Marianne C. Portway
Account Manager

September 19, 2002

To: Members of the MERS Advisory Council

Re: Maine Telecommunications Relay Service Reports

Enclosed please find the following MTRS reports for the month of August 2002:

- 2002 Year-To-Date Traffic Report
- Next Available Assistant Traffic Report
- Customer Contact Report

If you have any questions, I can be reached via my voice mail at 973-326-2577 or e-mail me at mportway@att.com.

Thank you,

Marianne

cc: Willam Leahy, AT&T

AT&T Relay Services
Room Number N160E166
340 Mt. Kemble Avenue
Morristown, New Jersey 07960
973-326-2577 (V)
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E-mail: mportway@att.com

MAINE RELAY SERVICE
2002 Year-to-Date Traffic Report

PERFORMANCE DATA	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Calls													
TTY	12,765	11,385	11,495	11,043	11,309	10,515	10,967	11,547					91,026
VOICE	4,580	3,879	3,723	4,024	4,085	4,123	4,205	4,054					32,673
Sequence	3,598	4,107	2,883	2,925	3,073	2,554	2,961	3,218					25,319
Abandons (not incl. in total)	204	137	145	157	135	74	64	74					990
TOTAL CALLS	20,943	19,371	18,101	17,992	18,467	17,192	18,133	18,819	0	0	0	0	149,018
Call Types													
VCO	3,151	2,386	2,528	2,450	2,657	2,389	2,844	2,780					21,185
HCO	189	201	207	173	109	63	40	21					1,003
Intrastate	19,036	17,494	16,558	16,388	16,688	15,582	16,543	17,208					135,497
Interstate	1,897	1,873	1,528	1,599	1,763	1,600	1,578	1,583					13,421
International	10	4	15	5	16	10	12	28					100
Minutes													
Intrastate (Billed)	76,825	70,098	67,125	65,310	63,592	59,660	63,738	69,573					535,920
Interstate	18,512	17,303	15,450	14,358	14,263	13,819	12,919	13,788					120,411
International	88	88	142	41	147	84	170	332					1,091
TOTAL MINUTES	95,425	87,489	82,717	79,708	78,001	73,563	76,826	83,693	0	0	0	0	657,422
** **Turbo Code Calls**													
Intrastate	6,994	6,815	5,991	5,597	5,798	5,294	5,771	5,968					48,228
Interstate	872	898	654	726	828	724	659	598					5,959
International	3	1	0	0	0	0	0	3					7
TOTAL	7,869	7,714	6,645	6,323	6,626	6,018	6,430	6,569	0	0	0	0	54,194
Turbo Code Minutes													
Intrastate	31,289	30,421	27,473	24,880	25,823	23,747	25,335	26,032					215,001
Interstate	8,787	8,196	7,064	6,445	6,266	6,203	4,784	4,732					52,476
International	22	7	0	0	0	0	0	64					92
TOTAL	40,097	38,624	34,537	31,325	32,089	29,950	30,119	30,828	0	0	0	0	267,569
711 Calls													
TTY Calls	7,671	7,290	7,235	7,773	7,389	7,040	8,113	8,693					61,204
Voice Calls	2,353	1,993	1,922	2,203	2,179	2,317	2,409	2,530					17,906
TOTAL	10,024	9,283	9,157	9,976	9,568	9,357	10,522	11,223	0	0	0	0	79,110
Answer Performance													
Avg. Spd. Ans. (Sec)	4.14	3.51	4.09	3.84	2.99	1.66	1.27	1.83					2.92
% Calls Ans. In 10 Sec.	92%	93%	93%	93%	94%	97%	98%	97%					95%
% Calls Ans. In 30 Sec.	95%	96%	96%	96%	97%	98%	99%	98%					97%
% Calls Ans. In 45 Sec.	97%	97%	97%	97%	98%	99%	99%	99%					98%
% Calls Ans. In 60 Sec.	98%	98%	98%	98%	98%	99%	99%	99%					98%
CA Performance													
Avg. Work Time (AWT)	4.54	4.48	4.52	4.40	4.22	4.35	4.31	4.47					4.41

