

RECEIVED

APR 10 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

March 31, 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

RE: Administrative Case 372

Kentucky Relay Service Monthly Statement

March 2010

Balance forward	March 1, 2010	\$	91,918.77
Billing for	Mar 10		98,552.78
Payments:			
03/29/10			(91,918.77)
Adjustments:			
Balance due	March 31, 2010	\$	<u>98,552.78</u>
Subsequent payments:			
Current balance due		\$	<u><u>98,552.78</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	4,040.51		8,174	47.40%
Outbound Calls				
Local	31,372.15		7,284	42.24%
Intrastate Intralata	397.93		204	1.18%
Intrastate Interlata	702.91		138	0.80%
Intrastate DA	32.71		11	0.06%
<i>Intrastate Total</i>	<u>32,505.70</u>		<u>7,637</u>	<u>44.28%</u>
Interstate - KY Orig	2,962.43		797	4.62%
Interstate - not KY Orig	349.91		97	0.56%
Interstate DA	0.00		0	0.00%
<i>Interstate Total</i>	<u>3,312.34</u>		<u>894</u>	<u>5.18%</u>
International	3.93		5	0.03%
Toll Free	5,586.67		536	3.11%
900 Info Service	0.00		0	0.00%
<i>8xx, 900 and Intl Total</i>	<u>5,590.60</u>		<u>541</u>	<u>3.14%</u>
Total Outbound	<u>41,408.64</u>		<u>9,072</u>	<u>52.60%</u>
Total Outb and GenAsst	<u>45,449.15</u>		<u>17,246</u>	<u>100.00%</u>

Complete Calls				
Local	29,582.64	23,048.75	5,831	33.81%
Intrastate Intralata	291.84	189.55	111	0.64%
Intrastate Interlata	657.50	535.63	97	0.56%
Intrastate DA	29.46	20.94	9	0.05%
<i>Intrastate Total</i>	<u>30,561.44</u>	<u>23,794.87</u>	<u>6,048</u>	<u>35.07%</u>
Interstate - KY Orig	2,618.77	2,035.95	512	2.97%
Interstate - not KY Orig	310.75	258.13	59	0.34%
Interstate DA	0.00	0.00	0	0.00%
<i>Interstate Total</i>	<u>2,929.52</u>	<u>2,294.08</u>	<u>571</u>	<u>3.31%</u>
International	0.00	0.00	0	0.00%
Toll Free	5,548.65	4,932.31	503	2.92%
900 Info Service	0.00	0.00	0	0.00%
<i>8xx, 900 and Intl Total</i>	<u>5,548.65</u>	<u>4,932.31</u>	<u>503</u>	<u>2.92%</u>
Total Complete	<u>39,039.61</u>	<u>31,021.26</u>	<u>7,122</u>	<u>41.30%</u>

Total Minutes with TF & 900 Allocation		
Intrastate + 49% of TF & 900	39,283.68	26,211.70
Interstate + 51% of TF & 900	6,165.47	4,809.56
Total Minutes	<u>45,449.15</u>	<u>31,021.26</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	25	0.28%	4.83	3.98
Total ASCII		25	0.28%	4.83	3.98
HCO	Voice	26	0.29%	3.20	1.73
Total HCO		26	0.29%	3.20	1.73
Speech	Speech	4	0.04%	1.07	0.14
Total Speech		4	0.04%	1.07	0.14
TTY	TTY	9	0.10%	2.43	1.03
TTY	VCO	2	0.02%	2.45	0.84
TTY	Voice	4,615	50.87%	4.76	3.54
Total TTY		4,626	50.99%	4.76	3.53
VCO	TTY	3	0.03%	1.60	0.92
VCO	VCO	8	0.09%	8.85	6.73
VCO	Voice	2,145	23.64%	5.48	4.37
Total VCO		2,156	23.77%	5.49	4.37
Voice	HCO	1	0.01%	2.30	1.50
Voice	TTY	1,871	20.62%	2.34	1.32
Voice	VCO	363	4.00%	8.18	7.24
Total Voice		2,235	24.64%	3.29	2.28
Total		9,072	100.00%	4.56	3.42

Kentucky Relay Service
Call Summary

Inbound Calls

<u>Number of Calls</u>	<u>Month Total</u>
Inbound - 711	9,782
Inbound - Other	<u>5,147</u>
Inbound - Total	14,929
Not placed in queue	13,952
Placed in queue	977
Answered from queue	734
Abandon in queue	243

