

<b>MRS - TTY &amp; IP Relay Call Statistics</b>								
<b>for 2015 &amp; 2016</b>								
		<b>COGECO</b>	<b>ROGERS</b>	<b>FREEDOM</b>	<b>BELL</b>	<b>TELUS</b>	<b>OTHER?</b>	<b>TOTAL</b>
	<b>2015</b>							<b>2015</b>
	<b><u>TTY Relay</u></b>							<b><u>TTY Relay</u></b>
	Total calls	24,102	38,067	2,949	57,537	N/A	N/A	122,655
	Average wait time (seconds)							
	Average call duration (seconds)							
	<b><u>IP Relay</u></b>							<b><u>IP Relay</u></b>
	Total calls	7,176	22,860	159	9,045	N/A	N/A	39,240
	Average wait time (seconds)							
	Average call duration (seconds)							
	<b>2016</b>							<b>2016</b>
	<b><u>TTY Relay</u></b>							<b><u>TTY Relay</u></b>
	Total calls	18,564	58,724	2,625	51,997	N/A	N/A	131,910
	Average wait time (seconds)							
	Average call duration (seconds)							
	<b><u>IP Relay</u></b>							<b><u>IP Relay</u></b>
	Total calls	6,773	24,948	177	8,841	N/A	N/A	40,739
	Average wait time (seconds)							
	Average call duration (seconds)							