Relay Nevada 2006-2007 Annual Report

Report provided by

Sprint® Relay™

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Chameen Stratton
Sprint Relay
12657 Alcosta Blvd., Suite 300
San Ramon, CA 94583

Dear Office of Disability Services and Communication Access Council:

On behalf of Sprint, I am submitting to you this fiscal year **July 2006 to June 2007** annual report on Relay Nevada outreach education and statistics. As you will see from the highlights in this report, Relay Nevada continues to serve an important part in the education, awareness, and—most importantly—independence of all Relay Nevada users.

Sprint is pleased to say that once again, it has been able to meet and exceed the Telecommunications Relay Services (TRS) requirements put forth by the State. Pages 7 & 8 explain the outreach education performed and pages 12 to 16 display various TRS statistics.

Sprint Relay Nevada is pleased to have completed its third year of CapTel® services and to have generated 205,693 CapTel® session minutes during this fiscal year. CapTel® requests continue to come in and comments by users remain positive. Sprint is very pleased that the CapTel® contract extension was signed for an additional two years and we look forward to increasing awareness of this TRS-enhanced product and service. Pages 7 & 8 explain the outreach education performed and page 15 displays various CapTel® statistics.

"Sprint showed its commitment to provide the best customer care..."

Sprint showed its commitment to provide the best customer care by presenting Relay Nevada a proposed boilerplate of over 100 pages to complete the Federal Communications Commission-mandated TRS re-certification application.

Sprint underwent a re-organization in March 2007 and my title as Account Manager was changed to Relay Program Manager. While my job duties remained the same, Relay Nevada appreciated the extra support from the subcontractors to promote Relay services across the state.

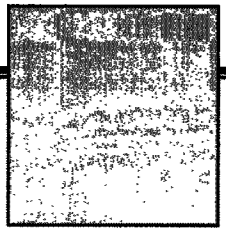
Sprint is glad to be given the opportunity to provide Nevada with quality telecommunications relay services. We would like to thank the Office of Disability Services and Communication Access Council members and the Deaf and Hard of Hearing Advocacy Resource Center for their ongoing support, teamwork and partnership between Relay Nevada and the State.

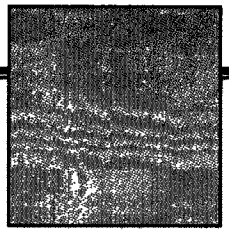
Sincerely,

Chameen Stratton

Relay Nevada Program Manager

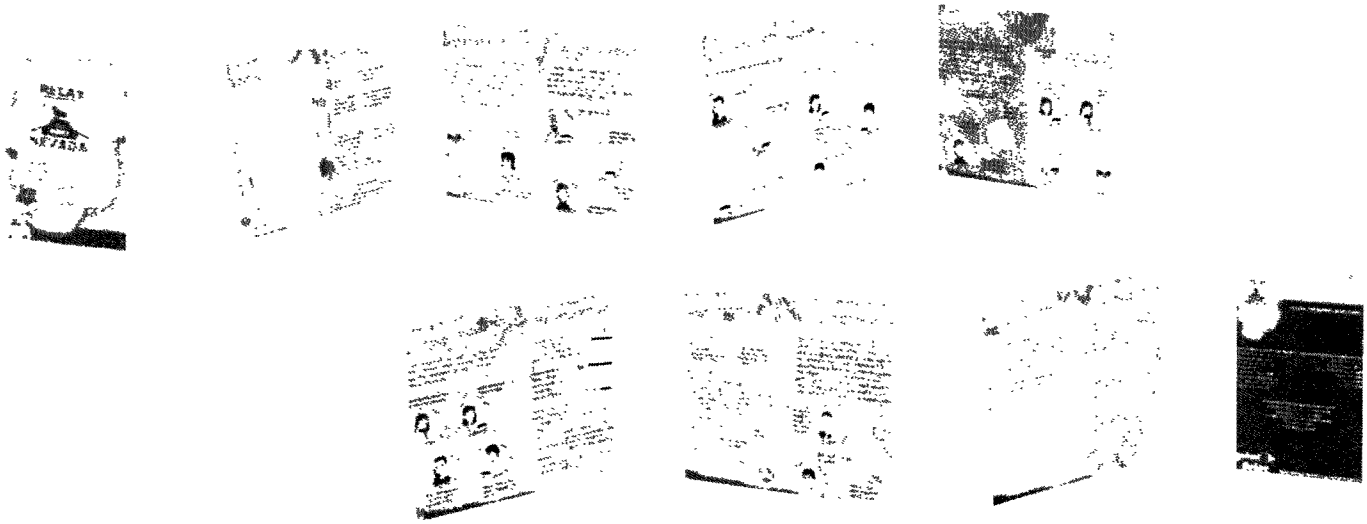
Relay Nevada Outreach and Marketing





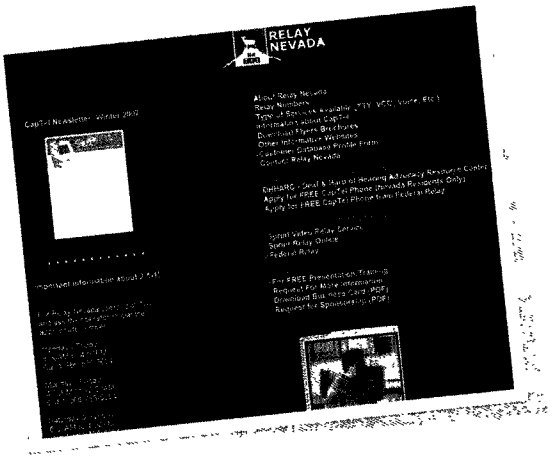
Relay Nevada Brochure

To promote Relay Nevada services, a brand-new all-in-one brochure was created to explain the myriad Relay products and services including traditional and Internet-enabled. Relay Nevada is extremely pleased with this eye-catching brochure that was first printed in January 2007.



Relay Nevada Web Site

People depend on the Internet to access information instantly about a particular product or service. To meet the needs of customers who use the Internet, Relay Nevada provides relay information at their fingertips at: **www.relaynevada.com**.



The Relay Nevada Web site not only provides information on Relay Nevada products and services in English and Spanish languages, but also includes other essential information such as:

the Equipment Distribution Program which is managed by the Deaf and Hard of Hearing Advocacy Resource Center (DHHARC) captioned video clips of demonstrations on how to use various kinds of Relay services several links to other informative Web sites : a link to download flyers and brochures contact info to request for a free presentation or other free services.