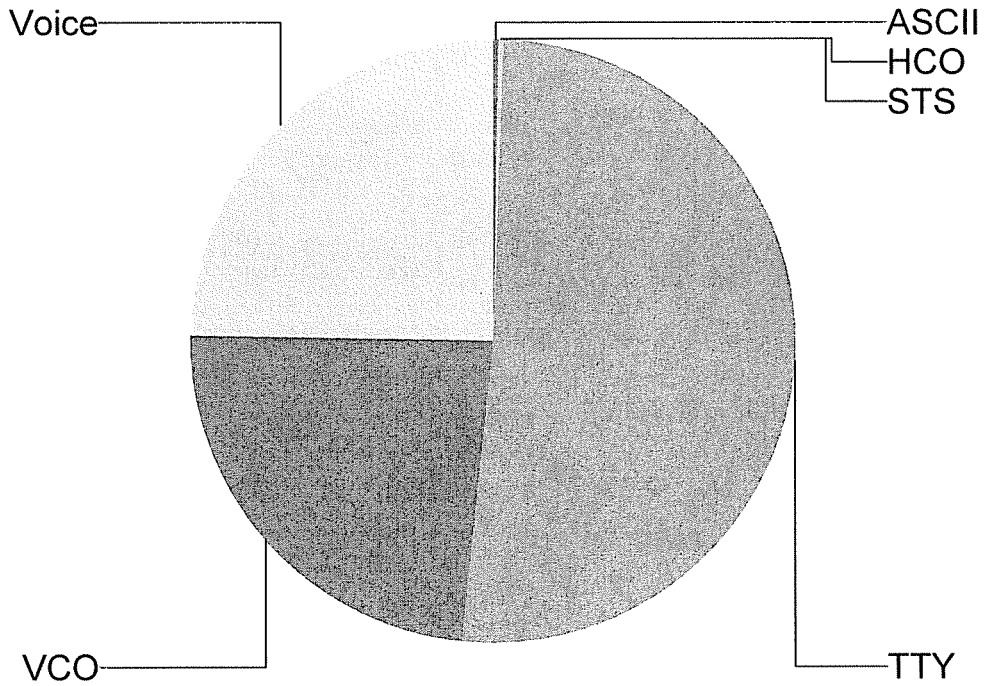
Outbound Calls

<u>Number of Calls</u>	<u>Month Total</u>
Outbound	9,072
Complete - 711	4,573
Complete - Other	<u>2,549</u>
Complete - Total	7,122
Busy/ No answer	1,950
Weekday average	310
Weekend average	244

Complete Calls

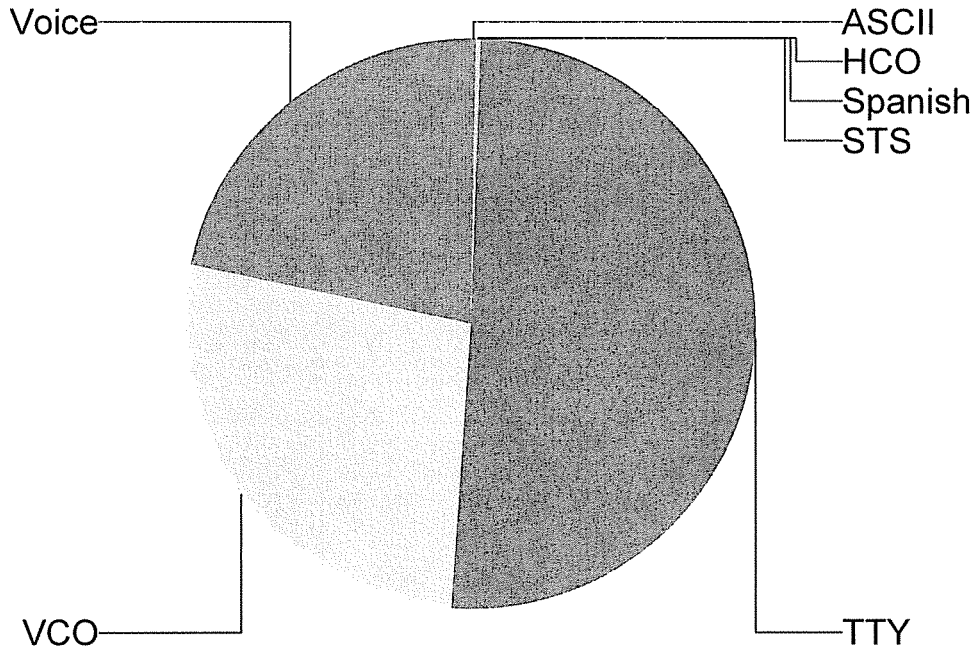
	<u>Month Average</u>
Set-up / wrap-up minutes per complete call	2.03
Conversation minutes per complete call	4.36

