

That's what I'm talking about



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# Annual Report 2015





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## **Executive Summary**

### *Blazing New Trails*

As I think about this past year I can't help but believe our theme for the past year in the telecommunications world has been parallel to the theme celebrated at this year's National Association of State Relay Administration (NASRA) convention, *Blazing New Trails*.

We were excited to celebrate a momentous year with the 25th anniversary of the Americans with Disabilities Act! To have been a part of the evolution of relay since 1991 and to continue to be a part of its future growth and enhancement is an honor. We look forward to celebrating the 25th Anniversary of Hamilton Relay in 2016!

The FCC has shared that it is working to address the recommendations made this year by the Government Accountability Office (GAO). One of the GAO recommendations for the Telecommunications Relay Service (TRS) program includes establishing performance goals and measures. Hamilton has and continues to fully support setting specific quality standard metrics for each type of TRS. As a member of the Quality of Care Service Working Group, which is part of the Relay/EDP sub-committee under the Federal Communications Commission's (FCC) Disability Advisory Committee (DAC), I am hopeful that collectively we can begin to establish better defined performance goals for the various forms of relay.

With today's technology, there are times when we may need to consider more than one solution to accommodate the unique needs of our relay consumers. You could say that we're faced with a bit of "fork in the road" with the availability of Real Time Text (RTT). RTT is yet another communication tool. As a communication company, we are supportive of a variety of options from which consumers can choose for communicating over the telephone. If this means moving away from TTY and Baudot connectivity, we're poised and ready to make the technology commitment and provide the resources to support RTT. For individuals who want to keep their TTY and continue using traditional relay services, we can support that too. On both paths we need to ensure compatibility and consistency in how RTT is deployed so we don't end up with closed, proprietary networks. With the migration from copper to fiber lines (or analog to digital), RTT has the opportunity to be a bridge.

As Hamilton maintains a smooth & steady trail with its service offerings, we are always looking for ways to improve our quality of service, so that we deliver the best services possible.



As demonstrated in this year's Cositics report, Hamilton is among the best in the industry in quality of service and customer care, and we couldn't be more proud. You will find more information about the Cositics report further in this report. Thank you for being a part of our journey with us as we are *Blazing New Trails*. We look forward to preserving and continuously improving our service offerings to better serve you and your relay users for many years to come.

Sincerely,  
Dixie Ziegler, Vice President Hamilton Relay



## Operations Summary

### Procedural Updates

In order to provide the highest quality TRS service to our customers, we continually review our procedures, often asking our consumers for their input and feedback. Over the past year, this feedback prompted a number of changes that we believe have enhanced our services.

- **Voice-originating calls**

We were experiencing an increase in the number of voice to voice calls especially from payphones. Our standard procedure was to do a “call release” on voice to voice calls, which removes the CA and workstation from the call, but allows the two parties to continue to communicate without relay. Often times, voice callers place calls through relay to avoid paying for local calls (as you know local calls are free through relay). In this procedure change, when the CA experiences a voice to voice call, instead of “releasing” the call from the workstation and allowing the two parties to continue communicating, the CA instructs the caller to call their party directly without the relay service and then disconnects the call.

- **Changing Connect Modes**

For voice-originating calls, our standard procedure was to voice the relay greeting, then after a period of 15 seconds if there was no response, to change the connect mode to TTY, then if no response, change to VCO mode. We found through testing and feedback from customers, that a procedure change would be helpful. In this procedure change, the CA now voices the relay greeting. If no response, the CA re-voices the relay greeting after 5 seconds. If still no response, the CA then begins breaking down the connect modes. Saying the greeting twice before sending “TTY” tones is a better approach.

- **Language Update**

We received feedback that consumers were unhappy that CAs are not allowed to engage in conversation with consumers. In reviewing our procedures manual, we realized that we needed to put formal language in place. In this procedure change, the CA now has instruction to say, “I’m sorry, I am unable to engage in conversation with you. Please direct your conversation to the caller/party.” Or “I’m sorry, please direct your questions to your caller.”

- **Spelling**

Our standard procedure was to ask for spelling of every proper name and to type spaces between the letters of the name (n a m e) to indicate to the text user that verification of spelling has occurred. Based on large amounts of feedback from voice and text users alike (especially low-vision text users), we implemented a procedure change in which the CA only asks for spelling of proper names when necessary. When the CA requests verification of spelling from a voice person, the CA is required to keep the text user informed by typing (asking for spelling).

Hamilton will continue to review and refine its procedures in an effort to continually provide the most functionally equivalent service possible.



### **Third Party Quality Assurance TRS Testing**

To ensure that calls are processed accurately and efficiently, Hamilton continually conducts both blind and standardized tests of every Communication Assistant (CA). Blind testing is performed at each of our Relay Centers by Cositics (a well-respected auditing firm who is experienced in evaluating relay performance) by Hamilton, and in many cases by the states we serve.

In addition, Cositics conducts an annual independent comparative study of the major Relay Service providers in the U.S. The Performance Index measures agent accuracy, typing speed, and the overall customer experience using objective Key Performance Indicators (KPI). The providers are then stack-ranked based on their score in each performance category, or KPI. Cositics annual National Relay Service Competitive Index provides Relay Service companies with insight and competitive intelligence to compare their performance to that of other relay service providers.

Based on the results of the 2015 Index, Hamilton is proud to announce they lead the Industry in the following categories:

- **Passed Calls:** The “Passed Calls” KPI is the hallmark of a perfectly handled call. It is a combination of several other KPI’s. The call must meet or exceed all performance KPI’s and must have outstanding Customer Care with zero errors. This KPI epitomizes the Perfect Call, so we are extremely excited to be the Top Ranked provider in this most important category.
- **Session Time:** Represents the length of call. It is extremely difficult to score the lowest session time and the highest Passed calls as the two KPI’s are counter intuitive. The expectation is that call quality deteriorates as session time decreases. (Less time on the call to satisfy client expectations). However, in this very important category, Hamilton has the ability to not only provide the highest level of service, but also to provide the most efficient call handling in the industry today.



We ask you to recognize the level of “Outstanding Call Quality” that Hamilton provides, as shared below.

