RelayMO

Relay *Missouri* dial 711

Annual Report
July 2006–June 2007

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Report provided by

Sprint ®

Relay ™

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April Mason
Relay Program Manager

Dear Missouri Public Service Commissioners:

Fiscal year July 2006 to June 2007 has demonstrated that Sprint Relay Missouri continues to deliver quality and functionally equivalent Telecommunications Relay Services (TRS) communication tools and services to users across the state. Sprint is pleased to say that once again, it has been able to meet and exceed the requirements put forth by the state.

Major relay accomplishments from July 2006 to June 2007 include:

- Increasing CapTel session minutes to another 90,000 as compared to the previous fiscal year,
- Presenting CapTel and Relay at the Power Up conference, which attracted 800 participants,
- Exhibiting at the DeafNation Expo trade show in St. Charles, which attracted over 2,300 participants,
- Airing the CapTel radio public service announcement with a total of 960 radio messages broadcast statewide, and
- Established the first video relay service (VRS) public work station at the Greater St. Louis Association of the Deaf, Inc., facility.

Sprint Relay Missouri is pleased to have completed its third year of CapTel services. Compared to June 2006 at 43,517 minutes, June 2007 shows 50,429 minutes – **a 7,000-minute increase, on average, for each month** of this fiscal year. This is mainly due to the incorporation of the 2-Line CapTel service in April 2006.

Sprint underwent a re-organization in March 2007 and my title as Account Manager was changed to Relay Program Manager. While my job duties remained the same, Relay Missouri appreciated the extra support from our eight subcontractors to promote relay services across the state.

Sprint is glad to be given the opportunity to provide Missouri with quality telecommunications relay services. We would like to thank the Missouri Public Service Commission for their support again during this fiscal year.

Sincerely,

April Mason
Relay Missouri

Relay Missouri Outreach and Marketing

Relay Missouri Web Site
www.relaymissouri.com
The Relay Missouri Web site provides information on Relay Missouri products and services, but also encourages businesses to increase sales by recognizing a whole new market and by becoming a relay partner. Also listed are contact information on where to purchase wireless handsets, an explanation about the Missouri Assistive Technology Program (MATP) and a link to its site, and more.

Radio Public Service Announcements
From December 2006 to March 2007, Relay Missouri, working with Emmis Communications, aired a radio public service announcement (PSA) to promote CapTel services at 60 radio messages per week in Kansas City and the St. Louis areas.

Also, from December 2006 to November 2007, excluding the summer months, Relay Missouri worked with Learfield to air a different radio PSA to promote CapTel services at 60 radio messages per week statewide except in the Kansas City and St. Louis vicinities. *See the appendix for the two scripts.*

Outreach Efforts
Relay Missouri, in collaboration with outreach vendors, promoted relay service awareness by providing demonstrations, presentations and materials to various groups between July 2006 and June 2007. Products included TRS, CapTel, VRS, IP, and wireless relay. Highlights of outreach performed by the Relay Program Manager include:

- Exhibiting Relay Missouri products and services at DeafNation Expo, a popular national trade show, in St. Charles where over 2,300 participants attended.
- Presenting CapTel and relay services at the Power Up conference, which attracted 800 participants.
- Sponsoring "Trivia Night" with Emmis Communications/97.1, involving 500 participants.
- Establishing the first video relay service (VRS) public work station at the Greater St. Louis Association of the Deaf, Inc., facility.

Trivia Night

A VRS public work station at GSLAD
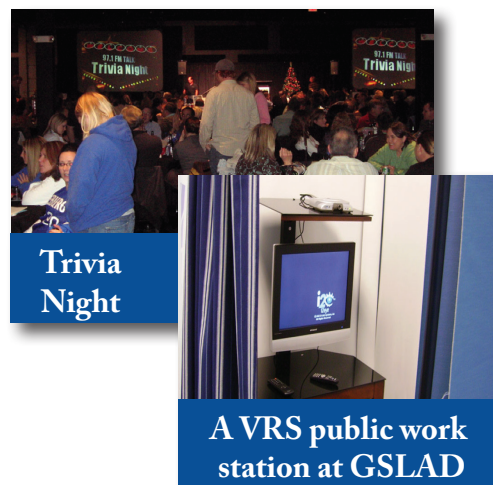
See the appendix for a complete listing of outreach activities performed.

Recognition for Services Performed

A check for $9,500 was donated to a camp.

Relay Missouri donated $2,500 in September and October 2006 to a pool of donations by other participating organizations. As a result, a check totaling $9,500 was given to the Children's Burn Camp.

In return for this donation, Relay Missouri exhibited its relay services at two different events hosted by Executive Personal Computers, Inc. (EPC) in St. Charles, with a focus on CapTel, 711, speech-to-speech and hearing carry-over services. In addition, the Relay Missouri logo and link were displayed on EPC's Web site and on a flyer.

Relay Missouri Call Center in Independence

Sprint operates a relay call center in an Independence, MO, facility to provide TRS services to connect calls through various groups and means such as TTY, Speech-to-Speech, Voice Carry Over, DeafBlind pacing, Directory Assistance, and other calls. This Sprint relay call center has provided relay services to Missourians for over 15 years. Sprint call center staff supports the center's 18-hour day and 7-day week and its 75-plus communication assistants (CAs) who relay the calls for our customers.

The center provides services to the deaf and hard of hearing community statewide and is also staffed to handle overflow traffic from other states on an as-needed basis. This quality measure ensures that the Federal Communications Commission (FCC) and state guidelines and contractual obligations are met in the event of any type of disaster.

Community Services Performed
Sprint Relay participates in all of the Sprint community opportunities within the Kansas City area, including:
- Harvesters National Food Drive
- United Way
- March of Dimes WalkAmerica
- Christmas in October.

