

**TRS Provider**

**Exhibit 1A**

**2004-2005 Rate Calculation**

**Traditional Telecommunications Relay Service**

<b>Center ID</b>	<b>A Total Minutes Excluding General Assistance</b>	<b>B Total Costs \$\$\$</b>	<b>C Cost/Minute \$\$\$ (B/A)</b>	<b>D Interstate Conversation Minutes</b>	<b>E Interstate Costs \$\$\$ (Cx D)</b>
<b>2004</b>					
<b>1</b>	7,308,445	\$10,440,205	\$1 4285	1,697,268	\$2,424,568
<b>2</b>	464,052	\$863,345	\$1 8604	107,768	\$200,497
<b>3</b>	3,270,215	\$4,791,002	\$1.4650	759,450	\$1,112,626
<b>4</b>	2,002,427	\$3,015,283	\$1.5058	465,029	\$700,247
<b>5</b>	4,898,691	\$7,036,235	\$1 4364	1,137,636	\$1,634,043
<b>6</b>	1,135,605	\$1,802,371	\$1.5871	263,725	\$418,571
<b>7</b>	2,449,608	\$3,641,295	\$1 4865	568,895	\$845,652
<b>8</b>	2,339,595	\$4,297,532	\$1 8369	430,251	\$790,315
<b>9</b>	7,601,005	\$7,506,949	\$0.9876	1,291,419	\$1,275,439
<b>10</b>	41,954	\$528,745	\$12 6030	8,529	\$107,494
<b>11</b>	13,816,496	\$15,722,028	\$1 1379	2,452,594	\$2,790,849
<b>12</b>	9,311,521	\$9,892,846	\$1 0624	1,533,125	\$1,628,839
<b>13</b>	2,653,883	\$6,162,997	\$2.3223	595,098	\$1,381,970
<b>14</b>	2,348,738	\$2,789,841	\$1.1878	405,170	\$481,263
<b>15</b>	9,753,041	\$10,445,833	\$1.0710	1,636,515	\$1,752,762
<b>16</b>	7,152,973	\$7,686,576	\$1.0746	1,017,011	\$1,092,879
<b>17</b>	3,695,469	\$3,925,852	\$1.0623	575,517	\$611,396
<b>18</b>	10,744,856	\$10,445,934	\$0.9722	1,852,070	\$1,800,546
<b>19</b>	3,158,280	\$5,324,350	\$1 6858	479,860	\$808,967
<b>20</b>	9,516,920	\$9,913,541	\$1 0417	1,417,843	\$1,476,932
<b>21</b>	6,759,572	\$10,594,064	\$1.5673	1,096,971	\$1,719,248
<b>22</b>	2,931,207	\$4,314,402	\$1 4719	473,447	\$696,859
<b>23</b>	2,389,452	\$3,110,417	\$1 3017	299,188	\$389,462
<b>24</b>	2,111,873	\$3,510,595	\$1.6623	332,974	\$553,507
<b>25</b>	3,707,971	\$4,520,212	\$1 2191	582,361	\$709,928
<b>26</b>	1,789,815	\$1,815,393	\$1.0143	309,032	\$313,449
<b>27</b>	1,860,649	\$4,223,890	\$2.2701	326,641	\$741,513
<b>Total</b>	<b>125,214,313</b>	<b>\$158,321,733</b>		<b>22,115,386</b>	<b>\$28,459,819</b>

**TRS Provider**  
**2004-2005 Rate Calculation**  
**Traditional Telecommunications Relay Service**

Exhibit 1A

Center ID	Total Minutes Excluding General Assistance	Total Costs \$\$\$	Cost/Minute \$\$\$ (B/A)	Interstate Conversation Minutes	Interstate Costs \$\$\$ (CxD)
<b>2005</b>					
1	5,792,576	\$8,944,348	\$1.5441	1,345,268	\$2,077,235
2	462,611	\$794,842	\$1.7182	107,434	\$184,590
3	2,395,695	\$4,013,912	\$1.6755	556,376	\$932,190
4	1,779,672	\$2,674,307	\$1.5027	413,305	\$621,071
5	4,462,302	\$6,281,412	\$1.4077	1,036,308	\$1,458,771
6	1,030,094	\$1,616,067	\$1.5689	239,226	\$375,311
7	2,303,692	\$3,289,072	\$1.4277	535,001	\$763,842
8	5,498,415	\$9,025,949	\$1.6416	1,011,158	\$1,659,871
9	7,173,071	\$7,321,510	\$1.0207	1,217,121	\$1,242,308
10	39,437	\$547,707	\$13.8882	8,017	\$111,347
11	13,735,049	\$15,236,317	\$1.1093	2,425,643	\$2,690,770
12	8,753,650	\$9,720,573	\$1.1105	1,441,286	\$1,600,490
13	2,494,831	\$6,180,221	\$2.4772	559,414	\$1,385,786
14	2,209,453	\$2,766,671	\$1.2522	381,014	\$477,105
15	9,169,416	\$10,313,613	\$1.1248	1,538,587	\$1,730,578
16	6,727,495	\$7,613,770	\$1.1317	956,502	\$1,082,511
17	3,474,108	\$3,736,780	\$1.0756	541,039	\$581,946
18	10,101,126	\$9,997,370	\$0.9897	1,741,255	\$1,723,369
19	3,129,113	\$5,348,905	\$1.7094	472,257	\$807,276
20	9,020,896	\$9,749,965	\$1.0808	1,339,346	\$1,447,592
21	3,854,715	\$5,643,071	\$1.4639	626,054	\$916,505
22	263,720	\$806,195	\$3.0570	42,596	\$130,216
23	2,389,452	\$3,156,566	\$1.3210	299,188	\$395,240
24	2,038,429	\$3,486,453	\$1.7104	321,521	\$549,918
25	3,606,003	\$4,538,583	\$1.2586	566,347	\$712,815
26	1,727,172	\$1,821,120	\$1.0544	298,217	\$314,438
27	1,822,909	\$4,360,800	\$2.3922	302,314	\$723,202
<b>Total</b>	<b>115,455,102</b>	<b>\$148,986,099</b>		<b>20,321,795</b>	<b>\$26,696,296</b>

**TRS Provider  
2004-2005 Rate Calculation  
Internet Protocol Relay Service**

Exhibit 1B

Center ID	A Total IP Minutes Excluding Gen'l Assistance	B Total Costs \$\$\$	C Cost/Minute \$\$\$  (B/A)	D Total IP Minutes Excl. Gen'l Assist. & Int'l	E IP Costs \$\$\$  (CxD)
<b>2004</b>					
1	2,263,877	\$3,326,261	\$1 4693	2,221,102	\$3,263,413
2	3,377,753	\$4,811,105	\$1 4244	3,313,949	\$4,720,226
3	768,368	\$1,331,988	\$1 7335	753,762	\$1,306,668
4	345,946	\$727,782	\$2 1037	339,532	\$714,289
5	1,678,409	\$2,550,079	\$1 5193	1,646,611	\$2,501,767
6	1,388,471	\$2,155,367	\$1 5523	1,362,250	\$2,114,663
7	4,949,567	\$6,951,495	\$1 4045	4,855,503	\$6,819,385
8	478,000	\$598,117	\$1 2513	478,000	\$598,117
9	9,552,506	\$15,093,801	\$1 5801	8,733,841	\$13,800,238
10	357,001	\$519,568	\$1 4554	345,811	\$503,282
11	5,065,123	\$6,457,535	\$1 2749	4,971,026	\$6,337,571
12	5,950,000	\$6,887,018	\$1 1575	5,750,803	\$6,656,451
13	253,583	\$436,755	\$1 7223	210,537	\$362,615
14	110,081	\$134,727	\$1 2239	101,612	\$124,362
15	116,490	\$274,766	\$2 3587	103,057	\$243,081
16	855,798	\$922,348	\$1 0778	817,825	\$881,422
17	704,773	\$774,206	\$1 0985	682,280	\$749,497
18	485,290	\$587,277	\$1 2102	467,537	\$565,793
19	7,841,216	\$9,206,190	\$1 1741	7,273,011	\$8,539,074
20	220,369	\$244,759	\$1 1107	203,483	\$226,004
21	667,379	\$683,206	\$1 0237	623,267	\$638,048
22	2,882,729	\$2,906,570	\$1 0083	2,840,886	\$2,864,381
23	1,282,382	\$1,408,609	\$1 0984	1,277,073	\$1,402,777
<b>TOTAL</b>	<b>51,595,111</b>	<b>\$68,989,529</b>		<b>49,372,758</b>	<b>\$65,933,125</b>

<b>2005</b>					
1	2,772,620	\$4,359,433	1 5723	2,720,007	\$4,276,709
2	4,135,430	\$6,352,040	1 5360	4,056,951	\$6,231,496
3	946,592	\$1,684,580	1 7796	928,626	\$1,652,607
4	424,765	\$873,511	2 0565	416,876	\$857,288
5	2,060,489	\$3,318,716	1 6106	2,021,377	\$3,255,720
6	1,699,249	\$2,788,877	1 6412	1,666,997	\$2,735,944
7	6,096,168	\$9,223,764	1 5130	5,980,469	\$9,048,706
8	728,000	\$849,322	1 1667	728,000	\$849,322
9	9,552,506	\$14,120,558	1 4782	8,733,841	\$12,910,404
10	29,750	\$90,407	3 0389	28,818	\$87,575
11	5,392,373	\$6,955,387	1 2899	5,288,019	\$6,820,785
12	5,950,000	\$7,192,744	1 2089	5,750,803	\$6,951,942
13	304,299	\$528,967	1 7383	252,644	\$439,174
14	132,097	\$169,173	1 2807	121,934	\$156,158
15	139,786	\$350,323	2 5061	123,667	\$309,927
16	1,026,956	\$1,139,202	1 1093	981,389	\$1,088,655
17	845,726	\$963,233	1 1389	818,735	\$932,492
18	582,347	\$671,601	1 1533	561,044	\$647,033
19	9,409,458	\$10,705,925	1 1378	8,727,613	\$9,930,133
20	264,442	\$306,809	1 1602	244,179	\$283,300
21	800,854	\$840,235	1 0492	747,920	\$784,698
22	3,459,275	\$3,522,264	1 0182	3,409,064	\$3,471,139
23	1,538,857	\$1,699,036	1 1041	1,532,487	\$1,692,003
<b>TOTAL</b>	<b>58,292,039</b>	<b>\$78,706,107</b>		<b>55,841,460</b>	<b>\$75,413,208</b>

