

# ANNUAL REPORT



July 2012 – June 2013



# Table of Contents

<b>Letter from the Relay Missouri Account Manager</b>	<b>3</b>
<b>Outreach Education</b>	<b>4</b>
<i>Outreach Activities</i>	
<i>Sponsorships</i>	
<i>Website</i>	
<i>Literature</i>	
<b>Relay Enhancements</b>	<b>6</b>
<i>Telecommunications Relay Services</i>	
<i>STARS</i>	
<i>FCC TRS Recertification Project</i>	
<i>William "Dummy" Hoy DVD</i>	
<i>Organizational Involvement</i>	
<i>N-1-1 Solution</i>	
<b>Relay Missouri Statistics</b>	<b>8</b>
<i>TRS Statistics</i>	
<i>CapTel Statistics</i>	
<b>Sprint Relay Team</b>	<b>10</b>
<b>Appendices</b>	<b>11</b>
<i>Outreach Activities</i>	
<i>TRS Statistics</i>	
<i>STS Statistics</i>	
<i>CapTel Statistics</i>	



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Account Manager

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Dear Missouri Public Service Commissioners,

Sprint Relay had another opportunity to serve Missouri consumers during the fiscal year of July 2012–June 2013, by providing high-quality relay services, outreach education and customer service. In August 2012, I replaced Dennis Selznick as Relay Missouri Account Manager.

Outreach activities included exhibitions at:

- Missouri State Fair – Senior Day in Sedalia; 500 attended.
- Independent Living Assistive Technology workshop in St. Joseph; 100 attended.
- Deaf Awareness Week in Maryland Heights; 95 attended.
- Speech-Hearing-Language Conference in Lake of the Ozarks; 600 attended.
- Mike Bush Fantasy Baseball Camp for the Deaf in St. Peters; 100 attended.

The Relay Missouri website was enhanced for optimized viewing on mobile devices, and a feedback form was added.

There was a significant decrease of 16.5% in TRS minutes for this fiscal year, consistent with nationwide trends. Also, there was a 4.4% decrease in CapTel minutes.

Sprint Relay also developed and distributed an FCC recertification renewal boilerplate for the Missouri Public Service Commission in order to continue providing relay services for the next five years. Additionally, Sprint provided a solution for N-1-1 dialing. As a result, Sprint Relay operators no longer need to manually verify that three-digit dialing is available, or enter the 10-digit equivalent for the requested number.

Sprint thanks the Missouri Public Service Commission, the Relay Missouri subcontractor, and state relay users for the opportunity to provide the very best in relay services and education.

Sincerely,

A handwritten signature in black ink, appearing to read "MSangsterVicino".

Michelle Sangster Vicino  
Account Manager



## Outreach Education

### Outreach Activities

Relay Missouri promoted relay service awareness through product and service demonstrations, exhibitions, presentations and information dissemination as well as through event sponsorships, reaching an estimated 18,700 people. The Relay Missouri subcontractor further assisted the Account Manager at outreach events.

Activities included exhibitions at the:

- Missouri State Fair – Senior Day in Sedalia; 500 attended.
- Show Me Summit on Aging & Health in Jefferson City; 600 attended.
- Missouri Council for In-Home Services Conference in Osage Beach; 300 attended.
- Independent Living Assistive Technology workshop in St. Joseph; 100 attended.
- Deaf Awareness Week in Maryland Heights; 95 attended.
- Missouri Hearing Society Conference in Frontanec; 450 attended.
- Speech-Hearing-Language Conference in Lake of the Ozarks; 600 attended.
- Mike Bush Fantasy Baseball Camp for the Deaf in St. Peters; 100 attended.
- Numerous senior centers, audiology offices and health fairs.



*See appendix for a comprehensive list of outreach activities.*



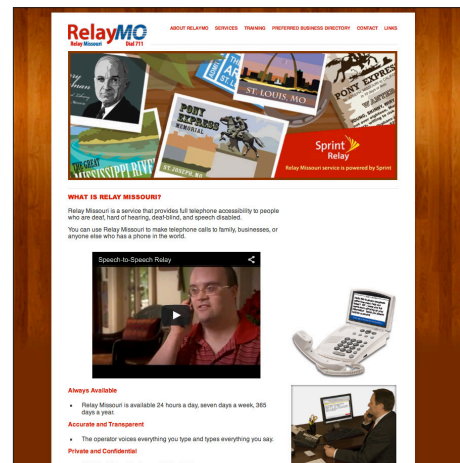
### Sponsorships

To further attract more consumers to Relay Missouri services and products, Relay Missouri sponsored events. Events recognized sponsorship by displaying the Relay Missouri advertisement and/or logo in their program books.

## Website

The Relay Missouri website, [www.relaymissouri.com](http://www.relaymissouri.com), provides information on relay services, explains how each relay call is handled, offers an online consumer form for personal preferences, Telecommunications Access Program (TAP) equipment loan program, and more.

