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**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 [REDACTED] 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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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 style="list-style-type: none">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.The extent to which the tenderer has demonstrated experience in delivering similar services or a similar solution.
Price	<ul style="list-style-type: none">The tenderer's proposed pricing methodology.The extent to which the tenderer's proposed price represents value for money.The economic benefit of the procurement to the Australian economy.
Risk	<ul style="list-style-type: none">The extent to which the tenderer demonstrates compliance with the Key Agreement Terms at Attachment B.The extent to which the tenderer, or the tenderer's proposed solution or approach, otherwise represents a risk to the Commonwealth.

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 Attachment B .	April 2019

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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:

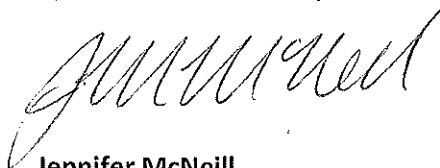
Kathleen Silleri
NRStender@communications.gov.au

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



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

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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.

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2.3 106 calls

The successful tenderer will be:

- (a) the Emergency Call Person (ECP), under the Telecommunications (Emergency Call Persons) Determination 1999, 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 Telecommunications (Emergency Call Service) Determination 2009 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;

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- (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.

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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) Digital Service Standard;
- (c) Web Content Accessibility Guidelines;
- (d) the Australian Government Information Security Manual and the Protective Security Policy Framework;
- (e) the Indigenous Procurement Policy; 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;*
- *a detailed budget;*

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- *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.

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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.

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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 Attachment A 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	<p>The successful tenderer will be required to:</p> <ul style="list-style-type: none"> • notify the Commonwealth immediately about any potential delays in the provision of Services within agreed time frames; and • take steps to prevent, reduce or rectify delays. <p>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.</p>
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	<p>Information provided by the Commonwealth and NRS users is confidential and may constitute personal information. The successful tenderer will be required to:</p> <ul style="list-style-type: none"> • handle and securely store personal information in accordance with the requirements of the <i>Privacy Act 1988</i> (Cth); and • keep personal information and data related to or created under the agreement within Australia.
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:

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Clause reference	Summary of requirement
	<ul style="list-style-type: none"> • the successful tenderer's breach of the agreement or any law in completing the requirements of the agreement; • an infringement of privacy, security or confidentiality; or • any actual or alleged infringement of intellectual property or moral rights.
Limitation of liability	<p>The Commonwealth is prepared to limit the successful tenderer's liability for:</p> <ul style="list-style-type: none"> • breach of contract; or • in tort (including negligence) or any other common law, equitable, statutory or other cause of action arising out of operation of the services agreement, <p>provided that:</p> <ul style="list-style-type: none"> • 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 style="list-style-type: none"> – personal injury; – loss of, or damage to, tangible property; – infringement of intellectual property rights; – breach of confidentiality, security, privacy or data security under law or the agreement; or – fraud, wilful misconduct and repudiation of the agreement.
Insurance	<p>The successful tenderer will be required to obtain and maintain the following insurances:</p> <ul style="list-style-type: none"> • Public liability insurance on an occurrence basis, with a limit of at least \$10 million for each occurrence; and • Professional indemnity insurance of at least \$10 million for each claim for the term plus seven years.
Termination and reduction for convenience	<p>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.</p> <p>If the services agreement is terminated for convenience, the Commonwealth will only be responsible for:</p> <ul style="list-style-type: none"> • payments for services delivered before the date of termination; and • reasonable costs the successful tenderer incurred which were unavoidable and directly attributable to the termination.
Step-in	<p>The Commonwealth can take over the successful tenderer's responsibility to provide all or part of the services in some circumstances.</p>

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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
<p>The tenderer should set out its proposal for the delivery of the Services including:</p> <ul style="list-style-type: none">• 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 <i>Privacy Act 1988</i>, 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. <p><i>Note: The Commonwealth may ask tenderers to:</i></p>

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- *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.

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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;
 - (ii) 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;
 - (iii) 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.

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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.

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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;
 - (ii) 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.

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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 otherwise specified, defined terms have the same meaning 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.

CONFIDENTIAL

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;
 - (ii) 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.

CONFIDENTIAL

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.

