

# Australian Government

# Department of Communications and the Arts

26 March 2019

#### National Relay Service - Request for Tender (RFT)

The purpose of this letter is to invite to participate in a limited RFT for the provision of services to support the National Relay Service (NRS) (the Services).

#### Background

The Commonwealth of Australia represented by the Department of Communications and the Arts (the **Commonwealth**) is responsible for the delivery of the NRS. The NRS facilitates relay calls between the deaf, hearing and speech impaired communities and the broader community. The Commonwealth currently contracts out the relay service component of the NRS.

In April 2018, the Commonwealth released an open approach to market for the provision of the relay service component. The Commonwealth did not receive any tenders which represented value for money from the open approach to market. The Commonwealth is now conducting a limited tender which reflects the essential requirements of the initial open approach to market.

#### Agreement

The Commonwealth intends to enter into an agreement with the successful tenderer for an initial term of three years. This may be extended for one further period of up to two years.

Further detail about the required Services is set out in the Statement of Requirement at Attachment A. The Key Agreement Terms are set out at Attachment B.

Given that the Commonwealth's existing services agreement expires on 31 January 2020, the successful tenderer must be ready to provide the services in full on and from 1 February 2020.

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# CONFIDENTIAL

Delivery of the NRS **must** also be contained within the **total budget of \$66 million (including GST) over the initial term**. This means that the successful tenderer will need to provide and implement, including where necessary develop and integrate, all systems and software required to deliver the Services within this budget.

No systems or software will be provided by the Commonwealth.

#### **Tender requirements**

Tenders must be emailed to NRStender@communications.gov.au on or before **1200 AEST on 9 April 2019**.

Tenderers **must** submit an executed Deed of Undertaking substantially in the form of **Attachment E**. In particular, tenderers **must** confirm that they meet the Essential Requirements set out in paragraph 4 of the Deed of Undertaking. If the tenderer does not agree to, or does not comply with, any of the obligations set out in the Deed of Undertaking, the Commonwealth may exclude its tender.

The other information to be included in tenders is set out at Attachment C.

#### **Evaluation criteria**

Tenders that meet the Essential Requirements will be evaluated against the following Evaluation Criteria:

Criteria	Sub-criteria					
Capability	<ul> <li>The extent to which the tenderer's proposed technical solution and approach will satisfy the objectives and other requirements of the NRS set out in Attachment A.</li> <li>The extent to which the tenderer has demonstrated experience in delivering similar services or a similar solution.</li> </ul>					
Price	<ul> <li>The tenderer's proposed pricing methodology.</li> <li>The extent to which the tenderer's proposed price represents value for money.</li> <li>The economic benefit of the procurement to the Australian economy.</li> </ul>					
Risk	<ul> <li>The extent to which the tenderer demonstrates compliance with the Key Agreement Terms at Attachment B.</li> <li>The extent to which the tenderer, or the tenderer's proposed solution or approach, otherwise represents a risk to the Commonwealth.</li> </ul>					

#### **Key dates**

The Commonwealth's timeline for this procurement is:

Activity	Indicative dates
Evaluation of tenders	April 2019
Commonwealth to issue preferred tenderer or tenderers a draft contract based on the Key Agreement Terms at <b>Attachment B</b> .	April 2019

Activity	Indicative dates
Implementation period	July 2019 – January 2020
Commence Service delivery to NRS users	1 February 2020

# Terms and conditions of this procurement

By submitting a tender you agree to the Conditions of Tender at Attachment D.

# **Contact Officer**

The single point of contact for this RFT is:

Kathleen Silleri NRStender@communications.gov.au

Data tables illustrating recent usage of the service are at (electronic) Attachment F.

Any questions in relation to the RFT must be submitted in writing to the Contact Officer via email before **1200 AEDT on 2 April 2019**.

The Commonwealth may provide any questions, and the Commonwealth's responses, to all companies that have been invited to respond (in a de-identified form).

Yours sincerely

MUU

Jennifer McNeill First Assistant Secretary Infrastructure and Consumer Division

# Attachments:

- A Statement of Requirement
- **B** Key Agreement Terms
- **C** Tender Requirements
- **D** Conditions of Tender
- E Tenderer Deed of Undertaking
- F NRS data tables

# ATTACHMENT A - STATEMENT OF REQUIREMENT

#### 1. OBJECTIVES

The Commonwealth's objectives are that the NRS should:

- (a) be robust, reliable and accessible;
- (b) maximise the benefits of the rollout of the NBN; and
- (c) provide value for money to the Commonwealth.

#### 2. SERVICES

- 2.1 Service access options
  - (a) The Commonwealth requires all of the following options for accessing the NRS:
    - (i) 106 text emergency service for teletypewriter (**TTY**) users;
    - (ii) text-to-text-based communication;
    - (iii) communication for those who would prefer to speak their side of the conversation; and
    - (iv) communication for those whose preferred language is Auslan.
  - (b) Tenderers may propose multiple forms of access for each option set out in paragraph (a) (Access Method).
  - (c) Tenderers are not required to replicate current service models.
  - (d) The Commonwealth prefers solutions that allow users to access the NRS through mainstream devices, rather than equipment specifically designed to access the NRS.

# 2.2 Access to emergency services

The successful tenderer will be required to:

- (a) relay 106 calls 24 hours per day, 365 days per year;
- (b) provide access to emergency services for NRS users who do not have a TTY or are away from their TTY 24 hours per day, 365 days per year by provision of suitable relay calls to emergency services through triple zero;
- (c) prioritise 106 calls and calls to triple zero over other calls; and
- (d) deal with call records and other call information (including location details), in accordance with the *Telecommunications (Interception and Access) Act 1979, Privacy Act 1988* (Cth) and any other relevant Commonwealth, State or Territory legislation.

# 2.3 **106 calls**

The successful tenderer will be:

- (a) the Emergency Call Person (ECP), under the <u>Telecommunications (Emergency Call</u> <u>Persons) Determination 1999</u>, for 106 calls; and
- (b) required to record all 106 calls to an emergency services facility declared by the Minister under section 6 of the *Telecommunications (Interception and Access) Act* 1979.

Note: The requirement to record 106 calls applies only to 106 calls where the caller genuinely seeks contact with emergency services.

The ECP is required to comply with necessary requirements of the <u>Telecommunications</u> (<u>Emergency Call Service</u>) <u>Determination 2009</u> and any subsequent update of this determination for the 106 service, including call answer times, record keeping rules. The ECP is also required to use, as far as practicable, the common system for transferring emergency calls to an emergency service organisation. The common system is currently administered by Telstra.

Recordings must be stored for a minimum of seven years from when the call is made.

# 2.4 Helpdesk

- (a) The successful tenderer will be required to provide helpdesk support functions for each Access Method proposed by the tenderer at no charge to the user. This help desk will be responsible for collecting, receiving, actioning and responding to general enquiries, service delivery-related queries, complaints and feedback from users, potential users and other interested parties of the NRS.
- (b) Contact with the helpdesk will need to be available through a range of communication options including telephone and email.

# 2.5 Hours of operation

The hours of operation for each Access Method and the help desk will be agreed prior to commencement of the Services. The hours of operation may differ between Access Methods provided that:

- (a) emergency calls must be relayed 24 hours per day, 365 days per year; and
- (b) any limited hours should only apply to the following national public holidays:
  - (i) New Year's Day (1 January);
  - (ii) Australia Day (26 January);
  - (iii) Good Friday;
  - (iv) Easter Monday;

- (v) Anzac Day (25 April);
- (vi) Christmas Day (25 December); and
- (vii) Boxing Day (26 December).

# 3. SERVICE LEVELS

# 3.1 Minimum service levels

The successful tenderer will be required to provide the Services in accordance with the following service levels:

- (a) at least 85% of 106 calls and any connection requesting access to triple zero to be answered by a relay officer within five seconds of reaching the relevant answering point for the call; and
- (b) at least 95% of calls to be answered within ten seconds of reaching the relevant answering point.

# 3.2 Additional service levels

The Commonwealth may agree other services levels with the successful tenderer. These may include (without limitation):

- (a) the time taken for relay and helpdesk calls to be answered;
- (b) the time taken for relay officers to participate in the relay call (including length of time spent in any call queue);
- (c) the speed and accuracy of text or other responses provided to users of the service from the voice party to the relay call;
- (d) the time taken to respond to other forms of contact with the helpdesk;
- (e) the time taken to resolve enquiries to the helpdesk; and
- (f) the time take to resolve complaints to the helpdesk.

# 4. **OTHER**

# 4.1 Call centre locations

The call centre locations will be agreed prior to the commencement of the Services.

# 4.2 Privacy

The successful tenderer will be required to use and securely store personal information in accordance with the *Privacy Act 1988*, including the Australian Privacy Principles.

Note: The successful tenderer may be required to provide additional information to the Commonwealth about its solution to inform the Commonwealth's privacy impact assessment.

# 4.3 **Policies and regulation**

The successful tenderer will be required to comply with all laws and relevant Commonwealth policies, including:

- (a) Telecommunications (Consumer Protection and Service Standards) Act 1999;
- (b) <u>Digital Service Standard;</u>
- (c) <u>Web Content Accessibility Guidelines;</u>
- (d) the <u>Australian Government Information Security Manual</u> and the <u>Protective Security</u> <u>Policy Framework;</u>
- (e) the <u>Indigenous Procurement Policy</u>; and
- (f) the Fraud Control Framework.

#### 4.4 Standards

The successful tenderer will be required to ensure that the Services comply with all applicable Australian standards, including the Australian Accounting Standards.

# 4.5 Branding

The "NRS", "National Relay Service" and associated branding will be required to be identified as an Australian Government initiative. The Commonwealth's brand guidelines are required to be applied in any online communications options offered to the users of the NRS. Any use of the branding will be subject to approval by the Commonwealth.

## 4.6 Plans

The following plans will need to be developed by the successful tenderer and approved by the Commonwealth prior to the commencement of the Services:

(a) Service Delivery Plan for 2019-2020;

#### Note: The Service Delivery Plan will need to include:

- detailed information on the Services to be provided, including details of backend and frontend arrangements for each service access option and location of each call centre in use;
- service levels, including how the successful tenderer proposes to meet or exceed the services levels;

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a detailed budget;

- standard terms and conditions of use of Services, including charges for use (if applicable) and privacy policies;
- staffing arrangements, including recruitment policy, training policy and succession planning arrangements;
- security and data protection procedures;
- operational procedures, including procedures for incident management, problem management, preventative and remedial maintenance, change management and release management; and
- the arrangements for verifying the accuracy of recorded data, including the number of call minutes processed.
- (b) Business Continuity Plan;
- (c) Complaints Management Plan;
- (d) Registration System Plan;
- (e) Transition-In Plan; and
- (f) Risk Management Plan.

### 5. **REGISTRATION SYSTEM**

### 5.1 Overview

The Commonwealth may introduce a compulsory one-off user registration system to access NRS services. This does not have to be in place by 1 February 2020 but is subject to the budget of \$66 million (including GST) over the initial term.

The Commonwealth would manage stakeholder engagement processes as a part of the transition-in period.

# 5.2 Features

The registration system is expected to involve the following features:

- (a) NRS users would be able to register via multiple methods, including telephone, post and online. There would also need to be a facility for another party to complete the registration process on behalf of the user.
- (b) Voice callers attempting to reach a user of the NRS will not be required to register.
- (c) Users would not be bound to only one Access Method but could continue to choose the most appropriate form of access when they use the NRS.

# 5.3 Information management

- (a) The registration system would need to collect personal information (as defined in the *Privacy Act 1988*) from users about their reasons for accessing the NRS, including:
  - (i) user details, including title, first name, surname and address;
  - (ii) telephone number;
  - (iii) email address; and
  - (iv) nature of disability.
- (b) Information and data collected as a part of the registration system will belong to the Commonwealth and permission will not be granted to use this information for any purpose other than the provision of the Services.

# ATTACHMENT B - KEY AGREEMENT TERMS

Clause reference	Summary of requirement
Term	The initial term of the agreement will be three years. The Commonwealth will have the option to extend the agreement for one further period of up to two years.
Failure to achieve handover	If the successful tenderer fails to take over the Services by 1 February 2020, the Commonwealth can claim \$60,000 for every day the handover is delayed. The maximum amount the Commonwealth can claim is \$5.5 million, or the equivalent of three months delay.
Service Levels	The successful tenderer must meet the service levels specified in <b>Attachment A</b> and any other service levels agreed between the parties. If the successful tenderer does not meet the service levels, the Commonwealth can reduce the amount payable for the relevant period by up to 10%.
Delays	The successful tenderer will be required to:
	<ul> <li>notify the Commonwealth immediately about any potential delays in the provision of Services within agreed time frames; and</li> <li>take steps to prevent, reduce or rectify delays.</li> </ul>
	The Commonwealth can ask the successful tenderer to prepare a workaround plan that details the costs, interdependencies and timeframe to rectify the delay. If the workaround plan is agreed between the parties, the successful tenderer will be required to implement it.
Set-off	If the successful tenderer owes the Commonwealth any money, the Commonwealth can set-off that amount of money against any amount it owes the successful tenderer under the agreement.
Personnel	The successful tenderer may be required to obtain current criminal record checks and/or security clearances for its personnel at its own cost.
Subcontracting	Any subcontracting is subject to the Commonwealth's approval.
Security	Information provided by the Commonwealth and NRS users is confidential and may constitute personal information. The successful tenderer will be required to:
. <sup>.</sup>	<ul> <li>handle and securely store personal information in accordance with the requirements of the <i>Privacy Act 1988</i> (Cth); and</li> <li>keep personal information and data related to or created under the agreement within Australia.</li> </ul>
Warranties and indemnity	The successful tenderer will be required to agree to a range of warranties and to indemnify the Commonwealth and the Commonwealth's personnel against any claim, loss, damage or expense resulting from:

Clause reference	Summary of requirement
	<ul> <li>the successful tenderer's breach of the agreement or any law in completing the requirements of the agreement;</li> <li>an infringement of privacy, security or confidentiality; or</li> <li>any actual or alleged infringement of intellectual property or moral rights.</li> </ul>
Limitation of	The Commonwealth is prepared to limit the successful tenderer's liability for:
liability	<ul> <li>breach of contract; or</li> <li>in tort (including negligence) or any other common law, equitable, statutory or other cause of action arising out of operation of the services agreement,</li> </ul>
	provided that:
	• the liability cap must be at least \$10 million per occurrence (and subject to review if the agreement is varied or extended);
	the liability cap must apply to both parties; and
	• the following items must be uncapped:
	<ul> <li>personal injury;</li> <li>loss of, or damage to, tangible property;</li> <li>infringement of intellectual property rights;</li> <li>breach of confidentiality, security, privacy or data security under law or the agreement; or</li> <li>fraud, wilful misconduct and repudiation of the agreement.</li> </ul>
Insurance	The successful tenderer will be required to obtain and maintain the following insurances:
	<ul> <li>Public liability insurance on an occurrence basis, with a limit of at least \$10 million for each occurrence; and</li> <li>Professional indemnity insurance of at least \$10 million for each claim for the term plus seven years.</li> </ul>
Termination and reduction for convenience	In addition to its right to terminate for default, the Commonwealth will be permitted to terminate or reduce the scope of the agreement at any time by written notice.
	If the services agreement is terminated for convenience, the Commonwealth will only be responsible for:
	<ul> <li>payments for services delivered before the date of termination; and</li> <li>reasonable costs the successful tenderer incurred which were unavoidable and directly attributable to the termination.</li> </ul>
Step-in	The Commonwealth can take over the successful tenderer's responsibility to provide all or part of the services in some circumstances.

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# ATTACHMENT C – TENDER REQUIREMENTS

Tenders should:

- (a) include information which addresses the tender requirements set out below;
- (b) be written in English and expressed in Australian units of measurement;
- (c) be provided in Microsoft Word, Microsoft Excel, Microsoft PowerPoint or PDF format; and
- (d) be completely self-contained.

# Capability

The tenderer should set out its proposal for the delivery of the Services including:

- call centre locations;
- hours of operation for each Access Method and the help desk(s);
- its anticipated volumes of call minutes for each Access Method and how any demand that exceeds these volumes would be managed;
- the number of full time equivalent staff for each Access Method and the help desk(s);
- details of how the help desk will collect, receive, action and respond to general enquiries, service delivery-related queries, complaints and feedback from users, potential users and other interested parties of the NRS;
- details of how it would develop and manage a user registration system;
- details of any additional service levels proposed by the tenderer;
- the processes, procedures and workforce management strategies it would implement to perform the Services;
- the software and systems that would be used to perform the Services, including the proposed licensing arrangements for the relevant software and systems;
- the proposed approach to the implementation of the software and systems (including any integration or development required to enable the software and systems to be used to perform the Services) (as applicable);
- details of any proposed subcontracting, including the identity of the proposed subcontractor, the services the subcontractor would perform, any existing or past relationship with the subcontractor and any particular expertise or experience of the subcontractor;
- how personal information will be handled and securely stored by call centres and how this complies with the *Privacy Act 1988*, including the Australian Privacy Principles;
- the tenderer's proposed approach to compliance with all other relevant laws, policies and Australian standards; and
- details of its past performance and experience in providing services similar to the Services or providing a solution similar to the proposed solution.

Note: The Commonwealth may ask tenderers to:

- facilitate testing or a demonstration on any system that the tenderer indicates is already in existence; and
- provide the name and contact details of one or more referees who are able to provide a reference in relation to the tenderer's experience providing similar services to the Services or a similar solution to the proposed solution.

The tenderer is responsible for ensuring that it has permission to disclose the personal information of referees included in its tender or subsequently provided to the Commonwealth.

Price

The tenderer should provide pricing for all aspects of the Services, including implementation, software licensing and ongoing service delivery for the initial three year term.

Note:

- Each Access Method proposed by the tenderer should be priced separately.
- The price for each Access Method may comprise an initial (one-off) cost and an annual fee.
- Pricing should be GST-inclusive.
- The Commonwealth expects to make annual payments in arrears.
- The Commonwealth's expectation is that the annual fees for the initial term will be specified in the services agreement (ie, they will not be subject to any form of annual indexation or price adjustment).
- Tenderers may price on the basis that the annual fixed cost includes a capped number of call minutes and that the Commonwealth will also pay an annual variable cost for calls in excess of the cap. The Commonwealth's expectation is that the excess would be priced in volume bands and that there would be a mechanism to ensure that the total cost over three years does not exceed \$66 million (inclusive of GST).

Tenderers should also provide its proposed pricing for the registration system. This should comprise: an initial (one-off) development cost and an annual fixed cost for management.

Risk

The tenderer should review the Key Agreement Terms at **Attachment B** and set out in their tender any areas of non-compliance.

The tenderer should set out any other matters which could present a risk to the Commonwealth, NRS users or the delivery of the Services.

## ATTACHMENT D – CONDITIONS OF TENDER

#### 1. TENDERER TO INFORM ITSELF

- (a) Information in this RFT concerning current or past requirements, volumes, locations, environments or other relevant matters has been prepared from information available to the Commonwealth and may not have been independently verified. Such information may be based on projections from available historical information which may not be accurate and may assume trends, events or other matters that may not be valid or eventuate as and when expected if at all. In addition, the Commonwealth does not guarantee that this information will remain true at any future point.
- (b) The Commonwealth has no liability to any tenderer should any information or material provided with respect to this RFT or the Services be inaccurate or incomplete, or if actual volumes, locations, environments or other relevant matters vary from the Commonwealth's current expectations.
- (c) Tenderers are considered to have:
  - (i) examined this RFT, including any variations or addenda to the RFT, any documents referenced in this RFT and any other information made available by the Commonwealth to tenderers for the purpose of preparing a tender;
  - examined all further information which is obtainable by the making of reasonable inquiries relevant to the risks, contingencies, and other circumstances having an effect on their tenders;
  - satisfied themselves as to the correctness and sufficiency of their tenders including prices; and
  - (iv) made their own independent assessments of actual workload requirements under any resultant services agreement and all prices will be presumed by the Commonwealth to have been based upon tenderers' own independent assessments.
- (d) In preparing their tenders, tenderers must not rely on:
  - (i) any representation, letter, document or arrangement, whether oral or in writing, or other conduct as adding to or amending this RFT; or
  - (ii) any warranty or representation made by or on behalf of the Commonwealth, except as are expressly provided for in this RFT.
- (e) The Commonwealth will not be responsible for any costs or expenses incurred by tenderers in complying with the requirements of this RFT.
- (f) The Commonwealth will not accept joint tenders.