## TRS Provider 2004 - 2005 Rate Calculation Combined Traditional TRS & IP Relay Service

	Trad TRS Interstate Conversation Minutes	IP Conversation Minutes	Trad TRS Interstate Costs \$\$\$	IP Interstate Costs \$\$\$	Average Cost Per Interstate Minute			
					TRS	IP	TRS & IP	
2004 TOTALS	22,115,386	49,372,758	\$28,459,819	\$65,933,125	2004	\$1.287	\$1.335	\$1.320
2005 TOTALS	20,321,795	55,841,460	\$26,696,296	\$75,413,208	2005	\$1.314	\$1.350	\$1.341
ANNUAL TOTALS	42,437,181	105,214,218	\$55,156,115	\$141,346,333	TOTAL	\$1.300	\$1.343	\$1.331
<b>TOTAL TRS &amp; IP</b>	<b>MINUTES</b>	<b>147,651,399</b>	<b>COSTS</b>	<b>\$196,502,448</b>				
DIVIDE TOTAL TRS AND IP MINUTES AND COSTS								
By 2 for the 2004-2005 average		73,825,700		\$98,251,224				
Average Cost per Interstate Minute		= $\frac{\text{Total Interstate Costs}}{\text{Total Interstate Minutes}}$						1.331

Average Cost Per Interstate Minute\*Rate of Return on Working Capital (1.4%) = 1.349

**REIMBURSEMENT RATE FOR TRADITIONAL INTERSTATE TRS  
AND INTERNET PROTOCOL (IP) MINUTES  
FOR JULY 2004 - JUNE 2005 = \$1.349**

**TRS Provider**  
**2004-2005 Rate Calculation**  
**Speech to Speech Relay Service**

Center ID	Total Minutes Excluding General	Total Costs \$\$\$	Cost/Minute \$\$\$	Interstate Conversation Minutes	Interstate Costs \$\$\$
<b>2004</b>					
1	1,120	\$1,602	\$1 4304	131	\$188
2	1,595	\$2,140	\$1 3417	260	\$349
3	224,696	\$304,618	\$1 3557	47,723	\$64,698
4	7,453	\$10,749	\$1 4422	1,667	\$2,405
5	2,093	\$3,152	\$1.5060	390	\$587
6	2,200	\$3,422	\$1 5555	220	\$342
7	453	\$1,221	\$2 6954	78	\$209
8	2,454	\$3,459	\$1 4095	215	\$303
9	19,371	\$27,709	\$1 4304	2,168	\$3,101
10	182,764	\$279,337	\$1 5284	17,633	\$26,950
11	79,650	\$124,614	\$1 5645	20,108	\$31,460
<b>TOTAL</b>	<b>523,849</b>	<b>\$762,023</b>		<b>90,594</b>	<b>\$130,592</b>
<b>2005</b>					
1	1,399	\$1,934	\$1 3824	164	\$226
2	1,994	\$2,584	\$1 2959	325	\$421
3	280,870	\$372,711	\$1 3270	59,655	\$79,161
4	9,315	\$13,397	\$1 4382	2,083	\$2,996
5	2,617	\$3,686	\$1 4085	488	\$688
6	2,750	\$4,285	\$1 5582	275	\$428
7	567	\$1,580	\$2 7866	97	\$270
8	3,068	\$4,256	\$1 3872	269	\$373
9	24,212	\$34,306	\$1 4169	2,709	\$3,839
10	183,661	\$292,698	\$1 5937	17,723	\$28,244
11	42,806	\$62,302	\$1 4555	10,807	\$15,729
<b>TOTAL</b>	<b>553,259</b>	<b>\$793,739</b>		<b>94,593</b>	<b>\$132,374</b>

2004 Total	523,849	\$762,023		90,594	\$130,592
2005 Total	553,259	\$793,739		94,593	\$132,374
<b>TOTAL</b>	<b>1,077,108</b>	<b>\$1,555,762</b>		<b>185,187</b>	<b>\$262,966</b>

Divide by 2 for the average of the 2 years 92,593      \$131,483

Average cost per interstate minute = Total Interstate Costs/Total Interstate Minutes \$1.420

Average cost per interstate minute\*Rate of Return on Working Capital (1.4%) = \$1.440

<b>REIMBURSEMENT RATE PER STS INTERSTATE MINUTES</b> <b>FOR JULY 2004 - JULY 2005 =</b> <span style="float: right;"><b>\$1.440</b></span>
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**TRS FUND PERFORMANCE**  
(Actuals, July 26, 1993 thru April 15, 2004)

Date	Receivables	Collections	Refunds	Receivables Due	Expenses	Interest Income	Payment Obligations	Disbursements
<b>1993 Totals</b>	\$19,152,480	\$17,349,362	\$16,850	\$1,819,968	\$490,356	\$66,898	\$9,860,150	\$5,529,230
<b>1994 Totals</b>	\$31,532,185	\$32,111,847	\$8,415	\$1,248,721	\$435,377	\$797,267	\$26,830,588	\$26,462,271
<b>1995 Totals</b>	\$19,770,711	\$20,818,552	\$18,214	\$219,094	\$284,535	\$1,004,836	\$23,734,261	\$24,163,682
<b>1996 Totals</b>	\$26,258,425	\$24,631,915	\$4,051	\$1,849,655	\$328,700	\$624,800	\$36,034,602	\$33,124,807
<b>1997 Totals</b>	\$48,755,747	\$49,581,125	\$36,855	\$1,061,132	\$298,800	\$780,900	\$36,689,286	\$36,110,944
<b>1998 Totals</b>	\$41,615,847	\$40,668,284	\$32,048	\$2,040,743	\$388,500	\$1,355,000	\$38,318,914	\$38,993,717
<b>1999 Totals</b>	\$38,745,304	\$39,871,369	\$33,129	\$947,807	\$348,100	\$1,306,400	\$43,349,529	\$40,028,914
<b>2000 Totals</b>	\$42,563,365	\$41,432,059	\$144,878	\$2,223,991	\$464,400	\$1,724,900	\$48,251,760	\$45,832,004
<b>2001 Totals</b>	\$59,736,853	\$60,123,734	\$488,031	\$2,325,141	\$527,400	\$1,079,800	\$61,702,063	\$49,065,431
<b>2002</b>	<b>\$64,191,919</b>	<b>\$64,801,231</b>	<b>\$393,238</b>	<b>\$2,109,067</b>	<b>\$538,250</b>	<b>\$711,950</b>	<b>\$65,706,337</b>	<b>\$61,007,585</b>
1/02	\$4,624,260	\$4,804,730		\$2,144,671	\$24,500	\$60,000	\$4,403,105	\$3,807,991
2/02	\$4,221,299	\$4,505,791	\$160,259	\$2,020,438	\$24,500	\$53,100	\$4,440,844	\$3,784,268
3/02	\$4,148,898	\$4,488,175	\$837	\$1,681,998	\$59,000	\$60,100	\$4,478,941	\$4,133,682
4/02	\$4,196,983	\$3,939,021	\$3,953	\$1,943,913	\$27,500	\$58,100	\$4,517,410	\$3,785,441
5/02	\$3,899,265	\$4,127,880	\$1,664	\$1,716,962	\$50,200	\$59,500	\$5,033,110	\$3,934,099
6/02	\$4,126,138	\$4,097,222	\$16	\$1,745,894	\$34,100	\$54,600	\$5,076,228	\$6,012,807
7/02	\$18,062,296	\$11,785,249	\$6,446	\$8,029,387	\$37,200	\$56,700	\$5,119,756	\$5,338,790
8/02	\$4,081,020	\$8,139,624		\$3,970,783	\$75,200	\$68,200	\$5,576,577	\$4,753,840
9/02	\$3,743,989	\$5,096,364	\$1,338	\$2,619,746	\$43,100	\$67,400	\$6,753,566	\$6,006,073
10/02	\$4,816,022	\$4,205,735	\$25	\$3,230,058	\$72,500	\$68,100	\$6,761,290	\$6,169,782
11/02	\$4,449,936	\$4,948,321	\$214,690	\$2,946,363	\$42,250	\$56,750	\$6,768,903	\$5,885,236
12/02	\$3,821,813	\$4,663,119	\$4,010	\$2,109,067	\$48,200	\$49,400	\$6,776,608	\$7,395,576
1/03	\$4,228,633	\$3,830,808	\$2,207	\$2,509,099	\$25,526	\$46,489	\$6,784,409	\$6,653,015
2/03	\$4,166,273	\$4,148,381	\$157,478	\$2,684,469	\$27,641	\$39,206	\$6,792,308	\$7,215,158
3/03	\$4,163,180	\$4,805,330	\$8,107	\$2,050,426	\$26,100	\$38,047	\$6,800,308	\$8,245,028
4/03	\$4,170,477	\$4,207,329	\$89,083	\$2,102,657	\$25,669	\$31,982	\$6,808,414	\$8,067,475
5/03	\$3,472,351	\$4,397,523	\$503,202	\$1,680,687	\$25,234	\$26,566	\$10,255,358	\$10,416,766
6/03	\$4,199,403	\$4,100,168	\$5,549	\$1,785,471	\$25,236	\$16,115	\$10,372,850	\$10,949,675
7/03	\$56,381,993	\$20,194,867	\$732	\$37,973,329	\$81,988	\$11,557	\$10,494,673	\$11,119,852
8/03	-\$24,458,140	\$9,581,242	\$0	\$3,933,947	\$38,764	\$18,367	\$10,620,943	\$12,133,877
9/03	\$8,094,490	\$9,177,667	\$0	\$2,850,770	\$48,933	\$15,016	\$7,729,458	\$9,910,314
10/03	\$8,223,382	\$9,171,729	\$3,972	\$1,906,395	\$36,763	\$13,657	\$7,804,266	\$9,891,955
11/03	\$8,258,958	\$8,500,375	\$5,440	\$1,670,418	\$29,330	\$11,938	\$7,882,139	\$10,297,791
12/03	\$8,812,423	\$8,354,678	\$72,696	\$2,200,859	\$48,841	\$7,453	\$7,963,249	\$11,721,055
<b>2003</b>	<b>\$89,713,423</b>	<b>\$90,470,097</b>	<b>\$848,466</b>	<b>\$2,200,859</b>	<b>\$440,025</b>	<b>\$276,393</b>	<b>\$100,308,375</b>	<b>\$116,621,961</b>
1/04	\$8,317,509	\$8,777,331	\$3,074	\$1,744,111	\$33,077	\$6,610	\$8,047,339	\$11,031,842
2/04	\$8,262,000	\$8,706,241	-\$1,707	\$1,298,163	\$36,321	\$7,904	\$8,134,791	\$12,666,878
3/04	\$27,515,854	\$26,581,726	-\$205	\$1,962,106	\$49,049	\$8,357	\$13,159,329	\$14,010,082
4/04	\$20,224,437	\$11,093,272	\$113,160	\$11,206,431			\$14,142,064	\$13,263,383
<b>2004</b>	<b>\$64,319,800</b>	<b>\$55,158,570</b>	<b>\$114,322</b>	<b>\$11,206,431</b>	<b>\$118,447</b>	<b>\$22,871</b>	<b>\$43,483,523</b>	<b>\$50,972,185</b>
<b>Totals</b>	<b>\$546,356,059</b>	<b>\$537,018,145</b>	<b>\$2,138,497</b>	<b>\$11,206,431</b>	<b>\$4,662,890</b>	<b>\$9,752,015</b>	<b>\$534,269,388</b>	<b>\$527,912,731</b>

