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PUBLIC SERVICE
COMMISSION



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

November 30, 2009

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

RE: Administrative Case 372

Kentucky Relay Service Invoice				
November 2009				
Total session minutes				46,059.06
Less interstate session minutes			(7,241.70)	
Net billable session minutes				38,817.36
Applicable rate		\$	0.950	
Total Usage Billing		\$	36,876.49	
Other Services	<u>Intrast CM</u>	<u>Rate</u>		
Captel	37,016.40	1.56	\$	57,745.58
Liquidated damages				
Advisory Board Meeting Expense:				
Total monthly billing		\$	94,622.07	

Authorized Signature:

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



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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

November 2009

Balance forward	November 1, 2009	\$	100,826.50
Billing for	Nov 09		94,622.07
Payments:			
11/25/09			(100,826.50)
Adjustments:			
Balance due	November 30, 2009	\$	<u>94,622.07</u>
Subsequent payments:			
Current balance due		\$	<u><u>94,622.07</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	3,388.28		7,635	44.02%
Outbound Calls				
Local	31,085.65		7,772	44.81%
Intrastate Intralata	812.78		239	1.38%
Intrastate Interlata	1,139.80		185	1.07%
Intrastate DA	23.10		7	0.04%
<i>Intrastate Total</i>	<u>33,061.33</u>		<u>8,203</u>	<u>47.30%</u>
Interstate - KY Orig	3,439.45		665	3.83%
Interstate - not KY Orig	421.45		51	0.29%
Interstate DA	0.00		0	0.00%
<i>Interstate Total</i>	<u>3,860.90</u>		<u>716</u>	<u>4.13%</u>
International	916.40		185	1.07%
Toll Free	4,830.95		604	3.48%
900 Info Service	1.20		1	0.01%
<i>8xx, 900 and Intl Total</i>	<u>5,748.55</u>		<u>790</u>	<u>4.55%</u>
Total Outbound	<u>42,670.78</u>		<u>9,709</u>	<u>55.98%</u>
Total Outb and GenAsst	<u><u>46,059.06</u></u>		<u><u>17,344</u></u>	<u><u>100.00%</u></u>
Complete Calls				
Local	29,334.68	22,357.81	6,265	36.12%
Intrastate Intralata	697.72	565.02	135	0.78%
Intrastate Interlata	1,047.38	833.85	133	0.77%
Intrastate DA	23.10	12.20	7	0.04%
<i>Intrastate Total</i>	<u>31,102.88</u>	<u>23,768.88</u>	<u>6,540</u>	<u>37.71%</u>
Interstate - KY Orig	3,219.28	2,582.60	473	2.73%
Interstate - not KY Orig	408.26	370.21	41	0.24%
Interstate DA	0.00	0.00	0	0.00%
<i>Interstate Total</i>	<u>3,627.54</u>	<u>2,952.81</u>	<u>514</u>	<u>2.96%</u>
International	741.38	587.50	98	0.57%
Toll Free	4,782.64	4,163.37	549	3.17%
900 Info Service	1.20	0.28	1	0.01%
<i>8xx, 900 and Intl Total</i>	<u>5,525.22</u>	<u>4,751.15</u>	<u>648</u>	<u>3.74%</u>
Total Complete	<u>40,255.64</u>	<u>31,472.84</u>	<u>7,702</u>	<u>44.41%</u>
Total Minutes with TF & 900 Allocation				
Intrastate + 49% of TF & 900	38,817.36	25,809.07		
Interstate + 51% of TF & 900	7,241.70	5,663.77		
Total Minutes	<u><u>46,059.06</u></u>	<u><u>31,472.84</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	40	0.41%	8.73	7.77
Total ASCII		40	0.41%	8.73	7.77
HCO	Voice	75	0.77%	5.37	3.98
Total HCO		75	0.77%	5.37	3.98
Speech	Speech	3	0.03%	1.79	0.36
Total Speech		3	0.03%	1.79	0.36
TTY	TTY	16	0.16%	1.60	0.66
TTY	VCO	5	0.05%	2.75	0.72
TTY	Voice	4,999	51.49%	4.51	3.25
Total TTY		5,020	51.70%	4.50	3.24
VCO	TTY	4	0.04%	2.51	0.91
VCO	VCO	9	0.09%	8.61	7.07
VCO	Voice	2,160	22.25%	4.69	3.58
Total VCO		2,173	22.38%	4.70	3.59
Voice	ASCII	1	0.01%	5.03	4.32
Voice	HCO	1	0.01%	5.12	3.47
Voice	TTY	1,931	19.89%	2.55	1.56
Voice	VCO	465	4.79%	9.00	8.08
Total Voice		2,398	24.70%	3.80	2.83
Total		9,709	100.00%	4.39	3.24