New features include a feedback form, and an enhancement that allows the website contents to be viewed on mobile devices.



## Literature

Relay Missouri products and services were also promoted through literature such as brochures, instructional and marketing flyers, and advertisements in various publications. Literature was also shared in one-on-one settings.



## Relay Missouri Booklet

In April 2013, the nine-page Relay Missouri booklet was revised. The VRS and SprintIP on AIM and GTalk sections were removed. In addition, enhanced Speech-to-Speech services and contact information were added.

## Advertisement

Missouri Relay placed an advertisement that briefly outlined TRS and CapTel services, and contact information in seven issues of the Gameday Magazine during the St. Louis Cardinals' baseball season.

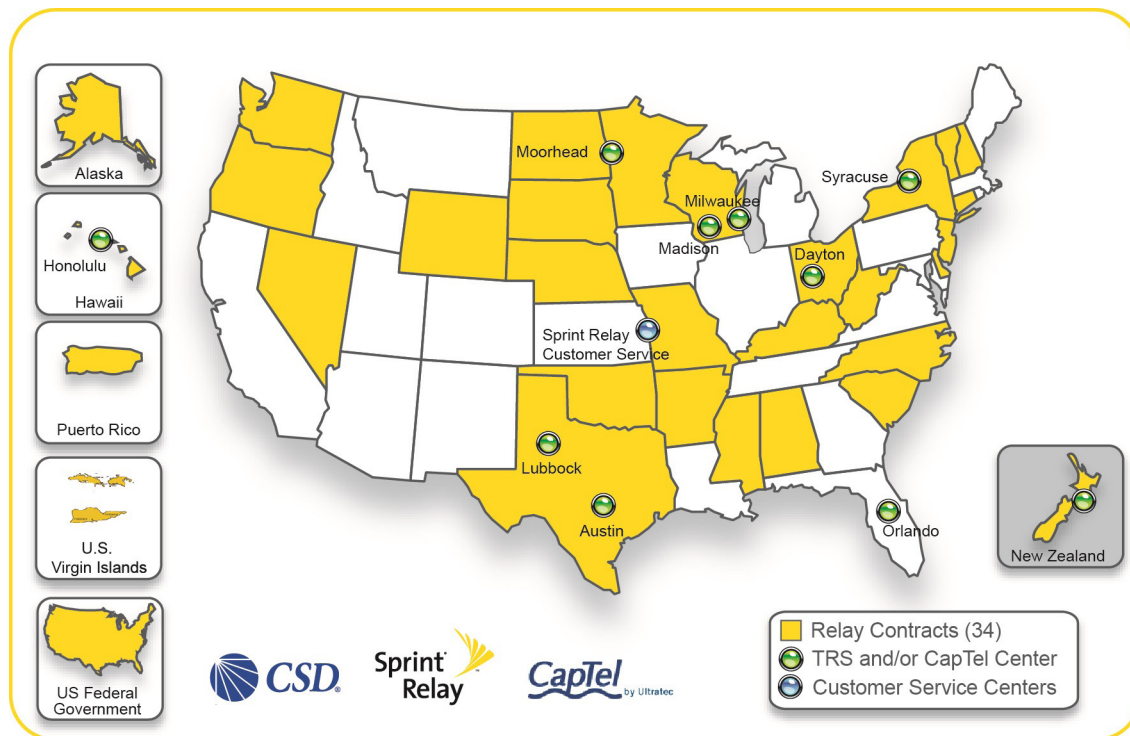




## Relay Enhancements

### Telecommunications Relay Services

Sprint continues to provide monthly training updates to its relay operators, perform quarterly quality tests to ensure that relay operators are updated on practices and knowledge, and provide refresher training. TRS enhancements are also continually honed to ensure the very best quality in relay services.



### STARS

An annual meeting with Sprint relay teams, state program managers, and state relay administrators takes place in order to gather feedback from state relay consumers, internal teams, and state relay administrators. This year's State Telecommunication Administrators of Relay by Sprint (STARS) event occurred in Portland, Oregon.

The first-ever newsletter for STARS administrators was developed as a collaboration among Sprint Relay's product development, operations, marketing and sales teams. The newsletter, distributed in February 2013, featured a message from the Sprint relay director, updates on relay services and products, and other relay news.

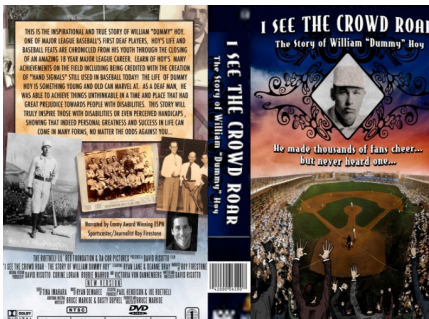


## FCC TRS Recertification Project

On July 25, 2012, the Federal Communications Commission (FCC) issued a Public Notice to remind TRS state programs to submit a recertification renewal application. This recertification application required evidence of specific relay mandates. States were required to complete the recertification process before the certifications expired July 26, 2013. A state could apply for renewal one year prior to expiration.

