

Annual Report

Relay



July 2013-June 2014



Make calls anytime.

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RELAY MISSOURI 2013



2010: CapTel 200 is replaced by CapTel 800.

2011: Sprint becomes the first provider to include enhancements to its Speech-to-Speech service.

2012: CapTel 840 model launches.

2013: Re-certified by FCC until 2018.

2014: Sprint initiates a trial of CapTel phones in Sprint retail stores.

Relay Missouri is awarded a new contract until July 31, 2017.

**THANK YOU,
MISSOURI!**

2011

BECOMES FIRST PROVIDER TO INCLUDE ENHANCEMENTS TO SPEECH-TO-SPEECH SERVICE

2013

RE-CERTIFIED BY FCC UNTIL 2018

2014

AWARDED NEW CONTRACT UNTIL JULY 31, 2017

[FROM THE ACCOUNT MANAGER]

Dear Missouri Public Service Commissioners,

Sprint Relay had another opportunity to serve Missouri consumers during the fiscal year of July 2013–June 2014 by providing high-quality relay services, outreach education and customer service. Sprint is also appreciative of the contract awarded through July 31, 2017.

Relay Missouri outreach activities included the creation of three advertisements, and exhibitions or presentations at:

- Missouri State Fair in Sedalia; 1,500 attended.
- Missouri Association of Area Agencies on Aging Conference in Jefferson City; 500 attended.
- Two-day In-Home Services Conference in Lake of Ozark; 400 attended.
- Two-day ASL Expo in St. Louis; 1,500 attended.
- Two-day Missouri Hearing Society Conference in Independence; 650 attended.
- DeafNation Expo in Kansas City; 2,000 attended.
- Five-day Fantasy Baseball Camp in St. Peters; 200 attended.

Session minutes this fiscal year showed:

- TRS: A significant decrease of 23.3%
- CapTel: A decrease of 3%

An exciting event was Sprint's announcement of a trial of CapTel phones in Sprint wireless retail stores. As of May 9, 2014, the phones were available in 20 stores in southern Florida, 5 stores in Texas, and 5 stores in Washington state. Also, Sprint now has the ability, as of May 15, 2014, to provide text-to-911 service. It may take up to six months to fully implement the service for individual Public Safety Answering Points, but this is a crucial step in ensuring full, equal access for relay consumers.

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

Sincerely,



Michelle S. Vicino
Account Manager



OUTREACH EDUCATION



Outreach Activities

Relay Missouri promoted relay service awareness through product and service demonstrations, exhibitions, and presentations, and through event sponsorships. An estimated 35,150 people were reached, an increase of 16,450 from last year. The Relay Missouri subcontractor assisted the Account Manager at outreach events. Activities included exhibitions at:

- Missouri State Fair in Sedalia; 1,500 attended.
- Missouri Association of Area Agencies on Aging Conference in Jefferson City; 500 attended.
- Two-day In-Home Services Conference in Lake of Ozark; 400 attended.
- Two-day ASL Expo in St. Louis; 1,500 attended.
- Two-day Missouri Hearing Society Conference in Independence; 650 attended.
- DeafNation Expo in Kansas City; 2,000 attended.
- Five-day Fantasy Baseball Camp in St. Peters; 200 attended.

Exhibits or presentations were also provided at:

- Senior centers
- Retirement communities
- Clubs
- Meetings
- Chamber of commerce events
- Audiology offices
- Hearing aid dealerships

See appendix for a comprehensive list of outreach activities.



Advertisements

Missouri Relay placed advertisements outlining TRS and CapTel services in each issue of the St. Louis Cardinals' *Gameday Magazine* during the baseball season and in each Mizzou Tigers basketball and football season program book.





Relay MISSOURI

Making a telephone connection for hearing, deaf, hard-of-hearing, speech-disabled, deaf-blind, and late-deafened individuals! Just **Dial 7-1-1*** or use these toll-free numbers:

Traditional Relay Services	
800-735-2966	TTY
866-735-2460	Voice
877-735-0135	Voice Carry-Over (VCO)
800-735-2966	Hearing Carry-Over (HCO)
800-520-7309	Spanish Relay
877-735-7877	Speech-to-Speech (STS)
900-230-6363	900 Services (not toll-free)
Captioned Telephone Service (CapTel®)	
877-243-2823	Voice to CapTel
866-217-3362	Voice to CapTel (Spanish)
Customer Service	
800-676-3777	Relay Missouri
800-676-4290	Relay Missouri (Spanish)
888-269-7477	Captioned Telephone
866-670-9134	Captioned Telephone (Spanish)
877-787-1989	Speech-to-Speech (STS)
Telecommunications Access Program	
816-655-6700	(Voice)
800-655-6711	(TTY)
MoAT1501@att.net	(Email)
www.at.mo.gov	(Website)