Kentucky Relay Service
Call Summary

Inbound Calls

<u>Number of Calls</u>	<u>Month Total</u>
Inbound -711	9,124
Inbound - Other	<u>5,724</u>
Inbound - Total	14,848
Not placed in queue	13,967
Placed in queue	881
Answered from queue	649
Abandon in queue	232

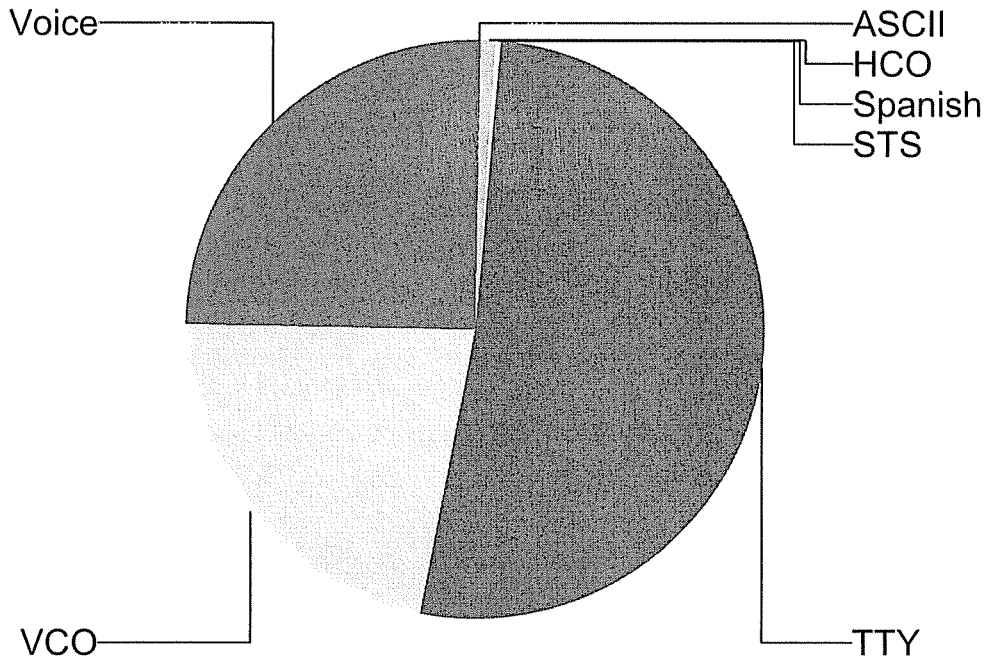
Outbound Calls

<u>Number of Calls</u>	<u>Month Total</u>
Outbound	9,709
Complete - 711	4,710
Complete - Other	<u>2,992</u>
Complete - Total	7,702
Busy/ No answer	2,007
Weekday average	348
Weekend average	267

Complete Calls

	<u>Month Average</u>
Set-up / wrap-up minutes per complete call	1.89
Conversation minutes per complete call	4.09

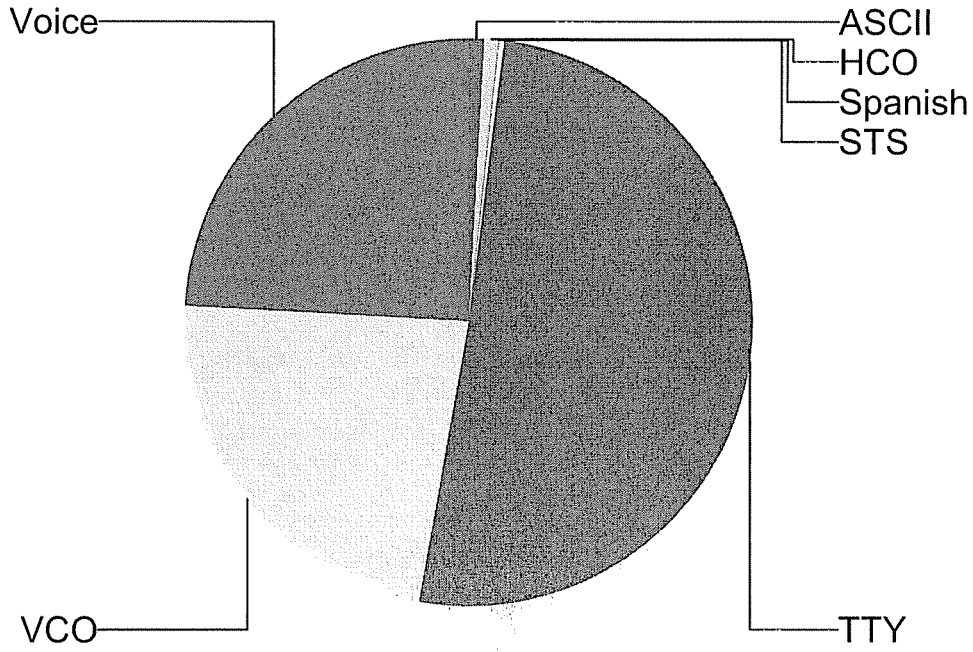
Kentucky Relay Service
Percentage of Outbound Calls by Type



