

RECEIVED

MAR 16 2010

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

February 28, 2010

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

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

RE: Administrative Case 372

Kentucky Relay Service Invoice

February 2010

Total session minutes		43,282.89	
Less interstate session minutes		<u>(6,164.40)</u>	
Net billable session minutes		37,118.49	
Applicable rate	\$	<u>0.950</u>	
Total Usage Billing	\$	35,262.57	
Other Services	<u>Intrast CM</u>	<u>Rate</u>	
Captel	36,318.08	1.56	\$ 56,656.20
Liquidated damages			
Advisory Board Meeting Expense:			
Total monthly billing	\$	<u><u>91,918.77</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

February 28, 2010

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

RECEIVED

MAR 16 2010

PUBLIC SERVICE
COMMISSION

RE: Administrative Case 372

Kentucky Relay Service Monthly Statement

February 2010

Balance forward	February 1, 2010	\$	105,252.09
Billing for	Feb 10		91,918.77
Payments:			
02/26/10			(105,252.09)
Adjustments:			
Balance due	February 28, 2010	\$	<u>91,918.77</u>
Subsequent payments:			
Current balance due		\$	<u><u>91,918.77</u></u>

Kentucky Relay Service
 Jurisdiction Summary

	Session Minutes	Conversation Minutes	Number of Calls	% of Total Calls
General Assistance	3,666.59		7,983	48.26%
Outbound Calls				
Local	29,132.77		6,919	41.83%
Intrastate Intralata	469.76		316	1.91%
Intrastate Interlata	866.49		108	0.65%
Intrastate DA	120.15		24	0.15%
<i>Intrastate Total</i>	<u>30,589.17</u>		<u>7,367</u>	<u>44.54%</u>
Interstate - KY Orig	2,492.30		512	3.10%
Interstate - not KY Orig	606.75		92	0.56%
Interstate DA	26.93		6	0.04%
<i>Interstate Total</i>	<u>3,125.98</u>		<u>610</u>	<u>3.69%</u>
International	58.85		19	0.11%
Toll Free	5,842.30		561	3.39%
900 Info Service	0.00		0	0.00%
<i>8xx, 900 and Intl Total</i>	<u>5,901.15</u>		<u>580</u>	<u>3.51%</u>
Total Outbound	<u>39,616.30</u>		<u>8,557</u>	<u>51.74%</u>
Total Outb and GenAsst	<u>43,282.89</u>		<u>16,540</u>	<u>100.00%</u>

Complete Calls				
Local	27,634.57	21,219.52	5,687	34.38%
Intrastate Intralata	371.58	167.10	201	1.22%
Intrastate Interlata	841.63	732.40	86	0.52%
Intrastate DA	116.32	58.13	22	0.13%
<i>Intrastate Total</i>	<u>28,964.10</u>	<u>22,177.15</u>	<u>5,996</u>	<u>36.25%</u>
Interstate - KY Orig	2,307.05	1,858.59	370	2.24%
Interstate - not KY Orig	583.40	503.90	73	0.44%
Interstate DA	24.90	16.14	5	0.03%
<i>Interstate Total</i>	<u>2,915.35</u>	<u>2,378.63</u>	<u>448</u>	<u>2.71%</u>
International	45.43	19.07	10	0.06%
Toll Free	5,819.64	5,170.40	538	3.25%
900 Info Service	0.00	0.00	0	0.00%
<i>8xx, 900 and Intl Total</i>	<u>5,865.07</u>	<u>5,189.47</u>	<u>548</u>	<u>3.31%</u>
Total Complete	<u>37,744.52</u>	<u>29,745.25</u>	<u>6,992</u>	<u>42.27%</u>

Total Minutes with TF & 900 Allocation		
Intrastate + 49% of TF & 900	37,118.49	24,710.65
Interstate + 51% of TF & 900	6,164.40	5,034.60
Total Minutes	<u>43,282.89</u>	<u>29,745.25</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	26	0.30%	7.16	5.56
Total ASCII		26	0.30%	7.16	5.56
HCO	Voice	25	0.29%	3.74	1.88
Total HCO		25	0.29%	3.74	1.88
Speech	Speech	1	0.01%	0.98	0.33
Total Speech		1	0.01%	0.98	0.33
TTY	TTY	6	0.07%	3.81	2.11
TTY	Voice	3,948	46.14%	5.14	3.88
Total TTY		3,954	46.21%	5.14	3.88
VCO	TTY	6	0.07%	10.45	8.19
VCO	VCO	2	0.02%	15.55	14.43
VCO	Voice	2,289	26.75%	4.85	3.75
Total VCO		2,297	26.84%	4.88	3.77
Voice	HCO	1	0.01%	1.80	1.27
Voice	TTY	1,826	21.34%	2.33	1.30
Voice	VCO	427	4.99%	8.34	7.48
Total Voice		2,254	26.34%	3.47	2.47
Total		8,557	100.00%	4.63	3.48

