

ANNUAL REPORT  
*July 2009 - June 2010*





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**Dennis Selznick**

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Dear Missouri Public Service Commissioners,

Sprint had another opportunity to serve its Missouri consumers during the fiscal year of July 2009 to June 2010 by providing top-notch, high-quality relay services that met the state's requirements and beyond.

Highlights promoting awareness about Relay Missouri products and services, such as telecommunications relay service (TRS) and CapTel, included exhibits and/or presentations at the:

- American Speech-Language-Hearing Association convention in Kansas City; 500 attended.
- Alexander Graham Bell symposium in St. Louis; 550 attended.
- Missouri Association of the Deaf conference in Sedalia; 120 attended.
- Missouri Commission of the Deaf conference in Columbia; 650 attended.
- Assistive Technology fair in St. Louis; 350 attended.
- Hearing Loss Association of America chapters in St. Louis and Kansas City; 45 and 15 attended, respectively.

Another highlight was that the CapTel 800i in August 2009 and the CapTel 800 in June 2010 were included as part of the Missouri Telecommunications Access Program.

As with past years, statistics indicated that during this fiscal year, there was approximately a 23.5% decrease in TRS minutes and a 4.8% increase in CapTel minutes. The statistics further portrayed that going wireless has become more mainstream. Consumers continue to migrate to wireless mobility by using relay services on their wireless devices. In the near future, video communication will be available on mobile wireless devices, decreasing the need for traditional relay products and services.

After serving as the Account Manager for Relay Missouri for more than three years, April Mason's duties were transitioned to me in December. I was pleased to return to Relay Missouri, and I appreciate the continued support from the Missouri Public Service Commission, relay subcontractors, and Sprint Relay team members.

Sincerely,

A handwritten signature in black ink that reads "Dennis Selznick". The signature is written in a cursive, flowing style.

Dennis Selznick

*Account Manager*

*July 2003-January 2006 and December 2009–present*

## Relay Enhancements



### 20th Anniversary TRS Enhancements

For the past 20 years, Sprint has provided simple, instant, enriching and productive relay experiences. To continue this legacy, Sprint is excited about enhancements offered to the State Telecommunications Administrators of Relay by Sprint (STARS) members at no additional charge. The enhancements, announced at the June 1-4 conference in Kansas, include speech-to-speech (STS) outreach and customer service, STS e-mail call set-up, and an enhanced customer database profile.

#### Speech-to-Speech Outreach and Customer Service

In 2010, Sprint launched [www.SprintSTS.com](http://www.SprintSTS.com) to educate users about the availability and benefits of STS Relay. Sprint will soon announce the availability of a dedicated, 24-hour toll-free STS customer service number as well as an STS customer service e-mail address.



*Sprint Relay's  
STS website*

#### STS E-Mail Call Set-Up

Originally launched for Sprint's New Zealand Relay customers, Sprint will soon make STS E-Mail Call Set-Up available for STS users in the United States. This enhancement makes completing a call easier by allowing an STS user to e-mail information before initiating the call, such as the number to be dialed, who the STS user wants to speak to, special instructions and subject matter. This feature cannot be used to request a specific communication assistant (CA), schedule an STS call or be used in lieu of placing a live call.

#### Enhanced Customer Database Profile

Originally developed for one of Sprint's states, Sprint now offers a new Enhanced Customer Database Profile with several improvements, including:

- Additional standard call-processing preferences
- Added security to protect user information
- Online access to view and update profiles
- Ability to be used with any Sprint Relay state or Sprint IP relay service

### Additional TRS Enhancements

Sprint continues to:

- provide monthly training updates to its relay operators,
- perform quarterly quality tests on its relay operators to ensure that all criteria for passing quality tests have been met,
- provide refresher training where needed, and
- develop enhancements on an as-needed basis.

Relay operator training for TRS enhancements included:

- Confidentiality review for staff
- Customer Service Improvement program initiatives identification (macros and database profile verification)

- Detachment and desensitization refreshers
- E911 implementation for Sprint IP/Sprint IM
- FCC 10-digit numbering implementation
- Monthly training refresher
- New product training (Nebraska, West Virginia and Wisconsin)
- Relay operator-initiated three-way calling training

Additional features incorporated were:

- Updated TRS training manual
- Updated call center customer contact form
- Initiated monthly staff support call with vendor centers
- Initiated monthly conference call with STS call centers

## Relay Missouri Statistics

### Telecommunications Relay Service

The following charts indicate the trends in the annual total number of session minutes and calls, average speed of answer and service level, and contacts with customers. The numbers reflect the traditional relay services (such as TTY, Voice, Spanish TTY and Voice, VCO, Telebraille, and STS) 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 total of 1,190,749 minutes includes all aspects of TRS services except STS and CapTel. This represents a decrease of around 23.5% compared to last year.