**In the following KPI’s, Hamilton scored “Best in Category” results:**

- The lowest average session minutes per call
- Passed calls
- Percentage of calls typed at over 60 words per minute (WPM) at an amazing 97.3%
- Typed accuracy at 97.5% (this while typing at an average of 76.5 WPM)
- Total number of calls with over 95% accuracy
- Overall accuracy
- Lowest average number of words added or changed per call
- Lowest average number of words missing per call – with an average of 0.3 missing words per cal.
- Lowest average number of spelling errors per call
- Percentage of calls typed at or above 95% accuracy and 60 plus WPM
- Average spoken accuracy with an amazing 99.8%
- Average number of calls with spoken accuracy over 95%: 99.3% of Hamilton calls were at a Spoken Accuracy rate of over 95%.
- Overall Customer Care – 98% of all Hamilton calls were considered “cared for”

The Customer Care KPI measures an array of specific CA behaviors that detract from the customer's experience. If any unacceptable Care behavior is demonstrated at any time throughout the call, the call is considered "not cared for".

This particular KPI demonstrates Hamilton’s commitment to providing exemplary Customer Service!

Hamilton goes to great lengths to ensure their Quality of Service and Customer Care is among the best in the industry. Year over Year independent test results show Hamilton sets the pace in many of the performance categories.

\*One or more providers may be within the Margin of Error - Cositics



### **Remote Conference Captioning (RCC)**

Several Hamilton States expanded their relay services this year with the introduction of Remote Conference Captioning (RCC). Through the use of Communication Access Real-time Translation (CART) service that is delivered over the Internet, RCC provides consumers with real time captioning to enable text users to participate in conference calling. RCC is available in both English and Spanish.

Here's how RCC works:

- The Captionist accesses the audio either through a conference call bridge or other method. The Captionist then listens and produces real-time streaming text that is sent over the Internet.
- The text is viewed by the consumer on a computer or mobile device with an Internet connection by clicking on a link that is provided. The text shows up just seconds after someone has spoken.
- While RCC is not subject to FCC TRS Rules, it is verbatim, confidential and secure.
- Hamilton offers this service to all of our States and provides pricing upon request.

### **Quality and Answer Performance**

With the belief that quality is of the utmost importance, we constantly monitor our CAs in areas such things as proficiency and professionalism, typing speed and accuracy, procedures, language, voice quality, decorum, and professional knowledge and skills.

Two evaluations are completed on each CA monthly; one formal call evaluation in which the call is observed from start to finish, and one informal evaluation. Additionally informal spot checking occurs throughout the month to insure that Communication Assistants are performing properly.

In addition to the monthly monitorings, a Formal Audit is performed on each CA every month and consists of an observation and scoring of a scripted call from beginning to end.

All monitorings are documented and feedback is shared with the CA so that areas of improvement can be identified and the progress of the CA can be tracked. This information is also used during quarterly trainings which focus on improving areas of weakness and review of new call procedures and infrequent call types.

The Performance Averages Report that appears at the end of this report indicates outstanding answer performance throughout the contract year. Average answer seconds for the year were 1.1 with 90% of the calls answered in ten seconds or less.



### **Culture Training**

Over the past year, we continued our in-depth and valuable Culture Training, which included a focus on the culture of individuals who are Deaf, Deaf Blind, Hard of Hearing, Late-Deafened or have difficulty speaking.

With the past year being the 25<sup>th</sup> anniversary of the Americans with Disabilities Act, we were able to share historical information and personal experiences of “what was then, and what is now” with the ADA law.

We also had the opportunity to demonstrate the value of American Sign Language with the documentary video, “Deaf Jam”, which follows a high school student who learned how to express her life experiences as a Deaf immigrant through ASL Poetry.



## **Hamilton Expertise**

The past year has been a year of opportunity and growth for Hamilton. We've added new state contracts, expanded our centers, and even opened a new CapTel Center in Wichita, Kansas.

We remain steadfast in our commitment to ensuring that we continue to deliver the same high quality service that we are so proud of and to ensure that we remain in compliance with both Federal and State rules.

In 2015 we expanded our Relay Operations Team with the addition of Andrea Groelz to the position of Director of Relay. As the Director of Relay, Andrea is responsible for managing the day-to-day operations of the Relay business line, directing Hamilton Relay's Operations and Technical teams. Andrea's focus includes ensuring compliance and quality performance of all Relay Services.

To add to our already robust Technical Team, Hamilton welcomed a new sister company, Hamilton Innovations. Hamilton Innovations provides engineering, research, software development and technical support for all Hamilton companies, including Hamilton Relay.

We also made a number of changes to our Account Management Team this year. Beth Slough continues to lead this team as well as taking on some new responsibilities. In addition to her role as the Director of Account Management, Beth has also taken on the responsibility of Hamilton Relay's Compliance Manager. In this role Beth has oversight of compliance related actions of all Relay employees, ensuring Relay's regulatory compliance.

Long time Hamilton Relay employee Tina Collingham joined the Account Management Team as Hamilton Relay's Compliance Coordinator. Tina works with Beth to coordinate compliance practices and documentation for the Relay division, and also serves as a technical liaison between Customer Care and the Relay Technical team. We also welcomed Christa Cervantes back to the Hamilton Account Management Team.

Our goal with these changes is to continue to provide our States and our Administrators with the best relay service available. It is the experience and expertise contained within our expanded, collective teams that allow us to continue to support each other, learn new tasks, investigate and invest in new technologies, and continue to comply with federal and state rules.



Corporate Map

## The Hamilton Story

- 1901**
  - Hamilton was established as Hamilton County Farmers Telephone Association
- 1960's**
  - Hamilton was purchased by the Nelson Family (1961)
  - Mid-State Community Television Founded (1967)
- 1970's**
  - Infrastructure Upgrade - 95% Network Underground
- 1980's**
  - Installed First Digital Switch (1981)
  - Infrastructure Upgrade - Fiber (1983)
  - Completion of First Fiber Spine Ring (1985)
  - Founded Aurora Telemarketing (1986)
- 1990's**
  - Hamilton Relay Division Founded (1990)
  - Hamilton Relay Center Opened - Nebraska (1994)
  - Hamilton Telecommunications Branded (1995)
  - Hamilton-Net Founded (1999)
  - Hamilton Digital Switch Upgraded - 2nd Generation (1997)
  - Hamilton Relay Center Opened - Louisiana (1998)
  - Hamilton Relay Center Opened - Wisconsin (1999)
  - Hamilton Long Distance Division Founded (1999)
- 2000's**
  - Hamilton expanded to Grand Island, NE and North Platte, NE (2001)
  - Information Systems and Internet Services Provided
  - Hamilton Relay begins offering Captioned Telephone Service through Ultratec, Inc. (2004)
  - Hamilton Relay begins offering services to Salspan (2004)
  - Hamilton-Net Implemented 3G E-Do Wireless Broadband (2004) Grand Island, NE and North Platte, NE
  - Hamilton Information Systems opens data center in Aurora, NE (2004)
  - Hamilton Relay begins offering service to U.S. Virgin Islands (2005)
  - Hamilton Relay Center Opened - Georgia (2006)
  - Hamilton Relay Center Opened - Maryland (2007)
  - Hamilton Relay Center Opened - Massachusetts (2008)
- 2010's**
  - Hamilton begins providing Captioning Services from headquarters in Aurora, NE (2011)
  - Hamilton begins providing captioning services from its Relay centers in Louisiana and Maryland (2012)
  - Hamilton Information Systems opens data center in Doniphan, NE (2012)
  - Hamilton begins providing captioning services from its Relay center in Georgia (2014)
  - Hamilton and Mid-State Community TV Inc. partner to deliver Coast TV, an IPTV solution (2014)
  - Hamilton Relay Center Opened - Kansas (2015)

