Illinois Telecommunications Access Corporation
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800-841-6167 V/TTY • 217-698-4170 V/TTY
217-698-0942 FAX • www.itactty.org

March 28, 2018

VIA MESSENGER

RECEIVED
MAR 28 2018
ILLINOIS COMMERCE COMMISSION
CHIEF CLERK'S OFFICE

Ms. Elizabeth Rolando
Chief Clerk
Illinois Commerce Commission
527 E Capitol Avenue
Springfield, IL 62701

Dear Ms. Rolando:

In accordance with 83 Illinois Administrative Code, Part 756, Dual Party Relay Service, please accept, for filing, ITAC's 2017 Annual Report regarding relay service.

Please receipt and return one copy of this report to the ITAC representative delivering this filing. An additional copy of the information is enclosed for that purpose.

Sincerely,

Trudy Snell (SB)

Trudy Snell

Executive Director

Attachment (Sprint-2017 Illinois Relay Service Annual Report)

Cc: ITAC Board of Directors
Kate Kubey, ITAP Advisory Council Chairperson
Joan Howard, ICC Staff Liason

2017 RELAY SERVICE ANNUAL REPORT REQUIRED BY 83 ILLINOIS ADMINISTRATIVE CODE, SECTION 756.125, B

This report is submitted by the Illinois Telecommunications Access Corporation (ITAC) in compliance with 83 Illinois Administrative Code 13-703, Part 756, to provide updated information on relay program activities and highlights of the 2017 calendar year.

1. UPDATE ON ADMINISTRATIVE PROCEDURES FOR TELECOMMUNICATIONS RELAY SERVICE (TRS)

A. Procedures to assure accuracy of billing for TRS costs

- The relay contract is based on cost-per-conversation-minute service. This method provides ITAC the ability to verify relay costs through comparison of monthly usage reports with the invoice of actual minutes used.

- Sprint provides ITAC a monthly detailed report including the number, type and minutes for all relay calls in the given month. ITAC then compares this report to the billing document to determine accuracy of billable minutes and correct billing rate within the framework of the contract. The cost of Sprint Relay for 2017 was $1,579,004.

- ITAC withholds payment on billings that are inappropriate, questionable or disputed. Any such amounts are then investigated and documented. Appropriate action is taken either in the form of payment by ITAC to Sprint or credit adjustment to the account by Sprint.

B. Procedures to track the collection and remittance of revenue from subscriber lines and dual party relay service (TRS) from Local Exchange Carriers (LEC), Wireless, Mutuals, and some VoIP Interconnected Non-Nomadic lines.

- ITAC receives a monthly report and remittance from 235 LEC/VoIP companies and 37 Wireless carriers.

- Monthly, ITAC records and tracks subscriber lines and TRS revenue of remitting companies.

- ITAC continues to follow up with the appropriate companies if payments are late or if there appears to be any discrepancy in the amount remitted or lines reported.

- Bergen, Call One, Frontier, Gargoyle Technologies, Hamilton/FUTIVA, Royell Communications, AT&T, T-Mobile, and Sharon Telephone remit subscriber line and TRS revenues by means of direct deposit to ITAC's bank account. ITAC

endorsees and electronically deposits checks received from all other remitting companies as they are received.

- The Illinois Commerce Commission (ICC) periodically notifies ITAC of all LECs as they are certificated by the Commission. There is, however, no process in place to provide ITAC information to determine when a LEC/Wireless Carrier should be remitting or a check and balance with the ICC to determine if the LEC/Wireless Carrier is remitting for the appropriate number of lines. ITAC and ICC staff work cooperatively to determine which companies should remit.

- ITAC notifies the ICC of all companies that do not comply or respond, to the best of ITAC's ability.

- The ICC then initiates follow-up contact with these companies.

C. LEC's and VoIP's remitting to ITAC in 2017

The 235 remitting companies are identified below:

2Talk LLC
Access Line Communications
Access Media Holdings
Access One
ACN Communication Services
AcuityVoIP
Adams Telephone Co-Operative
Affiliated Technology Solutions
Alhambra-Grantfork
Alliant Technologies
AltaWorx
American Broadband & Telecommunications
American Telephone Co
ANPI Business
Asset Black
AT&T Corp
Ballantyne Broadband Partners dba Optical Communities
Bandwidth Inc
BCN Telecom
Bergen
Big River Telephone
Birch Telecom
Block Line Systems
Blue Ocean Technologies

Boomerang Wireless
Broadband Dynamics
Broadsmart Global
Broadview Networks
Bullseye
Call One
Callis Communications
Cambridge Telcom
Cambridge Telephone
Campus Communications
Cass Cable TV
Cass Telephone
Cbeyond
CBTS Technology Solutions
Century Enterprises Inc
CenturyLink
Charter Advanced Services (Spectrum Charter)
City of Highland dba Highland Communications Services
Clarksville
Clear Rate Communications
CloudCall
COEO Solutions
Comcast Phone of Illinois
Comm-Core
Computer Techniques, Inc
ConnectMe
Consolidated Comm Enterprise Services
Consolidated Comm Of Illinois
Convergence Technologies
Converging Networks Grp
CR Telephone
Crexendo Business Solutions
Crossville Communications
CTS Technology
Data Net Systems dba PolTel
Delta Communications dba ClearWave
Digium Cloud
Distributed Computing Inc
Diverse Communications
DJK Link, Inc
Dynalink Communications
Edge Communications

Egyptian Telephone
El Paso Telephone
Electric Lightwave
Equivoice
ESCO Technologies
Eze Castle Integration
First Communications
Flat Rock Telephone
FourteenIP
Framework Communications
France Telecom
Frontier Carolinas
Frontier Citizens
Frontier Depue
Frontier Inland Illinois
Frontier Lakeside
Frontier Midland
Frontier Mt. Pulaski
Frontier North COIL
Frontier North GTIL
Frontier Orion
Frontier Prairie
Frontier Schuyler
FUTIVA
G3 Telecom USA
Gallatin River Communications
Gargoyle Technologies/Volo
Gateway Telnet
Geneseo Telephone
Glasford Telephone
Global Connections
Grafton Technologies
Grafton Telephone
Granite Telecommunications
Great America Networks
Greene Co Partners
GreenFly Networks
Gridley Telephone
Hamilton County Telephone
Harrisonville Telephone
Henry County Telephone
Highland

Home Telephone
Hughes Network Systems
Hughes Telephone
ICIM Corporation dba Voitress
iCommerce Services
Ill Bell/Ameritech/SBC (AT&T IL)
Illinois Electric Coop
Illinois Telephone Corp
iLoka dba NewCloud Networks
inContact
Innovative Telephone & Data Solutions
Intelletrace
Interface Security Systems
Inviacom
IREC
ITC Global Networks
iTV3/i3 Broadband
Jive Communications
Kinsman Mutual Telephone
LaHarpe Telephone
LeafRiver
Leonore Mutual Telephone
Level 3 Communications
Level 3 Telecom of Illinois
Logonix Corporation
Madison Network Systems
Madison Telephone
MagicJack
Magna5
Marseilles Telephone
Masscomm
Matrix Telecom
McDonough Telephone Coop
McGraw Communications
MCImetro Access Transmission
McLeodUSA Telecommunications
McNabb Telephone Company
Mediacom Telephony of IL
Met tel
Metamora Telephone
Midcentury Telephone
Mitel Cloud Services

Mix Networks
MJ2 IP, dba City Hosted Solutions
Montrose Telephone
Mother Network Guardians
MR Systems Wireless
MTC Communications
MTCO Communications
NEC Cloud Communications
NetFortis Acquistion
Network Billing Systems dba Fusion
Network Innovations Inc
New Horizons Communications
New Windsor Cable TV
New Windsor Telephone
NewWave Communications-Big River
nexVortex
NOS Communications
NuEra Services
NuWave Communications
Odin Telephone Exchange
One Voice Communications
Oneida Network Services
Oneida Telephone Exchange
OneStream Networks
Ooma
PAETEC Communications
Pan Terra Networks
Peerless Network of IL
PNG Telecommunications
Preferred Long Distance
Premier Hosting
Proximiti Communications
QuantumShift Communications dba vCom Solutions
RCN Telecom Service
Reynolds Telephone
Royell Communications
Sentinel Technologies Inc
Sharon Telephone
Shawnee Communications
Shawnee Telephone Company
Simple Communications
Single Path LLC