**Fig. 1: Session Minutes**

July	115,646	Jan.	101,051
Aug.	118,125	Feb.	91,707
Sept.	105,004	March	99,117
Oct.	104,592	April	87,255
Nov.	94,352	May	87,429
Dec.	100,495	June	85,975

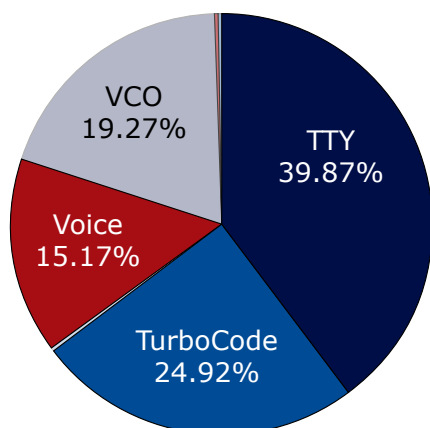
#### Relayed Call Volume

Figure 2 depicts the total number of completed calls processed through Relay Missouri. The calls include local, intrastate (both intralata and interlata), interstate, general assistance, toll-free, directory assistance, international, busy ring/no answer, and a few others. Relayed call volume totaled 388,932 calls during this fiscal year.

**Fig. 2: Relayed Call Volume**

July	36,418	Jan.	34,336
Aug.	36,331	Feb.	30,520
Sept.	33,406	March	31,854
Oct.	34,380	April	29,363
Nov.	29,895	May	29,675
Dec.	32,064	June	30,690

**Fig. 3: Call Origination**



#### Call Origination

On average, TTY and TurboCode consumers originated approximately 65 percent of the Relay Missouri calls. Figure 3 shows call type by percentage.



### 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 FY was **1.00 second** and the Service Level (SVL) was that **96.5% of calls** were answered within 10 seconds.

Fig. 4: ASA and SVL					
Month	ASA	SVL	Month	ASA	SVL
July	1.0	96%	Jan.	.6	98%
Aug.	1.4	95%	Feb.	.9	97%
Sept.	1.4	95%	March	1.0	96%
Oct.	1.3	95%	April	1.2	96%
Nov.	.7	98%	May	1.1	96%
Dec.	.5	99%	June	.9	97%

### FCC Consumer 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. Sprint prepares and submits the Federal Communications Commission (FCC) Annual Consumer Contact Log Report to the Missouri Public Service Commission administration, which, in turn, submits the report to the FCC.

*See appendix for these figures.*

## CapTel

The following charts indicate the trends of the annual total number of session minutes.

### Session Minutes

A breakdown of monthly minutes is shown in Figure 5. The total for this fiscal year amounted to 780,647 CapTel session minutes, an increase of 4.8% compared to last year.

*See appendix for CapTel statistics.*

Fig. 5: CapTel Session Minutes			
July	64,022	Jan.	73,321
Aug.	66,953	Feb.	64,753
Sept.	67,246	March	69,261
Oct.	66,259	April	61,841
Nov.	62,549	May	58,515
Dec.	70,010	June	55,916

# RELAY MISSOURI

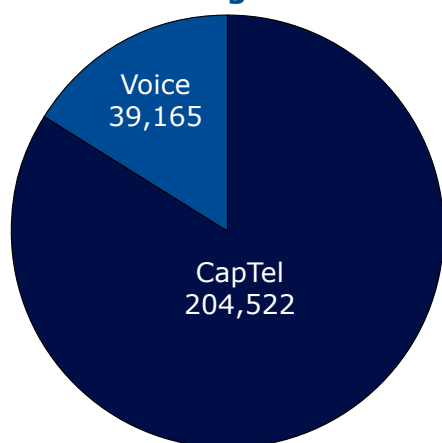
## Call Volume

A total of 243,687 CapTel calls were generated in this fiscal year. A breakdown of monthly call volume is indicated in Figure 6.

**Fig. 6: CapTel Call Volume**

July	20,711	Jan.	21,863
Aug.	21,070	Feb.	19,237
Sept.	21,605	March	21,445
Oct.	21,094	April	19,461
Nov.	19,098	May	18,691
Dec.	21,658	June	17,754

**Fig. 7: CapTel Call Origination**



## Call Origination

Figure 7 indicates that most Relay Missouri CapTel calls were initiated by CapTel users.

