

Appendix J:
Copies of Annual Report
or Other

2010 Annual Report



7-1-1 is easy to remember when I call my deaf friend.



July 2009–June 2010

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Report provided by
Sprint 
Relay



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Steve Stovall
Nebraska Public Service Commission
300 The Atrium
1200 N. Street
Lincoln, NE 68508



Dear Mr. Stovall,

Sprint is pleased to have been awarded the Nebraska Relay contract for five years starting July 1, 2009, and lasting until June 30, 2014. This first-ever annual report for Nebraska Relay reflects the fiscal year of July 1, 2009 to June 30, 2010.

Outreach marketing materials were created, providing education about Nebraska Relay, with an emphasis on TRS and CapTel products and services, along with Internet-based relay products and services, including:

- Logo
- Website
- Brochure
- TRS and CapTel flyers
- Hanging banner

Other Nebraska Relay highlights include:

- Replacing the CapTel 200 phone with the newer CapTel 800 model
- Introducing Sprint Relay staff to Nebraskans at the Nebraska School for the Deaf Alumni Reunion in Omaha
- Providing outreach training to three Nebraska Relay contractors in Omaha
- Exhibiting at the DeafNation Expo in Omaha

Sprint Relay appreciates the opportunity to deliver quality relay services and outreach education to Nebraska's relay consumers. Sprint looks forward to continuing to work closely with the Nebraska Public Service Commission, state relay users and the community at large for the next five years.

Sincerely,

A handwritten signature in black ink that reads "Emma Danielson".

Emma Danielson
Relay Program Manager



Outreach and Marketing

Outreach

Nebraska Relay supported relay service awareness by providing demonstrations, presentations and materials to various groups throughout the state. After the three Nebraska Relay subcontractors were trained in Omaha, they assisted the Relay Program Manager by promoting telecommunication relay services (TRS) as well as CapTel and numerous relay services.

TRS outreach included exhibitions and/or presentations at:

- Nebraska School for the Deaf Alumni Reunion in Omaha; 300 attended.
- DeafNation Expo in Omaha; 700 attended.

Marketing

After Sprint was awarded the Nebraska Relay contract, marketing materials were developed from scratch. Various mediums were used to show and explain telecommunications relay service (TRS) products and services.



Logo

The Nebraska Public Service Commission requested that the new logo be selected by state relay users. Sprint is pleased to present its new logo, designed by graphic designers who are deaf.

Website

The Nebraska website at www.nebraskarelay.com contains helpful information on various topics, such as:

- TRS
- CapTel
- Spanish Relay
- Internet-based relay
- Equipment loan program

The website also provides:

- An instructional flyer for hearing persons explaining how to use the Nebraska Relay service to call a deaf, hard-of-hearing, deafblind, speech-disabled or late-deafened person.
- A Nebraska Relay Customer Profile for customers to set personal preferences such as their preferred carrier.
- A Service Feedback link to share feedback about Nebraska Relay.



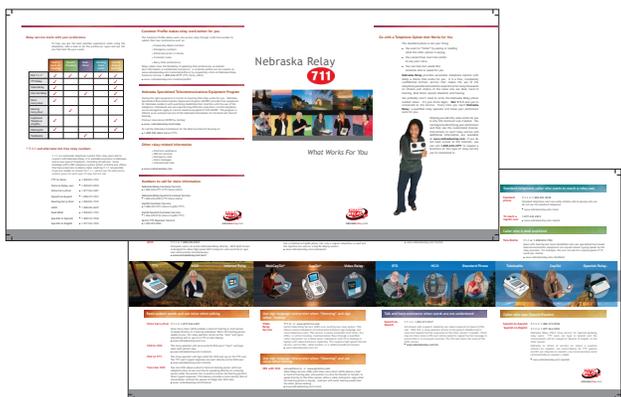
Additionally, there are links to open-captioned video clips of relay products and services, flyers, brochures, and other resources.

Website Statistics

To monitor trends on the Nebraska Relay website, the Relay Program Manager received a monthly statistics report identifying which pages were accessed most often. From July 1, 2009 to June 30, 2010, there were 49,144 hits to the website, representing the total of requests made to the server during the given time period. Figure 1 provides a monthly breakdown.

Fig. 1: Website Statistics

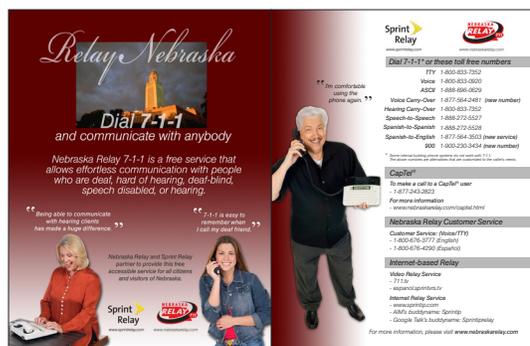
Month	Hits	Month	Hits
July	7,027	Jan.	4,344
Aug.	3,426	Feb.	3,529
Sept.	2,715	March	4,136
Oct.	4,640	April	3,183
Nov.	4,754	May	3,245
Dec.	4,348	June	3,797



Brochure

To promote Nebraska Relay services, a brochure was created that explained the myriad relay products and services with short descriptions, since many consumers benefit from more than one relay service.

In addition, the brochure contained instructions for creating a Customer Profile with relay preferences and also explained the Nebraska Specialized Telecommunications Equipment Program (NSTEP) loan program, which provides free equipment for Nebraska residents with qualifying disabilities.



TRS Flyer

A two-page flyer was developed that listed the various Nebraska TRS Relay numbers for specific services such as Voice Carry-Over and Speech-to-Speech. In addition, a one-page flyer was developed to explain to hearing consumers how to use the relay service, with step-by-step instructions.

CapTel Flyer

A flyer was developed to explain to hearing consumers how to contact a CapTel consumer, with step-by-step instructions.



Nebraska Relay

Nebraska Relay . . . Dial 7-1-1

Communicate with anyone, anywhere



www.nebraskarelay.com



TTY User	Voice User	Carry-Over	CapTel®	Speech-to-Speech	Spanish Relay	Customer Service
TTY to Voice 1-800-833-7352 ASCII 1-888-696-0629	Voice to TTY 1-800-833-0920	Voice Carry-Over 1-877-564-2481 Hearing Carry-Over 1-800-833-7352	Voice to CapTel 1-877-243-2823	Speech-to-Speech 1-888-272-5527	Spanish-to-Spanish 1-888-272-5528 Spanish-to-English 1-877-564-3503	1-800-676-3777 Español 1-800-676-4290 CapTel 1-888-269-7477



www.sprintrelay.com

Hanging Banner

A hanging banner was created to display the various Nebraska 711 Relay services and their respective 800 toll-free numbers.

