



**Relay Nevada Annual Report
July 2020 – July 2021**

This annual report is provided by T-Mobile Accessibility.



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Relay Nevada Highlights

2019: Sprint is selected by the Communication Access Services Division of the Nevada Department of Health and Human Services to provide Telecommunications Relay Service (TRS) and Captioned Telephone (CapTel) service effective September 1, 2019.

2020: Despite the COVID-19 pandemic providing challenges in meeting TRS and CapTel service level requirements of 85% and an average speed of answer in 10 seconds, Sprint Accessibility exceeded these with an unadjusted year-end average of 93.10%/5.68 seconds and an adjusted 97.3%/unadjusted 9.45 seconds, respectively.

2021: Aired a CapTel television public service announcement for a total of 536 broadcasts.

About Relay Nevada

Relay Nevada offers many ways for you to communicate with anyone that has a phone. We have the services you need to never miss a word.

Relay Nevada is a free public service that enables people with hearing or speech loss who use a teletypewriter (TTY) or other assistive device to communicate with standard telephone users. The conversation is relayed between the two parties by a specially trained Relay Operator. Relay Nevada is available 24 hours a day 365 days per year.

www.relaynevada.com

A Message from the Associate Accessibility Relationship Manager II

T-Mobile Accessibility is pleased to present to the Communication Access Services Division of the Nevada Department of Health and Human Services administration this July 2020 to June 2021 annual report summarizing trends in Telecommunications Relay Services (TRS) and Captioned Telephone Service (CTS), along with spotlighting outreach education to Nevada consumers.

During this reporting year, due to the continued COVID-19 pandemic, the Relay Nevada Associate Accessibility Relationship Manager II and the Relay Nevada Outreach Specialist were not able to partake in outreach events in person. However, in lieu of physical outreach education, an average of seven educational webinars per month were provided. In addition, a television public service announcement about the CapTel phone and service was aired for 536 broadcasts, including four interviews. Relay Nevada is pleased to have sponsored CART/captioning for the VFW National Convention virtual event in Las Vegas from July 18 to 23, 2020.

Despite the COVID-19 pandemic providing challenges in meeting TRS and CapTel service level requirements of 85%, T-Mobile Accessibility exceeded this requirement with a year-end average for **unadjusted TRS of 96.17% and average speed of answer in 2.00 seconds**; and the CapTel averages were an **unadjusted 93.57% service level and an unadjusted average speed of answer in 2.47 seconds**.

Relay Nevada session minutes this reporting year showed the following trends:

TTY based: **113,545 minutes**

STS: **308 minutes**

CapTel: **149,303 minutes**

T-Mobile Accessibility appreciates the Communication Access Services Division of the Nevada Department of Health and Human Services, the in-state Relay Nevada Outreach Specialist, the in-state Outreach Experts, Inc., Outreach Specialist and three installers/trainers, and the state relay users for the opportunity to provide Relay Nevada and IP-based services, outreach education, and customer support.

Yours in Relay,

A handwritten signature in black ink, which appears to read "Ken M. Arcia". The signature is fluid and cursive.

Ken Arcia (he/him/his)

Associate Accessibility Relationship
Manager II

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Relay Nevada Outreach and Deliverables

Outreach

During this reporting year, Relay Nevada outreach efforts included promoting relay service awareness through product and service demonstrations, virtual presentations, trainings, event contributions, and information dissemination throughout the state, and via the www.relaynevada.com website.

The Relay Nevada Outreach team, consisting of the Relay Nevada Associate Accessibility Relationship Manager II, a Relay Nevada Outreach Specialist, and the in-state Outreach Experts, Inc. (OEI) Outreach Specialist and three installers/trainers; hosted webinars, supported health fairs and senior expositions; and installed CapTel phones then trained the new consumers in using this tool and service.



Figure 1: Webinar information

Due to the continued COVID-19 pandemic, outreach education performed by the Associate Accessibility Relationship Manager II was enacted virtually via webinars, averaging seven per month. See Figure 1 for one of the advertisements announcing an upcoming webinar.

Outreach Experts, Inc.

As an added and no-cost advantage to Relay Nevada, one outreach specialist and three installers/trainers from the Outreach Experts, Inc. (OEI) team partnered with Relay Nevada and T-Mobile Accessibility to promote awareness throughout the state about Internet Protocol (IP) CapTel phones and service. The OEI Outreach Specialist exhibited at tradeshow, and the three installer/trainer representatives met with consumers to install their new Internet-based CapTel phones and for one-on-one trainings. OEI and Relay Nevada operate on separate plans and budgets.

Outreach performed by OEI are listed in Table 1 below:

First Day of Event	Last Day of Event	City	Name of Event
July 7, 2020	July 7, 2020	Las Vegas	LVBNM Anniversary Expo
October 7, 2020	October 7, 2020	Las Vegas	Everi Health Fair (Virtual)
October 24, 2020	October 24, 2020	Las Vegas	Health & Wellness Expo
October 29, 2020	October 29, 2020	Las Vegas	Resort.com Health Fair (Virtual)
November 10, 2020	November 10, 2020	Las Vegas	LVBNM - Red, White & Blue Expo
November 12, 2020	November 13, 2020	Henderson	Sun City Henderson Health, Home & Resource Expo (Virtual)
April 30, 2021	April 30, 2021	Henderson	Pro Expo - Senior Expo Sunset Station (rescheduled from 2020)

May 7, 2021	May 7, 2021	Las Vegas	Pro Expo - Senior Expo AZ Charlie's (rescheduled from 2020)
May 14, 2021	May 14, 2021	Las Vegas	Pro Expo - Senior Expo Boulder Station (rescheduled from 2020)
May 21, 2021	May 21, 2021	North Las Vegas	Pro Expo - Senior Expo Aliante Casino (rescheduled from 2020)
May 29, 2021	May 29, 2021	Henderson	Veterans Expo
June 4, 2021	June 4, 2021	Pahrump	Pro Expo - Senior Expo Pahrump Nugget (rescheduled from 2020)

Table 1

Towns Visited

- Henderson
- Las Vegas
- North Las Vegas
- Pahrump

Due to the COVID-19 pandemic, it was ordered that most outreach be halted from July 2020 to June 2021 for the safety of the employees and customers.

