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PUBLIC SERVICE
COMMISSION



1001 Twelfth Street • Aurora, Nebraska 68818
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toll free 800.821.1831 • fax 402.694.2848

January 31, 2010

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

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

RE: Administrative Case 372

Kentucky Relay Service Invoice

January 2010

Total session minutes		51,601.55
Less interstate session minutes		<u>(6,743.31)</u>
Net billable session minutes		44,858.24
Applicable rate	\$	<u>0.950</u>
Total Usage Billing	\$	42,615.33
Other Services	<u>Intrast CM</u>	<u>Rate</u>
Captel	40,151.77	1.56
		\$ 62,636.76
Liquidated damages		
Advisory Board Meeting Expense:		
Total monthly billing	\$	<u><u>105,252.09</u></u>

Authorized Signature:

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Kentucky Relay Service Monthly Statement

January 2010

Balance forward	January 1, 2010	\$	103,786.98
Billing for	Jan 10		105,252.09
Payments:			
01/27/10			(103,786.98)
Adjustments:			
Balance due	January 31, 2010	\$	<u>105,252.09</u>
Subsequent payments:			
Current balance due		\$	<u><u>105,252.09</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	4,359.13		9,019	47.42%
Outbound Calls				
Local	36,032.08		8,001	42.07%
Intrastate Intralata	539.75		213	1.12%
Intrastate Interlata	1,198.06		404	2.12%
Intrastate DA	54.19		11	0.06%
<i>Intrastate Total</i>	<u>37,824.08</u>		<u>8,629</u>	<u>45.37%</u>
Interstate - KY Orig	3,428.62		617	3.24%
Interstate - not KY Orig	521.44		101	0.53%
Interstate DA	4.30		1	0.01%
<i>Interstate Total</i>	<u>3,954.36</u>		<u>719</u>	<u>3.78%</u>
International	4.73		4	0.02%
Toll Free	5,459.25		648	3.41%
900 Info Service	0.00		0	0.00%
<i>8xx, 900 and Intl Total</i>	<u>5,463.98</u>		<u>652</u>	<u>3.43%</u>
Total Outbound	<u>47,242.42</u>		<u>10,000</u>	<u>52.58%</u>
Total Outb and GenAsst	<u><u>51,601.55</u></u>		<u><u>19,019</u></u>	<u><u>100.00%</u></u>

Complete Calls				
Local	34,266.97	27,096.50	6,445	33.89%
Intrastate Intralata	450.98	330.57	127	0.67%
Intrastate Interlata	1,131.82	782.48	342	1.80%
Intrastate DA	44.52	13.69	7	0.04%
<i>Intrastate Total</i>	<u>35,894.29</u>	<u>28,223.24</u>	<u>6,921</u>	<u>36.39%</u>
Interstate - KY Orig	3,134.53	2,640.07	405	2.13%
Interstate - not KY Orig	491.86	438.57	56	0.29%
Interstate DA	4.30	0.80	1	0.01%
<i>Interstate Total</i>	<u>3,630.69</u>	<u>3,079.44</u>	<u>462</u>	<u>2.43%</u>
International	0.00	0.00	0	0.00%
Toll Free	5,403.44	4,685.69	595	3.13%
900 Info Service	0.00	0.00	0	0.00%
<i>8xx, 900 and Intl Total</i>	<u>5,403.44</u>	<u>4,685.69</u>	<u>595</u>	<u>3.13%</u>
Total Complete	<u>44,928.42</u>	<u>35,988.37</u>	<u>7,978</u>	<u>41.95%</u>

Total Minutes with TF & 900 Allocation		
Intrastate + 49% of TF & 900	44,858.24	30,519.23
Interstate + 51% of TF & 900	<u>6,743.31</u>	<u>5,469.14</u>
Total Minutes	<u><u>51,601.55</u></u>	<u><u>35,988.37</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	47	0.47%	9.42	8.32
Total ASCII		47	0.47%	9.42	8.32
HCO	Voice	40	0.40%	3.02	1.11
Total HCO		40	0.40%	3.02	1.11
Speech	Speech	3	0.03%	3.14	0.56
Total Speech		3	0.03%	3.14	0.56
TTY	TTY	10	0.10%	2.65	1.11
TTY	VCO	3	0.03%	10.61	7.72
TTY	Voice	4,566	45.66%	4.91	3.70
Total TTY		4,579	45.79%	4.91	3.70
VCO	TTY	6	0.06%	6.46	4.83
VCO	VCO	6	0.06%	12.21	10.50
VCO	Voice	2,584	25.84%	5.31	4.20
Total VCO		2,596	25.96%	5.33	4.22
Voice	HCO	3	0.03%	7.46	6.34
Voice	TTY	2,201	22.01%	2.70	1.69
Voice	VCO	531	5.31%	8.28	7.40
Total Voice		2,735	27.35%	3.78	2.80
Total		10,000	100.00%	4.72	3.60