Kentucky Relay Service
Call Summary

Inbound Calls

<u>Number of Calls</u>	<u>Month Total</u>
Inbound -711	9,629
Inbound - Other	<u>4,986</u>
Inbound - Total	14,615
Not placed in queue	13,390
Placed in queue	1,225
Answered from queue	860
Abandon in queue	365

Outbound Calls

<u>Number of Calls</u>	<u>Month Total</u>
Outbound	8,557
Complete - 711	4,560
Complete - Other	<u>2,432</u>
Complete - Total	6,992
Busy/ No answer	1,565
Weekday average	327
Weekend average	253

Complete Calls

	<u>Month Average</u>
Set-up / wrap-up minutes per complete call	1.94
Conversation minutes per complete call	4.25

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>
2/1 Mon	2.15	1.74	1.70	2.86	1.94
2/2 Tue	0.14	1.76	2.04	1.86	1.82
2/3 Wed	0.15	3.23	1.71	2.68	2.31
2/4 Thu	0.58	1.46	1.57	2.06	1.60
2/5 Fri	0.06	2.20	1.16	1.74	1.49
2/6 Sat	0.14	1.62	1.90	3.07	1.86
2/7 Sun	1.40	1.27	2.59	2.00	2.05
2/8 Mon	0.12	1.62	1.81	2.38	1.79
2/9 Tue	0.49	1.77	2.63	2.31	2.09
2/10 Wed	0.16	2.78	2.03	0.77	1.77
2/11 Thu	0.15	1.99	1.60	2.29	1.83
2/12 Fri	0.97	2.69	2.19	1.79	2.19
2/13 Sat	1.42	2.73	1.55	1.72	2.00
2/14 Sun	0.00	1.42	1.91	1.44	1.59
2/15 Mon	0.26	2.49	2.21	4.88	2.63
2/16 Tue	0.16	3.01	3.53	1.87	2.84
2/17 Wed	0.17	2.39	1.95	2.03	2.03
2/18 Thu	0.24	2.86	2.49	4.70	2.90
2/19 Fri	3.01	2.71	1.74	1.73	2.12
2/20 Sat	0.06	2.01	2.04	1.91	1.90
2/21 Sun	0.11	1.09	1.72	2.27	1.68
2/22 Mon	0.00	2.89	1.58	2.17	2.08
2/23 Tue	0.14	3.69	1.58	1.56	2.18
2/24 Wed	0.55	2.03	1.83	2.34	1.96
2/25 Thu	0.29	3.58	1.98	3.07	2.66
2/26 Fri	0.05	2.39	2.10	1.71	2.02
2/27 Sat	0.01	1.85	1.59	2.08	1.73
2/28 Sun	0.00	1.23	2.00	3.13	2.06
<u>Total</u>	<u>0.46</u>	<u>2.28</u>	<u>1.95</u>	<u>2.17</u>	<u>2.04</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
2/1 Mon	1.3	7.0	1.4	0.0	3.2	88%
2/2 Tue	0.5	1.4	1.3	5.1	1.9	92%
2/3 Wed	4.0	0.6	0.7	0.4	0.8	97%
2/4 Thu	0.0	1.8	0.3	2.4	1.2	96%
2/5 Fri	1.3	0.8	0.5	0.2	0.6	98%
2/6 Sat	0.5	0.6	4.0	9.8	3.6	92%
2/7 Sun	0.8	0.0	0.9	0.0	0.5	99%
2/8 Mon	0.2	0.6	0.5	0.2	0.5	98%
2/9 Tue	0.1	0.4	0.7	0.1	0.4	98%
2/10 Wed	0.4	0.4	0.2	0.1	0.2	99%
2/11 Thu	0.0	7.5	0.8	0.0	3.4	90%
2/12 Fri	1.9	4.8	3.0	3.2	3.5	88%
2/13 Sat	0.0	0.8	3.0	0.2	1.5	95%
2/14 Sun	0.0	2.4	0.2	0.7	0.9	97%
2/15 Mon	0.0	2.1	0.2	1.2	1.1	96%
2/16 Tue	0.0	3.7	6.4	0.0	3.8	89%
2/17 Wed	0.0	1.1	1.5	0.0	1.0	96%
2/18 Thu	0.7	0.8	0.3	0.9	0.6	98%
2/19 Fri	2.4	2.5	0.7	0.5	1.3	95%
2/20 Sat	0.0	11.8	2.7	2.5	5.8	82%
2/21 Sun	0.0	2.0	0.3	17.6	6.1	86%
2/22 Mon	0.0	6.4	0.5	0.0	2.4	92%
2/23 Tue	0.0	5.7	1.2	2.6	2.8	90%
2/24 Wed	0.0	2.1	0.0	0.8	0.9	97%
2/25 Thu	0.2	3.9	1.7	0.0	2.2	93%
2/26 Fri	0.0	2.3	1.2	1.2	1.5	95%
2/27 Sat	0.2	0.7	0.5	2.7	1.2	95%
2/28 Sun	0.0	0.0	1.3	4.2	1.8	95%
Total	0.6	2.7	1.3	2.0	1.9	94%

