



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

October 31, 2009

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

RECEIVED

NOV 16 2009

**PUBLIC SERVICE
COMMISSION**

RE: Administrative Case 372

Kentucky Relay Service Invoice				
October 2009				
Total session minutes				51,912.03
Less interstate session minutes				<u>(8,166.02)</u>
Net billable session minutes				43,746.01
Applicable rate		\$		<u>0.950</u>
Total Usage Billing		\$		41,558.71
Other Services	<u>Intrast CM</u>	<u>Rate</u>		
Captel	37,992.17	1.56	\$	59,267.79
Liquidated damages				
Advisory Board Meeting Expense:				
Total monthly billing		\$		<u><u>100,826.50</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

October 31, 2009

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

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

October 2009

Balance forward	October 1, 2009	\$	89,775.40
Billing for	Oct 09		100,826.50
Payments:			
10/26/09			(89,775.40)
Adjustments:			
Balance due	October 31, 2009	\$	<u>100,826.50</u>
Subsequent payments:			
Current balance due		\$	<u><u>100,826.50</u></u>

Kentucky Relay Service
 Jurisdiction Summary

	<u>Session Minutes</u>	<u>Conversation Minutes</u>	<u>Number of Calls</u>	<u>% of Total Calls</u>
General Assistance	4,522.03		9,508	48.40%
Outbound Calls				
Local	34,581.16		8,140	41.44%
Intrastate Intralata	486.43		223	1.14%
Intrastate Interlata	1,032.98		151	0.77%
Intrastate DA	0.00		0	0.00%
<i>Intrastate Total</i>	<u>36,100.57</u>		<u>8,514</u>	<u>43.34%</u>
Interstate - KY Orig	3,729.05		720	3.67%
Interstate - not KY Orig	360.02		45	0.23%
Interstate DA	2.37		1	0.01%
<i>Interstate Total</i>	<u>4,091.44</u>		<u>766</u>	<u>3.90%</u>
International	823.69		215	1.09%
Toll Free	6,374.30		642	3.27%
900 Info Service	0.00		0	0.00%
<i>8xx, 900 and Intl Total</i>	<u>7,197.99</u>		<u>857</u>	<u>4.36%</u>
Total Outbound	<u>47,390.00</u>		<u>10,137</u>	<u>51.60%</u>
Total Outb and GenAsst	<u><u>51,912.03</u></u>		<u><u>19,645</u></u>	<u><u>100.00%</u></u>

Complete Calls				
Local	32,726.63	25,401.39	6,505	33.11%
Intrastate Intralata	390.01	270.37	120	0.61%
Intrastate Interlata	959.89	811.90	107	0.54%
Intrastate DA	0.00	0.00	0	0.00%
<i>Intrastate Total</i>	<u>34,076.53</u>	<u>26,483.66</u>	<u>6,732</u>	<u>34.27%</u>
Interstate - KY Orig	3,429.54	2,770.54	507	2.58%
Interstate - not KY Orig	344.23	313.03	33	0.17%
Interstate DA	2.37	1.82	1	0.01%
<i>Interstate Total</i>	<u>3,776.14</u>	<u>3,085.39</u>	<u>541</u>	<u>2.75%</u>
International	569.64	400.07	90	0.46%
Toll Free	6,307.41	5,629.61	593	3.02%
900 Info Service	0.00	0.00	0	0.00%
<i>8xx, 900 and Intl Total</i>	<u>6,877.05</u>	<u>6,029.68</u>	<u>683</u>	<u>3.48%</u>
Total Complete	<u>44,729.72</u>	<u>35,598.73</u>	<u>7,956</u>	<u>40.50%</u>

Total Minutes with TF & 900 Allocation		
Intrastate + 49% of TF & 900	43,746.01	29,242.17
Interstate + 51% of TF & 900	<u>8,166.02</u>	<u>6,356.56</u>
Total Minutes	<u><u>51,912.03</u></u>	<u><u>35,598.73</u></u>

Kentucky Relay Service
 Workload by Call Method

Call Method		Outbound Calls	Percentage of Total	Avg Session Min per Call	Avg Conversation Min per Call
From	To				
ASCII	Voice	35	0.35%	9.09	8.22
Total ASCII		35	0.35%	9.09	8.22
HCO	TTY	2	0.02%	1.16	0.33
HCO	Voice	71	0.70%	4.10	2.68
Total HCO		73	0.72%	4.01	2.62
TTY	TTY	12	0.12%	3.31	2.25
TTY	VCO	16	0.16%	27.29	25.45
TTY	Voice	5,061	49.93%	4.74	3.49
Total TTY		5,089	50.20%	4.80	3.56
VCO	TTY	5	0.05%	5.56	4.19
VCO	VCO	38	0.37%	7.90	6.13
VCO	Voice	2,529	24.95%	5.32	4.23
Total VCO		2,572	25.37%	5.36	4.26
Voice	HCO	1	0.01%	1.22	0.67
Voice	TTY	1,900	18.74%	2.47	1.39
Voice	VCO	467	4.61%	8.25	7.34
Total Voice		2,368	23.36%	3.61	2.56
Total		10,137	100.00%	4.67	3.51