** Turbo Code Calls and Minutes are included in the Intrastate, Interstate, and International Totals listed above.

AT&T PROPRIETARY - Use Pursuant to Company Instructions

MAINE RELAY SERVICE
2002 Year-to-Date Traffic Report

PERFORMANCE DATA	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Customer Contacts													
Inquiries	11	5	10	3	8	3	2	4					46
Complaints	3	1	4	2	2	1	1	1					15
Commendations	1	0	1	0	1	0	1	0					4
% Calls Received Busy/RO													
Actual Call	0	0	0	0	0	0	0	0					0
Service Recoveries													
Number	0	0	0	0	0	0	0	0					0
Calls Carried/Other Cntrs.	NAA	NAA	NAA	NAA	NAA	NAA	NAA	NAA					NAA
Number of Calls Blocked	0	0	0	0	0	0	0	0					0
Speech to Speech Calls													
Intrastate	2	0	0	1	0	0	1	0					4
Interstate	0	0	0	0	0	0	0	2					2
International	0	0	0	0	0	0	0	0					0
TOTAL STS Calls	2	0	0	1	0	0	1	2	0	0	0	0	6
Speech to Speech Mins													
Intrastate (Billed)	7	0	0	9	0	0	2	0					18
Interstate	0	0	0	0	0	0	0	5					5
International	0	0	0	0	0	0	0	0					0
TOTAL STS Minutes	7	0	0	9	0	0	2	5	0	0	0	0	23

AT&T PROPRIETARY - Use Pursuant to Company Instructions

MAINE RELAY SERVICE
NEXT AVAILABLE ASSISTANT TRAFFIC REPORT
AUGUST 2002

PERFORMANCE DATA	RI	DC	GA	MD	NJ	PA2	PA3	VA	TOTALS
Calls									
TTY	2,153	287	284	2,329	994	3,922	1,578	0	11,547
Voice	759	102	97	924	337	1,277	558	0	4,054
Sequence	625	64	58	526	306	1,265	374	0	3,218
Abandons (not incl. in total)	29	3	8	6	3	18	7	0	74
Total Calls	**3,537**	**456**	**447**	**3,785**	**1,640**	**6,482**	**2,517**	**0**	**18,819**
Call Distribution Percent	19%	2%	2%	20%	9%	34%	13%	0%	100%

Performance Data Reflects: Maine Relay Total Calls/Minutes carried via the noted AT&T TRS Center.
RI = Maine Total Calls/Minutes carried via the AT&T National Relay Center, Providence, Rhode Island
DC = Maine Total Calls/Minutes carried via the DC Relay Center
GA = Maine Total Calls/Minutes carried via the Georgia Relay Center
MD = Maine Total Calls/Minutes carried via the Maryland Relay Center
NJ = Maine Total Calls/Minutes carried via the New Jersey Relay Center
PA2 = Maine Total Calls/Minutes carried via the AT&T National Relay Center, New Castle, Pennsylvania
PA3 = Maine Total Calls/Minutes carried via the AT&T National Relay Center, Scranton, Pennsylvania
VA = Maine Total Calls/Minutes carried via the Virginia Relay Center

CALL DISTRIBUTION = % of Total Maine Relay Service calls carried via the noted State Relay Center (Includes NAA and S/R).

AT&T PROPRIETARY - Use Pursuant to Company Instructions

MAINE Relay Service

August, 2002

Commendations

Complaints

Voice August 30, 2002
The customer complained she got disconnected from two of her relay calls and feels she should not be charged for them.
Category: Disconnect
Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.
Resolution: Pending
Contact Closed:

Inquiries/Comments

Voice August 2, 2002
The caller requested a restriction be removed from a customer's line.
Category: Other
Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.
Resolution: Removed the restriction from the customer's line.
Contact Closed: August 8, 2002

Voice August 7, 2002
The caller has a customer who uses HCO and is having problems using the relay service. She requested a profile be set up for the customer.
Category: Other
Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.
Resolution: Set up a Relay Choice Profile for the customer.
Contact Closed: August 7, 2002

TTY August 14, 2002
The customer wanted to set up a Relay Choice Profile.
Category: Other
Escalation: Received by the U.S. mail and handled by the National Customer Care Center.
Resolution: Entered the profile, and advised the customer it had been done.
Contact Closed: August 14, 2002

Voice August 15, 2002

AT &T PROPRIETARY - Usc Pursuant to Company Instructions

The caller asked where or how to obtain a TDD/TTY.
Category: TTY Distrib/Purchase
Escalation: Received by the Relay Customer Service Line and handled by the National Customer Care Center.
Resolution: Referred the caller to the Maine Center on Deafness.
Contact Closed: August 15, 2002

AT &T PROPRIETARY - Use Pursuant to Company Instructions

MAINE RELAY SERVICE
Customer Contact Report
(August, 2002)