Skype Communications US Corporation
Small Office Systems
Sonic Telecom
SouthPoint Communications
Spectrotel
Sprint Communications
Star2Star Communications
Stratus Networks
SunDog IT
Talk America Inc
Talk America Services LLC
TDS Metrocom
TechSitters
Telco Experts
Telecom Management dba Pioneer Telephone
Teleport Communications America
Teletech Communications
Telnet Worldwide
TLSNet
Tonica Telephone
Toshiba America Info Sys
Unified Communications
Unitel Leasing dba Blue Tie Cloud
US Xchange, EarthLink Business
Velocity The Greatest Phone Company Ever
ViaSat
Viola Home Telephone
Vodafone US Inc
VoicePro, Inc
VoIP4Biz
Voipdial
Voyant Communications
Wabash Independent Networks
Wabash Telephone Coop
Wholesale Carrier Services
Wide Open West
Windstream Norlight
Windstream Nuvox
Woodhull Telephone
XCLUTEL Communications
XO (next link)
YipTel

D. Wireless Carriers remitting to ITAC in 2017 (excluding pre-paid wireless telecommunications)

The 37 remitting companies are identified below:

Access One
Alliant Technologies
Allnet Air
American Broadband & Telecommunications
Amerivision Communications
BCN Telecom
Chicago SMSA dba Verizon Wireless
Clear Rate Communications
Comcast OTR 1 LLC
Consumer Cellular
Flash Wireless
Google North America
GreatCall dba Jitterbug
Illinois Valley Cellular
Iowa Wireless Services dba iWireless
Lycamobile USA
MetTel
Mitel Cloud Services
New Cingular Wireless (AT &T)
Patriot Mobile
People's Operator USA
PNG Telecommunications
Preferred Long Distance
Ready Wireless
Republic Wireless
SI Wireless
Sprintcom Inc
Stream Communications
Ting
T-Mobile Central
USCOC of Central Illinois (US Cellular)
USCOC of Chicago (US Cellular)
USCOC of Greater Iowa (US Cellular)
Wing Tel
Working Assets Funding Service

E. Regulatory Matters

Line Charge Proceeding Docket Number 17-0108

- On March 1, 2017, ITAC filed its annual line charge adjustment in accordance with 83 Illinois Administrative Code 755.500 filed with the ICC, a petition requesting that the ICC authorize: (a) increasing the charge to be applied to each line of a telephone subscriber in the State of Illinois from 2 cents to 4 cents; (b) an increase in the charge to be applied to each Centrex line from .4 cents to .8 cents; (c) an increase in the charge to be applied to each PBX trunk from 10 cents to 20 cents; (d) charges for services provisioned by T-1 lines and other advanced technologies that mirror the telephone carrier's application of 9-1-1 charges; (e) an increase in the assessment on fixed or non-nomadic interconnected VoIP residential subscribers from 2 cents to 4 cents per subscription; (f) an increase in the assessment on fixed or non-nomadic interconnected VoIP business subscribers from .4 cents to .8 cents; (g) a charge of 4 cents to be applied to each wireless line (other than prepaid wireless telecommunications service), and establish the assessment on prepaid wireless telecommunications service at .15 percent of the retail transaction, as that term is defined in Section 13-703(e) of the Illinois Public Utilities Act.

- The Illinois Commerce Commission approved the Petition and maintained that these charges should be effective with billings rendered on or after July 1, 2017. This request was granted by the Illinois Commerce Commission Order on April 19, 2017.

F. Customer Service

- Sprint's contract to provide relay in Illinois stipulated that an Illinois Relay Account Manager position be created. The position is currently located in the same city as the relay administrator, allowing for day-to-day contact and quick resolution of any problems that may arise in relation to relay service. That position is held by Ms. Emma Danielson. In addition to resolving complaints and submitting reports, Danielson attends ITAC/ITAP meetings and periodically travels with ITAC's Outreach Manager, as well as traveling on her own to give presentations and exhibits to increase awareness of relay service in Illinois.

  Sprint's 2017 Illinois Relay Service Annual Report is attached to this document.

- Sprint Customer Service is responsible for handling customer request such as registering customer database profiles, responding to reports of technical issues,

gathering customer suggestions, comments or complaints and sending requested relay information and materials.

- Traffic reports indicate a continued decrease in call volumes. ITAC believes this to be due, in part, to the continued increase in the migrations of TTY users to the internet and other technologies. Completed calls run at 99%.

- International, Spanish to Spanish and Spanish to English relay calls continue to represent only a small portion of the total relay calls.

- ITAC maintains frequent contact and exchanges information with various members of the Advisory Council, along with more formal contact at two scheduled meetings annually with ITAP, the ITAC Board of Directors, and representatives of the relay provider. Quarterly program updates are emailed to all Board members.

G. Complaint Process

- All complaints received by ITAC are forwarded by email to Sprint's Relay Account Manager who then follows up on these complaints with the appropriate means, such as training, and/or customer contact. ITAC is then notified in writing of the resolution. Complaints requiring immediate action, such as all relay lines ringing busy, are checked immediately by phone conversation between ITAC and relay center management. ITAC immediately implements test calling in response to this type of complaint.

- Complaints received by the relay center are faxed to ITAC and resolved in the same fashion with a monthly summary of complaints, commendations and inquiries reported to ITAC.

- FCC regulations require that relay vendors create an internal complaint log. Copies of the logs and a summary report are submitted to the state's relay administrator and to the Federal Communications Commission on an annual basis. In compliance with these requirements, ITAC and Sprint submitted its report to the FCC on June 14, 2017. A copy of the same was provided to the Illinois Commerce Commission liaison.

2.

2. PROGRAM ACTIVITIES

A. Public Relations

- The FCC maintains that carriers have a continuing obligation to provide educational and outreach materials under FCC rules. As the administrator of TRS in Illinois, ITAC supports the FCC's directive that outreach is essential in spreading the word about relay.

- In 2017, ITAC continued to promote 711 and the Equipment program. The outreach manager travels the state on a continuous basis and all ITAC staff respond when exhibit or speaking requests are made for conflicting dates.

- ITAC continues to receive professional and public acclaim for its outreach projects from equipment distribution program administrators of the Telecommunications Equipment Distribution Program Association (TEDPA) as well as the National Association of Relay Administrators (NASRA).

- In 2017, ITAC implemented a network commercial campaign that promotes the program state-wide.

- ITAC monitors its website and Facebook Page daily and updates the information as needed. Resources and information are available at ITAC's newly overhauled website, http://www.itactty.org, which includes Illinois Relay information, a list of ITAC Selection Centers, program eligibility requirements, an application, and the Carrier's Monthly Remittance form. ITAC's 711 website, http://www.illinoisrelay711.com, includes information about 711 three-digit dialing and a direct link to Sprint's relay website. ITAC continues to update the website as new information becomes available.

- Anyone may receive the information about the programs by contacting ITAC, a Selection Center, the Advisory Council, or the ICC Liaison.

- ITAC maintains two toll-free numbers to facilitate easy access to information. All phones are V/TTY and answered "live" by ITAC staff.

- ITAC continues to seek opportunities for promotion and community involvement.

DISTRIBUTION CENTER ACTIVITIES

Selection Center promotional outreach activities continued in 2017. As part of ITAC's overall promotional activity, funds are set aside for each Center's individual use in promoting ITAC programs in their respective communities. A specific amount of money is earmarked for each Center. Any unused monies are additionally available to a Center that has used their allotment. Centers are required to submit proposals and receive approval for public relations projects. Proposals must indicate how the project would expand knowledge of ITAC programs and the requesting Center in their service area. Funds are available for direct promotional expenses only, exclusive of Center staff time or trainer. Selection Centers make excellent use of the promotional funds available and we continue to encourage the Centers to use these funds including certifier and interpreter costs.