OR

The tenderer confirms that it is 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

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Glossary	
Total Inbound Calls	A call placed to the NRS by a user utilising any of the available call types
Successful 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 delivery costs: 2014-15 - 2018-19					
	2014-15	2015-16	2016-17	2017-18	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 minutes: 2014-15 - 2018-19					
	2014-15	2015-16	2016-17	2017-18 (6 mths)	2018-19 (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 & outbound call numbers: 2014-15 - 2018-19					
	2014-15	2015-16	2016-17	2017-18	2018-19 (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 emergency services: 2014-15 - 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 downloads: 2014-15 - 2018-19					
	2014-15	2015-16	2016-17	2017-18	2018-19 (6 mths)
TOTAL	729	1,990	2,258	1,854	1,338

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

OUTBOUND CALL MINUTES RELAYED BY INBOUND CALL TYPE

Total Chargeable Call Minutes Per Month 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
Captioned relay (handset)	288,468	293,752	266,879	286,341	272,204	268,135						
Captioned relay (web browser)	2,545	2,606	2,850	3,089	2,342	2,972						
Internet relay	135,080	138,885	116,328	139,322	141,510	123,326						
Internet relay (app)	47,060	46,888	39,315	46,563	48,057	42,797						
Internet relay (voice)	0	0	0	-	0	-						
SMS relay	48,648	44,985	39,598	48,966	47,585	40,613						
SMS relay (voice)	245	626	378	635	407	379						
Video relay	12,534	12,491	11,761	12,850	10,905	9,238						
Video relay (voice)	15	0	0	-	-	-						
TTY - Speak and Read	18,994	18,834	17,083	19,564	17,683	16,315						
TTY - Type and Read	9,874	10,423	9,274	9,544	9,511	8,657						
TTY - Type and Listen	181	331	160	123	88	178						
Voice calls	4,314	4,769	4,220	4,798	5,037	4,844						
Modem/CTM/Misprofiled	61	54	63	68	51	43						
Speak and Listen (app)	1,152	236	613	513	173	863						
Speak and Listen	613	563	853	732	1,060	529						
106 Emergency Service	21	48	27	61	75	58						
Monthly Total	569,824	575,291	509,411	573,149	556,688	517,947						
Quarterly Total		Q1 Total	1,654,526		Q2 Total	1,647,784		Q3 Total	-		Q4 Total	-

Total Chargeable Call Minutes Per Month 2017/18												
	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 (handset)	271,956	283,522	265,194	291,785	293,118	300,572	297,538	272,656	291,459	290,257	316,917	292,263
Captioned 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	2,753
Internet relay	133,733	129,983	116,748	130,052	132,953	114,027	138,675	136,707	139,501	130,075	144,920	129,361
Internet relay (app)	43,003	47,117	40,587	41,321	40,588	37,482	41,338	41,197	40,344	43,016	43,068	43,955
Internet relay (voice)	7	18	0	6	0	37	4	0	-	0	0	0
SMS relay	39,897	41,267	35,075	41,499	41,388	39,820	45,971	41,559	40,779	41,550	44,405	43,676
SMS relay (voice)	577	916	471	613	453	374	269	296	448	337	574	291
Video relay	9,919	13,424	12,393	13,806	15,695	11,931	12,806	12,473	12,935	11,450	13,488	10,442
Video relay (voice)	20	0	143	38	17	8	-	-	-	0	0	0
TTY - Speak and Read	22,899	22,324	20,334	22,639	24,218	21,953	23,789	20,355	19,719	18,195	20,176	16,347
TTY - Type and Read	11,753	12,007	10,181	11,459	14,870	11,883	12,713	278	12,428	10,526	12,568	9,839
TTY - Type and Listen	190	330	66	338	98	193	272	12,265	174	177	233	177
Voice calls	6,118	5,708	5,412	5,372	5,809	5,960	6,129	4,468	4,871	4,776	5,943	4,502
Modem/CTM/Misprofiled	929	1,408	2,878	1,252	88	142	124	72	142	149	160	1350
Speak and Listen (app)	1,638	1,409	585	693	1,815	2,444	1,409	1,890	1,314	892	224	215
Speak and Listen	378	495	313	498	356	492	450	994	944	968	1821	1470
106 Emergency Service	78	76	21	104	64	14	91	20	8	31	4	1
Monthly Total	547,931	563,623	512,894	564,800	573,637	549,391	583,195	548,002	567,672	555,351	607,037	557,042
Quarterly Total		Q1 Total	1,624,447		Q2 Total	1,687,828		Q3 Total	1,698,869		Q4 Total	1,719,430