On July 8, 2013, the Missouri TRS program was granted a five-year recertification, until July 25, 2018. Sprint is pleased to continue to work with Relay Missouri.

Sprint took the initiative in developing and distributing an FCC recertification renewal template of more than 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 support when states requested it.



## William “Dummy” Hoy DVD

Sprint sold DVD copies of the film, “I See the Crowd Roar,” with portions of the revenues being donated to the National Association of the Deaf. The film shares the true story of William “Dummy” Hoy, one of Major League Baseball’s first deaf players. More about the film may be found at [www.iseethecrowdroar.com/dvd/sprint-nad-special-shipped/](http://www.iseethecrowdroar.com/dvd/sprint-nad-special-shipped/).

## Organizational Involvement

Sprint stays active in organizations focused on telecommunications, leadership, and disabilities. Among them is the Business Leadership Network (USBLN), a national non-profit that helps business drive performance by leveraging disability inclusion in the workplace, supply chain, and marketplace.

- Sprint was involved in the **International Telecommunication Union (ITU)** conference as a key contributor to the forums and technical paper. The ITU is a United Nations-specialized agency for information and communication technologies that allocates global radio spectrum and satellite orbits, develops technical standards that ensure networks and technologies seamlessly interconnect, and strives to improve technology access for underserved communities worldwide.
- At the **M-Enabling Global Summit**, Sprint CEO Dan Hesse gave an exceptional keynote presentation (a first by any wireless corporation’s CEO) about Sprint’s commitment to accessibility in today’s mobile world. The M-Enabling Global Summit is the only program exclusively dedicated to promoting mobile accessible and assistive applications and services for senior citizens and users of all abilities, a market of more than one billion users worldwide.
- Sprint is involved in a marketing partnership with the **United Cerebral Palsy** organization and educates its members about Sprint Relay’s Speech-to-Speech services.
- Sprint received a Marketplace Award at the **Disability Matters Conference** in the springtime from the Springboard Consulting company, which is considered the global expert on marketing to people with disabilities and their families, recruiting individuals with disabilities to the workforce, and supporting the disability community in the workplace.

# MISSOURI ANNUAL REPORT

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- In addition, John Moore, a Sprint Relay branch manager is the vice president for the newly formed **Sprint Employee Resource Group: REAL DEAL**. This two-year position enables him to serve as the point of contact for resource information and guidance on disability information, with an emphasis on deaf- and vision-related matters.

## N-1-1 Solution

As of May 30, 2013, the Sprint Relay desktop supports three-digit dialing, which means Sprint Relay operators now no longer need to manually verify that three-digit dialing is available, nor do they need to enter the 10-digit equivalent for the requested number.

This dialing availability can differ by state, city or county. When the database lookup does not produce the necessary information to dial the call from the customer's phone number location, an error message will appear with an automatic macro sent to the operator and then the customer.

Communication agents may now enter three digits to reach:

- 2-1-1: community services, such as the United Way
- 3-1-1: municipal government services, non-emergency
- 5-1-1: traffic information or police non-emergency services
- 8-1-1: underground public utility location

# Relay Missouri Statistics

## TRS Statistics

The following charts indicate the trends in the annual total number of session minutes, call origination, 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, Voice Carry-Over [VCO], Telebraille, and Speech-to-Speech [STS]) currently provided by Relay Missouri.

See appendix for a complete statistics report.

### Session Minutes

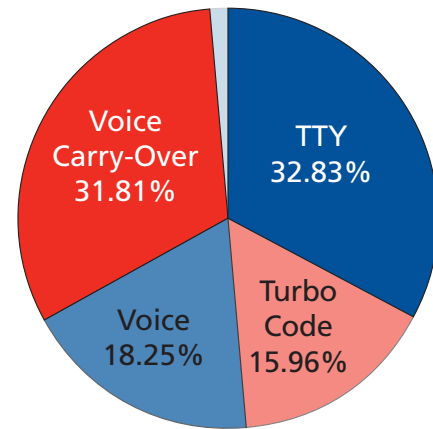
Figure 1 indicates the total monthly session minutes processed through Relay Missouri. The total of 600,089 minutes includes all aspects of TRS services, except STS and CapTel. This indicates a 16.5% decrease as compared to the previous fiscal year's statistics.