The following indicates outreach projects completed by Selection Centers and ITAC in 2017.

SELECTION CENTER ACTIVITIES

The following indicates outreach, exhibits, booths and offsite phone testing completed by selection centers in 2017, funded by ITAC. In addition to those listed below, Center representatives also attend events on their own initiative.

Belleville Area

PSOP

On-site Open House	Testing
Health Fair	Outreach
Luncheon	Outreach

Chicago Area

MOPD

Rev. Alverex Sen. Apt.	Testing
Victory Senior Center	Outreach
Senior Suites of New City	Testing
Roselawn Community Hospital	Outreach

Holocaust Community Center	Testing
Access Chicago Navy Pier	Outreach
Wheeling Pavilion Senior Center	Testing
Circle Park Apartments	Testing
North West Reg Senior Apt	Testing
Senior Fest Millennium Park	Outreach
Green Castle of Garfield	Testing
Green Castle of Garfield	Outreach
Senior Suites of Fay's Point	Outreach
Victory Center	Testing
Roseland Community Hospital	Outreach
The New Roseland	Testing
South East Asian Center	Testing
Chinese American Service League	Testing
The Pines Edgewater Apartments	Testing

CSH

Lifescapes Senior Expo	Outreach
Senior Expo	

Dixon

LEE County

St. Paul Lutheran Church	Outreach
Hearing Health Presentation	Testing Outreach
Senior Showcase	Outreach

Peoria

AFA

Community Parade

Spread the word

Pontiac

PIKE COUNTY Senior Serv.

Griggs Ville, Milton,and Barry Illinois Parades and Community Outreach

Rockford Area

RAMP

Lions Club	Outreach
Bad Pants Golf outing	
Special Education Youth Outing	Outreach
Driving the Dream Community Event	Outreach
Winnebago Community	Outreach
Boone _Freeport open house	Outreach
Dekalb open house	Outreach

Lasalle

IVCIL

Who's who in Illinois Valley	Outreach
Community Faces and Places	Outreach
Senior Living for Ind	Outreach
NRG Media	Outreach

Lawn and Garden Show	Outreach
Jacksonville Area	
JCCIL	
Disability Awareness open house sponsor	Outreach
Winchester	Outreach
ASL-open house	Outreach
STWSP	
Township	
Valentine's day Luncheon	Outreach
Ice Cream Social	Outreach
Holiday Party	Outreach
Community Health & Wellness Day	Booth
Annual Picnic	Outreach
Active ageing Expo	Outreach
IMPACT	
Live and Learn	Open House
Impact Luncheon and Fundraiser	Outreach
World of Imagination	
Deaf community dinner and bingo	Outreach
Pontiac Area	
Dixon AREA LEE County	
What's New	Outreach

ITAC Outreach Report

January—December 2017

Marion Dramin, Outreach Manager

January

· JCCD Winter Wonderland, Jacksonville

· IDHHC meeting, Chicago

February

· Illini Crazy Bowling, Savoy

March

· ISDAA Board meeting @ ITAC, Springfield

· Springfield Deaf Club bowling tourney, Springfield

· Deafhood, Jacksonville (20 hours/4 days), Jacksonville

· Welcome Open House for ISD Supt. Julee Nist, Jacksonville

April

· 200 Years ASL Celebration, Jacksonville

May

· Sinai Health Fair, Chicago

· ISDAA Board meeting, Jacksonville

· Tigerland/ISDAA picnic, Jacksonville

June

· ISDAA Hall of Fame meeting, Jacksonville

· Tiger Den Spaghetti dinner fundraiser, Jacksonville

· IAD conference, Naperville

July

· SDC/CAISDAA picnic, Springfield

August

· ISDAA Board meeting at ITAC, Springfield

· Farm Progress Show, Decatur

September

· IAD Retreat/Board meeting at ITAC, Springfield

October

· Hog Roast Fundraiser at Tiger Den, Jacksonville

- Illini Chapter 30th Anniversary lunch, Champaign
- Secretary of State Rules of the Road @ ISD, Jacksonville
- Jacksonville IAD Chapter meeting, Jacksonville
- ISD 180th anniversary reunion committee meeting
- IDHHC meeting, Springfield
- ISDAA Hall of Fame meeting, Jacksonville
- ISDAA Board meeting, Bloomington

December

- IAD Board/Springfield IAD Chapter meeting, Springfield
- SCIL reception, Springfield
- Springfield Deaf Club Holiday lunch/party, Springfield
- IDHHC meeting, Springfield

PROMOTIONAL REQUESTS BY AGENCIES AND ORGANIZATIONS DISTRIBUTED IN 2017

Century Audiology, Orland Park

Dr. DeJoseph, Round Lake

Nelson Audiology, Litchfield

Memorial Home Service Hearing Center, Springfield

Pana Area Seniors, Pana

North Shore Seniors, Northfield

Sonic Hearing, Chicago

ENT Center, Park Ridge

VA Bob Michel Clinic, Peoria Heights

Hear Well Hearing Care, Taylorville

Tammy Helm, Pekin

Volunteers of America, Jacksonville

Costco Hearing Aid Dept., Ottawa

Chicago Deaf Seniors, Chicago

Rockford Deaf Seniors, Rockford

Springfield Deaf Club, Springfield

Lillian Clinton, Hoffman Estates

Eileen Rozborski, Schaumburg

ITAC REQUESTS DISTRIBUTED IN 2017

Applications	12500	Jar Grips	275
Amp. Phone Cards	2750	Lens Wipes	4795
711 Bus. Cards	450	Letter Openers	1185
Amp. Ph. Posters	38	Magnetic Clips	1925
PR Packages	23	Market Bags	2220
ASL Cards	1175	Menu Readers	1020
Bag Clips	2680	Mini Calendars	499
Band Aid Kits	1870	Mini Coasters	200
Calculators	650	Nail Files	2150
Folders	220	Note Pads	1355
Folding fans	1925	Pencils	2750
Golf Tees	500	Pencil Sharpener	2170
Hand Sanitizers	2670	Pens	8270
Highlighters	1175	Piggy Banks	1000
Ice Scrapers	1005	Cell Ph. Holders	1145
Utility Key Chains	2585	Magnets	330
LED Lights	200		

A part-time temporary ITAC employee provides amplified phone testing, outreach and event support, and presentations to facilities in areas of the state where there is not a Selection Center, as well as on request to all areas of the state. Following are the **ITAC Office initiated Amplified Phone Presentations and Testing in 2017:**

Location	
Virden Community Outreach	Virden
Senior Life State Journal Register	Springfield
ITAC Open House One Stop Shop	Springfield
Nelson Audiology Center	Litchfield
SJR Health Fair	Springfield
Montvale Estates presentation -Testing	Springfield
South side Christian Church	Springfield
Lutheran Center Testing	Springfield
Sertoma Walk for Hearing	Springfield
Sip-n-savor	Springfield
VFW	Springfield
Amvets	Springfield
Senior Lifestyle Expo	Springfield
IATP	Springfield

ITAC provides support to the Selection Centers by securing ads in their communities' local newspapers to announce upcoming events and the Center's amplified phone program. ITAC pays for the ad and provides the artwork and verbiage. The following ads ran in 2017:

- State Journal Register
- South Town Daily
- Tribune Publishing
- Sault Valley Media
- Moline Dispatch
- Ogle County Life
- Journal-Chicago
- The Source-Jacksonville
- Scott County Times
- Jacksonville Journal Courier

ITAC Dues and Memberships

- AOL
- SJ-R
- NASRA
- TEDPA
- SCIL
- IAD
- NTCA
- Springfield Greater Chamber of Commerce
- Illinois Telecommunications Association
- ISAE

3. PROGRAM EFFECTIVENESS

- In 2017, following the national trend due to internet migration, CapTel conversation minutes decreased by 22.68% from the previous year. ITAC continues its process of actively screening applications for the CapTel phone to ensure proper placement of the equipment and satisfaction of the user. Clients who are internet-based are referred to CapTel for both service and equipment.