Total Chargeable Call Minutes Per Month 2016/17												
	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 (handset)	204,676	226,603	214,012	221,857	227,646	248,243	247,722	239,181	278,272	249,891	268,341	260,845
Captioned 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	3,857
Internet relay	127,806	139,629	128,745	126,018	139,451	121,710	134,904	135,275	144,640	115,556	137,325	127,415
Internet relay (app)	40,318	41,238	42,058	43,856	47,265	45,007	49,594	43,532	43,125	36,972	38,717	39,401
Internet relay (voice)	2	16	9	46	79	-	-	-	-	14	6	59
SMS relay	31,020	35,016	32,907	31,174	34,676	30,605	39,569	32,690	39,693	33,074	38,586	39,389
SMS relay (voice)	392	325	547	283	604	655	437	500	735	363	730	750
Video relay	13,262	15,129	12,759	12,840	14,475	11,870	13,689	14,232	14,969	10,932	14,318	11,874
Video relay (voice)	13	71	8	19	35	-	20	17	16	19	17	51
TTY - Speak and Read	29,469	28,444	27,227	29,075	26,301	23,973	24,471	21,693	26,564	23,474	23,427	23,507
TTY - Type and Read	18,465	22,481	18,527	19,024	19,414	15,731	17,480	17,640	13,659	14,856	13,616	13,616
TTY - Type and Listen	398	263	281	315	314	524	491	433	507	407	259	357
Voice calls	9,878	9,135	8,752	8,572	7,247	9,176	8,342	6,786	7,287	6,299	6,978	6,292
Modem/CTM/Misprofiled	38	101	49	72	108	2,214	137	80	183	38	196	112
Speak and Listen (app)	3,418	3,443	2,682	2,451	2,306	1,359	1,116	3,540	3,245	2,371	1,682	1,427
Speak and Listen	341	353	1,097	637	586	392	248	439	402	437	867	997
106 Emergency Service	52	54	37	42	57	24	31	13	45	49	27	41
Monthly Total	484,835	525,278	491,781	499,172	522,783	513,591	539,729	517,822	579,329	496,777	549,125	529,990
Quarterly Total		Q1 Total	1,501,894		Q2 Total	1,535,546		Q3 Total	1,636,880		Q4 Total	1,575,892

Total Chargeable Call Minutes Per Month 2015/16												
	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 (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
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
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
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 (voice)	5	46	110	8	3	11	8	24	45	12	29	58
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
SMS relay (voice)	900	382	459	739	514	344	454	469	363	509	447	314
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
Video relay (voice)	64	43	68	43	33	17	48	194	66	-	-	12
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
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 - Type and Listen	770	591	832	1,100	876	947	730	659	460	412	359	352
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
Modem/CTM/Misprofiled	274	131	138	74	98	137	125	88	46	659	149	88
Speak and Listen (app)	235	54	68	34	70	35	2,173	1,595	2,614	3,261	3,665	2,980
Speak and Listen	1,292	870	1,253	2,082	1,500	785	876	305	445	654	598	435
106 Emergency Service	104	61	46	88	108	107	49	52	33	37	47	75
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
Quarterly Total		Q1 Total	1,135,648		Q2 Total	1,156,461		Q3 Total	1,232,760		Q4 Total	1,356,520

Total Chargeable Call Minutes 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	n/a	8,839	14,660	16,775	20,394	20,816	20,833
Internet relay (voice)	85	122	32	2	-	93						

INBOUND CALL NUMBERS

Successful Inbound Calls 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 (web browser)	681	729	758	807	691	477						
Internet Relay	Internet relay	10,453	11,131	9,602	11,290	10,989	9,297						
	Internet relay (app)	5,217	5,410	4,688	5,237	5,092	4,692						
SMS	SMS relay	4,190	4,202	3,819	4,335	4,224	3,749						
	SMS relay (voice)	34	36	23	57	44	41						
Video Relay	Video relay	2,192	2,285	1,935	2,060	1,957	1,560						
	Video relay (voice)	2	0	0	0	0	0						
TTY	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 - 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	23	5	13	13						
Speak and Listen	Speak and Listen (app)	44	27	43	24	25	45						
	Speak and Listen	50	42	23	21	27	10						
E106	Voice Caller (Normal Phone)	16	22	46	62	75	56						
	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		308,399	308,399	308,399	308,399	308,399	308,399	Q3 Total		Q4 Total	0		

