

July 31, 2009

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

RE: Administrative Case 372

**RECEIVED**

**AUG 18 2009**

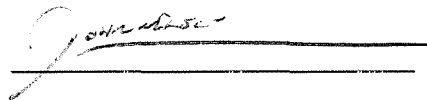
**PUBLIC SERVICE  
COMMISSION**

**Kentucky Relay Service Invoice**

**July 2009**

Total session minutes				51,555.08
Less interstate session minutes			<u>(7,041.59)</u>	
Net billable session minutes				44,513.49
Applicable rate		\$	<u>0.950</u>	
Total Usage Billing		\$		42,287.82
Other Services	<u>Intrast CM</u>	<u>Rate</u>		
Captel	34,781.80	1.56	\$	54,259.61
Liquidated damages				
Advisory Board Meeting Expense:				
<b>Total monthly billing</b>		\$	<u><u>96,547.43</u></u>	

Authorized Signature:



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



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@hamiltonel.com  
web site: www.hamiltonel.com

July 31, 2009

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

RE: Administrative Case 372

**RECEIVED**

**AUG 18 2009**

**PUBLIC SERVICE  
COMMISSION**

**Kentucky Relay Service Monthly Statement**

**July 2009**

Balance forward	July 1, 2009	\$	100,409.22
Billing for	Jul 09		96,547.43
Payments:			
07/29/09			(100,409.22)
Adjustments:			
Balance due	July 31, 2009	\$	<u>96,547.43</u>
Subsequent payments:			
<b>Current balance due</b>		\$	<u><u>96,547.43</u></u>

Run Date: 08/12/09

## KENTUCKY RELAY SERVICE

Report A

## Jurisdiction Summary

Data Month: Jul 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	4,866.20		10387	49.43
Local	35,047.68		8675	41.29
Intrastate Intralata	731.32		235	1.12
Intrastate Interlata	1,063.89		228	1.09
Intrastate DA	54.82		12	0.06
Total Intrastate	<u>36,897.71</u>		<u>9150</u>	<u>43.55</u>
Interstate - KY orig	3,575.09		832	3.96
Interstate - not KY orig	598.87		71	0.34
Interstate DA	4.05		1	0.00
Total Interstate	<u>4,178.01</u>		<u>904</u>	<u>4.30</u>
International	1.77		1	0.00
8xx Toll Free	5,611.39		570	2.71
900 Info Service	0.00		0	0.00
Total Outgoing Call Attempts	<u>46,688.88</u>		<u>10625</u>	<u>50.57</u>
Month Total	<u>51,555.08</u>		<u>21012</u>	<u>100.00</u>
<b>Complete Calls</b>				
Local	32,793.81	25,289.49	6791	32.32
Intrastate Intralata	627.30	448.24	147	0.70
Intrastate Interlata	1,010.29	810.36	180	0.86
Intrastate DA	52.87	41.42	11	0.05
Total Intrastate	<u>34,484.27</u>	<u>26,589.51</u>	<u>7129</u>	<u>33.93</u>
Interstate - KY orig	3,243.11	2,568.26	560	2.67
Interstate - not KY orig	563.78	511.35	52	0.25
Interstate DA	4.05	1.35	1	0.00
Total Interstate	<u>3,810.94</u>	<u>3,080.96</u>	<u>613</u>	<u>2.92</u>
International	0.00	0.00	0	0.00
8xx Toll Free	5,580.12	4,948.62	540	2.57
900 Info Service	0.00	0.00	0	0.00
Month Total	<u>43,875.33</u>	<u>34,619.09</u>	<u>8282</u>	<u>39.42</u>
<b>Total Minutes with Toll Free &amp; 900 Allocation</b>				
Intrastate + 49% of 8xx & 900	44,513.49	29,014.33		
Interstate + 51% of 8xx & 900	7,041.59	5,604.76		
Month Total	<u>51,555.08</u>	<u>34,619.09</u>		