CapTel Newsletter

A newsletter offering CapTel tips, announcements, and other helpful CapTel information was also distributed to subscribers.



Relay Enhancements

TRS Enhancements

20th Anniversary TRS Enhancements

For the past 20 years, Sprint has provided simple, instant, enriching and productive relay experiences. To continue this legacy, Sprint is excited about enhancements offered to the State Telecommunications Administrators of Relay by Sprint (STARS) members at no additional charge. The enhancements, announced at the June 1-4, 2010, conference in Kansas, include speech-to-speech (STS) outreach and customer service, STS e-mail call set-up, and an enhanced customer database profile.



Sprint Relay's STS website

Speech-to-Speech Outreach and Customer Service

In 2010, Sprint launched www.SprintSTS.com to educate users about the availability and benefits of STS Relay. Sprint now has a dedicated, 24-hour toll-free STS customer service number as well as an STS customer service e-mail address.

STS E-Mail Call Set-Up

Originally launched for Sprint's New Zealand Relay customers, Sprint will make STS e-mail call set-up available for STS users in the United States. This enhancement makes completing a call easier by allowing an STS user to e-mail information before initiating the call, such as

the number to be dialed, who the STS user wants to speak to, special instructions and subject matter. This feature cannot be used to request a specific communication assistant (CA), schedule an STS call or be used in lieu of placing a live call.

Enhanced Customer Database Profile

Originally developed for one of Sprint's states, Sprint now offers a new Enhanced Customer Database Profile, including:

- Additional standard call-processing preferences
- Added security to protect user information
- Online access to view and update profiles
- Ability to be used with any Sprint Relay state or Sprint IP relay service

Additional TRS Enhancements

Sprint continues to:

- Provide monthly training updates to its relay operators,
- Perform quarterly quality tests on its relay operators to ensure that all criteria for passing quality tests have been met,
- Provide refresher training where needed, and
- Develop enhancements on an as-needed basis.

Relay operator training for TRS enhancements included:

- Confidentiality, detachment and desensitization refreshers
- Desktop refresher training: Customer Database Profile/Preferences

Nebraska Relay

- Relay operator-initiated three-way calling refresher
- STS: Customer-featured training video and training guide
- STS: On-going skill training including hearing, understanding, and re-voicing for a variety of speech disabilities

Additional features were an updated initial TRS training plan, monthly call center team conference calls with Sprint Quality Assurance Program Managers, and a monthly customer service initiative newsletter.

CapTel Enhancements

CapTel is a technology that allows word-for-word captions of telephone conversations. The CapTel phone looks and works like any traditional phone, with callers talking and listening to each other, but with one difference: captions are provided live for every phone call. The captions are displayed on the phone's built-in screen so the user can read the words while listening to the other party's voice. If the CapTel phone user has difficulty hearing what the caller says, he or she can read the captions for clarification.

Two improvements took place this fiscal year:

- Replaced the standard CapTel 200 phone with the CapTel 800
- Improved jurisdiction and roaming capabilities to be more like TRS, such as billing based on the ANI of the originating call instead of a CapTel phone's ESN



CapTel Logo

In early spring 2010, to differentiate CapTel from "Sprint" and "Sprint Relay," a stand-alone CapTel logo was created.

Relay Statistics

TRS

The following charts indicate the trends of the total number of TRS session minutes and calls, average speed of answer and service level, and contacts with customers for the first year of relay services, beginning July 1, 2009.

The numbers reflect the traditional relay services (except for Speech-to-Speech) currently provided by Nebraska Relay.

See appendix for a complete statistics report.

Session Minutes

Figure 2 indicates the total monthly and session minutes processed through Nebraska Relay, which amounted to 364,751 session minutes.

Fig. 2: Session Minutes			
July	33,164	Jan.	28,297
Aug.	29,387	Feb.	26,874
Sept.	29,300	March	30,554
Oct.	33,155	April	32,814
Nov.	26,816	May	32,532
Dec.	33,321	June	28,538

Call Volume

Figure 3 depicts the total number of completed calls processed through Nebraska Relay. The relayed calls include local, intrastate, interstate, toll-free, directory assistance, 900, international, marine, general assistance, and busy ring/no answer.

Fig. 3: Call Volume			
July	11,117	Jan.	9,450
Aug.	10,282	Feb.	8,744
Sept.	9,893	March	9,783
Oct.	10,852	April	9,466
Nov.	8,899	May	9,415
Dec.	11,128	June	9,287

Average Speed of Answer and Service Level

Figure 4 illustrates that Sprint has exceeded the speed of answer requirement. "Speed of answer" identifies the number of seconds required to answer a call. The Average Speed of Answer (ASA) for these 12 months was **.48 seconds** and the Service Level (SVL) was that **98.0% of calls** were answered within 10 seconds.

Fig. 4: ASA and SVL					
Month	ASA	SVL	Month	ASA	SVL
July	.60	97.5%	Jan.	.40	99.0%
Aug.	.50	97.6%	Feb.	.50	98.0%
Sept.	.50	97.9%	March	.40	98.0%
Oct.	.50	97.9%	April	.50	98.0%
Nov.	.40	98.2%	May	.50	98.0%
Dec.	.40	98.0%	June	.50	98.0%

Nebraska Relay

FCC Annual Customer Contact Log

Nebraska Relay Customer Service handled customer contacts regarding:

- Customer database profiles
- Technical issues
- Operator performance
- Informational materials
- Customer commendations

Each request from a relay user is given full attention and every effort is made to satisfy the customer. The Nebraska Relay Program Manager prepares and submits the Federal Communications Commission (FCC) Annual Customer Contact Log Report to the

Nebraska Public Service Commission administration, which, in turn, submits the report to the FCC. Figure 5 shows the number of complaints for each month; there were nine complaints overall.

July	0	Jan.	0
Aug.	1	Feb.	2
Sept.	1	March	2
Oct.	2	April	0
Nov.	0	May	1
Dec.	0	June	0

CapTel

The following charts demonstrate the trends of our annual total number of CapTel conversation minutes for the first year, beginning July 1, 2009.

Conversation Minutes

A breakdown of monthly minutes is shown in Figure 6. There were 289,361 minutes in this fiscal year.

July	19,623	Jan.	27,411
Aug.	21,395	Feb.	22,863
Sept.	18,480	March	23,909
Oct.	26,359	April	23,000
Nov.	26,016	May	23,707
Dec.	31,175	June	25,423

Call Volume

A total of 107,441 CapTel calls were generated during the first year. A breakdown of monthly call volume is in Figure 7.