ASCII	40	0.4%
HCO	75	0.8%
Spanish	13	0.1%
STS	3	0.0%
TTY	5007	51.6%
VCO	2173	22.4%
Voice	2398	24.7%
Total:	9709	100.0%

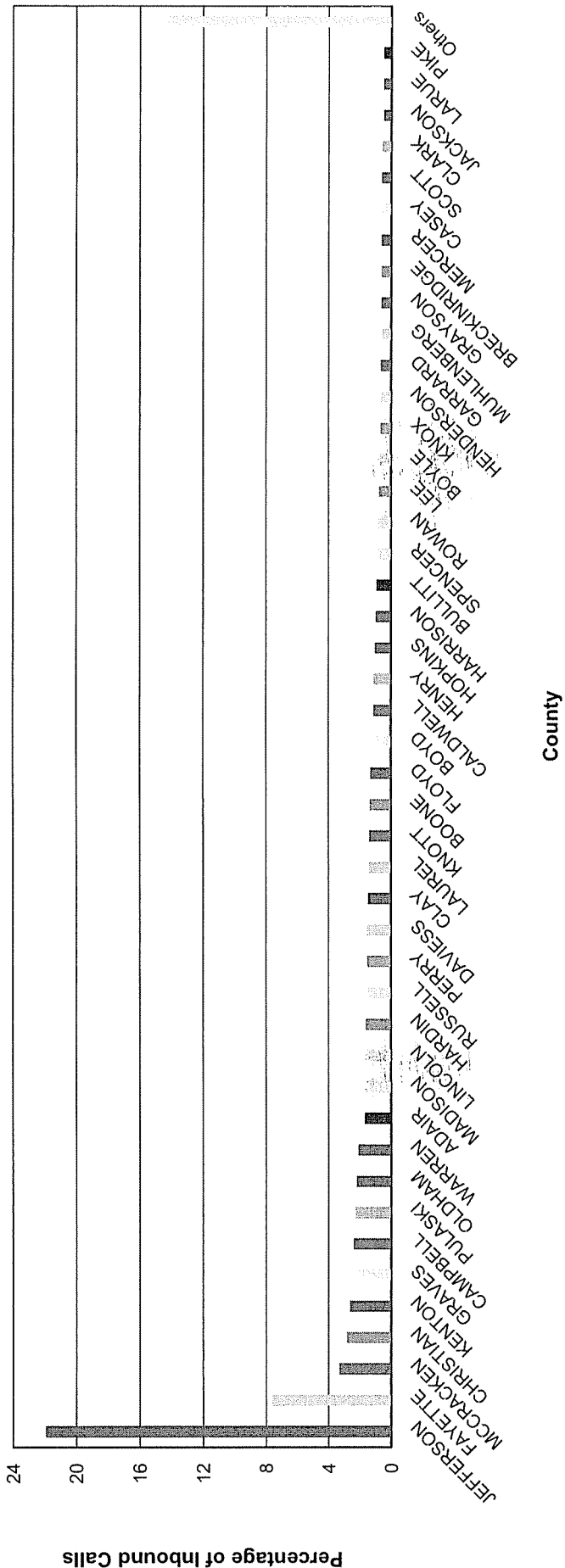
by a file
2009

Kentucky Relay Service Percentage of Session Minutes by Type



ASCII	357.9	0.8%
HCO	410.6	0.9%
Spanish	52.3	0.1%
STS	23.5	0.1%
TTY	23416.4	50.8%
VCO	10626.6	23.1%
Voice	11171.9	24.3%
Total:	46059.1	100.0%