We also have a great team of volunteers, who participated in activities such as:
- Sorting and stocking canned goods at Harvesters
- Collecting and sorting clothes and canned goods, and providing school supplies to the Hope House
- Collecting items for the Homeless Animal Shelter in Kansas City
- Assisting with the Sprint Exhibit at the deaf museum in nearby Kansas
- Collecting goods for Greenberg, KS, natural disaster victims
- Continuing to contribute Yoplait lids for breast cancer research

Adopt-a-Family
Throughout the year, employees donate garage sale items, which are then sold at a white elephant sale each quarter. The proceeds go towards our annual Adopt-a-Family activity, where during the fourth quarter of each year, we adopt a needy family within our community to help them have a better holiday season. We post their wish list and our employees donate the brand-new items. The monies collected throughout the year are used towards the purchase of food and gift cards, and any items not yet donated.

The employees of Sprint Relay are proud of providing relay services between the deaf and hard of hearing community and the hearing community.

Relay Missouri TRS Statistics

The charts on the next several pages indicate the trends of our annual call volume. The numbers reflect the availability and usage of the technology that is provided by Relay Missouri and Sprint.

Total Session Minutes

The following charts indicate the trends of our annual total number of billable session minutes. The numbers reflect the traditional relay services (e.g.: TTY, Voice, TTY and Voice Spanish, VCO, TeleBraille, STS, and a few others) that are currently provided by Relay Missouri. The session minutes continue to show a drop in calls over the past several years, with this fiscal year showing an all-time low, due to the latest technology such as e-mail, video relay services, wireless pagers, and other technological advancements.

Total Billable Session Minutes	
July 2002–June 2003	4,367,024
July 2003–June 2004	3,742,983
July 2004–June 2005	3,264,688
July 2005–June 2006	2,634,386
July 2006–June 2007	2,204,488

Call Origination

The chart indicates that most of the Relay Missouri calls are being originated by TurboCode TTY users, just slightly more than TTY users by a little over 1%.

Service Used	Percentage Used
TTY	34.12%
TurboCode	35.54%
ASCII	.06%
Voice	15.46%
Voice Carry-Over	14.72%
Hearing Carry-Over	.05%
DeafBlind ASCII	0%
DeafBlind Baudot	.04%

Relay Missouri TRS Statistics (Continued)

Speed of Answer

The charts below illustrate that Sprint has exceeded the speed of answer requirement throughout the year. "Speed of answer" identifies the number of seconds required to answer a call. The daily requirement is 85% of all calls being answered within 10 seconds. The Average Speed of Answer (ASA) for July 2006 to June 2007 was **1.95 seconds** and the Service Level (SVL) was that **94.03% of calls** were answered within 10 seconds.

Speed of Answer					
July 2006	**Aug. 2006**	**Sept. 2006**	**Oct. 2006**	**Nov. 2006**	**Dec. 2007**
99.3%	93%	94%	94%	93%	94%
2.2	2.0	1.9	1.9	2.1	1.9
Jan. 2007	**Feb. 2007**	**March 2007**	**April 2007**	**May 2007**	**June 2007**
95%	93%	94%	94%	92%	93%
1.7	2.0	1.9	1.8	2.1	1.9

Customer Service Contact Data

Sprint Customer Service is responsible for handling customer requests such as:
- Registering Customer Database profiles
- Responding to reports of technical issues
- Sending relay information materials
- Receiving customer suggestions, commendations and complaints

Each request from a relay user is given full attention and every effort is made to satisfy the customer. The following chart illustrates the number and call types that were received from customer requests including commendations, complaints and information requests.

This information is shared with the FCC on a yearly basis.

Call Types Received						
	July 2006	**Aug. 2006**	**Sept. 2006**	**Oct. 2006**	**Nov. 2006**	**Dec. 2006**
Commendations	4	1	4	5	5	4
Complaints	1	5	6	8	7	4
	Jan. 2007	**Feb. 2007**	**March 2007**	**April 2007**	**May 2007**	**June 2007**
Commendations	5	3	1	1	3	3
Complaints	4	4	3	2	5	3

Total Commendations: 39
Total Complaints: 52

The appendix includes the full Relay Missouri traffic report.

Relay Missouri CapTel Statistics

CapTel

CapTel phone users place a call in the same manner they would when using a traditional phone—by dialing the number directly. The CapTel phone automatically connects to Sprint's captioning relay service as the consumer dials on a two-line system. When the person being called answers, the consumer hears what is spoken with the assistance of two amplification buttons, and reads the captions (words) on the CapTel phone's display screen.

CapTel with True Caller ID is available through Sprint in 29 states, including Missouri. Active and retired hard of hearing federal government employees (civilian, military and federally recognized U.S. tribal members) who live in Missouri no longer have the opportunity to obtain a free CapTel phone from Federal Relay, since the supply has been depleted.

CapTel Statistics

Since its inception in July 2004, a total of 473 CapTel phones have been distributed to date. From July 2006 to June 2007, there were a total of 610,858 CapTel session minutes, a remarkable increase of 180,580 minutes in just one year as compared to the previous fiscal year!
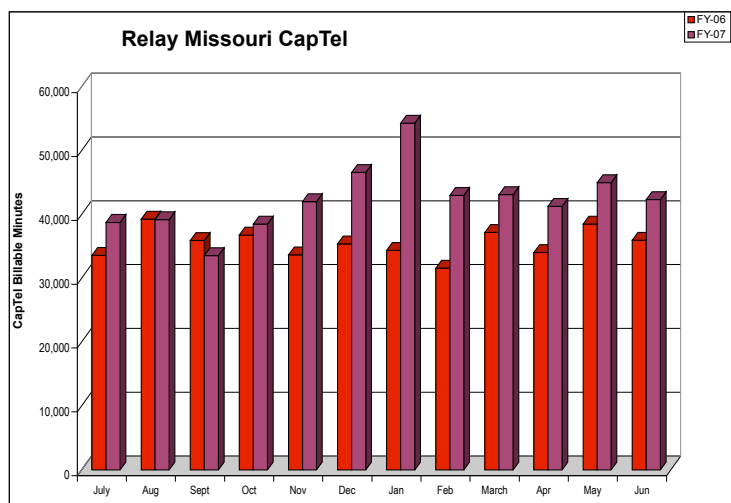
The comparison of billable minutes since July 2004 to June 2007 is illustrated in the chart at right.