Successful Inbound Calls 2017/18													
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	77,524	72,713	79,469	81,016	80,312	78,020	73,478	78,262	77,290	84,889	77,128
	Captioned relay (web browser)	1,045	989	623	818	687	521	601	589	620	576	685	625
Internet Relay	Internet relay	11,934	11,621	10,589	11,986	11,850	10,019	11,933	11,617	12,199	10,967	12,115	10,451
	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
SMS	SMS relay	4,083	4,400	3,790	4,124	4,273	4,189	4,429	4,123	4,233	4,252	4,389	4,142
	SMS relay (voice)	51	79	63	74	53	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 relay (voice)	4	0	14	5	4	3	0	0	0	0	0	0
TTY	TTY - Speak and Read	3,329	3,071	2,757	3,103	2,947	2,597	2,947	2,597	2,616	2,599	2,203	2,137
	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 - Type and Listen	31	55	23	56	26	39	52	55	51	37	45	27
	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
	Modem/CTM/Misprofiled	10	14	12	10	17	25	22	14	13	17	11	5
Speak and Listen	Speak and Listen (app)	70	49	34	60	53	63	53	51	46	43	38	45
	Speak and Listen	62	60	44	62	41	54	123	106	85	87	139	84
E106	Voice Caller (Normal Phone)	0	0	3	4	0	0	4	16	13	24	33	26
	106 Emergency Service	10	14	4	13	10	1	8	5	3	3	2	0
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
Quarterly Total		316,500	316,500	316,500	316,500	316,500	316,500	316,500	316,500	316,500	316,500	316,500	316,500

Successful Inbound Calls 2016/17													
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 relay (web browser)	3,527	1,757	676	1,084	573	561	411	481	993	887	864	1,044
Internet Relay	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 (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
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
	SMS relay (voice)	67	76	68	32	104	82	77	87	115	92	237	153
Video Relay	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 relay (voice)	1	2	2	2	3	3	2	5	2	1	3	5
TTY	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
	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	Speak and Listen (app)	117	98	76	73	76	45	37	95	87	73	58	71
	Speak and Listen	52	37	63	84	76	50	33	63	59	55	80	49
E106	Voice Caller (Normal Phone)	0	0	1	4	3	1	2	0	0	0	2	0
	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		275,770	275,770	275,770	275,770	275,770	275,770	275,770	275,770	275,770	275,770	275,770	275,770

Successful Inbound Calls 2015/16													
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	53,386
	Captioned relay (web browser)	527	536	717	593	772	567	461	1,275	1,000	730	687	1,580
Internet Relay	Internet relay	13,296	11,942	11,533	11,794	11,571	11,436	10,976	12,327	12,063	12,048	12,069	12,097
	Internet relay (app)	2,633	2,750	3,038	3,086	3,118	3,553	3,942	4,129	4,239	4,799	4,799	4,686
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	3,292
	SMS relay (voice)	115	72	63	98	96	89	89	111	95	105	50	50
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	2,534
	Video relay (voice)	7	8	16	7	8	7	4	4	10	2	4	4
TTY	TTY - Speak and Read	5,040	5,156	4,764	4,921	4,788	4,982	4,648	4,497	4,588	4,193	4,236	4,009
	TTY - Type and Read	3,242	3,193	3,022	2,926	3,033	3,014	3,047	3,067	2,907	2,470	2,772	2,595
	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	18	12	11	11	16	11	11	13	14
Speak and Listen	Speak and Listen (app)	43	17	23	18	12	10	34	44	88	127	118	94
	Speak and Listen	61	55	63	146	130	88	69	43	44	55	62	58
E106	Voice Caller (Normal Phone)	33	8	20	229	207	74	108	0	0	0	1	1
	106 Emergency Service	8	7	5	9	16	13	7	6	5	6	4	8
Monthly Total		58,663	59,517	61,227	63,966	64,458	65,094	62,692	68,722	71,916	83,849	86,687	86,687
Quarterly Total		179,407	179,407	179,407	179,407	179,407	179,407	179,407	179,407	179,407	179,407	179,407	179,407

Successful Inbound Calls 2014/15													
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 (web browser)	634	447	461	395	346	727	753	621	510	546	783	564
Internet Relay	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 (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
SMS	SMS relay	10	5	4	2	0	0	3	13	3	1	5	2
	SMS relay (voice)	3,508	3,888	3,790	3,818	3,							