Aurora, NE  
Grand Island  
Hamilton Relay Center

Aurora, NE  
Hamilton Relay Center



## **Captioned Telephone Summary**

Hamilton continues to lead the industry as a captioned telephone provider. We continue to process a majority of PSTN CapTel calls as well as some of our Internet Protocol-Captioned Telephone Service (IP-CTS) calls. Having the ability to process CTS calls from five of our own centers, along with the three CTI centers, provides a level of redundancy highly beneficial to both the State and to the customers we serve.

In Summer 2015 Hamilton opened a sixth call center in Wichita, Kansas to process captioned telephone calls. Hamilton Call Centers are located in Aurora, Nebraska; Frostburg, Maryland; Baton Rouge, Louisiana; Albany, Georgia; and Wichita, Kansas. CTI Call Centers are located in Madison, Wisconsin; Milwaukee, Wisconsin; and Orlando, Florida.



Hamilton Relay's Newest Center In Wichita, Kansas



## **CTS Operations**

We continue to see growth in Hamilton CapTel call processing; adding CapTel seats, expanding centers and, as previously mentioned, opening a new center.

We place a large focus on CapTel quality, following the same process for measuring speed and accuracy as CTI does.

- All CapTel CAs are required to pass speed and accuracy tests to transcribe verbatim at a minimum of 125 words per minute at 98% accuracy before they are allowed to take production calls.
- Each CA is regularly monitored and scored on call quality. CAs meet with their supervisor to review their monitoring scores and discuss ways to improve their performance.
- In addition, a CapTel CA must requalify each month in order to continue processing production calls by passing the speed and accuracy tests.

Should a CA fail the monthly qualification they will be removed from captioning calls until they can pass the speed and accuracy tests.

## **Third Party Quality Assurance Captioned Telephone Testing**

As an additional and important quality control tool, Hamilton utilizes Cositics to provide third-party, independent evaluations of its Captioned Telephone service. In addition to an annual index, Cositics provides a monthly evaluation of the overall quality and performance of the Communication Assistants (CAs) who provide Captioning services for Hamilton. Cositics places test calls in which it evaluates twenty Key Performance Indicators (KPI) on every test call; ranging from incorrect additions, missing details, missing sentences, spelling errors, words changed or missing, to total errors.

We thoroughly analyze the results of these monthly reports to not only see how we stack up against other captioning services but more importantly, to ensure that we continue to provide the quality service our customers are used to receiving. We closely monitor these reports as we continue to look for areas where we might be able to improve.

Month after month, CapTel service, including overall captioning accuracy, continues to significantly exceed that of other CTS providers.

These monthly tests are designed to measure the customer experience and are a testament to the commitment Hamilton has to providing the best customer experience possible.



## CapTel Updates

During the past year there were a number of updates involving CapTel phones. Hamilton has worked diligently with WCI to ensure these updates have been communicated to our State Administrators and State Equipment Distribution Programs.

The CapTel 840 PLUS was released and made available to all state equipment distribution programs. The 840 PLUS is ideal for users who currently need analog telephone support. If at some point in the future the user's telephone service changes, the CapTel 840 PLUS can be switched into IP Mode to accommodate the change. This is important as telephone technology is gradually transitioning from analog-based telephone lines to digital services, such as VoIP, and digital cable telephone service. This change allows CapTel users to switch to IP Mode and continue to use their phone.

Two additional IP CapTel phones were released this past year; the CapTel 2400i and the Braille CapTel.

The CapTel 2400i provides users with a sleek new look, a large easy touch-screen display. The 2400i has a larger size and feel of a modern business phone, a traditional telephone keypad and has the following enhanced features:

- Large, 10" touch-screen display
- Multiple font sizes and colors
- Captions can be turned on/off as needed
- Custom tone control for optimal hearing
- Built-in Answering Machine with captions
- Dial-by-Photo capability
- WiFi compatible

The Braille CapTel (880iB) was specifically designed for braille readers who have difficulty hearing over the phone. Braille CapTel users can read word-for-word captions on a dynamic braille display at their own speed while scrolling through captions using the buttons on the braille device. The Braille CapTel phone works with a headset, neck loop or T-coil for hands-free use.



Hamilton has also worked to ensure that current CapTel users have been kept up-to-date with the latest software updates this past year. Users of the CapTel 840 phones were provided with the following updates:

- New Line in Use feature which shows if there is already a call in progress on an extension line, plus allows users to join a call in progress by simply picking up the CapTel handset (captions will start automatically).
- Arrow key shortcuts which now allow users to quickly check Answering Machine messages and Call History.
- The ability to dial the phone number before lifting handset (allows more time to dial).
- Answering Machine enhancements including a new icon that indicates when the Answering Message memory is full.



## Customer Care Summary

Every call that comes into Relay Iowa Customer Care, as well as comments sent via fax, letter or e-mail, is logged into Hamilton's Customer Care database. We received a total of 751 inquiries to Customer Care from January 1, 2015 through December 31, 2015. The majority of the calls were wrong numbers or hang-ups. After that, the majority of calls for customer care were requests for information on equipment resources. A complete list of Customer Service Activity by topic follows.

