	0.0	0.3	2.2	2.0	1.3	96
19 Tue	0.0	1.0	0.7	3.3	1.3	96
20 Wed	0.0	0.0	2.1	6.6	2.4	92
21 Thu	2.3	0.6	0.8	2.2	1.1	96
22 Fri	0.0	0.1	0.3	10.0	2.6	93
23 Sat	5.2	2.2	0.0	0.0	1.0	97
24 Sun	2.3	0.0	0.0	2.4	0.9	99
25 Mon	1.6	0.3	1.2	0.0	0.6	98
26 Tue	0.0	1.5	3.7	3.6	2.7	89
27 Wed	0.0	0.1	1.5	4.2	1.6	93
28 Thu	0.0	0.9	1.2	2.7	1.4	93
29 Fri	0.0	1.0	3.1	1.7	2.0	94
30 Sat	0.5	2.0	2.2	1.7	1.9	94
31 Sun	2.0	3.1	1.8	0.0	1.6	93
	<u>0.7</u>	<u>1.3</u>	<u>1.6</u>	<u>2.9</u>	<u>1.8</u>	<u>94</u>

Monthly blockage rate: 0 %

KENTUCKY RELAY SERVICE
Inbound Calls by Originating NPA

<u>NPA</u>	<u>NXX-used most</u>	<u>TTY</u>	<u>Voice</u>	<u>Total</u>
201	201	0	6	6
202	606	0	1	1
203	621	0	4	4
205	266	1	2	3
206	855	0	1	1
207	227	0	2	2
209	571	1	1	2
210	336	0	1	1
212	651	0	1	1
213	286	0	1	1
214	221	1	2	3
215	710	1	0	1
216	416	0	1	1
217	369	0	3	3
225	291	5	43	48
229	563	0	1	1
231	535	1	0	1
239	218	0	3	3
240	580	1	2	3
248	649	0	1	1
250	498	0	2	2
252	814	0	1	1
253	683	0	1	1
254	371	0	1	1
256	232	0	2	2
260	413	1	2	3
267	884	1	1	2
269	788	0	1	1
270	442	1908	1881	3789
276	337	1	0	1
281	328	0	9	9
301	619	0	2	2
303	749	0	4	4
304	208	4	5	9
305	744	2	3	5
310	403	2	0	2
312	618	0	4	4
313	882	0	3	3
317	216	2	6	8
318	251	0	1	1
319	231	1	0	1
321	591	1	2	3
334	692	1	2	3
337	378	1	1	2
347	581	0	1	1
352	359	1	1	2
360	882	0	1	1
386	451	0	1	1
402	694	9	14	23
404	626	3	2	5

KENTUCKY RELAY SERVICE
Inbound Calls by Originating NPA

<u>NPA</u>	<u>NXX-used most</u>	<u>TTY</u>	<u>Voice</u>	<u>Total</u>
405	840	0	1	1
406	683	0	1	1
407	462	1	0	1
414	764	2	2	4
419	619	1	1	2
423	360	2	8	10
434	441	1	2	3
480	226	1	2	3
501	231	0	1	1
502	222	2724	2426	5150
503	254	0	1	1
505	301	0	1	1
512	836	0	4	4
513	353	12	36	48
517	323	0	5	5
520	458	2	1	3
540	257	3	9	12
559	495	0	1	1
561	983	1	1	2
567	674	2	0	2
573	471	0	1	1
574	287	0	1	1
580	583	0	2	2
586	610	1	0	1
602	321	0	1	1
603	232	0	1	1
606	365	2161	2308	4469
607	348	0	1	1
610	664	1	0	1
612	341	0	1	1
614	975	2	9	11
615	352	3	17	20
616	796	0	1	1
618	273	2	4	6
620	222	0	2	2
623	570	1	0	1
626	336	0	1	1
630	295	0	1	1
636	234	1	0	1
646	453	0	1	1
650	213	0	1	1
651	249	0	1	1
660	596	1	0	1
661	699	0	1	1
678	819	0	4	4
702	520	1	3	4
703	659	5	3	8
704	400	0	7	7
706	443	2	2	4
707	578	0	1	1

