





9(2)(a)  
 Customer Relations Manager  
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**TRS Monthly Report from Sprint to MBIE**

**Month: January**  
**Year: 2020**

**1. Service quality measures**

Measure	Fulfilled? (Y/N)	Explanation for non-fulfillment
1a. Speed of answer for ordinary calls. 85% of calls within 15 secs	92%	
1b. No more than 5 ordinary calls per 100 will receive a busy signal (quarterly figure)	Y	
1c. CapTel Corrected Accuracy above 98%	Y	
1c. CapTel Corrected Accuracy percentage	91.00%	
1d. CapTel Average Transcription Rate above 125 wpm	Y	
1d. CapTel Average Transcription Rate (wpm)	151.67	

ASA including abandoned calls

Time Frames	Total Calls Offered	ASA Under 15 seconds	ASA over 15 seconds	SVL
January 1 - January 31	9229	8487	742	92%

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**2. Call volumes excluding calls to Help Desk**

Call Type	Porportion of total relay calls (%)	Total calls	Total Minutes
Text-Voice Conversion (Includes Internet TTY calls)	11.4%	981	8,557
Voice-Text Conversion	2.9%	248	285
Voice and Hearing Carry Over	0.6%	53	409
Mobile Text	12.1%	1,044	8,348
Speech to Speech	0.2%	21	198
CapTel Phones	69.2%	5,956	20,405
Web CapTel	3.6%	309	882
All relay call types	100.0%	8,612	39,084

**3. Relay call volume by calling mode excluding calls to Help Desk**

Call Mode	Porportion of total relay calls (%)	Total calls	Total Minutes
Text initiated calls through 0800 number	1.9%	166	1,039
Voice initiated calls through 0800 number	3.3%	286	615
Text initiated calls through Internet web site	9.9%	851	7,795
Mobile Text	12.1%	1,044	8,348
CapTel initiated calls through CapTel Phone	40.8%	3,511	10,367
Voice initiated calls through CapTel Phone	28.4%	2,445	10,038
Web CapTel initiated calls through Web CapTel Website	3.6%	309	882
Voice initiated calls through Web CapTel	0.0%	0	0
All relay call types	100.0%	8,612	39,084

\* No help desk minutes available

\* No help desk number of calls available

\* Did not include 4 calls in DNIS 645, 2 calls in DNIS Int\_Relay and 0 calls in DNIS Int\_CS as VCO in the CO count

**4. Customer Contact**

Type of Customer Contact	
TRS Complaints	0
TRS Commendations	0
TRS Inquiries	0
CapTel Complaints	0
CapTel Commendations	0
CapTel Inquiries	0

**5. Financial**

TRS Financial	
5.1.1 Charge for TRS billable minutes this period	9(2)(b)(i) & 9(2)(b)(ii)
5.1.2 Charge for TSO trial services this month	
5.1.2.i Internet Relay Charges	
5.1.2.ii Speech to Speech (incl. 5.1.1)	
5.1.2.iii Help Desk	
5.1.3 Total TRS billable minutes	17,797
5.1.3i Fixed fee this month	9(2)(b)(i) & 9(2)(b)(ii)
5.1.3.ii Total monthly charge	

The term of the Deed began on 30 December 2011 and will continue until 30 June 2020 (the "Term"), subject to Clauses 5.3 and 5.4.

**Charge per Call Minute** 9(2)(b)(i) & 9(2)(b)(ii)  
**Monthly Recurring Charge**

5. CTS Financial	
5.2.1 Charge for billable minutes this period	9(2)(b)(i) & 9(2)(b)(ii)
5.2.2 CapTel	
5.2.2.i Web CapTel	
5.2.2.ii Help Desk	
5.2.2.iii Fixed Charge this Month	
5.2.2.iv Total Amount Due	
5.2.3 Total CapTel Minutes (Excluding Help Desk)	20,405
5.2.3.i Total Web CapTel Minutes	882
5.2.3.ii Total CTS Minutes	21,287

The term of the Deed began on 1 July 2019 and will continue until 30 June 2020

**Charge per Call Minute** 9(2)(b)(i) & 9(2)(b)(ii)  
**Monthly Recurring Charge**

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**TRS Monthly Report from Sprint to MBIE**

**Month:** February  
**Year:** 2020

**1. Service quality measures**

Measure	Fulfilled? (Y/N)	Explanation for non-fulfillment
1a. Speed of answer for ordinary calls. 85% of calls within 15 secs	91%	
1b. No more than 5 ordinary calls per 100 will receive a busy signal (quarterly figure)	Y	
1c. CapTel Corrected Accuracy above 98%	Y	
1c. CapTel Corrected Accuracy percentage	98.78%	
1d. CapTel Average Transcription Rate above 125 wpm	Y	
1d. CapTel Average Transcription Rate (wpm)	140.44	

ASA including abandoned calls

Time Frames	Total Calls Offered	ASA Under 15 seconds	ASA over 15 seconds	SVL
February 1 - February 29	9663	8755	908	91%

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**2. Call volumes excluding calls to Help Desk**

Call Type	Porportion of total relay calls (%)	Total calls	Total Minutes
Text-Voice Conversion (Includes Internet TTY calls)	10.2%	913	8,745
Voice-Text Conversion	2.5%	224	306
Voice and Hearing Carry Over	0.3%	27	234
Mobile Text	12.3%	1,102	8,949
Speech to Speech	0.2%	17	172
CapTel Phones	65.9%	5,900	18,624
Web CapTel	8.6%	773	1,793
All relay call types	100.0%	8,956	38,823

**3. Relay call volume by calling mode excluding calls to Help Desk**

Call Mode	Porportion of total relay calls (%)	Total calls	Total Minutes
Text initiated calls through 0800 number	1.8%	164	840
Voice initiated calls through 0800 number	2.8%	253	573
Text initiated calls through Internet web site	8.5%	764	8,044
Mobile Text	12.3%	1,102	8,949
CapTel initiated calls through CapTel Phone	37.3%	3,344	8,620
Voice initiated calls through CapTel Phone	28.5%	2,556	10,004
Web CapTel initiated calls through Web CapTel Website	8.6%	773	1,793
Voice initiated calls through Web CapTel	0.0%	0	0
All relay call types	100.0%	8,956	38,823

