



2015

Annual Report



Make calls anytime.

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RELAY NC 2015

2011: Hosted a gala celebrating 20 years of Relay North Carolina.

2013: Re-certified by the Federal Communications Commission until 2018.

2014: Established monthly webinar on Relay North Carolina products and services.

Developed a new eight-page CapTel brochure.

2015: Created vlogs in American Sign Language about Relay North Carolina services.

2013

RE-CERTIFIED BY FCC
UNTIL 2018

2014

ESTABLISHED MONTHLY
WEBINAR ON RELAY NC
PRODUCTS AND SERVICES

2015

CREATED VLOGS IN ASL
ABOUT RELAY
NORTH CAROLINA

[FROM THE ACCOUNT MANAGERS]

Dear Relay North Carolina Consumers,

Sprint Relay appreciated the opportunity to provide relay services, education, and customer support to North Carolina consumers from January to December 2015.

Relay North Carolina activities included:

- Developing three issues of the Relay North Carolina newsletter.
- Airing a public service announcement about Speech-to-Speech (STS) in the Asheville market for 346 broadcasts.
- Hosting the first two Veteran tours to educate veterans on the Speech-to-Speech and CapTel services.
- Hosting two entertaining Sign-a-Thons in Greenville and Pineville.
- Hiring two Speech-to-Speech Outreach Specialists.
- Providing first vlogs on Relay North Carolina and Relay Conference Captioning services.
- Launching a stand-alone website on CapTel products and services.
- Conducting 10 webinars on STS and Relay Conference Captioning services.
- Exhibiting Telecommunications Relay Service (TRS) and STS services at 83 events, reaching 7,772 consumers.
- Providing 221 trainings, 93 exhibits, and 8 presentations on the CapTel phone and service to 11,260 people.

Relay North Carolina accomplishments included:

- Completing the interstate TRS fund data collection report.
- Developing the FCC annual report on consumer complaints.
- Providing NPA-NXX map infographics for both TRS and CapTel.

Session minutes this fiscal year showed that:

- TTY-based calls had a decrease of 13.2%, or 53,938 minutes.
- Speech-to-Speech had a decrease of 8.4%, or 4,095 minutes.
- CapTel had a decrease of 24.6%, or 353,693 minutes.
- Relay Conference Captioning (RCC) had an increase of 73.1%, or 16,290 minutes.

To ensure continued compliance with consumers statewide and nationwide, we completed mandatory trainings and testing through Sprint, including compliance with ethics, work-related conduct and activities, avoiding conflict of interest, information security, and other policies. We also completed the Federal Communications Commission's Do Not Call Decree course and were certified.

Relay North Carolina thanks the Division of Services for the Deaf and the Hard of Hearing (DSDHH); all outreach specialists, including three Relay North Carolina TRS, one RCC, two STS, and nine CapTel specialists; and the state relay users for the opportunity to provide the best possible in relay services, education, and customer support.

Respectfully,



Bola Desalu
Relay NC Account Manager



Kim Calabretta
CapTel NC Account Manager



Bola Desalu and Kim Calabretta
4030 Wake Forest Rd., Suite 300 | Raleigh, NC 27609
kim.m.calabretta@sprint.com | bola.desalu@sprint.com

OUTREACH EDUCATION



OUTREACH HIGHLIGHTS

- **March:** Hosted two veteran tours to teach about STS and CapTel services
- **April:** Coordinated two Sign-a-Thons with deaf entertainment in Charlotte and Wilson
- **May:** Hired two Speech-to-Speech Outreach Specialists
- **Other months:** Produced 10 vlogs on STS and RCC services

Outreach Activities

Relay North Carolina Account Managers and Outreach Specialists promoted relay service awareness through product and service demonstrations, exhibitions, presentations, trainings, and information dissemination throughout the state and through www.relaync.com website, event contributions, and printed literature.

To ensure that consumers throughout the state receive specialized Relay North Carolina Telecommunications Relay Service (TRS) and CapTel information, there are 15 outreach specialists:

- Three for Relay North Carolina TRS
- Two for Speech-to-Speech (STS)
- One for Relay Conference Captioning (RCC)
- Nine for CapTel

Activities included exhibitions and presentations that focused on traditional TRS, STS, CapTel, and RCC services.

See appendix for a comprehensive listing of outreach activities.

TRS

- Deaf Women United Conference in Charlotte; 76 attended.
- Black History Event at the Regional Center in Wilmington; 52 attended.
- Disability Advocacy Conference in Chapel Hill; 54 attended.
- Americans with Disabilities Act (ADA) 25th Anniversary Picnic in Kernersville; 60 attended.
- Pride Event in Charlotte; 638 attended.
- Deaf Seniors of America Conference in Asheville; 344 attended.

STS

- Parkinson's Disease Support Group in Raleigh; 26 attended.
- 29th Annual High Country Conference on Respiratory Care in Blowing Rock; 52 attended.
- Walk to Defeat ALS in Raleigh; 247 attended.
- National Association of Social Work Conference in Asheville; 453 attended.
- NC Council of Community Programs in Pinehurst; 376 attended.

TRS



STS



RCC



CapTel



TRS (L-R): Fred Fleetwood, Jimmy Miller, and Bobby Shealy

STS (L-R): Terra Parker and Stephanie Lane

RCC: Ricky Alewine

CapTel (L-R): Nancy Gordon, Marcel Bellamy, and Brenda Vlkovan; Kimberly Parker, Debbie Johnson-Canupp, and Libby Caviness; Ron Kolodziej, Greg Little, and Wayne Giese



CapTel

- Methodist Home for Children in Wake County; 101 attended.
- Smokey Mountain Machining in Buncombe County; 26 attended.
- Burt's Bees County Health Fair in Durham County; 150 attended.
- Blue Ribbon Kidz Day in Edgecombe County; 109 attended.
- Southern Women's Show in Wake County (531 attended) and in Mecklenburg County (642 attended).
- Ham & Yam Festival in Johnston County; 116 attended.
- UNIFOUR Senior Games in Wilkes County; 276 attended.
- Triangle Caregivers' Conference in Wake County; 162 attended.
- Waldensian Festival in Burke County; 351 attended.
- Mum Festival in Craven County; 399 attended.

2015 EVENTS & OUTREACH

TRS: 44 STS: 39

CAPTEL: 101

CAPTEL TRAININGS: 221

STS & RCC WEBINARS: 10

7,772 TRS & STS CONTACTS

11,260 CAPTEL CONTACTS

CapTel Trainings



CapTel NC provided **221 CapTel training sessions in 2015**. See **Figure 1** for a monthly breakdown.

Fig. 1: CapTel Training Sessions

January	7	July	16
February	10	August	14
March	27	September	19
April	23	October	21
May	24	November	22
June	21	December	17



Public Service Announcement

Relay North Carolina promoted the Speech-to-Speech (STS) service by re-broadcasting the previous year's public service announcement (PSA) on television. The STS PSA aired 346 times between January 5 and March 15 in the Asheville market on popular channels such as ABC, CBS, CW, FOX and NBC. The Relay NC STS website hits are shown in Figure 2.

Fig. 2: Website Hits After STS PSA

January	201
February	161
March	184
April	164
May	140

Webinars

Webinar conferences were conducted nearly each month to explain Speech-to-Speech and Relay Conference Captioning services to interested participants. These live webinars provided participants the opportunity to learn how these services work, obtain tips, solutions, and training, and submit questions.

Newsletters

To update consumers on relay products and services, Relay North Carolina distributed three issues of its newsletter at no charge. Contents included:

- Messages from the Account Managers
- Updates from the Federal Communications Commission (FCC)
- Features and tips on using relay products and services
- Photographs of past events and flyers of upcoming events
- Tidbits

Newsletters may be viewed in the appendices.