> July 2004 – June 2005: 415,875 total CapTel session minutes
> July 2005 – June 2006: 430,278
> July 2006 – June 2007: 610,858

Call Origination

The following chart indicates that the majority of CapTel users are CapTel owners using the CapTel phone and service:
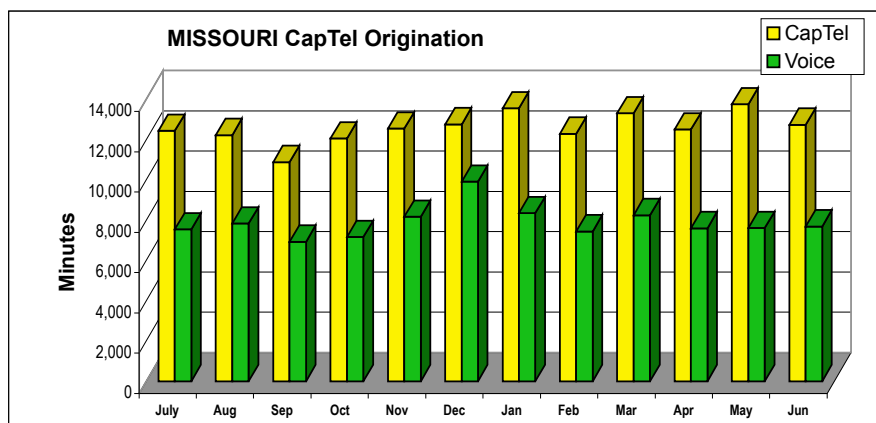
Call Volume

As evidenced from the chart below, CapTel calls continue to increase nearly each month:
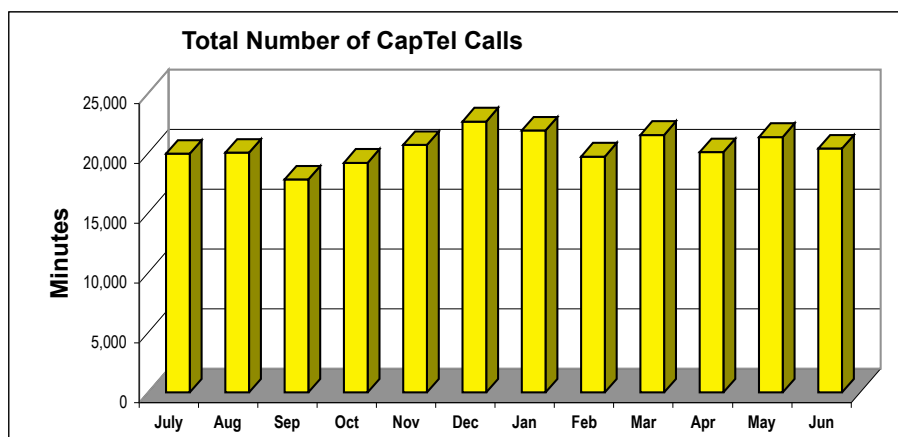
See the appendix for the full Relay Missouri CapTel traffic report.

Relay Missouri Enhancements

Improving the Customer Experience (ICE)

During 2006, Sprint continued its "Improving the Customer Experience, Voice and Signs of the Customer" (ICE) project that began in 2005. ICE is an ongoing and continuous project to improve the customer experience when using relay.

Sprint hosted focus groups during 2006 and, based on feedback and input received through the ICE program from both customers and internal staff, Sprint implemented the first set of improvements to Sprint Relay on August 22, 2006. A few of these changes are internal, affecting the training and operations of Communication Assistants (CA) and some are external, improving the experience of the relay user.

The following changes were implemented across the Sprint Relay network:

1. A new procedure for when a relay call is answered by a recording. After it has been determined that the caller has reached an interactive or recorded message, the CA will hit a "hot key" which reads, "(RECORDING PLAYING)", to keep the caller informed of the call progress.

A new macro, "(HOLD FOR A LIVE PERSON QQ) GA", will follow to give the caller the choice to hold or input messages, receive the entire message or to hang up.

**RESULT: This feature greatly reduces the CA's work time and accordingly, time billed to the contractor.**

2. A new macro, "(RELAYING UR INFORMATION)", will be sent when the TTY or Sprint IP user inquires what is happening on the call.

RESULT: This keeps the caller informed of the call progress.

3. Sprint revised its policy for announcing relay calls to allow the CAs greater flexibility in how to announce the relay call. The CA's identification number and gender will still be provided with every call. The only change is that instead of using a pre-determined script, the CA is following a guideline and is free to voice the greeting so that it sounds more natural. The CA will also be allowed to add a courtesy such as "Have a great day." Additionally, behind the scenes, Sprint has created a new training video that demonstrates a variety of call scenarios using the new greeting methodology. The video helps Sprint's relay agents understand how to explain relay without a script while using a friendly and natural tone of voice.

RESULT: Our studies have shown that this new methodology results in fewer hang-ups and more accepted calls.