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	1,780	1,695	3,475
	502	451	2,370	1,724	4,094
	606	599	1,347	2,125	3,472
	859	781	1,398	1,418	2,816
<u>Total: KY</u>			6,895	6,962	13,857
IN	317	962	3	5	8
	574	253	1	2	3
	765	483	1	4	5
	812	697	23	112	135
<u>Total: IN</u>			28	123	151
NE	402	694	88	21	109
OH	216	386	0	1	1
	330	234	0	4	4
	419	438	0	2	2
	440	238	0	3	3
	513	353	3	35	38
	614	441	2	10	12
	740	853	4	11	15
	937	226	5	2	7
<u>Total: OH</u>			14	68	82
TN	423	569	4	7	11
	615	613	7	10	17
	731	514	6	16	22
	865	360	1	1	2
	901	237	0	2	2
	931	220	1	8	9
<u>Total: TN</u>			19	44	63
FL	239	272	0	1	1
	352	209	0	1	1
	386	336	0	1	1
	561	385	1	0	1
	727	490	10	10	20
	786	274	1	0	1
	813	728	2	0	2
	850	525	0	1	1
	863	967	0	1	1
	904	825	0	15	15
	941	488	3	1	4
	954	756	0	1	1
	<u>Total: FL</u>			17	32
LA	225	291	23	13	36
IL	217	898	0	4	4
	309	221	0	2	2
	312	618	0	4	4
	618	645	0	5	5
	630	696	0	2	2
	815	387	0	3	3
	847	259	0	4	4
<u>Total: IL</u>			0	24	24

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>
TX	210	262	0	1	1
	214	536	0	5	5
	281	590	0	1	1
	325	232	0	1	1
	469	322	2	0	2
	512	964	1	0	1
	682	229	0	1	1
	713	513	0	7	7
	817	721	1	2	3
<u>Total: TX</u>			4	18	22
CA	213	286	0	3	3
	310	444	0	1	1
	510	233	0	1	1
	619	395	0	2	2
	626	357	1	1	2
	707	430	0	1	1
	760	918	0	4	4
	805	210	2	1	3
	818	859	0	2	2
	925	829	1	1	2
	<u>Total: CA</u>			4	17
GA	404	429	5	2	7
	678	698	3	2	5
	706	512	2	0	2
	770	910	1	0	1
	912	266	1	2	3
<u>Total: GA</u>			12	6	18
MI	248	267	2	2	4
	269	385	0	1	1
	313	412	4	2	6
	517	264	1	0	1
	586	557	0	2	2
	616	786	0	1	1
	734	320	1	1	2
	810	422	0	1	1
<u>Total: MI</u>			8	10	18
VA	276	226	2	4	6
	434	531	0	2	2
	540	951	1	0	1
	571	218	2	0	2
	703	840	1	2	3
	757	224	0	2	2
	804	539	0	1	1
	<u>Total: VA</u>			6	11
NC	336	270	1	3	4
	704	400	2	5	7
	828	446	0	3	3
	910	232	0	1	1
	919	995	0	1	1
<u>Total: NC</u>			3	13	16
PA	215	937	7	2	9
	412	498	1	1	2
	484	624	1	0	1
	724	321	1	2	3
<u>Total: PA</u>			10	5	15

