



1001 Twelfth Street • Aurora, Nebraska 68818
 voice 402.694.5101 • TTY 800.821.1834
 toll free 800.821.1831 • fax 402.694.2848

August 31, 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

RECEIVED

SEP 17 2010

**PUBLIC SERVICE
 COMMISSION**

RE: Administrative Case 372

Kentucky Relay Service Invoice				
August 2010				
Total session minutes				37,703.29
Less interstate session minutes				(5,080.70)
Net billable session minutes				32,622.59
Applicable rate			\$	0.950
Total Usage Billing			\$	30,991.46
Other Services	<u>Intrast CM</u>	<u>Rate</u>		
Capitel	40,571.74	1.56	\$	63,291.91
Liquidated damages				
Advisory Board Meeting Expense:				
Total monthly billing			\$	94,283.37

Authorized Signature:

Contact Name: Phillip Hupf
 Telephone Number: 402-694-5101
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**PUBLIC SERVICE
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Kentucky Relay Service Monthly Statement

August 2010

Balance forward	August 1, 2010	\$	92,514.58
Billing for	Aug 10		94,283.37
Payments:			
08/25/10			(92,514.58)
Adjustments:			
Balance due	August 31, 2010	\$	<u>94,283.37</u>
Subsequent payments:			
Current balance due		\$	<u><u>94,283.37</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	3,914.56		7,820	50.17%
Outbound Calls				
Local	26,129.99		6,444	41.34%
Intrastate Intralata	201.27		74	0.47%
Intrastate Interlata	574.58		144	0.92%
Intrastate DA	14.77		6	0.04%
<i>Intrastate Total</i>	<u>26,920.61</u>		<u>6,668</u>	<u>42.78%</u>
Interstate - KY Orig	2,941.45		627	4.02%
Interstate - not KY Orig	278.05		43	0.28%
Interstate DA	0.82		1	0.01%
<i>Interstate Total</i>	<u>3,220.32</u>		<u>671</u>	<u>4.31%</u>
International	0.00		0	0.00%
Toll Free	3,647.80		427	2.74%
900 Info Service	0.00		0	0.00%
<i>8xx, 900 and Intl Total</i>	<u>3,647.80</u>		<u>427</u>	<u>2.74%</u>
Total Outbound	<u>33,788.73</u>		<u>7,766</u>	<u>49.83%</u>
Total Outb and GenAsst	<u><u>37,703.29</u></u>		<u><u>15,586</u></u>	<u><u>100.00%</u></u>

Complete Calls				
Local	24,358.35	18,098.71	5,121	32.86%
Intrastate Intralata	154.82	122.65	30	0.19%
Intrastate Interlata	513.22	431.20	81	0.52%
Intrastate DA	14.77	5.04	6	0.04%
<i>Intrastate Total</i>	<u>25,041.16</u>	<u>18,657.60</u>	<u>5,238</u>	<u>33.61%</u>
Interstate - KY Orig	2,771.49	2,253.35	461	2.96%
Interstate - not KY Orig	255.52	233.51	26	0.17%
Interstate DA	0.00	0.00	0	0.00%
<i>Interstate Total</i>	<u>3,027.01</u>	<u>2,486.86</u>	<u>487</u>	<u>3.12%</u>
International	0.00	0.00	0	0.00%
Toll Free	3,615.43	3,157.04	398	2.55%
900 Info Service	0.00	0.00	0	0.00%
<i>8xx, 900 and Intl Total</i>	<u>3,615.43</u>	<u>3,157.04</u>	<u>398</u>	<u>2.55%</u>
Total Complete	<u>31,683.60</u>	<u>24,301.50</u>	<u>6,123</u>	<u>39.29%</u>

Total Minutes with TF & 900 Allocation		
Intrastate + 49% of TF & 900	32,622.59	20,204.55
Interstate + 51% of TF & 900	5,080.70	4,096.95
Total Minutes	<u><u>37,703.29</u></u>	<u><u>24,301.50</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	46	0.59%	6.68	5.55
Total ASCII		46	0.59%	6.68	5.55
HCO	Voice	13	0.17%	3.65	1.77
Total HCO		13	0.17%	3.65	1.77
Speech	Speech	2	0.03%	1.21	0.13
Total Speech		2	0.03%	1.21	0.13
TTY	TTY	2	0.03%	4.75	3.90
TTY	VCO	1	0.01%	18.05	15.05
TTY	Voice	3,684	47.44%	4.53	3.20
Total TTY		3,687	47.48%	4.53	3.20
VCO	TTY	4	0.05%	10.54	8.49
VCO	VCO	6	0.08%	5.03	3.35
VCO	Voice	1,972	25.39%	4.65	3.49
Total VCO		1,982	25.52%	4.66	3.50
Voice	HCO	4	0.05%	2.14	1.38
Voice	TTY	1,613	20.77%	2.62	1.53
Voice	VCO	419	5.40%	7.78	6.75
Total Voice		2,036	26.22%	3.68	2.60
Total		7,766	100.00%	4.35	3.13

