California Telecommunications Relay Service
δ 64.604 FCC Mandatory Minimum Standards Matrix

FCC Order Ref. 90-571 Appendix B	REQUIREMENT	IN COMPLIANCE		Explanation of Requirement	COMMENTS
		Meets	Exceeds		
OPERATIONAL STANDARDS					
δ 64.604 A.1	**Communications Assistant (CA) -** Competency Skills 60 WPM typing speed (although technological aids may be used to reach the required typing speed); Spelling; Clear & articulate voice communication; Familiarity with hearing & speech disabled cultures; ASL Translation; VRS 'qualified' Interpreters			-Provide a copy of vendor's employment standards -Provide a copy of CA Training Program – TRS & Speech-to-Speech -Reference vendor's oral-to-type tests of 60 WPM -Reference CA Quality Assurance Programs ~ 60 WPM ~ Spelling ~ Clear and articulate voice communications ~ Familiarity with Hearing & Speech Disabled cultures ~ ASL Translation -Provide a copy of CSDVRS qualified VIs	
δ 64.604 A.2	**Confidentiality & Conversation Context –** CAs are prohibited from disclosing the content of any relayed conversation regardless of content & w/a limited exception for STS CAs, from keeping records of the content of any conversation beyond the duration of a call. At the request of the user, STS CAs may retain info from a call in order to facilitate the completion of consecutive calls, & only for the period of subsequent calls. If no illegal use of phone company facilities, the CA must relay the call verbatim.			-Provide a copy of vendor's TRS Pledge of Confidentiality Form & CSD's Pledge of Confidentiality for VRS CAs/VIs -Reference vendor's policies & procedures to ensure confidentiality of calls and/or for breach -Reference to TRS CAs to relay verbatim unless requested for summarization or interpretation of ASL call -Reference to STS CAs limited exception to retain info for consecutive calls at the request of STS user or STS CA -Reference to STS CAs ability to facilitate the call as long as it doesn't interfere w/the caller's control & independence	

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		Meets	Exceeds		
OPERATIONAL STANDARDS					
δ 64.604 A.3	**Types of Calls** – Consistent w/duties of all Common Carriers, CAs are prohibited from refusing single or sequential calls or limiting the length of calls utilizing relay services. TRS shall be capable of handling any type of call normally provided by common carriers. Providers of TRS are permitted to decline to complete a call because credit authorization is denied.			-Reference no limit on the number or the length of calls -Reference a checklist of Types of Calls provided in the State	
δ 64.604 A.4	**Handling of Emergency Calls** – Providers must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to the nearest PSAP. In addition, a CA must pass along the caller's number to the PSAP when a caller disconnects before being connected to emergency services.			-Provide a copy of vendor's E911 call procedure -Reference vendor's call procedure on how the ANI is passed to PSAP when the inbound caller disconnects the call	

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		Meets	Exceeds		
OPERATIONAL STANDARDS					
δ 64.604 A.5	**In-call Replacement of CAs** – CAs answering and placing a TTY-based TRS or VRS call must stay with the call for a minimum of 10 mins. STS CAs – 15 mins.			-Provide a copy of vendor's policy on the in-call replacement for TRS (10 minutes) -Provide a copy of vendor's policy on the in-call replacement for VRS (15 minutes)	
δ 64.604 A.6	**CA Gender Preferences** – TRS providers must make best efforts to accommodate a TRS user's requested CA gender when a call is initiated and, if a transfer occurs, at the time the call is transferred to another CA.			-Reference vendor's call procedures on CA gender preferences	
δ 64.604 A.7	**STS Called Numbers** – Relay providers must offer STS users the option to maintain a list of names and phone numbers that the SWTS user calls. When the STS user requests one of these names, the CA must repeat it and state the phone number to the user.			-Reference vendor's ability to maintain a list of names and telephone numbers -Reference the list being transferable to the next STS provider	