\* No help desk minutes available

\* No help desk number of calls available

\* Did not include 3 calls in DNIS 645, 1 calls in DNIS Int\_Relay and 0 calls in DNIS Int\_CS as VCO in the CO count

**4. Customer Contact**

Type of Customer Contact	
TRS Complaints	0
TRS Commendations	0
TRS Inquiries	0
CapTel Complaints	0
CapTel Commendations	0
CapTel Inquiries	0

**5. Financial**

TRS Financial	
5.1.1 Charge for TRS billable minutes this period	9(2)(b)(i) & 9(2)(b)(ii)
5.1.2 Charge for TSO trial services this month	
5.1.2.i Internet Relay Charges	
5.1.2.ii Speech to Speech (incl. 5.1.1)	
5.1.2.iii Help Desk	
5.1.3 Total TRS billable minutes	18,406
5.1.3i Fixed fee this month	9(2)(b)(i) & 9(2)(b)(ii)
5.1.3.ii Total monthly charge	

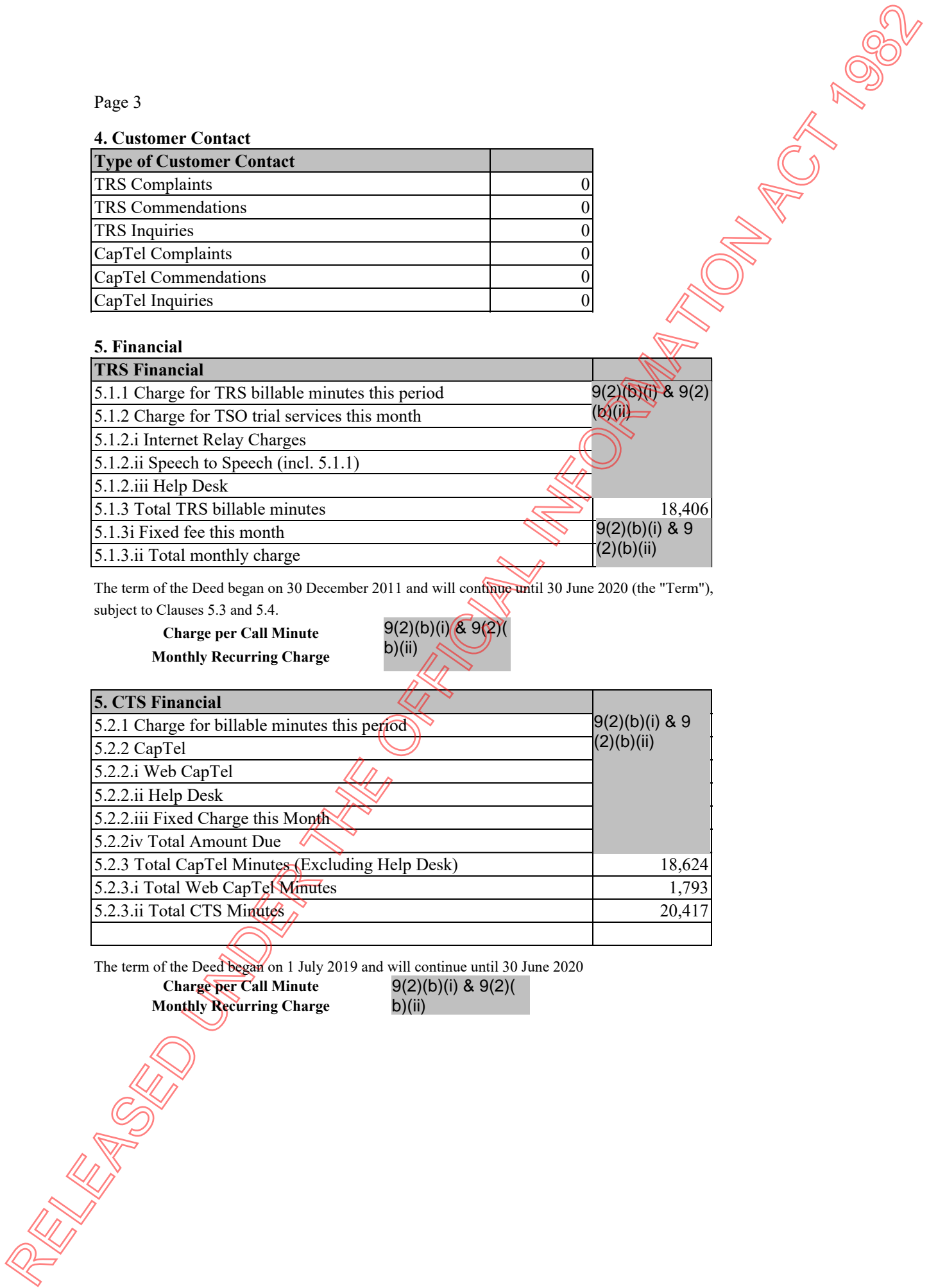
The term of the Deed began on 30 December 2011 and will continue until 30 June 2020 (the "Term"), subject to Clauses 5.3 and 5.4.