Kentucky Relay Service
Call Summary

Inbound Calls

<u>Number of Calls</u>	<u>Month Total</u>
Inbound -711	8,840
Inbound - Other	<u>5,345</u>
Inbound - Total	14,185
Not placed in queue	12,208
Placed in queue	1,977
Answered from queue	1,443
Abandon in queue	534

Outbound Calls

<u>Number of Calls</u>	<u>Month Total</u>
Outbound	7,766
Complete - 711	3,716
Complete - Other	<u>2,407</u>
Complete - Total	6,123
Busy/ No answer	1,643
Weekday average	279
Weekend average	182

Complete Calls

	<u>Month Average</u>
Set-up / wrap-up minutes per complete call	2.19
Conversation minutes per complete call	3.97

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>
8/1 Sun	0.00	1.33	1.88	1.76	1.58
8/2 Mon	0.33	1.96	2.95	1.57	2.22
8/3 Tue	0.52	1.57	2.03	2.11	1.80
8/4 Wed	0.10	1.83	1.77	2.21	1.80
8/5 Thu	0.17	1.81	1.95	3.30	2.04
8/6 Fri	0.15	2.09	1.96	2.02	1.90
8/7 Sat	0.03	1.20	0.89	1.88	1.17
8/8 Sun	0.00	1.31	0.97	1.89	1.35
8/9 Mon	0.96	1.82	1.83	2.33	1.89
8/10 Tue	0.00	1.86	2.20	1.90	1.92
8/11 Wed	0.13	2.27	2.30	0.85	1.94
8/12 Thu	0.27	1.85	2.22	3.56	2.26
8/13 Fri	0.00	1.77	1.03	1.41	1.29
8/14 Sat	0.08	1.37	1.47	1.55	1.39
8/15 Sun	0.00	1.29	1.54	2.49	1.63
8/16 Mon	0.12	1.54	1.53	2.29	1.65
8/17 Tue	0.00	1.82	1.55	2.31	1.77
8/18 Wed	0.22	1.76	1.46	1.87	1.60
8/19 Thu	0.02	1.34	1.97	1.63	1.47
8/20 Fri	0.09	1.87	1.80	1.85	1.74
8/21 Sat	0.00	1.60	0.80	2.22	1.36
8/22 Sun	0.00	0.80	1.09	1.30	0.98
8/23 Mon	0.58	1.89	1.75	1.96	1.80
8/24 Tue	0.97	2.40	1.48	2.93	2.01
8/25 Wed	0.63	1.84	1.45	1.71	1.58
8/26 Thu	0.09	1.21	1.87	2.16	1.60
8/27 Fri	0.79	1.77	1.60	1.66	1.65
8/28 Sat	0.00	1.61	1.49	1.25	1.42
8/29 Sun	1.09	1.32	1.83	2.72	1.93
8/30 Mon	0.32	2.48	1.50	2.92	2.09
8/31 Tue	0.32	2.38	0.82	2.22	1.61
<u>Total</u>	<u>0.23</u>	<u>1.75</u>	<u>1.68</u>	<u>2.06</u>	<u>1.71</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
8/1 Sun	0.6	2.0	0.1	2.3	1.3	95%
8/2 Mon	0.0	1.1	2.2	7.5	2.7	90%
8/3 Tue	0.0	1.6	2.0	1.5	1.7	93%
8/4 Wed	0.3	1.6	7.4	1.0	4.0	88%
8/5 Thu	0.0	0.2	4.6	2.1	2.3	92%
8/6 Fri	0.0	4.2	1.5	1.0	2.2	92%
8/7 Sat	0.0	1.2	0.9	1.5	1.1	96%
8/8 Sun	0.0	3.2	1.4	4.8	3.0	90%
8/9 Mon	0.0	4.2	4.5	1.0	3.6	88%
8/10 Tue	0.0	1.5	2.6	0.0	1.5	93%
8/11 Wed	0.0	7.5	2.1	0.0	3.4	88%
8/12 Thu	0.0	3.4	2.8	2.3	2.7	90%
8/13 Fri	0.0	3.1	1.0	0.7	1.5	93%
8/14 Sat	0.2	0.9	0.9	4.4	2.0	90%
8/15 Sun	0.0	0.0	0.1	1.5	0.5	97%
8/16 Mon	0.5	5.7	3.4	3.2	4.1	84%
8/17 Tue	0.0	1.7	3.8	0.8	2.2	90%
8/18 Wed	0.0	5.8	4.5	0.3	3.9	87%
8/19 Thu	0.2	3.2	2.8	1.7	2.4	91%
8/20 Fri	0.0	3.1	7.9	0.2	4.2	85%
8/21 Sat	0.1	3.7	1.9	2.5	2.5	90%
8/22 Sun	0.0	1.4	3.3	3.8	2.7	92%
8/23 Mon	0.0	2.4	5.8	0.1	3.4	89%
8/24 Tue	0.0	3.0	3.5	2.9	3.1	89%
8/25 Wed	0.0	1.9	6.6	0.2	3.5	88%
8/26 Thu	0.0	2.1	0.6	1.0	1.2	96%
8/27 Fri	0.0	5.2	3.9	0.4	3.6	88%
8/28 Sat	0.0	3.8	1.1	0.1	1.6	93%
8/29 Sun	2.1	2.5	1.9	3.5	2.5	91%
8/30 Mon	5.5	2.9	3.0	5.9	3.7	86%
8/31 Tue	0.0	3.2	4.7	0.7	3.1	88%
Total	0.3	3.0	3.2	2.0	2.7	90%