- Average TRS call length in 2017 was 5.21 minutes and the number of traditional TRS calls decreased 19.51%. The decrease in TRS calls continues to be a direct result of TRS users migrating to the internet, cellular and wireless devices.

- Sprint exceeded the speed of answer requirements throughout 2017, answering over 97.3% of calls within 10 seconds, with an average speed of .92 of a second. The ASA and service levels continue to exceed the requirements of the state of Illinois.

- Customer contacts in 2017 totaled 633. The contacts included contacts relating to customer database profiles, technical questions, operator performance, informational material requests and customer commendations. 1 of the contacts was a commendation and 1 was a complaint. Sprint responded to, and resolved, each complaint directly with the customer to the customer's satisfaction.

In summary, TRS in Illinois continued to meet and exceed the standards of 83 Illinois Administrative Code, Part 756 in 2017.

2017
Annual Report

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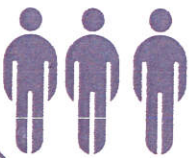
// Introduction

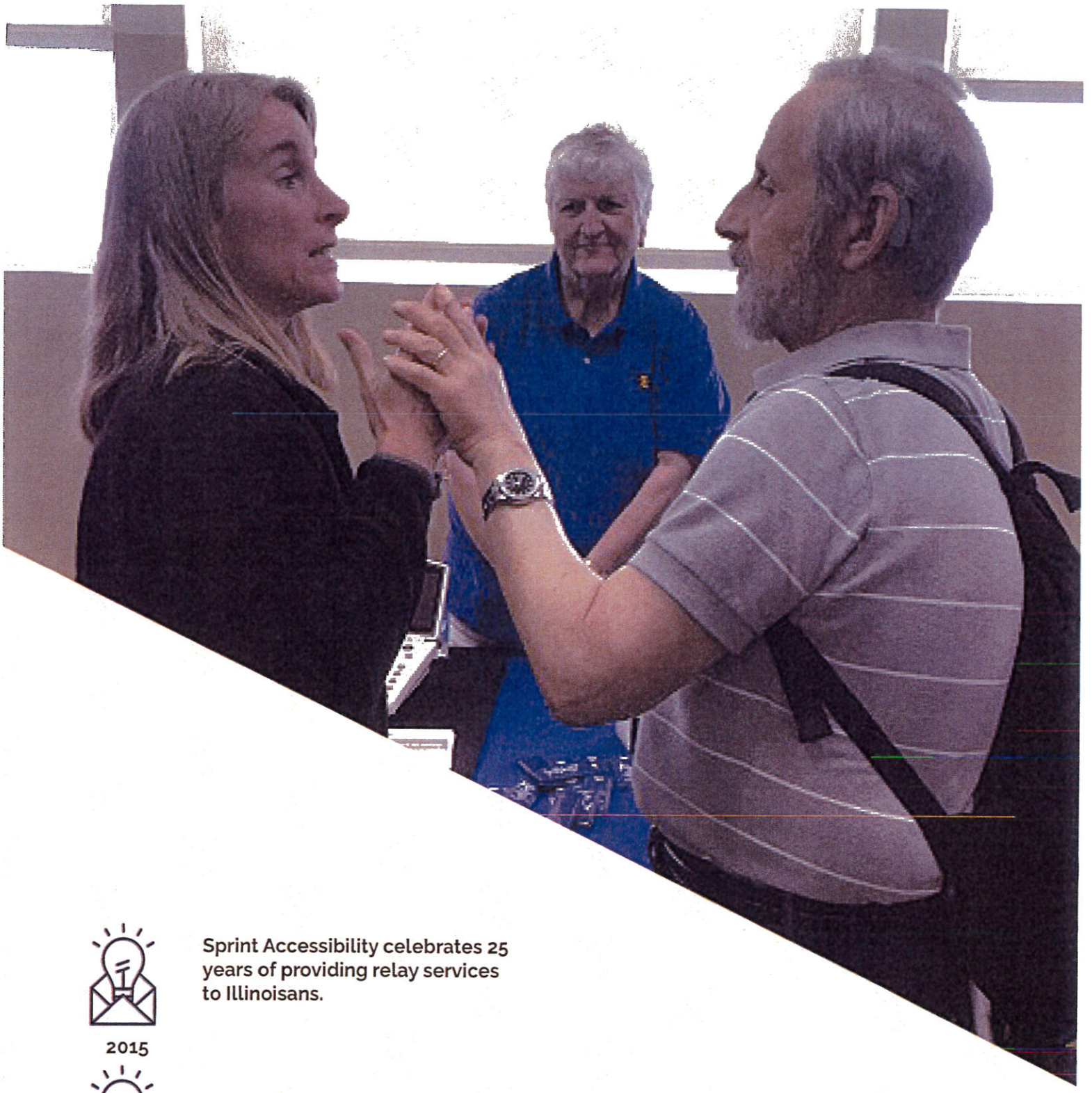
Illinois Relay is a no-cost service that allows people who are Deaf, DeafBlind, hard of hearing, or speech-disabled to place calls to and receive calls from standard telephone users via a keyboard or assistive device. Illinois Relay is provided through a contract with Sprint Accessibility.

The Illinois Telecommunications Access Corporation (ITAC) is governed by the Illinois Commerce Commission, a board of directors, and an advisory council that has a member representing each area of the state.



// What We Do

Illinois Relay and the Illinois Telecommunications Access Corporation (ITAC), a non-profit corporation, work together on behalf of phone companies. Managers from both organizations interact with Illinoisans throughout the state via local and statewide exhibitions and events to educate them on various relay services and products.



2015

Sprint Accessibility celebrates 25 years of providing relay services to Illinoisans.

2016

Sprint Accessibility earns top honors from Costitics in "efficiency, compliance with FCC standards, and overall customer care."

2017

Illinois Relay provided outreach through 34 exhibitions, meetings and trainings in 23 towns, with repeat visits in several towns.

A year of significant progress

Sprint Accessibility, formerly Sprint Relay, is pleased to present this 2017 annual report outlining telecommunications relay services, CapTel service quality, and outreach education to Illinois consumers.

Outreach efforts reached Illinoisans through 34 exhibitions, meetings, and trainings in 23 towns (with repeat visits in several towns). Support was received from the Illinois Telecommunications Access Corporation and the CapTel Outreach Specialist. Notable highlights include:

- Illinois Academy of Audiology in Chicago; 200 attended.
- Home and Lifestyle Expo in Elgin; 500 attended.
- Five-day Lion's Club International Convention in Chicago; 1,000 attended.
- Three-day Farm Progress Show in Decatur; 1,000 attended.
- Vets Benefit and Opportunities Expo in Chicago; 200 attended.

We exceeded the Telecommunication Relay Services (TRS) service level requirement with a year-end average of 97.3% of calls answered within 10 seconds and an average speed of answer of .92 of a second.

Conversation minutes this calendar year showed:

- *TTY-based calls*: A moderate decrease of 19.51%, or 108,165 minutes
- *Speech-to-Speech* (billable): A moderate decrease of 19.77%, or 1,817 minutes
- *CapTel*: A significant decrease of 22.68%, or 217,359 minutes

Statistics also show that Illinois Relay consumers use the following TRS-based services in order of popularity:

1. TTY – Baudot
2. Voice Carry-Over
3. Voice
4. TTY – TurboCode

Sprint Accessibility thanks the Illinois Commerce Commission, Illinois Telecommunications Access Corporation, Illinois Relay CapTel Outreach Specialist, and the Illinois Relay users for the opportunity to provide the best possible in relay services, education, and customer support.

Respectfully,

Emma Danielson

Emma Danielson
Senior Customer Relations Manager
Illinois Relay

P.O. Box 7443 | Springfield, IL 62791
(800) 676-3777 TTY | emma.danielson@sprint.com

Outreach Education & Deliverables

"I love my CapTel phone! It makes my life so much better!"