Also included in this new methodology for announcing a relay call is the use of the terms "deaf" and "hard of hearing" in the greeting to decrease the number of hang-ups. Sprint's tests showed that when the term "deaf or hard of hearing" was included in the explanation phrase to the hearing party, the number of times the CA had to explain the relay service dropped from 26% to 12%.

RESULT: The number of hang-ups during or immediately after the greeting was reduced from 10% to 2%.

These new changes have greatly improved the customer experience when using Sprint Relay.

Sprint Relay Product Enhancements
Available in Missouri
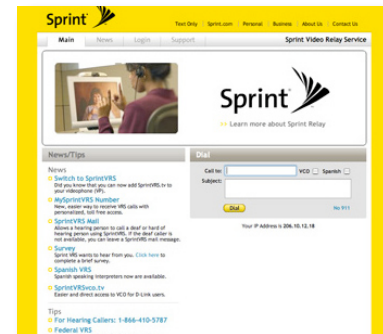
Sprint Video Relay Service

Videophone with a television set

Sprint Video Relay Service (VRS) is a free service that is available any time, 24 hours a day, 7 days a week, 365 days a year. Sprint VRS enables users who use sign language to communicate using videoconferencing technology, with an interpreter via the Internet.

The interpreter relays the signed conversation over a standard phone in real time to the hearing caller.

By using sign language over the full-motion video, the sign language user can communicate in their natural language and convey facial expression and cues to ensure nothing gets lost in the translation. The sign language user needs a videophone with a television or a Webcam with a computer.

Sprint VRS Web site

Additionally, the Sprint VRS Web site was updated, and may be viewed at www.sprintvrs.com.

NOTE: Video relay services (VRS) are authorized by the Federal Communications Commission (FCC). Relay providers are reimbursed by the Interstate TRS Fund for intrastate and interstate minutes generated, which is administered by the National Exchange Carriers Association (NECA).

The state of Missouri does NOT pay for VRS.

MySprintVRS Number

Also, on July 31, 2006, Sprint launched MySprintVRS number. This number feature enables deaf and hard of hearing persons to receive incoming calls via videophones. A hearing caller dials a toll-free number and quickly reaches an interpreter, who connects the hearing caller to the deaf or hard of hearing VRS user. No other information needs to be supplied, such as an extension number. Some businesses use telephone numbers as account identifiers or for ordering items, and a MySprintVRS number makes this easily possible.

Sprint VRSmail

Another feature that Sprint made available to deaf and hard of hearing persons on October 28, 2006, was Sprint VRSmail. VRSmail is the same as voice mail, but provided in a visual, signing mode. One can retrieve VRSmail from wireless devices that has Windows Media Player capability.

Sprint Internet Protocol Relay

Sprint IP Relay is a free service that is available any time, 24 hours a day, 7 days a week, 365 days a year. Sprint IP allows people who are deaf or hard of hearing or who have a speech disability to enjoy the ease of communicating with hearing individuals from any computer. The process to place a Sprint IP call is very similar to a TTY call, except that there is a split screen to view both conversations simultaneously.

Sprint IP Relay Web site

NOTE: Internet Protocol (IP) relay is authorized by the FCC. Relay providers are reimbursed by the Interstate TRS Fund for intrastate and interstate minutes generated, which is administered by the NECA.

The state of Missouri does NOT pay for IP relay services.
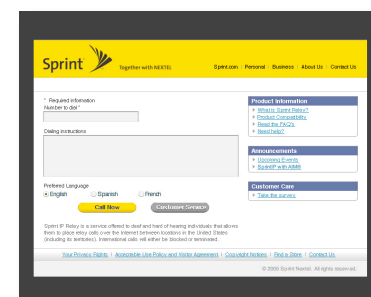
Sprint Relay Product Enhancements (Continued)

Sprint IP on AIM

Sprint IP Relay offers an access method for AIM® (AOL Instant Messenger) users on a computer and wireless devices. It is a free service that is available any time, 24 hours a day, 7 days a week, 365 days a year. The process is very similar to a TTY call.

SprintIP on AIM

Sprint IP Wireless via Blackberry Pagers

The free Sprint IP Wireless download application allows Blackberry users to access Sprint IP Wireless Relay at any time, 24 hours a day, 7 days a week, 365 days a year. The process is very similar to a TTY call.

Sprint Industry Report

Sprint Relay Accounts

Sprint currently provides relay services to 33 states, the federal government, Puerto Rico and New Zealand. The map below indicates which states are served by Sprint Relay.

Supporting Team Members
Sprint Government Systems

Tony D'Agata
Vice President
Public Sector

Mike Ligas
Director of TRS

Business Service Operations | Sales and Distribution
RELAY PROGRAM MANAGEMENT

John Moore
Manager of RPM

Angie Officer
Senior RPM

April Mason
Relay Program Manager

CONSUMER SALES

Paul Rutowski
Manager of CS

Tommy Walker
CS Manager

CORPORATE SALES

Mike J. Ellis
Branch Manager

CUSTOMER SERVICE

Brian Adamson
Supervisor

PRODUCT INNOVATION

Paul Ludwick
Manager

Missouri Public Service Commission

The Relay Missouri Advisory Committee (RMAC) meets twice a year and often in Jefferson City, Missouri. The RMAC was created by the Missouri Public Service Commission in 1991 to assist the Commission in providing effective dual party relay service in Missouri, to provide community information and to provide feedback to the Commission as it administers Relay Missouri.

Appointed members meet to discuss ideas in promoting awareness of relay services, educating the public on upcoming technology, monitoring any upcoming legislations and/or issues on a local, state, and national level, and advocating on the needs of all relay users.

