

August 31, 2009

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

**RECEIVED**

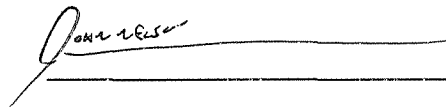
**SEP 17 2009**

**PUBLIC SERVICE  
COMMISSION**

RE: Administrative Case 372

<b>Kentucky Relay Service Invoice</b>				
<b>August 2009</b>				
Total session minutes				51,601.41
Less interstate session minutes			<u>(6,956.59)</u>	
Net billable session minutes				44,644.82
Applicable rate			<u>\$ 0.950</u>	
Total Usage Billing				\$ 42,412.58
Other Services	<u>Intrast CM</u>	<u>Rate</u>		
Captel	35,827.56	1.56	\$	55,890.99
Liquidated damages				
Advisory Board Meeting Expense:				
<b>Total monthly billing</b>			<u>\$</u>	<u><b>98,303.57</b></u>

Authorized Signature:



Contact Name: Phillip Hupf  
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August 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

August 2009

Balance forward	August 1, 2009	\$	96,547.43
Billing for	Aug 09		98,303.57
Payments:			
08/26/09			(96,547.43)
Adjustments:			
Balance due	August 31, 2009	\$	<u>98,303.57</u>
Subsequent payments:			
<b>Current balance due</b>		\$	<u><u>98,303.57</u></u>

Run Date: 09/11/09

**KENTUCKY RELAY SERVICE**

Report A

**Jurisdiction Summary**

Data Month: Aug 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	4,040.17		8640	44.84
Local	36,254.65		8748	45.40
Intrastate Intralata	603.13		165	0.86
Intrastate Interlata	953.97		218	1.13
Intrastate DA	130.46		24	0.12
Total Intrastate	<u>37,942.21</u>		<u>9155</u>	<u>47.51</u>
Interstate - KY orig	3,803.72		757	3.93
Interstate - not KY orig	378.68		60	0.31
Interstate DA	0.00		0	0.00
Total Interstate	<u>4,182.40</u>		<u>817</u>	<u>4.24</u>
International	3.07		2	0.01
8xx Toll Free	5,433.56		654	3.39
900 Info Service	0.00		0	0.00
Total Outgoing Call Attempts	<u>47,561.24</u>		<u>10628</u>	<u>55.16</u>
Month Total	<u>51,601.41</u>		<u>19268</u>	<u>100.00</u>
<b>Complete Calls</b>				
Local	33,958.15	26,221.93	6796	35.27
Intrastate Intralata	522.10	392.96	108	0.56
Intrastate Interlata	893.09	673.62	173	0.90
Intrastate DA	109.69	51.71	16	0.08
Total Intrastate	<u>35,483.03</u>	<u>27,340.22</u>	<u>7093</u>	<u>36.81</u>
Interstate - KY orig	3,507.69	2,826.62	536	2.78
Interstate - not KY orig	352.42	315.45	42	0.22
Interstate DA	0.00	0.00	0	0.00
Total Interstate	<u>3,860.11</u>	<u>3,142.07</u>	<u>578</u>	<u>3.00</u>
International	0.00	0.00	0	0.00
8xx Toll Free	5,370.99	4,670.28	600	3.11
900 Info Service	0.00	0.00	0	0.00
Month Total	<u>44,714.13</u>	<u>35,152.57</u>	<u>8271</u>	<u>42.93</u>
<b>Total Minutes with Toll Free &amp; 900 Allocation</b>				
Intrastate + 49% of 8xx & 900	44,644.82	29,628.66		
Interstate + 51% of 8xx & 900	6,956.59	5,523.91		
Month Total	<u>51,601.41</u>	<u>35,152.57</u>		

Run Date: 09/11/09

**KENTUCKY RELAY SERVICE**

Report B

**Workload by Call Method**

Data Month: Aug 2009

Call Method From To	Outbound Calls	Percentage of Total	Avg Sess Min per Call	Avg Conv Min per Call
ASCII Voice	8	0.08	4.24	2.96
Total ASCII	<u>8</u>	<u>0.08</u>	<u>4.24</u>	<u>2.96</u>
HCO Voice	43	0.40	4.45	3.09
Total HCO	<u>43</u>	<u>0.40</u>	<u>4.45</u>	<u>3.09</u>
Speech Speech	1	0.01	1.15	0.27
Total Speech	<u>1</u>	<u>0.01</u>	<u>1.15</u>	<u>0.27</u>
TTY TTY	30	0.28	2.92	1.49
TTY VCO	39	0.37	5.68	3.88
TTY Voice	5364	50.47	4.45	3.20
Total TTY	<u>5433</u>	<u>51.12</u>	<u>4.45</u>	<u>3.20</u>
VCO TTY	17	0.16	3.10	1.56
VCO VCO	45	0.42	10.61	8.94
VCO Voice	2524	23.75	4.99	3.88
Total VCO	<u>2586</u>	<u>24.33</u>	<u>5.08</u>	<u>3.95</u>
Voice TTY	1963	18.47	2.83	1.75
Voice VCO	594	5.59	7.57	6.67
Total Voice	<u>2557</u>	<u>24.06</u>	<u>3.93</u>	<u>2.90</u>
Month Total	<u><u>10628</u></u>		<u><u>4.48</u></u>	<u><u>3.31</u></u>