Public Service Announcements

To increase awareness about Relay Nevada services, Relay Nevada aired a public service announcement (PSA) for 6 months in Year 2007 which totaled **7,746 spots.**

- From January to March, 3,144 PSA spots were aired on various Relay Nevada services.
- From April to June, 4,602 PSA spots were aired about Relay Nevada's Speech-to-Speech service.

Outreach Efforts

Relay Nevada, in partnership with the Deaf and Hard of Hearing Advocacy Resource Center (DHHARC), promoted relay service awareness by providing demonstrations, presentations and materials to various groups during this fiscal year. Products included all aspects of TRS as well as CapTel® , VRS, IP, and wireless relay.

Highlights of outreach performed by the Relay Nevada key players include:

July 2006 – Nevada Association of the Deaf ran a weeklong summer camp for deaf and hard of hearing children, their siblings, and children of deaf adults at Camp Ronald McDonald in Eagle Lake, CA. Sprint covered the printing cost of the 1,000 brochures and a Sprint representative from CA set up a booth to explain various Sprint Relay products and services as well to distribute Sprint freebies to 54 campers and some staff.

October 2006 – University of Nevada-Reno (UNR) Disability Resource Center hosted a Special Accommodations of the Deaf and Hard of Hearing Students event and DHHARC set up an exhibit to distribute Relay Nevada brochures. Sprint sponsored this event by providing lunch to the 150 attendees.

October 2006 – On the same day after UNR's event as mentioned above, Sprint provided free pizzas at the Round Table parlor in Reno and a Sprint representative explained about the various relay services and wireless devices to the 15 participants.

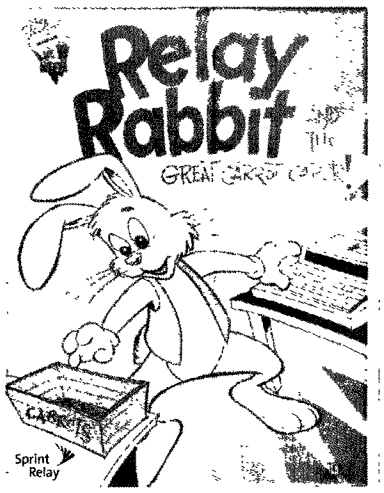
May 2007 – DHHARC hosted a Deaf Awareness Day event at the Galleria Mall in Las Vegas. DHHARC set up an exhibit to distribute Relay Nevada brochures to the 150 attendees.

June 2007 – DHHARC hosted another Deaf Awareness Day event at a mall in Reno. DHHARC set up an exhibit to distribute Relay Nevada brochures to the 75 attendees.

Also, as with every year, the Sprint Relay Program Manager closed and completed customer comments for the FCC filing.

Public Education & Promotions

In addition to the television public service announcement spots as mentioned earlier in this report, Relay Nevada literature and pens were distributed at various events, through non-profit agencies and organizations, and sent via mail. These included Sprint Relay materials such as:



Sprint Relay DVDs
Sprint IP using AIM wallet cards
Sprint plastic bags
Sprint VRS flyers
Sprint IP flyers and postcards

The charts on the next several pages indicate the trends of our annual call volume. The numbers reflect the availability and usage of the technology that is provided by Sprint Relay Nevada.

What is Relay?

Relay is a free service that provides full telephone accessibility to people who are deaf, hard-of-hearing, deafblind, and speech-disabled. This service allows hearing callers to communicate with text -telephone (TTY) users and vice-versa through specially trained Relay Operators. Calls can be made to anywhere in the world, 24/7/365 with no restrictions on the number, length, or type of calls. All calls are strictly confidential and no records of any conversations are maintained.

TRS Enhancements ~ Year 2006

Sprint Relay

Improving the Customer Experience (ICE)

Anyone wishing to use Relay Nevada Service simply dials 711 to connect with a Relay Operator. The Relay Operator will dial the requested number and relay the conversation between the two callers.

During Year 2006, Sprint continued its "Improving the Customer Experience, Voice and Signs of the Customer" (ICE) project that began in Year 2005. ICE was an ongoing and continuous project to improve the customer experience when using relay.

Sprint hosted focus groups during 2006 and based on feedback and input received through the ICE program from both customers and internal staff, Sprint implemented the first set of improvements to Sprint Relay that began August 22, 2006. A few of these changes are internal, affecting the training and operations of Communication Assistants (CA) and some are external, improving the experience of the relay user.

The following changes were implemented across the Sprint Relay network:

A new procedure for when a relay call is answered by a recording. After it has been determined that the caller has reached an interactive or recorded message, the CA will hit a "hot key" which reads, "(RECORDING PLAYING)", to keep the caller informed of the call progress.

A new macro, "(HOLD FOR A LIVE PERSON QQ) GA", will follow to give the caller the choice to hold or input messages, receive the entire message or to hang up.

RESULT: This feature greatly reduces the CA's work time and accordingly, time billed to the Contractor.

A new macro, "(RELAYING UR INFORMATION)", will be sent when the TTY or Sprint IP user inquires what is happening on the call.

RESULT: This keeps the caller informed of the call progress.

Sprint revised its policy for announcing relay calls to allow the CAs greater flexibility in how to announce the relay call. The CA's identification number and gender will still be provided with every call. The only change is that instead of using a pre-determined script, the CA is following a guideline and is free to voice the greeting so that it sounds more natural. The CA will also be allowed to add a courtesy such as "Have a great day." Additionally, behind the scenes, Sprint has created a new training video that demonstrates a variety of call scenarios using the new greeting methodology.

The video helps Sprint's relay agents understand how to explain relay without a script while using a friendly and natural tone of voice.

RESULT: Our studies have shown that this new methodology results in fewer hang-ups and more accepted calls.

Also included in this new methodology for announcing a relay call is the use of the terms "deaf" and "hard-of-hearing" in the greeting to decrease the number of hang-ups. Sprint's tests showed that when the term "deaf or hard-of-hearing" was included in the explanation phrase to the hearing party, the number of times the use of the relay service had to be explained dropped from 26% of the calls to 12%.

RESULT: The number of hang-ups during or immediately after the greeting was reduced from 10% to 2%.

These new changes have greatly improved the customer experience when using Sprint Relay.

