



Oregon Relay FCC Certification Renewal and Supporting Documents

Introduction

Oregon Relay, a program under the Public Utility Commission, State of Oregon, has prepared the following narrative and attached appendices to comply with the Federal Communications Commission (FCC) Telecommunications Relay Service (TRS) Certification Renewal Application, specifically in response to the **FCC Public Notice DA 17-697, CG Docket No. 03-123** released on July 19, 2017. Included in the Public Notice are the minimum mandatory FCC TRS requirements under **47 C.F.R. §64.604 and §64.606**. A copy of this Public Notice and these mandatory requirements are attached as **Appendix A**. The Oregon Public Utility Commission (OPUC) prepared this TRS Certification Renewal Application with the assistance of Sprint Accessibility (formerly Sprint Relay).

The State of Oregon contracted with Sprint Communications Company, L.P. (Sprint) to provide Oregon Relay services, effective July 31, 2010, in accordance with the operational, technical, and functional standards in FCC 47 C.F.R. §64.604 and §64.606. **Appendix B** is the Notice of Intent to Award the contract to Sprint for the provision of Oregon Relay and CTS. All of the minimum mandatory TRS requirements are listed in **Appendix C**. Although Sprint Accessibility provides Internet Protocol (IP) and Captioned Telephone web-based services, the OPUC does not contract with Sprint Accessibility to provide these services in Oregon, nor is the OPUC responsible for oversight of IP-Relay Service, Video Relay Service, or other Internet or web-based relay services.

The FCC has requested that each FCC TRS Certification Renewal application address the minimum mandatory FCC TRS requirements for providing TRS and that each state include procedures and remedies for enforcing any requirements imposed by state programs. Additionally, the FCC requested that several exhibits such as outreach presentations, promotional items, consumer training materials, and consumer complaint logs be included with the information provided.

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Operational Standards

A.1 Communication Assistants (CAs)

§64.604 (a)(1) (i) TRS Providers are responsible for requiring that all CAs be sufficiently trained to effectively meet the specialized communication needs of individuals with hearing and speech disabilities.

CA Employment Standards

The OPUC contracts with Sprint to provide the hiring, training and oversight of Communications Assistants (CAs) for Oregon Relay. Sprint Accessibility uses a successful procedure to attract qualified applicants for Oregon Relay CA positions. Sprint Accessibility's Quality Assurance team has developed comprehensive hiring and training programs that prepare employees for the challenging position as an Oregon Relay CA and ensures all communications are of the highest quality. Employees continue to expand their knowledge of TRS and the importance of providing quality services to the consumers they serve throughout their employment as an Oregon Relay CA. Oregon Relay CAs are required to have a high school diploma or GED, which ensures that the applicant has at least a 12th grade level of English grammar and spelling skills, the ability to type sixty (60) words-per-minute (wpm) on an auditory-based test, clear articulation and an intelligible, pleasant speaking voice.

Preference is given to Oregon Relay CA applicants with TRS experience, knowledge of American Sign Language (ASL), or experience working with individuals who are deaf, deaf-blind, hard of hearing, late deafened, or have a speech disability. All applicants for Oregon Relay CA positions are required to submit an employment application that details the applicant's educational and employment history. Oregon Relay CA applicants are required to pass a valid and unbiased 12th grade level spelling test to be considered for employment. Oregon Relay CA applicants must also pass a valid unbiased 12th grade level grammar test to be considered for employment. After an applicant's educational history, employment history and typing test results are reviewed, a determination is made as to whether the applicant meets the minimum Oregon Relay CA requirements.

A Human Resources (HR) representative screens potential candidates through face-to-face and telephone interviews to evaluate the applicant's communication skills, including English grammar, diction and speech clarity, sensitivity to issues of customer service, integrity and confidentiality, and overall suitability for the job. Applicants that do not pass the HR screening interview will not be considered for employment.

Once the applicant passes the HR screening interview, he/she is interviewed in person by an Operations Supervisor for specific job dimensions that relate to the success of an Oregon Relay CA. These dimensions include sensitivity to customers and issues of confidentiality. If the Operations Supervisor recommends the applicant for employment, the applicant must pass a drug screen and a background investigation of educational, work and criminal histories. This process ensures only qualified applicants are hired to work at Sprint Accessibility call centers as an Oregon Relay CA.

Oregon Relay provides an enhanced Voice Carry-Over (VCO) service called Captioned Telephone Service (CTS). Sprint Accessibility requires that all CTS CAs have a high school graduate equivalency as a minimum qualification for the job. Sprint Accessibility ensures all CTS CAs are sufficiently trained to meet the needs of Oregon CTS users. Trainees must demonstrate adequate skill level in all aspects of call processing prior to graduation from training. CTS CA trainees must

also demonstrate a strong proficiency in the primary required skill-set of re-voicing for Oregon CTS calls.

- CTS CA trainees spend two (2) to three (3) weeks training in a classroom setting.
- CTS CA trainees must pass a final proficiency exam to move into a live call environment.
- Upon completion of classroom training, CTS CAs are scheduled for one-week of transition training, while being monitored and supported by another CTS CA or Instructor.
- All CTS CAs must continue to qualify for live call handling each month.
- CTS CAs are routinely coached on call center ergonomics, call handling procedures, and confidentiality.
- Each CTS CA is evaluated on a minimum of one call each shift.
- Each CTS CA must pass a monthly proficiency test to remain qualified to caption live calls.

§64.604 (a)(1)(ii) CAs must have competent skills in typing, grammar, spelling, interpretation of typewritten ASL, and familiarity with hearing and speech disability cultures, languages and etiquette. CAs must possess clear and articulate voice communications.

Oregon Relay CAs must have competent skills in typing, grammar, spelling, interpretation of written ASL, and familiarity with hearing and speech disability cultures, languages and etiquette. Oregon Relay requires all CAs to possess clear and articulate voice communications. Oregon Relay CAs are given five (5) written and three (3) hands-on performance evaluations demonstrating the ability to process calls. Oregon Relay CAs must demonstrate relay skill level in all aspects of call processing prior to graduation from training and:

- type sixty (60) wpm prior to taking live calls and post training, must demonstrate the ability to maintain a minimum typing speed of sixty (60) wpm on an auditory test,
- maintain a professional and courteous phone image,
- process calls using live training terminals in an efficient and knowledgeable manner, and
- engage in role-play scenarios written in varying levels of ASL.

Sprint Accessibility's diversified culture training program provides the Oregon Relay CA with information about understanding TRS users including deaf users and their culture, history and communication needs. The training program also incorporates the characteristics and communication needs of hard of hearing and late deafened users, deaf-blind and speech-disabled users.

Speech-to-Speech

Sprint Accessibility provides an extensive process for hiring CAs who provide Speech-to-Speech (STS). CA applicants for STS must successfully achieve the following:

- Maintain six (6) months of employment as a CA,
- Obtain recommendation and/or approval from supervisor or manager,
- Attend and complete the specialized STS training program, including a written evaluation,
- Demonstrate proficiency in all areas of relay call processing including grammar, enunciation and vocabulary, and
- Pass a hearing acuity test administered by an audiologist using calibrated equipment to perform a speech recognition test and pure tone test.

STS applicants who meet these qualifications receive additional training specifically on STS. Sprint Accessibility's STS training is delivered by individuals with professional experience related to speech disabilities and/or consumer experts and is based on adult learning theories.

STS applicants who meet all qualifications for the STS training program receive eight hours of classroom training specifically on STS. Sprint Accessibility's STS training program has been developed based on direct experience and consultation with Dr. Bob Segalman obtained during the initial STS trial conducted along with nineteen (19) years of experience processing STS calls.

The STS training outline includes specific strategies used to facilitate communication without interfering with the STS user's control over the call including retention of information at the user's request and verification of what is said to verify accuracy.

The STS training outline is displayed in the following figure:

STS TRAINING OUTLINE	
Sprint Accessibility Values and Goals	
<ul style="list-style-type: none"> • Training Agenda <ul style="list-style-type: none"> ▪ Objectives / Training Outline ▪ Introduction and History ▪ Video ▪ Service Description ▪ Characteristics of Customers ▪ Stereotypes 	<ul style="list-style-type: none"> • <ul style="list-style-type: none"> ▪ Speech-Disabilities ▪ Attributes of Speech-to-Speech Relay CAs ▪ Speech-to-Speech verses Traditional Relay ▪ FCC Requirements ▪ Speech-to-Speech Variations ▪ Assessment
<ul style="list-style-type: none"> • Work Performance Components <ul style="list-style-type: none"> ▪ Basic Call Processing ▪ Call set up ▪ Customer Database ▪ Frequently Dialed Numbers ▪ Customer Requests ▪ Emergency Call Processing 	<ul style="list-style-type: none"> • <ul style="list-style-type: none"> ▪ Confidentiality ▪ Transparency ▪ Personal Conversations ▪ Developmental Skill Practice ▪ Audio ▪ Observation
<ul style="list-style-type: none"> • Participation <ul style="list-style-type: none"> ▪ CA training ▪ Taking over calls – 15 minute ▪ CA work performance 	<ul style="list-style-type: none"> • <ul style="list-style-type: none"> ▪ Call Focus ▪ Teamwork – support peer
<ul style="list-style-type: none"> • Confidentiality and Transparency <ul style="list-style-type: none"> ▪ Discuss call speech patterns ▪ Discuss techniques customer uses ▪ Have two CAs on one call, if necessary or customer requests. 	<ul style="list-style-type: none"> • <ul style="list-style-type: none"> ▪ Unacceptable to: ▪ Have conversation regarding information discussed on calls ▪ Discuss customers in general

Captioned Telephone Service

All Captioned Telephone Service (CTS) CAs are tested and competent in typing, grammar, and spelling to ensure their skills meet FCC guidelines. CTS CA training provides familiarity with the culture, characteristics and communication needs of deaf, deaf-blind, hard of hearing, and late deafened users.

Personnel supporting CTS have the requisite experience, expertise, skills, knowledge, training, and education to perform CTS in a professional manner. CTS CA trainees are screened on several skill sets to be considered for hire. Several tests are administered to evaluate for skills in the following:

- Spelling,
- Pronunciation,

- Enunciation,
- Reading Ability,
- Vocabulary, and
- Error Recognition – CTS CAs must be able to recognize a mistake in voice-recognition and be able to appropriately correct errors while on a call.

An Oregon captioned telephone user does not type during CTS calls; therefore, it is not necessary for the CTS CA to interpret typewritten ASL.

Please review the Sprint Accessibility TRS, STS and CTS Training outlines in **Appendix C** for more information on CA training requirements.

CA Quality Assurance Programs

Sprint Accessibility quality assurance managers coordinate all training curriculum and policies with the call center quality team leaders and assistant trainers to ensure consistent quality is maintained throughout the TRS network of relay centers. The Sprint Accessibility quality assurance managers and the relay center training teams meet weekly to receive updates, discuss changes, concerns and how to address them. The training team is located in six (6) relay centers across the country. This team along with the support of the location managers, supervisors, and CAs strive to provide excellent service to relay users. In addition, Sprint Accessibility listens to customer's feedback and takes proactive steps to implement suggestions and feedback. Sprint Accessibility does not develop training and consumer education programs for the TRS alone. Sprint Accessibility contracts with members of the deaf, hard of hearing, deaf-blind and speech-disabled communities to jointly develop and present training on all forms of TRS.

§64.604 (a)(1)(iii) CAs must provide a typing speed of a minimum of 60 words per minute. Technological aids may be used to reach the required typing speed. Providers must give oral-to-type tests of CA speed.

Transmission of 60 WPM

Oregon Relay has a comprehensive quality assurance program that focuses strictly on typing speed and accuracy. As a part of this program, Sprint Accessibility conducts pre-employment testing and quarterly internal testing using a five-minute oral-to-type test that simulates actual working conditions and the relay environment. Internal testing on typing speeds demonstrated that Sprint Accessibility's CAs typed an average of 86.6 words per minute (wpm), with at least 95 percent accuracy. The internal testing also showed that 16.93% of Sprint Accessibility's CAs typed more than 90 wpm.

§64.604 (a)(1)(iv) TRS providers are responsible for requiring that VRS CAs are qualified interpreters. A "qualified interpreter" is able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary.

Qualified VRS interpreters

The OPUC does not contract for the provision of Video Relay Service (VRS), nor is the state of Oregon responsible for the oversight of VRS.

§64.604 (a)(1) (v) CAs answering and placing a TTY-based TRS or VRS call must stay with the call for a minimum of ten minutes. CAs answering and placing an STS call must stay with the call for a minimum of fifteen minutes.

In-Call Replacement of CAs

Oregon Relay exceeds all FCC minimum requirements regarding changing CAs during a call. Calls are not taken over unless it is absolutely necessary to do so. Oregon Relay CAs are trained to use on screen clocks to identify the total amount of time since the call arrived at the CA position. After 10 minutes with the TRS (15 minutes with STS) inbound customer, an Oregon Relay CA may be relieved if it is appropriate. The only situations in which an Oregon Relay CA would transition during a call prior to the FCC minimum standard of 10 minutes include:

- Customer requests a CA of the opposite gender or different CA,
- End user verbal abuse or obscenity towards the CA,
- Call requires a specialist (e.g., STS, Spanish, etc.),
- CA illness,
- At the request of the customer for any reason, and/or
- CA becomes aware of a conflict of interest such as identifying callers as friends or family.

In addition, there are situations which may require an Oregon Relay CA to transition the call to a different CA, which is only approved after the CA has remained on the call longer than the FCC minimum standard of 10 or 15 minutes (for STS calls). These include:

- Shift change, and/or
- CA fatigue as a result of a call in progress more than thirty (30) minutes with difficult call content or speed or sixty (60) minutes or more of an average call.
- If transition of CAs is unavoidable, the change occurs with minimal disruption to either relay participant including the following:
 - Oregon Relay strives to honor any requests for a specific gender during call transitions.
 - The second CA silently observes the call long enough to become familiar with the content of the call as well as reviewing any customer call handling preferences provided during the call and as a part of the Customer Profile.

§64.604 (a)(1)(vi) 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.

Oregon Relay honors the requests of all callers when they request a specific CA gender. Oregon Relay users may request a specific CA gender through the Customer Profile or a per-call basis directly with the CA. The transfer of the CA to the requested gender occurs as soon as one is available. The FCC waived this requirement for CTS CAs.

§64.604(a)(1)(vii) TRS shall transmit conversations between TTY and voice callers in real time.

All conversations relayed between voice and TTY callers are transmitted in real-time. Oregon Relay uses Sprint Accessibility's Phoenix software, which provides tools and enhancements designed to allow conversations to be transmitted in real time, including the following:

- Automated answer

- CA-initiated macros (44 macros)
- Function Keys (85 separate function keys)
- System-initiated macros
- On-line help panel
- Tone of voice pre-approved descriptions (almost 100)
- Automatic Error Correction Library (615 words)
- Background descriptions (over 250)

All of these features are available in all languages, including English and Spanish.

CTS is a transparent service. CTS CAs transmit audio and captioned text conversations from the voice caller to the CTS user in real time. Since the CTS user utilizes their own voice to transmit, no transmission occurs from the CTS CA to the voice caller.

A.2 Confidentiality and Conversation Context

§64.604 (2)(i) Except as authorized by section 705 of the Communications Act, 47 U.S.C. 605, CAs are prohibited from disclosing the content of any relayed conversation regardless of content, and with a limited exception for STS CAs, from keeping records of the content of any conversation beyond the duration of a call, even if to do so would be inconsistent with state or local law. STS CAs may retain information from a particular call in order to facilitate the completion of consecutive calls, at the request of the user. The caller may request the STS CA to retain such information, or the CA may ask the caller if he wants the CA to repeat the same information during subsequent calls. The CA may retain the information only for as long as it takes to complete the subsequent calls.

Confidentiality Policies and Procedures

In accordance with the FCC regulations, all information provided for the call set-up, including customer database records remain confidential and cannot be used for any other purpose. Once the inbound party disconnects, Oregon Relay CAs lose the ability to view or access any information pertaining to that call. No written or taped information regarding the call is kept once the call is released from the relay position. Billing information is transferred to billing files after the call has been terminated and is no longer available except for billing purposes.

The only exception to this policy relates to STS calls. Oregon Relay STS CAs may retain information from one inbound call for use in a subsequent outbound call, with the caller's permission. Such information will only be retained for the duration of the inbound call.

The OPUC's confidentiality expectations for Oregon Relay are strictly enforced by Sprint Accessibility and employees are expected to comply with this policy during and after their period of employment. The confidentiality policy includes or addresses the following:

- Prospective CAs undergo a thorough background investigation and screening.
- During initial training, CAs are presented with examples of potential breaches of confidentiality.
- Stress can be a factor in maintaining confidentiality. CAs receive training on healthy detachment.
- Breach of confidentiality will result in disciplinary action up to and including termination of employment.

- CAs perform their work in cubicles that are bordered by high sound-absorption acoustic tiles and wear special noise reducing headsets.
- All Sprint Accessibility centers have security key access.
- Visitors are not allowed in relay work areas.
- Supervisors are present in the work area to monitor and enforce expectations.
- All relay center personnel are required to sign and abide by the Sprint Accessibility Center's Agreement Regarding Confidential Customer Information.
- All employees attend annual confidentiality meetings wherein the confidentiality agreement is reviewed and re-signed.

Sprint Accessibility Center's Agreement Regarding Confidential Customer Information requires CAs to:

- Keep all call information confidential,
- Not edit or omit any content from the conversation,
- Not add or interject anything into the content or spirit of the conversation,
- Assure maximum user control, and
- Continuously improve their skills.

Oregon CTS CAs must comply with the same confidentiality rules. The CTS confidentiality form is similar to the agreement form for other relay services. Following is an explanation of confidentiality as it pertains to CTS CAs.

Information obtained during a CTS call should not be shared with any person except a member of the CTS management staff who has asked for specific information. This information may be needed to clarify technical, policy, emergency, venting, or customer service issues. General call information will not be shared unless it is used to clarify, vent, or teach. Information about call content should be discussed in a private area only.

Only information critical to resolving the situation will be disclosed. This may include consumer name, name of business/agency, gender of caller, type of call (voice in, CTS in), day of week, time of day, city, state, or any other details that could in some way identify a consumer.

A CTS CA may have problems, complaints or stress from handling the call. The CTS CA may ask to speak to a supervisor or other member of management (as long as it was not their call) in a private area.

The OPUC believes that the success of CTS depends on quality and complete confidentiality. Since consumers will be less likely to use the service if they feel their personal and professional calls are not kept in the strictest confidence, all Oregon CTS CAs understand and abide by the confidentiality policy. Any CTS CA who violates this policy is disciplined, up to and including termination. Please see **Appendix D** for the TRS Pledge of Confidentiality.

STS Limited Exception of Retention of Information

At the request of a caller, Oregon Relay STS CAs will retain information from a call in order to facilitate the completion of consecutive calls. STS CAs may utilize the TRS system designed

electronic scratchpad to aid the CA during the processing to a call or subsequent calls. No information is kept after the inbound call is released from the CA position. Please see **Appendix D**

for the TRS Pledge of Confidentiality form.

§64.604 (2)(ii) CAs are prohibited from intentionally altering a relayed conversation and, to the extent that it is not inconsistent with federal, state or local law regarding use of telephone company facilities for illegal purposes, must relay all conversation verbatim unless the relay user specifically requests summarization, or if the user requests interpretation of an ASL call. An STS CA may facilitate the call of an STS user with a speech disability so long as the CA does not interfere with the independence of the user, the user maintains control of the conversation, and the user does not object. Appropriate measures must be taken by relay providers to ensure that confidentiality of VRS users is maintained.

Verbatim Relay and the Translation of ASL

Oregon Relay CAs type to the TTY user or verbalize to the non-TTY user exactly what is said, verbatim, when the call is first answered, and at all times during the conversation, unless either relay user specifically requests summarization or ASL interpretation.

TRS and STS Training: Oregon Relay puts control of the call with the users.

- CAs accept their being involved only to the point of facilitating communication as a “human telephone wire.”
- CAs understand the relay user is to remain in control of the call.
- CAs do not make decisions or comments on behalf relay users.
- The user controls the call progress and content of the conversation.
- CAs re-voice/relay verbatim what is spoken, typed or heard.

At the request of the relay user, Oregon Relay CAs will translate written ASL into conversational English. Training is provided on various levels of interpretation of typewritten ASL during initial training and throughout a CA’s employment. To successfully complete initial training, the CA must demonstrate competent skills to accurately reflect the TTY user’s intent and the CA’s role in the relay process. CA trainees are required to pass a valid and unbiased written test to demonstrate that they can correctly interpret typewritten ASL phrases. Trainees must achieve a score of 80% or better before being allowed to complete training and process relay calls. After initial training, each CA is provided with an ASL workbook. This workbook is completed by the CA and returned to the operations supervisor. The operations supervisor and CA, together, review the workbook and the CA’s ability to translate ASL to conversational English. The CA keeps this manual for future reference. A CA continues to be evaluated on ASL translation skills through individualized monthly surveys.

CTS CAs are prohibited from intentionally altering a relayed conversation and will relay all conversation verbatim.

The OPUC does not contract for the provision of VRS, nor is the state of Oregon responsible for the oversight of VRS.

STS Facilitation of Communication

Oregon Relay STS CAs will facilitate communication without interfering with a caller's independence. They do not counsel, advise or interject personal opinions. Oregon Relay STS CAs have received training on several techniques in which they can seek clarification from the STS user about their message if the meaning or context is ambiguous. Sprint Accessibility emphasizes that the communication needs of each STS user are unique and that the STS user may find one communication style to be most comfortable. Oregon Relay STS CAs will abide by the customer's preferences.