## FCC Annual Consumer Contact Log

Sprint prepares and submits the mandatory Federal Communications Commission Annual Consumer Contact Log Report on both TRS and CapTel to the Missouri Public Service Commission, which, in turn, submits the report to the FCC.

## Outreach Education

Relay Missouri products and services were promoted via the Relay Missouri website, brochures, instructional and marketing flyers, e-mails, and at community events. A newsletter offering CapTel tips, announcements, and other helpful CapTel information was also distributed to current CapTel consumers.

## Outreach Activities

Relay Missouri promoted relay service awareness by providing demonstrations, presentations and materials to various groups throughout the state. All TRS and CapTel products and services were promoted.

During this fiscal year, outreach education was provided at a variety of places and events by the Relay Missouri outreach staff, six subcontractors, and the Sprint Relay team. Selected outreach activities include exhibitions and/or presentations at the:

- American Speech-Language-Hearing Association convention in Kansas City; 500 attended.
- Alexander Graham Bell symposium in St. Louis; 550 attended.
- Missouri Association of the Deaf conference in Sedalia; 120 attended.
- Missouri Commission of the Deaf conference in Columbia; 650 attended.
- Assistive Technology fair in St. Louis; 350 attended.
- Hearing Loss Association of American chapters in St. Louis and Kansas City; 45 and 15 attended, respectively.

See appendix for a complete listing.

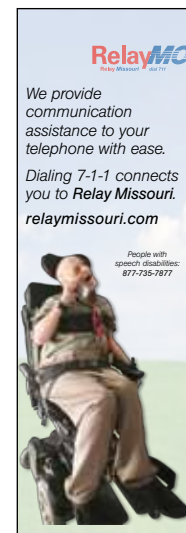
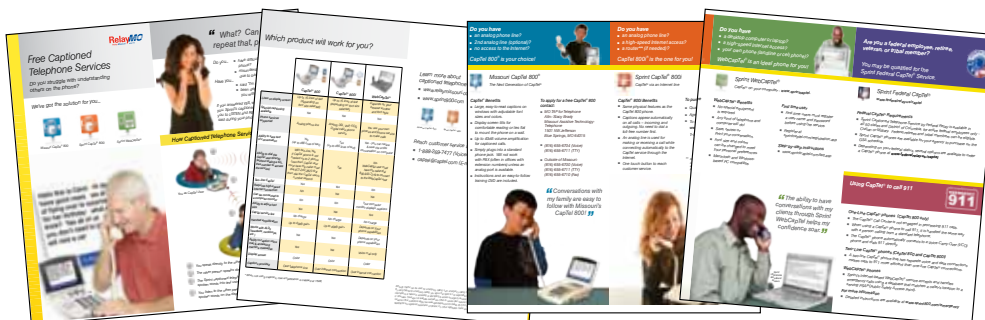
## Literature

### TRS and STS

A dual TRS and STS banner (at right) was created to inform consumers about Relay 711 and a dedicated STS number.

### CapTel

A CapTel brochure was developed to briefly explain the CapTel service, compare the features of the CapTel 800, CapTel 800i, and WebCapTel, describe the CapTel relay process and provide contact information. A CapTel banner (at far right) was also made to inform consumers about the CapTel service.



# RELAY MISSOURI

## Advertisements

To promote TRS and CapTel products and/or services, two newsletter releases were distributed. Additionally, an advertisement was placed in:

- DEAFestival 2009 program book
- DCC White Papers
- HLAA newsletter
- Missouri American Legion
- Missouri Area Alliance on Aging publication

## Telecommunications Access Program

Missouri Assistive Technology's mission is to increase access to assistive technology for Missourians with all types of disabilities and of all ages. Keeping in with the philosophy of the Telecommunications Access Program (TAP), Sprint launched the Internet CapTel phone 800i and CapTel phone 800 during this fiscal year, and these products were added to the Missouri TAP in August 2009 and June 2010 respectively.

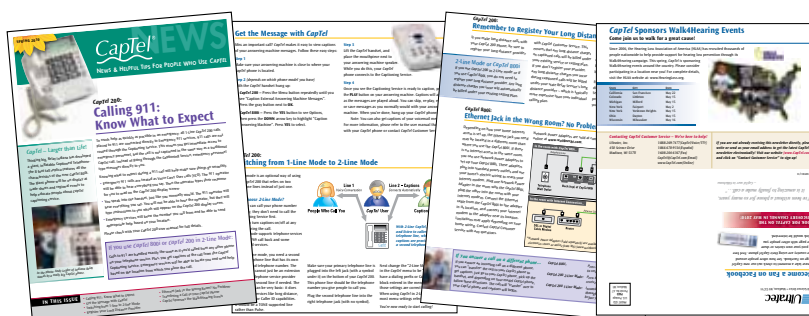


## Website

The Relay Missouri website at [www.relaymissouri.com](http://www.relaymissouri.com) continues to provide information on the various TRS and CapTel products and services. The website describes the various relay services available, contains relay training videos, provides a link to a quick reference card, and explains other relay-related information.