OUTBOUND CALLS BY INBOUND CALL TYPE

Total Calls Per Month 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	76,951	74,395	69,721						
	Captioned relay (web browser)	681	729	758	807	691	677						
Internet Relay	Internet relay	18,452	18,921	16,064	20,196	19,448	16,717						
	Internet relay (app)	8,673	8,486	7,282	-	-	-						
SMS	SMS relay	7,666	7,176	6,432	7,612	7,442	6,710						
	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 (voice)	2	-	-	-	-	-						
TTY	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						
	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	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 -		

706.533

Total Calls Per Month 2017/18													
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 relay (web browser)	1,045	989	623	819	687	521	601	589	620	576	685	625
Internet Relay	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 (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
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
	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 relay (voice)	4	0	14	5	4	3	-	-	-	0	0	0
TTY	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 - 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	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		

Total Calls Per Month 2016/17													
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 relay (web browser)	3,527	1,757	676	1,084	573	561	411	481	993	887	864	1,044
Internet Relay	Internet relay	19,547	21,371	19,824	20,233	21,890	19,347	20,199	19,689	20,694	17,079	20,638	19,130
	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	7,992
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	6,728
	SMS relay (voice)	67	76	68	32	104	82	77	87	115	92	237	153
Video Relay	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 relay (voice)	1	2	2	2	3	-	2	5	2	1	3	5
TTY	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	4,819
	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	2,610
	TTY - Type and Listen	117	80	71	112	91	99	112	129	123	114	78	116
	Voice calls	2,175	2,212	2,113	2,125	2,027	2,075	1,969	1,790	2,049	1,670	1,958	1,762
	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	207	234	270	309	356	214	206	240	240	224	309	279
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		

Total Calls Per Month 2015/16													
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	53,386
	Captioned relay (web browser)	527	536	717	593	772	567	461	1,275	1,000	730	687	1,580
Internet Relay	Internet relay	20,468	18,115	17,316	17,830	17,871	18,224	17,316	19,633	19,383	19,196	19,074	19,367
	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	7,014
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	5,232
	SMS relay (voice)	115	72	63	98	96	89	77	93	111	95	105	50
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	2,534
	Video relay (voice)	14	9	16	7	8	3	8	4	7	-	-	4
TTY	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	5,955
	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	3,799
	TTY - Type and Listen	159	141	202	257	280	204	195	202	123	140	91	97
	Voice calls	2,878	2,763	2,868	2,766	2,642	2,621	2,429	2,308	2,544	2,344	2,452	2,358
	Modem/CTM	81	44	20	19	23	15	36	23	12	133	30	18
Speak and Listen	Speak and Listen (app)	73	24	35	28	18	19	161	145	186	268	242	196
	Speak and Listen	424	395	401	602	502	345	377	315	327	295	358	315
E106	106 Emergency Service	8	8	5	9	17	13	9	6	6	6	4	9
Monthly Total		73,466	73,209	74,595	77,616	78,181	79,638	77,185	84,510	87,462	89,032	99,275	101,921
Quarterly Total		Q1 Total 221,270			Q2 Total 235,435			Q3 Total 249,157			Q4 Total 290,228		

Total Calls Per Month 2014/15													
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 (web browser)	634	447	461	395	346	727	753	621	510	546	783	564
Internet Relay	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 (app)	n/a	n/a	n/a	n/a	n/a	n/a	1,679	2,404	2,618	3,257	3,406	3,389
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
	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 relay (voice)	17	20	8	11	16	6	10	10	12	12	9	23
TTY	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 - Type and Listen	190	186	183	140								

INBOUND AND OUTBOUND CALLS

ND OUTBOUND CALLS 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	
		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)	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 (web browser)	681	681	229	229	758	758	807	807	691	691	477	477												
Internet Relay	Internet relay	10,453	18,452	11,131	18,921	9,602	10,064	11,290	20,196	10,989	19,448	9,297	16,717												
	Internet relay (app)	5,217	8,673	5,410	8,486	4,688	7,282	5,092	7,282	5,092	4,692														
	Internet relay (voice)	0	0	0	0	0	0	0	0	0	0	0	0												
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												
	SMS relay (voice)	34	34	36	36	32	32	57	57	44	44	41	41												
Video Relay	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 relay (voice)	2	2	0	0	0	0	0	0	0	0	0	0												
TTY	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 - Type and Listen	29	37	43	65	33	36	35	16	21	4	31	14												
	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												
Speak and Listen	Speak and Listen (app)	44	65	27	46	42	74	24	31	25	34	45	66												
	Speak and Listen	50	102	42	95	23	129	21	121	27	166	10	109												
	Voice Caller (Normal Phone)	16		22		46		62		75		56													
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												