Kentucky Relay Service
Percentage of Outbound Calls by Type



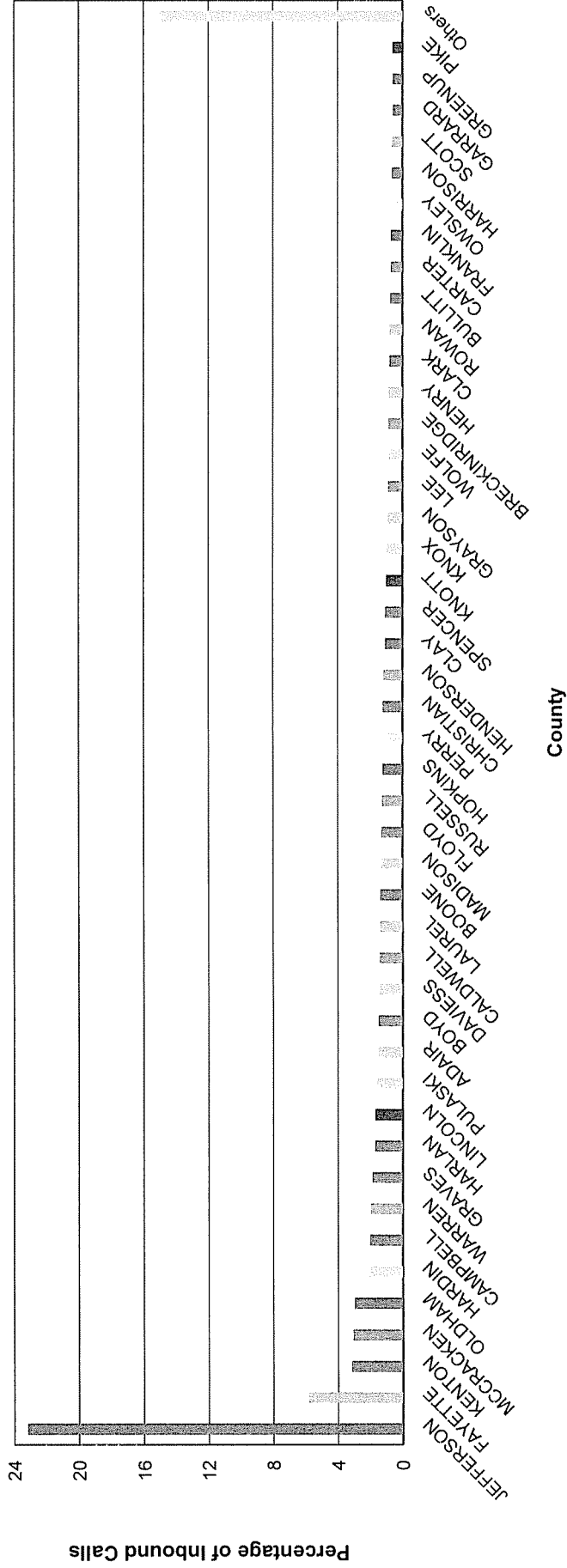
ASCII	25	0.3%
HCO	26	0.3%
STS	4	0.0%
TTY	4626	51.0%
VCO	2156	23.8%
Voice	2235	24.6%
Total:	9072	100.0%