Kentucky Relay Service
Call Summary

Inbound Calls

<u>Number of Calls</u>	<u>Month Total</u>
Inbound -711	10,663
Inbound - Other	<u>6,007</u>
Inbound - Total	16,670
Not placed in queue	14,753
Placed in queue	1,917
Answered from queue	1,358
Abandon in queue	559

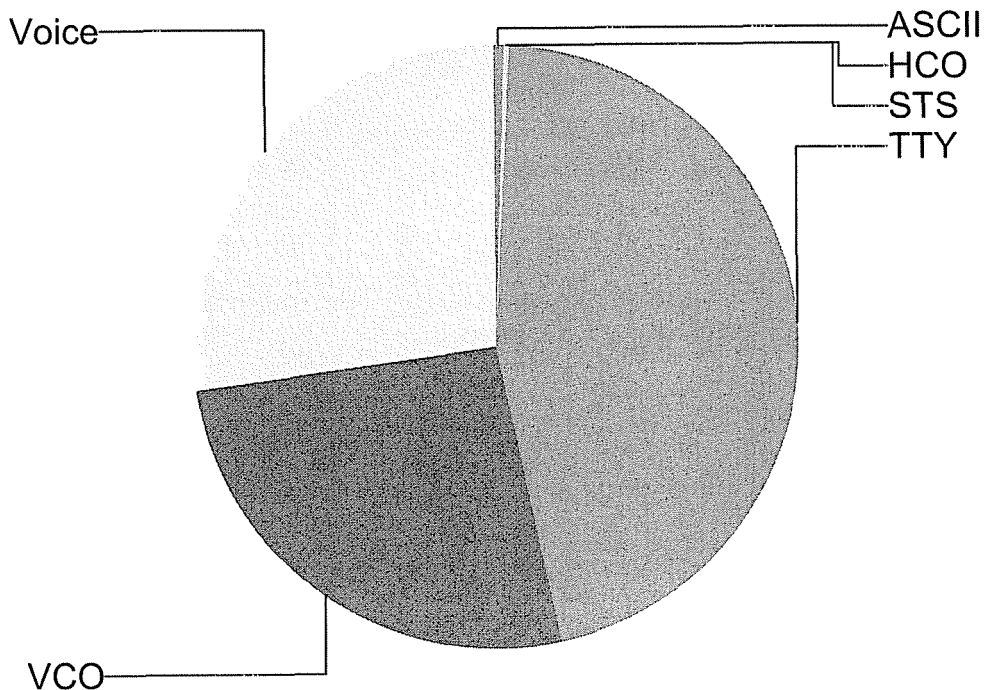
Outbound Calls

<u>Number of Calls</u>	<u>Month Total</u>
Outbound	10,000
Complete - 711	5,193
Complete - Other	<u>2,785</u>
Complete - Total	7,978
Busy/ No answer	2,022
Weekday average	347
Weekend average	271

Complete Calls

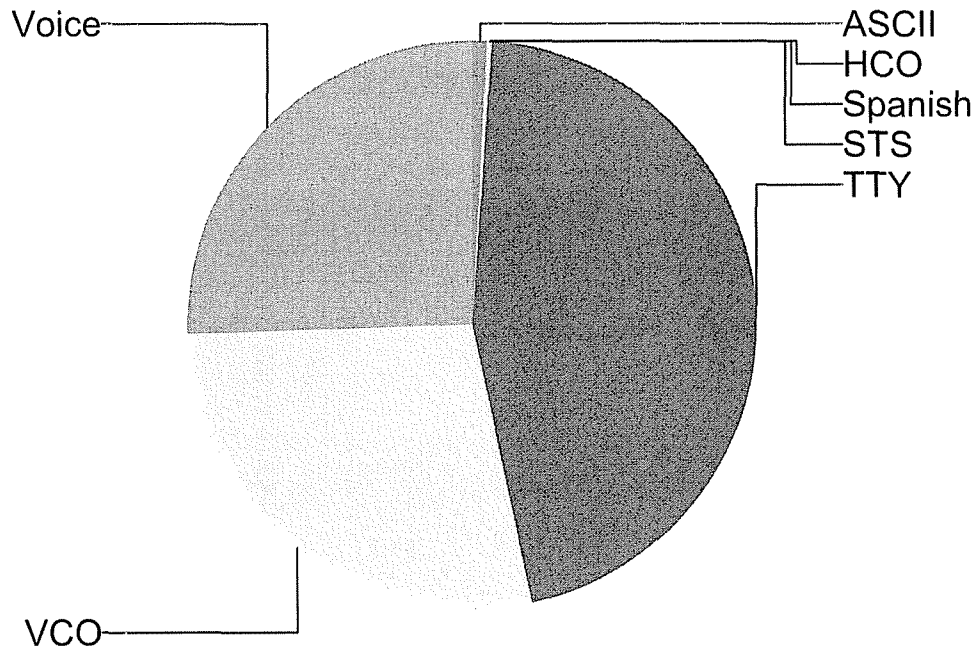
	<u>Month Average</u>
Set-up / wrap-up minutes per complete call	1.96
Conversation minutes per complete call	4.51