INBOUND AND OUTBOUND CALLS 2017-18																									
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	
		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)	74,310	74,310	77,924	77,924	73,713	73,713	79,469	79,469	81,016	81,016	80,312	80,312	78,020	78,020	73,478	73,478	78,262	78,262	77,290	77,290	84,889	84,889	77,128	77,128
	Captioned relay (web browser)	1,045	1,045	989	989	623	623	819	819	687	687	521	521	601	601	589	589	620	620	576	576	685	685	625	625
Internet Relay	Internet relay	11,934	20,825	11,621	19,718	10,589	17,622	11,986	19,191	11,850	19,841	10,019	17,110	11,933	20,176	11,617	19,468	12,199	20,207	10,967	18,037	12,315	20,204	10,451	17,736
	Internet relay (app)	5,446	8,617	5,653	8,914	5,271	7,997	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	5,337	8,448
	Internet relay (voice)	2	2	2	2	0	0	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2	2
SMS	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	4,389	7,217	4,142	6,883
	SMS relay (voice)	51	162	79	230	63	280	74	74	51	51	50	50	36	36	30	30	45	45	35	35	54	42	42	
Video Relay	Video relay	1,705	1,705	2,398	2,398	2,092	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	2,238	1,796	1,796
	Video relay (voice)	4	4	0	0	14	14	5	5	4	4	3	3	3	3	3	3	3	3	3	3	3	3	3	3
TTY	TTY - Speak and Read	3,132	4,684	3,071	4,564	2,757	4,064	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	2,603	3,916	2,137	3,150
	TTY - Type and Read	1,645	2,188	1,704	2,308	1,509	2,045	1,583	2,110	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	1,376	1,873
	TTY - Type and Listen	31	49	55	98	22	32	56	95	26	29	39	63	52	80	55	95	51	74	37	59	45	59	27	31
	Voice calls	1,536	1,716	1,510	1,708	1,341	1,492	1,404	1,538	1,519	1,723	1,641	1,908	1,629	1,848	1,339	1,500	1,376	1,526	1,338	1,526	1,530	1,725	1,290	1,442
	Modem/CTM	10	194	14	338	12	590	10	332	17	38	25	31	22	32	14	25	13	17	17	63	11	16	5	368
Speak and Listen	Speak and Listen (app)	70	151	49	102	34	64	60	81	53	78	63	92	53	86	51	67	46	71	43	49	38	57	45	58
	Speak and Listen	62	213	60	287	44	189	62	207	41	161	54	232	123	228	106	290	85	202	87	210	139	346	84	260
	Voice Caller (Normal Phone)	0	N/A	0	N/A	3	N/A	4	N/A	4	N/A	4	N/A	24	9	16	13	13	24	13	33	26	26	0	3
E106	106 Emergency Service	10	17	14	15	4	12	12	12	10	12	1	2	8	9	5	5	7	3	11	2	2	0	3	
Monthly Total		105,076	122,866	109,543	126,999	101,881	117,086	110,237	125,051	112,701	128,693	108,596	123,970	108,756	125,165	102,806	118,291	108,286	123,721	107,771	120,170	116,197	132,177	104,511	119,843

INBOUND AND OUTBOUND CALLS 2016-17																									
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	
		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 relay (web browser)	3,527	3,527	1,257	1,257	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	Internet relay	11,834	19,547	12,225	21,371	11,749	19,824	11,895	20,233	12,689	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 (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	11	11	11	11	11	11	11	11	11	11	11	11	11	11
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
	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 Relay	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 relay (voice)	1	1	2	2	2	2	2	2	3	3	3	3	2	2	2	2	2	2	2	2	2	2	2	2
TTY	TTY - Speak and Read	4,089	6,113																						

GENUINE CALLS TO EMERGENCY SERVICES

Breakdown of genuine calls to Emergency Services 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

Breakdown of genuine calls to Emergency Services 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

Breakdown of genuine calls to Emergency Services 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

Breakdown of genuine calls to Emergency Services 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

Breakdown of genuine calls to Emergency Services 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)

Average Call Duration 2018-19												
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						

Average Call Duration 2017-18												
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

Average Call Duration 2016-17												
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

