



**ANNUAL REPORT**  
**July 2008–June 2009**



# Table of Contents

<b>3</b>	<b>Letter from the Program Manager</b>
<b>4</b>	<b>Outreach and Marketing</b>
	Outreach
	<i>Outreach Activities</i>
	<i>Sponsorships</i>
	Marketing
	<i>Radio Public Service Announcement</i>
	<i>Advertisements</i>
<b>6</b>	<b>Independence Call Center</b>
	Seventeen Years of Service
	Commitment
<b>7</b>	<b>Relay Enhancements</b>
	TRS Enhancements
	<i>Focus on Training</i>
	<i>FCC TRS Re-Certification Project</i>
	CapTel Enhancements
	<i>Redundant Center</i>
	<i>Platform Upgrade</i>
<b>9</b>	<b>Relay Missouri Statistics</b>
	TRS Statistics
	<i>Session Minutes</i>
	<i>Relayed Call Volume</i>
	<i>Call Origination</i>
	<i>Average Speed of Answer and Service Level</i>
	<i>Customer Contact Log</i>
	CapTel Statistics
	<i>Session Minutes</i>
	<i>Call Volume</i>
	<i>Call Origination</i>
<b>13</b>	<b>Sprint Relay Enhancements</b>
	CapTel via High-Speed Internet
	WebCapTel (WCT)
	Video Relay Service (VRS)
	<i>Ten-Digit Numbering Mandate</i>
	<i>Mobile VRS Trial</i>
	<i>VRS Mail</i>
	IP Relay
	Other Sprint Relay Products and Services
<b>15</b>	<b>Sprint Relay Accounts</b>
	TRS
	CapTel
<b>15</b>	<b>Sprint Relay Team</b>
<b>16</b>	<b>Appendices</b>
	TRS Statistics
	CapTel Statistics
	Outreach Activities
	CapTel Newsletter – Summer 2009



Publication services provided by T.S. Writing Services | [www.tswriting.com](http://www.tswriting.com)



**April Mason**  
Program Manager  
10820 Sunset Office Drive  
Suite 101  
St. Louis, MO 63127  
(800) 317-2199 Voice Mail  
(314) 835-0226 TTY  
april.x.mason@sprint.com

Dear Missouri Public Service Commissioners,

The fiscal year of July 2008 to June 2009 has given Sprint another opportunity to serve our Missouri customers with quality relay services, dedication and commitment that the state has come to expect.

Sprint is extremely pleased to have been awarded the Relay Missouri contract extension for the next two years as of July 1, 2008. To promote additional relay outreach, five subcontractors assist the Program Manager by providing education on Relay Missouri TRS and CapTel products and services as well as WebCapTel (WCT), Video Relay Services (VRS), Internet Protocol (IP) relay, and wireless devices.

Other outreach highlights include:

- Broadcasting the "Don't Hang Up" campaign on the radio and promoting it on the Relay Missouri website from November to January, reaching 100,000 people.
- Exhibiting at the:
  - ✓ Summit on Aging Conference in Columbia; 800 attended.
  - ✓ Missouri Speech-Language-Hearing Association convention in Osage Beach; 450 attended.
  - ✓ Central States Conference on Hearing in Branson, 450 attended.
  - ✓ Power Up Conference in Columbia; 400 attended.
  - ✓ Hearing Loss Association of America convention in Nashville, TN. Given the convention's proximity to southern Missouri, numerous Missourians were among the 650 attendees.

Sprint thanks the Missouri Public Service Commission for the opportunity to provide quality relay services during the 2008-2009 fiscal year. Sprint is appreciative of its ongoing relationship with Relay Missouri and looks forward to the next two years of providing relay services and education to Missourians.

Sincerely,

A handwritten signature in blue ink that reads "April Mason".

April Mason  
Program Manager



## Outreach and Marketing

Relay Missouri promoted relay service awareness by providing demonstrations, presentations and materials to various groups throughout the state.

To assist the Program Manager on outreach education, five subcontractors promoted telecommunication relay services (TRS) as well as CapTel, video relay services (VRS), Internet Protocol (IP) relay, and wireless devices.

### Outreach

#### Outreach Activities



Highlights of outreach activities include exhibitions and/or presentations at the:

- Gallaudet School for the Deaf in St. Louis; 100 attended.
- Interpreter convention in Osage Beach; 500 attended.
- Summit on Aging Conference in Columbia; 800 attended.
- Central Institute for the Deaf "Parents' Day" workshop in St. Louis; 75 attended.
- Missouri Speech-Language-Hearing Association convention in Osage Beach; 450 attended.
- Central States Conference on Hearing in Branson; 450 attended.
- Power Up Conference in Columbia; 400 attended.
- Blue River Community College "Independence Through Technology" in Independence; 150 attended.
- Free Software Expo in St. Louis; 120 attended.
- Deaf Teen Institute in Clarence; 150 attended.
- Hearing Loss Association of America convention in Nashville, TN. Given the convention's proximity to southern Missouri, numerous Missourians were among the 650 attendees.



*See appendix for additional outreach activities.*

### Sponsorships

Relay Missouri sponsored several organizations during this fiscal year. The appendix indicates in highlighted rows the organizations sponsored by Relay Missouri.

### Marketing

#### Radio Public Service Announcement

From November 2008 to January 2009, Relay Missouri promoted the "Don't Hang Up on Relay" campaign with a one-minute public service announcement (PSA) on radio. There were a total of 1,555 broadcasts in the following cities:

- St. Louis
- Kansas City
- Jefferson City (three times)
- Springfield
- Osage Beach
- Cape Girardeau
- Poplar Bluff
- Kirksville





Tying in with this radio PSA, a stand-alone website about Relay Missouri was created at [www.donthanguponrelay.com](http://www.donthanguponrelay.com).

## Advertisements

To promote various Relay Missouri and Sprint Relay products and services, advertisements were placed in different high-visibility newsletters, magazines, and websites.

Additionally, Relay Missouri products and services have continued to be promoted via various brochures, instructional and marketing flyers, mass e-mails, and informal group settings.

For CapTel news, a newsletter offering CapTel tips, announcements, and other helpful CapTel information is distributed to subscribers.