I. Commendations	Voice	TTY	Total
CA/OPR Related			
Relay/OSD Related			
Other			
Total Commendations			

II. Complaints	Voice	TTY	Total
CA/OPR			
Attitude and Manner			
Typing Skill/Speed			
English Grammer			
CA Hung up on me			
Other (CA/OPR)			
Equipment			
Disconnect	1		1
Answer/Wait Time			
Garbled Words			
Other (Equip)			
Methods Related			
Miscellaneous			
Billing Rate			
Scope of Service			
Other (Misc)			
Total Complaints	**1**		**1**

III. Inquiries/Comments	Voice	TTY	Total
General Information			
Outreach/Marketing			
Explain Relay			
TTY Distrib/Purchase	1		1
LEC Service			
Billing/Rate			
Computer Settings			
Technical Related			
Other	2	1	3
Total Inquiries/Comments	**3**	**1**	**4**

Grand Total	**4**	**1**	**5**

AT &T PROPRIETARY - Use Pursuant to Company Instructions

MAINE RELAY SERVICE
2001 Year-to-Date Traffic Report

PERFORMANCE DATA	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Calls													
TTY	11,760	10,745	12,329	10,567	11,152	11,338	12,074	11,848	11,068	11,792	12,250	11,765	138,688
VOICE	4,393	3,781	4,478	3,969	4,050	4,245	4,338	4,031	3,636	4,027	3,707	4,031	48,686
Sequence	3,111	2,724	2,913	2,557	2,570	2,771	2,803	2,953	3,049	3,116	3,724	3,039	35,330
Abandons (not incl. in total)	254	93	166	187	248	277	123	145	72	44	89	131	1,829
TOTAL CALLS	19,264	17,250	19,720	17,093	17,772	18,354	19,215	18,832	17,753	18,935	19,681	18,835	222,704
Call Types													
VCO	2,736	2,609	3,000	2,891	3,069	3,129	3,100	2,672	2,497	2,797	2,734	2,875	34,109
HCO	92	71	106	82	133	80	142	123	191	160	243	199	1,622
Intrastate	17,590	15,650	18,067	15,437	16,069	16,673	17,219	16,980	15,865	17,096	17,627	16,955	201,228
Interstate	1,670	1,592	1,647	1,638	1,692	1,675	1,985	1,842	1,881	1,832	2,043	1,863	21,360
International	4	8	6	18	11	6	11	10	7	7	11	17	116
Minutes													
Intrastate (Billed)	72,501	63,863	72,013	61,366	64,013	65,468	66,617	65,527	63,145	66,176	71,421	65,652	797,763
Interstate	15,680	14,734	14,887	14,222	14,548	14,351	17,004	16,131	17,344	16,841	19,940	18,503	194,184
International	51	160	84	253	89	82	173	112	107	69	154	124	1,459
TOTAL MINUTES	88,232	78,756	86,984	75,840	78,650	79,901	83,795	81,769	80,596	83,086	91,516	84,278	993,405
**** Turbo Code Calls**													
Intrastate	5,217	4,617	5,109	4,771	5,258	5,237	5,176	6,048	5,547	5,753	6,315	5,978	65,026
Interstate	614	507	537	584	688	692	739	710	702	773	953	808	8,307
International	0	2	0	0	0	0	0	0	0	0	2	0	4
TOTAL	5,831	5,126	5,646	5,355	5,946	5,929	5,915	6,758	6,249	6,526	7,270	6,786	73,337
Turbo Code Minutes													
Intrastate	23,864	20,795	23,511	22,605	23,651	22,719	22,182	26,361	24,593	25,408	28,549	25,610	289,847
Interstate	5,195	4,155	4,401	5,247	5,183	5,937	5,664	6,145	5,786	6,568	9,965	8,923	73,169
International	0	18	0	0	0	0	0	0	0	0	35	0	53
TOTAL	29,058	24,968	27,912	27,852	28,834	28,656	27,846	32,506	30,379	31,976	38,549	34,533	363,069
711 Calls													
TTY Calls	6,213	5,795	6,599	6,093	6,450	6,505	6,857	7,414	6,917	7,079	7,742	7,516	81,180
Voice Calls	1,513	1,327	1,591	1,491	1,535	1,603	1,759	1,718	1,607	1,818	1,878	1,988	19,828
TOTAL	7,726	7,122	8,190	7,584	7,985	8,108	8,616	9,132	8,524	8,897	9,620	9,504	101,008
Answer Performance													
Avg. Spd. Ans. (Sec)	5.75	2.32	3.55	4.75	6.05	6.08	3.08	3.25	1.78	0.96	2.52	3.01	3.59
% Calls Ans. In 10 Sec.	91%	96%	94%	93%	92%	91%	94%	94%	97%	98%	95%	94%	94%
% Calls Ans. In 30 Sec.	94%	98%	97%	96%	95%	95%	97%	97%	98%	99%	97%	97%	96%
% Calls Ans. In 45 Sec.	96%	98%	98%	97%	96%	96%	98%	98%	99%	99%	98%	98%	97%
% Calls Ans. In 60 Sec.	97%	99%	98%	97%	97%	97%	99%	98%	99%	100%	99%	98%	98%
CA Performance													
Avg. Work Time (AWT)	4.56	4.58	4.39	4.38	4.34	4.29	4.36	4.35	4.57	4.40	4.61	4.45	4.44