The Illinois Relay Senior Customer Relations Manager for TRS and CapTel, the Illinois Telecommunications Access Corporation (ITAC) Outreach Specialist, and the Illinois Relay CapTel Outreach Specialist promoted relay service awareness through exhibitions, meetings, trainings, online education, event contributions, and information dissemination throughout the state. Activities focused on traditional TRS, Speech-to-Speech, and CapTel at a total of 34 events in 23 towns (several towns had repeat visits), reaching over 6,000 consumers. Notable events included:

- Illinois Academy of Audiology in Chicago; 200 attended.
- Home and Lifestyle Expo in Elgin; 500 attended.
- Cinco de Mayo Senior and Resources Fair in Chicago; 100 attended.
- Five-day Lion's Club International Convention in Chicago; 1,000 attended.
- Three-day Farm Progress Show in Decatur; 1,000 attended.
- ALDA Technology event in LaGrange Park; 60 attended.
- Vets Benefit and Opportunities Expo in Chicago; 200 attended.

Illinois Relay also exhibited at:

- "Active Seniors" expositions
- Specialized senior events
- Health fairs
- Specialized fairs

A Quick Look at the Numbers

In 2017:

34 exhibits

23 towns

Reaching over

6,000 people

Towns Visited

Arlington Heights	Naperville
Bensenville	Niles
Buffalo Grove	North Riverside
Burbank	Northlake
Chicago	Oak Brook
Countryside	Oak Forest
Decatur	Schaumburg
Deerfield	Skokie
Elgin	Springfield
Glen Ellyn	Wheeling
LaGrange Park	Zion
Loves Park	

See appendix for a full list of outreach activities.

Customer Profile Forms

The TRS and Speech-to-Speech Customer Profile forms, updated in June 2017, allow relay callers to submit their relay preferences such as:

- Personal information and speed dial for emergency services
- Contact numbers
- Frequently dialed numbers
- Caller preferences for how the relay operator voices greetings
- Other preferences

Sprint Accessibility News & Enhancements

In the past year, incredible transformation has continued within Sprint. Positions have been filled, milestones have been achieved, and accomplishments are ongoing. In August 2016, Sprint Relay rebranded itself as Sprint Accessibility, offering communication products and services to reduce or eliminate communication barriers for customers who are deaf, hard of hearing, deaf-blind, have a hearing or vision loss, or cognitive, speech or mobility disability.

National Tradeshows

Sprint Accessibility continues to have a highly visible presence at local, state, and national tradeshows and conferences. Attending events such as the NASRA, HLAA, Deaf Seniors of America, AudiologyNOW! is a great opportunity for attendees to learn which mode(s) of communication best fit their needs. Exhibits and presentations provide attendees the chance to learn about advancements in the accessibility industry. Customer testimonials and product demonstrations at these events provide a unique opportunity for users to see first-hand how various communication options can improve their lives.

CapTel Newsletter

Each month, CapTel distributes its newsletter to CapTel phone and service users. Each issue contains informative tips for various CapTel phone models, stories about event participation, details of upcoming events, and customer testimonials.

Enhancements to TRS Features

Sprint strives to enhance relay products and services to provide an exceptional experience to all relay customers. Feedback, implementation, testing, and usage by consumers and team members make this possible. During the reporting timeframe, Sprint Accessibility completed the following enhancements:

January 2017
Completed misdial transfer trial in Florida.

February 2017
Released firmware updates to several CapTel phone models.

March 2017
- Added CapTel call center in Arlington, TX.
- Released firmware updates to several CapTel phone models.
- Released the CapTel 880i Braille phone.
- Created a dedicated Sprint CapTel Facebook page.
- Engaged DeafBlind community to participate in alpha testing of Sprint IP Relay Mobile apps for iOS and Android.

April 2017
- Launched Sprint IP Relay Mobile apps for iOS and Android within Apple App Store and Google Play Store.
- Developed and aired a Sprint IP Relay Mobile app Public Service Announcement in four targeted markets.

May 2017
- Released Sprint Mobile IP app.

June 2017
- Trained CAs on long distance and carrier of choice changes for TRS and CapTel.
- Developed six Sprint IP Relay Mobile app training videos for trainers and individuals on how to use Sprint IP Relay Mobile apps.
- Completed the removal of Carrier of Choice options and Operator Services in our TRS platform. State relay users are no longer prompted for a long-distance carrier.

July 2017
- Continued working on the redesign of SprintIP.com and MySprintRelay.com. The purpose is to improve the user experience and streamline the Sprint IP registration process.
- Updated the CapTel Live Help feature for better reliability for certain web browsers.

August 2017
- Updated Sprint IP Frequently Asked Questions on sprintip.com.
- Released a new version of the iOS Sprint IP Mobile app that will allow the app to be translated into Spanish via the native iOS language setting. Version 2.0.4 was released on August 3.

September 2017
- Hurricane Harvey support: Sprint worked with emergency responders to include telephone access, along with providing awareness that the Sprint IP Relay Mobile app was available for to make calls even for those without high-speed Internet access.
- Continued on the redesign of Sprint IP and
- MySprintRelay websites, including product content, HTML development, iconography and wireframes, to improve the user experience.

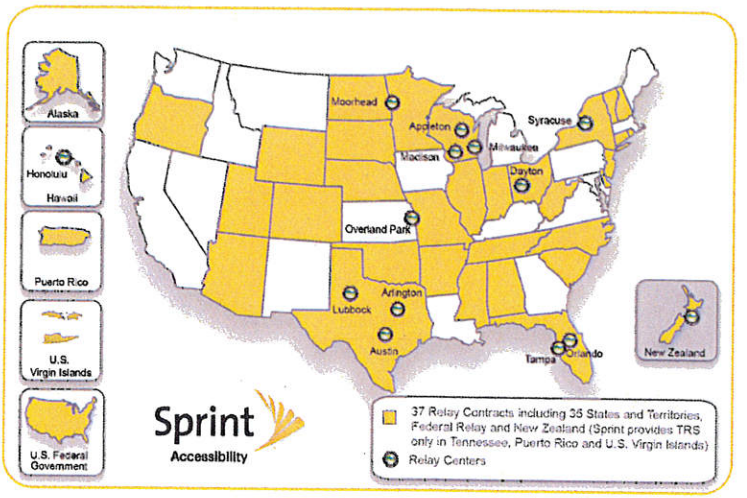
October 2017
- Added CapTel call centers in Dayton, OH and Austin, TX.

December 2017
- Decommissioned 900 access numbers assigned to each state and federal relay service.

TRS and CapTel Centers

To ensure reliable and cost-effective service, Sprint Accessibility currently provides TRS from five relay centers and CapTel from eight centers:

- Florida (2)
- Hawaii
- Kansas
- Minnesota
- Ohio
- New York
- Texas (3)
- Wisconsin (3)



Sprint continues to expand CapTel call center operations with additional centers in the near future, including in Austin and Dayton. This will expand our service offerings and ensure the redundancy of services in locations less likely to be impacted by natural disasters.

Sprint maintains the TRS platform technology, training, and workforce management for all TRS call centers. Sprint's CapTel subcontractor and technology provider maintain these items for all wireline CapTel providers.

Sprint Accessibility Earns Top Honors from Costitics

In the 2016 Cositics Relay Performance Index℠, Sprint was the only provider to earn a perfect score in the Customer Care℠ category with 100% of evaluators rating the Sprint CAs as engaged on their behalf and following correct call processing procedures. The customer care category also measures an array of specific CA behaviors that detract from the customer's experience, such as having to repeat information multiple times, rudeness, monotonous voicing, or incorrect procedures. Sprint was the only provider with no observed customer care detractors.

Sprint further received the highest scores for speed of processing calls including quicker connections to the service, faster relaying of conversations, and the most efficient total call length (i.e., session time). Sprint was also the only provider in the Index to achieve 100% of CAs meeting or exceeding the FCC-mandated typing speed of 60 words per minute.

Sprint also reported the fewest critical errors and was statistically tied for "Best in Category" in several other categories such as passed calls, average typing speed, typing accuracy, and spoken accuracy. Sprint's efficiency combined with 100% Customer Care score stands in testament to an organization dedicated to both optimal efficiency and great customer service.