*See appendix for the Summer 2009 issue of the CapTel newsletter.*

## Independence Call Center

### Seventeen Years of Service

June 8, 2008 was a momentous day for the 60 Relay Missouri call center employees. The day marked the center's 17th year in operation. Management, supervisors and agents took part in a week-long celebration with activities.

Since 1991, the most important aspect of Sprint Relay are the agents who provide relay service, since their expertise and quality service make for satisfied customers. The average length of employment at the Missouri center is over 11 years.

This can be attributed to an ongoing focus to make the work environment as employee-friendly as possible.



### Commitment

At the Relay Missouri call center, the staff is proud to be a part of the Missouri commitment to provide the finest telecommunications relay service to its relay users. The staff continues community involvement by assisting with food drives, charitable events, partnering with various community events, and more.



# Relay Enhancements

## TRS Enhancements

### Focus on Training

Sprint continues to create a more effective organization by implementing innovative TRS training programs, which focus on three primary goals:

- To better serve customers,
- To bring value to the services offered, and
- To make Sprint Relay a rewarding place to work.

This year, a special effort was made to:

- Develop creative presentations in ongoing training, customer service training and training refreshers.
- Launch a “Coaching Focus of the Month” program to provide Communication Assistants (CA) and supervisors with a trainer’s review of call-processing procedures and customer service skills.

Training revisits the primary service attributes that are important to customers: accuracy, transparency, professional phone image, keeping customers informed and operator knowledge. Sprint collaborates with the vendor centers to deliver the training and then follows up monthly using internal testing.

Exceptional customer satisfaction means understanding what customers expect, then delivering practical solutions. In order for this to happen, the Operations team continues to solicit and implement CA suggestions related to improving our customers’ experience through a Customer Service Initiative program.

## FCC TRS Re-Certification Project

On June 22, 2007, the Federal Communications Commission (FCC) issued a Public Notice to remind TRS state programs to submit a re-certification renewal application by October 1, 2007.

As listed in the 2007-2008 annual report, this re-certification application required evidence of certain required deliverables. With certifications expiring July 26, 2008, relay states were to complete the re-certification process before then. A state could apply for renewal one year prior to expiration.

Sprint took the initiative in developing and distributing a FCC re-certification renewal boilerplate of over 100 pages for its state customers. Sprint responded to most of the directives, leaving the states—including Missouri—with fewer questions to answer. In addition, Sprint provided further answers and support when asked by the states.

**On July 16, 2008, the Missouri TRS program was granted re-certification for five more years until July 25, 2013. Sprint is pleased to work with Relay Missouri in maintaining high-quality relay and CapTel services.**

## CapTel Enhancements

### Redundant Center

Sprint's CapTel vendor completed its redundant (back-up) data center in the third quarter of 2008.

### Platform Upgrade

In January, the voice recognition platform was improved. Sprint's CapTel vendor released a platform upgrade that enhanced the features of the CapTel captioner workstation, which in turn, improved the voice recognition engine.

With Spanish CapTel, Sprint's CapTel vendor completed upgrades to the captioner interface starting in the second quarter of 2008, and continued to upgrade the platform throughout 2008. The upgrades included the ability to caption Spanish calls more smoothly and more efficiently.

# Relay Missouri Statistics

## Telecommunications Relay Service (TRS)

The following charts indicate the trends of our annual total number of session minutes, relayed call volume, call origination, average speed of answer and service level, and contacts with customers.

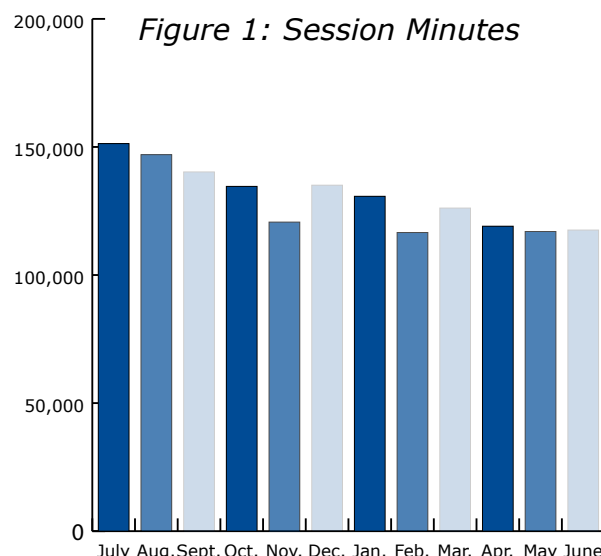
The numbers reflect the traditional relay services (e.g.: TTY, Voice, TTY and Voice Spanish, VCO, Telebraille, STS, and a few others) currently provided by Relay Missouri.

*See appendix for a complete statistics report.*

### Session Minutes

Figure 1 indicates the total monthly and session minutes processed through Relay Missouri. The minutes include voice carry-over, hearing carry-over, Spanish, and Speech-to-Speech.

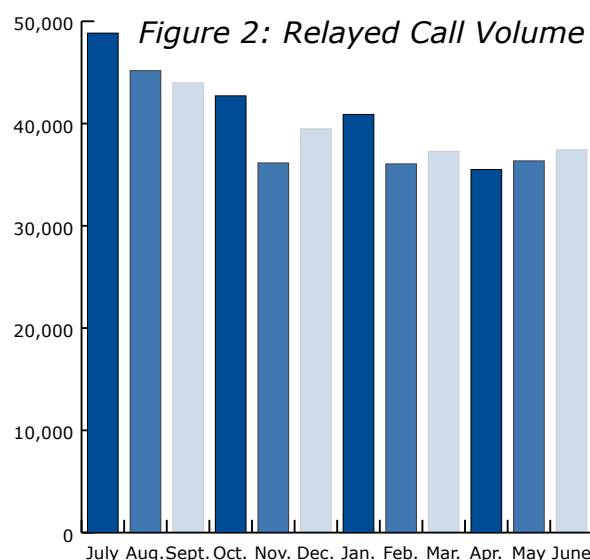
The total amounted to 1,556,041, which represents a decrease of 25% compared to last year's total.



### Relayed Call Volume

Figure 2 depicts the total number of relayed calls processed through Relay Missouri. The relayed calls include local, intrastate (both intralata and interlata), interstate, general assistance, toll-free, directory assistance, international, and busy ring/no answer.

