



2015

Annual Report



Make calls anytime.

CONTENTS {

03 From the Account Managers

04 Outreach Education

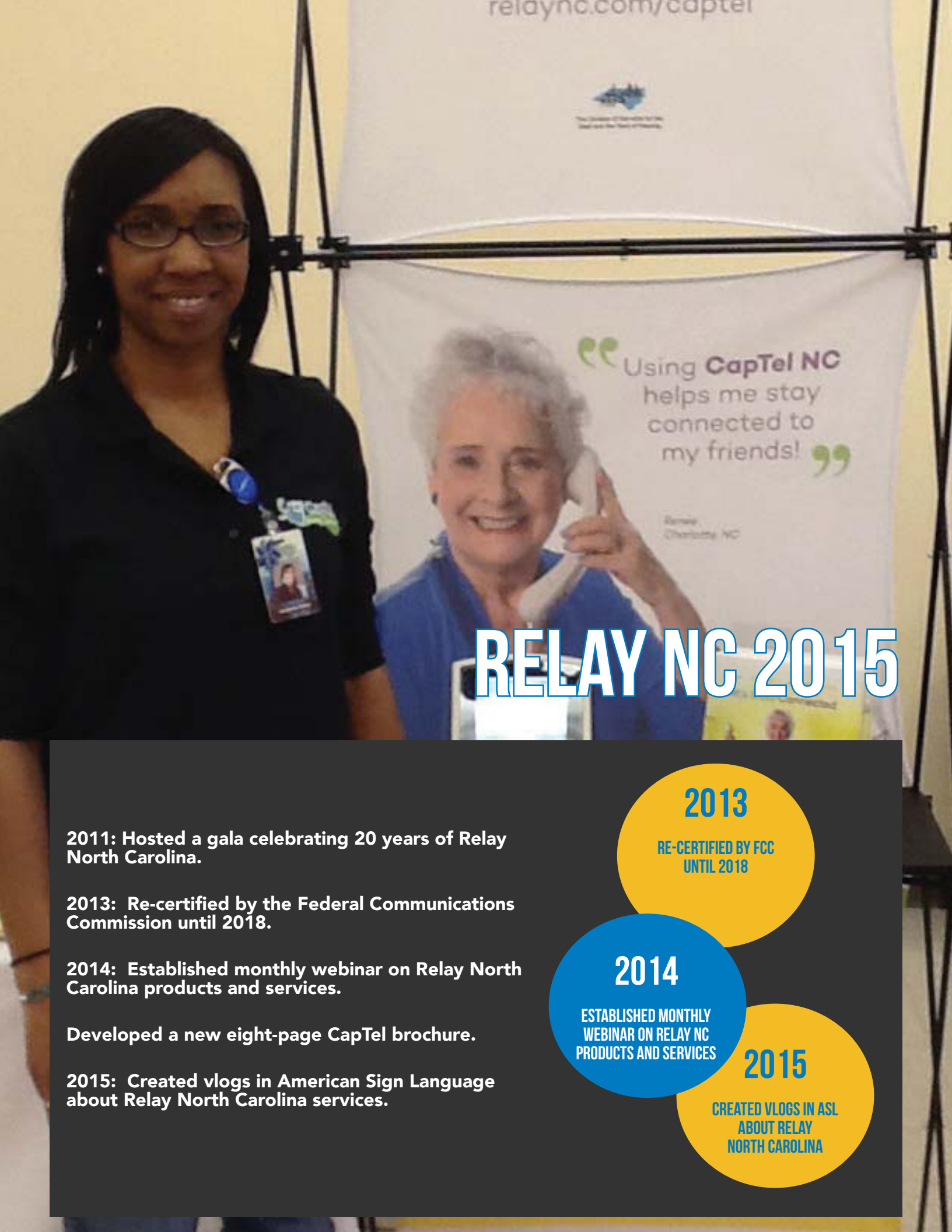
08 Relay NC Statistics

12 Relay NC Team

13 Relay NC Ambassadors

14 Sprint Relay Team

15 Appendices



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 Vlkjan; 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.captelinc.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

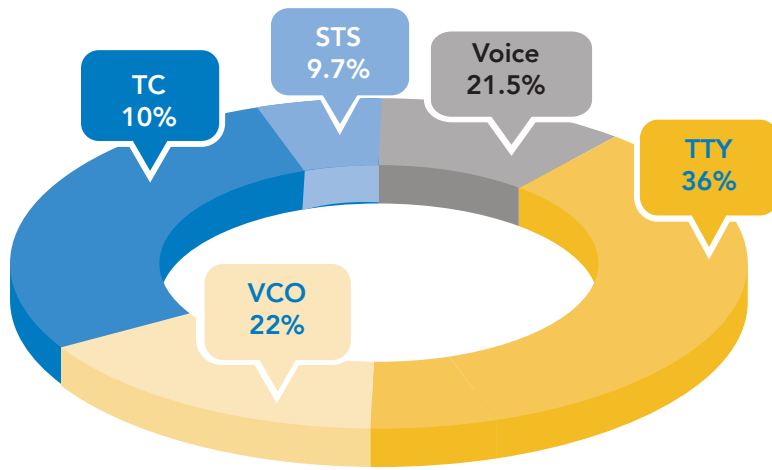


Fig. 8: Call Origination

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.