11/04/2009 10:18 AM

Inbound Calls

<u>Number of Calls</u>	<u>Month Total</u>
Inbound -711	11,177
Inbound - Other	<u>6,059</u>
Inbound - Total	17,236
Not placed in queue	15,922
Placed in queue	1,314
Answered from queue	912
Abandon in queue	402

Outbound Calls

<u>Number of Calls</u>	<u>Month Total</u>
Outbound	10,137
Complete - 711	4,778
Complete - Other	<u>3,178</u>
Complete - Total	7,956
Busy/ No answer	2,181
Weekday average	353
Weekend average	264

Complete Calls

	<u>Month Average</u>
Set-up / wrap-up minutes per complete call	2.05
Conversation minutes per complete call	4.47

Kentucky Relay Service
 Average Conversation Minutes per Inbound Call

Day	12 AM to 6 AM	6 AM to Noon	Noon to 6 PM	6 PM to 12 AM	Total
10/1 Thu	0.19	2.45	1.49	1.79	1.81
10/2 Fri	0.03	2.35	2.34	2.21	2.11
10/3 Sat	0.01	2.62	1.81	2.33	2.15
10/4 Sun	0.02	1.80	2.04	2.85	2.11
10/5 Mon	0.22	3.18	2.59	1.92	2.58
10/6 Tue	0.00	2.54	1.95	1.33	1.93
10/7 Wed	0.77	1.90	2.18	2.58	2.10
10/8 Thu	0.00	2.35	1.93	2.21	2.06
10/9 Fri	0.36	1.26	1.58	2.06	1.48
10/10 Sat	0.08	2.03	2.19	1.46	1.77
10/11 Sun	0.01	1.58	2.49	3.00	2.20
10/12 Mon	0.09	2.47	2.37	1.86	2.20
10/13 Tue	0.49	1.81	2.53	2.15	2.12
10/14 Wed	0.33	2.38	2.17	2.27	2.22
10/15 Thu	0.17	1.88	1.93	2.68	1.90
10/16 Fri	0.15	2.27	2.64	1.41	2.12
10/17 Sat	0.00	1.75	1.93	2.20	1.83
10/18 Sun	0.00	1.75	1.92	1.89	1.72
10/19 Mon	0.61	2.27	2.46	2.93	2.44
10/20 Tue	0.23	2.60	2.89	1.73	2.41
10/21 Wed	0.24	3.61	1.58	4.11	2.71
10/22 Thu	1.06	2.10	3.34	2.76	2.73
10/23 Fri	0.08	1.36	1.86	1.40	1.45
10/24 Sat	1.11	2.49	1.89	1.89	2.03
10/25 Sun	0.14	1.73	1.90	2.30	1.89
10/26 Mon	0.05	2.47	2.96	2.15	2.52
10/27 Tue	2.59	1.97	2.88	1.16	2.16
10/28 Wed	0.03	2.41	2.00	3.04	2.29
10/29 Thu	0.19	2.10	2.50	0.68	1.50
10/30 Fri	0.45	2.52	2.03	1.82	2.07
10/31 Sat	0.62	1.45	2.42	1.52	1.67
Total	0.29	2.20	2.23	2.01	2.07

Kentucky Relay Service
 Average Answer Seconds

Day	12 AM to 6 AM	6 AM to Noon	Noon to 6 PM	6 PM to 12 AM	Total	Ans in 10
10/1 Thu	0.4	1.8	1.0	4.3	2.0	92%
10/2 Fri	0.0	2.8	1.9	0.6	1.7	92%
10/3 Sat	0.0	7.2	1.6	2.6	3.5	89%
10/4 Sun	0.0	1.0	2.6	1.2	1.6	94%
10/5 Mon	0.0	5.3	2.2	0.6	2.9	90%
10/6 Tue	0.0	1.1	1.5	1.8	1.4	94%
10/7 Wed	0.7	0.4	3.6	1.4	1.9	91%
10/8 Thu	0.0	0.9	0.4	0.1	0.5	97%
10/9 Fri	0.7	0.6	3.0	1.7	1.8	92%
10/10 Sat	0.3	1.2	1.7	5.7	2.4	90%
10/11 Sun	0.1	0.2	0.7	0.7	0.5	97%
10/12 Mon	0.6	0.5	1.6	0.4	0.9	96%
10/13 Tue	0.1	0.7	1.1	0.8	0.9	96%
10/14 Wed	0.0	0.7	1.0	1.0	0.9	96%
10/15 Thu	2.3	1.0	1.3	1.8	1.4	95%
10/16 Fri	0.0	0.2	0.2	0.0	0.1	99%
10/17 Sat	0.1	0.5	0.3	3.5	1.1	94%
10/18 Sun	1.8	1.4	1.1	6.3	2.6	92%
10/19 Mon	0.2	1.1	0.6	0.9	0.8	96%
10/20 Tue	0.0	0.7	1.4	0.0	0.8	97%
10/21 Wed	0.0	2.3	0.8	1.5	1.4	95%
10/22 Thu	0.0	1.5	1.7	0.1	1.2	95%
10/23 Fri	0.0	0.0	0.3	0.7	0.2	99%
10/24 Sat	0.2	0.6	2.5	0.5	1.4	94%
10/25 Sun	0.0	2.4	0.2	0.0	0.7	97%
10/26 Mon	6.7	0.3	1.5	1.0	1.2	95%
10/27 Tue	0.0	0.1	1.7	0.0	0.8	97%
10/28 Wed	0.0	0.0	0.0	0.6	0.2	99%
10/29 Thu	0.0	4.3	0.0	0.6	1.3	96%
10/30 Fri	0.0	0.4	1.2	1.6	1.0	96%
10/31 Sat	0.8	0.2	3.2	5.4	2.3	91%
<u>Total</u>	<u>0.5</u>	<u>1.3</u>	<u>1.4</u>	<u>1.4</u>	<u>1.3</u>	<u>95%</u>