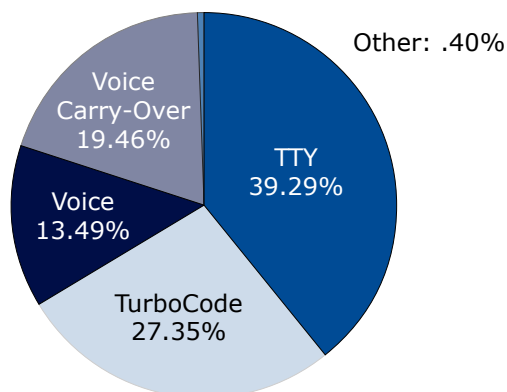
Relayed call volume totaled 479,886 calls, a 26% drop from the previous year's total.



## Call Origination

On average, TTY and TurboCode consumers originated approximately 67 percent of the Relay Missouri calls. Figure 3 shows call type by percentage.

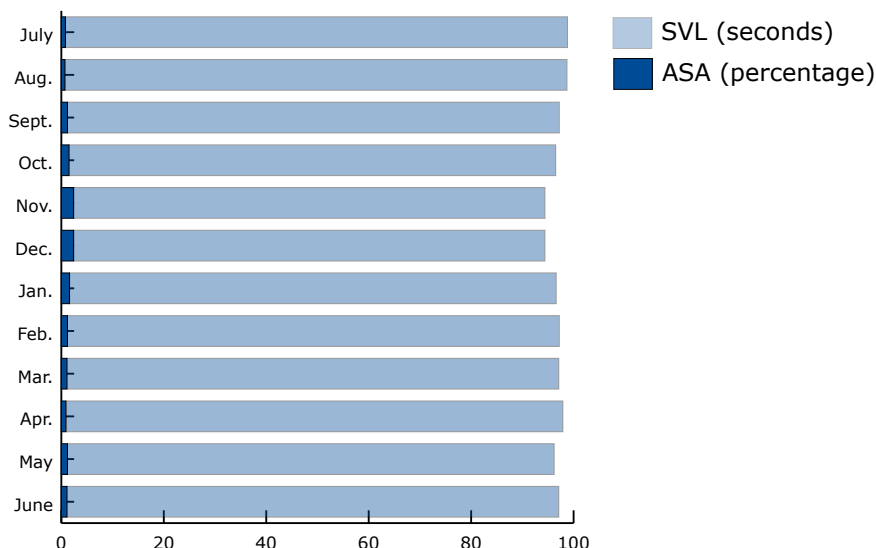
Figure 3: Call Origination Types



## Average Speed of Answer and Service Level

Figure 4 illustrates that Sprint has once again 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 this fiscal year was 1.34 seconds and the Service Level (SVL) was that 95.5% of calls were answered within 10 seconds.

Figure 4: Speed of Answer



## Customer Contact Log

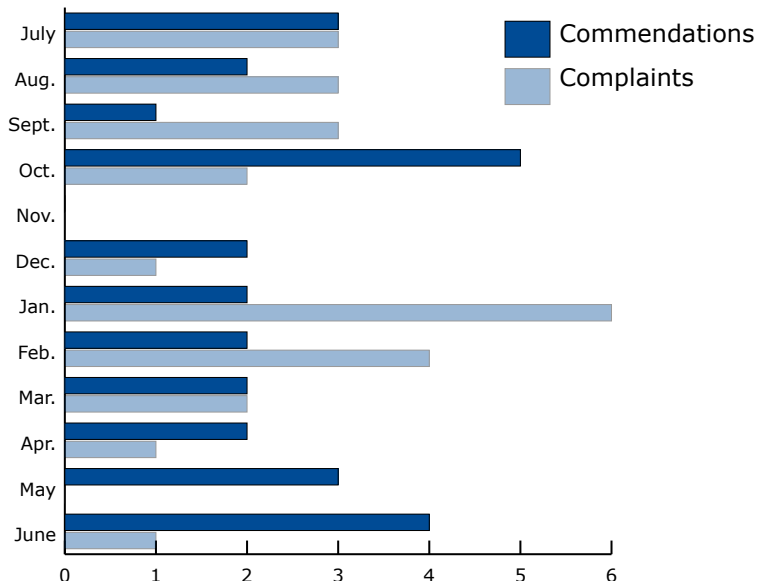
Relay Missouri Customer Service handled customer contacts such as:

- Customer Database profiles
- Technical Issues
- Operator performance
- Informational materials
- Customer commendations

Each request from a relay user is given full attention and every effort is made to satisfy the customer.

Figure 5 illustrates the number and call types received from customer requests, with a total of 28 commendations and 26 complaints. As with every year, the Program Manager prepares and submits the FCC Annual Consumer Contact Log Report to the Missouri Public Service Commission.

*Figure 5: Customer Contacts*



## CapTel Statistics

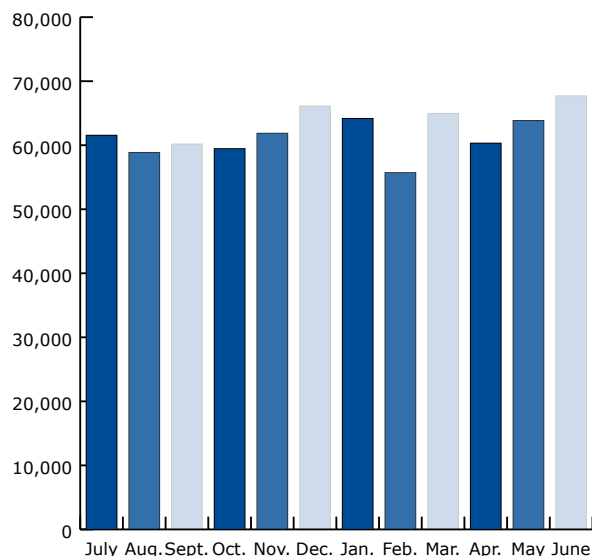
The following charts indicate the trends of our annual total number of session minutes, call volume, and call origination.

*See appendix for a complete CapTel statistics report.*

## Session Minutes

A breakdown of monthly minutes is indicated in Figure 6. The total for this fiscal year amounted to 744,832 CapTel session minutes, an increase of 8% compared to last year's total.