Statistics

Relay Nevada

- Averaged 7 webinars per month
- Television public service announcement equaling:
 - 536 broadcasts
 - 4 interviews

Outreach Experts, Inc.

- 12 Exhibits/Activities
- 4 Towns

Public Service Announcement

A 30-second Relay Nevada television commercial about the CapTel phone and service was broadcast during the weeks of April 26 to May 17, 2021, for Las Vegas and the weeks of April 26 to June 7, 2021, for Reno. See Figures 2 and 3. The commercials, which also include captions, were broadcast a total of 536 times (185 in Las Vegas and 351 in Reno) in four markets on ABC, CBS, FOX, and NBC in Reno.

Selected shows included:

- Good Morning America
- Live with Kelly & Ryan
- The View
- World News Tonight
- Judge Judy
- Hot Bench
- Right this Minute
- The Price is Right
- Dr. Oz
- Several news programs

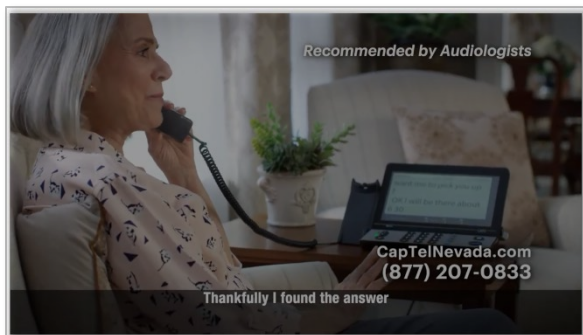


Figure 2: Public service announcement



Figure 3: Public service announcement

Television Interviews

In addition to the commercials, four television interviews about the Internet Protocol CapTel service were conducted via:

- KOLO Reno (News 8) in April 2021
- KTNV Las Vegas Morning Blend in May 2021
- Fox 5 More Show in May 2021
- KRXI Daily Mix in May 2021

See Figures 4 to 8.



Figure 4: Interview with Daily Mix – Sponsored by Relay Nevada



Figure 5: Interview with Daily Mix – CapTel Manager

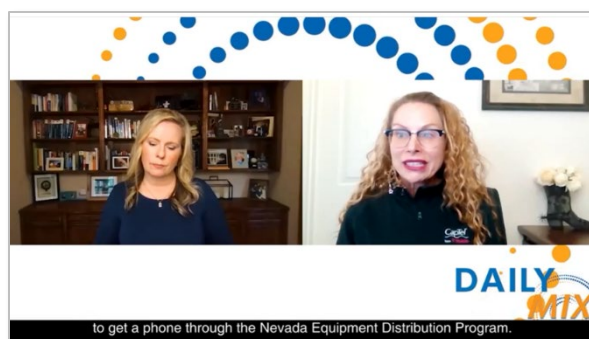


Figure 6: Interview with Daily Mix – NEDP



Figure 7: Interview with Moms Everyday – Sponsored by Relay Nevada

Website

The Relay Nevada TRS website, at www.relaynevada.com, is an online tool which provides information explaining how different types of traditional relay and CapTel calls are handled, displays information in acquiring specialized equipment, contains a page where one can request specific outreach services, and has additional resources. See Figures 8 and 9 for selected webpages.

The website complies with 2.1AA accessibility guidelines, which means the information is accessible to persons who have low vision or are blind, or have seizure disorders, or other accessibility needs.



Figure 8: Interview with Moms Everyday – KOLO TV



Figure 9: What is Relay Nevada?

Figure 10: Presentation request

Metrics

To gauge trends in number of viewers and page views, the Associate Accessibility Relationship Manager II receives a metric calculation each month for the TRS website. See Table 2 and Figure 11 for these statistics. During this reporting year, there were 5,571 website page views, an increase of 62%, or 2,133 page views.

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Visitors	99	188	176	121	186	354	310	138	499	158	231	230
Page Views	244	590	306	216	366	642	553	280	1111	345	466	452