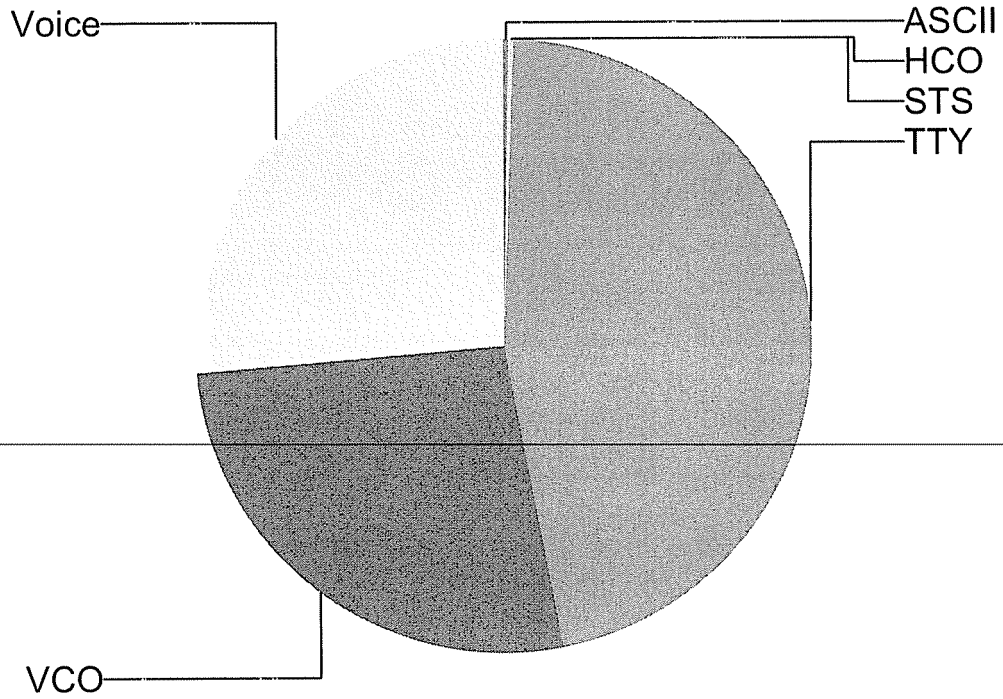
Kentucky Relay Service
 Inbound Calls by Originating NPA

<u>State</u>	<u>NPA</u>	<u>Nxx - used most</u>	<u>Inbound TTY</u>	<u>Inbound Voice</u>	<u>Total Inbound</u>
MN	320	241	0	1	1
	612	789	0	1	1
	952	544	0	11	11
<u>Total: MN</u>			0	13	13
AL	205	270	2	0	2
	251	473	0	2	2
	256	431	3	2	5
	334	649	1	1	2
<u>Total: AL</u>			6	5	11
NY	212	213	0	2	2
	315	292	1	1	2
	347	852	0	1	1
	516	857	1	0	1
	518	858	0	2	2
	585	451	0	1	1
	716	326	0	1	1
	845	401	0	1	1
<u>Total: NY</u>			2	9	11
WV	304	208	4	7	11
NJ	201	201	0	5	5
	973	415	2	3	5
<u>Total: NJ</u>			2	8	10
CO	303	566	0	2	2
	719	359	0	3	3
	720	329	0	1	1
	970	270	0	1	1
<u>Total: CO</u>			0	7	7
TF	800	669	1	3	4
	866	677	0	1	1
	888	411	1	1	2
<u>Total: TF</u>			2	5	7
WI	608	827	0	1	1
	920	212	1	3	4
<u>Total: WI</u>			1	4	5
DC	202	728	1	3	4
KS	620	757	1	0	1
	785	493	0	1	1
	913	206	0	2	2
<u>Total: KS</u>			1	3	4
SC	864	223	0	4	4
WA	206	517	1	0	1
	253	307	0	2	2
	360	490	0	1	1
<u>Total: WA</u>			1	3	4
UT	801	274	0	3	3
AR	870	239	0	2	2