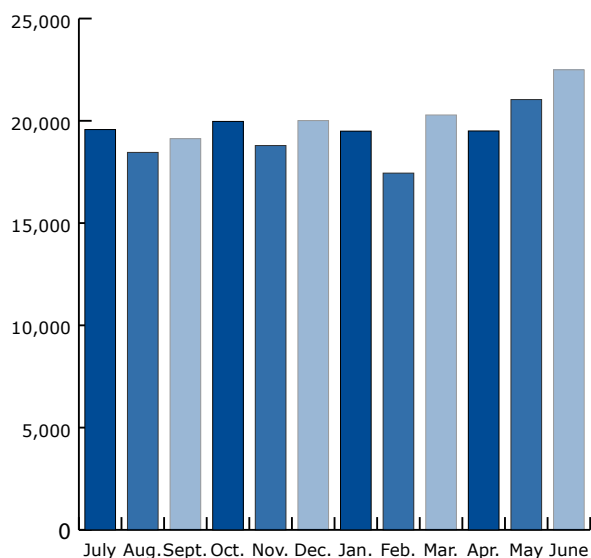
*Figure 6: CapTel Session Minutes*



## Call Volume

A total of 236,187 CapTel calls were generated in this fiscal year. A breakdown of monthly call volume is indicated in Figure 7.

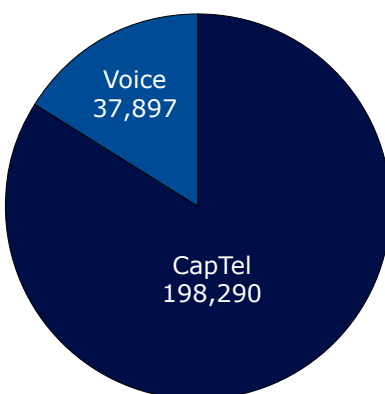
*Figure 7: CapTel Call Volume*



## Call Origination

Figure 8 indicates that most Relay Missouri CapTel calls were initiated by CapTel users.

*Figure 8: CapTel Call Origination*



# Sprint Relay Enhancements



## CapTel via High-Speed Internet

In May, Sprint tested the new CapTel 800i among a small number of CapTel users. The users received captions on a CapTel phone utilizing high-speed Internet.

A telephone line attached to the CapTel 800i phone carried the voice conversation. This enabled testers to use Voice Over Internet Protocol (VOIP) services, which are not recommended for use with standard CapTel phones.

## WebCapTel (WCT)

In October, Sprint released an enhancement to the WebCapTel service called “WebCapTel On the Go.” This service enables users to read captions on a device using Windows Mobile 6.0 or above, or an Apple iPhone. Users can read captions away from a computer screen, with the ability to go completely mobile if desired. The users can use two phones: one to read the captions, and another to speak and listen in order to facilitate their WebCapTel On the Go conversations.

## Video Relay Service (VRS)

### Ten-Digit Numbering Mandate

Launched on December 8, Sprint VRS and Sprint IP Relay began distributing 10-digit telephone numbers to meet the original December 31, 2008, FCC deadline in the Second Report and Order. This 10-digit, local-numbering mandate was to enable Sprint VRS and IP users to:

- Provide 10-digit numbers to their voice callers to expedite connections to their videophones and IP services.
- Register their addresses so that video interpreters and relay service operators can quickly convey this information to 911 dispatchers.
- Update their registered VRS and IP address and location information when they move or change their IP addresses.
- Modify their account profiles to incorporate 10-digit number functionality.
- Comply with local number portability for their 10-digit numbers. Their 10-digit numbers may also be ported to other VRS providers.

**NOTE: VRS are authorized by the Federal Communications Commission. Relay providers are reimbursed by the Interstate TRS Fund for intrastate and interstate minutes generated, which is administered by the National Exchange Carriers Association.**

The FCC postponed this deadline to November 12, 2009.

### Mobile VRS Trial

Sprint conducted a mobile VRS trial with the Kansas School for the Deaf from September to December. It was an opportunity to gather user experience and feedback and to evaluate wireless devices. Sprint is continuing to evaluate wireless devices that include two-way video capabilities.

# Relay Missouri

## VRS Mail

In May, Sprint expanded VRS Mail capabilities to wireless devices. VRS users may choose, through their Sprint VRS account profile, the destination of videomail they receive. This includes wireless devices such as Windows Mobile, BlackBerry 4.5 or higher, Palm OS and Palm webOS.

## IP Relay

In the fall of 2008, Sprint Relay launched a letter-dialing feature for its Sprint IP and IM relay service. Callers can now enter letters to dial instead of numbers such as 800-RMO-COOL.

In January, Sprint Relay added Sprint IP with Google Talk to its instant messaging portfolio.

In March, Sprint Relay implemented an address book for its Sprint IP with AIM and Sprint IP with Google Talk customers. The address book provides a simple way to store names and phone numbers along with a speed-dial feature.

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

## Other Sprint Relay Products and Services

Various Sprint Relay products and services such as IP, relay conference captioning, wireless devices and others, continue to be promoted via various brochures, instructional and marketing flyers, mass e-mails, Video Customer Service comprised of deaf technicians who can communicate with customers who use American Sign Language, and formal and informal meetings.



# Sprint Relay Accounts

## TRS

Sprint provided relay services to 33 states, the federal government, Puerto Rico and New Zealand.

## CapTel

Sprint provided the CapTel service to 32 states and the federal government.