Run Date: 08/12/09

## KENTUCKY RELAY SERVICE

Report B

## Workload by Call Method

Data Month: Jul 2009

Call Method From      To	Outbound Calls	Percentage of Total	Avg Sess Min per Call	Avg Conv Min per Call
Voice	<u>2</u>	<u>0.02</u>	<u>0.39</u>	<u>0.00</u>
Total	<u>2</u>	<u>0.02</u>	<u>0.39</u>	<u>0.00</u>
ASCII    Voice	<u>39</u>	<u>0.37</u>	<u>7.41</u>	<u>6.41</u>
Total ASCII	<u>39</u>	<u>0.37</u>	<u>7.41</u>	<u>6.41</u>
HCO      Voice	<u>34</u>	<u>0.32</u>	<u>4.08</u>	<u>2.74</u>
Total HCO	<u>34</u>	<u>0.32</u>	<u>4.08</u>	<u>2.74</u>
Speech   Speech	<u>1</u>	<u>0.01</u>	<u>2.02</u>	<u>0.27</u>
Total Speech	<u>1</u>	<u>0.01</u>	<u>2.02</u>	<u>0.27</u>
TTY      TTY	22	0.21	3.01	1.05
TTY      VCO	29	0.27	8.54	6.68
TTY      Voice	<u>5322</u>	<u>50.09</u>	<u>4.41</u>	<u>3.20</u>
Total TTY	<u>5373</u>	<u>50.57</u>	<u>4.43</u>	<u>3.21</u>
VCO      TTY	4	0.04	1.58	0.68
VCO      VCO	11	0.10	10.75	9.24
VCO      Voice	<u>2604</u>	<u>24.51</u>	<u>4.97</u>	<u>3.90</u>
Total VCO	<u>2619</u>	<u>24.65</u>	<u>4.99</u>	<u>3.92</u>
Voice    HCO	1	0.01	2.65	2.08
Voice    TTY	2026	19.07	2.55	1.48
Voice    VCO	<u>530</u>	<u>4.99</u>	<u>7.99</u>	<u>7.09</u>
Total Voice	<u>2557</u>	<u>24.07</u>	<u>3.68</u>	<u>2.64</u>
Month Total	<u><u>10625</u></u>		<u><u>4.39</u></u>	<u><u>3.26</u></u>

Run Date: 08/12/09

## KENTUCKY RELAY SERVICE

Report C

### Call Summary

Data Month: Jul 2009

#### Inbound Calls

<u>Number of Calls:</u>	<u>Month Total</u>
Inbound - 711	11205
Inbound - Other	<u>7474</u>
Inbound - Total	18679
Not placed in queue	16668
Placed in queue	2011
Answered from queue	1384
Abandoned in queue	627

#### Outbound Calls

<u>Number of Calls:</u>	<u>Month Total</u>
Outbound	10625
Complete - 711	5076
Complete - Other	<u>3206</u>
Complete - Total	8282
Busy / no answer	2343
Weekday average	373
Weekend average	255

#### Complete Calls

	<u>Month Average</u>
Set-up / wrap-up minutes per call	1.12
Conversation minutes per call	4.18

Run Date: 08/12/09

**KENTUCKY RELAY SERVICE**  
**Avg ConvMin Per Inbound Call**

Report D

Data Month: Jul 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	0.59	1.85	1.79	2.19	1.84
02 Thu	0.62	2.30	1.83	2.40	2.03
03 Fri	0.36	1.15	1.24	1.58	1.26
04 Sat	0.49	2.15	1.35	1.70	1.67
05 Sun	0.60	1.40	1.55	2.01	1.58
06 Mon	0.61	2.70	2.36	2.18	2.41
07 Tue	0.15	2.70	1.12	2.75	1.85
08 Wed	0.63	3.43	1.76	1.71	2.12
09 Thu	0.61	2.15	2.07	2.25	2.05
10 Fri	1.54	2.82	1.88	1.10	1.90
11 Sat	0.00	2.24	2.21	1.51	1.88
12 Sun	0.41	1.62	1.42	1.58	1.45
13 Mon	0.12	2.38	1.85	1.35	1.83
14 Tue	0.11	2.09	2.02	1.88	1.93
15 Wed	0.25	2.99	1.20	1.77	1.82
16 Thu	0.33	2.96	2.18	3.31	2.55
17 Fri	0.33	2.46	1.95	2.67	2.22
18 Sat	0.09	3.20	1.65	2.34	1.95
19 Sun	0.27	1.12	1.24	2.12	1.41
20 Mon	0.55	1.97	1.49	2.65	1.88
21 Tue	0.25	1.45	3.81	1.90	2.47
22 Wed	0.34	1.14	1.42	1.79	1.36
23 Thu	0.57	1.44	2.08	1.89	1.77
24 Fri	0.38	2.01	1.97	1.50	1.75
25 Sat	0.79	1.78	1.42	1.36	1.45
26 Sun	0.02	1.69	1.49	1.15	1.23
27 Mon	0.24	2.57	3.13	1.35	2.48
28 Tue	0.00	2.68	1.54	1.65	1.81
29 Wed	0.29	2.23	1.93	1.92	1.92
30 Thu	0.38	1.67	1.73	1.64	1.57
31 Fri	0.02	2.10	1.99	1.27	1.65
	<u>0.33</u>	<u>2.16</u>	<u>1.85</u>	<u>1.85</u>	<u>1.85</u>