TRS Enhancements ~ Year 2007

During 1Q2007, Sprint began to provide Sprint Relay accounts a new state-of-the-art Relay platform. Our improved platform incorporated the latest in telephone-switching and data-transport technology. This investment and platform plan will virtually replace the entire existing TRS platform with the best technology available for a Relay application. When combined with upgraded operator terminals and a new desktop call-processing application, the results are state-of-the-art, highly flexible, easily modified combination to support Sprint's relay services using cutting-edge IP-based technology.

This new Relay platform will be completed by mid-November 2007 for 10 call centers across the nation and for the remaining 3 call centers, by 2Q2008.

These new changes will greatly improve the customer experience when using Sprint Relay.

FCC Re-Certification Project

On June 22, the Federal Communications Commission (FCC) issued a Public Notice that required all Relay States to complete the FCC's TRS re-certification application by October 1.

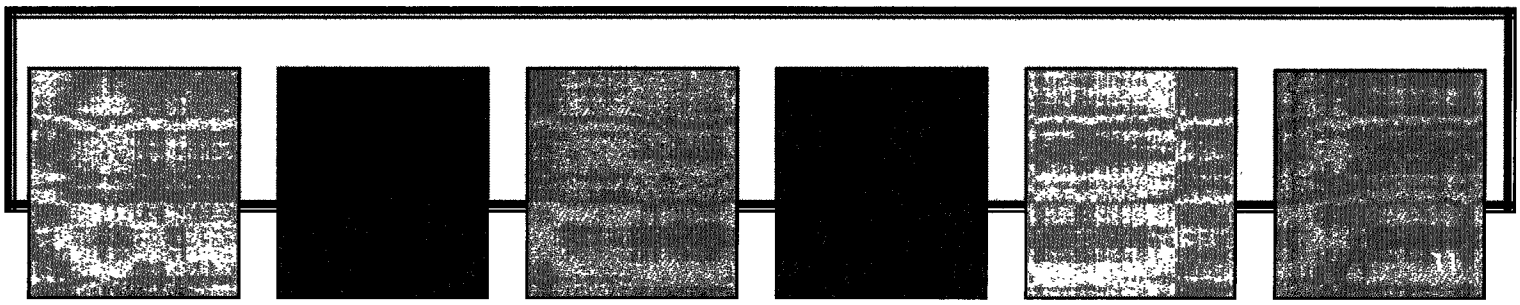
This re-certification determination must indicate that the Relay State program:

- ✓ met or exceeded all operational, technical, and functional minimum standards;
- ✓ had adequate procedures and remedies to enforce the requirements of the state program;
- ✓ had informational materials available to TRS users explaining state and commission procedures for filing complaints; and if that Relay State program
- ✓ exceeded mandatory minimum standards, it must indicate that it in no way conflicted with federal law.

"Sprint is pleased to show Relay Nevada its commitment to provide quality customer care services."

This re-certification must be completed by Relay States every five years since current certifications expire July 26, 2008. One year prior to expiration, a state may apply for renewal. During Sprint's annual State Telecommunications Administrators for Relay by Sprint (STARS) conference in June, Sprint announced to the State Relay administrators that it will take the initiative to assist all of its Sprint Relay states by developing a boilerplate of these TRS-required features. Sprint will respond to most of the directives, leaving the states—including Nevada—with fewer questions to answer. In addition, Sprint will provide additional answers and support when asked by the States.

Sprint is pleased to show Relay Nevada its commitment to provide quality customer care services.



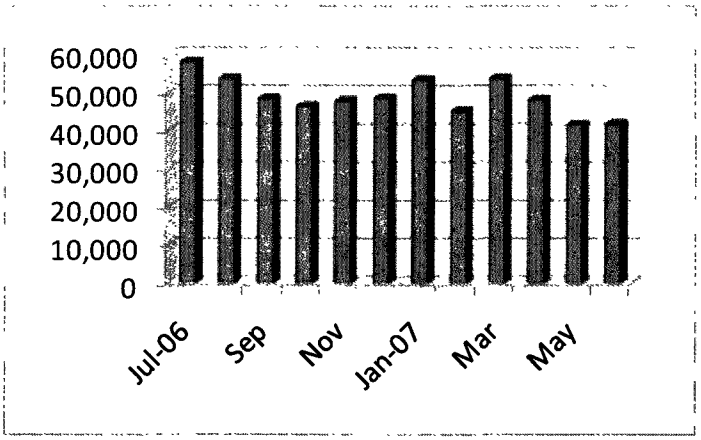
Relay Nevada TRS Statistics

Relay Nevada TRS Statistics

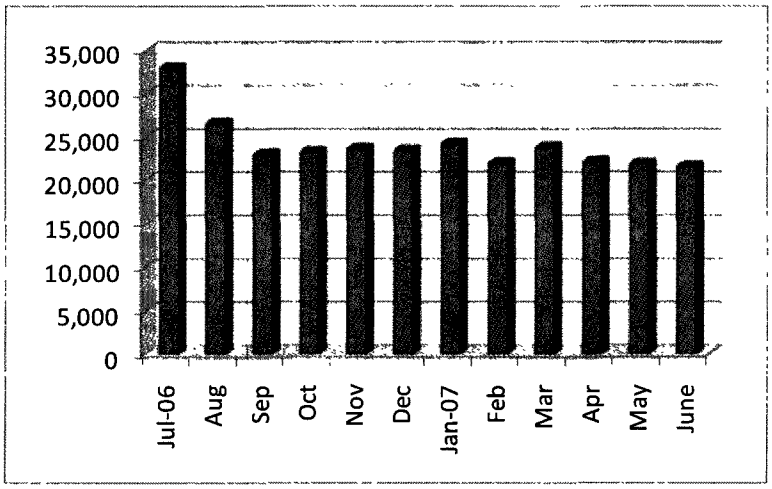
The following charts indicate the trends of our annual total number of session minutes. The numbers reflect the traditional relay services (e.g.: TTY, Voice, TTY and Voice Spanish, VCO, TeleBraille, STS, and a few others) that are currently provided by Relay Nevada. The session minutes continue to show a drop in calls over the past several years due to the latest technology such as email, video relay services, wireless pagers, and other technological advancements.

Monthly Total Billable Session Minutes

The chart indicates the monthly billable session minutes Relay Nevada generated, including Speech-to-Speech. The total for this fiscal year amounted to 587,069.