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	1,711	1,437	3,148
	502	637	2,092	1,908	4,000
	606	464	1,476	1,688	3,164
	859	781	1,460	1,484	2,944
<u>Total: KY</u>			6,739	6,517	13,256
IN	219	741	2	2	4
	260	336	0	3	3
	317	703	9	3	12
	765	341	2	3	5
	812	267	38	117	155
<u>Total: IN</u>			51	128	179
NE	402	694	74	67	141
OH	419	836	4	1	5
	513	240	16	32	48
	614	441	4	7	11
	740	352	4	15	19
	937	213	3	2	5
<u>Total: OH</u>			31	57	88
LA	225	291	53	30	83
	337	232	1	0	1
	504	328	0	2	2
	985	674	1	0	1
<u>Total: LA</u>			55	32	87
TN	423	286	1	5	6
	615	684	14	14	28
	731	559	2	14	16
	865	237	2	4	6
	901	493	0	2	2
	931	237	5	13	18
<u>Total: TN</u>			24	52	76
FL	239	357	1	1	2
	305	213	0	2	2
	321	473	0	2	2
	352	857	1	0	1
	386	322	5	0	5
	407	456	2	3	5
	561	543	0	2	2
	727	449	1	5	6
	813	290	4	3	7
	850	530	1	0	1
	863	291	2	1	3
	904	248	1	1	2
	<u>Total: FL</u>			18	20
GA	229	227	0	2	2
	404	888	2	5	7
	478	718	0	2	2
	678	488	2	7	9
	706	610	2	4	6
	770	517	2	2	4
	912	271	0	4	4
	<u>Total: GA</u>			8	26