#### 2. USE OF TENDER DOCUMENTS

- (a) All tenders become the property of the Commonwealth upon submission.
- (b) Notwithstanding clause 2(a) and without prejudice to anything agreed in any subsequent services agreement, ownership of intellectual property rights in the information contained in a tender remains unchanged. However, the Commonwealth may use any material contained in a tender, or otherwise provided by the tenderer, for the purposes of the RFT process and the preparation and management of any resultant services agreement.

#### 3. AMENDMENTS TO RESPONSES

If the Commonwealth considers that there are unintentional errors of form in a tender, the Commonwealth may request the tenderer to correct or clarify the error, but will not permit any material alteration or addition to the tender.

# 4. CONFIDENTIAL INFORMATION

#### 4.1 Definition

**Confidential Information** means information that is by its nature confidential and

- (a) is designated by the Commonwealth as confidential; or
- (b) in the case of the Commonwealth's Confidential Information, the tenderer knows or ought to know is confidential;

but does not include information:

- (c) which is or becomes public knowledge other than by breach of this RFT or any other confidentiality obligation; or
- (d) that has been independently developed or acquired as established by written evidence.

# 4.2 **Commonwealth Confidential information**

- (a) The tenderer must not, and must ensure that their employees, agents or subcontractors do not, either directly or indirectly record, divulge or communicate to any person any Confidential Information concerning the affairs of the Commonwealth or a third party acquired or obtained in the course of preparing a tender, or any documents, data or information provided by the Commonwealth and which the Commonwealth indicates to the tenderer is confidential or which tenderer knows or ought to have reasonably known is confidential.
- (b) The Commonwealth may require that all written information provided to the tenderer (whether confidential or otherwise and without regard to the type of media on which such information was provided to the tenderer), and all copies of such information made by the tenderer, be:
  - (i) returned to the Commonwealth in which case the tenderer will be required to promptly return all such information to the address identified by the Commonwealth; or
  - (ii) destroyed by the tenderer in which case the tenderer will be required to promptly destroy all such information and provide the Commonwealth with written certification that the information has been destroyed.

#### 4.3 **Public statements**

Except with the prior written approval of the Commonwealth or as required by law, tenderers must not make a statement, issue any document or material, or provide any other information for publication in any media concerning tender evaluation, the acceptance of any tender, commencement of negotiations, creation of a shortlist, or notification that a tenderer is the preferred tenderer. The Commonwealth may exclude a tender from further consideration if the tenderer does not comply with this requirement.

#### 4.4 Tenderer Confidential Information

- (a) Subject to clause 4.4(b), the Commonwealth will treat as confidential all tenders submitted by tenderers in connection with this RFT.
- (b) The Commonwealth will not be taken to have breached any obligation to keep information provided by tenderers confidential to the extent that the information:
  - (i) is disclosed by the Commonwealth to its advisers, officers, employees or subcontractors solely in order to conduct the RFT process or to prepare and manage any resultant services agreement;
  - (ii) is disclosed to the Commonwealth internal management personnel, solely to enable effective management or auditing of the RFT process;
  - (iii) is disclosed by the Commonwealth to the responsible Minister;
  - (iv) is disclosed by the Commonwealth in response to a request by a House or a Committee of the Parliament of the Commonwealth of Australia;
  - (v) is shared by the Commonwealth within the Department of Communications and the Arts, or with another agency of the Commonwealth of Australia, where this serves the Commonwealth of Australia's legitimate interests;
  - (vi) is authorised or required by law to be disclosed; or
  - (vii) is in the public domain otherwise than due to a breach of the relevant obligations of confidentiality.

#### 5. EVALUATION

- (a) The tender evaluation process may involve:
  - (i) visits to some or all tenderers' sites;
  - testing or demonstrations of any systems or equipment proposed to be used in the proposed service delivery solution;
  - (iii) discussions with, and/or visits to, customers or subcontractors of some or all tenderers, whether or not the customers are provided as referees by the relevant tenderer.
- (b) The Commonwealth may also make independent enquiries about any matters that may be relevant to the evaluation of a tender.
- (c) The Commonwealth may perform such security, probity and financial investigations and procedures as the Commonwealth may determine are necessary in relation to tenderers, their employees, officers, partners, associates, subcontractors, or related entities and their officers, employees and subcontractors.
- (d) Tenderers should promptly provide the Commonwealth with such information or documentation that the Commonwealth requires in order to undertake such investigations. The Commonwealth may exclude a tender from further consideration if the tenderer does not promptly provide all reasonable assistance to the Commonwealth in this regard, or based on the outcomes of the investigations or procedures.
- (e) For the purposes of evaluating a tender, the Commonwealth may conduct a cost investigation of the tendered price. On request by the Commonwealth the tenderer is to facilitate any such cost investigation.

#### 6. COMMONWEALTH RIGHTS

The Commonwealth may:

- (a) amend this RFT or the RFT process at any time by giving written notice to tenderers;
- (b) use any relevant information obtained in relation to a tender (whether provided in the tender itself, otherwise through this RFT or by independent inquiry) in the evaluation of tenders;
- (c) seek clarification or additional information from tenderers for the purposes of evaluating tenders;
- (d) shortlist one or more tenderers and seek further information from them;
- (e) enter into negotiations or discussions with one or more tenderers;
- (f) discontinue negotiations or discussions with a tenderer, whether or not the tenderer has been notified that it is the preferred tenderer; or
- (g) terminate the RFT process at any time by giving written notice to tenderers.

#### 7. NO LIABILITY

- (a) This RFT is an invitation to treat and is not to be taken to be or relied upon as an offer capable of acceptance by any person or as creating any form of contractual (including a process contract), quasi contractual, restitutionary or promissory estoppel rights, or rights based on similar legal or equitable grounds, whether implied or otherwise.
- (b) The Commonwealth is not liable to any tenderer on the basis of any contract or other understanding (including any form of contractual, quasi contractual, restitutionary or promissory estoppel rights, implied obligations or rights based on similar legal or equitable grounds) whatsoever, or in negligence, as a consequence of any matter relating or incidental to this RFT, the procurement of any or all of the Services or a tenderer's participation in this RFT process, including instances where:
  - (i) a tenderer is not invited to participate in any subsequent process as part of or following completion of this RFT process;
  - (ii) the Commonwealth elects to enter into a contract for all or any of the Services with any party, whether or not that party was a tenderer in this RFT process;
  - (iii) the Commonwealth decides not to contract for all or any of the Services; or
  - (iv) the Commonwealth exercises or fails to exercise any of its other rights under or in relation to this RFT.
- (c) A tender will not be taken to have been accepted until a formal contract has been executed by the tenderer and the Commonwealth. Notice by the Commonwealth to any tenderer that it is, or is not, a preferred or successful tenderer will not constitute an acceptance or rejection of any tender.

#### 8. DEBRIEFING

Tenderers may request an oral debriefing following the award of a contract. Tenderers requiring a debriefing should contact the Contact Officer. Tenderers will be debriefed against the Evaluation Criteria. Tenderers will not be provided with information concerning other tenders, except for publicly available information.

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# ATTACHMENT E – TENDERER DEED OF UNDERTAKING

# THIS DEED POLL IS MADE IN FAVOUR OF THE COMMONWEALTH OF AUSTRALIA

on [date] 2019 by [insert full legal name of tenderer] (tenderer)

# 1. BACKGROUND

This deed poll is made in connection with the RFT issued by the Commonwealth for the provision of services related to the National Relay Service on 26 March 2019. Unless other specified, defined terms have the same meeting as in the RFT.

# 2. **COMPLIANCE WITH THE RFT**

- (a) The tenderer represents that it has read and understood, and that its tender is submitted in accordance with, the RFT.
- (b) The tenderer undertakes that it will continue to participate in the RFT process in accordance with the RFT and on the basis of its tender.

# 3. OFFER

Subject to any exceptions noted in its tender, the tenderer offers to provide the Services on the terms set out in the Key Contractual Terms at **Attachment B** to the RFT. The tenderer undertakes to keep this offer open for [six months] from the date of this deed poll.

# 4. ESSENTIAL REQUIREMENTS

The tenderer confirms that it:

- (a) can provide all the Services throughout the initial three year term of the agreement within the budget of \$66 million per annum (including GST); and
- (b) will be in a position to provide Services to NRS users on or before 1 February 2020.

# 5. INVESTIGATIONS

The tenderer agrees:

- (a) that the Commonwealth may perform such security, probity and financial investigations and procedures as the Commonwealth may determine are necessary in relation to tenderers, their employees, officers, partners, associates, subcontractors, or related entities and their officers, employees and subcontractors;
- (b) that the Commonwealth may also make independent enquiries about any matters that may be relevant to the evaluation of its tender; and
- (c) to promptly provide the Commonwealth with such information or documentation that the Commonwealth requires in order to undertake such investigations.

# 6. **CONFIDENTIALITY**

The tenderer will not, and will ensure that its employees, agents or subcontractors do not, either directly or indirectly record, divulge or communicate to any person any Confidential Information concerning the affairs of the Commonwealth or a third party acquired or obtained in the course of preparing a tender, or any documents, data or information provided by the Commonwealth and which the Commonwealth indicates to tenderers is confidential or which tenderers know or ought reasonably to know is confidential.

# 7. ETHICAL DEALING

The tenderer represents that:

- (a) its tender has been compiled without the improper assistance of any current or former Commonwealth officer, employee, contractor or agent, and without the use of information obtained unlawfully or in breach of an obligation of confidentiality to the Commonwealth; and
- (b) it has not:
  - (i) engaged in misleading or deceptive conduct in relation to its tender or the RFT process;
  - engaged in any collusive tendering, anti-competitive conduct, or any other unlawful or unethical conduct with any other tenderer, or any other person in connection with the preparation of their tender or the RFT process;
  - (iii) attempted to solicit information from or influence improperly any current or former officer, employee, contractor or agent of the Commonwealth, or violate any applicable laws or Commonwealth policies regarding the offering of inducements in connection with the RFT process; or
  - (iv) otherwise acted in an unethical or improper manner or contrary to any law.

# 8. **CONFLICT OF INTEREST**

(a) The tenderer represents that, having made all reasonable enquiries the following represents its only known actual or potential conflicts of interest in respect of the RFT, its tender or the provision of the Services:

^insert list or, where no conflict exists, write 'none'^

(b) The tenderer undertakes to advise the Commonwealth in writing immediately upon becoming aware of any actual or potential conflicts of interest in respect of the RFT, its tender or the provision of the Services on an ongoing basis.

# 9. **EMPLOYEE ENTITLEMENTS**

The tenderer represents that, having made all reasonable enquiries, as at the date of this deed poll, it is not subject to any judicial decisions or any resulting order relating to employee entitlements (not including decisions under appeal) for which claims have not been paid.

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# 10. COMPLIANCE WITH AUSTRALIAN STANDARDS

The tenderer represents that it is able to meet any Australian standards applicable to the Services.

# 11. WORKPLACE GENDER EQUALITY REQUIREMENTS

Choose one of the following options:

□ The tenderer:

- confirms that it is a relevant employer as defined in the *Workplace Gender Equality Act 2012* (Cth);
- confirms that, upon request by the Commonwealth and prior to entering into any contract in respect of the Services, it can provide a current letter of compliance which indicates its compliance with the *Workplace Gender Equality Act 2012*; and
- acknowledges that the failure to provide a current letter of compliance when requested will result in it losing its status as the preferred or successful tenderer.

ÖR

□ The tenderer confirms that is it not a relevant employer as defined in the *Workplace Gender Equality Act 2012* (Cth).

**EXECUTED AS A DEED POLL** by [insert name of tenderer] by its duly authorised representative:

NAME AND TITLE OF SIGNATORY

# SIGNATURE

IN THE PRESENCE OF:

NAME OF WITNESS

# SIGNATURE OF WITNESS

# ATTCHMENT A ANNEXURE 1: NATIONAL RELAY SERVICE DATA TABLES

	Table of Content	5
1	Summary tables	
2	Call minutes	Call Type
	Outbound call minutes by Inbound call type	
3	Inbound Call Numbers	Call Type
	Succesful Inbound Calls	
	Total number of Inbound calls Vs Successful Inbound calls	
4	Outbound Call Numbers	Call Type
	Outbound calls by Inbound call type	
5	Inbound and Outbound Calls	Call Type
6	Daily Outbound Calls	Call Type
7	Calls to Emergency Services	Call Type
8	Average Call Duration	Call Type
9	NRS App	Downloads
10	Heldesk	By Case Type and Receipt Channel
11	Helpdesk Complaints	By Complaint Type and Receipt Channel

Glossary						
Total Inbound Calls A call placed to the NRS by a user utilising any of the available call types						
Succesful Inbound Call	An Inbound call that results in a successful Outbound connection					
Outbound Call	A call initiated by the NRS to another party on behalf of the inbound caller					

# SUMMARY TABLES

National Relay Service					
	2018-19 (6 mths)				
Relay services	\$17.3 M	\$22.1 M	\$28.0 M	\$29.90M	\$14.6M
Outreach services	\$ 4.1M	\$ 4.2 M	\$ 4.3 M	\$1.3M	\$0.7M
TOTAL	\$21.4 M	\$26.3 M	\$32.3 M	\$31.2M	\$15.3M

Total chargeable call r					
	2017-18 (6 mths)				
TOTAL	3,814,757	4,881,389	6,250,212	6,730,574	3,302,307

Inbound calls: 2014-15 - 2018-19						
	2014-15	2015-16	2016-17	2017-18	2018-19 (6 mths)	
Unsuccessful	457,920	483,524	448,754	536,750	261,040	
Successful	497,338	820,933	1,171,861	1,294,361	612,406	
TOTAL	955,258	1,304,457	1,620,615	1,831,111	873,446	

Outbound calls: 2014-15 - 2018-19						
	2014-15	2015-16	2016-17	2017-18	2018-19 (6 mths)	
TOTAL	678,167	996,090	1,373,165	1,484,032	706,533	

Successful inbound &					
	2014-15	2015-16	2016-17	2017-18	2017-18 (6 mths)
Inbound	497,338	820,933	1,171,861	1,294,361	612,406
Outbound	678,167	996,090	1,373,165	1,484,032	706,533
Difference	180,829	175,157	201,304	189,671	94,127

Genuine calls to emer	gency services: 2014-1	15 - 2018-19			
	2014-15	2015-16	2016-17	2017-18	2018-19 (6 mths)
106	123	100	75	94	68
Triple Zero	537	1,013	1,227	1,324	662
TOTAL	660	1,113	1,302	1,418	730

Total NRS app downlo	ads: 2014-15 - 2018-1	.9			
	2014-15	2015-16	2016-17	2017-18	2018-19 (6 mths)
TOTAL	729	1,990	2,258	1,854	1,338

Helpdesk activities: 2	014-15 - 2018-19				
	2014-15	2015-16	2016-17	2017-18	2018-19 (6 mths)
Not for us	3,649	3,504	5,917	4,297	2,332
NRS activities	4,701	4,444	3,932	3,445	1,776
TOTAL	8,350	7,948	9,849	7,742	4,108

NRS complaints: 2014	1-15 - 2018-19				
	2014-15	2015-16	2016-17	2017-18	2018-19 (6 mths)
TOTAL	345	278	204	156	97