Monthly Blockage Rate: 0.00%

Kentucky Relay Service
 Inbound Calls by Originating NPA

State	NPA	Nxx - used most	Inbound TTY	Inbound Voice	Total Inbound
KY	270	442	2,438	2,272	4,710
	502	451	2,548	2,154	4,702
	606	599	1,692	2,029	3,721
	859	268	1,710	1,594	3,304
Total: KY			8,388	8,049	16,437
IN	219	548	0	1	1
	260	488	0	5	5
	317	231	3	5	8
	574	280	0	1	1
	765	631	4	1	5
	812	629	18	110	128
Total: IN			25	123	148
OH	216	636	5	2	7
	330	671	0	6	6
	419	491	0	1	1
	440	308	0	1	1
	513	636	4	32	36
	614	371	1	5	6
	740	646	1	18	19
	937	495	3	10	13
Total: OH			14	75	89
TN	423	337	3	8	11
	615	429	6	16	22
	731	334	5	7	12
	865	368	1	3	4
	901	832	2	4	6
	931	302	7	20	27
Total: TN			24	58	82
LA	225	291	20	53	73
	318	676	1	1	2
	337	852	0	1	1
	504	638	0	1	1
Total: LA			21	56	77
NE	402	694	49	25	74
VA	276	445	2	1	3
	434	546	3	6	9
	540	400	5	7	12
	703	283	2	1	3
	757	328	0	2	2
	804	400	1	2	3
Total: VA			13	19	32
FL	321	505	0	2	2
	386	719	0	1	1
	407	328	0	1	1
	561	302	0	2	2
	727	329	0	4	4
	772	343	0	2	2
	813	282	1	0	1
	850	274	0	2	2
	863	937	0	2	2
	904	217	0	8	8
	941	223	0	2	2
	Total: FL			1	26

Kentucky Relay Service
 Inbound Calls by Originating NPA

State	NPA	Nxx - used most	Inbound TTY	Inbound Voice	Total Inbound
GA	229	630	2	2	4
	404	307	3	5	8
	678	252	1	2	3
	706	255	1	3	4
	770	638	3	2	5
	912	604	0	2	2
Total: GA			10	16	26
IL	217	690	0	1	1
	309	887	0	1	1
	312	285	0	1	1
	618	694	7	6	13
	630	336	0	1	1
	708	493	2	0	2
	773	489	0	1	1
	815	385	2	2	4
	847	687	1	0	1
Total: IL			12	13	25
WV	304	690	6	14	20
MI	231	598	0	1	1
	248	797	0	2	2
	313	414	3	0	3
	517	402	0	2	2
	586	295	0	1	1
	734	732	0	1	1
	989	528	0	9	9
Total: MI			3	16	19
TF	800	903	1	5	6
	866	773	0	5	5
	877	724	0	1	1
	888	258	4	1	5
Total: TF			5	12	17
TX	210	355	1	0	1
	214	245	0	2	2
	254	392	1	2	3
	409	832	0	1	1
	713	513	0	3	3
	806	792	0	1	1
	817	721	0	3	3
	832	377	0	1	1
	903	293	0	1	1
	940	399	1	0	1
Total: TX			3	14	17
CA	310	631	0	1	1
	323	945	2	2	4
	530	743	0	1	1
	562	223	0	3	3
	626	484	0	1	1
	661	753	0	1	1
	707	467	0	1	1
	714	250	1	1	2
	805	456	0	1	1
	925	518	1	0	1
Total: CA			4	12	16