Supporting Team Members

Tracy Mishler
Chair

Walt Cecil
Regulatory Economist

Mike Scheperle
Staff

TRS Board Members

Stephen Foster	**Lewis Mills**
Harold Hankins	**Jeffrey Prail**
George Joslin	**Ric Telthorst**
April Mason	**Leslie Turner**
Dr. Roy Miller	

Appendices

CapTel Radio PSA Scripts

Relay Missouri, in partnership with Emmis
CapTel/Bell (Generic)   :60

(Scratchy, filtered, slightly distant voice w/ person working in the foreground)

B: Hello, Watson. If you can hear my voice, come into the lab. (pause) Watson, come to the laboratory! (pause) Hello! (pause) Watson, come here! Oh well, I guess it's back to the drawing board.

ANNCR: If Alexander Graham Bell would have been using CapTel, captioned telephone from Relay Missouri, Watson would have been able to read him "loud and clear". If you have trouble hearing or if you know someone who does, the remarkable new CapTel service can help expand your world. Imagine being able to engage in a telephone conversation without missing a single word. CapTel, captioned telephone is offered by Relay Missouri, partners with Ultratec, to qualifying Missouri residents with hearing losses. Get all the details about CapTel by logging onto www.captionedtelephone.com or call (800) 317-2199.

B: Watson, is my telephone working yet?

W: Yes, sir. I'm reading every word perfectly!

ANNCR: Log on today and start reading your callers "loud and clear" … with CapTel from Relay Missouri!

Relay Missouri, in partnership with Learfield
CapTel/Bell (Generic)   :30 (iPod)
"The game's on"

BRIAN: My dad's hearing was failing…so when I would call, I'd get the same answer.

DAD: (his voice sounds like it's kind of in the background) "Brian, is that you? Aaaahhh…I can't hear you, son. I…I…gotta go…the game's on." (SFX: phone hanging up)

BRIAN: So, we hooked dad up with a statewide service that offers phones for the hearing impaired.   He can see the caller's words on a big screen and have his phone volume as loud as he needs it. Now, when I call Dad… things are a lot different.

DAD: (his voice sounds like it's kind of in the background) "Brian? Good to hear from you son…but…I gotta go…the game's on." (SFX: phone hanging up)

ANNOUNCER: Relay Missouri is helping the hearing impaired to better communicate. See how we can help you…call (800) 317-2199.

Relay Missouri, in partnership with Learfield

Captel/Bell (Generic) :30
"What's an IPod"

GRANDPA: For years, when my grandson called, I couldn't understand him.   I just couldn't make out the words over the phone.

But, last month, I got some help from Relay Missouri. They have these systems that increase my phone's volume and put the caller's words on an easy to read screen. It's great.

So, now when my grandson calls I can see and hear every word…but…I still can't understand him. What's an I-pod? And who took it off the hook?

ANNOUNCER: Relay Missouri is helping the hearing impaired to better communicate. To see how we can help you…call (800) 317-2199, that's (800) 317-2199.

Relay Missouri TRS Traffic Report

Relay Missouri Traffic Report: Fiscal Year 2007 (July 2006–June 2007)