KENTUCKY RELAY SERVICE
Inbound Calls by Originating NPA

<u>NPA</u>	<u>NXX-used most</u>	<u>TTY</u>	<u>Voice</u>	<u>Total</u>
713	582	3	2	5
714	220	1	1	2
716	432	1	0	1
718	431	0	1	1
719	201	0	3	3
727	686	0	1	1
731	479	5	2	7
732	261	0	1	1
740	646	2	10	12
757	748	0	1	1
760	761	0	1	1
763	754	0	2	2
765	282	1	4	5
773	636	0	2	2
785	217	0	1	1
786	344	0	1	1
787	241	0	3	3
800	947	2	19	21
801	545	0	2	2
802	287	0	1	1
804	536	0	1	1
805	207	0	1	1
808	756	0	2	2
810	479	0	1	1
812	593	13	97	110
813	388	1	0	1
815	342	0	1	1
816	353	1	2	3
818	472	0	1	1
830	429	1	1	2
843	224	1	0	1
845	639	0	1	1
847	899	1	2	3
850	304	0	1	1
859	623	1796	2193	3989
860	231	0	1	1
863	692	0	1	1
864	223	0	1	1
865	202	0	4	4
866	452	3	2	5
870	880	1	0	1
877	698	0	2	2
888	305	1	0	1
901	832	2	1	3
903	553	0	2	2
904	309	3	6	9
909	286	1	1	2
911	23	0	1	1
912	844	0	1	1
913	322	0	1	1