Kentucky Relay Service
 Inbound Calls by Originating NPA

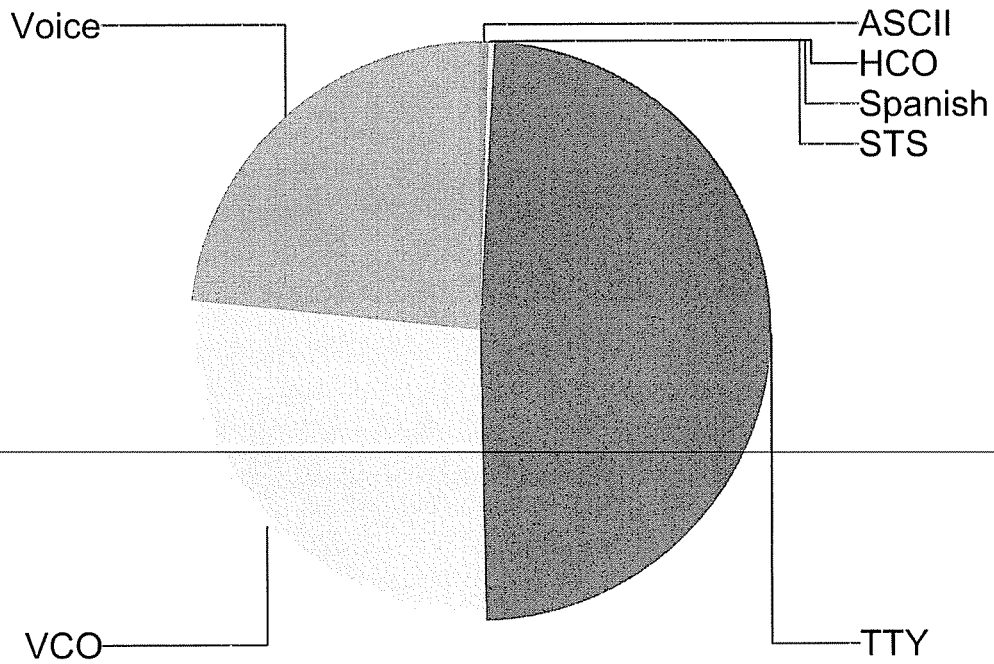
<u>State</u>	<u>NPA</u>	<u>Nxx - used most</u>	<u>Inbound TTY</u>	<u>Inbound Voice</u>	<u>Total Inbound</u>
AZ	520	456	1	0	1
	928	499	0	1	1
<u>Total: AZ</u>			<u>1</u>	<u>1</u>	<u>2</u>
IA	319	372	0	2	2
MA	617	782	0	1	1
	781	382	1	0	1
<u>Total: MA</u>			<u>1</u>	<u>1</u>	<u>2</u>
OK	918	225	0	2	2
OR	503	236	0	2	2
CT	203	859	1	0	1
ID	208	534	0	1	1
MD	240	580	0	1	1
MO	573	579	0	1	1
MT	406	257	0	1	1
NH	603	703	1	0	1
NM	505	307	1	0	1
PR	787	360	0	1	1
<u>Grand Total</u>			<u>7,157</u>	<u>7,458</u>	<u>14,615</u>

Kentucky Relay Service
Percentage of Outbound Calls by Type



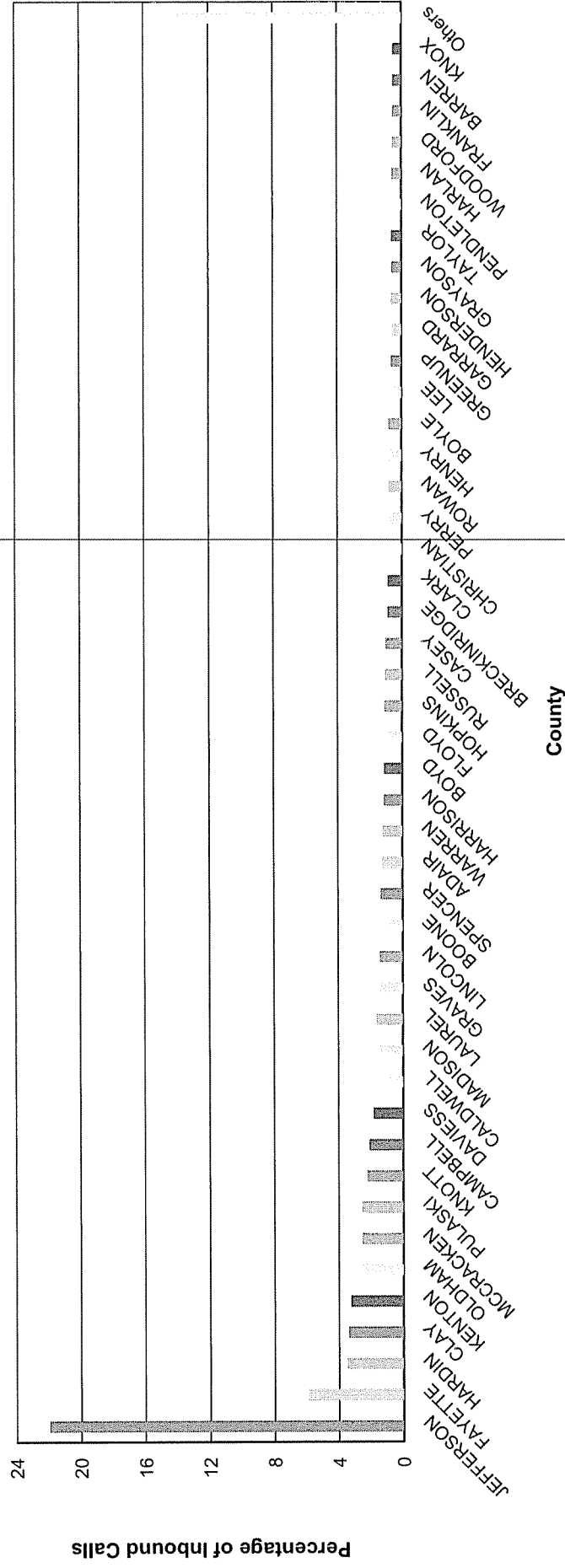
ASCII	26	0.3%
HCO	25	0.3%
STS	1	0.0%
TTY	3954	46.2%
VCO	2297	26.8%
Voice	2254	26.3%
Total:	8557	100.0%

