

**Appendix A – Telecommunications Relay Service
Selected Historical Statistics (Session Minutes/CapTel Conversation Minutes (CM))**

	Traditional Relay Statistics (Session Minutes)				CapTel Relay Statistics (CM)		
	Total Calls (Incl. GA)	Total Minutes Of Use	Interstate Minutes	Intrastate Minutes	CapTel Total Calls (Answered)	CapTel Total CM	CapTel Intrastate CM
Jul-09	11,218	33,553	5,023	28,530	7,610	19,623	14,681
Aug-09	10,401	30,198	4,138	26,060	7,715	21,395	16,319
Sep-09	10,031	29,697	4,101	25,597	6,954	18,481	14,174
Oct-09	10,977	33,470	4,625	28,845	8,672	26,360	20,147
Nov-09	8,949	26,903	3,889	23,014	8,949	26,017	20,141
Dec-09	11,215	33,527	4,585	28,942	11,210	31,175	24,750
Jan-10	9,486	28,333	3,113	25,220	9,447	27,411	21,831
Feb-10	8,795	26,965	2,965	24,000	8,166	22,863	17,983
Mar-10	9,839	30,621	3,657	26,963	9,337	23,909	18,411
Apr-10	9,519	32,929	3,665	29,262	9,658	23,000	17,648
May-10	9,508	32,727	3,366	29,360	9,496	23,707	17,100
Jun-10	9,343	28,595	2,693	25,902	10,227	25,423	19,251
Jul-10	9,812	29,244	2,686	26,557	9,578	22,801	18,610
Aug-10	9,053	26,986	2,608	24,378	8,987	22,556	18,228
Sep-10	8,331	24,776	2,677	22,099	8,976	21,665	17,196
Oct-10	7,933	26,844	2,361	24,483	9,253	22,663	17,906
Nov-10	8,193	27,813	2,836	24,977	8,883	23,228	16,656
Dec-10	7,903	26,864	2,409	24,454	8,659	22,301	16,901
Jan-11	8,242	30,433	2,692	27,741	8,694	23,629	18,039
Feb-11	7,111	22,505	2,553	19,952	8,452	21,225	15,728
Mar-11	6,597	23,514	2,264	21,250	10,151	24,197	18,761

	Traditional Relay Statistics (Session Minutes)				CapTel Relay Statistics (CM)		
	Total Calls (Incl. GA)	Total Minutes Of Use	Interstate Minutes	Intrastate Minutes	CapTel Total Calls (Answered)	CapTel Total CM	CapTel Intrastate CM
Apr-11	6,561	20,565	1,743	18,822	9,793	25,410	19,231
May-11	6,846	21,789	1,874	19,915	12,134	29,232	22,219
Jun-11	6,604	18,596	1,386	17,210	12,315	31,337	23,656
Jul-11	6,454	19,671	1,863	17,809	11,160	29,647	23,258
Aug-11	6,891	20,163	2,183	17,980	11,675	29,999	23,928
Sep-11	6,633	20,957	2,202	18,756	10,988	26,900	21,249
Oct-11	6,097	18,405	1,826	16,579	10,858	29,319	22,626
Nov-11	5,904	17,672	1,428	16,245	10,395	28,471	21,776
Dec-11	5,980	15,984	1,496	15,984	11,113	31,635	24,794
Jan-12	5,790	17,898	1,697	16,201	9,762	30,652	24,521
Feb-12	5,277	16,235	1,766	14,469	9,363	30,120	24,231
Mar-12	5,122	14,205	1,273	12,933	10,444	30,364	24,847
Apr-12	4,958	13,809	1,307	12,502	10,023	29,297	22,988
May-12	5,175	14,922	1,544	13,377	10,305	30,828	24,253
Jun-12	5,223	14,172	1,730	12,443	10,164	30,023	23,507
Jul-12	4,920	14,216	1,553	12,663	9,633	27,242	21,605
Aug-12	5,091	14,690	1,863	12,828	8,831	24,268	19,380
Sep-12	4,658	13,188	1,580	11,607	7,865	20,875	16,094
Oct-12	5,348	16,290	1,992	14,299	8,888	23,647	18,077
Nov-12	4,510	13,106	1,480	11,626	7,941	22,695	17,188
Dec-12	5,053	15,309	2,212	13,097	8,598	24,152	18,673
Jan-13	4,590	13,541	1,909	11,633	8,743	24,821	19,142

	Traditional Relay Statistics (Session Minutes)				CapTel Relay Statistics (CM)		
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Feb-13	4,041	12,042	1,895	10,147	7,798	22,775	17,067
Mar-13	4,680	12,941	1,655	11,286	7,916	23,039	17,158
Apr-13	5,105	12,452	1,448	11,004	9,177	25,674	19,608
May-13	5,133	13,794	1,576	12,218	9,530	28,199	20,693
Jun-13	4,696	12,475	1,257	11,217	7,892	22,692	16,956
Jul-13	4,709	12,379	1,810	10,569	8,058	22,171	17,210
Aug-13	4,600	11,902	1,361	10,541	8,615	23,538	18,531
Sep-13	4,671	13,517	2,818	10,699	9,037	24,014	18,312
Oct-13	5,685	15,586	2,771	12,816	9,101	25,744	19,292
Nov-13	4,542	12,410	1,618	10,792	8,550	26,060	20,337
Dec-13	4,240	11,847	1,803	10,044	9,132	26,148	20,611

ATTACHMENT 1.1

**Nebraska Rely Service
Price Quotation - Mandatory Services – Traditional Relay
Price Per Session Minute of Communications Assistant Work Time**

Communications Assistant work time shall not include time prior to the moment when a communications assistant is ready to render assistance and/or ready to accept information to process the call. Communications Assistant work time is the time, in minutes and seconds, from the moment when a communications assistant is ready to render assistance and/or ready to accept information to process a call to the TRS until both relay users disconnect.

For all mandatory service requirements:

Bidders are instructed to provide a figure to the third decimal place, as in \$X.XXX per session minute.

Per session minute of outbound calls:

Year 1	Year 2	Year 3	Year 4	Year 5

ATTACHMENT 1.2

**Nebraska Relay Service
Price Quotation - Mandatory Services – Captioned Telephone TRS
Price Per Conversation Minute of Communications Assistant Work Time**

Communications Assistant work time in conversation minutes shall be defined as the time, in minutes and seconds, from the time the relay originator is connected to the called party's number and transcription begins and continuing until the CA directs the workstation to end the call or when one of the two parties disconnects. This includes connections made to an answering machine or voice menu. Conversation minutes do not include the time in queue (call is ringing, waiting for the call to connect to the other phone number), call set-up, call wrap-up, or calls that have reached numbers that are busy or received no answer.

For all mandatory service requirements:

Bidders are instructed to provide a figure to the third decimal place, as in \$X.XXX per conversation minute.

Per conversation minute of completed calls:

Year 1	Year 2	Year 3	Year 4	Year 5