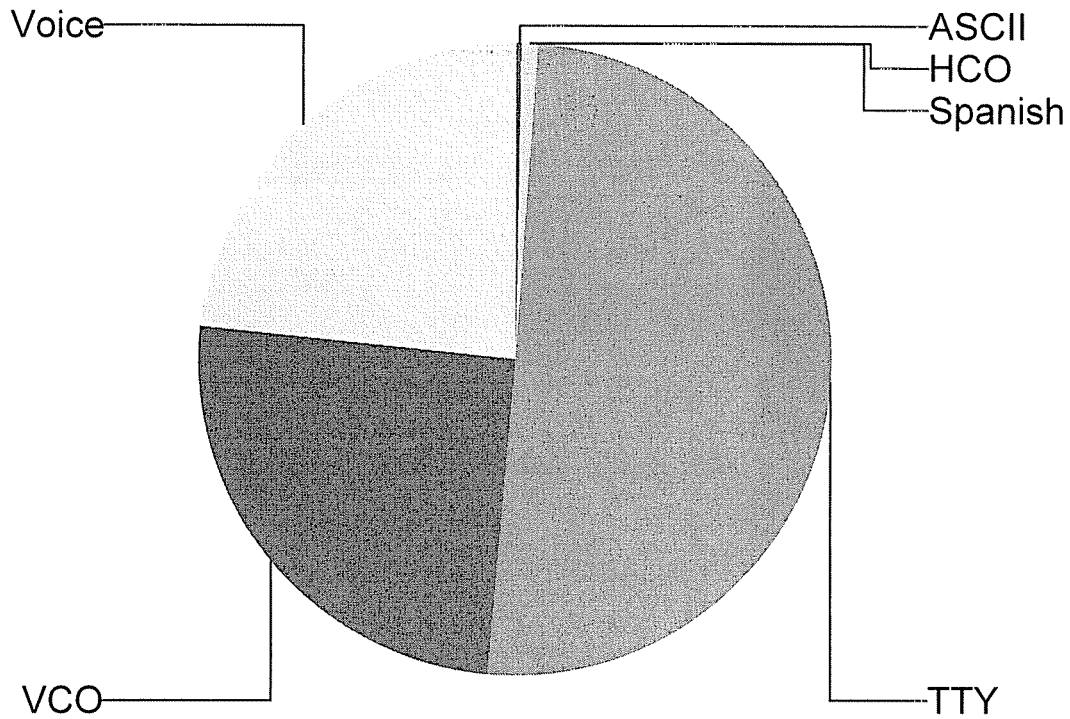
Kentucky Relay Service
 Inbound Calls by Originating NPA

State	NPA	Nxx - used most	Inbound TTY	Inbound Voice	Total Inbound
PA	215	343	2	0	2
	412	442	0	2	2
	484	433	1	1	2
	610	688	0	1	1
	717	626	2	0	2
	724	272	1	3	4
Total: PA			6	7	13
MO	314	640	0	2	2
	417	469	0	1	1
	573	205	2	1	3
	636	456	1	1	2
	816	554	1	1	2
Total: MO			4	6	10
CO	303	378	3	1	4
	719	359	0	2	2
	720	308	1	2	3
Total: CO			4	5	9
NY	516	570	0	1	1
	518	226	0	1	1
	646	558	1	2	3
	718	241	0	2	2
	917	526	1	1	2
Total: NY			2	7	9
IA	319	855	0	4	4
	563	503	0	2	2
	641	521	1	0	1
	712	283	1	0	1
Total: IA			2	6	8
NC	252	539	0	1	1
	336	429	0	1	1
	704	210	2	2	4
	910	233	1	1	2
Total: NC			3	5	8
AL	251	344	0	1	1
	256	375	0	1	1
	334	233	2	2	4
Total: AL			2	4	6
MN	507	474	1	1	2
	651	452	0	2	2
	952	544	0	2	2
Total: MN			1	5	6
MS	228	209	2	1	3
	601	291	0	1	1
	662	660	0	2	2
Total: MS			2	4	6
WI	414	319	1	2	3
	715	241	0	2	2
	920	398	0	1	1
Total: WI			1	5	6