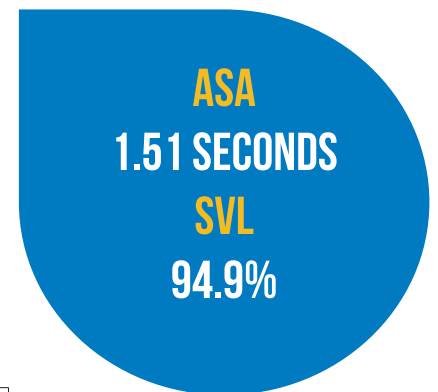


Fig. 9: ASA and SVL

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

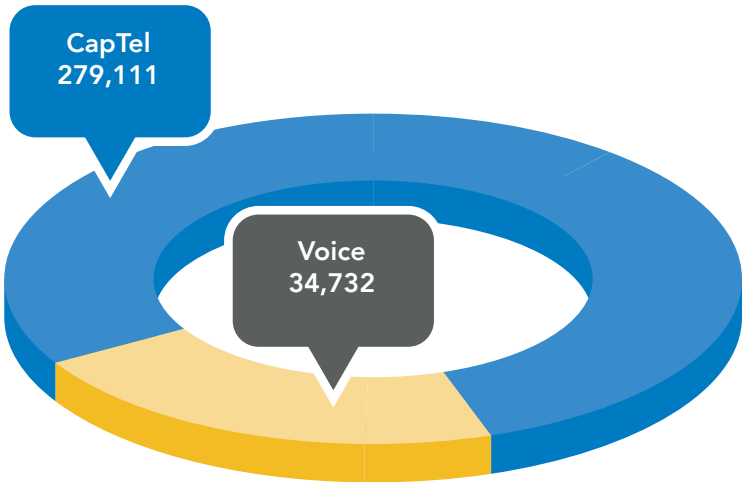
January	111,417	July	82,097
February	100,901	August	84,799
March	99,713	September	80,550
April	91,774	October	87,020
May	90,055	November	83,138
June	84,589	December	90,982

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



Call Origination

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

Fig. 12: CapTel Call Origination

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

Fall-Winter 2014

[illegible]

 North Carolina

CAPTIONS Button – Can Turn On Automatically

Due to recent changes in Federal Communications Commission (FCC) requirements, all Internet-based CapTel phones can now allow the CAPTIONS 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 those users who require captions on every call.



Which CAPTIONS button does this affect?

- Internet-based CapTel models, including:
 - CapTel 800i
 - CapTel 840i
 - CapTel 845i
 - CapTel 2400i

How do I get this on my CapTel phone?

CapTel will send a 2x100 email every week with a notice on how CapTel display screen indicating that a software update is available. Following the directions on the screen to begin the update or see the detailed instructions for the software installation is complete, the CAPTIONS button will come on (lights up). Don't be afraid to push the CAPTIONS feature automatically activated.

Don't I Want CAPTIONS to Come on Automatically?

If you would prefer to turn captions on/off on your own, you can. In the CapTone Default settings menu in the CAPTIONS menu. That way, the CAPTIONS button will only come on when you press it. See below 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 a handset and dial. The CAPTIONS button will light up and captions will come on automatically. When you answer a call, the captions will be there. How to press the CAPTIONS button first. See below instructions below.

If someone doesn't have captions, just press CAPTIONS button to turn the feature off. Or if you do not want captions to appear automatically, you can set the CAPTIONS Default setting to off.

 North Carolina

CapTel is a registered trademark of CapTel, Inc.

6




Trivia Questions

- Can we use TTY to call 911 directly?
- How many pages are in the new profile form?
- For Capital 800/840/880/880/2400:
What does "1" stand for?
- What is the name of the mall in which Sign-a-thon WEST will be located?
- What does the FCC stand for?