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL
TOTAL CALL VOLUME													
TTY-Baudot	10,062	11,756	14,284	15,170	14,943	14,451	14,593	13,555	15,291	13,002	14,219	14,699	166,025
TurboCode	23,458	22,809	12,811	10,387	12,070	13,336	12,973	12,558	15,024	12,754	14,911	14,273	177,364
ASCII	11	61	20	17	13	26	0	8	12	101	11	1	281
Voice	7,801	7,457	5,952	5,584	5,622	5,943	5,982	5,974	6,692	6,107	6,926	6,165	76,205
VCO	6,551	6,270	6,545	6,143	6,343	6,105	5,972	5,738	6,053	5,399	5,641	5,388	72,148
HCO	2	15	12	23	60	50	33	34	2	0	10	8	249
DeafBlind ASCII	0	0	0	0	0	0	0	0	1	0	0	0	1
DeafBlind Baudot	0	0	0	0	18	80	37	24	5	7	7	23	201
Speech-to-Speech	113	87	110	70	40	76	55	76	71	26	9	28	761
Spanish Calls	4	16	0	3	0	1	0	4	2	6	6	5	47
TOTAL	**48,002**	**48,471**	**39,734**	**37,397**	**39,109**	**40,068**	**39,645**	**37,971**	**43,153**	**37,402**	**41,740**	**40,590**	**493,282**
PERCENTAGE OF CALLS													**Average**
TTY	21.01%	24.31%	35.95%	40.64%	38.25%	36.14%	36.86%	35.77%	35.49%	34.79%	34.08%	36.20%	34.12%
Turbo Code	48.99%	47.16%	32.24%	27.83%	30.89%	33.53%	32.77%	33.14%	34.87%	34.13%	35.74%	35.22%	35.54%
ASCII	0.02%	0.13%	0.05%	0.05%	0.03%	0.07%	0.00%	0.02%	0.03%	0.27%	0.03%	0.00%	0.06%
Voice	16.29%	15.42%	14.98%	14.96%	14.39%	14.86%	15.11%	15.77%	15.53%	16.34%	16.60%	15.21%	15.46%
VCO	13.68%	12.96%	16.47%	16.46%	16.24%	15.27%	15.08%	15.14%	14.05%	14.45%	13.52%	13.29%	14.72%
HCO	0.00%	0.03%	0.03%	0.06%	0.15%	0.13%	0.08%	0.09%	0.00%	0.00%	0.02%	0.02%	0.05%
DeafBlind ASCII	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
DeafBlind Baudot	0.00%	0.00%	0.00%	0.00%	0.05%	0.20%	0.09%	0.06%	0.01%	0.02%	0.02%	0.06%	0.04%
TOTAL NUMBER OF COMPLETED RELAYED CALLS													**TOTAL**
Local	43,936	31,921	28,888	26,568	26,786	27,114	26,728	24,370	26,425	24,043	25,711	24,738	337,228
Intrastate (Intralata)	779	497	264	397	271	238	343	267	308	337	378	302	4,381
Intrastate (Interlata)	1,197	782	345	628	432	535	486	513	540	535	909	997	7,899
Interstate	3,102	1,865	1,104	1,655	1,449	1,572	1,360	1,322	1,570	1,193	1,410	1,316	18,918
Toll-Free	4,812	3,354	2,720	3,056	3,158	3,013	2,959	2,802	3,154	2,562	2,952	2,871	37,413
Directory Asst.	323	162	104	182	191	175	197	183	174	113	175	165	2,144
900 (Attempted)	0	0	0	0	0	0	0	0	0	0	0	0	0
International	11	5	3	7	5	12	3	4	5	6	1	2	64
Marine (Attempted)	0	0	0	0	0	0	0	0	0	0	0	0	0
Other Calls	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL COMPLETED	**54,160**	**38,586**	**33,428**	**32,493**	**32,292**	**32,659**	**32,076**	**29,461**	**32,176**	**28,789**	**31,536**	**30,391**	**408,047**
Busy/No Answer	14,063	9,782	6,196	4,831	6,777	7,332	7,514	8,430	10,904	8,581	10,189	10,136	104,735
TOTAL OUTBOUND	**68,223**	**48,368**	**39,624**	**37,324**	**39,069**	**39,991**	**39,590**	**37,891**	**43,080**	**37,370**	**41,725**	**40,527**	**512,782**
General Assistance	34,909	24,298	24,986	25,470	19,687	17,912	20,247	18,614	19,287	19,237	24,387	19,737	268,771
TOTAL	**103,132**	**72,666**	**64,610**	**62,794**	**58,756**	**57,903**	**59,837**	**56,505**	**62,367**	**56,607**	**66,112**	**60,264**	**1,702,382**
MINUTES OF SERVICE													
Total Conversation Min.	165,023.87	169,446.44	150,564.52	150,944.30	149,746.16	156,412.59	152,679.61	137,294.80	144,847.14	128,473.67	138,851.64	134,066.85	1,778,351.59
Total Session Min.	234,537.49	238,184.55	213,478.26	211,334.33	234,812.07	220,151.56	219,232.30	201,545.12	214,141.92	188,544.72	207,898.52	196,221.25	2,580,082.09
Less Interstate	18,074.80	15,532.53	8,606.56	13,623.53	16,710.38	13,992.56	12,196.28	12,174.68	13,034.11	12,018.56	12,970.19	11,523.52	160,457.70
Less International	80.97	48.93	9.87	34.80	61.55	99.35	30.32	90.68	116.44	35.76	19.16	17.50	645.33
Less 800 Toll-Free	19,724.18	19,625.80	15,694.38	18,635.87	19,110.75	19,844.30	17,950.39	17,346.61	18,676.88	15,463.57	17,057.76	17,395.99	216,526.48
Less Directory Session Min.	114.44	48.89	55.25	64.27	45.15	46.49	30.25	50.50	29.54	39.08	55.02	22.31	601.19
Less 900 Asst. Min.	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Billable Minutes	196,543.10	202,928.40	189,112.20	178,975.86	198,884.24	186,168.86	189,025.06	171,882.65	182,284.95	160,987.75	177,796.39	167,261.93	2,201,851.39
Billable Minutes (STS)	292.01	158.45	341.21	141.08	204.51	333.47	174.02	374.36	264.00	158.58	53.48	141.08	2,636.25
Total Billable Minutes	**196,835.11**	**203,086.85**	**189,453.41**	**179,116.94**	**199,088.75**	**186,502.33**	**189,199.08**	**172,257.01**	**182,548.95**	**161,146.33**	**177,849.87**	**167,403.01**	**2,204,487.64**

Relay Missouri TRS Traffic Report (Continued)

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL
Relay Missouri Traffic Report: Fiscal Year 2007 (July 2006–June 2007)													
NUMBER OF CALLS TO RELAY													
Offered	56,506	56,816	53,661	53,509	46,811	45,574	47,651	44,603	47,558	45,622	52,677	47,345	598,333
Answered	55,367	55,875	52,492	51,924	45,836	44,758	47,014	43,907	47,485	45,019	51,932	46,562	588,171
In Queue	56,506	56,816	53,661	53,509	45,838	45,574	47,651	44,603	47,558	45,622	52,677	47,345	597,360
Abandoned in Queue	1,139	941	1,169	1,585	975	816	637	696	73	603	745	783	10,162
AVERAGE NUMBER OF CALLS - STS not included													**AVERAGE**
Weekend	1,567	1,594	1,373	1,412	1,338	1,413	1,474	1,401	1,542	1,294	1,410	1,470	1,441
Weekday	2,661	2,605	2,488	2,277	2,184	2,084	2,089	2,265	2,204	2,141	2,384	2,240	2,302
AVERAGE NUMBER OF CALLS IN SESSION MINUTES													**AVERAGE**
Session Minutes	4.23	4.26	4.06	4.07	5.12	4.91	4.66	4.59	4.51	4.18	4.00	4.21	4.40
Conversation Minutes	2.98	3.03	2.86	2.90	3.26	3.49	3.24	3.12	3.05	2.85	2.67	2.88	3.03
Avg. Length of Completed Calls	6.15	6.17	6.38	6.50	7.27	6.74	6.83	6.84	6.65	6.54	6.59	6.45	6.59
AVERAGE SPEED OF ANSWER													**AVERAGE**
Service Level	99.3%	93.0%	94.0%	94.0%	93.0%	94.0%	95.0%	93.0%	94.0%	94.0%	92.0%	93.0%	94.03%
ASA	2.2	2.0	1.9	1.9	2.1	1.9	1.7	2.0	1.9	1.8	2.1	1.9	1.95
CUSTOMER CONTACTS (TRS)													**TOTAL**
Complaints	1	5	6	8	7	4	4	4	3	2	5	3	52
Commendations	4	1	4	5	5	4	5	3	1	1	3	3	39
Inquiries	–	–	–	–	–	–	–	–	–	–	–	–	–
TOTAL	**5**	**6**	**10**	**13**	**12**	**8**	**9**	**7**	**4**	**3**	**8**	**6**	**91**