**MISCELLANEOUS FUND STATISTICS**

# of FCC 499A forms used to calculate TRS base: 3,741 Forms + 367 Non-Responders

2003 End user interstate & int'l revenues: \$81,190,069,200

Number of TRS/IP/STS/VRS providers currently receiving reimbursement: 10

**Traditional TRS Interstate Minutes  
Fund Requirements For January 1, 2001 Thru June 30, 2005**

Date	Actual Reported Minutes	Interstate Minutes (IS)	Toll Free Minutes (TF)	900 Min.	Intern'l Min. (IN)	IS+TF+900+IN Minutes	Disbursements	
2001	35,583,645	16,209,950	19,365,666	8,029	0	35,583,645	\$49,639,185	
2002	30,332,278	12,801,690	17,527,658	2,930	0	30,332,278	\$47,083,892	
Jan 2003	2,351,852	1,013,405	1,338,161	286	0	2,351,852	\$3,593,630	
Feb	2,091,286	900,637	1,178,605	237	11,807	2,091,286	\$3,195,485	
Mar	2,275,286	1,001,495	1,247,854	105	25,832	2,275,286	\$3,476,637	
Apr	2,157,993	949,919	1,199,119	100	8,855	2,157,993	\$3,297,413	
May	2,170,607	968,758	1,191,682	62	10,105	2,170,607	\$3,316,687	
June	2,174,011	969,994	1,191,480	64	12,473	2,174,011	\$3,321,889	
July	2,233,918	997,002	1,223,898	127	12,891	2,233,918	\$3,056,000	
Aug	2,172,890	989,894	1,169,523	248	13,225	2,172,890	\$2,972,514	
Sept	2,117,469	922,523	1,182,969	110	11,867	2,117,469	\$2,896,698	
Oct	2,121,486	914,868	1,194,209	62	12,347	2,121,486	\$2,902,193	
Nov	1,974,131	912,381	1,050,120	88	11,542	1,974,131	\$2,700,611	
Dec	2,112,687	948,060	1,153,695	178	10,754	2,112,687	\$2,890,156	
2003	25,953,616	11,488,936	14,321,315	1,667	141,698	25,953,616	\$37,619,912	
Jan 2004	2,188,805	936,041	1,241,936	67	10,761	2,188,805	\$2,994,285	
Feb	1,987,706	850,220	1,128,304	49	9,133	1,987,706	\$2,719,182	
Date	Projected Minutes	Projected Interstate	Projected Toll Free	Proj. 900	Intern'l Minutes	Total Projected	Projected Payment Obligations	
(Growth Rate - .007)							(Proj Mn *1.368)	
Mar	1,973,792	0	0	0	0	0	\$2,700,147	
Apr	1,959,976	0	0	0	0	0	\$2,681,247	
May	1,946,256	0	0	0	0	0	\$2,662,478	
June	1,932,632	0	0	0	0	0	\$2,643,841	
Date	Projected Minutes	Providers' Projection	Projected Interstate	Projected Toll Free	Proj. 900	Intern'l Minutes	Total Projected	Projected Payment Obligations
(Growth Rate - .007)							(Proj Mn *1.349)	
July 2004	1,919,104		0	0	0	0	0	\$2,588,871
Aug	1,905,670		0	0	0	0	0	\$2,570,749
Sept	1,892,330		0	0	0	0	0	\$2,552,753
Oct	1,879,084		0	0	0	0	0	\$2,534,884
Nov	1,865,930		0	0	0	0	0	\$2,517,140
Dec	1,852,869		0	0	0	0	0	\$2,499,520
Jan 2005	1,839,899		0	0	0	0	0	\$2,482,023
Feb	1,827,019		0	0	0	0	0	\$2,464,649
March	1,814,230		0	0	0	0	0	\$2,447,397
April	1,801,531		0	0	0	0	0	\$2,430,265
May	1,788,920		0	0	0	0	0	\$2,413,253
June	1,776,397		0	0	0	0	0	\$2,396,360
22,162,983		*22,115,386	0	0	0	0	0	\$29,897,864
7/04-6/05		Exh 1 A 2004 Minutes						

**Internet Protocol Minutes  
Fund Requirements For April 22, 2003 Thru June 30, 2005**

Date	Actual Reported Minutes	Non Int'l Minutes	Int'l Minutes	900 Min.	Toll Free Minutes	IP Minutes	Disbursements	
<b>2002</b>	<b>9,339,633</b>	0	0	0	0	<b>9,339,633</b>	<b>\$21,152,204</b>	
Jan 2003	1,589,182	1,277,167	21,201	1	290,813	1,589,182	\$2,428,270	
Feb	1,673,183	1,402,237	0	0	270,946	1,673,183	\$2,556,624	
Mar	2,721,080	2,085,421	173,572	0	462,087	2,721,080	\$4,157,810	
Apr	3,075,048	2,465,507	0	0	609,541	3,075,048	\$4,698,673	
May	2,972,948	2,546,974	(173,327)	0	599,301	2,972,948	\$4,542,665	
June	3,387,013	2,711,734	0	0	675,279	3,387,013	\$5,175,356	
July	3,630,327	2,901,240	0	0	729,087	3,630,327	\$4,966,287	
Aug	3,636,191	2,947,005	0	0	689,186	3,636,191	\$4,974,309	
Sept	4,004,030	3,268,730	0	0	735,300	4,004,030	\$5,477,513	
Oct	4,385,261	3,639,084	0	0	746,177	4,385,261	\$5,999,037	
Nov	4,423,357	3,569,636	0	0	853,721	4,423,357	\$6,051,152	
Dec	4,954,794	3,931,959	564,367	0	458,468	4,954,794	\$6,778,158	
<b>2003</b>	<b>40,452,414</b>	<b>32,746,694</b>	<b>585,813</b>	<b>1</b>	<b>7,119,906</b>	<b>40,452,414</b>	<b>\$57,805,855</b>	
Jan 2004	5,325,009	4,275,946	0	0	1,049,063	5,325,009	\$7,284,612	
Feb	4,666,086	3,860,122	0	0	805,964	4,666,086	\$6,383,206	
Mar	5,235,048	4,233,239	0	0	1,001,809	5,235,048	\$7,161,546	
Date	Projected Minutes	Providers' Projection	Non Int'l Minutes	Int'l Minutes	900 Min.	Toll Free Minutes	Total Projected	Projected Payment Obligations
(Projection based on average increase in monthly minutes between 2/03-12/03, excl 3/03 - 209,497)								(Proj Min *1368)
Apr	5,444,545		0	0	0	0	5,444,545	\$7,448,138
May	5,654,042		0	0	0	0	5,654,042	\$7,734,729
June	5,863,539		0	0	0	0	5,863,539	\$8,021,321
Date	Projected Minutes	Providers' Projection	Non Int'l Minutes (IS)	Int'l Minutes (IN)	900 Min.	Toll Free Minutes	Total Projected	Projected Payment Obligations
(Projection based on average increase in monthly minutes between 2/03-12/03, excl 3/03 - 209,497)								(Proj Min*1349)
July 2004	6,073,036		0	0	0	0	6,073,036	\$8,192,526
Aug	6,282,533		0	0	0	0	6,282,533	\$8,475,137
Sept	6,492,030		0	0	0	0	6,492,030	\$8,757,748
Oct	6,701,527		0	0	0	0	6,701,527	\$9,040,360
Nov	6,911,024		0	0	0	0	6,911,024	\$9,322,971
Dec	7,120,521		0	0	0	0	7,120,521	\$9,605,583
Jan 2005	7,330,018		0	0	0	0	7,330,018	\$9,888,194
Feb	7,539,515		0	0	0	0	7,539,515	\$10,170,806
Mar	7,749,012		0	0	0	0	7,749,012	\$10,453,417
Apr	7,958,509		0	0	0	0	7,958,509	\$10,736,029
May	8,168,006		0	0	0	0	8,168,006	\$11,018,640
June	8,377,503		0	0	0	0	8,377,503	\$11,301,252
<b>Totals</b>	<b>86,703,234</b>	<b>*55,841,460</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>86,703,234</b>	<b>\$116,962,663</b>
	7/04-6/05	*Exh 1 B 2005 Projected Minutes						