STARS Conference

Sprint sponsors an annual conference for State Telecommunication Administrators of Relay by Sprint (STARS). The conference is an ideal forum to discuss current FCC rules and upcoming industry trends such as Carrier of Choice waivers, FCC re-certification; product and service reviews such as Real Time Text, 900 pay-per-calls; TRS and CapTel platforms such as IP-based products and services; presentations by company representatives from the media, captioning, and CapTel industries; and promote idea exchanges among state relay administrators. This year's STARS conference was held in Florida in June. The next conference is planned for Austin, Texas, in 2018.

Illinois Relay Statistics

"Thank you so much! You have been wonderful!"

Telecommunications Relay Service

The following information indicates the trends in the annual total number of conversation minutes, billable Speech-to-Speech (STS) minutes, relayed call volume, calling trends, call origination, average speed of answer and service level, and contacts with customers. The numbers reflect the traditional relay services (such as TTY, Voice, Voice Carry-Over [VCO], Hearing Carry-Over [HCO], Telebraille, and STS) currently provided by Illinois Relay.

See appendix for a complete statistics report.

Conversation Minutes

Figure 1 indicates the total monthly conversation minutes processed through Illinois Relay. The total of 446,121 minutes includes all aspects of TRS services including interstate, interstate directory assistance, international, toll-free, and 900 numbers. STS and CapTel minutes are reported separately. This represents a significant decrease of 19.51%, or 108,165 minutes, compared to the previous year.

Fig. 1: Conversation Minutes			
January	40,437	July	37,482
February	35,646	August	38,854
March	39,800	September	37,282
April	36,298	October	36,029
May	39,733	November	33,722
June	38,878	December	31,960

Billable Speech-to-Speech Minutes

This reporting year contained 7,374 billable STS conversation minutes, broken down by month in Figure 2. This represents a moderate decrease of 19.77%, or 1,817 minutes, compared to the previous year.

Fig. 2: Billable STS Minutes			
January	879	July	253
February	1,170	August	405
March	703	September	657
April	504	October	508
May	502	November	883
June	265	December	646

Relayed Call Volume

Figure 3 depicts the total number of TRS relayed calls processed through Illinois Relay. This reflects all calls handled by relay operators 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 223,304 outbound relayed calls, representing a decrease of 15.84%, or 42,013 fewer calls, compared to the previous year.

Fig. 3: Relayed Call Volume

January	22,243	July	18,819
February	17,576	August	18,767
March	18,629	September	18,466
April	18,450	October	18,244
May	19,636	November	16,819
June	18,352	December	17,303

Calling Trends

Each year in May, specific information detailing where Illinois TRS calls originated is presented in graphic form. The map in Figure 4 shows where the highest concentrations are in red, yellow, and then green.

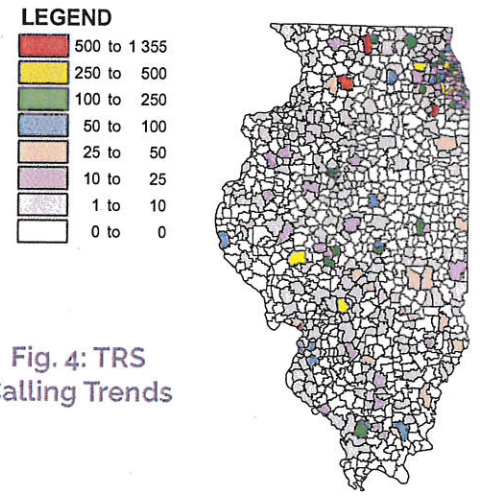


Fig. 4: TRS Calling Trends

Call Origination

On average, TTY and TurboCode (TC) users, combined, originated 64% of Illinois Relay calls, with VCO users in second at 24%. Figure 5 shows call type by percentage.

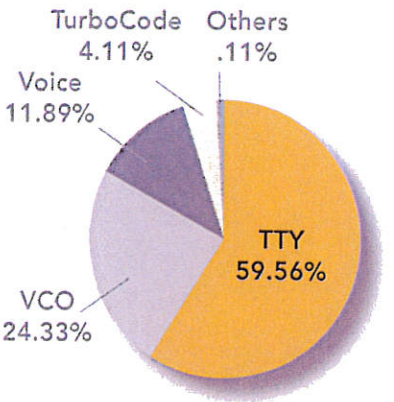


Fig. 5: Call Origination

Average Speed of Answer and Service Level

Figure 6 illustrates that Sprint 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. Illinois Relay's TRS daily requirement is that 85% of all calls are answered within 10 seconds. The ASA was .92 of a second, and the Service Level (SVL) was that 97.3% of calls were answered within 10 seconds.

Fig. 6: ASA and SVL

Month	ASA	SVL	Month	ASA	SVL
January	1.5	95%	July	.9	97%
February	1.1	97%	August	.8	98%
March	.8	98%	September	.8	98%
April	.6	98%	October	1.2	96%
May	.6	98%	November	.8	97%
June	.8	98%	December	1.1	97%

FCC Annual Consumer Contact Log: TRS

Sprint prepares and submits the mandatory Federal Communications Commission (FCC) Annual Consumer Contact Log Report on both TRS and CapTel to the Illinois Relay administrator at the Illinois Public Service Commission, who then submits the report to the FCC. During the FCC's reporting year from June 2016 to May 2017 for TRS, there were 1 commendation, 1 complaint, and 633 inquiries.

CapTel

The following information indicates the trends of the annual total number of conversation minutes, call volume, calling trends, 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 Illinois Relay.
See appendix for a complete statistics report.

Conversation Minutes

A breakdown of monthly conversation minutes is shown in Figure 7, where this reporting year's conversation minutes totaled 741,106. This represents a significant decrease of 22.68%, or 217,359 minutes, compared to the previous year.

Fig. 7: Conversation Minutes

January	73,769	July	59,083
February	62,413	August	60,450
March	67,549	September	55,530
April	65,060	October	62,155
May	61,335	November	59,017
June	57,260	December	57,485

Call Volume

A total of 251,218 Illinois Relay CapTel calls were generated this reporting year, which represents a significant decrease of 26.59%, or 90,983 calls, from last year. A breakdown of monthly call volume is displayed in Figure 8.

Fig. 8: Session Minutes			
January	24,292	July	19,880
February	20,711	August	20,598
March	23,155	September	19,010
April	21,861	October	20,404
May	22,014	November	19,321
June	20,724	December	19,248

Calling Trends

Each year in May, information detailing where Illinois Relay CapTel calls originated is presented in graphic form. The map in Figure 9 shows where the highest concentrations are in red, yellow, and then green.

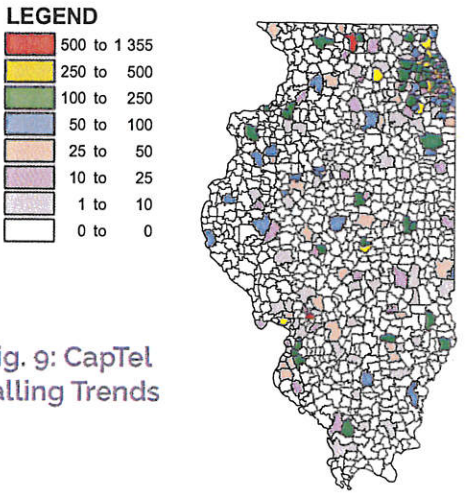


Fig. 9: CapTel Calling Trends

Call Origination

Figure 10 indicates that most Illinois Relay CapTel calls were initiated by CapTel users.

Fig. 10: CapTel Call Origination

FCC Annual Consumer Contact Log: CapTel

Sprint prepares and submits the mandatory Federal Communications Commission (FCC) Annual Consumer Contact Log Report on both TRS and CapTel to the Illinois Relay administrator at the Illinois Public Service Commission, who then submits the report to the FCC. During the FCC's reporting year from June 2016 to May 2017 for CapTel, there were 13 commendations, 3 complaints, and 209 inquiries.

