

**Historic Average Monthly Call
Volume - for Prior Year**

TRS - Types of calls	Average Monthly Volume - # of Calls
General Assist	17300
Voice	10800
Text-to-Voice TTY-based TRS	14200
Voice Carry Over (VCO)	4300
Hearing Carry Over (HCO)	400
Speech-to-Speech (STS) Relay	400
Spanish Relay Service	200
2-Line HCO	400
2-Line VCO	0
Abandoned	1000
Total Average Monthly Call Volume	49000

Note: Average call duration = 3 Session Minutes