## CapTel Newsletter

A newsletter offering CapTel tips, announcements, and other helpful CapTel information is also distributed to subscribers.



# Sprint Relay Enhancements

## CapTel Enhancements

### Website

A new CapTel website was created in April 2010 that is dedicated to all of Sprint's national captioned telephone services. The website, found at [www.sprint800.com](http://www.sprint800.com), also showcases the latest Sprint has to offer, including Sprint CapTel 800i and WebCapTel, with continuous updates.



### CapTel Logo

In early spring 2010, to differentiate from "Sprint" and "Sprint Relay," a stand-alone CapTel logo was created to help consumers receive information about CapTel quicker.



*Sprint Relay's CapTel website*

### WebCapTel®

Sprint expanded its Internet service offerings for CapTel® during 2009, providing:

- CapTel 800i, a brand-new CapTel phone that utilizes the Internet to deliver captions.
- WebCapTel on the Go for iPhone, Windows Mobile 6.0 devices and BlackBerry Smartphones with OS 4.6 or higher.
- WebCapTel 2.0, a redesign of the Sprint WebCapTel website.



*CapTel 800i*

## Video Relay Services

The Federal Communications Commission (FCC) authorizes video relay services (VRS). 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 currently does **not** pay for VRS.

## VRS Software

As of March 2010, Sprint Relay customers can download Sprint Video 4G software at no charge.



## FCC Updates

Sprint continues to maintain open communication with FCC and NECA, and awaits an official announcement on potential billing changes.

## FCC's Ten-Digit Numbering Mandate

The FCC determined that, beginning December 31, 2008, persons with hearing and speech disabilities using Internet-based TRS such as VRS or IP Relay must be able to obtain 10-digit telephone numbers. The FCC adopted this requirement in conjunction with 911 call-handling requirements for VRS and IP relay providers.

On December 8, 2008, Sprint implemented 10-digit numbering for VRS. The FCC extended the registration period for consumers to November 12, 2009. There is a registration website available to VRS users who wish to establish their user profiles and obtain 10-digit numbers through Sprint. Per the FCC mandate, unregistered VRS users may still place emergency calls using any VRS provider.

## Video Mail

There are three different ways for relay users to access video mail messages.

1. E-mail attachments (WMV and 3GP)
2. Web-based customer profile
  - a. Access to video mail via My Mail
  - b. Default or customized text message for video interpreters
3. Sprint Video 4G software
  - a. Customized video greeting message
  - b. Individual PIN to access mailbox
  - c. Access to video mail messages via mailbox

## IP Relay

During this fiscal year, Sprint added the following services and features:

- Sprint IP using Google Talk.
- Address book and speed dialing for Sprint IP using AIM and Sprint IP using Google Talk.
- Website for users to register for service and local phone numbers for each product; this website is at [www.mysprintrelay.com](http://www.mysprintrelay.com).
- Voice-to-Sprint IP Relay customers via 10-digit local phone numbers.
- Voice-to-AOL AIM Relay customers via 10-digit local phone numbers.
- Voice-to-Google Talk Relay customers via 10-digit local phone numbers.
- E911 service for Sprint IP, Sprint IP via AIM and Sprint IP via Google Talk.
- Identity and address verification process for Sprint-registered users.
- Systems that allow users who have registered with any relay provider to make non-emergency IP and IM relay calls.

### IP Relay

The FCC authorizes Internet Protocol (IP) relay. 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 currently does **not** pay for IP Relay services.



*Sprint Relay's  
IP Relay website*

Sprint also has complied with all applicable FCC requirements, as clearly stated on its website (at right).



## Wireless Devices and 4G Network

### Wireless Devices

The BlackBerry product line is just one of several that Sprint Relay offers with a data-only plan for \$29.99 a month for deaf or hard of hearing people. The HTC EVO 4G has a low monthly price plan of \$39.99 for deaf or hard of hearing customers.