Advertisements

Flyers and advertisements were placed with different media outlets. CapTel was promoted in:

- Boom Magazine (Triangle), January–March
- Hendersonville News, April
- WRAL Internet banners, April
- Seniors Guide Online, August, October–December

To see other advertisements, see appendices.

Promotional Items

Promotional items were given away as an educational and exciting way to share information about Relay North Carolina services. The promotional items included:

- Phone holder for vehicle dashboards
- Phone holder and charger for wall outlets
- Stress basketball
- Desk calendar
- Hand sanitizer



CapTel Website

Due to the popularity and increasing need for more in-depth information on the CapTel products and services, CapTel NC launched a stand-alone website, www.captelnc.com, in early September. This website answers questions such as:

- What CapTel is
- How CapTel works
- What CapTel phone requirements are
- How to get a CapTel phone
- How to request a phone installation
- How to request an exhibition or presentation

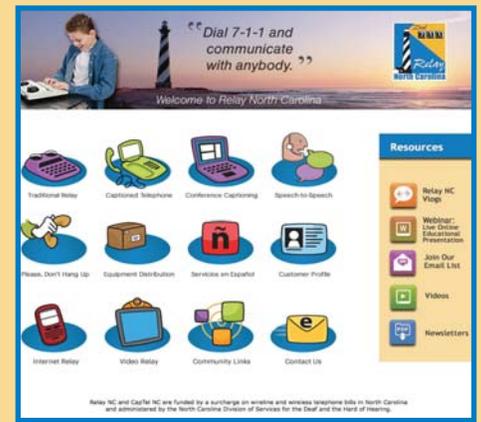
Fig. 3: CapTel Website Hits

September	219
October	191
November	572
December	474

Figure 3 shows the number of hits — when a consumer accessed this CapTel page — from September through December.



Website Statistics



The Relay North Carolina website, at www.relaync.com, provides information and videos explaining how calls are handled, presents information about the Equipment Distribution Service, explains Spanish Relay with Spanish audio and captions, and has additional resources.

To monitor trends on the website, the Account Managers received a monthly statistics report (see Figure 4). During this reporting year, there were 360,371 hits, representing the number of requests made to the server. This is an increase of 21.7%, or 64,305 more hits, from the previous year.

Fig. 4: Website Statistics

Month	Hits
January	27,820
February	30,184
March	37,193
April	30,734
May	27,101
June	33,706
July	28,773
August	29,765
September	30,592
October	28,649
November	29,201
December	26,653

RELAY NC STATISTICS

Telecommunications Relay Service

The following information indicates the trends in the annual total number of session minutes, Speech-to-Speech (billable) minutes, relayed call volume, 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 North Carolina.

See appendix for a complete statistics report.

Session Minutes

Figure 5 indicates the total monthly session minutes processed through Relay North Carolina. The total of 353,806 minutes includes all aspects of TRS services including interstate, interstate directory assistance, international, toll-free, and 900 numbers. Speech-to-Speech and CapTel minutes are recorded separately from the total session minutes. The total represents a decrease of 13.2%, or 53,938 minutes, compared to the previous year.

Fig. 5: Session Minutes

January	34,990	July	32,545
February	33,833	August	29,777
March	30,820	September	27,285
April	28,246	October	28,475
May	29,983	November	23,271
June	28,201	December	26,380

Billable Speech-to-Speech Session Minutes

This fiscal year contained 44,421 billable Speech-to-Speech (STS) session minutes, which represents a decrease of 8.4%, or 4,095 minutes, compared to the previous year. See Figure 6 for a monthly breakdown.

Fig. 6: STS Minutes

January	3,437	July	3,553
February	3,170	August	4,664
March	4,256	September	4,139
April	4,178	October	5,106
May	3,539	November	3,241
June	2,656	December	2,482

Completed Call Volume

Figure 7 depicts the total number of completed calls processed through Relay North Carolina. This reflects all the calls handled by the relay agent and includes completed calls and busy ring/no answer for all jurisdictions such as local, intrastate (both intralata and interlata), toll-free, directory assistance, 900, international, marine, and general assistance. For this reporting period, completed call volume totaled 171,675 calls, which represents a decrease of 9.9%, or 18,815 calls, compared to the previous year's figures.

Fig. 7: Completed Call Volume

January	15,482	July	14,244
February	14,714	August	13,785
March	14,818	September	14,021
April	13,610	October	14,836
May	14,667	November	13,048
June	14,162	December	14,288

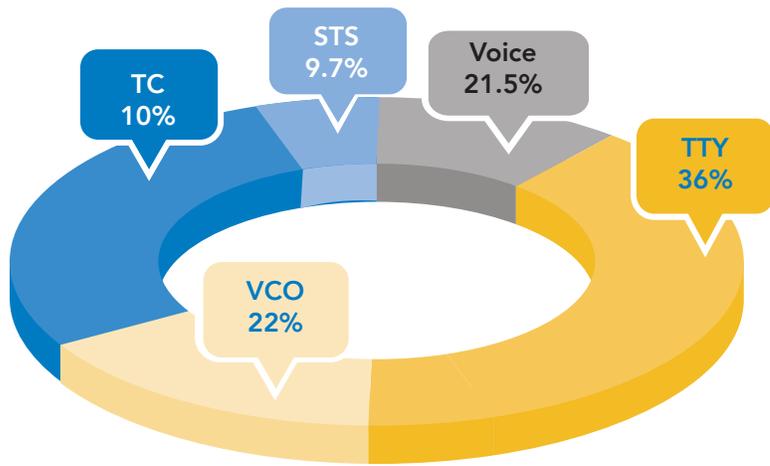


Fig. 8: Call Origination

Call Origination

On average, TTY and TurboCode consumers originated approximately 46% of Relay North Carolina calls. Figure 8 shows call type by percentage; the remaining 0.8% consisted of other call types.

Average Speed of Answer and Service Level

Figure 9 illustrates that Sprint has exceeded the speed of answer requirement throughout the year. "Speed of answer" identifies the number of seconds required to answer a call. Relay North Carolina's daily requirement is that 90% of all calls are answered within 10 seconds. The Average Speed of Answer (ASA) for this fiscal year was 1.51 seconds and the Service Level (SVL) was that 94.9% of calls were answered within 10 seconds.

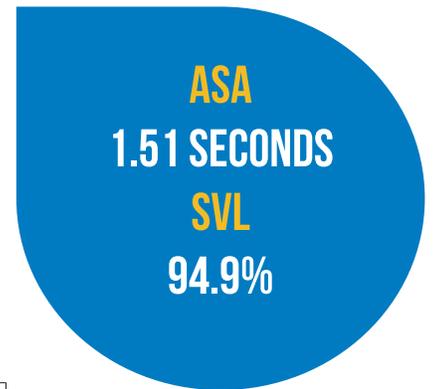


Fig. 9: ASA and SVL

Month	ASA	SVL	Month	ASA	SVL
January	1.4	95%	July	1.1	96%
February	1.4	95%	August	1.2	96%
March	1.5	94%	September	1.5	95%
April	1.4	95%	October	1.7	94%
May	1.4	95%	November	1.8	94%
June	1.0	97%	December	2.7	93%

22

COMMENDATIONS

5

COMPLAINTS

1,334

INQUIRIES

FCC Annual Consumer Contact Log

The Account Managers prepare and submit the mandatory FCC Annual Consumer Contact Log Report on both TRS and CapTel to the North Carolina TRS Administrator, who then submits the report to the FCC. For this fiscal year, there were 22 TRS commendations, 5 TRS complaints, and 1,334 inquiries.

CapTel

The following information indicates the trends of the annual total number of session minutes, call volume, call origination, and contacts with customers provided by CapTel NC.

Session Minutes

A breakdown of monthly session minutes is shown in Figure 10. This fiscal year's CapTel session minutes totaled 1,087,035. This represents a significant decrease of 24.6%, or 353,693 minutes, compared to the previous year.