Table 2: TRS website statistics

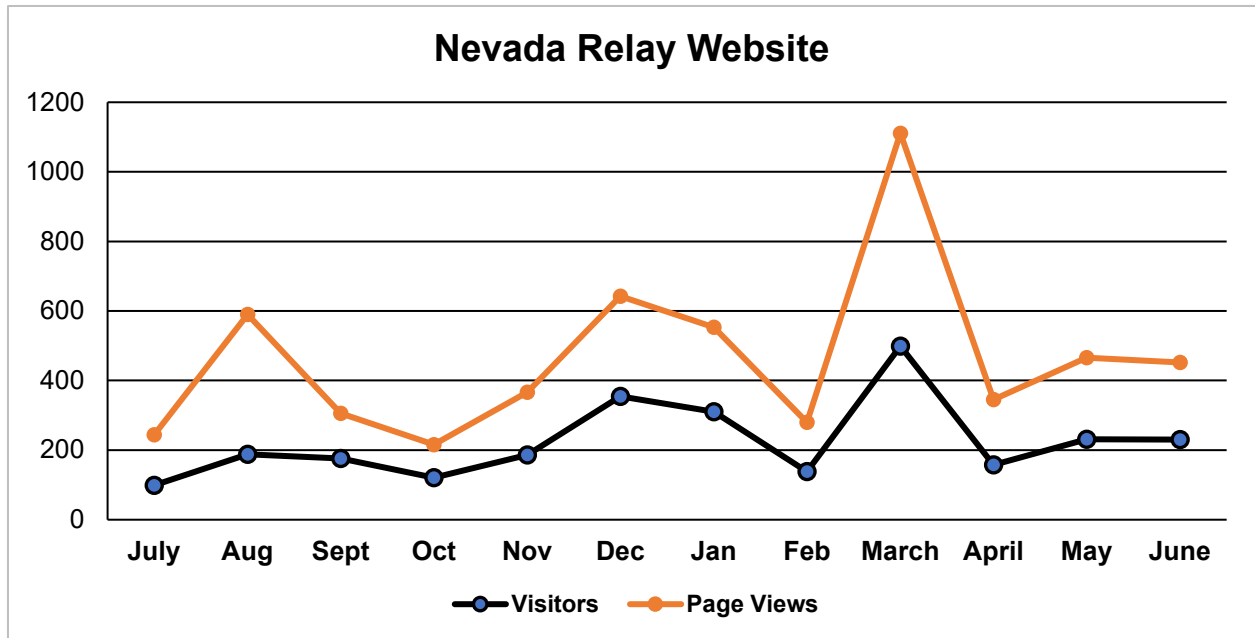


Figure 11: TRS website statistics

Facebook

Relay Nevada maintains a Facebook page (www.facebook.com/relaynevada). It was created to provide immediate information access on the TRS, Speech-to-Speech and CapTel services.

Posts include upcoming webinar dates and pertinent information. See Figures 12 and 13.

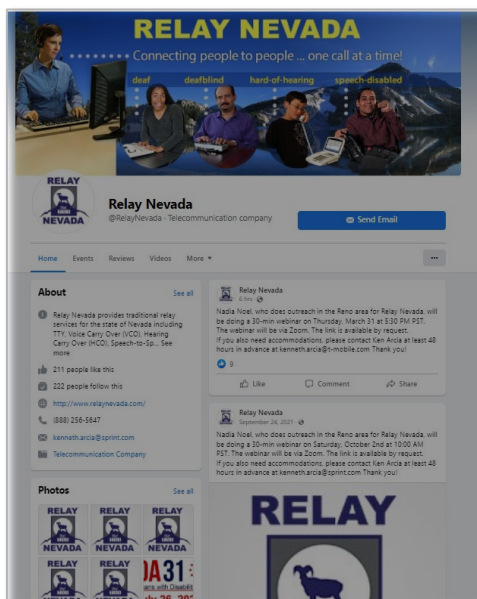


Figure 12: Homepage

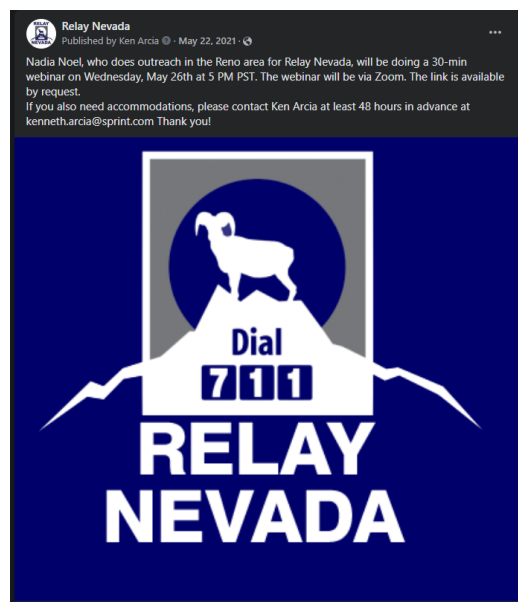


Figure 13: Upcoming webinar information

Metrics

Each month, the Associate Accessibility Relationship Manager II documents the number of viewers who clicked “Like” so that they can follow this page’s newsfeed as posts are made. Table 3 and Figure 14 show this statistic.

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Likes	193	214	216	216	217	218	218	218	218	218	217	214

Table 3: Facebook “Likes”