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	581	3	0	3
	214	469	0	1	1
	281	382	0	1	1
	469	223	0	1	1
	512	434	0	1	1
	713	513	4	4	8
	817	354	0	1	1
	832	287	1	1	2
	940	368	0	2	2
	956	266	0	2	2
	972	701	3	1	4
<u>Total: TX</u>			<u>11</u>	<u>15</u>	<u>26</u>
IL	309	735	1	0	1
	312	813	3	4	7
	618	774	7	3	10
	630	653	0	1	1
	708	277	1	2	3
<u>Total: IL</u>			<u>12</u>	<u>10</u>	<u>22</u>
CA	213	325	0	1	1
	310	617	0	1	1
	408	505	1	0	1
	415	466	0	2	2
	510	371	1	4	5
	650	426	1	0	1
	714	262	1	1	2
	805	346	0	2	2
	831	475	0	1	1
	925	735	1	0	1
	949	492	0	1	1
	951	852	0	1	1
<u>Total: CA</u>			<u>5</u>	<u>14</u>	<u>19</u>
CO	303	649	10	2	12
	719	359	1	3	4
	720	277	0	2	2
<u>Total: CO</u>			<u>11</u>	<u>7</u>	<u>18</u>
MI	248	242	3	3	6
	313	477	0	1	1
	517	264	0	2	2
	810	217	2	1	3
	989	621	4	1	5
<u>Total: MI</u>			<u>9</u>	<u>8</u>	<u>17</u>
WV	304	208	5	10	15
AL	205	274	2	1	3
	256	714	2	6	8
	334	348	3	0	3
<u>Total: AL</u>			<u>7</u>	<u>7</u>	<u>14</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>
NY	315	416	2	0	2
	347	733	0	1	1
	516	662	0	2	2
	518	306	2	0	2
	585	330	1	0	1
	631	845	1	0	1
	646	558	0	1	1
	716	338	1	1	2
	845	504	0	1	1
<u>Total: NY</u>			7	6	13
NC	252	331	0	1	1
	336	506	1	2	3
	704	787	0	1	1
	910	527	0	4	4
	919	284	1	2	3
<u>Total: NC</u>			2	10	12
VA	276	206	2	1	3
	434	295	1	0	1
	540	434	3	0	3
	703	254	0	3	3
	757	339	1	0	1
	804	301	0	1	1
<u>Total: VA</u>			7	5	12
TF	800	446	0	6	6
	877	230	2	2	4
	888	451	0	1	1
<u>Total: TF</u>			2	9	11
PA	215	741	1	1	2
	267	265	0	1	1
	412	434	3	0	3
	484	538	1	1	2
	610	882	1	0	1
<u>Total: PA</u>			6	3	9
AR	479	858	0	2	2
	501	366	1	3	4
	870	736	0	1	1
<u>Total: AR</u>			1	6	7
MO	314	394	0	1	1
	417	866	0	1	1
	573	258	0	1	1
	660	265	0	1	1
	816	805	2	1	3
<u>Total: MO</u>			2	5	7
SC	803	341	2	2	4
	843	735	0	1	1
	864	419	0	2	2
<u>Total: SC</u>			2	5	7
UT	801	571	2	5	7
HI	808	756	0	6	6

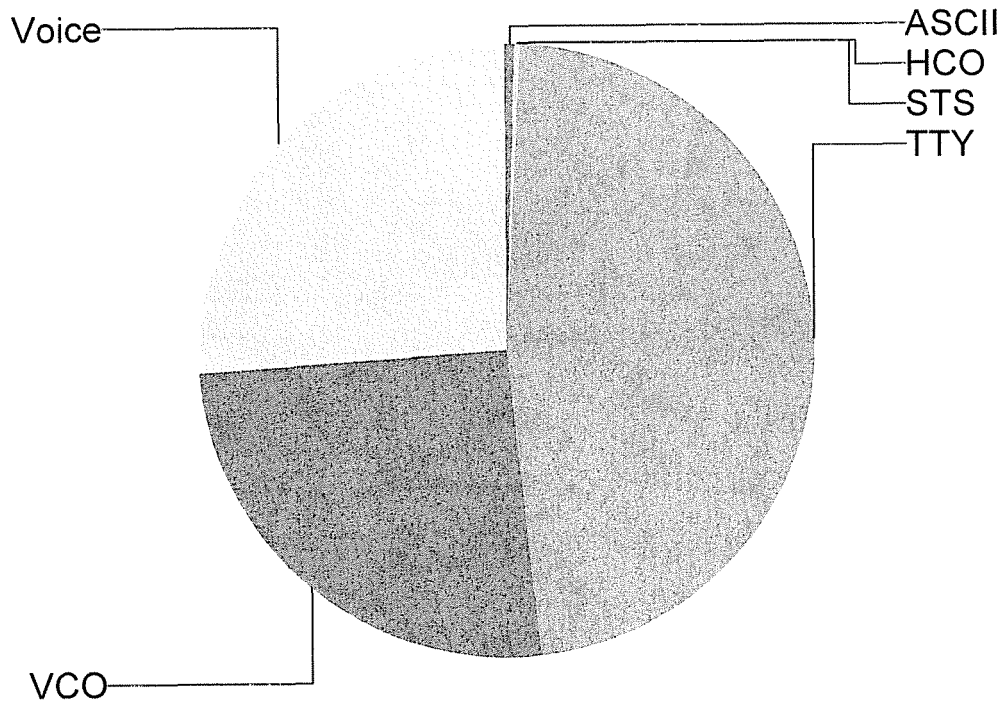
Kentucky Relay Service
 Inbound Calls by Originating NPA