Fig. 10: CapTel Session Minutes

January	111,417	July	82,097
February	100,901	August	84,799
March	99,713	September	80,550
April	91,774	October	87,020
May	90,055	November	83,138
June	84,589	December	90,982

Call Volume

A total of 313,843 CapTel calls were generated this fiscal year. A breakdown of monthly call volume is displayed in Figure 11. This represents a decrease of 24.6% (same as session minutes), or 102,515 calls, from last year.

Fig. 11: CapTel Call Volume

January	31,033	July	25,049
February	28,269	August	23,658
March	29,498	September	22,787
April	27,303	October	24,172
May	28,102	November	22,943
June	25,852	December	25,177

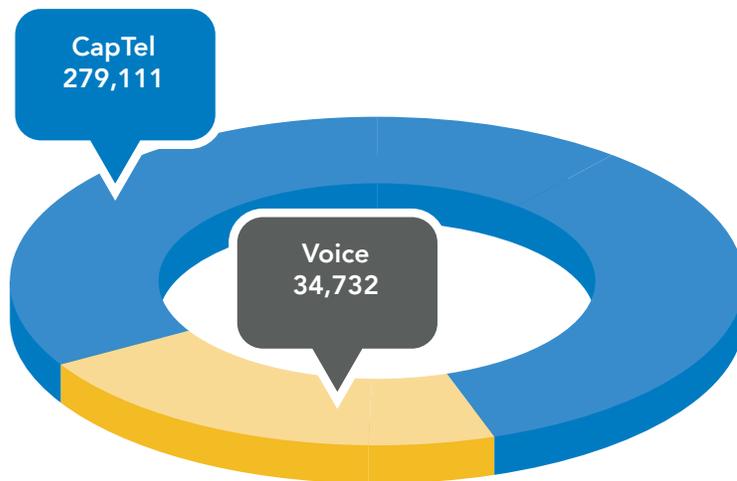


Fig. 12: CapTel Call Origination

Call Origination

Figure 12 indicates that most CapTel NC calls were initiated by CapTel users.

FCC Annual Consumer Contact Log

The Account Managers prepare and submit the mandatory FCC Annual Consumer Contact Log Report on both TRS and CapTel to the North Carolina TRS Administrator, who then submits the report to the FCC. For this fiscal year, there were 9 CapTel commendations, 1 CapTel complaint, and 190 inquiries.



Relay Conference Captioning

A total of 38,580 Relay Conference Captioning (RCC) minutes were generated during 2015, a significant increase of 73.1%, or 16,290 minutes, from last year. A breakdown of monthly minutes is shown in Figure 13.

Fig. 13: RCC Monthly Minutes

January	5,355	July	7,515
February	2,490	August	4,650
March	1,980	September	3,060
April	2,295	October	3,825
May	1,365	November	1,050
June	4,080	December	915

Call Volume

A total of 517 RCC calls were generated this fiscal year. A breakdown of monthly call volume is displayed in Figure 14. This represents an increase of 62.1%, or 198 calls, from last year.

Fig. 14: RCC Call Volume

January	82	July	77
February	40	August	46
March	33	September	41
April	34	October	49
May	27	November	19
June	50	December	19

RELAY NC TEAM

Division of Services for the Deaf and the Hard of Hearing

Jan Withers
Director

Telecommunications Resources Program

Jan Withers, **Interim Manager**

Tom Kuszaj, **Equipment Distribution Service Coordinator**

Jeff Mobley, **National Deaf-Blind Equipment Distribution Program Interim Coordinator**

Equipment Distribution Service Program Assistants

- Gary Cain
- Penney Greer
- Henry Hallager

Regional Centers Telecommunications Consultants

- Asheville: Marilyn Edwards
- Charlotte: Larry Smolik
- Greensboro: Vacant
- Morganton: Stacy Bollinger
- Raleigh: Martina Moore-Reid
- Wilmington: Janelle Taylor
- Wilson: Vacant

RELAY NC AMBASSADORS

TRS Outreach Specialists

- Frederick Fleetwood
- Jimmy Miller
- Robert Shealy

Speech-to-Speech Outreach Specialists

- Stephanie Lane (May 2015-Present)
- Terra Parker (May 2015-Present)

Relay Conference Captioning Outreach Specialists

- Ricky Alewine (February-July 2015)

CapTel Consultants

- Marcel Bellamy, Wilson Region
- Libby Caviness, Raleigh Regions
- Wayne Giese, Morganton Region
- Nancy Gordon, Greensboro Region
- Debbie Johnson-Canupp, Wilmington Region
- Ron Kolodziej, Charlotte Region
- Greg Little, Asheville Region
- Kimberly Parker, Wilson Region
- Brenda Vlkojan, Morganton Region

SPRINT RELAY TEAM



Mike Ellis
National TRS Director

Relay Marketing

Mark Seeger
Branch Manager

Kim Calabretta
CapTel NC Account Manager

Bola Desalu
Relay NC Account Manager

Relay Program Management

John Moore
Branch Manager

Relay Business Innovations

Mark Tauscher
Branch Manager

Angie Officer
Senior Implementation Program Manager

Corporate Sales
Maggie Schoolar
Branch Manager

Andrew Brenneman
Corporate Sales Manager

Billing
Kris Owara
Analyst

Wireless Sales
Art Moore
Account Executive

Customer Service
Brian Adamson
Supervisor

APPENDICES

RELAY NC NEWSLETTER

Fall-Winter 2014



Two New Features Added to Customer Profile

The Telecommunications Company (TSC) Operations agreed to implement the spell check and abbreviations features for all of the TSC States, including North Carolina, effective July 1, 2014.

Automatic Error Correction: The automatic error correction capability allows relay users to choose to enable spell check or to expand abbreviations via a customer profile database.

No Typing Corrections: TSC users who wish to receive typing more quickly can select this option via the Customer Profile on a consistent or per-call basis. When the "No Typing Corrections" option is selected and the Communication Assistant (CA) makes a mistake that is not automatically corrected by spell check, the CA will not attempt to manually correct the error by sending "XXX" and the corrected word. Instead, the CA will continue to relay the call in order to provide faster relay service.

You can create or update your Customer Profile by visiting our website at www.relaync.com/profile.

If you have any question about the Customer Profile, you can contact Betsy Desauz, Relay NC Manager at bdesauz@relaync.com (email).

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Pictures from Community Events



Relay NC Manager Betsy Desauz with a Speech-to-Speech (STS) Resource Center in Wilmington, NC

CapTel NC Consultant Rose Kolodziej giving a demonstration to a visitor at Eastern NC School for the Deaf

CapTel NC Consultant Rose Kolodziej giving a presentation at Charlotte's Community Hearing Society

Relay NC Manager Betsy Desauz with the STS Resource Center in Jacksonville, FL

CapTel NC Consultant Manuel Berrero with a customer at Jacksonville Expo

Betsy Desauz, Relay NC Manager, at the 2014 National Parkinson's Awareness Conference

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CAPTIONS Button - Can Turn On Automatically

Use to recent changes in Federal Communications Commission (FCC) requirements, all Internet-based CapTel phones can now allow the CAPTION button to come on automatically. This means that users will not be required to turn the feature on at the beginning of every call. This simplifies the process for users who require captions on every call.

Which CapTel model does this affect?
 All Internet-based CapTel models, including:
 ■ CapTel 800
 ■ CapTel 805
 ■ CapTel 880
 ■ CapTel 2400

How do I get this on my CapTel phone?
 CapTel 800 / 805 / 880 / 2400 users will receive a notice on their CapTel display screen indicating that a software update is available. Follow the directions on the screen to begin the update or see the detailed instructions below. Once the software update is complete, the CAPTION button will come on (light up). Users can make/receive calls with the CAPTION feature automatically activated.