**Charge per Call Minute** 9(2)(b)(i) & 9(2)(b)(ii)  
**Monthly Recurring Charge**

5. CTS Financial	
5.2.1 Charge for billable minutes this period	9(2)(b)(i) & 9(2)(b)(ii)
5.2.2 CapTel	
5.2.2.i Web CapTel	
5.2.2.ii Help Desk	
5.2.2.iii Fixed Charge this Month	
5.2.2.iv Total Amount Due	
5.2.3 Total CapTel Minutes (Excluding Help Desk)	18,624
5.2.3.i Total Web CapTel Minutes	1,793
5.2.3.ii Total CTS Minutes	20,417

The term of the Deed began on 1 July 2019 and will continue until 30 June 2020

**Charge per Call Minute** 9(2)(b)(i) & 9(2)(b)(ii)  
**Monthly Recurring Charge**





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**TRS Monthly Report from Sprint to MBIE**

**Month: March**  
**Year: 2020**

**1. Service quality measures**

Measure	Fulfilled? (Y/N)	Explanation for non-fulfillment
1a. Speed of answer for ordinary calls. 85% of calls within 15 secs	90%	
1b. No more than 5 ordinary calls per 100 will receive a busy signal (quarterly figure)	Y	
1c. CapTel Corrected Accuracy above 98%	Y	
1c. CapTel Corrected Accuracy percentage	98.97%	
1d. CapTel Average Transcription Rate above 125 wpm	Y	
1d. CapTel Average Transcription Rate (wpm)	148.26	

ASA including abandoned calls

Time Frames	Total Calls Offered	ASA Under 15 seconds	ASA over 15 seconds	SVL
March 1 - March 31	11950	10723	1227	90%

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**2. Call volumes excluding calls to Help Desk**

Call Type	Porportion of total relay calls (%)	Total calls	Total Minutes
Text-Voice Conversion (Includes Internet TTY calls)	9.8%	1,063	12,337
Voice-Text Conversion	2.5%	268	414
Voice and Hearing Carry Over	0.8%	86	660
Mobile Text	12.8%	1,391	13,652
Speech to Speech	0.2%	27	207
CapTel Phones	67.9%	7,368	28,739
Web CapTel	5.9%	643	1,627
All relay call types	100.0%	10,846	57,636

**3. Relay call volume by calling mode excluding calls to Help Desk**

Call Mode	Porportion of total relay calls (%)	Total calls	Total Minutes
Text initiated calls through 0800 number	1.7%	189	1,190
Voice initiated calls through 0800 number	3.2%	345	946
Text initiated calls through Internet web site	8.4%	910	11,482
Mobile Text	12.8%	1,391	13,652
CapTel initiated calls through CapTel Phone	38.1%	4,134	12,784
Voice initiated calls through CapTel Phone	29.8%	3,234	15,955
Web CapTel initiated calls through Web CapTel Website	5.9%	643	1,627
Voice initiated calls through Web CapTel	0.0%	0	0
All relay call types	100.0%	10,846	57,636

\* No help desk minutes available

\* No help desk number of calls available

\* Did not include 12 calls in DNIS 645, 6 calls in DNIS Int\_Relay and 1 call in DNIS Int\_CS as VCO in the CO count

**4. Customer Contact**

Type of Customer Contact	
TRS Complaints	0
TRS Commendations	0
TRS Inquiries	0
CapTel Complaints	0
CapTel Commendations	0
CapTel Inquiries	0

**5. Financial**

TRS Financial	
5.1.1 Charge for TRS billable minutes this period	9(2)(b)(i) & 9(2)(b)(ii)
5.1.2 Charge for TSO trial services this month	
5.1.2.i Internet Relay Charges	
5.1.2.ii Speech to Speech (incl. 5.1.1)	
5.1.2.iii Help Desk	
5.1.3 Total TRS billable minutes	27,270
5.1.3i Fixed fee this month	9(2)(b)(i) & 9(2)(b)(ii)
5.1.3.ii Total monthly charge	

The term of the Deed began on 30 December 2011 and will continue until 30 June 2020 (the "Term"), subject to Clauses 5.3 and 5.4.

**Charge per Call Minute** 9(2)(b)(i) & 9(2)(b)(ii)  
**Monthly Recurring Charge**

5. CTS Financial	
5.2.1 Charge for billable minutes this period	9(2)(b)(i) & 9(2)(b)(ii)
5.2.2 CapTel	
5.2.2.i Web CapTel	
5.2.2.ii Help Desk	
5.2.2.iii Fixed Charge this Month	
5.2.2.iv Total Amount Due	
5.2.3 Total CapTel Minutes (Excluding Help Desk)	28,739
5.2.3.i Total Web CapTel Minutes	1,627
5.2.3.ii Total CTS Minutes	30,366

The term of the Deed began on 1 July 2019 and will continue until 30 June 2020

**Charge per Call Minute** 9(2)(b)(i) & 9(2)(b)(ii)  
**Monthly Recurring Charge**

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**TRS Monthly Report from Sprint to MBIE**

**Month:** April  
**Year:** 2020

**1. Service quality measures**

Measure	Fulfilled? (Y/N)	Explanation for non-fulfillment
1a. Speed of answer for ordinary calls. 85% of calls within 15 secs	92%	
1b. No more than 5 ordinary calls per 100 will receive a busy signal (quarterly figure)	Y	
1c. CapTel Corrected Accuracy above 98%	Y	
1c. CapTel Corrected Accuracy percentage	98.95%	
1d. CapTel Average Transcription Rate above 125 wpm	Y	
1d. CapTel Average Transcription Rate (wpm)	150.56	

ASA including abandoned calls

Time Frames	Total Calls Offered	ASA Under 15 seconds	ASA over 15 seconds	SVL
April 1 - April 30	8670	7994	676	92%

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**2. Call volumes excluding calls to Help Desk**

Call Type	Porportion of total relay calls (%)	Total calls	Total Minutes
Text-Voice Conversion (Includes Internet TTY calls)	8.9%	729	8,855
Voice-Text Conversion	1.3%	107	259
Voice and Hearing Carry Over	0.6%	49	631
Mobile Text	13.4%	1,097	12,089
Speech to Speech	0.2%	19	397
CapTel Phones	73.9%	6,043	30,735
Web CapTel	1.6%	132	588
All relay call types	100.0%	8,176	53,554