Run Date: 09/11/09

**KENTUCKY RELAY SERVICE**

Report C

**Call Summary**

Data Month: Aug 2009

**Inbound Calls**

<u>Number of Calls:</u>	<u>Month Total</u>
Inbound - 711	10242
Inbound - Other	<u>6628</u>
Inbound - Total	16870
Not placed in queue	14739
Placed in queue	2131
Answered from queue	1461
Abandoned in queue	670

**Outbound Calls**

<u>Number of Calls:</u>	<u>Month Total</u>
Outbound	10628
Complete - 711	5100
Complete - Other	<u>3171</u>
Complete - Total	8271
Busy / no answer	2357
Weekday average	382
Weekend average	260

**Complete Calls**

	<u>Month Average</u>
Set-up / wrap-up minutes per call	1.16
Conversation minutes per call	4.25

Run Date: 09/11/09

**KENTUCKY RELAY SERVICE**

Report D

**Avg ConvMin Per Inbound Call**

Data Month: Aug 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 Sat	0.00	1.63	2.23	1.80	1.79
02 Sun	0.00	2.01	1.32	1.74	1.47
03 Mon	0.15	2.26	1.72	2.01	1.91
04 Tue	0.07	1.36	1.99	2.28	1.79
05 Wed	0.21	1.83	1.94	1.48	1.68
06 Thu	0.23	2.24	2.04	3.33	2.31
07 Fri	0.14	2.81	1.70	2.07	2.07
08 Sat	0.08	2.60	1.79	1.36	1.83
09 Sun	0.02	1.19	1.03	2.38	1.35
10 Mon	0.44	2.87	2.35	1.82	2.34
11 Tue	0.10	2.11	2.08	2.33	2.05
12 Wed	0.16	1.91	1.73	1.74	1.67
13 Thu	3.32	3.95	2.14	2.50	2.82
14 Fri	0.07	2.99	2.36	2.04	2.43
15 Sat	0.21	2.70	1.63	1.73	1.91
16 Sun	0.05	1.68	2.25	2.35	2.00
17 Mon	0.23	2.38	3.27	1.16	2.48
18 Tue	0.20	2.37	2.17	2.54	2.23
19 Wed	0.49	1.78	2.14	1.88	1.91
20 Thu	0.53	2.68	1.71	2.27	2.10
21 Fri	0.36	3.08	2.01	2.26	2.32
22 Sat	0.00	2.01	1.71	2.33	1.92
23 Sun	1.19	1.30	1.57	2.41	1.70
24 Mon	0.30	2.92	2.83	3.40	2.91
25 Tue	0.73	3.02	2.08	2.18	2.40
26 Wed	1.30	2.22	2.06	1.99	2.07
27 Thu	0.91	2.76	1.89	3.17	2.44
28 Fri	1.08	1.91	2.25	1.55	1.94
29 Sat	0.00	1.71	2.31	2.58	2.11
30 Sun	0.17	2.17	2.06	3.58	2.31
31 Mon	1.13	3.01	1.71	2.52	2.24
	<u>0.38</u>	<u>2.35</u>	<u>2.00</u>	<u>2.20</u>	<u>2.08</u>