Don't Want Captions to Come on Automatically?
 If you would prefer to turn captions on/off, you can use the Captions Default setting to "Off" in the CapTel menu. That way, the CAPTION button will only come on when you press it. See detailed instructions below.

How to make calls with captions now?
 Once the software update is complete, all you have to do to make a call with captions is pick up the handset and dial. The CAPTION button will light up and captions will come on automatically. When you answer a call, the captions will be there - no need to press the CAPTION button first. See detailed instructions below.

What if someone does not need captions, but press CAPTION button to turn the feature off?
 If you do not want captions on your calls, you can set the Captions Default setting to "Off".

Trivia Questions

Dial 7-1-1 or use these toll-free relay numbers:
 800-735-2622 TTY's Voice
 877-735-8200 Voice to TTY
 888-922-2734 ASL
 877-735-8260 Voice Carry-Over
 877-735-2662 Hearing Carry-Over
 877-735-8261 Speech-to-Speech
 877-825-2448 Spanish Relay
 877-243-2823 Voice to CapTel

Relay NC Customer Service
 800-676-4250 (toll-free)
 877-735-1989 (Speech-disabled only)
 CapTel Customer Service
 1-888-269-7477 (toll-free)
 Website: www.relaync.com

Spring-Summer 2015



RELAY NC VLOGS LAUNCHED

Vlogs are very popular in the deaf community nowadays. A vlog is similar to a blog, where information is shared via video link usually in American Sign Language. This has become widespread because now deaf people can express themselves in sign language, which is a natural language for many of them, and communicate easily with a mass audience.

Relay NC is super excited to have created numerous vlogs. Go to www.relaync.com and click the VLOG icon, found on the right side of the website. Enjoy viewing them, and let us know what you think. If you'd like us to make vlogs on other topics, be sure to let us know about that.

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Relay NC Speech-to-Speech Corner

Parkinson's Diseases & Speech-to-Speech

What do Michael J. Fox, Muhammad Ali and Janet Reno have in common? Parkinson's disease, a neurological disorder that affects the nervous system, causing tremors and other effects. Speech impairment is another common effect in later stages of the disease. World Parkinson's Disease Day was established on April 11, 2010, honoring Dr. James Parkinson's birthday. He was the author of a book about "Shaking palsy". April is also National Parkinson's Awareness Month and uses red tulips as the international symbol for Parkinson's Disease.

There are hundreds of support groups nationwide for people who have Parkinson's Disease. Relay NC presented about Speech-to-Speech (STS) at the Raleigh Parkinson's Disease support group, and the participants were very appreciative of learning about STS. More STS presentations are planned for other chapters in the state. Relay NC knows that this service can help so many people, a teaching small was recently received from a person who lost her father to the disease, yet he was not able to communicate on the phone in his last year of life. This only further supports the value of STS to that people can stay connected no matter what.

To arrange an STS presentation in your area, contact:
 Stephanie Lane
 (252) 314-9705
slane@relaync.com

Terra Parker
 (252) 903-1665
terraparker@relaync.com

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HEARING LOSS EXPOS

CapTel NC hosted two successful hearing loss expos last spring. The first one was held on April 18 in Cary and had 15 vendors exhibiting their products, programs and services. Presentations were provided about technology accessibility, and the participants enjoyed a luncheon.

The second was held in Fletcher on May 7. Vendors and participants also enjoyed the presentations, which included a demonstration with hearing stop. More expos will be held in 2015.

HEARING LOSS ASSOCIATION OF AMERICA (HAAA) WALK4HEARING

The Hearing Loss Association of America (HAAA) Walk4Hearing is the largest walk of its kind taking place in multiple cities across the country. Every spring and fall thousands of walkers, children and their families, young adults, young adults, aging and everyone in between form teams and walk in their communities to increase public awareness about hearing loss, help eradicate the stigma associated with it, and raise funds for programs and services.

WHO WALKS?
 People with a passion for hearing loss issues get involved because either they have a hearing loss themselves or they want to show support for someone they know with hearing loss. Parents of children with hearing loss walk as families and meet other parents along the way and share experiences.

Community teams walk to build workplace camaraderie. Alliance groups such as schools for children with hearing loss, hospitals, universities and other nonprofit hearing loss related organizations join the walk/running to raise money for their own projects. Hearing health care professionals walk because they support our walk!

WHY WE WALK?
 We walk because hearing loss is a public health issue in the United States.
 - 48 million (20%) Americans have some form of hearing loss.
 - 28 million have noise-induced hearing loss that could be prevented.
 - 2 to 3 out of every 1,000 children are born deaf or with a hearing loss.
 - 60% of the people with hearing loss are either in the work force or in educational settings.

Join the walk for North Carolina!

WHEN: Sunday, October 18, 2015 - 10:00 - 2:00 pm.
WHERE: Wakefield Soccer Park, 940 East Chatham Street, Cary, NC 27511
 11:00 a.m. - Registration/Check-in
 12:00 p.m. - Walk Begins Distance: 5K (3.1 miles)
WEBSITE: www.northcarolinawalk4hearing.com

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Fall-Winter 2015

A Message from Relay NC Manager

It is hard to believe that fall has arrived, along with falling temperatures. The leaves are already on the ground, and I know many of us are already out enjoying them. The fall is always a great time to gather family and friends together and reconnect through gratitude. Do take five minutes to call and connect family or someone you know who does, and that sets them using Relay NC. They will certainly be appreciative of your time and gratitude - it never goes only to top kids to reach out to someone.

The Relay NC team has been very busy promoting Speech-to-Speech (STS) and Relay NC at events around the state, meeting new and long time friends and supporters. More to the point...

As always, we are here to help ensure smooth and effective relay services for your calling needs.
 RelayNCNY, Betsy Desauz, Relay NC Manager

A Message from CapTel NC Manager

Write us something Get out your chaps and boots, and have some fun this year!

Speaking of fun, CapTel NC/Relay NC will be as a part of the Division of Services for the Deaf and the best of hearing holiday parties and at holiday sites, so it's great to know that the fall is always a great time to gather family and friends together and reconnect through gratitude. Do take five minutes to call and connect family or someone you know who does, and that sets them using Relay NC. They will certainly be appreciative of your time and gratitude - it never goes only to top kids to reach out to someone.

If you are willing to share your story, please contact Betsy Desauz, Relay NC Manager: bdesauz@relaync.com
 - 919-324-9272 Videophone/Voice
 - 866-338-0078 Fax

WE NEED YOU!



Getting Know Speech-to-Speech (STS) Outreach Specialists

Terra Parker

Tell me about yourself:
 I was born in Maryland in Rocky Mount, NC. I graduated from Northern State University and now I am attending Community College for an Associates Degree in Business. My hobbies are reading a good book and I love to run.

What was your first experience being exposed to deaf or speech-disabled people and how did you connect with them?
 My first experience with someone deaf was when I was about 10 and I didn't know anything about sign language so we just wrote everything down. And she and I are still friends to this day.

Why are you interested to be the Outreach Specialist?
 To help people, tell them about the wonderful service STS has to offer.

What is your favorite touching moment as STS Outreach Specialist?
 When a man came up to my booth with his hearing son, his father said when he had speech disabilities and they had had no use for verbal contact until she was aware of the services.

Why do you believe STS is the best service for speech-disabled people to use?
 I believe STS is the best service for speech disabled to utilize because the individual keeps their independence and freedom to be comfortable with the confidentiality of their conversation.

What is your favorite quote?
 "Life is too short to spend for you and 50% who you need to it." - Charles R. Swindoll
 "Life has its challenges and we will handle them differently, but when you take the negative and learn from it it turns to positivity."



Visit the NEW CapTel NC Website!

www.captelnc.com

Come and visit the newly updated CapTel NC website! With a new look, the CapTel NC website now has more videos, resources and details about the CapTel services and phone. The CapTel program is a viable option for people who have a hearing loss and qualify for a CapTel unit. Learn more about the wonderful things CapTel can do for you, or schedule an installation, a presentation or an audition by visiting www.captelnc.com.