**3. Relay call volume by calling mode excluding calls to Help Desk**

Call Mode	Porportion of total relay calls (%)	Total calls	Total Minutes
Text initiated calls through 0800 number	1.7%	135	1,222
Voice initiated calls through 0800 number	1.9%	156	910
Text initiated calls through Internet web site	7.5%	613	8,010
Mobile Text	13.4%	1,097	12,089
CapTel initiated calls through CapTel Phone	39.7%	3,244	12,842
Voice initiated calls through CapTel Phone	34.2%	2,799	17,893
Web CapTel initiated calls through Web CapTel Website	1.6%	132	588
Voice initiated calls through Web CapTel	0.0%	0	0
All relay call types	100.0%	8,176	53,554

\* No help desk minutes available

\* No help desk number of calls available

\* Did not include 5 calls in DNIS 645, 2 calls in DNIS Int\_Relay and 1 call in DNIS Int\_CS as VCO in the CO count

**4. Customer Contact**

Type of Customer Contact	
TRS Complaints	0
TRS Commendations	0
TRS Inquiries	0
CapTel Complaints	0
CapTel Commendations	0
CapTel Inquiries	0

**5. Financial**

TRS Financial	
5.1.1 Charge for TRS billable minutes this period	9(2)(b)(i) & 9(2)(b)(ii)
5.1.2 Charge for TSO trial services this month	
5.1.2.i Internet Relay Charges	
5.1.2.ii Speech to Speech (incl. 5.1.1)	
5.1.2.iii Help Desk	
5.1.3 Total TRS billable minutes	22,231
5.1.3i Fixed fee this month	9(2)(b)(i) & 9(2)(b)(ii)
5.1.3.ii Total monthly charge	(b)(ii)

The term of the Deed began on 30 December 2011 and will continue until 30 June 2020 (the "Term"), subject to Clauses 5.3 and 5.4.

**Charge per Call Minute** 9(2)(b)(i) & 9(2)(b)(ii)  
**Monthly Recurring Charge**

5. CTS Financial	
5.2.1 Charge for billable minutes this period	9(2)(b)(i) & 9(2)(b)(ii)
5.2.2 CapTel	
5.2.2.i Web CapTel	
5.2.2.ii Help Desk	
5.2.2.iii Fixed Charge this Month	
5.2.2.iv Total Amount Due	
5.2.3 Total CapTel Minutes (Excluding Help Desk)	30,735
5.2.3.i Total Web CapTel Minutes	588
5.2.3.ii Total CTS Minutes	31,323

The term of the Deed began on 1 July 2019 and will continue until 30 June 2020

**Charge per Call Minute** 9(2)(b)(i) & 9(2)(b)(ii)  
**Monthly Recurring Charge**

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**TRS Monthly Report from Sprint to MBIE**

**Month:** May  
**Year:** 2020

**1. Service quality measures**

Measure	Fulfilled? (Y/N)	Explanation for non-fulfillment
1a. Speed of answer for ordinary calls. 85% of calls within 15 secs	94%	
1b. No more than 5 ordinary calls per 100 will receive a busy signal (quarterly figure)	Y	
1c. CapTel Corrected Accuracy above 98%	Y	
1c. CapTel Corrected Accuracy percentage	99.14%	
1d. CapTel Average Transcription Rate above 125 wpm	Y	
1d. CapTel Average Transcription Rate (wpm)	153.65	

ASA including abandoned calls

Time Frames	Total Calls Offered	ASA Under 15 seconds	ASA over 15 seconds	SVL
May 1 - May 31	10119	9499	620	94%

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**2. Call volumes excluding calls to Help Desk**

Call Type	Porportion of total relay calls (%)	Total calls	Total Minutes
Text-Voice Conversion (Includes Internet TTY calls)	9.8%	939	9,789
Voice-Text Conversion	1.1%	106	153
Voice and Hearing Carry Over	0.7%	67	621
Mobile Text	11.5%	1,100	10,043
Speech to Speech	0.2%	16	299
CapTel Phones	69.2%	6,626	26,844
Web CapTel	7.5%	715	2,214
All relay call types	100.0%	9,569	49,963

**3. Relay call volume by calling mode excluding calls to Help Desk**

Call Mode	Porportion of total relay calls (%)	Total calls	Total Minutes
Text initiated calls through 0800 number	1.7%	159	1,108
Voice initiated calls through 0800 number	1.6%	151	673
Text initiated calls through Internet web site	8.6%	818	9,081
Mobile Text	11.5%	1,100	10,043
CapTel initiated calls through CapTel Phone	37.9%	3,626	11,596
Voice initiated calls through CapTel Phone	31.4%	3,000	15,248
Web CapTel initiated calls through Web CapTel Website	7.5%	715	2,214
Voice initiated calls through Web CapTel	0.0%	0	0
All relay call types	100.0%	9,569	49,963

\* No help desk minutes available

\* No help desk number of calls available

\* Did not include 3 calls in DNIS 645, 2 calls in DNIS Int\_Relay and 0 call in DNIS Int\_CS as VCO in the CO count

**4. Customer Contact**

Type of Customer Contact	
TRS Complaints	0
TRS Commendations	0
TRS Inquiries	0
CapTel Complaints	0
CapTel Commendations	0
CapTel Inquiries	0

**5. Financial**

TRS Financial	
5.1.1 Charge for TRS billable minutes this period	9(2)(b)(i) & 9(2)(b)(ii)
5.1.2 Charge for TSO trial services this month	
5.1.2.i Internet Relay Charges	
5.1.2.ii Speech to Speech (incl. 5.1.1)	
5.1.2.iii Help Desk	
5.1.3 Total TRS billable minutes	20,905
5.1.3i Fixed fee this month	9(2)(b)(i) & 9(2)(b)(ii)
5.1.3.ii Total monthly charge	(b)(ii)

The term of the Deed began on 30 December 2011 and will continue until 30 June 2020 (the "Term"), subject to Clauses 5.3 and 5.4.