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			TECHNICAL STANDARDS		
δ 64.604 B.1	**ASCII & Baudot –** TRS shall be capable of communicating with ASCII & Baudot format at any speed generally in use.			-Reference basic transmission modes (Baudot, TurboCode, E-TurboCode, ASCII)	
δ 64.604 B.2	**Speed of Answer –** TRS shall include adequate staffing in ensure 85% of all calls answered within 10 seconds by any method which results in the caller's call immediately being placed; Abandoned calls shall be included in the speed-of-answer calculation.; A provider's compliance with this rule shall be measured on a daily basis; P.01 standard; Upon request, LECs shall provide P.01 reports between LEC and relay center(s).			-Show evidence of 85% of calls within 10 seconds daily -Reference abandoned calls in the 85/10 calculation -Reference the P.01 requirement -Provide a copy of vendor's quality assurance program(s) on the speed-of-answer	
δ 64.604 B.3	**Equal Access to IXCs –** TRS users shall have access to their chosen IXC carrier through the TRS and to all other operator services, to the same extent that such access is provided to voice users.			-Provide a list of IXC and dial-around carriers available in your State -Reference the process vendor uses to obtain new carriers to the TRS platform	

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		Meets	Exceeds		
TECHNICAL STANDARDS					
δ 64.604 B.4	**TRS Facilities** – TRS shall operate everyday, 24 hours a day. TRS shall have redundancy features functionally equivalent to the equipment in normal central offices, including uninterruptible power for emergency use. Adequate network facilities shall be used in conjunction w/TRS.			-Reference State's 24 x 7 service -Reference State's 24 x 7 Customer Service (1-800-676-3777) -Indicate in-state facility or out-of-state network distribution of traffic -Provide a copy of vendor's Disaster Recovery Plan	
δ 64.604 B.5	**Technology** – No regulation set forth in this subpart is intended to discourage or impair the development of improved technology that fosters the availability of telecomm to people with disabilities. VCO & HCO technology are required to be standard features of TRS.			-Reference VCO and HCO services -Provide a copy of the Standard Features Matrix -Reference Internet Relay Service & provide URL address -Reference Video Relay Service & provide URL address -Describe future technologies during the next re-certification period (10/1/03 – 9/30/08)	
δ 64.604 B.6	**Voicemail & Interactive Menus** – CAs must alert the TRS user to the presence of a recorded message & interactive menu thru a hot key on the CA's terminal. TRS providers shall electronically capture recorded msgs & retain them for the length of the call, & may not impose any charges for add'l calls that must be made by the user in order to complete calls involving recorded or interactive msgs. TRS will handle pay-per-calls.			-Provide vendor's current procedures to access Voicemail and IVR systems -Reference vendor's "hot key" feature -Reference vendor's ability to handle pay-per-call services. Provide the 900 number for the State.	

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FUNCTIONAL STANDARDS					
δ 64.604 C.1	**Consumer Complaint Logs** – States must maintain a log of complaints including all complaints about TRS. It shall at a minimum include the date the complaint was filed, the nature of the complaint, the date of resolution and an explanation of the resolution. States & TRS providers shall submit summaries of logs indicating the number of complaints received for the 12 month period ending May 31 to the Commission by July 1 of each year.			-Reference maintenance of consumer complaint logs including date, nature of complaint, date of resolution and explanation of the resolution. -Reference annual filing no later than July 1, 2002.	
δ 64.604 C.2	**Contact Persons** – States must submit to the FCC a contact person or office for TRS consumer information and complaints about intrastate TRS.			-Indicate State's contact name or office for filing intrastate consumer complaints.	
δ 64.604 C.3	**Public Access to Info** – Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions, including 711 access, in phone directories, DA services, & incorporation of TTY numbers in phone directories shall assure that callers are aware of all forms of TRS.			-Provide a summary of all venues of the State's TRS outreach program(s). -Provide a copy of information on TRS in telephone directories, billing inserts, newsletters, websites, etc. -Include information about State TRS Advisory Board or Council.	