Oregon Relay STS CAs do not guess what the STS user is saying and will request clarification when unsure. Also, if the meaning or context is ambiguous, the STS CAs will ask the speech disabled caller to repeat or clarify. Emphasis is placed on the intent and content of the message.

When necessary, Oregon Relay STS CAs respectfully engage in open dialogue with the STS user while maintaining focus on the intent of the call. STS CAs may use multiple techniques to clarify a STS user's message. Many times STS users have a preference on which tactic works best for them. When the STS user has a preference, the STS CA will use that tactic. Otherwise, the STS CA may clarify by asking the STS user:

- to repeat the word or phrase
- "yes" or "no" questions
- to use the word in another sentence
- to provide a word that rhymes with the misunderstood word
- to spell the word

To ensure Oregon Relay STS CAs follow established call processing procedures, STS CAs are evaluated through individual monthly surveys, tested randomly through the test call process, provided with customer feedback, when available, and observed by supervisors who are monitoring STS CA performance. If an area of development in call processing is noted, the STS CA will receive specific feedback and additional training. If the STS CA performance does not demonstrate improvement, progressive discipline up to and including termination may occur.

A.3 Types of Calls

§64.604 (3) (i) Consistent with the obligations of telecommunications carrier operators, CAs are prohibited from refusing single or sequential calls or limiting the length of calls utilizing relay services.

Oregon Relay provides 24 hour, 7 days a week TRS for standard (voice), Text Telephone (TTY), wireless, or personal computer users to place local, intrastate, interstate, and international calls. Oregon Relay also processes calls to directory assistance and to toll free numbers. There are no restrictions on the duration or number of calls placed by any relay user. All Oregon Relay users retain full control of the length and number of calls placed anytime through relay.

The FCC waived this requirement for outbound calls because the CTS CA is not involved in the setup of the call. Therefore, it is not possible for a CTS CA to refuse sequential calls or limit the length of calls. Also, CTS CAs cannot refuse to process inbound calls made directly to the CTS access number.

§64.604 (3)(ii) Relay services shall be capable of handling any type of call normally provided by telecommunications carriers unless the Commission determines that it is not technologically feasible to do so. Relay service providers have the burden of proving the infeasibility of handling any type of call.

The following information is applicable for the timeframe through May 31, 2017:

The OPUC and Sprint Accessibility work in conjunction with the Local Exchange Carriers to provide additional functionality for Oregon Relay users. Sprint Accessibility processes collect and person-to-person calls and calls charged to a third-party as well as calls billed to prepaid and non-proprietary calling cards offered by the local or any other interexchange carrier (IXC). Oregon Relay will also process calls to or from restricted lines in hotel rooms and pay telephones, for example.

All Oregon Relay and CTS users are billed in the same manner that a non-relay user is billed. The relay user will only be billed for conversation time, (which does not include call setup time, time in between calls and wrap-up time) on toll calls. Billing occurs within sixty (60) days of the call date. Oregon Relay gives users the option of billing their calls to a non-proprietary LEC (local) or IXC (long distance). Oregon Relay works with the LECs and IXCs to compile and make available to all TTY or CTS users a list of acceptable calling cards. The user's carrier of choice is responsible for providing call types and available billing options in addition to handling the rating and invoicing of toll calls placed through the relay.

In August 2016, Sprint received a waiver of end user selection of carrier from the FCC. As a result, Sprint offers domestic and international calling at no charge with no long distance fees or long distance call billing to all Oregon Relay and CTS users.

Oregon Relay users benefit from the following:

- **Correctional Facilities:** Oregon Relay processes calls from inmates at correctional facilities at no charge. However, inmate calling services (ICS) providers may assess fees directly to relay users in the same manner to non-relay users.
- **Payphones:** Oregon Relay provides domestic and international calling at no charge for callers using payphones.
- **International Locations:** Oregon Relay provides outbound international calling at no charge to relay users. Inbound access is also available to customers at cost.
- **Directory Assistance:** Oregon Relay offers access to Directory Assistance at no charge.
- **Pay Per Call Services:** Oregon Relay processes calls to 900 access numbers. The 900 services provider may assess fees directly to relay users.

§64.604 (3) (iii) Relay service providers are permitted to decline to complete a call because credit authorization is denied.

The following information is applicable for the timeframe through May 31, 2017:

If a long distance provider declines to complete a call because credit authorization is denied, the Oregon Relay CA will relay the message verbatim to the Oregon Relay user and follow the user's instructions.

The following information is applicable beginning June 1, 2017:

Due to the waiver described on the previous page, long distance billing is no longer applicable. Sprint offers domestic and international calling at no charge with no long distance fees or long distance call billing to all Oregon Relay users.

§64.604 (3) (iv) Relay services shall be capable of handling pay-per-call calls.

The following information is applicable for the timeframe through May 31, 2017:

Oregon Relay users may access 900 services by dialing a free 900 number to access the relay service. Use of a toll-free 900 number inbound to the relay center provides functionally equivalent access to the telecommunications network while preventing unauthorized end users from circumnavigating the LEC restrictions. This process ensures the LEC will only complete those calls into the relay service that do not have a 900 number block added to their phone lines. The 900 service provider and the 900 number carrier(s) will rate and bill the user as if the call was dialed directly from the originating user's telephone. Currently, Oregon Relay users may make 900 calls through 900-568-3323.

One-line CTS calls have pay-per-calls blocked by default. CapTel Customer Service will remove the pay per call block upon request by the user so 900 calling can commence. Two-line CTS users can directly call the pay per call number. Both are subject to pay-per-call charges.

§64.604 (3)(v) TRS providers are required to provide the following types of TRS calls: (1) Text-to-voice and voice-to-text; (2) one-line VCO, two-line VCO, VCO-to-TTY, and VCO-to-VCO; (3) HCO, two-line HCO, HCO-to-TTY, HCO-to-HCO.

Oregon Relay provides access to all available relay call types and meets or exceeds the requirements for text-to-voice, voice-to-text, one-line VCO, two-line VCO, VCO-to-TTY, VCO-to-VCO, HCO, two-line HCO, HCO-to-TTY, and HCO-to-HCO. Standard services provided by Oregon Relay are:

- Text-to-Voice (TTY to Voice)
- Voice-to-Text (Voice to TTY)
- VCO Attribute-Based Routing
- VCO with Privacy/No GA
- VCO Branding
- Standardized or personalized VCO call announcement and explanation
- Two-Line VCO
- VCO-to-HCO
- VCO-to-TTY
- VCO-to-VCO
- Reverse Two-Line VCO
- Voice Call Progression
- HCO with Privacy
- HCO Branding
- Standardized or personalized HCO call announcement and explanation
- Two-Line HCO

- Reverse Two-Line HCO
- HCO-to-VCO
- HCO to TTY

Oregon CTS users are able to access all types of TRS calls. However, the FCC waived the requirement to provide 711 dialing for outbound calls made from a captioned telephone. STS and HCO call types are waived by the FCC for CTS.

§64.604(3)(vi) TRS providers are required to provide the following features: (1) Call release functionality; (2) speed dialing functionality; and (3) three-way calling functionality.

Call Release Functionality

Oregon Relay's TTY Call Release, also known as TTY-to-TTY call set-up, is in compliance with FCC standards. Once the CA has both TTY parties on line, the CA releases the call and the conversation is removed from the CA's screen, guaranteeing confidentiality. TTY callers are then able to engage in a conversation with their called party (TTY) without an intermediary remaining on the line.

Oregon Relay adheres to the FCC's 2nd Report and Order (FCC 03-112) that when the call is signed off or 'released' by the CA, the call ceases to be a relay call and is no longer subject to the per-minute reimbursement. With two-line CTS service, a CTS user can release or receive captions at any time during a call.

Speed Dialing Functionality

Oregon Relay's speed dialing functionality (also known as frequently dialed numbers) allows relay users to store up to thirty (30) frequently called telephone numbers in their TRS customer profile. Customers who wish to store more numbers can simply register multiple customer profiles, which translates to an unlimited number of entries. When the customer calls into the center, the customer can simply provide the CA the "short-hand" name or code associated with that number instead of the entire 10-digit number. For example, a caller can simply request, "Please call mom," and the CA will dial the associated 10-digit telephone number without delay. The frequently dialed number entry can be sorted by name or number. The captioned telephone is equipped with the ability to program in three (3) or four (4) speed dial numbers, depending on the model, and a recently dialed number.

Three-Way Calling

Oregon Relay provides three-way calling capability, in which the voice or STS relay user, if the customer has purchased this feature from his/her LEC, can use this feature to tie the third party directly into the conversation or to tie the third-party in by making a second call to the relay center. Relay users who have purchased three-way calling or conference calling capability from his/her LEC can use this feature when placing a call through Oregon Relay. This feature allows the user to place the call to the relay and then conferences in the voice-called party. This is also known as the two-line VCO method.

TTY users may also use the relay to conference in another TTY user on the line. The original TTY user requests to place a call to the voice-called party. It then becomes a conversation between two TTY customers and one voice customer. This process also would apply if there were two voice customers and one TTY user on the line.

Oregon Relay provides three-way calling for CTS users that is in full compliance with FCC requirements. Two-line CTS users are able to host, join or be added to any three-way call in the same manner as non-relay users. One-line CTS users are able to join any three-way call in progress. In order to join, the host of the three-party call dials the national CTS number and enters the CTS user's telephone number. CTS users are also able to participate in a conference bridge to speak to three or more individuals.

§64.604(3)(vii) Voicemail and interactive menus. CAs must alert the TRS user to the presence of a recorded message and interactive menu through a hot key on the CA's terminal. The hot key will send text from the CA to the consumer's TTY indicating that a recording or interactive menu has been encountered. Relay providers shall electronically capture recorded messages and retain them for the length of the call. Relay providers may not impose any charges for additional calls, which must be made by the relay user in order to complete calls involving recorded or interactive messages.

Oregon Relay, through Sprint Accessibility's Phoenix platform, contains CA-generated macros, (i.e., pre-programmed phrases) which allow the CA to press a "hot key" to alert TRS users of the presence of a recorded message and/or interactive menu. Sprint Accessibility's hot key sends text to the user, which says "(RECORDING)." Sprint Accessibility's hot keys are available in all supported languages, including English and Spanish.

Oregon Relay has the ability to electronically capture recorded messages and retain them for the length of the call. All information provided during the call to the CA to assist in processing the call is considered customer-sensitive information and is deleted from the CA's screen after the call has ended. The only information that is retained is information in the Call Detail Record necessary to bill the call, when appropriate.

Oregon Relay does not impose charges for additional calls that must be made to relay recorded or interactive messages. Sprint Accessibility's Phoenix feature incorporates "function keys" allowing the CA to complete standard tasks with a combination of two-keys (or mouse clicks). As a result, many calls involving recordings can be completed without having to redial using Sprint Accessibility's recording functionality. If a CA needs to redial to process these calls, the CA uses a specific redial hot key for answering machines, voice mail and other recordings over an ultra-watts line so the end user is not assessed charges for additional calls.

CTS users are able to hear and interact directly with the recorded message and make selections as prompted by the interactive menu. CTS users are alerted to the presence of a recording by hearing the recording and seeing the captions of the recording as the message is played. CTS users can stay on the line as long as needed to replay messages, if allowed by the interactive system, as many times as required to hear and read the captions of the recording. This is treated as one call.

§64.604 (a) (3)(viii) TRS providers shall provide, as TRS features, answering machine and voice mail retrieval.

Retrieving Answering Machine and Voice Mail Messages

Oregon Relay has the ability to retrieve messages from any voice processing system that can be accessed via the telephone. Through Sprint Accessibility's Phoenix platforms, Oregon Relay CAs are able to retrieve and relay voice messages for TTY users and TTY messages for voice users.

When a user requests that the Oregon Relay CA retrieve messages from a voice mail system or PBX mailbox, the CA will:

- inform the caller that an answering machine has been reached.
- comply with the caller's "access code" or "system command" instructions. The CA uses the touch-tone capability embedded in Sprint Accessibility's Phoenix software to enter access codes or system commands to retrieve new messages, play all messages, save messages, and/or delete messages.
- use advanced recording technology to slow down the playback of the messages. If a CA needs to redial, the CA uses a specific redial hot key for answering machines, voicemails, and other recordings. The hotkey redials the call so the end user does not incur charges for additional calls.
 - The following information is applicable for the timeframe through May 31, 2017: If the CA needs to redial, local calls are free. If the call is long distance, the customer incurs charges only for the first call.
 - The following information is applicable beginning June 1, 2017: Sprint offers domestic and international calling at no charge with no long distance fees or long distance call billing to all Oregon Relay and CTS users.
- Sprint Accessibility's platform provides the technology necessary to retrieve voice mail or answering machine messages including enabling and disabling touch-tone capability through hot keys (i.e., DTMF).
- Once all customer instructions have been followed and the caller disconnects, all information including caller's personal information is automatically deleted from the CA's position to ensure that the customer's information is kept confidential.

Like TRS users, CTS users can retrieve answering machine messages from an answering machine positioned near the captioned telephone. However, the CTS user needs to follow instructions as follows:

- Press the captioned telephone menu button until the option, "Caption External Answering Machine Messages" is displayed. (The handset must be in the cradle.)
- Press the "OK" button.
- Pick up the handset and place it near the answering machine.
- Watch the captioned telephone display to see when the CTS CA is connected.
- Press the "play" button on the answering machine.
- View the captions on the captioned telephone display.
- Save, delete or navigate to the next message using the answering machine controls.
- When done, hang up.

With other voicemail systems, the CTS user can both hear and interact directly with the recorded message and make selections when prompted by the interactive menu. The CTS user is alerted to the presence of a recording by hearing the recording and seeing the captions of the recording as the message is played.

A.4 Handling of Emergency Calls

§64.604(a)(4) Emergency call handling requirements for TTY-based TRS providers. TTY-based TRS providers must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to an appropriate Public Safety Answering

Point (PSAP). *An appropriate PSAP is either a PSAP that the caller would have reached if he had dialed 911 directly, or a PSAP that is capable of enabling the dispatch of emergency services to the caller in an expeditious manner.*

Oregon Relay accepts incoming emergency calls and automatically and immediately transfers the call to the appropriate Public Safety Answering Point (PSAP). Oregon Relay has access to:

- the largest footprint of coverage across the U.S. to terminate a 9-1-1 call.
- a web interface with complete API and a branded end-user portal for address changes for internet calls.

Call Processing Procedures

Oregon Relay uses the following procedures to ensure that TRS users needing emergency services receive prompt assistance with their call.

1.	Oregon Relay CAs act upon the word "emergency." Calls placed to fire, police, ambulance, and rescue squads are considered emergency calls.
2.	The CA hits a Phoenix function key (hot key) which designates the call as an emergency. This key also prompts the system to use the caller's NPA/NXX to automatically route the call to the E911 center closest to the caller's rate center. This hot-key also "freezes" the screen with an emergency banner so that the call information remains displayed. If the customer hangs up, the caller's information is available to be shared with the 911 Center.
3.	Simultaneously, the CA presses a key to notify the supervisor. The supervisor will assist the CA in processing the call, if needed. The supervisor does not take over the CA function unless requested or necessary to complete the call.
4.	The caller's Automatic Number Identification (telephone number) is passed on to the E911 as Caller ID.
5.	The CA identifies the call to the authorities, using the phrase: "This is an emergency. I am calling for a deaf (or hard of hearing or speech disabled) person through the Oregon Relay Service. They are calling from (caller's telephone number). This is CA # 1234, one moment please."
6.	The CA notifies the inbound caller that the emergency service is on the line. For example, "(POLICE ON LINE NOW)" and relays what the 911 operator said when he/she answered the phone.
7.	The CA relays the call. Unlike other relay calls, CAs may engage in a more active role if necessary, to facilitate the emergency call.
8.	Upon request, the CA connects the TTY caller directly to the PSAP's TTY.
9.	The CA fills out an "Emergency Incident Form" to document the call.
10.	In the rare case of an E911 routing error, the CA will fill out a technical "trouble ticket" for investigation.

Back up Procedures

Oregon Relay has access to an upgraded PSAP solution that has proven extremely accurate, resulting in few instances of PSAP routing errors. In many instances, two numbers are provided for each rate center. If one of the numbers fails, the second number is dialed. In the event that a valid number is not available, the CA will contact Directory Assistance for support.

CTS Emergency Calling

Calls to 911 on a one-line captioned telephone are processed in the same manner as a non-relay 911 call.

- The captioned telephone automatically converts to a VCO phone and dials 911 directly. (The CTS call center is not engaged in processing 911 calls.)
- The captioned telephone will display the typed responses from the PSAP and the caller will use their voice to communicate with the PSAP.
- The user will be connected to the proper 911 center in the least amount of time possible and the telephone number (ANI) will automatically be passed on to the 911 Center.

- The 911 system renders the appropriate emergency response.

Two-Line CTS Emergency Calling

Because two-Line CTS uses separate voice and data connections, it is an efficient way to access emergency services via 911 response centers. The two-Line CTS user is connected directly to 911 on a standard voice connection. The captions are connected on the second line. As a result, the call is connected in the quickest time to the appropriate 911 center each time with a reliable voice grade connection and with full speed captions.

Training and Support Materials

Oregon Relay CAs and supervisors receive in-depth training on all emergency processes and procedures. Training is reinforced through ongoing refresher training in which relay call center staff must demonstrate knowledge and proficiency of emergency procedures. Supervisors or operations personnel are available 24 hours, 7 days a week to assist CAs when an emergency call occurs. CAs also have immediate access to call processing steps via an online help screen and position reference guide.

Variations

There are many things that can happen during an emergency call, which require immediate action outside general call processing. The following processes were established for many of these "variations" to guide CAs and the relay call center staff on how to proceed.

Caller Disconnects Before Connecting to 911 Center

If the inbound caller disconnects prior to being connected to 911, the Phoenix system will continue dialing to the PSAP/emergency call center. The CA or supervisor will notify the PSAP call center of the premature disconnect and will provide any customer information that may assist the PSAP center in resolving the emergency.

If a customer calls into the TRS center, types "HELP GA" and hangs up, Oregon Relay treats this as an emergency call. Since the customer does not give an emergency service name, Oregon Relay always connects the caller to the police. The CA will notify the supervisor who, in turn, calls the police and passes on all known information about the call. The CA will also fill out an Emergency Incident Form as a record. The police determines the next appropriate course of action.

Voice Emergency Calls

If a voice customer misdials 711 when actually they require assistance through 911, the CA will say to the inbound voice: ***"You have connected to a telephone relay service for the deaf and hard-of-hearing. If possible, you should hang up and dial 911. If not, we can attempt to connect you to a 911 center near your assigned telephone number, but there could be significant delay in getting assistance."***

When the voice caller does not disconnect, requests further assistance, and/or remains online for more than 5 seconds after the notification phrase is read, the CA will attempt to complete the call to connect the caller to emergency services. The CA will inform the caller, "I am connecting your call to emergency services, one moment please."

A.5 STS Called Numbers

§64.604 (a)(5) STS called numbers. Relay providers must offer STS users the option to maintain at the relay center a list of names and telephone numbers which the STS user calls. When the STS user requests one of these names, the CA must repeat the name and state the telephone number to the STS user. This information must be transferred to any new STS provider.

Oregon Relay offers the ability for STS users to maintain a record of regularly called names and telephone numbers. Oregon Relay's speed dialing functionality (also known as frequently dialed numbers) allows relay users to store up to thirty (30) frequently called telephone numbers in their Customer Profile.

A STS user can provide the CA the "short-hand" name or code associated with that number instead of the entire 10-digit number. For example, a STS caller requests, "Please call mom." The STS CA repeats the name and states the corresponding telephone number before dialing without delay.

§64.604 (6) Visual privacy screens/idle calls. A VRS CA may not enable a visual privacy screen or similar feature during a VRS call. A VRS CA must disconnect a VRS call if the caller or the called party to a VRS call enables a privacy screen or similar feature for more than five minutes or is otherwise unresponsive or unengaged for more than five minutes, unless the call is a 9-1-1 emergency call or the caller or called party is legitimately placed on hold and is present and waiting for active communications to commence. Prior to disconnecting the call, the CA must announce to both parties the intent to terminate the call and may reverse the decision to disconnect if one of the parties indicates continued engagement with the call.

The State of Oregon does not provide, contract to provide, nor oversee VRS services and is exempt from this section.

§64.604 (7) International calls. VRS calls that originate from an international IP address will not be compensated, with the exception of calls made by a U.S. resident who has pre-registered with his or her default provider prior to leaving the country, during specified periods of time while on travel and from specified regions of travel, for which there is an accurate means of verifying the identity and location of such callers. For purposes of this section, an international IP address is defined as one that indicates that the individual initiating the call is located outside the United States.

The State of Oregon does not provide, contract to provide, nor oversee VRS services and is exempt from this section.

Technical Standards

B.1 ASCII and Baudot

§64.604 (b) Technical standards—(1) ASCII and Baudot. TRS shall be capable of communicating with ASCII and Baudot format, at any speed generally in use.

Oregon Relay provides Baudot (45.5 and 50), Turbocode, Enhanced Turbocode (E-Turbo) and all ASCII rates generally in use.

Incoming TTY signals are automatically identified as Baudot, Turbocode or ASCII; if the signal is ASCII, the Baud rate is detected.

Outbound calls are dialed out in voice mode so that both the CA and hearing user can listen as the call progresses. If the phone is answered by a modem, the software will automatically switch to the appropriate mode of Baudot or ASCII based on the tone without intervention from the CA. If a person using their voice answers a relay call made by a voice user, the CA will ask for the text device user.

B.2 Speed of Answer

§64.604 (2) Speed of answer. (i) TRS providers shall ensure adequate TRS facility staffing to provide callers with efficient access under projected calling volumes, so that the probability of a busy response due to CA unavailability shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.