				Total Charg	eable Call Minu	tes Per Mo <u>nth</u>	2018/19					
	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
aptioned relay (handset)	288,468	293,752	266,879	286,341	272,204	268,135				·		
aptioned relay (web browser)	2,565	2,606	2,850	3,069	2,342	1,972						
iternet relay	135,080	138,885	116,328	139,322	141,510	123,326						
ternet relay (app)	47,060	46,688	39,325	46,563	48,057	42,797						
nternet relay (voice)	0	0	0	-	0	-						
MS relay	48,648 245	44,985 626	39,598 378	48,966 635	47,585 407	40,613						
MS relay (voice) rideo relay	12,534	12,491	11,761	12,850	407	9,238						
rideo relay (voice)	15	0	11,701	12,050	10,505	5,250						
TY - Speak and Read	18,994	18.834	17.083	19,564	17.683	16,315						
TY - Type and Read	9,874	10,423	9,274	9,544	9,511	8,657						
TY - Type and Listen	181	331	160	123	88	178						
oice calls	4,314	4,769	4,220	4,798	5,037	4,844						
/lodem/CTM/Misprofiled	61	54	62	68	51	42						
peak and Listen (app)	1,152	236	613	513	173	865						
peak and Listen	613	563	853	732	1,060	529						
06 Emergency Service	21	48	27	61	75	58						
Ionthly Total	569,824	575,291	509,411	573,149	556,688	517,947						
uarterly Total		Q1 Total	1,654,526		Q2 Total	1,647,784		Q3 Total	-		Q4 Total	
				Tatal Chara			2017/40					_
					eable Call Minu							
	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18
aptioned relay (handset)	271,956	283,522	265,194	291,785	293,118	300,572	297,538	272,656	291,459	290,257	316,917	292
aptioned relay (web browser)	4,836	3,619	2,793	3,325	2,107	2,059	1,617	2,772	2,606	2,952	2,536	2
nternet relay	133,733	129,983	116,748	130,052	132,953	114,027	138,675	136,707	139,501	130,075	144,920	129
nternet relay (app)	43,003	47,117	40,587	41,321	40,588	37,482	41,338	41,197	40,344	43,016	43,068	43
nternet relay (voice)	7	18	0	6	0	37	4	0	-	0	0	
MS relay	39,897	41,267	35,075	41,499	41,388	39,820	45,971	41,559	40,779	41,550	44,405	43
MS relay (voice)	577	916	471	613	453	374	269	296	448	337	574	
ideo relay	9,919	13,424	12,393	13,806	15,695	11,931	12,806	12,473	12,935	11,450	13,488	10
ideo relay (voice)	20	0	143	38	15,055	11,551	12,000	12,475	12,555	11,450	13,400	10
TY - Speak and Read	20	22,324		22,639		a 21,953	23.789	20,355	19,719	18,195	20,176	16
			20,034		24,218		,		,			
TY - Type and Read	11,753	12,007	10,181	11,459	14,870	11,883	12,713	278	12,428	10,526	12,568	9
TY - Type and Listen	190	330	66	338	98	193	272	12,265	174	177	233	
oice calls	6,118	5,708	5,412	5,372	5,809	5,960	6,129	4,468	4,871	4,776	5,943	4
/odem/CTM/Misprofiled	929	1,408	2,878	1,252	88	142	124	72	142	149	160	
peak and Listen (app)	1,638	1,409	585	693	1,815	2,444	1,409	1,890	1,314	892	224	
peak and Listen	378	495	313	498	356	492	450	994	944	968	1821	
06 Emergency Service	78	76	21	104	64	14	91	20	8	31	4	
Aonthly Total	547,931	563,623	512,894	564,800	573,637	549,391	583,195	548,002	567,672	555,351	607,037	557
Quarterly Total		Q1 Total	1,624,447		Q2 Total	1,687,828		Q3 Total	1,698,869	Î	Q4 Total	1,719,4
				•								
					eable Call Minu							
	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17
aptioned relay (handset)	204,676	226,603	214,012	221,857	227,646	248,243	247,722	239,181	278,272	249,891	268,341	260
aptioned relay (web browser)	5,287	2,977	2,084	2,891	2,219	2,108	1,478	1,771	3,939	3,222	2,793	3
nternet relay	127,806	139,629	128,745	126,018	139,451	121,710	134,904	135,275	144,640	115,556	137,325	127
iternet relay (app)	40,318	41,238	42,058	43,856	47,265	45,007	49,594	43,532	43,125	36,972	38,717	39
ternet relay (voice)	2	16	9	46	79	-	-	-	-	14	6	
									39,693	33,074	38,586	39
MS relay	31,020	35,016	32,907	31,174	34,676	30,605	39,569	32,690				
										363		
MS relay (voice)	392	325	547	283	604	655	437	500	735	363 10 932	730	11
MS relay (voice) ideo relay	392 13,262	325 15,129		283 12,840	604 14,475		437 13,689	500 14,232	735 14,969	10,932	730 14,318	11
MS relay (voice) ideo relay ideo relay (voice)	392 13,262 13	325 15,129 71	547 12,759 8	283 12,840 19	604 14,475 35	655 11,870	437 13,689 20	500 14,232 17	735 14,969 16	10,932 19	730 14,318 17	
VIS relay (voice) ideo relay ideo relay (voice) IY - Speak and Read	392 13,262 13 29,469	325 15,129 71 28,444	547 12,759 8 27,227	283 12,840 19 29,075	604 14,475 35 26,301	655 11,870 - 23,973	437 13,689 20 24,471	500 14,232 17 21,693	735 14,969 16 26,564	10,932 19 23,474	730 14,318 17 23,427	2
MS relay (voice) ideo relay ideo relay (voice) TY - Speak and Read TY - Type and Read	392 13,262 13 29,469 18,465	325 15,129 71 28,444 22,481	547 12,759 8 27,227 18,527	283 12,840 19 29,075 19,024	604 14,475 35 26,301 19,414	655 11,870 23,973 15,731	437 13,689 20 24,471 17,480	500 14,232 17 21,693 17,640	735 14,969 16 26,564 15,707	10,932 19 23,474 13,659	730 14,318 17 23,427 14,856	2
MS relay (voice) ideo relay ideo relay (voice) TY - Speak and Read TY - Type and Read TY - Type and Listen	392 13,262 13 29,469 18,465 398	325 15,129 71 28,444 22,481 263	547 12,759 8 27,227 18,527 281	283 12,840 19 29,075 19,024 315	604 14,475 35 26,301 19,414 314	655 11,870 23,973 15,731 524	437 13,689 20 24,471 17,480 491	500 14,232 17 21,693 17,640 433	735 14,969 16 26,564 15,707 507	10,932 19 23,474 13,659 407	730 14,318 17 23,427 14,856 259	23
MS relay (voice) ideo relay TY - Speak and Read TY - Type and Read TY - Type and Listen oice calls	392 13,262 13 29,469 18,465 398 9,878	325 15,129 71 28,444 22,481 263 9,135	547 12,759 8 27,227 18,527 281 8,752	283 12,840 19 29,075 19,024 315 8,572	604 14,475 35 26,301 19,414 314 7,247	655 11,870 23,973 15,731 524 9,176	437 13,689 20 24,471 17,480 491 8,342	500 14,232 17 21,693 17,640 433 6,786	735 14,969 16 26,564 15,707 507 7,287	10,932 19 23,474 13,659 407 6,299	730 14,318 17 23,427 14,856 259 6,978	23
VS relay (voice) deo relay deo relay (voice) YY - Speak and Read TY - Type and Read TY - Type and Listen oice calls todem/CTM/Misprofiled	392 13,262 13 29,469 18,465 398 9,878 38	325 15,129 71 28,444 22,481 263 9,135 101	547 12,759 8 27,227 18,527 281 8,752 49	283 12,840 19 29,075 19,024 315 8,572 72	604 14,475 35 26,301 19,414 314 7,247 108	655 11,870 23,973 15,731 524 9,176 2,214	437 13,689 20 24,471 17,480 491 8,342 137	500 14,232 17 21,693 17,640 433 6,786 80	735 14,969 16 26,564 15,707 507 7,287 183	10,932 19 23,474 13,659 407 6,299 38	730 14,318 17 23,427 14,856 259 6,978 196	2:
MS relay (voice) ideo relay ideo relay (voice) IY - Speak and Read IY - Type and Read IY - Type and Listen oice calls todem/CTM/Misprofiled	392 13,262 13 29,469 18,465 398 9,878	325 15,129 71 28,444 22,481 263 9,135	547 12,759 8 27,227 18,527 281 8,752	283 12,840 19 29,075 19,024 315 8,572	604 14,475 35 26,301 19,414 314 7,247	655 11,870 23,973 15,731 524 9,176	437 13,689 20 24,471 17,480 491 8,342	500 14,232 17 21,693 17,640 433 6,786	735 14,969 16 26,564 15,707 507 7,287	10,932 19 23,474 13,659 407 6,299	730 14,318 17 23,427 14,856 259 6,978	23 13 6
MS relay (voice) ideo relay (voice) TY - Speak and Read TY - Type and Read TY - Type and Listen oice calls Modern/CTM/Misprofiled peak and Listen (app)	392 13,262 13 29,469 18,465 398 9,878 38	325 15,129 71 28,444 22,481 263 9,135 101	547 12,759 8 27,227 18,527 281 8,752 49	283 12,840 19 29,075 19,024 315 8,572 72	604 14,475 35 26,301 19,414 314 7,247 108	655 11,870 23,973 15,731 524 9,176 2,214	437 13,689 20 24,471 17,480 491 8,342 137	500 14,232 17 21,693 17,640 433 6,786 80	735 14,969 16 26,564 15,707 507 7,287 183	10,932 19 23,474 13,659 407 6,299 38	730 14,318 17 23,427 14,856 259 6,978 196	23 13 6
MS relay (voice) ideo relay (voice) TY - Speak and Read TY - Type and Read TY - Type and Read TY - Type and Listen (voice calls dodem/(CTM/Misprofiled peak and Listen peak and Listen	392 13,262 13 29,469 18,465 398 9,878 38 3,418	325 15,129 71 28,444 22,481 263 9,135 101 3,443	547 12,759 8 27,227 18,527 281 8,752 49 2,682	283 12,840 19 29,075 19,024 315 8,572 72 2,451	604 14,475 35 26,301 19,414 314 7,247 108 2,306	655 11,870 23,973 15,731 524 9,176 2,214 1,359	437 13,689 20 24,471 17,480 491 8,342 137 1,116	500 14,232 17 21,693 17,640 433 6,786 80 3,540	735 14,969 16 26,564 15,707 507 7,287 183 3,245	10,932 19 23,474 13,659 407 6,299 38 2,371	730 14,318 17 23,427 14,856 259 6,978 196 1,682	23 13 6
MS relay (voice) ideo relay ideo relay (voice) TY - Speak and Read TY - Type and Read TY - Type and Listen oice calls Aodem/CTM/Misprofiled peak and Listen OG Emergency Service	392 13,262 13 29,469 18,465 398 9,878 38 3,418 3,418 341 52	325 15,129 71 28,444 22,481 263 9,135 101 3,443 353 54	547 12,759 8 27,227 18,527 281 8,752 49 2,682 1,097 37	283 12,840 19 29,075 19,024 315 8,572 2,451 637 42	604 14,475 35 26,301 19,414 7,247 108 2,306 586 57	655 11,870 23,973 15,731 524 9,176 2,214 1,359 392	437 13,689 20 24,471 17,480 491 8,342 137 1,116 248 31	500 14,232 17 21,693 17,640 433 6,786 80 3,540 439	735 14,969 16 26,564 15,707 507 7,287 183 3,245 402	10,932 19 23,474 13,659 407 6,299 38 2,371 437 49	730 14,318 17 23,427 14,856 259 6,978 196 1,682 867	23 13 6
MS relay (voice) video relay (voice) TY - Speak and Read TY - Type and Read TY - Type and Sisten oice calls todem/CTM/Misprofiled peak and Listen (app) peak and Listen D6 Emergency Service tonthy Total	392 13,262 13 29,469 18,465 398 9,878 38 3,418 3,418	325 15,129 71 28,444 22,481 263 9,135 101 3,443 353 54 <b>525,278</b>	547 12,759 8 27,227 18,527 281 8,752 49 2,682 1,097 37 <b>491,781</b>	283 12,840 19 29,075 19,024 315 8,572 72 2,451 637	604 14,475 35 26,301 19,414 7,247 108 2,306 586 57 <b>522,783</b>	655 11,870 23,973 15,731 524 9,176 2,214 1,359 392 24 <b>513,591</b>	437 13,689 20 24,471 17,480 491 8,342 137 1,116 248	500 14,232 17 21,693 17,640 433 6,786 80 3,540 439 13 517,822	735 14,969 16 26,564 15,707 7,287 183 3,245 402 45 <b>579,329</b>	10,932 19 23,474 13,659 407 6,299 38 2,371 437	730 14,318 17 23,427 14,856 259 6,978 196 1,682 867 27 27 549,125	23 13 6 1 529,
VIS relay (voice) deo relay (voice) TV - Speak and Read TV - Type and Read TV - Type and Risten oice calls toodem/CTM/Misprofiled Deak and Listen (app) Deak and Listen D6 Emergency Service Ionthy Total	392 13,262 13 29,469 18,465 398 9,878 38 3,418 3,418 341 52	325 15,129 71 28,444 22,481 263 9,135 101 3,443 353 54	547 12,759 8 27,227 18,527 281 8,752 49 2,682 1,097 37	283 12,840 19 29,075 19,024 315 8,572 2,451 637 42	604 14,475 35 26,301 19,414 7,247 108 2,306 586 57	655 11,870 23,973 15,731 524 9,176 2,214 1,359 392 24	437 13,689 20 24,471 17,480 491 8,342 137 1,116 248 31	500 14,232 17 21,693 17,640 433 6,786 80 3,540 439 13	735 14,969 16 26,564 15,707 507 7,287 183 3,245 402 45	10,932 19 23,474 13,659 407 6,299 38 2,371 437 49	730 14,318 17 23,427 14,856 259 6,978 196 1,682 867 27	23 13 6 1 529,
MS relay (voice) video relay (voice) TY - Speak and Read TY - Type and Read TY - Type and Sisten oice calls todem/CTM/Misprofiled peak and Listen (app) peak and Listen D6 Emergency Service tonthy Total	392 13,262 13 29,469 18,465 398 9,878 38 3,418 3,418 341 52	325 15,129 71 28,444 22,481 263 9,135 101 3,443 353 54 <b>525,278</b>	547 12,759 8 27,227 18,527 281 8,752 49 2,682 1,097 37 <b>491,781</b>	283 12,840 199 29,075 19,024 315 8,572 72 2,451 637 42 <b>499,172</b>	604 14,475 35 26,301 19,414 314 7,247 108 2,306 586 57 522,783 Q2 Total	655 11,870 23,973 15,731 524 9,176 2,214 1,359 392 24 <b>513,591</b> 1,535,546	437 13,689 200 24,471 17,480 491 8,342 137 1,116 248 31 539,729	500 14,232 17 21,693 17,640 433 6,786 80 3,540 439 13 517,822	735 14,969 16 26,564 15,707 7,287 183 3,245 402 45 <b>579,329</b>	10,932 19 23,474 13,659 407 6,299 38 2,371 437 49	730 14,318 17 23,427 14,856 259 6,978 196 1,682 867 27 27 549,125	23 13 6 1 529,
VIS relay (voice) deo relay (voice) TV - Speak and Read TV - Type and Read TV - Type and Risten oice calls toodem/CTM/Misprofiled Deak and Listen (app) Deak and Listen D6 Emergency Service Ionthy Total	392 13,262 13 29,469 18,465 398 9,878 38 3,418 3,418 341 52	325 15,129 71 28,444 22,481 263 9,135 101 3,443 353 54 <b>525,278</b>	547 12,759 8 27,227 18,527 281 8,752 49 2,682 1,097 37 <b>491,781</b>	283 12,840 199 29,075 19,024 315 8,572 72 2,451 637 42 <b>499,172</b>	604 14,475 35 26,301 19,414 7,247 108 2,306 586 57 <b>522,783</b>	655 11,870 23,973 15,731 524 9,176 2,214 1,359 392 24 <b>513,591</b> 1,535,546	437 13,689 200 24,471 17,480 491 8,342 137 1,116 248 31 539,729	500 14,232 17 21,693 17,640 433 6,786 80 3,540 439 13 517,822	735 14,969 16 26,564 15,707 7,287 183 3,245 402 45 <b>579,329</b>	10,932 19 23,474 13,659 407 6,299 38 2,371 437 49	730 14,318 17 23,427 14,856 259 6,978 196 1,682 867 27 27 549,125	23 13 6 1 1 529,
MS relay (voice) video relay (voice) TY - Speak and Read TY - Type and Read TY - Type and Sisten oice calls todem/CTM/Misprofiled peak and Listen (app) peak and Listen D6 Emergency Service tonthy Total	392 13,262 13 29,469 18,465 398 9,878 38 3,418 3,418 341 52	325 15,129 71 28,444 22,481 263 9,135 101 3,443 353 54 <b>525,278</b>	547 12,759 8 27,227 18,527 281 8,752 49 2,682 1,097 37 <b>491,781</b>	283 12,840 199 29,075 19,024 315 8,572 72 2,451 637 42 <b>499,172</b>	604 14,475 35 26,301 19,414 314 7,247 108 2,306 586 57 522,783 Q2 Total	655 11,870 23,973 15,731 524 9,176 2,214 1,359 392 24 <b>513,591</b> 1,535,546	437 13,689 200 24,471 17,480 491 8,342 137 1,116 248 31 539,729	500 14,232 17 21,693 17,640 433 6,786 80 3,540 439 13 517,822	735 14,969 16 26,564 15,707 7,287 183 3,245 402 45 <b>579,329</b>	10,932 19 23,474 13,659 407 6,299 38 2,371 437 49	730 14,318 17 23,427 14,856 259 6,978 196 1,682 867 27 27 549,125	223 13 6 1 1 529, 1,575,4
MS relay (voice) MS relay (voice) TV - Speak and Read TV - Type and Read TV - Type and Read TV - Type and Risten oice calls Isodem/CTM/Misprofiled Deak and Listen D6 Emergency Service Torhhy Total warterly Total	392 13,262 13 29,469 18,465 398 9,878 38 3,418 341 52 <b>484,835</b>	325 15,129 71 72 8,444 22,481 9,135 101 3,443 353 54 525,278 Q1 Total Aug-15	547 12,759 8 27,227 18,527 281 8,752 49 2,682 1,097 37 491,781 1,501,894	283 12,840 19 29,075 19,024 315 8,572 2,451 637 42 <b>499,172</b> Total Charg	604 14,475 35 26,301 19,414 314 7,247 108 2,306 586 57 522,78 302 Total eable Call Minu	655 11,870 23,973 15,731 524 9,176 2,214 1,359 392 24 513,591 1,535,546 tes Per Month	437 13,689 20 22,4,471 17,480 491 8,342 137 1,116 248 31 539,729 2015/16	500 14,232 17 21,693 17,640 433 6,786 80 3,540 439 13 517,822 Q3 Total	735 14,969 16 26,564 15,707 7,287 183 3,245 402 45 579,329 1,636,880	10,932 19 23,474 413,659 407 6,299 38 2,371 437 49 496,777	730 14,318 17 23,427 14,856 259 6,978 196 1,682 867 27 27 549,125 Q4 Total May-16	23 13 1 1 1 529, 1,575, Jun-10
MS relay (voice) ideo relay (voice) TY - Speak and Read TY - Type and Read TY - Type and Read TY - Type and Listen oice calls todem/CTM/Misprofiled peak and Listen (app) peak and Listen 06 Emergency Service oforthy Total warterly Total aptioned relay (handset)	392 13,262 13 29,469 18,465 398 9,878 3,88 3,418 341 52 <b>484,835</b> <b>Jul-15</b> 83,373	325 15,129 7 11 28,444 22,481 9,135 101 3,443 353 54 <b>525,278</b> Q1 Total Aug-15 96,752	547 12,759 8 8 8,7527 281 8,7525 49 2,682 1,097 377 491,781 1,501,894 Sep-15 100,084	283 12,840 19,024 315 8,572 72 2,451 637 42 499,172 Total Charg Oct-15 108,078	604 14,475 35 26,301 19,414 314 7,247 108 2,306 577 522,783 Q2 Total 22D total 22D total 23D tot	655 11,870 23,973 15,731 524 9,176 2,214 1,359 332 244 513,591 1,535,546 tes Per Month Dec-15 111,243	437 13,689 20 24,471 17,480 491 8,342 137 1,116 248 31 539,729 2015/16 Jan-16 113,527	500 14,232 17,7 21,693 17,640 433 6,786 80 3,540 439 13 517,822 Q3 Total Feb-16 120,996	735 14,969 16 26,554 15,707 7,287 183 3,245 402 45 579,329 1,636,880 Mar-16	10,932 19 23,474 13,659 407 6,299 38 2,371 437 496,777 496,777 496,777 496,777 496,777 496,777 496,777 496,777 496,777 496,746 146,461	730 14,318 17 23,427 14,855 259 6,978 1,682 867 27 549,125 Q4 Total May-16 177,282	22 13 6 1 529, 1,575, Jun-10 191
MS relay (voice) Yideo relay Yideo relay (voice) Yideo relay (voice) TY - Speak and Read TY - Type and Read TY - Type and Isten Yoice calls Addem/CTM/Misprofiled peak and Listen Que at and Listen Addition Ad	392 13,262 13 29,469 18,465 3988 9,878 38 3,418 341 52 484,835 Jul-15	325 15,129 71 72 8,444 22,481 9,135 101 3,443 353 54 525,278 Q1 Total Aug-15	547 12,759 8 27,227 18,527 281 8,752 49 2,682 1,097 37 491,781 1,501,894 Sep-15	283 12,840 19 29,075 19,024 3155 8,572 72 2,451 637 42 499,172 70 42 499,172 Total Charg Oct-15	604 14,475 35 26,301 19,414 7,247 108 2,306 57 522,783 Q2 Total eable Call Minu Nov-15	655 11,870 23,973 15,731 524 9,176 2,214 1,359 392 24 513,591 1,535,546 tes Per Month Dec-15	437 13,689 20 24,471 17,480 491 8,342 137 1,116 248 31 539,729 2015/16 Jan-16	500 14,232 17,21,693 17,640 433 6,786 80 3,540 439 13 517,822 Q3 Total Feb-16	735 14,969 16 26,564 15,707 7,287 183 3,245 579,329 1,636,880 Mar-16 137,187	10,932 19 23,474 413,659 407 6,299 38 2,371 437 49 496,777 49 496,777	730 14,318 17 23,427 14,856 259 6,978 196 1,682 867 27 27 549,125 Q4 Total May-16	11, 23, 13, 6, 1, 529,9, 1,575,8 Jun-16 191 2, 2, 2,

Quarterly Total		O1 Total	1 135 648		O2 Total	1 156 461		O3 Total	1 232 760		O4 Total	1 356 520
Monthly Total	386,586	375,603	373,459	381,245	391,974	383,242	388,492	417,295	426,973	426,172	462,507	467,841
106 Emergency Service	104	61	46	88	108	107	49	52	33	37	47	75
Speak and Listen	1,292	870	1,253	2,082	1,500	785	876	305	445	654	598	435
Speak and Listen (app)	235	54	68	34	70	35	2,173	1,595	2,614	3,361	3,665	2,980
Modem/CTM/Misprofiled	274	131	138	74	98	137	125	88	46	659	149	88
Voice calls	12,399	12,048	11,783	11,286	11,007	11,001	10,243	9,637	9,759	9,360	10,358	10,484
TTY - Type and Listen	770	591	832	1,100	876	947	730	659	460	412	359	352
TTY - Type and Read	24,586	22,180	21,172	23,545	22,527	22,290	21,746	22,659	21,430	18,646	20,240	19,405
TTY - Speak and Read	37,107	37,272	34,595	33,654	33,322	34,115	30,779	30,452	34,518	28,904	30,417	30,182
Video relay (voice)	64	43	68	43	33	17	48	194	66	-	-	12
Video relay	14,229	13,789	14,441	12,628	12,810	14,994	12,541	15,209	12,252	15,921	16,045	13,462
SMS relay (voice)	900	382	459	739	514	344	454	469	363	509	447	314
SMS relay	39,184	39,043	38,838	35,879	36,939	31,235	35,973	36,375	30,153	29,079	32,802	31,599
Internet relay (voice)	5	46	110	8	3	11	8	24	45	12	29	58
Internet relay (app)	24,923	24,162	25,922	27,681	26,654	30,485	31,702	37,152	36,929	39,277	41,075	38,422
Internet relay	145,201	126,088	121,177	122,568	129,901	124,063	126,226	138,579	137,112	130,012	126,754	125,693
Captioned relay (web browser)	1,940	2,091	2,463	1,758	2,159	1,433	1,292	2,850	3,561	2,868	2,240	2,948
Captioned relay (handset)	83,373	96,752	100,094	108,078	113,453	111,243	113,527	120,996	137,187	146,461	177,282	191,332