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



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
11/1 Sun	0.02	2.69	1.36	1.66	1.60
11/2 Mon	0.20	2.81	2.33	2.13	2.42
11/3 Tue	0.11	2.56	2.48	2.09	2.34
11/4 Wed	0.13	2.50	2.53	1.76	2.25
11/5 Thu	0.33	1.66	2.19	1.78	1.86
11/6 Fri	0.14	1.61	1.58	2.16	1.66
11/7 Sat	0.00	2.17	2.03	2.33	2.08
11/8 Sun	1.30	2.59	2.20	1.66	2.15
11/9 Mon	0.45	2.51	2.04	2.40	2.23
11/10 Tue	2.14	2.05	3.01	1.90	2.41
11/11 Wed	0.33	1.72	1.98	2.78	1.97
11/12 Thu	0.00	1.77	2.28	3.53	2.42
11/13 Fri	0.63	1.67	1.98	2.65	1.96
11/14 Sat	0.00	2.12	1.21	1.71	1.62
11/15 Sun	0.01	2.73	1.65	1.55	1.79
11/16 Mon	0.20	2.23	2.76	2.75	2.46
11/17 Tue	0.52	2.52	2.26	2.28	2.31
11/18 Wed	0.42	2.03	2.43	1.78	2.07
11/19 Thu	0.02	2.07	2.07	3.25	2.22
11/20 Fri	0.08	2.18	2.48	3.42	2.54
11/21 Sat	0.08	1.99	1.80	2.77	1.97
11/22 Sun	0.47	1.17	2.20	2.96	2.05
11/23 Mon	0.25	3.68	1.93	2.72	2.59
11/24 Tue	0.47	2.25	2.40	2.99	2.39
11/25 Wed	0.32	1.74	1.92	2.39	1.88
11/26 Thu	0.01	2.08	1.18	2.57	1.69
11/27 Fri	0.17	2.14	2.33	3.06	2.35
11/28 Sat	0.67	2.12	2.07	2.02	2.00
11/29 Sun	0.80	1.31	1.24	2.32	1.48
11/30 Mon	0.00	2.70	2.21	2.07	2.17
<u>Total</u>	<u>0.28</u>	<u>2.21</u>	<u>2.10</u>	<u>2.39</u>	<u>2.12</u>

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
11/1 Sun	20.1	2.8	6.5	0.3	5.5	84%
11/2 Mon	0.0	2.2	0.1	0.6	1.0	96%
11/3 Tue	0.1	0.6	0.3	1.5	0.6	97%
11/4 Wed	0.6	0.4	0.2	1.1	0.5	97%
11/5 Thu	0.0	0.7	0.1	0.1	0.3	99%
11/6 Fri	0.0	0.7	0.5	0.4	0.5	98%
11/7 Sat	0.0	0.4	1.6	4.3	1.8	93%
11/8 Sun	11.9	7.7	1.9	0.0	3.9	92%
11/9 Mon	0.0	0.4	1.3	0.0	0.7	97%
11/10 Tue	0.0	1.2	0.8	0.0	0.8	96%
11/11 Wed	0.0	0.1	2.0	0.1	0.8	97%
11/12 Thu	0.0	0.7	0.2	0.1	0.3	99%
11/13 Fri	0.0	0.7	0.6	0.0	0.5	99%
11/14 Sat	0.0	3.6	0.1	0.0	1.4	97%
11/15 Sun	0.7	4.4	2.8	1.5	2.7	90%
11/16 Mon	0.9	3.0	0.7	0.3	1.6	95%
11/17 Tue	0.0	0.8	0.3	0.8	0.6	97%
11/18 Wed	0.7	0.1	0.8	0.1	0.4	98%
11/19 Thu	0.0	3.3	1.9	0.7	2.1	95%
11/20 Fri	0.0	2.0	1.5	4.4	2.3	92%
11/21 Sat	0.0	0.5	0.7	0.0	0.5	97%
11/22 Sun	0.1	0.0	3.4	4.3	2.7	92%
11/23 Mon	1.5	1.3	1.7	1.3	1.5	95%
11/24 Tue	0.0	2.6	1.3	0.6	1.6	95%
11/25 Wed	0.0	0.0	0.3	0.5	0.2	98%
11/26 Thu	0.0	1.1	0.0	0.4	0.5	99%
11/27 Fri	0.4	1.9	0.0	1.9	1.1	96%
11/28 Sat	0.0	1.1	2.4	0.6	1.4	95%
11/29 Sun	0.0	0.4	2.3	1.1	1.4	95%
11/30 Mon	0.1	0.7	0.6	0.0	0.5	98%
Total	1.7	1.4	1.2	0.9	1.2	96%