Kentucky Relay Service
Percentage of Outbound Calls by Type



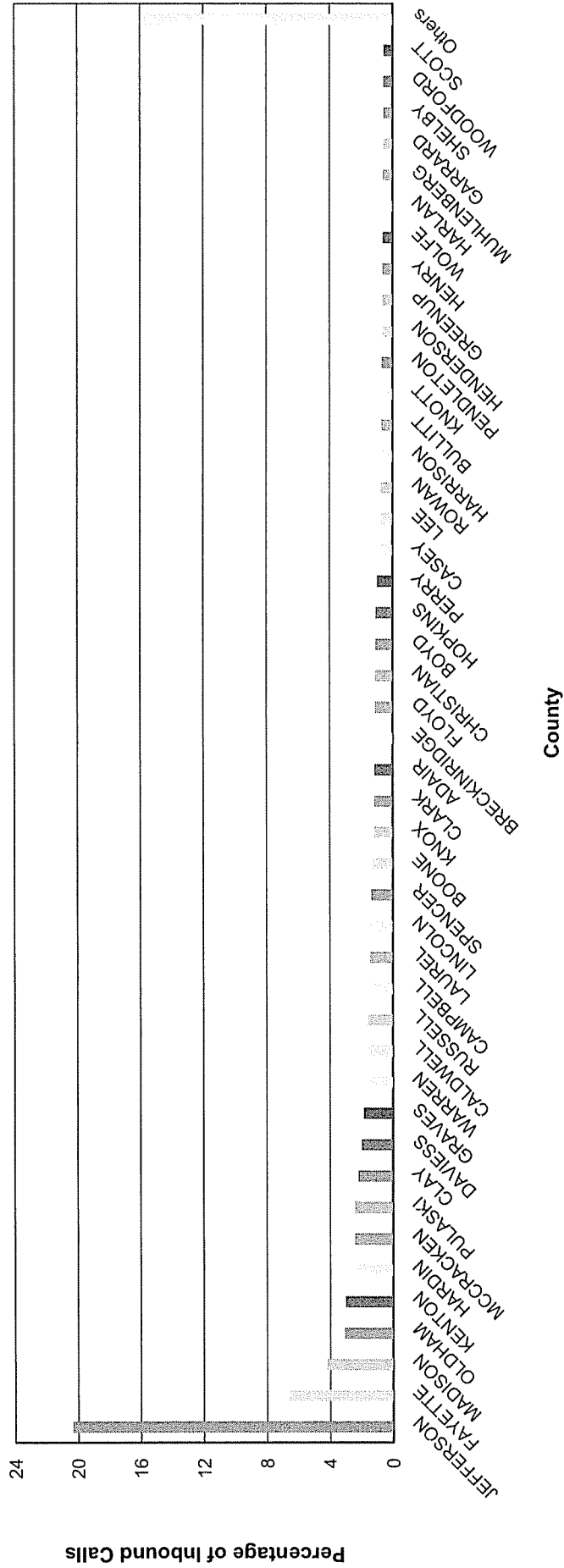
ASCII	47	0.5%
HCO	40	0.4%
STS	3	0.0%
TTY	4579	45.8%
VCO	2596	26.0%
Voice	2735	27.4%
Total:	10000	100.0%

Kentucky Relay Service
Percentage of Session Minutes by Type



ASCII	460.8	0.9%
HCO	121.9	0.2%
Spanish	10.1	0.0%
STS	36.2	0.1%
TTY	23457.8	45.5%
VCO	14311.7	27.7%
Voice	13203.1	25.6%
Total:	51601.6	100.0%