**Speech to Speech Interstate Minutes  
Fund Requirements For March 1, 2001 Thru June 30, 2005**

Exhibit 2  
Page 2C of 6

Date	Actual Reported Minutes	Interstate Minutes (IS)	Toll Free (TF) Minutes	900 Min	Intern'l Minutes	IS+TF+900+Intern'l Minutes	Disbursements	
2001	74,448	21,118	53,330	0	0	74,448	240,218	
2002	88,920	29,586	59,311	23	0	88,920	284,954	
Jan 2003	9,778	2,987	6,791	0	0	9,778	\$39,552	
Feb	7,843	1,446	6,397	0	0	7,843	\$31,725	
Mar	10,569	3,997	6,572	0	0	10,569	\$42,752	
Apr	9,135	2,268	6,866	0	1	9,135	\$36,951	
May	7,908	2,178	5,728	0	2	7,908	\$31,988	
June	7,746	2,031	5,681	0	34	7,746	\$31,333	
July	9,415	3,498	5,854	0	63	9,415	\$23,020	
Aug	9,869	2,890	6,978	1	0	9,869	\$24,130	
Sept	8,966	2,904	6,049	11	2	8,966	\$21,922	
Oct	10,260	1,785	8,447	11	17	10,260	\$25,086	
Nov	11,708	5,406	6,241	29	32	11,708	\$28,626	
Dec	16,100	6,739	9,287	46	28	16,100	\$39,365	
2003	119,297	38,129	80,891	98	179	119,297	\$376,448	
Jan 2004	12,182	3,917	8,221	6	38	12,182	\$29,785	
Feb	8,762	2,039	6,714	9	0	8,762	\$21,423	
Date	Projected Minutes	Providers' Projection	Projected Interstate Minutes	Projected Toll Free Minutes	Proj. 900 Min.	Intern'l Minutes	Projected IS+TF+900 Minutes	Projected Payment Obligations
(Industry growth rate: .0365/mo.)								(Proj Min.*2.445)
Mar	9,121		2,113	6,959	9	39	9,121	\$22,301
April	9,454		2,191	7,213	10	41	9,454	\$23,115
May	9,799		2,271	7,476	10	42	9,799	\$23,959
June	10,157		2,353	7,749	10	44	10,157	\$24,834
Date	Projected Minutes	Providers' Projection	Projected Interstate Minutes	Projected Toll Free Minutes	Proj. 900 Min.	Intern'l Minutes	Projected IS+TF+900 Minutes	Projected Payment Obligations
(Industry growth rate: .0365/mo.)								(Proj Min.*1.440)
July 2004	10,528		2,439	8,032	11	45	10,528	\$15,160
Aug	10,912		2,528	8,325	11	47	10,912	\$15,713
Sept	11,310		2,621	8,629	12	49	11,310	\$16,287
Oct	11,723		2,716	8,944	12	51	11,723	\$16,881
Nov	12,151		2,815	9,271	12	52	12,151	\$17,497
Dec	12,594		2,918	9,609	13	54	12,594	\$18,136
Jan 2005	13,054		3,025	9,960	13	56	13,054	\$18,798
Feb	13,531		3,135	10,323	14	58	13,531	\$19,484
Mar	14,024		3,250	10,700	14	61	14,024	\$20,195
April	14,536		3,368	11,091	15	63	14,536	\$20,932
May	15,067		3,491	11,495	15	65	15,067	\$21,696
June	15,617		3,618	11,915	16	67	15,617	\$22,488
<b>Totals</b>	<b>155,047</b>	<b>*92,593</b>	<b>35,925</b>	<b>118,293</b>	<b>159</b>	<b>670</b>	<b>155,047</b>	<b>\$223,267</b>
7/04 - 6.05		*Exh 1 D Avg '04/'05 minutes						

**Video Relay Service Minutes  
Fund Requirements For January 1, 2002 Thru June 30, 2005**

Exhibit 2  
Page 2D of 6

Date	Actual Reported Minutes	Intrastate Min. (IN)	Interstate Min. (IS)	Toll Free Min. (TF)	900 Min.	Intern'l Min.	IN+IS+TF + 900 Min.	Disburse- ments	
2002	530,053	204,272	158,707	167,068	6	0	530,053	\$9,034,753	
Jan 2003	128,114	44,961	44,130	35,565	3	3,455	128,114	\$2,183,575	
Feb	133,985	45,037	50,129	38,426	0	393	133,985	\$2,283,640	
Mar	160,735	54,777	56,013	48,971	3	971	160,735	\$2,739,567	
April	171,124	56,924	61,390	51,990	4	816	171,124	\$2,916,637	
May	189,422	8,248	136,409	42,873	0	1,892	189,422	\$3,228,509	
June	211,529	13,467	117,080	70,428	856	9,698	211,529	\$3,605,300	
July	240,370	21,767	136,026	79,931	0	2,646	240,370	\$1,863,108	
Aug	247,913	30,872	134,450	78,872	18	3,701	247,913	\$1,921,574	
Sept	290,724	44,906	151,006	85,368	0	9,444	290,724	\$2,253,402	
Oct	360,565	65,446	185,327	106,968	0	2,824	360,565	\$2,794,739	
Nov	327,652	60,225	159,333	105,433	0	2,661	327,652	\$2,251,452	
Dec	381,783	74,303	175,686	127,118	0	4,676	381,783	\$2,959,200	
2003	2,843,916	520,933	1,406,979	871,943	884	43,177	2,843,916	\$31,000,704	
Jan 2004	477,539	99,552	211,741	156,816	14	9,416	477,539	\$3,701,405	
Feb	534,536	122,714	228,502	176,010	0	7,310	534,536	\$4,143,189	
March	709,717	0	0	0	0	0	709,717	\$5,501,016	
Date	Projected Minutes	Providers' Projection	Projected Intrastate	Projected Interstate	Projected Toll Free	Proj 900	Intern'l Min	Total Projected	Projected Payment Obligations
(Projection based on average increase in monthly minutes between 8/03-3/04 - 57,726)									
Apr	767,443		0	0	0	0	0	0	\$5,948,451
May	825,170		0	0	0	0	0	0	\$6,395,893
June	882,897		0	0	0	0	0	0	\$6,843,335
Date	Projected Minutes	Providers' Projection	Projected Intrastate	Projected Interstate	Projected Toll Free	Proj 900	Intern'l Min	Total Projected	Projected Payment Obligations
(Projection based on average increase in monthly minutes between 8/03-3/04 - 57,726)									
July 2004	940,623		0	0	0	0	0	0	\$6,859,964
Aug	998,350		0	0	0	0	0	0	\$7,280,967
Sept	1,056,077		0	0	0	0	0	0	\$7,701,970
Oct	1,113,804		0	0	0	0	0	0	\$8,122,973
Nov	1,171,531		0	0	0	0	0	0	\$8,543,976
Dec	1,229,258		0	0	0	0	0	0	\$8,964,979
Jan 2005	1,286,985		0	0	0	0	0	0	\$9,385,982
Feb	1,344,712		0	0	0	0	0	0	\$9,806,985
Mar	1,402,439		0	0	0	0	0	0	\$10,227,988
April	1,460,166		0	0	0	0	0	0	\$10,648,991
May	1,517,893		0	0	0	0	0	0	\$11,069,994
June	1,575,620		0	0	0	0	0	0	\$11,490,997
<b>Totals</b>	<b>15,097,458</b>	<b>*8,864,367</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>\$110,105,761</b>
	7/04-6/05	*Exh. 1 E 2005 Projected Minutes							