*BlackBerry  
Curve 8530*



*Dell® Mini 1012 Netbook  
with U301 3G/4G Modem*



*HTC EVO  
4G Android*

### 4G Network

Sprint is proud to be the first (and to date, only) carrier to provide 4G capabilities in various cities; Baltimore was the first city to enact a 4G network. The new U300 modem provides on-the-go Internet access and faster VRS, e-mail and web browsing, with wireless-like connectivity on the Sprint 4G network. With nationwide coverage through the 3G Sprint Mobile Broadband Network when outside the Sprint 4G network areas, customers can access greater Internet speed on trains, in autos, and at airports. For more information and areas of 4G coverage, visit [www.sprintrelaystore.com/4g.htm](http://www.sprintrelaystore.com/4g.htm).

### Other Products and Services

To learn about the multitude of Sprint Relay products and services, visit [www.sprintrelay.com](http://www.sprintrelay.com).

## Sprint Relay Team

### Sprint Public Sector – Federal and State Government

William P. White  
*Vice President –  
Federal Programs*

Mike Ellis  
*National TRS Director*

#### Marketing and Product Development

Damara Paris  
*Branch Manager*

Dennis Selznick  
*CapTel 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*



# Appendices

## TRS Statistics

TOTAL CALL VOLUME	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL
TTY- Baudot	9,931	10,878	9,474	8,689	6,311	6,808	6,301	5,590	6,785	6,570	6,103	6,360	89,800
TurboCode	5,633	5,225	4,846	4,839	4,318	4,485	4,800	4,374	4,803	4,163	3,966	3,922	55,374
ASCII	27	54	58	54	37	58	30	56	76	57	65	25	597
Voice	2,976	2,875	2,637	2,866	2,904	2,978	3,008	2,803	2,660	2,755	2,724	2,275	33,461
VCO	3,626	3,549	3,527	3,538	3,406	3,661	3,961	3,371	3,435	3,381	3,650	3,344	42,449
HCO	46	59	47	45	99	148	119	74	117	49	64	137	1,004
Deaf/Blind ASCII	-	-	-	-	-	-	-	-	-	-	-	-	-
Deaf/Blind Baudot	13	3	2	-	-	29	-	22	-	-	3	-	72
<b>TOTAL</b>	<b>22,252</b>	<b>22,643</b>	<b>20,591</b>	<b>20,031</b>	<b>17,075</b>	<b>18,167</b>	<b>18,219</b>	<b>16,290</b>	<b>17,876</b>	<b>16,975</b>	<b>16,575</b>	<b>16,063</b>	<b>222,757</b>
Speech to Speech	21	35	30	33	38	47	39	16	20	25	21	27	352
Total Spanish Calls	-	-	-	1	-	3	11	-	-	-	-	-	15
<b>% PERCENTAGE OF CALLS</b>													<b>AVERAGE</b>
TTY	44.63%	48.04%	46.01%	43.38%	36.96%	37.47%	34.58%	34.32%	37.96%	38.70%	36.82%	39.59%	39.87%
Turbo Code	25.31%	23.08%	23.53%	24.16%	25.29%	24.69%	26.35%	26.85%	26.87%	24.52%	23.93%	24.42%	24.92%
ASCII	0.12%	0.24%	0.28%	0.27%	0.22%	0.32%	0.16%	0.34%	0.43%	0.34%	0.39%	0.16%	0.27%
Voice	13.37%	12.70%	12.81%	14.31%	17.01%	16.39%	16.51%	17.21%	14.88%	16.23%	16.43%	14.16%	15.17%
VCO	16.30%	15.67%	17.13%	17.66%	19.95%	20.15%	21.74%	20.69%	19.22%	19.92%	22.02%	20.82%	19.27%
HCO	0.21%	0.26%	0.23%	0.22%	0.58%	0.81%	0.65%	0.45%	0.65%	0.29%	0.39%	0.85%	0.47%