<b>Category</b>	<b>Sub-Category</b>	<b># of Service Requests</b>
General Information	Wrong Number/Hang Up	627
General Information	How to Place/Receive a Call	15
General Information	Miscellaneous	15
General Information	STS Consumer Education	2
General Information	Consumer Education	8
General Information	Interpreter Requested	3
General Information	Spanish Consumer Education	1
General Information	Req Other States Relay Number	3
<b>General Information Total</b>		<b>674</b>
Equipment	Req Info on Equip Resources	48
Equipment	Miscellaneous	1
Equipment	Consumer Education	1
Equipment	Set Up/Installation	1
Equipment		2
<b>Equipment Total</b>		<b>53</b>
Customer Profile	Set Up/Change	9
<b>Customer Profile Total</b>		<b>9</b>
Service Complaints	Didn't Follow Instructions	1
Service Complaints		1
Service Complaints	Miscellaneous	2
<b>Service Complaints Total</b>		<b>4</b>
Technical Complaints		1
Technical Complaints		1
Technical Complaints		1
<b>Technical Complaints Total</b>		<b>3</b>
Outreach Requests		4
<b>Outreach Requests Total</b>		<b>4</b>



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Category	Sub-Category	# of Service Requests
Malicious Caller	Malicious Caller	1
<b>Malicious Caller Total</b>	<b>Malicious Caller Total</b>	<b>1</b>
External Complaints	External Complaints	2
<b>External Complaints Total</b>	<b>External Complaints Total</b>	<b>2</b>
Commendations-Compliments	Commendations-Compliments	1
<b>Commendations-Compliments Total</b>	<b>Commendations-Compliments Total</b>	<b>1</b>
<b>Grand Total</b>	<b>Grand Total</b>	<b>751</b>

Call Type to CC	# of Service Requests
Voice	726
TTY	7
VRS	4
Email	4
VCO	8
STS	1
Letter	1
<b>Grand Total</b>	<b>751</b>



## Outreach Activity

Iowa Outreach Activities January 1, 2015 through December 31, 2015

### Presentation

Event Date	Account Name	Event City	# of Attendees
1/14/2015	Martin Tower Senior Living	Sioux City	13
1/14/2015	Shire Apartments	Sioux City	7
1/16/2015	Centennial Manor	Sioux City	8
1/16/2015	Century II Senior Living	Sioux City	3
1/16/2015	West Park Senior Living Apartments	Sioux City	6
1/23/2015	Bridges Senior Living	Waterloo	11
1/23/2015	Waterloo Senior Center	Waterloo	25
1/29/2015	Watermark Retirement Communities	Pella	11
2/4/2015	Mallard Point Senior Living	Cedar Falls	8
2/6/2015	Cedar Falls Community Center	Cedar Falls	22
3/7/2015	Hearing Loss Association	Des Moines	22
3/9/2015	Drake Community Library	Grinnell	38
3/9/2015	Grinnell Senior Center	Grinnell	9
3/11/2015	Washington County Communications	Altoona	125
3/12/2015	Iowa Law Enforcement Academy	Johnston	33
3/17/2015	Melcher Senior Center	Melcher	11
4/9/2015	Fair Haven East	Pella	11
4/16/2015	Clover Ridge Assisted Living	Maquoketa	3
4/16/2015	Maquoketa Senior Center	Maquoketa	32
4/20/2015	Friendship Haven	Fort Dodge	10
4/23/2015	Central Community Center & Senior	Des Moines	42
4/29/2015	LeMars Senior Center	Le Mars	11



## Relay Iowa Annual Report 2015

### Presentations

Event Date	Account Name	Event City	# of Attendees
4/29/2015	Ridgewood Senior Living Apartment	Akron	13
5/4/2015	Gardens Retirement Community	Jefferson	28
5/13/2015	Hamilton Scholarship	Le Mars	250
6/4/2015	Iowa Law Enforcement Academy	Johnston	28
6/9/2015	Des Moines VA Regional Office	Des Moines	3
6/11/2015	Vintage Park Apartments	Lenox	11
6/15/2015	Courtyard Estates at Hawthorne	Bondurant	10
6/16/2015	The Village At Legacy Pointe	Waukee	15
7/7/2015	Prairie Vista Village	Altoona	15
7/7/2015	The Rose of Des Moines	Des Moines	7
7/8/2015	Stonecrest Apartments	Des Moines	9
7/9/2015	Milestones Area Agency on Aging	Ottumwa	13
7/22/2015	The Rose of East Des Moines	Des Moines	13
8/11/2015	Central Iowa Center for Independent	Des Moines	8
8/18/2015	2 Hear Again	Davenport	3
8/18/2015	Spring Village	Davenport	15
8/24/2015	Iowa Law Enforcement Academy	Johnston	42
9/8/2015	The Rose of Ames	Ames	8
10/29/2015	Urbandale Senior Center	Urbandale	30
11/11/2015	Town Hall Event	Des Moines	11
11/16/2015	Iowa Law Enforcement Academy	Johnston	45
11/19/2015	The Village At Legacy Pointe	Waukee	14
11/23/2015	Center for Active Seniors, Inc.	Davenport	16
12/7/2015	DAW - Relay Iowa	Iowa City	5
12/7/2015	Univ of IA Center for Disabilities Dev.	Iowa City	15



**Exhibits**

<b>Event Date</b>	<b>Account Name</b>	<b>Event City</b>	<b># of Attendees</b>
2/21/2015	Heartland AEA 11	Johnston	23
3/3/2015	Iowa Communications Alliance	Des Moines	450
3/5/2015	Brain Injury Alliance of Iowa	Des Moines	250
3/6/2015	Midwest Athletic Association for the Deaf	Council Bluffs	75
3/14/2015	Milestones Area Agency on Aging	Bettendorf	150
4/10/2015	Iowa Hearing Association	Des Moines	118
4/15/2015	Iowa Health Information Management Association	Altoona	150
4/21/2015	Alzheimer's Association Greater Iowa	Altoona	400
5/1/2015	Polk County Senior Center	Des Moines	1,400
5/2/2015	ASK Resource Center	Des Moines	125
6/3/2015	Iowa Community Action Association	Des Moines	150
6/18/2015	Ankeny Senior Services Center	Ankeny	250



**Exhibits**

<b>Event Date</b>	<b>Account Name</b>	<b>Event City</b>	<b># of Attendees</b>
6/20/2015	Veterans	Cherokee	150
6/23/2015	Iowa Department for the Blind	Des Moines	75
6/24/2015	Iowa Department for the Blind	Council Bluffs	50
6/25/2015	Iowa Alliance in Home Care	Altoona	150
8/19/2015	Building Bridges - Iowa State Fair	Des Moines	100
8/25/2015	Iowa Caregivers Association	Altoona	175
8/27/2015	Iowa Assisted Living Association	Des Moines	125
9/15/2015	Milestones Area Agency on Aging	Davenport	66
9/25/2015	Iowa Hearing Association	Des Moines	110
10/14/2015	Iowa Library Association	Des Moines	525
10/14/2015	National Rehabilitation Association	Ames	125
10/21/2015	National Association of County Veterans Service Officers	Des Moines	150
10/22/2015	Iowa Department for the Blind	Sioux City	50
10/23/2015	Iowa Speech Language and Hearing Association	Des Moines	300
10/26/2015	Dignity Memorial	Altoona	250
11/7/2015	Des Moines University	Des Moines	250
11/7/2015	Des Moines University	Des Moines	45
11/12/2015	Veterans	Treynor	30