# Sprint Relay Team

## Sprint Public Sector – Federal and State Government

### **William P. White**

Vice President –  
Federal Programs

### **Mike Ellis**

National TRS Director

### **CapTel**

### **Damara Paris**

Branch Manager

### **April Mason**

Relay Program Manager

### **Relay Program Management**

### **John Moore**

Branch Manager

### **Angie Officer**

Senior RPM

### **Corporate Sales**

### **Maggie Schoolar**

Branch Manager

### **Dottie Cartrite**

Corporate Sales Manager

### **Wireless Sales**

### **Ken Goulston**

Account Executive

### **Customer Service**

### **Brian Adamson**

Supervisor

### **Product Management Group**

### **Paul Ludwick**

Branch Manager

(Until April 2009)

### **Mark Tauscher**

Team Leader

(May 2009–Present)

# Appendices

# TRS Statistics

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL
<b>TOTAL CALL VOLUME</b>													
TTY- Baudot	12,075	11,823	10,895	9,932	8,528	9,845	9,308	8,304	9,244	8,234	8,249	9,409	115,846
Turbo Code	8,062	7,395	7,520	7,539	6,597	6,537	6,760	5,606	5,953	5,946	6,386	6,107	80,408
ASCII	20	30	29	8	46	65	31	66	61	25	79	27	487
Voice	3,425	3,475	3,053	3,148	2,986	3,618	3,518	3,283	3,500	3,220	3,162	2,960	39,348
VCO	5,980	5,707	5,353	5,152	4,537	5,038	4,743	3,893	4,745	4,146	4,184	2,942	56,420
HCO	54	28	3	1	7	27	48	43	32	76	109	25	453
Deaf/Blind ASCII	-	-	-	-	-	-	-	-	-	-	-	-	-
Deaf/Blind Baudot	39	16	83	26	8	7	6	5	5	-	26	6	227
Speech to Speech	-	17	21	12	46	17	36	36	61	30	38	46	360
Spanish Calls	30	2	-	3	-	-	-	-	61	-	2	-	98
TOTAL	29,685	28,493	26,957	25,821	22,755	25,154	24,450	21,236	23,662	21,677	22,235	21,522	293,647
<b>% PERCENTAGE OF CALLS</b>													<b>AVERAGE</b>
TTY	40.72%	41.52%	40.45%	38.49%	37.55%	39.17%	38.13%	39.17%	39.27%	38.04%	37.17%	41.80%	39.29%
Turbo Code	27.19%	25.97%	27.92%	29.21%	29.05%	26.01%	27.69%	26.44%	25.29%	27.47%	28.77%	27.17%	27.35%
ASCII	0.07%	0.11%	0.11%	0.03%	0.20%	0.26%	0.13%	0.31%	0.26%	0.12%	0.36%	0.12%	0.17%
Voice	11.55%	12.20%	11.33%	12.20%	13.15%	14.39%	14.41%	15.49%	14.87%	14.88%	14.25%	13.17%	13.49%
VCO	20.17%	20.04%	19.87%	19.96%	19.98%	20.04%	19.43%	18.36%	20.16%	19.15%	18.85%	17.54%	19.46%
HCO	0.18%	0.10%	0.01%	0.00%	0.03%	0.11%	0.20%	0.20%	0.14%	0.35%	0.49%	0.11%	0.16%
Deaf/Blind 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%
Deaf/Blind Baudot	0.13%	0.06%	0.31%	0.10%	0.04%	0.03%	0.02%	0.02%	0.03%	0.00%	0.12%	0.03%	0.07%
<b>TOTAL NUMBER OF COMPLETED RELAYED CALLS</b>													<b>TOTAL</b>
Local	18,453	17,780	16,270	16,237	14,358	15,391	14,805	12,976	14,430	13,223	13,763	13,714	181,400
Intrastate (Intralata)	130	181	114	125	144	117	142	123	89	116	113	93	1,487
Intrastate (Interlata)	576	685	268	247	315	231	326	202	298	159	224	227	3,758
Interstate Calls	1,341	1,254	2,024	1,411	1,230	1,866	1,745	1,261	1,465	1,555	1,332	1,670	18,154
Toll Free	2,345	2,372	2,540	2,373	2,167	2,447	2,139	1,784	1,719	1,525	1,422	1,472	24,305
Directory Assistance	174	154	125	112	72	87	90	73	61	76	53	66	1,143
900 (Attempted)	-	-	-	-	-	-	-	-	-	-	-	0	-
International	4	2	6	6	4	3	14	7	5	25	62	5	143
Marine (Attempted)	-	-	-	-	-	-	-	-	-	-	-	0	-
Other Calls	-	-	-	-	-	-	-	-	-	-	-	0	-
TOTAL COMPLETED	23,023	22,428	21,347	20,511	18,290	20,142	19,261	16,426	18,067	16,679	16,969	17,247	230,390
Busy Ring No answer	6,632	6,046	5,589	5,295	4,419	4,995	5,153	4,774	5,474	4,968	5,226	5,229	63,800
TOTAL OUTBOUND	29,655	28,474	26,936	25,806	22,709	25,137	24,414	21,200	23,541	21,647	22,195	22,476	294,190
General Assistance	19,187	16,702	17,045	16,905	13,443	14,353	16,478	14,858	13,745	13,862	14,159	14,959	185,696
TOTAL Relayed Calls	48,842	45,176	43,981	42,711	36,152	39,490	40,892	36,058	37,286	35,509	36,354	37,435	479,886
<b>MINUTES OF SERVICE</b>													<b>TOTAL</b>
Total Conversation Minutes	106,588	104,671	99,535	95,049	86,244	97,621	93,905	80,836	84,681	79,615	77,330	77,511	1,083,587
Total Session Minutes	151,316	146,990	140,261	134,604	120,669	135,082	130,736	116,599	126,152	119,057	117,005	117,571	1,556,041
Less Interstate	10,617	9,503	12,257	9,649	9,022	11,845	13,762	9,910	11,603	12,941	13,181	16,125	140,416
Less International	25	12	61	37	13	46	49	13	59	306	497	30	1,146
Less 800 Toll-Free	14,522	14,095	14,549	13,289	11,711	14,179	11,778	10,381	9,882	9,105	8,423	8,308	140,223
Less Directory Session Min	56	37	46	38	20	39	135	136	51	38	62	35	693