Run Date: 06/08/09

KENTUCKY RELAY SERVICE
Inbound Calls by Originating NPA

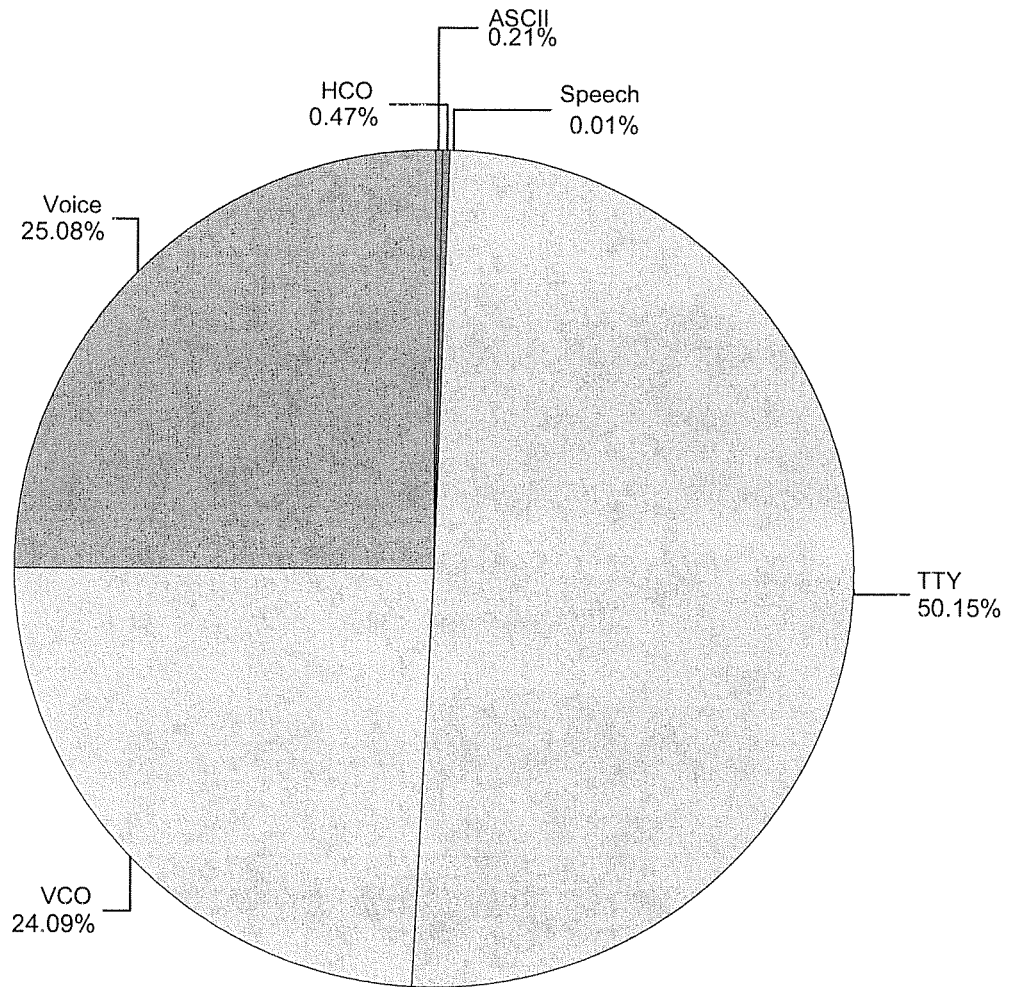
Report F
Data Month: May 2009

<u>NPA</u>	<u>NXX-used most</u>	<u>TTY</u>	<u>Voice</u>	<u>Total</u>
915	584	0	2	2
916	233	1	0	1
931	220	3	7	10
937	218	4	3	7
941	875	0	1	1
949	885	0	1	1
951	247	0	1	1
952	294	0	3	3
970	242	0	1	1
973	300	1	0	1
989	528	0	4	4
		<u>8731</u>	<u>9317</u>	<u>18048</u>