** Turbo Code Calls and Minutes are included in the Intrastate, Interstate, and International Totals listed above.

AT&T PROPRIETARY - Use Pursuant to Company Instructions

MAINE RE[illegible] SERVICE
2001 Year-to-Date Traffic Report

PERFORMANCE DATA	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YTD
Customer Contacts													
Inquiries	3	6	2	7	10	4	7	3	6	5	6	1	60
Complaints	3	2	3	1	1	5	2	2	1	2	0	1	23
Commendations	3	0	2	0	0	1	1	0	0	0	0	0	7
% Calls Received Busy/RO													
Actual Call	0	0	0	0	0	0	0	0	0	0		0	0
Service Recoveries													
Number	0	0	0	0	0	0	0	0	0	0	0	0	0
Calls Carried/Other Cntrs.	NAA	NAA	NAA	NAA	NAA	NAA	NAA	NAA	NAA	NAA	NAA	NAA	NAA
Number of Calls Blocked	0	0	0	0	0	0	0	0	0	0	0	0	0
Speech to Speech Calls													
Intrastate	2	0	1	4	0	0	11	0	0	0	1	0	19
Interstate	0	0	0	2	0	0	0	0	0	0	1	0	3
International	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL STS Calls	2	0	1	6	0	0	11	0	0	0	2	0	22
Speech to Speech Mins													
Intrastate	1	0	1	19	0	0	33	0	0	0	1	0	55
Interstate	0	0	0	1	0	0	0	0	0	0	2	0	3
International	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL STS Minutes	1	0	1	20	0	0	33	0	0	0	4	0	58

AT&T PROPRIETARY - Use Pursuant to Company Instructions

MAINE RELAY SERVICE
NEXT AVAILABLE ASSISTANT TRAFFIC REPORT
DECEMBER 2001

PERFORMANCE DATA	RI	DC	GA	NJ	PA2	PA3	VA	TOTALS
Calls								
TTY	2,402	271	218	1,019	6,066	1,789	0	11,765
Voice	813	98	85	392	1,956	687	0	4,031
Sequence	650	60	32	269	1,680	348	0	3,039
Abandons (not incl. in total)	39	8	15	6	50	13	0	131
Total Calls	**3,865**	**437**	**350**	**1,686**	**9,752**	**2,837**	**0**	**18,835**
Call Distribution Percent	21%	2%	2%	9%	52%	15%	0%	100%