Run Date: 08/12/09

KENTUCKY RELAY SERVICE

Report E

Average Answer Seconds

Data Month: Jul 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	2.0	2.7	6.2	3.1	90
02 Thu	0.1	0.9	2.0	3.6	1.9	92
03 Fri	1.4	0.4	1.0	11.7	3.9	90
04 Sat	0.1	5.3	1.9	5.5	3.9	88
05 Sun	3.1	6.2	0.0	0.3	2.0	93
06 Mon	0.0	1.5	1.0	1.1	1.2	96
07 Tue	0.0	3.2	1.2	1.9	1.9	94
08 Wed	0.0	0.2	4.2	2.0	2.5	91
09 Thu	0.0	0.4	1.4	1.2	1.0	95
10 Fri	0.0	0.2	2.1	4.0	2.0	92
11 Sat	1.2	1.4	0.5	0.3	0.7	97
12 Sun	1.0	0.4	3.8	3.0	2.7	91
13 Mon	2.2	4.1	5.6	0.3	3.6	89
14 Tue	0.0	0.9	3.1	0.2	1.7	94
15 Wed	0.6	4.1	1.5	1.2	2.2	93
16 Thu	0.5	6.3	1.3	1.8	3.0	92
17 Fri	0.0	6.8	1.0	3.3	3.5	88
18 Sat	0.0	0.5	2.2	3.4	1.7	93
19 Sun	0.0	2.2	1.2	0.3	1.1	97
20 Mon	0.9	1.7	1.2	3.2	1.8	92
21 Tue	0.5	2.5	4.8	7.1	4.3	86
22 Wed	0.0	1.3	0.8	9.6	3.0	90
23 Thu	0.0	1.3	0.2	2.0	1.0	96
24 Fri	0.0	2.1	1.2	8.9	3.8	90
25 Sat	0.0	0.6	2.8	0.9	1.4	95
26 Sun	0.5	5.6	2.0	0.1	1.9	93
27 Mon	0.0	3.6	1.1	0.0	1.8	94
28 Tue	0.0	2.4	2.0	4.4	2.5	92
29 Wed	0.0	4.8	2.2	3.3	3.2	90
30 Thu	0.0	1.7	2.7	4.8	2.7	91
31 Fri	0.0	3.7	2.6	4.3	2.9	90
	<u>0.3</u>	<u>2.6</u>	<u>2.0</u>	<u>3.3</u>	<u>2.4</u>	<u>92</u>

Monthly blockage rate: 0 %

Run Date: 08/12/09

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

Report F  
 Data Month: Jul 2009

<u>NPA</u>	<u>NXX-used most</u>	<u>TTY</u>	<u>Voice</u>	<u>Total</u>
201	537	10	1	11
202	580	1	4	5
205	266	1	1	2
206	239	3	0	3
207	688	0	4	4
210	592	0	1	1
212	397	0	1	1
213	259	0	2	2
216	269	0	3	3
217	691	1	4	5
219	798	1	0	1
225	291	7	50	57
229	435	1	2	3
239	272	1	2	3
240	586	0	1	1
248	990	1	3	4
251	767	0	1	1
252	450	0	2	2
253	968	0	2	2
254	813	1	0	1
256	338	2	5	7
260	483	1	3	4
262	653	0	3	3
269	324	1	1	2
270	442	1881	1910	3791
276	220	2	3	5
301	689	2	3	5
303	463	1	1	2
304	927	10	13	23
305	889	0	3	3
308	367	0	1	1
309	928	0	1	1
310	862	1	1	2
312	469	1	0	1
313	529	0	1	1
315	682	1	0	1
316	409	1	0	1
317	810	1	6	7
318	332	0	2	2
319	493	0	1	1
320	266	0	1	1
321	848	1	4	5
323	732	0	1	1
330	479	1	7	8
334	477	0	2	2
336	577	0	1	1
352	223	0	3	3
360	379	0	1	1
401	263	0	2	2
402	694	27	22	49