You Have the Power in CapTel Calls!

With CapTel, you have the power! During a CapTel call, you are the caller. Have complete control, just as you would on any other telephone. There is no interaction with the Captioning Assistant (CA) who provides the captions, appearing on the CapTel display. This is different than a traditional relay call, during which the relay operator might ask for the spelling of a name or ask you to repeat yourself for clarity.

If you speak with someone who speaks very quickly, it is a noisy environment, or has a heavy accent, you may sometimes say "Slowdown" or "Repeat" to the Captioning Assistant. This indicates that the CA could not hear clearly enough to determine what was said. In this case, you can ask the other party to repeat, since the CA cannot do this. Clarification. It may also help if you re-read the last few words. For instance, if the display reads "I think I'll go to (unclear) on about 1:30 p.m.", you could say "You think you'll go there at 1:30?" or the display shows "(unclear)" several times, please note the call date and time, and use the "Review Captions" feature to retrieve the CA's number. Next, contact the CapTel Customer Service right away, and we will follow up to make sure that every CapTel call is clear!

We're Looking for CapTel NC Models and Testimonials!

If you have a CapTel, loves the CapTel phone, and is interested in providing either a testimonial and/or being a model, contact Kim Calabretta at:

kim.calabretta@captelnc.com
 (919) 718-2705

If you have a CapTel phone and would like more training, please go to www.captelnc.com/training and request training! Training is provided at no cost.

Where Have We Been?

CapTel NC Consultant, Manuel Berrero, at the NIMN Festival

CapTel NC Consultant, Wayne Bess, at the Blueberry Festival

CapTel NC Consultant, Kimberly Parker, at the Senior Games

CapTel NC Consultant, Greg Little, with customers at the Orange Pine Gathering

RELAY NC ADVERTISEMENTS

Let's Stay Connected™

***** 9/25 12:45 PM *****
Hi Mom a new phone really? Does that mean you can read what I'm saying during our conversation? Wow I can't wait to see it next time we come over to visit

Press **▲** to Review

Know someone who can't understand on the phone?

Captioned Telephone Service from CapTel NC offers individuals with hearing loss the opportunity to read captions of everything that's being said during a telephone conversation, much like closed captions on TV.

Communicate with ease – let CapTel NC keep you connected to your family and friends!

To get a CapTel phone:
> (877) 247-9501
> www.capteloffer.com/nc
> **Code for free shipping: SPRVALB**

For more information about CapTel NC, contact:
> Kim Calabretta, CapTel NC Manager
> kim.m.calabretta@sprint.com

CapTel North Carolina
4030 Wake Forest Rd.
Suite 300
Raleigh, NC 27609

Relay NC Congratulates NC • ASLTA on their Emerald Anniversary

Relay North Carolina is proud to provide communication access to all North Carolina residents and visitors.

Check out at our website: www.relaync.com

“ It's really neat that I can participate in a conference call online! ”

Did you know Relay NC offers Relay Conference Captioning (RCC)?

VETERAN ROAD TOUR WEST

WHEN: Saturday, March 28, 2015
TIME: 10:00 AM – 2:00 PM
WHERE: Doubletree by Hilton Asheville-Biltmore Burghley Ballroom
115 Hendersonville Road
Asheville, NC 28803

REGISTER: www.relaync.com/veteran
RSVP by February 28, 2015

Provided By
 CapTel North Carolina

Fun and learning experiences for veterans and their families!
Workshops and “one-stop shop” for resources and services are available for veterans who have a hearing loss, speech disability, brain injury or other disability.
Free admission. Free door prizes.
Fun activities for children.
Free lunch.

FOR MORE INFORMATION, CONTACT:

Dial. Listen. Read. Talk. Captioned Telephone!

www.relaync.com/captel

Do you...

- struggle with understanding others on the phone?
- say “What? Can you repeat that, please?”
- depend on others to help you with phone calls?

If any of your answers are **YES**, we've got the solution for you — Captioned Telephone (CapTel). CapTel allows you to **LISTEN** to the other person and **READ** captions of everything said during your phone conversations.

What is CapTel North Carolina?

- CapTel North Carolina allows anyone with a hearing loss who finds it difficult to hear independently to use the phone.
- 24-hour-a-day free service.
- CapTel users are responsible for their own long distance charges. However, there is no charge for using CapTel North Carolina Service.
- Available for Spanish-to-Spanish calls - Hours are 8 am to 12 midnight EST

For more information, contact:
Kim Calabretta, CapTel NC Manager
- kim.m.calabretta@sprint.com

How CapTel North Carolina Service Works:

- The CapTel user dials and speaks directly to the other party on the telephone.
- The other party speaks directly to the CapTel user.
- The CapTel operator transcribes the other party's spoken message into text (captions) using voice-recognition technology.
- The CapTel user listens to the other party on the telephone while reading captions of the conversation on a display screen.

CapTel Phone's Features

- 7" diagonal display - high quality screen.
- Bright color screen and easy-to-read captions.
- Adjustable font size and colors (800 x 480).
- Easy to follow menu with “Yes/No” questions.
- Built-in answering machine for messages that can be retrieved with captions.
- Screen flips forward and back to your comfortable viewing preference.
- Scroll or move up/down.
- Press to reach Customer Service automatically.
- Press to quickly dial up to 3 frequently-called phone numbers.
- Redial the last phone number called.
- Press to use call waiting (hook flash).
- Press to silence the sound from your end of the conversation.
- Press to adjust tone control (high, medium, low) for best clarity.
- Press to turn on/off captions.
- Press to adjust volume up to a 40 dB gain.

How to get a CapTel 840 or 840i phone:

- A CapTel phone is provided at no cost to qualified applicants living in North Carolina.
- Applicants must have hearing loss.
- Applicants must have a phone line to receive a CapTel phone.
- Applicants must have a demonstration on the CapTel phone.
- For more information, visit www.captelnc.com/getcaptel
- To order or learn about the CapTel phone, call **866-545-4012**

CapTel is a registered trademark of Sprint, Inc.

Do you have a hard time understanding on the phone? Ask to repeat things? We have a solution for you!

CapTel (Captioned Telephone) is a free service that provides written word-for-word transcription of everything said on an amplified phone. People can hear and read telephone conversations simultaneously. Learn how CapTel works and how your residents may be eligible to acquire one FREE through the NC CapTel program.

CapTel North Carolina
www.relaync.com/captel

“Terrific! I can’t wait to see you soon.”

CapTel is a registered trademark of Ultratec, Inc.

Please come to our FREE WORKSHOP to learn about CapTel®!

WEDNESDAY, AUGUST 5, 2015
3:00 PM – 4:00 PM
Heritage Greens
Garden Level Meeting Room
801 Meadowood Street
Greensboro, NC 27409
Snacks will be provided.

For more information, contact:
Gina Rice, Wellness Director
Phone: (336) 299-4400
Email: hospicerc@triadbiz.rr.com

CAPTEL FOR THE HOLIDAYS!

If you have a loved one or friend with hearing loss and they have difficulty understanding when they use the phone, CapTel could be the perfect gift!

CapTel Benefits:

- Large, easy-to-read captions on windows with adjustable font sizes and colors.
- Display screen tilts for comfortable reading or lies flat to mount the phone on a wall.
- Up to 40dB volume amplification for captioned calls.
- Simply plugs into a standard phone jack.
- Instructions and an easy-to-follow training DVD are included.

For more information on how to receive a CapTel free to those who qualify, contact:
Kim Calabretta
kim.m.calabretta@sprint.com
866-545-4012

Coupon Code for Free Shipping!
NCHOL

CapTel is a registered trademark of Ultratec, Inc.