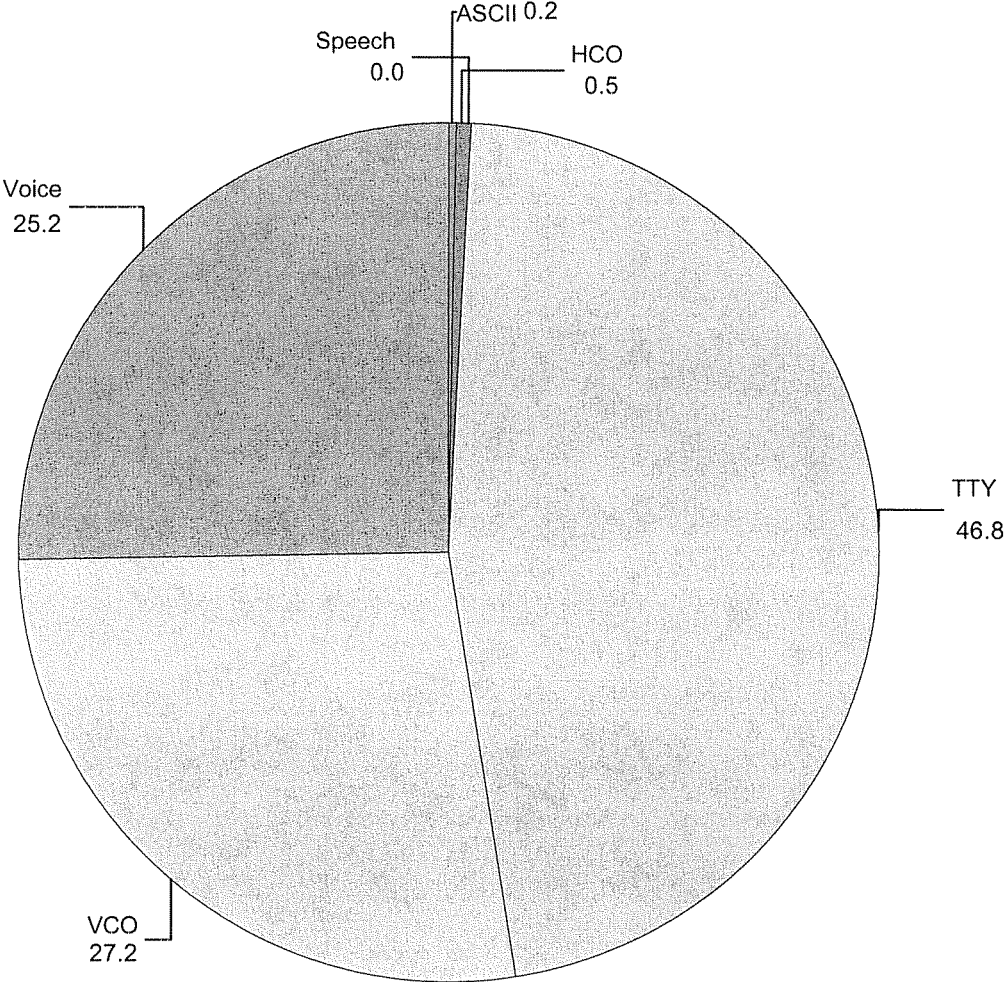
Run Date: 06/08/09

KENTUCKY RELAY SERVICE
Percentage of Outbound Calls by Type

Chart A
Data Month: May 2009



KENTUCKY RELAY SERVICE
Percentage of Session Minutes by Type



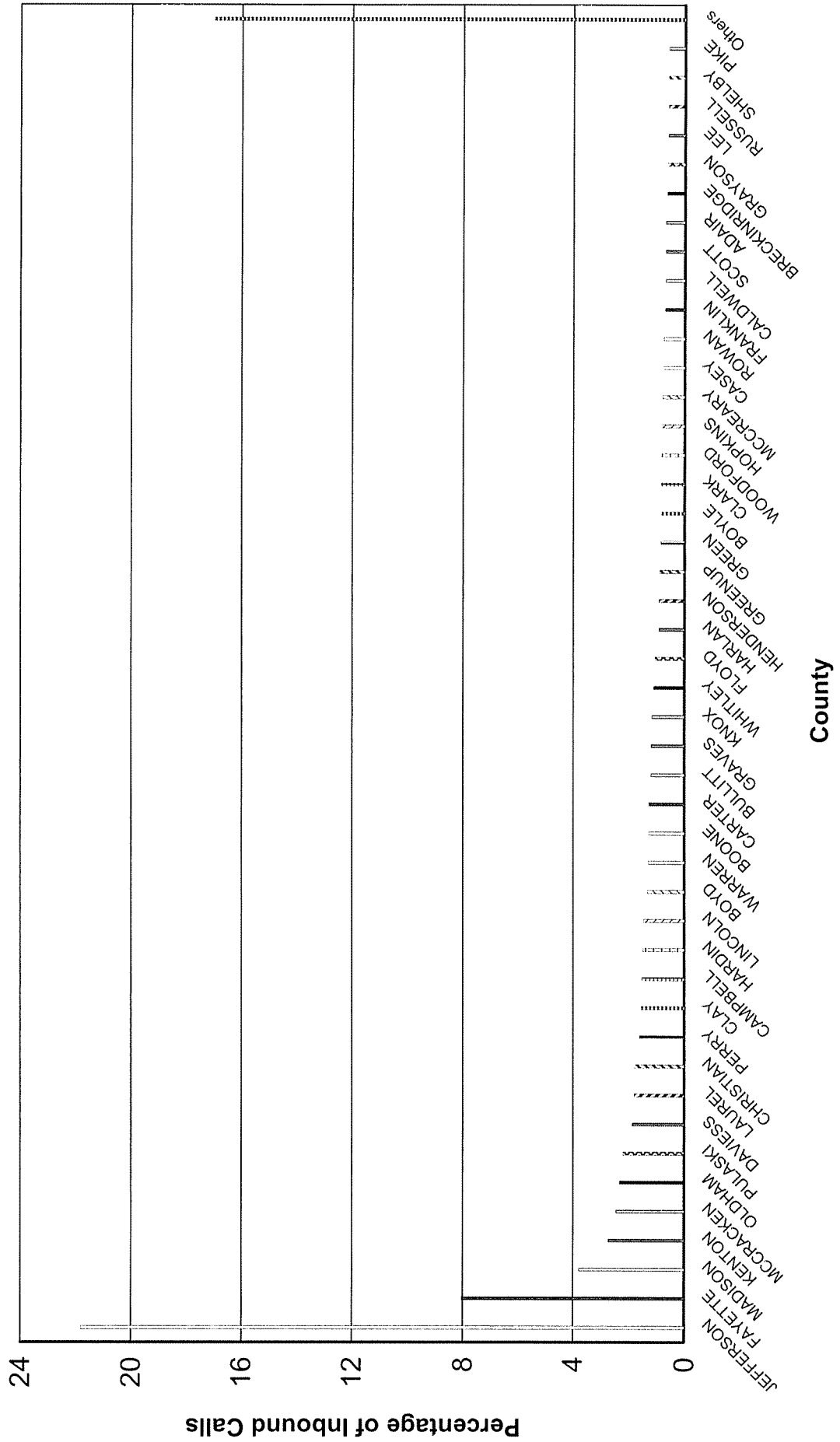
Run Date: 06/08/09

KENTUCKY RELAY SERVICE

Chart C

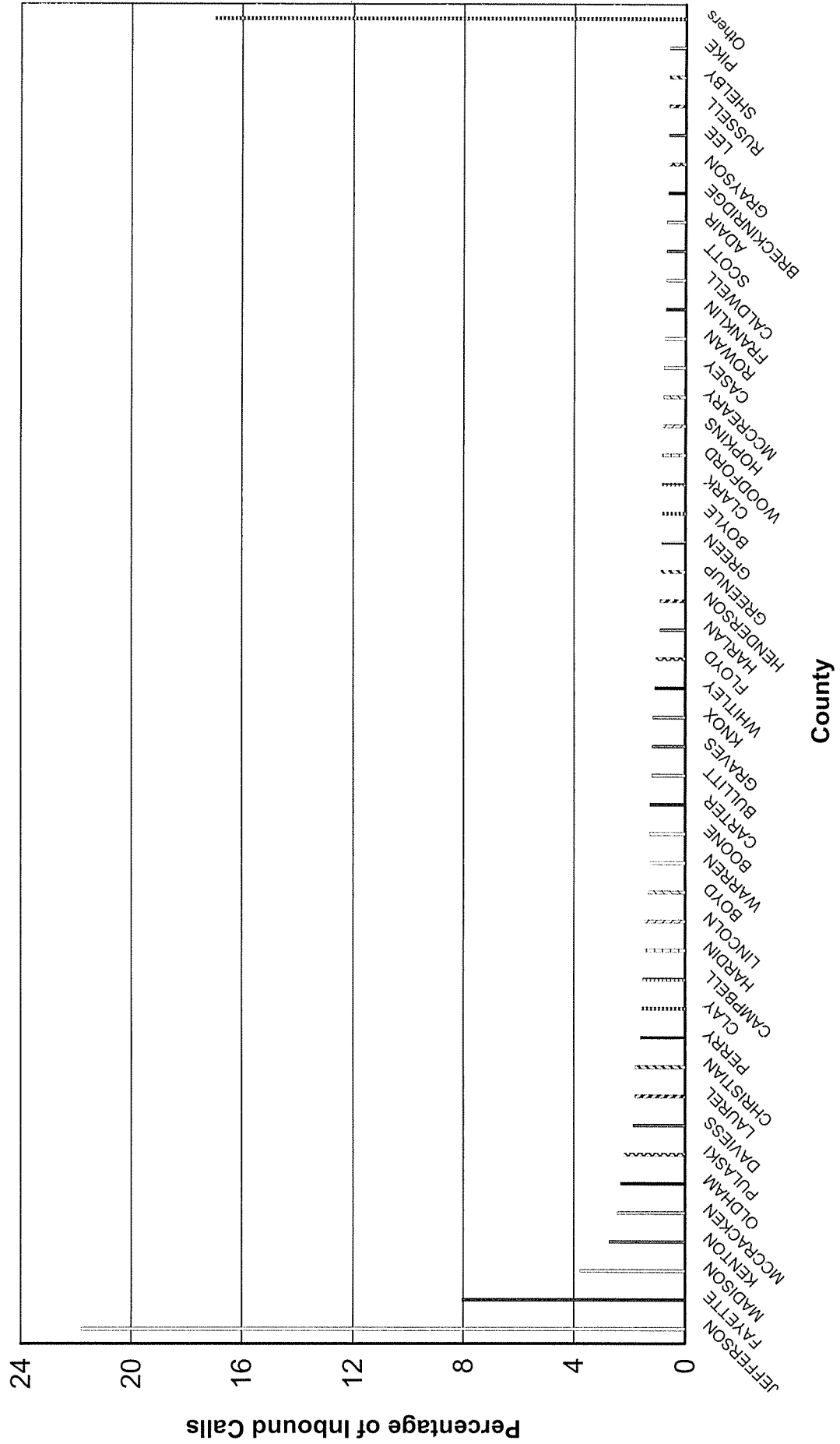
Percentage of Inbound Calls by County - Top 45

Data Month: May 2009



KENTUCKY RELAY SERVICE

Percentage of Inbound Calls by County - Top 45



Run Date: 06/02/09

KENTUCKY CAPTEL SERVICE

Report G

Confidential & Proprietary

Jurisdiction Summary

Data Month: May 2009

All Calls Handled	Session <u>Minutes</u>	Conversation <u>Minutes</u>	<u>Calls</u>	% of All <u>Calls</u>
General Assistance	956.75		2523	14.55
Intrastate	35,795.20		11789	67.99
Interstate	8,759.83		1196	6.90
International	12.34		10	0.06
Two line	4,478.81		1106	6.38
Toll Free	3,282.52		716	4.13
900 Info Srvc	0.00		0	0.00
Total Outbound Call Attempts	<u>52,328.70</u>		<u>14817</u>	<u>85.45</u>
Month Total	<u><u>53,285.45</u></u>		<u><u>17340</u></u>	<u><u>100.00</u></u>