Kentucky Relay Service
Percentage of Session Minutes by Type



ASCII	225.4	0.5%
HCO	95.4	0.2%
Spanish	5.9	0.0%
STS	7.0	0.0%
TTY	21207.2	49.0%
VCO	11611.3	26.8%
Voice	10130.7	23.4%
Total:	43282.9	100.0%

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



Run Date: 03/09/10

KENTUCKY CAPTEL SERVICE

Report G

Confidential & Proprietary

Jurisdiction Summary

Data Month: Feb 2010

All Calls Handled	Session <u>Minutes</u>	Conversation <u>Minutes</u>	<u>Calls</u>	% of All <u>Calls</u>
General Assistance	720.69		1874	12.35
Intrastate	35,600.80		10545	69.52
Interstate	8,195.10		1092	7.20
International	1.33		4	0.03
Two line	4,248.10		1148	7.57
Toll Free	3,121.88		505	3.33
900 Info Srvc	0.00		0	0.00
Total Outbound Call Attempts	<u>51,167.21</u>		<u>13294</u>	<u>87.65</u>
Month Total	<u><u>51,887.90</u></u>		<u><u>15168</u></u>	<u><u>100.00</u></u>

Complete Calls

Intrastate	34,682.35	31,178.34	8978	59.19
Interstate	8,059.96	7,713.40	888	5.85
International	0.00	0.00	0	0.00
Two line	4,248.10	4,138.86	1148	7.57
Toll Free	3,107.12	2,971.74	480	3.16
900 Info Srvc	0.00	0.00	0	0.00
Month Total	<u><u>50,097.53</u></u>	<u><u>46,002.34</u></u>	<u><u>11494</u></u>	<u><u>75.78</u></u>

Total Minutes with Allocation

Tra + 49% TF,900 + 89% 2 line	41,632.02	36,318.08		
Ter + 51% TF,900 + 11% 2 line	10,255.88	9,684.26		
Month Total	<u><u>51,887.90</u></u>	<u><u>46,002.34</u></u>		