July	7,610	Jan.	9,447
Aug.	7,715	Feb.	8,166
Sept.	6,954	March	9,337
Oct.	8,672	April	9,658
Nov.	8,949	May	9,496
Dec.	11,210	June	10,227

Sprint Relay Enhancements

WebCapTel®

Sprint expanded its Internet service offerings for CapTel® during 2009, including:

- WebCapTel on the Go for iPhone, Windows Mobile 6.0 devices and BlackBerry Smartphones with OS 4.6 or higher.
- WebCapTel 2.0, a revamp of the Sprint WebCapTel website to make the service easier to use.



CapTel 800i

CapTel 800i, a brand-new CapTel phone that uses the Internet to deliver captions, was also released (see photo at left).

Video Relay Services

Sprint continues to maintain open communication with the FCC and NECA on possible billing changes for video relay services (VRS) and awaits an official announcement from them.

Video Relay Services

The FCC authorizes video relay services (VRS). 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 Nebraska currently does **not** pay for VRS.

Ten-Digit Numbering Mandate

The FCC determined that, beginning December 31, 2008, persons with hearing and speech disabilities using Internet-based TRS such as VRS or IP Relay must be able to obtain 10-digit telephone numbers. The FCC adopted this requirement in conjunction with 911 call-handling requirements for VRS and IP relay providers.

On December 8, 2008, Sprint implemented 10-digit numbering for VRS. The FCC extended the registration period for consumers to November 12, 2009. There is a registration website available to VRS users who wish to establish their user profiles and obtain 10-digit numbers through Sprint. Per the FCC mandate, unregistered VRS users may still place emergency calls using any VRS provider.

Video Mail

Sprint released Video Mail for VRS. This allows VRS users to open video mail in a 3GP format on a BlackBerry device.

Nebraska Relay

IP Relay

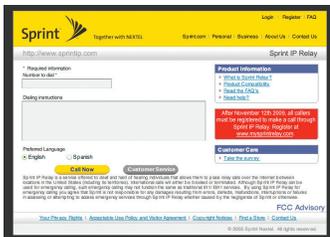
During 2009, Sprint added the following services and features:

- Sprint IP using Google Talk
- Address book and speed dialing for Sprint IP using AIM and Sprint IP using Google Talk
- Website for users to register for service and local phone numbers for each product; this website is at www.mysprintrelay.com
- Voice-to-Sprint IP Relay via 10-digit local phone numbers
- Voice-to-AOL AIM Relay via 10-digit local phone numbers
- Voice-to-Google Talk Relay via 10-digit local phone numbers
- E911 service for Sprint IP, Sprint IP via AIM and Sprint IP via Google Talk
- Identity and address verification process for Sprint-registered users
- Systems that allow users who have registered with any relay provider to make non-emergency IP and IM relay calls

IP Relay

The FCC authorizes Internet Protocol (IP) relay. Relay providers are reimbursed by the Interstate TRS Fund for intrastate and interstate minutes generated, which is administered by the NECA.

The state of Nebraska currently does **not** pay for IP Relay services.



Sprint also has complied with all applicable FCC requirements, as demonstrated on its website (at left).

Other Products and Services

To learn about the multitude of Sprint Relay products and services, visit www.sprintrelay.com.

*Sprint Relay's
IP Relay website*

Sprint Relay Team

William P. White
Vice President,
Federal Programs

Mike Ellis
National TRS Director

Relay Program Management

John Moore
Branch Manager

Angie Officer
Senior RPM

Emma Danielson
Relay Program Manager

Corporate Sales
Maggie Schoolar
Branch Manager

Dottie Cartrite
Corporate Sales Manager

Marketing and Product Development

Damara Paris
Branch Manager

David Strom
CapTel Manager

Billing
Kris Owara
Analyst

Wireless Sales
Art Moore
Account Executive

Customer Service
Brian Adamson
Supervisor

Appendix

TRS and CapTel Statistics

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL
Incoming Calls Offered	9,136	8,415	8,350	9,235	7,505	9,076	7,851	7,306	8,233	7,853	7,776	7,862	98,598
Incoming Calls Answered	8,993	8,502	8,232	9,120	7,398	8,986	7,775	7,208	8,117	7,757	7,656	7,725	97,469
Abandoned in Queue	143	150	118	115	107	90	76	98	116	96	120	137	1,366
Blockage	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Number of Relayed Calls (Line 5)	11,117	10,282	9,893	10,852	8,899	11,128	9,450	8,744	9,783	9,466	9,415	9,287	118,316
Total Number of Completed Calls	5,545	5,014	4,863	5,060	4,314	5,473	4,411	4,426	4,353	4,650	4,534	4,199	56,842
Total Number of Subscribers/Users	3,187	3,187	2,939	3,313	2,772	3,329	2,935	2,578	2,865	2,631	2,621	2,954	35,311
Average Weekend Calls	239	121	213	238	213	269	207	243	231	223	225	228	2,650
Average Weekday Calls	400	187	372	396	332	390	352	340	345	349	341	339	4,143
SERVICE QUALITY													AVERAGE
Average Speed of Answer (ASA)	97.5%	97.6%	97.9%	97.9%	98.2%	98.0%	99.0%	98.0%	98.0%	98.0%	98.0%	98.0%	98.0%
Service Level (SVL)	0.60	0.50	0.50	0.50	0.40	0.40	0.40	0.50	0.40	0.50	0.50	0.50	0.48
Complaints: TRS	0	1	1	2	0	0	0	2	2	0	1	0	9
Commendations: TRS	0	0	0	0	0	0	0	0	0	0	0	0	0
RELAY MINUTES OF USE													
Total Session Minutes of Service	33,164	29,387	29,300	33,155	26,816	33,321	28,297	26,874	30,554	32,814	32,532	28,538	364,751
Less Interstate Minutes	2,790	2,161	2,204	2,188	2,326	2,440	1,442	1,091	1,696	1,512	1,518	1,155	22,522
Less International Minutes	16	5	0	0	2	16	11	0	0	2	1	0	54
Less Interstate Toll-Free Minutes (51%)	2,174	1,738	1,793	2,437	1,545	2,105	1,660	1,866	1,961	2,138	1,847	1,538	22,802
Less Interstate Directory Assistance	0	10	0	0	7	0	0	9	0	0	0	0	26
Less 900 Minutes (51%)	0	0	0	0	0	0	0	0	0	0	0	0	0
Billable Minutes to State of NE	28,184	25,474	25,303	28,531	22,934	28,758	25,184	23,909	26,896	29,161	29,165	25,845	319,345
SPEECH-TO-SPEECH													
Total Speech-to-Speech Minutes	388	811	397	314	87	205	36	91	67	114	195	57	2,764
Less Interstate Minutes	43	225	103	0	8	22	0	0	0	15	0	0	416
Billable Intrastate STS Session Minutes	346	586	294	314	79	183	37	91	67	100	195	57	2,350
GRAND TOTAL BILLABLE SESSION MINS	28,530	26,060	25,597	28,845	23,013	28,941	25,220	24,000	26,963	29,262	29,360	25,902	321,694