Sprint currently has fourteen (14) TRS and CTS centers across the U.S. Having access to this number of centers ensures adequate staffing for Oregon Relay and CTS calls. Sprint Accessibility samples the average answer time a minimum of every 15 minutes for each 24-hour period. Sprint's Traffic Management Control Center (TMCC) is staffed with workforce analysts who monitor call processes, call volumes, distribution patterns, contract requirements and call routing.

Sprint Accessibility's workforce analysts develop staffing requirements for each center monthly, daily and in 15-minute increments. These center staffing lines are a management tool, which provides workforce analysts and each center with the following:

- Initial CA requirement for each 15-minute period of the day
- Total number of CAs scheduled for each-15 minute period
- The number of CAs over or under the requirement needed to meet forecast call volumes
- Daily, weekly, and monthly performance reports detailing speed-of-answer for each CA group and the CA utilization (occupancy) percentage. These reports are reviewed to ensure that Sprint Accessibility is routing calls as efficiently as possible while meeting or exceeding customer expectations.
- Adjustments to the minimum staffing requirements can be made as needed to the 15-minute scheduling requirements based on unforeseen increases or decreases in call volumes.

§64.604 (b) (2) ((ii) TRS facilities shall, except during network failure, answer 85% of all calls within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold. The ten seconds begins at the time the call is delivered to the TRS facility's network. A TRS facility shall ensure that adequate network facilities shall be used in conjunction with TRS so that under projected calling volume the probability of a busy response due to loop trunk congestion shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.

Sprint Accessibility is contractually required to answer 85 percent of all Oregon Relay and CTS calls within ten (10) seconds and does so consistently. The OPUC expects Sprint Accessibility to proactively and continuously monitor and review TRS and CTS data to determine trends, taking into account any issues that may affect response time such as weather, holidays, etc. Therefore, Sprint Accessibility develops a network forecast for each upcoming scheduling week.

Sprint Accessibility also reviews each center's results for the previous six weeks, as well as anticipated changes in staffing levels to determine each center's capacity to handle forecasted calls. Once the forecast has been determined, Sprint Accessibility ensures that total network traffic is accounted for by each of the centers.

By continually monitoring current capacity with regards to trunking, CA workstations, staffing and equipment lag time between anticipated need and actual need is minimized.

§64.604 (b) (ii) (A) The call is considered delivered when the TRS facility's equipment accepts the call from the local exchange carrier (LEC) and the public switched network actually delivers the call to the TRS facility.

Oregon Relay considers the call delivered when the relay center's equipment accepts the call from the LEC, and the public switched network actually delivers the call to the TRS center.

Sprint Accessibility furnishes the necessary telecommunications equipment, facilities, and system software for the complete TRS operation. Sprint Accessibility's transmission circuits meet, and in most cases, exceed the ANSI T1.506-1990 Network Performance – Transmission Specifications for Switched Exchange Access Network standards.

§64.604 (b) (ii) (B) Abandoned calls shall be included in the speed-of-answer calculation.

In accordance with contractual obligations to the OPUC, Sprint includes Oregon Relay and CTS abandoned calls in its daily speed-of-answer performance calculations.

§64.604 (b) (ii) (C) A TRS provider's compliance with this rule shall be measured on a daily basis.

Sprint Accessibility measures its compliance with average speed-of-answer times on a daily basis and reports this information to the OPUC on a monthly basis.

§64.604 (b) (ii) (D) The system shall be designed to a P.01 standard.

Sprint Accessibility ensures that all relay call centers are provided with sufficient facilities and staffing to provide a Grade of Service (GOS) of P.01 or better for calls entering the call center switch equipment during the busiest hour. Sprint Accessibility's relay system ensures that an excess of 99.99 percent of all calls reach the call center and are answered or receive a ringing signal.

§64.604 (b) (ii) (E) A LEC shall provide the call attempt rates and the rates of calls blocked between the LEC and the TRS facility to relay administrators and TRS providers upon request.

Performance of inbound traffic on each Oregon Relay toll-free number where it enters the Sprint Accessibility network or relay center facility is measured continuously and reported both daily and monthly. These measurements, which include traffic volume and blockage data, are compiled into a monthly report submitted to the OPUC.

§64.604 (b) (iii) Speed of answer requirements for VRS providers are phased-in as follows: by January 1, 2006, VRS providers must answer 80% of all calls within 180 seconds, measured on a monthly basis; by July 1, 2006, VRS providers must answer 80% of all calls within 150 seconds, measured on a monthly basis; and by January 1, 2007, VRS providers must answer 80% of all calls within 120 seconds, measured on a monthly basis. Abandoned calls shall be included in the VRS speed of answer calculation.

The State of Oregon does not oversee VRS services, does not contract with a VRS provider to provide VRS services to customers, and is exempt from this section.

B.3 Equal Access to Interexchange Carriers

§64.604 (b) (3) Equal access to interexchange carriers. TRS users shall have access to their chosen interexchange carrier through the TRS, and to all other operator services, to the same extent that such access is provided to voice users.

The following information is applicable for the timeframe through May 31, 2017:

Oregon Relay and CTS users have equal access to their chosen inter-exchange carrier through relay to the same extent access is provided to voice users.

Oregon Relay and CTS users are encouraged to register their preferred Carrier-of-Choice (COC) with Sprint Accessibility and CapTel Customer Service, respectively. Users who have not registered their preferred COC are encouraged to contact the corresponding customer service section with the designated toll-free telephone number to complete their registration. All new captioned telephone packages include a COC card. CTS users are responsible for completing the card or contacting CapTel Customer Service to register their COC preferences for CTS calls.

Individuals calling CTS users are alerted that their call may incur long distance charges. After connecting to the CTS voice-in Voice Response Unit (VRU) and entering the phone number of the CTS user they wish to call, they may hear an announcement stating that their call may incur long distance charges.

Oregon Relay relies on Sprint Accessibility to provide its customers with both the technical and operational capability to send and receive COC calls to and from other providers. Sprint Accessibility's network has the capability to permit users to select the IXC or LEC of their choice in accordance with state and federal law.

Sprint Accessibility provides the necessary network connections and signaling information in compliance with the standards accepted by the Alliance for Telecommunications Industry Solutions (ATIS) titled "ATIS-0300084, Telecommunications Relay Service" (July 2006) for carriers to accurately bill and rate Relay calls. Sprint Accessibility routes calls to the designated carrier as efficiently as possible. Sprint Accessibility includes the identification of the call as a relay call, the end user calling number, the called number, and additional information describing the nature of the calling line (e.g., payphone, etc.). Calls not requiring operator assistance are routed to the carrier's non-operator switch. Calls involving alternate billing (e.g., card, collect, third party) involve the operator services position of the carrier.

Sprint Accessibility encouraged all carriers to participate in its COC program. When the requested carrier was not a COC participant, Sprint Accessibility had established a procedure in which the carrier was notified, verbally and in writing, of its obligation to provide access to relay users and encouraged their participation.

Outlined below was the process used by Oregon Relay CAs to process COC calls and subsequent instructions to relay callers:

- CA answers the call
- The caller provides the toll-call information.
- The caller provides preferred carrier information either registered in the user database or for a specific call.

- If the preferred carrier is not available through Oregon Relay, the CA informs the caller with the standard phrase: "I AM SORRY (carrier) DOES NOT ALLOW (billing method) CALLS OVER THEIR NETWORK."
- The user may choose to have another carrier handle the call. Sprint Accessibility then informs the unavailable carrier of its obligation to provide access through the relay service.
- The CA dials the call using the preferred carrier. If no carrier is specified, the call will be carried over the Sprint network.
- The called-party answers the call. The CA relays the COC call between the caller and the called-party.

Sprint Accessibility had 260 carriers participating in the COC program. Participation of carriers in Oregon is dependent on whether carrier is authorized to provide service in Oregon and connectivity to the Sprint Accessibility Access Tandem. At the time, Oregon Relay had 44 carrier of choice companies listed as:

Carrier Name	Out COC	COC Index	Carrier Code	Operator Flag	ETurbo RIB
10-10-220 Telecom USA	220	220	220	N	220
10-10-321 Telecom USA	321	321	321	N	321
10-10-502 WorldxChange	502	502	502	Y	502
10-10-636 Clear Choice	636	636	636	Y	636
10-10-752 EXCEL	752	EXL1	752	Y	752
10-10-811 Vartec	811	811	811	Y	811
10-10-834 WorldxChange	834	834	834	Y	834
10-10-987	987	987	987	N	987
AT&T	288	288	288	Y	ATT
All Others	1	1	1	N	
Broadwing Communications	948	948	948	Y	SSM
Broadwing Telecom	71	71	71	Y	WSN
CP Telecom	444	ALN9	444	Y	PDF
Call & Effect Long Distance	638	NWT1	638		
Cascade Long Distance	638	NWT5	638		
CenturyLink	432	432	432	Y	QWD
CenturyTel LLC	550	550	550		CAL
Charter Communications	6324	6324	6324	Y	HFB
Citizens Communications	1	96	694	Y	
Columbia Long Distance	638	NWT6	638		
Comcast	386	386	386	Y	BPH
Embarq Communications	5046	5046	5046	Y	EMB
Frontier Communications	694	FLX1	694	Y	RTC
Global Crossing	444	444	444	Y	ALN
LDDS	222	MCI2	222	Y	LDD
MCIWorldCom	222	222	222	Y	MCI
McLeod USA	725	725	725	Y	IOR

Metromedia	222	MCI3	222	Y	MTR
NSC Telesystems	555	WT17	555	Y	NSC
OPEX LD	444	ALN1	444	Y	OPX
Penny Express	465	INL1	465		
Prime Dime Long Distance	465	INL2	465		
SBC Long Distance	5792	5792	5792	Y	SBZ
Simcom	444	ALN2	444	Y	SMC
Sprint	333	333	333	Y	SPT
TCG Minnesota Inc.	292	292	292	Y	TPM
TDS Telecom	5903	5903	5903	Y	TYW
Telecom One, Inc.	444	AL30	444	Y	ALN
Telephone Express	899	899	899		
Touch America	244	244	244	Y	AUD
Verizon LD	5483	5483	5483	Y	GOP
Wiltel	222	MCI1	222	Y	WLT
Working Assets	649	649	649	Y	WRK
WorldCom	555	555	555	Y	WTL

B.4 TRS Facilities

§64.604 (b)(4) TRS facilities. (i) TRS shall operate every day, 24 hours a day. Relay services that are not mandated by this Commission need not be provided every day, 24 hours a day, except VRS.

Oregon Relay and CTS operates 24 hours, 7 days a week.

§64.604 (b)(4) (ii) TRS shall have redundancy features functionally equivalent to the equipment in normal central offices, including uninterruptible power for emergency use.

Sprint Accessibility uses both Uninterruptible Power Supply (UPS) and backup power generators to ensure relay centers have uninterrupted power in the event of a power outage. UPS is used only long enough for the backup power generators to come on line in a matter of minutes. The backup power generators can continue to provide power beyond 24-hours as long as fuel is readily available.

Working in parallel with the UPS is Sprint Accessibility's Intelligent Call Router, which instantly recognizes a problem anywhere in the Sprint Accessibility system and routes the calls to other operating call centers. Oregon Relay customers, as a result, are unaware of any system fault.

In the event of a power outage, the UPS provides seamless power transition while the emergency generator is brought on line. During this transition of less than a minute, power to all the basic equipment and facilities for the center operation is maintained. This includes the switch system and its peripherals, switch room environment (air conditioning and heating in the computer room), CA positions (including consoles/terminals), emergency lighting, system alarms and Call Detail Record (CDR) recording. As a safety precaution, the fire suppression system is not electrically powered in case of a fire during a power failure. Once the back-up generator is on line, stable power to all relay system equipment and facility environmental control is established and maintained until commercial power is restored..

All of the system preventive maintenance functions can be performed on-line, with no effect on call processing. In addition, on-line and off-line diagnostic routines will identify system faults or failures to the individual board level. Diagnostic procedures are continually processed by the switching system software to detect defective components before they are used. Manual on-line diagnostics can be launched at any time from the maintenance and administrative terminal located with the unit without affecting call processing, calls in progress or calls waiting to be answered. The maintenance and administrative terminal includes keyboard, screen and printer capabilities.

Please see Sprint Accessibility's Disaster Recovery Plan and the Network Support Plan in **Appendix E**.

§64.604 (b)(4)(iii) A VRS CA may not relay calls from a location primarily used as his or her home.

The State of Oregon does not oversee VRS services, does not contract with a VRS provider to provide VRS services to customers, and is exempt from this section.

§64.604 (b)(4)(iv) A VRS provider leasing or licensing an automatic call distribution (ACD) platform must have a written lease or license agreement. Such lease or license agreement may not include any revenue sharing agreement or compensation based upon minutes of use. In addition, if any such lease is between two eligible VRS providers, the lessee or licensee must locate the ACD platform on its own premises and must utilize its own employees to manage the ACD platform.

The State of Oregon does not oversee VRS services, does not contract with a VRS provider to provide VRS services to customers, and is exempt from this section.

B.5 Technology

§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 telecommunications to person with disabilities. TRS facilities are permitted to use SS7 technology or any other type of similar technology to enhance the functional equivalency and quality of TRS. TRS facilities that utilize SS7 technology shall be subject to the Calling Party Telephone Number rules set forth at 47 CFR 64.1600 et seq.

Sprint Accessibility is in compliance with 47 CFR §64.1600 et seq. for providing SS7 capability.

To achieve functional equivalence, Oregon Relay provides Caller ID service through SS7 signaling where the 10-digit number of the calling party is passed through to the called-party for local and long-distance calls. Oregon Relay receives calling party identifying information including blocking information, from all relay users. Sprint Accessibility's Caller ID SS7 solution includes receiving the privacy bit information from the inbound relay caller as well as other SS7 call information elements such as:

- Calling Party Number
- Charge Number
- Originating Line Information
- Sprint Accessibility passes through the calling party information (rather than 711 or the number of the relay center)

STS Enhancements

Although not mandatory, Oregon Relay offers several enhanced features to STS users as follows.

- Wireless Access – STS (*787)
- STS Message Retention
- STS Called Numbers
- STS with Privacy Option
- STS Contact Information
- Emergency Numbers

Wireless Access – STS (*787)

STS users in Oregon who use Sprint wireless service can dial *STS (i.e., *787) to automatically connect to an Oregon Relay STS CA. This service is available to both callers with and without a speech disability who need to place an STS call.

STS Message Retention

Oregon Relay STS users can retain messages in the relay system for up to 24 hours. If the line is busy, the STS user has the option to save a message for a later time. The STS can dictate that a message be read to the called party or left on an answering machine or voice mail system. At the end of 24 hours, the message is automatically deleted from the customer's profile.

STS Called Numbers

Oregon Relay STS users may maintain a record of regularly called names and telephone numbers. Sprint Accessibility's speed dialing functionality (also known as frequently dialed numbers) allows STS users to store up to thirty (30) frequently called telephone numbers in their Customer Profile.

When the STS user calls into the center, the user provides the CA the "short-hand" name or code associated with that number instead of the entire 10-digit number. For example, a caller can simply request, "Please call mom," and the STS CA will dial the associated ten-digit telephone number without delay.

The hard copy of the Customer Profile form below encourages STS users to register speed dial entries.

Frequently Dialed Numbers (Speed Dial for Non-Emergency Calls):		
<i>Note: Limit 30 characters per name</i>		
	Name	Area Code & Phone Number
1	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>

*If you need to add more information, go to the **Additional Information** section on the page 3.*

STS with Privacy Option

Oregon Relay STS users may elect to communicate without the STS CA hearing the voice party. When selected, the STS CA simply listens to the voice of the STS user and repeats messages according to the STS users' preference.

STS Contact Information

Communicating telephone numbers may be difficult for some Oregon Relay STS users. Oregon Relay has a feature that allows STS users to advise friends, family and others to dial 711 to reach them. Once connected, the person can provide the STS user's name to the STS CA. The STS CA will access the STS user's profile information provided for this purpose to connect to the STS user based on the registered STS user's phone number, hours and days of availability.

Emergency Numbers

Oregon Relay STS users have the ability to list up to ten additional emergency phone numbers (e.g., doctor, poison control, hospital, etc.) in their Customer Profile.

B.6 Caller ID

§64.604 (b) (6) Caller ID. When a TRS facility is able to transmit any calling party identifying information to the public network, the TRS facility must pass through, to the called party, at least one of the following: the number of the TRS facility, 711, or the 10-digit number of the calling party.

Oregon Relay offers and provides True Caller ID for all local and long-distance calls to carriers who have SS7 connectivity with Sprint Accessibility. Sprint Accessibility's Caller ID SS7 solution includes receiving the privacy bit information from the inbound relay caller and other SS7 call information elements such as the Calling Party Number, Charge Number, and Originating Line Information. Sprint Accessibility passes through the calling party information (rather than 711 or the number of the TRS Center).

Customer Control

With Sprint Accessibility's TRS Caller ID, the Oregon Relay user is in control by being able to disable or block their Caller ID information from being transmitted with their LEC on either a 'per-call' or a 'per-line' basis. Also, the Oregon Relay user can view the calling party's information before picking up the phone and decide whether to answer the call.

With Sprint Accessibility's Caller ID, Oregon Relay users benefit from the following:

- Increased privacy
- Documentation of calls received
- A count of incoming calls on the display screen
- Phone numbers of hang-up callers
- Prompt emergency call processing

When Caller ID information is not passed through, the Oregon Relay user will see on the Caller ID screen a message such as "Out of Area" or "Caller Unknown."

Caller ID Enhancements

Many Caller ID enhancements are compatible with Oregon Relay.

Selective Call Acceptance

Selective Call Acceptance allows an Oregon Relay user to create a list of phone numbers so that he/she only receives calls from numbers on that list. All other callers will be directed to an announcement that says "The number you have dialed is not accepting calls at this time." If this recording is reached by Oregon Relay, it will be typed or spoken to the inbound caller. When Selective Call Acceptance is in effect, it supersedes all other enhanced features.

Selective Call Rejection

Selective Call Rejection enables the Oregon Relay user to create a list of specific phone numbers so that when a call is received from that number, the call will be rejected. If this recording is reached by Oregon Relay, it will be typed or spoken to the inbound caller.

Selective Call Forward

Selective Call Forward enables the Oregon Relay user to create a list of specific phone numbers so that when a call is received from someone on that list, the call will be forwarded to a designated number.

Privacy ID (Anonymous Call Rejection)

Privacy ID, also known as Anonymous Call Rejection, allows Oregon Relay users to restrict incoming calls from parties who have blocked their Caller ID information. If the name or number of the person that calls is unknown, the caller hears a recorded message, such as: "The person you are calling does not accept blocked or unknown calls. At the tone, please say your name or company name and your call will be connected."

This information will be typed or voiced to the originating caller. If the calling party wishes to leave their name, it will be left by the CA. The called party, if hearing, may listen to the recording and choose an option to answer, block or send to voice mail. Realizing not all users will be able to hear this recording by the calling party, some companies have implemented additional enhancements outlined below:

Instant Access List (Preferred Caller List)

Oregon Relay users may designate a list of up to ten (10) numbers that can bypass the Sprint Accessibility Privacy ID function. If a caller's number is displayed without their name, adding their number to this list will let their calls through.

Caller's Access Code

Caller's Access Code allows an Oregon Relay user to designate an override code for Privacy ID. The user may share this code with friends and family, as desired. When the calling party calls, they may choose to enter a code during the intercept greeting to bypass the Privacy ID screening so their call will go through.

Functional Standards

C.1 Consumer Complaint Logs

§64.604 (c)(1)(i) States and interstate providers must maintain a log of consumer complaints including all complaints about TRS in the state, whether filed with the TRS provider or the

State, and must retain the log until the next application for certification is granted. The log shall include, at a minimum, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution. (ii) Beginning July 1, 2008, states and 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. Summaries of logs submitted to the Commission on July 1, 2008 shall indicate the number of complaints received from the date of OMB approval through May 31, 2012.

The OPUC has established policies regarding complaints, inquiries, comments and commendations related to Oregon Relay and CTS. Upon receipt of a customer complaint, whether filed with the OPUC or Sprint Accessibility, a designated representative accepts the complaint, provides the customer with information regarding the process for resolution and offers to follow up with the customer. The OPUC and Sprint Accessibility ensures that all records include the name and/or address of the complainant (when offered), the date received, the CA identification number, the type of relay service used, the nature of the complaint, and the result of any investigation and the date of resolution.

Sprint Accessibility documents all filed complaints in its customer contacts database including the:

- Name of the complainant or person providing commendation,
- Date of the contact, complaint or compliment,
- Type of relay service used,
- Nature of the complaint or comment, and
- Action taken (e.g., technical support, service explanation, CA development area, etc.)

Customer Contacts Online Database (CCOD)

Sprint Accessibility uses a Customer Contact Online Database (CCOD), which serves to document and support the customer complaint resolution process.

The CCOD automatically notifies the Sprint Accessibility TRS Program Manager assigned to the State of Oregon account via email of any complaint entry, ensuring that they receive timely notification of consumer concerns. The CCOD tracks consumer contact information as required by the FCC.

By approximately June 15th of each calendar year, Sprint Accessibility submits a copy of the 12-month complaint log report for the period of June 1- May 31 to the contract administrator at the OPUC. The contract administrator reviews the complaint log before filing it with the FCC by July 1st of each year.

See **Appendix F** for copies of the last five (5) years of Oregon Relay and CTS complaints and commendations that have been submitted to the FCC.

C.2 Contact Persons

§64.604 (c)(2) Contact persons. Beginning on June 30, 2000, State TRS Programs, interstate TRS providers, and TRS providers that have state contracts must submit to the Commission a contact person and/or office for TRS consumer information and complaints about a certified State TRS Program's provision of intrastate TRS, or, as appropriate, about the TRS provider's service. This submission must include, at a minimum, the following: (i) The name and

address of the office that receives complaints, grievances, inquiries, and suggestions; (ii) Voice and TTY telephone numbers, fax number, e-mail address, and web address; and (iii) The physical address to which correspondence should be sent.

