

# Australian Government

# Department of Communications and the Arts

26 March 2019

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

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

#### Background

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

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

#### Agreement

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

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

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

2 Phillip Law Street, Canberra ACT 2601, Australia GPO Box 2154, Canberra ACT 2601, Australia • telephone +61 (0)2 6271 1000 • website <u>communications.gov.au</u> • arts.gov.au

# CONFIDENTIAL

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

No systems or software will be provided by the Commonwealth.

#### **Tender requirements**

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

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

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

#### **Evaluation criteria**

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

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

#### **Key dates**

The Commonwealth's timeline for this procurement is:

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

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

# Terms and conditions of this procurement

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

# **Contact Officer**

The single point of contact for this RFT is:

Kathleen Silleri NRStender@communications.gov.au

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

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

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

Yours sincerely

MUU

Jennifer McNeill First Assistant Secretary Infrastructure and Consumer Division

# Attachments:

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

# ATTACHMENT A - STATEMENT OF REQUIREMENT

#### 1. OBJECTIVES

The Commonwealth's objectives are that the NRS should:

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

#### 2. SERVICES

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

# 2.2 Access to emergency services

The successful tenderer will be required to:

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

# 2.3 **106 calls**

The successful tenderer will be:

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

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

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

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

# 2.4 Helpdesk

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

# 2.5 Hours of operation

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

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

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

# 3. SERVICE LEVELS

# 3.1 Minimum service levels

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

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

# 3.2 Additional service levels

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

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

# 4. **OTHER**

# 4.1 Call centre locations

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

# 4.2 Privacy

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

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

# 4.3 **Policies and regulation**

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

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

#### 4.4 Standards

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

# 4.5 Branding

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

## 4.6 Plans

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

(a) Service Delivery Plan for 2019-2020;

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

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

7

a detailed budget;

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

### 5. **REGISTRATION SYSTEM**

### 5.1 Overview

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

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

# 5.2 Features

The registration system is expected to involve the following features:

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

# 5.3 Information management

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

# ATTACHMENT B - KEY AGREEMENT TERMS

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

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

•

# ATTACHMENT C – TENDER REQUIREMENTS

Tenders should:

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

# Capability

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

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

Note: The Commonwealth may ask tenderers to:

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

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

Price

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

Note:

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

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

Risk

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

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

## ATTACHMENT D – CONDITIONS OF TENDER

#### 1. TENDERER TO INFORM ITSELF

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

#### 2. USE OF TENDER DOCUMENTS

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

#### 3. AMENDMENTS TO RESPONSES

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

# 4. CONFIDENTIAL INFORMATION

#### 4.1 Definition

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

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

but does not include information:

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

# 4.2 **Commonwealth Confidential information**

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

#### 4.3 **Public statements**

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

#### 4.4 Tenderer Confidential Information

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

#### 5. EVALUATION

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

#### 6. COMMONWEALTH RIGHTS

The Commonwealth may:

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

#### 7. NO LIABILITY

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

#### 8. DEBRIEFING

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

17

# ATTACHMENT E – TENDERER DEED OF UNDERTAKING

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

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

# 1. BACKGROUND

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

# 2. **COMPLIANCE WITH THE RFT**

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

# 3. OFFER

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

# 4. ESSENTIAL REQUIREMENTS

The tenderer confirms that it:

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

# 5. INVESTIGATIONS

The tenderer agrees:

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

# 6. **CONFIDENTIALITY**

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

# 7. ETHICAL DEALING

The tenderer represents that:

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

# 8. **CONFLICT OF INTEREST**

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

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

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

# 9. **EMPLOYEE ENTITLEMENTS**

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

19

# 10. COMPLIANCE WITH AUSTRALIAN STANDARDS

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

# 11. WORKPLACE GENDER EQUALITY REQUIREMENTS

Choose one of the following options:

□ The tenderer:

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

ÖR

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

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

NAME AND TITLE OF SIGNATORY

# SIGNATURE

IN THE PRESENCE OF:

NAME OF WITNESS

# SIGNATURE OF WITNESS

# ATTCHMENT A ANNEXURE 1: NATIONAL RELAY SERVICE DATA TABLES

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

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

# SUMMARY TABLES

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

INBOLIND AND OUTBOLIND CALLS

E106

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

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

123 24

 10
 12
 14
 15
 4
 4
 12
 12
 10
 12
 1
 2
 8
 9
 5
 5
 7
 3
 11
 2
 2
 0
 3

 105,076
 122,866
 109,543
 126,999
 101,881
 117,086
 110,237
 125,051
 112,011
 128,693
 108,596
 123,970
 108,756
 125,165
 102,806
 118,291
 108,286
 123,721
 105,771
 120,170
 116,197
 132,177
 104,511
 119,843

228 106 16

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

INBOUND AND OUTBOUND CALLS 2015-16

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

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

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

# GENUINE CALLS TO EMERGENCY SERVICES

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

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

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

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

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

# AVERAGE CALL DURATION (mins)

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

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

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

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

# NRS APP DOWNLOADS

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

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

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

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

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

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

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

|                     |    |    |         |    |                  |    | Complain | its by Receip | t Channel |                  |    |    |         |    |                  |    |    |         |    |           |    |    |         |    |           |
|---------------------|----|----|---------|----|------------------|----|----------|---------------|-----------|------------------|----|----|---------|----|------------------|----|----|---------|----|-----------|----|----|---------|----|-----------|
|                     |    |    | 2014/15 |    |                  |    |          | 2015/16       |           |                  |    |    | 2016/17 |    |                  |    |    | 2017/18 |    |           |    |    | 2018/19 |    |           |
|                     | Q1 | Q2 | Q3      | Q4 | 2014/15<br>total | Q1 | Q2       | Q3            | Q4        | 2015/16<br>total | Q1 | Q2 | Q3      | Q4 | 2016/17<br>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        |