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



Kentucky Relay Service
 Average Conversation Minutes per Inbound Call

<u>Day</u>	<u>12 AM to 6 AM</u>	<u>6 AM to Noon</u>	<u>Noon to 6 PM</u>	<u>6 PM to 12 AM</u>	<u>Total</u>
1/1 Fri	0.33	1.83	2.02	2.98	2.06
1/2 Sat	1.00	3.22	1.84	2.73	2.39
1/3 Sun	0.52	2.21	1.69	3.01	2.18
1/4 Mon	0.43	2.20	2.32	5.60	2.61
1/5 Tue	0.33	1.89	2.56	3.25	2.39
1/6 Wed	0.00	2.26	2.18	3.58	2.40
1/7 Thu	0.25	2.55	3.36	3.79	3.04
1/8 Fri	0.59	2.52	2.94	3.57	2.82
1/9 Sat	2.65	2.38	2.26	3.23	2.51
1/10 Sun	0.69	2.34	1.76	2.66	2.15
1/11 Mon	0.14	2.34	2.18	2.44	2.23
1/12 Tue	0.50	2.36	2.13	2.29	2.17
1/13 Wed	0.41	1.79	2.85	3.10	2.45
1/14 Thu	0.26	2.38	2.28	2.26	2.22
1/15 Fri	1.13	2.80	2.00	2.65	2.35
1/16 Sat	0.01	3.00	2.52	2.78	2.57
1/17 Sun	0.52	0.82	1.23	2.11	1.18
1/18 Mon	1.57	1.46	3.22	2.79	2.47
1/19 Tue	1.20	2.47	2.54	2.98	2.51
1/20 Wed	0.07	1.75	1.50	1.05	1.35
1/21 Thu	0.16	1.89	2.15	1.70	1.86
1/22 Fri	0.16	2.10	1.94	2.58	2.03
1/23 Sat	0.08	1.25	1.91	1.58	1.51
1/24 Sun	0.02	1.25	1.91	1.54	1.46
1/25 Mon	0.04	1.71	2.33	1.21	1.75
1/26 Tue	0.00	2.26	1.95	1.84	1.98
1/27 Wed	0.04	1.83	2.97	4.30	2.72
1/28 Thu	0.31	2.95	1.46	2.48	2.13
1/29 Fri	0.34	1.55	1.73	2.94	1.86
1/30 Sat	0.21	2.42	1.44	1.73	1.80
1/31 Sun	0.25	2.32	1.71	3.46	2.36
<u>Total</u>	<u>0.43</u>	<u>2.12</u>	<u>2.18</u>	<u>2.57</u>	<u>2.16</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
1/1 Fri	6.9	3.3	3.4	5.0	4.0	86%
1/2 Sat	1.3	3.3	2.1	0.8	2.1	90%
1/3 Sun	0.0	0.9	1.5	5.9	2.6	90%
1/4 Mon	0.5	10.1	4.9	0.7	6.2	82%
1/5 Tue	0.0	5.3	3.1	1.4	3.4	88%
1/6 Wed	0.3	5.0	3.0	2.7	3.5	90%
1/7 Thu	0.0	3.1	1.2	0.1	1.6	95%
1/8 Fri	2.5	3.1	0.9	0.1	1.5	94%
1/9 Sat	1.1	1.0	0.0	0.1	0.4	98%
1/10 Sun	0.0	0.2	0.3	3.7	1.2	96%
1/11 Mon	0.0	1.4	0.7	0.6	1.0	96%
1/12 Tue	0.0	2.7	2.3	0.2	2.0	91%
1/13 Wed	0.2	3.2	0.9	0.1	1.5	94%
1/14 Thu	2.5	1.3	3.3	1.6	2.2	91%
1/15 Fri	1.1	0.5	0.7	1.9	0.9	96%
1/16 Sat	0.0	3.8	0.1	3.2	1.9	93%
1/17 Sun	5.5	5.0	2.4	4.8	4.1	88%
1/18 Mon	0.0	4.5	2.7	6.9	4.2	87%
1/19 Tue	0.5	4.4	1.9	5.4	3.4	88%
1/20 Wed	0.5	3.7	1.2	5.7	3.5	88%
1/21 Thu	0.0	1.1	0.3	0.7	0.6	97%
1/22 Fri	2.0	0.3	0.8	4.2	1.4	94%
1/23 Sat	0.6	6.8	0.8	0.8	2.6	92%
1/24 Sun	0.5	1.8	1.8	9.9	3.9	89%
1/25 Mon	0.4	0.3	0.1	3.4	1.0	96%
1/26 Tue	0.0	0.1	1.3	0.0	0.5	98%
1/27 Wed	0.1	0.1	1.1	1.3	0.8	96%
1/28 Thu	0.0	0.6	0.9	2.3	1.0	96%
1/29 Fri	1.9	0.3	0.2	5.2	1.3	95%
1/30 Sat	0.0	6.2	7.0	0.7	5.2	86%
1/31 Sun	0.0	12.3	1.4	1.9	5.0	85%
Total	1.5	3.1	1.7	3.0	2.4	92%