Monthly Blockage Rate: 0.00%

Kentucky Relay Service
 Inbound Calls by Originating NPA

<u>State</u>	<u>NPA</u>	<u>Nxx - used most</u>	<u>Inbound TTY</u>	<u>Inbound Voice</u>	<u>Total Inbound</u>
KY	270	442	2,116	1,782	3,898
	502	451	2,235	1,812	4,047
	606	365	1,440	1,671	3,111
	859	781	1,399	1,550	2,949
<u>Total: KY</u>			<u>7,190</u>	<u>6,815</u>	<u>14,005</u>
IN	219	221	0	3	3
	260	446	0	1	1
	317	213	1	8	9
	765	529	2	5	7
	812	719	18	100	118
<u>Total: IN</u>			<u>21</u>	<u>117</u>	<u>138</u>
NE	402	694	87	43	130
LA	225	291	31	65	96
	318	737	0	2	2
	504	606	1	0	1
<u>Total: LA</u>			<u>32</u>	<u>67</u>	<u>99</u>
OH	216	376	0	3	3
	330	486	2	3	5
	419	569	0	4	4
	440	308	0	2	2
	513	353	9	47	56
	614	219	0	8	8
	740	352	1	11	12
	937	213	2	6	8
<u>Total: OH</u>			<u>14</u>	<u>84</u>	<u>98</u>
TN	423	207	2	10	12
	615	886	5	7	12
	731	247	0	4	4
	865	458	0	1	1
	901	522	3	4	7
	931	237	1	18	19
<u>Total: TN</u>			<u>11</u>	<u>44</u>	<u>55</u>
IL	217	390	0	2	2
	309	351	1	0	1
	312	399	0	4	4
	618	734	6	11	17
	815	494	3	4	7
	847	204	0	1	1
<u>Total: IL</u>			<u>10</u>	<u>22</u>	<u>32</u>
FL	321	591	0	1	1
	352	542	0	4	4
	386	366	0	2	2
	407	462	4	3	7
	561	637	0	1	1
	727	449	0	4	4
	786	285	2	1	3
	850	653	1	0	1
	863	610	0	1	1
	904	825	0	6	6
	941	387	0	1	1
	<u>Total: FL</u>			<u>7</u>	<u>24</u>

Kentucky Relay Service
 Inbound Calls by Originating NPA

<u>State</u>	<u>NPA</u>	<u>Nxx - used most</u>	<u>Inbound TTY</u>	<u>Inbound Voice</u>	<u>Total Inbound</u>
VA	276	226	1	7	8
	434	531	0	5	5
	540	366	4	4	8
	703	840	2	3	5
	757	537	0	2	2
	804	896	0	1	1
<u>Total: VA</u>			<u>7</u>	<u>22</u>	<u>29</u>
WV	304	399	11	17	28
TX	210	991	0	3	3
	214	325	0	1	1
	254	432	0	2	2
	281	733	0	2	2
	325	660	0	1	1
	512	670	0	2	2
	682	367	0	1	1
	713	513	0	1	1
	817	721	1	5	6
	830	429	0	1	1
	903	557	1	1	2
	936	203	1	1	2
	972	365	0	2	2
<u>Total: TX</u>			<u>3</u>	<u>23</u>	<u>26</u>
CA	209	485	2	0	2
	530	291	0	4	4
	707	479	0	3	3
	760	244	0	5	5
	818	788	0	1	1
	909	327	1	0	1
	951	826	1	0	1
<u>Total: CA</u>			<u>4</u>	<u>13</u>	<u>17</u>
TF	800	326	0	9	9
	866	773	1	5	6
	888	411	1	1	2
<u>Total: TF</u>			<u>2</u>	<u>15</u>	<u>17</u>
GA	229	251	0	1	1
	404	362	1	1	2
	678	488	0	2	2
	706	263	2	0	2
	770	306	0	2	2
	912	332	0	3	3
<u>Total: GA</u>			<u>3</u>	<u>9</u>	<u>12</u>
MI	248	476	2	2	4
	269	209	1	1	2
	313	574	0	1	1
	616	831	1	1	2
	734	205	0	3	3
<u>Total: MI</u>			<u>4</u>	<u>8</u>	<u>12</u>
AL	205	230	0	3	3
	256	499	2	3	5
	334	412	3	0	3
<u>Total: AL</u>			<u>5</u>	<u>6</u>	<u>11</u>

Kentucky Relay Service
 Inbound Calls by Originating NPA

<u>State</u>	<u>NPA</u>	<u>Nxx - used most</u>	<u>Inbound TTY</u>	<u>Inbound Voice</u>	<u>Total Inbound</u>
MS	228	697	0	2	2
	601	799	2	3	5
	662	287	0	3	3
	<hr/>		2	8	10
Total: MS					
NY	212	243	0	2	2
	518	226	0	2	2
	585	993	1	0	1
	646	558	1	0	1
	718	581	0	1	1
	917	464	1	0	1
	<hr/>		3	5	8
Total: NY					
MA	413	395	0	1	1
	774	847	0	1	1
	781	552	1	1	2
	978	659	0	3	3
	<hr/>		1	6	7
Total: MA					
NC	336	263	0	2	2
	704	232	0	1	1
	828	403	0	3	3
	910	840	0	1	1
	<hr/>		0	7	7
Total: NC					
SC	803	827	0	3	3
	843	333	1	1	2
	864	354	0	2	2
<hr/>		1	6	7	
Total: SC					
HI	808	987	0	6	6
MD	240	305	0	2	2
	301	573	1	1	2
	410	443	0	1	1
	443	925	1	0	1
	<hr/>		2	4	6
Total: MD					
PA	215	295	0	1	1
	610	454	0	1	1
	724	787	1	1	2
	814	442	0	2	2
	<hr/>		1	5	6
Total: PA					
CO	303	256	0	2	2
	719	359	0	1	1
	720	987	0	1	1
	970	389	1	0	1
	<hr/>		1	4	5
Total: CO					
WA	206	913	0	2	2
	253	826	0	2	2
	360	607	0	1	1
<hr/>		0	5	5	
Total: WA					
AZ	480	283	0	2	2
	520	444	0	2	2
<hr/>		0	4	4	
Total: AZ					
ME	207	753	0	4	4