**TRS FUND PERFORMANCE AND PROJECTIONS**  
(July 26, 1993 thru June 30, 2005)

Exhibit 2  
Page 3 of 6

Date	Receivables	Collections	Refunds	Receivables Due	Expenses	Interest Income	Payment Obligations	Disbursements
<b>2000 Totals</b>	<b>\$42,563,365</b>	<b>\$41,432,059</b>	<b>\$144,878</b>	<b>\$2,223,991</b>	<b>\$464,400</b>	<b>\$1,724,900</b>	<b>\$48,251,759</b>	<b>\$45,833,004</b>
<b>2001 Totals</b>	<b>\$59,736,853</b>	<b>\$60,123,734</b>	<b>\$488,031</b>	<b>\$2,325,141</b>	<b>\$527,400</b>	<b>\$1,079,800</b>	<b>\$61,702,063</b>	<b>\$49,065,431</b>
<b>2002 Totals</b>	<b>\$64,191,919</b>	<b>\$64,801,231</b>	<b>\$393,238</b>	<b>\$2,109,067</b>	<b>\$538,250</b>	<b>\$711,950</b>	<b>\$65,706,338</b>	<b>\$61,007,585</b>
1/03	4,228,633	3,830,808	2,207	2,509,099	25,256	46,489	6,784,409	6,653,015
2/03	4,166,273	4,148,381	157,478	2,684,469	27,641	39,206	6,792,308	7,215,158
3/03	4,163,180	4,805,330	8,107	2,050,426	26,100	38,047	6,800,308	8,245,028
4/03	4,170,477	4,207,329	89,083	2,102,657	25,996	31,982	6,808,414	8,067,475
5/03	3,472,351	4,397,523	503,202	1,680,687	25,234	26,566	10,255,358	10,416,766
6/03	4,199,403	4,100,168	5,549	1,785,471	25,236	16,115	10,372,850	10,949,675
7/03	56,381,993	20,194,867	752	37,973,349	81,988	11,557	10,494,675	11,119,852
8/03	(24,458,140)	9,581,242	0	3,933,967	38,764	18,367	10,620,943	12,133,877
9/03	8,094,490	9,177,667	0	2,850,790	48,933	15,016	7,729,458	9,909,190
10/03	8,223,382	9,171,729	3,972	1,906,415	36,763	13,657	7,804,266	9,891,955
11/03	8,258,958	8,500,375	5,440	1,670,438	29,330	11,938	7,882,139	10,297,791
12/03	8,812,423	8,354,678	72,696	2,200,879	48,841	7,453	7,963,249	11,721,055
<b>2003 Totals</b>	<b>\$89,713,423</b>	<b>\$90,470,097</b>	<b>\$848,486</b>	<b>\$2,200,879</b>	<b>\$440,082</b>	<b>\$276,393</b>	<b>\$100,308,377</b>	<b>\$116,620,837</b>
1/04	8,317,509	8,777,331	\$3,074	1,744,131	33,077	\$6,610	8,047,339	11,031,842
2/04	8,262,000	8,706,241	-\$1,707	1,298,183	36,321	\$7,904	8,134,791	12,666,878
3/04	27,515,854	26,851,726	-\$205	1,962,106	49,049	\$8,357	13,159,329	14,010,082
4/04	20,224,437	11,093,272	\$113,160	11,206,432	26,516 *	\$58,333 *	14,142,064	13,263,383
5/04	20,224,437 *	15,715,434 *	0 *	15,715,434 *	25,739 *	\$58,333 *	15,385,010 1	15,385,010 1
6/04	20,224,437 *	17,969,936 *	0 *	17,969,936 *	25,741 *	\$58,333 *	16,100,950 1	16,100,950 1
7/04	57,870,540 *	37,920,238 *	0 *	37,920,238 *	83,628 *	\$58,333 *	16,817,059 1	16,817,059 1
8/04	19,290,180 *	28,605,209 *	0 *	28,605,209 *	39,539 *	\$58,333 *	17,533,330 1	17,533,330 1
8/04							17,656,521 2,4	17,656,521 2,4
9/04	19,290,180 *	23,947,694 *	0 *	23,947,694 *	49,912 *	\$58,333 *	18,342,566 2	18,342,566 2
10/04	19,290,180 *	21,618,937 *	0 *	21,618,937 *	37,498 *	\$58,333 *	19,028,758 2	19,028,758 2
11/04	19,290,180 *	20,454,559 *	0 *	20,454,559 *	29,917 *	\$58,333 *	19,715,098 2	19,715,098 2
12/04	19,290,180 *	19,872,369 *	0 *	19,872,369 *	49,818 *	\$58,333 *	20,401,584 2	20,401,584 2
<b>2004 Totals</b>	<b>\$259,090,114</b>	<b>\$241,532,946</b>	<b>\$114,322</b>	<b>\$19,872,369</b>	<b>\$486,754</b>	<b>\$547,868</b>	<b>\$204,464,399</b>	<b>\$211,953,061</b>
1/05	19,290,180 *	19,581,275 *	0 *	19,581,275 *	33,739 *	\$58,333 *	21,088,217 2	21,088,217 2
2/05	19,290,180 *	19,435,727 *	0 *	19,435,727 *	37,047 *	\$58,333 *	21,774,997 2	21,774,997 2
3/05	19,290,180 *	19,362,954 *	0 *	19,362,954 *	50,030 *	\$58,333 *	22,461,924 2	22,461,924 2
4/05	19,290,180 *	19,326,567 *	0 *	19,326,567 *	27,046 *	\$58,333 *	23,148,996 2	23,148,996 2
5/05	19,290,180 *	19,308,373 *	0 *	19,308,373 *	26,253 *	\$58,333 *	23,836,216 2	23,836,216 2
6/05	19,290,180 *	19,299,277 *	0 *	19,299,277 *	26,256 *	\$58,333 *	24,523,583 2	24,523,583 2
7/05							25,211,096 2	25,211,096 2
<b>2005 Totals</b>	<b>115,741,080</b>	<b>116,314,173</b>	<b>0</b>	<b>19,299,277</b>	<b>200,371</b>	<b>349,998</b>	<b>162,045,030</b>	<b>162,045,030</b>
<b>Totals</b> (July 1993 thru June 2005)	<b>\$856,867,453</b>	<b>\$839,706,693</b>	<b>\$2,138,517</b>	<b>\$19,299,277</b>	<b>\$5,231,625</b>	<b>\$10,627,609</b>	<b>\$857,295,308</b>	<b>\$850,937,512</b>

Fund Balance Calculation	
Total Fund	\$856,867,453
NECA Expenses	(\$5,231,625)
Interest Income	\$10,627,609
Payments	(\$850,937,512)
Fund Balance	\$11,325,926

- \* Projected
- 1 Projected Payment Obligation/Disbursement estimates for April 2004 thru August 2004 calculated using \$1 368/interstate TRS and per intrastate and interstate IP minute, \$2 445/interstate STS minute, and \$7 751/intrastate & interstate VRS minutes including Internet VRS minutes
- 2 Projected Payment Obligation/Disbursement estimates for August 2004 thru July 2005 calculated using \$1 349/interstate TRS minute and per intrastate and interstate IP TRS minute, \$1 440/interstate STS minute, and \$7 293/intrastate & interstate VRS minutes including VRS Internet VRS minutes
- 3 If potential funding requirement \$6 5 million disbursed, balance is reduced to \$4,776,995
- 4 To transition to new reimbursement schedule, payment for both June & July 2004 minutes will be made in August

**DETAILED NECA EXPENSES  
(JULY 1993 TO MARCH 2004)  
(000's)**

4/30/2004

Exhibit 3  
Page 1 of 3

CODE	ACTUALS	APR-03	MAY-03	JUN-03	JUL-03	AUG-03	SEP-03	OCT-03	NOV-03	DEC-03	JAN-04	FEB-04	MAR-04	TOTAL	GRAND
SALARIES	571.6	7.2	7.2	6.9	7.6	6.9	7.2	7.6	6.8	13.7	12.2	11.1	12.8	678.8	
OVERTIME	1.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.2	
INCENTIVE PLAN EXPENSE	19.1	0.7	0.7	0.7	0.7	0.7	0.7	0.7	0.7	0.7	1.4	1.4	1.4	29.7	
SALARIES CONTRA	28.1	1.8	(0.6)	2.0	1.4	(0.6)	1.3	(0.3)	(0.3)	(0.4)	(1.2)	(0.9)	(1.2)	29.1	
SALARIES	620.0	9.7	7.3	9.6	9.7	7.0	9.3	8.0	7.2	14.0	12.4	11.6	13.0	738.8	
OVERHEADS	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
OVERHEAD CHURN	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	
OVERHEADS	164.7	2.2	2.2	2.2	2.2	2.2	2.8	2.2	2.0	3.1	4.0	4.0	4.3	198.1	
OVERHEADS CONTRA	0.6	0.5	(0.2)	0.5	0.4	(0.2)	0.4	(0.1)	-0.1	(0.1)	(0.4)	(0.3)	(0.4)	0.6	
OVERHEADS	165.3	2.7	2.0	2.7	2.6	2.0	3.2	2.1	1.9	3.0	3.6	3.7	3.9	198.7	
CONTRACT LABOR	40.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	40.0	
CONTRACT LABOR	40.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	40.0	
TRAVEL	35.9	0.4	0.3	1.3	0.4	0.0	1.6	0.0	0.1	0.0	0.1	0.1	0.2	40.4	
AIR TRAVEL	0.4	0.3	0.3	1.3	0.4	0.0	1.6	0.0	0.1	0.0	0.1	0.1	0.2	40.4	
OTHER TRANSPORTATION	14.1	0.2	0.6	0.6	1.4	0.0	0.3	0.0	0.4	0.0	0.3	0.0	0.0	18.2	
TRAVEL MEALS	5.2	0.0	0.0	0.1	0.1	0.0	0.4	0.0	0.1	0.0	0.0	0.0	0.1	6.0	
LOGGING	18.5	0.2	0.3	0.4	0.1	0.0	0.4	0.0	0.3	0.0	0.0	0.1	0.3	20.7	
OTHER TRAVEL	0.3	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.6	0.9	
TRAVEL	74.0	0.8	1.2	2.4	2.0	0.0	2.7	0.0	0.9	0.3	0.2	0.2	1.5	86.2	
MISCELLANEOUS	5.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	5.7	
EDUCATION REIMBURS	5.7	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	5.7	
TRAINING PROGRAM	5.6	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.2	0.4	0.4	0.0	6.6	
BUSINESS MEETINGS/MEAL	6.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	9.7	
AGENCY FEES	1.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	1.8	
MISCELLANEOUS	-28.8	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	-28.8	
BANKING RELATED EXP.	69.0	0.9	0.9	1.0	0.8	2.4	2.8	1.1	1.0	2.0	1.5	1.5	0.9	85.1	
TASK FORCE EXPENSE	287.9	0.1	9.3	9.3	9.3	0.7	4.1	3.1	0.0	1.4	0.0	0.0	0.0	315.9	
BUSINESS ORGAN FEE	0.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.2	
CONFERENCE & SEMINARS	2.2	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	2.2	
MISCELLANEOUS	349.6	1.0	10.2	10.3	0.8	3.1	6.9	7.9	1.0	3.6	0.4	1.9	0.9	397.6	
CONSULTANTS	14.6	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.2	1.2	28.0	
AUDITING EXTERNAL	14.6	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.1	1.2	1.2	28.0	
CONSULT , DATA COLLECT	393.6	4.9	5.7	4.7	5.1	4.1	4.8	5.1	4.5	5.6	5.6	4.9	6.1	449.1	
CONSULTANTS	408.2	6.0	6.8	5.8	6.2	5.2	5.9	6.2	5.6	6.7	6.7	6.1	7.3	477.1	
SUBTOTAL	1657.1	20.2	27.5	30.8	21.3	17.3	28.0	24.2	16.6	22.0	23.3	23.5	26.6	1938.4	