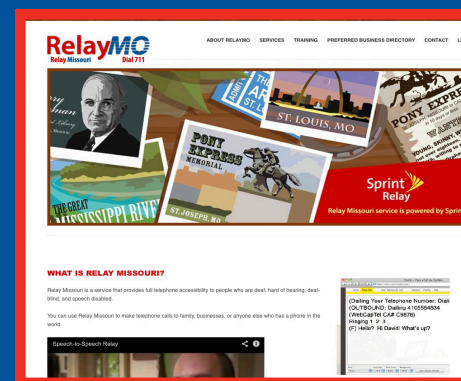
www.relaymissouri.com

* Some buildings with a PBX telephone system (often in hotels and offices that have extension numbers) make reaching 7-1-1 not possible. If you are unable to connect to 7-1-1, please use the alternative number given for each type of relay service call. Relay Missouri service is provided by Sprint and funded by the State. CapTel is a registered trademark of Ultratec, Inc.

In Spring 2014, Relay Missouri placed an advertisement about TRS, CapTel, Customer Service, and the Telecommunications Access Program phone numbers and website address in the national Telecommunications for the Deaf and Hard of Hearing, Inc. directory.

TDI has published its directory annually since 1968. This significant resource includes over 500 pages of contact information for thousands of individuals, businesses, organizations and government agencies that serve the deaf community.

Website Statistics



The Relay Missouri website, at www.relaymissouri.com, provides information about relay services. The Account Manager monitors website trends through regular reports identifying the most accessed pages. During this fiscal year, there were 5,647 hits, representing requests made to the server.

Fig. 1: Website Statistics

Month	Hits
July	506
August	432
September	433
October	453
November	333
December	444
January	437
February	501
March	686
April	627
May	502
June	293

TRS ENHANCEMENTS

Enhanced Speech-to-Speech Services

In March 2014, Sprint made several enhancements to its Speech-to-Speech (STS) services, such as additional features shown in the postcard at right.

Good News for People with Speech Disabilities

Sprint Relay is proud to announce that we have **ENHANCED** the service to make Speech-to-Speech calls more efficient and productive.

Sprint's exciting line-up of STS features:

My Wireless *STS (*787)	My Saved Messages
My Support	My Phonebook
My E-Mail Set-Up	Many more ...

For more information, visit sprintsts.com or call STS Customer Support 877-787-1989

Sprint Relay



Osher Lifelong Learning Institutes

Relay Missouri, in partnership with Sprint, presented a program at the Furman University Osher Lifelong Learning Institutes (OLLI) in Greenville, South Carolina, in March 2014. The program was to raise awareness about communication solutions for people with hearing loss.

The first OLLI course presentation, lasting five hours, covered various topics, such as hearing loss types, hearing aid and cochlear implant features, telecommunication equipment, smartphone applications, and public accommodations (including television and movie captioning). Also shared were newer resources available to individuals with hearing loss that

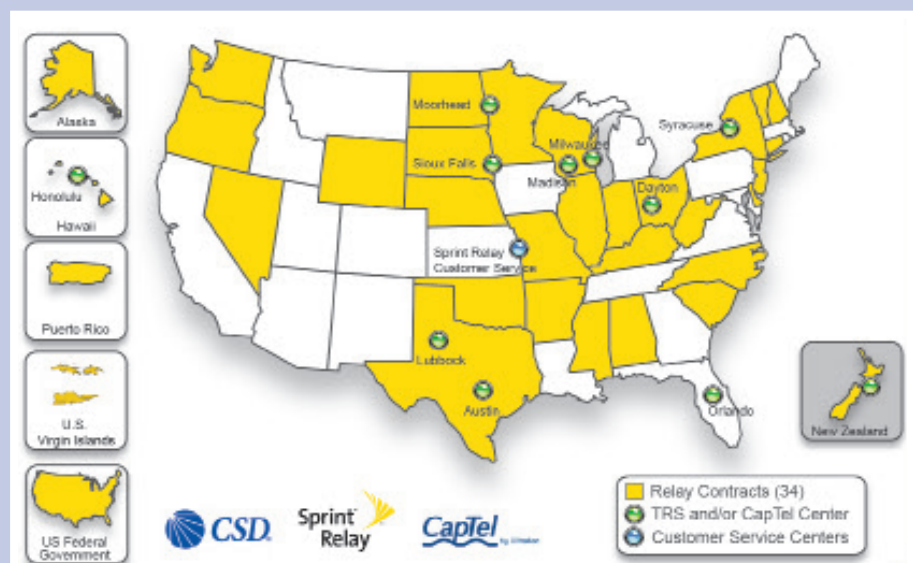
would help ensure more independent lives and reduced stress.