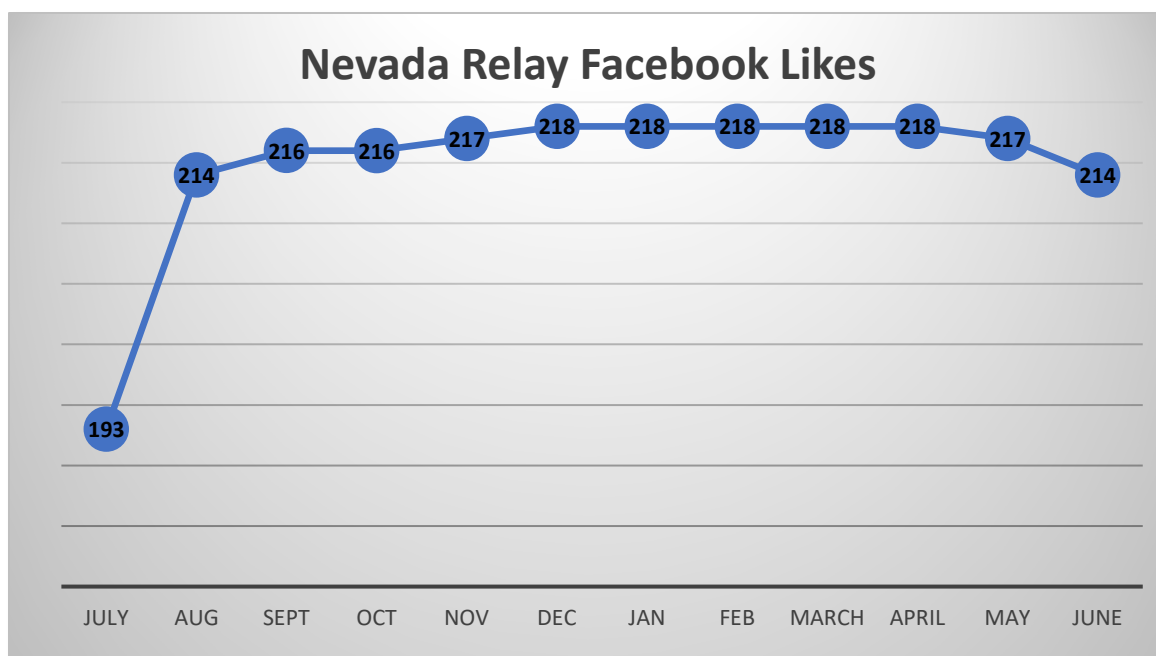


Figure 14: Facebook “Likes”

Promotional Items

The Relay Nevada promotional items of notebooks with stylus pens, hand sanitizers and sunshades will continue to be distributed when feasible. See Figure 15.



Figure 15: Promotional items

TRS Product and Service Enhancements

T-Mobile Accessibility continued to make changes to products and services, as well as how we conduct outreach and marketing throughout the year.

Product and System Enhancement/Updates

- Implemented the National Suicide Prevention Hotline short code 988 for State Telecommunications Relay Services (TRS) and IP Relay callers.
- Launched FCC 911 Dispatchable Location for IP Relay. This enhancement routes 911 calls to the nearest PSAP based on the user's mobile phone location.
- Deployed a trained work from home workforce that allows for business continuity during natural or man-made disasters.
- Rebranded the IP Relay product for the web and mobile applications
- Rebranded T-Mobile Speech to Speech (STS) website: www.t-mobile.com/sts. In addition, the website includes educational STS webinars, an award-winning STS video, informative flyers, customized "STS Call Me" cards and additional resources for people with speech differences.
- State CapTel: Remote Call Takeover enhancement in August 2021. Allows CapTel agents in T-Mobile and other CapTel centers to remotely transfer a state CapTel call to another agent within the same center or at another center, continuing the call.
- T-Mobile will continue to gather customer feedback to enhance relay features in 2022. Anticipated facility improvements include upgrading every TRS agent desktop to Windows 10 and ongoing security measures.

Operations

- Refresher training:
 - Greeting and announcements
 - Spelling and grammar
 - Conversation flow and voice tone inflection
 - 711 CapTel and STS transfer requests
 - Specific person, department, extension requests
 - Recording procedures
 - Misdials – caller did not intend to reach relay
 - Call focus, prompt dialing, relay mode and operator mode call closure
- Communication Assistant (CA) call processing system improvements
- Added an STS call center
- Monthly Diversity awareness articles
- Monthly TTY ASL translation focus

Outreach and Marketing

- State websites have been and will continue to be migrated to Web Content Accessibility Guidelines (WCAG) compliance. New websites will provide equal access and equal opportunity to Blind, DeafBlind, and Low Vision users.
- Assembled an Accessibility Consultant Experts (ACE) program to assist its customers. ACE will provide information on Emerging Technologies, Wireless communication, IP Relay, Education and Training, Digital Marketing Expertise, and FCC Compliance.

Relay Nevada Statistics – TRS

The following information indicates the trends in the total number of TRS session minutes, Speech-to-Speech minutes, inbound Spanish-to-Spanish calls, outbound calls placed by end users, calling trends, average speed of answer and service level, and contacts with customers. The numbers reflect the traditional relay services (such as TTY, Voice, Spanish TTY and Voice, Voice Carry-Over [VCO], TeleBraille, and Speech to Speech [STS]) currently provided by Relay Nevada.

See Appendix A for a complete statistics report.

Session Minutes - TRS

TRS Session Minutes	
July 2020	9,056
August	9,176
September	9,422
October	10,239
November	10,151
December	10,254
January 2021	9,379
February	9,469
March	8,998
April	8,675
May	8,264
June	10,462

Table 4

Table 4 indicates the total monthly session minutes processed through Relay Nevada. The total of **113,545 TRS session minutes** includes all aspects of TRS services including interstate, interstate directory assistance, international, toll-free, and 900 numbers. CapTel minutes are reported separately.

Customer Testimonials

"The agent was very helpful, precise, and kept me informed through the relay call."

"The HCO customer commented that I would like to say you have the most perfect voice like for voice acting..."