Relay Missouri CapTel Traffic Report

MISSOURI CONTRACT CALLS FOR SESSION MINUTES

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	AVERAGE
Billable Minutes	47,345.69	46,700.00	40,992.22	47,798.21	51,062.21	55,633.71	64,236.82	51,808.22	51,763.63	41,263.43	44,990.94	42,321.82	50,816
Spanish Billable Min.	0	0	0	0	0	0	0	0	0	0	0	0	0
Avg. Per Min. Per User	223	211	183	207	215	237	276	220	219	167	170	162	207
Avg. Per Min. Per User Billed to State	183	177	150	167	177	198	233	183	183	167	170	162	179
# of CapTel Activated	341	349	363	370	380	389	397	412	422	434	444	450	396
# of CapTel Shipped	371	371	392	393	409	409	428	429	450	452	472	473	421
# of Users/Participants	212	221	224	231	238	235	233	235	236	247	265	262	237
Occupancy % User	62%	63%	62%	62%	63%	60%	59%	57%	56%	57%	60%	58%	60%
Avg. Per Call Length Per User	2.37	2.33	2.30	2.49	2.47	2.46	2.94	2.63	2.40	2.05	2.11	2.07	2.49
CAPTEL TRAFFIC PATTERNS													
Call In	12,429	12,213	10,877	12,049	12,533	12,746	13,543	12,284	13,295	12,493	13,741	12,723	12,577
Voice In	7,540	7,823	6,920	7,154	8,162	9,901	8,343	7,437	8,238	7,596	7,609	7,677	7,867
TOTAL	**19,969**	**20,036**	**17,797**	**19,203**	**20,695**	**22,647**	**21,886**	**19,721**	**21,533**	**20,089**	**21,350**	**20,400**	**20,444**
TOTAL SESSION MINUTES													
900 Calls	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Answer Machine	319.57	302.43	415.85	421.33	299.29	302.05	289.54	270.47	280.19	390.40	369.02	447.05	342.27
General Assistance	448.25	447.50	458.63	398.81	375.99	382.59	473.22	467.06	701.13	422.65	452.23	449.68	456.48
In 2-Line	0.00	0.00	0.00	0.00	8.54	321.52	537.82	725.74	868.12	1,038.25	1,119.60	1,213.36	486.08
International	0.42	16.41	15.22	17.69	78.17	10.81	105.36	38.91	84.93	51.89	31.98	64.57	43.03
Interstate	6,772.36	5,418.23	5,084.07	6,169.71	5,843.80	6,774.80	7,014.96	6,197.95	6,233.16	6,295.41	6,371.50	6,040.11	6,184.67
Intrastate	36,219.03	36,396.63	30,429.96	34,646.33	38,323.13	43,389.28	50,168.89	38,995.22	39,013.85	37,561.49	41,099.68	38,449.46	38,724.41
Others	32.66	25.45	17.51	7.38	17.79	63.45	224.47	230.51	175.13	241.55	101.35	100.28	103.13
Toll Free	3,553.40	4,093.35	4,570.98	6,136.96	6,115.50	4,389.21	5,422.56	4,882.36	4,407.12	3,516.94	4,024.93	3,664.21	4,564.79
TOTAL	**47,345.69**	**46,700.00**	**40,992.22**	**47,798.21**	**51,062.21**	**55,633.71**	**64,236.82**	**51,808.22**	**51,763.63**	**49,518.58**	**53,570.29**	**50,428.72**	**50,904.86**
NUMBER OF CALLS BY EACH TRAFFIC PATTERN													
900 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0
Answer Machine	234	253	307	295	257	229	229	227	221	239	257	266	3,014
General Assistance	1,472	1,324	1,322	1,227	1,245	1,243	1,453	1,418	1,850	1,378	1,493	1,416	16,841
2-Line	0	0	0	0	9	129	233	255	340	354	431	429	2,180
International	1	9	10	5	5	9	11	27	33	18	12	22	162
Interstate	2,342	1,980	1,802	2,061	2,109	2,295	1,896	1,469	2,201	1,979	2,470	2,338	24,762
Intrastate	15,295	15,773	13,618	14,533	16,071	17,959	17,129	15,496	16,249	15,371	15,927	15,270	188,691
Others	13	9	7	5	6	24	91	116	87	123	61	54	596
Toll Free	612	688	731	1,077	993	759	844	713	732	627	699	605	9,080
TOTAL	**19,969**	**20,036**	**17,797**	**19,203**	**20,695**	**22,647**	**21,886**	**19,721**	**21,533**	**20,089**	**21,350**	**20,400**	**245,326**
DISTRIBUTION OF MINUTES													
Interstate Billable Min.	6,772.36	5,418.23	5,084.07	6,169.71	5,843.80	6,774.80	7,014.96	6,197.95	6,233.16	6,295.41	6,371.50	6,040.11	6,184.67
Less Intl. Session Min.	0.42	16.41	15.22	17.69	78.17	10.81	105.36	38.91	84.93	51.89	31.98	64.57	43.03
Less Toll Free	1,812.23	2,087.61	2,331.20	3,129.85	3,118.91	2,238.50	2,765.51	2,490.00	2,247.63	1,793.64	2,052.71	1,868.75	2,328.04
2-Line Session Min. (11%)	0.00	0.00	0.00	0.00	0.94	35.37	59.16	79.83	95.49	114.21	123.16	133.47	53.47
Billable to MO	38,760.68	39,177.75	33,561.73	38,480.96	42,020.40	46,574.24	54,291.83	43,001.53	43,102.42	41,263.43	44,990.94	42,321.82	42,295.64
NECA Billable Min.	8,585.01	7,522.25	7,430.49	9,210.56	8,785.43	10,105.26	10,557.65	9,273.86	9,372.34	9,432.05	9,525.52	9,064.33	9,072.06