Oregon Relay and CTS users may file intrastate complaints and commendations regarding Oregon Relay services through the following contacts:

Oregon Relay Customer Service

800-676-3777 (TTY/Voice/ASCII/VCO/HCO)

Email: Sprint.TRSCustServ@sprint.com

Español: 800-676-4290 (TTY/ASCII/HCO/Voz/VCO)

Speech-disabled: 877-787-1989

Voice Carry-Over: 866-931-9027

CapTel Customer Service

888-269-7477 English CapTel® Customer Service

866-670-9134 Spanish CapTel® Customer Service

Chameen Stratton

Program & Outreach Manager for TRS Services in Oregon, South Dakota and Wyoming

(866) 540-4657 office

(877) 309-4337 fax

chameen.r.stratton@sprint.com

Jon Cray

Residential Service Protection Fund Program Manager

Public Utility Commission of Oregon

201 High Street SE, Ste. 100

Salem, OR 97301

Tel: 503-373-1400 or 1-800-848-4442

TTY: 503-373-1413 or 1-800-648-3458

Videophone: 503-567-7815 or 971-239-5845

Fax: 1-877-567-1977 or 503-378-6047

jon.cray@state.or.us

C.3 Public Access to Information

§64.604 (3) Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions in telephone directories, through directory assistance services, and incorporation of TTY numbers in telephone directories, shall assure that callers in their service areas are aware of the availability and use of all forms of TRS. Efforts to educate the public about TRS should extend to all segments of the public, including individuals who are hard of hearing, speech disabled, and senior citizens as well as members of the general population. In addition, each common carrier providing telephone voice transmission services shall conduct, not later than October 1, 2001, ongoing education and outreach programs that publicize the availability of 711 access to TRS in a manner reasonably designed to reach the largest number of consumers possible.

The OPUC provides a comprehensive education and outreach program for Oregon Relay and CTS. Each year, the OPUC allocates upwards to \$150,000 to Sprint Accessibility to advertise and inform all segments of the Oregon public, including individuals who are deaf, deaf-blind, hard of hearing, or speech-disabled about the availability of Oregon Relay and CTS. The OPUC contract administrator and Sprint Accessibility TRS program manager collaborate annually to define the allocation of funds for publicizing all aspects of Oregon Relay and CTS to not only existing and potential relay users, but all members of the Oregon public. **Appendix G** lists all outreach activities in Oregon from July 2012 to June 2016 as well as pictures of advertisements, brochures, and flyers. **Appendix G** also includes snapshots from the Oregon Relay and CTS websites.

Carriers, through publication in their directories, periodic billing inserts, placement of TRS instructions in telephone directories, through directory assistance services, and incorporation of TTY numbers in telephone directories, inform that callers in their service areas about the availability and use of all forms of Oregon Relay. **Appendix H** includes a carrier's publication about Oregon Relay and CTS in a telephone directory.

The OPUC also receives input on outreach endeavors from the legislatively mandated Telecommunication Devices Access Program Advisory Committee, comprised of deaf, hard of hearing, deaf-blind, late deafened, and speech disabled community members, as well as professionals from hearing and speech-related fields and representatives from the telecommunications industry.

The OPUC has an additional advisory group mandated by Order, the Oregon Telecommunications Relay Service Industry Advisory Group, which is represented by key members of the telecommunications industry in Oregon. See **Appendix I**. The OPUC collaborates with the telecommunications industry to discuss outreach efforts in a cost effective manner.

C.4 Rates

§64.604 (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

The following information is applicable for the timeframe through May 31, 2017:

Oregon Relay users are not charged more for services than for those charges paid by "voice" telephone users. TRS users, who selected Sprint Accessibility as their interstate carrier, were invoiced accordingly by Sprint Accessibility. TRS users are only billed for conversation time. Oregon Relay users who select a preferred interstate carrier via the COC list were invoiced accordingly by the selected interstate carrier.

Sprint Accessibility has two separate Message Telephone Service rates, one for interstate and one for intrastate. The following table shows the percentage discount for Sprint Accessibility's Message Telephone System (MTS) rates.

	Intrastate	Interstate
Day (7 AM – 6:59 PM)	35%	50%
Evening (7 PM – 10:59 PM)	25%	50%
Night/weekend (11 PM – 6:59 AM all day Saturday & Sunday)	10%	50%

The following information is applicable beginning June 1, 2017:

In August 2016, Sprint received a waiver of end user selection of carrier from the FCC. As a result, Sprint offers domestic and international calling at no charge with no long distance fees or long distance call billing to all Oregon Relay and CTS users.

Oregon Relay users benefit from the following:

- **Correctional Facilities:** Oregon Relay processes calls from inmates at correctional facilities at no charge. However, inmate calling services (ICS) providers may assess fees directly to relay users in the same manner to non-relay users.
- **Payphones:** Oregon Relay provides domestic and international calling at no charge for callers using payphones.
- **International Locations:** Oregon Relay provides outbound international calling at no charge to relay users. Inbound access is also available to customers at cost.
- **Directory Assistance:** Oregon Relay offers access to Directory Assistance at no charge.
- **Pay Per Call Services:** Oregon Relay processes calls to 900 access numbers. The 900 services provider may assess fees directly to relay users.

C.5 Jurisdictional Separation of Costs

§64.604 (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 forth in the Commission's regulations adopted pursuant to section 410 of the Communications Act of 1934, as amended (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. Except as noted in this paragraph, with respect to VRS, costs caused by intrastate TRS shall be recovered from the intrastate jurisdiction. In a state that has a certified program under §64.605, the state agency providing TRS shall, through the state's regulatory agency, permit a common carrier to recover costs incurred in providing TRS by a method consistent with the requirements of this section. Costs caused by the provision of interstate and intrastate VRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism.

All Oregon Relay and CTS intrastate and interstate minutes are reported separately to the OPUC on the Sprint Accessibility invoice. The OPUC reimburses for local and intrastate minutes while interstate and international minutes are reimbursed by the TRS Interstate Fund. On the invoice, Sprint Accessibility deducts minutes for which the Rolka Loube Saltzer Associates (RLSA), the Interstate TRS Fund administrator, reimburses. These deductible minutes are associated with these call types: Interstate, International, Interstate Directory Assistance, Toll Free and 900. In accordance with FCC rules, states only receive a 51% deduction for Toll Free and 900 minutes for which RLSA reimburses. For RLSA reimbursement, Sprint Accessibility requests compensation based on compensable minutes, which are interstate conversation minutes of usage based on calls from eligible users (those who are not Sprint employees or contractors). An invoice and supporting documents are sent monthly to RLSA for reimbursement.

ADA Requires TRS Services

Oregon Relay was enacted into law as one of four telephone assistance programs under the Residential Service Protection Fund (RSPF) by the 1987 Oregon Legislative Assembly. Please see **Appendix J**. The premise for establishing Oregon Relay, as well as the Oregon Lifeline program

and Telecommunication Devices Access Program (TDAP) was the belief that all Oregonians had the right to affordable and adequate telephone service. Oregon Relay was the last RSPF program to be implemented in 1989, several years before the Americans with Disabilities Act of 1990 mandated the provision of relay services by 1993.

Revenue for the RSPF programs, including Oregon Relay, is derived from a surcharge assessed against each cellular and landline subscriber who has access to the Oregon Relay. Please see **Appendix K** for a redacted customer bill listing the RSPF surcharge. The 2017 Oregon Legislative Assembly enacted into law that subscribers of interconnected Voice over Internet Protocol service with access to Oregon Relay are also subject to the RSPF surcharge, effective January 1, 2018.

Approximately 35% of funds cover Oregon Relay expenditures, intrastate calls as well as other expenditures not covered under interstate reimbursement requirements established by RLSA. As previously mentioned, the OTRS Industry Advisory Group is comprised of telecommunication representatives in Oregon who collaborate with staff of the OPUC to review projections and Oregon Relay and CTS traffic data to provide input on adjustments, if necessary, to the RSPF surcharge rate, which for calendar year was \$0.07.

Telecommunications Relay Fund

§64.604 (c)(5)(iii) through §64.604 (c)(iii)(M) does not pertain to State programs. However, the state of Oregon contracts with Sprint Accessibility who contribute and collect interstate funds through RLSA. It is the State's understanding that Sprint Accessibility complies with the appropriate mandates under this section.

§64.604 (c) (7) (N) (1-4) pertain to VRS providers.

The State of Oregon does not provide VRS services, does not contract to provide VRS services, and is exempt from this section.

C.6 Complaints

§64.604 (6) (i) Referral of complaint. If a complaint to the Commission alleges a violation of this subpart with respect to intrastate TRS within a state and certification of the program of such state under §64.605 is in effect, the Commission shall refer such complaint to such state expeditiously. (ii) Intrastate complaints shall be resolved by the state within 180 days after the complaint is first filed with a state entity, regardless of whether it is filed with the state relay administrator, a state PUC, the relay provider, or with any other state entity.

The OPUC works in conjunction with Sprint Accessibility to ensure complaints are resolved within 180 days of filing. If the complaint pertains to a specific CA, an operations supervisor follows up and resolves the complaint. The role of the supervisor is to:

- accept all types of complaints, issues and comments.
- handle all service type complaints.
- resolve complaints with CAs.
- follow up with customers if requested by the customers.

If the complaint is related to a specific technical issue, a trouble ticket is filed and the ticket number is documented on the customer contact form. The issue is investigated and resolved by an on-site

technician. The State of Oregon assigned Sprint Accessibility TRS Program Manager is responsible for tracking all technical complaints and following up with customers on resolutions.

If a miscellaneous complaint is filed with customer service, a copy is faxed to the State of Oregon assigned Sprint Accessibility TRS Program Manager for resolution and follow-up with the customer. Oregon Relay customers also have the option of calling Sprint Accessibility's 24-hour Customer Service department (800-676-3777), the Sprint Accessibility Account Manager or the OPUC to file complaints or commendations.

The OPUC has adopted the informal FCC procedure of closing all complaints, complete with a satisfactory resolution, within 180 days of the date the complaint was filed. The OPUC submits all complaints from June 1-May 31st to the FCC by the annual July 1st deadline. To see copies of the Complaint Log Summaries from 2013 through 2017, please refer to **Appendix F**.

C.7 Treatment of TRS Customer Info

(7) Treatment of TRS customer information. Beginning on July 21, 2000, all future contracts 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 provision. Such data may not be used for any purpose other than to connect the TRS user with the called parties desired by that TRS user. Such information shall not be sold, distributed, shared or revealed in any other way by the relay center or its employees, unless compelled to do so by lawful order.

Oregon Relay, through Sprint Accessibility's Customer Preference Database, includes type of call, billing information, speed dialing, typing speed, COC, emergency numbers, blocked outbound numbers, language (English, Spanish, ASL) and call notes in customers' profiles. Sprint will provide for the transfer of Oregon Relay customer profile data at least sixty (60) days prior to Sprint's last day of service provision in a usable format to the incoming TRS vendor.

Sprint Accessibility does not use customer information for any purpose other than to connect the Oregon Relay user with the called parties desired by that user. Sprint Accessibility does not and will not sell, distribute, share or reveal in any other way by the relay center or its employees, unless compelled to do so by lawful order.

§64.606 State Certification

3(b)(1) Requirements for state certification. After review of state documentation, the Commission shall certify, by letter, or order, the state program if the Commission determines that the state certification documentation: (i) Establishes that the state program meets or exceeds all operational, technical, and functional minimum standards contained in §64.604; (ii) Establishes that the state program makes available adequate procedures and remedies for enforcing the requirements of the state program, including that it makes available to TRS users informational materials on state and Commission complaint procedures sufficient for users to know the proper procedures for filing complaints; and (iii) Where a state program exceeds the mandatory minimum standards contained in §64.604, the state establishes that its program in no way conflicts with federal law.

The OPUC has provided Oregon Relay services to Oregonians since 1989 in advance of the enactment of the Americans with Disabilities Act of 1990.

As described in this certification renewal, the OPUC makes available adequate procedures and remedies for enforcing the requirements of Oregon Relay and CTS and includes information to relay users on its website and marketing collateral for filing complaints.

The OPUC meets or exceeds all minimum mandated relay services required under all FCC rules, including 47 C.F.R §64.604 and does not provide Oregon Relay and CTS or features in a manner that conflicts or circumvents FCC regulations.

Oregon Relay was approved for TRS Certification Renewal by the FCC in 2013. For a copy of this letter, please see **Appendix L**.

§64.606(f) Notification of substantive change. (1) States must notify the Commission of substantive changes in their TRS programs within 60 days of when they occur, and must certify that the state TRS program continues to meet federal minimum standards after implementing the substantive change.

There have been no substantive changes to Oregon Relay and CTS since the last notice to the FCC on September 10, 2017.



Appendix A: FCC TRS Public Notice
PUBLIC NOTICE

Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

DA 17-697

Released: July 19, 2017

**CONSUMER AND GOVERNMENTAL AFFAIRS BUREAU REMINDS STATE TELECOMMUNICATIONS
RELAY SERVICE PROGRAMS TO SEEK RECERTIFICATION**

CG Docket No. 03-123

Under Section 225, states wishing to operate their own telecommunications relay service (TRS) programs for the provision of intrastate and interstate TRS must have certification from the Federal Communications Commission (FCC or Commission) to do so.¹ Commission rules provide that states and covered territories may receive TRS certification in five year increments.² This Public Notice alerts states and territories that the certifications they now hold will expire on July 25, 2018. Under the Commission's rules, each certified state or territory may file an application for renewal of its certification one year prior to expiration, i.e., beginning July 25, 2017.³ Although there is no prescribed deadline for filing, we request that renewal applications be filed no later than October 1, 2017, to give the Commission sufficient time to review and rule on the applications prior to expiration of the existing certifications.

Congress created the TRS program in Title IV of the Americans with Disabilities Act of 1990 (ADA),⁴ codified at Section 225 of the Communications Act of 1934, as amended (Act).⁵ TRS enables persons with hearing and speech disabilities to access the telephone system to communicate with other individuals.⁶ Under the Act, the Commission must ensure that the provision of TRS is functionally equivalent to voice telephone services.⁷ The Commission's TRS regulations set forth mandatory minimum standards that TRS providers must follow to meet this functional equivalency mandate.⁸

All certified state TRS programs are required to provide traditional (TTY-based) TRS, interstate Spanish language traditional TRS, and speech-to-speech relay (STS) service.⁹ States may also offer captioned telephone relay service (CTS).¹⁰ Each state seeking renewal of its certification must submit documentation to the Commission that

¹ 47 U.S.C. § 225(f). TRS are "telephone transmission services that provide the ability for an individual who is deaf, hard of hearing, deaf-blind, or who has a speech disability to engage in communication by wire or radio with one or more individuals, in a manner that is functionally equivalent to the ability of a hearing individual who does not have a speech disability to communicate using voice communication services by wire or radio." 47 U.S.C. § 225(a)(3). *See also Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Report and Order, Order on Reconsideration, and Further Notice of Proposed Rulemaking, 19 FCC Rcd 12475, 12479, para. 3 & n.18 (2004) (describing how a traditional TRS call works). Although state TRS programs may offer interstate as well as intrastate TRS, only the costs associated with the provision of intrastate TRS are recovered from the state. *See* 47 U.S.C. § 225(d)(3).

² 47 CFR § 64.606(c)(1). The Consumer and Governmental Affairs Bureau (CGB or Bureau), under delegated authority, issued its last round of certification grants in July 2013. *Notice of Certification of State Telecommunications Relay Services (TRS) Programs*, Public Notice, 28 FCC Rcd 9987, 9987 (CGB 2013).

³ 47 CFR § 64.606(c)(1).

⁴ Pub. L. No. 101-336, 104 Stat. 327 (July 26, 1990).

⁵ 47 U.S.C. § 225.

⁶ *Id.* § 225(a)(3).

⁷ *Id.* § 225(a)(3).

⁸ *See* 47 CFR § 64.604.

⁹ *See* 47 CFR § 64.603.

¹⁰ Since 2003, CTS has been a non-mandatory type of TRS that is eligible for compensation from the states for intrastate calls and from the Interstate TRS Fund for interstate or IP-based CTS calls. *Telecommunications Relay Services, and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Declaratory Ruling, 18 FCC Rcd 16121 (2003).

describes its relay program and includes its procedures and remedies for enforcing any requirements that the program may impose.¹¹ In addition, a state must establish that its program makes available to TRS users informational materials on state and Commission complaint procedures sufficient for users to know the proper procedures for filing complaints.¹² This certification process is intended to ensure that TRS is provided in a uniform manner throughout the United States and territories. The Commission's TRS rules further explain that documentation should be submitted in narrative form, and that the Commission shall provide the public with notice of and an opportunity to comment on such applications.¹³

Per the following schedule, the Bureau will release for public comment each application for renewal, after which it will review each application to determine whether the state TRS program has sufficiently documented that it meets or exceeds all of the applicable operational, technical and functional mandatory minimum standards set forth in section 64.604 of the Commission's rules.¹⁴ The state must also establish that the program does not conflict with federal law.¹⁵ In addition, applications will be reviewed to ensure that each state TRS program makes available adequate procedures and remedies for enforcing the requirements of each state's program.¹⁶ The Bureau will release public notices of renewal of certification for each state on a rolling basis.

SUMMARY OF STATE TRS PROGRAM CERTIFICATION TIMELINE

DATE	FCC ACTION	PROCESS
Beginning July 2017	CGB will issue Public Notices seeking comment on state TRS applications that have been filed.	Comments are due within 30 days of release of the Public Notices; reply comments are due within 15 days thereafter.
July 2017 - May 2018	CGB will review applications for TRS recertification for compliance with 47 CFR §§ 64.604 and 64.606.	If necessary, the Bureau will send deficiency letters requesting additional information from states to ensure compliance with TRS mandatory minimum standards and other certification requirements.
May 2018 - July 2018	CGB will issue certification renewals on a rolling basis.	

PROCEDURES FOR FILING: All filings must reference CG Docket No. 03-123 and be captioned "TRS State Certification Application."

Electronic Filers: Filings may be filed electronically using the Internet by accessing the Commission's electronic comment filing system (ECFS): <http://apps.fcc.gov/ecfs/>. Follow the instructions provided on the website for submitting electronic filings. For ECFS filers, in completing the transmittal screen, filers should include their full name, U.S. Postal service mailing address, and CG Docket No. 03-123.

Paper Filers: Parties who choose to submit by paper must submit an original and one copy of each filing. To expedite the processing of the applications, parties submitting by paper are encouraged to submit an additional copy to Attn: Dana Wilson, Federal Communications Commission, Consumer and Governmental Affairs Bureau, 445 12th Street, SW, Room 3-C418, Washington, DC 20554 or by email at Dana.Wilson@fcc.gov.

Filings can be sent by hand or messenger delivery, by commercial overnight courier, or by first-class or overnight U.S. Postal Service mail. All filings must be addressed to the Commission's Secretary, Office of the Secretary, Federal Communications Commission.

- All hand-delivered or messenger-delivered paper filing for the Commission's Secretary must be

¹¹ 47 U.S.C. § 225(f); 47 CFR § 64.606(a).

¹² 47 CFR § 64.606(b)(1)(ii).

¹³ *Id.* § 64.606(a).

¹⁴ 47 U.S.C. § 225(f)(2)(A). *See* 47 CFR § 64.604.

¹⁵ 47 CFR § 64.606(b)(1)(iii).

¹⁶ 47 U.S.C. § 225(f)(2)(B).

delivered to FCC Headquarters at 445 12th Street, SW, Room TW-A325, Washington, DC 20554. The filings hours are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of *before* entering the building.

- Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743.
- U.S. Postal Service first-class mail, Express Mail, and Priority Mail must be addressed to 445 12th Street, SW, Washington, DC 20554.

ADDITIONAL INFORMATION

A copy of this *Public Notice* and related documents are available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12th Street, SW, Room CY-A257, Washington, DC 20554. Filings also may be found by searching on the Commission's Electronic Comment Filing System (ECFS) at <http://apps.fcc.gov/ecfs/> (insert CG Docket No. 03-123 into the Proceeding block).

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an e-mail to fcc504@fcc.gov or call the Consumer and Governmental Affairs Bureau at 202-418-0530 (voice), 844-432-2275 (videophone), or 202-418-0432 (TTY).

For further information, please contact please contact Dana Wilson, Consumer and Governmental Affairs Bureau, Disability Rights Office, at (202) 418-2247 (voice) or e-mail at Dana.Wilson@fcc.gov.

-FCC-

Appendix B: Award Announcing Sprint Accessibility as Oregon's TRS Provider



Oregon

Theodore R. Kulongoski, Governor

Department of Administrative Services
State Services Division
STATE PROCUREMENT OFFICE
1225 Ferry Street SE U140
Salem, Oregon 97301-4285
Phone (503)378-5345
FAX (503) 373-1626

April 1, 2010

Sprint Communications Company, L.P.
Attn: Michaela Clairmonte
2001 Edmund Halley Drive
Reston, VA 20191

Re: Telecommunication and CapTel Relay Services - RFP #102-1571-09

Subject: Notice of Intent to Award

Dear Ms. Clairmonte,

The Department of Administrative Services (DAS), State Procurement Office (SPO) is pleased to inform you that Sprint Communications Company, L.P. has been selected as the apparent successful Proposer for the Telecommunication and CapTel Relay Services contract pursuant to RFP #102-1571-09.

Affected proposers rights to protest this Intent to Award Announcement can be located in Section 5.2 of the original RFP #102-1571-09. The Protest of Intent to Award Announcement period expires at 3:00 PM Pacific Time on April 8, 2010.