STS Session Minutes	
July 2020	14
August	1
September	5
October	1
November	4
December	5
January 2021	4
February	5
March	3
April	107
May	4
June	155

Table 5

Inbound Spanish-to-Spanish Calls	
July 2020	25
August	114
September	147
October	118
November	87
December	139
January 2021	133
February	96
March	103
April	114
May	76
June	71

Table 6

Outbound Calls Completed by End Users	
July 2020	855
August	935
September	1,091
October	1,189
November	989
December	1,210
January 2021	1,130
February	963
March	1,034
April	1,008
May	1,013
June	1,193

Table 7

Session Minutes – Speech to Speech

This reporting year contained **308 Speech-to-Speech (STS) session minutes** (Table 5).

Inbound Spanish-to-Spanish Calls - TRS

A total of **1,223 Spanish-to-Spanish calls** were processed during this reporting year. Table 6 shows a monthly breakdown.

Outbound Calls Completed by End Users - TRS

Table 7 depicts the total number of outbound calls completed by end users through Relay Nevada. This reflects all calls handled by relay agents and includes completed calls and busy ring/no answer for all jurisdictions such as local, intrastate (both intralata and interlata), toll-free, directory assistance, 900, international, marine, and general assistance. STS is included as well. For this reporting period, there were **12,610 outbound calls**.

Calling Trends - TRS

In May, specific information detailing where Relay Nevada TRS calls originated is presented in graphic form. The May 2021 map (Figure 16 on the next page) shows where the highest concentrations are (in yellow) to lowest (in grey).

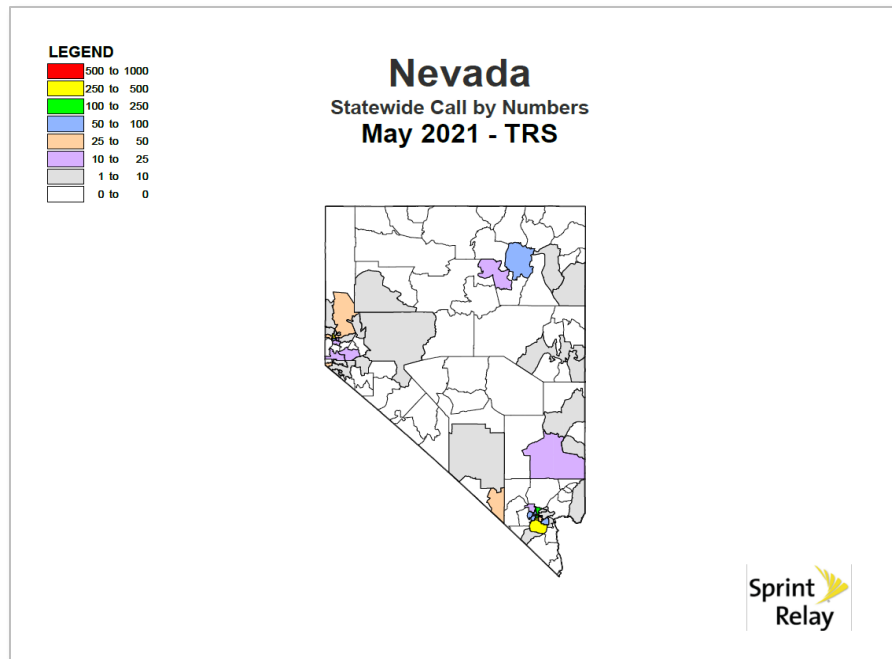


Figure 16: TRS Calls Map – May 2021

Average Speed of Answer and Service Level - TRS

Table 8 illustrates that T-Mobile Accessibility has exceeded the speed of answer requirement throughout the year. Average Speed of Answer (ASA) identifies the number of seconds required to answer a call. Relay Nevada's TRS daily requirement is that 85% of all calls are answered within 10 seconds. The **unadjusted ASA was 2.00 seconds**, and the **unadjusted Service Level (SVL) was that 96.17% of calls** were answered within 10 seconds. This is an accomplished measure since the COVID-19 pandemic resulted in significantly higher-than-normal call volumes.

TRS Average Speed of Answer and Service Levels		
	ASA	SVL
July 2020	1.3	98%
August	1.1	99%
September	1.4	98%
October	1.4	97%
November	1.9	96%
December	2.1	95%
January 2021	4.4	90%
February	3.1	93%
March	3.9	92%
April	1.2	98%
May	1.1	99%
June	1.1	99%

Table 8

FCC Annual Consumer Contact Log - TRS

The Relay Nevada Associate Accessibility Relationship Manager II prepares and submits the mandatory Federal Communications Commission (FCC) Annual Consumer Contact Log Report on both TRS and CTS to the Communication Access Services Division of the Nevada Department of Health and Human Services administration, who then submits the report to the FCC. During the FCC's reporting year from June 2020 to May 2021 for TRS, there were **5 commendations, 2 complaints, and 425 inquiries**.

Relay Nevada Statistics – CapTel (CTS)

The following information indicates the trends of the total number of session minutes, call volume, calling trends, average speed of answer and service level, and contacts with customers. The numbers reflect the CapTel services (such as voice, data, intrastate, international, and other call services) that are currently provided by Relay Nevada.

See Appendix A for a complete statistics report.

Customer Testimonials

"I want you to know that you've been so kind and patient. I appreciate it with all of my heart."

"I am glad to own a CapTel phone. I recommended it to all my friends about this product. Thank you!"

Session Minutes - CapTel

A breakdown of monthly session minutes is shown in Table 9. This reporting year's Nevada **CapTel session minutes totaled 149,303.**

Call Volume - CapTel

A total of **35,955 Nevada CapTel calls** were generated this reporting year. A breakdown of monthly call volume is displayed in Table 10.