STARS Conference

Sprint sponsors an annual conference for State Telecommunication Administrators of Relay by Sprint (STARS). The STARS conference is an ideal forum for discussions about current FCC rules and upcoming industry trends, and idea exchanges among state relay administrators. This year's STARS conference was held in Florida in May 2014.

SPRINT RELAY ACCOUNTS

Sprint provides relay services for 34 accounts including Federal Relay Service, Puerto Rico, Virgin Islands and New Zealand, as shown in the map at right.





CapTel Phones in Sprint Stores

In May 2014, Sprint performed a trial of CapTel phones in Sprint wireless retail stores to evaluate how consumers shopping for wireless phones responded to learning about wireline IP-based Sprint CapTel 840i Customer Premise equipment. This initiative was in preparation for the deployment of the CapTel 840i phone to more than 1,200 retail stores in the nation. Each customer will receive installation and support services. The trial took place in 20 stores in southern Florida, 5 stores in Texas, and 5 stores in Washington.

Emerging Text-to-911 Technology

Text-to-911 technology is the ability to request emergency assistance by sending, on a wireless phone, a text message to a public safety answering point (PSAP). While this technology may be most utilized by the deaf, hard of hearing, and speech-disabled communities, it is expected to be increasingly used by the general public. Text-to-911 is also intended as an option for when voice calling is unavailable or unsafe, such as during domestic violence incidents.

Sprint now provides text-to-911 service. Sprint currently routes enhanced wireless 911 calls to 198 PSAPs in Florida. Additional service areas will take up to six months to implement. Sprint is enthusiastic about expanding the public's ability to get critical assistance. Towards that end, Sprint continues actively participating in standards bodies and industry working groups, along with cooperative efforts with PSAPs across the country. As part of these efforts, Sprint evaluated vendors and participated in a six-month text-to-911 trial with different jurisdictions across the country prior to launching the service. Sprint is proud to have such innovative partnerships and to be a strong contributor to emergency communications.



Employee of the Year Award

In May 2014, Mike Ellis, National Director for Sprint Relay, was named one of the 2014 "Employees of the Year" by the CAREERS & disABLED Magazine for his professional and advocacy efforts on behalf of people with disabilities in the workplace and in the community. Ellis was one of only 10 employees recognized.

Employee Resource Group

Sprint Relay branch manager for the Relay Program Management team John Moore has been promoted to president for the Sprint Employee Resource Group: REAL DEAL. In his last year of this two-year term, he serves as the point of contact for resource information and guidance on disability information, with an emphasis on deaf- and vision-related matters.

RELAY MISSOURI STATISTICS

Telecommunications Relay Service

The following information indicates 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, 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 2 indicates the total monthly session minutes processed through Relay Missouri. The total of 460,138 minutes includes all aspects of TRS services, except CapTel and Speech-to-Speech. This represents a significant decrease of 23.3% compared to the previous fiscal year's figures.

Fig. 2: Session Minutes

July	43,975	January	40,890
August	43,856	February	36,495
September	37,574	March	37,325
October	38,605	April	35,523
November	33,325	May	35,825
December	40,210	June	36,535

Speech-to-Speech Session Minutes

This fiscal year's STS figures totaled 2,073, as shown in Figure 3. Sprint Relay, in partnership with the United Cerebral Palsy (UCP) organization, promoted STS as part of its national campaign to educate STS users on its enhanced STS features.

Fig. 3: STS Session Minutes

July	197	January	256
August	284	February	161
September	134	March	171
October	162	April	116
November	162	May	126
December	200	June	103

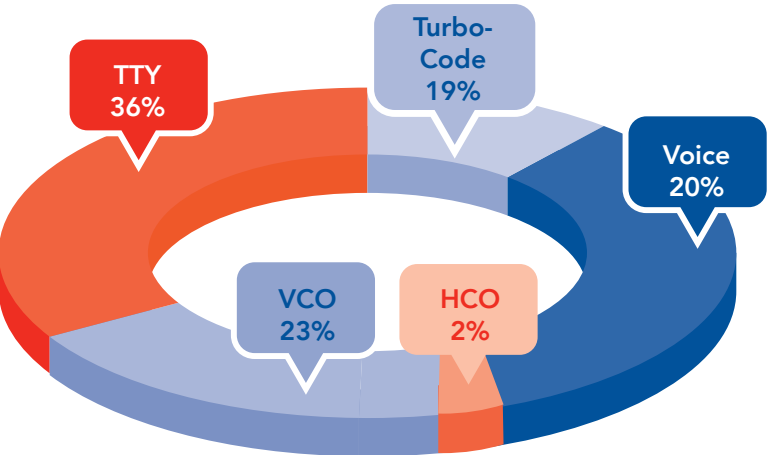


Fig. 4: Call Origination

Call Origination

On average, TTY and TurboCode consumers originated approximately 55% of Relay Missouri calls. Figure 4 shows call type by percentage.