**Charge per Call Minute** 9(2)(b)(i) & 9(2)(b)(ii)  
**Monthly Recurring Charge** [Redacted]

5. CTS Financial	
5.2.1 Charge for billable minutes this period	9(2)(b)(i) & 9(2)(b)(ii)
5.2.2 CapTel	
5.2.2.i Web CapTel	
5.2.2.ii Help Desk	
5.2.2.iii Fixed Charge this Month	
5.2.2.iv Total Amount Due	
5.2.3 Total CapTel Minutes (Excluding Help Desk)	26,844
5.2.3.i Total Web CapTel Minutes	2,214
5.2.3.ii Total CTS Minutes	29,058

The term of the Deed began on 1 July 2019 and will continue until 30 June 2020

**Charge per Call Minute** 9(2)(b)(i) & 9(2)(b)(ii)  
**Monthly Recurring Charge** [Redacted]

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**TRS Monthly Report from Sprint to MBIE**

**Month: June**  
**Year: 2020**

**1. Service quality measures**

Measure	Fulfilled? (Y/N)	Explanation for non-fulfillment
1a. Speed of answer for ordinary calls. 85% of calls within 15 secs	94%	
1b. No more than 5 ordinary calls per 100 will receive a busy signal (quarterly figure)	Y	
1c. CapTel Corrected Accuracy above 98%	Y	
1c. CapTel Corrected Accuracy percentage	99.22%	
1d. CapTel Average Transcription Rate above 125 wpm	Y	
1d. CapTel Average Transcription Rate (wpm)	148.92	

ASA including abandoned calls

Time Frames	Total Calls Offered	ASA Under 15 seconds	ASA over 15 seconds	SVL
June 1 - June 30	9454	8859	595	94%

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**2. Call volumes excluding calls to Help Desk**

Call Type	Porportion of total relay calls (%)	Total calls	Total Minutes
Text-Voice Conversion (Includes Internet TTY calls)	11.5%	1,038	10,774
Voice-Text Conversion	1.1%	97	227
Voice and Hearing Carry Over	0.5%	43	257
Mobile Text	10.3%	933	8,210
Speech to Speech	0.2%	20	120
CapTel Phones	69.9%	6,315	22,436
Web CapTel	6.4%	582	1,583
All relay call types	100.0%	9,028	43,607

**3. Relay call volume by calling mode excluding calls to Help Desk**

Call Mode	Porportion of total relay calls (%)	Total calls	Total Minutes
Text initiated calls through 0800 number	1.6%	141	751
Voice initiated calls through 0800 number	1.5%	139	487
Text initiated calls through Internet web site	10.2%	918	10,140
Mobile Text	10.3%	933	8,210
CapTel initiated calls through CapTel Phone	39.1%	3,534	10,480
Voice initiated calls through CapTel Phone	30.8%	2,781	11,956
Web CapTel initiated calls through Web CapTel Website	6.5%	582	1,583
Voice initiated calls through Web CapTel	0.0%	0	0
All relay call types	100.0%	9,028	43,607

\* No help desk minutes available

\* No help desk number of calls available

\* Did not include 0 calls in DNIS 645, 2 calls in DNIS Int\_Relay and 0 call in DNIS Int\_CS as VCO in the CO count

**4. Customer Contact**

Type of Customer Contact	
TRS Complaints	0
TRS Commendations	0
TRS Inquiries	0
CapTel Complaints	0
CapTel Commendations	0
CapTel Inquiries	0

**5. Financial**

TRS Financial	
5.1.1 Charge for TRS billable minutes this period	9(2)(b)(i) & 9(2)(b)(ii)
5.1.2 Charge for TSO trial services this month	
5.1.2.i Internet Relay Charges	
5.1.2.ii Speech to Speech (incl. 5.1.1)	
5.1.2.iii Help Desk	
5.1.3 Total TRS billable minutes	19,588
5.1.3i Fixed fee this month	9(2)(b)(i) & 9(2)(b)(ii)
5.1.3.ii Total monthly charge	

The term of the Deed began on 30 December 2011 and will continue until 30 June 2020 (the "Term"), subject to Clauses 5.3 and 5.4.

**Charge per Call Minute** 9(2)(b)(i) & 9(2)(b)(ii)  
**Monthly Recurring Charge**

5. CTS Financial	
5.2.1 Charge for billable minutes this period	9(2)(b)(i) & 9(2)(b)(ii)
5.2.2 CapTel	
5.2.2.i Web CapTel	
5.2.2.ii Help Desk	
5.2.2.iii Fixed Charge this Month	
5.2.2iv Total Amount Due	
5.2.3 Total CapTel Minutes (Excluding Help Desk)	22,436
5.2.3.i Total Web CapTel Minutes	1,583
5.2.3.ii Total CTS Minutes	24,019

The term of the Deed began on 1 July 2019 and will continue until 30 June 2020

**Charge per Call Minute** 9(2)(b)(i) & 9(2)(b)(ii)  
**Monthly Recurring Charge**

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**TRS Monthly Report from Sprint to MBIE**

**Month:** July  
**Year:** 2020

**Service quality measures**

Measure	
<b>1. Call Congestion</b> No more than 5 ordinary calls per 100 will receive a busy signal	0
<b>2. CapTel Corrected Accuracy</b> CapTel Corrected Accuracy percentage (Minimum 95%)	98.75%
<b>3. CapTel Average Transcription Rate</b> CapTel Average Transcription Rate (Minimum 125 words per minute)	144.42

ASA including abandoned calls

Time Frames	Total Calls Offered	ASA Under 15 seconds	ASA over 15 seconds	SVL
July 1 - July 31	10122	9488	634	94%

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**Call volumes excluding calls to Help Desk**

Call Type	Porportion of total relay calls (%)	Total calls	Total Minutes
Text-Voice Conversion (Includes Internet TTY calls)	9.7%	928	10,197
Voice-Text Conversion	1.4%	133	299
Voice and Hearing Carry Over	0.3%	29	223
Mobile Text	11.1%	1,070	9,932
Speech to Speech	0.2%	23	175
CapTel Phones	70.6%	6,785	21,288
Web CapTel	6.6%	638	1,632
All relay call types	100.0%	9,606	43,746

