

Telecommunications Relay Service

Appendix A - Selected Historical Statistics - Conversation Minutes (Traditional Relay/CapTel)

Data Period	Traditional Relay (Excl. STS Relay) (CM)			Speech-to-Speech Relay (CM)			Ave Call Length (Completed)	Combined Traditional & STS Relay (CM)			Ave Call Length (Answered)	Captioned Telephone Service (CapTel)		
	Total Calls (Completed)	Total Minutes of Use (Conversation)	Intrastate Minutes of Use (Conversation)	Total Calls (Completed)	Total Minutes of Use (Conversation)	Intrastate Minutes of Use (Conversation)		Total Calls (Completed)	Total Minutes of Use (Conversation)	Intrastate Minutes of Use (Conversation)		Total Calls (Answered)	Total Minutes of Use (Conversation)	Intrastate Minutes of Use (Conversation)
(a)	(b)	(c)	(d)	(e)	(f)	(g)	(h)	(i)	(j)	(k)	(l)	(m)	(n)	(o)
Jan-22	97	613	443	0	0	0	6	97	613	443	3	797	2,469	1,936
Feb-22	113	796	569	0	0	0	7	113	796	569	3	736	2,292	1,653
Mar-22	105	823	538	0	0	0	8	105	823	538	3	1,040	2,789	2,023
Apr-22	119	775	482	0	0	0	7	119	775	482	3	909	2,605	2,009
May-22	109	635	417	0	0	0	6	109	635	417	2	1,026	2,375	1,898
Jun-22	114	832	518	0	0	0	7	114	832	518	3	956	2,649	2,197
Jul-22	135	898	447	0	0	0	7	135	898	447	2	1,148	2,835	2,241
Aug-22	242	1,059	713	0	0	0	4	242	1,059	713	2	1,161	2,687	2,090
Sep-22	238	1,241	637	0	0	0	5	238	1,241	637	2	1,024	2,180	1,711
Oct-22	127	825	472	0	0	0	6	127	825	472	3	908	2,398	1,828
Nov-22	110	674	445	0	0	0	6	110	674	445	3	611	1,944	1,295
Dec-22	168	1,011	695	0	0	0	6	168	1,011	695	4	562	2,253	1,519
Jan-23	153	926	650	0	0	0	6	153	926	650	4	333	1,222	842
Feb-23	121	640	464	8	41	0	5	129	682	464	4	339	1,482	1,020
Mar-23	113	894	724	1	10	5	8	114	904	729	4	398	1,622	954
Apr-23	98	521	389	0	0	0	5	98	521	389	3	394	1,100	780
May-23	163	995	746	0	0	0	6	163	995	746	3	400	1,082	753
Jun-23	262	1,393	1,096	0	0	0	5	262	1,393	1,096	4	425	1,623	1,038
Jul-23	99	536	436	0	0	0	5	99	536	436	3	416	1,042	854
Aug-23	197	1,020	804	0	0	0	5	197	1,020	804	2	344	804	501
Sep-23	183	1,022	609	0	0	0	6	183	1,022	609	3	235	802	603
Oct-23	228	1,369	1,070	0	0	0	6	228	1,369	1,070	3	423	1,289	1,036
Nov-23	150	876	518	0	0	0	6	150	876	518	4	276	985	777