<u>State</u>	<u>NPA</u>	<u>Nxx - used most</u>	<u>Inbound TTY</u>	<u>Inbound Voice</u>	<u>Total Inbound</u>
NJ	201	351	2	2	4
	732	346	1	0	1
	973	220	0	1	1
Total: NJ			3	3	6
WA	206	473	1	0	1
	253	861	2	0	2
	425	481	0	1	1
	509	922	0	2	2
Total: WA			3	3	6
AZ	480	248	0	1	1
	520	624	0	2	2
	602	620	1	0	1
	623	208	1	0	1
Total: AZ			2	3	5
MN	218	291	1	0	1
	612	316	0	1	1
	952	210	1	2	3
Total: MN			2	3	5
MS	228	326	0	1	1
	601	928	0	2	2
	662	234	1	1	2
Total: MS			1	4	5
WI	414	406	0	2	2
	608	216	0	1	1
	715	213	0	1	1
	920	682	0	1	1
Total: WI			0	5	5
MD	301	421	0	2	2
	410	294	0	2	2
Total: MD			0	4	4
OK	405	641	0	1	1
	580	919	0	1	1
	918	208	0	1	1
Total: OK			0	3	3
OR	503	937	1	2	3
CT	203	634	1	0	1
	860	533	1	0	1
Total: CT			2	0	2
DC	202	332	1	1	2
IA	319	294	1	1	2
KS	620	518	0	1	1
	913	980	0	1	1
Total: KS			0	2	2
ME	207	228	1	1	2
AK	907	378	0	1	1
DE	302	422	1	0	1

Kentucky Relay Service
Inbound Calls by Originating NPA

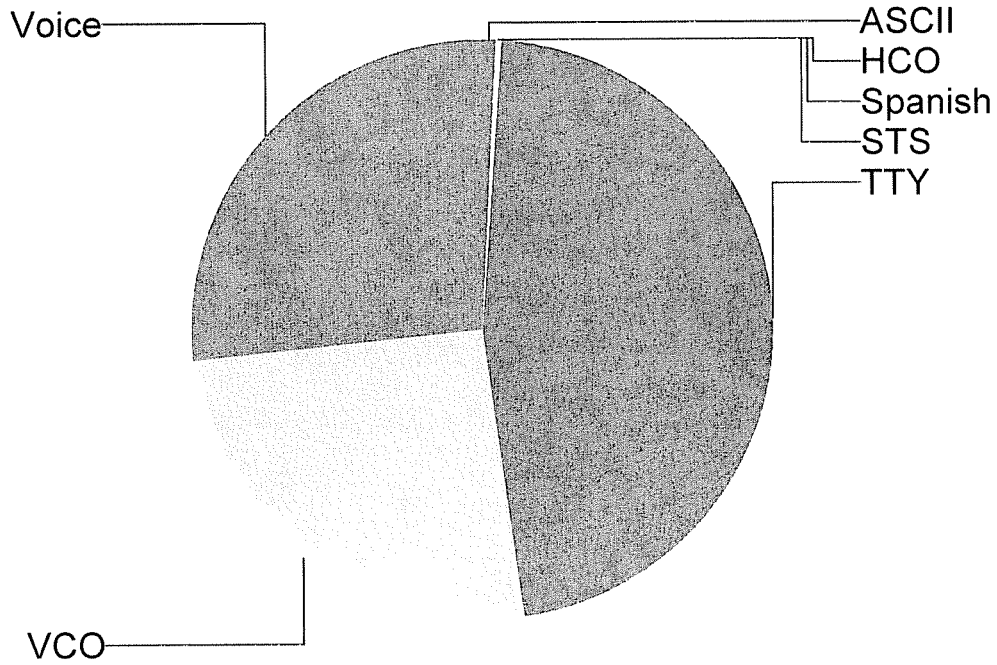
<u>State</u>	<u>NPA</u>	<u>Nxx - used most</u>	<u>Inbound TTY</u>	<u>Inbound Voice</u>	<u>Total Inbound</u>
ID	208	267	0	1	1
NM	575	882	1	0	1
VT	802	318	1	0	1
<u>Grand Total</u>			<u>7,113</u>	<u>7,072</u>	<u>14,185</u>