DETAILED NECA EXPENSES  
(JULY 1993 TO MARCH 2004)  
(000's)

CODE	JUL '93 THRU MAR '03 ACTUALS	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	GRAND TOTAL
	RELOCATION	00	00	00	00	00	00	00	00	00	00	00	00	00
RELOCATION	00	00	00	00	00	00	00	00	00	00	00	00	00	00
RENT	129	04	04	04	04	04	04	04	04	04	05	05	05	180
RENT	129	04	04	04	04	04	04	04	04	04	05	05	05	180
UTILITIES	19	01	01	01	01	01	01	01	01	01	01	01	01	31
UTILITIES	19	01	01	01	01	01	01	01	01	01	01	01	01	31
TELECOMMUTING	02	00	00	00	00	00	00	00	00	00	00	00	00	02
TELEPHONE	14	01	01	01	01	01	01	01	01	01	01	01	01	26
TELEPHONE	16	01	01	01	01	01	01	01	01	01	01	01	01	28
OFFICE EQUIPMENT	00	00	00	00	00	00	00	08	00	00	00	00	00	08
OFFICE EQUIPMENT	00	00	00	00	00	00	00	08	00	00	00	00	00	08
SUPPLIES	18	00	00	00	00	01	00	00	00	00	00	00	00	19
SUPPLIES	18	00	00	00	00	01	00	00	00	00	00	00	00	19
COURIER	36	03	02	01	00	00	04	00	00	01	00	01	01	49
POSTAGE	297	00	00	00	25	08	00	02	01	00	00	00	20	353
POSTAGE	333	03	02	01	25	08	04	02	01	01	00	01	21	402
PRINTING	27	00	00	00	06	00	01	00	00	00	00	00	15	49
PRINTING	27	00	00	00	06	00	01	00	00	00	00	00	15	49
D/P OPERATING EXP.	00	00	00	00	00	00	00	00	00	00	00	00	00	00
D/P OPERATING EXP.	00	00	00	00	00	00	00	00	00	00	00	00	00	00
SOFTWARE	00	00	00	00	00	00	00	00	00	00	00	00	00	00
SOFTWARE	00	00	00	00	00	00	00	00	00	00	00	00	00	00
DATA NETWORK	00	00	00	00	00	00	00	00	00	00	00	00	00	00
DATA NETWORK	00	00	00	00	00	00	00	00	00	00	00	00	00	00
INSURANCE	00	00	00	00	00	00	00	00	00	00	00	00	00	00
INSURANCE	00	00	00	00	00	00	00	00	00	00	00	00	00	00

**DETAILED NECA EXPENSES  
(JULY 1993 TO MARCH 2004)  
(000's)**

**Exhibit 3  
Page 3 of 3**

CODE	JUL '93													GRAND
	THRU	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04	Mar-04	TOTAL
	MAR '03													
ACTUALS														
NET INVESTMENT INCOME														
INTEREST INCOME	-8999.8	00	00	00	00	00	00	00	00	00	00	00	00	-8999.8
LATE PAYMENT CHARGE	-27.6	00	00	00	00	00	00	00	00	00	00	00	00	-27.6
NET INVESTMENT INCOME	-9027.4	00	00	00	00	00	00	00	00	00	00	00	00	-9027.4
DEPRECIATION/AMORT	00	00	00	00	00	00	00	00	00	00	00	00	00	00
DEPRECIATION/AMORT	00	00	00	00	00	00	00	00	00	00	00	00	00	00
TAXES	00	00	00	00	00	00	00	00	00	00	00	00	00	00
TAXES	00	00	00	00	00	00	00	00	00	00	00	00	00	00
COST ALLOCATION														
COST ALLOCATION	2248.4	50	60	80	570	200	200	110	120	50	90	120	180	2431.4
COST ALLOCATION	2248.4	50	60	80	570	200	200	110	120	50	90	120	180	2431.4
INS AMORTIZATION	00	00	00	00	00	00	00	00	00	00	00	00	00	00
INS AMORTIZATION	00	00	00	00	00	00	00	00	00	00	00	00	00	00
TOTAL EXPENSES	-5067.7	261	343	395	820	388	491	368	293	277	330	363	489	-4585.9
MANAGER	58.25	10	10	10	10	10	10	10	10	20	20	20	20	74.25
TOTAL FORCE	58.25	100	100	100	100	100	100	100	100	200	200	200	200	74.25
CONTRACT LABOR	14.07	00	00	00	00	00	00	00	00	00	00	00	00	14.07
TOTAL	72.32	100	100	100	100	100	100	100	100	200	200	200	200	88.32
TRIPS	73	1	1	4	1	0	2	0	0	0	0	1	0	83

## INTERSTATE TRS FUND REQUIREMENTS

(July 2004 thru June 2005)

	Interstate TRS	IP (excl. Int'l)	Interstate STS	All VRS
<b>1. Proposed Reimbursement Rate</b>	<b>\$1.349</b>	<b>\$1.349</b>	<b>\$1.440</b>	<b>\$7.293</b>
<b>2. Projected Minutes</b>	<b>22,162,983</b>	<b>86,703,234</b>	<b>155,047</b>	<b>15,097,458</b>
<b>3. Fund Size</b>				
a. Projected Reimbursement	\$29,897,864	\$116,962,663	\$223,268	\$110,105,761
b. Uncollectible Allowance	\$2,989,786	\$11,696,266	\$22,327	\$11,010,576
c. Fund Requirement	\$32,887,650	\$128,658,929	\$245,594	\$121,116,337
<b>4. TRS/IP/STS/VRS Fund Requirement</b>	<b>\$282,908,511</b>			
a. NECA Administrative Costs	\$600,000			
b. Interest Income	(\$700,000)			
c. Potential funding requirements	\$6,544,190			
d. <b>Total Fund Requirement</b>	<b>\$289,352,701</b>			
<b>5. Total 2003 End User IS Revenues</b>	<b>\$81,190,069,200</b>			
Reported on FCC Form 499-A as of April 26, 2004				
<b>6. Projected Contribution Factor (Item 4d/Item 5)</b>	<b>0.00356</b>			

## Interstate Telecommunications Relay Service (TRS) Fund 2004 - 2005 Monthly Schedule for Reporting Minutes and Associated Disbursement Dates

Includes TRS, Internet Protocol (IP), Speech to Speech (STS) and Video Relay Services (VRS)

<u>Data Month</u>	<u>Adjustment Months</u>	<u>Reporting Dates</u>	<u>Disbursement Dates</u>	<u>Definitions</u>
<b><u>2004</u></b>		<b>No Later Than*</b>		
July	April, May, June	August 20	August 27	<b>Reporting Date:</b> Date reports are due (15th work day of the month)
August	May, June, July	September 22	September 29	
September	June, July, August	October 21	October 28	
October	July, August, September	November 19	November 29	
November	August, September, October	December 21	December 29	
December	September, October, November	January 24, 2005	January 31, 2005	

**Reporting Date:**

Date reports are due  
(15th work day of the month)

**Data Month:**

Calendar month for which data  
is to be reported

**2005**

January	October, November, December	February 22	February 28	<b>Adjustment Months:</b> Prior data months for which corrections can be submitted
February	November, December, January	March 21	March 28	
March	December, January, February	April 21	April 28	
April	January, February, March	May 20	May 27	
May	February, March, April	June 21	June 28	
June	March, April, May	July 21	July 28	

**Adjustment Months:**

Prior data months for which  
corrections can be submitted

**Disbursement Date:**

Date payment will be issued  
for data being reported  
(20th work day of month)

\* Contingent upon sufficient funds and data processing time requirements

Questions should be addressed to the  
NECA TRS Administrator on 973-884-8063

## **12. APPENDICES**

**A.) TRS Provider Data Collection Form and Instructions, September 2003**

**B.) Interstate TRS Advisory Council Information**

**Exhibit 1 Interstate TRS Advisory Council Membership List**

**Exhibit 2 Interstate TRS Advisory Council Meeting Minutes**

April 22, 2003

September 4, 2003



80 South Jefferson Road • Whippany, NJ 07981

**Maripat Brennan**  
Manager  
TRS and NBANC Fund Administration

Voice: 973-884-8063  
Fax: 973-560-4434  
E-mail: mbrenna@neca.org

September 30, 2003

**TO: Providers of Telecommunications Relay Service (TRS), Internet Protocol Relay Service (IP), Speech-to-Speech Relay Service (STS), and Video Relay Service (VRS) and VRS Sub-Contractors**

**SUBJECT: Annual Relay Services Center Data Request, distributed via email only**

Federal Communications Commission (FCC) rules require NECA, as TRS Fund Administrator, to collect data annually from all providers of TRS and related relay services. This data is used to determine the total cost of providing relay services and to develop the reimbursement rate per completed minute to be paid to providers for traditional TRS interstate minutes, STS interstate minutes, and all IP and VRS minutes. Eventually, after the carriers' end-user revenue data is collected on the FCC Form 499A on April 1, both sets of data will be used to calculate the carriers' contribution factor.

The Center Data Request is designed to gather both actual and projected data to assure that the rate per minute calculations most accurately reflect the costs and demand for interstate TRS and STS services and intrastate and interstate IP and VRS service. Even though VRS sub-contractors will be providing cost and demand data to NECA directly, VRS providers' data should also include their sub-contractors' data. **Please complete the attached Relay Services Center Data Request for each center that you operate and return the form(s) to NECA as noted on the instructions by January 5, 2004.**

All data provided in the Center Data Request is treated as proprietary and confidential. Individual center cost and demand data is included in the annual NECA filing but identification of the provider and the center location is masked to retain confidentiality. Data is not disclosed to anyone other than authorized NECA staff, the auditor of the TRS Fund, or the FCC without prior notice and consent of those providing the data.