**One on Ones**

Event Date	Account Name	Event City	# of Attendees
3/10/2015	Iowa CapTel Follow- Up Program 2015	Audubon	3
4/23/2015	Iowa CapTel Follow- Up Program 2015	Grinnell	1
6/15/2015	Iowa CapTel Follow- Up Program 2015	Des Moines	3
6/22/2015	Iowa CapTel Follow- Up Program 2015	Urbandale	4
7/29/2015	Iowa CapTel Follow- Up Program 2015	Albia	2
8/5/2015	Iowa CapTel Follow- Up Program 2015	Albia	2
8/11/2015	Iowa CapTel Follow- Up Program 2015	Panora	2
8/20/2015	Iowa CapTel Follow- Up Program 2015	Panora	2
8/24/2015	Iowa CapTel Follow- Up Program 2015	Des Moines	4
9/3/2015	Iowa CapTel Follow- Up Program 2015	Humbolt	3
9/9/2015	Iowa CapTel Follow- Up Program 2015	Panora	3
9/17/2015	Iowa CapTel Follow- Up Program 2015	Knoxville	3
9/23/2015	Iowa CapTel Follow- Up Program 2015	Des Moines	5
9/29/2015	Iowa CapTel Follow- Up Program 2015	Stuart	2

**Networking**

Event Date	Account Name	Event City	# of Attendees
5/12/2015	Healthcare Providers Network of Central Iowa	Des Moines	26

**Relay Friendly Business**

Event Date	Account Name	Event City	# of Attendees
12/7/2015	UIA Center for Disabilities and Development	Iowa City	15
12/16/2015	City of Cedar Rapids	CedarRapids	30



**Field Visits**

<b>Event Date</b>	<b>Account Name</b>	<b>Event City</b>	<b># of Attendees</b>
1/15/2015	Sioux City Public Library	Sioux City	1
1/15/2015	Sioux Land Center for Active Generations	Sioux City	1
4/16/2015	Chamber of Commerce	Maquoketa	1
4/20/2015	Elderbridge Agency on Aging	Fort Dodge	2
4/20/2015	Fort Dodge Public Library	Fort Dodge	2
4/29/2015	Oakleaf Apartments	LeMars	1
5/12/2015	Scottish Rite Park	Des Moines	1
6/9/2015	The Rose of Des Moines	Des Moines	2
6/10/2015	Perry Lutheran Home	Perry	2
6/11/2015	Lenox Care Center	Lenox	1
6/11/2015	Lenox City Public Library	Lenox	2
6/15/2015	3801 Grand Retirement Campus	Des Moines	2
6/17/2015	Green Hills Assisted Living	Ames	2
6/17/2015	The Rose of Ames	Ames	3
7/9/2015	Good Samaritan Society	Ottumwa	2
7/9/2015	Ottumwa Public Library	Ottumwa	2
7/9/2015	Pennsylvania Place Retirement Comm.	Ottumwa	2
7/9/2015	Prairie Hills at Ottumwa Assisted Living	Ottumwa	3
8/11/2015	Lakeside Village	Panora	2
10/22/2015	Countryside Senior Living	Sioux City	2
10/22/2015	Siouxland Center for Active Generations	Sioux City	2
11/23/2015	Bickford Senior Living	Davenport	2
11/23/2015	Senior Star at Elmore Place	Davenport	2
11/23/2015	Silver Crest Garner Retirement Com	Davenport	2
12/4/2015	Farmount Park Apartments	Sioux City	2
12/4/2015	North Park Senior Living	Sioux City	2
12/4/2015	Shire Apartments	Sioux City	2
12/5/2015	Martin Tower Senior Living	Sioux City	2
12/5/2015	Sunrise Retirement	Sioux City	2



## Relay Iowa Annual Report 2015

### Meetings

Event Date	Account Name	Event City	# of Attendees
1/15/2015	Connections Area Agency on Aging	Sioux City	1
1/28/2015	Dual Party Relay Council (DPRC)	Des Moines	13
1/30/2015	Deaf Iowans Against Abuse	Des Moines	1
2/19/2015	Deaf Iowans Against Abuse	Johnston	1
2/26/2015	Deaf Services Commission of Iowa	Des Moines	12
3/7/2015	Hearing Loss Association	Des Moines	26
3/27/2015	Hamilton Scholarship	Des Moines	3
5/12/2015	Healthcare Providers Network of Central Iowa	Des Moines	26
5/13/2015	Dual Party Relay Council (DPRC)	Des Moines	18
6/1/2015	Northeast Neighbors and Friends	Des Moines	22
6/10/2015	Healthcare Providers Network of Central Iowa	Des Moines	12
6/17/2015	Heartland Senior Services of Story County	Ames	17
8/19/2015	Heartland Senior Services of Story County	Ames	26
9/9/2015	Healthcare Providers Network of Central Iowa	Perry	18
9/16/2015	Iowa Utilities Board	Des Moines	18
10/7/2015	Iowa Elderly Consortium	Des Moines	68
10/9/2015	Telecommunications Access Iowa	Des Moines	2
11/4/2015	Iowa Elderly Consortium	Des Moines	50
11/11/2015	Town Hall Event	Des Moines	11
11/12/2015	Veterans	Adel	2
11/19/2015	Telecommunications Access Iowa	Urbandale	2
12/2/2015	Elderly Consortium Networking Group	Des Moines	50
12/4/2015	Connections Area Agency on Aging	Sioux City	2
12/9/2015	E911- Polk County Emergency Management	Des Moines	16
12/17/2015	Telecommunications Access Iowa	Des Moines	2



## Outreach Report

Relay Iowa had another successful year completing outreach education throughout the state. Hamilton Relay continued to serve Relay Iowa users with the primary goal of reaching individuals across the state who are deaf, hard of hearing, deaf-blind, have difficulty speaking or are Spanish-speaking.

This past year Ashley Hagedorn, Iowa Outreach Project Manager, presented and educated thousands of individuals across the state about Relay services through numerous outreach activities. Outreach activities included presentations, exhibit booths, product demonstrations and installations, home visits, and office visits that informed individuals on Traditional Relay Services (TRS), Hearing Carry Over, Voice Carry Over, and Speech-to-Speech, along with information on Captioned Telephone services. Ashley represented Relay Iowa at various associations and events that comprised of veterans, senior citizens advocacy groups, senior living facilities, homecare agencies and law enforcement organizations.