				Total Charg	eable Call Minu	utes Per Month	2014/15					
	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
Captioned relay (handset)	14,071	15,219	14,394	15,371	16,097	18,441	19,510	23,260	30,946	40,811	50,480	61,428
Captioned relay (web browser)	2,535	1,622	1,798	1,284	1,449	1,578	1,642	1,531	1,499	1,860	1,991	2,860
Internet relay	161,183	143,522	155,898	157,087	151,446	128,580	152,447	140,766	148,254	134,857	130,275	139,459
Internet relay (app)	n/a	n/a	n/a	n/a	n/a	8,839	14,660	16,775	20,394	20,816	21,198	20,833
Internet relay (voice)	85	122	32	2	-	93	20	34	7	4	29	5
SMS relay	37,807	31,869	35,793	37,183	35,740	38,772	40,094	38,842	36,284	37,059	38,693	40,892
SMS relay (voice)	291	215	219	172	180	160	211	326	190	216	605	567
Video relay	10,535	10,323	11,057	11,664	12,757	11,766	12,538	12,721	10,802	12,489	11,254	13,081
Video relay (voice)	63	121	36	53	167	37	73	63	84	120	70	127
TTY - Speak and Read	42,445	40,609	40,087	39,244	37,242	36,275	36,967	36,222	38,435	38,060	37,805	34,877
TTY - Type and Read	34,844	31,750	28,927	30,326	28,744	30,271	30,561	30,290	29,503	24,746	26,014	25,027
TTY - Type and Listen	1,030	767	572	503	770	537	514	544	1,091	580	586	683
Voice calls	15,458	14,881	13,557	13,328	13,616	13,738	13,239	11,760	12,927	13,817	13,089	12,197
Modem/CTM/Misprofiled	88	148	103	213	245	89	147	1,005	1,378	315	264	112
Speak and Listen (app)	n/a	n/a	n/a	n/a	n/a	83	11	173	74	92	165	127
Speak and Listen	2,371	2,936	2,104	2,144	1,441	2,053	1,671	2,562	2,749	2,606	1,722	1,890
106 Emergency Service	113	91	156	75	68	106	41	50	57	42	20	22
Monthly Total	322,919	294,195	304,734	308,649	299,962	291,418	324,346	316,924	334,674	328,490	334,260	354,187
Quarterly Total		Q1 Total	921,847		Q2 Total	900,029		Q3 Total	975,944		Q4 Total	1,016,937

				Succes	sful Inbound	Calls 2018/1	.9						
Call set	Type of call	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
Captioned Relay	Captioned relay (handset)	75,879	78,254	71,623	76,961	74,395	69,721						
captioned keilay	Captioned relay (web browser)	681	729	758	807	691	477						
	Internet relay	10,453	11,131	9,602	11,290	10,989	9,297						
Internet Relay	Internet relay (app)	5,217	5,410	4,688	5,237	5,092	4,692						
	Internet relay (voice)	0	0	0	-	0	-						
SMS	SMS relay	4,190	4,202	3,819	4,335	4,224	3,749						
31413	SMS relay (voice)	34	36	32	57	44	41						
Video Relay	Video relay	2,192	2,285	1,935	2,060	1,957	1,560						
video Relay	Video relay (voice)	2	0	0	-	-	-						
	TTY - Speak and Read	2,395	2,516	2,245	2,685	2,502	2,264						
	TTY - Type and Read	1,286	1,344	1,234	1,555	1,389	1,505						
TTY	TTY - Type and Listen	29	43	33	35	21	31						
	Voice calls	1,159	1,377	1,224	1,280	1,462	1,195						
	Modem/CTM/Misprofiled	14	13	11	22	5	13						
	Speak and Listen (app)	44	27	42	24	25	45						
Speak and Listen	Speak and Listen	50	42	23	21	27	10						
	Voice Caller (Normal Phone)	16	22	46	62	75	56						
E106	106 Emergency Service	5	5	2	6	6	10						
	Monthly Total	103,646	107,436	97,317	106,437	102,904	94,666						
	Quarterly Total		Q1 Total	308,399		Q2 Total	304,007		Q3 Total	-		Q4 Total	0
				Succes	sful Inbound	Calls 2017/1	.8						
Call set	Type of call	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18
Captioned Relay	Captioned relay (handset)	74,310	77,924	73,713	79,469	81,016	80,312	78,020	73,478	78,262	77,290	84,889	77,128
captioned keiay	Captioned relay (web browser)	1.045	989	623	819	687	521	601	589	620	576	685	625

	Quarterly Total		Q1 Total	316,500		Q2 Total	331,534		Q3 Total	319,848		Q4 Total	326,479
	Monthly Total	105,076	109,543	101,881	110,237	112,701	108,596	108,756	102,806	108,286	105,771	116,197	104,511
E106	106 Emergency Service	10	14	4	12	10	1	8	5		3	2	0
	Voice Caller (Normal Phone)	0	0	3	4	0	0	24	16	13	24	33	26
Speak and Listen	Speak and Listen	62	60	44	62	41	54	123	106	85	87	139	84
	Speak and Listen (app)	70	49	34	60	53	63	53	51	46	43	38	45
	Modem/CTM/Misprofiled	10	14	12	10	17	25	22	14	13	17	11	5
	Voice calls	1,536	1,510	1,341	1,404	1,519	1,641	1,629	1,339	1,376	1,338	1,530	1,290
TΤΥ	TTY - Type and Listen	31	55	22	56	26	39	52	55	51	37	45	27
	TTY - Type and Read	1,645	1,704	1,509	1,583	1,917	1,783	1,683	1,618	1,646	1,456	1,666	1,376
	TTY - Speak and Read	3,132	3,071	2,757	3,103	3,224	3,029	2,947	2,597	2,616	2,599	2,603	2,137
video Relay	Video relay (voice)	4	0	14	5	4	3	-	-	-	0	0	0
Video Relav	Video relay	1,705	2,398	2,092	2,367	2,675	1,862	2,021	2,148	2,169	1,938	2,238	1,796
SINIS	SMS relay (voice)	51	79	63	74	51	50	36	30	45	35	54	42
SMS	SMS relay	4,083	4,400	3,790	4,124	4,273	4,169	4,429	4,123	4,233	4,252	4,389	4,142
	Internet relay (voice)	2	2	0	2	0	2	2	-	-	0	0	0
Internet Relay	Internet relay (app)	5,446	5,653	5,271	5,097	5,338	5,023	5,173	5,020	4,912	5,109	5,560	5,337
	Internet relay	11,934	11,621	10,589	11,986	11,850	10,019	11,933	11,617	12,199	10,967	12,315	10,451
captioned helay	Captioned relay (web browser)	1,045	989	623	819	687	521	601	589	620	576	685	625
Captioned Relay	capaonea relay (nanabed)	74,510	11,524	10,110	15,405	01,010	00,511	70,010	13,470	10,202	11,250	01,005	77,120

				Succes	sful Inbound	Calls 2016/1	7						
Call set	Type of call	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17
Captioned Relay	Captioned relay (handset)	54,605	61,063	58,097	60,462	62,761	65,081	64,900	65,727	75,656	68,579	76,058	73,091
Captioned Nelay	Captioned relay (web browser)	3,527	1,757	676	1,084	573	561	411	481	993	887	864	1,044
	Internet relay	11,834	13,225	11,749	11,895	12,699	10,935	11,669	11,533	12,469	10,120	12,164	11,433
Internet Relay	Internet relay (app)	4,711	4,891	5,065	5,216	5,522	5,641	5,795	5,447	5,733	4,589	5,160	5,204
	Internet relay (voice)	1	5	3	10	11	-	-	-	1	3	3	8
SMS	SMS relay	3,335	3,794	3,393	3,239	3,665	3,363	3,673	3,428	4,073	3,390	3,879	3,968
51415	SMS relay (voice)	67	76	68	32	104	82	77	87	115	92	237	153
Video Relav	Video relay	2,418	2,732	2,339	2,304	2,652	2,033	2,178	2,254	2,486	1,752	2,217	2,101
video nelay	Video relay (voice)	1	2	2	2	3	-	2	5	2	1	3	5
	TTY - Speak and Read	4,089	3,896	3,614	3,918	3,698	3,442	3,530	3,217	3,559	3,292	3,252	3,177
	TTY - Type and Read	2,432	2,942	2,628	2,621	2,725	2,286	2,374	2,492	2,361	2,169	2,137	1,812
TΤΥ	TTY - Type and Listen	82	62	57	69	68	66	65	71	90	77	56	78
	Voice calls	2,023	2,048	1,950	1,959	1,873	1,902	1,824	1,643	1,869	1,507	1,758	1,574
	Modem/CTM/Misprofiled	9	21	14	14	15	19	14	18	12	7	14	14
	Speak and Listen (app)	117	98	76	73	76	45	37	95	87	73	58	71
Speak and Listen	Speak and Listen	52	37	63	84	76	50	33	63	59	55	80	49
	Voice Caller (Normal Phone)	-	-	1	-	3	1	2	-	-	0	2	0
E106	106 Emergency Service	7	9	7	4	8	3	10	2	8	7	3	6
	Monthly Total	89,310	96,658	89,802	92,986	96,532	95,510	96,594	96,563	109,573	96,600	107,945	103,788
	Quarterly Total		Q1 Total	275,770		Q2 Total	285,028		Q3 Total	302,730		Q4 Total	308,333

				Succes	sful Inbound	Calls 2015/1	16						
Call set	Type of call	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Captioned Relay	Captioned relay (handset)	24,558	26,834	28,681	31,400	31,896	32,422	31,244	34,953	39,169	41,931	50,527	53,38
captioned helay	Captioned relay (web browser)	527	536	717	593	772	567	461	1,275	1,000	730	687	1,58
	Internet relay	13,296	11,942	11,533	11,794	11,571	11,436	10,976	12,327	12,063	12,048	12,069	12,09
Internet Relay	Internet relay (app)	2,633	2,750	3,038	3,086	3,118	3,555	3,942	4,129	4,252	4,429	4,799	4,68
	Internet relay (voice)	2	3	8	4	4	2	7	10	20	2	3	
SMS	SMS relay	3,700	3,625	3,807	3,769	3,763	3,517	3,567	3,581	3,348	3,224	3,480	3,29
21412	SMS relay (voice)	115	72	63	98	96	89	77	93	111	95	105	51
Video Relay	Video relay	2,574	2,674	2,701	2,234	2,399	2,722	2,121	2,385	1,876	2,577	2,621	2,53
video Relay	Video relay (voice)	14	9	16	7	8	3	8	4	7	-	-	4
	TTY - Speak and Read	5,040	5,156	4,764	4,921	4,788	4,982	4,648	4,497	4,588	4,192	4,236	4,009
	TTY - Type and Read	3,242	3,191	3,022	2,926	3,033	3,014	3,047	3,067	2,907	2,470	2,772	2,595
TTY	TTY - Type and Listen	125	98	133	182	182	139	130	124	91	98	71	76
	Voice calls	2,676	2,526	2,616	2,536	2,448	2,450	2,230	2,165	2,336	2,147	2,281	2,196
	Modem/CTM/Misprofiled	16	14	17	14	15	11	16	19	11	11	13	14
	Speak and Listen (app)	43	17	23	18	12	10	34	44	88	127	118	94
Speak and Listen	Speak and Listen	61	55	63	146	130	88	69	43	44	55	62	58
	Voice Caller (Normal Phone)	33	8	20	229	207	74	108		-	-	1	
E106	106 Emergency Service	8	7	5	9	16	13	7	6	5	6	4	1
	Monthly Total	58,663	59,517	61,227	63,966	64,458	65,094	62,692	68,722	71,916	74,142	83,849	86,687
	Quarterly Total		Q1 Total	179,407		Q2 Total	193,518		Q3 Total	203,330		Q4 total	244,678

				Succes	sful Inbound	Calls 2014/1	5						
Call set	Type of call	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
Captioned Relay	Captioned relay (handset)	4,569	4,921	5,128	5,461	5,713	6,127	6,792	7,757	10,277	12,478	15,589	19,069
Captioned Relay	Captioned relay (web browser)	634	447	461	395	346	727	753	621	510	546	783	564
	Internet relay	14,693	13,583	14,086	14,139	13,707	11,104	12,763	12,276	13,170	12,003	11,329	12,135
Internet Relay	Internet relay (app)	n/a	n/a	n/a	n/a	n/a	1,183	1,710	1,882	2,346	2,415	2,394	2,416
	Internet relay (voice)	10	5	4	2	-	10	3	13	3	1	5	2
SMS	SMS relay	3,508	3,388	3,790	3,818	3,665	3,813	3,623	3,606	3,640	3,755	3,752	3,795
51415	SMS relay (voice)	50	35	44	45	24	30	26	29	28	36	57	91
Video Relay	Video relay	2,145	2,014	2,075	2,115	2,411	2,217	2,587	2,564	2,010	2,350	2,127	2,582
video helay	Video relay (voice)	17	20	8	11	16	6	10	10	12	12	9	23
	TTY - Speak and Read	5,508	5,430	5,535	5,515	5,147	5,403	5,323	4,882	5,335	5,263	5,131	4,828
	TTY - Type and Read	4,023	3,990	3,901	3,893	3,572	3,630	3,724	3,656	3,741	3,277	3,520	3,226
TTY	TTY - Type and Listen	138	128	120	107	152	140	88	117	136	102	113	113
	Voice calls	2,709	2,773	2,627	2,813	2,798	2,733	2,623	2,433	2,658	2,611	2,623	2,513
	Modem/CTM/Misprofiled	23	30	28	38	37	16	16	17	144	61	13	16
	Speak and Listen (app)	n/a	n/a	n/a	n/a	n/a	28	12	30	15	24	38	30
Speak and Listen	Speak and Listen	370	240	207	306	260	280	132	198	226	206	127	153
	Voice Caller (Normal Phone)	33	36	17	-	-	1	146	166	145	183	132	167
E106	106 Emergency Service	8	12	24	13	7	13	3	7	9	7	4	4
	Monthly Total	38,438	37,052	38,055	38,671	37,855	37,461	40,334	40,264	44,405	45,330	47,746	51,727
	Quarterly Total		Q1 Total	113,545		Q2 Total	113,987		Q3 Total	125,003		Q4 Total	144,803

					Total r	umber of Ini	bound calls V	's Successful	Inbound call:	s 2018/19							
Call set		Jul-18	Aug-18	Sep-18	Q1 Totals	Oct-18	Nov-18	Dec-18	Q2 Totals	Jan-19	Feb-19	Mar-19	Q3 Totals	Apr-19	May-19	Jun-19	Q4 Totals
Captioned Relay	Inbound calls	79,636	80,920	73,820	234,376	78,711	5,614	4,848	89,173								
captioned keilay	Successful Inbound calls	76,560	78,983	72,381	227,924	77,768	75,086	70,198	223,052								
Internet Relav	Inbound calls	22,655	21,709	19,440	63,804	22,695	22,912	19,358	64,965								
internet heldy	Successful Inbound calls	15,670	16,541	14,290	46,501	16,527	16,081	13,989	46,597								
SMS	Inbound calls	5,586	5,487	4,837	15,910	5,529	76,317	72,058	153,904								
JINIJ	Successful Inbound calls	4,224	4,238	3,851	12,313	4,392	4,268	3,790	12,450								
Video Relav	Inbound calls	2,074	2,005	1,753	5,832	2,070	1,974	1,550	5,594								
video nelay	Successful Inbound calls	2,194	2,285	1,935	6,414	2,060	1,957	1,560	5,577								
ΠΥ	Inbound calls	20,508	22,014	20,397	62,919	20,065	20,496	17,011	57,572								
	Successful Inbound calls	4,883	5,293	4,747	14,923	5,577	5,379	5,008	15,964								
Speak and Listen	Inbound calls	13,582	16,587	17,826	47,995	20,698	16,921	12,637	50,256								
Speak and Listen	Successful Inbound calls	110	91	111	312	107	127	111	345								
E106	Inbound calls	3,640	3,490	3,040	10,170	3,769	3,719	3,488	10,976								
2100	Successful Inbound calls	5	5	2	12	6	6	10	22								
Totals	Inbound calls	147,681	152,212	141,113	441,006	153,537	147,953	130,950	432,440								
TOLEIS	Successful Inbound calls	103,646	107,436	97,317	308,399	106,437	102,904	94,666	304,007								

					Total n	umber of In	bound calls \	/s Successful	inbound calls	s 2017/18							
Call set		Jul-17	Aug-17	Sep-17	Q1 Totals	Oct-17	Nov-17	Dec-17	Q2 Totals	Jan-18	Feb-18	Mar-18	Q3 Totals	Apr-18	May-18	Jun-18	Q4 Totals
Captioned Relay	Inbound calls	75,621	79,224	75,278	230,123	81,633	83,221	82,351	247,205	80,179	76,364	83,344	239,887	79,109	86,132	79,882	245,123
captioned helay	Successful Inbound calls	75,355	78,913	74,336	228,604	80,288	81,703	80,833	242,824	78,621	74,067	78,882	231,570	77,866	85,574	77,753	241,193
Internet Relay	Inbound calls	22,749	22,843	20,930	66,522	23,005	22,725	20,003	65,733	22,251	21,759	22,375	66,385	21,231	23,413	21,037	65,681
internet Nelay	Successful Inbound calls	17,382	17,276	15,860	50,518	17,085	17,188	15,044	49,317	17,108	16,637	17,111	50,856	16,076	17,875	15,788	49,739
SMS	Inbound calls	4,838	5,358	4,431	14,627	4,845	5,123	5,041	15,009	5,387	5,420	5,202	16,009	5,314	5,592	5,258	16,164
51415	Successful Inbound calls	4,134	4,479	3,853	12,466	4,198	4,324	4,219	12,741	4,465	4,153	4,278	12,896	4,287	4,443	4,184	12,914
Video Relav	Inbound calls	1,906	2,264	1,968	6,138	2,202	2,321	1,686	6,209	1,934	1,991	2,132	6,057	1,865	2,168	1,997	6,030
viaco nelay	Successful Inbound calls	1,709	2,398	2,106	6,213	2,372	2,679	1,865	6,916	2,021	2,148	2,169	6,338	1,938	2,238	1,796	5,972
TTY	Inbound calls	24,364	24,561	23,257	72,182	25,975	25,360	28,581	79,916	37,472	30,896	31,185	99,553	28,111	33,390	22,229	83,730
	Successful Inbound calls	6,354	6,354	5,641	18,349	6,156	6,703	6,517	19,376	6,333	5,623	5,702	17,658	5,447	5,855	4,835	16,137
Speak and Listen	Inbound calls	9,045	9,700	9,054	27,799	10,748	10,466	9,122	30,336	10,529	15,509	15,224	41,262	14,885	15,250	13,536	43,671
opeak and cloten	Successful Inbound calls	132	109	81	322	126	94	117	337	200	173	144	517	154	210	155	519
E106	Inbound calls	2,989	3,493	3,114	9,596	3,565	3,436	2,974	9,975	3,270	3,197	3,619	10,086	3,077	3,667	3,359	10,103
2150	Successful Inbound calls	10	14	4	28	12	10	1	23	8	5	-	13	3	2	0	5
Totals	Inbound calls	141,512	147,443	138,032	426,987	151,973	152,652	149,758	454,383	161,022	155,136	163,081	479,239	153,592	169,612	147,298	470,502
101813	Successful Inbound calls	105,076	109,543	101,881	316,500	110,237	112,701	108,596	331,534	108,756	102,806	108,286	319,848	105,771	116,197	104,511	326,479