CapTel Session Minutes	
July 2020	15,714
August	15,125
September	12,784
October	12,479
November	13,782
December	14,062
January 2021	14,105
February	11,694
March	11,818
April	9,020
May	9,284
June	9,436

Table 9

CapTel Call Volume	
July 2020	3,977
August	3,448
September	3,233
October	2,998
November	2,979
December	2,987
January 2021	3,692
February	2,745
March	2,856
April	2,267
May	2,288
June	2,485

Table 10

Calling Trends - CapTel

In May, specific information detailing where Relay Nevada CapTel calls originated is presented in graphic form. The May 2021 map (Figure 17) shows where the highest concentrations are (in yellow) to lowest (in grey).

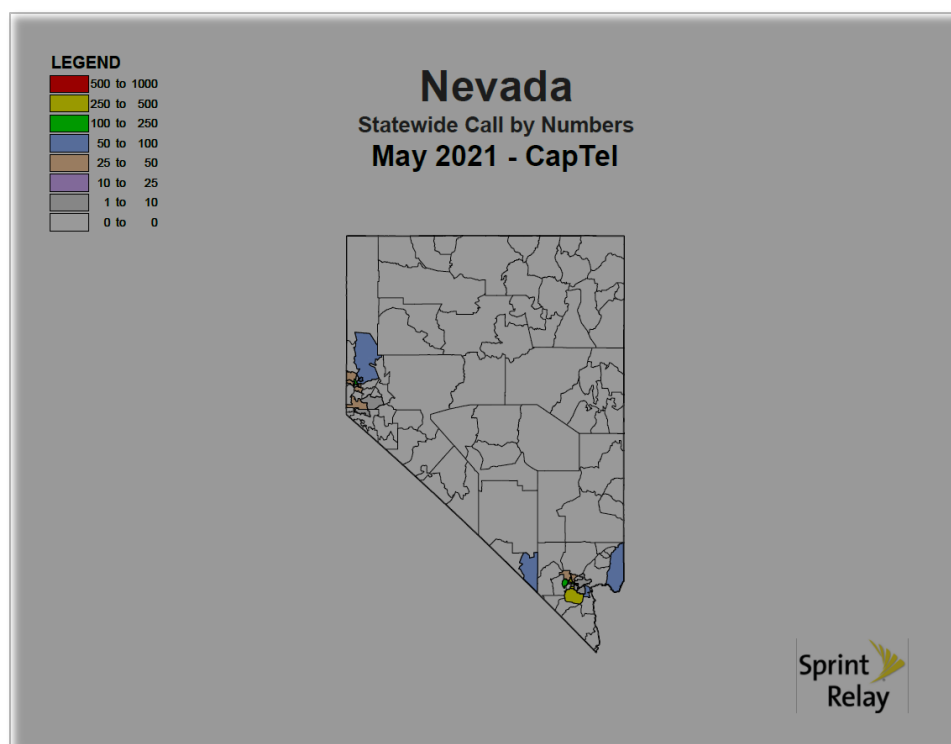


Figure 17: CapTel Calls Map – May 2021

Average Speed of Answer and Service Level - CapTel

Table 11 illustrates that T-Mobile Accessibility has exceeded the speed of answer requirement throughout the year. Average Speed of Answer (ASA) identifies the number of seconds required to answer a call. Relay Nevada's CapTel daily requirement is that 85% of all calls are answered within 10 seconds. The **unadjusted ASA was 2.47 seconds**, and the **unadjusted Service Level (SVL) was that 93.57% of calls** were answered within 10 seconds. This is an accomplished measure since the COVID-19 pandemic resulted in significantly higher-than-normal call volumes.

CapTel Average Speed of Answer and Service Levels		
	ASA	SVL
July 2020	5.07	84%
August	2.79	92%
September	1.16	98%
October	2.12	95%
November	1.97	96%
December	3.87	89%
January 2021	3.95	89%
February	2.39	94%
March	1.83	95%
April	1.46	97%
May	1.66	97%
June	1.40	98%

Table 11


FCC Annual Consumer Contact Log - CapTel

The Relay Nevada Associate Accessibility Relationship Manager II prepares and submits the mandatory Federal Communications Commission (FCC) Annual Consumer Contact Log Report on both TRS and CTS to the Communication Access Services Division of the Nevada Department of Health and Human Services administration, who then submits the report to the FCC. During the FCC's reporting year from June 2020 to May 2021 for CapTel, there were **2 commendations, 0 complaints, and 19 inquiries**.

Thank you

Thank you, Nevada, for granting T-Mobile Accessibility the means to provide Relay Nevada telephone-access services to relay users who are deaf, hard-of-hearing, deafblind, or have a speech disability.