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	365	1,995	2,108	4,103
	502	451	2,581	1,904	4,485
	606	599	1,658	1,962	3,620
	859	626	1,559	1,953	3,512
<u>Total: KY</u>			<u>7,793</u>	<u>7,927</u>	<u>15,720</u>
IN	219	313	0	2	2
	260	357	0	2	2
	317	462	1	6	7
	574	310	1	3	4
	765	656	0	1	1
	812	630	33	126	159
<u>Total: IN</u>			<u>35</u>	<u>140</u>	<u>175</u>
TN	423	215	7	7	14
	615	388	6	13	19
	731	247	2	16	18
	865	919	1	3	4
	901	541	6	14	20
	931	220	6	14	20
<u>Total: TN</u>			<u>28</u>	<u>67</u>	<u>95</u>
OH	216	687	0	2	2
	330	324	1	2	3
	419	536	0	3	3
	440	352	1	5	6
	513	353	7	41	48
	614	204	1	5	6
	740	357	3	13	16
	937	213	2	7	9
<u>Total: OH</u>			<u>15</u>	<u>78</u>	<u>93</u>
FL	239	821	1	1	2
	305	215	0	2	2
	352	360	0	1	1
	386	258	1	1	2
	407	286	2	0	2
	561	422	0	1	1
	727	449	0	4	4
	772	398	0	1	1
	786	924	16	17	33
	813	217	2	1	3
	850	492	1	2	3
	863	420	1	1	2
	904	646	0	2	2
954	348	0	3	3	
<u>Total: FL</u>			<u>24</u>	<u>37</u>	<u>61</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>
CA	213	286	2	0	2
	310	485	0	1	1
	408	245	2	0	2
	510	984	0	3	3
	559	225	1	1	2
	562	552	0	2	2
	619	792	0	1	1
	650	244	0	3	3
	661	304	0	1	1
	707	616	0	1	1
	760	918	0	2	2
	831	637	0	1	1
	916	640	31	8	39
Total: CA			36	24	60
LA	225	291	25	22	47
TX	210	736	0	5	5
	214	241	1	1	2
	254	338	3	2	5
	512	394	0	2	2
	713	513	0	4	4
	806	799	0	1	1
	817	721	1	5	6
	903	561	1	1	2
	940	232	0	3	3
	956	726	0	4	4
Total: TX			6	28	34
NE	402	694	26	5	31
IL	217	892	0	3	3
	224	220	1	2	3
	309	343	0	1	1
	312	618	0	2	2
	618	233	3	12	15
	815	424	1	1	2
	847	487	0	2	2
Total: IL			5	23	28
GA	404	501	2	5	7
	478	784	1	0	1
	678	488	0	7	7
	706	341	1	2	3
	770	428	1	3	4
	912	399	1	0	1
Total: GA			6	17	23
AL	205	717	1	4	5
	251	802	0	1	1
	256	383	1	6	7
	334	314	6	0	6
Total: AL			8	11	19

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>
MI	231	536	0	1	1
	248	398	0	3	3
	269	240	0	4	4
	313	510	1	1	2
	517	260	0	1	1
	616	831	1	3	4
	734	502	0	2	2
	810	653	0	1	1
<u>Total: MI</u>			<u>2</u>	<u>16</u>	<u>18</u>
VA	276	226	2	4	6
	434	531	1	0	1
	540	355	2	4	6
	703	357	1	1	2
	757	652	0	1	1
	804	742	1	0	1
<u>Total: VA</u>			<u>7</u>	<u>10</u>	<u>17</u>
WV	304	962	6	10	16
MS	228	596	0	1	1
	601	807	1	5	6
	662	685	0	8	8
<u>Total: MS</u>			<u>1</u>	<u>14</u>	<u>15</u>
NY	212	531	0	1	1
	347	432	1	2	3
	516	224	0	2	2
	585	266	0	1	1
	607	727	0	1	1
	646	213	0	1	1
	716	570	0	1	1
	845	354	0	2	2
	914	591	1	0	1
	917	803	1	1	2
<u>Total: NY</u>			<u>3</u>	<u>12</u>	<u>15</u>
TF	800	326	1	8	9
	866	825	1	2	3
	888	451	0	1	1
<u>Total: TF</u>			<u>2</u>	<u>11</u>	<u>13</u>
MO	314	359	1	4	5
	573	201	0	2	2
	660	542	0	3	3
	816	569	0	2	2
<u>Total: MO</u>			<u>1</u>	<u>11</u>	<u>12</u>
NJ	201	350	1	1	2
	609	504	0	1	1
	732	261	0	1	1
	973	999	1	7	8
<u>Total: NJ</u>			<u>2</u>	<u>10</u>	<u>12</u>
SD	605	331	3	8	11
MD	240	580	0	1	1
	301	580	1	1	2
	410	439	0	4	4
	443	310	0	3	3
<u>Total: MD</u>			<u>1</u>	<u>9</u>	<u>10</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>
KS	316	807	0	1	1
	620	330	1	1	2
	913	738	0	6	6
<u>Total: KS</u>			<u>1</u>	<u>8</u>	<u>9</u>
NC	252	633	0	1	1
	336	710	0	1	1
	704	400	0	4	4
	910	396	0	3	3
<u>Total: NC</u>			<u>0</u>	<u>9</u>	<u>9</u>
SC	803	414	0	2	2
	843	364	0	3	3
	864	425	1	3	4
<u>Total: SC</u>			<u>1</u>	<u>8</u>	<u>9</u>
CO	303	901	2	2	4
	719	359	0	3	3
	720	579	0	1	1
<u>Total: CO</u>			<u>2</u>	<u>6</u>	<u>8</u>
PA	570	823	0	1	1
	610	741	0	1	1
	717	655	0	4	4
	814	364	0	1	1
<u>Total: PA</u>			<u>0</u>	<u>7</u>	<u>7</u>
UT	435	754	0	1	1
	801	443	0	6	6
<u>Total: UT</u>			<u>0</u>	<u>7</u>	<u>7</u>
WA	206	397	0	2	2
	253	293	0	2	2
	360	270	0	1	1
	509	301	0	2	2
<u>Total: WA</u>			<u>0</u>	<u>7</u>	<u>7</u>
OK	405	292	0	2	2
	580	247	0	1	1
	918	241	0	3	3
<u>Total: OK</u>			<u>0</u>	<u>6</u>	<u>6</u>
WI	414	442	0	1	1
	608	827	0	1	1
	920	257	0	2	2
<u>Total: WI</u>			<u>0</u>	<u>4</u>	<u>4</u>
AR	870	779	0	3	3
AZ	480	381	0	1	1
	623	486	0	2	2
<u>Total: AZ</u>			<u>0</u>	<u>3</u>	<u>3</u>
CT	203	508	1	2	3
HI	808	987	0	3	3
MN	218	269	0	1	1
	612	321	0	1	1
	651	636	0	1	1
<u>Total: MN</u>			<u>0</u>	<u>3</u>	<u>3</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>
DE	302	723	0	2	2
ID	208	639	0	2	2
OR	503	281	1	1	2
IA	563	381	1	0	1
MA	508	672	0	1	1
NV	775	221	0	1	1
PR	787	226	0	1	1
RI	401	274	0	1	1
<u>Grand Total</u>			<u>8,075</u>	<u>8,595</u>	<u>16,670</u>

