TRS					STS					TRS + STS	
rate	Conversation Minutes	Session Minutes	Session or Conversation	revenue	rate	Conversation Minutes	Session Minutes	Session or Conversation	revenue	Conversation Minutes	revenue
$1.13	36,123.01	56,064.66	s	$63,353.07	$1.13	82.23	355.69	s	$401.93	36,205.24	$63,755.00
$1.18	157,532.39	253,169.63	s	$298,740.16	$1.18	499.01	1,867.19	s	$2,203.28	158,031.40	$300,943.45
$1.30	20,914.85	44,222.74	s	$57,489.56	$1.30	57.54	1,242.60	s	$1,615.38	20,972.39	$59,104.94
$1.33	169,829.77	277,143.41	c	$225,873.60	$1.33	2,212.80	3,850.40	c	$2,943.02	172,042.57	$228,816.62
$1.50	91,436.75	169,736.96	c	$137,155.13	$1.50	11,380.36	13,800.16	c	$17,070.54	102,817.11	$154,225.67
$1.94	311,090.00	422,471.00	c	$603,514.60	$3.32	19,809.00	42,268.00	s	$140,329.76	330,899.00	$743,844.36
$1.98	379,231.00	535,387.00	c	$750,877.38	$3.39	32,434.00	61,830.00	s	$209,603.70	411,665.00	$960,481.08
$1.62	268,915.00	357,068.00	c	$435,642.30	$2.44	14,394.00	22,733.00	s	$55,468.52	283,309.00	$491,110.82
$1.65	351,015.00	464,938.00	c	$579,174.75	$2.49	21,575.00	35,740.00	s	$88,992.60	372,590.00	$668,167.35
$1.54	139,114.10	231,469.36	s	$356,231.35	$1.54	752.80	1,509.60	s	$2,323.27	139,866.90	$358,554.62
$1.07	219,997.81	330,225.48	s	$353,341.26	$1.07	29.10	840.94	s	$899.81	220,026.91	$354,241.07
$1.42	31,716.59	62,095.41	s	$88,175.48	$1.42	-	971.88	s	$1,380.07	31,716.59	$89,555.55
$2.04	8,252.87	16,666.00	s	$33,998.64	$2.04	10.89	215.76		$22.22	8,263.76	$34,020.86
$1.05	15,541.80	23,404.00	s	$24,574.20	$1.05	506.70	907.30		$532.04	16,048.50	$25,106.24
$0.76	679,627.56	1,089,424.43	s	$827,962.57	$0.76	8,131.10	14,967.90	s	$11,375.60	687,758.66	$839,338.17
$1.20	189,216.00	343,452.00	s	$412,142.40					$0.00	189,216.00	$412,142.40
$1.19	24,046.07	52,043.95	s	$61,932.30	$1.19	69.02	1,269.57	s	$1,510.79	24,115.09	$63,443.09
$1.99	23,433.00		c	$46,631.67	$1.99	69.00		c	$137.31	23,502.00	$46,768.98
$1.29	44,725.91	70,131.24	c	$57,696.42	$1.29	788.11	1,593.16	c	$1,016.66	45,514.02	$58,713.09
$1.32	553,721.72	782,914.76	c	$730,912.67	$1.32	8,145.43	15,713.08	c	$10,751.97	561,867.15	$741,664.64
$0.92	182,888.91	347,429.22	s	$319,634.88	$0.92	137.49	1,063.21	s	$978.15	183,026.40	$320,613.04
$0.92	28,019.45	58,241.39	s	$53,582.08	$0.92	6.66	403.76	s	$371.46		$53,953.54
$1.96	83,204.72	143,574.02	c	$163,081.25					$0.00	83,204.72	$163,081.25
$1.60	100,777.00	158,947.00	s	$254,315.20	$1.60	88.00	258.00	s	$412.80	100,865.00	$254,728.00
$0.87	12,094.60	20,610.81	s	$17,931.40	$0.87	-	113.32	s	$98.59	12,094.60	$18,029.99