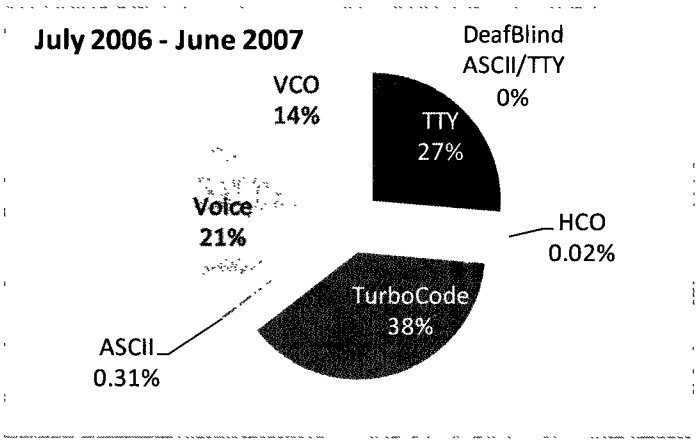
Total Outbound Call Volume



The chart depicts the number of calls that were relayed by the operators for each month, not including Busy Ring/No Answer. The total for this fiscal year amounted to 288,512 outbound calls relayed.

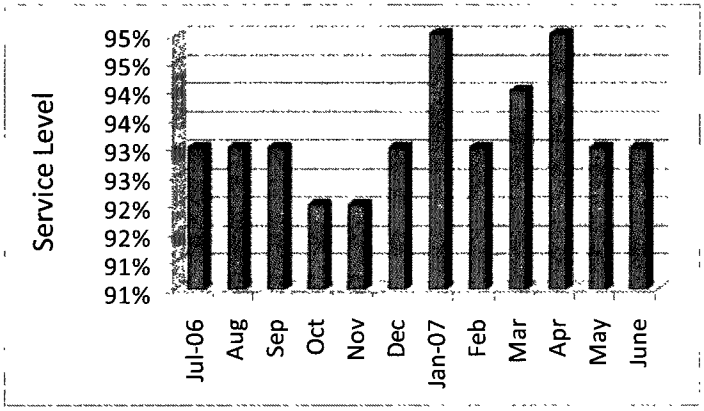
Call Origination

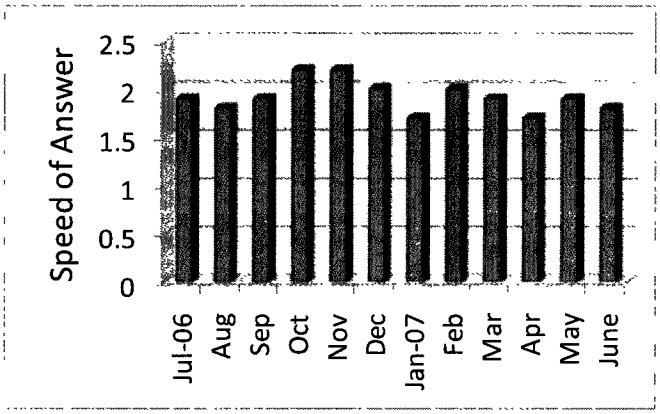
The chart indicates that most of the Relay Nevada calls are being originated by TurboCode users followed by TTY users.

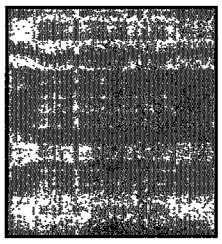
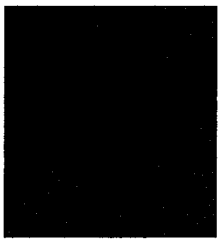
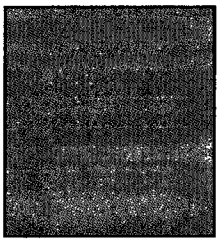
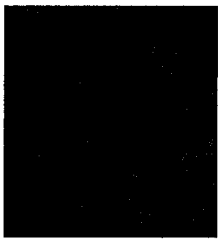
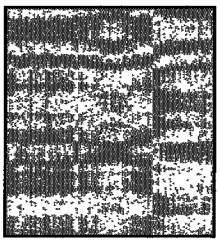
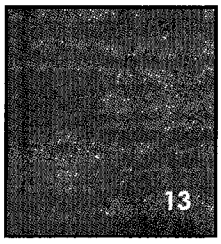


Speed of Answer

The charts illustrate that Sprint has exceeded the speed of answer requirement throughout the year. "Average Speed of Answer" identifies the number of seconds required to answer a call. The daily requirement is 85% of all calls being answered within 10 seconds. The Average Speed of Answer (ASA) for July 2006 to June 2007 was **1.92 seconds** and the Service Level (SVL) was that **93.3%** of calls were answered within 10 seconds.





Customer Service Contact Data

Sprint Customer Service is responsible for handling customer requests such as:

Registering Customer Database profiles
Responding to reports of technical issues
Sending relay information materials
Receiving customer suggestions, commendations and complaints

Each request from a relay user is given full attention and every effort is made to satisfy the customer. The following chart illustrates the number and call types that were received from customer requests including commendations and complaints.

This information is shared with the FCC on a yearly basis.

Call Types Received						
Commendations	2	0	1	1	1	1
Complaints	2	0	0	3	0	0
Commendations	0	0	2	1	0	1
Complaints	1	0	0	0	0	0

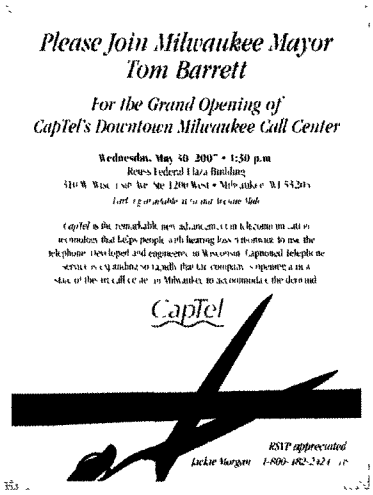
Total Commendations: 10
Total Complaints: 6

Relay Nevada CapTel® Statistics

What is CapTel®?

CapTel® phone users place a call in the same manner they would when using a traditional phone—by dialing the number directly. The CapTel® phone automatically connects to Sprint's captioning relay service as the user dials. When the other party answers, the CapTel® user can hear as well as read the other person's spoken words on the CapTel® phone display screen. CapTel® with True Caller ID and Spanish-language captions are available through Sprint in 29 states, including Nevada.