Additional areas of focus for the Outreach Project Manager were connecting with national programs, local veteran associations, speaking and hearing difficulty groups, and Spanish speaking groups. Making these contacts strengthened relations with existing networks in order to establish future referral and nomination opportunities for National programs and awards.

The Outreach Project Manager worked with the Area Agencies on Aging, the Center for Disabilities, Telecommunications Access Iowa, the Iowa Department for the Blind, and the Equipment Distribution Program to combine resources and outreach opportunities. Together they collaborated for numerous meet-and-greet conference events throughout the year to ensure information and resources were available to individuals at each event.

Hamilton Relay continued to reach out to businesses in 2015 through the Relay Friendly Business program (RFB). When Relay Iowa received a consumer's recommendation for a business, Ashley would reach out to the suggested contact for demonstrations and training for all of their employees on how relay calls are service works and how to handle relay call. The benefits of this program are dual in that the business does not hang up on a customer, and thereby avoid losing business, and a relay user does not go through the frustration of being hung up on. Ashley introduced RFB services to exhibit presenters and individuals alike at conferences throughout the state.



There were several other highlights for outreach in 2015 including the Relay Friendly Business presentation to over 30 city officials in Cedar Rapids. The presentation held great exposure and had several follow-ups and inquiries for Relay Services. In addition, the Health Fairs in Eastern Iowa held copious networking and educational opportunities throughout the year. The attendance for such events exceeded expectations.

One area of particular focus of the Outreach Project Manager was sharing information about Captioned Telephone. Ashley attended events, held exhibit booths at conferences and health fairs, sent educational material by direct mail, attended networking meetings and presentations to organizations and individuals across the state. Relay Iowa participated in the CapTel Follow Up program in 2015. The Outreach Project Manager received information about customers that had recently purchased a CapTel phone through Iowa Outreach Education & Installation (OEI). With this information, Ashley compiled a direct mailing at the end of each month with a follow up letter that contained her contact information. Customers could then contact the Outreach Project Manager to assist with any questions and concerns.

The Outreach Project Manager hosted a Town Hall Meeting in Windsor Heights, in November. The goal for the Town Hall Meeting was to show appreciation for Relay Iowa's supporters and customers in the area. Ashley provided food and drinks during a presentation. The response was positive and received encouraging feedback for Relay services.



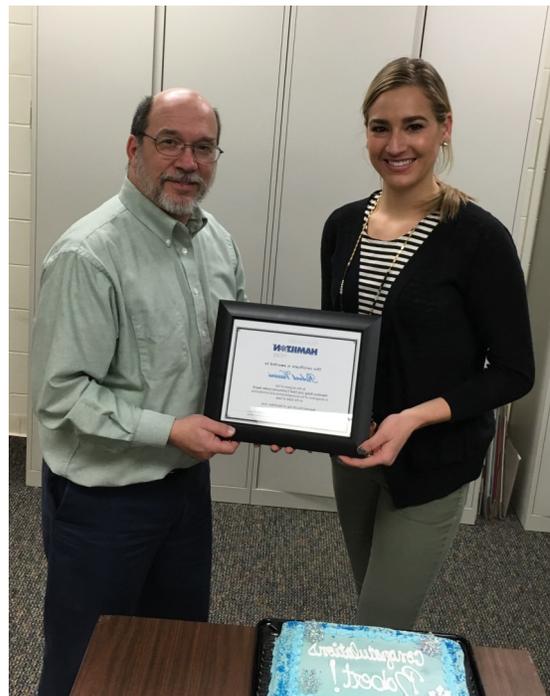
## Awards

Hamilton Relay once again recognized outstanding leaders within the state of Iowa with its annual scholarship and leadership awards. Hamilton presented the following individuals with their respective awards for outstanding leadership in their communities:

- High School Scholarship 2015 - Katy Price
- Deaf Community Leader Award 2015 - Robert Vizzini



High School Scholarship Award Winner  
Katy Price



Deaf Community Leader Award  
Winner, Robert Vizzini



## Events

In addition to presentations, meetings and exhibits, the Outreach Program Manager utilized flyers, Facebook, eBlasts and blogs to promote Relay Iowa Service.



*Throughout the year Relay Iowa held more than 140 outreach activities and reached more than 7,900 people with information about relay services available to them through Relay Iowa.*



## Outreach Plan 2016

Relay Iowa Outreach Project Manager, Ashley Hagedorn worked with John Fechter, State Outreach Manager and Connie Phelps, Relay Iowa Account Manager, to develop a comprehensive outreach plan for the upcoming year. The plan for 2016 ensures that outreach and marketing activities are in line with the goals of Relay Iowa. The primary focus for outreach efforts will be to continue to reach individuals who are deaf, hard of hearing, late-deafened, deaf-blind or have difficulty speaking with information about services available through Relay Iowa.

Ashley will continue to focus her efforts on reaching out to and educating veterans, senior citizens advocacy groups, senior living facilities, homecare agencies and law enforcement organizations with information about services available through Relay Iowa. She will also promote Traditional Relay and Captioned Telephone, including Speech-to-Speech services.

In 2016, Hamilton Relay will continue to work with Area Agencies on Aging, Center for Disabilities, Telecommunications Access Iowa, and Iowa Department for the Blind to provide efficient, effective and comprehensive outreach.

Hamilton Relay will continue to promote the Relay Friendly Business program in order to educate businesses and their employees about relay services. Ashley will lead presentations, exhibits, field visits, letters/brochure dissemination, and home visits. Ashley will continue to network at all events and attend meetings. In addition she will focus on customer care activities with Hamilton employers, state administrators, outreach contacts, existing customers, and potential customers. Customer care activities will include the CapTel Follow-up Program to ensure that individuals are comfortable using the equipment and service.

Hamilton Relay will also continue its Community Awards for 2016. Ashley will promote the 2016 High School Scholarship; the 2016 Better Hearing and Speech Month awards in May; and the 2016 Deaf Community Leader Award in September. We look forward to another successful year serving the state and relay users in Iowa.



## Highest Traffic Volume Day

The highest volume of TRS traffic in the past year was handled on Friday January 23, 2015 with 786.46 minutes recorded. The highest volume of CapTel traffic in the past year was handled on Tuesday, March 10, 2015 with 1,800.88 minutes recorded.