Run Date: 09/11/09

**KENTUCKY RELAY SERVICE**

Report E

**Average Answer Seconds**

Data Month: Aug 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 Sat	0.5	0.4	2.4	0.6	1.2	96
02 Sun	0.1	1.1	0.9	6.3	2.4	93
03 Mon	0.0	3.1	2.4	7.7	3.8	87
04 Tue	0.0	3.3	2.0	0.5	2.0	92
05 Wed	0.4	7.5	1.4	8.1	4.6	86
06 Thu	0.0	0.7	7.9	3.9	4.6	84
07 Fri	0.0	1.2	1.8	0.9	1.4	95
08 Sat	6.2	0.3	0.4	1.7	1.0	97
09 Sun	0.5	0.1	2.5	5.2	2.5	90
10 Mon	0.7	3.9	4.2	4.4	4.0	86
11 Tue	1.3	3.8	2.4	1.8	2.7	89
12 Wed	0.1	5.0	2.3	3.9	3.3	89
13 Thu	0.0	2.2	0.6	0.7	1.1	96
14 Fri	0.0	1.4	3.8	0.9	2.3	91
15 Sat	0.0	2.4	1.2	3.1	2.1	92
16 Sun	10.6	8.8	2.8	7.9	6.2	83
17 Mon	2.9	2.8	1.5	3.0	2.3	91
18 Tue	0.0	6.4	3.5	0.4	3.5	90
19 Wed	0.0	2.5	3.9	0.2	2.5	92
20 Thu	1.0	3.3	0.8	5.5	2.8	91
21 Fri	0.0	2.4	4.3	2.0	3.0	89
22 Sat	0.7	17.3	1.5	1.2	6.0	89
23 Sun	42.1	3.3	2.9	1.7	4.9	88
24 Mon	0.0	2.1	1.7	2.0	1.9	93
25 Tue	6.4	4.1	2.5	1.1	3.0	91
26 Wed	1.9	0.5	2.6	1.1	1.5	96
27 Thu	0.0	3.3	4.0	2.3	3.3	89
28 Fri	0.0	0.5	1.1	4.1	1.5	95
29 Sat	1.5	0.7	1.7	3.2	1.9	93
30 Sun	1.7	0.8	1.3	0.2	1.0	96
31 Mon	1.8	1.9	3.7	3.7	3.1	89
	<u>2.4</u>	<u>3.1</u>	<u>2.6</u>	<u>3.1</u>	<u>2.8</u>	<u>91</u>

Monthly blockage rate: 0 %

Run Date: 09/11/09

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

Report F  
Data Month: Aug 2009

<u>NPA</u>	<u>NXX-used most</u>	<u>TTY</u>	<u>Voice</u>	<u>Total</u>
201	537	7	1	8
202	495	0	1	1
205	553	4	6	10
206	200	1	4	5
207	512	0	2	2
208	371	0	1	1
210	592	2	1	3
212	547	0	1	1
213	504	0	1	1
214	455	1	1	2
215	483	3	1	4
216	371	2	2	4
219	297	1	2	3
225	291	20	53	73
228	209	2	2	4
229	434	0	2	2
239	245	0	1	1
240	580	1	0	1
248	882	0	6	6
251	751	0	1	1
254	813	2	0	2
256	359	2	2	4
260	705	1	4	5
270	442	1911	1723	3634
276	395	0	4	4
281	617	1	0	1
301	687	3	0	3
302	265	2	1	3
303	463	0	1	1
304	453	8	7	15
305	801	2	0	2
310	463	1	2	3
312	470	1	1	2
313	420	0	1	1
314	520	1	0	1
315	507	0	1	1
317	319	1	5	6
318	221	0	3	3
321	750	0	1	1
325	673	0	2	2
330	353	0	2	2
334	293	1	1	2
336	226	1	3	4
347	368	1	1	2
352	351	1	0	1
386	418	0	3	3
402	694	19	13	32
404	245	0	3	3
406	538	0	1	1
407	616	0	3	3



**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>
410	229	1	3	4
412	266	0	2	2
414	902	3	2	5
419	617	1	2	3
423	791	5	21	26
434	566	3	6	9
443	848	0	1	1
502	222	2706	2530	5236
503	287	0	6	6
508	295	0	1	1
510	451	0	1	1
512	836	1	4	5
513	406	17	50	67
517	675	0	2	2
518	257	0	1	1
520	294	0	1	1
530	318	1	0	1
540	400	2	4	6
562	400	2	0	2
570	270	0	1	1
573	300	2	2	4
574	870	0	1	1
575	574	0	2	2
580	584	0	1	1
585	473	0	1	1
586	822	0	1	1
601	850	1	1	2
602	628	0	1	1
603	459	0	1	1
606	739	2210	1798	4008
608	827	0	1	1
609	674	1	0	1
610	648	3	4	7
612	259	1	3	4
614	570	5	4	9
615	972	7	12	19
618	241	2	4	6
619	292	1	1	2
630	369	0	4	4
636	358	1	0	1
650	543	0	1	1
661	392	0	1	1
662	469	0	3	3
678	518	1	4	5
702	883	4	2	6
703	726	2	6	8
704	315	0	3	3
706	494	0	4	4
712	623	0	1	1
713	465	0	2	2