Fig. 1: Session Minutes			
July	56,793	Jan.	53,102
Aug.	54,260	Feb.	49,754
Sept.	49,433	March	46,508
Oct.	55,740	April	44,827
Nov.	52,008	May	46,497
Dec.	45,498	June	45,669

Fig. 2: Call Origination

### Call Origination

On average, TTY and TurboCode consumers originated approximately 49 percent of the Relay Missouri calls. Figure 2 shows call type by percentage.



Others: 1.15%

### Average Speed of Answer and Service Level

Figure 3 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 that 85% of all calls are answered within 10 seconds. The Average Speed of Answer (ASA) for this fiscal year was 1.1 seconds and the Service Level (SVL) was that 95.9% of calls were answered within 10 seconds.

Fig. 3: ASA and SVL					
Month	ASA	SVL	Month	ASA	SVL
July	.7	97%	Jan.	1.3	96%
Aug.	.7	98%	Feb.	1.6	89%
Sept.	.7	97%	March	1.2	96%
Oct.	.9	97%	April	.9	97%
Nov.	1.0	96%	May	1.1	97%
Dec.	1.1	96%	June	1.6	95%

# MISSOURI ANNUAL REPORT

## FCC Annual Consumer Contact Log

Sprint prepares and submits an annual Consumer Contact Log Report on both TRS and CapTel to the Missouri Public Service Commission administration, which then submits the report to the FCC. This year, there were 1 TRS complaint and 16 TRS commendations.

## CapTel Statistics

The following charts indicate the trends of the annual total number of session minutes, call origination, and contacts with customers. The numbers reflect CapTel relay services currently provided by Relay Missouri.

### Session Minutes

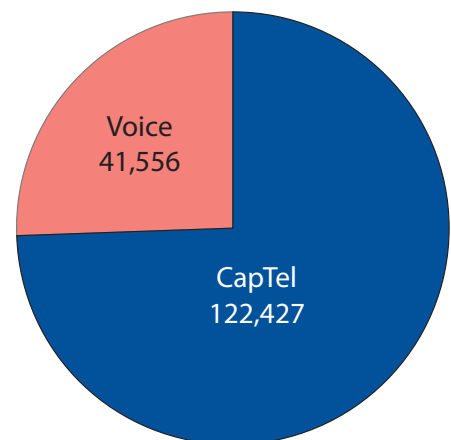
A breakdown of monthly minutes is shown in Figure 4. This fiscal year's CapTel session minutes totaled 525,573.

Fig. 4: CapTel Session Minutes			
July	46,520	Jan.	46,293
Aug.	47,479	Feb.	39,486
Sept.	40,548	March	43,526
Oct.	45,089	April	42,180
Nov.	44,403	May	43,753
Dec.	47,199	June	39,096

Fig. 5: CapTel Call Origination

### Call Origination

Figure 5 indicates that most Relay Missouri CapTel calls were initiated by CapTel users.



## FCC Annual Consumer Contact Log

Sprint prepares and submits an annual Consumer Contact Log Report on both TRS and CapTel to the Missouri Public Service Commission administration, which then submits the report to the Federal Communications Commission. For this year, there were no CapTel complaints, and 18 CapTel commendations.