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL
Fiscal Year 2006	33,581	39,285	35,936	36,764	33,686	35,378	34,376	31,604	37,188	34,043	38,479	35,957	35,523
Fiscal Year 2007	38,761	39,178	33,562	38,481	42,021	46,574	54,292	43,002	43,102	41,263	44,991	42,322	42,108.05

Relay Missouri Outreach Activities

Sprint

To:	**Public Utilities Commission**	From:	**April Mason**
	Walt Cecil, PSC		10820 Sunset Office Drive
	200 Madison Street, Suite 500		Suite 101
	Jefferson City, MO 65101		St. Louis, MO 63127

Date	City	Event	Attendance	Relay (R), CapTel (C) = Both (B) or TEDP (T)
Jul-06				
7/15/06	Jackson, MO	SEMO Deaf Association - promoted Sprint Relay and CapTel	50	B
7/20/06	St. Louis, MO	RTR Captioned Media	20	B
Aug-06				
8/3/06	St. Louis, MO	Round Table Representatives Board Meeting	25	B
8/12/06	Branson, MO	Deaf Awareness Day at Silver Dollar City	500	B
8/25/06	St. Louis, MO	Deaf Awareness Day at Cardinals and Post Game Party	300	B
08/28/2006 - 08/29/2006	Madison, WI	CapTel Training at the CTI	35	C
Sep-06				
9/9/06	St. Louis, MO	GSLAD 1st Year Anniversary - Sprint sponsored food catering	350	B
9/14/06	St. Louis, MO	Round Table Representatives General Meeting	30	B
9/16/06	St. Louis, MO	AT Consumer Fair	300	B
9/16/06	St. Louis, MO	SJIAA Golf Tournament	50	B
9/16/06	St. Louis, MO	CarFest	300	B
9/20/06	St. Louis, MO	Paraquad - VRS Presentation	45	R
9/21/06	St. Louis, MO	RTR Captioned Media Meeting	15	B
9/23/06	St. Louis, MO	Effective Communication Training in Health Care - sponsored by Sprint & GSLAD	75	B
Oct-06				
10/3/06	St. Louis, MO	CEPIN Workship (Emergency Trainig for the Deaf)	50	B
10/7/06	Chicago, IL	Deaf Nation in Chicago IL	4,500	B
10/11/06	Jefferson City, MO	RMAC - CapTel Updates and 2 Line CapTel	30	C
10/14/06	St. Louis, MO	BLAST	300	B
10/14/06	Columbia, MO	MO Interpreter Convention	100	B
10/18/06	St. Louis, MO	ALDA Convention	200	B
Nov-06				
11/3/06	St. Louis, MO	Trivia Night by Emmis Communication	150	B
11/3/06	St. Ann, MO	Village of Many Color - CapTel and 711	200	B
11/4/06	St. Louis, MO	Central Bowling Association for the Deaf	150	B
11/4/06	St. Louis, MO	Relay MO Private Movie	100	B
Dec-06				
12/7/06	St.Louis, MO	Paraquad's MO Assistive Technology Board - CapTel	20	C
12/9/06	St. Louis, MO	GSLAD's Holidays Dinner - Switch to Sprint and CapTel	200	B
12/12/06	St. Louis, MO	Carfest Ceremony - to show gratitude to Relay MO for the sponsorship	15	B
12/14/06	St. Louis, MO	Round Table Representatives General Meeting	30	B
Jan-07				
01/15/2007-01/19/2007	Kansas City, MO	Kick-off Retreat	80	B
1/27/07	St. Louis, MO	First DEAFestival Committee - to plan the 2008 DEAFestival	12	B
Feb-07				
2/10/07	St. Louis, MO	Valentine's Party at GSLAD - promote Sprint IP, CapTel,	250	B
2/22/07	Jefferson City, MO	Presentation (CapTel/Accomodations for the Deaf) to WorkForce Dept. at MO Commission for the Deaf/Hoh	50	B
Mar-07				
3/10/07	St. Louis, MO	CapTel Presentation to MO Chapter of HLAA	60	C
3/10/2007 - 03/11/2007	St. Louis, MO	Subcontractors Training	15	B
3/10/07	St. Louis, MO	GSLAD General Meeting - introduce the new VRS booth, CapTel, & Blackberry	300	B
3/31/07	St. Louis, MO	DEAFestival Committee	30	B
Apr-07				
4/23/2007 - 4/24/2007	Columbia, MO	Power Up Conference - CapTel and Relay	800	B
4/24/07	Jefferson City, MO	Relay Missouri Advisory Board Meeting	15	B
May-07				
5/5/07	St. Louis, MO	Deaf Nation in St. Louis, MO	2,000	B
5/23/2007-5/26/2007	St. Louis, MO	MO ADARA	350	B
Jun-07				
6/2/07	Eureka, MO	Six Flags Deaf Awareness day	250	B
6/4/2007-6/7/2007	Jacksonville, FL	STARS Conference	60	B
6/15/07	Bethany, MO	Senior Festival	250	C
6/18/2007 - 6/22/2007	St. Louis, MO	Deaf Pilots Association	100	B
6/21/2007 - 6/23/2007	Oklahoma City, OK	HLAA Conference	300	B
Total			**13,062**	

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