CapTel® Enhancements


Please Join Milwaukee Mayor Tom Barrett

For the Grand Opening of CapTel's Downtown Milwaukee Call Center

CapTel

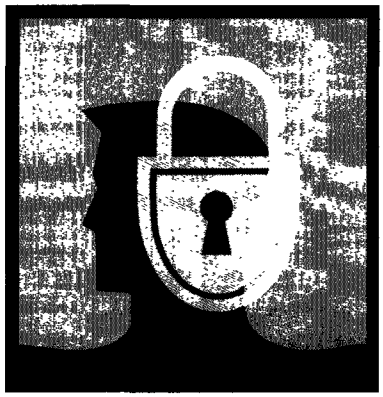
RSVP appreciated

Call Center

In May 2007, a second CapTel® call center in Wisconsin was opened to meet increasing needs.

Call Detail Record

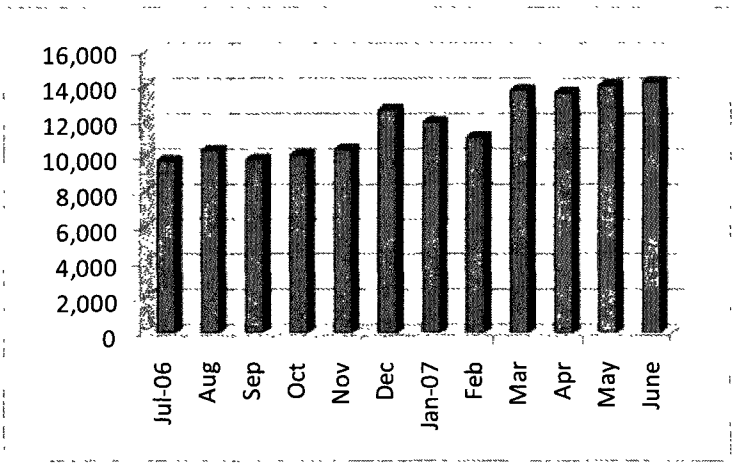
Sprint is pleased to offer Relay Nevada CapTel®-specific monthly Call Detail Record (CDR) reports. These reports allow Relay Nevada to receive a more detailed CapTel® calling data and trends without identifying individual users and their personal calling habits. This reporting feature was successfully enacted April 2007.



CapTel® is a registered trademark of Ultratec, Inc.

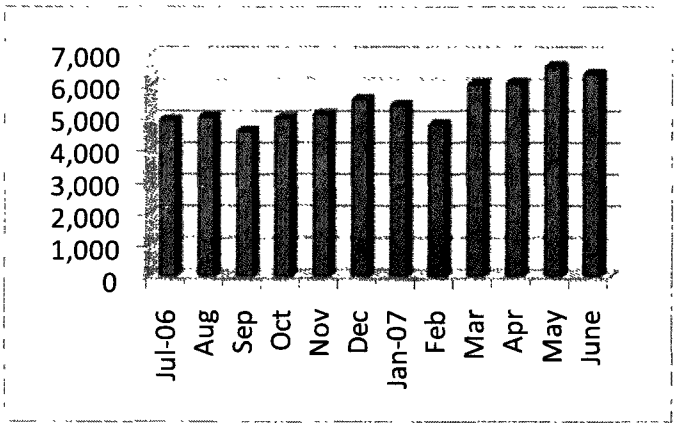
Total Billable Session Minutes

This fiscal year generated a total of 142,087 billable CapTel® session minutes. A breakdown of monthly minutes is indicated below:



Call Volume

This fiscal year generated a total of 65,490 CapTel® calls. A breakdown of monthly call volume is indicated below:

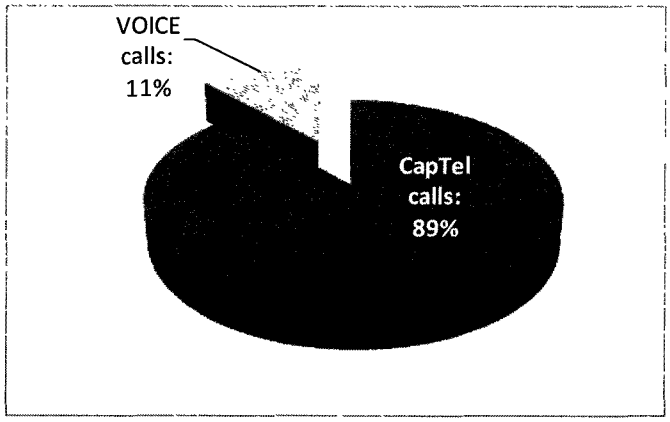


Call Origination

The bar graph illustrates the outbound versus inbound CapTel® calls. The majority of these calls were made by CapTel® consumers for outbound calls.

July 2006 – June 2007

CapTel® calls: 57,972
VOICE calls: 7,518



Sprint Video Relay Service

What is Video Relay Service?

Sprint Video Relay Service (VRS) is a free service that is available any time, 24/7/365. Sprint VRS enables users who use sign language to communicate using videoconferencing technology, with an interpreter via the Internet. The interpreter relays the signed conversation over a standard phone in real time to the hearing caller. By using sign language over the full-motion video, the sign language user can communicate in their natural language and convey facial expression and cues to ensure nothing gets lost in the translation. The sign language user needs a videophone with a television or a Webcam with a computer.

Additionally, the Sprint VRS Web site was updated, one can view it at: www.sprintvrs.com .

NOTE: Video Relay Services (VRS) are authorized by the Federal Communications Commission (FCC). Relay providers are reimbursed by the Interstate TRS Fund for intrastate and interstate minutes generated, which is administered by the National Exchange Carriers Association (NECA).

The State of Nevada does NOT pay for VRS.

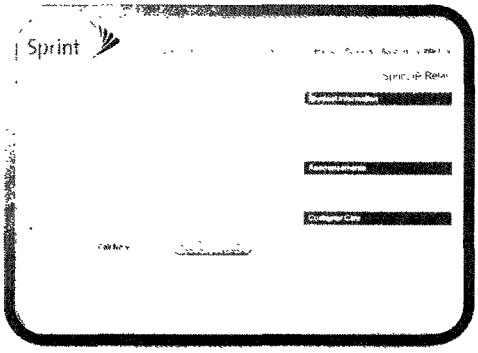
Sprint Relay Product Enhancements (Available in Nevada)

Also, on **July 31, 2006**, Sprint launched MySprintVRS number. This number feature enables deaf and hard of hearing persons to receive incoming calls via a videophone. A hearing user dials one toll-free number and quickly reaches an interpreter who connects them to the deaf or hard of hearing VRS user. No other information needs to be supplied, such as an extension number. Some businesses use telephone numbers as account identifiers or for ordering items, and this MySprintVRS number makes this easily possible.