**Relay call volume by calling mode excluding calls to Help Desk**

Call Mode	Porportion of total relay calls (%)	Total calls	Total Minutes
Text initiated calls through 0800 number	1.5%	141	926
Voice initiated calls through 0800 number	1.7%	164	499
Text initiated calls through Internet web site	8.4%	808	9,469
Mobile Text	11.1%	1,070	9,932
CapTel initiated calls through CapTel Phone	41.8%	4,013	10,514
Voice initiated calls through CapTel Phone	28.9%	2,772	10,774
Web CapTel initiated calls through Web CapTel Website	6.6%	638	1,632
Voice initiated calls through Web CapTel	0.0%	0	0
All relay call types	100.0%	9,606	43,746

\* No help desk minutes available

\* No help desk number of calls available

\* Did not include 1 call in DNIS 645, 1 call in DNIS Int\_Relay and 0 calls in DNIS Int\_CS as VCO in the CO count

**Customer Contact**

Type of Customer Contact	
TRS Complaints	0
TRS Commendations	0
TRS Inquiries	0
CapTel Complaints	0
CapTel Commendations	0
CapTel Inquiries	0

**Financial**

Annual Fixed Charge	9(2)(b)(i) & 9
Annual Variable Charge	(2)(b)(ii)
Total monthly charge	

The term of the Deed began on 30 December 2011 and will continue until 30 June 2021 (the "Term"), subject to Clause 4.7

The Specified Amount shall be invoiced as follows:

- the Annual Fixed Amount shall be invoice on a pro-rata basis for 12 months from 1 July 2020; and
- the Annual Variable Amount shall be invoice on a monthly basis during the term of the Deed

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**TRS Monthly Report from Sprint to MBIE**

**Month:** August  
**Year:** 2020

**Service quality measures**

Measure	
<b>1. Call Congestion</b> No more than 5 ordinary calls per 100 will receive a busy signal	0
<b>2. CapTel Corrected Accuracy</b> CapTel Corrected Accuracy percentage (Minimum 95%)	99.04%
<b>3. CapTel Average Transcription Rate</b> CapTel Average Transcription Rate (Minimum 125 words per minute)	142.96

ASA including abandoned calls

Time Frames	Total Calls Offered	ASA Under 15 seconds	ASA over 15 seconds	SVL
August 1 - August 31	9766	9090	676	93%

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**Call volumes excluding calls to Help Desk**

Call Type	Porportion of total relay calls (%)	Total calls	Total Minutes
Text-Voice Conversion (Includes Internet TTY calls)	9.8%	904	10,078
Voice-Text Conversion	1.1%	101	262
Voice and Hearing Carry Over	0.4%	35	319
Mobile Text	10.9%	1,002	10,137
Speech to Speech	0.1%	11	130
CapTel Phones	73.3%	6,753	23,165
Web CapTel	4.4%	403	1,212
All relay call types	100.0%	9,209	45,303

**Relay call volume by calling mode excluding calls to Help Desk**

Call Mode	Porportion of total relay calls (%)	Total calls	Total Minutes
Text initiated calls through 0800 number	1.9%	179	977
Voice initiated calls through 0800 number	1.4%	125	485
Text initiated calls through Internet web site	8.1%	747	9,327
Mobile Text	10.9%	1,002	10,137
CapTel initiated calls through CapTel Phone	42.2%	3,890	10,524
Voice initiated calls through CapTel Phone	31.1%	2,863	12,641
Web CapTel initiated calls through Web CapTel Website	4.4%	403	1,212
Voice initiated calls through Web CapTel	0.0%	0	0
All relay call types	100.0%	9,209	45,303

\* No help desk minutes available

\* No help desk number of calls available

\* Did not include 2 call in DNIS 645, 1 call in DNIS Int\_Relay and 0 calls in DNIS Int\_CS as VCO in the CO count



**Customer Contact**

Type of Customer Contact	
TRS Complaints	0
TRS Commendations	0
TRS Inquiries	0
CapTel Complaints	0
CapTel Commendations	0
CapTel Inquiries	0

**Financial**

Annual Fixed Charge	9(2)(b)(i) & 9(2)(
Annual Variable Charge	b)(ii)
Total monthly charge	

The term of the Deed began on 30 December 2011 and will continue until 30 June 2021 (the "Term"), subject to Clause 4.7

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**TRS Monthly Report from Sprint to MBIE**

**Month:** September  
**Year:** 2020

**Service quality measures**

Measure	
<b>1. Call Congestion</b> No more than 5 ordinary calls per 100 will receive a busy signal	0
<b>2. CapTel Corrected Accuracy</b> CapTel Corrected Accuracy percentage (Minimum 95%)	99.08%
<b>3. CapTel Average Transcription Rate</b> CapTel Average Transcription Rate (Minimum 125 words per minute)	153.21

ASA including abandoned calls

Time Frames	Total Calls Offered	ASA Under 15 seconds	ASA over 15 seconds	SVL
September 1 - September 30	9364	8813	551	94%

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**Call volumes excluding calls to Help Desk**

Call Type	Porportion of total relay calls (%)	Total calls	Total Minutes
Text-Voice Conversion (Includes Internet TTY calls)	11.6%	1,041	11,358
Voice-Text Conversion	1.7%	153	275
Voice and Hearing Carry Over	0.5%	46	419
Mobile Text	10.9%	977	8,632
Speech to Speech	0.2%	18	109
CapTel Phones	68.0%	6,087	19,082
Web CapTel	7.0%	623	1,639
All relay call types	100.0%	8,945	41,514

**Relay call volume by calling mode excluding calls to Help Desk**

Call Mode	Porportion of total relay calls (%)	Total calls	Total Minutes
Text initiated calls through 0800 number	2.1%	191	1,108
Voice initiated calls through 0800 number	2.1%	183	466
Text initiated calls through Internet web site	9.9%	884	10,587
Mobile Text	10.9%	977	8,632
CapTel initiated calls through CapTel Phone	39.8%	3,563	9,030
Voice initiated calls through CapTel Phone	28.2%	2,524	10,052
Web CapTel initiated calls through Web CapTel Website	7.0%	623	1,639
Voice initiated calls through Web CapTel	0.0%	0	0
All relay call types	100.0%	8,945	41,514