# Relay Missouri

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL
<b>MINUTES OF SERVICE (CONTINUED)</b>													<b>TOTAL</b>
Less 900 Assistance Min	0	0	0	0	0	0	0	0	0	0	0	0	0
Billable Minutes	126,096	123,342	113,348	111,592	99,903	108,973	105,011	96,158	104,557	96,667	94,841	93,073	1,273,563
Billable Minutes (STS)	67	85	136	48	186	83	169	197	233	103	173	196	1,675
Total Billable Minutes	126,163	123,427	113,483	111,640	100,089	109,056	105,180	96,355	104,790	96,770	95,015	93,269	1,275,238
<b>NUMBER OF CALLS TO RELAY</b>													<b>TOTAL</b>
Offered	39,880	36,427	36,163	35,600	90,085	32,778	33,866	30,267	31,033	29,554	30,415	31,248	457,316
Answered	39,452	36,136	35,512	34,874	29,223	31,710	33,296	29,887	30,607	29,255	29,805	30,746	390,503
In Queue	39,880	36,427	36,163	35,600	30,085	32,778	33,866	30,267	31,033	29,554	30,415	31,248	397,316
Abandoned in Queue	428	291	651	726	862	1,068	570	380	426	299	610	502	6,813
<b>AVERAGE NUMBER OF CALLS - STS not included</b>													<b>AVERAGE</b>
Weekend	953	954	963	841	817	854	829	790	799	747	784	808	845
Weekday	1,792	1,697	1,649	1,564	1,399	1,420	1,520	1,487	1,368	1,342	1,358	1,408	1,500
<b>AVERAGE NUMBER OF CALLS IN SESSION MINUTES</b>													<b>AVERAGE</b>
Session Minutes	3.83	4.07	3.95	3.87	4.14	4.26	3.93	3.92	4.16	4.09	3.92	3.83	4.00
Conversation Minutes	2.70	2.90	2.8	2.74	2.96	3.08	2.83	2.71	2.79	2.73	2.59	2.53	2.78
Avg. Length of Completed Calls	6.57	6.55	6.57	6.56	6.59	6.71	6.78	7.10	6.97	7.14	6.89	6.82	6.77
<b>AVERAGE SPEED OF ANSWER</b>													<b>AVERAGE</b>
Service Level	98.0%	98.0%	96.0%	95.0%	92.0%	92.0%	95.0%	96.0%	96.0%	97.0%	95.0%	96.0%	95.50%
ASA	0.8	0.7	1.2	1.5	2.4	2.4	1.6	1.2	1.1	0.9	1.2	1.1	1.34
<b>CUSTOMER CONTACTS</b>													<b>TOTAL</b>
TRS													
Complaints	3	3	3	2	-	1	6	4	2	1	-	1	26
Commendations	3	2	1	5	-	2	2	2	2	2	3	4	28
Total	6	5	4	7	-	3	8	6	4	3	3	5	54

# CapTel Statistics

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Average	Total
Billable Minutes	50,612.42	48,277.28	49,794.18	48,794.00	50,960.43	55,167.31	53,882.54	46,070.05	54,525.37	50,552.96	51,961.98	55,451.07	51,337	616,049.59
Spanish Billable Minutes	0	0	0	0	0	0	0	0	0	0	0	0	0	
Average Per Min Per User	169	165	177	169	171	187	182	157	170	162	160	174	170	
Number of CapTels Activated	487	496	508	517	531	538	550	558	586	597	608	616	549	
Number of Users/Participants	300	292	282	289	298	295	296	293	321	312	325	318	302	
Occupancy % User	62%	59%	56%	56%	56%	55%	54%	53%	55%	52%	53%	52%	55%	
Average Call Length Per User	2.59	2.62	2.60	2.44	2.71	2.76	2.76	2.64	2.69	2.59	2.47	2.47	2.61	
<b>CapTel Traffic Patterns</b>													Average	
Call In	16,575	15,303	15,894	16,358	15,530	16,493	16,339	14,839	17,263	16,640	17,839	19,217	16,524	198,290
Voice In	2,998	3,152	3,233	3,612	3,261	3,518	3,155	2,604	3,023	2,864	3,200	3,277	3,158	37,897
Total Calls	19,573	18,455	19,127	19,970	18,791	20,011	19,494	17,443	20,286	19,504	21,039	22,494	19,682	236,187
<b>Total Session Mins</b>													Average	
900 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	
Answering Machine	627	533	553	691	408	358	334	390	479	569	481	660	507	
General Assistance	615	595	618	562	613	589	594	582	700	781	894	1,139	690	
In 2 Line	2,092	1,702	2,354	2,318	2,410	2,354	1,943	1,474	1,948	1,959	1,749	1,828	2,011	
Inter-national	371	182	41	63	31	16	46	65	97	53	52	2	85	
Interstate	8,026	8,176	7,322	8,076	8,403	8,402	7,807	7,155	7,951	7,190	9,702	9,677	8,157	
Intrastate	44,919	43,481	43,557	42,835	44,344	48,788	48,010	40,486	48,483	44,353	46,326	48,814	45,366	
Others	362	187	307	454	1,331	1,150	1,074	1,122	1,036	886	830	919	805	
Toll Free	4,544	4,013	5,435	4,469	4,328	4,463	4,370	4,446	4,272	4,531	3,826	4,679	4,448	
Total Session Mins	61,557	58,870	60,188	59,467	61,868	66,121	64,177	55,720	64,966	60,322	63,860	67,717	62,069	744,832
<b>Number of Calls by Each Traffic Pattern</b>													Total	
900 Call	0	0	0	0	0	0	0	1	0	0	0	0	1	
Answering Machine	365	389	345	427	309	261	275	264	345	373	354	427	4,134	
General Assistance	1,938	1,831	2,018	1,996	2,015	1,935	1,991	1,961	2,279	2,279	2,515	2,958	25,716	
2 Line	713	548	701	851	742	766	674	560	615	590	707	655	8,122	
Inter-national	41	23	11	13	16	4	23	27	17	13	9	5	202	
Inter-state	1,663	1,695	1,505	1,962	1,730	1,839	1,656	1,363	1,418	1,320	1,852	1,933	19,936	
Intra-state	13,623	13,042	13,414	13,583	12,832	14,075	13,708	12,174	14,482	13,855	14,586	15,373	164,747	
Others	325	157	275	352	312	328	379	347	362	304	296	329	3,766	
Toll Free	905	770	858	786	835	803	788	746	768	770	720	814	9,563	
Total	19,573	18,455	19,127	19,970	18,791	20,011	19,494	17,443	20,286	19,504	21,039	22,494	236,187	
FY-08	41,171	44,302	38,900	41,944	43,340	48,424	50,441	46,571	53,914	52,507	51,674	49,015	562,203	
FY-09	50,612	48,277	49,794	48,794	50,960	55,167	53,883	46,070	54,525	50,553	51,962	55,451	616,050	