Run Date: 03/09/10

KENTUCKY CAPTEL SERVICE

Report H

Confidential & Proprietary

Usage Summary

Data Month: Feb 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 Mon	759	95	664	589	2,227.08	1,964.29
02 Tue	683	101	582	492	1,923.21	1,673.97
03 Wed	613	78	535	454	1,878.66	1,648.61
04 Thu	485	40	445	396	1,514.56	1,342.72
05 Fri	599	69	530	441	2,003.70	1,775.75
06 Sat	396	42	354	304	1,504.71	1,351.63
07 Sun	294	30	264	227	1,139.29	1,013.22
08 Mon	605	58	547	477	2,284.29	2,058.63
09 Tue	671	88	583	494	2,443.69	2,185.19
10 Wed	718	89	629	536	2,551.76	2,261.31
11 Thu	576	75	501	420	1,942.39	1,740.49
12 Fri	533	71	462	403	1,703.70	1,505.96
13 Sat	478	85	393	335	1,672.99	1,477.23
14 Sun	459	38	421	333	1,590.33	1,384.85
15 Mon	602	52	550	482	2,323.71	2,075.22
16 Tue	672	93	579	521	2,251.52	2,004.65
17 Wed	599	82	517	459	2,062.17	1,823.68
18 Thu	594	72	522	466	2,107.73	1,878.60
19 Fri	613	90	523	441	1,914.71	1,681.14
20 Sat	382	44	338	291	1,324.52	1,162.68
21 Sun	312	27	285	237	1,078.52	945.32
22 Mon	557	72	485	436	1,988.75	1,784.73
23 Tue	499	58	441	367	1,716.43	1,514.69
24 Wed	502	49	453	400	2,029.73	1,835.22
25 Thu	512	77	435	391	1,693.54	1,517.87
26 Fri	666	93	573	500	2,007.88	1,756.80
27 Sat	471	65	406	352	2,010.52	1,777.59
28 Sun	318	41	277	250	997.81	860.30
	<u>15168</u>	<u>1874</u>	<u>13294</u>	<u>11494</u>	<u>51,887.90</u>	<u>46,002.34</u>



Kentucky Relay – Monthly Report
February 2010

CapTel Activities

February 19 *Walton Village Apartments, Walton*
February 19 *Alexandria Senior Apartments, Alexandria*
February 11 *Washington Apartments, Bellevue (Cancelled due to snow)*

Exhibition

February 24-26 *Kentucky Speech Hearing Association Convention, Lexington*

Outreach activities and meetings planned in March and April

Deaf Health Fair
Panaroma Senior Apartments
Hardin Regional Hospital, Elizabethtown
Elizabethtown Community and Tech College
Barren County Senior Center, Glasgow
Barren County Senior Center, Cave City
Greenview Hospital, Bowling Green
Logan County Senior Center, Adairville
Washington County Senior Center, Springfield
KAB meeting, Frankfort
HLAK Chapter meeting, Bardstown

Kentucky – February, 2010 Commission Report

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

CALL BREAKDOWN:

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

- 01 - Service Complaints
- 00 - Technical Issues
- 00 - Technical Complaints

Total 11

CapTel:

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

Total 01

Compliments:

- 00 - CA Praise
- 00 - Overall Praise

Total 00

Customer Profile:

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

Total 01

Equipment:

- 00 - 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 06

Features:

00 - VCO
00 - 2-Line VCO
00 - STS
00 - Miscellaneous
00 - HCO
Total 00

External Complaints:

01 - Miscellaneous
00 - LEC Busy
00 - 911 Calls
Total: 01

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
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 01

Long Distance/ Billing Issues:

Total 00

Outreach:

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

Service Complaints:

00 - CA Accuracy/ Spelling/Verbatim
00 - CA Did Not Keep User Informed
00 - CA Gave Wrong Information
00 - CA Hung Up on Caller
00 - CA Misdialed Number
00 - CA Rude
00 - CA Typing
00 - Customer Dislike Policy/ Procedure
00 - Didn't Announce the Call
00 - Didn't Give CA Number

00 - Didn't Follow Instructions
 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 Complaints Report – February 2010

*External Complaints--
 Miscellaneous*

Inquire Date 02/11/2010
Record ID 13320
Call Taken By Supervisor
CA Number
Responded By Candace
Response Date 02/11/2010
Resolution 02/11/2010

Customer stated they would stay in their bedroom until it was safe to go outside. Customer disconnected.

Supervisor attempted to explain that they had the wrong number, but customer disconnected

*Service Complaints--
 Fraudulent/Harassment Call*

Inquire Date 02/17/2010
Record ID 13347
Call Taken By Customer Service
CA Number
Responded By Deborah
Response Date 02/17/2010
Resolution 02/17/2010

Customer has been receiving fraudulent telephone calls through the relay

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.

CapTel Report

Kentucky

February 2010

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

Total Number of Valid CapTel Phones

As of February 28th, 2010

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

CapTel CA Statistics

- Average Word Per Minute (WPM) = 155.88pm
- Average Rate of Accuracy = 99.47%
- Average Rate of Error = 0.53%