ITAC Administrators

Trudy Snell
Executive Director

Sara Bowen
Assistant Director

ITAC Board of Directors

Matt Johnson, Vice President
Government Policy
Moultrie Independent Telephone
Class I; term expires 2019

Joji G. Aguilar, President
AT&T Area Manager-Rates/Tariffs
Class III; term expires 2018

Mike Guffy, Secretary-Treasurer
Shawnee Telephone Co.
Class III; term expires in 2018

Tim Hightower
Carrier Relations Director
Adams Telephone Co-Operative
Class II; term expires 2020

Barbara Cohen, Attorney for ITAC
Mayer Brown LLP

Steven G. Saylor, Vice-President
General Manager, West Central Illinois
Frontier Communication
Class III; term expires 2018

Amy Parlier, Controller
Cass Telephone Co.
Class II; term expires 2017

Jay Griswold, VP of Finance
McDonough Telephone Cooperative
Class I; term expires 2019

Randy Nehrt, President
Illinois Telecommunications Assocation
(Not an ITAC Board Member)

ITAP Advisory Board

District 1

Kate Kubey, Chairperson
Mayor's Office for People with Disabilities
Term expires 2019

Sarita Phadke
Deaf Services Coordinator
Schaumburg Township
Term expires 2018

Kim Eischen
Chicago Hearing Society, a division of Anixter Center
Term expires 2020

District 2

Hershel Jackson
Illinois/Iowa Center for Independent Living
Term expires 2020

District 3

Susan Dramin-Weiss
Deaf Consumer
Term expires 2019

District 4

Deloris (DeDe) Summers
Jacksonville Area Center for Independent Living
Term expires 2018

District 5

Angela E. Botz
IMPACT Center for Independent Living
Term expires 2020

Sprint Accessibility

Mike Ellis
Global Vice President of Accessibility

John Moore
National Customer Relations Manager

Emma Danielson
Senior Customer Relations Manager, Illinois Relay

Mark Tauscher
Business Development/Project Management

Kris Owara
Billing Analyst

Brian Adamson
Sprint Accessibility Care Supervisor

Appendices

Outreach Activities

Date	Event	City	Target Audience	Participants	Presentation, Demonstration, or Exhibit
JANUARY 2017					
28	Illinois Academy of Audiology	Chicago	Audiologists	200	Exhibit
FEBRUARY 2017					
No report					
MARCH 2017					
3-4	Illinois Teachers for the Deaf and Hard of Hearing Conference	Naperville	Teachers	250	Exhibit
8	Active Senior Expo	Glen Ellyn	Senior Citizens	150	Exhibit
29	Spring Care Manager Lollapalooza	Northlake	Caretakers	200	Exhibit
APRIL 2017					
5-7	Regional V Independent Living Conference	Oak Brook	Clients/Staff	100	Exhibit
7-9	Great Lakes Deaf Bowling Tournament	Schaumburg	Bowlers/Fans	130	Sponsorship
19	Senior Resource Day	Zion	Senior Citizens	60	Exhibit
22	Home & Lifestyle Expo	Elgin	Community	500	Exhibit
25	Senior Expo Extravaganza	Buffalo Grove	Senior Citizens	100	Exhibit
26	Senior Active Expo	Oak Forest	Senior Citizens	100	Exhibit
MAY 2017					
5	Cinco De Mayo Senior and Resources Fair	Chicago	Senior Citizens	100	Exhibit
11	Senior Fair	North Riverside	Senior Citizens	100	Exhibit
17	Mount Sinai Hospital Deaf Health Fair	Chicago	Deaf and Hard of Hearing	100	Exhibit
18-19	ITAC Annual Training	Springfield	Independent Living Centers	100	Training
JUNE 2017					
9	Senior Celebration Day	Arlington Heights	Senior Citizens	75	Exhibit
13	Silver Connections	Oak Forest	Senior Citizens	50	Exhibit
14	Active Senior Expo	Niles	Senior Citizens	150	Exhibit
22-25	Illinois Association for the Deaf and Illinois Registry Interpreters for the Deaf Conference	Naperville	Deaf, Hard of Hearing, and Interpreters	300	Exhibit

Date	Event	City	Target Audience	Participants	Presentation, Demonstration, or Exhibit
30-4	Lions Club International Convention	Chicago	Lions Club Members	1,000	Exhibit
			JULY 2017		
26	Active Senior Expo	Countryside	Senior Citizens	150	Exhibit
			AUGUST 2017		
29-31	Farm Progress Show	Decatur	Farm Community	1,000	Exhibit
			SEPTEMBER 2017		
9	Healthy Lifestyle Expo	Deerfield	Senior Citizens	100	Exhibit
13	Lifescapes Senior Expo	Loves Park	Senior Citizens	100	Exhibit
15	Bridgeway of Bensenville Health Fair	Bensenville	Senior Citizens	75	Exhibit
23	ALDA Technology Conference	LaGrange Park	ALDA Members	60	Exhibit
25	Wheeling Pavilion Vendor Fair	Wheeling	Community	100	Exhibit
26	Arlington Heights Senior Services Expo	Arlington Heights	Senior Citizens	100	Exhibit
			OCTOBER 2017		
23	DisAbility Expo	Springfield	People with Disabilities	30	Exhibit
25	Active Senior Expo	Arlington Heights	Senior Citizens	100	Exhibit
30	Silver Connections	Northlake	Senior Citizens	100	Exhibit
			NOVEMBER 2017		
2	ITAP Board Meeting	Springfield	Board Members	12	Meeting
3	Boomers and Beyond	Skokie	Senior Citizens	200	Exhibit
4	Chicagoland Veterans Benefit & Opportunities Expo	Chicago	Veterans	200	Exhibit
17	Stickney Township Office on Aging Community Fair	Burbank	Senior Citizens	75	Exhibit
			DECEMBER 2017		
			No report		
			TOTAL	6,167	