Average Call Duration 2015-16												
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 downloads 2018/19

	July	August	September	Q1 Total	October	November	December	Q2 Total	January	February	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 downloads 2017/18

	July	August	September	Q1 Total	October	November	December	Q2 Total	January	February	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 downloads 2016/17

	July	August	September	Q1 Total	October	November	December	Q2 Total	January	February	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 downloads 2015/16

	July	August	September	Q1 Total	October	November	December	Q2 Total	January	February	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 downloads 2014/15

	July	August	September	Q1 Total	October	November	December	Q2 Total	January	February	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

HELPEDESK ACTIVITY

	Enquiries by Case Type																								
	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	YTD total	Q1	Q2	Q3	Q4	YTD total
Not For Us	922	860	874	993	3,649	1,150	988	686	680	3,504	3,612	760	731	814	5,917	955	979	1,098	1,265	4,297	1,163	1,169	0	0	2,332
Client Introduction	173	176	228	211	788	243	194	200	223	860	248	202	176	169	795	165	137	182	193	677	248	245	0	0	493
Client Maintenance & Support	306	245	306	284	1,141	290	247	236	271	1,044	232	195	176	190	793	164	150	161	187	662	136	120	0	0	256
Business Introduction & Support	224	223	250	287	984	295	228	298	288	1,109	300	264	316	263	1,143	261	226	234	218	939	245	214	0	0	459
Tech Support Issue Resolution (TSIR)	74	78	60	49	261	45	54	49	39	187	32	38	52	45	167	56	48	79	45	228	56	52	0	0	108
Unwelcome Calls & Scams	12	14	10	16	52	19	10	9	10	48	20	11	7	10	48	9	7	13	8	37	9	12	0	0	21
Feedback	62	35	28	24	149	34	27	15	20	96	17	18	11	17	63	3	11	3	13	30	5	4	0	0	9
Complaints	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
Total	1,863	1,710	1,859	1,937	7,369	2,122	1,822	1,580	1,602	7,126	4,502	1,533	1,539	1,556	9,130	1,653	1,600	1,803	1,970	7,026	1,910	1,865	0	0	3,775
Registrations	184	247	309	241	981	222	191	206	203	822	230	174	153	162	719	157	205	151	203	716	167	166	0	0	333
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

	Enquiries by Receipt 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	YTD total	Q1	Q2	Q3	Q4	YTD total
Phone	915	796	987	923	3,621	996	833	848	877	3,554	2,537	954	858	944	5,293	1,072	1,061	1,274	1,382	4,789	1,397	1,371	0	0	2,768
Phone (through NRS)	160	119	135	152	566	125	147	140	153	575	131	117	111	114	473	88	74	106	87	355	89	68	0	0	157
Email	345	327	331	270	1,273	303	318	330	298	1,249	541	245	306	265	1,357	236	222	205	209	872	231	242	0	0	473
Web Email/Form	92	95	82	86	355	84	114	133	101	432	853	118	118	109	1,198	109	92	74	69	344	69	65	0	0	134
SMS	30	35	31	21	117	25	22	17	30	94	230	25	38	38	331	25	31	33	31	120	18	30	0	0	48
TTY Phone	301	312	263	457	1,333	560	371	96	116	1,143	194	61	91	80	426	110	115	107	188	520	97	87	0	0	184
Fax	2	4	6	5	17	3	4	4	8	19	3	5	9	9	17	5	2	1	1	9	3	0	0	0	3
Letter	7	19	17	21	64	16	12	10	14	52	12	8	8	5	33	7	3	3	3	16	5	2	0	0	7
Social Media																									
Face to Face	3	1	1	2	7																				
Other	8	2	6	16	32																				
Total	1,863	1,710	1,859	1,937	7,369	2,122	1,822	1,580	1,602	7,126	4,502	1,533	1,539	1,556	9,130	1,653	1,600	1,803	1,970	7,026	1,910	1,865	0	0	3,775
Registrations	184	247	309	241	981	222	191	206	203	822	230	174	153	162	719	157	205	151	203	716	167	166	0	0	333
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