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	0.06%	0.01%	0.01%	0.00%	0.00%	0.16%	0.00%	0.14%	0.00%	0.00%	0.02%	0.00%	0.03%
<b>TOTAL NUMBERS OF COMPLETED RELATED CALLS</b>													<b>TOTAL</b>
Local	13,315	12,210	11,686	12,012	10,466	11,396	11,661	10,321	11,325	10,613	10,746	10,503	136,254
Intrastate (Intralata)	111	266	275	147	105	118	80	87	88	80	60	62	1,479
Intrastate (Interlata)	233	368	355	289	208	212	207	162	140	163	151	184	2,672
Interstate Calls	2,002	3,088	2,315	1,606	1,301	1,279	921	995	977	1,256	1,052	1,074	17,866
Toll Free	1,759	1,764	1,613	1,684	1,433	1,552	1,688	1,428	1,558	1,258	1,291	1,196	18,224
Directory Assistance	120	125	105	81	51	53	78	48	56	60	60	67	904
900 (Attempted)	-	-	-	-	-	-	-	-	-	-	-	0	-
International	124	41	6	4	2	3	6	30	31	23	34	2	306
Marine (Attempted)	-	-	-	-	-	-	-	-	-	-	-	0	-
Other Calls	-	-	-	-	-	-	-	-	-	-	-	0	-
<b>TOTAL COMPLETED</b>	<b>17,664</b>	<b>17,862</b>	<b>16,355</b>	<b>15,823</b>	<b>13,566</b>	<b>14,613</b>	<b>14,641</b>	<b>13,071</b>	<b>14,175</b>	<b>13,453</b>	<b>13,394</b>	<b>13,088</b>	<b>177,705</b>
Busy Ring No answer	4,588	4,781	4,236	4,208	3,509	3,554	3,578	3,219	3,701	3,522	3,181	2,975	45,052
<b>TOTAL OUTBOUND</b>	<b>22,252</b>	<b>22,643</b>	<b>20,591</b>	<b>20,031</b>	<b>17,075</b>	<b>18,167</b>	<b>18,219</b>	<b>16,290</b>	<b>17,876</b>	<b>16,975</b>	<b>16,575</b>	<b>16,063</b>	<b>222,757</b>
General Assistance	14,166	13,688	12,815	14,349	12,820	13,897	16,117	14,230	13,978	12,388	13,100	14,627	166,175
<b>TOTAL Relayed Calls</b>	<b>36,418</b>	<b>36,331</b>	<b>33,406</b>	<b>34,380</b>	<b>29,895</b>	<b>32,064</b>	<b>34,336</b>	<b>30,520</b>	<b>31,854</b>	<b>29,363</b>	<b>29,675</b>	<b>30,690</b>	<b>388,932</b>
<b>MINUTES OF SERVICE</b>													<b>TOTAL</b>
<b>Total Conversation Minutes</b>	81,482.82	82,871.90	74,226.37	72,556.75	65,658.22	71,115.30	71,935.40	64,105.90	68,793.33	58,634.83	60,207.50	58,459.73	830,048.05
<b>Total Session Minutes</b>	115,646.43	118,124.72	105,004.42	104,591.50	94,352.00	100,494.80	101,051.27	91,707.28	99,117.27	87,255.32	87,429.08	85,974.65	1,190,748.74
Less Interstate	14,332.13	18,469.78	12,256.57	9,964.35	10,165.32	9,858.52	8,770.38	9,225.95	8,621.15	8,409.23	7,360.60	6,417.88	123,851.86
Less International	567.00	303.83	106.33	11.28	16.17	23.50	19.55	202.85	231.20	129.88	123.98	6.75	1,742.32
Less 800 Toll-Free	10,534.13	10,974.64	9,115.83	9,825.60	8,309.59	9,397.39	9,816.54	8,944.20	9,975.45	7,254.22	7,501.03	7,309.14	108,957.76
Less Directory Session Min	134.40	218.42	183.38	52.12	30.77	12.52	84.12	24.75	23.67	29.87	42.32	70.85	907.19
Less 900 Assistant 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
<b>Total Billable Speech-to-Speech</b>	<b>96</b>	<b>135</b>	<b>142</b>	<b>160</b>	<b>195</b>	<b>205</b>	<b>186</b>	<b>77</b>	<b>89</b>	<b>119</b>	<b>143</b>	<b>134</b>	<b>1,681</b>