Kentucky Relay Service
 Inbound Calls by Originating NPA

<u>State</u>	<u>NPA</u>	<u>Nxx - used most</u>	<u>Inbound TTY</u>	<u>Inbound Voice</u>	<u>Total Inbound</u>
MO	573	703	0	2	2
	636	388	1	0	1
	816	353	0	1	1
<u>Total: MO</u>			<u>1</u>	<u>3</u>	<u>4</u>
OR	503	460	0	2	2
	541	382	2	0	2
<u>Total: OR</u>			<u>2</u>	<u>2</u>	<u>4</u>
KS	316	305	0	1	1
	785	355	1	0	1
	913	764	0	1	1
<u>Total: KS</u>			<u>1</u>	<u>2</u>	<u>3</u>
WI	262	857	0	1	1
	608	345	0	1	1
	715	281	0	1	1
<u>Total: WI</u>			<u>0</u>	<u>3</u>	<u>3</u>
AR	479	685	1	0	1
	870	578	0	1	1
<u>Total: AR</u>			<u>1</u>	<u>1</u>	<u>2</u>
CT	203	755	0	2	2
DC	202	220	1	1	2
NJ	201	773	0	1	1
	908	227	0	1	1
<u>Total: NJ</u>			<u>0</u>	<u>2</u>	<u>2</u>
NV	702	433	0	2	2
OK	405	221	0	1	1
	918	696	0	1	1
<u>Total: OK</u>			<u>0</u>	<u>2</u>	<u>2</u>
DE	302	265	0	1	1
IA	641	521	0	1	1
ID	208	521	0	1	1
IT	403	652	0	1	1
MN	612	710	0	1	1
RI	401	293	1	0	1
<u>Grand Total</u>			<u>7,429</u>	<u>7,419</u>	<u>14,848</u>

Run Date: 12/08/09

KENTUCKY CAPTEL SERVICE

Report G

Confidential & Proprietary

Jurisdiction Summary

Data Month: Nov 2009

All Calls Handled	Session <u>Minutes</u>	Conversation <u>Minutes</u>	<u>Calls</u>	% of All <u>Calls</u>
General Assistance	736.99		1868	11.69
Intrastate	35,684.80		11276	70.55
Interstate	7,136.97		1045	6.54
International	39.68		14	0.09
Two line	5,270.70		1190	7.45
Toll Free	3,279.90		589	3.69
900 Info Srvc	0.00		0	0.00
Total Outbound Call Attempts	<u>51,412.05</u>		<u>14114</u>	<u>88.31</u>
Month Total	<u><u>52,149.04</u></u>		<u><u>15982</u></u>	<u><u>100.00</u></u>

Complete Calls

Intrastate	34,727.63	30,876.87	9582	59.95
Interstate	7,044.61	6,708.39	874	5.47
International	38.25	34.40	11	0.07
Two line	5,270.70	5,188.23	1190	7.45
Toll Free	3,258.77	3,106.14	548	3.43
900 Info Srvc	0.00	0.00	0	0.00
Month Total	<u><u>50,339.96</u></u>	<u><u>45,914.03</u></u>	<u><u>12205</u></u>	<u><u>76.37</u></u>

Total Minutes with Allocation

Tra + 49% TF,900 + 89% 2 line	42,719.86	37,016.40		
Ter + 51% TF,900 + 11% 2 line	9,429.18	8,897.63		
Month Total	<u><u>52,149.04</u></u>	<u><u>45,914.03</u></u>		