					Total r	number of Ir	bound calls \	's Successful	Inbound call	s 2016/17							
Call set		Jul-16	Aug-16	Sep-16	Q1 Totals	Oct-16	Nov-16	Dec-16	Q2 Totals	Jan-17	Feb-17	Mar-17	Q3 Totals	Apr-17	May-17	Jun-17	Q4 Totals
Captioned Relay	Inbound calls	58,442	63,093	59,019	180,554	61,703	63,583	65,806	191,092	65,559	66,509	77,121	209,189	70,101	77,438	74,323	221,862
captioned helay	Successful Inbound calls	58,132	62,820	58,773	179,725	61,546	63,334	65,642	190,522	65,311	66,208	76,649	208,168	69,466	76,922	74,135	220,523
Internet Relay	Inbound calls	21,554	23,534	21,902	66,990	22,843	23,967	21,905	68,715	23,378	21,961	24,375	69,714	19997	23482	21850	65,329
internet heldy	Successful Inbound calls	16,546	18,121	16,817	51,484	17,121	18,232	16,576	51,929	17,464	16,980	18,203	52,647	14,712	17,327	16,645	48,684
SMS	Inbound calls	4,026	4,591	4,055	12,672	3,940	4,384	3,941	12,265	4,449	4,065	4,865	13,379	4064	4602	4664	13,330
51415	Successful Inbound calls	3,402	3,870	3,461	10,733	3,271	3,769	3,445	10,485	3,750	3,515	4,188	11,453	3,482	4,116	4,121	11,719
Video Relay	Inbound calls	1,850	2,143	1,805	5,798	554	1,566	1,611	3,731	1,642	1,812	2,129	5,583	1586	2038	1952	5,576
video nelay	Successful Inbound calls	2,419	2,734	2,341	7,494	2,306	2,655	2,033	6,994	2,180	2,259	2,488	6,927	1,753	2,220	2,106	6,079
ΠΥ	Inbound calls	29,237	32,305	29,191	90,733	30,886	30,693	26,536	88,115	28,237	28,058	30,727	87,022	24715	25416	23586	73,717
	Successful Inbound calls	8,635	8,969	8,263	25,867	8,581	8,379	7,715	24,675	7,807	7,441	7,891	23,139	7,052	7,217	6,655	20,924
Speak and Listen	Inbound calls	7,298	7,568	7,730	22,596	7,896	7,827	8,054	23,777	7,344	7,793	9,376	24,513	7425	8530	8593	24,548
Speak and Listen	Successful Inbound calls	169	135	140	444	157	155	96	408	72	158	146	376	128	140	120	388
E106	Inbound calls	3,918	3,592	3,231	10,741	3,362	3,369	3,005	9,736	2,873	3,192	3,421	9,486	2824	3907	3121	9,852
2100	Successful Inbound calls	7	9	7	23	4	8	3	15	10	2	8	20	7	3	6	16
Totals	Inbound calls	126,325	136,826	126,933	390,084	131,184	135,389	130,858	397,431	133,482	133,390	152,014	418,886	130,712	145,413	138,089	414,214
Totals	Successful Inbound calls	89,310	96,658	89,802	275,770	92,986	96,532	95,510	285,028	96,594	96,563	109,573	302,730	96,600	107,945	103,788	308,333

	Total number of Inbound calls Vs Successful Inbound calls 2015/16           Call set         Jul-15         Aug-15         Sep-15         OI Totals         Oct 75         Nov-15         Dec-15         OZ Totals         Jan-16         Peb-16         Mar-16         O3 Totals         Apr-16         May-16         Jul-15         Aug-15         Sep-15         OI Totals         Oct 75         Nov-15         Dec-15         OZ Totals         Jan-16         Feb-16         Mar-16         O3 Totals         Apr-16         May-16         Jul-15         Aug-16         Data         D																
Call set		Jul-15	Aug-15	Sep-15	Q1 Totals	Oct-15	Nov-15	Dec-15	Q2 Totals	Jan-16	Feb-16	Mar-16	Q3 Totals	Apr-16	May-16	Jun-16	Q4 Totals
Cantioned Relay	Inbound calls	25,085	27,370	29,398	81,853	32,750	33,493	33,606	99,849	32,051	36,367	40,594	109,012	43,240	51,762	55,450	150,452
captioned helay	Successful Inbound calls	25,085	27,370	29,398	81,853	31,993	32,668	32,989	97,650	31,705	36,228	40,169	108,102	42,661	51,214	54,966	148,841
Internet Relay	Inbound calls	23,122	21,482	20,949	65,553	21,597	21,515	20,936	64,048	21,066	21,981	21,328	64,375	21,143	21,925	21,715	64,783
Internet Nelay	Successful Inbound calls	15,931	14,695	14,579	45,205	14,884	14,693	14,993	44,570	14,925	16,466	16,335	47,726	16,479	16,871	16,790	50,140
SMS	Inbound calls	4,566	4,555	4,857	13,978	4,842	4,853	4,574	14,269	4,449	4,580	4,316	13,345	4,172	4,264	3,917	12,353
51415	Successful Inbound calls	3,815	3,697	3,870	11,382	3,867	3,859	3,606	11,332	3,644	3,674	3,459	10,777	3,319	3,585	3,342	10,246
Video Relav	Inbound calls	1,948	2,036	2,106	6,090	2,018	1,989	1,946	5,953	1,842	2,184	1,913	5,939	1,892	1,946	1,944	5,782
video nelay	Successful Inbound calls	2,588	2,683	2,717	7,988	2,241	2,407	2,725	7,373	2,129	2,389	1,883	6,401	2,577	2,621	2,538	7,736
πv	Inbound calls	35,654	34,659	35,156	105,469	34,714	33,897	31,616	100,227	32,533	32,670	31,920	97,123	30,450	31,627	28,860	90,937
	Successful Inbound calls	11,099	10,985	10,552	32,636	10,579	10,466	10,596	31,641	10,071	9,872	9,933	29,876	8,918	9,373	8,890	27,181
Speak and Listen	Inbound calls	7,699	6,952	6,553	21,204	6,726	8,406	8,035	23,167	7,097	7,236	6,103	20,436	6,644	7,715	7,054	21,413
Speak and Listen	Successful Inbound calls	137	80	106	323	393	349	172	914	211	87	132	430	182	181	153	516
E106	Inbound calls	4,073	3,987	3,846	11,906	3,930	4,397	3,851	12,178	3,558	3,939	3,949	11,446	3,714	3,762	3,841	11,317
2100	Successful Inbound calls	8	7	5	20	9	16	13	38	7	6	5	18	6	4	8	18
Totals	Inbound calls	102,147	101,041	102,865	306,053	106,577	108,550	104,564	319,691	102,596	108,957	110,123	321,676	111,255	123,001	122,781	357,037
Totals	Successful Inbound calls	58,663	59,517	61,227	179,407	63,966	64,458	65,094	193,518	62,692	68,722	71,916	203,330	74,142	83,849	86,687	244,678

	Total number of laborate alls Vs Successful Inbound calls 2014/15           Call set         Jul-14         Aug-14         Sep-14         Q1 Totals         Oct-14         Nov-14         Q2 Totals         Jan-15         Mar-15         Q3 Totals         Apr-15         May-15         Jul-14         Aug-14         Q4 Totals           Captioned Relay         inbound calls         5.00         5.568         5.588         12,881         6,059         6,854         18,769         7.455         8.378         10,787         26,710         13,024         16,372         19,633         49,029           Intermet Relay         Inbound calls         5.208         5.568         12,981         21,998         21,088         62,518         10,787         26,710         13,024         10,372         19,633         49,029           Intermet Relay         Inbound calls         23,256         21,199         22,167         66,613         21,998         21,088         19,532         40,425         44,076         14,171         15,19         44,166         14,419         13,726         13,726         13,726         13,726         13,726         13,726         13,726         13,726         13,726         13,726         13,726         13,726         13,726         13,																
Call set		Jul-14	Aug-14	Sep-14	Q1 Totals	Oct-14	Nov-14	Dec-14	Q2 Totals	Jan-15	Feb-15	Mar-15	Q3 Totals	Apr-15	May-15	Jun-15	Q4 Totals
Captioned Polay	Inbound calls	4,132	4,081	4,601	12,814	5,856	6,059	6,854	18,769	7,545	8,378	10,787	26,710	13,024	16,372	19,633	49,029
captioned heldy	Successful Inbound calls	5,203	5,368	5,589	16,160	5,856	6,059	6,854	18,769	7,545	8,378	10,787	26,710	13,024	16,372	19,633	49,029
Internet Relay	Inbound calls	23,256	21,190	22,167	66,613	21,998	21,088	19,532	62,618	22,237	20,998	23,041	66,276	21,014	20,123	21,231	62,368
internet helay	Successful Inbound calls	14,703	13,588	14,090	42,381	14,141	13,707	12,297	40,145	14,476	14,171	15,519	44,166	14,419	13,728	14,553	42,700
SMS	Inbound calls	5,203	5,368	5,589	16,160	4,914	4,539	4,832	14,285	4,480	4,515	4,366	13,361	4,525	4,609	4,592	13,726
51415	Successful Inbound calls	3,558	3,423	3,834	10,815	3,863	3,689	3,843	11,395	3,649	3,635	3,668	10,952	3,791	3,809	3,886	11,486
Video Relav	Inbound calls	1,748	1,656	1,671	5,075	1,632	1,829	1,679	5,140	1,846	1,872	1,877	5,595	1,774	1,701	1,809	5,284
video helay	Successful Inbound calls	2,162	2,034	2,083	6,279	2,126	2,427	2,223	6,776	2,597	2,574	2,022	7,193	2,362	2,136	2,605	7,103
πv	Inbound calls	27,543	27,245	27,790	82,578	35,781	30,064	30,036	95,881	32,032	32,128	34,084	98,244	32,962	31,912	31,123	95,997
	Successful Inbound calls	12,401	12,351	12,211	36,963	12,366	11,706	11,922	35,994	11,774	11,105	12,014	34,893	11,314	11,400	10,696	33,410
Speak and Listen	Inbound calls	9,720	9,085	8,180	26,985	6,476	6,731	6,627	19,834	7,044	6,674	7,400	21,118	7,240	6,726	6,888	20,854
Speak and Listen	Successful Inbound calls	403	276	224	903	306	260	309	875	290	394	386	1,070	413	297	350	1,060
E106	Inbound calls	4,157	4,466	4,254	12,877	4,325	4,050	4,021	12,396	3,933	3,943	4,018	11,894	3,791	4,082	4,904	12,777
100	Successful Inbound calls	8	12	24	44	13	7	13	33	3	7	9	19	7	4	4	15
Totals	Inbound calls	75,759	73,091	74,252	223,102	80,982	74,360	73,581	228,923	79,117	78,508	85,573	243,198	84,330	85,525	90,180	260,035
Totals	Successful Inbound calls	38,438	37,052	38,055	113,545	38,671	37,855	37,461	113,987	40,334	40,264	44,405	125,003	45,330	47,746	51,727	144,803

				Tot	al Calls Per M	onth 2014/1	5						
Call set	Type of call	Jui-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
Captioned Relay	Captioned relay (handset)	4,569	4,921	5,128	5,461	5,713	6,127	6,792	7,757	10,277	12,478	15,589	19,069
Captioned Relay	Captioned relay (web browser)	634	447	461	395	346	727	753	621	510	546	783	564
	Internet relay	23,417	21,001	21,450	21,872	21,627	18,100	20,238	18,993	20,524	18,647	17,694	19,099
Internet Relay	Internet relay (app)	n/a	n/a	n/a	n/a	n/a	1,679	2,404	2,618	3,257	3,406	3,389	3,474
	Internet relay (voice)	10	5	4	2	-	10	3	13	3	1	5	2
SMS	SMS relay	5,340	5,044	5,515	5,672	5,600	6,138	5,592	5,677	5,502	5,819	5,730	5,977
51415	SMS relay (voice)	50	35	44	45	26	30	26	29	28	36	57	91
Video Relay	Video relay	2,145	2,014	2,075	2,115	2,411	2,217	2,587	2,564	2,010	2,350	2,127	2,582
video kelay	Video relay (voice)	17	20	8	11	16	6	10	10	12	12	9	23
	TTY - Speak and Read	8,833	8,456	8,488	8,429	7,974	8,341	8,005	7,418	8,069	7,923	7,877	7,288
	TTY - Type and Read	6,495	5,964	5,814	5,961	5,313	5,613	5,546	5,562	5,584	4,829	5,260	4,815
TTY	TTY - Type and Listen	190	186	183	140	232	199	122	153	210	147	140	152
	Voice calls	3,149	3,184	2,928	3,137	3,104	3,085	2,810	2,601	2,846	2,776	2,803	2,687
	Modem/CTM	28	47	36	54	49	30	21	259	367	86	47	45
Speak and Listen	Speak and Listen (app)	n/a	n/a	n/a	n/a	n/a	49	15	28	18	34	45	50
Speak and Listen	Speak and Listen	875	544	456	466	405	468	424	635	644	685	584	460
E106	106 Emergency Service	11	14	25	13	7	13	3	8	9	10	4	e
	Monthly Total	55,763	51,882	52,615	53,773	52,823	52,832	55,351	54,946	59,870	59,785	62,143	66,384
	Quarterly Total		Q1 Total	160,260		Q2 Total	159,428		Q3 Total	170,167		Q4 Total	188,312

				Tot	al Calls Per M	lonth 2015/1	5						
Call set	Type of call	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
Captioned Relay	Captioned relay (handset)	24,558	26,834	28,681	31,400	31,896	32,422	31,244	34,953	39,169	41,931	50,527	53,3
captioned Relay	Captioned relay (web browser)	527	536	717	593	772	567	461	1,275	1,000	730	687	1,5
	Internet relay	20,468	18,115	17,316	17,830	17,871	18,224	17,316	19,633	19,383	19,196	19,074	19,3
Internet Relay	Internet relay (app)	3,719	3,935	4,203	4,345	4,344	5,222	5,731	6,194	6,225	6,415	7,242	7,0
	Internet relay (voice)	2	3	8	4	4	2	7	10	20	2	3	
SMS	SMS relay	5,489	5,384	5,697	5,638	5,628	5,344	5,613	5,725	5,291	5,081	5,445	5,2
51415	SMS relay (voice)	115	72	63	98	96	89	77	93	111	95	105	
Video Relay	Video relay	2,574	2,674	2,701	2,234	2,399	2,722	2,121	2,489	1,876	2,577	2,621	2,5
video Relay	Video relay (voice)	14	9	16	7	8	3	8	4	7	-	-	
	TTY - Speak and Read	7,454	7,533	7,217	7,332	7,177	7,389	6,885	6,696	6,940	6,147	6,330	5,9
	TTY - Type and Read	4,923	4,739	4,445	4,454	4,504	4,437	4,515	4,439	4,242	3,672	4,064	3,7
TTY	TTY - Type and Listen	159	141	202	257	280	204	195	202	123	140	91	
	Voice calls	2,878	2,763	2,868	2,766	2,642	2,621	2,429	2,308	2,544	2,344	2,452	2,3
	Modem/CTM	81	44	20	19	23	15	36	23	12	133	30	
Speak and Listen	Speak and Listen (app)	73	24	35	28	18	19	161	145	186	268	242	1
Speak and Listen	Speak and Listen	424	395	401	602	502	345	377	315	327	295	358	3
E106	106 Emergency Service	8	8	5	9	17	13	9	6	6	6	4	
	Monthly Total	73,466	73,209	74,595	77,616	78,181	79,638	77,185	84,510	87,462	89,032	99,275	101,92
	Quarterly Total		Q1 Total	221,270		Q2 Total	235,435		Q3 Total	249,157		Q4 Total	290,22

				Tota	al Calls Per M	onth 2016/1	7						
Call set	Type of call	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17
Captioned Relay	Captioned relay (handset)	54,605	61,063	58,097	60,462	62,761	65,081	64,900	65,727	75,656	68,579	76,058	73,09
Captioned Kelay	Captioned relay (web browser)	3,527	1,757	676	1,084	573	561	411	481	993	887	864	1,04
	Internet relay	19,547	21,371	19,824	20,233	21,890	19,347	20,199	19,689	20,694	17,079	20,638	19,13
Internet Relay	Internet relay (app)	7,341	7,250	7,835	8,127	8,715	8,903	9,042	8,361	8,499	6,880	8,110	7,99
	Internet relay (voice)	1	5	3	10	11	-		-	1	3	3	
SMS	SMS relay	5,381	6,074	5,616	5,436	6,017	5,855	6,360	5,674	6,570	5,850	6,359	6,72
51415	SMS relay (voice)	67	76	68	32	104	82	77	87	115	92	237	15
Video Relav	Video relay	2,418	2,732	2,339	2,304	2,652	2,033	2,178	2,254	2,486	1,752	2,217	2,10
video kelay	Video relay (voice)	1	2	2	2	3	-	2	5	2	1	3	
	TTY - Speak and Read	6,113	5,805	5,358	5,917	5,550	4,994	5,244	4,877	5,389	4,996	4,925	4,81
	TTY - Type and Read	3,520	4,285	3,728	3,880	3,964	3,281	3,393	3,637	3,354	3,119	3,001	2,61
TTY	TTY - Type and Listen	117	80	71	112	91	99	112	129	123	114	78	11
	Voice calls	2,175	2,212	2,113	2,125	2,027	2,075	1,969	1,790	2,049	1,670	1,958	1,76
	Modem/CTM	14	30	19	22	20	592	18	24	26	8	34	21
Speak and Listen	Speak and Listen (app)	248	246	179	163	187	96	70	212	181	152	106	125
Speak and Listen	Speak and Listen	207	234	270	309	356	214	206	240	240	224	309	27
E106	106 Emergency Service	7	10	7	4	8	3	10	2	8	7	3	6
	Monthly Total	105,289	113,232	106,205	110,222	114,929	113,216	114,191	113,189	126,386	111,413	124,903	119,990
	Quarterly Total		Q1 Total	324,726		Q2 Total	338,367		Q3 Total	353,766		Q4 Total	356,306

Speak and Listen	Speak and Listen (app)	65	46	74	31	34	66						
	Speak and Listen	102	95	129	121	166	109						
E106	106 Emergency Service	14		14	10	7	11						
	Monthly Total	120,357	123,253	110,718	123,457	119,334	109,414	-	-	-			
	Quarterly Total		Q1 Total	354,328		Q2 Total	352,205		Q3 Total	•		Q4 Total	-
				Tota	al Calls Per M	onth 2017/1	3						
Call set	Type of call	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18
Captioned Relay	Captioned relay (handset)	74,310	77,924	73,713	79,469	81,016	80,312	78,020	73,478	78,262	77,290	84,889	77,128
Captioned Kelay	Captioned relay (web browser)	1,045	989	623	819	687	521	601	589	620	576	685	625
	Internet relay	20,825	19,718	17,622	19,191	19,841	17,110	20,176	19,468	20,207	18,037	20,204	17,736
Internet Relay	Internet relay (app)	8,617	8,914	7,997	7,475	7,965	7,500	7,838	7,620	7,327	7,853	8,449	8,448
	Internet relay (voice)	2	2	0	2		2	2		-	0	0	(
SMS	SMS relay	6,989	7,404	6,265	6,634	6,892	6,931	7,368	6,616	6,900	6,710	7,217	6,883
51415	SMS relay (voice)	162	230	280	74	51	50	36	30	45	35	54	42
Video Relay	Video relay	1,705	2,398	2,092	2,367	2,675	1,862	2,021	2,148	2,169	1,938	2,238	1,796
video nelay	Video relay (voice)	4	0	14	5	4	3			-	0	0	(
	TTY - Speak and Read	4,684	4,564	4,064	4,540	4,824	4,725	4,523	4,030	4,006	3,806	3,916	3,150
	TTY - Type and Read	2,188	2,308	2,045	2,210	2,697	2,626	2,297	2,330	2,288	2,007	2,320	1,873
TTY	TTY - Type and Listen	49	98	32	95	29	63	80	95	74	59	59	31
	Voice calls	1,716	1,708	1,492	1,538	1,723	1,908	1,848	1,500	1,526	1,526	1,725	1,442
	Modem/CTM	194	338	590	332	38	31	32	25	17	63	16	368
Speak and Listen	Speak and Listen (app)	151	102	64	81	78	92	86	67	71	49	57	58
Speak and Listen	Speak and Listen	213	287	189	207	161	232	228	290	202	210	346	260
E106	106 Emergency Service	12	15	4	12	12	2	9	5	7	11	2	3
	Monthly Total	122,866	126,999	117,086	125,051	128,693	123,970	125,165	118,291	123,721	120,170	132,177	119,843
	Quarterly Total		Q1 Total	366,951		Q2 Total	377,714		Q3 Total	367,177		Q4 Total	372.190