Nebraska Relay

	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March	April	May	June	TOTAL
CAPTEL INFORMATION													
Call Count	7,610	7,715	6,954	8,672	8,949	11,210	9,447	8,166	9,337	9,658	9,496	10,227	107,441
													AVERAGE
Average Conversation Minutes Per Call	132	148	121	146	131	148	120	100.86	104.05	104.89	113.72	116.89	124
Average Speed of Answer (ASA)	0.4	0.52	0.47	0.49	0.40	0.83	0.56	0.64	0.58	0.45	0.40	0.41	0.51
Service Level (SVL)	99.4%	98.8%	99.2%	99.0%	98.0%	97.1%	98.8%	98.9%	98.6%	99.4%	99.7%	99.6%	98.9%
SERVICE QUALITY													TOTAL
Complaints: CapTel	0	0	0	0	0	0	0	0	0	0	0	0	0
Commendations: CapTel	0	0	0	0	0	0	0	0	0	0	0	0	0
Total CapTel Conversation Minutes	19,623	21,395	18,480	26,359	26,016	31,175	27,411	22,863	23,909	23,000	23,707	25,423	289,361
Less Interstate Conversation Minutes	3,982	4,075	3,356	4,974	4,431	5,106	4,168	3,929	3,966	3,871	5,513	4,766	52,138
Less International Conversation Minutes	1	0	0	0	0	0	0	0	1	0	1	0	3
Less Interstate Toll-Free Minutes (51%)	737	720	703	946	1,192	980	1,068	708	1,254	1,221	836	1,141	11,507
Less in 2 Line (11%)	221	281	247	290	251	337	344	242	277	260	258	264	3,272
Billable Intrastate CapTel Minutes	14,681	16,319	14,174	20,147	20,141	24,749	21,831	17,983	18,411	17,648	17,100	19,251	222,435

Annual Report

July–December
2010



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Report provided by
Sprint
Relay

The logo graphic for Sprint Relay, featuring a stylized, fan-like shape composed of several curved, overlapping segments that resemble a signal or a wing, positioned to the right of the text.

Publication services provided by T.S. Writing Services
www.tswriting.com

Steve Stovall

Nebraska Public Service Commission
300 The Atrium
1200 N. Street
Lincoln, NE 68508



Dear Mr. Stovall,

From July to December 2010, Sprint Relay was pleased to serve its Nebraska consumers with top-quality relay services and dedication.

During this six-month period, Nebraska Relay telecommunications relay service statistics included:

- 1,863 average weekday calls
- 1,156 average weekend calls
- .57 average answer speed of answer on calls
- 97.5% service level rating on calls
- 161,625 total session minutes

Additionally, CapTel statistics included:

- 54,336 calls
- 135,215 total conversation minutes

Sprint Relay appreciates the opportunity to deliver quality relay services to Nebraska's relay consumers. Sprint looks forward to continuing to work closely with the Nebraska Public Service Commission, state relay users and the community at large for the next four years.

Sincerely,

A handwritten signature in black ink that reads "Emma Danielson".

Emma Danielson
Relay Program Manager



Marketing

Marketing Materials

Various mediums were used to show and explain telecommunications relay service (TRS) products and services. As mentioned in the recent July 2009–June 2010 annual report, marketing materials included:

- Website
- Brochure
- TRS flyer
- CapTel flyer

Website Statistics

To monitor trends on the Nebraska Relay website, the Relay Program Manager received a monthly statistics report identifying which pages were accessed most often. From July 1, 2010 to December 31, 2010, there were 27,720 hits to the website, representing the total of requests made to the server during the given time period. Figure 1 provides a monthly breakdown.

Fig. 1: Website Statistics	
July	6,181
Aug.	4,665
Sept.	3,344
Oct.	3,395
Nov.	5,687
Dec.	4,448

Relay Statistics

TRS

The following charts indicate the trends of the total number of TRS session minutes and calls, average speed of answer and service level, and contacts with customers on relay services. The numbers reflect the traditional relay services (except for Speech-to-Speech) for the period of July 1 to December 31, 2010 currently provided by Nebraska Relay.

See appendix for a complete statistics report.

Session Minutes

Figure 2 indicates the total monthly and session minutes processed through Nebraska Relay, which amounted to 161,625 session minutes.

Fig. 2: Session Minutes	
July	29,161
Aug.	26,818
Sept.	24,507
Oct.	26,670
Nov.	27,749
Dec.	26,719

Call Volume

Figure 3 depicts the total of 50,957 completed calls processed through Nebraska Relay. The relayed calls included local, intrastate, interstate, toll-free, directory assistance, 900, international, marine, general assistance, and busy ring/no answer.

Fig. 3: Call Volume	
July	9,774
Aug.	9,002
Sept.	8,260
Oct.	7,885
Nov.	8,164
Dec.	7,872

Average Speed of Answer and Service Level

Figure 4 illustrates that Sprint has exceeded the speed of answer requirement. "Speed of answer" identifies the number of seconds required to answer a call. The Average Speed of Answer (ASA) for these six months was **.57 seconds** and the Service Level (SVL) was that **97.5% of calls** were answered within 10 seconds.

Fig. 4: Average Speed of Answer and Service Level		
Month	ASA	SVL
July	.50	98%
Aug.	.60	98%
Sept.	.50	98%
Oct.	.60	97%
Nov.	.60	97%
Dec.	.60	97%

FCC Annual Customer Contact Log

Nebraska Relay Customer Service handled customer contacts regarding:

- Customer database profiles
- Technical issues
- Operator performance
- Informational materials
- Customer commendations

Each request from a relay user is given full attention and every effort is made to satisfy the customer. The Nebraska Relay Program Manager prepares and submits the Federal Communications Commission (FCC) Annual Customer Contact Log Report to the Nebraska Public Service Commission administration, which, in turn, submits the report to the FCC.

Month	Commendations	Complaints
July	0	0
Aug.	0	0
Sept.	1	1
Oct.	0	0
Nov.	0	0
Dec.	0	0

Figure 5 shows the number of complaints for each month; there was one commendation and one complaint.

CapTel

The following charts demonstrate the trends of our total number of CapTel conversation minutes for the six-month period of July 1 to December 31, 2010.