Appendix A - Relay Nevada Traffic Statistics

	<h2>Monthly Traffic Report</h2> <p>July 2020 - June 2021</p>													
	Jul 20	August	September	October	November	December	Jan 21	February	March	April	May	Jun-21	TOTAL	AVERAGE
RELAY SERVICE INFORMATION														
Incoming Calls Offered	7,290	6,027	5,049	5,937	5,181	5,433	5,698	4,874	5,111	4,530	4,077	4,271	63,478	5,290
Incoming Calls Answered	7,179	5,925	4,951	5,817	5,060	5,274	5,348	4,648	4,815	4,444	3,991	4,201	61,653	5,138
Abandoned in Queue	111	102	98	120	121	159	350	226	296	86	86	70	1,825	152
Call Blockage	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Number of Calls Placed (by End Users)	7,816	6,621	5,703	6,655	5,715	6,309	6,156	5,310	5,570	5,234	4,743	5,048	70,880	5,907
Outbound Calls Completed by End Users	855	935	1,091	1,189	989	1,210	1,130	963	1,034	1,008	1,013	1,193	12,610	1,051
Total Number of Subscribers (Users)	4,659	3,590	3,020	3,449	3,051	3,236	3,347	2,992	3,087	2,816	2,508	2,636	38,391	3,199
Average Weekend Calls	102	101	101	104	91	111	103	94	94	105	102	88	1,196	100
Average Weekday Calls	304	267	223	260	233	236	244	228	210	200	177	198	2,780	232
TTY Inbound Calls	4,604	3,180	2,282	2,894	2,497	2,445	2,607	2,215	2,270	2,012	1,690	1,768	30,464	2,539
SERVICE QUALITY													TOTAL	AVERAGE
Average Speed of Answer (ASA)	1.3	1.1	1.4	1.4	1.9	2.1	4.4	3.1	3.9	1.2	1.1	1.1		2.00
Service Level (SVL)	98%	99%	98%	97%	96%	95%	90%	93%	92%	98%	99%	99%		96.17%
Service Level (SVL) (85/120)	100%	100%	100%	100%	100%	100%	99%	99%	100%	100%	100%	100%		99.76%
Complaints: TRS	0	0	0	0	1	0	0	0	0	1	0	0	2	0.17
Commendations: TRS	0	0	0	1	0	3	0	0	0	1	0	0	5	0.42
RELAY MINUTES OF USE													TOTAL	AVERAGE
Total Session Minutes of Service	9,056	9,176	9,422	10,239	10,151	10,254	9,379	9,469	8,998	8,675	8,264	10,462	113,543	9,462
Less Interstate Minutes	(735)	(775)	(667)	(679)	(621)	(658)	(705)	(687)	(733)	(544)	(489)	(945)	(8,237)	(686)
Less International Minutes	(1)	0	0	(3)	0	(3)	(10)	0	0	(4)	(2)	(1)	(23)	(2)
Less Interstate Toll-Free Minutes (51%)	(1,020)	(1,096)	(1,371)	(1,395)	(1,464)	(1,286)	(908)	(1,343)	(1,153)	(1,145)	(1,297)	(1,822)	(15,301)	(1,275)
Less Interstate Directory Assistance	0	0	0	0	(3)	0	0	0	0	0	0	0	(3)	(0.28)
Less 900 Minutes (51%)	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Billable Traditional Minutes to State	7,301	7,305	7,384	8,162	8,063	8,307	7,757	7,439	7,111	6,982	6,476	7,694	89,979	7,498

SPEECH TO SPEECH													TOTAL	AVERAGE
Total Speech-to-Speech Session Minutes	14	1	5	1	4	5	4	5	3	107	4	155	308	26
Less Interstate Minutes	0	0	0	0	0	(2)	0	0	0	0	(1)	0	(3)	0
Less International Minutes	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Less Interstate Toll-Free Minutes (51%)	0	0	0	0	0	0	0	0	0	(53)	0	0	(53)	(4)
Less Interstate Directory Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Less 900 Minutes (51%)	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Billable Speech-to-Speech Minutes to State	14	1	5	1	4	3	4	5	3	54	3	155	252	21
RELAY/SPEECH TO SPEECH													TOTAL	AVERAGE
Total Billable Intrastate Session Minutes	7,315	7,306	7,389	8,163	8,067	8,310	7,761	7,444	7,114	7,036	6,479	7,849	90,231	7,519
CAPTEL SERVICE QUALITY													TOTAL	AVERAGE
Call Count	3,977	3,448	3,233	2,998	2,979	2,987	3,692	2,745	2,856	2,267	2,288	2,485	35,955	2,996
Average Session Minutes Per Call	3.95	4.39	3.95	4.16	4.63	4.71	3.82	4.26	4.14	3.98	4.06	3.80		4.15
Average Speed of Answer (ASA)	5.07	2.79	1.16	2.12	1.97	3.87	3.95	2.39	1.83	1.46	1.66	1.40		2.47
Service Level (SVL)	84%	92%	98%	95%	96%	89%	89%	94%	95%	97%	97%	98%		93.57%
Service Level (SVL) (85/120)	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%		99.86%
Complaints: CapTel	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Commendations: CapTel	0	0	0	0	0	0	1	0	0	1	0	0	2	0.17
CAPTEL MINUTES OF USE													TOTAL	AVERAGE
Total CapTel Session Minutes	15,714	15,125	12,784	12,479	13,782	14,062	14,105	11,694	11,818	9,020	9,284	9,436	149,301	12,442
Less Interstate Minutes	(5,447)	(5,165)	(4,895)	(4,562)	(4,859)	(4,590)	(4,344)	(3,951)	(3,940)	(3,314)	(3,512)	(3,369)	(51,948)	(4,329)
Less International Minutes	(1)	(2)	0	(5)	(7)	(15)	(1)	(1)	0	(1)	0	(2)	(33)	(3)
Less Interstate Toll-Free Minutes (51%)	(1,042)	(988)	(967)	(834)	(1,085)	(1,546)	(1,254)	(822)	(1,048)	(592)	(674)	(713)	(11,563)	(964)
Less Interstate Directory Assistance Minutes	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Less In 2-Line Minutes (11%)	(29)	(24)	(16)	(28)	(15)	(14)	(12)	(19)	(15)	(13)	(13)	(11)	(210)	(17)
Less 900 Minutes (51%)	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Billable Intrastate CapTel Minutes	9,196	8,946	6,906	7,051	7,816	7,897	8,495	6,902	6,815	5,100	5,084	5,341	85,547	7,129