I will be contacting you to schedule a negotiations meeting.

Additionally, per the requirements of RFP Section 6.2, Certificate of Insurance the successful Proposer is required to provide Certificates of Insurance to DAS SPO for levels of Insurance coverage shown in Section 5 of Attachment B prior to contract execution.

Thank you for your time and interest in doing business with the State of Oregon.

Sincerely,
Elaine Webber
Contract Specialist III
DAS State Procurement Office
Phone 503-378-5345
Fax 503-373-1626

cc: Solicitation File

Appendix C – FCC Matrix, TRS, STS, CTS Training Outlines

Please see the following table for a point-by-point explanation of how Oregon Relay and CTS meets and/or exceeds each of the minimum federal standards.

FCC Minimum Standard	Applies to:	Compliant	Sprint's Approach
CA Training 47 C.F.R. § 64.604(a)(1)(i)	TRS, STS, CTS, IP CTS, IP Relay	Exceeds	Sprint offers a comprehensive training program designed to offer the best quality to all relay users. Sprint's 2-3 week program includes training on Diversified Culture, compliance with regulatory requirements, & the operation of Sprint's systems.
CA Skills 47 C.F.R. § 64.604(a)(1)(ii)	TRS, STS, CTS, IP CTS, IP Relay (Partially waived for CTS, IP CTS)	Exceeds	Sprint ensures all CAs are skilled in typing, grammar, spelling, & interpretation of typewritten ASL (as applicable), familiar with hearing & speech disability culture, language, & etiquette; & have clear & articulate voice communication skills.
CA Typing 47 C.F.R. § 64.604(a)(1)(iii)	TRS, STS, CTS, IP CTS, IP Relay (Waived/partially waived for CTS, IP CTS)	Exceeds	Sprint's CAs type &/or transcribe conversations at a rate greater than 60 words per minute. CA testing is conducted at least quarterly.
VRS CA Qualifications 47 C.F.R. § 64.604(a)(1)(iv)	VRS	N/A	This requirement is not applicable to the services being offered.
Call Takeover 47 C.F.R. § 64.604(a)(1)(v)	TRS, STS, CTS, IP CTS, IP Relay	Exceeds	As a general rule, Sprint allows CA takeovers only when necessary. Sprint's CAs stay with any given call for a minimum of 10 or 20 minutes, as defined by the FCC.
Gender Preference 47 C.F.R. § 64.604(a)(1)(vi)	TRS, STS, IP Relay (Waived for CTS, IP CTS)	Meets	Sprint makes its best efforts to accommodate its customers' requests regarding the gender of the CA handling their calls — both at call initiation &/or call takeover.
Real Time 47 C.F.R. § 64.604(a)(1)(vii)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Sprint's sophisticated software enables real-time communication for all Relay users.
STS Voice Mute Option 47 C.F.R. § 64.604(a)(1)(viii)	STS (Waived for TRS, IP Relay, CTS, IP CTS)	Meets	Sprint offers STS users the option to mute their voice so the other party to the call will hear only the CA & will not hear the STS user's voice.
Confidentiality Rule 47 C.F.R. § 64.604(a)(2)(i)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Sprint has systematic & operational processes intended to prevent disclosure of call content &/or Customer Proprietary Network Info (CPNI), except as authorized by 47 U.S.C. § 605. STS CAs may retain info from a particular call in order to facilitate the completion of consecutive calls, at the request of the user.
Conversation Content 47 C.F.R. § 64.604(a)(2)(ii)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Sprint bars its CAs from intentionally altering the conversations they relay, except to the extent necessary to: (i) translate ASL calls to conversational English; (ii) facilitate STS calls without interfering with the independence of the user; or (iii) necessary to provide info to emergency responders.
Sequential Calls 47 C.F.R. § 64.604(a)(3)(i)	TRS, STS, IP Relay (Waived for CTS, IP CTS)	Meets	Sprint CAs do not refuse single or sequential calls.
Call Length 47 C.F.R. § 64.604(a)(3)(i)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Sprint never limits the length of a Relay call.
Types of Calls 47 C.F.R. § 64.604(a)(3)(ii)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Except to the extent the requirements are waived, not permitted, or as the FCC determines that it is not technologically feasible to do so, Sprint

FCC Minimum Standard	Applies to:	Compliant	Sprint's Approach
			services are capable of handling any type of call normally provided by telecommunications carriers.
Credit Authorization 47 C.F.R. § 64.604(a)(3)(iii)	TRS, STS, CTS (Waived for IP CTS, IP Relay)	Meets	Sprint understands it is permitted to decline a call if the user cannot pay or because a credit authorization for toll calls is denied.
Pay Per Calls 47 C.F.R. § 64.604(a)(3)(iv)	TRS, STS, CTS (Waived for IP CTS, IP Relay)	Exceeds	Sprint processes pay per calling for TRS & CapTel users with blocks available via the Customer Profile.
Call Combinations 47 C.F.R. § 64.604(a)(3)(v)	TRS (Partially waived for CTS, IP CTS, IP Relay)	Meets	Sprint's Relay services support all mandatory FCC call types.
Call Release 47 C.F.R. § 64.604(a)(3)(vi)(1)	TRS (Waived for CTS, IP CTS, IP Relay)	Meets	Sprint provides TTY-TTY call set-up which allows the CA to set-up the call & drop off the line, if not needed to facilitate conversation.
Speed Dial 47 C.F.R. § 64.604(a)(3)(vi)(2)	TRS, STS, CTS, IP Relay (Waived for IP Relay)	Meets	Sprint's TRS/CTS speed dial is available with a Customer Profile. CapTel users can select 3 speed dial buttons & a phone book for contacts.
Three-Way Calling 47 C.F.R. § 64.604(a)(3)(vi)(3)	TRS, STS, CTS, IP Relay (Waived for IP CTS)	Meets	Sprint supports LEC-based three-way calling for its customers.
Interactive Menus & Voicemail 47 C.F.R. § 64.604(a)(3)(vii)/(viii)	TRS, STS, CTS, IP CTS, IP Relay	Exceeds	Sprint electronically captures recordings & makes interactive recordings & voicemail/ answering machines available to Relay customers. Sprint supports Sprint IP Text Mail so Sprint IP users can receive voicemail messages via email, when unable to answer.
Emergency Calls for TTY-based providers 47 C.F.R. § 64.604(a)(4)	TRS, STS (N/A for CTS, IP CTS, IP Relay)	Meets	Sprint automatically & immediately connects emergency calls to an appropriate Public Safety Answering Point (PSAP) which is capable of dispatching emergency services.
STS Called Numbers 47 C.F.R. § 64.604(a)(5)	STS (N/A for TRS, CTS, IP CTS, IP Relay)	Exceeds	Sprint allows STS users to register a Customer Profile which includes Speed Dial & other enhancements.
Privacy Screens 47 C.F.R. § 64.604(a)(6)	VRS	N/A	This requirement is not applicable to the services being offered.
International Calls Non-reimbursable 47 C.F.R. § 64.604(a)(7)	VRS, IP Relay (N/A for TRS, STS CTS, or IP CTS)	N/A	This requirement is not applicable to the services being offered. Sprint IP has procedures in place to prohibit international usage.
ASCII & Baudot 47 C.F.R. § 64.604(b)(1)	TRS, STS (Waived for CTS, IP CTS) (N/A for IP Relay)	Exceeds	Sprint's TRS (TTY) platform supports all communication modes generally in use including Baudot (domestic & international), ASCII, Turbo Code, & Enhanced Turbo Code (E-Turbo).
Speed of Answer & Blockage 47 C.F.R. § 64.604(b)(2)	TRS, STS, CTS, IP CTS, IP Relay	Exceeds	Sprint Relay answers at least 85 percent of all calls on a daily basis within 10 seconds, including abandons. Sprint's systems exceed the P.01 standard.
Equal Access to Interexchange Carriers (IXCs) 47 C.F.R. § 64.604(b)(3)	TRS, STS, CTS (Waived for IP CTS, IP Relay)	Exceeds	Except to the extent the requirements are waived, Sprint's TRS & CTS platforms support the billing & rating of toll calls through other carriers.
TRS Facilities 47 C.F.R. § 64.604(b)(4)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Sprint provides mandated services 24/7 using redundant facilities functionally.
Technology 47 C.F.R. § 64.604(b)(5)	TRS, STS, CTS, IP CTS, IP Relay	Exceeds	Sprint exceeds the minimum mandatory services & routinely upgrades its products to increase functional equivalency.

FCC Minimum Standard	Applies to:	Compliant	Sprint's Approach
Caller ID 47 C.F.R. § 64.604(b)(6)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Sprint provides Caller ID. If not blocked by the customer, the number of the calling party is transmitted.
STS 711 Calls 47 C.F.R. § 64.604(b)(7)	TRS, STS (N/A to CTS, IP CTS, or IP Relay)	Exceeds	Sprint offers multiple solutions to meet this requirement include: Auto 711 Routing for STS users connects callers with a Customer Profile directly to STS CAs. CAs answering 711 for callers without a profile will immediately transfer the caller to a STS CA. Sprint offers a wireless short code to STS for Sprint wireless users. Sprint's 711 Interactive Voice Response (IVR) allows connectivity directly to an STS CA using the same level of prompts the IVR uses for other forms of TRS.
Consumer Complaint Logs & Procedures 47 C.F.R. § 64.604(c)(1)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Sprint maintains 24/7 Customer Service & logs all complaints received. Sprint provides the State a summary that meets FCC standards.
Contact Persons 47 C.F.R. § 64.604(c)(2)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Sprint's point of contact for complaints is Customer Service at: Sprint Relay Customer Service PO Box 29230 Shawnee Mission, KS 66201-9230 800-676-3777 (English) 800-676-4290 (Spanish) 877-787-1989 (Speech to Speech) 877-877-3291 (Fax)
Public Access to Information 47 C.F.R. § 64.604(c)(3)	TRS, STS, CTS, IP CTS, IP Relay	Exceeds	Sprint provides innovative Outreach services through state programs. The FCC does not allow IP Relay providers to include the cost of outreach in their yearly costs. Sprint continues to publicize the availability of IP services through promo materials, on-line marketing, & public service announcements. (Sprint does not include the cost of these activities in its yearly cost submissions to the FCC).
Rates 47 C.F.R. § 64.604(c)(4)	TRS, STS, CTS, IP CTS, IP Relay	Exceeds	Sprint ensures TRS/CTS users, who rely on Sprint's Relay platforms to establish billing for toll calls, are charged no more than traditional phone users.
Cost Information & Data Submission 47 C.F.R. § 64.604(c)(5)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Sprint contributes to the Interstate TRS Fund & submits the required cost data to the FCC & to the Fund administrator to receive reimbursement.
Whistleblower Notice 47 C.F.R. § 64.604(c)(5)(M)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Sprint has provided copies of the whistleblower protections to all of its employees including instructions for reporting noncompliance to the FCC's whistleblower hotline.
Complaint Resolution 47 C.F.R. § 64.604(c)(6)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Sprint supports timely & effective complaint resolution.
Treatment of Customer Information 47 C.F.R. § 64.604(c)(7)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Sprint does not use Customer Profile data for any purpose other than to process calls & will not sell, distribute, share, or reveal the profile data unless compelled by law. During State Relay transitions, Sprint does provide Customer Profile data at least 60 days prior to transition in usable format.
No Incentives to Use IP CTS 47 C.F.R. § 64.604(c)(8)	IP CTS (N/A to TRS, STS, CTS, or IP Relay)	Meets	Sprint does not offer incentives to IP CTS users directly/indirectly. Sprint prohibits incentives to hearing health professionals & does not have joint

FCC Minimum Standard	Applies to:	Compliant	Sprint's Approach
			marketing arrangements with any hearing health professional.
IP CTS Registration & Certification 47 C.F.R. § 64.604(c)(9)	IP CTS (N/A to TRS, STS, CTS, or IP Relay)	Meets	Sprint complies with the final FCC rule requiring the collection of each new customer's name, address, telephone number, date of birth, & last 4 of SSN. Sprint collects a separate, self-certification for all new IP CTS users. Sprint maintains registration & certification records for at least 5 years after service ceases, & does not disclose registration & certification information, except as required by law/regulation.
IP CTS Default Settings 47 C.F.R. § 64.604(c)(10)	IP CTS (N/A to TRS, STS, CTS, or IP Relay)	Meets	Sprint's default setting for the IP CapTel phone is to have captions on.
IP CTS Equipment Fee & Label 47 C.F.R. § 64.604(c)(11)	IP CTS (N/A to TRS, STS, CTS, or IP Relay)	Meets	Portions of this requirement were struck down at the conclusion of the DC Circuit Court ruling on <i>Sorenson v FCC</i> & no longer applies. Sprint fully complies with the remainders of the order to provide a warning label on all IP CTS equipment & software.
TRS calls requiring multiple CAs 47 C.F.R. § 64.604(c)(14)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Sprint complies for VCO-VCO calls between multiple captioned telephone relay service users, IP CTS/CTS users & IP CTS users; CTS/IP CTS users & TTY users; CTS/IP CTS users & VRS users.
IP Emergency calling requirements 47 C.F.R. § 64.605	IP CTS, IP Relay (N/A to TRS, STS, or CTS)	Meets	Sprint's emergency calling service is in full compliance with the FCC's rules. For Sprint IP, Sprint handles & routes emergency calls to the applicable PSAP; immediately attempts to re-establish contact in the event of disconnection; automatically places 911 calls at the front of call queues; & obtains registered location info from its users. For IP CTS calls, Sprint provides captioning for emergency calls, & the customer's underlying carrier handles call routing & delivery to/from the PSAP. Sprint provides its users with methods of updating their registered locations.
Internet-based TRS Registration 47 C.F.R. § 64.611	IP Relay (N/A to TRS, STS, CTS, or IP CTS)	Meets	Sprint provides IP users the ability to register Sprint as their default provider. Sprint assigns 10-digit local numbers, routes, & delivers inbound & outbound calls. Sprint updates the TRS Numbering Directory for users who select Sprint as their default IP provider, as required under the FCC. Sprint complies with all porting requirements. Sprint's promo materials include advisories for E911, processes for obtaining a number, number portability, & updating location information.

Training

Communications Assistant (CA) Training

Training has been developed in coordination and cooperation with the relay user communities. CA trainees must complete a series of scenario-based assessments, culminating in an on-the-job final assessment before graduating from initial training to handling relay calls. Training does not stop after the initial push. Employees continue to receive regular ongoing training to improve their skills and knowledge. Ongoing training and quality assurance programs are used as incentives to encourage competition between individual CAs and call centers.

Sprint listens to customers' feedback and takes proactive steps to implement changes to address suggestions and feedback. Sprint does not develop training and consumer education programs for the TRS in isolation.

Sprint Accessibility contracts with members of the deaf, deafblind, hard of hearing, late deafened, and speech-disabled communities to jointly develop and present training for TRS. Sprint provides ongoing training to CAs on Oregon-specific information including the names of local organizations, cities, and other common terms specific to the state.

During initial training, CAs are trained and evaluated on how to accurately reflect the TTY user's intent and the CA's role in the overall relay process. Training is provided on various levels of English/Spanish/ASL during initial training and throughout employment. To successfully complete initial training, the CA must demonstrate competent skills to translate calls as requested. When training is complete, a CA continues to be evaluated on translation skills through individual monthly surveys.

Relay trainees are required to pass a valid and unbiased written test to demonstrate that they can correctly interpret typewritten ASL phrases. Trainees must achieve a score of 80 percent or better before being allowed to complete training and process relay calls.

Sprint incorporates various instructional methods to enhance the trainee's ability to learn:

- ◆ Lectures
- ◆ Visual graphics
- ◆ Flow charts
- ◆ Videos
- ◆ Role-play scenarios
- ◆ Simulated on-line call handling
- ◆ Observation of live-call handling

Sprint stresses the importance of all relay policies and procedures, which have been developed over the course of twenty-six (26) years at the interview/selection process and throughout initial and ongoing training. An outline of these current expectations is shown in the following table.

POLICY AND PROCEDURE TOPICS		
Orientation	<ul style="list-style-type: none"> ◆ Welcome and Introductions ◆ Introduction to Each Other ◆ Sprint (or Vendor Company) ◆ Sprint Values ◆ Sprint Corp Overview ◆ History of Sprint Corporation ◆ Local Telecommunications ◆ Wireless 	<ul style="list-style-type: none"> ◆ Internet Services ◆ Product Distribution ◆ The Sprint Campus (if applicable) ◆ Telecommunications Relay Service ◆ What is Relay? ◆ Relay Agent Training ◆ Relay - Connect to Your Future Video ◆ Observation Guidelines ◆ How a Call Reaches Sprint Relay
Connecting to Relay	<ul style="list-style-type: none"> ◆ The Role of a Relay Agent ◆ Connecting to Relay ◆ 711 ◆ Dedicated Toll-Free Numbers ◆ Equipment ◆ TTY ◆ TTY Basics ◆ TTY Etiquette ◆ Closing a Conversation ◆ Agent Responsibility ◆ Call Set Up ◆ Call Closing ◆ TTY to Voice Closing a Conversation ◆ Operator Role Closure ◆ Operator Close Protocol Guide: ◆ Disallowed Calls ◆ Glossary of Abbreviations & Terms ◆ TTY Practice Session 	<ul style="list-style-type: none"> ◆ Sprint IP user connects to Agent but wants Customer Service ◆ Sprint IP Two Line VCO ◆ Fed IP Relay ◆ Fed IP Relay call processing ◆ Fed IP Relay Reporting ◆ Fed IP Relay variations ◆ Sprint/Fed IP Relay International Calling ◆ Sprint/Fed IP Variations ◆ Sprint/Fed IP Fast Busy ◆ Sprint/Fed IP 2-Line VCO ◆ Sprint/Fed IP Conversation Lag Time ◆ Sprint/Fed IP Interrupts ◆ Voice Mail Greeting ◆ Cellular & Wireless Phones ◆ Video Relay Service ◆ Devices & Pagers ◆ TTY Public Payphone

POLICY AND PROCEDURE TOPICS		
	<ul style="list-style-type: none"> ◆ Auto-Corrected Abbreviations ◆ Standard Abbreviations ◆ Typing Variations ◆ Internet Characters ◆ Non-Baudot Supported Characters ◆ Verbatim - Style ◆ Contraction Spelling ◆ Punctuation ◆ Agent/Operator Role ◆ SKSK ◆ Background Noises while TTY user is Typing ◆ Typing Monetary Units ◆ 711 ◆ TTY Garble During Typing ◆ XXX to Correct Typing Error ◆ Other Communication Devices ◆ Data Transmission Speed ◆ Turbo Code ◆ Turbo Code Interrupt ◆ Enhanced Turbo Dial Thru - (ETurbo) ◆ Disable Turbo Code Mode ◆ American Standard Code Information Interchange (ASCII) ◆ ASCII Interrupts ◆ Sprint IP - Internet Relay ◆ Sprint IP call processing ◆ Internet Relay variations ◆ 'GA' is optional ◆ Sprint IP Standard Svc Explanation ◆ Text Flow ◆ Interruptions without garble ◆ Conversational flow ◆ ASL Emoticons – Text Message Abbreviations ◆ IP Acronyms ◆ Sprint IP Variations 	<ul style="list-style-type: none"> ◆ Sprint National Relay ◆ Sprint International ◆ Inbound international calling ◆ Sprint International Variations ◆ Non-Standard TTY ◆ Outbound International calling ◆ Transfer Menu ◆ Reseller call processing ◆ CapTel ◆ Relay-CapTel ◆ CapTel-Relay ◆ CapTel Transfers ◆ Dedicated State CapTel Transfer ◆ Alternate Languages ◆ Spanish Language Customer Service ◆ Relay Caller ID ◆ True Caller ID ◆ Per Call Block ◆ Per Line Block ◆ Permanent Call Blocking ◆ Caller ID Blocking - True Caller ID ◆ Connecting Variations ◆ Misdialed Relay Phrase ◆ Dialed 711 Instead of 911 ◆ 711 Spanish ◆ Request for Relay Numbers ◆ Cellular/Wireless problem reaching 711 ◆ 611/811 (LEC Service Access) ◆ 700 ◆ 900 Numbers & Call Processing ◆ Correctional Facility/Prison Calls ◆ Use of Relay through Correctional Facilities: Correctional Facility Call Processing, Relay Abuse ◆ Spanish & French Language Service ◆ International calling restrictions ◆ Info Digit list ◆ 911 Emergency Calls
Overview of System & Equipment	<ul style="list-style-type: none"> ◆ System Overview ◆ Login/Logout ◆ Agent Profile ◆ Clicking the Mouse ◆ Dragging/Dropping ◆ Copy/Paste ◆ Drop Down Boxes ◆ Lists ◆ Radio Button ◆ Scroll Bars ◆ Sliders ◆ Tables ◆ Accessing a Program ◆ Screen Displays ◆ Call Handling Screen ◆ Title Bar ◆ Banner ◆ Conversation Area ◆ Disconnect Message Status ◆ Color Scheme ◆ Agent Text Transmission ◆ Cancel Key 	<ul style="list-style-type: none"> ◆ Dial Window ◆ Scratch Pad ◆ Transfer Panel ◆ Headset Panel ◆ Status Bar ◆ Record Feature ◆ Function Keys ◆ Block ◆ Ctrl-Switch ◆ Switch ◆ The Keyboard ◆ Alpha Keys ◆ Call Handling Keys ◆ Numeric Keys ◆ Cursor Movement Keys ◆ Arrow Keys ◆ Backspace ◆ Error Correction Function ◆ Single Word Edit Function ◆ Word Substitution Feature ◆ Macros Table ◆ Ctrl-Function Keys