Dial 7-1-1 or

use these toll-free relay numbers:

800-735-2962	TTY to Voice
877-735-8260	Voice to TTY
888-762-2724	ASLI
877-735-8260	Voice Carry-Over
877-735-2962	Hearing Carry-Over
877-735-8261	Speech-to-Speech
877-825-2448	Spanish Relay
877-243-2621	Voice to Capital
Relay NC Customer Service	
800-676-3777	Voice(TTY)
800-676-4299	Spanish - Voicemail
877-757-1889	Speech-enabled only
Capital Customer Service	
1-888-269-7477	Voice(TTY)



Relay NC Service Providers are:

volunteer telephone operators to
assist hearing impaired people to
communicate with
others by e-mail

Relay North Carolina
NEWSLETTER
 SPRING/SUMMER 2013

**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 (and 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.org and click the **vlogs** 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 videos on other topics, be sure to let us know about that, too.

What's Inside?

Page 2	Messages from Relay NC and Capital NC Managers	Page 11	Capital NC: Hearing Loss Expects
Page 3	Prevention Diseases and Speech-to-Speech	Page 12	North Carolina Wheelchairing
Page 4	Relay NC Event Highlights	Page 13	Using Your New Capital & Fax Computers

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, 1997, honoring St. Parkinson's birthday; he was the author of a book about "tinking paper." April 11th is 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. Here are STS presentations are planned for other chapters in the state. Relay NC knows that this service can help so many people; a touching email 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. The STS further supports the value of STS so that people can stay connected no matter where.

To arrange an STS presentation in your area, contact:

Stephanie Lane
(252) 344-5500
stephanie.lane@ncrra.org
(252) 901-6665



Michael J. Fox

Muhammad Ali

Janet Reno

**Dr. James Parkinson
1755 - 1824**

Bola Desalu, Relay NC Manager (center) with participants at Parkinson's Support Group

3

HEARING LOSS EXPOS

CapTel NC hosted two successful Hearing Loss Expos last spring. The first one was held on April 28 in Cary and had 7 vendors exhibiting their products, programs and/or 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 dogs. More exposures will be held in 2016.

CapTel NC hosted two successful Hearing Loss Expos last spring.

CapTel NC Director John Williams providing opening remarks.

CapTel NC Consultants showing off their brand new display.

Participants talking with several vendors to learn about their services.

CapTel is an engagement trademark of vlib

NORTH CAROLINA WALK4HEARING

PLEASE JOIN US ON OCTOBER 18!

The Hearing Loss Association of America (HAA) Walk4Hearing is the largest walk of its kind taking place in multiple cities across the country. Every spring and fall thousands of hearing-impaired and their families, young adults, youth at heart and even people in between – from farmers and welders to commuters to increase public awareness about hearing loss, help eradicate the stigma associated with it and use funds for programs and services.

Hearing Loss Association of America




WHO WALKS?

People with a passion for hearing loss issues get motivated to walk whether 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 their 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 organizations walk to raise awareness and encourage walk4hearing to raise money for their own projects.

Hearing health care professionals walk because they care about their cause.

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
- 26 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 12:00 - 2:00 p.m.

WHERE
 10000 Sunset Park
 940 East Charlotte Street, Cary NC 27581

Check-in
 10:00 a.m. Walk begins District 5C (3 miles)
 12:00 p.m. North Carolina Walk4Hearing (ok here)

Kim Coblentz, Cofounder NCWALK, on the left with Walk4Hearing with Walk4Hearing team leaders Rosemary Tully and Kathy Bland. Bland is wearing

7

A Message from Relay NC Manager

It is hard to believe that half the cars around here with falling temperatures the leaves are already on the ground, and I know many of us are already tired of rainy them. The weather is just what we need to get the kids and friends together and reconnect through gratitude. Do not let me remind you to call me, Kelly, I will be glad to help you with anything you need. I will be using Relay NC, I will get someone to appreciate of my time and gratitude... it is more about my love for helping others and promoting positivity.

The Relay NC Team has been very busy promoting Spacely to Speech NC and Relay NC at events around the state, meeting near and long time friends and supporters... More in this issue.

As always, we are here to help ensure smooth and effective relay services for your calling needs.

Relay/NCity, Bots Deasly, Relay NC Manager

A Message from CapTel NC Manager

Winter is coming! Get out your coats and boots, and have some fun in the snow!

Speaking of fun, CapTel/NCity NC will be a part of the Division of Services for the Deaf and the Hearing of hearing holiday events and a holiday party. It is so exciting to hear you can call them from the holidays! I always remember to remind CapTel users that there are many ways you know your CapTel phone. I always remember to hear from a woman who are could live without her CapTel phone. Comments like that make me realize how fortunate we are to have the services we have. I hope you enjoy this little bit of the year.

Thank you to all who have made 2015 such a memorable year with happy holidays, and a joyous new year!

Reed Regalino, Kim Galambetti, CapTel NC Manager

WE NEED YOU

If you have a wonderful story about the TTV, Relay NC or other services, we need you! We're looking for testimonials and people to share their story. This is a video event for the **Relay NC 25th Anniversary event**.