$1.10	139,376.60	227,038.24	s	$249,742.06	$1.10	3.57	929.71	s	$1,022.68	139,380.17	$250,764.75
$1.95	8,716.00		c	$16,996.20	$3.26	51.00		c	$166.26	8,767.00	$17,162.46
$2.04	164,472.00		c	$335,522.88						164,472.00	$335,522.88
$2.97	148,701.13	262,693.00	s	$780,198.21	$2.97	2,820.54	10,833.55	s	$32,175.64	151,521.67	$812,373.85
$3.04	179,753.79	320,054.00	s	$972,964.16	$3.04	3,450.56	11,697.34	s	$35,559.91	183,204.35	$1,008,524.07
$3.40	345,406.00	531,014.00	c	$1,174,380.40	$3.40	367,315.00	561,533.00	c	$1,248,871.00	712,721.00	$2,423,251.40
$1.77	142,597.00	221,281.00	c	$252,396.69	$1.77	5,829.00	12,587.00	c	$10,317.33	148,426.00	$262,714.02
$1.78	118,558.00	185,347.00	c	$211,033.24	$1.78	7,214.00	14,501.00	c	$12,840.92	125,772.00	$223,874.16
$0.89	93,555.00	153,493.00	s	$136,608.77	$0.89	351.00	7,413.00	s	$6,597.57	93,906.00	$143,206.34
$0.80	219,380.49	354,500.55	s	$283,600.44	$0.80	457.08	1,804.36	s	$1,443.49	219,837.57	$285,043.93
$1.77	33,422.00		c	$59,156.94				c	$0.00	33,422.00	$59,156.94
$1.12	34,477.00	59,380.00	s	$66,505.60	$1.12	85.00	792.00	s	$887.04	34,562.00	$67,392.64
$1.64	24,789.00	46,948.00	s	$76,994.72	$1.64	152.00	933.00	s	$1,530.12	24,941.00	$78,524.84
$1.15	51,394.00	86,818.00	s	$99,840.70	$1.15	329.00	1,067.00	s	$1,227.05	51,723.00	$101,067.75
$1.77	31,669.00	64,633.00	s	$114,400.41	$1.77	99.00	427.00	s	$755.79	31,768.00	$115,156.20
$0.76	6,223.14	12,020.16	s	$9,135.32	$0.76	2.24	4.88	s	$3.71	6,225.38	$9,139.03
$1.42	30,223.51	59,006.11	s	$83,788.68	$1.42	56.27	272.85	s	$387.45	30,279.78	$84,176.12
$1.18	331,137.04	581,222.98	s	$685,843.12	$1.18	15,593.44	23,706.22	s	$27,973.34	346,730.48	$713,816.46
$1.50	43,929.80	64,310.98	s	$96,466.47	$1.50	10,027.36	20,666.42	s	$30,999.63	53,957.16	$127,466.10
$1.60	31,946.07	47,724.20	s	$76,358.72	$1.60	5,737.93	10,060.74	s	$16,097.18	37,684.00	$92,455.90
$1.85	8,603.23	12,555.23	s	$23,227.18	$1.85	1,541.68	2,567.48	s			
$1.40	972,318.28	1,744,624.76	c	$1,361,245.59	$1.40	3,135.21	17,124.91	c	$4,389.29	975,453.49	$1,365,634.89
$0.85	203,732.75	347,587.98	s	$295,449.78	$0.85	15,799.94	48,515.67	s	$41,238.32	219,532.69	$336,688.10
$1.04	17,394.47	30,324.95	s	$31,537.95	$1.04	-	477.92	s	$497.04	17,394.47	$32,034.98
$1.09	13,558.60	25,524.89	s	$27,822.13	$1.09	-	560.25	s	$610.67	13,558.60	$28,432.80
$0.97	490,558.73	768,080.77	s	$745,038.35	$0.97	13,893.28	30,375.65	s	$29,464.38	504,452.01	$745,730.17
$0.91	86,547.33	141,658.48	s	$128,909.22	$0.91	-	760.24	s	$691.82	86,547.33	$129,142.64