Kentucky Relay Service
Percentage of Session Minutes by Type



ASCII	137.0	0.3%
HCO	84.0	0.2%
Spanish	4.6	0.0%
STS	17.2	0.0%
TTY	23040.0	50.7%
VCO	12321.7	27.1%
Voice	9844.7	21.7%
Total:	45449.2	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>
3/1 Mon	5.15	2.05	1.86	2.12	2.06
3/2 Tue	0.08	2.68	2.58	2.77	2.59
3/3 Wed	0.48	2.20	2.23	1.93	2.09
3/4 Thu	0.25	2.43	1.52	1.82	1.85
3/5 Fri	0.05	2.74	1.79	2.57	2.23
3/6 Sat	0.30	1.52	1.48	2.04	1.61
3/7 Sun	0.01	1.58	1.91	2.53	1.89
3/8 Mon	1.18	1.63	2.01	3.45	2.08
3/9 Tue	0.01	2.88	1.65	2.78	2.26
3/10 Wed	0.35	1.98	2.57	1.99	2.12
3/11 Thu	0.40	1.77	2.19	1.52	1.82
3/12 Fri	0.13	2.12	3.10	1.89	2.48
3/13 Sat	0.06	2.34	2.33	2.38	2.18
3/14 Sun	0.00	1.19	1.58	1.58	1.39
3/15 Mon	0.63	2.78	2.63	2.26	2.49
3/16 Tue	0.94	1.80	1.64	2.83	1.85
3/17 Wed	0.38	2.46	1.69	2.42	2.04
3/18 Thu	0.21	2.21	2.16	3.89	2.47
3/19 Fri	0.13	1.63	2.30	2.74	2.10
3/20 Sat	2.19	2.54	1.85	2.76	2.30
3/21 Sun	0.29	2.23	2.49	1.62	2.04
3/22 Mon	0.06	2.84	2.31	2.38	2.23
3/23 Tue	0.43	2.42	2.48	2.86	2.42
3/24 Wed	0.50	2.49	1.92	2.92	2.31
3/25 Thu	0.35	1.94	2.43	1.38	1.93
3/26 Fri	0.02	1.99	2.71	3.32	2.28
3/27 Sat	0.00	1.26	0.97	1.71	1.26
3/28 Sun	0.26	1.14	1.67	2.30	1.66
3/29 Mon	0.26	2.78	2.43	1.45	2.19
3/30 Tue	0.74	1.66	2.10	1.45	1.75
3/31 Wed	0.31	2.22	1.88	2.12	1.97
<u>Total</u>	<u>0.42</u>	<u>2.16</u>	<u>2.10</u>	<u>2.25</u>	<u>2.08</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
3/1 Mon	0.0	4.6	0.6	0.5	1.9	94%
3/2 Tue	0.0	3.6	0.5	0.1	1.6	95%
3/3 Wed	0.0	3.6	0.6	1.1	1.8	95%
3/4 Thu	0.0	1.7	0.3	2.9	1.4	94%
3/5 Fri	0.0	0.0	0.3	0.0	0.1	99%
3/6 Sat	0.0	3.9	1.7	8.5	4.1	88%
3/7 Sun	0.0	1.7	1.9	2.4	1.9	95%
3/8 Mon	0.0	2.6	0.5	2.7	1.7	93%
3/9 Tue	0.0	1.1	1.9	6.8	2.4	94%
3/10 Wed	2.1	6.4	1.3	0.5	3.2	91%
3/11 Thu	0.0	0.3	1.2	4.2	1.4	95%
3/12 Fri	0.0	2.4	2.4	3.1	2.5	92%
3/13 Sat	0.0	0.1	0.1	0.5	0.2	99%
3/14 Sun	0.0	0.0	0.0	0.0	0.0	100%
3/15 Mon	0.1	1.8	0.0	0.1	0.6	99%
3/16 Tue	0.0	3.5	1.5	2.6	2.4	91%
3/17 Wed	0.0	0.3	0.4	0.2	0.3	98%
3/18 Thu	0.0	0.4	0.4	3.2	1.0	97%
3/19 Fri	5.4	5.4	0.4	1.5	2.6	93%
3/20 Sat	1.7	1.5	0.1	1.9	1.0	97%
3/21 Sun	0.0	1.2	0.3	6.2	2.6	90%
3/22 Mon	0.0	2.2	0.6	0.4	1.0	97%
3/23 Tue	0.0	1.2	0.1	6.1	1.6	96%
3/24 Wed	0.0	0.0	1.1	0.9	0.7	97%
3/25 Thu	0.0	1.9	0.7	0.2	0.9	97%
3/26 Fri	0.1	1.6	1.3	0.8	1.2	95%
3/27 Sat	0.0	0.4	0.0	1.5	0.6	97%
3/28 Sun	0.0	0.0	0.0	3.3	1.0	96%
3/29 Mon	0.0	0.5	0.0	0.1	0.2	99%
3/30 Tue	0.0	0.2	0.5	0.9	0.5	98%
3/31 Wed	0.0	2.0	0.3	1.2	1.1	95%
Total	0.3	2.0	0.7	2.0	1.4	95%