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL
<b>NUMBER OF CALLS TO RELAY</b>													<b>TOTAL</b>
Offered	30,003	28,906	27,001	28,735	25,350	27,186	29,449	26,118	27,059	24,669	25,534	25,970	<b>325,980</b>
Answered	29,531	28,334	26,396	28,191	25,142	26,994	29,250	25,781	26,588	24,192	25,115	25,591	<b>321,105</b>
In Queue	30,003	28,906	27,001	28,735	25,350	27,186	29,449	26,118	27,059	24,669	25,534	25,970	<b>325,980</b>
Abandoned in Queue	472	572	605	544	208	192	199	337	471	477	419	379	<b>4,875</b>
<b>AVERAGE NUMBER OF CALLS - STS not included</b>													<b>AVERAGE</b>
Weekend	697	378	709	720	669	715	723	719	694	632	615	649	<b>660</b>
Weekday	1,341	685	1,261	1,268	1,137	1,146	1,291	1,238	1,144	1,105	1,120	1,159	<b>1,158</b>
<b>AVERAGE LENGTH OF CALLS</b>													<b>AVERAGE</b>
Session Minutes	3.93	4.17	3.98	3.72	3.77	3.71	3.46	3.54	3.71	3.59	3.48	3.30	<b>3.70</b>
Conversation Minutes	2.77	2.93	2.81	2.58	2.62	2.63	2.46	2.48	2.58	2.41	2.40	2.24	<b>2.58</b>
Avg. Length of Completed Calls	6.55	6.61	6.42	6.61	6.95	6.86	6.89	7.02	6.99	6.49	6.53	6.58	<b>6.71</b>
<b>AVERAGE SPEED OF ANSWER</b>													<b>AVERAGE</b>
Service Level	96.0%	95.0%	95.0%	95.0%	98.0%	99.0%	98.0%	97.0%	96.0%	96.0%	96.0%	97.0%	<b>96.50%</b>
ASA	1.0	1.4	1.4	1.3	0.7	0.5	0.6	0.9	1.0	1.2	1.1	0.9	<b>1.00</b>
<b>CUSTOMER CONTACTS</b>													<b>TOTAL</b>
<b>TRS</b>													
Complaints	2	3	-	1	1	1	-	-	-	-	-	-	<b>8</b>
Commendations	3	4	1	-	-	-	1	-	-	-	-	-	<b>9</b>
<b>Total</b>	<b>5</b>	<b>7</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>17</b>

## CapTel Statistics

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	Average	
Billable Minutes	0.00	0.00	0.00	0.00	0.00	0.00	61,309.65	0.00	0.00	0.00	0.00	0.00	0	
Average Per Min Per User	204.54	208.57	206.28	209.68	201.12	223.67	235.76	214.41	217.80	209.63	200.40	201.86	211	
Average Per Min Per User billed to State	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	
Number of CapTel Activated	630	644	654	660	669	676	683	726	726	726	726	726	687	
Number of CapTel Shipped	683	685	710	709	710	725	726	684	688	689	689	690	699	
Number of Users/ Participants	313	321	326	316	311	313	311	302	318	295	292	277	308	
Occupancy % User	50%	50%	50%	48%	46%	46%	46%	42%	44%	41%	40%	38%	45%	
Average Per call Length Per User	0.00	0.00	0.00	0.00	0.00	0.00	3.78	0.00	0.00	0.00	0.00	0.00	0.00	
CapTel Traffic Patterns													Average	
Call In	17,447	17,873	18,436	18,118	16,306	18,664	18,502	16,387	18,260	15,626	14,719	14,184	17,044	204,522
Voice In	3,264	3,197	3,169	2,976	2,792	2,994	3,361	2,850	3,185	3,835	3,972	3,570	3,264	39,165
Total of Calls	20,711	21,070	21,605	21,094	19,098	21,658	21,863	19,237	21,445	19,461	18,691	17,754	20,307	243,687
Total Session Min													Average	
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	499.03	608.59	475.43	422.50	373.41	420.13	524.42	435.48	512.74	386.37	398.47	367.05	451.97	
General Assistance	933.20	802.76	974.63	838.32	747.91	819.04	826.62	805.00	901.29	859.05	762.35	776.00	837.18	
In 2 Line	1,844.28	1,987.02	1,753.10	2,014.38	1,697.01	2,202.83	2,159.88	1,970.55	1,972.37	1,724.28	1,722.31	1,665.48	1,892.79	
International	9.09	26.16	58.94	15.22	19.03	146.18	152.79	30.93	166.28	87.81	119.82	3.30	69.63	
Interstate	8,408.85	9,383.69	10,195.49	9,104.23	8,657.92	9,905.86	9,319.34	8,346.15	7,567.05	7,095.70	8,210.82	8,055.87	8,687.58	
Intrastate	47,633.20	49,442.47	47,907.67	48,351.86	45,728.11	51,198.47	54,323.34	48,327.09	52,403.35	46,713.88	43,104.59	40,984.21	48,009.85	
Others	842.51	818.85	963.09	1,014.12	896.44	1,027.80	1,495.80	1,287.84	1,213.87	1,141.38	819.51	831.55	1,029.40	
Toll Free	3,851.54	3,883.01	4,918.11	4,498.76	4,429.13	4,289.95	4,518.73	3,550.27	4,524.44	3,832.23	3,377.62	3,232.32	4,075.51	
Total of Session Min	64,021.70	66,952.55	67,246.46	66,259.39	62,548.96	70,010.26	73,320.92	64,753.31	69,261.39	61,840.70	58,515.49	55,915.78	780,646.91	TOTAL
Number of Calls by each Traffic Pattern													Total	
900 Call	0	0	0	0	0	0	0	0	0	0	0	0	0	
Answer Machine	336	423	334	311	274	296	367	318	374	275	305	280	3,893	
General Assistance	2,458	2,216	2,607	2,299	2,042	2,274	2,315	2,196	2,499	2,343	2,118	2,006	27,373	
2 Line	642	663	602	659	581	649	741	676	710	554	502	532	7,511	
International	6	4	14	10	8	18	30	7	23	9	11	1	141	
Inter-state	1,768	1,962	1,833	1,719	1,465	1,778	1,672	1,265	1,238	1,448	1,594	1,429	19,171	
Intra-state	14,480	14,806	14,961	14,923	13,734	15,520	15,508	13,769	15,435	13,826	13,339	12,639	172,940	
Others	251	237	324	278	243	261	362	315	313	262	201	237	3,284	
Toll Free	770	759	930	895	751	862	868	691	853	744	621	630	9,374	
Total	20,711	21,070	21,605	21,094	19,098	21,658	21,863	19,237	21,445	19,461	18,691	17,754	243,687	