Run Date: 09/11/09

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

Report F  
Data Month: Aug 2009

<u>NPA</u>	<u>NXX-used most</u>	<u>TTY</u>	<u>Voice</u>	<u>Total</u>
714	883	0	1	1
715	823	0	3	3
717	237	0	3	3
719	359	0	2	2
724	466	0	1	1
727	686	0	7	7
731	247	4	7	11
734	205	0	2	2
740	237	0	10	10
757	544	0	2	2
760	687	0	1	1
763	514	2	0	2
765	243	1	3	4
770	753	1	2	3
772	224	0	3	3
773	843	1	3	4
775	322	0	1	1
785	331	0	1	1
786	326	2	1	3
800	238	1	8	9
803	827	0	3	3
804	539	0	2	2
812	719	12	87	99
813	663	1	1	2
814	528	0	1	1
815	608	1	0	1
816	346	1	1	2
817	359	0	2	2
828	803	0	1	1
830	624	0	2	2
832	252	0	3	3
843	387	1	3	4
845	401	0	1	1
847	258	0	3	3
850	304	0	5	5
856	381	0	2	2
858	320	0	1	1
859	441	1522	1667	3189
863	801	2	2	4
864	444	1	4	5
865	546	4	4	8
866	950	2	7	9
870	544	0	1	1
877	867	0	2	2
888	727	0	1	1
901	604	2	3	5
903	407	0	3	3
904	217	2	13	15
909	338	0	1	1
910	299	0	4	4

Run Date: 09/11/09

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

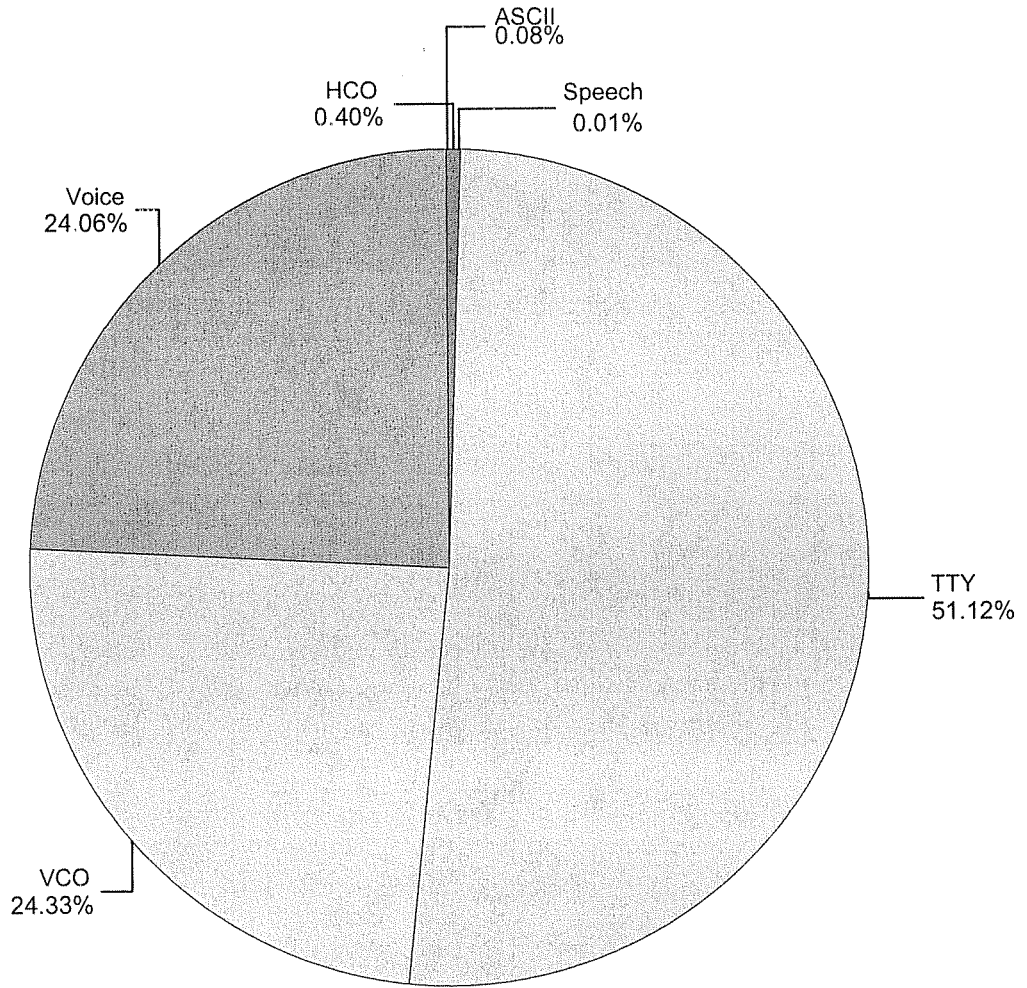
Report F  
Data Month: Aug 2009

<u>NPA</u>	<u>NXX-used most</u>	<u>TTY</u>	<u>Voice</u>	<u>Total</u>
911	341	0	1	1
912	330	0	3	3
913	682	0	1	1
914	681	0	1	1
916	541	0	1	1
917	873	0	1	1
918	541	0	2	2
919	300	0	1	1
920	494	0	2	2
925	399	0	2	2
928	254	0	1	1
931	320	5	14	19
937	515	1	2	3
941	457	0	1	1
954	486	1	1	2
970	314	0	1	1
973	830	0	2	2
989	397	1	1	2
		<u>8557</u>	<u>8313</u>	<u>16870</u>