Kentucky Relay Service
 Inbound Calls by Originating NPA

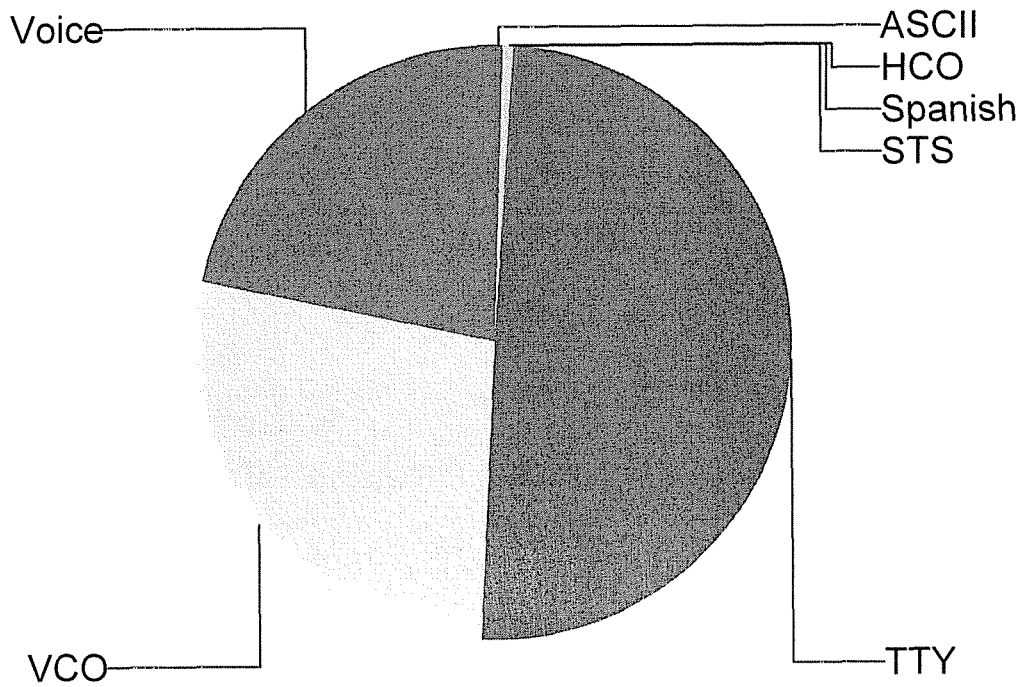
State	NPA	Nxx - used most	Inbound TTY	Inbound Voice	Total Inbound
AZ	520	744	0	1	1
	602	415	1	2	3
	928	768	0	1	1
Total: AZ			1	4	5
NV	702	427	0	5	5
KS	620	662	0	1	1
	785	317	2	1	3
Total: KS			2	2	4
NJ	201	484	0	1	1
	732	372	1	0	1
	973	684	2	0	2
Total: NJ			3	1	4
OK	405	217	1	0	1
	918	333	2	1	3
Total: OK			3	1	4
AR	479	464	1	0	1
	870	503	1	1	2
Total: AR			2	1	3
HI	808	354	1	2	3
SC	803	410	0	3	3
CT	203	643	0	1	1
	860	970	0	1	1
Total: CT			0	2	2
MA	617	248	1	1	2
MD	240	580	0	1	1
	410	394	0	1	1
Total: MD			0	2	2
ME	207	364	0	2	2
OR	503	475	0	1	1
	541	890	0	1	1
Total: OR			0	2	2
WA	509	680	0	2	2
DC	202	226	0	1	1
DE	302	563	1	0	1
IT	514	603	0	1	1
NH	603	791	0	1	1
SD	605	545	0	1	1
UT	801	256	0	1	1
Grand Total			8,619	8,617	17,236

Kentucky Relay Service Percentage of Outbound Calls by Type



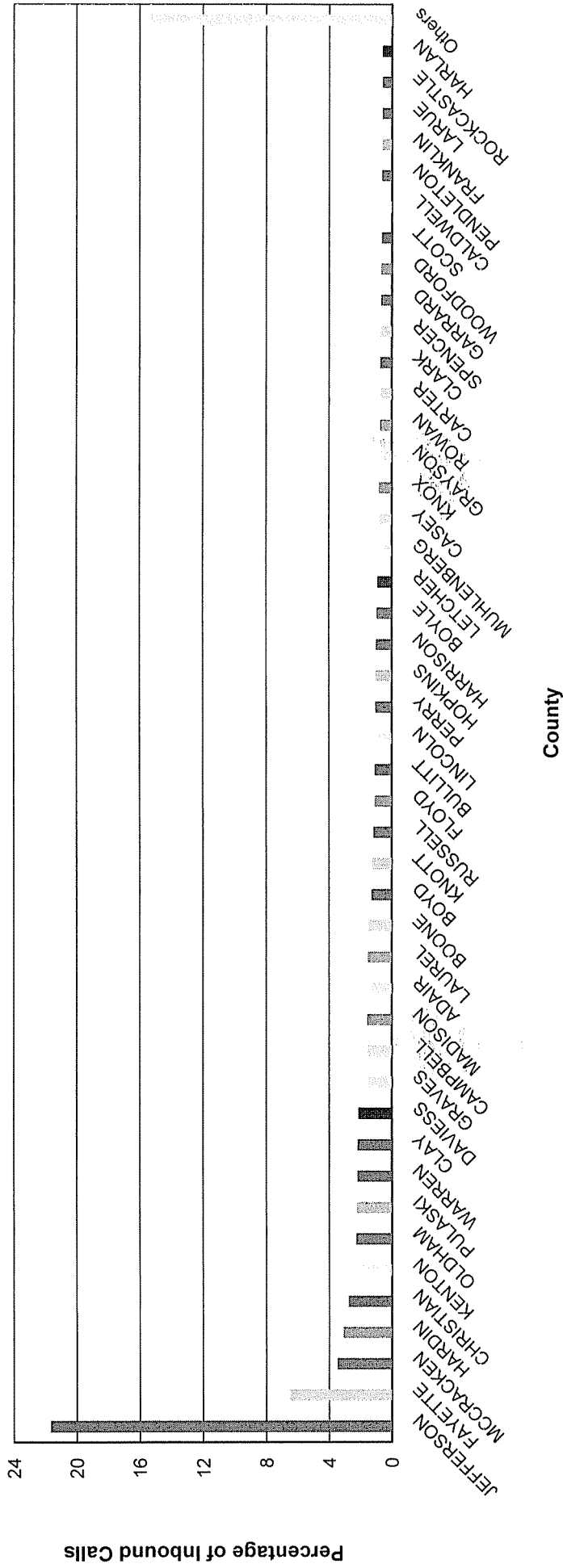
ASCII	35	0.3%
HCO	73	0.7%
Spanish	8	0.1%
TTY	5081	50.1%
VCO	2572	25.4%
Voice	2368	23.4%
Total:	10137	100.0%