## Outreach Activities

Date	City	Event	Attendance	Relay (R), CapTel (C), Both (B) or TEDP (T)
<b>July 2008</b>				
July 2nd to July 5th	St. Louis, MO	SJIAA Alumni Reunion	150	B
July 12th	Kansas City, MO	Deaf Awareness Day at World of Fun	200	B
<b>August 2008</b>				
July 16th	Branson, MO	Deaf Awareness Day at Silver Dollars City	500	B
<b>September 2008</b>				
September 6th	St. Louis, MO	Gallaudet School for the Deaf (St. Louis, MO)	100	B
September 19th to 21st	St. Louis, MO	FutureQuest Convention	150	B
September 27th	Springfield, MO	Deaf Awareness Week	75	B
<b>October 2008</b>				
October 5th to 8th	St. Louis, MO	Diversity of Deaf/Hard of Hearing	250	B
October 11th	Osage Beach, MO	Interpreter Convention	500	B
October 22nd	Columbia, MO	Relay MO Advisory Council	25	B & T
October 27th to 28th	Columbia, MO	Summit on Aging Conference	800	C
<b>November 2008</b>				
During month of November	statewide	Emmis Communication Radio PSA & Website on Don't Hang up on Relay	100,000	R
<b>December 2008</b>				
During month of December	statewide	Emmis Communication Radio PSA & Website on Don't Hang up on Relay	100,000	R
<b>January 2009</b>				
During month of January	statewide	Emmis Communication Radio PSA & Website on Don't Hang up on Relay	100,000	R
<b>February 2009</b>				
February 13th-14th	Fulton, MO	MSD's Greater Plain Schools for the Deaf Basketball Tournament	350	B
February 26th	St. Louis, MO	Relay MO Training to Business on Don't Hang up on Relay at Emmis Communications	30	B
February 28th	St. Louis, MO	CID (Central Institute for the Deaf)'s Parent Day Workshop	75	B

Date	City	Event	Attendance	Relay (R), CapTel (C), Both (B) or TEDP (T)
<b>March 2009</b>				
March 5th	Topeka, KS	Deaf/Hard of Hearing day at the Capital	150	B
March 6th to 8th	Osage Beach, MO	MO Speech-Language-Hearing Association Convention	450	B
March 12th to 14th	Branson, MO	Central States Conference on Hearing	450	B
March 27th and 28th	St. Louis, MO	ASL Film at GSLAD		B
<b>April 2009</b>				
April 8th	Jefferson City, MO	Relay MO Advisory Council	10	B
April 11th	St. Louis, MO	RTR/DCC Fundraising at GSLAD	150	B
April 21st	Jefferson City, MO	Mental Health Awareness Day at State Capital	200	B
April 26th to 28th	Columbia, MO	Power Up Conference	400	B
April 30th	Independence, MO	Blue River Community College - "Independence Through Technology"	150	B
<b>May 2009</b>				
May 9th	St. Louis, MO	Free Software Expo	120	C
<b>June 2009</b>				
June 5th - June 12	Clarence, MO	Deaf Teen Institute	150	B
June 13th	Eureka, MO	Six Flags' Deaf Awareness Day	200	B
June 19th to June 21st	Nashville, TN	Hearing Loss Association of America Convention	650	B

## CapTel Newsletter – Summer 2009

SUMMER 2009



# CapTel®

NEWS & HELPFUL TIPS FOR PEOPLE WHO USE CAPTEL

*"This is a wonderful service and has been the difference between communicating and not communicating with my mom."*

– B. Lee, Montana

### New Area Codes: How they Affect Your CapTel

As demand for telephone service continues to increase, some states are running out of available telephone numbers for their residents. Over the past two years, several states have introduced new telephone area codes to address the concern, with more planned in 2010. How do new area codes affect CapTel users?

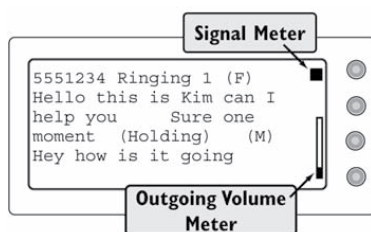
CapTel users should follow the dialing guidelines that are set by the state whenever new area codes are added. In Connecticut, for example, new area codes mean that residents must dial the full 10-digit area code + phone number for every call, even when making "local" calls or calls within the same area code. CapTel users in Connecticut should do the same.

If you live in a region where your area code is affected, be sure to let CapTel Customer Service know about the change to your telephone service. Depending on the new area code, calls that you've made on a regular basis may suddenly need to be dialed differently. Notifying Customer Service helps ensure that any long distance charges will continue to be billed through your regular long distance provider.

Also, remember to check any speed dial numbers you've saved to make sure they match the dialing guidelines if new area codes have been added.

### Did You See That?

#### Use the Signal Meter to Know When it is Your Turn



The Signal Meter is a helpful visual cue that flickers to let you know when there are sounds on the line (such as the other person speaking), even if the sounds are not loud enough for you to hear. If the Signal Meter stops flickering during a call, it means the other person is "done" talking.

Now it's your turn. Sometimes the Signal Meter shows that the other person has finished speaking, but you are still receiving captions. Ask the caller to "hang on a moment" to give yourself a little extra time to read the captions before taking your turn to speak.

#### IN THIS ISSUE

- New Area Codes: How they Affect Your CapTel
- Did You See That? Use the Signal Meter to Know When it is Your Turn
- Summer Plans: Tips for CapTel Users
- Customer Feedback
- Changing Your Long Distance Service? Keep Customer Service informed to avoid unexpected charges
- 2-Line Tips: Toggling Captions On/Off



## Summer Plans: Tips for *CapTel* Users

Summer is a great time to connect with family and friends, whether over the phone or in person. *CapTel* can be part of the fun – just follow these simple tips.



### Traveling out of state?

If you're bringing your *CapTel* phone with you as you travel, please be aware that some states don't support *CapTel* service for residents of a different state. Before you leave, please call *CapTel* Customer Service to check that your *CapTel* phone will work wherever your adventures take you.

### Leaving your *CapTel* phone behind?

You can still get captions during your phone calls even if your *CapTel* phone doesn't fit into your travel plans. By using Web*CapTel*®, you can still see captions during your calls. All you need is a working telephone (any telephone!) and a computer with an Internet connection. Learn more about Web*CapTel* services at: [www.CapTel.com](http://www.CapTel.com)



### Stormy weather on the horizon?

The summer months often bring stormy weather, lightning, and power outages. If you've experienced problems with your *CapTel* after a power surge or a nearby lightning strike, try resetting your phone. Simply disconnect the AC power adapter and the phone line for one minute, then reconnect everything. Check your menu settings after resetting your *CapTel* phone if you had programmed any special settings.