# Sprint Relay Team

**Nancy Salisbury**  
Regional Vice President  
Central Region

**Mike Ellis**  
National TRS Director

***Relay Program Management***

**John Moore**  
Branch Manager

**Mark Seeger**  
Branch Manager

**Liz D'Anna**  
Implementation Program Manager

**Michelle Sangster Vicino**  
Account Manager

***Corporate Sales***  
**Maggie Schoolar**  
Branch Manager

**Chris Smith**  
Corporate Sales Manager

***Billing***  
**Kris Owara**  
Analyst

***Wireless Sales***  
**Ken Goulston**  
Account Executive

***Customer Service***  
**Brian Adamson**  
Supervisor

# Appendices

## Outreach Activities

Event	City	Date	Attendance	Type
Worlds of Fun Deaf and Hard of Hearing Day	Kansas City	7/14/12	10,000	Booth
OACAC Dade County Senior Resource Fair	Greenfield	7/28/12	200	Booth
Boonslick Senior Center	Boonslick	8/7/12	15	General
Fayette Senior Center	Fayette	8/7/12	25	General
Senior America Multipurpose	Moberly	8/7/12	15	General
Gateway Silent Seniors	Maryland Heights	8/8/12	60	General
APSE Conference	Columbia	8/9/12	150	Booth
Northeast Missouri Senior Center	Kirksville	8/9/12	40	General
Real Voices Real Choices Conference	Lake of the Ozarks	8/12-14/12	600	Booth
Salisbury Senior Center	Salisbury	8/13/12	30	General
Golden Living Senior Center	Glasgow	8/13/12	20	General
New Franklin Senior Center	New Franklin	8/13/12	30	General
Missouri State Fair Senior Day	Sedalia	8/15/12	500	Booth
Gateway Silent Seniors	Maryland Heights	8/15/12	45	General
SEMO Alliance on Aging	Cape Girardeau	8/20/12	30	General
Ellington Senior Center	Ellington	8/20/12	15	General
Bismarck Senior Center	Bismarck	8/20/12	20	General
M-4 Show Me Summit on Aging and Health	Jefferson City	8/22-23/12	600	Booth
Hearing Aid Consultants	Jefferson City	8/24/12	3	General
Waynesville Senior Center	Waynesville	9/4/12	45	General
Hughes Senior Center	Lebanon	9/4/12	30	General
Gateway Silent Seniors	Maryland Heights	9/5/12	30	General
GSLAD Meeting	Maryland Heights	9/8/12	85	General
Missouri Council for in Home Services Conference	Osage Beach	9/10-11/12	300	Booth
Meril Independent Living Assistive Technology Workshop	St Joseph	9/13/12	100	Booth
Barry County Senior Fair	Cassville	9/14/12	120	Booth
University of Missouri	Columbia	9/14/12	2	General
St Luke's Hospital ENT/Speech Pathology	Kansas City	9/27/12	2	General
Amplifon Hearing Aid at Walmart	Kansas City	9/27/12	1	General
Deaf Awareness Week	Maryland Heights	9/29/12	95	General
HLAA Walk4Hearing	Creve Coeur	10/6/12	85	Booth



# MISSOURI ANNUAL REPORT

Event	City	Date	Attendance	Type
GSLAD Club Day	Maryland Heights	11/23/12	60	General
Hear USA	St. Louis	12/3/12	1	General
Hometown Audiology	St. Louis	12/3/12	1	General
Hometown Audiology	St. Louis	12/3/12	1	General
Hometown Audiology	St. Louis	12/3/12	1	General
Beltone Hearing Aid	St. Louis	12/4/12	1	General
Beltone Hearing Aid	St. Louis	12/4/12	1	General
Beltone Hearing Aid	St. Louis	12/4/12	1	General
Beltone Hearing Aid	St. Louis	12/4/12	1	General
Gateway Silent Seniors	Maryland Heights	2/20/13	70	General
Missouri Hearing Society Conference	Frontanec	3/1/13	450	Booth
Missouri Hearing Society Conference	Frontanec	3/2/13	450	Booth
Deaf Inc WinterFest	Webster Groves	3/2/13	700	Booth
Gateway Silent Seniors Banquet	Maryland Heights	3/13/13	120	General
Mentor U	St. Louis	3/19/13	1	General
Gateway Silent Seniors	Maryland Heights	3/20/13	40	General
MO Speech Hearing Language Conference	Lake of the Ozarks	4/5/13	600	Booth
MO Speech Hearing Language Conference	Lake of the Ozarks	4/6/13	600	Booth
Power Up Conference	Columbia	4/15/13	500	Booth
Power Up Conference	Columbia	4/16/13	500	Booth
MCDHH Town Hall Meeting	Springfield	4/20/13	70	Booth
7th Annual Block Party	Kansas City	4/27/13	500	Booth
Gateway Silent Seniors	Maryland Heights	5/1/13	50	General
Hearing Awareness Health Fair	Fenton	5/11/13	25	Booth
City of Farmington	Farmington	5/14/13	1	Presentation
Kirksville Chamber of Commerce	Kirksville	5/20/13	1	Presentation
Gateway Silent Seniors	Maryland Heights	5/27/13	85	General
Hannibal Chamber of Commerce	Hannibal	5/29/13	1	Presentation
Relay MO Customer Appreciation Night	St. Louis	5/31/13	31	General
MCDHH Deaf Awareness Day at Six Flags	Eureka	6/8/13	40	Booth
Mike Bush Fantasy Baseball Camp for the Deaf	St. Peters	6/24/13	100	General
Mike Bush Fantasy Baseball Camp for the Deaf	St. Peters	6/25/13	100	General
Mike Bush Fantasy Baseball Camp for the Deaf	St. Peters	6/26/13	100	General

Event	City	Date	Attendance	Type
Mike Bush Fantasy Baseball Camp for the Deaf	St. Peters	6/27/13	100	General
Mike Bush Fantasy Baseball Camp for the Deaf	St. Peters	6/28/13	100	General
		<b>Total</b>	<b>18,696</b>	