Conversation Minutes

A breakdown of monthly minutes is shown in Figure 6. There were 135,215 minutes during this six-month timeframe.

July	22,801
Aug.	22,556
Sept.	21,665
Oct.	22,663
Nov.	23,228
Dec.	22,301

Call Volume

A total of 54,336 CapTel calls were generated during this six-month period. A breakdown of monthly call volume is in Figure 7.

July	9,578
Aug.	8,987
Sept.	8,976
Oct.	9,253
Nov.	8,883
Dec.	8,659

Sprint Relay Enhancements

FCC Updates

Sprint continues to maintain open communication with FCC and NECA, and awaits an official announcement on potential billing changes.

Video Mail

There are three ways for relay users to access video mail messages.

1. E-mail attachments (WMV and 3GP)
2. Web-based customer profile
 - a. Access to video mail via My Mail
 - b. Default or customized text message for video interpreters
3. Sprint Video 4G software
 - a. Customized video greeting message
 - b. Individual PIN to access mailbox
 - c. Access to video mail messages via mailbox

Video Relay Services

The FCC authorizes video relay services (VRS). 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 Nebraska currently does **not** pay for VRS.

IP Relay

During this fiscal year, Sprint added the following services and features:

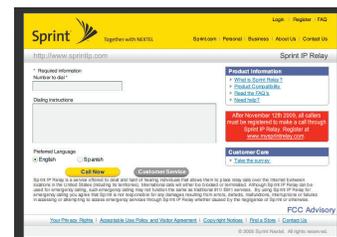
- Sprint IP using Google Talk.
- Address book and speed dialing for Sprint IP using AIM and Sprint IP using Google Talk.
- Website for users to register for service and local phone numbers for each product; this website is at www.mysprintrelay.com.
- Voice-to-Sprint IP Relay customers via 10-digit local phone numbers.
- Voice-to-AOL AIM Relay customers via 10-digit local phone numbers.
- Voice-to-Google Talk Relay customers via 10-digit local phone numbers.
- E911 service for Sprint IP, Sprint IP via AIM and Sprint IP via Google Talk.
- Identity and address verification process for Sprint-registered users.
- Systems that allow users who have registered with any relay provider to make non-emergency IP and IM relay calls.

IP Relay

The FCC authorizes Internet Protocol (IP) relay. Relay providers are reimbursed by the Interstate TRS Fund for intrastate and interstate minutes generated, which is administered by the NECA.

The state of Nebraska currently does **not** pay for IP Relay services.

Sprint also has complied with all applicable FCC requirements, as clearly stated on its website (at right).



Sprint Relay's IP Relay website

4G Network and Wireless Devices

4G Network

Sprint was the first communications company to offer the 4G network, which can deliver download speeds that are up to 10 times faster than 3G networks. The 4G network offers:

- 4G service in 4G markets and 3G service everywhere, including 4G markets
- High-speed and high-capacity video, data and voice

For information about the 4G service and coverage areas, visit www.sprintrelaystore.com/4g.htm.

Wireless Devices

The BlackBerry product line is just one of several that Sprint Relay offers with a data-only plan for a \$29.99 monthly fee for deaf and hard of hearing people; this fee was offered until December 2010. With the new BlackBerry and 4G Android product lines, the data-only plan was offered for \$39.99 per month.



*BlackBerry 3G
Curve 9330*



*Dell® Mini 1012 Netbook
with U301 3G/4G Modem*



*HTC EVO
4G Android*



*Samsung
Epic 4G*

Video Customer Service

Sprint continues to offer Sprint Relay Video Customer Service (VCS) at no charge, where customers can contact Sprint representatives who use American Sign Language. VCS provides technical assistance, handles billing questions, and addresses other customer service issues. To set up an appointment with a VCS representative:

- A customer first e-mails vcs@sprintrelaystore.com with his or her name and a short description of the issue or question.
- An automatic e-mail is sent from VCS to arrange the videophone call appointment, along with a tracking number that can be used to check the inquiry status.

Other Products and Services

To learn about the multitude of Sprint Relay products and services, visit www.sprintrelay.com.

Sprint Relay Team

William P. White
Vice President,
Federal Programs

Mike Ellis
National TRS Director

Relay Program Management

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Branch Manager

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Senior RPM

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Damara Paris
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David Strom
CapTel Manager

Billing
Kris Owara
Analyst

Wireless Sales
Art Moore
Account Executive

Customer Service
Brian Adamson
Supervisor

Appendix

TRS and CapTel Statistics

	July	Aug.	Sept.	Oct.	Nov.	Dec.	TOTAL
Incoming Calls Offered	8,147	7,550	6,936	6,425	6,729	6,632	42,419
Incoming Calls Answered	8,025	7,436	6,814	6,306	6,603	6,496	41,680
Abandoned in Queue	122	114	122	113	126	136	733
Blockage	0	0	0	0	0	0	0
Total Number of Relayed Calls (Line 5)	9,774	9,002	8,260	7,885	8,164	7,872	50,957
Total Number of Completed Calls	4,210	4,149	3,892	3,892	3,990	3,764	23,897
Total Number of Subscribers/Users	2,775	2,781	2,621	2,483	2,614	2,558	15,832
Average Weekend Calls	224	196	195	172	194	175	1,156
Average Weekday Calls	353	329	305	294	301	281	1,863
SERVICE QUALITY							AVERAGE
Average Speed of Answer (ASA)	0.50	0.60	0.50	0.60	0.60	0.60	56.7%
Service Level (SVL)	98.0%	98.0%	98.0%	97.0%	97.0%	97.0%	0.98
							TOTAL
Complaints: TRS	0	0	1	0	0	0	1
Commendations: TRS	0	0	1	0	0	0	1
RELAY MINUTES OF USE							
Total Session Minutes of Service	29,161	26,818	24,507	26,670	27,749	26,719	161,625
Less Interstate Minutes	1,150	1,068	1,373	802	1,190	679	6,261
Less International Minutes	0	1	2	14	18	0	35
Less Interstate Toll-Free Minutes (51%)	1,533	1,495	1,294	1,533	1,624	1,730	9,209
Less Interstate Directory Assistance	0	33	7	12	0	0	52
Less 900 Minutes (51%)	0	0	0	0	0	0	0
Billable Minutes to State of NE	26,478	24,223	21,830	24,309	24,917	24,310	146,068
SPEECH-TO-SPEECH							
Total Speech-to-Speech Minutes	83	168	269	174	64	144	901
Less Interstate Minutes	3	13	0	0	4	0	21
Billable Intrastate STS Session Minutes	79	155	269	174	59	144	881
GRAND TOTAL BILLABLE SESSION MINS	26,557	24,378	22,099	24,483	24,977	24,454	146,948
CAPTEL INFORMATION							TOTAL
Call Count	9,578	8,987	8,976	9,253	8,883	8,659	54,336
							AVERAGE
Average Conversation Minutes Per Call	2.38	3.13	2.38	2.87	2.67	2.47	3
Average Speed of Answer (ASA)	0.5	0.49	0.68	0.55	0.44	0.94	0.59
Service Level (SVL)	99.4%	99.3%	98.5%	99.0%	99.6%	95.0%	98.5%
SERVICE QUALITY							TOTAL
Complaints: CapTel	0	0	0	0	0	0	0
Commendations: CapTel	0	0	0	0	0	0	0
Total CapTel Conversation Minutes	22,801	22,556	21,665	22,663	23,228	22,301	135,215
Less Interstate Conversation Minutes	3,142	3,264	3,460	3,587	5,686	4,278	23,416
Less International Conversation Minutes	1	0	1	0	1	0	2
Less Interstate Toll-Free Minutes (51%)	800	797	774	891	663	877	4,803
Less in 2 Line (11%)	249	268	234	279	223	243	1,496
Billable Intrastate CapTel Minutes	18,610	18,228	17,196	17,906	16,656	16,901	105,498