Kentucky Relay Service Percentage of Outbound Calls by Type



ASCII	46	0.6%
HCO	13	0.2%
STS	2	0.0%
TTY	3687	47.5%
VCO	1982	25.5%
Voice	2036	26.2%
Total:	7766	100.0%

Kentucky Relay Service
Percentage of Session Minutes by Type



ASCII	330.4	0.9%
HCO	47.4	0.1%
Spanish	7.2	0.0%
STS	10.0	0.0%
TTY	17620.1	46.7%
VCO	9677.7	25.7%
Voice	10010.4	26.6%
Total:	37703.3	100.0%

Kentucky CapTel Service
 CapTel Jurisdiction Summary

	<u>Session Minutes</u>	<u>Conversation Minutes</u>	<u>Number of Calls</u>	<u>% of Total Calls</u>
General Assistance	721.73		2,244	13.00%
Outbound Calls				
Intrastate	39,553.20		12,048	69.82%
Interstate	6,625.17		1,057	6.13%
International	28.00		9	0.05%
Two Line	5,408.90		1,347	7.81%
Toll Free	3,164.29		550	3.19%
900 Info Service	<u>0.00</u>		<u>0</u>	<u>0.00%</u>
Total Outbound	54,779.56		15,011	87.00%
Total Outb and GenAsst	<u><u>55,501.29</u></u>		<u><u>17,255</u></u>	<u><u>100.00%</u></u>
Complete Calls				
Intrastate	38,386.49	34,354.41	10,099	58.53%
Interstate	6,525.90	6,176.07	864	5.01%
International	25.93	23.62	4	0.02%
Two Line	5,408.90	5,328.25	1,347	7.81%
Toll Free	3,152.97	3,010.60	524	3.04%
900 Info Service	<u>0.00</u>	<u>0.00</u>	<u>0</u>	<u>0.00%</u>
Total Complete	53,500.19	48,892.95	12,838	74.40%
Total Minutes with TF & 900 Allocation				
Tra + 49% TF, 900 + 89% 2 Line	46,639.35	40,571.74		
Ter + 51% TF, 900 + 11% 2 Line	8,861.94	8,321.21		
Total Minutes	<u><u>55,501.29</u></u>	<u><u>48,892.95</u></u>		

Kentucky CapTel Service
 CapTel Usage Summary

<u>Day</u>	<u>Answered</u>	<u>GenAsst</u>	<u>Outbound</u>	<u>Complete</u>	<u>SessMin</u>	<u>ConvMin</u>
8/1 Sun	346	37	309	267	1,246.98	1,104.80
8/2 Mon	699	110	589	503	2,351.22	2,087.15
8/3 Tue	738	91	647	550	2,053.87	1,781.72
8/4 Wed	597	66	531	491	1,902.84	1,674.89
8/5 Thu	589	82	507	432	1,863.64	1,621.35
8/6 Fri	576	57	519	432	1,879.34	1,658.67
8/7 Sat	405	66	339	277	1,368.49	1,192.75
8/8 Sun	313	32	281	245	1,335.84	1,205.63
8/9 Mon	682	80	602	507	2,146.80	1,907.16
8/10 Tue	663	84	579	461	1,859.04	1,601.04
8/11 Wed	556	80	476	406	1,763.51	1,546.86
8/12 Thu	610	65	545	447	1,891.55	1,648.85
8/13 Fri	590	79	511	431	1,699.81	1,474.52
8/14 Sat	431	65	366	311	1,476.54	1,297.62
8/15 Sun	358	48	310	274	1,339.47	1,191.80
8/16 Mon	530	56	474	420	1,952.28	1,751.88
8/17 Tue	596	68	528	444	1,934.06	1,720.07
8/18 Wed	538	81	457	409	1,689.30	1,500.17
8/19 Thu	593	58	535	475	2,022.81	1,817.78
8/20 Fri	622	76	546	454	1,791.17	1,554.29
8/21 Sat	452	61	391	334	1,508.68	1,324.57
8/22 Sun	391	43	348	305	1,455.87	1,310.94
8/23 Mon	669	71	598	531	2,066.84	1,821.26
8/24 Tue	626	86	540	460	1,995.03	1,762.90
8/25 Wed	595	64	531	468	1,970.17	1,742.58
8/26 Thu	720	110	610	488	2,110.19	1,826.01
8/27 Fri	647	74	573	500	2,301.00	2,063.40
8/28 Sat	496	112	384	321	1,494.13	1,288.86
8/29 Sun	388	63	325	286	1,179.41	1,023.41
8/30 Mon	648	91	557	476	2,018.90	1,776.89
8/31 Tue	591	88	503	433	1,832.51	1,613.13
Total	17,255	2,244	15,011	12,838	55,501.29	48,892.95