Complete Calls

Intrastate	34,485.48	30,606.34	9566	55.17
Interstate	8,607.69	8,204.02	948	5.47
International	11.47	7.11	8	0.05
Two line	4,478.81	4,408.19	1106	6.38
Toll Free	3,269.43	3,103.77	684	3.94
900 Info Srvc	0.00	0.00	0	0.00
Month Total	<u><u>50,852.88</u></u>	<u><u>46,329.43</u></u>	<u><u>12312</u></u>	<u><u>71.00</u></u>

Total Minutes with Allocation

Tra + 49% TF,900 + 89% 2 line	42,346.53	36,050.48		
Ter + 51% TF,900 + 11% 2 line	10,938.92	10,278.95		
Month Total	<u><u>53,285.45</u></u>	<u><u>46,329.43</u></u>		

Run Date: 06/02/09

KENTUCKY CAPTEL SERVICE

Report H

Confidential & Proprietary

Usage Summary

Data Month: May 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 Fri	615	109	506	409	1,958.54	1,708.41
02 Sat	429	63	366	319	1,452.94	1,272.98
03 Sun	439	102	337	271	1,458.96	1,266.59
04 Mon	623	100	523	433	2,135.23	1,887.85
05 Tue	607	96	511	415	1,481.22	1,253.35
06 Wed	597	74	523	448	2,158.66	1,927.21
07 Thu	584	76	508	427	1,728.36	1,498.33
08 Fri	558	68	490	408	1,652.54	1,447.45
09 Sat	398	45	353	293	1,012.16	846.31
10 Sun	520	81	439	342	1,793.75	1,566.94
11 Mon	629	106	523	431	2,063.95	1,825.29
12 Tue	565	64	501	416	1,803.43	1,579.49
13 Wed	548	61	487	371	1,615.10	1,389.21
14 Thu	648	105	543	466	2,148.71	1,889.07
15 Fri	542	63	479	396	1,710.52	1,480.22
16 Sat	441	77	364	303	1,220.19	1,034.31
17 Sun	443	55	388	298	1,529.36	1,336.24
18 Mon	834	104	730	632	2,229.56	1,904.57
19 Tue	667	128	539	441	1,903.81	1,655.37
20 Wed	644	99	545	459	2,127.44	1,881.20
21 Thu	657	78	579	494	2,233.95	1,971.67
22 Fri	585	79	506	422	1,751.29	1,513.72
23 Sat	550	75	475	394	1,411.07	1,174.44
24 Sun	400	50	350	273	1,207.34	1,036.94
25 Mon	520	74	446	349	1,349.08	1,124.97
26 Tue	719	128	591	512	2,245.53	1,974.50
27 Wed	587	82	505	441	1,984.30	1,765.04
28 Thu	593	79	514	435	1,792.21	1,561.87
29 Fri	638	84	554	484	1,877.29	1,617.49
30 Sat	357	53	304	246	1,125.89	977.67
31 Sun	403	65	338	284	1,123.07	960.73
	<u>17340</u>	<u>2523</u>	<u>14817</u>	<u>12312</u>	<u>53,285.45</u>	<u>46,329.43</u>

Kentucky – May 2009 Commission Report

The Kentucky Relay Service Customer Service Department responded to 12 inquiries, concerns, complaints and compliments during May.

CALL BREAKDOWN:

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

Total 12

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
- 01 - Setup
- 00 - Clarification

Total 01

Equipment:

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

Total 05

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
- 00 - Explanation of Relay/ Phone Numbers
- 00 - Interpreter Requested
- 00 - International Access Number
- 00 - 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 01

Long Distance/ Billing Issues:

Total 00

Outreach:

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

Total 04

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
01 - Miscellaneous
00 - PC Settings
00 - Busy Signal
00 - VCO
00 - Garbling
Total 01

There were no Complaints/Compliments for May 2009.