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FUNCTIONAL STANDARDS					
δ 64.604 C.4	**Rates** – TRS users shall pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as the duration of the call, the time of day, and the distance from the point of origination to the point of termination.			-Reference contract language requirement (RFP, contract) that the TRS users pay rates are no greater than the rates paid for functionally equivalent voice calls. -Reference to Sprint's xx% discounted rates off MTS rates for intrastate TRS calls. -Reference to Sprint's 50% discounted rates off MTS rates for interstate TRS calls.	
δ 64.604 C.5	**Jurisdictional Separation of Costs** – (i) General, where appropriate, costs of providing TRS shall be separated in accordance with the jurisdictional separation procedures and standards set for in the Commission's regs (ii) Cost recovery, Costs caused by interstate TRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism (iii) Telecommunications Relay Services Fund - NECA			-Provide brief explanation of how the State's intrastate TRS program is funded. -Include a copy of the State's legislation or PUC Order. -Provide brief explanation on how the State's interstate TRS calls are funded (NECA).	

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			FUNCTIONAL STANDARDS		
δ 64.604 C.6	**Complaints** – (i) Referral of complaint, (ii) Intrastate complaint resolution, (iii) Jurisdiction of Commission, (iv) Interstate complaint resolution, (v) Complaint Procedures			-Describe, including all of the methods, State's and/or vendor's procedures for filing and resolving complaints. -Reference State's adoption of FCC's informal complaint procedures, within 180 days. -Provide a copy of State's 2001 & 2002 Annual Consumer Complaint Log Record.	
δ 64.604 C.7	**Treatment of TRS Customer Info** – All future contacts between the TRS administrator and the TRS vendor shall provide for the transfer of TRS customer profile data from the outgoing TRS vendor to the incoming TRS vendor. Such data must be disclosed in usable form at least 60 days prior to the provider's last day of service, and shall not be sold, distributed, shared or revealed in any other way by the relay provider or its employees, unless compelled to do so by lawful order.			-Reference contract language or other documents that the TRS profile information is transferable, at least 60 days prior to the outgoing TRS vendor's last day of service from the outgoing TRS vendor to the incoming TRS vendor.	
δ 64.605	**State Certification - Per** FCC's Public Notice on TRS State Re-cert released 5/1/02, the FCC requests an application be submitted through State's Office of the Governor or other delegated executive office empowered to provide TRS.			-Provide a copy of the State's current TRS contract. -Explain how your State TRS program does not conflict or circumvent the federal requirement. -Write a brief statement on how the intrastate TRS funding was originally or is currently communicated to the public. -Include a copy of the phone bill showing the surcharge or legislation or Order (base rate method) that promotes understanding of TRS and how to access TRS.	