Monthly Traffic Report

July 2020 - June 2021

	Jul 20	August	September	October	November	December	Jan 21	February	March	April	May	Jun-21	TOTAL	AVERAGE
INBOUND CALLS														
TTY - English	4,600	3,170	2,276	2,890	2,491	2,442	2,603	2,213	2,263	2,011	1,688	1,767	30,414	2,535
TTY - Spanish	25	31	21	8	3	5	12	6	7	17	2	6	143	12
Turbocode	4	10	6	4	6	3	4	2	7	1	2	1	50	4
ASCII	1	3	0	2	0	0	4	3	1	4	5	1	24	2
Voice - English	2,533	2,626	2,464	2,696	2,340	2,472	2,383	2,181	2,303	2,171	2,002	2,197	28,368	2,364
Voice - Spanish	62	83	109	97	74	98	81	80	88	85	70	64	991	83
Voice Carryover (VCO) - English	58	122	86	100	62	106	195	117	145	142	173	176	1,482	124
Voice Carryover (VCO) - Spanish	0	0	0	0	0	1	0	1	0	12	0	0	14	1
Hearing Carryover (HCO)	19	32	140	163	170	273	185	145	114	162	150	94	1,647	137
Deaf/Blind	0	0	17	0	0	0	0	0	0	0	0	0	17	1
Speech to Speech	2	2	5	0	0	5	4	11	7	3	3	5	47	4
TOTAL	7,304	6,079	5,124	5,960	5,146	5,405	5,471	4,759	4,935	4,608	4,095	4,311	63,197	5,266
INBOUND CALL PERCENTAGE (%)													TOTAL	AVERAGE
TTY - English	62.98%	52.15%	44.42%	48.49%	48.41%	45.18%	47.58%	46.50%	45.86%	43.64%	41.22%	40.99%		47.29%
TTY - Spanish	0.34%	0.51%	0.41%	0.13%	0.06%	0.09%	0.22%	0.13%	0.14%	0.37%	0.05%	0.14%		0.22%
Turbocode	0.05%	0.16%	0.12%	0.07%	0.12%	0.06%	0.07%	0.04%	0.14%	0.02%	0.05%	0.02%		0.08%
ASCII	0.01%	0.05%	0.00%	0.03%	0.00%	0.00%	0.07%	0.06%	0.02%	0.09%	0.12%	0.02%		0.04%
Voice - English	34.68%	43.20%	48.09%	45.23%	45.47%	45.74%	43.56%	45.83%	46.67%	47.11%	48.89%	50.96%		45.45%
Voice - Spanish	0.85%	1.37%	2.13%	1.63%	1.44%	1.81%	1.48%	1.68%	1.78%	1.84%	1.71%	1.48%		1.60%
Voice Carryover (VCO) - English	0.79%	2.01%	1.68%	1.68%	1.20%	1.96%	3.56%	2.46%	2.94%	3.08%	4.22%	4.08%		2.47%
Voice Carryover (VCO) - Spanish	0.00%	0.00%	0.00%	0.00%	0.00%	0.02%	0.00%	0.02%	0.00%	0.26%	0.00%	0.00%		0.03%
Hearing Carryover (HCO)	0.26%	0.53%	2.73%	2.73%	3.30%	5.05%	3.38%	3.05%	2.31%	3.52%	3.66%	2.18%		2.73%
Blind/Deaf	0.00%	0.00%	0.33%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%		0.03%
Speech to Speech	0.03%	0.03%	0.10%	0.00%	0.00%	0.09%	0.07%	0.23%	0.14%	0.07%	0.07%	0.12%		0.08%
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.00%
SPANISH INBOUND CALLS													TOTAL	AVERAGE
Spanish to Spanish	25	114	147	118	87	139	133	96	103	114	76	71	1,223	102
Spanish Translation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Spanish Total	25	114	147	118	87	139	133	96	103	114	76	71	1,223	102
INBOUND CALLS													TOTAL	AVERAGE
TRS	7,304	6,079	5,124	5,960	5,146	5,405	5,471	4,759	4,935	4,608	4,095	4,311	63,197	5,266
Speech to Speech	2	2	5	0	0	5	4	11	7	3	3	5	47	5
CapTel	4,147	3,502	3,246	3,033	3,014	3,065	3,776	2,792	2,899	2,286	2,304	2,503	36,567	3,047
TOTAL	11,453	9,583	8,375	8,993	8,160	8,475	9,251	7,562	7,841	6,897	6,402	6,819	99,811	8,318
INBOUND CALL PERCENTAGE (%)													TOTAL	AVERAGE
TRS	63.77%	63.44%	61.18%	66.27%	63.06%	63.78%	59.14%	62.93%	62.94%	66.81%	63.96%	63.22%		63.38%
Speech to Speech	0.02%	0.02%	0.06%	0.00%	0.00%	0.06%	0.04%	0.15%	0.09%	0.04%	0.05%	0.07%		0.05%
CapTel	36.21%	36.54%	38.76%	33.73%	36.94%	36.17%	40.82%	36.92%	36.97%	33.14%	35.99%	36.71%		36.58%
TOTAL	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%		100.00%