Kentucky Relay – Monthly Report
May 2009

TRS Training/Presentation

May 11 St Joseph of London Hospital, London KY (2 presentations)

CapTel Training/Presentation

May 11 Rockcastle County Senior Center, Mt Vernon KY

May 12 HLAk, Louisville KY

May 27 Shelby County Senior Center, Shelbyville KY

Outreach activities/meetings planned in June

Fleming County Senior Center, Flemingsburg KY

Maysville Dispatch Center, Maysville KY

KDDGA fundraising event, Danville KY

Woodford County Senior Center, Versailles KY (Make-up)

Franklin County Senior Center, Frankfort KY (Make-up)

CapTel Report

Kentucky

May 2009

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

Total Number of Valid CapTel Phones

As of May 31st, 2009

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

CapTel CA Statistics

- Average Word Per Minute (WPM) = 163.97pm
- Average Rate of Accuracy = 99.51%
- Average Rate of Error = 0.49%

Monthly Call Details					
Date	Percent Service Level With Aban	Percent Within Srv Lvl wo Aban	Avg Wait Time(ASA & ABAN)	ASA	Blockage
5/1/2009	100	100	0.43	0.42	0.00
5/2/2009	99	99	0.65	0.55	0.00
5/3/2009	100	100	0.39	0.38	0.00
5/4/2009	100	100	0.45	0.43	0.00
5/5/2009	100	100	0.4	0.4	0.00
5/6/2009	100	100	0.38	0.38	0.00
5/7/2009	100	100	0.39	0.39	0.00
5/8/2009	99	100	0.54	0.5	0.00
5/9/2009	99	99	0.62	0.58	0.00
5/10/2009	87	92	3.45	2.64	0.00
5/11/2009	100	100	0.44	0.4	0.00
5/12/2009	100	100	0.44	0.4	0.00
5/13/2009	100	100	0.42	0.42	0.00
5/14/2009	100	100	0.4	0.39	0.00
5/15/2009	100	100	0.43	0.42	0.00
5/16/2009	99	100	0.49	0.45	0.00
5/17/2009	99	100	0.61	0.48	0.00
5/18/2009	99	100	0.47	0.44	0.00
5/19/2009	100	100	0.37	0.37	0.00
5/20/2009	100	100	0.39	0.38	0.00
5/21/2009	100	100	0.44	0.43	0.00
5/22/2009	100	100	0.43	0.42	0.00
5/23/2009	99	100	0.45	0.43	0.00
5/24/2009	100	100	0.42	0.38	0.00
5/25/2009	100	100	0.39	0.38	0.00
5/26/2009	100	100	0.45	0.43	0.00
5/27/2009	100	100	0.39	0.38	0.00
5/28/2009	100	100	0.38	0.37	0.00
5/29/2009	100	100	0.4	0.4	0.00
5/30/2009	98	99	0.69	0.61	0.00
5/31/2009	99	100	0.46	0.42	0.00
TOTALS:	99.10%	99.62%	0.54	0.49	

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
117095	5/1/2009	8:00:00 AM	E-Mail	Product	NA	33230	Set up - General	Customer's phone technician replaced the phone cord from the Lifeline to the wall jack and did a physical reset of the CapTel. Customer is now able to receive and make captioned calls while the Lifeline is on the line. Issue resolved.	5/1/2009 8:05:00 AM	within 24 hours	KW
116604	5/1/2009	4:15:00 PM	CapTel	Product	NA	33230	Set up - General	Advised customer the proper set-up procedure when installing the CapTel with another external device by using a duplex or Y-jack. Customer satisfied.	5/1/2009 4:30:00 PM	within 24 hours	JL
116608	5/1/2009	4:35:00 PM	NA	Other	NA	40000	Consumer education - general	Advised customer's friend how to call customer through 711 relay. Also advised customer's friend how to turn off Voice Carry Over on the CapTel phone.	5/1/2009 4:45:00 PM	within 24 hours	TJ
116655	5/4/2009	8:40:00 AM	Phone	Other	NA	40000	Consumer education - general	Confirmed the correct dialing procedure to call to a CapTel user in 1-Line mode.	5/4/2009 8:45:00 AM	within 24 hours	KW
116762	5/4/2009	10:30:00 AM	E-Mail	Other	NA	41000	Referral Information	Referred customer to the state equipment distribution program for information on acquiring a CapTel unit.	5/4/2009 10:35:00 AM	within 24 hours	JL
116935	5/5/2009	8:05:00 AM	Phone	Other	NA	40000	Consumer education - general	Discussed with customer the difference between 1-Line and 2-Line CapTel. Informed customer that there is no cost associated with using the Captioning Service.	5/5/2009 8:10:00 AM	within 24 hours	TJ
117522	5/7/2009	10:00:00 AM	CapTel	Other	NA	41010	Information	Gave customer the correct captioning service number for her callers to use so that she can receive captions on incoming calls and also sent customer one sheet of Call Me cards.	5/7/2009 10:05:00 AM	within 24 hours	KW
119329	5/18/2009	9:35:00 AM	Phone	Other	NA	40000	Consumer education - general	Explained the importance of registering one's preferred long distance carrier of choice both for the CapTel user and their callers.	5/18/2009 9:55:00 AM	within 24 hours	KW
119358	5/18/2009	10:40:00 AM	CapTel	Product	NA	33230	Set up - General	Performed incoming test call with customer to confirm that the CapTel phone is working in 2-Line mode.	5/18/2009 10:50:00 AM	within 24 hours	TJ
119458	5/18/2009	2:00:00 PM	Mail	Service	NA	11080	Compliments for CA/Service	Customer said: "I am enjoying my CapTel service."	5/18/2009 2:40:00 PM	within 24 hours	TJ
119900	5/20/2009	9:20:00 AM	Phone	Other	NA	40000	Consumer education - general	Explained steps for dialing 1-Line user through captioning service, and provided correct toll-free access number. Confirmed that calls not dialed through the service will not be captioned.	5/20/2009 9:25:00 AM	within 24 hours	JG
121278	5/28/2009	10:10:00 AM	Phone	Product	NA	33110	Dialing issue - Using Pulse instead of Tone dialing or Tone instead of Pulse	Advised customer to change phone setting from tone to pulse. This resolved customer's experience.	5/28/2009 10:35:00 AM	within 24 hours	TJ