	Enquiries by Case Type and Receipt 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	YTD total	Q1	Q2	Q3	Q4	YTD total
Not For Us	922	860	874	993	3,649	1,150	988	686	680	3,504	3,612	760	731	814	5,917	955	979	1,098	1,265	4,297	1,163	1,169	0	0	2,332
Phone	458	358	460	394	1,670	445	429	415	443	1,732	2,043	531	469	547	3,590	668	690	852	983	3,193	908	928	0	0	1,836
Phone (Through NRS)	11	4	3	13	31	9	4	2	5	20	19	7	15	7	48	6	7	22	9	44	15	12	0	0	27
Email	139	140	119	103	501	124	138	133	105	500	389	111	113	130	743	133	119	88	88	428	136	130	0	0	266
Web Email/Form	32	51	33	34	150	38	70	79	49	236	794	60	66	61	981	53	46	36	32	167	35	30	0	0	65
SMS	3	6	10	9	28	3	2	6	11	20	28	3	3	10	22	3	4	5	4	16	2	4	0	0	7
TTY Phone	279	300	249	440	1,268	531	345	57	71	1,004	166	45	64	58	333	91	113	95	149	448	65	65	0	0	130
Fax	1				1					1					1					1					1
Letter										1					1					1					1
Client Introduction	173	176	228	211	788	243	194	200	223	860	248	202	176	169	795	165	137	182	193	677	248	245	0	0	493
Phone	128	131	168	175	602	178	136	140	146	600	191	152	125	105	573	132	104	149	121	506	203	183	0	0	386
Phone (Through NRS)	5		2	5	12	4	8	7	7	26	6	7	4	9	26	8	2	3	5	18	3	10	0	0	13
Email	18	29	29	20	96	33	27	27	40	127	24	20	24	34	102	15	18	19	31	83	21	22	0	0	43
Web Email/Form	10	9	16	4	39	8	7	6	7	28	11	9	8	9	37	6	6	4	4	20	3	2	0	0	5
SMS	11	7	10	4	32	10	7	5	11	33	8	8	8	9	33	3	7	3	8	21	4	12	0	0	16
TTY Phone	1			1	2	4	10	7	11	32	6	5	5	3	19	1	4	4	24	29	13	16	0	0	29
Fax										1					2					2					2
Letter										1					1					1					1
Face to Face										3					2					1					1
Other										1					1					1					1
Client Maintenance & Support	306	245	306	284	1,141	290	247	236	271	1,044	232	195	176	190	793	164	150	161	187	662	136	120	0	0	256
Phone	118	98	118	103	437	126	84	80	87	377	72	67	59	66	264	66	52	77	243	63	51	44	0	0	114
Phone (Through NRS)	79	59	76	96	310	75	81	67	99	322	81	66	41	62	250	50	34	57	49	190	33	31	0	0	64
Email	66	44	70	40	220	48	46	58	45	197	36	30	32	31	129	27	26	23	32	108	21	22	0	0	43
Web Email/Form	5	4	11	6	26	3	5	7	4	19	5	10	5	13	33	9	9	5	9	32	3	3	0	0	6
SMS	11	15	5	5	36	10	8	10	10	38	18	6	21	12	57	13	11	17	13	54	7	6	0	0	13
TTY Phone	15	4	4	9	32	11	10	4	7	32	8	5	5	3	21	6	3	4	4	13	5	5	0	0	10
Fax	2	2	5	5	14	2	3	4	7	16	3	4	6	6	13	4	2	1	1	7	2	2	0	0	2
Letter	6	18	16	19	59	15	10	6	11	42	9	7	7	3	26	7	2	3	3	15	2	2	0	0	4
Face to Face										1					1					1					1
Other										6					6					6					6
Business Introduction & Support	224	223	250	287	984	295	228	298	288	1,															

COMPLAINTS

Complaints by Type																									
	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
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							30	34	32		13	7	18	3	41	6	4	2	5	17	23	12			35
Outreach processes and procedures						1	0	2	1	4	0	1	2	2	5	0	0	1		1					0
Connection						0	5	4	2	11	1	0	4	1	6	3	1	2	5	11	4	7			11
Disconnection						10	1	5	3	19	5	6	4	9	24	4	11	6	4	25	4	1			5
Technical/equipment						3	4	5	0	12	0	3	7	1	11	2	0	2	1	5	1	3			4
RO performance						18	22	22	21	83	17	14	20	22	73	17	17	14	22	70	15	21			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			3
Call refusal/resistance						0	5	1	0	6	1	3	3	2	9	1	1		1	3					0
Unwelcome calls						0	0	1	1	2	0	3	2	0	5	2	1			3					0
Other						0	0	1	0	1	2	0	3	1	6	2	0			2					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

Complaints by Receipt 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