Run Date: 09/11/09

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

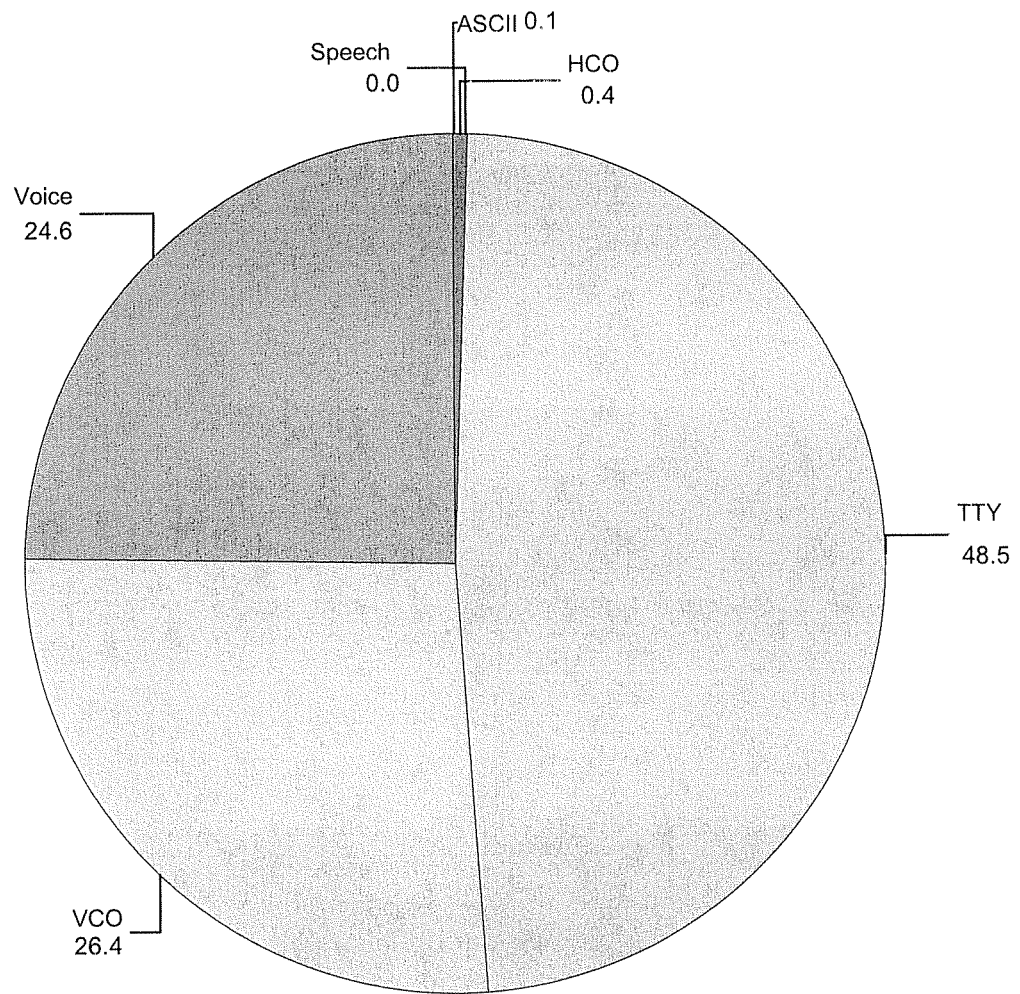
Chart A  
Data Month: Aug 2009



Run Date: 09/11/09

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

Chart B  
Data Month: Aug 2009



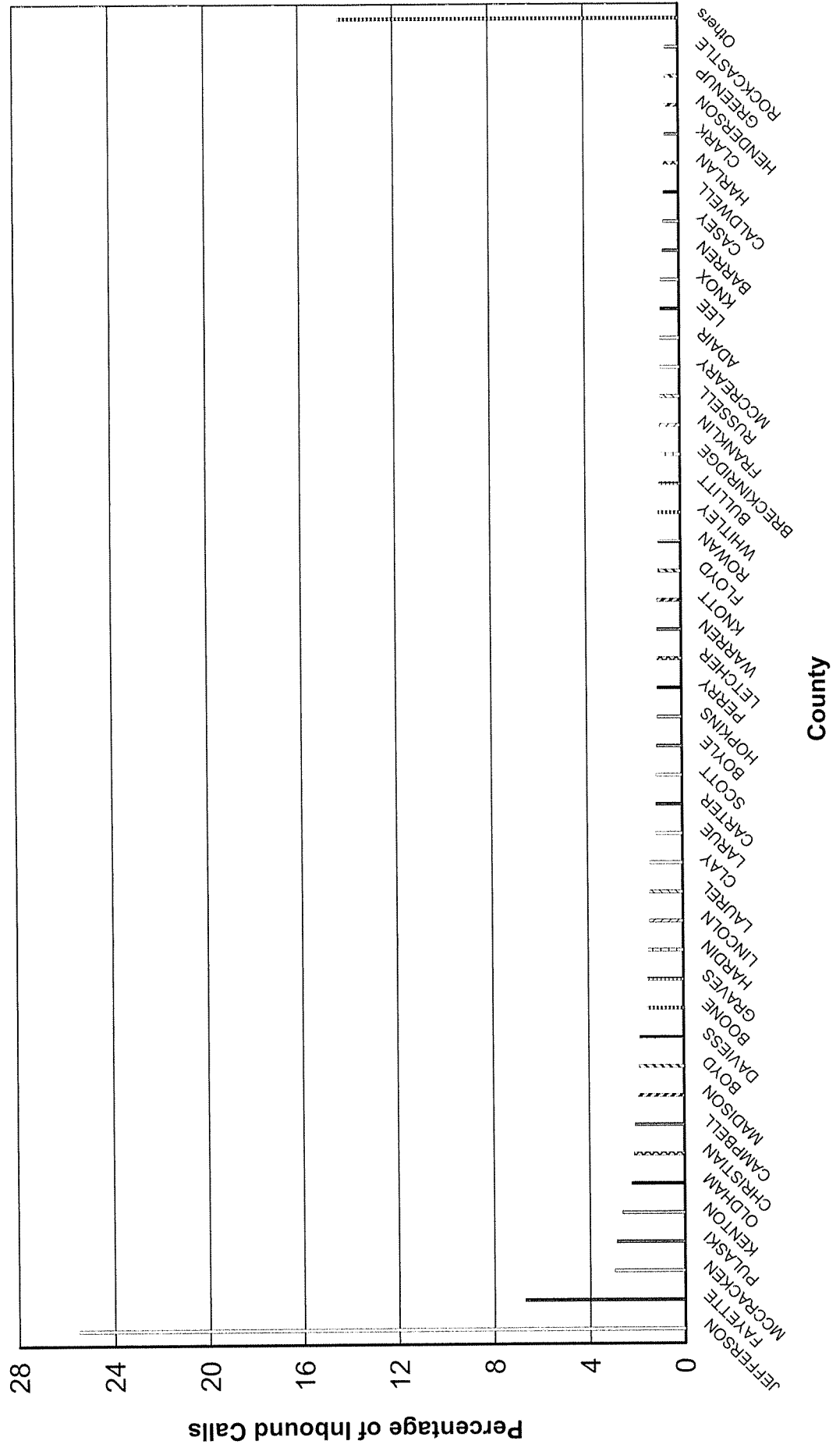
Run Date: 09/11/09

### KENTUCKY RELAY SERVICE

Chart C

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

Data Month: Aug 2009



Run Date: 09/02/09

## KENTUCKY CAPTEL SERVICE

Report G

Confidential &amp; Proprietary

## Jurisdiction Summary

Data Month: Aug 2009

<b>All Calls Handled</b>	<u>Session Minutes</u>	<u>Conversation Minutes</u>	<u>Calls</u>	<u>% of All Calls</u>
General Assistance	777.59		2163	12.80
Intrastate	35,465.67		11872	70.26
Interstate	7,781.35		1078	6.38
International	10.06		14	0.08
Two line	4,774.74		1178	6.97
Toll Free	2,694.59		592	3.50
900 Info Srvc	0.00		0	0.00
Total Outbound Call Attempts	<u>50,726.41</u>		<u>14734</u>	<u>87.20</u>
Month Total	<u><u>51,504.00</u></u>		<u><u>16897</u></u>	<u><u>100.00</u></u>

**Complete Calls**

Intrastate	34,229.79	30,407.49	9582	56.71
Interstate	7,651.03	7,326.36	844	4.99
International	8.17	1.93	9	0.05
Two line	4,774.74	4,694.19	1178	6.97
Toll Free	2,677.66	2,535.19	559	3.31
900 Info Srvc	0.00	0.00	0	0.00
Month Total	<u><u>49,341.39</u></u>	<u><u>44,965.16</u></u>	<u><u>12172</u></u>	<u><u>72.04</u></u>