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
121282	5/28/2009	10:10:00 AM	Phone	Product	NA	33230	Set up - General	Advised customer to turn off 2-Line mode in the menu of the CapTel phone because customer uses one phone line with CapTel. Confirmed this resolved customer's experience. Advised customer to obtain a duplex jack or a "Y" jack to have other devices share the same wall jack as the CapTel phone.	5/28/2009 10:35:00 AM	within 24 hours	TJ
121283	5/28/2009	10:10:00 AM	Phone	Other	NA	40000	Consumer education - general	Informed customer how to caption external answering machine messages using the CapTel phone.	5/28/2009 10:35:00 AM	within 24 hours	TJ
121355	5/28/2009	1:15:00 PM	Mail	Other	NA	40000	Consumer education - general	Explained long distance billing and the importance of registering one's preferred long distance carrier, including cell phones, with CapTel Customer Service. Also explained how to receive incoming captioned calls on their CapTel phone and that there is no cost to the customer or to the customer's callers to use the Captioning Service due to state and federal relay funds covering the costs as part of the Americans with Disabilities Act.	5/28/2009 2:00:00 PM	within 24 hours	DF
121358	5/28/2009	1:15:00 PM	Mail	Service	NA	11080	Compliments for CA/Service	Customer wrote the following: "I thank God and your program for my new phone. It makes understanding people alot easier. Now I don't have to depend on others. I can use the phone myself. I praise God for blessing me with this phone. I pray God blesses everyone that has help me to have this phone and everyone that puts the writing on the phone for me to read. I thank you with all my heart for making my life easier. God bless everyone of you."	5/28/2009 2:00:00 PM	within 24 hours	DF
121359	5/28/2009	1:15:00 PM	Mail	Other	NA	41010	Information	Sent two sheets of Call Me cards to customer.	5/28/2009 2:00:00 PM	within 24 hours	DF
121630	5/29/2009	3:10:00 PM	Phone	Other	NA	40000	Consumer education - general	Explained the differences between using the CapTel phone in 1-Line and 2-Line modes and how long distance billing for captioned calls works.	5/29/2009 3:35:00 PM	within 24 hours	MF

Summary Customer Service Information

Number Percent

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
Total Number of Contacts											
	Phone calls		8	44.44%							
	Captel		3	16.67%							
	Email		2	11.11%							
	TTY		0	0.00%							
	NA		1	5.56%							
Support Type											
	Service		2	11.11%							
	Technical		0	0.00%							
	Product		5	27.78%							
	Billing		0	0.00%							
	Other		11	61.11%							
Resolution											
	Within 24 hours		18	100.00%							
	Within 48 hours		0	0.00%							
	Exceed 48 hours		0	0.00%							