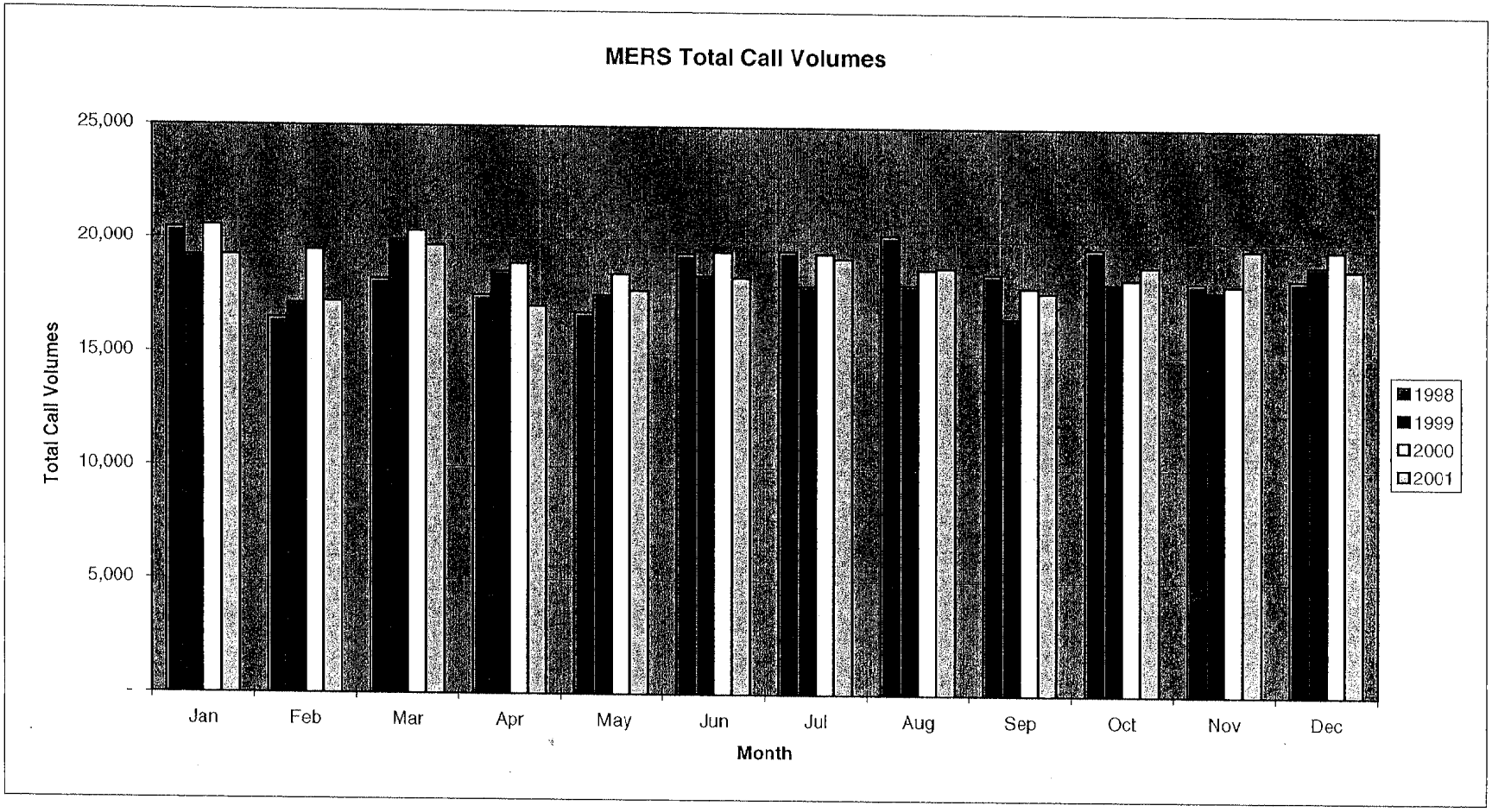
Performance Data Reflects: Maine Relay Total Calls/Minutes carried via the noted AT&T TRS Center.
RI = Maine Total Calls/Minutes carried via the AT&T National Relay Center, Providence, Rhode Island
DC = Maine Total Calls/Minutes carried via the DC Relay Center
GA = Maine Total Calls/Minutes carried via the Georgia Relay Center
NJ = Maine Total Calls/Minutes carried via the New Jersey Relay Center
PA2 = Maine Total Calls/Minutes carried via the AT&T National Relay Center, New Castle, Pennsylvania
PA3 = Maine Total Calls/Minutes carried via the AT&T National Relay Center, Scranton, Pennsylvania
VA = Maine Total Calls/Minutes carried via the Virginia Relay Center