Annual Report

January-December 2011



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Report provided by
Sprint
Relay

The logo graphic for Sprint Relay, consisting of several overlapping, curved yellow shapes that resemble a stylized flame or a signal wave, positioned to the right of the text.

Publication services provided by T.S. Writing Services
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Steve Stovall
Nebraska Public Service Commission
300 The Atrium
1200 N. Street
Lincoln, NE 68508

Dear Mr. Stovall,

Nebraska Relay is pleased to present this annual report outlining telecommunications relay services (TRS) and CapTel service quality and outreach education to Nebraska consumers.

Sprint remains committed to top-notch customer service, and is grateful for recognition by the Paisley Group for providing the best in TRS customer service and typing speed. The Federal Communications Commission mandates that relay operators (RO) type at least 60 words per minute (wpm); Sprint RO averaged 82 wpm. In addition, the CapTel customer service department expanded its hours to better accommodate customers' schedules.

Statistics demonstrated a decrease in TRS minutes but saw an increase in CapTel minutes this fiscal year. Going wireless has become more mainstream, and consumers continue to migrate to using internet-based relay services on their wireless devices. Some notable statistics include:

TRS

- 2,921 average weekday calls
- 1,838 average weekend calls
- .57 seconds average answer speed of answer on calls
- 97.3% service level rating on calls
- 249,942 total session minutes

CapTel

- 127,728 calls
- 331,001 total conversation minutes

Sprint Relay appreciates the opportunity to deliver quality relay services and outreach education to Nebraska's relay consumers. Sprint looks forward to continuing to work closely with the Nebraska Public Service Commission, state relay users and the community for the next three years.

Sincerely,

A handwritten signature in black ink that reads "Emma Danielson".

Emma Danielson
Relay Program Manager



Outreach

Nebraska Relay products and services were promoted via the Nebraska Relay website, printed materials, and e-mails. Additionally, a subcontractor assisted the Relay Program Manager in educating the public on various relay services, as well as CapTel and various Sprint Relay services.

Website

The Nebraska Relay website at www.nebraskarelay.com contains information about:

- TRS
- CapTel
- Spanish relay
- Internet-based relay
- Equipment loan program

The website also provides:

- A Nebraska Relay Customer Profile to set personal preferences, such as preferred carrier of choice
- A link to share feedback about Nebraska Relay
- Links to open-captioned video clips of relay products and services, flyers, and other resources



Website Statistics

To monitor trends on the Nebraska Relay website, the Relay Program Manager received a monthly statistics report identifying which pages were accessed most often. From January 1, 2011 to December 31, 2011, there were 97,329 hits to the website, representing the total number of requests made to the server during the given time period. Figure 1 provides a monthly breakdown.

Fig. 1: Website Statistics

Jan.	4,044	July	19,755
Feb.	4,169	Aug.	8,056
March	6,153	Sept.	6,063
April	6,130	Oct.	6,770
May	6,258	Nov.	5,136
June	14,325	Dec.	10,470



Advertisements

To promote the Nebraska Relay CapTel phone and service, a CapTel advertisement was placed in the Nebraska Farmer magazine during the months of January, April, July and October.

TRS Enhancements

Sprint provides monthly training updates to its relay operators, performs quarterly quality tests to ensure its relay operators are up to date on current practices and knowledge, and provides refresher training. TRS enhancements are also continually honed to ensure the very highest quality in relay services.

CapTel Customer Service Hours

In June 2011, Sprint extended its CapTel customer service hours to seven days a week. Hours of operation are Monday-Friday, 7 a.m. to 7 p.m. Central, and Saturday-Sunday 8 a.m. to 5 p.m. Central. Customer service is closed on Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas, and New Year's Day.

Sprint Relay Earns Top Honors for Best Overall Customer Care and Speed of Service from Paisley Group

Overland Park, Kan., April 19, 2011—Sprint announced that it has earned top honors in Customer Care and Speed in the 2011 Paisley Group National Relay TTY Performance Index™. Sprint Telecommunications Relay Services (TRS) enable text-telephone (TTY) callers and hearing callers to communicate with one another via trained relay operators.

Paisley's National Relay TTY Performance Index included several domestic TRS providers. In the Overall Customer Care category, Sprint was the only provider to earn a perfect score. The category captures the number of critical errors that relay providers make when relaying messages (such as errors that change the meaning of the message).

In the Speed category, Sprint's relay operators earned best in class honors, exceeding the Federal Communications Commission mandated typing speed (82 words per minute versus the mandated 60 words per minute).

Sprint ranked as the best in overall WPM and Passed Calls. Sprint's blazing-fast third generation TRS

platform also contributed to the win. "Speed makes a difference in the relay industry—when callers receive faster service, government entities responsible for funding relay services are charged less time per call," said Jeff Rudolph, President and CEO of The Paisley Group Ltd. "Sprint's average conversation length of three minutes exceeds the three minutes and twenty-one seconds industry mean (2011) and stands in testament to an organization dedicated to optimal efficiency."

Sprint Relay Director Mike Ellis said, "The Paisley Group's report underscores Sprint's commitment to its customers. It has been our goal to deliver the best quality in relay services over the past 20 years, and we've consistently achieved it."

About Paisley Group, Ltd.

The Paisley Group is the leading third party quality assurance organization and independent research firm. The Paisley Groups' professional analysis provides root cause data necessary for performance benchmarking and continuous contact center improvements. Learn more about The Paisley Group at www.thepaisleygroup.com.