**Total Minutes with Allocation**

Tra + 49% TF,900 + 89% 2 line	41,813.13	35,827.56		
Ter + 51% TF,900 + 11% 2 line	9,690.87	9,137.60		
Month Total	<u><u>51,504.00</u></u>	<u><u>44,965.16</u></u>		

Run Date: 09/02/09

## KENTUCKY CAPTEL SERVICE

Report H

Confidential &amp; Proprietary

## Usage Summary

Data Month: Aug 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 Sat	418	65	353	297	1,360.11	1,185.77
02 Sun	409	60	349	272	1,343.89	1,168.21
03 Mon	686	101	585	498	2,077.60	1,813.27
04 Tue	670	86	584	477	1,864.38	1,598.62
05 Wed	767	113	654	502	1,992.70	1,708.66
06 Thu	635	78	557	458	2,058.06	1,807.88
07 Fri	612	76	536	466	1,823.78	1,600.63
08 Sat	458	73	385	343	1,666.44	1,490.24
09 Sun	405	51	354	306	1,112.88	939.44
10 Mon	656	70	586	491	1,924.70	1,675.20
11 Tue	558	89	469	413	1,642.02	1,437.03
12 Wed	654	67	587	500	2,021.70	1,786.48
13 Thu	614	75	539	444	1,977.48	1,733.49
14 Fri	549	70	479	410	1,503.92	1,297.00
15 Sat	402	48	354	290	1,229.04	1,058.44
16 Sun	439	56	383	299	1,244.06	1,041.61
17 Mon	655	79	576	471	1,865.73	1,611.18
18 Tue	750	105	645	554	2,329.89	2,056.34
19 Wed	542	66	476	393	1,761.01	1,555.24
20 Thu	586	75	511	435	1,894.13	1,642.63
21 Fri	536	79	457	397	1,522.81	1,330.20
22 Sat	356	55	301	264	1,001.75	848.81
23 Sun	356	41	315	275	1,384.56	1,235.64
24 Mon	587	76	511	420	1,861.11	1,651.43
25 Tue	610	57	553	362	1,617.02	1,399.43
26 Wed	606	87	519	442	1,907.36	1,686.01
27 Thu	577	66	511	381	1,444.43	1,234.73
28 Fri	482	46	436	354	1,671.58	1,479.85
29 Sat	405	46	359	289	1,363.19	1,193.68
30 Sun	344	48	296	249	1,207.84	1,067.15
31 Mon	573	59	514	420	1,828.83	1,630.87
	<u>16897</u>	<u>2163</u>	<u>14734</u>	<u>12172</u>	<u>51,504.00</u>	<u>44,965.16</u>





**Kentucky Relay – Monthly Report**  
*August 2009*

**CapTel Activities**

*August 20-29 Kentucky State Fair, Louisville (Booth)*

**Other Outreach Activities**

*August 6-8 West Virginia Association for the Deaf Conference, Mineral Wells*

**Outreach activities/meetings planned in September**

September 14	Williams Seniors center, Louisville
September 23	Bourbon County Seniors Center
September (TBA)	multiple locations in Louisville

# Kentucky – August 2009 Commission Report

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

## **CALL BREAKDOWN:**

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

Total 11

## **CapTel:**

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

Total 00

## **Compliments:**

- 01 - CA Praise
- 00 - Overall Praise

Total 01

## **Customer Profile:**

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

Total 01

## **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  
00 - Explanation of Relay/ Phone Numbers  
00 - Interpreter Requested  
00 - International Access Number  
03 - 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 04

**Long Distance/ Billing Issues:**

Total 01

**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  
 02 - Fraudulent/Harassing Calls  
 00 - Miscellaneous  
 00 - Poor Vocal Clarity/Enunciation  
00 - Ringing/ No Answer  
 Total 02

**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-August 2009***

*Service* Customer has been receiving harassing telephone calls.

*Complaints--Fraudulent/Harassment Call*

*Inquire Date* 08/28/2009

*Record ID* 12844

*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* 08/28/2009

*Resolution* 08/28/2009

*Service* Customer has been receiving fraudulent telephone calls.