If you're willing to share your story, please contact Bots Deasly, Relay NC Manager.

919-324-3792 or email bots@relaync.org
919-324-3792 Videophone/Voice
866-538-0078 Fax

2

Getting Non-Speech-to-Speech STS Outreach Specialists



Terra Parker

What was your first experience being asked to give a speech and how did you connect with this?

I was born in the Rocky Mountain No. 1 graduated from Northern New Mexico. And now I am attending the University of New Mexico as an Associates Degree in Business. My hobbies are reading a good book and I love to run.

What was your first experience being asked to give a speech and how did you connect with this?

When I was in high school, I was asked to give a speech and I was when I was about 10 and I don't know how I did it. I was nervous everything down. And they are still friends to this day.

Why are you interested to be in the Outreach Specialist?

To help people, tell them about the wonderful world we live in.

What is your favorite breathing moment as a STS Outreach Specialist?

When I was asked to give my speech with my teenage son, his father said when he is away on business trips it was okay to tell him but sometimes he just wanted to talk to me, so I told him all about it.

Why do you believe STS is the best service to speech disabled people to use?

I believe that everybody deserves to be heard and that everyone deserves a chance.

What is your favorite quote?

"Choosing to be patient and having a grateful attitude is going to determine how you're going to live in life." - Joel Osteen



Stephanie Lane

Tell about yourself.

I was born in Washington DC I grew up as a child in Northwest Virginia. When my father moved from the military we moved to Virginia. I graduated from the University of Maryland and the University of Maryland at College Park. I graduated from the University of Maryland at College Park in 1988 and went to Shaw University.

What was your first experience being asked to give a speech and how did you connect with this?

I was asked to give a speech when I was in 1997 at Eastern NC State for the Deaf I was in charge of the Deaf and I joined the Deaf community for experience.

Why are you interested to be the Speech-to-Speech STS Outreach Specialist?

I enjoy helping and networking to learn new things and I think the Outreach Specialist gives me that experience.

What is your favorite talking moment as an Outreach Specialist?

I met a lady that stated that she had no contact with her parents, they both had speech disabilities and they felt they had no use for verbal contact so they 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 services for speech disabled people because they give the individual keeps their independence and freedom to be comfortable with the confidentiality of their conversation.

What is your favorite quote?

"We will respect you and 90% how you react to it." - Charles R. Swindoll
"Life is not challenges and we all handle them differently when you take challenges and learn to learn and learn from it in turns in positivity."

 **CapTel**
North Carolina



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 service and phone. The CapTel program is a visible 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 appointment by visiting www.captelnc.com.

You Have the Power in CapTel Calls!

With CapTel, you have the power! During a CapTel call, you, as the caller, have complete control, just as you would in any other telephone call. This is in interaction with the CapTel 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 words for clarity.

If you speak with someone who speaks very quickly in a noisy environment, or have a hearing aid, you may sometimes see "Unclear" on the CapTel display. This indicates that the CA

could not hear clearly enough to determine what was said. If you see this, ask the other party to repeat, since the CA cannot ask for clarification. It may also help if you re-read the last few words. For instance, if the display reads, "I think I'll go [unclear] at about 1:30 p.m.," you could say, "You think I'll go there at 1:30?" If the display shows "Unclear" several times, please note the call date and time, and use the "Review Captions" feature to review the CA's message. Next, contact CapTel Customer Support right away and ask your follow-up to make sure that every CapTel call is clear!

CapTel is a registered trademark of CapTel, Inc. © 2014 CapTel, Inc. All rights reserved.

We're Looking for CapTel NC Models and Testimonials!

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

kim.m.caldwell@captelnc.com
(704) 719-2755

Need a Refresher Course on your CapTel Phone?

Where Have We Been?



CapTel NC Consultant, Harriet Bellamy at the MUM Festival



CapTel NC Consultant, Wynne Goss, at the Bluckberry Festival



CapTel NC Consultant, Kimberly Parker, at the Sugar Daze



CapTel NC Consultant, Gung Little, with customers at the Aprone River Bluesgrass Festival

RELAY NC ADVERTISEMENTS

Let's Stay Connected™

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

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

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!

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:

- 1 The CapTel user dials and speaks directly to the other party on the telephone.
- 2 The other party speaks directly to the CapTel user.
- 3 The CapTel operator transcribes the other party's spoken message into text (captions) using voice-recognition technology.
- 4 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

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.



www.relaync.com/captel



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

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@triadbizrr.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

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

FREE*

Captioned Telephone

No monthly fees or contracts required

*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 is a registered trademark of Ultratec, Inc.
www.relaync.com/captel

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 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	NCSD 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	Mooreville	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

Publication Services provided by



T.S. WRITING SERVICES, LLC