# MISSOURI ANNUAL REPORT

## TRS Statistics

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL
MINUTES OF SERVICE													
Total Conversation Minutes	39,470	37,410	33,557	38,783	36,425	31,198	36,640	34,943	29,995	29,090	30,821	30,698	409,030
Total Session Minutes	56,793	54,260	49,433	55,740	52,008	45,498	53,102	49,754	46,508	44,827	46,497	45,669	600,089
Less Interstate	2,674	2,281	2,839	2,120	2,105	2,118	2,130	1,699	2,442	1,723	1,402	1,398	24,931
Less International	5	1	1	11	4	5	5	8	2	48	35	89	212
Less 800 Toll-Free	6,204	5,773	4,904	6,389	5,768	4,782	5,848	5,148	3,860	3,410	4,915	4,499	61,499
Less Directory Assistance Session Min	27	8	7	23	11	0	0	3	9	7	7	8	110
Less 900 Session Min	0	0	0	0	0	0	0	0	0	0	0	0	0
Billable Minutes	47,884	46,196	41,683	47,196	44,120	38,593	45,120	42,897	40,195	39,639	40,139	39,676	513,337
Billable Minutes (STS)	304	884	385	688	445	89	144	283	179	184	171	278	4,033
Total TRS/STS Billable Minutes	48,188	47,080	42,068	47,883	44,565	38,682	45,264	43,180	40,374	39,823	40,310	39,954	517,370
CapTel Billable Minutes	35,456	35,820	30,967	32,943	33,231	33,642	33,052	28,486	30,806	30,068	31,858	27,793	384,122
AVERAGE LENGTH OF CALLS													AVG
Session Minutes	2.92	2.83	2.75	2.77	2.92	2.60	2.63	2.89	2.72	2.59	2.61	2.75	2.75
Conversation Minutes	2.03	1.95	1.87	1.93	2.05	1.78	1.81	2.03	1.76	1.68	1.73	1.85	1.87
Avg. Length of Completed Calls	7.53	7.61	7.24	7.57	7.27	7.39	7.46	7.62	7.18	7.19	7.10	6.93	7.34
TOTAL NUMBER OF COMPLETED RELAYED CALLS													TOTAL
Local	5,982	5,706	5,407	5,819	5,517	4,833	5,555	5,259	5,238	5,182	5,298	5,530	65,326
Intrastate (Intralata)	60	44	42	100	173	69	71	82	75	33	17	37	803
Intrastate (Interlata)	252	193	148	190	256	123	96	136	147	126	130	149	1,946
Interstate Calls	320	325	366	319	344	308	289	266	374	286	227	239	3,663
Toll Free	974	910	854	934	873	810	1,080	783	628	596	883	641	9,966
Directory Assistance	18	32	36	34	25	13	35	20	22	17	7	6	265
900 (Attempted)	0	0	0	0	0	0	0	0	0	0	0	0	0
International	1	0	1	2	2	1	1	2	1	3	4	2	20
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	7,607	7,210	6,854	7,398	7,190	6,157	7,127	6,548	6,485	6,243	6,566	6,604	81,989
Busy Ring No answer	1,673	1,460	1,288	1,641	1,455	1,320	1,383	1,259	1,719	1,700	1,422	1,305	17,625
TOTAL OUTBOUND	9,280	8,670	8,142	9,039	8,645	7,477	8,510	7,807	8,204	7,943	7,988	7,909	99,614
General Assistance	12,520	12,649	11,810	13,245	11,225	11,688	13,824	11,319	11,327	11,692	12,032	10,873	144,204
TOTAL Relayed Calls	21,800	21,319	19,952	22,284	19,870	19,165	22,334	19,126	19,531	19,635	20,020	18,782	243,818
NUMBER OF CALLS TO RELAY													TOTAL
Offered	19,680	19,442	18,156	20,461	18,084	17,827	20,558	17,580	17,413	17,576	18,074	16,976	221,827
Answered	19,474	19,217	17,951	20,209	17,795	17,515	20,268	17,294	17,163	17,356	17,829	16,635	218,706
In Queue	19,680	19,442	18,156	20,461	18,084	17,827	20,558	17,580	17,413	17,576	18,074	6,976	211,827
Abandoned in Queue	206	225	205	252	289	312	290	286	250	220	245	341	3,121
AVERAGE NUMBER OF CALLS - STS not included													AVG
Weekend	406	371	407	384	367	363	375	368	389	333	350	384	375
Weekday	825	798	794	835	770	740	841	809	745	771	749	747	785
TOTAL CALL VOLUME													
TTY- Baudot	3,451	3,319	2,829	3,124	3,098	2,187	2,968	2,411	2,890	3,114	2,791	2,428	34,610
Turbo Code	1,594	1,363	1,274	1,301	1,195	1,066	1,322	1,441	1,322	1,273	1,741	1,834	16,726
ASCII	51	31	7	0	1	0	0	0	12	0	0	14	116
Voice	1,769	1,605	1,656	1,895	1,979	1,733	1,599	1,641	1,613	1,329	1,400	1,393	19,612