Sprint

California Weighted ASA : 1.0 Requirement: 7 seconds Daily

Jul 2002	Albuquerque			Austin			Baltimore			Tucson			Independence			Lubbock			Ohio			Sioux Falls			Minnesota			Miami			Syracuse			Total	Total	Daily	MTD
Date	Calls	ASA	Call Secs	Calls	ASA	Call Secs	Calls	ASA	Call Secs	Calls	ASA	Call Secs	Calls	ASA	Call Secs	Calls	ASA	Call Secs	Calls	ASA	Call Secs	Calls	ASA	Call Secs	Calls	ASA	Call Secs	Calls	ASA	Call Secs	Calls	ASA	Call Secs	Call Secs	Calls	ASAD	ASA
1	22	1.3	29	39	1.2	46				2329	0.8	1864	214	3.6	777	14	1.4	20	25	1.1	26	80	0.9	75	140	1.0	144	923	1.0	904	9	2.8	25	3910	3795	1.0	1.0
2	22	1.3	28	40	1.9	74				2250	0.9	1934	188	5.7	1069	47	2.5	116	21	1.1	23	112	0.9	105	130	1.0	129	775	0.9	722	4	2.9	12	4211	3589	1.2	1.1
3	7	1.2	9	51	0.9	47				2556	0.8	1968	170	4.7	796	28	1.3	38	4	1.0	4	41	0.8	34	88	0.9	77	582	0.8	485	1	2.2	2	3460	3528	1.0	1.1
4										1543	0.7	1114	78	1.4	105	3	1.1	3				8	0.9	7	46	0.9	43	480	0.9	436				1709	2158	0.8	1.0
5	17	1.2	20	45	0.9	42				1887	1.0	1934	138	2.3	317	25	1.2	30	3	0.9	3	59	0.8	48	60	0.9	56	600	0.8	502	1	2.7	3	2953	2835	1.0	1.0
6										1542	0.8	1188	102	1.1	113	4	1.5	6	5	0.9	5	7	0.8	6	47	1.0	46	509	1.3	655	1	2.7	3	2020	2217	0.9	1.0
7	2	1.4	3							1247	0.9	1068	79	1.2	98	5	1.9	10	1	1.0	1	11	0.9	10	49	1.1	56	665	1.4	905	1	2.8	3	2154	2060	1.0	1.0
8	43	1.4	60	32	1.1	35				2114	0.8	1796	259	3.1	794	54	1.5	83	26	0.9	24	129	0.9	117	135	1.0	132	864	0.8	717	10	2.2	22	3779	3666	1.0	1.0
9	23	1.2	27	40	1.6	63				2142	0.9	1891	170	3.2	539	29	1.5	45	20	1.0	20	78	1.0	78	109	1.0	114	797	0.8	665	2	2.7	5	3446	3410	1.0	1.0
10	27	1.3	36	20	1.0	21				2048	0.8	1617	161	4.3	689	36	1.2	43	10	1.0	10	92	0.9	80	107	1.2	124	739	0.9	685	6	2.8	17	3322	3246	1.0	1.0
11	14	1.1	15	17	0.9	16				2218	0.8	1750	159	4.0	637	19	1.1	21	6	0.8	5	47	0.8	35	60	0.9	51	564	1.0	539	1	2.6	3	3071	3105	1.0	1.0
12	19	1.2	23	30	0.9	28				2145	0.8	1711	139	4.9	678	23	1.1	25	9	0.9	8	72	0.8	57	95	0.8	80	643	1.0	647				3256	3175	1.0	1.0
13	1	1.2	1							1403	0.8	1081	96	1.0	95	3	1.5	5	4	0.8	3	3	0.8	3	36	0.9	32	548	1.1	629				1849	2094	0.9	1.0
14	8	1.2	10							1255	0.9	1128	66	0.8	55	6	1.7	10	4	1.0	4	23	1.0	23	44	1.4	61	640	1.6	997	4	2.8	11	2299	2050	1.1	1.0
15	68	1.4	98	35	1.8	63				2061	1.1	2265	168	3.1	516	89	1.7	155	69	1.5	106	140	1.3	183	160	1.5	241	834	1.2	986	19	2.8	53	4667	3643	1.3	1.0
16	16	1.5	23	31	0.8	26				2102	0.8	1620	178	1.6	286	21	1.2	26	22	0.8	18	94	0.9	88	95	0.9	90	803	0.8	624	2	2.7	5	2806	3364	0.8	1.0
17	37	1.6	59	36	0.9	34				2161	0.8	1831	154	5.0	777	36	1.3	46	20	1.1	23	104	0.9	94	129	1.0	128	780	0.8	631	6	2.5	15	3637	3463	1.1	1.0
18	31	1.4	45	56	0.9	49				2010	0.8	1673	210	2.2	466	61	1.2	76	32	0.9	30	167	0.8	142	155	1.0	147	710	0.8	545	1	2.7	3	3174	3433	0.9	1.0
19	49	1.3	61	34	2.4	82				1942	0.8	1571	174	8.8	1536	116	2.2	258	25	1.1	27	86	1.1	91	155	1.1	164	735	0.9	655	8	2.6	21	4466	3324	1.3	1.0
20	4	1.2	5							1543	0.8	1164	105	1.1	117	9	1.3	11	8	0.8	7	17	1.1	19	51	1.0	51	726	1.2	856	2	2.8	6	2236	2465	0.9	1.0
21	4	1.5	6							1308	0.7	966	87	0.8	71	5	1.3	7	4	0.8	3	12	0.8	10	47	1.1	51	560	1.0	574	2	2.8	6	1692	2029	0.8	1.0
22	29	1.4	41	27	1.6	43				2184	0.9	1929	228	2.8	628	23	1.8	41	32	0.9	29	77	0.9	71	149	0.9	140	989	0.8	830	2	2.7	5	3756	3740	1.0	1.0
23	18	1.1	19	34	0.9	31				2331	0.8	1936	191	1.6	305	24	1.1	28	13	0.9	12	65	0.9	56	109	0.9	98	780	0.8	597				3083	3565	0.9	1.0
24	38	1.6	60	34	1.1	36				1904	0.9	1634	206	4.9	1013	32	1.7	53	24	1.1	25	130	1.0	125	116	1.3	148	884	0.9	796	13	2.8	36	3926	3381	1.2	1.0
25	41	1.2	50	43	1.0	44				2115	1.1	2227	191	3.0	573	43	1.6	67	23	1.1	25	107	0.9	96	118	1.1	124	771	0.8	640	6	3.0	18	3865	3458	1.1	1.0
26	16	1.6	26	36	1.1	41				2141	0.8	1752	178	2.8	504	27	1.4	37	12	1.1	13	77	0.8	62	114	0.9	98	659	0.8	521				3053	3260	0.9	1.0
27	11	1.4	15							1357	0.9	1242	108	1.3	140	13	1.6	21	8	1.0	8	13	0.8	11	64	1.3	83	578	1.2	714	1	3.0	3	2237	2153	1.0	1.0
28	18	2.2	40							1110	1.9	2076	136	1.8	242	30	2.4	72	14	2.1	29	57	1.9	109	67	2.1	143	628	2.5	1566	21	3.2	66	4342	2081	2.1	1.0
29	60	1.5	87	25	1.6	41				1839	0.9	1637	252	2.6	658	42	2.1	88	51	1.0	53	163	1.0	164	137	1.1	151	1064	0.9	947	11	2.7	29	3856	3644	1.1	1.0
30	39	1.2	45	29	1.1	32				1869	0.8	1532	235	2.7	629	34	1.4	48	23	1.0	23	104	0.9	93	110	1.1	118	842	0.8	711	11	2.7	30	3261	3296	1.0	1.0
31	46	1.6	72	39	1.0	39				1850	0.9	1582	182	5.2	952	64	1.5	99	38	1.2	45	151	1.2	175	131	1.1	138	932	0.8	743	12	2.6	32	3875	3445	1.1	1.0
	730	1.4	1,013	773	1.2	933				58,506	0.9	50,679	5,002	3.2	16,175	965	2	1,583	556	1.1	608	2,326	1.0	2,264	3,053	1.1	3,258	22,804	1.0	22,426	157	2.8	432	99371	94672		1.0