NECA will file the proposed 2004 – 2005 rates per minute with the FCC on May 3, 2004 as part of its Annual Report on relay services required by the Commission's rules. The new rates will become effective July 1, 2004 upon Commission approval. Providers will receive reimbursement at the new rates for minutes handled from July 1, 2004 through June 30, 2005.

Your effort and cooperation contribute to the success of this annual process. Please contact me with any questions you may have on the Center Data Request.

Yours truly,

Attachment

Cc: Relay Services Provider/Sub-Contractor Distribution List

## RELAY SERVICES PROVIDER/SUB-CONTRACTOR DISTRIBUTION LIST

### Providers:

Ameritech	Beverly A. Smith
Arvato	Leanne Wezeman
AT&T	Sue Decker
Communication Access Center	Debra MacLean
Hamilton Telecommunications	Dixie Ziegler
Kansas Relay Service Inc.	Michael Byington
MCI	Hadi Alsegaf
Nordia	Dennis Goyette
Sorenson Media	Pat Nola
Southwestern Bell Telephone	Doug Lesher
Sprint	Paul Ludwick
Vista Information Technologies	Thomas E. O'Neill

### Sub-Contractors:

Birnbaum Interpreting Services	David Birnbaum
Communications Services for the Deaf	Randy Gerloff
Hands On	Ron Obray

## Relay Services Center Data Request Instructions

### A. General Information

This request has been designed to identify total traditional Telecommunications Relay Service (TRS), Internet Protocol (IP) Relay Service, Speech-to-Speech (STS) Service and Video Relay Service (VRS) cost and demand data requirements. Providing this information will assure consistency in the development of an average rate per interstate minute for traditional TRS and all IP Relay minutes, a separate average rate per interstate minute for STS, and an average per minute rate for IP and VRS to be effective July 2004 through June 2005. Cost data submitted on this data request should be:

- **total annual costs** of providing traditional TRS, IP Relay, STS and VRS in English and Spanish in each center, including local, intrastate, interstate and international costs
- reported in only **one category**, the section total of expense categories should reflect the total costs of providing each service in each center
- **actual 2002 costs, annualized costs for 2003, and projected costs for 2004 and 2005**
- **costs actually associated with relay services**, if a center performs multiple functions, such as operator services and relay services, an allocation of expenses will be required to report the costs associated with TRS. Any allocated costs should be developed from accounting records using acceptable and supportable allocation methods

**If your company has more than one relay center**, use a separate data request for each center. **If a center provides Traditional TRS, IP, STS and/or VRS**, please complete the appropriate expense page for each of the services performed. Each expense form is identified by service on the first line of the form. **Please also complete a CONSOLIDATED REQUEST expense form by service, totaling all centers' expenses.**

**Almost all costs** of providing relay services, whether as part of a state-contracted service or a standalone service, **are reportable** for inclusion in the development of the reimbursement rate.

**To better understand expenses that are only attributable to interstate TRS/IP/STS/VRS**, there is a separate section for each service, Section F, in which to **report interstate only expenses**. An example would be an advertising or marketing campaign that was **specific to a provider's interstate only service**. These expenses **will be included** in the 2004 - 2005 rate development; care should be taken to ensure they are not also reported in another section of the form.

Return completed responses on or before **JANUARY 5, 2004** to:

Maripat Brennan  
NECA  
80 South Jefferson Road, Room S2082  
Whippany, New Jersey 07981

The **original signed forms must be returned** to NECA. Questions concerning the data request should be referred to Maripat Brennan at 973-884-8063 or via email to [mbrenna@neca.org](mailto:mbrenna@neca.org). This data will be the basis for the interstate reimbursement rates for traditional TRS and STS, and for the intrastate and interstate reimbursement rates for IP and VRS, as well as the total fund size requirement. Carrier revenue information to determine the contribution base will be filed on April 1, 2004 via the FCC Form 499-A, Telecommunications Reporting Worksheet. NECA will use the provider cost and demand information and the carrier revenue information to calculate the carrier contribution factor. **On May 3, 2004, NECA will file for the provider reimbursement rates, fund size requirement and carrier contribution factor for the fund year July 1, 2004 through June 30, 2005.**

## Relay Services Center Data Request Instructions

### B. Form Instructions

#### Center Name

Enter the name of the state where the center is located or the name the provider uses to identify the center.

### I. Provider/Center Identification

#### A. Service Provider/Administrator

Provide the requested information about the service provider -- the entity responsible for providing TRS/IP/STS/VRS. The contact name requested is the name of the person who will serve as the official provider interface for the interstate TRS Fund Administrator.

#### B. Center Location

Enter the address of the center through which the service is provided. The contact name requested here is the person familiar with center operations and demand data.

#### C. Data Request Response

List the name and contact information for the person to whom questions and requests for clarification regarding the data request response should be directed.

#### D. Changes, Activities & Improvements

If significant changes have occurred or are expected to occur with this center's service, please provide an explanation.

#### E. Other Center Information

Provide the requested information for each state served in the reporting center. The rate information is confidential and will not be shared with anyone outside of NECA. Indicate with a check whether the rate is for a completed/conversation or a total/session minute.

### II. Total Traditional TRS Expense Data

Include all costs attributable to providing traditional TRS in English and Spanish as required under Part 64 of the FCC rules, such as gathering traffic, the center itself, and handing off calls to the interexchange carrier. TRS costs do not include the costs of the interexchange carrier terminating the call after it leaves the center. Those costs are recovered by the carrier from the TRS user. When reporting expenses, please **round only to the next dollar**; report all amounts in whole dollars.

#### A. Annual Recurring Fixed/Semi-Variable Expenses

1. **Rent:** Annual payments solely for land and/or buildings rented for the provision of TRS.
2. **Utilities:** Expenses associated with land and buildings, such as water, sewerage, fuel, and power. **Telephone service costs, such as center toll free numbers, local and foreign exchange should also be included here. ALSO SEE ITEM B. 2.**
3. **Building Maintenance:** Expenses for maintenance and repair.
4. **Property Tax (if owned):** Taxes paid on property owned and used for the provision of TRS.

-NECA PROPRIETARY-

## Relay Services Center Data Request Instructions

5. **Furniture (if leased):** Lease or rental expenses associated with center furnishings.
6. **Office Equipment (if leased):** Lease or rental expenses associated with office equipment.

Subtotal Section A expenses.

### B. Annual Recurring Variable Expenses

1. **Salaries and Benefits:** Compensation to employees, such as wages, salaries, commissions, bonuses, incentive awards and termination payments, payroll related benefits paid on behalf of employees, such as pensions, savings plans, workers' compensation required by law, insurance plans (life, hospital, medical, dental, vision), and social security and other payroll taxes. **ADDITIONAL DATA REQUIRED – see Appendix 1.**
2. **Telecommunications Expenses:** Expenses associated with costs of inspecting, testing, analyzing and correcting trouble, repairing or reporting on telecommunications plant (switching, transmission, operator, cable and wire) to determine need for repairs, replacements, rearrangements, and changes; costs for activities, such as controlling traffic flow, administering traffic measuring and monitoring devices, assigning equipment and load balancing, collecting and summarizing traffic data, administering trunking, and assigning interoffice facilities and circuit layout work. **Note: expenses reported here should be in addition to the telephone service expenses reported in Section A, 2.**
3. **Office Expenses:** Expenses associated with procuring office equipment and supplies; includes materials and repairs
4. **Staff Management:** Costs incurred in providing overall administration and management, such as fees and expenses for office staff, secretaries, staff assistants, etc., costs of supervision and office support
5. **Billing Expenses:** Rating of toll messages and billing functions not recovered from other sources.
6. **Relay Center Management:** General and administrative costs not included in other accounts, such as providing food services, reference libraries, archives, and mail services

Subtotal Section B expenses.

### C. Annual Administrative Expenses

1. **Finance/Accounting:** Costs incurred in providing accounting and financial services. Accounting services include payroll and disbursements, property accounting, capital recovery, regulatory accounting, tax accounting, auditing, capital and operating budget and control, and general accounting. Financial services include banking operations, cash management, benefit investment fund management, etc.
2. **Legal/Regulatory:** Costs incurred for legal and regulatory services. Legal services include conducting and coordinating litigation, providing guidance on regulatory and labor matters, court costs, filing fees, cost of counsel, etc. Regulatory services include preparing and presenting information for regulatory purposes, such as responding to this data request
3. **Engineering:** Costs incurred in the general engineering of the TRS telecommunications plant; includes costs of research and development leading to implementation of new TRS feature unless specifically excluded **ADDITIONAL DATA REQUIRED – see Appendix 1.**
4. **Operations Support:** Costs of training, scheduling, and counseling employees.
5. **Human Resources:** Costs incurred in performing personnel administration activities, including recruiting, hiring, forecasting, planning, and reporting.

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6. **Billing:** Administrative costs of rating and providing billing information to interexchange and Exchange carriers, if not recovered by other means
7. **Contract Management:** Costs of managing activities required by the provider contracts.
8. **Risk Management:** Management costs associated with workmen's compensation, payments in settlement of accident and damage claims, insurance premiums against losses and damages, sickness and disability payment, etc
9. **Other Corporate Overheads:** Other administrative costs of providing TRS not included in previous categories, including marketing, advertising, customer service **Note: Outreach expenses should be reported in Section II, E, 3. ADDITIONAL DATA REQUIRED – see Appendix 1.**

<b>Subtotal Section C expenses.</b>
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### D. Annual Depreciation/Amortization Associated with Capital Investment

1. **Furniture & Fixtures:** Depreciation expense on furniture and/or fixtures.
2. **Telecommunications Equipment:** Depreciation expense associated with capitalized costs of telecommunications equipment including switching equipment, operator services equipment, cable and wire facilities, transmission equipment, and power equipment. **ADDITIONAL DATA REQUIRED – see Appendix 1.**
  1. **Leasehold:** Amortization of leasehold improvements – improvements which become a permanent part of a building, like walls or carpeting
  2. **Other Capitalized:** TRS depreciation expense not accounted for in other categories.