**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>
404	495	2	0	2
406	305	0	1	1
407	401	1	0	1
410	642	0	5	5
412	414	0	1	1
413	559	0	1	1
417	252	0	2	2
419	230	1	3	4
423	784	5	12	17
434	441	1	4	5
440	263	1	0	1
443	563	0	1	1
478	238	0	1	1
480	776	0	2	2
484	798	0	1	1
501	920	1	5	6
502	222	2826	2528	5354
503	247	0	3	3
504	831	1	2	3
505	326	0	1	1
509	732	0	4	4
512	269	0	2	2
513	353	11	65	76
515	287	1	0	1
517	214	2	1	3
518	944	0	3	3
520	784	0	1	1
540	400	3	11	14
541	566	0	1	1
561	319	1	0	1
562	237	0	1	1
570	225	0	3	3
571	242	0	2	2
573	424	1	1	2
574	968	0	1	1
580	245	0	1	1
586	321	0	9	9
601	818	0	6	6
602	334	0	2	2
603	447	0	4	4
605	334	0	1	1
606	658	2559	2572	5131
607	351	1	0	1
609	301	0	1	1
610	664	3	0	3
612	259	0	1	1
614	371	4	5	9
615	589	4	16	20
616	540	0	1	1
617	257	1	0	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>
618	319	1	7	8
623	583	0	1	1
651	503	1	0	1
662	202	0	1	1
678	526	0	4	4
702	241	0	3	3
703	369	2	2	4
704	400	2	3	5
706	801	0	6	6
708	458	0	2	2
714	481	0	1	1
717	737	0	5	5
718	351	0	1	1
719	359	0	4	4
720	259	0	1	1
724	504	1	0	1
727	686	0	3	3
731	407	2	14	16
732	824	1	2	3
740	442	4	15	19
757	560	0	2	2
760	687	0	3	3
765	430	1	1	2
770	451	2	8	10
773	575	1	3	4
775	853	1	0	1
781	910	1	0	1
786	277	1	0	1
800	947	4	13	17
803	663	0	5	5
804	798	2	6	8
805	688	1	0	1
810	305	1	1	2
812	283	27	104	131
813	695	2	1	3
815	367	0	1	1
816	431	1	2	3
817	753	1	0	1
828	390	0	2	2
830	257	1	1	2
843	215	2	1	3
845	238	0	1	1
847	390	0	3	3
850	228	0	5	5
859	441	1622	1870	3492
863	533	2	2	4
864	697	0	1	1
865	548	0	3	3
866	569	3	1	4
870	210	2	2	4