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	1,818	1,815	3,633
	502	451	2,576	1,894	4,470
	606	365	1,508	1,857	3,365
	859	781	1,307	1,338	2,645
<u>Total: KY</u>			<u>7,209</u>	<u>6,904</u>	<u>14,113</u>
IN	260	456	1	5	6
	317	926	5	5	10
	765	860	0	1	1
	812	697	18	111	129
<u>Total: IN</u>			<u>24</u>	<u>122</u>	<u>146</u>
NE	308	635	0	1	1
	402	694	86	27	113
<u>Total: NE</u>			<u>86</u>	<u>28</u>	<u>114</u>
OH	216	548	0	3	3
	330	241	2	2	4
	419	908	2	0	2
	440	352	0	5	5
	513	451	15	30	45
	567	712	3	2	5
	614	335	2	9	11
	740	547	4	9	13
	937	402	6	2	8
<u>Total: OH</u>			<u>34</u>	<u>62</u>	<u>96</u>
TN	423	494	1	9	10
	615	325	9	13	22
	731	782	3	16	19
	865	250	2	2	4
	901	541	1	2	3
	931	520	3	15	18
<u>Total: TN</u>			<u>19</u>	<u>57</u>	<u>76</u>
TX	210	227	4	1	5
	214	205	1	1	2
	254	220	1	3	4
	281	328	0	1	1
	409	225	0	1	1
	469	524	0	3	3
	512	836	0	4	4
	713	513	1	2	3
	817	629	1	9	10
	830	734	0	1	1
	832	883	0	1	1
	915	217	0	3	3
	936	395	0	1	1
	940	447	1	0	1
972	233	0	1	1	
<u>Total: TX</u>			<u>9</u>	<u>32</u>	<u>41</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>	
FL	239	245	0	1	1	
	305	393	1	1	2	
	321	984	0	4	4	
	352	240	1	2	3	
	407	905	0	5	5	
	561	395	2	0	2	
	727	898	0	8	8	
	772	405	1	0	1	
	813	380	1	2	3	
	850	434	0	1	1	
	863	967	0	1	1	
	954	298	0	2	2	
<u>Total: FL</u>			<u>6</u>	<u>27</u>	<u>33</u>	
IL	217	228	0	6	6	
	312	222	0	3	3	
	618	218	2	8	10	
	630	366	0	1	1	
	708	891	0	1	1	
	773	263	1	0	1	
	815	326	0	3	3	
		847	731	1	3	4
	<u>Total: IL</u>			<u>4</u>	<u>25</u>	<u>29</u>
WV	304	648	9	14	23	
VA	276	328	0	2	2	
	434	441	2	3	5	
	540	295	1	3	4	
	571	229	1	0	1	
	703	402	1	4	5	
	757	270	0	1	1	
		804	586	2	2	4
<u>Total: VA</u>			<u>7</u>	<u>15</u>	<u>22</u>	
CA	209	585	3	0	3	
	213	286	0	1	1	
	310	277	2	1	3	
	510	984	2	1	3	
	562	756	0	1	1	
	707	506	2	1	3	
	760	429	0	2	2	
	805	647	1	1	2	
	858	244	1	1	2	
		916	372	0	1	1
<u>Total: CA</u>			<u>11</u>	<u>10</u>	<u>21</u>	
LA	225	291	11	5	16	
	337	354	1	1	2	
	985	718	1	1	2	
<u>Total: LA</u>			<u>13</u>	<u>7</u>	<u>20</u>	
NJ	732	710	0	1	1	
	856	446	0	4	4	
	908	510	0	1	1	
	973	999	0	13	13	
<u>Total: NJ</u>			<u>0</u>	<u>19</u>	<u>19</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>
GA	229	985	0	1	1
	404	495	2	0	2
	478	456	0	1	1
	678	252	1	5	6
	706	512	1	2	3
	770	617	0	1	1
	912	202	1	0	1
<u>Total: GA</u>			<u>5</u>	<u>10</u>	<u>15</u>
MI	231	830	3	0	3
	248	244	0	2	2
	269	720	1	0	1
	313	405	0	1	1
	517	264	1	1	2
	616	393	0	2	2
	734	934	0	1	1
	906	370	0	1	1
	989	348	0	2	2
<u>Total: MI</u>			<u>5</u>	<u>10</u>	<u>15</u>
PA	215	643	0	2	2
	412	335	1	0	1
	484	269	0	2	2
	570	322	0	1	1
	610	741	0	2	2
	717	896	0	2	2
	724	462	0	2	2
	814	317	1	2	3
<u>Total: PA</u>			<u>2</u>	<u>13</u>	<u>15</u>
MO	314	292	2	2	4
	417	256	0	2	2
	573	712	3	5	8
<u>Total: MO</u>			<u>5</u>	<u>9</u>	<u>14</u>
NC	252	975	0	1	1
	336	424	1	2	3
	704	400	0	4	4
	828	446	0	3	3
	910	233	1	2	3
<u>Total: NC</u>			<u>2</u>	<u>12</u>	<u>14</u>
NY	212	697	0	2	2
	315	560	1	2	3
	347	604	0	1	1
	585	266	1	2	3
	631	576	0	2	2
	716	348	0	1	1
	718	805	0	1	1
<u>Total: NY</u>			<u>2</u>	<u>11</u>	<u>13</u>
AL	205	714	0	1	1
	251	401	1	1	2
	256	552	0	2	2
	334	434	2	1	3
<u>Total: AL</u>			<u>3</u>	<u>5</u>	<u>8</u>
CO	303	796	1	0	1
	719	359	1	4	5
	970	663	2	0	2
<u>Total: CO</u>			<u>4</u>	<u>4</u>	<u>8</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>
SC	803	324	1	2	3
	843	461	0	2	2
	864	208	1	2	3
<u>Total: SC</u>			2	6	8
AZ	480	563	1	1	2
	520	237	0	2	2
	602	713	0	2	2
	928	680	0	1	1
<u>Total: AZ</u>			1	6	7
MN	320	631	0	1	1
	651	287	0	2	2
	952	544	0	4	4
<u>Total: MN</u>			0	7	7
TF	800	837	1	2	3
	866	956	2	2	4
<u>Total: TF</u>			3	4	7
WI	262	253	0	2	2
	414	610	0	1	1
	608	827	0	2	2
	920	819	0	2	2
<u>Total: WI</u>			0	7	7
OR	503	283	0	4	4
	541	331	0	1	1
<u>Total: OR</u>			0	5	5
UT	435	590	1	2	3
	801	274	1	1	2
<u>Total: UT</u>			2	3	5
WA	206	787	0	1	1
	253	670	0	1	1
	425	943	1	0	1
	509	489	1	1	2
<u>Total: WA</u>			2	3	5
KS	620	232	0	1	1
	785	280	0	1	1
	913	738	0	2	2
<u>Total: KS</u>			0	4	4
MS	601	442	0	4	4
AK	907	252	0	2	2
ID	208	473	1	1	2
MA	413	298	0	1	1
	781	382	1	0	1
<u>Total: MA</u>			1	1	2
MD	301	246	0	1	1
	443	764	1	0	1
<u>Total: MD</u>			1	1	2
NH	603	757	0	2	2
OK	918	794	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>
DC	202	580	0	1	1
HI	808	875	1	0	1
SD	605	335	1	0	1
<hr/> <u>Grand Total</u>			<u>7,474</u>	<u>7,455</u>	<u>14,929</u>