Average Speed of Answer and Service Level

Figure 5 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 2.0 seconds and the Service Level (SVL) was that 94.5% of calls were answered within 10 seconds.

Fig. 5: ASA and SVL

Month	ASA	SVL	Month	ASA	SVL
July	2.0	94%	January	4.1	92%
August	1.4	95%	February	2.0	94%
September	1.7	95%	March	1.9	94%
October	2.4	96%	April	1.2	96%
November	1.4	95%	May	1.0	95%
December	3.0	93%	June	1.6	95%

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. From June 2013 to May 2014, there were no TRS complaints and one TRS commendation.

CapTel

The following information indicates the trends of the annual total number of session minutes, call volume, and call origination for CapTel relay services currently provided by Relay Missouri.

Session Minutes

A breakdown of monthly minutes is shown in Figure 6. This fiscal year's CapTel session minutes totaled 509,750. This represents a decrease of 3% compared to the previous fiscal year's figures.

Fig. 6: CapTel Session Minutes

July	40,062	January	47,548
August	40,952	February	42,784
September	38,969	March	44,264
October	42,059	April	40,952
November	43,128	May	40,242
December	48,388	June	40,400

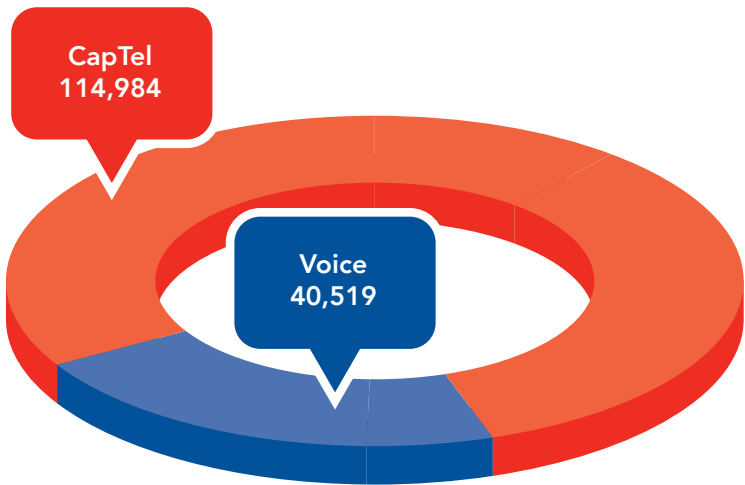


Fig. 7: CapTel Call Origination

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 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. From July 2013 to June 2014, there were no CapTel complaints and five CapTel commendations.