Run Date: 08/12/09

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

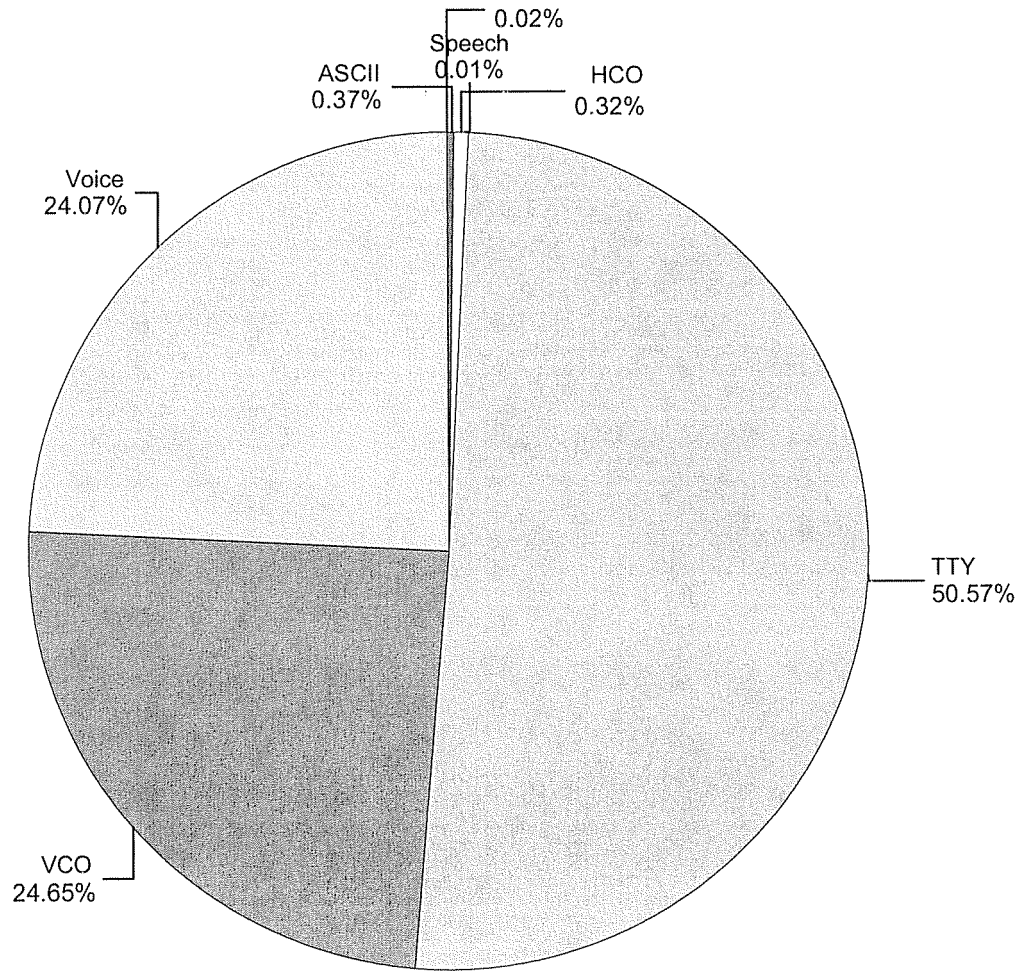
Report F  
Data Month: Jul 2009

<u>NPA</u>	<u>NXX-used most</u>	<u>TTY</u>	<u>Voice</u>	<u>Total</u>
877	327	2	1	3
888	932	0	2	2
901	277	1	3	4
903	463	0	1	1
904	217	1	5	6
908	400	0	1	1
909	717	0	2	2
910	352	1	2	3
911	116	0	1	1
912	269	0	1	1
915	219	0	1	1
917	574	2	3	5
918	408	1	4	5
919	563	1	3	4
925	456	0	1	1
928	201	0	1	1
931	980	1	34	35
937	205	0	10	10
940	536	0	1	1
941	524	0	1	1
949	293	1	0	1
951	575	0	2	2
954	274	0	2	2
956	756	0	2	2
970	683	1	2	3
971	340	0	1	1
978	228	0	1	1
979	725	1	0	1
985	748	0	1	1
989	528	0	2	2
		<u>9097</u>	<u>9582</u>	<u>18679</u>