Run Date: 02/03/10

KENTUCKY CAPTEL SERVICE

Report G

Confidential & Proprietary

Jurisdiction Summary

Data Month: Jan 2010

All Calls Handled	Session <u>Minutes</u>	Conversation <u>Minutes</u>	<u>Calls</u>	% of All <u>Calls</u>
General Assistance	772.30		1898	11.33
Intrastate	39,230.23		11648	69.52
Interstate	9,626.45		1285	7.67
International	9.17		5	0.03
Two line	4,636.41		1186	7.08
Toll Free	3,745.16		732	4.37
900 Info Srvc	0.00		0	0.00
Total Outbound Call Attempts	<u>57,247.42</u>		<u>14856</u>	<u>88.67</u>
Month Total	<u><u>58,019.72</u></u>		<u><u>16754</u></u>	<u><u>100.00</u></u>

Complete Calls

Intrastate	38,214.28	34,354.84	9889	59.02
Interstate	9,500.28	9,110.57	1027	6.13
International	8.40	7.57	3	0.02
Two line	4,636.41	4,556.66	1186	7.08
Toll Free	3,726.34	3,554.08	674	4.02
900 Info Srvc	0.00	0.00	0	0.00
Month Total	<u><u>56,085.71</u></u>	<u><u>51,583.72</u></u>	<u><u>12779</u></u>	<u><u>76.27</u></u>

Total Minutes with Allocation

Tra + 49% TF,900 + 89% 2 line	45,964.06	40,151.77		
Ter + 51% TF,900 + 11% 2 line	12,055.66	11,431.95		
Month Total	<u><u>58,019.72</u></u>	<u><u>51,583.72</u></u>		

Run Date: 02/03/10

KENTUCKY CAPTEL SERVICE

Report H

Confidential & Proprietary

Usage Summary

Data Month: Jan 2010

<u>Day</u>	<u>Answered</u>	<u>GA</u>	<u>Outbound</u>	<u>Complete</u>	<u>Session Min</u>	<u>Conv Min</u>
01 Fri	430	41	389	331	1,715.03	1,521.95
02 Sat	466	34	432	389	1,368.50	1,171.46
03 Sun	427	41	386	332	1,497.58	1,317.61
04 Mon	728	100	628	545	2,139.08	1,869.62
05 Tue	689	58	631	542	2,403.73	2,148.22
06 Wed	743	65	678	605	2,285.65	2,019.91
07 Thu	724	85	639	560	2,371.50	2,112.94
08 Fri	629	83	546	460	2,309.93	2,052.86
09 Sat	433	54	379	323	1,776.01	1,578.34
10 Sun	362	43	319	279	1,463.56	1,322.71
11 Mon	742	95	647	586	2,331.45	2,089.79
12 Tue	616	64	552	498	2,146.05	1,929.38
13 Wed	655	93	562	486	2,008.89	1,758.07
14 Thu	562	49	513	453	2,124.01	1,903.11
15 Fri	586	58	528	467	1,892.32	1,664.26
16 Sat	406	48	358	287	1,604.88	1,427.46
17 Sun	348	38	310	267	1,417.90	1,273.56
18 Mon	600	64	536	459	2,059.57	1,820.91
19 Tue	552	63	489	416	1,830.70	1,641.87
20 Wed	538	62	476	418	2,077.10	1,879.80
21 Thu	585	69	516	448	2,254.45	2,041.50
22 Fri	468	59	409	347	1,688.80	1,512.59
23 Sat	351	32	319	267	1,393.15	1,251.26
24 Sun	309	26	283	235	1,488.71	1,368.71
25 Mon	566	76	490	417	1,765.34	1,571.81
26 Tue	586	84	502	410	1,878.48	1,644.86
27 Wed	637	80	557	443	1,656.14	1,406.65
28 Thu	514	61	453	364	1,750.96	1,551.44
29 Fri	600	70	530	450	1,920.96	1,699.47
30 Sat	488	63	425	365	1,961.77	1,769.77
31 Sun	414	40	374	330	1,437.52	1,261.83
	<u>16754</u>	<u>1898</u>	<u>14856</u>	<u>12779</u>	<u>58,019.72</u>	<u>51,583.72</u>