Run Date: 04/02/10
Confidential & Proprietary

KENTUCKY CAPTEL SERVICE
Jurisdiction Summary

Report G
Data Month: Mar 2010

All Calls Handled	<u>Session Minutes</u>	<u>Conversation Minutes</u>	<u>Calls</u>	<u>% of All Calls</u>
General Assistance	884.87		2154	12.35
Intrastate	39,249.50		12287	70.44
Interstate	9,177.25		1326	7.60
International	7.70		5	0.03
Two line	4,126.00		1054	6.04
Toll Free	3,435.54		618	3.54
900 Info Srvc	0.00		0	0.00
Total Outbound Call Attempts	<u>55,995.99</u>		<u>15290</u>	<u>87.65</u>
Month Total	<u><u>56,880.86</u></u>		<u><u>17444</u></u>	<u><u>100.00</u></u>

Complete Calls

Intrastate	38,099.57	34,044.37	10237	58.68
Interstate	9,026.49	8,635.78	1023	5.86
International	6.58	5.86	2	0.01
Two line	4,126.00	4,048.16	1054	6.04
Toll Free	3,427.23	3,275.25	595	3.41
900 Info Srvc	0.00	0.00	0	0.00
Month Total	<u><u>54,685.87</u></u>	<u><u>50,009.42</u></u>	<u><u>12911</u></u>	<u><u>74.01</u></u>

Total Minutes with Allocation

Tra + 49% TF,900 + 89% 2 line	45,489.92	39,252.10		
Ter + 51% TF,900 + 11% 2 line	<u>11,390.94</u>	<u>10,757.32</u>		
Month Total	<u><u>56,880.86</u></u>	<u><u>50,009.42</u></u>		

Run Date: 04/02/10

KENTUCKY CAPTEL SERVICE

Report H

Confidential & Proprietary

Usage Summary

Data Month: Mar 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	605	79	526	463	1,930.08	1,707.05
02 Tue	602	78	524	440	2,071.42	1,838.92
03 Wed	558	60	498	404	1,886.70	1,653.92
04 Thu	593	71	522	433	1,659.75	1,435.22
05 Fri	621	78	543	483	1,783.34	1,560.32
06 Sat	499	57	442	358	1,528.77	1,312.21
07 Sun	406	55	351	281	1,373.35	1,200.88
08 Mon	711	65	646	522	2,244.98	1,972.37
09 Tue	631	83	548	470	1,895.34	1,654.26
10 Wed	583	69	514	438	1,829.24	1,601.47
11 Thu	550	63	487	404	1,805.14	1,597.18
12 Fri	535	74	461	378	1,731.08	1,509.03
13 Sat	549	78	471	374	1,750.43	1,518.44
14 Sun	387	28	359	276	1,578.97	1,410.74
15 Mon	626	64	562	486	1,983.61	1,743.65
16 Tue	667	72	595	529	2,021.67	1,774.10
17 Wed	585	53	532	493	2,048.63	1,820.51
18 Thu	572	82	490	404	1,553.68	1,326.36
19 Fri	687	105	582	485	2,129.60	1,832.89
20 Sat	473	70	403	347	1,660.75	1,431.45
21 Sun	367	43	324	252	1,336.76	1,182.11
22 Mon	649	80	569	458	2,233.32	1,987.73
23 Tue	574	67	507	441	1,984.72	1,767.00
24 Wed	495	58	437	383	1,712.54	1,530.98
25 Thu	617	108	509	435	1,990.53	1,761.12
26 Fri	657	75	582	472	1,950.58	1,697.34
27 Sat	459	56	403	347	1,416.87	1,230.68
28 Sun	381	65	316	268	1,525.37	1,339.71
29 Mon	681	87	594	521	2,439.22	2,200.15
30 Tue	579	69	510	452	2,006.99	1,795.21
31 Wed	545	62	483	414	1,817.43	1,616.42
	<u>17444</u>	<u>2154</u>	<u>15290</u>	<u>12911</u>	<u>56,880.86</u>	<u>50,009.42</u>



Kentucky Relay – Monthly Report
March 2010

CapTel Activities

March 23 *Barren County Senior Center, Glasgow*
March 23 *Barren County Senior Center, Cave City*
March 30 *Panorama Senior Apartments, Covington*

Traditional Relay Activities

March 22 *Elizabethtown Community and Technical College, Elizabethtown*
March 22 *Hardin Memorial Hospital, Elizabethtown*
March 23 *Greenview Hospital, Bowling Green*

Exhibition

March 20 *Deaf Health Fair at University of Cincinnati, Cincinnati OH*

Outreach activities and meetings planned in April

Washington County Senior Center, Springfield
KAB meeting, Frankfort
HLAK Chapter meeting, Bardstown
2010 NKY RITT Transition Showcase, Florence