\* No help desk minutes available

\* No help desk number of calls available

\* Did not include 1 call in DNIS 645, 0 call in DNIS Int\_Relay and 0 calls in DNIS Int\_CS as VCO in the CO count

**Customer Contact**

Type of Customer Contact	
TRS Complaints	0
TRS Commendations	0
TRS Inquiries	0
CapTel Complaints	0
CapTel Commendations	0
CapTel Inquiries	0

**Financial**

Annual Fixed Charge	9(2)(b)(i) & 9(2)
Annual Variable Charge	(b)(ii)
Total monthly charge	

The term of the Deed began on 30 December 2011 and will continue until 30 June 2021 (the "Term"), subject to Clause 4.7

The Specified Amount shall be invoiced as follows:

- the Annual Fixed Amount shall be invoice on a pro-rata basis for 12 months from 1 July 2020; and
- the Annual Variable Amount shall be invoice on a monthly basis during the term of the Deed

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**TRS Monthly Report from Sprint to MBIE**

**Month:** October  
**Year:** 2020

**Service quality measures**

Measure	
<b>1. Call Congestion</b> No more than 5 ordinary calls per 100 will receive a busy signal	0
<b>2. CapTel Corrected Accuracy</b> CapTel Corrected Accuracy percentage (Minimum 95%)	99.00%
<b>3. CapTel Average Transcription Rate</b> CapTel Average Transcription Rate (Minimum 125 words per minute)	150.70

ASA including abandoned calls

Time Frames	Total Calls Offered	ASA Under 15 seconds	ASA over 15 seconds	SVL
October 1 - October 31	8929	8294	635	93%

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**Call volumes excluding calls to Help Desk**

Call Type	Porportion of total relay calls (%)	Total calls	Total Minutes
Text-Voice Conversion (Includes Internet TTY calls)	11.6%	974	9,749
Voice-Text Conversion	1.4%	119	233
Voice and Hearing Carry Over	0.7%	60	439
Mobile Text	13.6%	1,147	9,850
Speech to Speech	0.3%	29	184
CapTel Phones	66.2%	5,563	17,330
Web CapTel	6.1%	514	1,402
All relay call types	100.0%	8,406	39,187

**Relay call volume by calling mode excluding calls to Help Desk**

Call Mode	Porportion of total relay calls (%)	Total calls	Total Minutes
Text initiated calls through 0800 number	1.9%	156	952
Voice initiated calls through 0800 number	2.1%	175	539
Text initiated calls through Internet web site	10.1%	851	9,114
Mobile Text	13.7%	1,147	9,850
CapTel initiated calls through CapTel Phone	37.0%	3,108	8,129
Voice initiated calls through CapTel Phone	29.2%	2,455	9,201
Web CapTel initiated calls through Web CapTel Website	6.1%	514	1,402
Voice initiated calls through Web CapTel	0.0%	0	0
All relay call types	100.0%	8,406	39,187

\* No help desk minutes available

\* No help desk number of calls available

\* Did not include 3 calls in DNIS 645, 1 call in DNIS Int\_Relay and 0 calls in DNIS Int\_CS as VCO in the CO count

**Customer Contact**

Type of Customer Contact	
TRS Complaints	0
TRS Commendations	0
TRS Inquiries	0
CapTel Complaints	0
CapTel Commendations	0
CapTel Inquiries	0

**Financial**

Annual Fixed Charge	9(2)(b)(i) & 9(2)
Annual Variable Charge	(b)(ii)
Total monthly charge	

The term of the Deed began on 30 December 2011 and will continue until 30 June 2021 (the "Term"), subject to Clause 4.7

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### TRS Monthly Report from Sprint to MBIE

**Month:** November  
**Year:** 2020

#### Service quality measures

Measure	
<b>1. Call Congestion</b> No more than 5 ordinary calls per 100 will receive a busy signal	0
<b>2. CapTel Corrected Accuracy</b> CapTel Corrected Accuracy percentage (Minimum 95%)	98.90%
<b>3. CapTel Average Transcription Rate</b> CapTel Average Transcription Rate (Minimum 125 words per minute)	155.11

ASA including abandoned calls

Time Frames	Total Calls Offered	ASA Under 15 seconds	ASA over 15 seconds	SVL
November 1 - November 30	8522	7719	803	91%

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**Call volumes excluding calls to Help Desk**

Call Type	Porportion of total relay calls (%)	Total calls	Total Minutes
Text-Voice Conversion (Includes Internet TTY calls)	13.0%	1,021	10,874
Voice-Text Conversion	1.9%	147	398
Voice and Hearing Carry Over	0.3%	25	203
Mobile Text	14.0%	1,104	10,251
Speech to Speech	0.2%	13	49
CapTel Phones	64.9%	5,118	15,418
Web CapTel	5.7%	453	1,189
All relay call types	100.0%	7,881	38,382

**Relay call volume by calling mode excluding calls to Help Desk**

Call Mode	Porportion of total relay calls (%)	Total calls	Total Minutes
Text initiated calls through 0800 number	1.7%	131	673
Voice initiated calls through 0800 number	2.1%	167	481
Text initiated calls through Internet web site	11.5%	908	10,370
Mobile Text	14.0%	1,104	10,251
CapTel initiated calls through CapTel Phone	37.4%	2,944	7,340
Voice initiated calls through CapTel Phone	27.6%	2,174	8,078
Web CapTel initiated calls through Web CapTel Website	5.8%	453	1,189
Voice initiated calls through Web CapTel	0.0%	0	0
All relay call types	100.0%	7,881	38,382

\* No help desk minutes available

\* No help desk number of calls available

\* Did not include 0 calls in DNIS 645, 1 call in DNIS Int\_Relay and 0 calls in DNIS Int\_CS as VCO in the CO count