Nebraska Relay Statistics

Telecommunications Relay Service

The following charts indicate trends in the annual total number of session minutes and calls, relayed call volume, average speed of answer and service level, and contacts with customers. The numbers reflect the traditional relay services (such as TTY, Voice, Spanish TTY and Voice, VCO, Telebraille, and STS) currently provided by Nebraska Relay.

See appendix for a complete statistics report.

Session Minutes

Figure 2 displays the total monthly session minutes processed through Nebraska Relay. The total of 249,942 minutes includes all aspects of TRS services except Speech-to-Speech and CapTel.

Jan.	30,163	July	19,415
Feb.	22,295	Aug.	20,064
March	23,406	Sept.	20,827
April	20,498	Oct.	18,206
May	21,611	Nov.	17,614
June	18,450	Dec.	17,392

Relayed Call Volume

Figure 3 depicts the total number of completed calls processed through Nebraska Relay. The total of 79,306 calls include local, intrastate (both intralata and interlata), interstate, general assistance, toll-free, directory assistance, international and busy ring/no answer.

Jan.	8,171	July	6,405
Feb.	7,036	Aug.	6,844
March	6,528	Sept.	6,585
April	6,527	Oct.	6,044
May	6,796	Nov.	5,875
June	6,548	Dec.	5,947

Average Speed of Answer and Service Level

Figure 4 illustrates that Nebraska Relay exceeded the speed of answer requirement throughout the year. Speed of answer identifies the number of seconds required to answer a call. The daily requirement is that 85% of all calls be answered within 10 seconds. The Average Speed of Answer (ASA) for this fiscal year was **.57 seconds** and the Service Level (SVL) was **97.3% of calls** answered within 10 seconds.

Fig. 4: Average Speed of Answer and Service Level

<i>Month</i>	<i>ASA</i>	<i>SVL</i>	<i>Month</i>	<i>ASA</i>	<i>SVL</i>
Jan.	.60	98%	July	.50	97%
Feb.	.60	97%	Aug.	.50	97%
March	.60	97%	Sept.	.60	97%
April	.50	98%	Oct.	.50	98%
May	.60	97%	Nov.	.60	97%
June	.60	97%	Dec.	.60	97%

FCC Annual Consumer Contact Log

Nebraska Relay Customer Service handled consumer contacts such as:

- Consumer database profiles
- Technical issues
- Operator performance
- Informational materials
- Commendations

Each request from a relay user is given full attention and every effort is made to satisfy the consumer. The Relay Program Manager prepares and submits the Federal Communications Commission (FCC) Annual Consumer Contact Log Report to the Nebraska Relay Public Service Commission administration, which, in turn, submits the report to the FCC.

During this fiscal year, there were three commendations and four complaints.

CapTel

The following charts indicate trends in the annual total number of conversation minutes and calls, and contacts with consumers. The numbers reflect the CapTel relay service currently provided by Nebraska Relay.

Conversation Minutes

A breakdown of monthly minutes is shown in Figure 5. The total for this fiscal year was 331,001 CapTel conversation minutes.

Jan.	23,629	July	29,647
Feb.	21,225	Aug.	29,999
March	24,197	Sept.	26,900
April	25,410	Oct.	29,319
May	29,232	Nov.	28,471
June	31,337	Dec.	31,635

Call Volume

A total of 127,728 CapTel calls were generated this fiscal year. A breakdown of monthly call volume is displayed in Figure 6.

Jan.	8,694	July	11,160
Feb.	8,452	Aug.	11,675
March	10,151	Sept.	10,988
April	9,793	Oct.	10,858
May	12,134	Nov.	10,395
June	12,315	Dec.	11,113

FCC Annual Consumer Contact Log

The Relay Program Manager prepares and submits the Federal Communications Commission (FCC) Annual Consumer Contact Log Report to the Nebraska Relay Public Service Commission administration, which, in turn, submits the report to the FCC.

During this fiscal year, there were one commendation and three complaints.

Sprint Relay Enhancements

IP Relay

During the STARS conference in May 2011, Sprint launched two products:

- Mobile IP Relay for wireless devices
- Sprint Relay ID Pack, including Sprint Relay-based customized applications, wallpapers, widgets, and multimedia

Mobile IP Relay features include:

- Individual 10-digit number
- Saved conversations
- Customized font size, font colors and background colors
- Contact list, call history, and access to Sprint Relay customer service representatives
- Direct access to 911

Note: The FCC authorizes Internet Protocol (IP) relay. The Interstate TRS Fund, administered by Rolka Loube Saltzer Associates (RLSA), reimburses relay providers for intrastate and interstate minutes generated.

The State of Nebraska currently does **not** pay for IP relay services.

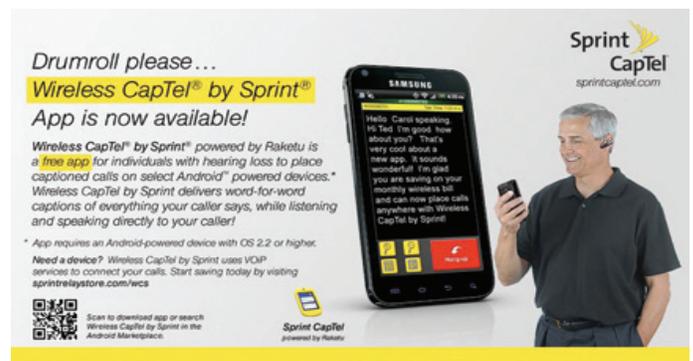


The Sprint Relay ID pack includes:

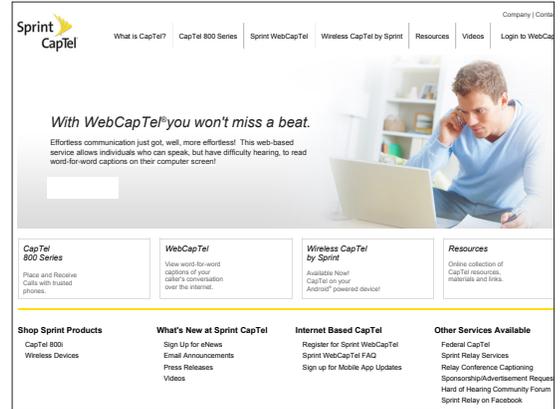
- *Sprint Mobile IP:* Access Sprint Relay on an Android™-powered mobile device running OS 2.1 or higher
- *AIM Instant Messenger:* Access traditional relay services through AIM
- *Calendar Notifier:* Receive visual alerts and reminders of events
- *Handcent SMS:* Receive visual alerts and notifications of texts
- *VideoPlayer:* View captioned videos
- *Captionfish.com:* Locate captioned movies in specific geographical areas

Wireless CapTel by Sprint

In the fall of 2011, Sprint launched Wireless CapTel by Sprint for select Android™ devices with Android™ 2.2 or higher. The application is free, and requires registration verifying that the user is deaf or hard of hearing and is a resident of the United States. After registration, users receive a unique 10-digit captioning phone number that they can use to receive captioned calls. Calls are free and require an active Internet connection.