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL
VCO	2,298	2,250	2,273	2,651	2,290	24,224	2,557	2,273	2,345	1,965	1,967	2,166	49,259
HCO	117	102	94	68	82	67	64	41	22	261	85	74	1,077
Deaf/Blind ASCII	0	0	0	0	0	0	0	0	0	0	0	0	0
Deaf/Blind Baudot	0	0	0	0	0	0	0	0	0	1	4	0	5
TOTAL	9,280	8,670	8,133	9,039	8,645	29,277	8,510	7,807	8,204	7,943	7,988	7,909	121,405
Speech to Speech	45	111	64	71	49	41	15	23	25	22	29	32	527
Total Spanish Calls	0	0	0	0	0	0	2	4	0	0	1	0	7
% PERCENTAGE OF CALLS													AVG
TTY	37.19%	38.28%	34.78%	34.56%	35.84%	7.47%	34.88%	30.88%	35.23%	39.20%	34.94%	30.70%	32.83%
Turbo Code	17.18%	15.72%	15.66%	14.39%	13.82%	3.64%	15.53%	18.46%	16.11%	16.03%	21.80%	23.19%	15.96%
ASCII	0.55%	0.36%	0.09%	0.00%	0.01%	0.00%	0.00%	0.00%	0.15%	0.00%	0.00%	0.18%	0.11%
Voice	19.06%	18.51%	20.36%	20.96%	22.89%	5.92%	18.79%	21.02%	19.66%	16.73%	17.53%	17.61%	18.25%
VCO	24.76%	25.95%	27.95%	29.33%	26.49%	82.74%	30.05%	29.11%	28.58%	24.74%	24.62%	27.39%	31.81%
HCO	1.26%	1.18%	1.16%	0.75%	0.95%	0.23%	0.75%	0.53%	0.27%	3.29%	1.06%	0.94%	1.03%
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	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	0.05%	0.00%	0.01%
AVERAGE SPEED OF ANSWER													AVG
Service Level	97.0%	98.0%	97.0%	97.0%	96.0%	96.0%	96.0%	89.2%	96.0%	97.0%	97.0%	95.0%	95.9%
ASA	0.7	0.7	0.7	0.9	1.0	1.1	1.3	1.6	1.2	0.9	1.1	1.6	1.1
CUSTOMER CONTACTS													TOTAL
TRS													
Complaints	0	1	0	0	0	0	0	0	0	0	0	0	1
Commendations	1	5	1	4	1	2	0	1	1	1	0	0	17
Total	1	6	1	4	1	2	0	1	1	1	0	0	18

# MISSOURI ANNUAL REPORT

## STS Statistics

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	Avg.	Total
Total Session Min	790.14	1471.58	555.23	781.51	620.30	176.59	164.07	330.38	234.57	246.22	303.39	337.08	500.92	6011.06
Total Conversation Min	631.48	922.42	282.54	417.06	442.38	311.02	112.45	225.48	146.38	164.49	190.17	215.54	338.45	4061.41
Less Interstate Session	431.44	432.49	44.06	5.18	59.40	33.23	20.24	0.00	31.28	17.22	63.18	14.43	96.01	1152.15
Less International Session	0.00	0.00	41.56	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	3.46	41.56
Less Interstate Toll Free Session 51%	51.60	155.04	84.41	78.51	116.07	54.57	0.00	42.05	24.20	45.18	69.49	44.47	63.80	765.59
Less Interstate DA Session	3.53	0.00	0.00	10.32	0.00	0.00	0.00	5.03	0.00	0.00	0.00	0.00	1.57	18.88
Less 900 Session 51%	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	0
Total Billable Speech to Speech	303.57	884.05	385.20	687.50	444.83	88.79	143.83	283.30	179.09	183.82	170.72	278.18	336.07	4032.88
Number of Completed Calls Made	45	111	64	71	49	41	15	23	25	22	29	32	43.92	527.00
Average Length of Call	24.43	19.63	18.36	14.96	12.18	12.65	6.95	11.33	7.40	6.39	6.85	6.71	12.32	147.84
Total Numbers of Completed Calls Speech to Speech (STS) Calls													Total	
Local	21	74	36	48	27	17	12	14	14	8	9	20	300	
Intrastate	3	-	-	-	-	-	-	1	-	-	0	2	6	
Interstate	9	10	2	1	5	2	2	-	4	3	8	2	48	
Directory Assistance	6	7	3	9	-	5	1	2	1	3	4	1	42	
General Assistance	-	-	-	-	-	-	-	-	-	-	0	0	0	
International	-	-	1	-	-	-	-	-	-	-	0	0	1	
900 calls	-	-	-	-	-	-	-	-	-	-	0	0	0	
Toll-Free	6	20	22	13	17	17	-	6	6	8	8	7	130	
Marine Calls	-	-	-	-	-	-	-	-	-	-	0	0	0	
Busy Ring/No Answer	-	-	-	-	-	-	-	-	-	-	0	0	0	
Other Calls	-	-	-	-	-	-	-	-	-	-	0	0	0	
Total STS Calls	45	111	64	71	49	41	15	23	25	22	29	32	527	