# Outreach Activities

Event	City	Date	Attendance	Relay (R), CapTel (C) Both (B) or TEDP (T)
<b>July</b>				
World of Fun Deaf Awareness Day	Kansas City	7/11/2009	350	<b>B</b>
ASHA Convention	Kansas City	7/17/09 to 7/19/09	500	<b>C</b>
AG Bell's Listening & Spoken Language Symposium	St. Louis	7/23/09 to 7/25/09	550	<b>C</b>
MO Association for the Deaf, Inc - 41st Biennial Conference	Sedalia	7/30/09 to 08/01/09	120	<b>B</b>
<b>August</b>				
Silver Dollar City Deaf Awareness Day	Branson	8/8/2009	450	<b>B</b>
St. Louis DEAFestival	Kirkwood	8/29/2009	3,000	<b>B</b>
<b>September</b>				
Home Care Services for the Deaf/Hard of Hearing	Creve Coeur	9/12/2009	150	<b>C</b>
Deaf Awareness Group of Springfield	Springfield	9/19/2009	250	<b>B</b>
Missouri Commission for the Deaf Conference	Columbia	9/25/09-9/26/09	650	<b>B</b>
<b>October</b>				
Assistive Technology Fair	St. Louis	10/3/2009	350	<b>B</b>
HLAA MO State Chapter's Walk For Hearing Event	St. Louis	10/3/2009	150	<b>B</b>
Relay MO Advisory Council	Jefferson City	10/15/2009	20	<b>B</b>
ALDA (Adult Late Deafened Association) Conference - 5 people from MO	Seattle, WA	10/15/09-10/18/09	350	<b>B</b>
<b>November</b>				
<b>December</b>				
Holiday Celebration	St. Louis	12/19/09	50	<b>B</b>
New Year's Eve at GSLAD	St. Louis	12/31/09	100	<b>B</b>
<b>January</b>				
<b>February</b>				
Don't Hang up on Relay postcards	Businesses statewide	2/1/2010	500	<b>R</b>
Winterfest	St. Louis	2/4-2/5	500	<b>B</b>
<b>March</b>				
MSD Academic Biathlon	Columbia	3/9-3/10	35	<b>B</b>
MAAD Tournament	St. Louis	3/12-3/13	250	<b>B</b>

# RELAY MISSOURI

Event	City	Date	Attendance	Relay (R), CapTel (C) Both (B) or TEDP (T)
<b>March</b>				
HLAA Chapter presentation	St. Louis	3/13/2010	45	<b>C</b>
ASL Film	Columbia	3/27/2010	80	<b>B</b>
<b>April</b>				
Power Up Conference	Columbia	4/26/2010	300	<b>B</b>
Accessing the Community	Blue Springs	4/30/2010	75	<b>B</b>
Newsletter	Statewide	4/30/2010	1,000	<b>R</b>
<b>May</b>				
Deaf Awareness Week Picnic	Springfield	5/14/2010	25	<b>B</b>
Cape North County Park	Cape Girardeau	5/22/2010	50	<b>B</b>
SEMO Deaf Association	Poplar Bluff	5/30/2010	20	<b>B</b>
<b>June</b>				
Newsletter	Statewide	6/8/2010	1,000	<b>R</b>
HLAA Chapter presentation	Kansas City,	6/13/2010	15	<b>C</b>