POLICY AND PROCEDURE TOPICS		
	<ul style="list-style-type: none"> Information Bar Profile Help Call Type 	<ul style="list-style-type: none"> Glossary of Telephony Terms Background Noises Voice Tones/Descriptive Words Standard Abbreviations
Phone Image (Tone of Voice)	<ul style="list-style-type: none"> Professional Phone Image How phone image is created Provide warm & friendly greeting Conversational Tone Voice Inflection Audibility & breath control Pitch Quality Operator Role Relay Role Relay Skills Conversational Flow Staying focused Listening skills Customer service skill Coping skills Phrases Background Noises Voice Tones/Descriptive Words 	<ul style="list-style-type: none"> Voice Person Speaking in Third Person Pacing the Voice Customer Brief pacing phrases Repeating information Voice Customer does not say "GA" Handling Interruptions Voice Tone How Phone Image is Created Why Conversational Tone? Transparency, Caller Control & Confidentiality Rudeness Create an Exceptional Customer Experience Announce Closing Suggested Redirect Phrases Transparency & Caller Control
TTY-Voice & Voice-TTY	<ul style="list-style-type: none"> TTY to Voice Introduction Connecting to outbound customer Announcement Explanation of service Deaf or Hard-of-Hearing Explanation International Announcement TTY-Voice Procedures TTY-Voice Specific Person Request Variations Specific Person Request TTY-Voice Answered TTY Voice Person Not Available TTY-TTY Call Release TTY-Voice Answer TTY (TTY-TTY) TTY-TTY Specific Person Request TTY-Voice No Answer Types of Busy Signals Redialing 	<ul style="list-style-type: none"> TTY-Voice Busy Signals Regional 800 Voice-TTY Voice-TTY Introduction Connecting to the outbound customer Voice Greeting Voice call progress Announcement Voice-TTY call (Hearing Person Answer) Explanation of service Voice-TTY Procedures Voice-TTY Specific Person Request Voice-TTY Answered Voice Voice-TTY No Answer Voice-TTY Busy Signal
Branding	<ul style="list-style-type: none"> Inbound Answer Type Branding Database Branding 	<ul style="list-style-type: none"> Branding procedures
Recordings, Answering Machines, Pagers, & Answering Machine Retrieval (AMR)	<ul style="list-style-type: none"> Introduction Recording Feature Information Line Recording (TTY/ Voice) Touch Tone Dialing Using Touch Tones (TTY/Voice) Audio text interaction Variations for Recordings Record Feature Tips TTY-Voice Recordings TTY-Voice Recording Information TTY-Voice Answering Machine Variations: Answering Machine/ Recording/Pagers Voice Mail Retrieval 	<ul style="list-style-type: none"> AMR TTY-Voice Pager/Beeper (known) TTY-Voice Pager/Beeper (unknown) Voice-TTY Pager Voice-TTY Answering Machine Other Recording Variations Voice Mail System Privacy Manager/Call Intercept Automatic Redial System Recordings Switchboards Redialing Voicemail through Switchboard TTY-Voice Asking for Specific Person Live person On Answering Machine Redial
VCO (Voice Carry-Over)	<ul style="list-style-type: none"> VCO Introduction VCO Announcement VCO Service Explanation 	<ul style="list-style-type: none"> Reverse 2LVCO Intro Reverse 2LVCO Procedure VCO Variations

POLICY AND PROCEDURE TOPICS		
	<ul style="list-style-type: none"> ◆ VCO Equipment ◆ Non-Branded VCO ◆ Branded VCO ◆ VCO No Answer ◆ VCO Busy ◆ VCO Privacy ◆ VCO Answering Machine ◆ Voice-VCO Answered TTY ◆ Voice-VCO Answered VCO ◆ Two-Line VCO (2LVCO) Intro 	<ul style="list-style-type: none"> ◆ VCO comes in Voice Line ◆ 2LVCO Conference Calls ◆ VCO Requests Relay to give Relay # ◆ VCO Privacy while leaving message ◆ VCO Voice Mail Retrieval ◆ 2LVCO Voice Mail Retrieval ◆ VCO Types and Voices ◆ Inbound Customer Requests VCO/HCO ◆ VCO Requests CA gives name in notes ◆ 2LVCO Procedure
Billing	<ul style="list-style-type: none"> ◆ Introduction ◆ Local call description ◆ Paid by Inbound ◆ Toll Free Calls ◆ Calls that Cannot Be Processed ◆ Specific Person Request 	<ul style="list-style-type: none"> ◆ Inbound tells wrong # ◆ Agent dials wrong # ◆ Marine ◆ Roaming Feature ◆ Restricted Roaming ◆ Unrestricted Roaming
HCO (Hearing Carry-Over)	<ul style="list-style-type: none"> ◆ HCO Intro ◆ HCO Announcement ◆ HCO Service Explanation ◆ People with speech disabilities "S" ◆ Non-Branded HCO ◆ Branded HCO ◆ HCO with Privacy ◆ HCO No Answer ◆ HCO Busy ◆ HCO-Voice Answering Machine 	<ul style="list-style-type: none"> ◆ Voice-HCO Answered ◆ Voice-HCO Answered TTY (1) (2) ◆ Voice-HCO recorded message answers ◆ 2LHCO Intro ◆ Two-Line HCO Procedure ◆ Reverse Two-Line HCO ◆ HCO Variations ◆ Inbound requests VCO/HCO ◆ HCO User Requests to Speak
Customer Database	<ul style="list-style-type: none"> ◆ Enhanced Customer Database Profile ◆ Household Profile ◆ Edit Household Profile ◆ Navigating Customer Database ◆ Household Profile Panels ◆ Frequently Dialed Numbers ◆ Preferences ◆ Restrictions ◆ Blocked ◆ Emergency Numbers ◆ STS ◆ STS Messages 	<ul style="list-style-type: none"> ◆ Customer Profile Introduction ◆ Use/Edit/New/Delete Customer Profile ◆ Verify Customer Password for Agent ◆ Verify Customer Password – CSR Only ◆ Customer Profile Panels ◆ Personal Information ◆ Notes ◆ Frequently Dialed #s ◆ Emergency #s ◆ STS ◆ STS Messages ◆ Database Profile Macros
Directory Assistance (DA)	<ul style="list-style-type: none"> ◆ DA Intro ◆ Interstate DA ◆ Intrastate DA ◆ Automated DA ◆ DA City & State Given; Area Code Unknown ◆ DA Variations ◆ International Transfer Menu ◆ Call Processing -- Calling Intl 	<ul style="list-style-type: none"> ◆ Call Processing -- Calling from International Number ◆ Sprint International Variations ◆ Non-Standard TTY ◆ Answered Foreign Language ◆ Transfer Menu ◆ 900 # Call Processing ◆ 211/311/511 Requests
Device-to-Device Calls	<ul style="list-style-type: none"> ◆ Device to Device Intro ◆ Function Keys & Banner Messages ◆ VCO-TTY & TTY-VCO ◆ VCO-VCO ◆ TTY-HCO & HCO-TTY 	<ul style="list-style-type: none"> ◆ VCO-HCO & HCO-VCO ◆ HCO-HCO ◆ Device to Device Variations ◆ Alternate Call Type reaches recording
Call Processing Variations	<ul style="list-style-type: none"> ◆ CA information ◆ Area Code Only In From Number ◆ Conversational Flow ◆ Static or Poor Connection ◆ Profanity towards Agent ◆ Redialing ◆ Young Children ◆ Inbound Does Not Connect 	<ul style="list-style-type: none"> ◆ Request for Length of Call ◆ T-V Call & V Requests Supervisor Call Backs for TTYs ◆ Multiple Calls ◆ Sensitive Topics ◆ Suicide ◆ Abuse ◆ Illegal Calls

POLICY AND PROCEDURE TOPICS		
	<ul style="list-style-type: none"> ◆ Inbound ASCII ◆ Tone Judgments ◆ Repeating Information ◆ Restricted Calls ◆ Two calling from numbers ◆ LEC Service Office ◆ 611/811 ◆ Double Letters ◆ Call Waiting Feature ◆ Conference Calls ◆ Party Line Calls ◆ Three-Way Calling ◆ Hard of hearing customer Answers TTY Line ◆ Spanish Calls to Spanish Speaking Agents ◆ Request for Alternate Language ◆ Caller Types in Alternate Language ◆ Voice Customer Hangs Up During Call ◆ Variable Time Stamp ◆ Customer Misdialed Phrase ◆ TTY Customer Hangs Up During Call ◆ Non Standard TTY Capability ◆ Relaying Internet Characters ◆ TTY User Does Not Type GA ◆ Dispatch Calls – Pizza, Taxi, etc. ◆ Customer Referral Guidelines ◆ V-T Calls answered by Fax ◆ Customer Requests ◆ Holding for Inbound prior to out dial ◆ Request for Company Information ◆ Request for M/F Agent ◆ Request Specific Agent ◆ Agent Knows Customer ◆ Request for Relay Number ◆ Customer Requests to Call Relay Service ◆ Request for Calling From Number ◆ Request Telephone Number Referral ◆ Request for Date/Time ◆ User Requests Agent to Modify Call 	<ul style="list-style-type: none"> ◆ Answering Machines ◆ Hangs Up Before Message Left ◆ Do Not Type Recorded Messages ◆ Answering Machine Full ◆ Change Answering Machine Message ◆ VCO Requests Leave Message 1st out dial ◆ Leaving a Message V-TTY Ans V ◆ Retrieving Messages from TTY V Answering Machine ◆ TTY Screener ◆ Request to Leave TTY Message on Answering Machine ◆ Recordings ◆ Regional 800 ◆ TTY Requests "Dial That Number" ◆ Recording with Relay Option ◆ Alternate Call Recording Reached ◆ English/Spanish ◆ Pound ◆ Touch Tone Phone ◆ Advertisements ◆ Do Not Type Recordings ◆ Get Live Person/Rep ◆ Conversation Being Recorded ◆ Dial Number from Recorded Announcement ◆ VCO ◆ Conference Calls ◆ Leave Relay Number ◆ Voice Mail Retrieval ◆ VCO Types & Voices ◆ Prompting ◆ Data Transmission Box ◆ Prompting VCO on Hold ◆ Requests VCO/HCO ◆ HCO ◆ Requests VCO/HCO ◆ Alternate Call Type Recording ◆ Bridge Left Open
Call Take Over Procedures	<ul style="list-style-type: none"> ◆ FCC Rule ◆ Protocol & process flow ◆ TTY-Voice and Voice-TTY ◆ ASCII 	<ul style="list-style-type: none"> ◆ VCO ◆ VCO-VCO ◆ HCO ◆ VCO-TTY & TTY-VCO
Customer Service	<ul style="list-style-type: none"> ◆ Functions ◆ Language Services 	<ul style="list-style-type: none"> ◆ Procedures
Transparency	<ul style="list-style-type: none"> ◆ Non-Emergency Calls ◆ Emergency Center Evacuation 	<ul style="list-style-type: none"> ◆ Network Failure
Emergency Call Procedures	<ul style="list-style-type: none"> ◆ Emergency Calls Intro ◆ Emergency Services ◆ FCC Requirements ◆ Emergency Call Processing ◆ Emergency Reporting ◆ TTY-Emergency 	<ul style="list-style-type: none"> ◆ TTY-Emergency TTY Call Release ◆ Internet-Emergency ◆ Instant Messenger (IM) Emergency ◆ Emergency Call Processing Variations ◆ Emergency Form ◆ Voice-Emergency
Federal Relay Service	<ul style="list-style-type: none"> ◆ Federal Relay Intro ◆ Federal Relay Announcement ◆ Federal Relay Service Explanation ◆ Federal Relay Procedures ◆ Federal Relay call types 	<ul style="list-style-type: none"> ◆ Federal Relay Confidentiality Policy ◆ Federal Relay Customer Information Requests ◆ Federal Relay Customer Contacts ◆ Federal Relay Reporting
STS (Speech-to-Speech)	<ul style="list-style-type: none"> ◆ STS Introduction & History ◆ STS Description 	<ul style="list-style-type: none"> ◆ Ways to Reduce/Streamline Notes ◆ Standard Abbreviations (STS)

POLICY AND PROCEDURE TOPICS		
	<ul style="list-style-type: none"> ◆ Disabilities ◆ Characteristics of STS users ◆ Stereotypes ◆ Clarifying Phrases ◆ Phrases to Avoid ◆ STS Phone Image ◆ STS Agent Tools ◆ Consistency ◆ Patience ◆ Ask Yes/No Questions ◆ No Personal Conversation ◆ Phrases ◆ STS Alphabet ◆ Transparency/Call Control/ Confidentiality 	<ul style="list-style-type: none"> ◆ STS-Voice ◆ Voice-STs ◆ STS VCO-Voice ◆ Voice-STs VCO (TTY answer) ◆ Voice-STs VCO (VCO answer) ◆ STS VCO -- 2 Line VCO ◆ TTY-STs ◆ STS-TTY ◆ Non-branded HCO-STs ◆ STS-HCO ◆ STS Hold Message ◆ STS Call Takeover ◆ Confidentiality & Transparency ◆ Personal Conversations requests ◆ STS Variations
Healthy Detachment	<ul style="list-style-type: none"> ◆ Healthy Detachment Intro ◆ Objectives ◆ Survival Skills ◆ Relay Traps 	<ul style="list-style-type: none"> ◆ Perception ◆ Ways to Reduce Stress ◆ Hospitality ◆ Phrases
Healthy Relay	<ul style="list-style-type: none"> ◆ Introduction ◆ Objectives ◆ Ergonomics ◆ Stretching Exercises ◆ Agent Reinforcement ◆ Ergonomic Review 	<ul style="list-style-type: none"> ◆ Setting up Workstation ◆ GUAM - Get Up and Move ◆ Ergonomic Relief ◆ Slowing the Customer Down ◆ Overtime ◆ Relaxation
Adult Learner	<ul style="list-style-type: none"> ◆ Understanding the Needs of the Adult Learner ◆ The Learning Continuum ◆ Use of Different Modalities ◆ Edgar Dale's Cone of Experience ◆ Elements of Lesson Design ◆ Focus ◆ Objective & Purpose ◆ Input ◆ Trust in Management 	<ul style="list-style-type: none"> ◆ Modeling ◆ Checking For Understanding ◆ Guided Practice ◆ Independent Practice ◆ Summary ◆ Evaluation ◆ How to Give Effective Instruction ◆ Questioning Guidelines ◆ Feedback - Training & Coaching Technique
Assessing Performance	<ul style="list-style-type: none"> ◆ The Assessment Process in Training ◆ Assessment - What is involved? ◆ Practice Time ◆ Spelling Test ◆ Written tests ◆ Side by side evaluations ◆ Typing 	<ul style="list-style-type: none"> ◆ Acceptable Time Frame ◆ Acceptable Is Relative ◆ Ways to "Coach" ◆ Feedback ◆ Maintain Self-esteem & Motivate ◆ Pass/Fail Guidelines ◆ Introduce Assessment Form ◆ Form Set-Up
Introduction to Diversified Culture	<ul style="list-style-type: none"> ◆ Introduction to Diversified Culture ◆ Diversification ◆ Who Uses Relay ◆ Understanding Our Customer ◆ Special Communication Needs ◆ Pathological vs. Cultural View of Deafness 	<ul style="list-style-type: none"> ◆ Why is there Deaf Culture? ◆ What Do You Know About Deafness ◆ Myths About Deafness ◆ Two Views of Deafness ◆ Loudness Levels ◆ Characteristics of Deafness ◆ The Deaf Community
Deaf Heritage	<ul style="list-style-type: none"> ◆ History in Europe ◆ History in North America ◆ Alexander Graham Bell 	<ul style="list-style-type: none"> ◆ Edward Miner Gallaudet ◆ Oral/Combined Debate ◆ Timeline of Deaf History
The Deaf Community	<ul style="list-style-type: none"> ◆ Introduction to the Deaf Community ◆ National Association of the Deaf ◆ Contributions to Society ◆ Mainstreamed Schools ◆ Sign Language Interpreters ◆ Different Communication Systems ◆ Exposure to English 	<ul style="list-style-type: none"> ◆ American Athletic Association of the Deaf ◆ National Theatre of the Deaf ◆ Assistive Devices ◆ Gaining Acceptance in the Deaf Community ◆ Changes in the Deaf Community ◆ Working with a Sign Language Interpreter ◆ Interpreting Standards

POLICY AND PROCEDURE TOPICS		
	<ul style="list-style-type: none"> ◆ DEAF President Now ◆ Attitude Changes toward the Deaf Community 	<ul style="list-style-type: none"> ◆ Equal Access ◆ Cochlear Implant Controversy
American Sign Language (ASL) Pt. 1	<ul style="list-style-type: none"> ◆ What is ASL? ◆ History of ASL ◆ ASL Recognized as Language 	<ul style="list-style-type: none"> ◆ Rules of ASL ◆ Five Parameters of ASL ◆ English vs. ASL Idioms
American Sign Language (ASL) Pt. 2	<ul style="list-style-type: none"> ◆ Evolution of ASL ◆ ASL Syntax 	<ul style="list-style-type: none"> ◆ Translate ASL to English and Vice Versa
TTYPhony & TTY Courtesy	<ul style="list-style-type: none"> ◆ First Teletypewriter ◆ Evolution & History of the TTY ◆ Telecom Laws of Accessibility 	<ul style="list-style-type: none"> ◆ TTY Courtesy ◆ Development of Relay Service Market
Deaf Customers	<ul style="list-style-type: none"> ◆ Statistics from NIDCD 	<ul style="list-style-type: none"> ◆ Relaying for Deaf Customers
Hard of hearing & Late-Deafened Customers	<ul style="list-style-type: none"> ◆ Characteristics of Deaf Customers ◆ Assistive Devices for Deaf Customers ◆ Establishment of Assoc. of Late-Deafened Adults 	<ul style="list-style-type: none"> ◆ Establishment of Hearing Loss Association of America ◆ Deaf Seniors ◆ Military Veterans ◆ Relaying for Late-Deafened Customers
DeafBlind Customers	<ul style="list-style-type: none"> ◆ What Does DeafBlind Mean ◆ Assistive Devices for the DeafBlind ◆ Relaying for the DeafBlind 	<ul style="list-style-type: none"> ◆ DeafBlind Pacing – Allows the CA to slow down the transmission to the Braille machine
Relaying for Speech/ Cognitively Disabled Customers	<ul style="list-style-type: none"> ◆ Speech-Challenged Customers ◆ Assistive Devices ◆ Physically &/or Cognitively Challenged Customers 	<ul style="list-style-type: none"> ◆ Traumatic Brain Injury ◆ Stroke ◆ Communication Related Effects
Relaying for Hearing Customers	<ul style="list-style-type: none"> ◆ Statistics 	
Ethics & Confidentiality	<ul style="list-style-type: none"> ◆ Interpreting Standards ◆ ADA & FCC regulations for the Provision of TRS ◆ Regulations pertaining to call content 	<ul style="list-style-type: none"> ◆ TRS Rules – Operator Standards ◆ Relay Center Agreement Regarding Confidential Customer Info

On-Going Quality Focus Skill Training

Core relay processing skills are continually reinforced throughout employment and as a part of supplemental training programs. Sprint develops skill-training programs and ongoing training labs to ensure skills are maintained and remain consistent with relay training. Refresher training is provided on correct relay procedures including system navigation, standard procedures, professionalism, and ethics. The ongoing skill-training program includes:

- ◆ Quality Focus Skill training - monthly
- ◆ Diversified Culture Awareness training - monthly
- ◆ Customer Service Initiative – monthly
- ◆ Check for Understanding – monthly
- ◆ Grammar and Spelling Rules - biannual

Quality Focus Skill Training topics from 2016/2017:

Jan 2016	Dialing the correct number within 5 seconds
Feb 2016	Typing the Voice/TTY greeting verbatim, Announcement protocol including a prompt state-specific announcement/greeting used/ ID number given
Mar 2016	Call processed according to procedures, specifically following Customer Note instructions
Apr 2016	State-specific announcements/greeting/ID given, Call closing protocol, Appropriate closing and macro for call type
May 2016	Specific person request announcements, Progress of call/Customer Informed
Jun 2016	Call transfer procedure, Adapting to call procedures changes as directed by the customer.
Jul 2016	Typing greeting verbatim, Typing message verbatim, Voicing the complete message
Aug 2016	Maintaining transparency maintained, Typing messages verbatim
Sept 2016	Dialing efficiency and protocol

Oct 2016	Typing/reading voice/device answer greetings verbatim, Call closing procedure, Relay mode closing protocol, Operator mode closing protocol
Nov 2016	Changing call procedures as directed by customer, Appropriate macros use., Non-branded VCO call type setup
Dec 2016	Call type standard procedure, Modifying call procedure as directed by the customer, Transferring (711 customer request)
Jan 2017	Dialing the correct number within 5 seconds
Feb 2017	Determining familiarity with relay services, Call type appropriate service explanations, Appropriate macro use (EXPLAINING RELAY)?
Mar 2017	Following customer note and customer typed instructions
Apr 2017	Announcement protocol including a prompt state-specific announcement/greeting used/ID number given, Call closing protocol, Appropriate closing and macro for call type.
May 2017	Specific person announcement procedure
Jun 2017	Call transfer procedure, Adapting to call procedures changes as directed by the customer, 711 transfer compliance

Ongoing Diversified Culture Awareness Training

Training continues to bring focus to serving relay customers and disability awareness. Sprint provides additional training in Diversified Culture in conjunction with Oregon's local deaf, hard of hearing, deafblind, late deafened, and speech-disabled communities to identify knowledgeable presenters to promote ongoing training. These resources, in coordination with trainers ensure all materials presented are appropriate to broaden employees' understanding of populations served. Sprint uses live presentations, videos, audio recordings, role-plays, group activities, written materials, and/or discussion groups to deliver ongoing Diversified Culture training. As a part of ongoing Diversified Culture Training, each employee is required annually to review the ethics and confidentiality requirements and sign an agreement of understanding.