Kentucky – March, 2010 Commission Report

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

CALL BREAKDOWN:

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

Total 11

CapTel:

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

Total 02

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
- 02- Request Information on Equipment Resources
- 01 - Technical Issue with Customer Equipment
- 01 - Test Customers Equipment or Devices

Total 04

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
- 01 - 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 02

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
 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
 02 - Carrier Choice not available/other equal
00 - Garbling
 Total 02

Technical Issues:

00 - 711 Issues
 00 - Miscellaneous
 00 - PC Settings
 00 - Busy Signal
 00 - VCO
00 - Garbling
 Total 00

Kentucky – March, 2010 Complaints Report

Technical Complaints-- Customer requested Insight as their long distance provider.
Carrier Choice not Available/Other Equal
Inquire Date 03/15/2010
Record ID 13391
Call Taken By Customer Service Customer Service explained that Insight was not a participating provider through the relay. Customer Service offered a profile with an alternate provider. Customer refused. Insight has been contacted by the relay, but there has been no response from the carrier.
CA Number
Responded By Toni
Response Date 03/15/2010
Resolution

Technical Complaints-- Customer requested Insight as their long distance provider.
Carrier Choice not Available/Other Equal
Inquire Date 03/03/2010
Record ID 13373
Call Taken By Lead CA Lead CA explained that Insight was not a participating provider with the relay. Lead CA offered a profile with an alternate provider. Customer refused and stated she would contact Insight. Insight has been contacted by the relay, but there has been no response from the carrier.
CA Number
Responded By Tramaine
Response Date 03/03/2010
Resolution

CapTel Report

Kentucky

March 2010

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

Total Number of Valid CapTel Phones

As of March 31st, 2010

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

CapTel CA Statistics

- Average Word Per Minute (WPM) = 152.35pm
- Average Rate of Accuracy = 99.35%
- Average Rate of Error = 0.65%

Monthly Call Details					
Date	Percent Service Level W/ Aban	Percent Within Srv Lvl wo Aban	Avg Wait Time(ASA & ABAN)	ASA	Blockage
3/1/2010	100	100	0.41	0.4	0.00
3/2/2010	100	100	0.43	0.43	0.00
3/3/2010	99	100	0.47	0.46	0.00
3/4/2010	100	100	0.44	0.44	0.00
3/5/2010	97	98	1.1	0.98	0.00
3/6/2010	96	97	1.12	0.99	0.00
3/7/2010	98	98	0.76	0.71	0.00
3/8/2010	100	100	0.4	0.4	0.00
3/9/2010	99	100	0.48	0.46	0.00
3/10/2010	100	100	0.47	0.47	0.00
3/11/2010	99	99	0.49	0.47	0.00
3/12/2010	99	99	0.53	0.51	0.00
3/13/2010	97	98	0.92	0.83	0.00
3/14/2010	95	96	1.43	1.25	0.00
3/15/2010	100	100	0.46	0.45	0.00
3/16/2010	99	99	0.51	0.49	0.00
3/17/2010	97	98	0.85	0.78	0.00
3/18/2010	99	99	0.59	0.56	0.00
3/19/2010	99	99	0.67	0.62	0.00
3/20/2010	96	97	1.17	1.03	0.00
3/21/2010	97	98	0.91	0.83	0.00
3/22/2010	99	100	0.46	0.45	0.00
3/23/2010	97	98	0.89	0.81	0.00
3/24/2010	99	99	0.54	0.51	0.00
3/25/2010	100	100	0.36	0.36	0.00
3/26/2010	100	100	0.4	0.4	0.00
3/27/2010	97	98	0.96	0.86	0.00
3/28/2010	100	100	0.44	0.44	0.00
3/29/2010	100	100	0.44	0.44	0.00
3/30/2010	99	100	0.45	0.44	0.00
3/31/2010	99	99	0.52	0.5	0.00
TOTALS:	98.62%	99.14%	0.65	0.58	