Run Date: 12/08/09

KENTUCKY CAPTEL SERVICE

Report H

Confidential & Proprietary

Usage Summary

Data Month: Nov 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 Sun	346	49	297	250	919.42	772.64
02 Mon	708	88	620	544	2,126.12	1,867.96
03 Tue	555	65	490	445	1,896.92	1,693.43
04 Wed	668	86	582	492	1,905.20	1,657.67
05 Thu	551	55	496	450	1,986.41	1,787.26
06 Fri	549	75	474	414	1,540.08	1,335.91
07 Sat	432	58	374	318	1,382.69	1,209.97
08 Sun	300	21	279	221	1,271.59	1,143.68
09 Mon	599	84	515	449	1,904.80	1,695.53
10 Tue	569	86	483	421	1,784.36	1,579.18
11 Wed	467	50	417	368	1,576.80	1,392.97
12 Thu	550	68	482	429	2,138.30	1,946.47
13 Fri	638	72	566	484	2,087.79	1,836.86
14 Sat	408	41	367	322	1,460.80	1,275.52
15 Sun	321	21	300	249	1,350.31	1,211.73
16 Mon	605	47	558	474	1,956.03	1,733.84
17 Tue	601	55	546	485	2,046.91	1,816.57
18 Wed	644	72	572	509	2,021.83	1,799.73
19 Thu	683	89	594	508	2,272.79	1,993.67
20 Fri	657	64	593	510	1,945.72	1,675.08
21 Sat	473	56	417	334	1,475.22	1,274.78
22 Sun	390	38	352	313	1,176.71	1,018.08
23 Mon	698	89	609	548	2,401.99	2,158.07
24 Tue	628	75	553	452	2,020.36	1,772.52
25 Wed	587	89	498	420	1,840.55	1,586.51
26 Thu	407	72	335	291	1,434.98	1,257.34
27 Fri	459	64	395	337	1,520.57	1,325.63
28 Sat	436	51	385	325	1,295.47	1,113.60
29 Sun	360	25	335	295	1,336.53	1,180.71
30 Mon	693	63	630	548	2,071.79	1,801.12
	<u>15982</u>	<u>1868</u>	<u>14114</u>	<u>12205</u>	<u>52,149.04</u>	<u>45,914.03</u>



Kentucky Relay – Monthly Report
November 2009

CapTel Activities

November 3 *Marion County Senior Center, Lebanon KY*
November 5 *Gallatin County Senior Center, Warsaw KY*
November 6 *Kenton County Senior Center, Covington KY*
November 10 *Grant County Senior Center, Williamstown KY*
November 16 *Pendleton County Senior Center, Falmouth KY*
November 17 *Elsmere Senior Center, Elsmere KY*

TRS Activities

November 3 *Lebanon Public Library, Lebanon KY*

Others

November 5 *Redwood Rehabilitation Center Fair, Fort Mitchell KY (Booth)*

Outreach activities and meetings planned in December

Saratoga Senior Center, Newport KY
Grant County Senior Center, Williamstown KY
Northern KY Senior Centers and retirement residences

Kentucky – November, 2009 Commission Report

The Kentucky Relay Service Customer Service Department responded to 17 inquiries, concerns, complaints and compliments during November.

CALL BREAKDOWN:

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

Total 17

CapTel:

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

Total 02

Compliments:

- 01 - CA Praise
- 00 - Overall Praise

Total 01

Customer Profile:

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

Total 02

Equipment:

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

Total 07

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
01 - Interpreter Requested
00 - International Access Number
01 - Miscellaneous
00 - Policy/ Procedure
01 - 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 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
- 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
- 00 - Miscellaneous
- 00 - PC Settings
- 00 - Busy Signal
- 00 - VCO
- 00 - Garbling

Total 00

Kentucky – November, 2009 Complaints Report

Long Distance/Billing

Issues--Long

Distance/Billing Issues

Inquire Date 11/19/2009

Record ID 13115

Call Taken By Customer Service

CA Number

Responded By Tina

Response Date 11/19/2009

Resolution 11/19/2009

Customer stated incorrect billing through the relay and inquired why they received a bill from AT&T.

Customer Service explained about the relay default carriers and why this could happen. A profile was offered and implemented.

CapTel Report

Kentucky

November 2009

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

Total Number of Valid CapTel Phones

As of November 30th, 2009

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

CapTel CA Statistics

- Average Word Per Minute (WPM) = 164.84pm
- Average Rate of Accuracy = 99.52%
- Average Rate of Error = 0.48%