Run Date: 08/12/09

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

Chart A  
Data Month: Jul 2009



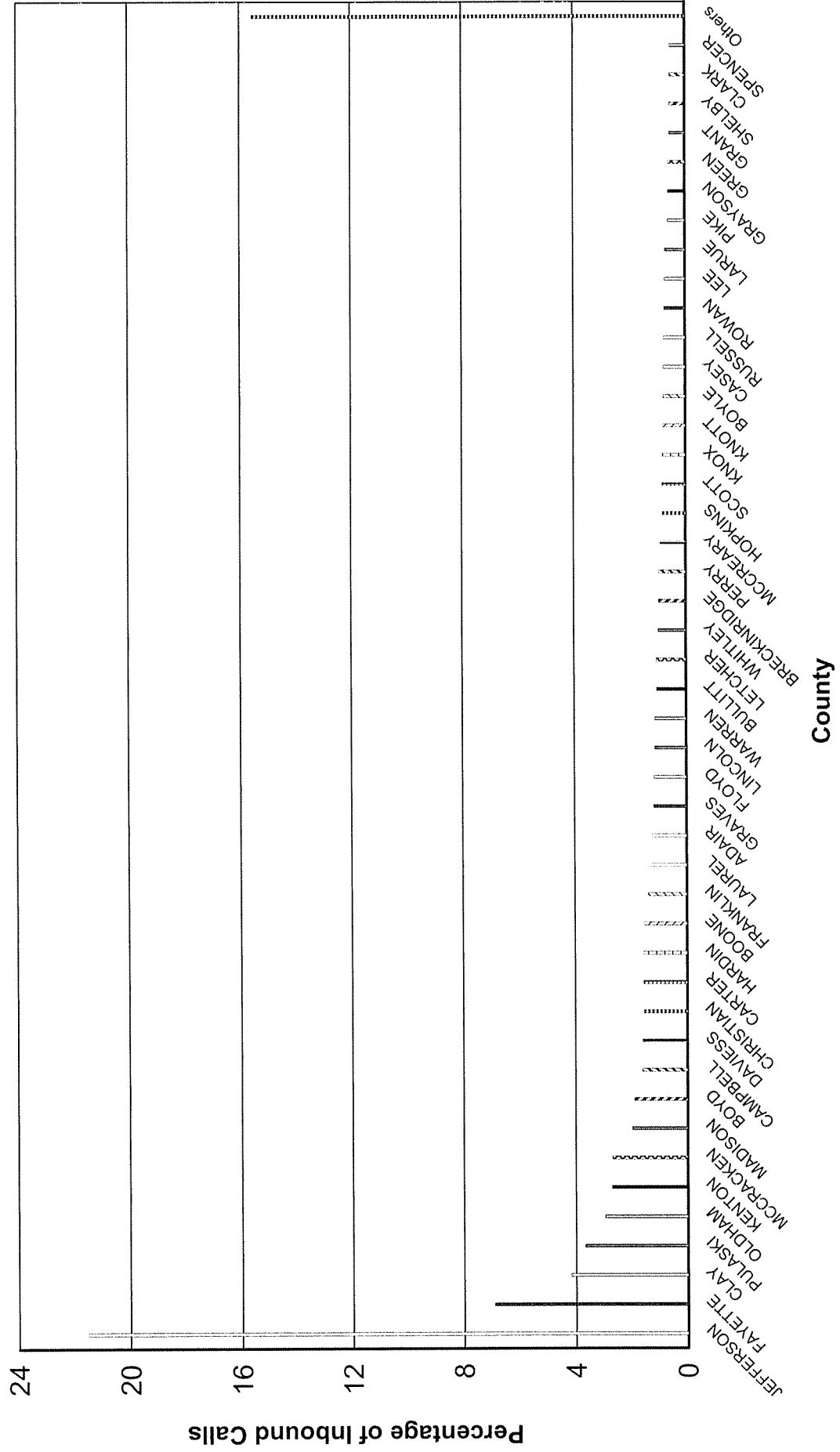
Run Date: 08/12/09

### KENTUCKY RELAY SERVICE

Chart C

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

Data Month: Jul 2009



Run Date: 08/05/09

## KENTUCKY CAPTEL SERVICE

Report G

Confidential &amp; Proprietary

## Jurisdiction Summary

Data Month: Jul 2009

<b>All Calls Handled</b>	Session <u>Minutes</u>	Conversation <u>Minutes</u>	<u>Calls</u>	% of All <u>Calls</u>
General Assistance	881.34		2302	14.20
Intrastate	33,900.24		10925	67.37
Interstate	8,235.78		1134	6.99
International	14.09		8	0.05
Two line	4,979.36		1310	8.08
Toll Free	2,485.08		537	3.31
900 Info Srvc	0.00		0	0.00
Total Outbound Call Attempts	<u>49,614.55</u>		<u>13914</u>	<u>85.80</u>
Month Total	<u><u>50,495.89</u></u>		<u><u>16216</u></u>	<u><u>100.00</u></u>

**Complete Calls**

Intrastate	32,811.08	29,281.52	9065	55.90
Interstate	8,107.60	7,765.40	909	5.61
International	12.35	8.88	5	0.03
Two line	4,979.36	4,888.83	1310	8.08
Toll Free	2,472.67	2,345.35	513	3.16
900 Info Srvc	0.00	0.00	0	0.00
Month Total	<u><u>48,383.06</u></u>	<u><u>44,289.98</u></u>	<u><u>11802</u></u>	<u><u>72.78</u></u>

**Total Minutes with Allocation**

Tra + 49% TF,900 + 89% 2 line	40,430.90	34,781.80		
Ter + 51% TF,900 + 11% 2 line	10,064.99	9,508.18		
Month Total	<u><u>50,495.89</u></u>	<u><u>44,289.98</u></u>		

Run Date: 08/05/09

## KENTUCKY CAPTEL SERVICE

Report H

Confidential &amp; Proprietary

## Usage Summary

Data Month: Jul 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	584	80	504	431	1,844.22	1,605.63
02 Thu	591	73	518	448	1,823.26	1,596.70
03 Fri	487	58	429	330	1,330.59	1,131.81
04 Sat	433	59	374	314	1,498.07	1,313.05
05 Sun	297	39	258	225	1,139.11	1,021.59
06 Mon	651	90	561	499	1,912.92	1,682.30
07 Tue	691	73	618	531	1,985.24	1,737.08
08 Wed	594	78	516	431	1,987.27	1,761.59
09 Thu	619	86	533	446	1,616.48	1,372.41
10 Fri	475	73	402	344	1,394.25	1,208.26
11 Sat	415	70	345	289	1,222.16	1,050.88
12 Sun	353	38	315	261	1,398.76	1,246.49
13 Mon	652	83	569	477	2,012.01	1,770.96
14 Tue	475	56	419	350	1,680.00	1,485.46
15 Wed	576	96	480	430	1,948.78	1,722.95
16 Thu	500	72	428	368	1,603.12	1,418.15
17 Fri	504	75	429	375	1,581.84	1,401.30
18 Sat	396	48	348	286	1,302.39	1,126.50
19 Sun	306	54	252	204	794.10	659.73
20 Mon	613	84	529	476	1,912.59	1,690.59
21 Tue	614	108	506	416	1,643.59	1,404.62
22 Wed	567	107	460	398	1,482.75	1,277.06
23 Thu	571	71	500	428	1,713.06	1,504.31
24 Fri	541	78	463	365	1,583.62	1,372.98
25 Sat	447	71	376	319	1,304.33	1,130.91
26 Sun	368	60	308	258	1,202.24	1,046.58
27 Mon	635	85	550	454	1,924.05	1,697.14
28 Tue	557	67	490	396	1,854.40	1,656.40
29 Wed	558	65	493	432	2,196.50	2,013.58
30 Thu	587	113	474	420	1,728.79	1,518.14
31 Fri	559	92	467	401	1,875.40	1,664.83
	<u>16216</u>	<u>2302</u>	<u>13914</u>	<u>11802</u>	<u>50,495.89</u>	<u>44,289.98</u>