Diversified Culture Awareness Training topics from 2016/2017:

Jan 2016	Diversified Culture-What's That? Diversification in Communication, Considerations, Who uses the relay service? Why is it important for us to understand our customers? Why is it important for us to recognize their special communication needs?
Feb 2016	The History of Deafness
Mar 2016	Ways to Detach
Apr 2016	Deaf Nation Expo is...
May 2016	American Sign Language is..., CODA means...
June 2016	All About CapTel, How it works
July 2016	Baseball Signs originated from Sign Language
Aug 2016	Accessibility for All, Sprint corporate responsibility
Sept 2016	Diversity-Equality-Inclusion
Oct 2016	Disability is Diversity, Stretches to do at your desk
Nov 2016	Disability Awareness
Dec 2016	Disability Advocacy
Jan 2017	View of a person's abilities
Feb 2017	Highlight: Edward Verne Roberts – American Disability Activist
Mar 2017	Disability Awareness
Apr 2017	Parkinson's Awareness Month
May 2017	Limb Loss Awareness Month

The following is an example of the monthly Quality Focus Check for Understanding from March 2017.

Check For Understanding
Quality Focus March 2017

Please return to your supervisor by March 7, 2017.

Name _____ Supervisor _____

- 1) What is the first thing an agent should look at when a call comes to their station?
- 2) If a customer requests that the agent verifies the Calling To number before dialing out the agent should type or say something like, _____
- 3) The IP Call number to dial is entered by the inbound, therefore you DO NOT need to verify the Calling To number before outdialing on an IP call, even if it's in the Customer Notes to do so.
TRUE FALSE
- 4) The record feature may be used on conference calls.
TRUE FALSE
- 5) If the customer has TYPE RECORDINGS as a preference or instruction the agent should not transmit _____. This instruction indicates that the customers the agent to type the _____ recording.
- 6) If a device user requests that you do not announce relay, the agent should:
 - a) Not identify that this call is through a relay service or ask if the voice person has had a relay call before.
 - b) Inform the customer they must answer the question (HOW WOULD YOU LIKE YOUR CALL ANNOUNCED Q) GA.
 - c) Inform the caller they are required to announce the call.
- 7) What is the purpose of the customer notes?
 - a) To assist the agent in processing the call how the customer prefers.
 - b) To annoy the operator.
 - c) To ensure the customer does not have to repeat their instructions before every call.
 - d) Both A and C.
- 8) When using <ALT .>, agents should send it:
 - a) Only once and then pause a few moments before sending it again.
 - b) Twice and then pause a few moments before sending it again.
 - c) As many times as they want since they are in the buffer and can be canceled when the phone is answered.

TTY/ASL Refresher	Provide examples of how to relay the statements
* TIME WHAT Q	
* GO PARTY YOU Q	

Customer Service Initiative (CSI) program: This program is geared towards customer satisfaction in which CAs are afforded an opportunity to provide input and suggestions on process changes, system enhancements, and initiatives that may improve the customer experience. 2016/2017 CSI topics are provided in the following table.

Jan 2016	Use of "Deaf/hard of hearing" and/or "internet service" in announcements.
Feb 2016	Outbound dial time, Inappropriate use, Veterans and hearing loss
April 2016	Sprint IP go ahead, Keeping the caller informed, Facilitate communication
May 2016	Procedure for recordings, Chemotherapy and hearing loss
Jun 2016	Caller control, Keeping the caller informed, Announcements, FCC verbatim requirement, State requirement call customization request
Jul 2016	Solicitation for agent process improvement suggestions, Caller control
Aug 2016	Call closure, Equal communication access
Sep 2016	Call processing reference information, Sprint Relay customer care, Speed of service recognition
Oct 2016	Brief service explanations, Call handling tips from agents
Nov 2016	Customer commendations, States and capitals review
Dec 2016	System enhancement prioritization
Jan 2017	Customer instructions, FCC call take over rule, Transparency
Mar 2017	Transparency, Caller control
Apr 2017	Customer notes, Operator/Relay mode, Call handling tips from agents
May 2017	Stress management

The following is an example of Sprint's biannual Grammar and Spelling Rules from 2016/2017.



Homonyms (also called homophones) are words that sound like one another but have different meanings. Some homonyms are spelled the same, like bark (the sound a dog makes) and bark (the outer layer of a tree trunk).

I and Me Usage

	When to Use	Example Sentence	How to Test
I	When you're referring to the subject of a sentence or clause	Julia (subject) and I (subject) always go together.	I <u>o</u> know if you should use "I" or "me" take the other pronoun out of the sentence and see if it still makes sense.
Me	When you're referring to the object of a sentence or clause	Will you (subject) be coming with me (object) to the store?	

Examples:

I

1. Harry and I **me** went to the store.

Test: Me went to the store. (Incorrect!)

Test: I went to the store. (Correct!)

2. Jake invited Brian and I **me** over for dinner.

Test: Jake invited I over for dinner. (Incorrect!)

Test: Jake invited me over for dinner. (Correct!)

Me

1. Will you take my brother and I **me** to the movies?

Test: Will you take I to the movies? (Incorrect!)

Test: Will you take me to the movies? (Correct!)

2. Sam, Jennifer, and I **me** went to the beach.

Test: Me went to the beach. (Incorrect!)

Test: I went to the beach. (Correct!)

There, Their, and They're Usage

pronounced the same	When to Use	How to Test
there	naming a place, a thing, or the existence of something	if you can replace "there" with "here" you have it right!
their	showing possession	if you can substitute "their" with "our" you have it right!
they're	Combining the words "they" and "are"	"they" is a pronoun and "are" is the verb. If you can substitute "We are" you have it right!

Have and Has Usage

	Singular	Plural	Hint
1 st Person	I have	we have	"Have" and "has" are both present tense conjugations of the verb "to have", and we use "have" or "has" depending on the subject. If the subject is 3 rd person singular, then you use "has". All other subjects take on "have".
2 nd Person	you have	you have	
3 rd Person	he/she/it has	they have	

It's and Its Usage

	When to Use	How to Test	How to Test
It's	When you're about to describe something	replace with "it is"	if you can replace "it's" with "it is" you have it right! Otherwise do not use punctuation.
Its	When you want to indicate ownership of something	replace with another possessive adjective ("her," "his," "their") or "the"	

Ten Common Spelling Rules

Rule	Examples	Memorize
1. 'ie' or 'ei' ❶ Write <i>i</i> before <i>e</i> , except after <i>c</i> . ❷ Write <i>ie</i> after <i>c</i> for words with a <i>sh</i> sound. ❸ Write <i>ei</i> when the vowels sounds like an <i>e</i> as in 'weigh'	❶ achieve, believe, friend receive, receipt, perceive ❷ ancient, efficient, sufficient, conscience ❸ neighbor, vein, reign, rein, deign	Exceptions: Words like counterfeit, either, neither, height, leisure, forfeit, foreign, science, species, seize, weird
2. 's' or 'es' ❶ Add <i>es</i> if a word ends in <i>ch</i> , <i>sh</i> , <i>ss</i> , <i>x</i> or <i>z</i> . ❷ Add <i>es</i> for most words ending in <i>o</i> .	❶ arch > arches, clash > clashes, class > classes, box > boxes, quiz > quizzes ❷ tomato > tomatoes, hero > heroes, go > goes, do > does, echo > echoes	Exceptions: Words like allos, duos, pianos, radios, solos, sopranos, studios, videos, typos
3. 'y' to 'i' or not ❶ For words ending in <i>y</i> preceded by a vowel, retain the <i>y</i> when adding <i>s</i> or a suffix. ❷ For words ending in <i>y</i> , retain the <i>y</i> when adding <i>ing</i> . ❸ For words ending in <i>y</i> , preceded by a consonant, change the <i>y</i> to <i>i</i> before any other suffix.	❶ convey > conveys, employ > employer ❷ try > trying, justify > justifying, certify > certifying, study > studying ❸ try > tried, justify > justifies, certify > certifiable, mystify > mystified, laboratory > laboratories	Exceptions: Words like dryness, shyness
4. drop the final 'e' ❶ DROP the <i>e</i> when the suffix starts with a vowel. ❷ DROP the <i>e</i> when the word ends in <i>dge</i> . ❸ DROP the final <i>e</i> when adding <i>-ing</i> .	❶ save > sovable, use > usable ❷ judge > judgment ❸ save > saving, manage > managing, trace > tracing, emerge > emerging	Exceptions: DO NOT DROP the <i>e</i> if the word ends in <i>ce</i> or <i>ge</i> (e.g. manage > manageable, trace > traceable)
5. 't' or 'tt' when adding -ing, -ed and some suffixes to verbs ❶ DOUBLE the <i>t</i> for verbs of one syllable with a single vowel, or a short vowel sound. ❷ DOUBLE the <i>t</i> for verbs of more than one syllable when the stress is on the last syllable.	❶ rot > rotting, rotted, rotten fit > fitting, fitted knot > knotting, knotted abet > abetting, abetting allot > allotting, allotted commit > committing, committed emit > emitting, emitted forget > forgetting, forgotten (but forgetful)	Exceptions: DO NOT DOUBLE the <i>t</i> for verbs of one syllable with a double vowel or a long vowel sound (e.g. treat > treating, treated; greet > greeting, greeted)
6. 'r' or 'rr' when adding -ing, -ed and some suffixes to verbs ❶ DOUBLE the <i>r</i> for verbs of one syllable when the final <i>r</i> is preceded by a single vowel. ❷ DOUBLE the <i>r</i> for words of more than one syllable when the stress does not fall on the first syllable.	❶ star > staring, starred, starry tar > tarring, tarred war > warring, warned (but warfare) scar > scarring, scarred stir > stirring, stirred ❷ concur > concurring, concurred, concurrence occur > occurring, occurred, occurrence defer > deferring, deferred, (but deference) deter > deterring, deterring, deterrent infer > inferring, inferred, (but inference) prefer > preferred, preferring, (but preference) refer > referred, referring, referral	Exceptions: DO NOT DOUBLE the <i>r</i> for verbs of one syllable when the final <i>r</i> is preceded by a double vowel (e.g. fear > fearing, feared) DO NOT DOUBLE the <i>r</i> for words of more than one syllable, when the stress falls on the first syllable (e.g. prosper > prospered, prospering)
7. 'l' or 'll' when adding -ing, -ed and some suffixes to verbs DOUBLE the <i>l</i> when it is preceded by a single vowel.	cancel > cancelling, cancelled, cancellation fulfil > fulfilling, fulfilled, fulfilment level > levelling, levelled travel > travelling, travelled, traveller/traveler	Exceptions: DO NOT DOUBLE the <i>l</i> when it is preceded by a double vowel (e.g. conceal > concealing, concealed)

Staff Training

Training on all aspects of ASL, deaf culture, the needs of hearing, speech and dual sensory impaired users, ethics and confidentiality is paramount to meeting or exceeding FCC and state regulations and customer expectations.

All Sprint employees are required to take ethics and confidentiality training. The Sprint Code of Conduct is applicable to Sprint employees and its controlled subsidiaries, the Sprint Board of Directors and anyone Sprint authorizes to act on Sprint's behalf. The Code establishes the basic foundation of Sprint's ethics by communicating our philosophy and commitment to all of our employees, customers, other stakeholders, and the communities in which we do business. The Sprint Code of Conduct outlines our ethical and legal responsibilities as employees, as well as our interactions with customers, competitors and suppliers. The Code is a go-to resource when questions of legal or ethical appropriateness arise. Sprint employees are bound by the Code and the specific operational policies of Sprint. Annual Code certification is required. Sprint also maintains an Ethics Helpline, a 24-hour resource for employees and other stakeholders to confidentially and safely seek advice or report any suspected violation of the Code of Conduct, such as fraud, sexual harassment, discrimination, or any illegal conduct in the workplace.

Sprint staff members are also required set annual corporate training and development goals. Individual performance is measured and tied to compensation. Ongoing Staff Development is also key to overall staff performance. Sprint's Accessibility Customer Solutions (ACS) group hosts an interactive meeting called the Sprint Accessibility Café. This monthly meeting is an opportunity for the Accessibility Team to share market and industry product updates. Presenters from outside the group and subject matter experts from the Relay industry also provide updates.

Appendix D: TRS Pledge of Confidentiality

Sprint's reputation as an ethical company is the key to enabling us to be the preferred communications company – a place that delivers the best experiences for employees, end users, and state customers. Throughout initial and on-going training, CAs receive information and guidelines on professional conduct with an emphasis on ethics and confidentiality, based on Sprint's "Relay Center Code of Ethical Conduct" and "Principles of Business Conduct." CAs are presented with possible situations involving ethical issues and are taught how to apply the conduct guidelines to each situation.

All relay center personnel are required to sign and abide by a pledge of confidentiality that promises not to disclose the identity of any caller or any information learned during the course of relaying calls. In conjunction with signing Sprint's confidentiality agreement, as a part of training, CAs role-play various scenarios which teach the correct way to ask for assistance from a supervisor without divulging call-specifics. Examples of confidentiality breaches are reviewed and discussed with the CAs.

Sprint strictly enforces confidentiality policies in the center, which includes the following:

- ◆ Prospective employees are screened during the interview process on issues regarding ethics and confidentiality.
- ◆ On day one of training, employees must sign a Pledge of Confidentiality Agreement Form.
- ◆ During initial training, employees are presented with examples of potential breaches of confidentiality.
- ◆ Stress can be a factor in maintaining confidentiality. CAs receive three hours of training on healthy detachment.
- ◆ After graduation from initial training, employees are reviewed yearly on the Pledge of Confidentiality and are required to re-sign promises not to disclose the identity of any caller or any information learned during the course of relaying calls.
- ◆ Breach of confidentiality may result in termination of employment.
- ◆ All Sprint Accessibility Centers have security key access.
- ◆ Visitors are not allowed in work areas.

Sprint Code of Conduct

The Sprint Code of Conduct describes the ethical and legal responsibilities of employees of Sprint and anyone we authorize to act on Sprint's behalf. Sprint and all TRS employees (including Communication Service for the Deaf [CSD] staff) are required to annually certify that they understand and will comply with the established code of conduct. The certification tool and process requires employees to affirm their understanding and compliance of Code of Conduct expectations regarding Ethics, Inclusion and Diversity, Information Security, Insider Trading, Privacy, Records Management, Safety and Preparedness, and Time Reporting. The section on Ethics includes a Helpline for employee resources allowing them to confidentially and safely seek advice or report compliance violations.

The Sprint Code of Conduct covers all the serious concerns of a whistleblower policy, which is intended to encourage and enable employees and others to raise questions/concerns and seek resolution. It is explicitly stated in the Sprint Code of Conduct all employees and others are obligated to report violations or suspected violations. Additionally, Sprint has an explicit retaliation policy in which an employee who retaliates against someone who has reported in good faith or assists in an investigation may be subject to corrective action up to and including termination. This information is contained within Sprint's Code of Conduct all employees are required to complete annually.

There is a TRS whistleblower protection notification posted at Sprint TRS call centers in accordance with FCC rules. CSD also obtains a signed acknowledgement of the receipt of the Whistleblower Policy from all employees upon hire, and annually thereafter.

Training on Ethics

Sprint Relay employees receive training on the appropriate protocol to protect relay users' privacy and how to prevent the unintentional disclosure of relay communications. When trainees observe calls and ask questions once back in the training room, trainers lead a discussion on the appropriate method to seek clarifications without divulging confidential information. CAs may also role-play various scenarios which demonstrate the correct way to request assistance from a supervisor without divulging call-specifics. Examples of ethical issues and challenging circumstances are reviewed and discussed with CAs. During initial training, CAs are required to pass a series of written and skills-demonstration tests, which include their understanding of the Relay Center Code of Ethics and how to apply the Code to hypothetical situations. Trainees who do not pass these tests do not become CAs.

Confidentiality

Sprint believes measures to ensure confidentiality are crucial to the success of TRS operations and has implemented procedural and environmental measures to safeguard customer and call information. Sprint has policies in place to protect users' confidentiality. These policies establish high standards for ethical behavior and employees are subject to disciplinary action, including termination of employment, for violating ethical and confidentiality standards.

Sprint employees receive training on confidentiality and ethics. Employees are trained to understand why confidentiality is important, how to protect confidentiality, the appropriate protocol to protect relay users' privacy, how to prevent the unintentional disclosure of relay communications and the consequences of not following all confidentiality requirements. CAs are taught using various scenarios which demonstrate the correct way to request assistance from a supervisor without divulging call-specifics. Annually, all TRS call center staff receives re-training which includes items such as confidentiality, ethics, and inclusion and diversity. All CAs annually sign a confidentiality agreement to maintain confidentiality.

Confidentiality is reinforced through our CAs' participation in an interactive training program focusing on scenarios that they are likely to encounter when relaying calls.

Correct Ways to Protect Confidentiality	Examples of Breaches of Confidentiality
To make a generic comment about calls: "Boy – long calls really wear me out."	Talking about the specific length of a call. For example, saying to another agent, "You know that call I took over for you? It lasted 84 minutes!"
To share general observations about calls: Example, "I'm noticing a lot of HCO calls lately."	Talking about specific callers. Example, "I relayed a call for Miss Deaf America." or "I had that VCO user from Florida again this morning."
It is appropriate to respond to a customer's comments with a brief "thank you" or something to that effect without elaboration. Maintain a professional and friendly image with customers.	The agent should never say to a customer: "I remember you from a previous call – how are you doing?" Phone lines do not talk to voice telephone users; it is the same with relay customers.
It is appropriate to discuss with a member of management technical or procedural components of a call. For example, to say you had problems placing a calling card call from a pay phone.	It is not appropriate to discuss call content or conversations with others, ever.
It is appropriate to call for a Supervisor to look at your screen for assistance with the call.	It is not appropriate to request assistance from the agent sitting next to you.

All relay center personnel are required to sign and abide by the Sprint Relay policy for confidentiality. These confidentiality expectations are strictly enforced and employees are expected to comply with this policy during and after their period of employment. The relay center Code of Ethics requires the following:

- ◆ Keep all TRS call-related information strictly confidential.
- ◆ Keep no records of customer information or content of any TRS call.
- ◆ Refrain from editing or omitting anything from the content of the conversation or the spirit of the speaker.
- ◆ Refrain from adding or injecting into the content of the conversation or the spirit of the speaker.
- ◆ Assure maximum customer control.

- ◆ Strive to further skills and knowledge through training, workshops, and reading literature available in the field.

In accordance with FCC regulations, all information used for call set up, including customer database and preferred call type information remains confidential and cannot be used for anything but the call itself. Once the inbound party disconnects, all information pertaining to that call disappears from the CA's terminal. The required confidentiality and security of the customer preference data is covered during training of all employees and reinforced throughout employment. Sprint takes the following steps to ensure Customer Profile information remains secure:

- ◆ Sprint does not modify a customer's record based on experience.
- ◆ All Customer Profile database entries contain time and date stamps and note the identification number of the CA who processed the request.
- ◆ Relay users register a username and password/PIN. Sprint also asks customers to register a security question and answer only known to them in case the username and password is lost or forgotten.
- ◆ Sprint's Customer Profile information is encrypted and protected from outside access by firewalls.

CTI Confidentiality Form

Consumers need to be confident that their personal and professional calls are kept in the strictest confidence. It is crucial that all employees understand and abide by this Confidentiality Policy.

All information obtained during a CapTel call is to be kept strictly confidential. The only person(s) to whom information obtained during a call may be divulged is a member of the administrative team (i.e. supervisors, trainers, HR representatives, the Floor Operations Coordinator, or the Call Center Director). Only specific, pertinent information relating to Training, Call difficulty, Technical difficulties, Emergencies or Customer service issues may be disclosed to the appropriate personnel, and this must be done in private.

Under no circumstance are identifiers to be used while discussing a call (terminology that would identify personal information about a caller including, but not limited to, gender, name, address, and business information). The standard, objective way off referring to callers is to identify the person using the captioned telephone as the "client," while the other party or parties are referred to as the "doc(s)." Furthermore, any person not employed by CapTel, Inc. or its parent company shall not be allowed on or near the call floor. Nor shall information regarding CapTel clients be discussed or posted in any public forum.

Employees agree to abide by the following:

- I shall only discuss the content of a CapTel call (production, training, timing, or otherwise) with a member of the administrative team under the guidelines provided above. I will not discuss the content of a CapTel call with other persons (CAs, friends, family members, etc.).
- I shall disclose only appropriate information regarding a training/timing call to a member of the administrative team according to the guidelines documented above.
- I shall not divulge specific information related to the work or calls I have heretofore processed, upon termination of my employment at CapTel or at any time thereafter.
- I shall not disclose information which could be used to identify specifics about a particular consumer to anyone except a member of the administrative team according to the guidelines documented above.
- I shall not act upon any information received via a CapTel call.
- I shall not listen to, get involved in, or position myself to observe a CapTel call being processed by another employee.
- I shall not disclose information which could be used to identify specifics about any employee including, but not limited to, name, CA number, and schedule, except as is necessary to appropriate individuals and/or institutions or services.
- I shall not divulge my personal CA number in conjunction with my name except as required by a member of the administrative team.
- I shall not disclose the technical aspects of my position to anyone not employed by CapTel/Ultratec.
- I shall not bring visitors, including children, onto the call floor.
- I shall remain off of the call floor if I am not scheduled to be at work.