**Customer Contact**

Type of Customer Contact	
TRS Complaints	0
TRS Commendations	0
TRS Inquiries	0
CapTel Complaints	0
CapTel Commendations	0
CapTel Inquiries	0

**Financial**

Annual Fixed Charge	9(2)(b)(i) & 9(2)
Annual Variable Charge	(b)(ii)
For revisions to websites - NZ Relay and CapTel NZ (*)	
Total monthly charge	

(\*) Includes GST

The term of the Deed began on 30 December 2011 and will continue until 30 June 2021 (the "Term"), subject to Clause 4.7

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**TRS Monthly Report from Sprint to MBIE**

**Month:** December  
**Year:** 2020

**Service quality measures**

Measure	
<b>1. Call Congestion</b> No more than 5 ordinary calls per 100 will receive a busy signal	0
<b>2. CapTel Corrected Accuracy</b> CapTel Corrected Accuracy percentage (Minimum 95%)	98.83%
<b>3. CapTel Average Transcription Rate</b> CapTel Average Transcription Rate (Minimum 125 words per minute)	149.02

ASA including abandoned calls

Time Frames	Total Calls Offered	ASA Under 15 seconds	ASA over 15 seconds	SVL
December 1 - December 31	8025	7176	849	89%

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**Call volumes excluding calls to Help Desk**

Call Type	Porportion of total relay calls (%)	Total calls	Total Minutes
Text-Voice Conversion (Includes Internet TTY calls)	12.8%	937	9,242
Voice-Text Conversion	2.2%	158	298
Voice and Hearing Carry Over	0.4%	30	226
Mobile Text	13.4%	982	9,345
Speech to Speech	0.2%	16	82
CapTel Phones	69.0%	5,067	15,697
Web CapTel	2.1%	153	408
All relay call types	100.0%	7,343	35,298

**Relay call volume by calling mode excluding calls to Help Desk**

Call Mode	Porportion of total relay calls (%)	Total calls	Total Minutes
Text initiated calls through 0800 number	1.9%	138	593
Voice initiated calls through 0800 number	2.5%	186	486
Text initiated calls through Internet web site	11.1%	817	8,769
Mobile Text	13.4%	982	9,345
CapTel initiated calls through CapTel Phone	40.1%	2,947	7,481
Voice initiated calls through CapTel Phone	28.9%	2,120	8,216
Web CapTel initiated calls through Web CapTel Website	2.1%	153	408
Voice initiated calls through Web CapTel	0.0%	0	0
All relay call types	100.0%	7,343	35,298

\* No help desk minutes available

\* No help desk number of calls available

\* Did not include 0 calls in DNIS 645, 0 call in DNIS Int\_Relay and 0 calls in DNIS Int\_CS as VCO in the CO count

**Customer Contact**

Type of Customer Contact	
TRS Complaints	0
TRS Commendations	0
TRS Inquiries	0
CapTel Complaints	0
CapTel Commendations	0
CapTel Inquiries	0

**Financial**

<b>Annual Fixed Charge</b>	9(2)(b)(i) & 9
<b>Annual Variable Charge</b>	(2)(b)(ii)
<b>For revisions to websites - NZ Relay and CapTel NZ (*)</b>	
Total monthly charge	

(\*) Includes GST

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**TRS Monthly Report from Sprint to MBIE**

Month: January  
Year: 2021

**Service quality measures**

Measure	
<b>1. Call Congestion</b> No more than 5 ordinary calls per 100 will receive a busy signal	0
<b>2. CapTel Corrected Accuracy</b> CapTel Corrected Accuracy percentage (Minimum 95%)	Pending
<b>3. CapTel Average Transcription Rate</b> CapTel Average Transcription Rate (Minimum 125 words per minute)	Pending

ASA including abandoned calls

Time Frames	Total Calls Offered	ASA Under 15 seconds	ASA over 15 seconds	SVL
January 1 - January 31	6,741	5,661	1,080	84%

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**Call volumes excluding calls to Help Desk**

Call Type	Proportion of total relay calls (%)	Total calls	Total Minutes
Text-Voice Conversion (Includes Internet TTY calls)	10.4%	715	7,212
Voice-Text Conversion	0.0%	0	0
Voice and Hearing Carry Over	0.0%	0	0
Mobile Text	13.6%	936	7,705
Speech to Speech	0.0%	0	0
CapTel Phones	73.7%	5,067	15,697
Web CapTel	2.2%	153	408
All relay call types	100.0%	6,871	31,082

**Relay call volume by calling mode excluding calls to Help Desk**

Call Mode	Proportion of total relay calls (%)	Total calls	Total Minutes
Text initiated calls through 0800 number	0.0%	0	0
Voice initiated calls through 0800 number	0.0%	0	0
Text initiated calls through Internet web site	10.4%	715	7,272
Mobile Text	13.6%	936	7,705
CapTel initiated calls through CapTel Phone	42.9%	2,947	7,481
Voice initiated calls through CapTel Phone	30.9%	2,210	8,216
Web CapTel initiated calls through Web CapTel Website	2.2%	153	408
Voice initiated calls through Web CapTel	0.0%	0	0
All relay call types	100.0%	6,871	31,082

\* No help desk minutes available

\* No help desk number of calls available

\* Did not include 0 calls in DNIS 645, 0 call in DNIS Int\_Relay and 0 calls in DNIS Int\_CS as VCO in the CO count

**Customer Contact**

Type of Customer Contact	
TRS Complaints	0
TRS Commendations	0
TRS Inquiries	0
CapTel Complaints	0
CapTel Commendations	0
CapTel Inquiries	0

**Financial**

<b>Annual Fixed Charge</b>	9(2)(b)(i) & 9(2)
<b>Annual Variable Charge</b>	(b)(ii)
<b>For revisions to websites - NZ Relay and CapTel NZ (*)</b>	
<b>Total monthly charge</b>	

(\*) Includes GST

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