March 2010
Kentucky

Capitel, Inc. Confidential

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
171654	3/3/2010	10:45:00 AM	Phone	Other	NA	40000	Consumer education - general	Customer called Customer Service. CSR provided customer with general information to assist her in managing her captioned calls, including advising customer to begin speaking sooner so as to avoid the possibility of her callers hanging up prematurely. Also advised customer that she may say "GA" or "Go Ahead", but that it is not necessary to use that protocol on captioned calls.	3/3/2010 10:55:00 AM	within 24 hours	MMo
171570	3/3/2010	11:15:00 AM	E-Mail	Other	NA	41010	Information	Customer inquired about the production of captions. CSR explained how captions are produced and the confidentiality regulations in place compliant with the Americans with Disabilities Act.	3/3/2010 11:20:00 AM	within 24 hours	MF
172652	3/9/2010	1:35:00 PM	NA	Product	NA	33230	Set up - General	Customer's rep called and stated that customer cannot make or receive captioned calls. CSR advised customer to test the CapTel phone at a different phone jack. Confirmed this resolved customer's experience. Advised customer to contact telephone company to replace faulty wall jack identified during troubleshooting.	3/9/2010 2:00:00 PM	within 24 hours	MP
177546	3/10/2010	4:15:00 AM	E-Mail	Product	NA	33230	Set up - General	Customer indicated that the audio is not as loud and clear as he would like on the CapTel phone. CSR advised customer how to adjust the volume and tone settings for best amplification.	3/10/2010 4:40:00 PM	within 24 hours	MF
172785	3/10/2010	9:35:00 AM	Phone	Product	NA	33230	Set up - General	Customer's daughter-in-law mentioned using a signaler with the CapTel phone. CSR advised customer to obtain a duplex or "y" jack or a triplex jack to use in conjunction with another device or devices that share the same wall jack as the CapTel phone.	3/10/2010 10:10:00 AM	within 24 hours	KW
174024	3/10/2010	9:35:00 AM	Phone	Other	NA	40000	Consumer education - general	Customer's daughter-in-law called and had questions in regards to setting up the CapTel phone in 1-Line versus 2-Line mode. Customer is currently using the CapTel in 1-Line mode. CSR advised daughter-in-law how to physically set-up the CapTel with two phone lines and explained how a dial to a CapTel user in 2-Line mode.	3/10/2010 10:10:00 AM	within 24 hours	KW
173182	3/12/2010	8:20:00 AM	Phone	Other	NA	41010	Information	Customer requested some Call Me cards. Sent customer two sheets as requested.	3/12/2010 8:25:00 AM	within 24 hours	TJ
174866	3/22/2010	1:50:00 PM	CapTel	Other	NA	40000	Consumer education - general	Customer reported not receiving captions on outgoing captioned calls. After further discussion, CSR advised customer that the caption light needs to be lit before dialing the phone number. Confirmed this resolved the customer's experience.	3/22/2010 1:55:00 PM	within 24 hours	RC

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
174986	3/22/2010	4:15:00 PM	Mail	Other	NA	40000	Consumer education - general	Customer reported that she is unable to receive captions on incoming calls and did not receive captions on one outgoing call. Customer specifically mentioned that her daughter is unable to get through with captions. CSR explained that in order for customer to receive captions on incoming calls, callers must first dial through the captioning service. Also explained that customer will want to make sure the caption light is on before she dials out on her CapTel phone. CSR suggested that daughter make sure she is dialing customer's correct telephone number, as further investigation shows she is dialing incorrectly.	3/22/2010 4:20:00 PM	within 24 hours	JR
175426	3/24/2010	3:00:00 PM	Mail	Service	NA	11080	Compliments for CAService	Customer stated, "This is the only way I can talk on the phone. I appreciate it very much. I don't use it that often; mostly to talk to my son in Florida. Thanks for giving it to me. I could not have been able to afford it by myself. Thanks again."	3/24/2010 3:05:00 PM	within 24 hours	MMo
175660	3/26/2010	8:00:00 AM	Phone	Other	NA	40000	Consumer education - general	Customer reported that they are not receiving captions on incoming calls. CSR explained to customer that callers need to dial the toll free captioning service number first in order to connect with captions. Also explained the option of using 2-Line mode and explained the differences between 1-Line and 2-Line modes.	3/26/2010 8:15:00 AM	within 24 hours	KP
176337	3/30/2010	1:35:00 PM	Phone	Other	NA	40000	Consumer education - general	Customer called with general questions about cost associated with CapTel use before setting up new CapTel phone. CSR explained that there is no cost for the captioning service, which is covered by state and federal relay funds as part of the Americans with Disabilities Act. Also explained the importance of registering one's preferred long distance carrier with CapTel Customer Service to avoid receiving a bill from the state default carrier.	3/30/2010 1:45:00 PM	within 24 hours	KS
176630	3/31/2010	3:50:00 PM	Phone	Other	NA	40000	Consumer education - general	Customer's son-in-law asked how customer can use her newly acquired CapTel 200 with existing broadband line. CSR informed customer about the differences between 1-Line mode and 2-Line mode CapTel and the phone line requirements for each. Explained that customer can have an analog line installed as line 2 and use CapTel in 2-Line mode. Offered to speak with phone technician when second line is being installed.	3/31/2010 4:00:00 PM	within 24 hours	KS

Summary Customer Service Information

Number

Percent

March 2010
Kentucky

CapTel, Inc. Confidential

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
Total Number of Contacts											
	Phone calls		13								
	Capitel		7	53.85%							
	Email		1	7.69%							
	TTY		2	15.38%							
	NA		0	0.00%							
			1	7.69%							
Support Type											
	Service		1	7.69%							
	Technical		0	0.00%							
	Product		3	23.08%							
	Billing		0	0.00%							
	Other		9	69.23%							
Resolution											
	Within 24 hours		13	100.00%							
	Within 48 hours		0	0.00%							
	Exceed 48 hours		0	0.00%							