Another feature that Sprint made available to deaf and hard of hearing persons is the Sprint VRSmail on **October 28, 2006**. VRSmail is the same as voicemail, only in visual and signing mode. One can retrieve VRSmail from wireless devices that have Windows Media Player capability.

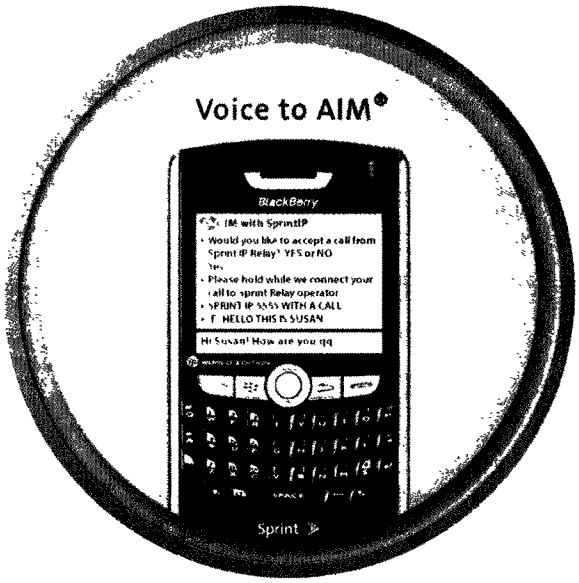
Sprint Internet Protocol Relay

What is Internet Protocol Relay?



Sprint IP Relay is a free service that is available any time, 24 hours a day, 7 days a week, 365 days a year. Sprint IP allows people who are deaf or hard of hearing or who have a speech disability to enjoy the ease of communicating with hearing individuals from any computer. The process to place a Sprint IP call is very similar to a TTY call, only with Sprint IP, there is a split screen to view both conversations simultaneously.

One can view the Sprint IP Web site at: www.sprintip.com.



Sprint launched Voice-to-AIM via Sprint IP Relay on **April 11, 2007**. This is an access method for AIM (AOL Instant Messenger) users on a computer and wireless devices. It is a free service that is available any time, 24/7/365. The process is very similar to a TTY call.

The press release, on following page, explains in further detail:

NOTE: Internet Protocol Relay Services (IP) are authorized by the Federal Communications Commission (FCC). Relay providers are reimbursed by the Interstate TRS Fund for intrastate and interstate minutes generated, which is administered by the National Exchange Carriers Association (NECA).

The State of Nevada does NOT pay for Internet Protocol Relay.

Sprint
Together with NEXTEL

News Release

Sprint Nextel
6200 Sprint Parkway
Overland Park, Kan. 66251

Media Contact:
Stephanie greenwood@sprint.com

Sprint IP Relay Gives Hearing Callers More Ways to Connect With Deaf or Hard-of-Hearing Individuals Via AOL's AIM

OVERLAND PARK, Kan. — April 11, 2007 -- Sprint (NYSE: S) today announced an upgrade to the Sprint IP Relay service to now enable hearing callers to use their telephone to contact individuals who are deaf, hard-of-hearing or who have a speech disability via operator-assisted instant messaging using AOL's AIM Relay service.

In order to access the service, the hearing caller dials a toll-free number 877-866-8057 (English) or 877-866-8059 (Spanish) that is answered by a Sprint Relay operator. The operator will ask the caller for the AIM® screen name of the deaf or hard-of-hearing individual they are trying to reach. If the AIM® user is online, the operator will connect the call and begin relaying the conversation via instant message. If the AIM user is "away" or unavailable to receive the call, the hearing caller is able to leave a brief message through the Sprint Relay operator who will type an instant message to the AIM user. The deaf or hard-of-hearing AIM user must first send an instant message to the AIM® screen name "SprintIP" and type "Register" to begin receiving calls from hearing callers.

"We strive to offer a wide variety of relay solutions to meet the needs of individuals who are deaf and hard of hearing; this enhancement to Sprint IP Relay reinforces our ongoing commitment our customers and the deaf community," said Mike Ligas, director, Sprint Relay.

Sprint IP Relay service via AIM has been available since early-2006 and also enables deaf and hard-of-hearing AIM users to send an instant message to the AIM screen name "SprintIP" to contact an operator. The operator would then place a telephone call to the hearing caller and relay the conversation between the two parties, reading the conversation/instant messages out loud to the hearing caller and typing the responses back via AIM to the deaf caller. The "SprintIP" Screen Name can be added to the AIM® Buddy List® feature, and deaf users can initiate Sprint IP Relay calls directly through the AIM® service.

"We realize that AIM serves as a valuable communication tool for everyday interactions for many in the deaf and hard-of-hearing community," said Tom Wlodkowski, director of accessibility, AOL. "We are excited to be able to work together with Sprint to further enhance the Sprint IP Relay service and broaden communications options available through AIM."

The Sprint IP Relay service is available from Sprint at no cost to users. The Sprint IP Relay and AIM Relay services are accessible on the Web through the AIM service, which is available as a free download at www.aim.com, as well as through the Apple® iChat® client.

Sprint Relay Portfolio of Services

Sprint has 17 years of experience in providing relay services to persons who are deaf, hard of hearing or deaf-blind or have a speech disability to communicate with hearing persons on the phone. Sprint's experience in the field assures users of Sprint Relay receive quality service no matter what type of Relay service they are using. Relay service is available 24 hours a day, 365 days a year, with no restrictions on the number of calls placed or call length. For more information, visit www.sprintrelay.com.

