Reporting

Following are the reporting formats that we propose to use to provide the information requested in this RFP. In addition to statistical reports, we have the ability to provide requested customer service, outreach, operations, and technical reports. We will work with the State to provide desired reporting information in the format requested.

If so desired, upon award of the contract, we will schedule a post-award reporting meeting with the TRS Administrator, our Billing and Reporting team, and our Account Manager for your state. This meeting is to ensure that reporting requirements have been interpreted correctly and to verify that the reports sent to the state answer the statistical questions of the State.

Hamilton requests that the Commission keep the following information of its proposal Proprietary and Confidential.

- Attachment M – Traffic Reports

As required by RFP Section 1.12, Hamilton has submitted and attached to these records an affidavit affirmatively declaring that specific information in the records constitute trade secrets pursuant to Article 27 of Chapter 1 of Title 10 of the Georgia Code.

Hamilton has uploaded this confidential information to a secure site. An email generated by Beth Slough will be sent to PSC with a link to access this confidential information.

PUBLIC DISCLOSURE DOCUMENT

XXXX Relay Service
Jurisdiction Summary

[redacted]

PUBLIC DISCLOSURE DOCUMENT

PUBLIC DISCLOSURE DOCUMENT

PUBLIC DISCLOSURE DOCUMENT

XXXX Relay Service
Workload by Call Type

[redacted]

PUBLIC DISCLOSURE DOCUMENT

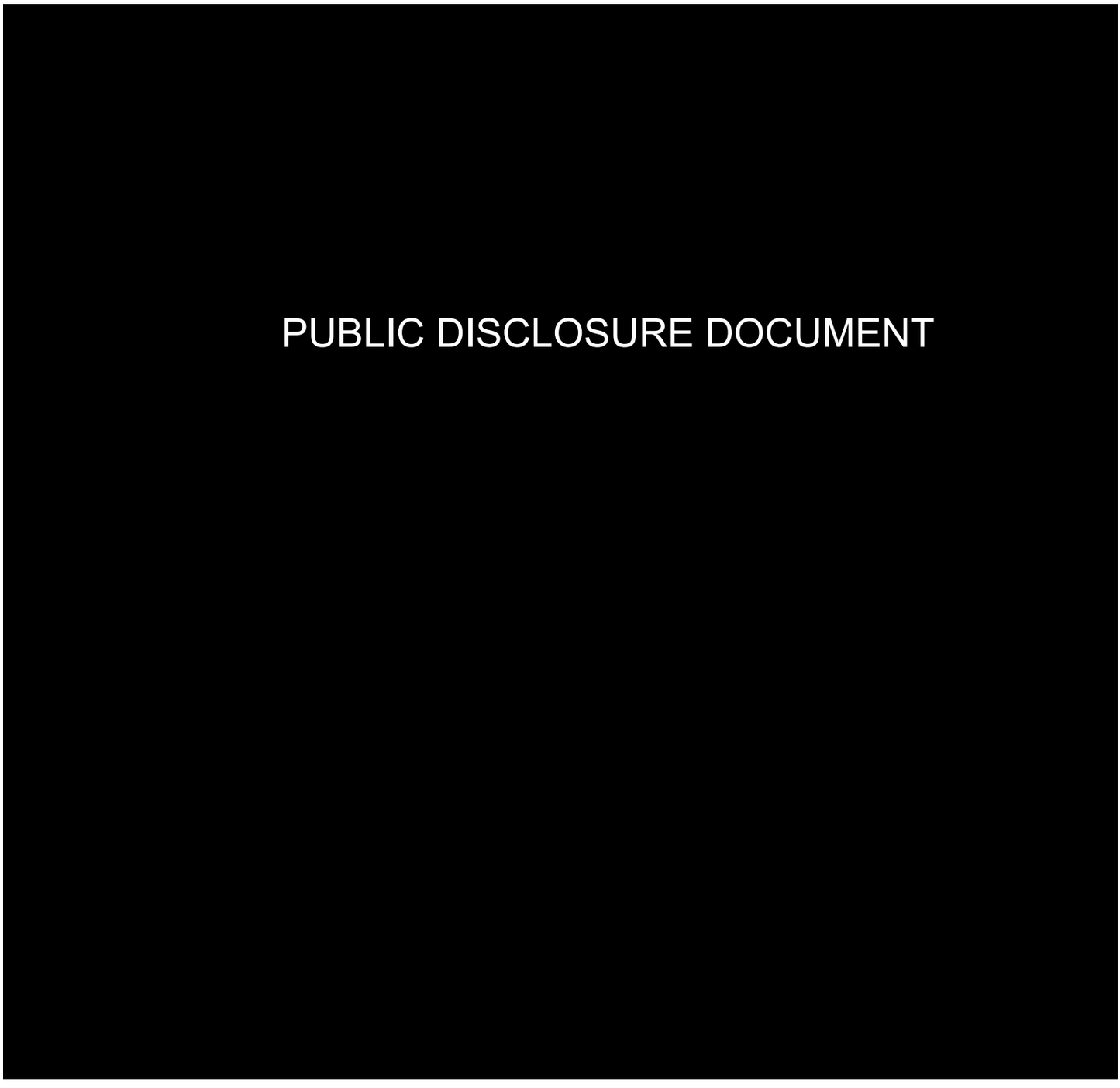
XXXX Relay Service TRS
Calls by Call Method

PUBLIC DISCLOSURE DOCUMENT

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Month Year Hamilton Relay Quality and Training Report

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PUBLIC DISCLOSURE DOCUMENT

CapTel Report
Captioned Telephone Relay Service
Month / Year

PUBLIC DISCLOSURE DOCUMENT

CapTel Report
Captioned Telephone Relay Service
Month / Year

PUBLIC DISCLOSURE DOCUMENT

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