Kentucky – August, 2010 Commission Report

The Kentucky Relay Service Customer Service Department responded to 6 inquiries, concerns, complaints and compliments during August.

CALL BREAKDOWN:

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

Total 06

CapTel:

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

Total 00

Compliments:

- 00 - CA Praise
- 00 - Overall Praise

Total 00

Customer Profile:

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

Total 00

Equipment:

- 00 - Miscellaneous
- 00 - Request Information on Equipment Procedures
- 04 - Request Information on Equipment Resources
- 00 - Technical Issue with Customer Equipment
- 00 - 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
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 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

01 - Didn't Follow Instructions
 00 - 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 – August, 2010 Complaints Report

Long Distance/Billing Issues--Long Distance/Billing Issues
 Customer stated they were billed incorrectly through the relay.
Inquire Date 08/30/2010
Record ID 13682
Call Taken By Customer Service Customer Service apologized and offered to set up a profile. Customer Service requested a copy of the bill for possible reimbursement. Profile was implemented and customer was notified.
CA Number
Responded By Deborah
Response Date 08/30/2010
Resolution 08/30/2010

Service Complaints--Didn't Follow Policy/Procedure
 Customer stated CA did not know how to process VCO to VCO call.
Inquire Date 08/02/2010
Record ID 13666
Call Taken By Lead CA Lead CA apologized and stated CA would be counseled. CA was counseled and customer was notified.
CA Number 4192
Responded By Shawwna
Response Date 08/02/2010
Resolution 08/02/2010



**Kentucky Relay – Monthly Report
August 2010**

Meetings/ Outreach Events:

August 17-29 Kentucky State Fair - Louisville, KY

Trainings:

N/A

Future Outreach Events:

September 4 Kentucky Deaf Festival – Horse Cave, KY

September 14 Louisville HLLA Meeting- Louisville, KY

CapTel Report

Kentucky

August 2010

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

Total Number of Valid CapTel Phones

As of August 31st, 2010

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

CapTel CA Statistics

- Average Word Per Minute (WPM) = 151.79pm
- Average Rate of Accuracy = 99.37%
- Average Rate of Error = 0.63%

Monthly Call Details						
Date	Percent Service Level W/ Aban	Percent Within Srv Lvl wo Aban	ASA	Avg Wait Time(ASA & ABAN)	Blockage	
8/1/2010	98	99	0.61	0.65	0.00	
8/2/2010	100	100	0.43	0.43	0.00	
8/3/2010	99	100	0.47	0.5	0.00	
8/4/2010	99	99	0.56	0.57	0.00	
8/5/2010	100	100	0.4	0.41	0.00	
8/6/2010	100	100	0.42	0.43	0.00	
8/7/2010	99	99	0.62	0.66	0.00	
8/8/2010	98	98	0.83	0.89	0.00	
8/9/2010	99	99	0.56	0.57	0.00	
8/10/2010	100	100	0.37	0.37	0.00	
8/11/2010	100	100	0.38	0.38	0.00	
8/12/2010	99	100	0.51	0.53	0.00	
8/13/2010	98	99	0.64	0.9	0.00	
8/14/2010	99	100	0.44	0.44	0.00	
8/15/2010	98	99	0.68	0.72	0.00	
8/16/2010	100	100	0.38	0.38	0.00	
8/17/2010	100	100	0.44	0.44	0.00	
8/18/2010	100	100	0.41	0.41	0.00	
8/19/2010	100	100	0.46	0.47	0.00	
8/20/2010	99	100	0.51	0.52	0.00	
8/21/2010	99	99	0.53	0.54	0.00	
8/22/2010	99	99	0.52	0.6	0.00	
8/23/2010	100	100	0.45	0.45	0.00	
8/24/2010	100	100	0.43	0.43	0.00	
8/25/2010	99	100	0.5	0.51	0.00	
8/26/2010	100	100	0.43	0.43	0.00	
8/27/2010	99	100	0.53	0.54	0.00	
8/28/2010	99	99	0.53	0.57	0.00	
8/29/2010	99	99	0.54	0.58	0.00	
8/30/2010	100	100	0.39	0.39	0.00	
8/31/2010	99	99	0.64	0.65	0.00	
TOTALS:	99.31%	99.64%	0.49	0.51		