<b>Subtotal Section D expenses.</b>
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### E. Other TRS Expenses

1. **Taxes:** Include federal, state, local, gross receipts or other tax expenses. **Note: do not include property taxes previously reported in Section II, A, 4. ADDITIONAL DATA REQUIRED – see Appendix 1.**
2. **Other:** TRS costs not yet accounted for in the data provided; attach an explanation of any expenses included in this category. **IF PROFIT INCLUDED, ADDITIONAL DATA REQUIRED – see Appendix 1.**
3. **Outreach:** Costs of outreach programs to educate the public on TRS. **Note: marketing and advertising expenses should be included in Section II, C, 9. ADDITIONAL DATA REQUIRED – see Appendix 1.**

<b>Subtotal Section E expenses.</b>
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### F. Interstate Only Expenses

**Note:** expenses reported here should be unique interstate expenses, significantly different from those reported elsewhere on the data request. They should not be included in any other category or reimbursed by any other entity, these costs will be included in the rate development. Space is provided to list "Other" interstate only expenses

1. **Administrative:** Costs of performing administrative activities related only to interstate TRS, such as completing the Center Data Request and reporting interstate minutes monthly.

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2. **Outreach/Advertising:** Costs of educational activities or advertising related only to interstate TRS **ADDITIONAL DATA REQUIRED – see Appendix 1.**
3. & 4. **Other:** List the expense in the space next to **Other** and provide the requested data. If additional space is required, add another page.

Subtotal Section F expenses.

Total Traditional TRS Expenses

### III. Total Speech to Speech Expenses

Include all costs attributable to providing **Speech to Speech** in English and Spanish as required under Part 64 of the FCC rules, such as gathering traffic, the center itself, and handing off calls to the interexchange carrier. STS costs do not include the costs of the interexchange carrier terminating the call after it leaves the center. Those costs are recovered by the carrier from the STS user. When reporting expenses, please **round only to the next dollar**, report all amounts in whole dollars.

Follow the same instructions for Sections A through F as listed above in Annual Traditional TRS Expenses.

Total Speech to Speech Expenses

### IV. Total Video Relay Service Expenses

Include all costs attributable to providing **Video Relay Service** in English as required under Part 64 of the FCC rules, such as gathering traffic, the center itself, and handing off calls to the interexchange carrier. When reporting expenses, please **round only to the next dollar**, report all amounts in whole dollars.

Follow the same instructions for Sections A through F as listed above in Annual Traditional TRS Expenses. Use a checkmark to indicate whether the VRS expenses are associated with Internet or non-Internet access to VRS.

Total Video Relay Service Expenses

### V. Total Internet Protocol TRS Expenses

Include all costs attributable to providing **IP Relay** in English and Spanish as required under Part 64 of the FCC rules, such as gathering traffic, the center itself, and handing off calls to the carrier. When reporting expenses, please **round only to the next dollar**; report all amounts in whole dollars.

Follow the same instructions for Sections A through F as listed above in Annual Traditional TRS Expenses in English.

Total IP Relay Expenses

### VI. Annual Relay Service Demand Data

All minute data should be reported in **conversation minutes**. Conversation minutes are measured in terms of conversation time, i.e., from point of call completion to disconnect. **Do not include** time for call set-up, call ringing, waiting for an answer, calls that reach busy numbers or receive no answers, and call wrap-up. **2002 minutes** should be **actual** conversation minutes. **2003 minutes** should be **annualized actuals**, e.g., total the actual minutes for the number of months with actual minutes, divide the total by that number of months and then multiply by 12 to get the annual figure. Minutes for **2004 and 2005** should be **projected** conversation

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minutes for the years. The projected minutes should reflect reasonable growth rates and include other considerations that might increase or decrease the minutes handled by a center, such as adding a new state to a center.

Provide annual, annualized and projected minutes as follows

### A. English Minutes

#### 1. Traditional TRS Minutes Conversation Minutes

1. **Local:** TRS non-toll conversation minutes for completed calls that are included in local service billing
2. **Intrastate Message Telephone Service (MTS):** TRS toll conversation minutes billed for completed calls within the state. Does not include toll free or 900 service minutes.
3. **Interstate MTS:** TRS toll conversation minutes billed for completed calls across state boundaries. Does not include toll free or 900 service minutes
4. **International MTS:** TRS conversation minutes billed for completed international calls.
5. **Toll Free:** TRS conversation minutes for completed toll free calls (800/888/877, etc.)  
Do not include any toll free minutes in any of the other categories
6. **900 Service:** TRS conversation minutes for completed 900 calls. Do not include any 900 service minutes in any of the other categories
7. **General Assistance:** TRS minutes required to provide miscellaneous assistance or services such as time, temperature, service explanations, etc.

<b>Total Traditional minutes</b>
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#### 2. Internet Protocol (IP) Relay Minutes Conversation Minutes

We recognize that the calling number is not provided on an IP Relay call so it is not possible to determine whether a call is intrastate or interstate. **For this data request, please report calls to domestic telephone numbers that are not toll free or 900 numbers on the Local, Intra & Interstate line. However, calls to toll free numbers, 900 numbers and international numbers and calls for general assistance should be identified as such.**

1. **Local, Intra & Interstate:** IP conversation minutes for calls to US telephone numbers that are not toll free or 900 numbers.
2. **International MTS:** IP conversation minutes for completed calls to international locations. (These minutes are not reimbursed from the TRS Fund at this time.)
3. **Toll Free:** IP conversation minutes for completed toll free calls (800/888/877, etc.)  
Do not include any toll free minutes in any of the other categories.
4. **900 Service:** IP conversation minutes for completed 900 calls. Do not include any 900 service minutes in any of the other categories.
5. **General Assistance:** IP minutes required to provide miscellaneous assistance or services such as time, temperature, service explanations, etc

<b>Total Traditional minutes</b>
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### 3. Speech To Speech (STS) Conversation Minutes

1. **Local:** STS non-toll conversation minutes for completed calls that are included in local service billing
2. **Intrastate Message Telephone Service (MTS):** STS toll conversation minutes billed for completed calls within the state Do not include toll free or 900 service minutes
3. **Interstate MTS:** STS toll conversation minutes billed for completed calls across state boundaries. Do not include toll free or 900 service minutes
4. **International MTS:** STS conversation minutes billed for completed international calls.
5. **Toll Free:** STS conversation minutes for completed toll free calls (800/888/877, etc ) Do not include toll free minutes in any of the other categories
6. **900 Service:** STS conversation minutes for completed 900 calls Do not include 900 service minutes in any of the other categories
7. **General Assistance:** STS minutes required to provide miscellaneous assistance or services such as time, temperature, service explanations, etc

Total STS minutes

### 4. Video Relay Service (VRS) Conversation Minutes – Non-Internet Access

Only report VRS minutes for calls to the VRS center that do not use the Internet for access in this section See following section to report Internet access VRS minutes.

1. **Local:** VRS non-toll conversation minutes for completed calls that are included in local service billing
2. **Intrastate Message Telephone Service (MTS):** VRS toll conversation minutes billed for completed calls within the state Do not include toll free or 900 service minutes.
3. **Interstate MTS:** VRS toll conversation minutes billed for completed calls across state boundaries. Do not include toll free or 900 service minutes.
4. **International MTS:** VRS conversation minutes billed for completed international calls.
5. **Toll Free:** VRS conversation minutes for completed toll free calls (800/888/877, etc.). Do not include toll free minutes in any of the other categories
6. **900 Service:** VRS conversation minutes for completed 900 calls. Do not include 900 service minutes in any of the other categories.
7. **General Assistance:** VRS minutes required to provide miscellaneous assistance or services such as time, temperature, service explanations, etc.

Total VRS minutes

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### 5. Video Relay Service (VRS) Conversation Minutes – Internet Access

Since the calling number is not provided on a VRS Internet Relay call, it is not possible to determine whether a call is intrastate or interstate. For this data request, please report VRS Internet calls to domestic telephone numbers that are not toll free or 900 numbers on the Local, Intra & Interstate line. However, VRS calls to toll free numbers, 900 numbers and international numbers and calls for general assistance should be identified as such.

1. **Local, Intra & Interstate:** VRS conversation minutes for calls to US telephone numbers that are not toll free or 900 numbers
2. **International MTS:** VRS conversation minutes for completed calls to international locations.
3. **Toll Free:** VRS conversation minutes for completed toll free calls (800/888/877, etc ). Do not include any toll free minutes in any of the other categories.
4. **900 Service:** VRS conversation minutes for completed 900 calls. Do not include any 900 service minutes in any of the other categories.
5. **General Assistance:** VRS minutes required to provide miscellaneous assistance or services such as time, temperature, service explanations, etc.

### B. Spanish Minutes

1. **Traditional TRS Conversation Minutes**
2. **Internet Protocol (IP) Conversation Minutes**
3. **Speech To Speech (STS) Conversation Minutes**
4. **Video Relay Service (VRS) Conversation Minutes – Non Internet Access\***
5. **Video Relay Service (VRS) Conversation Minutes – Internet Access\***

For Spanish Traditional TRS, IP, STS and VRS minutes, follow the instructions listed above for English minutes.

\*Spanish to Spanish is not required for VRS. Only report Spanish VRS minutes if you provide the service.

## VII. Certification

A responsible accounting officer must certify the Center Data Request response. Please read the certification and sign accordingly.

A provider with more than one center may sign a single Certification followed by a list all of the provider's centers.