Monthly Call Details						
Date	Percent Service Level W/ Aban	Percent Within Srv Lvl wo Aban	Avg Wait Time(ASA & ABAN)	ASA	Blockage	
11/1/2009	92	95	1.87	1.55	0.00	
11/2/2009	100	100	0.4	0.4	0.00	
11/3/2009	100	100	0.37	0.37	0.00	
11/4/2009	100	100	0.36	0.35	0.00	
11/5/2009	100	100	0.36	0.36	0.00	
11/6/2009	100	100	0.43	0.43	0.00	
11/7/2009	100	100	0.36	0.36	0.00	
11/8/2009	99	100	0.43	0.42	0.00	
11/9/2009	100	100	0.41	0.41	0.00	
11/10/2009	99	100	0.48	0.47	0.00	
11/11/2009	100	100	0.38	0.38	0.00	
11/12/2009	100	100	0.35	0.35	0.00	
11/13/2009	99	100	0.46	0.44	0.00	
11/14/2009	100	100	0.41	0.4	0.00	
11/15/2009	99	99	0.59	0.55	0.00	
11/16/2009	100	100	0.38	0.38	0.00	
11/17/2009	100	100	0.39	0.38	0.00	
11/18/2009	98	100	0.91	0.44	0.00	
11/19/2009	98	100	0.69	0.4	0.00	
11/20/2009	100	100	0.38	0.38	0.00	
11/21/2009	100	100	0.37	0.37	0.00	
11/22/2009	100	100	0.37	0.37	0.00	
11/23/2009	100	100	0.36	0.36	0.00	
11/24/2009	100	100	0.35	0.35	0.00	
11/25/2009	99	100	0.51	0.5	0.00	
11/26/2009	99	99	0.56	0.53	0.00	
11/27/2009	98	99	0.66	0.62	0.00	
11/28/2009	100	100	0.38	0.38	0.00	
11/29/2009	100	100	0.42	0.41	0.00	
11/30/2009	99	99	0.64	0.59	0.00	
TOTALS:	99.24%	99.69%	0.50	0.45	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
150709	11/2/2009	3:45:00 PM	Mail	Service	NA	11080	Compliments for CA/Service	Customer wrote: "I am very pleased with my CapTel phone. My children say I sound more like me. When I am using it I don't feel deaf. Thank you for this phone."	11/2/2009 4:00:00 PM	within 24 hours	EY
150780	11/3/2009	9:45:00 AM	NA	Other	NA	40000	Consumer education - general	Advised customer on how billing for captioned long distance works and strongly suggested that caller register a long-distance carrier.	11/3/2009 9:50:00 AM	within 24 hours	EY
151035	11/4/2009	10:30:00 AM	CapTel	Product	NA	33230	Set up - General	Advised customer how to adjust the volume and tone settings for best amplification.	11/4/2009 10:40:00 AM	within 24 hours	JL
151772	11/9/2009	9:35:00 AM	CapTel	Other	NA	40000	Consumer education - general	Advised customer that other extensions need to be hung up after she picks up on an incoming captioned call on the CapTel phone. Explained to customer that in order to receive captions, all callers need to dial the Captioning Service number before the customer's number.	11/9/2009 9:45:00 AM	within 24 hours	MP
152095	11/10/2009	11:15:00 AM	CapTel	Other	NA	40000	Consumer education - general	CSR explained the importance of registering one's preferred long distance carrier. Also explained that when it comes to the spelling of people's names, the names of cities, streets, etc., the captionist has to take his or her best guess because they are not able to confirm with the speaker. The CapTel user can clarify the spelling with the other party, if desired.	11/10/2009 11:30:00 AM	within 24 hours	JR
152686	11/12/2009	12:50:00 PM	Phone	Other	NA	40000	Consumer education - general	Explained how billing for long distance captioned calls works, how captions are produced, and the possibility of programming the entire dialing procedure to reach the 1-Line CapTel user in a cell phone using pauses.	11/12/2009 12:55:00 PM	within 24 hours	MF
152781	11/12/2009	3:50:00 PM	Phone	Product	NA	33230	Set up - General	Offered customer's daughter assistance with installing the CapTel. Discussed proper set-up tips.	11/12/2009 4:00:00 PM	within 24 hours	KW
153101	11/16/2009	9:00:00 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.	11/16/2009 9:10:00 AM	within 24 hours	KP
153295	11/16/2009	1:30:00 PM	Phone	Other	NA	40000	Consumer education - general	Customer's daughter called and wanted to know if there is a way to slow captions down. CSR advised customer's daughter callers may speak slower when talking to the CapTel user. Discussed reading captions from the bottom of the display, versus trying to catch up at the top. Customer's daughter satisfied.	11/16/2009 1:45:00 PM	within 24 hours	JL
154303	11/20/2009	1:05:00 PM	CapTel	Product	NA	33230	Set up - General	Advised customer try removing or moving the cordless phone to another location that shares the phone line with the CapTel phone. Also suggested possibly replacing the duplex jack, to reduce any incidence of lost dial tone.	11/20/2009 1:15:00 PM	within 24 hours	KW
154737	11/24/2009	8:20:00 AM	Phone	Other	NA	41000	Referral Information	Referred customer to national distributor to inquire about obtaining a CapTel phone.	11/24/2009 8:25:00 AM	within 24 hours	KW

Summary Customer Service Information

	Number	Percent
Total Number of Contacts	11	
Phone calls	5	45.45%
Captel	4	36.36%
Email	0	0.00%
TTY	0	0.00%
NA	1	9.09%
Support Type		
Service	1	9.09%
Technical	0	0.00%
Product	4	36.36%
Billing	0	0.00%
Other	6	54.55%
Resolution		
Within 24 hours	11	100.00%
Within 48 hours	0	0.00%
Exceed 48 hours	0	0.00%