## Statistical Reports

### Iowa TRS Performance Averages

<u>Data Month</u>	<u>Busy Day</u>	<u>BsyDy SessMin</u>	<u>AvgAnsSec</u>	<u>PactAnsIn10</u>
Jan 15	Jan 23, Fri	786.46	1.7	88
Feb 15	Feb 9, Mon	637.38/	1.4	90
Mar 15	Mar 26, Thu	691.87	1.4	89
Apr 15	Apr 16, Thu	716.66	0.9	91
May 15	May 18, Mon	662.34	1.3	88
Jun 15	Jun 15, Mon	671.95	1.9	84
Jul 15	Jul 16, Thu	564.01	0.9	91
Aug 15	Aug 31, Mon	568.01	0.9	90
Sep 15	Sep 30, Wed	572.40	1.0	90
Oct 15	Oct 23, Fri	645.78	0.5	93
Nov 15	Nov 16, Mon	604.55	0.6	91
Dec 15	Dec 28, Mon	<u>593.86</u>	<u>0.9</u>	<u>90</u>
201	Max or Avg	<u>786.46</u>	<u>1.1</u>	<u>90</u>



**TRS Completed Outbound Calls by Jurisdiction**

<u>Data Month</u>	<u>Local</u>	<u>Intrastate</u>	<u>Interstate</u>	<u>Int'l</u>	<u>Toll Free</u>	<u>900 Info</u>	<u>Total</u>
Jan 15	1211	47	242	0	298	0	1798
Feb 15	1075	76	303	0	250	0	1704
Mar 15	1187	59	177	0	260	0	1683
Apr 15	1263	82	178	0	256	0	1779
May 15	179	83	160	0	239	0	1661
Jun 15	1143	133	172	0	185	0	1633
Jul 15	1203	128	168	0	266	0	1765
Aug 15	1037	119	111	0	224	0	1491
Sep 15	1007	79	138	0	272	0	1496
Oct 15	1025	92	115	0	261	0	1493
Nov 15	156	69	136	0	210	0	1471
Dec 15	<u>1114</u>	<u>117</u>	<u>141</u>	<u>0</u>	<u>246</u>	<u>0</u>	<u>1618</u>
2015 Total	<u>13500</u>	<u>1084</u>	<u>2041</u>	<u>0</u>	<u>2967</u>	<u>0</u>	<u>19592</u>



**Iowa TRS Completed Call By Inbound Method**

<u>Data Month</u>	<u>Ascii</u>	<u>HCO</u>	<u>Span</u>	<u>STS</u>	<u>TTY</u>	<u>VCO</u>	<u>Voice</u>	<u>Total</u>
Jan 15	0	3	0	0	760	578	457	1798
Feb 15	0	4	0	15	867	374	444	1704
Mar 15	0	9	2	1	905	444	322	1683
Apr 15	0	4	0	0	949	520	306	1779
May 15	0	17	0	0	987	401	256	1661
Jun 15	0	10	0	0	997	419	207	1633
Jul 15	0	3	0	0	996	490	276	1765
Aug 15	0	6	0	2	720	530	233	1491
Sep 15	0	4	1	0	884	405	202	1496
Oct 15	0	0	1	0	638	668	186	1493
Nov 15	0	0	0	0	722	520	229	1471
Dec 15	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>869</u>	<u>578</u>	<u>171</u>	<u>1618</u>
<b>Total</b>	<u>0</u>	<u>60</u>	<u>4</u>	<u>18</u>	<u>10294</u>	<u>5927</u>	<u>3289</u>	<u>19592</u>
% of Total	0.00%	0.31%	.02%	0.09%	52.54%	30.25%	16.79%	



**Iowa TRS Monthly Usage — Number of Calls**

<u>Data Month</u>	<u>Inbound</u>	<u>Answered</u>	<u>Outbound</u>	<u>Complete</u>
Jan 15	6,117	5,681	2,117	1,798
Feb 15	5,563	5,239	1,970	1,704
Mar 15	5,745	5,363	1,987	1,683
Apr 15	5,739	5,377	2,082	1,779
May 15	6,010	5,512	1,922	1,661
Jun 15	6,121	5,454	1,903	1,633
Jul 15	6,032	5,624	2,036	1,765
Aug 15	5,684	5,286	1,734	1,491
Sep 15	5,570	5,129	1,763	1,496
Oct 15	5,518	5,194	1,840	1,493
Nov 15	5,742	5,314	1,688	1,471
Dec 15	<u>5,967</u>	<u>5,507</u>	<u>1,85</u>	<u>1,618</u>
<b>Grand Total</b>	<b><u>69,808</u></b>	<b><u>64,680</u></b>	<b><u>22,897</u></b>	<b><u>19,592</u></b>
Average per month	5,817	5,390	1,908	1,633



**CapTel Performance Averages**

<u>Data Month</u>	<u>BusyDay</u>	<u>BsyDy SessMin</u>	<u>AvgAnsSec</u>	<u>PctAnsIn10</u>
Jan 2015	Jan 26, Mon	1,598.51	1.3	95
Feb 2015	Feb 2, Mon	1,661.78	1.5	94
Mar 2015	Mar 10, Tue	1,800.88	1.4	95
Apr 2015	Apr 13, Mon	1,442.57	1.2	96
May 2015	May 10, Sun	1,671.32	0.9	98
Jun 2015	Jun 3, Wed	1,508.99	0.9	98
Jul 2015	Jul 29, Wed	1,550.21	1.0	97
Aug 2015	Aug 5, Wed	1,428.09	1.2	96
Sep 2015	Sep 8, Tue	1,323.53	1.1	97
Oct 2015	Oct 21, Wed	1,287.11	0.7	99
Nov 2015	Nov 12, Thu	1,439.15	0.6	99
Dec 2015	Dec 28, Mon	<u>1,462.26</u>	<u>0.7</u>	<u>99</u>
<b>Max or Avg</b>		<u>1,800.88</u>	<u>1.0</u>	<u>97</u>



**CapTel Completed Outbound Calls By Jurisdiction**

<u>Data Month</u>	<u>Intrastate</u>	<u>Interstate</u>	<u>Int'l</u>	<u>Toll Free</u>	<u>900 Info</u>	<u>Total</u>
Jan 2015	7,005	911	4	510	0	8,430
Feb 2015	6,674	919	3	496	0	8,092
Mar 2015	7,158	1,117	1	536	0	8,812
Apr 2015	7,009	993	3	450	0	8,455
May 2015	7,034	943	0	504	0	8,481
Jun 2015	6,977	900	14	509	0	8,400
Jul 2015	7,038	936	3	525	0	8,502
Aug 2015	6,686	898	1	879	0	8,461
Sep 2015	6,136	832	1	577	0	7,546
Oct 2015	6,431	894	1	385	0	7,711
Nov 2015	6,393	886	2	451	0	7,732
Dec 2015	<u>7,171</u>	<u>984</u>	<u>4</u>	<u>405</u>	<u>0</u>	<u>8,564</u>
Total	<u>81,712</u>	<u>11,213</u>	<u>37</u>	<u>6,224</u>	<u>0</u>	<u>99,186</u>