About Sprint Nextel

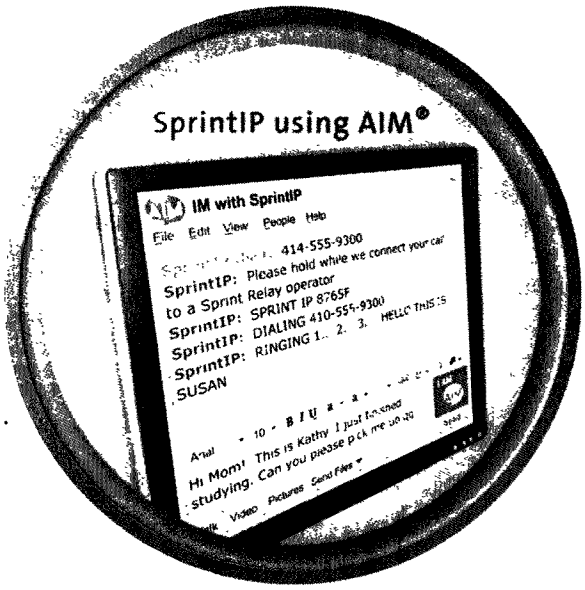
Sprint Nextel offers a comprehensive range of wireless and wireline communications services bringing the freedom of mobility to consumers, businesses and government users. Sprint Nextel is widely recognized for developing, engineering and deploying innovative technologies, including two robust wireless networks serving 53.1 million customers at the end of 2006; industry-leading mobile data services; instant national and international walkie-talkie capabilities; and an award-winning and global Tier 1 Internet backbone. For more information, visit www.sprint.com.

About the AIM® Service

The AIM® service (http://www.aim.com) is at the center of one of the largest and most dynamic online and mobile communities. It provides developers with an open and modular platform for development and access to millions of Americans at http://developer.aim.com. The AIM service is where users go to find their friends and manage their social lives through instant messaging, email and mobile texting as well as robust voice and video services.

SprintIP using AIM®

Sprint IP Relay offers an access method for AIM® (AOL Instant Messenger) users on a computer and wireless devices. It is a free service that is available any time, 24/7/365. The process is very similar to a TTY call.



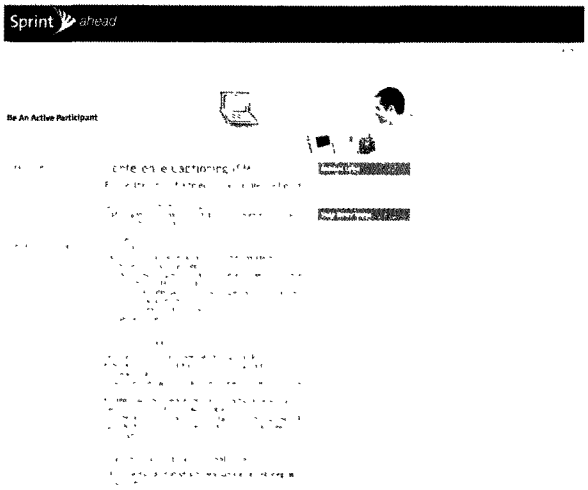
Sprint IP Wireless

Sprint launched Sprint IP Wireless Relay via BlackBerry wireless devices. This free Sprint IP wireless application allows BlackBerry users to access Sprint IP Wireless Relay at any time, 24/7/365. The process is very similar to a TTY call.

Sprint Relay Product Enhancements (Currently not available in Nevada)

Relay Conference Captioning

What is Relay Conference Captioning?



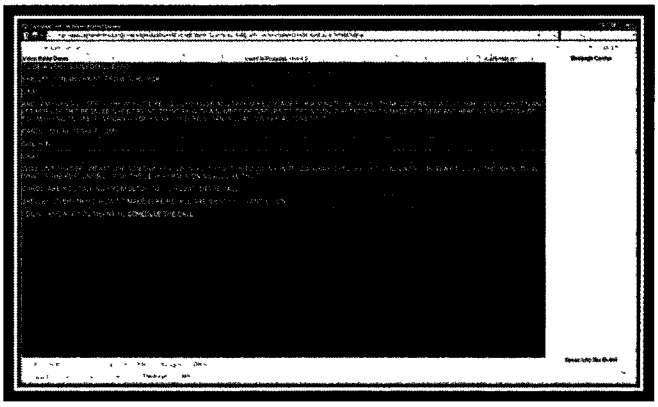
Relay Conference Captioning (RCC) uses the same high-quality captioning agents that provide closed-captioning for live news, sports and weather on television. Real-time text is streamed to an Internet-connected computer
anywhere in the world, and does not require a high-speed Internet connection; dial-up (56k) will work. RCC has user-friendly features, including:

- Background color options
- Text color/size options
- Text transcript of teleconference conversation
- Online customer support

To enable deaf and hard-of-hearing individuals to fully participate in conference calls, Sprint and Caption Colorado jointly developed RCC, which combines real-time captioning with relay conference services.

RCC is provided in Arkansas, New Jersey, North Carolina, and through the Federal Relay Service.

RCC Enhancements

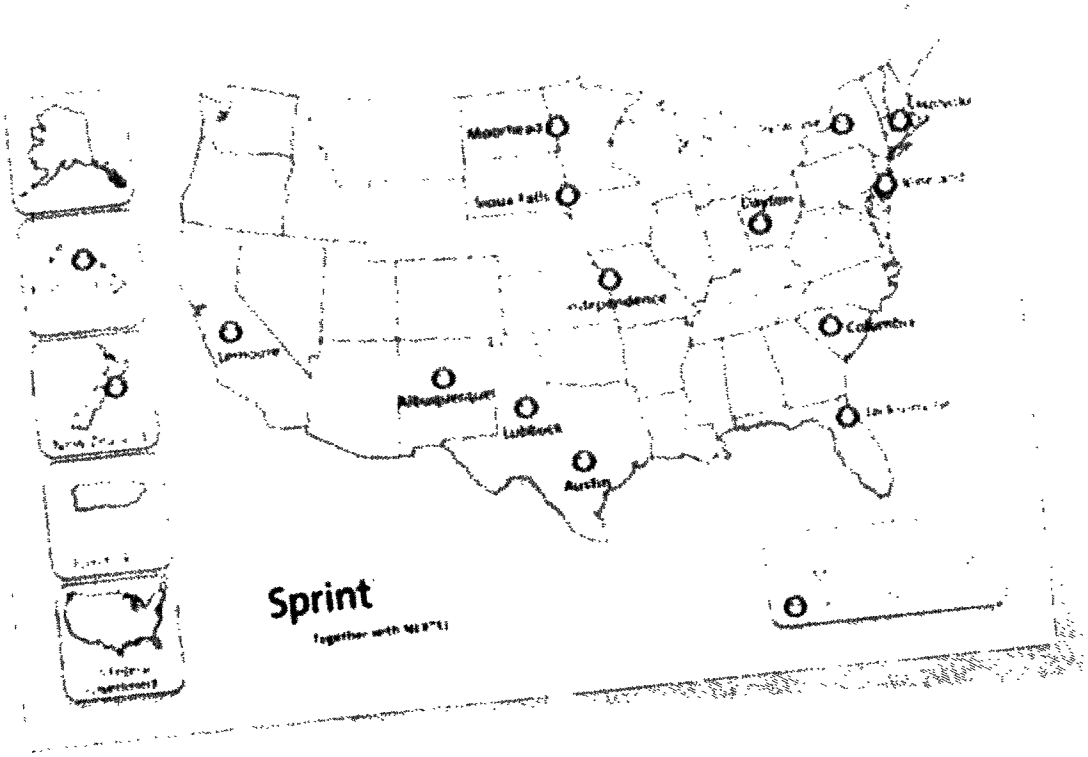


During Year 2007, enhancements were made to the RCC service, which included:

- Increased dedicated Customer Service staffing levels as well as RCC captioning agents.
- Continued growth in hours.
- Created online training program for all captioning agents to complete and stay current with training.
- General Services Administration transition to the new agency list for FedRCC and all changes required.
- Increased customer satisfaction through better training, service and quality.
- Implemented Sprint-branded RCC ordering site and therefore, increased security.
- Implemented two new Web sites to support ordering and billing needs.
- Made cosmetic enhancements to the Web sites.

Sprint Relay Accounts

Sprint currently provides relay services to 33 states, the federal government, Puerto Rico and New Zealand. The map below indicates which states are served by Sprint Relay.



Supporting Team Members

Sprint Government Systems

- **Tony D'Agata**
  Vice-President
  Public Sector
- **Mike Ligas**
  Director of TRS

Business Service Operations / Sales & Distribution

Relay Program Management

- **John Moore**
  Manager of RPM
- **Angie Officer**
  Senior RPM
- **Ken Brown**
  Relay Program Manager
  (July 2006 – February 2007)
- **Chameen Stratton**
  Relay Program Manager
  (March 2007 – Present)

Corporate Sales

- **Mike J. Ellis**
  Manager

Consumer Sales

- **Paul Rutowski**
  Manager
- **Todd Bader**
  Consumer Sales Manager
  (March 2007 – Present)

Customer Services

- **Brian Adamson**
  Supervisor

Product Innovation

- **Paul Ludwick**
  Manager

Appendices

Relay Nevada TRS Traffic Report

Relay Nevada — **Fiscal Year 2007**

To:
Betty Hammond, Contract Administrator
3656 Research Way, Suite 32
Carson City, Nevada 89706
775-687-3388 TTY
775-687-3292 FAX

Sprint

From:
Chameen Stratton Relay Program Manager
Sprint
12657 Alcosta Blvd
San Ramon CA 94583

2007 TOTAL CALL VOLUME

	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total	Average
MINUTES OF SERVICE														
Total Minutes	78.112 02	73,068.74	64.491 39	62 708 27	64 763 45	63 762 16	71 074 81	61,203 15	70 625 36	64 651 61	57 278 41	56 685 47	**788,425**	**65,702**
Less Interstate	(13 097 12)	(13,650.91)	(10 754 75)	(10,899.13)	(11 194 70)	(10 506 92)	(11 268 46)	(10,929 07)	(11 200 19)	(11 487 52)	(10 860 74)	(10,200 24)	**(136,050)**	**(11,337)**
Less International	(24 49)	(21.14)	(2 50)	(10 44)	(7 19)	(6 38)	(4 47)	(19 36)	(18.88)	(72 77)	(263 68)	(317 71)	**(769)**	**(64)**
Less Toll Free Usage	(6 937 60)	(5 660 74)	(5,306.77)	(5,420 84)	(5 716 29)	(4 689 08)	(6 335 99)	(5 073 78)	(5,654 89)	(4 919 40)	(4 528 99)	(4,470.76)	**(64,715)**	**(5,393)**
Less Interstate Dir Assistance	(11 90)	(20 46)	(5 42)	(24 88)	(23.53)	(21 07)	(22 58)	(20 97)	(13.02)	(16 14)	(10 50)	(32.01)	**(222)**	**(19)**
Less 900 Assistance	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**	**0**
Add Speech to Speech	28 42	73.20	53 59	48 92	7 44	15 92	16 15	25.35	68 83	40 06	16 79	5 45	**400**	**33**
Total Billable Minutes	**58,069.33**	**53,788.69**	**48,475.54**	**46,401.90**	**47,829.18**	**48,554.63**	**53,459.46**	**45,185.32**	**53,807.21**	**48,195.84**	**41,631.29**	**41,670.20**	**587,069**	**48,922**
TOTAL NUMBER OF RELAYED CALLS														
Local	12.829	10 837	9.659	8 634	9 020	9 141	9,284	8 023	9 548	8.465	7.816	8 134	**111,390**	**9,283**
Intrastate	241	311	267	300	353	274	254	244	234	229	189	186	**3,082**	**257**
Interstate	2 631	2.869	2.019	2 115	2 043	1 892	2 017	2 088	1 920	2 116	1 969	1.867	**25,546**	**2,129**
Directory Assistance Calls	52	48	41	42	33	66	39	56	43	32	26	23	**501**	**42**
International Calls	2	7	1	2	3	3	2	3	7	27	79	133	**269**	**22**
Toll-Free Calls	1 738	1 418	1.066	1 093	1 213	1 033	1 322	1 164	1 318	1 151	1 007	973	**14,496**	**1,208**
Marine Calls	-	-	-	-	-	-	-	-	-	-	-	-	**0**	**0**
900	-	-	-	-	-	-	-	-	-	-	-	-	**0**	**0**
Other Calls	-	-	-	-	-	2	2	5	-	-	-	-	**9**	**1**
TOTAL	**17,493**	**15,490**	**13,053**	**12,186**	**12,665**	**12,411**	**12,920**	**11,583**	**13,070**	**12,020**	**11,086**	**11,316**	**155,293**	**12,941**
General Assistance Calls	15,491	11 113	9.915	11 088	10 963	11,052	11 328	10 385	10 739	10,111	10,785	10.249	**133,219**	**11,102**
Busy Ring No Answer Calls	4.188	3 472	2.852	2,418	2 684	2,468	2.634	2 761	3 139	2 867	2 597	2.950	**35,030**	**2,919**
Total Nbr of Relayed Calls	**32,984**	**26,603**	**22,968**	**23,274**	**23,628**	**23,463**	**24,248**	**21,968**	**23,809**	**22,131**	**21,871**	**21,565**	**288,512**	**24,043**