				OUTBOUND	CALLS BY I	NBOUND CA	ALL TYPE						
				Tota	al Calls Per M	onth 2018/19	)						
Call set	Type of call	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
Captioned Relay	Captioned relay (handset)	75,879	78,254	71,623	76,961	74,395	69,721						
captioned Relay	Captioned relay (web browser)	681	729	758	807	691	477						
	Internet relay	18,452	18,921	16,064	20,196	19,448	16,717						
Internet Relay	Internet relay (app)	8,673	8,486	7,282	-	-	-						
	Internet relay (voice)	-	-	-	8,739	8,427	7,762						
SMS	SMS relay	7,666	7,176	6,432	7,612	7,442	6,710						
51415	SMS relay (voice)	34	36	32	57	44	41						
Video Relay	Video relay	2,192	2,285	1,935	2,060	1,957	1,560						
video nelay	Video relay (voice)	2	-	-	-	-	-						
	TTY - Speak and Read	3,061	3,183	2,611	1,120	1,024	918						
	TTY - Type and Read	1,576	1,595	1,322	838	766	825						
ττγ	TTY - Type and Listen	37	65	36	16	4	14						
	Voice calls	1,185	1,436	1,167	810	833	787						
	Modem/CTM	738	934	1,239	4,079	4,096	3,696						
Speak and Listen	Speak and Listen (app)	65	46	74	31	34	66						
Speak and Listen	Speak and Listen	102	95	129	121	166	109						
E106	106 Emergency Service	14	12	14	10	7	11						
	Monthly Total	120,357	123,253	110,718	123,457	119,334	109,414	-	-	-			
	Quarterly Total		Q1 Total	354,328		Q2 Total	352,205		Q3 Total	-		Q4 Total	-

										INBOUND	AND OUTB	OUND CA	11.5												
ND OUTBOUND CA	116 2019 10																								
Call set	Type of call	lut	18	Aug-:	18	Ser	p-18	Oct	-18	No	/-18	De	c-18	Ja	n-19	Fe	b-19	Ma	r-19	Ar	or-19	Ма	ay-19	Ju	n-19
com set	Type of dam		Outbound	Inbound			Outbound	Inbound			Outbound	Inbound	Outbound										Outbound		
Captioned Relay	Captioned relay (handset)	75,879	75,879	78,254	78,254	71,623	71,623	76,961	76,961	74,395	74,395	69,721	69,721												
Captioned Relay	Captioned relay (web browser)	681	681	729	729	758	758	807	807	691	691	477	477												
	Internet relay	10,453	18,452	11,131	18,921	9,602	16,064	11,290	20,196	10,989	19,448	9,297	16,717												
Internet Relay	Internet relay (app)	5,217	8,673	5,410	8,486	4,688	7,282	5,237	-	5,092	-	4,692	-												
	Internet relay (voice)	0		0	-	0	-	-	8,739	0	8,427	-	7,762												
SMS	SMS relay	4,190	7,666	4,202	7,176	3,819	6,432	4,335	7,612	4,224	7,442	3,749	6,710												
JINIJ	SMS relay (voice)	34	34	36	36	32	32	57	57	44	44	41	41												
Video Relav	Video relay	2,192	2,192	2,285	2,285	1,935	1,935	2,060	2,060	1,957	1,957	1,560	1,560												
video helay	Video relay (voice)	2	2	0	-	0		-	-	-	-	-	-												4
	TTY - Speak and Read	2,395	3,061	2,516	3,183	2,245	2,611	2,685	1,120	2,502	1,024	2,264	918												
	TTY - Type and Read	1,286	1,576	1,344	1,595	1,234	1,322	1,555	838	1,389	766	1,505	825												
TTY	TTY - Type and Listen	29	37	43	65	33	36	35	16	21	4	31	14												4
	Voice calls	1,159	1,185	1,377	1,436	1,224	1,167	1,280	810	1,462	833	1,195	787												
	Modem/CTM	14	738	13	934	11	1,239	22	4,079	5	4,096	13	3,696												4
	Speak and Listen (app)	44	65	27	46	42	74	24	31	25	34	45	66												
Speak and Listen	Speak and Listen	50	102	42	95	23	129	21	121	27	166	10	109												1
	Voice Caller (Normal Phone)	16		22		46		62		75		56	5												
E106	106 Emergency Service	5	14	5	12	2	14	6	10	6	7	10	11												
	Monthly Total	103,646	120,357	107,436	123,253	97,317	110,718	106,437	123,457	102,904	119,334	94,666	109,414	-	-	-	-	-	-	-	-	-	-	-	-
Call set	Type of call	Jul	17	Aug-	17	Sor	o-17	04	-17	No	.17	De	c-17		n-18	Fo	b-18	Ma	r-18	A.	or-18	Ma	w-18	lu	n-18
Call set	Type of call		Outbound	Inbound			Outbound				Outbound	Inbound	Outbound								Outbound		Outbound		
	Captioned relay (handset)	74.310	74,310	77,924	77.924	73,713		79,469	79,469	81,016	81.016	80,312	80.312		78.020		73,478	78,262	78.262	77.290	77.290		84,889	77,128	77,128
Captioned Relay	Captioned relay (web browser)	1.045	1.045	989	989	623		79,469	79,469 819	687	687	80,312	521		78,020	73,478	/3,4/8	78,262	78,262	576	576		685	625	62
	Internet relay	11.934	20.825	11.621	19,718	10.589		11.986	19,191	11.850	19,841	10,019	17.110		20.176		19.468	12,199	20.207	10.967	18.037	12.315	20,204	10.451	17,73
Internet Relay	Internet relay (app)	5.446	8,617	5.653	8,914	5,271		5,097	7,475	5,338	7,965	5,023	7,500	5,173	7,838	5.020	7,620	4,912	7,327	5,109	7,853	5.560	8,449	,	8,44
internet heldy	Internet relay (voice)	3,440	0,017	3,000	0,514	5,271	,,,,,	3,057	7,475	5,550	7,505	3,023	7,500	3,173	7,050	5,020	7,020	4,512	1,321	0	7,055	0	0,445	5,557	0,44
	SMS relay	4.083	6.989	4,400	7,404	3,790	6,265	4,124	6,634	4,273	6,892	4,169	6,931	4,429	7.368	4,123	6,616	4,233	6.900	4,252	6,710		7,217	4,142	6,88
SMS	SMS relay (voice)	4,083	162	79	230	5,750		4,124		4,273	51	4,105	50	4,425	36	4,123	0,010		0,500	4,232	35	,	54	4,142	0,00
	Video relay	1.705	1.705	2.398	2.398	2,092		2.367	2.367	2,675	2,675	1.862	1,862	2,021	2,021	2,148	2,148	2.169	2.169	1.938	1.938		2,238	1,796	1,79
Video Relay	Video relay (voice)	1,705	1,705	2,556	2,550	2,052		2,507	2,507	2,075	2,075	1,002	1,002	2,021	2,021	2,140	2,140	2,105	2,105	1,550	1,550	0	2,230	1,750	1,75
	TTY - Speak and Read	3.132	4.684	3,071	4,564	2,757		3,103	4,540	3,224	4.824	3,029	4,725	2,947	4,523	2.597	4.030	2,616	4.006	2.599	3.806	-	3,916	2,137	3,15
	TTY - Type and Read	1.645	2.188	1,704	2,308	1.509		1.583	2.210	1.917	2.697	1.783	2.626	1.683	2.297	1.618	2.330	1.646	2.288	1.456	2.007	1.666	2,320		1,87
ΠΥ	TTY - Type and Listen	1,043	2,100	55	2,508	1,305		1,365	2,210	26	2,657	1,785	2,020	52	2,237	1,010	2,330	51	2,200	37	2,007	45	2,520	27	1,0/
	Voice calls	1.536	1.716	1.510	1.708	1.341		1.404	1.538	1.519	1,723	1.641	1.908	1.629	1.848		1.500	1.376	1.526	1.338	1.526		1.725	1.290	1,44
	Modem/CTM	1,530	1,710	1,510	338	1,541	,	1,404	,	1,515	38	25	31	22	32	1,555	2,500	1,570	1,520	1,550	1,520	1,550	1,725	5	36
	Speak and Listen (app)	70	154	14	102	34				53	78			53			67		71	43	49		57	45	5
Speak and Listen		62	213		287	44		62	207	41	161	54	232		228	106	290	85	202	87	210		346	84	26
	Voice Caller (Normal Phone)	0	N/A		N/4		N/A		N/A		N/A		N/A		-	16	250	13		24		33	540	26	- 20

INBOLIND AND OUTBOLIND CALLS

E106

										INBOUND AN	ID OUTBOUN	D CALLS 2016	5-17												
Call set	Type of call	Jul	-16	Aug	-16	Sep	-16	Oc	t-16	No	v-16	Dec	-16	Ja	n-17	Feb	p-17	Mar	-17	Ap	r-17	May	-17	Jun-	-17
		Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound
Captioned Relay	Captioned relay (handset)	54,605	54,605	61,063	61,063	58,097	58,097	60,462	60,462	62,761	62,761	65,081	65,081	64,900	64,900	65,727	65,727	75,656	75,656	68,579	68,579	76,058	76,058	73,091	73,091
captioned keiay	Captioned relay (web browser)	3,527	3,527	1,757	1,757	676	676	1,084	1,084	573	573	561	561	411	411	481	481	993	993	887	887	864	864	1,044	1,044
	Internet relay	11,834	19,547	13,225	21,371	11,749	19,824	11,895	20,233	12,699	21,890	10,935	19,347	11,669	20,199	11,533	19,689	12,469	20,694	10,120	17,079	12,164	20,638	11,433	19,130
Internet Relay	Internet relay (app)	4,711	7,341	4,891	7,250	5,065	7,835	5,216	8,127	5,522	8,715	5,641	8,903	5,795	9,042	5,447	8,361	5,733	8,499	4,589	6,880	5,160	8,110	5,204	7,992
	Internet relay (voice)	1	1	5	5	3	3	10	10	11	11	-	-	-	-	-	-	1	1	3	3	3	3	8	8
SMS	SMS relay	3,335	5,381	3,794	6,074	3,393	5,616	3,239	5,436	3,665	6,017	3,363	5,855	3,673	6,360	3,428	5,674	4,073	6,570	3,390	5,850	3,879	6,359	3,968	6,728
JINIJ	SMS relay (voice)	67	67	76	76	68	68	32	32	104	104	82	82	77	77	87	87	115	115	92	92	237	237	153	153
Video Relav	Video relay	2,418	2,418	2,732	2,732	2,339	2,339	2,304	2,304	2,652	2,652	2,033	2,033	2,178	2,178	2,254	2,254	2,486	2,486	1,752	1,752	2,217	2,217	2,101	2,101
video nelay	Video relay (voice)	1	1	2	2	2	2	2	2	3	3	-	-	2	2	5	5	2	2	1	1	3	3	5	5
	TTY - Speak and Read	4,089	6,113	3,896	5,805	3,614	5,358	3,918	5,917	3,698	5,550	3,442	4,994	3,530	5,244	3,217	4,877	3,559	5,389	3,292	4,996	3,252	4,925	3,177	4,819
	TTY - Type and Read	2,432	3,520	2,942	4,285	2,628	3,728	2,621	3,880	2,725	3,964	2,286	3,281	2,374	3,393	2,492	3,637	2,361	3,354	2,169	3,119	2,137	3,001	1,812	2,610
TTY	TTY - Type and Listen	82	117	62	80	57	71	69	112	68	91	66	99	65	112	71	129	90	123	77	114	56	78	78	116
	Voice calls	2,023	2,175	2,048	2,212	1,950	2,113	1,959	2,125	1,873	2,027	1,902	2,075	1,824	1,969	1,643	1,790	1,869	2,049	1,507	1,670	1,758	1,958	1,574	1,762
	Modem/CTM	9	14	21	30	14	19	14	22	15	20	19	592	14	18	18	24	12	26	7	8	14	34	14	21
	Speak and Listen (app)	117	248	98	246	76	179	73	163	76	187	45	96	37	70	95	212	87	181	73	152	58	106	71	125
Speak and Listen	Speak and Listen	52	207	37	234	63	270	84	309	76	356	50	214	33	206	63	240	59	240	55	224	80	309	49	279
	Voice Caller (Normal Phone)	-	N/A	-	N/A	1	N/A	-	N/A	3	N/A	1	N/A	2	N/A	-	N/A	-	N/A	0	N/A	2	N/A	0	N/A
E106	106 Emergency Service	7	7	9	10	7	7	4	4	8	8	3	3	10	10	2	2	8	8	7	7	3	3	6	6
	Monthly Total	89,310	105,289	96,658	113,232	89,802	106,205	92,986	110,222	96,532	114,929	95,510	113,216	96,594	114,191	96,563	113,189	109,573	126,386	96,600	111,413	107,945	124,903	103,788	119,990

207 41 161 54 232 N/A - N/A - N/A

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228 106 16

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Call set	Type of call	Ju	-15	Aug	-15	Sep	-15	Oct	-15	Nov	-15	Dec	-15	Jar	n-16	Feb	b-16	Mar	-16	Apr	-16	May	y-16	Jun	n-16
		Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound
Captioned Relay	Captioned relay (handset)	24,558	24,558	26,834	26,834	28,681	28,681	31,400	31,400	31,896	31,896	32,422	32,422	31,244	31,244	34,953	34,953	39,169	39,169	41,931	41,931	50,527	50,527	53,386	53,386
captioned kelay	Captioned relay (web browser)	527	527	536	536	717	717	593	593	772	772	567	567	461	461	1,275	1,275	1,000	1,000	730	730	687	687	1,580	1,580
	Internet relay	13,296	20,468	11,942	18,115	11,533	17,316	11,794	17,830	11,571	17,871	11,436	18,224	10,976	17,316	12,327	19,633	12,063	19,383	12,048	19,196	12,069	19,074	12,097	19,367
Internet Relay	Internet relay (app)	2,633	3,719	2,750	3,935	3,038	4,203	3,086	4,345	3,118	4,344	3,555	5,222	3,942	5,731	4,129	6,194	4,252	6,225	4,429	6,415	4,799	7,242	4,686	7,014
	Internet relay (voice)	2	2	3	3	8	8	4	4	4	4	2	2	7	7	10	10	20	20	2	2	3	3	7	7
SMS	SMS relay	3,700	5,489	3,625	5,384	3,807	5,697	3,769	5,638	3,763	5,628	3,517	5,344	3,567	5,613	3,581	5,725	3,348	5,291	3,224	5,081	3,480	5,445	3,292	5,232
51415	SMS relay (voice)	115	115	72	72	63	63	98	98	96	96	89	89	77	77	93	93	111	111	95	95	105	105	50	50
Video Relay	Video relay	2,574	2,574	2,674	2,674	2,701	2,701	2,234	2,234	2,399	2,399	2,722	2,722	2,121	2,121	2,385	2,489	1,876	1,876	2,577	2,577	2,621	2,621	2,534	2,534
video helay	Video relay (voice)	14	14	9	9	16	16	7	7	8	8	3	3	8	8	4	4	7	7	-	-	-	-	4	4
	TTY - Speak and Read	5,040	7,454	5,156	7,533	4,764	7,217	4,921	7,332	4,788	7,177	4,982	7,389	4,648	6,885	4,497	6,696	4,588	6,940	4,192	6,147	4,236	6,330	4,009	5,955
	TTY - Type and Read	3,242	4,923	3,191	4,739	3,022	4,445	2,926	4,454	3,033	4,504	3,014	4,437	3,047	4,515	3,067	4,439	2,907	4,242	2,470	3,672	2,772	4,064	2,595	3,799
TTY	TTY - Type and Listen	125	159	98	141	133	202	182	257	182	280	139	204	130	195	124	202	91	123	98	140	71	91	76	97
	Voice calls	2,676	2,878	2,526	2,763	2,616	2,868	2,536	2,766	2,448	2,642	2,450	2,621	2,230	2,429	2,165	2,308	2,336	2,544	2,147	2,344	2,281	2,452	2,196	2,358
	Modem/CTM	16	81	14	44	17	20	14	19	15	23	11	15	16	36	19	23	11	12	11	133	13	30	14	18
	Speak and Listen (app)	43	73	17	24	23	35	18	28	12	18	10	19	34	161	44	145	88	186	127	268	118	242	94	196
Speak and Listen	Speak and Listen	61	424	55	395	63	401	146	602	130	502	88	345	69	377	43	315	44	327	55	295	62	358	58	315
	Voice Caller (Normal Phone)	33	N/A	8	N/A	20	N/A	229	N/A	207	N/A	74	N/A	108	N/A		N/A	-	N/A	-	N/A	1	N/A	1	N/A
E106	106 Emergency Service	8	8	7	8	5	5	9	9	16	17	13	13	7	9	6	6	5	6	6	6	4	4	8	9
	Monthly Total	58,663	73,466	59,517	73,209	61,227	74,595	63,966	77,616	64,458	78,181	65,094	79,638	62,692	77,185	68,722	84,510	71,916	87,462	74,142	89,032	83,849	99,275	86,687	101,921

INBOUND AND OUTBOUND CALLS 2015-16

										NBOUND AN	D OUTBOUNI	D CALLS 2014	4-15												
Call set	Type of call	Jul	14	Aug	g-14	Sep	-14	Oct	-14	Nov	-14	Dec	-14	Jan	-15	Feb	-15	Mar	-15	Ap	r-15	Ma	y-15	Jun-3	15
		Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound	Inbound	Outbound
Captioned Relay	Captioned relay (handset)	4,569	4,569	4,921	4,921	5,128	5,128	5,461	5,461	5,713	5,713	6,127	6,127	6,792	6,792	7,757	7,757	10,277	10,277	12,478	12,478	15,589	15,589	19,069	19,069
captioned keiay	Captioned relay (web browser)	634	634	447	447	461	461	395	395	346	346	727	727	753	753	621	621	510	510	546	546	783	783	564	564
	Internet relay	14,693	23,417	13,583	21,001	14,086	21,450	14,139	21,872	13,707	21,627	11,104	18,100	12,763	20,238	12,276	18,993	13,170	20,524	12,003	18,647	11,329	17,694	12,135	19,099
Internet Relay	Internet relay (app)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	1,183	1,679	1,710	2,404	1,882	2,618	2,346	3,257	2,415	3,406	2,394	3,389	2,416	3,474
	Internet relay (voice)	10	10	5	5	4	4	2	2	-	-	10	10	3	3	13	13	3	3	1	1	5	5	2	2
SMS	SMS relay	3,508	5,340	3,388	5,044	3,790	5,515	3,818	5,672	3,665	5,600	3,813	6,138	3,623	5,592	3,606	5,677	3,640	5,502	3,755	5,819	3,752	5,730	3,795	5,977
51415	SMS relay (voice)	50	50	35	35	44	44	45	45	24	26	30	30	26	26	29	29	28	28	36	36	57	57	91	91
Video Relav	Video relay	2,145	2,145	2,014	2,014	2,075	2,075	2,115	2,115	2,411	2,411	2,217	2,217	2,587	2,587	2,564	2,564	2,010	2,010	2,350	2,350	2,127	2,127	2,582	2,582
viaconciay	Video relay (voice)	17	17	20	20	8	8	11	11	16	16	6	6	10	10	10	10	12	12	12	12	9	9	23	23
	TTY - Speak and Read	5,508	8,833	5,430	8,456	5,535	8,488	5,515	8,429	5,147	7,974	5,403	8,341	5,323	8,005	4,882	7,418	5,335	8,069	5,263	7,923	5,131	7,877	4,828	7,288
	TTY - Type and Read	4,023	6,495	3,990	5,964	3,901	5,814	3,893	5,961	3,572	5,313	3,630	5,613	3,724	5,546	3,656	5,562	3,741	5,584	3,277	4,829	3,520	5,260	3,226	4,815
TTY	TTY - Type and Listen	138	190	128	186	120	183	107	140	152	232	140	199	88	122	117	153	136	210	102	147	113	140	113	152
	Voice calls	2,709	3,149	2,773	3,184	2,627	2,928	2,813	3,137	2,798	3,104	2,733	3,085	2,623	2,810	2,433	2,601	2,658	2,846	2,611	2,776	2,623	2,803	2,513	2,687
	Modem/CTM	23	28	30	47	28	36	38	54	37	49	16	30	16	21	17	259	144	367	61	86	13	47	16	45
	Speak and Listen (app)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	28	49	12	15	30	28	15	18	24	34	38	45	30	50
Speak and Listen	Speak and Listen	370	875	240	544	207	456	306	466	260	405	280	468	132	424	198	635	226	644	206	685	127	584	153	460
	Voice Caller (Normal Phone)	33	N/A	36	N/A	17	N/A	-	N/A	-	N/A	1	N/A	146	N/A	166	N/A	145	N/A	183	N/A	132	N/A	167	N/A
E106	106 Emergency Service	8	11	12	14	24	25	13	13	7	7	13	13	3	3	7	8	9	9	7	10	4	4	4	6
	Monthly Total	38,438	55,763	37,052	51,882	38,055	52,615	38,671	53,773	37,855	52,823	37,461	52,832	40,334	55,351	40,264	54,946	44,405	59,870	45,330	59,785	47,746	62,143	51,727	66,384