Kentucky Relay Service Percentage of Session Minutes by Type



■	ASCII	341.0	0.7%
■	HCO	293.1	0.6%
■	Spanish	102.9	0.2%
■	STS	14.2	0.0%
■	TTY	25578.9	49.3%
■	VCO	14366.7	27.7%
■	Voice	11215.3	21.6%
	Total:	51912.0	100.0%

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



Run Date: 11/04/09

KENTUCKY CAPTEL SERVICE

Report G

Confidential & Proprietary

Jurisdiction Summary

Data Month: Oct 2009

All Calls Handled	<u>Session Minutes</u>	<u>Conversation Minutes</u>	<u>Calls</u>	<u>% of All Calls</u>
General Assistance	766.18		2007	11.94
Intrastate	36,439.58		11527	68.60
Interstate	8,394.85		1239	7.37
International	15.42		4	0.02
Two line	5,676.03		1386	8.25
Toll Free	3,016.77		641	3.81
900 Info Srvc	0.00		0	0.00
Total Outbound Call Attempts	<u>53,542.65</u>		<u>14797</u>	<u>88.06</u>
Month Total	<u><u>54,308.83</u></u>		<u><u>16804</u></u>	<u><u>100.00</u></u>

Complete Calls

Intrastate	35,442.00	31,629.61	9703	57.74
Interstate	8,266.94	7,874.61	998	5.94
International	15.24	13.28	3	0.02
Two line	5,676.03	5,580.57	1386	8.25
Toll Free	2,996.27	2,848.68	594	3.53
900 Info Srvc	0.00	0.00	0	0.00
Month Total	<u><u>52,396.48</u></u>	<u><u>47,946.75</u></u>	<u><u>12684</u></u>	<u><u>75.48</u></u>

Total Minutes with Allocation

Tra + 49% TF,900 + 89% 2 line	43,735.64	37,992.17		
Ter + 51% TF,900 + 11% 2 line	10,573.19	9,954.58		
Month Total	<u><u>54,308.83</u></u>	<u><u>47,946.75</u></u>		

Run Date: 11/04/09

KENTUCKY CAPTEL SERVICE

Report H

Confidential & Proprietary

Usage Summary

Data Month: Oct 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 Thu	575	57	518	456	1,632.61	1,439.38
02 Fri	578	57	521	449	1,680.60	1,473.24
03 Sat	378	44	334	278	1,487.97	1,332.56
04 Sun	396	61	335	270	1,237.79	1,051.32
05 Mon	741	91	650	546	2,340.13	2,071.58
06 Tue	660	88	572	484	2,252.97	1,998.16
07 Wed	517	56	461	404	1,686.62	1,493.54
08 Thu	599	75	524	448	2,065.22	1,845.76
09 Fri	575	93	482	414	1,695.41	1,500.21
10 Sat	502	64	438	361	1,594.86	1,395.10
11 Sun	362	46	316	264	1,140.68	1,002.22
12 Mon	558	59	499	429	1,819.93	1,620.41
13 Tue	561	49	512	432	2,039.56	1,826.63
14 Wed	563	71	492	423	1,826.04	1,616.08
15 Thu	686	77	609	516	2,243.66	1,983.03
16 Fri	643	67	576	481	2,053.94	1,806.52
17 Sat	459	60	399	341	1,588.01	1,405.65
18 Sun	382	49	333	282	1,412.78	1,266.23
19 Mon	622	69	553	494	2,007.46	1,790.28
20 Tue	562	85	477	404	1,983.37	1,761.40
21 Wed	577	80	497	433	1,975.98	1,771.06
22 Thu	523	54	469	402	1,884.10	1,689.17
23 Fri	558	58	500	425	1,501.10	1,285.83
24 Sat	476	77	399	333	1,128.60	931.02
25 Sun	342	42	300	262	1,130.44	983.58
26 Mon	620	89	531	464	2,069.86	1,831.72
27 Tue	629	81	548	495	2,125.55	1,902.07
28 Wed	593	70	523	450	1,713.25	1,483.39
29 Thu	608	47	561	502	2,170.51	1,951.41
30 Fri	532	46	486	416	1,618.16	1,411.31
31 Sat	427	45	382	326	1,201.67	1,026.89
	<u>16804</u>	<u>2007</u>	<u>14797</u>	<u>12684</u>	<u>54,308.83</u>	<u>47,946.75</u>