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SPRINT TELECOMMUNICATIONS RELAY SERVICE (TRS)
BY STATE AND DATE

STATE	DATE	ATTEMPTS	COMPLETED	BLOCKED	ABANDONED	DAILY GOS	BUSY HOUR	BUSY HOUR ATTEMPTS	BUSY HOUR COMPLETED	BUSY HOUR BLOCKED	BUSY HOUR ABANDONED
CALIFORNIA	07/01/02	3,833	3,830	1	2	0.0003	12	351	351	0	0
	07/02/02	3,711	3,709	0	2	0.0000	17	305	305	0	0
	07/03/02	3,642	3,640	1	1	0.0003	17	323	323	0	0
	07/04/02	2,112	2,111	0	1	0.0000	12	206	206	0	0
	07/05/02	2,948	2,945	0	3	0.0000	11	274	274	0	0
	07/06/02	2,241	2,240	0	1	0.0000	12	205	205	0	0
	07/07/02	2,192	2,191	0	1	0.0000	22	186	186	0	0
	07/08/02	3,716	3,712	1	2	0.0003	11	327	327	0	0
	07/09/02	3,492	3,491	0	1	0.0000	17	302	302	0	0
	07/10/02	3,304	3,298	3	3	0.0009	16	276	276	0	0
	07/11/02	3,216	3,213	0	3	0.0000	17	278	278	0	0
	07/12/02	3,236	3,234	1	1	0.0003	17	282	282	0	0
	07/13/02	2,193	2,191	0	1	0.0000	13	190	189	0	0
	07/14/02	2,067	2,065	1	1	0.0005	12	154	153	1	0
	07/15/02	3,724	3,718	3	3	0.0008	12	369	369	0	0
	07/16/02	3,415	3,411	1	3	0.0003	12	290	290	0	0
	07/17/02	3,519	3,514	1	4	0.0003	17	296	296	0	0
	07/18/02	3,510	3,503	5	2	0.0014	16	305	305	0	0
	07/19/02	3,381	3,379	0	2	0.0000	16	297	297	0	0
	07/20/02	2,562	2,560	0	2	0.0000	12	224	224	0	0
	07/21/02	2,096	2,092	2	2	0.0010	22	179	179	0	0
	07/22/02	3,813	3,809	1	3	0.0003	12	365	365	0	0
	07/23/02	3,602	3,594	6	2	0.0017	12	319	318	0	1
	07/24/02	3,445	3,444	0	0	0.0000	16	301	300	0	0
	07/25/02	3,535	3,532	0	3	0.0000	12	305	305	0	0
	07/26/02	3,354	3,352	0	2	0.0000	16	296	296	0	0
	07/27/02	2,246	2,242	0	4	0.0000	14	200	199	0	1
	07/28/02	2,139	2,111	28	0	0.0131	20	192	190	2	0
	07/29/02	3,675	3,674	1	0	0.0003	12	334	333	1	0
	07/30/02	3,372	3,369	1	1	0.0003	12	302	301	0	0
	07/31/02	3,492	3,490	1	0	0.0003	12	298	298	0	0
CALIFORNIA		96,783	96,664	58	56			8,531	8,522	4	2