# CapTel Statistics

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	Total
Billable Minutes	35,456	35,820	30,967	32,943	33,231	33,642	33,052	28,486	30,806	30,068	31,858	27,793	384,122
Average minutes per call	2.45	2.46	2.42	2.31	2.38	2.28	2.41	2.32	2.29	2.23	2.29	2.24	2.34
<b>CapTel Traffic Patterns</b>													<b>Total</b>
Data Calls	10,954	10,598	9,582	10,867	10,642	10,742	10,172	9,162	9,910	10,153	10,414	9,231	122,427
Voice Calls	3,503	3,977	3,228	3,371	3,319	4,004	3,534	3,101	3,546	3,313	3,492	3,168	41,556
Total of Calls	14,457	14,575	12,810	14,238	13,961	14,746	13,706	12,263	13,456	13,466	13,906	12,399	163,983
<b>Total Session Min</b>													<b>Total</b>
Local	28,339	27,883	24,877	26,769	27,179	27,329	28,103	23,791	25,377	24,829	26,193	22,951	313,621
Intrastate Intralata	0	0	0	0	0	0	0	0	0	0	0	0	0
Intrastate Interlata	3,213	2,794	3,324	2,921	2,651	2,473	1,630	1,600	2,095	1,435	1,629	1,691	27,456
Interstate	9,591	9,859	8,332	10,682	9,671	11,726	11,588	9,571	11,050	10,245	9,871	9,917	122,103
International	5	5	10	1	26	2	9	32	3	21	1	35	151
Toll Free	2,498	2,858	2,251	2,691	2,692	3,318	3,027	2,534	3,041	3,358	3,696	2,427	34,391
900 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0
Answer Machine	408	408	332	470	407	309	298	350	289	392	335	286	4,285
In 2 Line	1,759	3,069	832	833	929	1,244	918	944	1,052	1,214	1,252	1,027	15,072
General Assistance	568	496	422	572	684	607	568	508	518	517	504	487	6,451
Other	139	106	168	152	163	191	153	156	101	169	272	275	2,045
Total of Session Min	46,520	47,479	40,548	45,089	44,403	47,199	46,293	39,486	43,526	42,180	43,753	39,096	525,573
<b>Number of Calls by each Traffic Pattern</b>													<b>Total</b>
Local	9,207	9,147	8,283	9,214	8,934	9,482	8,880	7,980	8,611	8,499	8,868	7,883	104,988
Intrastate Intralata	0	0	0	0	0	0	0	0	0	0	0	0	0
Intrastate Interlata	482	457	531	480	428	480	322	266	401	281	324	311	4,763
Interstate	1,637	1,584	1,488	1,565	1,538	1,772	1,711	1,448	1,667	1,570	1,692	1,525	19,197
International	5	7	12	2	7	5	6	7	5	7	2	9	74
Toll Free	454	518	444	564	476	495	457	405	475	618	504	352	5,762
900 Calls	0	0	0	0	0	0	0	0	1	0	0	0	0
Answer Machine	299	277	243	336	264	227	216	255	221	299	261	234	3,132
In 2 Line	581	930	359	361	350	509	393	411	473	539	518	487	5,911
General Assistance	1,688	1,570	1,350	1,630	1,880	1,687	1,625	1,397	1,533	1,552	1,592	1,458	18,962
Other	104	85	100	86	84	89	96	95	69	101	145	140	1,194
Total	14,457	14,575	12,810	14,238	13,961	14,746	13,706	12,264	13,456	13,466	13,906	12,399	163,984
<b>Distribution of Minutes</b>													<b>Avg.</b>
Inter-state Billable Min	9,591.25	9,858.95	8,331.68	10,681.73	9,671.22	11,725.93	11,587.93	9,571.45	11,049.90	10,244.98	9,871.08	9,916.80	10,175.24
Less International Session Min	5.22	4.58	10.22	0.73	25.98	2.45	8.87	32.10	3.28	21.10	1.18	35.07	12.57
Less Toll Free	1,273.79	1,457.73	1,148.21	1,372.26	1,372.71	1,691.95	1,543.91	1,292.37	1,551.05	1,712.34	1,885.11	1,237.99	1,461.62
2 Line Session Min (11%)	193.44	337.63	91.48	91.58	102.23	136.79	100.94	103.83	115.73	133.53	137.73	112.97	138.16
Billable to MO	35,456.38	35,820.30	30,966.71	32,942.67	33,230.75	33,642.29	33,051.77	28,485.95	30,805.82	30,068.24	31,858.30	27,793.18	32,010.20
RLSA Billable Minutes	11,063.70	11,658.89	9,581.60	15,916.51	14,436.10	17,474.09	17,274.89	14,293.56	16,467.63	15,286.12	14,709.09	14,811.10	14,414.44