Kentucky Relay – Monthly Report
October 2009

CapTel Activities

October 2 *Jessamine County Senior Center, Nicholasville*
October 15 *Estill County Senior Center, Irvine*
October 22 *Northern KY Senior Citizen Expo, Newport*

TRS Activities

October 15 *Estill County Public Library, Irvine*

Others

October 7 *KCDHH meeting, Frankfort*
October 8 *KAB meeting, Frankfort*
October 13 *Hearing Loss Association of Kentucky, Louisville (award presentation)*
October 26-29 *Hamilton Relay Summit, Aurora Nebraska*

Outreach activities and meetings planned in November

Marion County Senior Center, Lebanon
Lebanon Public Library, Lebanon
Gallatin County Senior Center
Redwood Rehabilitation Center Fair, Fort Mitchell
Covington Senior Center, Covington
Grant County Senior Center, Williamstown

Kentucky – October, 2009 Commission Report

The Kentucky Relay Service Customer Service Department responded to 14 inquiries, concerns, complaints and compliments during October.

CALL BREAKDOWN:

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

Total 14

CapTel:

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

Total 01

Compliments:

- 00 - CA Praise
- 00 - Overall Praise

Total 00

Customer Profile:

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

Total 00

Equipment:

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

Total 08

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
02 - 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 03

Long Distance/ Billing Issues:

Total 01

Outreach:

00 - Presentation
00 - Publication/Miscellaneous
01 - Home Visit
Total 01

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
01 - Fraudulent/Harassing Calls
00 - Miscellaneous
00 - Poor Vocal Clarity/Enunciation
00 - Ringing/ No Answer
Total 01

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 – October, 2009 Complaints Report

<i>Service</i>	Customer has been receiving fraudulent calls through the relay.
<i>Complaints--Fraudulent/ Harassment Call</i>	
<i>Inquire Date</i> 10/19/2009	
<i>Record ID</i> 13012	
<i>Call Taken By</i> Supervisor	Supervisor suggested that the customer contact their local telephone company or report the incident to law enforcement. Supervisor 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.
<i>CA Number</i>	
<i>Responded By</i> Gregory	
<i>Response Date</i> 10/19/2009	
<i>Resolution</i> 10/19/2009	

CapTel Report

Kentucky

October 2009

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

Total Number of Valid CapTel Phones

As of October 31st, 2009

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

CapTel CA Statistics

- Average Word Per Minute (WPM) = 164.42pm
- Average Rate of Accuracy = 99.44%
- Average Rate of Error = 0.56%

Monthly Call Details						
Date	Percent Service Level With Aban	Percent Within Srv Lvl wo Aban	Avg Wait Time(ASA & ABAN)	ASA	Blockage	
10/1/2009	99	100	0.52	0.43	0.00	
10/2/2009	100	100	0.43	0.42	0.00	
10/3/2009	98	99	0.67	0.61	0.00	
10/4/2009	99	99	0.51	0.48	0.00	
10/5/2009	99	100	0.46	0.45	0.00	
10/6/2009	100	100	0.39	0.37	0.00	
10/7/2009	97	98	1.06	0.8	0.00	
10/8/2009	100	100	0.36	0.36	0.00	
10/9/2009	100	100	0.46	0.42	0.00	
10/10/2009	99	100	0.46	0.45	0.00	
10/11/2009	98	99	0.63	0.56	0.00	
10/12/2009	100	100	0.37	0.36	0.00	
10/13/2009	100	100	0.46	0.46	0.00	
10/14/2009	100	100	0.38	0.37	0.00	
10/15/2009	100	100	0.38	0.38	0.00	
10/16/2009	99	99	0.64	0.61	0.00	
10/17/2009	99	99	0.56	0.54	0.00	
10/18/2009	96	98	1.05	0.92	0.00	
10/19/2009	100	100	0.37	0.37	0.00	
10/20/2009	99	100	0.42	0.41	0.00	
10/21/2009	100	100	0.42	0.42	0.00	
10/22/2009	99	100	0.41	0.41	0.00	
10/23/2009	100	100	0.39	0.39	0.00	
10/24/2009	100	100	0.37	0.37	0.00	
10/25/2009	100	100	0.46	0.45	0.00	
10/26/2009	96	97	1.12	1.04	0.00	
10/27/2009	100	100	0.38	0.38	0.00	
10/28/2009	100	100	0.37	0.37	0.00	
10/29/2009	100	100	0.43	0.42	0.00	
10/30/2009	99	100	0.46	0.45	0.00	
10/31/2009	96	97	1.04	0.94	0.00	
TOTALS:	99.05%	99.53%	0.53	0.49	0.00	