$0.95	11,350.25	18,861.78	s	$17,918.69	$0.95	-	245.71	s	$233.42	11,350.25	$18,152.12
$1.05	77,965.93	142,122.00	c	$81,864.23	$1.05	720.20	2,849.89	c	$756.21	78,686.13	$82,620.44
$1.13	46,754.24	89,945.98	c	$52,832.29	$1.13	704.50	2,254.13	c	$796.09	47,458.74	$53,628.38
$1.47	550,061.20	921,795.00	s	$1,355,038.65	$1.47	69,638.10	91,021.00	s	$133,800.87	619,699.30	$1,488,839.52
$1.85	20,269.46	31,391.00	s	$58,073.35	$1.85	-	2.00	s	$3.70	20,269.46	$58,077.05
$3.29	14,661.51	84,439.67	s	$277,806.51	$3.29	-	1,517.88	s	$4,993.83	14,661.51	$282,800.34
$1.95	1,754.25	8,681.50	s	$16,928.93	$1.95	-	300.98	s	$586.91	1,754.25	$17,515.84
$1.20	53,552.00	71,271.00	s	$85,525.20	$1.20		143.00	s	$171.60	53,552.00	$85,696.80
$1.22	10,970.00	14,726.00	s	$17,965.72	$1.22		13.00	s	$15.86	10,970.00	$17,981.58
$0.98	134,609.31	222,175.67	s	$217,732.16	$0.98	12,888.26	27,872.20	s	$27,314.76	147,497.57	$245,046.91
$1.08	26,814.00	41,391.00	s	$44,702.28	$1.08	52.00	517.00	s	$558.36	26,866.00	$45,260.64
$1.25	36,056.00	56,893.00	s	$71,116.25	$1.25	134.00	767.00	s	$958.75	36,190.00	$72,075.00
$1.32	36,245.90	56,124.90	c	$47,844.59	$1.32	687.70	3,240.70	c	$907.76	36,933.60	$48,752.35
$1.37	92,964.70	156,137.40	c	$127,361.64	$1.37	2,502.20	13,334.00	c	$3,428.01	95,466.90	$130,789.65
$1.39	650,069.14	1,180,174.60	c	$903,596.10	$1.39	4,704.83	8,560.72	c	$6,539.71	654,773.97	$910,135.82
$1.26	7,372.00	15,696.00	s	$19,776.96					$0.00	7,372.00	$19,776.96
$1.60	1,357.00	2,901.00	s	$4,641.60					$0.00	1,357.00	$4,641.60
$1.60	65,128.00	136,475.00	s	$218,360.00					$0.00	65,128.00	$218,360.00
$1.34	27,282.80	48,590.67	c	$36,558.95	$1.34	-	162.36	c	$0.00	27,282.80	$36,558.95
$1.06	122,032.69	203,931.93	c	$129,354.65	$1.06	3,553.18	7,429.31	c	$3,766.37	125,585.87	$133,121.02
$1.07	127,197.03	209,253.91	c	$136,100.82	$1.07	903.83	2,394.89	c	$967.10	128,100.86	$137,067.92
$1.08	36,420.96	66,311.10	s	$71,615.99	$1.08	8.40	1,253.73	s	$1,354.03	36,429.36	$72,970.02
$1.27	184,972.46	315,105.16	c	$234,915.02	$1.27	20,686.62	37,922.89	c	$26,272.01	205,659.08	$261,187.03
$1.05	22,048.00	39,805.00	s	$41,795.25	$1.05	4.00	1,077.00	s	$1,130.85	5.05	$42,926.10
	10,452,814.67	16,792,872.02		$19,618,554.08		692,310.16	1,206,005.10		$2,270,743.31	11,084,906.86	$21,836,839.25
	additional cost paid providers			$3,536,843.88					$15,351.63		$3,552,195.51
	total cost			$23,155,397.96					$2,286,094.94		$25,389,034.76
	Rate			$2.2152					$3.3021		$2.2904
											$1.1310
											$3.4214