California Relay Service

June 2001 - May 2002

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
	SERVICE COMPLAINTS														
#00	Answer Wait Time		2										2	4	1%
#01	Dial Out Time		1	1	1					2	2		1	8	2%
#02	Didn't Follow Database Inst.			1			2		2	1	1		4	11	3%
#03	Didn't Follow Cust. Instruct.	4	4	10	6	2	5	9	4	1	1	3	6	55	15%
#04	Didn't Keep Customer Informed	3	7	2	5			1	2	2	2	6	4	34	10%
#05	Agent Disconnected Caller	4	4	4	3	6	5	8	2		2	2	2	42	12%
#06	Poor Spelling	1	1			3	1	4	1			1	1	13	4%
#07	Typing Speed/Accuracy	1	1	1	1		1	3	2	1	2	3	1	17	5%
#08	Poor Voice Tone			1	1	1	1	2				1	0	7	2%
#09	Everything Relayed	1		2	1	4	2	3	1			1	3	18	5%
#10	HCO Procedures Not Followed	2	8								1		0	11	3%
#11	VCO Procedures Not Followed		1	2						1			0	4	1%
#12	Two-Line VCO Procedure Not F												0	0	0%
#13	Background Noise Not Typed												0	0	0%
#14	Feelings Not Described												0	0	0%
#15	Recording Feature Not Used		1	1	2							1	0	5	1%
#16	Noise in Center		1	1									0	2	1%
#17	Agent Was Rude	6	8	4	6	2	1	2	2		4	3	5	43	12%
#18	Problem Answer Machine		1	1	1	1	1						1	6	2%
#19	Spanish Service												0	0	0%
#20	Speech to Speech								1				0	1	0%
#21	Other Problem Type Complaint	3	7	5	5	8	5	6	7	9	6	5	9	75	21%
	TOTAL	25	47	36	32	27	24	38	24	17	21	26	39	356	
	TECHNICAL COMPLAINTS														
#22	Lost Branding												0	0	0%
#23	Charged for Local Call					1							0	1	3%
#24	Trouble Linking Up		3		3		1			2			0	9	26%
#25	Line Disconnected			1				1					0	2	6%
#26	Garbled Message	1		2	1						1		2	7	21%
#27	Database Not Available		1										0	1	3%
#28	Split Screen	1					1						0	2	6%
#29	Other Technical Type Complaint	1	2	1	2	1			1		2	1	1	12	35%
	TOTAL	3	6	4	6	2	2	1	1	2	3	1	3	34	
	MISC COMPLAINTS														
#30	Rates	1	1			8	3	1	2		2	3		21	70%
#31	OSD					1								1	3%
#32	No 900 Number													0	0%
#33	Carrier of Choice													0	0%
#34	Network Recording													0	0%
#35	Other	1	1	1	2		1		1		1			8	27%
	TOTAL	2	2	1	2	9	4	1	3	0	3	3	0	30	
	TOTAL CONTACT	30	55	41	40	38	30	40	28	19	27	30	42	420	