# Kentucky – July 2009 Commission Report

The Kentucky Relay Service Customer Service Department responded to 11 inquiries, concerns, complaints and compliments during July.

## **CALL BREAKDOWN:**

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

Total 11

## **CapTel:**

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

Total 00

## **Compliments:**

- 00 - CA Praise
- 00 - Overall Praise

Total 00

## **Customer Profile:**

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

Total 02

## **Equipment:**

- 00 - Miscellaneous
- 00 - Request Information on Equipment Procedures
- 02 - Request Information on Equipment Resources
- 00 - Technical Issue with Customer Equipment
- 00 - 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
- 02 - Explanation of Relay/ Phone Numbers
- 00 - Interpreter Requested
- 00 - International Access Number
- 02 - 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
- 01 - STS Info/ Brochures/ Materials/Explanation
- 00 - Wrong Number/Hang Up

Total 06

**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  
01 - Carrier Choice not available/other equal  
00 - Garbling  
Total 01

**Technical Issues:**

00 - 711 Issues  
00 - Miscellaneous  
00 - PC Settings  
00 - Busy Signal  
00 - VCO  
00 - Garbling  
Total 00

## ***Kentucky - July 2009 Complaints Report***

*Technical  
Complaints--Carrier Choice  
not Available/Other Equal*

*Inquire Date* 07/24/2009

*Record ID* 12725

*Call Taken By* Supervisor

*CA Number*

*Responded By* Deborah

*Response Date* 07/24/2009

*Resolution* 07/24/2009

Representative from Insight Communications inquired on behalf of a customer how they can add Insight as their long distance provider.

Customer Service explained how to become a participating provider through the relay. Information was forwarded to Insight's technical department. There has been no further contact from Insight.



**Kentucky Relay – Monthly Report**  
***July 2009***

**TRS Training/Presentation**

*July 28 Oldham County Public Library, LaGrange*  
*July 28 Baptist Hospital Northeast, LaGrange*  
*July 30 St Joseph Hospital, Berea*

**CapTel Training/Presentation**

*July 10 Oldham County Senior Center, LaGrange*  
*July 17 Franklin County Senior Center, Frankfort*  
*July 17 Woodford County Senior Center, Versailles*  
*July 28 Acorn Senior Center, Louisville*  
*July 30 Berea Senior Center, Berea*

**Outreach activities/meetings planned in August**

*Aug 6-8 West Virginia Association for the Deaf Conference, WV*  
*Aug 20-30 Kentucky State Fair, Louisville*

# CapTel Report

Kentucky

July 2009

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

### Total Number of Valid CapTel Phones

As of July 31st, 2009

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

### CapTel CA Statistics

- Average Word Per Minute (WPM) = 154.50pm
- Average Rate of Accuracy = 99.24%
- Average Rate of Error = 0.76%