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
145038	10/1/2009	4:00:00 PM	Phone	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.	10/1/2009 4:25:00 PM	within 24 hours	KP
145103	10/2/2009	10:30:00 AM	Phone	Product	NA	33230	Set up - General	Advised customer regarding 2-Line CapTel set-up.	10/2/2009 10:40:00 AM	within 24 hours	MMo
145618	10/6/2009	9:30:00 AM	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.	10/6/2009 9:40:00 AM	within 24 hours	TJ
146414	10/9/2009	3:45:00 PM	Email	Other	NA	40000	Consumer education - general	Provided customer general information about using the CapTel in 2-Line mode.	10/9/2009 4:00:00 PM	within 24 hours	KP
146755	10/12/2009	4:50:00 PM	Phone	Other	NA	40000	Consumer education - general	Explained how to reach a 1-Line CapTel user with captions.	10/12/2009 4:55:00 PM	within 24 hours	MF
146867	10/13/2009	11:45:00 AM	CapTel	Other	NA	40000	Consumer education - general	Advised customer to consider obtaining a second phone line for 2-Line use should they desire to use call waiting.	10/13/2009 11:55:00 AM	within 24 hours	KP
146931	10/13/2009	1:45:00 PM	Phone	Other	NA	41000	Referral information	Referred customer's contact person to state issuing agency to obtain a CapTel phone.	10/13/2009 1:50:00 PM	within 24 hours	MMo
147022	10/14/2009	8:25:00 AM	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. Advised customer to make use of Volume and Tone settings to optimize sound quality on CapTel phone. Assisted customer in setting the Saved Caption option to on in the menu of the CapTel.	10/14/2009 9:10:00 AM	within 24 hours	KW
147329	10/15/2009	11:20:00 AM	CapTel	Other	NA	40000	Consumer education - general	Advised customer how long distance billing works and the importance of registering one's preferred carrier of choice if calling long distance through the Captioning Service.	10/15/2009 11:30:00 AM	within 24 hours	EY
147583	10/16/2009	12:30:00 PM	Phone	Other	NA	40000	Consumer education - general	Explained to customer that in 2-Line mode, the CapTel dials out to receive captions on the second line. Also informed customer of the line requirements for the second phone line.	10/16/2009 12:35:00 PM	within 24 hours	MP
147889	10/19/2009	11:15:00 AM	Phone	Other	NA	40000	Consumer education - general	Confirmed with customer that a calling card could be used to make long distance captioned calls from the CapTel phone.	10/19/2009 11:30:00 AM	within 24 hours	MF
147901	10/19/2009	11:55:00 PM	Phone	Product	NA	33070	Dialing/Setup - Dialing Prefix	Advised customer to remove mistaken dialing prefix programmed in menu of CapTel. Confirmed this adjustment resolved customer's experience.	10/19/2009 12:10:00 PM	within 24 hours	TJ
148404	10/21/2009	9:00:00 AM	CapTel	Other	NA	41010	Information	Mailed customer 3 sheets of Call Me cards.	10/21/2009 9:15:00 AM	within 24 hours	JL

Track #	Date of Complaint	Time of Call	Contact Type	Tech. vs. Service	Agent #	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
148407	10/21/2009	9:00:00 AM	CapTel	Product	NA	33230	Set up - General	Advised customer of the importance of using a DSL filter when connecting the CapTel phone to a DSL line.	10/21/2009 9:15:00 AM	within 24 hours	JL
148416	10/21/2009	9:25:00 AM	CapTel	Product	NA	33230	Set up - General	Advised customer of the proper set-up procedure when using devices along with the CapTel. Discussed using a multiple jack for the signaler, CapTel, and an answering machine. Customer satisfied.	10/21/2009 9:40:00 AM	within 24 hours	JL
148664	10/22/2009	9:00:00 AM	Phone	Other	NA	40000	Consumer education - general	Explained to customer how to receive incoming captioned calls successfully and that it is normal for there to be a brief pause on an incoming captioned call while the CapTel is connecting to the captioning service.	10/22/2009 9:30:00 AM	within 24 hours	MMo
148809	10/22/2009	3:15:00 PM	Phone	Other	NA	41000	Referral Information	Provided phone number for the state equipment program to obtain a CapTel phone for a friend.	10/22/2009 3:20:00 PM	within 24 hours	MF
149135	10/26/2009	8:50:00 AM	Phone	Other	NA	41000	Referral Information	Referred customer to state equipment program to obtain a CapTel phone.	10/26/2009 8:55:00 AM	within 24 hours	MF
149451	10/27/2009	9:20:00 AM	Phone	Other	NA	41000	Referral Information	Referred customer to state equipment program to obtain a CapTel phone.	10/27/2009 9:25:00 AM	within 24 hours	MF

Summary Customer Service Information

	Number	Percent
Total Number of Contacts	19	
Phone calls	11	57.89%
CapTel	7	36.84%
Email	1	5.26%
TTY	0	0.00%
NA	0	0.00%
Support Type		
Service	0	0.00%
Technical	0	0.00%
Product	7	36.84%
Billing	0	0.00%
Other	12	63.16%
Resolution		
Within 24 hours	19	100.00%
Within 48 hours	0	0.00%
Exceed 48 hours	0	0.00%