Also in the fall of 2011, the CapTel 800i phone software was expanded with new features, such as choosing from a fast-scrolling captioning or new smooth scrolling option. Another enhancement was the redesigned WebCapTel website at www.sprintcapter.com. With easier navigation and clearer information, Sprint customers can find information quicker.



Wireless Devices

The 4G Android™-powered product lines are among several products that Sprint Relay offered in 2011 with a data-only plan at \$39.99 a month, available only to deaf or hard of hearing people. In October 2011, the iPhone® 4 and 4S became available to deaf or hard of hearing customers at \$54.99 per month. All wireless devices added to the Sprint Relay product line-up after mid-October 2011 were assigned the same monthly pricing plan as the iPhone®. Product information and pricing plans are available at www.sprintrelaystore.com.

Other Products and Services

To learn about Sprint Relay's products and services, and for helpful links, visit www.sprintrelay.com.

Sprint Relay

William P. White
Vice President,
Federal Programs

Mike Ellis
National TRS Director

Relay Program Management

John Moore
Branch Manager

Angie Officer
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Dottie Cartrite
Corporate Sales Manager

Marketing and Product Development

Damara Paris
Branch Manager

David Strom
CapTel Manager

Billing
Kris Owara
Analyst

Wireless Sales
Art Moore
Account Executive

Customer Service
Brian Adamson
Supervisor

Appendix

TRS and CapTel Statistics

	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	TOTAL
Incoming Calls Offered	6,904	6,050	5,579	5,619	5,815	5,629	5,678	5,916	5,367	5,139	4,971	5,161	67,828
Incoming Calls Answered	6,795	5,906	5,462	5,507	5,701	5,539	5,568	5,809	5,272	5,051	4,880	5,077	66,567
Abandoned in Queue	109	144	117	112	114	90	110	107	95	88	91	84	1,261
Blockage	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Number of Relayed Calls (Line 5)	8,171	7,036	6,528	6,527	6,796	6,548	6,405	6,844	6,585	6,044	5,875	5,947	79,306
Total Number of Completed Calls	4,045	3,356	3,092	2,893	2,972	2,733	2,734	2,918	3,136	2,740	2,767	2,554	35,940
Total Number of Subscribers/Users	2,573	2,309	2,194	2,233	2,385	2,259	2,262	2,381	1,926	1,979	1,841	1,936	26,278
Average Weekend Calls	182	176	136	140	155	166	152	163	154	146	128	140	1,838
Average Weekday Calls	302	281	236	251	245	237	233	241	243	218	221	213	2,921
SERVICE QUALITY													AVG.
Average Speed of Answer (ASA)	0.60	0.60	0.60	0.50	0.60	0.60	0.50	0.50	0.60	0.50	0.60	0.60	0.57
Service Level (SVL)	98%	97%	97%	98%	97%	97%	97%	97%	97%	98%	97%	97%	97.3%
													TOTAL
Complaints: TRS	1	1	0	1	1	0	0	0	0	0	0	0	4
Commendations: TRS	0	0	0	0	0	0	1	0	1	0	0	1	3
RELAY MINUTES OF USE													
Total Session Minutes of Service	30,163	22,295	23,406	20,498	21,611	18,450	19,415	20,064	20,827	18,206	17,614	17,392	249,942
Less Interstate Minutes	997	1,138	866	903	831	578	806	937	842	684	522	494	9,598
Less International Minutes	4	12	7	10	0	0	0	2	29	0	0	0	63
Less Interstate Toll-Free Minutes (51%)	1,692	1,393	1,392	795	1,019	804	1,057	1,237	1,320	1,142	906	1,001	13,758
Less Interstate Directory Assistance	0	11	0	5	3	5	0	7	6	0	0	0	36
Less 900 Minutes (51%)	0	0	0	0	0	0	0	0	0	0	0	0	0
Billable Minutes to State of NE	27,471	19,741	21,142	18,786	19,758	17,063	17,553	17,881	18,629	16,380	16,187	15,897	226,487
SPEECH-TO-SPEECH													
Total Speech-to-Speech Minutes	269	211	108	67	177	146	256	99	131	199	58	87	1,808
Less Interstate Minutes	0	0	0	31	20	0	0	0	4	0	0	0	54
Billable Intrastate STS Session Minutes	269	211	108	36	157	146	256	99	127	199	58	87	1,753
GRAND TOTAL BILLABLE SESSION MINUTES	27,741	19,952	21,250	18,822	19,915	17,210	17,809	17,980	18,756	16,579	16,245	15,984	228,241
CAPTEL INFORMATION													TOTAL
Call Count	8,694	8,452	10,151	9,793	12,134	12,315	11,160	11,675	10,988	10,858	10,395	11,113	127,728
													AVG
Average Conversation Minutes Per Call	2.60	2.51	2.38	2.59	2.41	2.54	2	2	2	3	2	3	3
Average Speed of Answer (ASA)	0.54	1.61	0.67	0.64	0.62	0.69	0.7	0.89	0.85	0.83	0.86	0.70	0.80
Service Level (SVL)	99.1%	93.3%	99.4%	99.6%	99.7%	99.3%	99.4%	98.6%	98.8%	98.7%	98.7%	99.4%	98.7%

SERVICE QUALITY													TOTAL
Complaints: CapTel	0	0	0	0	0	0	0	0	0	2	1	0	3
Commendations: CapTel	0	0	0	0	0	0	0	1	0	0	0	0	1
Total CapTel Conversation Minutes	23,629	21,225	24,197	25,410	29,232	31,337	29,647	29,999	26,900	29,319	28,471	31,635	331,001
Less Interstate Conversation Minutes	4,682	4,448	4,204	5,060	5,700	5,718	4,618	3,789	4,023	4,969	5,106	5,030	57,347
Less International Conversation Minutes	1	0	1	1	35	19	2	0	1	0	1	0	61
Less Interstate Toll-Free Minutes (51%)	646	813	907	836	912	1,556	1,398	1,899	1,315	1,429	1,251	1,475	14,437
Less in 2 Line (11%)	263	235	325	283	367	388	370	383	312	294	337	336	3,892
Billable Intrastate CapTel Minutes	18,039	15,728	18,761	19,231	22,219	23,656	23,258	23,928	21,249	22,626	21,776	24,794	255,264