*Complaints--Fraudulent/Harassment Call*

*Inquire Date* 08/05/2009

*Record ID* 12765

*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* 08/05/2009

*Resolution* 08/05/2009

# CapTel Report

Kentucky

August 2009

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

## Total Number of Valid CapTel Phones

As of August 31st, 2009

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

## CapTel CA Statistics

- Average Word Per Minute (WPM) = 145.06ppm
- Average Rate of Accuracy = 99.46%
- Average Rate of Error = 0.54%

Monthly Call Details						
Date	Percent Service Level With Aban	Percent Within Srv Lvl wo Aban	Avg Wait Time(ASA & ABAN)	ASA	Blockage	
8/1/2009	98	99	0.72	0.63	0.00	
8/2/2009	99	99	0.6	0.56	0.00	
8/3/2009	99	99	0.6	0.54	0.00	
8/4/2009	99	100	0.61	0.47	0.00	
8/5/2009	100	100	0.39	0.39	0.00	
8/6/2009	99	100	0.49	0.45	0.00	
8/7/2009	99	100	0.43	0.41	0.00	
8/8/2009	99	99	0.62	0.59	0.00	
8/9/2009	98	99	0.65	0.6	0.00	
8/10/2009	99	99	0.51	0.48	0.00	
8/11/2009	100	100	0.36	0.36	0.00	
8/12/2009	100	100	0.39	0.39	0.00	
8/13/2009	100	100	0.42	0.41	0.00	
8/14/2009	99	99	0.57	0.52	0.00	
8/15/2009	95	97	1.2	1.01	0.00	
8/16/2009	98	98	0.8	0.74	0.00	
8/17/2009	99	100	0.52	0.51	0.00	
8/18/2009	100	100	0.35	0.35	0.00	
8/19/2009	100	100	0.38	0.37	0.00	
8/20/2009	99	100	0.48	0.44	0.00	
8/21/2009	99	100	0.48	0.45	0.00	
8/22/2009	98	99	0.76	0.67	0.00	
8/23/2009	99	100	0.48	0.46	0.00	
8/24/2009	96	99	1.46	0.66	0.00	
8/25/2009	100	100	0.44	0.44	0.00	
8/26/2009	100	100	0.37	0.37	0.00	
8/27/2009	99	99	0.53	0.5	0.00	
8/28/2009	99	100	0.45	0.44	0.00	
8/29/2009	97	98	0.93	0.84	0.00	
8/30/2009	98	99	0.72	0.66	0.00	
8/31/2009	97	98	0.98	0.91	0.00	
<b>TOTALS:</b>	<b>98.77%</b>	<b>99.39%</b>	<b>0.59</b>	<b>0.52</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
133881	8/3/2009	8:30:00 AM	Phone	Product	NA	33230	Set up - General	Confirmed proper 2-Line CapTel set-up when answering machine is sharing the 1st phone line with the CapTel phone.	8/3/2009 12:15:00 PM	within 24 hours	MMo
133888	8/3/2009	1:20:00 PM	Phone	Other	NA	40000	Consumer education - general	Explained the differences between 1-Line and 2-Line modes and the proper dialing procedure for a caller to reach a 1-Line CapTel user with captions.	8/3/2009 1:30:00 PM	within 24 hours	MF
134461	8/5/2009	1:00:00 PM	Phone	Other	NA	40000	Consumer education - general	Explained long distance billing and registration to customer's caller. Also explained how captions are generated and explained the option of a 2-Line set-up for automatic captioning.	8/5/2009 1:10:00 PM	within 24 hours	MMo
135775	8/12/2009	2:55:00 PM	CapTel	Product	NA	33230	Set up - General	Advised customer to obtain a duplex or "Y" jack to use in conjunction with another device that shares the same wall jack as the CapTel phone.	8/12/2009 3:10:00 PM	within 24 hours	JR
136170	8/14/2009	10:30:00 AM	Phone	Product	NA	33230	Set up - General	Explained to customer's husband how 2-Line CapTel uses the phone lines.	8/14/2009 10:45:00 AM	within 24 hours	EY
137269	8/18/2009	8:00:00 AM	EMail	Service	NA	11080	Compliments for CA/Service	Customer said, "My CapTel is now working great and I cannot begin to tell you what a difference it has made for me. I am so very grateful for this wonderful addition to our household."	8/18/2009 8:05:00 AM	within 24 hours	MF
137555	8/21/2009	8:45:00 AM	NA	Product	NA	33230	Set up - General	Advised customer to resolve issue with his phone line. Line has a busy signal even without any devices connected to it.	8/21/2009 8:55:00 AM	within 24 hours	EY
137942	8/24/2009	12:30:00 PM	Phone	Product	NA	33230	Set up - General	Advised customer's telephone technician to have phone company install an analog port for customer's CapTel phone.	8/24/2009 12:35:00 PM	within 24 hours	JR

**Summary Customer Service Information**

	Number	Percent
<b>Total Number of Contacts</b>	<b>8</b>	
Phone calls	5	62.50%
CapTel	1	12.50%
Email	1	12.50%
TTY	0	0.00%
NA	1	12.50%
<b>Support Type</b>		
Service	1	12.50%
Technical	0	0.00%
Product	5	62.50%
Billing	0	0.00%
Other	2	25.00%
<b>Resolution</b>		
Within 24 hours	8	100.00%
Within 48 hours	0	0.00%
Exceed 48 hours	0	0.00%