**Kentucky Relay – Monthly Report
January 2010**

CapTel Activities

January 13	Campbell County Senior Center, Alexandria
January 15	Boone County Senior Center, Florence
January 21	Active Day Adult Care, Fort Thomas
January 25	HLAK Bardstown Chapter, Bardstown
January 28	Independence Senior Center, Independence

Outreach activities and meetings planned in February and March

Walton Village Senior Apartments
Alexandria Senior Apartments
Kentucky Speech Hearing Association Convention
Washington Senior Apartments
Deaf Health Fair
Panaroma Senior Apartments
Bowling Green area
Washington County Senior Center (cancelled in January due to snowing, will reschedule)

Kentucky – January, 2010 Commission Report

The Kentucky Relay Service Customer Service Department responded to 13 inquiries, concerns, complaints and compliments during January.

CALL BREAKDOWN:

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

Total 13

CapTel:

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

Total 01

Compliments:

- 00 - CA Praise
- 00 - Overall Praise

Total 00

Customer Profile:

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

Total 01

Equipment:

- 01 - Miscellaneous
- 00 - Request Information on Equipment Procedures
- 06- Request Information on Equipment Resources
- 00 - Technical Issue with Customer Equipment
- 00 - 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
00 - Explanation of Relay/ Phone Numbers
00 - Interpreter Requested
00 - International Access Number
00 - 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 00

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
01 - 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
 01 - Miscellaneous
 00 - Poor Vocal Clarity/Enunciation
00 - Ringing/ No Answer
 Total 03

Technical Complaints:

00 - Line Disconnected
 01 - 711 Problems
 00 - Miscellaneous
 00 - 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 Complaints Report-January 2010

Service Complaints--CA Customer stated CA misdialed and they were charged for a long distance call.
Misdialed Number

Inquire Date 01/26/2010
Record ID 13285
Call Taken By Customer Service Customer Service apologized and requested a copy of the billing for possible reimbursement. Customer refused. CA was counseled and customer was notified.
CA Number 5101
Responded By Deborah
Response Date 01/26/2010
Resolution 01/26/2010

Service Complaints--Fraudulent/Harassment Call Customer has been receiving fraudulent telephone calls through the relay.
Inquire Date 01/12/2010
Record ID 13272
Call Taken By Lead CA Lead CA suggested that the customer contact their local telephone company or report the incident to law enforcement. Lead CA 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 Tramaine
Response Date 01/12/2010
Resolution 01/12/2010

Service
Complaints--Miscellaneous

Customer stated the relay toll free number is hard to access and prefers the 711 number.

Inquire Date 01/08/2010

Record ID 13279

Call Taken By Customer Service

Customer Service has been unsuccessful in contacting the customer for further information.

CA Number

Responded By Deborah

Response Date 01/08/2010

Resolution 01/08/2010

Technical Complaints--711
Problems

Customer stated when dialing 711, VCO did not automatically connect.

Inquire Date 01/03/2010

Record ID 12366

Call Taken By Supervisor

Supervisor provided the toll free number for VCO and offered a profile. Customer refused. Customer Service contacted customer and issue had been resolved.