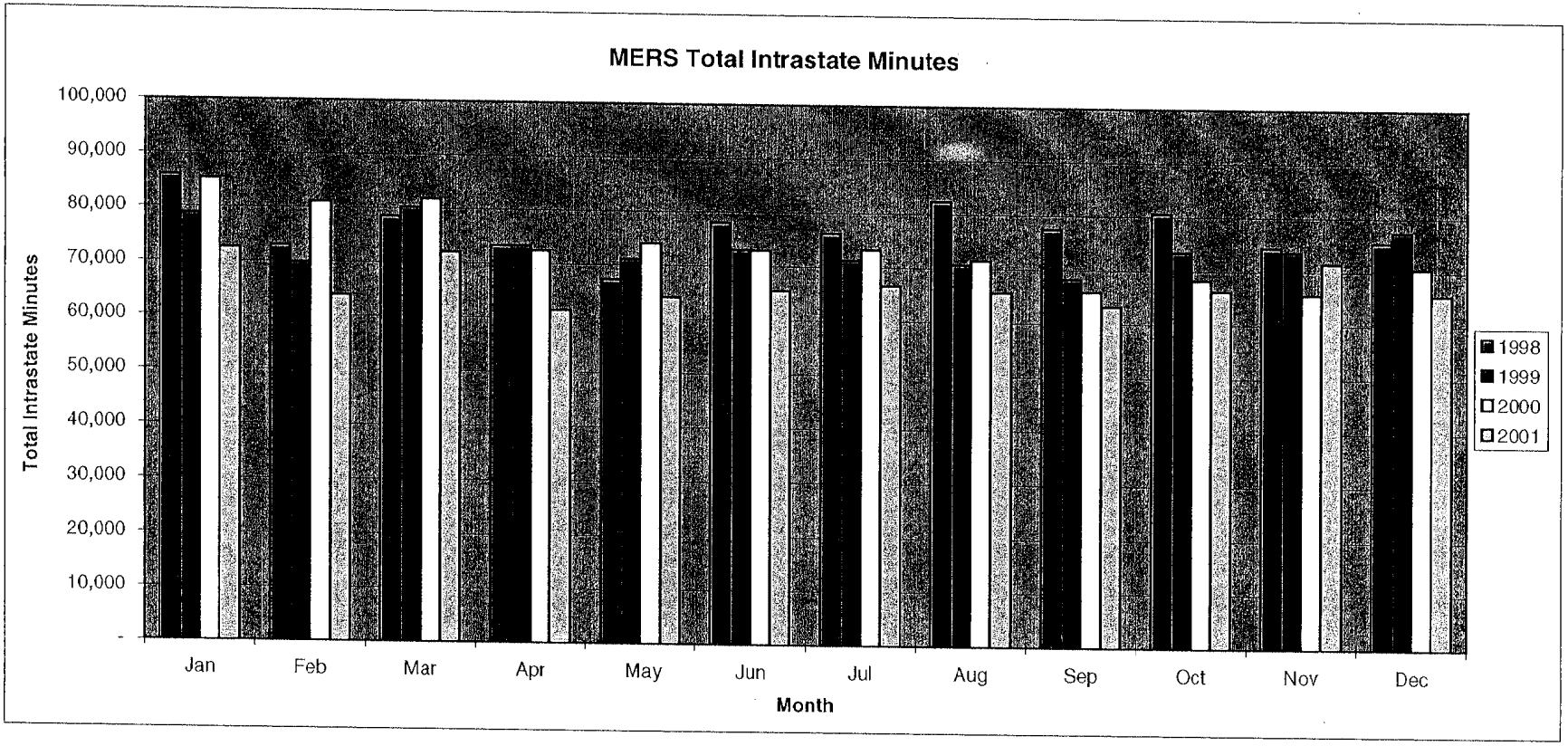
CALL DISTRIBUTION = % of Total Maine Relay Service calls carried via the noted State Relay Center (Includes NAA and S/R).

AT&T PROPRIETARY - Use Pursuant to Company Instructions

MERS Total Calls

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
1998	20,438	16,528	18,262	17,558	16,819	19,406	19,521	20,248	18,576	19,686	18,255	18,396	**223,693**
1999	19,224	17,161	19,970	18,595	17,570	18,439	18,013	18,080	16,629	18,172	17,875	19,020	**218,748**
2000	20,553	19,494	20,339	18,952	18,501	19,471	19,423	18,761	17,974	18,382	18,118	19,659	**229,627**
2001	19,264	17,250	19,720	17,093	17,772	18,354	19,215	18,832	17,753	18,935	19,681	18,835	**222,704**



MERS Total Intrastate Minutes

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
1998	85,875	72,909	78,534	73,276	67,247	77,992	76,186	82,348	77,434	80,488	74,285	75,346	**921,920**
1999	78,721	69,827	80,193	73,286	71,034	72,928	71,151	70,641	68,181	73,322	73,538	77,383	**880,205**
2000	85,229	81,042	81,798	72,395	73,959	72,829	73,180	71,418	65,872	68,206	65,580	70,562	**882,070**
2001	72,501	63,863	72,013	61,366	64,013	65,468	66,617	65,527	63,145	66,176	71,421	65,652	**797,762**