### Protect your *CapTel* while you are home

If you live in an area that experiences frequent power surges or electrical storms, plug your *CapTel* AC adapter into a surge protector (available at most hardware or computer stores). This will help prevent *CapTel* power disruptions.

### Questions?

Call the Customer Service Center with any traveling questions you may have regarding your *CapTel* phone at: 1-888-269-7477

# Relay Missouri

*"We are so grateful for this phone!  
My wife lost her hearing in both ears  
in a period of four weeks after an illness  
in the hospital. We really appreciate this  
service so much!"*

*- V. Ferrand, Indiana*

*"This is an amazing thing  
to use, it's beautiful.  
Thank you so much!"*

*- M. Gentile, New Jersey*

*"I have been successfully  
using my phone with great  
satisfaction... I appreciate and  
LOVE this phone so much!"*

*- M. Fernandez, Utah*

*"I have to say that I would be lost without  
it as it makes me more independent  
than I was in making phone calls and  
conducting what business I need to do  
over the phone."*

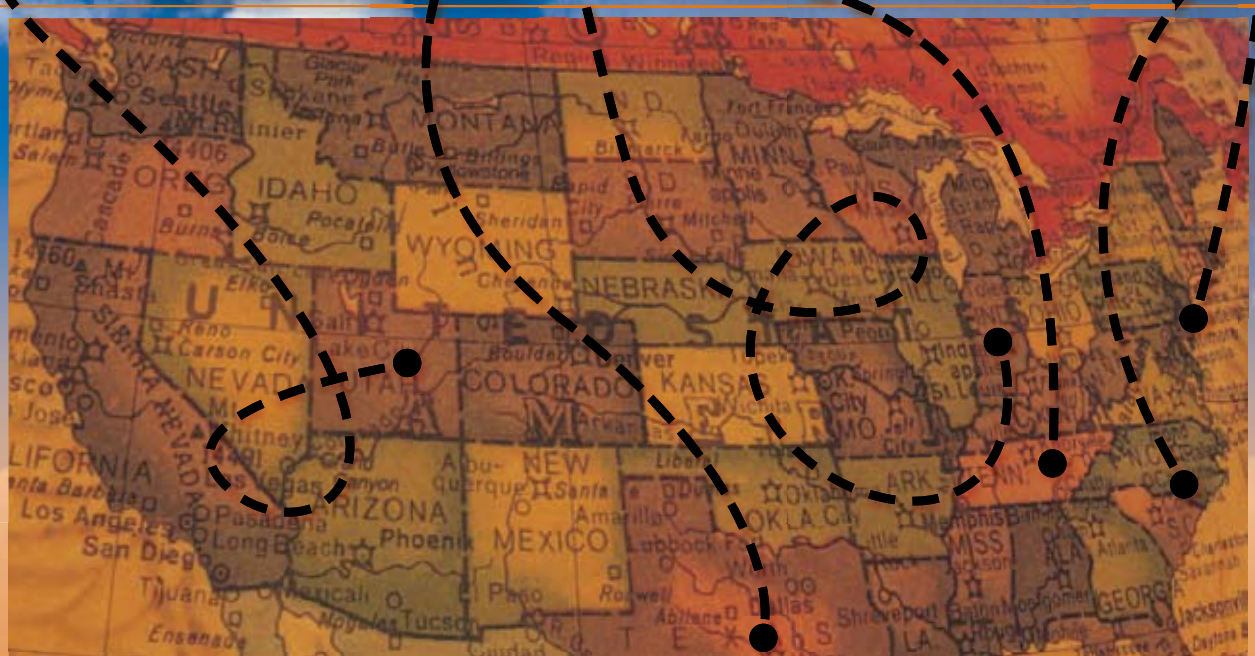
*- N. Young, Tennessee*

*"The CapTel phone is so easy  
to use, so userfriendly. All  
phones should be this easy.  
It's wonderful."*

*- B. Bettes, Texas*

*"I really do enjoy my CapTel phone... it is a  
wonderful experience for me. Now I'm able to  
make my own doctor's appointments and talk  
to people I had to remove from my calling list.  
Once more, thank you so very much."*

*- S. Sigmon, North Carolina*



**Share your story with us!**

We love to hear how CapTel is making a difference in people's lives.  
Visit [www.CapTel.com](http://www.CapTel.com) to read more user comments or to share some of your own.



## Changing Your Long Distance Service?

Keep Customer Service informed to avoid unexpected charges

If you've recently moved or switched to a new long distance telephone service, it is important to re-register your long distance company with *CapTel* Customer Service. Keeping *CapTel* Customer Service updated with your long distance carrier helps ensure that your long distance captioned

calls will be billed under your existing calling plan. If you do not register with *CapTel*, you may get a long distance bill from a default provider – which is often significantly more expensive than the calling plan you've arranged.

Ask people who call you long distance to register their service with *CapTel*, too, so that their long distance captioned calls to you are billed under their current calling plan.



**CapTel Customer Service** 1-888-269-7477 (CapTel/Voice/TTY)  
Ultratec, Inc. 1-866-670-9134 (Español)  
450 Science Drive CapTel@CapTel.com  
Madison, WI 53711 www.CapTel.com

If you are not already receiving this newsletter directly, send us your email address to get the latest *CapTel* newsletter electronically! Visit our website ([www.CapTel.com](http://www.CapTel.com)) and click on "Contact Customer Service" to sign up!



450 Science Drive • Madison, WI 53711

PRSRT STD  
U.S. Postage  
**PAID**  
Permit No. 47  
Madison, WI

## New Web & Email Address

The *CapTel* website has a new address!

**[www.CapTel.com](http://www.CapTel.com)**

New Customer Support Email: **[CapTel@CapTel.com](mailto:CapTel@CapTel.com)**

Please note the change if you've bookmarked *CapTel* as a favorite Internet site, and don't forget to update our email address in your computer's address book (our "old" address will still work, too). As always, you will find helpful tips and answers to frequently asked questions on our website – now at its new location.