# DAILY BREAKDOWN OF OUTBOUND CALLS Sample Quarter Total 366,472

			Month 1				Total	122,755				Month 2				Total	126,848			Mont	h 3				Total	116,869
	ΤΤΥ	Internet Relay	Speak and Listen	106	Video Relay	Captioned Relay	SMS	Total		ττγ	Internet Relay	Speak and Listen	106	Video Relay	Captioned Relay	SMS	Total		ΤΤΥ	Internet Relay	Speak and Listen	106	Video Relay	Captioned Relay	SMS	Total
Saturday	181	467	10	0	0	1,792	118	2,568	Tuesday	344	1,028	7	0	115	2,974	228	4,696	Friday	265	993	10	0	81	2,633	195	4,177
Sunday	171	212	7	0	0	1,501	70	1,961	Wednesday	331	1,065	13	0	84	2,985	304	4,782	Saturday	168	412	5	0	0	1,588	111	2,284
Monday	398	1,530	9	0	47	2,955	331	5,270	Thursday	333	1,085	19	2	70	2,746	339	4,594	Sunday	185	247	5	0	0	1,803	88	2,328
Tuesday	325	1,301	9	1	71	2,982	288	4,977	Friday	323	1,108	28	0	145	2,766	240	4,610	Monday	401	1,291	3	0	116	3,027	417	5,255
Wednesday	300	1,442	6	1	113	2,878	294	5,034	Saturday	197	334	15	1	0	1,675	93	2,315	Tuesday	360	1,190	17	0	125	2,908	222	4,822
Thursday	302	1,264	10	0	63	2,741	268	4,648	Sunday	147	252	8	0	0	1,540	44	1,991	Wednesday	334	1,227	10	0	83	3,033	281	4,968
Friday	328	1,197	8	0	87	2,715	254	4,589	Monday	409	1,232	6	0	142	3,034	360	5,183	Thursday	302	983	9	0	65	2,861	224	4,444
Saturday	162	301	7	0	0	1,723	108	2,301	Tuesday	344	1,082	6	0	158	2,938	283	4,811	Friday	244	1,036	11	1	106	2,753	243	4,394
Sunday	147	279	4	0	0	1,432	90	1,952	Wednesday	329	965	8	2	91	2,778	351	4,524	Saturday	180	278	0	1	0	1,560	95	2,114
Monday	399	1,430	23	0	122	3,101	306	5,381	Thursday	309	1,222	10	0	99	2,793	331	4,764	Sunday	186	191	4	0	0	1,566	69	2,016
Tuesday	381	1,241	7	1	116	2,695	298	4,739	Friday	345	1,124	5	1	115	2,776	271	4,637	Monday	410	1,235	7	0	173	3,152	367	5,344
Wednesday	394	1,082	7	0	73	2,612	302	4,470	Saturday	232	308	2	0	0	1,677	117	2,336	Tuesday	352	1,049	12	0	138	2,940	299	4,790
Thursday	337	1,241	16	0	31	2,641	274	4,540	Sunday	169	238	9	0	0	1,433	73	1,922	Wednesday	339	1,074	4	0	111	2,941	275	4,744
Friday	333	1,198	16	0	71	2,646	292	4,556	Monday	403	1,130	23	1	133	3,040	261	4,991	Thursday	316	1,079	10	0	62	2,833	281	4,581
Saturday	171	346	11	0	0	1,606	130	2,264	Tuesday	349	1,200	5	0	100	2,892	330	4,876	Friday	320	1,090	11	0	89	2,784	212	4,506
Sunday	170	280	11	1	0	1,552	68	2,082	Wednesday	313	1,126	8	0	98	2,772	332	4,649	Saturday	180	375	27	0	0	1,585	151	2,318
Monday	374	1,341	6	0	95	3,046	338	5,200	Thursday	316	1,105	37	1	83	2,751	287	4,580	Sunday	161	224	2	0	0	1,506	71	1,964
Tuesday	390	1,245	16	0	113	2,694	335	4,793	Friday	336	1,118	19	0	141	2,628	318	4,560	Monday	335	1,118	30	0	98	3,115	221	4,917
Wednesday	323	1,268	11	0	81	2,808	279	4,771	Saturday	193	323	21	2	0	1,639	112	2,290	Tuesday	316	1,183	13	0	85 97	3,006	284	4,887
Thursday	312 290	1,030 1,090	15 24	0	40 80	2,840 2,698	272 260	4,509 4,442	Sunday Monday	182 380	213 1,234	13	0	114	1,438 3,085	74 429	1,916 5,255	Wednesday Thursday	296 287	1,034 1,007	5	0	57	2,891 2,913	270 252	4,593 4,576
Friday Saturday	187	368	16	0	0	1,659	120	2,350	Tuesday	295	1,234	15	0	82	2,838	241	4,536	Friday	294	1,007	2	0	112 90	2,913	203	4,376
Sunday	187	223	9	0	0	1,540	55	1,998	Wednesday	293	1,071	13	0	73	2,838	309	4,330	Saturday	187	294	2	0	0	1,522	86	2,092
Monday	370	1,468	18	0	129	3,116	334	5,435	Thursday	299	1,177	13	0	73	2,865	239	4,832	Sunday	135	234	6	0	0	1,522	76	1,978
Tuesday	312	1,408	27	4	95	2,950	266	4,819	Friday	274	1,040	4	0	90	2,805	293	4,465	Monday	341	1,156	2	1	92	2,800	264	4,656
Wednesday	340	1,176	18	0	88	2,991	321	4,934	Saturday	171	410	4	2	0	1,671	135	2,393	Tuesday	333	1,200	7	0	116	2,800	280	4,860
Thursday	288	1,016	3	3	43	2,734	304	4,391	Sunday	171	273	5	1	0	1,529	66	2,046	Wednesday	303	1,200	6	1	82	2,837	244	4,536
Friday	318	1,250	11	0	54	2,560	243	4,436	Monday	355	1,627	8	0	118	3,189	298	5,595	Thursday	259	1,108	5	0	83	2,805	249	4,509
Saturday	156	343	15	0	0	1,602	89	2,205	Tuesday	280	1,196	20	0	122	2,820	259	4,697	Friday	272	914	17	0	102	2,420	202	3,927
, Sunday	164	253	9	0	0	1,500	51	1,977	, Wednesday	289	1,206	14	1	96	2,899	247	4,752	, Saturday	162	334	5	0	0	1,552	96	2,149
, Monday	337	1,397	5	0	97	3,045	282	5,163	, Thursday	307	1,071	29	0	51	3,033	219	4,710			11	N			, ,		·
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# GENUINE CALLS TO EMERGENCY SERVICES

				Breakdo	wn of genui	ne calls to E	mergency Se	rvices 2018/	19								
Call Types	Jul-18	Aug-18	Sep-18	Q1 Total	Oct-18	Nov-18	Dec-18	Q2 Total	Jan-19	Feb-19	Mar-19	Q3 Total	Apr-19	May-19	Jun-19	Q4 Total	Total YTD
Calls from TTY users to 106	14	12	14	40	10	7	11	28									68
Calls from TTY users to Triple Zero	2	3	3	8	2	11	4	17									25
Calls from internet relay users to Triple Zero	9	7	25	41	28	32	43	103									144
Calls from internet relay app users to Triple Zero	4	6	12	22	12	14	5	31									53
Calls from Speak and Listen users to Triple Zero	0	0	0	0	0	0	0	0									0
Calls from Speak and Listen app users to Triple zero	13	6	6	25	7	6	17	30									55
Calls from SMS relay users to Triple Zero	17	20	13	50	17	13	31	61									111
Calls from video relay users to Triple Zero	3	0	0	3	1	3	0	4									7
Calls from captioned relay users to Triple Zero	44	45	37	126	64	30	47	141									267
Totals	106	99	110	315	141	116	158	415									730

				Breakdo	wn of genui	ne calls to Ei	mergency Se	ervices 2017/	′18								
Call Types	Jul-17	Aug-17	Sep-17	Q1 Total	Oct-17	Nov-17	Dec-17	Q2 Total	Jan-18	Feb-18	Mar-18	Q3 Total	Apr-18	May-18	Jun-18	Q4 Total	Total YTD
Calls from TTY users to 106	12	15	4	31	12	12	2	26	9	5	7	21	11	2	3	16	94
Calls from TTY users to Triple Zero	5	6	3	14	6	6	7	19	5	8	3	16	2	1	0	3	52
Calls from internet relay users to Triple Zero	23	35	21	79	24	20	16	60	18	17	42	77	20	23	16	59	275
Calls from internet relay app users to Triple Zero	9	6	19	34	2	12	9	23	7	8	1	16	8	9	0	17	90
Calls from Speak and Listen users to Triple Zero	0	3	0	3	0	0	1	1	0	0	0	0	0	0	0	0	4
Calls from Speak and Listen app users to Triple zero	0	0	1	1	6	14	7	27	15	13	12	40	22	10	16	48	116
Calls from SMS relay users to Triple Zero	12	16	21	49	15	24	22	61	31	14	14	59	17	10	13	40	209
Calls from video relay users to Triple Zero	1	1	0	2	0	1	0	1	0	0	0	0	0	0	0	0	3
Calls from captioned relay users to Triple Zero	58	48	40	146	55	39	54	148	59	46	54	159	31	47	44	122	575
Totals	120	130	109	359	120	128	118	366	144	111	133	388	111	102	92	305	1418

				Breakdo	wn of genui	ne calls to Ei	mergency Se	rvices 2016/	'17								
Call Types	Jul-16	Aug-16	Sep-16	Q1 Total	Oct-16	Nov-16	Dec-16	Q2 Total	Jan-17	Feb-17	Mar-17	Q3 Total	Apr-17	May-17	Jun-17	Q4 Total	Total 2016/17
Calls from TTY users to 106	7	10	7	24	4	8	3	15	10	2	8	20	7	3	6	16	75
Calls from TTY users to Triple Zero	2	4	4	10	2	7	1	10	3	13	2	18	4	2	5	11	49
Calls from internet relay users to Triple Zero	10	14	21	45	18	20	20	58	17	18	18	53	15	36	19	70	226
Calls from internet relay app users to Triple Zero	25	18	20	63	19	27	21	67	15	8	7	30	10	0	12	22	182
Calls from Speak and Listen users to Triple Zero	0	0	0	0	3	1	1	5	0	0	0	0	0	0	0	0	5
Calls from Speak and Listen app users to Triple zero	0	0	0	0	0	0	0	0	0	1	0	1	4	2	0	6	7
Calls from SMS relay users to Triple Zero	22	27	24	73	18	22	20	60	15	26	15	56	15	10	19	44	233
Calls from video relay users to Triple Zero	0	0	2	2		1	2	3	0	0	0	0	0	0	2	2	7
Calls from captioned relay users to Triple Zero	63	37	39	139	29	50	36	115	61	32	51	144	38	45	37	120	518
Totals	129	110	117	356	93	136	104	333	121	100	101	322	93	98	100	291	1302

				Breakdo	wn of genui	ne calls to Ei	mergency Se	ervices 2015/	16								
Call Types	Jul-15	Aug-15	Sep-15	Q1 Total	Oct-15	Nov-15	Dec-15	Q2 Total	Jan-16	Feb-16	Mar-16	Q3 Total	Apr-16	May-16	Jun-16	Q4 Total	Total 2015/16
Calls from TTY users to 106	8	8	5	21	9	17	13	39	9	6	6	21	6	4	9	19	100
Calls from TTY users to Triple Zero	2	4	1	7	3	3	5	11	7	2	2	11	1	2	3	6	35
Calls from internet relay users to Triple Zero	25	21	23	69	22	9	28	59	22	14	10	46	12	19	17	48	222
Calls from internet relay app users to Triple Zero	2	4	9	15	8	22	13	43	6	26	16	48	15	13	11	39	145
Calls from Speak and Listen users to Triple Zero	0	0	0	0	0	0	3	3	0	0	0	0	2	0	0	2	5
Calls from Speak and Listen app users to Triple zero	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	1	1
Calls from SMS relay users to Triple Zero	17	30	18	65	19	21	34	74	32	22	26	80	25	24	14	63	282
Calls from video relay users to Triple Zero			2	2	1	0	3	4	0	0	0	0	2	4	0	6	12
Calls from captioned relay users to Triple Zero	9	13	15	37	12	13	29	54	20	21	20	61	29	33	97	159	311
Totals	63	80	73	216	74	85	128	287	96	91	80	267	92	99	152	343	1113

				Breakdo	wn of genui	ne calls to E	mergency Se	rvices 2014/	15								
Call Types	Jul-14	Aug-14	Sep-14	Q1 Total	Oct-14	Nov-14	Dec-14	Q2 Total	Jan-15	Feb-15	Mar-15	Q3 Total	Apr-15	May-15	Jun-15	Q4 Total	Total 2014/15
Calls from TTY users to 106	11	14	25	50	13	7	13	33	3	8	9	20	10	4	6	20	123
Calls from TTY users to Triple Zero	4	6	7	17	6	1	5	12	5	4	7	16	3	1	7	11	56
Calls from internet relay users to Triple Zero	2	4	1	7	3	3	2	8	29	17	22	68	9	6	14	29	112
Calls from internet relay app users to Triple Zero				0	0	0	0	0	7	6	1	14	7	9	4	20	34
Calls from Speak and Listen users to Triple Zero	1	0	0	1	1	0	0	1	0	1	0	1	0	0	0	0	3
Calls from Speak and Listen app users to Triple zero				0	0	0	0	0	0	0	0	0	0	0	0	0	0
Calls from SMS relay users to Triple Zero	9	33	20	62	19	25	35	79	21	27	21	69	17	18	20	55	265
Calls from video relay users to Triple Zero	0	0	1	1	0	0	0	0	0	0	2	2	3	3	0	6	9
Calls from captioned relay users to Triple Zero	5	10	1	16	2	4	4	10	6	1	3	10	7	8	7	22	58
Totals	32	67	55	154	44	40	59	143	71	64	65	200	56	49	58	163	660

# AVERAGE CALL DURATION (mins)

				Avera	age Call Dura	ition 2018-19	9					
Call Type	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
TTY	5.07	4.77	4.83	4.97	4.81	4.81						
Internet Relay	7.32	7.34	7.24	6.90	7.28	7.38						
Internet Relay - app	5.43	5.5	5.40	5.33	5.70	5.51						
Speak and Listen	6.02	5.93	6.61	6.15	6.39	4.85						
Speak and Listen-app	17.73	5.14	8.29	16.54	5.08	13.10						
106	1.53	3.97	1.95	6.08	10.76	5.25						
Video Relay	5.72	5.47	6.08	6.24	5.57	5.92						
SMS	6.35	6.27	6.16	6.43	6.39	6.05						
Captioned relay	3.80	3.75	3.73	3.72	3.66	3.85						

				Avera	age Call Dura	ition 2017-18	3					
Call Type	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18
TTY	4.74	4.63	4.69	4.71	4.84	4.29	4.90	4.69	4.72	3.77	3.73	3.79
Internet Relay	6.42	6.59	6.63	6.78	6.70	6.67	6.87	7.02	6.90	5.48	5.10	5.20
Internet Relay - app	4.99	5.29	5.08	5.53	5.10	5	5.27	5.41	5.51	18.20	3.92	3.70
Speak and Listen	1.78	1.73	1.66	2.40	2.21	2.12	1.97	6.52	4.67	4.53	4.86	4.75
Speak and Listen-app	10.85	13.82	9.14	8.56	23.27	26.57	16.38	14.83	18.50	7.21	7.17	7.29
106	6.48	5.07	5.18	8.69	5.34	7.17	10.09	4.09	1.20	4.61	5.26	5.65
Video Relay	5.82	5.6	5.95	5.84	5.87	6.40	6.34	5.81	5.96	2.83	2.04	0.33
SMS	5.71	5.57	5.60	6.26	6.01	5.75	6.24	6.28	5.91	5.91	6.03	5.81
Captioned relay	3.67	3.64	3.61	3.68	3.61	3.74	3.81	3.72	3.73	6.19	6.15	6.35

				Avera	age Call Dura	ition 2016-17	7					
Call Type	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17
TTY	4.88	4.87	4.86	4.73	4.58	4.68	4.74	4.46	4.59	4.43	4.57	4.70
Internet Relay	6.54	6.53	6.49	6.23	6.37	6.29	6.68	6.87	6.99	6.77	6.65	6.66
Internet Relay - app	5.49	5.69	5.37	5.40	5.42	5.06	5.48	5.12	5.07	5.37	4.77	4.98
Speak and Listen	1.65	1.51	4.06	2.06	1.65	1.83	1.20	1.20	1.68	1.95	2.81	3.57
Speak and Listen-app	13.78	13.99	14.98	15.04	12.33	14.16	15.94	16.70	17.93	15.60	15.86	11.42
106	7.41	5.41	5.33	10.49	7.17	7.88	3.14	6.29	5.60	7.00	8.97	6.79
Video Relay	5.49	5.56	5.45	5.58	5.47	5.84	6.29	6.31	6.02	6.25	6.46	5.66
SMS	5.77	5.75	5.89	5.76	5.76	5.23	6.22	5.76	6.04	5.65	6.07	5.85
Captioned relay	3.61	3.65	3.68	3.65	3.63	3.81	3.82	3.64	3.68	3.64	3.52	3.57

				Avera	age Call Dura	ition 2015-16	5					
Call Type	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16
TTY	4.85	4.75	4.64	4.70	4.64	4.67	4.53	4.65	4.78	4.66	4.74	4.95
Internet Relay	7.09	6.96	7.00	6.87	7.27	6.81	7.29	7.06	7.07	6.77	6.65	6.49
Internet Relay - app	6.70	6.14	6.17	6.37	6.14	5.84	5.53	6.00	5.93	6.12	5.67	5.48
Speak and Listen	3.05	2.20	3.13	3.46	2.99	2.28	2.32	0.97	1.36	2.22	1.67	1.38
Speak and Listen-app	3.22	2.26	1.94	1.23	3.91	1.82	13.49	11.00	14.06	12.54	15.15	15.20
106	12.94	7.59	9.15	9.80	6.36	8.26	5.40	8.66	5.49	6.12	11.83	8.36
Video Relay	5.52	5.16	5.34	5.65	5.34	5.51	5.91	6.18	6.54	6.18	6.12	5.31
SMS	7.15	7.23	6.82	6.38	6.54	5.81	6.40	6.33	5.65	5.72	5.99	6.04
Captioned relay	3.40	3.61	3.49	3.43	3.54	3.42	3.62	3.42	3.50	3.5	3.51	3.53