**CapTel Completed Calls By Inbound Method\**

<b><u>Data Month</u></b>	<b><u>CapTel</u></b>	<b><u>Voice</u></b>	<b><u>Total</u></b>
Jan 2015	5,912	2,518	9,430
Feb 2015	5,484	2,608	8,092
Mar 2015	6,082	2,730	8,812
Apr 2015	5,779	2,676	8,455
May 2015	5,811	2,670	8,481
Jun 2015	5,753	2,647	8,400
Jul 2015	5,825	2,677	8,502
Aug 2015	6,057	2,404	8,461
Sep 2015	5,236	2,310	7,546
Oct 2015	5,254	2,457	7,711
Nov 2015	5,307	2,425	7,732
Dec 2015	<u>5,801</u>	<u>2,763</u>	<u>8,564</u>
<b>Total</b>	<b><u>68,301</u></b>	<b><u>30,885</u></b>	<b><u>99,186</u></b>
% of Total	68.86%	31.14%	



**CapTel Monthly Usage — Number of Calls**

<u>Data Month</u>	<u>Inbound</u>	<u>Answered</u>	<u>Outbound</u>	<u>Complete</u>
Jan 2015	10,869	10,678	9,893	8,430
Feb 2015	10,300	10,116	9,385	8,092
Mar 2015	11,436	11,223	10,421	8,812
Apr 2015	11,052	10,891	9,981	8,455
May 2015	11,225	11,138	10,296	8,481
Jun 2015	10,951	10,866	10,019	8,400
Jul 2015	11,390	11,286	10,287	8,502
Aug 2015	11,972	11,819	10,606	8,461
Sep 2015	9,943	9,848	9,084	7,546
Oct 2015	9,929	9,897	9,146	7,711
Nov 2015	9,784	9,775	9,119	7,732
Dec 2015	<u>11,200</u>	<u>11,178</u>	<u>102,70</u>	<u>8,564</u>
<b>Grand Total</b>	<u>130,051</u>	<u>128,715</u>	<u>118,507</u>	<u>99,186</u>
Average per month	10,838	10,726	9,876	8,266



## Traffic Projections

Service	Month		Total ConvMin	Intrastate ConvMin
TRS	Jan 2015	Actual	7,746.92	6,048.45
TRS	Feb 2015	Actual	6,790.76	5,423.30
TRS	Mar 2015	Actual	7,960.53	6,391.47
TRS	Apr 2015	Actual	7,815.42	6,146.13
TRS	May 2015	Actual	7,148.65	5,545.18
TRS	Jun 2015	Actual	6,603.05	5,473.17
TRS	Jul 2015	Actual	6,882.08	5,581.04
TRS	Aug 2015	Actual	6,073.55	5,010.70
TRS	Sep 2015	Actual	5,972.71	4,847.21
TRS	Oct 2015	Actual	6,762.45	5,221.64
TRS	Nov 2015	Actual	5,979.50	4,905.91
TRS	Dec 2015	Actual	7,013.81	5,780.72
<b>Total Jan 2015-Dec Nov 2015</b>			<b>82,749.43</b>	<b>66,374.93</b>

Service	Month		Total ConvMin	Intrastate ConvMin
TRS	Jan 2016	Estimate	5,965.13	4,657.31
TRS	Feb 2016	Estimate	5,228.89	4,175.94
TRS	Mar 2016	Estimate	6,129.61	4,921.43
TRS	Apr 2016	Estimate	6,017.87	4,732.52
TRS	May 2016	Estimate	5,504.46	4,269.79
TRS	Jun 2016	Estimate	5,084.35	4,214.34
TRS	Jul 2016	Estimate	5,299.20	4,297.40
TRS	Aug 2016	Estimate	4,676.63	3,858.24
TRS	Sep 2016	Estimate	4,598.99	3,732.35
TRS	Oct 2016	Estimate	5,207.09	4,020.66
TRS	Nov 2016	Estimate	4,604.22	3,777.55
TRS	Dec 2016	Estimate	5,400.63	4,451.16
<b>Total Jan 2016 thru Dec 2016</b>			<b>63,717.06</b>	<b>51,108.70</b>



## Traffic Projections

Service	Month		Total ConvMin	Intrastate ConvMin
CapTel	Jan 2015	Actual	31,843.19	25,452.59
CapTel	Feb 2015	Actual	31,886.81	25,689.10
CapTel	Mar 2015	Actual	33,734.81	25,697.63
CapTel	Apr 2015	Actual	30,017.52	23,336.76
CapTel	May 2015	Actual	33,381.16	25,557.94
CapTel	Jun 2015	Actual	29,953.89	23,615.83
CapTel	Jul 2015	Actual	30,101.02	23,489.04
CapTel	Aug 2015	Actual	31,148.21	23,889.45
CapTel	Sep 2015	Actual	27,116.41	21,134.11
CapTel	Oct 2015	Actual	26,717.58	21,039.82
CapTel	Nov 2015	Actual	28,480.97	21,915.35
CapTel	Dec 2015	Actual	30,810.62	24,114.81
<b>Total Jan 2015 thru Dec 2015</b>			<b>365,192.19</b>	<b>284,932.44</b>

Service	Month		Total ConvMin	Intrastate ConvMin
CapTel	Jan 2016	Estimate	27,862.79	22,271.02
CapTel	Feb 2016	Estimate	27,900.96	22,477.97
CapTel	Mar 2016	Estimate	29,517.96	22,485.42
CapTel	Apr 2016	Estimate	26,265.33	20,419.67
CapTel	May 2016	Estimate	29,208.52	22,363.20
CapTel	Jun 2016	Estimate	26,209.65	20,663.85
CapTel	Jul 2016	Estimate	26,338.39	20,552.91
CapTel	Aug 2016	Estimate	27,254.68	20,903.27
CapTel	Sep 2016	Estimate	23,726.86	18,492.35
CapTel	Oct 2016	Estimate	23,377.88	18,409.84
CapTel	Nov 2016	Estimate	24,920.85	19,175.93
CapTel	Dec 2016	Estimate	26,959.29	21,100.46
<b>Total Jan 2016 thru Dec 2016</b>			<b>319,543.17</b>	<b>249,315.88</b>