SPRINT RELAY TEAM

Nancy Salisbury

Regional Vice President
General Business - West

Mike Ellis

National TRS Director

Relay Program Management

Mark Seeger

Branch Manager

John Moore

Branch Manager

Michelle S. Vicino

Account Manager

Relay Business Innovations

Mark Tauscher

Branch Manager

Liz D'Anna

Implementation Program Manager

Corporate Sales

Maggie Schoolar

Branch Manager

Chris Smith

Corporate Sales Manager

Billing

Kris Owara

Analyst

Wireless Sales

Art Moore

Account Executive

Customer Service

Brian Adamson

Supervisor

APPENDICES

OUTREACH ACTIVITIES

Event	Town	Date	Attendees	Activity
July 2013				
Division of Aging	Jefferson City	7/11	1	General
Hear USA	Jefferson City	7/11	1	Presentation
Deaf Awareness Day at Worlds of Fun	Kansas City	7/12	15	Booth
South East Missouri Area on Aging	Cape Girardeau	7/16	2	Presentation
Cape Girardeau Senior Center	Cape Girardeau	7/16	40	Presentation
City of St. Louis Office on Disabled	St. Louis	7/17	1	Presentation
Beth Haven Retirement Community	Hannibal	7/22	25	Presentation
Pike Pioneers Senior Center	Bowling Green	7/22	30	Presentation
Gateway Silent Seniors	St. Louis	7/31	80	General
August 2013				
MO Association of the Deaf Conference	St. Louis	8/1	50	Booth
MO Association of the Deaf Conference	St. Louis	8/1	50	Booth
The Whole Person Inc.	Kansas City	8/5	1	General
Missouri State Fair	Sedalia	8/14	1500	Booth
Missouri Association of Area Agencies on Aging Conference	Jefferson City	8/21	500	Booth
Gateway Silent Seniors	St. Louis	8/28	110	General
September 2013				
Gateway Silent Seniors	St. Louis	9/4	45	General
Deaf Awareness Day at Silver Dollar City	Branson	9/7	350	Booth
In Home Services Conference	Lake of Ozark	9/9	400	Booth
In Home Services Conference	Lake of Ozark	9/10	400	Booth
Barry County Resource Fair	Cassville	9/19	120	Booth
Deaf Awareness day at Missouri School for the Deaf	Fulton	9/25	150	Booth
Gateway Silent Seniors	St. Louis	9/18	80	General
October 2013				
No More Stares Conference	St. Joseph	10/3	100	Booth
Hearing Loss Association of America Walk-4Hearing	St. Louis	10/5	500	Booth
Interpreter Survival Show	St Louis	10/5	90	General
MO Interpreters Conference	Lake of Ozarks	10/18	1200	Booth
Deaf Empowerment Forum	Lake of Ozarks	10/19	75	General
Gateway Silent Seniors	St. Louis	10/23	90	General

Event	Town	Date	Attendees	Activity
November 2013				
Cochlear Club	St. Louis	11/2	1	General
ASL Films	St. Louis	11/2	120	General
ASL Expo	St. Louis	11/8	1500	Booth
ASL Expo	St. Louis	11/8	1500	Booth
Hearing Loss Association of America Meeting	St. Louis	11/16	20	General
Gateway Silent Seniors	St. Louis	11/27	65	General
December 2013				
Cochlear Club Holiday Party	St. Louis	12/7	45	General
William Jewel College	Independence	12/10	3	General
Central MO State University	Warrensburg	12/10	1	General
MO Chamber of Commerce	Jefferson City	12/10	1	General
Rolla Chamber of Commerce	Rolla	12/17	1	General
Lebanon Chamber of Commerce	Lebanon	12/17	1	General
Springfield Area Chamber of Commerce	Springfield	12/17	1	General
Salem Chamber of Commerce	Salem	12/17	1	General
Preferred Hearing Care	Springfield	12/17	1	General
Professional Hearing Aid Center	Springfield	12/17	1	General
Cox Health Audiology	Springfield	12/17	1	General
Beltone Hearing Aid	Springfield	12/17	1	General
Gateway Silent Seniors	St. Louis	12/18	120	General
January 2014				
Bowling Green Chamber of Commerce	Bowling Green	1/16	1	General
Hannibal Chamber of Commerce	Hannibal	1/16	1	General
La Grange Chamber of Commerce	La Grange	1/16	1	General
Kirksville Chamber of Commerce	Kirksville	1/16	1	General
Chillicothe Chamber of Commerce	Chillicothe	1/16	1	General
Farmington Chamber of Commerce	Farmington	1/17	1	General
Beltone Hearing Aid	Farmington	1/17	1	General
Miracle Ear Hearing Aid	Farmington	1/17	1	General
Gateway Silent Seniors	St. Louis	1/22	80	General
February 2014				
Gateway Silent Seniors	St. Louis	2/26	95	General
MO Hearing Society	Independence	2/27	650	Booth
MO Hearing Society	Independence	2/28	650	Booth
March 2014				
University of Missouri	Columbia	3/5	15000	Booth
Gateway Silent Seniors	St. Louis	3/26	85	General
Senior Health and Wellness Fair	Springfield	3/29	2500	Booth

Event	Town	Date	Attendees	Activity
April 2014				
Deaf Nation Expo	Kansas City	4/5	2000	Booth
Power Up Conference	Lake of Ozark	4/14	1500	Booth
Power Up Conference	Lake of Ozark	4/15	1500	Booth
Deaf Awareness Day	Springfield	4/25	150	Booth
Deaf Awareness Day	Springfield	4/25	250	Booth
Gateway Silent Seniors	St. Louis	4/30	140	General
May 2014				
Gateway Silent Seniors	St. Louis	5/14	80	General
June 2014				
Gateway Silent Seniors	St. Louis	6/18	70	General
Mike Bush Fantasy Baseball Camp	St. Peters	6/23	200	General
Mike Bush Fantasy Baseball Camp	St. Peters	6/24	200	General
Mike Bush Fantasy Baseball Camp	St. Peters	6/25	200	General
Mike Bush Fantasy Baseball Camp	St. Peters	6/26	200	General
Mike Bush Fantasy Baseball Camp	St. Peters	6/27	200	General
		Total Attendees	35,148	