# NRS APP DOWNLOADS

							NRS App c	lownloads 20	18/19							
	July	August	September	Q1 Total	October	November	December	Q2 Total	January	Feburary	March	Q3 Total	April	May	June	Q4 Total
Apple	304	283	81	668	79	68	58	205				0				0
Google Play	97	83	83	263	72	64	66	202				0				0
Total	401	366	164	931	151	132	124	407	0	0	0	0	0	0	0	0

							NRS App d	lownloads 20	17/18							
	July	August	September	Q1 Total	October	November	December	Q2 Total	January	Feburary	March	Q3 Total	April	May	June	Q4 Total
Apple	81	95	83	259	66	55	68	189	75	72	80	227	108	67	41	216
Google Play	86	88	94	268	94	73	91	258	90	61	4	155	103	90	89	282
Total	167	183	177	527	160	128	159	447	165	133	84	382	211	157	130	498

							NRS App d	lownloads 20:	16/17							
	July	August	September	Q1 Total	October	November	December	Q2 Total	January	Feburary	March	Q3 Total	April	May	June	Q4 Total
Apple	107	132	122	361	110	123	91	324	306	94	151	551	80	80	72	232
Google Play	21	58	61	140	63	69	41	173	59	55	109	223	82	90	82	254
Total	128	190	183	501	173	192	132	497	365	149	260	774	162	170	154	486

							NRS App c	downloads 20	15/16							
	July	August	September	Q1 Total	October	November	December	Q2 Total	January	Feburary	March	Q3 Total	April	May	June	Q4 Total
Apple	124	99	103	326	128	112	100	340	95	128	126	349	98	130	115	343
Google Play	48	32	28	108	57	62	26	145	59	58	71	188	57	59	75	191
Total	172	131	131	434	185	174	126	485	154	186	197	537	155	189	190	534

							NRS App d	lownloads 20	14/15							
	July	August	September	Q1 Total	October	November	December	Q2 Total	January	Feburary	March	Q3 Total	April	May	June	Q4 Total
Apple							520	520	202	190	176	568	139	133	132	404
Google Play							209	209	85	88	70	243	58	75	59	192
Total				N/A			729	729	287	278	246	811	197	208	191	596

Control         Contro         Contro        Contro      Contro       Contro        <								н	ELPDESK	ACTIVITY																
Image     Image    Image    <		-	_	2014/15	_			Er		Case Type				2016/17	_			_	2017/19	_			_	2019/10	_	
Char Control         Contro         Contro        Contro        Contro        Contro         Contro         Contro         Contro         Contro         Contro         Contro         Contro         Contro <th< th=""><th></th><th>Q1</th><th>02</th><th>1</th><th>Q4</th><th></th><th>Q1</th><th>0,2</th><th>1</th><th>Q4</th><th></th><th>Q1</th><th>Q2</th><th></th><th>Q4</th><th></th><th>Q1</th><th>Q2</th><th></th><th>1</th><th>YTD total</th><th>01</th><th>0,2</th><th>1</th><th>Q4</th><th></th></th<>		Q1	02	1	Q4		Q1	0,2	1	Q4		Q1	Q2		Q4		Q1	Q2		1	YTD total	01	0,2	1	Q4	
	Not For Us Client Introduction					3,649	,				3,504					5,917			,		,		,			2,332
Desc         Desc        Desc        Desc        Desc        Desc        Desc        Desc <thdesc< th=""> <thdesc< th=""> <thdesc< th=""></thdesc<></thdesc<></thdesc<>	Client Maintenance & Support Business Introduction & Support	224				,					,															
Scate         Scate <th< th=""><th>Tech Support Issue Resolution (TSIR) Unwelcome Calls &amp; Scams</th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th>48</th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th></th<>	Tech Support Issue Resolution (TSIR) Unwelcome Calls & Scams																	48								
b     b    b    b </th <th>Feedback Complaints</th> <th></th> <th>3 40</th> <th></th> <th>3 33</th> <th></th> <th></th> <th>5 48</th> <th></th> <th></th> <th></th> <th></th>	Feedback Complaints																3 40		3 33			5 48				
ColstatColst	Total Registrations																							0	0	3,775 333
b         b        b         b         b        b	Total	2,047	1,957	2,168	2,178	8,350	2,344	2,013	1,786	1,805	7,948	4,732	1,707	1,692	1,718	9,849	1,810	1,805	1,954	2,173	7,742	2,077	2,031	0	0	4,108
Name     Na				2014/15				Enqu		ceipt Chan				2016/17					2017/18					2018/19		
Scale         Scale <th< th=""><th><b>R</b>h and</th><th></th><th></th><th></th><th></th><th>total</th><th></th><th></th><th></th><th></th><th>total</th><th></th><th></th><th></th><th></th><th>total</th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th>Q3</th><th>Q4</th><th>total</th></th<>	<b>R</b> h and					total					total					total								Q3	Q4	total
Name         Name         Na         Na        Na        Na        Na        Na        Na        Na        Na         Na        Na	Phone (through NRS)	160	119	135	152	566	135	147	140	153	575	131	117	111	114	473	88	74	106	87	355	89	68			157
Theor     No     No    No    No   <	Web Email/Form	92	95	82	86	355	84	114	133	101	432	853	118	118	109	1198	109	92	74	69	344	69	65			134
	TTY Phone	301				1333		371	96	116	1143	194	61	91		426		115			520	97	87			184
Sub     Low     Low <thlow< th=""> <thlow< th=""> <thlow< th=""> <t< th=""><th>Letter</th><td></td><td>19</td><td>6</td><td>21</td><td></td><td>3</td><td></td><td>10</td><td></td><td>52</td><td>12</td><td></td><td></td><td></td><td>33</td><td>7</td><td></td><td>3</td><td>3</td><td>16</td><td>5</td><td></td><td></td><td></td><td>7</td></t<></thlow<></thlow<></thlow<>	Letter		19	6	21		3		10		52	12				33	7		3	3	16	5				7
	Face to Face	3	1	1	2	7		1		-	3	1			1	2					0	1				0
Sect	Total	1,863	1,710			7,369				1,602	7,126										7,026			0	0	3,775
Image: Serie is a ser	Registrations Total																							0	0	333 4,108
bb <th></th> <th></th> <th></th> <th>2014/15</th> <th></th> <th></th> <th>Er</th> <th>nquiries by</th> <th></th> <th>and Recei</th> <th>pt Channel</th> <th></th> <th></th> <th>2016/17</th> <th></th> <th></th> <th></th> <th></th> <th>2017/10</th> <th></th> <th></th> <th></th> <th></th> <th>2018/10</th> <th></th> <th></th>				2014/15			Er	nquiries by		and Recei	pt Channel			2016/17					2017/10					2018/10		
state		Q1	Q2	1	1		Q1	0,2	1	Q4		Q1	0,2		Q4		Q1	Q2	1	1	YTD total	01	Q2	1	Q4	
Sub     Sub </th <th>Not For Us Phone</th> <th></th> <th></th> <th></th> <th></th> <th>3,649</th> <th></th> <th></th> <th></th> <th></th> <th>3,504</th> <th></th> <th></th> <th></th> <th></th> <th>5,917</th> <th></th> <th></th> <th></th> <th></th> <th>_</th> <th>-</th> <th></th> <th>0</th> <th>0</th> <th>2,332</th>	Not For Us Phone					3,649					3,504					5,917					_	-		0	0	2,332
Share      Share      Sine      Si	Phone (Through NRS) Email	11	4	3	13	31	9	4	2	5	20	19	7	15	7	48	6	7	22	9	44	15	12			27
Image     Sime	Web Email/Form SMS			33		150		70		49	236	794	60	66	61	981		46		32	167	35				65
math <th>TTY Phone Fax</th> <td>279</td> <td></td> <td></td> <td>440</td> <td>1,268</td> <td>531</td> <td></td> <td>57</td> <td></td> <td></td> <td></td> <td></td> <td>64</td> <td></td> <td>333</td> <td></td> <td></td> <td>95</td> <td></td> <td></td> <td></td> <td>65</td> <td></td> <td></td> <td>130</td>	TTY Phone Fax	279			440	1,268	531		57					64		333			95				65			130
Net     No.     No.    No.    No.    No.    No.	Letter Client Introduction	173		228	211		243	194	200	1 223	1 860	248	202		1 169	1		137	182	193	677	1 248	245	0	0	
math	Phone	128		168	175	602	178	136	140	146	600	191	152	125	105	573	132	104	149	121	506	203	183			386
Math <th>Email</th> <th>_</th> <th>-</th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th>127</th> <th></th> <th>43</th>	Email	_	-								127															43
Name	SMS TTY Phone		7	-														7								
betw <thw< th=""> betw betw betw betw<th>Fax Letter</th><th></th><th></th><th></th><th></th><th>1</th><th></th><th></th><th></th><th></th><th>2</th><th></th><th></th><th>1</th><th></th><th>2</th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th><th></th></thw<>	Fax Letter					1					2			1		2										
Index mode showsIndex mode	Face to Face Other			2		2																				
bitcl	Client Maintenance & Support Phone																							0	0	
show       ind	Phone (Through NRS) Email				96 40					45										32						
image      image<	Web Email/Form SMS	5		5	6 5	36	3 10	8		10	38	18		21		57	9 13	-	5 17	13	_	7	3			13
bits       i<	TTY Phone Fax	_	2	5	5	14	2	3	4	7	16	3	4	6	-	13	-		1		7	2	-			2
bits <th>Letter Face to Face</th> <th>6</th> <th>18</th> <th>16</th> <th>19 1</th> <th></th> <th>15</th> <th>10</th> <th>6</th> <th>11</th> <th>42</th> <th>9</th> <th>7</th> <th>7</th> <th>3</th> <th>26</th> <th>7</th> <th>2</th> <th>3</th> <th>3</th> <th>15</th> <th>2</th> <th>2</th> <th></th> <th></th> <th>4</th>	Letter Face to Face	6	18	16	19 1		15	10	6	11	42	9	7	7	3	26	7	2	3	3	15	2	2			4
bics (space) </th <th>Other Business Introduction &amp; Support</th> <th></th> <th>0</th> <th>0</th> <th></th>	Other Business Introduction & Support																							0	0	
bed basisbed basisimage<	Phone Phone (Through NRS)	1		1	2	4	4	1	4	2	11	2	1	2	2	7						3	1			
ThinkTheSSS<	Email Web Email/Form				27	72							16			74				17	80					30
citelisl	SMS TTY Phone			7		12		6	21	21		12			15	44	8		1		_					9
sectory	Fax Letter		1		1	2	1		1	2	3	1	1	1												
biosefield	Tech Support Issue Resolution (TSIR)			60		261		54			187						56							0	0	108
vick endingem Mathem 	Phone Phone (Through NRS)	16	17	9	15	57		11	13	13	51	4	14	14	14	46		13	14	7	45	17	6			23
TYPhone101	Email Web Email/Form	3	31 8	2	12	14	7	3		2	6	3	3	4	11	10	19 8	1	21 3	1	13	5	2			7
WhenderNet <t< th=""><th>SMS TTY Phone</th><th>3</th><th>6</th><th>-</th><th>1</th><th>6</th><th>2</th><th></th><th></th><th></th><th></th><th></th><th>4</th><th></th><th>5</th><th>4</th><th>6 4</th><th>2</th><th>7 4</th><th></th><th></th><th>_</th><th></th><th></th><th></th><th></th></t<>	SMS TTY Phone	3	6	-	1	6	2						4		5	4	6 4	2	7 4			_				
bane hone(mong/hSi)image	Letter Other		-	-		2											-				-					-
mailma	Phone				15	48	13	8		9	36			6	7	42			6	7	27		9	0	U	17
eachesh626363637109393111713	Email		-	1	1	2	2			1	5			1	3	3		1			7	1	1			2
hone frrough NS) main181718373131313131313131313132 <th>Feedback</th> <th>62</th> <th>35</th> <th></th> <th></th> <th>149</th> <th>34</th> <th></th> <th>15</th> <th>20</th> <th>96</th> <th>17</th> <th></th> <th>11</th> <th></th> <th>63</th> <th>3</th> <th></th> <th></th> <th></th> <th>30</th> <th></th> <th>4</th> <th>0</th> <th>0</th> <th>9</th>	Feedback	62	35			149	34		15	20	96	17		11		63	3				30		4	0	0	9
veb Enallyorm3394949919110110100 <t< th=""><th>Phone (Through NRS)</th><th>18</th><th></th><th>5</th><th>3</th><th>33</th><th>11</th><th>5</th><th>6</th><th></th><th>25</th><th>3</th><th></th><th></th><th>4</th><th>13</th><th></th><th>2</th><th>1</th><th>4</th><th>7</th><th>1</th><th></th><th></th><th></th><th>1</th></t<>	Phone (Through NRS)	18		5	3	33	11	5	6		25	3			4	13		2	1	4	7	1				1
TYPhone sx bar 	Email Web Email/Form SMS			1	3	9									4	18		1	2		5					3
etclfilefi	TTY Phone				1		1		<u> </u>		1		<u> </u>		1	1		1		1						
since from       2       3       - <th<< th=""><th>Fax Letter Social Media</th><th></th><th>1</th><th>1</th><th>-</th><th></th><th>1</th><th>1</th><th></th><th></th><th>2</th><th></th><th></th><th></th><th>,</th><th>1</th><th></th><th></th><th></th><th>1</th><th>1</th><th></th><th></th><th></th><th></th><th>U</th></th<<>	Fax Letter Social Media		1	1	-		1	1			2				,	1				1	1					U
Somplaints         90         90         90         103         73         345         46         74         67         71         278         61         45         70         48         70         48         70         48         70         48         70         43         43         43         45         48         49         0         0         97           None (hrough NK)         30         22         30         17         118         16         36         41         16         20         30         10         32         10         7         40         6         6         6         10         10         32         10         7         40         10         20         30         10 <th>Face to Face</th> <th></th> <th>1</th> <th></th> <th></th> <th></th> <th></th> <th></th> <th><u> </u></th> <th></th> <th><u> </u></th> <th></th> <th>-</th> <th></th> <th>1</th> <th>1</th> <th></th> <th>-</th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th> <th></th>	Face to Face		1						<u> </u>		<u> </u>		-		1	1		-								
hone (mough NS)       30 </th <th>Other Complaints</th> <td>90</td> <td></td> <td>103</td> <td></td> <td>345</td> <td></td> <td>0</td> <td>0</td> <td>97</td>	Other Complaints	90		103		345																		0	0	97
Veb EnalyForm       17       9       7       10       44       9       10       13       47       12       10       12       9       83       83       8 </th <th>Phone Phone (Through NRS)</th> <td>30</td> <td>32</td> <td>39</td> <td>17</td> <td>118</td> <td>16</td> <td>36</td> <td>41</td> <td>23</td> <td>116</td> <td>16</td> <td>20</td> <td>30</td> <td>16</td> <td>82</td> <td>12</td> <td>16</td> <td>9</td> <td>13</td> <td>50</td> <td>17</td> <td>7</td> <td></td> <td></td> <td>24</td>	Phone Phone (Through NRS)	30	32	39	17	118	16	36	41	23	116	16	20	30	16	82	12	16	9	13	50	17	7			24
TYPhone       3       4       1       5       1       5 </th <th>Email Web Email/Form</th> <td>17</td> <td></td> <td></td> <td></td> <td>44</td> <td>,</td> <td></td> <td></td> <td>13</td> <td>47</td> <td>12</td> <td></td> <td>12</td> <td>9</td> <td>43</td> <td>10 8</td> <td>8</td> <td>10 5</td> <td>4</td> <td></td> <td>6</td> <td></td> <td></td> <td></td> <td>17</td>	Email Web Email/Form	17				44	,			13	47	12		12	9	43	10 8	8	10 5	4		6				17
acc to Face       1       1       2       1       2       1 <th< th=""><th>SMS TTY Phone</th><td>_</td><td>1 4</td><td>1</td><td>1</td><td></td><td>3</td><td></td><td></td><td></td><td>7</td><td></td><td>1</td><td></td><td>1</td><td>5</td><td></td><td>2</td><td>1</td><td>2</td><td>5</td><td>2</td><td></td><td></td><td></td><td>2</td></th<>	SMS TTY Phone	_	1 4	1	1		3				7		1		1	5		2	1	2	5	2				2
Oral         1,863         1,710         1,859         1,937         7,369         2,122         1,822         1,500         1,533         1,539         1,555         9,130         1,653         1,600         1,970         7,026         1,910         1,865         0         0         3,775           legistrations         184         247         309         241         981         222         191         206         203         822         230         174         153         162         719         157         205         151         203         716         166         333	Social Media Face to Face	_			1				1		1	1				1						1				1
	Other Total	1,863		1,859		7,369				1,602	7,126													0	0	3,775
	Registrations Total																							0	0	333 4,108

							C	OMPLAINT	S																
							Con	nplaints by T	vpe																
			2014/15					2015/16	7,000				2016/17					2017/18		_			2018/19		
	Q1	Q2	Q3	Q4	2014/15 total	Q1	Q2	Q3	Q4	2015/16 total	Q1	Q2	Q3	Q4	2016/17 total	Q1	Q2	Q3	Q4	Total YTD	Q1	Q2	Q3	Q4	Total YTD
NRS Policy							4	4	0		0	3	2	3	8	1	5	4	1	11	1	2			3
Relay processes and procedures - General						13	1	6	7	131	1	4	3	2	10	0	1	2	2	5					0
Relay processes and procedures - Call wait times						15	30	34	32		13	7	18	3	41	6	4	2	5	17	23	12		i	35
Outreach processes and procedures						1	0	2	1	4	0	1	2	2	5	0	0	1		1			, I	i	0
Connection						0	5	4	2	11	1	0	4	1	6	3	1	2	5	11	4	7	, I	i	11
Disconnection						10	1	5	3	19	5	6	4	9	24	4	11	6	4	25	4	1	,	i T	5
Technical/equipment						3	4	5	0	12	0	3	7	1	11	2	0	2	1	5	1	3	, I	i	4
RO performance						18	22	22	21	83	17	14	20	22	73	17	17	14	22	70	15	21	,	i T	36
Outreach staff performance						0	1	2	1	4	0	0	2	2	4	2	0			2					0
Scams						1	1	0	3	5	1	1	0	0	2	0	1			1		3	į		3
Call refusal/resistance						0	5	1	0	6	1	3	3	2	9	1	1		1	3				í	0
Unwelcome calls						0	0	1	1	2	0	3	2	0	5	2	1			3			1		0
Other						0	0	1	0	1	2	0	3	1	6	2	0			2			ļ		0
Total	90	79	103	73	345	46	74	87	71	278	41	45	70	48	204	40	42	33	41	156	48	49	0	0	97

							Complain	its by Receip	t Channel																
			2014/15					2015/16					2016/17					2017/18					2018/19		
	Q1	Q2	Q3	Q4	2014/15 total	Q1	Q2	Q3	Q4	2015/16 total	Q1	Q2	Q3	Q4	2016/17 total	Q1	Q2	Q3	Q4	Total YTD	Q1	Q2	Q3	Q4	Total YTD
Phone	15	11	28	20	74	11	7	9	7	34	6	6	10	10	32	10	7	8	11	36	11	16			27
Phone (Through NRS)	30	32	39	17	118	16	36	41	23	116	16	20	30	16	82	12	16	9	13	50	17	7			24
Email	22	22	27	20	91	7	21	19	19	66	5	8	13	11	37	10	9	10	11	40	10	15			25
Web Email/Form	17	9	7	11	44	9	10	15	13	47	12	10	12	9	43	8	8	5	4	25	6	11			17
SMS	1	1	0	1	3	0	0	1	2	3	1	0	2	1	4	0	2	1	2	5	1				1
TTY Phone	3	4	1	3	11	3	0	1	3	7	0	1	3	1	5	0				0	2				2
Social Media	0	0	0	0	0	0	0	1	0	1	1	0	0	0	1	0				0	1				1
Face to Face	1	0	0	1	2	0	0	0	1	1	0	0	0	0	0	0				0					0
Other	1	0	1	0	2	0	0	0	3	3	0	0	0	0	0	0				0					0
Total	90	79	103	73	345	46	74	87	71	278	41	45	70	48	204	40	42	33	41	156	48	49	0	0	97