Monthly Call Details						
Date	Percent Service Level W/ Aban	Percent Within Srv Lvl wo Aban	Avg Wait Time(ASA & ABAN)	ASA	Blockage	
7/1/2009	100	100	0.4	0.39	0.00	
7/2/2009	100	100	0.44	0.42	0.00	
7/3/2009	100	100	0.41	0.36	0.00	
7/4/2009	100	100	0.35	0.34	0.00	
7/5/2009	100	100	0.37	0.36	0.00	
7/6/2009	100	100	0.4	0.4	0.00	
7/7/2009	100	100	0.37	0.37	0.00	
7/8/2009	100	100	0.47	0.38	0.00	
7/9/2009	99	100	0.45	0.39	0.00	
7/10/2009	99	99	0.62	0.56	0.00	
7/11/2009	99	99	0.58	0.52	0.00	
7/12/2009	99	100	0.51	0.45	0.00	
7/13/2009	100	100	0.42	0.39	0.00	
7/14/2009	99	100	0.51	0.47	0.00	
7/15/2009	99	100	0.43	0.42	0.00	
7/16/2009	100	100	0.37	0.37	0.00	
7/17/2009	100	100	0.45	0.39	0.00	
7/18/2009	99	100	0.56	0.54	0.00	
7/19/2009	99	100	0.41	0.39	0.00	
7/20/2009	100	100	0.4	0.39	0.00	
7/21/2009	100	100	0.44	0.4	0.00	
7/22/2009	99	100	0.66	0.49	0.00	
7/23/2009	100	100	0.4	0.39	0.00	
7/24/2009	99	100	0.48	0.41	0.00	
7/25/2009	99	99	0.6	0.52	0.00	
7/26/2009	99	100	0.43	0.37	0.00	
7/27/2009	100	100	0.41	0.41	0.00	
7/28/2009	100	100	0.39	0.37	0.00	
7/29/2009	100	100	0.38	0.37	0.00	
7/30/2009	99	100	0.5	0.44	0.00	
7/31/2009	100	100	0.47	0.45	0.00	
<b>TOTALS:</b>	<b>99.45%</b>	<b>99.86%</b>	<b>0.45</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
128071	7/2/2009	11:45:00 AM	CapTel	Other	NA	41010	Information	Mailed customer two sheets of Call Me cards as requested.	7/2/2009 11:50:00 AM	within 24 hours	JG
128075	7/2/2009	11:50:00 AM	CapTel	Service	NA	11030	Accuracy of captions	Customer shared feedback regarding accuracy of captions, and provided specific call data. CS Rep apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management for follow up with the CA by the CA's supervisor.	7/2/2009 11:55:00 AM	within 24 hours	JG
128819	7/8/2009	8:00:00 AM	E-Mail	Other	NA	40000	Consumer education - general	Advised customer regarding confidentiality standards followed by CapTel Service.	7/8/2009 8:30:00 AM	within 24 hours	MMo
129171	7/9/2009	12:45:00 PM	CapTel	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.	7/9/2009 12:55:00 PM	within 24 hours	JR
129232	7/9/2009	2:50:00 PM	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.	7/9/2009 3:10:00 PM	within 24 hours	TJ
130603	7/17/2009	8:55:00 AM	CapTel	Other	NA	40000	Consumer education - general	Explained the differences between using the CapTel phone in 1-Line and 2-Line modes.	7/17/2009 9:25:00 AM	within 24 hours	MF
130831	7/20/2009	8:15:00 AM	Phone	Product	NA	33230	Set up - General	Advised customer to contact telephone company to replace faulty wall jack identified during troubleshooting.	7/20/2009 9:20:00 AM	within 24 hours	MF
131265	7/20/2009	1:40:00 PM	Phone	Product	NA	33070	Dialing/Setup - Dialing Prefix	Advised customer's representative to program needed dialing prefix in menu of CapTel phone. This resolved previous difficulties in dialing out with captions.	7/20/2009 1:50:00 PM	within 24 hours	MMo
131321	7/21/2009	2:45:00 PM	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.	7/21/2009 4:35:00 PM	within 24 hours	EY
131966	7/23/2009	12:30:00 PM	Phone	Other	NA	40000	Consumer education - general	Discussed the procedure for placing a long distance captioned call on the CapTel phone using a calling card.	7/23/2009 12:40:00 PM	within 24 hours	MMo
132355	7/27/2009	11:00:00 AM	CapTel	Other	NA	41010	Information	Sent customer 2 sheets of Call Me cards.	7/27/2009 11:05:00 AM	within 24 hours	MF
132761	7/28/2009	12:10:00 PM	Phone	Other	NA	40000	Consumer education - general	Explained that callers need to call through the toll free captioning service in order to receive captions on incoming calls and discussed with customer the proper procedure to do so.	7/28/2009 12:15:00 PM	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
---------	-------------------	--------------	--------------	-------------------	---------	-------------------------	---------------------	-------------------------------------	----------------------	-----------	---------------

**Summary Customer Service Information**

	Number	Percent
<b>Total Number of Contacts</b>	12	
Phone calls	6	50.00%
Capitel	5	41.67%
Email	1	8.33%
TTY	0	0.00%
NA	0	0.00%
<b>Support Type</b>		
Service	1	8.33%
Technical	0	0.00%
Product	5	41.67%
Billing	0	0.00%
Other	6	50.00%
<b>Resolution</b>		
Within 24 hours	12	100.00%
Within 48 hours	0	0.00%
Exceed 48 hours	0	0.00%