TRS STATISTICS

	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	TOTAL
MINUTES OF SERVICE													
Total Conversation Minutes	30,013	29,625	24,185	24,021	20,842	25,790	26,164	24,281	24,847	23,030	23,673	24,580	301,051
Total Session Minutes	43,975	43,856	37,574	38,605	33,325	40,210	40,890	36,495	37,325	35,523	35,825	36,535	460,138
Less Interstate	1,517	1,599	1,062	922	1,171	1,862	1,498	1,273	1,870	1,950	1,096	1,924	17,743
Less International	1	0	0	5	2	2	0	0	3	4	0	11	29
Less 800 Toll-Free	4,826	4,597	3,287	3,850	2,981	3,776	3,900	3,104	3,187	3,119	3,441	3,775	43,846
Less Directory Assistance Session Min	5	0	14	4	0	0	0	0	0	0	11	0	34
Less 900 Session Min	0	0	0	0	0	0	0	0	0	0	0	0	0
Billable Minutes	37,627	37,659	33,212	33,823	29,171	34,569	35,492	32,118	32,265	30,449	31,277	30,826	398,487
Billable Minutes (STS)	131	156	108	148	133	165	214	128	143	111	115	74	1,627
Total TRS/STS Billable Minutes	37,757	37,815	33,320	33,972	29,303	34,734	35,706	32,246	32,408	30,560	31,392	30,899	400,113
CapTel Billable Minutes	28,799	29,190	27,426	29,934	31,455	33,592	34,504	30,437	32,042	29,274	28,514	27,808	362,976
AVERAGE LENGTH OF CALLS													AVG.
Session Minutes	2.63	2.61	2.38	2.32	2.35	2.67	2.56	2.50	2.56	2.56	2.51	2.52	2.51
Conversation Minutes	1.80	1.76	1.53	1.45	1.47	1.72	1.64	1.66	1.71	1.66	1.66	1.70	1.65
Avg. Length of Completed Calls	7.48	7.79	7.82	7.76	7.71	7.37	7.75	7.74	7.62	7.33	7.39	7.90	7.64
TOTAL NUMBER OF COMPLETED RELAYED CALLS													TOTAL
Local	4,831	4,449	3,915	3,993	3,455	4,257	4,209	3,759	3,738	3,623	3,933	3,605	47,767
Intrastate (Intralata)	24	44	44	34	40	24	22	20	13	47	19	12	343
Intrastate (Interlata)	91	125	91	93	100	143	138	142	173	206	172	166	1,640
Interstate Calls	233	238	165	157	202	429	208	283	398	441	204	263	3,221
Toll Free	704	786	585	704	524	611	697	510	578	502	494	573	7,268
Directory Assistance	7	3	8	7	5	6	12	11	4	37	30	9	139
900 (Attempted)	0	0	0	0	0	0	0	0	0	0	0	0	0
International	0	0	0	1	1	0	0	0	1	1	0	2	6
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	5,890	5,645	4,808	4,989	4,327	5,470	5,286	4,725	4,905	4,857	4,852	4,630	60,384
Busy Ring/No Answer	1,142	1,072	1,054	1,027	1,074	1,130	976	1,010	1,094	1,092	948	969	12,588
TOTAL OUTBOUND	7,032	6,717	5,862	6,016	5,401	6,600	5,286	5,735	5,999	5,949	5,800	5,599	71,996
General Assistance	11,467	11,743	11,390	12,074	10,170	10,069	11,202	10,289	10,065	9,823	9,926	10,262	128,480
TOTAL Relayed Calls	18,499	18,460	17,252	18,090	15,571	16,669	16,488	16,024	16,064	15,772	15,726	15,861	200,476
NUMBER OF CALLS TO RELAY													TOTAL
Offered	16,468	16,711	16,065	17,010	14,367	15,639	16,638	14,879	14,927	14,138	14,480	14,739	186,061
Answered	16,098	16,424	15,805	16,706	14,127	15,041	15,980	14,592	14,572	13,919	14,265	14,447	181,976