Relay North Carolina Proudly Sponsors

NC Association of the Deaf and
NC Registry of Interpreters for the Deaf

Relay North Carolina is proud to provide communication access to all North Carolina residents and visitors.
Visit our website: www.relaync.com

“It’s really neat that I can participate in a conference call online!”

Do you know Relay NC offers Relay Conference Captioning (RCC)?

RCC is an Internet-based technology that allows you to participate in any conference call by reading real-time captioning online at a remote location.

- Can be used on any computer with Internet access.
- Can receive a text transcript of the conversation for your records.

For more information: go to relaync.com/rcc

Relay is a registered trademark of Ultratec, Inc.

FREE*
Captioned Telephone

No monthly fees or contracts required

Hi Mom a new phone really? does that mean you can read conversation? wow I can't wait to see it next time we come over to visit.

*Must meet state qualification requirements OR obtain signature from a hearing health professional.
CapTel is a registered trademark of Ultratec, Inc.

Do you know someone who has difficulty understanding on the phone? Try Captioned Telephone!

Free Captioned Telephone service from CapTel North Carolina offers the ability for anyone with hearing loss to communicate on the telephone independently. **LISTEN, READ and RESPOND** to your callers with ease on the CapTel® phone!

If you are interested in learning more about CapTel NC, we would be happy to provide a presentation or host an exhibit!

- online: www.captelnc.com/request
- phone: (866) 545-4012
- email: kim.m.calabretta@sprint.com

CapTel North Carolina
www.relaync.com/captel

CapTel is a registered trademark of Ultratec, Inc.

Time to end your frequent “I can’t understand you” comment?

Captioned Telephone service from CapTel North Carolina offers the ability for anyone with hearing loss to communicate on the telephone independently. **LISTEN, READ and RESPOND** to your callers with ease on the CapTel® phone!

For more information about the service or to get a CapTel phone, contact:

- Kim Calabretta, Manager
- (866) 545-4012
- kim.m.calabretta@sprint.com
- www.relaync.com/captel

CapTel North Carolina
www.relaync.com/captel

CapTel is a registered trademark of Ultratec, Inc.

OUTREACH: TRS

Date	Activity	Location	Booth Visitors
JANUARY			
8	Statewide Independent Living Council	Burlington	32
17	DCAD Winter Party	Lexington	176
24	The Park Center's PREPARE event	Charlotte	150
27	Raleigh's Parkinson Disease Support Group	Raleigh	26
FEBRUARY			
7	Deaf Women United Conference	Charlotte	76
7	Wilmington Regional Center's Black History Event	Wilmington	52
19-20	29th Annual High Country Conference on Respiratory Care	Blowing Rock	52
21	North Carolina ASL Teacher Conference	Raleigh	37
28	Military Museum Event	Mooreville	30
MARCH			
5	VA Salisbury's Town Hall Meeting	Salisbury	50
6	Charlotte Regional Center's Community Appreciation Day	Charlotte	70
13	NC Deaf Blind Associates' Annual Conference	Atlantic Beach	60
19	Winston Salem's Veteran Coffee House Meet	Winston-Salem	134
20	Wilmington Silent Dinner	Wilmington	20
21	Jacksonville Silent Dinner	Jacksonville	20
26	King's Veteran Coffee Shop Meet	King	54
26-28	Autism Society of NC Annual Conference	Charlotte	320
28	Veteran Road Tour - West	Asheville	30
APRIL			
2	Mocksville's Veteran Coffee Shop by STS	Mocksville	78
3	Triangle Walk to Defeat ALS by STS	Raleigh	247
9	Greensboro's Coffee House by STS	Greensboro	34
11	Signathon-East	Greenville	131
14	Disability Advocacy Conference	Chapel Hill	54
23	DAV's Veteran Job Fair	Concord	139
25	Signathon - West	Charlotte	164
28	Hearing Loss Expo	Raleigh	37
30	Veteran's Employment Services/Resource Event	Concord	25
MAY			
2	Triad BIANC Walk/Roll-a-thon	Kernersville	28
7	Hearing Loss Expo	Fletcher	38
14	Disability Resource Center Open House	Wilmington	22

Date	Activity	Location	Booth Visitors
16	Wayne County HLAA	Goldsboro	5
16	Veteran's Appreciation Day	Kernersville	42
16	ASNC Run/Walk - Crystal Coast Chapter	Beaufort	34
21	Joining Forces Event	Salisbury	79
27	Autism Society of NC Health Fair	Fayetteville	53
29	TBI Family Event	Winston-Salem	46
JUNE			
3	Martin County NC Works Career Center	Williamston	7
3	Bertie County NC Works Career Center	Windsor	4
3	Hertford County NC Works Career Center	Ahoskie	5
4	Pitt County NC Works Career Center Part 1	Greenville	4
4	Pitt County NC Works Career Center Part 2	Greenville	5
4	Beaufort County NC Works Career Center	Washington	3
6	Veteran Road Tour - East	Jacksonville	22
8	NC Council of Community Program's Spring Policy Forum	Raleigh	67
9	Veteran Job Fair and Career Expo	Jacksonville	71
19	North Carolina Youth Leadership Forum	Raleigh	23
25-26	NC Registered Interpreter for the Deaf Conference	Charlotte	74
JULY			
24	ADA 25th Anniversary Picnic	Kernersville	60
24	National Association of Multicultural Rehabilitation Concerns	Charlotte	75
AUGUST			
9	Recruit Military's Veteran Job Fair	Raleigh	128
16	Charlotte Pride Event	Charlotte	638
30	Deaf Senior of American Conference	Asheville	344
SEPTEMBER			
10 - 12	Camp Dogwood	Sherrill Ford	96
16	Deaf Awareness Day at Fayetteville Technical Community College	Fayetteville	29
19	Deaf Day at Zoo	Asheboro	264
19	Davidson County Association of Deaf	Lexington	38
20	Piedmont's Buddy Walk	Clemmons	92
26	ECU's Deaf Awareness Event	Greenville	30
30	Caring for the Military Community Event	Winston-Salem	30
OCTOBER			
10	Triangle Run/Walk for Autism	Raleigh	62
10	Cape Fear Buddy Walk	Wilmington	350
11	TDSN Buddy Walk	Raleigh	74
14	Capital Deaf Senior Monthly Presentation Series	Raleigh	37

Date	Activity	Location	Booth Visitors
15	Wilson Community College's Interpreting Department	Wilson	10
16	TBI Conference	Concord	56
17	Greensboro Buddy Walk	Greensboro	32
17	Greater Charlotte Walk for Now for Autism Speak	Charlotte	114
17	NCOTA Conference	Raleigh	295
21	CSDHH'S 40th Celebration Event	Greensboro	75
24	NCSH Homecoming Event	Morganton	129
27	SDHHDC's Monthly Presentation Series	Lexington	15
29	Veteran Career Fair	Concord	125
NOVEMBER			
5	NC Assistive Technology Program/ NC Rehabilitation Association Conference	Raleigh	328
14	Veteran Military Benefits/Community Support Service Event	Charlotte	38
14	ENCSD Homecoming Event	Wilson	83
18	Wake Forest Neuroscience Stroke Care Conference	Statesville	81
19-20	Southern Regional AHEC's Veteran Seminar	Fayetteville	84
20-21	National Association of Social Work-NC Conference	Asheville	453
DECEMBER			
2	AHEC's Autism Spectrum of Care Workshop	Winston-Salem	26
2 - 3	NC Council of Community Programs	Pinehurst	376
3	Morganton Regional Center's Holiday Event	Morganton	84
8	Charlotte Regional Center's Children Holiday Party	Charlotte	64
11	Raleigh Regional Center's Customer Appreciation Event	Raleigh	27
		TOTAL	7,772