Monthly Call Details						
Date	Percent Service Level W/ Aban	Percent Within Srv Lvl w/o Aban	Avg Wait Time(ASA & ABAN)	ASA	Blockage	
2/1/2010	99	100	0.48	0.46	0.00	
2/2/2010	100	100	0.49	0.48	0.00	
2/3/2010	100	100	0.38	0.38	0.00	
2/4/2010	99	100	0.43	0.43	0.00	
2/5/2010	98	98	0.87	0.83	0.00	
2/6/2010	99	99	0.58	0.56	0.00	
2/7/2010	99	100	0.57	0.52	0.00	
2/8/2010	99	100	0.49	0.48	0.00	
2/9/2010	100	100	0.37	0.37	0.00	
2/10/2010	99	99	0.63	0.61	0.00	
2/11/2010	100	100	0.39	0.39	0.00	
2/12/2010	98	99	0.73	0.7	0.00	
2/13/2010	97	98	0.92	0.84	0.00	
2/14/2010	97	98	0.88	0.8	0.00	
2/15/2010	100	100	0.37	0.36	0.00	
2/16/2010	99	99	0.59	0.58	0.00	
2/17/2010	100	100	0.38	0.38	0.00	
2/18/2010	100	100	0.49	0.49	0.00	
2/19/2010	98	99	0.65	0.61	0.00	
2/20/2010	97	98	0.83	0.74	0.00	
2/21/2010	98	99	0.73	0.68	0.00	
2/22/2010	100	100	0.4	0.4	0.00	
2/23/2010	100	100	0.48	0.48	0.00	
2/24/2010	100	100	0.39	0.39	0.00	
2/25/2010	100	100	0.36	0.36	0.00	
2/26/2010	98	99	0.81	0.71	0.00	
2/27/2010	98	98	0.85	0.78	0.00	
2/28/2010	97	98	0.95	0.87	0.00	
TOTALS:	98.95%	99.37%	0.59	0.54		

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
166673	2/3/2010	8:50:00 AM	Phone	Product	NA	33230	Set up - General	Customer reported garbled captions and connection issues when using the CapTel phone and explained they have the phone plugged to a transmitter. CSR advised customer to have the CapTel phone plugged directly into the wall jack instead of into the transmitter for best performance.	2/3/2010 9:10:00 AM	within 24 hours	TJ
167391	2/8/2010	8:00:00 AM	EMail	Other	NA	41010	Information	Customer requested information be sent regarding the CapTel phone. CSR referred customer to distributor for further assistance.	2/8/2010 8:30:00 AM	within 24 hours	DF
167663	2/9/2010	11:45:00 AM	CapTel	Service	NA	11050	Unable to make captioned calls	Customer reported that she was unable to reach phone numbers in a specific area code. Adjustment was made by our carrier to correct the routing of the call. Confirmed this resolved the customer's experience.	2/9/2010 11:55:00 AM	within 24 hours	RC
168079	2/11/2010	10:00:00 AM	Phone	Other	NA	40000	Consumer education - general	Customer's daughter called Customer Service inquiring upon long distance registration and call connection to CapTel user. CSR confirmed that if customer is using 1-Line CapTel, that it would be necessary to call through CapTel Captioning Service number. Also confirmed that if other party is calling locally, then they would not need to register their long distance carrier with CapTel Customer Service.	2/11/2010 10:05:00 AM	within 24 hours	MMo
168085	2/11/2010	10:15:00 AM	Phone	Product	NA	33230	Set up - General	Customer's son reported that the CapTel phone does not have a dial tone. Troubleshooting by CSR determined that the telephone wall jack was bad. Moving the CapTel to another wall jack resolved the issue until jack can be repaired by telephone company.	2/11/2010 1:00:00 PM	within 24 hours	JR
168275	2/12/2010	9:15:00 AM	CapTel	Product	NA	33230	Set up - General	Customer reported the sound quality not being as good it once was. CSR advised customer how to adjust the volume and tone settings for best amplification. This resolved the customer's experience.	2/12/2010 9:25:00 AM	within 24 hours	JL
170436	2/24/2010	3:15:00 PM	Mail	Service	NA	11080	Compliments for CA/Service	Customer wrote, "I am hearing impaired, therefore the CapTel phone has helped me make phone calls that have always been difficult in the past. I wish I had it long before this."	2/24/2010 3:20:00 PM	within 24 hours	JR

Summary Customer Service Information

Total Number of Contacts	<u>Number</u>	<u>Percent</u>
Phone calls	7	
Capitel	3	42.86%
Email	2	28.57%
TTY	1	14.29%
NA	0	0.00%
Support Type	0	0.00%
Service	2	28.57%
Technical	0	0.00%
Product	3	42.86%
Billing	0	0.00%
Other	2	28.57%
Resolution		
Within 24 hours	7	100.00%
Within 48 hours	0	0.00%
Exceed 48 hours	0	0.00%