	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	TOTAL
In Queue	16,468	16,711	16,065	17,010	14,367	15,639	16,638	14,879	14,927	14,138	14,480	14,739	186,061
Abandoned in Queue	370	287	260	304	240	598	658	287	355	219	215	292	4,085
AVERAGE NUMBER OF CALLS - STS not included													AVG.
Weekend	313	322	301	314	305	341	319	332	286	291	265	289	307
Weekday	695	708	692	677	611	618	648	669	629	611	606	631	650
TOTAL CALL VOLUME													
TTY- Baudot	2,301	2,497	2,026	2,129	1,602	2,435	2,108	2,053	2,158	2,692	2,132	1,914	26,047
Turbo Code	1,499	1,132	1,214	1,023	1,115	1,426	1,305	1,032	1,101	997	1,113	1,012	13,969
ASCII	0	0	12	2	9	0	0	1	8	0	1	9	42
Voice	1,267	1,301	1,150	1,323	1,250	1,195	1,219	1,199	1,200	1,049	1,253	1,204	14,610
VCO	1,866	1,669	1,344	1,327	1,314	1,503	1,482	1,308	1,405	1,143	1,253	1,365	16,979
HCO	99	118	116	212	109	41	148	142	127	68	48	95	1,323
Deaf/Blind ASCII	0	0	0	0	0	0	0	0	0	0	0	0	0
Deaf/Blind Baudot	0	0	0	0	2	0	0	0	0	0	0	0	2
TOTAL	7,032	6,717	5,862	6,016	5,401	6,600	6,262	5,735	5,999	5,949	5,800	5,599	72,972
Speech to Speech	15	18	13	8	17	16	22	14	13	8	12	10	166
Total Spanish Calls	0	1	3	0	2	0	0	0	0	0	0	0	6
PERCENTAGE OF CALLS													AVG.
TTY	32.72%	37.17%	34.56%	35.39%	29.66%	36.89%	33.66%	35.80%	35.97%	45.25%	36.76%	34.18%	35.67%
Turbo Code	21.32%	16.85%	20.71%	17.00%	20.64%	21.61%	20.84%	17.99%	18.35%	16.76%	19.19%	18.07%	19.11%
ASCII	0.00%	0.00%	0.20%	0.03%	0.17%	0.00%	0.00%	0.02%	0.13%	0.00%	0.02%	0.16%	0.06%
Voice	18.02%	19.37%	19.62%	21.99%	23.14%	18.11%	19.47%	20.91%	20.00%	17.63%	21.60%	21.50%	20.11%
VCO	26.54%	24.85%	22.93%	22.06%	24.33%	22.77%	23.67%	22.81%	23.42%	19.21%	21.60%	24.38%	23.21%
HCO	1.41%	1.76%	1.98%	3.52%	2.02%	0.62%	2.36%	2.48%	2.12%	1.14%	0.83%	1.70%	1.83%
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%	0.04%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
AVERAGE SPEED OF ANSWER													AVG.
Service Level	94.0%	95.0%	95.0%	96.0%	95.0%	93.0%	92.0%	94.0%	94.0%	96.0%	95.0%	95.0%	94.5%
ASA	2.0	1.4	1.7	2.4	1.4	3.0	4.1	2.0	1.9	1.2	1.0	1.6	2.0
CUSTOMER CONTACTS													TOTAL
TRS													
Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0
Commendations	0	0	0	1	0	1	0	0	2	0	0	1	5
TOTAL	0	0	0	1	0	1	0	0	2	0	0	1	5