TRS Statistics

	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	TOTAL
TTY- Baudot	7,636	5,752	5,803	5,301	5,422	5,614	5,476	5,948	5,576	5,305	4,949	5,433	68,215
Turbo Code	326	235	243	228	275	164	148	188	228	289	229	242	2,795
ASCII	6	4	5	4	-	4	1	-	1	2	4	-	31
Voice	9,055	7,089	7,323	7,377	7,583	6,969	7,220	6,975	6,517	7,356	6,979	6,981	87,424
VCO	1,067	960	1,147	1,120	1,326	1,538	1,365	1,462	1,583	1,247	1,198	1,022	15,035
HCO	2	10	3	-	1	4	-	-	1	-	14	6	41
DeafBlind ASCII	-	-	-	-	-	-	-	-	-	-	-	-	-
DeafBlind Baudot	3	8	4	3	3	-	5	-	-	1	2	2	31
TOTAL	18,095	14,058	14,528	14,033	14,610	14,293	14,215	14,573	13,906	14,200	13,375	13,686	173,572
TOTAL TRS COMPLETED	7,097	6,003	6,777	6,938	7,202	6,571	6,537	6,456	6,913	6,357	5,672	5,760	78,283
% PERCENTAGE OF CALLS													AVG.
TTY	68.04%	65.94%	62.44%	62.63%	60.97%	58.42%	59.70%	52.20%	54.71%	54.39%	56.54%	58.74%	59.56%
Turbo Code	3.02%	2.45%	3.92%	3.97%	5.51%	0.74%	1.75%	5.75%	3.75%	7.31%	4.35%	6.74%	4.11%
ASCII	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	0.00%	0.00%	0.00%	0.00%
Voice	10.70%	12.40%	12.61%	12.88%	10.56%	11.90%	11.64%	12.59%	11.61%	12.00%	12.35%	11.47%	11.89%
VCO	18.18%	18.94%	20.96%	20.29%	22.87%	28.89%	26.65%	29.46%	29.90%	26.29%	26.61%	22.90%	24.33%
HCO	0.01%	0.07%	0.04%	0.00%	0.02%	0.05%	0.00%	0.00%	0.00%	0.00%	0.14%	0.09%	0.04%
D/B ASCII/BAUDOT	0.05%	0.20%	0.03%	0.23%	0.06%	0.00%	0.26%	0.00%	0.00%	0.01%	0.02%	0.06%	0.08%
TOTAL NUMBERS OF RELAYED CALLS (Outbound)													TOTAL
Local	5,159	4,540	5,127	4,899	5,052	4,792	4,966	5,315	5,608	4,717	4,437	4,512	59,124
Intrastate (Intralata)	5	-	4	5	2	4	-	1	3	8	-	1	33
Intrastate (Interlata)	993	658	783	979	1,081	400	708	751	894	892	669	720	9,528
Interstate	711	627	815	1,124	1,285	1,336	1,080	723	901	1,078	793	782	11,255
Toll Free	1,172	1,051	1,119	1,079	1,105	1,265	1,208	1,094	870	877	728	724	12,292
Directory Assistance	37	19	27	26	39	34	37	19	19	22	31	8	318
900	-	-	-	-	-	-	-	-	-	-	-	-	-
International	4	1	5	1	14	3	16	7	7	7	8	3	76
Marine (Attempted)	-	-	-	-	-	-	-	-	-	-	-	-	-
Other calls	-	-	-	-	-	-	-	-	-	-	-	-	-
General Assistance	13,178	9,787	9,646	9,162	9,682	9,255	9,326	9,403	8,775	9,399	9,159	9,563	116,335
Busy Ring No answer	984	893	1,103	1,175	1,376	1,263	1,478	1,454	1,389	1,244	994	990	14,343
TOTAL Relayed Calls	22,243	17,576	18,629	18,450	19,636	18,352	18,819	18,767	18,466	18,244	16,819	17,303	223,304
MINUTES OF SERVICE (Conversation)													
Total Minutes	40,437	35,646	39,800	36,298	39,733	38,878	37,482	38,854	37,282	36,029	33,722	31,960	446,121
Less Interstate Conv Min	(3,059)	(2,338)	(3,425)	(3,303)	(4,725)	(4,638)	(4,513)	(4,023)	(4,645)	(4,140)	(4,318)	(4,342)	(47,468)
Less International Conv Min	(41)	-	(6)	(0)	(17)	(1)	(32)	(27)	(1)	(12)	(7)	(5)	(148)
Less Toll-Free Assistance Min	(6,105)	(5,899)	(6,924)	(6,084)	(6,136)	(6,907)	(6,017)	(6,376)	(5,150)	(5,132)	(4,402)	(4,604)	(69,736)
Less Interstate DA Min	(19)	(2)	(2)	(9)	-	(1)	(7)	(5)	-	(3)	(9)	(10)	(68)
Less 900 Assistance Min	-	-	-	-	-	-	-	-	-	-	-	-	-
STS Billable Minutes	879	1,170	703	504	502	265	253	405	657	508	883	646	7,374
Billable Minutes	32,092	28,578	30,147	27,405	29,357	27,596	27,165	28,828	28,143	27,249	25,869	23,646	336,076
STS Calls (conversation)	1,116	1,337	1,143	721	833	514	616	760	1,095	1,021	1,331	1,300	11,786
NUMBER OF CALLS TO RELAY													
Offered	18,466	14,232	14,793	14,212	14,759	14,488	14,403	14,746	14,092	14,427	13,571	14,070	176,309
Answered	18,120	14,086	14,599	14,035	14,592	14,299	14,207	14,584	13,927	14,186	13,390	13,881	173,906
In Queue	18,466	14,232	14,793	14,212	14,759	14,488	14,403	14,746	14,092	14,427	13,571	14,070	176,309
Abandoned in Queue	346	196	194	177	167	189	196	162	165	241	181	189	2,403

	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	TOTAL
Weekend	352	324	359	401	384	338	356	344	372	340	315	341	4,226
Weekday	822	705	637	663	660	654	656	633	654	634	605	614	7,937
Blockage	-	-	-	-	-	-	-	-	-	-	-	-	-
AVERAGE LENGTH OF CALL BY DEVICE													AVG.
TTY	5.17	5.31	5.29	4.79	4.78	5.34	5.05	5.81	4.90	5.32	5.65	5.08	5.21
Turbo Code	5.31	6.50	4.38	2.63	3.02	3.37	3.37	3.26	3.89	4.96	4.82	3.35	4.07
ASCII	-	-	-	-	-	-	-	-	-	-	-	-	0.00
VOICE	2.26	2.59	2.64	2.63	2.98	1.95	2.14	2.08	2.11	2.00	1.95	1.93	2.27
VCO	5.96	6.14	5.91	5.05	5.38	5.47	5.08	4.85	4.74	4.73	5.25	5.61	5.35
HCO	7.55	6.46	5.48	-	12.63	9.63	-	-	6.59	-	8.36	6.97	5.31
DeafBlind ASCII Calls	-	-	-	-	-	-	-	-	-	-	-	-	0.00
DeafBlind Baudot Calls	1.29	9.02	20.23	2.99	0.46	-	0.58	-	-	12.33	27.13	23.09	8.09
Speech to Speech	11.98	12.89	13.45	13.12	11.83	13.09	9.99	12.20	16.13	10.64	14.93	13.71	12.83
SPEED OF ANSWER													AVG.
Service Level	95%	97%	98%	98%	98%	98%	97%	98%	98%	96%	97%	97%	97.3%
Average Speed of Answer	1.5	1.1	0.8	0.6	0.6	0.8	0.9	0.8	0.8	1.2	0.8	1.1	0.92
TRS CUSTOMER CONTACTS													TOTAL
TRS Commendations	-	-	-	-	-	-	-	-	-	-	-	-	-
TRS Complaints	-	-	-	-	-	-	-	1	10	1	1	2	15
TRS Inquiries	74	68	62	70	73	63	72	73	55	81	55	46	792
Total	74	68	62	70	73	63	72	74	65	82	56	48	807

CapTel Statistics

	Jan.	Feb.	March	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	TOTAL
Billable Minutes	56,387	46,550	51,183	48,679	46,086	42,737	43,562	44,176	40,566	46,285	44,435	43,037	553,682
CapTel Traffic Patterns													
Data	18,564	15,869	17,640	16,626	16,462	15,598	15,000	15,284	14,067	15,266	14,394	14,329	189,099
Voice	5,728	4,842	5,515	5,235	5,552	5,126	4,880	5,314	4,943	5,138	4,927	4,919	62,119
Total Calls	24,292	20,711	23,155	21,861	22,014	20,724	19,880	20,598	19,010	20,404	19,321	19,248	251,218
Total Conversation Minutes													
Answering Machine	228	157	205	203	212	214	150	128	139	134	126	90	1,985
In 2 Line	3,950	3,037	3,959	3,772	3,718	3,902	3,112	3,541	3,184	3,533	3,353	3,300	42,360
Interstate	11,120	10,239	10,760	10,762	9,606	8,947	9,797	9,857	9,604	9,114	8,845	9,905	118,557
Local	47,178	38,657	42,579	40,340	37,505	34,083	35,412	35,128	32,797	36,834	36,144	36,009	452,665
Toll Free	10,767	9,966	9,801	9,506	10,052	9,916	10,368	11,545	9,611	12,295	10,156	7,869	121,852
General Assistance	-	-	-	-	-	-	-	-	-	-	-	-	0
Other	190	150	74	122	134	108	150	112	87	148	204	146	1,624
International	337	207	172	357	107	90	94	139	109	97	188	166	2,063
Total Conversation Minutes	73,769	62,413	67,549	65,060	61,335	57,260	59,083	60,450	55,530	62,155	59,017	57,485	741,106
Distribution													
Billable to Illinois	56,387	46,550	51,183	48,679	46,086	42,737	43,562	44,176	40,566	46,285	44,435	43,037	553,682
CAPTELCUSTOMER CONTACTS													
CapTel Commendations	3	-	1	1	-	1	1	-	1	-	1	1	10
CapTel Complaints	-	1	-	1	-	-	-	-	1	1	-	-	4
CapTel Inquiries	16	20	18	14	18	16	17	22	13	21	10	17	202
Total	19	21	19	16	18	17	18	22	15	22	11	18	216

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