CA Number

Responded By Deborah

Response Date 01/03/2010

Resolution 01/03/2010

CapTel Report

Kentucky

January 2010

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

Total Number of Valid CapTel Phones

As of January 31st, 2010

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

CapTel CA Statistics

- Average Word Per Minute (WPM) = 161.99pm
- Average Rate of Accuracy = 99.51%
- Average Rate of Error = 0.49%

Monthly Call Details						
Date	Percent Service Level W/ Aban	Percent Within Srv Lvl wo Aban	Avg Wait Time(ASA & ABAN)	ASA	Blockage	
1/1/2010	95	97	1.33	1.22	0.00	
1/2/2010	99	99	0.59	0.56	0.00	
1/3/2010	98	99	0.63	0.58	0.00	
1/4/2010	99	99	0.55	0.54	0.00	
1/5/2010	99	100	0.52	0.5	0.00	
1/6/2010	99	99	0.64	0.6	0.00	
1/7/2010	98	98	0.82	0.78	0.00	
1/8/2010	99	99	0.61	0.59	0.00	
1/9/2010	98	99	0.7	0.65	0.00	
1/10/2010	97	98	0.83	0.76	0.00	
1/11/2010	99	99	0.55	0.54	0.00	
1/12/2010	99	100	0.44	0.44	0.00	
1/13/2010	100	100	0.36	0.36	0.00	
1/14/2010	99	100	0.51	0.5	0.00	
1/15/2010	99	99	0.66	0.64	0.00	
1/16/2010	98	99	0.63	0.59	0.00	
1/17/2010	99	100	0.43	0.43	0.00	
1/18/2010	100	100	0.4	0.4	0.00	
1/19/2010	99	100	0.45	0.44	0.00	
1/20/2010	99	100	0.55	0.54	0.00	
1/21/2010	99	99	0.58	0.56	0.00	
1/22/2010	99	99	0.56	0.53	0.00	
1/23/2010	98	99	0.71	0.65	0.00	
1/24/2010	98	99	0.76	0.71	0.00	
1/25/2010	100	100	0.44	0.44	0.00	
1/26/2010	100	100	0.39	0.39	0.00	
1/27/2010	100	100	0.37	0.37	0.00	
1/28/2010	99	100	0.52	0.5	0.00	
1/29/2010	99	99	0.65	0.63	0.00	
1/30/2010	97	98	0.9	0.82	0.00	
1/31/2010	99	100	0.49	0.48	0.00	
TOTALS:	98.80%	99.29%	0.59	0.56		

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
161891	1/7/2010	10:05:00 AM	NA	Other	NA	41010	Information	Mailed two sheets of Call Me cards to customer as requested.	1/7/2010 10:15:00 AM	within 24 hours	EY
161997	1/7/2010	1:15:00 PM	CapTel	Product	NA	33230	Set up - General	CSR advised customer how to adjust the volume and tone settings for best amplification. Also explained how to turn volume boost always on.	1/7/2010 1:40:00 PM	within 24 hours	MF
162294	1/8/2010	4:30:00 PM	CapTel	Product	NA	33230	Set up - General	CSR advised customer to make use of Volume and Tone settings to optimize sound quality on CapTel phone. Also advised customer could press the Volume Boost button for additional amplification.	1/8/2010 4:45:00 PM	within 24 hours	MP
162461	1/11/2010	10:30:00 AM	CapTel	Product	NA	33230	Set up - General	Customer said that her phone calls were being disconnected. After checking her setup, CSR advised customer to connect phone cord directly to phone jack in wall, not into phone jack in computer.	1/11/2010 10:45:00 AM	within 24 hours	EY
164287	1/20/2010	12:10:00 PM	Phone	Other	NA	40000	Consumer education - general	Customer's sister asked how to call through the captioning service using a calling card. CSR advised how to use a calling card to call to a CapTel user through the service.	1/20/2010 12:15:00 PM	within 24 hours	JR
164391	1/20/2010	3:45:00 PM	CapTel	Product	NA	33230	Set up - General	Customer's wife called and said customer had a second line installed for the CapTel phone but he is not receiving captions. CSR advised wife to turn on 2-Line mode in the menu of the CapTel phone because customer uses two phone lines with CapTel. Confirmed this resolved customer's experience.	1/20/2010 3:55:00 PM	within 24 hours	JR
164475	1/21/2010	10:00:00 AM	Phone	Other	NA	41000	Referral Information	Customer's representative called Customer Service with general questions. CSR referred party to state issuing agency to obtain CapTel phone 200.	1/21/2010 10:05:00 AM	within 24 hours	MMo
164746	1/22/2010	10:45:00 AM	CapTel	Other	NA	40000	Consumer education - general	Customer stated that she is having difficulties reaching her doctor's office on her CapTel phone. After further discussion and test calls with CSR, informed customer how to use the signal meter to give an initial greeting to prevent hang-ups on outgoing captioned calls.	1/22/2010 11:00:00 AM	within 24 hours	KW

Summary Customer Service Information

Total Number of Contacts	Number	Percent
Phone calls	8	
CapTel	2	25.00%
Email	5	62.50%
TTY	0	0.00%
	0	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
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	NA		1	12.50%							
Support Type											
Service			0	0.00%							
Technical			0	0.00%							
Product			4	50.00%							
Billing			0	0.00%							
Other			4	50.00%							
Resolution											
Within 24 hours			8	100.00%							
Within 48 hours			0	0.00%							
Exceed 48 hours			0	0.00%							