CAPTEL STATISTICS

	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	AVG.
Billable Minutes	28,799	29,190	27,426	29,934	31,455	33,592	34,504	30,437	32,042	29,274	28,514	27,808	30,248
Average minutes per call	2.19	2.21	2.19	2.26	2.58	2.34	2.47	2.45	2.47	2.29	2.30	2.27	2.33
CapTel Traffic Patterns													Total
Data Calls	9,662	9,906	9,397	9,942	9,059	10,800	10,537	9,266	9,505	9,408	8,799	8,703	114,984
Voice Calls	3,487	3,276	3,137	3,312	3,133	3,567	3,456	3,140	3,474	3,402	3,577	3,558	40,519
Total of Calls	13,149	13,182	12,534	13,254	12,192	14,367	13,993	12,406	12,979	12,810	12,376	12,261	155,503
Total Session Minutes													Total
Local	23,394	23,988	22,304	24,109	25,995	27,973	27,879	24,812	25,663	23,754	22,766	21,654	294,291
Intrastate Intralata	0	0	0	0	0	0	0	0	0	0	0	0	0
Intrastate Interlata	1,314	1,242	1,542	1,825	1,707	1,897	2,449	2,077	2,481	1,962	2,382	1,711	22,589
Interstate	9,457	9,965	9,953	10,319	9,925	13,194	10,880	10,700	10,265	10,152	10,281	10,808	125,901
International	50	56	85	45	1	8	16	19	29	6	9	2	324
Toll Free	3,102	3,099	2,674	3,136	3,163	2,850	3,937	2,927	3,479	2,693	2,503	3,004	36,566
900 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0
Answer Machine	397	281	336	320	341	307	198	205	260	307	225	244	3,420
In 2 Line	1,580	1,453	1,284	1,478	1,219	1,278	1,276	1,228	1,395	1,340	1,472	2,272	17,275
General Assistance	490	562	519	521	533	686	671	600	528	556	439	508	6,614
Other	279	305	272	308	244	195	243	217	165	182	164	198	2,771
Total of Session Min	40,062	40,952	38,969	42,059	43,128	48,388	47,548	42,784	44,264	40,952	40,242	40,400	509,750
Number of Calls by Each Traffic Pattern													Total
Local	8,073	8,102	7,449	8,111	7,353	8,852	8,522	7,698	7,995	7,740	7,605	7,065	94,565
Intrastate Intralata	0	0	0	0	0	0	0	0	0	0	0	0	0
Intrastate Interlata	311	279	330	371	351	428	398	384	405	377	369	344	4,347
Interstate	1,644	1,680	1,691	1,633	1,558	1,849	1,728	1,511	1,640	1,695	1,707	1,812	20,148
International	12	14	8	6	3	8	5	2	14	2	5	4	83
Toll Free	470	447	463	492	462	396	575	403	481	469	400	407	5,465
900 Calls	0	0	0	0	0	0	0	0	0	0	0	0	0
Answer Machine	298	227	264	235	240	236	146	150	201	229	180	183	2,589
In 2 Line	681	662	605	672	549	537	564	485	533	609	671	890	7,458
General Assistance	1,518	1,586	1,529	1,536	1,552	1,908	1,904	1,656	1,568	1,547	1,301	1,391	18,996
Other	142	185	196	198	124	153	151	117	142	142	138	165	1,853
Total	13,149	13,182	12,535	13,254	12,192	14,367	13,993	12,406	12,979	12,810	12,376	12,261	155,504
Distribution of Minutes													Avg.
Less Inter-state Billable Min	9,457	9,965	9,953	10,319	9,925	13,194	10,880	10,700	10,265	10,152	10,281	10,808	10,492
Less International Session Min	50	56	85	45	1	8	16	19	29	6	9	2	27

	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	AVG.
Less Toll Free	1,582	1,580	1,364	1,599	1,613	1,453	2,008	1,493	1,774	1,373	1,276	1,532	1,554
Less 2 Line Session Min (11%)	174	160	141	163	134	141	140	135	153	147	162	250	158
Billable to MO	28,799	29,190	27,426	29,934	31,455	33,592	34,504	30,437	32,042	29,274	28,514	27,808	30,248
RLSA Billable Minutes	11,263	11,762	11,543	12,125	11,673	14,796	13,044	12,347	12,222	11,679	11,729	12,592	12,231

STS STATISTICS

	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	AVG.	TOTAL
Total Session Min	197	284	134	162	162	200	256	161	171	116	126	103	173	2,073
Total Conversation Min	111	215	26	39	109	61	90	35	41	5	12	39	65	784
Less Interstate Session	2	7	26	3	14	0	0	17	4	4	6	17	8	99
Less International Session	0	0	0	11	0	0	0	0	0	0	0	0	1	11
Less Interstate Toll Free Session 51%	64	121	0	0	15	34	42	13	24	1	5	12	28	332
Less Interstate DA Session	0	0	0	0	0	0	0	4	0	0	0	0	0	4
Less 900 Session 51%	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Billable Speech to Speech	131	156	108	148	133	165	214	128	143	111	115	74	136	1,627
Number of Completed Calls Made	15	18	13	8	17	16	22	14	13	8	12	10	14	166
Average Length of Call	4.70	11.44	4.84	4.18	7.16	5.53	5.16	4.68	2.78	2.50	2.53	4.60	5.01	60.10
Total Numbers of Completed Speech-to-Speech Calls													Total	
Local	4	2	7	6	12	13	13	4	7	5	7	6	86	
Intrastate	0	0	1	0	2	0	0	0	0	0	0	1	4	
Interstate	1	1	5	1	1	0	0	4	1	2	2	1	19	
Directory Assistance	0	0	0	0	0	0	0	3	0	0	1	1	5	
General Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	
International	0	0	0	0	0	0	0	0	0	0	0	0	0	
900 calls	0	0	0	0	0	0	0	0	0	0	0	0	0	
Toll-Free	10	15	0	1	2	3	9	3	5	1	2	1	52	
Marine Calls	0	0	0	0	0	0	0	0	0	0	0	0	0	
Busy Ring/No Answer	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 STS Calls	15	18	13	8	17	16	22	14	13	8	12	10	166	

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