 **STS Activities**

OUTREACH: CAPTEL PRESENTATIONS

Date	Event	Location	Attendees
Jan. 20	Medical Assistants Group	Winston Salem	23
Feb. 2	Lunch and Learn	Kannapolis	40
Feb. 4	Lunch and Learn	Midland	26
Feb. 12	Lunch and Learn	Mt Pleasant	48
Feb. 23	Lunch and Learn	Harrisburg	34
March 3	Lunch and Learn	Concord	45
March 18	Senior Group - Church	Catawba	34
June 25	Rotary Club	Mooresville	55
		TOTAL	305

OUTREACH: CAPTEL EXHIBITIONS

Date	Event	County	Attendees
Jan. 8	WWAY TV Health Fair	New Hanover	112
Jan. 17-18	Fitness and Health Fair	Mecklenburg	102
Feb. 16	Methodist Home for Children	Wake	101
Feb. 6	Smokey Mountain Machining	Buncombe	26
Feb. 24	Burt's Bees Co. Health Fair	Durham	150
March 11	Senior Health Fair	Carrabus	212
March 19	Cary Health Fair	Wake	94
March 21	GOPC Community Health Fair	Wake	51
March 25	Paragon Bank Health Fair	Wake	32
March 28	Live Well Expo	Henderson	509
March 31	Pharmaceuticals Health Fair	Pitt	11
April 2	Beaufort Senior Expo	Beaufort	78
April 9	Roanoke Valley Expo	North Hampton	104
April 11	Primetimers Breakfast Fair	Wake	33
April 11	Sign-a-thon	Pitt	63
April 18	Blue Ribbon Kidz Day	Edgecombe	109
April 18	Festival of Fun	Craven	112
April 19	Cary Health Fair	Wake	53
April 21	Elder Care Fair	Alamance	26
April 24-26	Dogwood Festival	Cumberland	101
April 23-26	Southern Women Show	Wake	531
April 25	Community Strong	Burke	62
April 28	Hearing Loss and Accessibility Expo	Wake	34
May 1	The 15th Annual Senior Expo	Martin	22
May 2	Ham & Yam Festival	Johnston	116
May 2	Pender Spring Festival	Pender	72
May 2	Celebrate Sound Walk	Wake	11
May 5	UNIFOUR Senior Games	Wilkes	276
May 5	Medical Ctr Health Fair	Catawba	78
May 6	Health Fair for Seniors	Stanley	38
May 7	Hearing Loss and Accessibility Expo	Henderson	28
May 9	Sign-a-thon	Mecklenburg	68
May 9	Carolina Strawberry Festival	Duplin	6
May 9	Blooming Festival	Nash	139
May 12	Successful Aging	Buncombe	59

Date	Event	County	Attendees
May 12	Health Fair	Cary	53
May 15	Health and Information Fair	Green	64
May 16	Health Fair	Durham	52
May 17	Senior Spring Fling	Mecklenburg	56
May 21	Veterans with Hearing Loss Expo	Salisbury	23
May 23	Old American Month	Edgecombe	56
May 30	Water & Music Festival	Washington	91
June 2	Spring Fling	Charlotte	56
June 3	Senior Health Fair	Gastonia	62
June 4	VA Hearing Loss Fair	Salisbury	23
June 6	Dare Days	Dare	82
June 9	Senior Day at Mall	Nash	73
June 13	Washington Summer Festival	Washington	121
June 12-13	Blue Ridge BBQ & Music Festival	Polk	33
June 13	Bluff Mountain Festival	Madison	61
June 15	Elder Abuse Walk-a-thon	Albemarle	130
June 16	Triangle Caregiver's Conference	Wake	162
June 17	HFC Health Fair	Caldwell	57
June 18	HFC Health Fair	Durham	64
June 20	NC Blueberry Festival	Pender	93
June 22	Senior Health Fair	Lincoln	64
June 23	Rotary Club	Stanley	55
June 23	Caregiver's Conference	Durham	109
July 4	Christmas In July	Ashe	78
July 11	NC Blackberry Festival	Caldwell	113
July 17	Senior Health Fair	Gaston	62
July 17-18	BBQ Bluegrass Music Festival	Mitchell	98
Aug. 8	28th Annual Crepe Myrtle Festival	Edgecombe	82
Aug. 8	Waldensian Festival	Burke	351
Aug. 8-9	Sourwood Festival	Buncombe	300
Aug. 14-16	RibFest Port City	New Hanover	151
Aug. 19	HFC Health Fair	Wake	32
Aug. 25	Prime of Life	Hickory	334
Aug. 24-27	Deaf Seniors of America	Buncombe	344
Aug. 27	Wellness Estates Expo	Asheville	114
Aug. 28-30	Southern Women Show	Mecklenburg	642
Aug. 28-30	East/West BBQ & Music Festival	Guilford	152
Sept. 12-13	Historic Morganton Festival	Burke	87
Sept. 12-13	Hertford Indian Summer Festival	Perquimans	161

Date	Event	County	Attendees
Sept. 16	Tri County Wellness	Nash	132
Sept. 19	Community Health Fair	Kinston	77
Sept. 19	New Bern Women's Expo	New Bern	92
Sept. 19	Peanut Festival	Bladen	42
Sept. 22	Senior Fun Day in Park	Franklin	218
Sept. 25	Senior Games	Wake	79
Oct. 8	Health Fair	Lillington	207
Oct. 10-11	John Blue Cotton Festival	Robeson	60
Oct. 10-11	Mum Festival	Craven	399
Oct. 14	Health Fair Expo	Troy	82
Oct. 17	Walk for Hearing	Wake	63
Oct. 17-18	Oyster Fest	Brunswick	161
Nov. 5	Senior Wellness Expo	Union	86
Nov. 7-8	Whirligig Festival	Wilson	212
Nov. 6-8	Holiday Market	Guilford	401
Nov. 13-15	New Bern Holiday Gift Show	Craven	282
Nov. 19-21	Holly Jolly Show	Lenoir	60
Nov. 21-22	Riverfest	New Hanover	139
Dec. 5	2015 Wilma Expo	New Hanover	108
TOTAL	93 exhibits		11,260