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
198652	8/9/2010	1:00:00 PM	Phone	Other	NA	0800-40000	Consumer Education	CapTel user's wife asked about who should register their preferred carrier of choice and also needed clarification on the dialing procedure. CSR explained the procedure for dialing a 1-Line user through the captioning service. CSR also explained the importance of registering long distance carrier of choice both for the CapTel user and their long distance callers and informed wife that both local and long distance dialing are done the same way. Customer reported phone line cutting in and out. CSR advised customer of the importance of using a DSL filter when connecting the CapTel phone to a DSL line.	8/9/2010 1:10:00 PM	within 24 hours	KW
198930	8/10/2010	1:30:00 PM	CapTel	Product	NA	33230	Set up - General	Customer inquired on how captions are received on incoming calls. CSR explained that all incoming calls must be placed through the captioning service in order to receive captions using 1-Line CapTel. CSR explained the importance of callers registering their preferred carrier of choice if they are calling via long distance.	8/10/2010 1:45:00 PM	within 24 hours	KP
199049	8/10/2010	2:25:00 PM	CapTel	Other	NA	0800-40000	Consumer Education	Phone technician inquired about picking up extension phones when callers call through the service and if all callers need to call through the captioning service. CSR advised customer that when someone answers a phone other than the CapTel phone when the other party has called through the captioning service, it will be normal to hear "seek tones" or "beeps" that reoccur through the call. This means that the captioning service is sending a signal or "seek tones" trying to connect to a CapTel phone. CSR explained that one can go and pick up the CapTel phone and then hang up the traditional phone so that the CapTel can establish captions successfully. CSR also explained that all callers would need to dial a toll free captioning service number in order for the CapTel user to receive captions in 1-Line mode. CSR provided correct captioning service number.	8/10/2010 2:35:00 PM	within 24 hours	ST
199537	8/12/2010	2:30:00 PM	Phone	Other	NA	0800-40000	Consumer Education	Customer's helper stated, "We love the CapTel service!"	8/12/2010 2:35:00 PM	within 24 hours	TJ
200337	8/17/2010	8:30:00 AM	Phone	Service	NA	0800-11080	Compliments for CA/Service	Customer requested Call Me cards. CSR mailed customer 2 sheets of requested material.	8/17/2010 8:45:00 AM	within 24 hours	KS
200629	8/18/2010	8:45:00 AM	Email	Other	NA	41010	Information		8/18/2010 8:55:00 AM	within 24 hours	JL

Track #	Date of Complaint	Time of Call	Contact Type	Tech. Service	Agent #	Category # of Complaint	Nature of Complaint	Explanation of Resolution or Status	Date & Time Resolved	Time Comp	Rep. Initials
201389	8/23/2010	8:25:00 AM	Phone	Other	NA	0800-40000	Consumer Education	Customer's son in law inquired about registering their preferred long distance carrier. CSR discussed with customer's son in law the importance of registering their preferred long distance carrier as to not be billed by the state default carrier.	8/23/2010 8:30:00 AM	within 24 hours	TJ
202574	8/27/2010	11:20:00 AM	CapTel	Other	NA	41010	Information	Customer requested more Call Me cards. CSR mailed customer 2 sheets.	8/27/2010 11:25:00 AM	within 24 hours	JL

Summary Customer Service Information

	Number	Percent
Total Number of Contacts	8	
Phone calls	4	50.00%
CapTel	3	37.50%
Email	1	12.50%
TTY	0	0.00%
NA	0	0.00%
Support Type		
Service	1	12.50%
Technical	0	0.00%
Product	1	12.50%
Billing	0	0.00%
Other	6	75.00%
Resolution		
Within 24 hours	8	100.00%
Within 48 hours	0	0.00%
Exceed 48 hours	0	0.00%