TRS STATISTICS

	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	TOTAL	AVG.
TOTAL NUMBER OF OUTBOUND CALLS														
TTY	1,573	1,608	1,512	1,373	1,357	1,781	1,927	2,006	1,637	2,388	1,839	2,051	21,052	1,754
Turbo Code	748	665	638	645	705	813	626	485	403	109	108	148	6,093	508
ASCII	21	12	12	20	23	21	24	25	11	17	10	25	221	18
Voice	1,356	1,314	1,285	938	1,466	904	986	1,049	920	779	822	859	12,678	1,057
VCO	1,198	1,294	1,182	1,114	956	903	1,050	1,010	1,085	1,055	912	1,076	12,835	1,070
HCO	40	0	0	0	1	0	0	0	1	10	7	4	63	5
Deaf/Blind ASCII	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Deaf/Blind Baudot	0	0	0	0	0	2	0	0	0	0	0	0	2	0
Speech to Speech	378	446	538	425	451	356	536	577	512	673	403	379	5,674	473
TOTAL	5,314	5,339	5,167	4,515	4,959	4,780	5,149	5,152	4,569	5,031	4,101	4,542	58,618	4,885
% PERCENTAGE OF CALLS														AVG.
TTY	29.60%	30.12%	29.26%	30.41%	27.36%	37.26%	37.42%	38.94%	35.83%	47.47%	44.84%	45.16%	36.14%	
Turbo Code	14.08%	12.46%	12.35%	14.29%	14.22%	17.01%	12.16%	9.41%	8.82%	2.17%	2.63%	3.26%	10.24%	
ASCII	0.40%	0.22%	0.23%	0.44%	0.46%	0.44%	0.47%	0.49%	0.24%	0.34%	0.24%	0.55%	0.38%	
Voice	25.52%	24.61%	24.87%	20.78%	29.56%	18.91%	19.15%	20.36%	20.14%	15.48%	20.04%	18.91%	21.53%	
VCO	22.54%	24.24%	22.88%	24.67%	19.28%	18.89%	20.39%	19.60%	23.75%	20.97%	22.24%	23.69%	21.93%	
HCO	0.75%	0.00%	0.00%	0.00%	0.02%	0.00%	0.00%	0.00%	0.02%	0.20%	0.17%	0.09%	0.10%	
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%	0.04%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	
Speech to Speech	7.11%	8.35%	10.41%	9.41%	9.09%	7.45%	10.41%	11.20%	11.21%	13.38%	9.83%	8.34%	9.68%	
	100.00%	100.00%	100.00%	100.00%	99.99%	100.00%	100.00%	100.00%	100.01%	100.01%	99.99%	100.00%	100.00%	
TOTAL NUMBERS OF COMPLETED CALLS														
Local	3,039	2,961	2,889	2,540	2,680	2,854	2,834	2,887	2,589	2,871	2,233	2,592	32,969	2,747
Intrastate (Intralata)	110	87	83	85	102	109	122	124	86	74	63	61	1,106	92
Intrastate (Interlata)	210	184	209	172	158	99	111	82	62	133	205	133	1,758	147
Interstate	264	266	210	154	170	150	165	158	204	246	235	245	2,467	206
General Assistance	10,546	9,822	10,189	9,520	10,159	9,738	9,631	9,210	9,964	10,478	9,350	10,125	118,732	9,894
Toll Free	460	453	433	405	327	423	551	427	392	381	302	395	4,949	412
Directory Assistance	13	26	8	7	9	27	23	21	11	26	30	19	220	18
900 Access	0	0	0	0	0	0	0	0	0	0	0	0	0	0
International	0	0	1	2	3	0	1	0	0	0	2	1	10	1
Marine	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Busy/No Answer	840	915	796	725	1,059	762	806	876	713	627	628	717	9,464	789
TOTAL COMPLETED CALLS	15,482	14,714	14,818	13,610	14,667	14,162	14,244	13,785	14,021	14,836	13,048	14,288	171,675	14,306
TOTAL CALLS	15,482	14,715	14,818	14,071	14,667	14,162	14,244	13,785	14,021	14,836	13,048	14,288	172,137	14,345
MINUTES OF SERVICE														
Total Session Minutes	34,990.42	33,832.70	30,820.47	28,245.83	29,982.70	28,201.42	32,545.37	29,776.75	27,284.63	28,475.03	23,270.57	26,379.73	353,805.62	29,483.80
Less Interstate Min	(1,984.57)	(1,693.85)	(1,537.57)	(1,103.38)	(1,655.75)	(1,100.20)	(1,301.47)	(1,344.93)	(1,108.27)	(1,247.22)	(1,441.87)	(1,653.63)	(17,172.71)	(1,431.06)
Less International Min	(0.47)	(2.38)	(0.60)	(12.58)	(16.45)	0.00	(5.27)	0.00	(1.65)	0.00	(3.20)	(11.68)	(54.28)	(4.52)
Less Toll-Free Min	(2,754.69)	(2,552.38)	(2,214.56)	(2,175.01)	(1,879.95)	(2,356.91)	(2,970.24)	(2,265.67)	(2,181.74)	(2,031.26)	(1,836.14)	(2,315.83)	(27,534.38)	(2,294.53)
Less Interstate DA Min	(3.17)	(3.07)	0.00	0.00	(10.80)	(13.27)	(14.02)	0.00	(12.87)	(3.30)	0.00	(5.48)	(65.98)	(5.50)
Less 900 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	0.00
Total Billable Min	30,247.53	29,581.02	27,067.74	24,954.86	26,419.75	24,731.04	28,254.38	26,166.15	23,980.11	25,193.25	19,989.36	22,393.10	308,978.29	25,748.19
STS Billable Min	3,436.91	3,169.76	4,256.48	4,177.65	3,539.10	2,655.50	3,552.99	4,664.08	4,138.97	5,105.93	3,240.99	2,482.23	44,420.59	3,701.72

	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	TOTAL	AVG.
NUMBER OF CALLS TO RELAY														
Offered	14,436	13,639	14,126	12,765	13,703	13,073	13,560	12,688	13,507	14,010	12,275	13,852	161,634	13,470
Answered	14,101	13,262	13,735	12,407	13,344	12,839	13,268	12,384	13,111	13,588	11,820	13,199	157,058	13,088
In Queue	14,436	13,639	14,126	12,765	13,703	13,073	13,560	12,688	13,507	14,010	12,275	13,852	161,634	13,470
Abandoned in Queue	335	377	391	358	359	234	292	304	396	422	455	653	4,576	381
Average Weekend	367	388	325	336	385	352	318	305	341	378	298	301	4,094	341
Average Weekday	554	581	541	496	515	516	509	511	513	520	493	517	6,266	522
Inbound	13,873	13,160	13,524	12,397	13,308	12,824	12,893	12,303	12,757	13,497	11,830	13,080	155,446	12,954
Completed	4,096	3,978	3,833	3,365	3,449	3,662	3,807	3,699	3,344	3,731	3,070	3,446	43,480	3,623
Blockage	0	0	0	0	0	0	0	0	0	0	0	0	0	0
AVERAGE LENGTH OF CALL BY TYPE													AVG.	
TTY	4.77	4.41	4.10	3.99	4.29	4.04	4.46	3.74	3.48	3.12	2.93	3.26	3.88	
Turbo Code	3.79	2.81	3.04	3.00	3.50	2.75	2.81	2.96	2.53	3.37	4.52	2.56	3.14	
ASCII	1.18	1.01	0.93	1.42	1.96	1.14	1.56	0.68	2.67	1.41	0.54	2.00	1.38	
VOICE	3.32	4.15	3.80	4.79	3.42	3.80	5.74	4.15	4.84	4.12	2.99	3.05	4.01	
VCO	5.98	5.51	5.29	4.79	5.54	4.79	5.01	5.57	4.90	5.32	5.79	5.31	5.32	
HCO	4.71	0.00	0.00	0.00	2.50	0.00	0.00	0.00	1.55	3.23	5.50	4.47	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	0.00	11.31	0.00	0.00	0.00	0.00	0.00	0.00	0.94	
Average Work	7.08	6.92	6.65	6.93	6.65	6.37	7.05	6.52	6.73	6.53	6.30	6.33	6.67	
Average Conversation	4.50	4.40	4.17	4.27	4.13	3.90	4.62	4.13	4.07	3.83	3.70	3.72	4.12	
Speech to Speech	12.95	27.29	22.86	21.27	20.89	14.11	21.63	22.95	23.05	19.15	18.49	16.52	20.10	
SPEED OF ANSWER													AVG.	
ASA	1.4	1.4	1.5	1.4	1.4	1.0	1.1	1.2	1.5	1.7	1.8	2.7	1.51	
Service Level	95%	95%	94%	95%	95%	97%	96%	96%	95%	94%	94%	93%	94.9%	
CUSTOMER CONTACTS														
Complaints	0	0	1	0	1	3	0	0	0	1	1	0	7	
Commendations	1	5	3	3	0	2	1	0	0	2	0	2	19	
Inquiries/Other	103	93	120	91	67	82	71	83	83	92	81	51	1,017	
SUBSCRIBERS														
Number of ANIs	7,923	7,186	7,578	7,105	6,860	7,051	6,901	6,550	6,705	7,319	6,819	7,308	85,305	7,109
NC RELAY CONFERENCE CAPTIONING														
Minutes of Service	5,355	2,490	1,980	2,295	1,365	4,080	7,515	4,650	3,060	3,825	1,050	915	38,580	3,215
Number of Calls	82	40	33	34	27	50	77	46	41	49	19	19	517	43

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