Employee Name (please print)

Employee Signature and Date

Sprint Confidentiality Form

IN CONSIDERATION of: (1) my employment with Sprint or any subsidiary, affiliate, or successor-in-interest of Sprint Corporation, (2) my continued employment as long as mutually agreeable, and (3) the opportunity to receive Sprint confidential customer information or other good and valuable consideration:

AS AN EMPLOYEE OF THE RELAY SERVICES ORGANIZATION, I UNDERSTAND THAT I AM BOUND BY ALL SPRINT POLICIES AND SPECIFICALLY, I AGREE AS FOLLOWS:

- 1 **ALL TELECOMMUNICATIONS RELAY SERVICE (TRS) CALL RELATED INFORMATION SHALL BE KEPT STRICTLY CONFIDENTIAL.** I will not reveal any information acquired during or observing a relay call. I will only discuss call-related questions or problems with management or Human Resources. I agree to keep confidential all information I learn in my position for the duration of and after my employment with Sprint ends.
- 2 **NO RECORDS OF CUSTOMER INFORMATION OR CONTENT OF ANY TRS CALL SHALL BE KEPT BEYOND THE DURATION OF THE CALL, WITH LIMITED EXCEPTIONS FOR AUTHORIZED COMPANY PROCEDURES.** I will not keep a record of any customer information or conversation content beyond the duration of the call except in accordance with company procedures for relaying Speech to Speech calls or for billing and customer profile purposes. I will destroy all such records in my possession immediately upon completion of their authorized use.
- 3 **NOTHING MAY BE EDITED OR OMITTED FROM THE CONTENT OF THE CONVERSATION OR THE SPIRIT OF THE SPEAKER.** I will transmit exactly what is said in the way that it is intended in the language of the customer's choice.
- 4 **NOTHING MAY BE ADDED OR INTERJECTED INTO THE CONTENT OF THE CONVERSATION OR THE SPIRIT OF THE SPEAKER.** I will not advise, counsel, or interject personal opinions, even when asked to do so by the customer.
- 5 **TO ASSURE MAXIMUM CUSTOMER CONTROL, I WILL BE FLEXIBLE IN ADAPTING TO THE CUSTOMER'S NEEDS.**
- 6 **I WILL STRIVE TO FURTHER MY SKILLS AND KNOWLEDGE THROUGH CONTINUED TRAINING, WORKSHOPS, AND READING OF CURRENT LITERATURE IN THE FIELD.**
- 7 **ALL SPRINT MATERIALS IN MY POSSESSION PERTAINING TO ANY SPRINT CUSTOMER WILL BE DELIVERED UPON THE TERMINATION OF MY EMPLOYMENT.**

I have read and understand the Sprint Relay Center Agreement Regarding Confidential Customer Information. I agree to comply and understand that failure to do so will lead to company disciplinary action that may result in my termination and/or criminal prosecution. I also understand that ascertaining damages resulting from a breach of this agreement would be difficult. I agree that Sprint shall have the right to an injunction against me, enjoining any such breach without any obligation to post bond. I agree that this will be in addition to and without limiting any other remedies or rights Sprint may have against me.

EMPLOYEE SIGNATURE AND DATE

MANAGER/SUPERVISOR SIGNATURE AND DATE

Sprint Federal Confidentiality Form

The Federal Relay provides a transparent link of telecommunication between typed/signed/voice (disabled) and voiced (non-disabled) messages. As part of the relay services organization all employees and subcontractors are bound to the following rules and regulations:

- All Federal Relay call related information is to be strictly confidential.
- Nothing is to be edited or omitted from the content of the conversation or the spirit of the Federal Relay user.
- Nothing is to be added or interjected into the content of the conversation or the spirit of the Federal Relay user.
- To assure maximum user control, the employee will be flexible in adapting to the caller's needs.
- Employees and subcontractors will strive to further competency in skill and knowledge through continued training, workshops and reading of current literature in the field.

~ Employee and Subcontractor Role ~

- 1) The employee or subcontractor shall not disclose the content of any relayed conversation with the exception of resolving issues with supervisors regarding customer complaints.
- 2) The employee or subcontractor is prohibited from identifying the name of any caller. The employee or subcontractor shall not reveal or act upon any information obtained from the caller while relaying calls, except to resolve issues regarding complaints that are handled through the supervisors.
- 3) The employee or subcontractor shall not discuss the specifics of any call relayed (even for training purposes) with coworkers, counselors, or other support services. Nor shall specifics be discussed with supervisors except to resolve issues regarding complaints.

- 4) Any Federal Tax Return information [as defined in Internal Revenue Code (IRC) 6103 (b)(1),(b)(2)] made available shall be used only for the purpose of carrying out the provisions of the Federal Relay contract. Information contained in such material shall be treated as confidential and shall not be divulged or made known in any manner to any person except as may be necessary in the performance of this contract. Disclosure to anyone other than an authorized employee or subcontractor of Sprint shall require prior written approval of the Internal Revenue Service (IRS). Requests to make such disclosures should be addressed to the GSA Contracting Officer.
- 5) Return information disclosed to an employee or subcontractor can be used only for a purpose and to the extent authorized within the Federal relay contract, and further disclosure or any inspection of such return information for a purpose of to an extent unauthorized herein respectively constitutes a felony or criminal misdemeanor punishable upon conviction by a fine as much as \$5,000.00 or imprisonment for as long as 5 years, or both together with the costs of prosecution. These penalties are pursuant to IRC 7213, 7213A, 7431, and 26 CFR Section 301.6103(n)-1.
- 6) Any such unauthorized future disclosure of returns or return information may also result in an award of civil damages against the employee or subcontractor in an amount not less than \$1,000.00 with respect to each instance of unauthorized disclosure. These penalties are prescribed by IRC sections 7213 and 7413 and set forth at 26 CFR Section 301.6103(n)-1.
- 7) Employees and subcontractors have been notified of the penalties for improper disclosure imposed by the Privacy Act of 1974, U.S.C 552a. specifically, 5 U.S. C. 552a(l)(1), which is made applicable to subcontractors by 5 U.S.C. 552a(m)(1), provides that any employee of a subcontractor who by virtue of his/her employment or official position, has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established there under, and who knowing that disclosure of the specific material is so prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000.00.
- 8) Employees and subcontractors shall be responsible for the confidentiality of all calls relayed consistent with Federal Laws, Statutes, and Regulations.
- 9) Employees and subcontractors shall ensure that no records are maintained of any conversation, in accordance with the Privacy Act of 1974 (P.L 93-579), IRC 6103, 6103(n), 26 CFR Section 301.6103 (n)-1, the Internal Revenue Service Acquisition Procedures (IRSAP) and Office of Management and Budget (OMB) guidance on the Privacy Act of 1974 (Federal Register, Volume 52, No. 75, Page 12990).
- 10) This Pledge of Confidentiality will remain in the employee's and subcontractor's file until termination of employment and shall be made available to an authorized representative for the General Services Administration (GSA) as may be requested.

I have read and fully understand the Federal Relay Code of Ethical Behavior. I agree that failure to do so will lead to disciplinary action that may include termination. I agree to process calls in the manner required by the Federal Government as detailed in the Federal Relay contract. I agree to abide by this Code of Ethics even after my employment with Sprint and/or subcontractor ends.

Employee/Subcontractor Signature Date

Supervisor Signature Date

Company Name (Print or Type)

Service Type *(check one)*

_____ Captioned Telephone/CapTel

_____ Relay Conference Captioning/RCC

_____ Telecommunications Relay Service/TRS and/or Internet Relay (a.k.a. Federal IP Relay)

Note: All of Sprint's Employees and subcontractors working on this contract will be acquainted with the applicable portions of FIRMR, the Privacy Act of 1974, and the Freedom of Information Act, and implementing regulations and policies. The employees and subcontractors will also be given copies of the following criminal and civil disclosure and inspection penalties, in full text, IRC 7213, IRC 7213A, and IRC 7431.

Appendix E: Disaster Recovery

Sprint has emergency options and uninterruptible power systems (UPS) to support relay call centers and TRS switches (located at wireline switch sites) to ensure relay users will continue to have access to the service in the event of power outages.

Call Center Power Solutions

Sprint provides UPS using a combination of standard battery backup and an auxiliary generator to provide uninterrupted power for an unlimited duration for key components as follows.

- ◆ Switch peripherals
- ◆ Switch room environment, including:
 - Air conditioning, if required to maintain service
 - Fire suppression systems
 - Emergency lights and system alarms
 - CA consoles/ terminals
 - CA work site emergency lights
- ◆ Call Detail Recording (CDR)

Sprint ensures the UPS system capacity is sufficient to operate the call center during busy season and busy hour load. Sprint has installed power-generating equipment capable of operating call centers for extended periods. In the event of a power outage, the UPS and back-up power generator ensure seamless power transition until normal power is restored. UPS is used only long enough for the backup power generators to come on line in a matter of minutes. Backup power generators are supplied with sufficient fuel to maintain operations for at least 24 hours. Generators can stay in service for longer periods of time as long as fuel is supplied. As a safety precaution (in case of a fire during a power failure), the fire suppression system is not electrically powered. Once the back-up generator is on line, stable power is established and maintained to all TRS system equipment and facility environmental controls until commercial power is restored.

Emergency Procedures Training

All Sprint Accessibility employees are trained on emergency procedures to minimize or prevent disruption to relay users. Sprint instructs its staff on the procedures to be followed in the event of an emergency or service impacting issue. Sprint provides annual training to ensure familiarity with systems and processes. Ad-hoc training is conducted for new procedures and team members.

Sprint's response organizations use exercises to evaluate plans, educate personnel, test functions, and operational capability. Information related to these exercises is propriety to Sprint. Additionally, as part of the nation's critical infrastructure, Sprint participates in coordinated situation drills with Federal Emergency Management Agency (FEMA), the Department of Homeland Security (DHS), and state emergency management agencies to ensure coordinated preparedness and response during a disaster.

- ◆ Tabletop Exercises: In a round-table setting, members of the response team meet to discuss responsibilities and describe how to react as a team in an emergency.
- ◆ Walk-Through Drills: Both the response team and management perform their emergency functions within the emergency response location.
- ◆ Functional Drills: Tests designed to target specific functional processes within the recovery plan such as notification, response, communications, documentation, and team cohesiveness. Often, these functions are tested separately to help identify improvement areas and to eliminate confusion.
- ◆ Full-scale Exercises: Exercises simulated to be as close as possible to a real-life disaster. They may involve a combination of response teams, management, field operations, and outside agencies.

- ◆ After Action Reviews (AARs): Following an incident or an exercise, an AAR is conducted to ask participants to identify areas of success and improvement. These are documented as lessons learned and tracked to satisfactory completion.
- ◆ Maturity: Sprint uses an internally developed maturity model for benchmarking the business continuity program success and progress. The model is based on the Capability Maturity Model as developed by Carnegie Mellon University.

Business Continuity

Industry accepted principles are the basis for Sprint's business continuity program. Sprint has adopted key principles from standards set by organizations such as the Disaster Recovery Institute International (DRII), ASIS Organizational Resilience Standard, FEMA, Business Continuity Institute (BCI), American National Standards Institute (ANSI), NFPA 1600, International Organization for Standardization (ISO) 27001 and ISO 22301, and several Military Specifications (Mil-Spec) standards. Sprint's Business Continuity Program Overview is reviewed, modified, if needed, and approved on an annual basis.

Sprint Relay network has a Business Continuity (BC) plan to deal with all types of natural and man-made disasters which may prevent calls from reaching the relay center or impact the operation of the TRS platform. The plan identifies how Sprint minimizes impact to relay users and restores relay services. Sprint's business continuity methodology and implementation standards are consistent with industry-wide best practices. The Sprint dedicated business continuity teams participate in government-provided and private sector training, and maintain certifications from:

- ◆ DRII
- ◆ International Association of Emergency Managers (IAEM)
- ◆ DHS
- ◆ Business Continuity Institute (BCI)

Sprint is aware of the business continuity challenges faced by government organizations and has designed state relay services accordingly. Sprint has experience in serving more than 160 federal entities and more than 150 military bases worldwide including the Department of Defense (DOD), State/Local Governments, Law Enforcement, and DHS.

Sprint's Business Continuity Management Team functions as a customer advocate when large network outages occur. The team works closely with network recovery teams to establish customer prioritization once the backbone, Telecommunications Service Priority (TSP) and Critical Life Circuits are re-established.

Call Center Evacuation Events

Sprint has plans to respond to emergency call center events such as fires. Each call center has a designated Safety Marshal and clear chain of command. The first step is to identify the situation and assess the threat. If evacuation is necessary, the local authorities (e.g., 911) are immediately alerted along with the Call Center Service Assurance Center (CCSA) and the Traffic Management Control Center (TMCC). Call center management and Sprint Corporate Security are also alerted.

Traffic will be re-routed immediately to other call centers not affected and Sprint personnel works with those call centers to increase staffing, as needed. Once the issue is resolved, all CAs return to the center and the incident is fully documented.

Proactive Measures

Over the past 26 years, Sprint Relay users have rarely experienced any type of inability to place calls. Sprint's seven (7) call centers (including the location at Sprint headquarters in Overland Park, KS) are capable of handling TRS calls and multiple switch locations supporting the TRS platform.

Sprint's switches and call centers are staffed with spare positions and platform components to deal with all

types of technical issues. The TRS platform offers automated alarming to notify personnel of issues.

Redundancy is built into the infrastructure to maintain functional equivalency for state relay service callers during disasters. The benefits of this platform and flexible configuration include:

- ◆ Switches, call controllers, and databases are housed in geographically-dispersed locations that conform to "critical" grade physical security requirements. Sprint's switches and peripherals are located at switch sites in telecom bunkers.
- ◆ Redundant connections between switch sites, 800 network, and call centers
- ◆ If the problem is within Sprint's TRS center, maintenance can usually be performed from Sprint's centralized center, the CCSA.
- ◆ Sprint retains hardware spares at each center to allow for the most common type of repair required without the ordering of additional equipment (except for complete loss of a building).
- ◆ Centralized routing and reporting systems enables Sprint to treat the entire call center complex as a single virtual call center rather than standalone call centers
- ◆ All TRS positions are capable of handling calls for any State customer.
- ◆ All training seats are configured and immediately ready to take production traffic.
- ◆ Sprint has pre-established plans for all types of outages.
- ◆ Sprint automatic routes calls away from a center undergoing a service recovery event. For example, if a fire drill forces CAs to evacuate, the call router automatically sends calls to other relay centers.

TRS Data Center Disaster Planning

Sprint has implemented a distributed architecture for interconnection redundancy utilizing dual fiber facilities at all switch locations. These main switch locations currently have battery backup as well as permanent generators. In addition, site recovery plans have been developed for all major switch locations, prioritizing available options for relocation, and ensuring agility when faced with disaster recovery issues. Most switches also have tap boxes to readily connect the output of a portable generator in the event of primary generator issues.

TRS Winter Preparedness Plan

Sprint has processes in place if a known weather event is encountered. These known contingency plans are designed to mitigate our customers' degradation of service and are maintained by the TMCC. Each service has back-up locations to ensure redundancy.

Known Event

- ◆ Four days prior - TMCC and Ron Peay (Operations Manager) will make a determination as to the severity and number of centers which might be affected.
- ◆ Three days prior - TMCC and Ron will verify previous day's potential impact and begin calling to non-affected centers to post overtime (OT). All centers will be advised to put a list together of employees who will work overnight and weekends. TMCC will notify John Moore (Manager - Customer Relations) and CCSA of our "game plan"
- ◆ Two days prior - TMCC will meet with Ron to update impacts and plan. All non-impacted centers will be called to update OT requirements and overnight requests.
- ◆ One day prior - TMCC will meet with Ron to update impacts and plan.
- ◆ Day of Event - TMCC will invoke emergency call routing as required. TMCC will be the point of contact for all notifications. Affected centers will update TMCC every four hours. TMCC will update Ron who will update Business Continuity Manager through executive level. Management is also responsible for notifying the Business Continuity Team.

Unknown Event

The Activation Criteria Plan will be used when either weather or other events cause potential significant (excess

of 25 percent) increase in call volumes or one or more TRS call centers is off-line for more than two hours, using the following procedure:

- ◆ Automated alarming and/or TRS call center notifies TMCC
- ◆ TMCC contact CCSA
- ◆ CCSA sends notification to a pre-established distribution list
- ◆ CCSA establishes a conference call to work on resolving the issue with impacted groups

After fix agencies are unable to re-establish center operations – the Business Continuity Plan (BCP) is invoked and Management will notify the Business Continuity Management Team.

CapTel-Specific Disaster Recovery Information

CapTel, Inc. (CTI) and Sprint have worked together to develop a complete plan for responding to all types of natural and man-made problems including but not limited to terrorism and phone line cut accidents. Performance at the CTS call center is monitored continuously by CTI technicians 24/7. Sprint will be notified by the CapTel Service Center Manager immediately upon determination of any type of natural or man-made problem that causes disruption either:

CapTel has established contingency plans in the event of a complete and extended loss of a CTS call center. The plan includes a number of steps based on the estimated duration of the outage and takes advantage of the relative short travel time between the Wisconsin CTS call centers. The first phase is organized to initiate the recovery process within hours and can be fully completed within days. This involves expanding service into available space in the operating call center locations and other CapTel facilities

- ◆ All training seats are configured and immediately ready to take production traffic.
- ◆ Additional production seats are established in unused and available space within the existing facilities.
- ◆ Regular shuttle services are established to transport qualified CTS CAs and staff from the outage area to and from the expanded facilities.

The recovery plan includes a second phase for extended outages. To support this longer duration, CTI has identified additional disaster recovery locations with appropriate facilities in the metropolitan area of each of the call centers.

The addition of the Orlando, FL and Sprint's TRS and CTS call centers has alleviated many of the inclement weather challenges presented by the winter season. However, if inclement weather affects the CTS staffs' ability to arrive to work, in most cases, with minor adjustments, CTI can still meet the call volume demand with enough staff coverage in a wide range of snow fall amounts. However, if necessary, Sprint and CTI will institute proven tactics, as necessary, to motivate, encourage, and enable CTS CAs to be present or to pick up additional hours so CTI can meet its service level requirements during inclement weather

Customer Notification Procedures

Sprint will inform the state contract administrator of any major interruptions to the TRS and CTS service that exceeds five minutes in duration or isolates part of the state. To provide the contract manager with the most complete and timely information on problems affecting relay service, Sprint's trouble reporting procedure for TRS and CTS includes multiple levels of response:

- ◆ Immediate notification of events that last 5 minutes or isolate part of the State
- ◆ Notification when the issue is resolved and/or status updates (every 24 hours)
- ◆ Comprehensive final report within 3 days

Within 24 hours of the relay service disruption, an intermediate report provides problem status and more detail of what action is necessary. In most cases, the 24-hour report reveals the problem has been corrected and full relay service has been restored. The state contract administrator will receive this notification from their Sprint Customer Relationship Manager (CRM). He/she and/or a member of the management team will provide

the final report and follow up on steps Sprint will take to ensure we can minimize the likelihood of this event occurring again.

Final reports include a comprehensive look at the event, including the following:

- ◆ How the problem occurred
- ◆ When the problem occurred
- ◆ The number of impacted customers (if known)
- ◆ What was required to correct the problem
- ◆ Time and date the relay service resumed full operation
- ◆ Avoidance plan for future (if applicable)

Temporary Delay Message

If approved by the state, Sprint can also provide a temporary delay message for TRS users that is turned on only when long hold times may occur as a result of weather or other event impacting service. For example, if there were a terrorist attack or natural disaster that significantly increased the number of calls to the relay center, Sprint can add a temporary recording that alerts voice and TTY users, such as: "THE RELAY CENTER IS EXPERIENCING LONGER THAN NORMAL HOLD TIMES. PLEASE HOLD FOR THE NEXT AVAILABLE CA OR TRY YOUR CALL AGAIN LATER."

Telecommunications Service Priority (TSP)

All of Sprint's circuits supporting TRS and CTS have qualified for priority restoration under the TSP program. If a national or regional emergency causes service to be disrupted and the call center cannot receive or place calls, Sprint's participation in the TSP program means LECs would be required to restore service as rapidly as possible consistent with the priority status assigned.

Appendix F: Oregon Relay Complaint Logs from 2013-2017

Complaint Tracking for Oregon (06/01/2012-05/31/2013). Total Customer Contacts: 10

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/22/12	Communication Assistant made my call a nightmare. I repeatedly asked what was happening when the call was transferred but nothing was relayed. When asked what was happening, Communication Assistant just said "I cannot say because it says not to type background" She point blank refused to answer my questions.	07/22/12	Supervisor met with the Communication Assistant and went over call processing. The supervisor emphasized the need to keep the customer informed in regards to what is going on during the course of the call and, if necessary, confirm information in the customer notes to ensure the customer's requests are honored correctly.
2	07/26/12	The Communication Assistant was asked by the caller to dial the same number 4 times with the same message. Communication Assistant asked for the number and the message to be left, to be retyped each time. So, in turn, the caller hung up and called back into the relay.	07/26/12	Supervisor followed up with the agent in regards to this complaint. The agent was unable to recall the specifics of this call but is now aware of the proper procedure for future calls of this nature.
3	09/04/12	Caller gave the call-to number to the agent without the area code. After entering the number using the inbound area code, the agent told the caller it was a long distance call. The caller hung up and called back to the relay reaching another center and the call was processed as a local call.	09/04/12	Operator was coached on the importance of following customer notes and instructions by a Supervisor.
4	10/01/12	Customer reported seeing "account login failed". Called technical support. Code "E2" was on the CapTel's display screen.	10/01/12	Customer Service Representative apologized for the customer's experience and noted there was a brief 10 minute technical difficulty that affected their call. Customer Service Representative suggested the customer try their call again and confirmed that the customer was able to make captioned calls successfully without seeing an error message.
5	11/12/12	Operator did not follow the customer's instructions to leave the message the customer provided at the beginning of the call. Operator also dialed the wrong area code. Operator apologized to the customer and got another operator to continue the call, per customer's request. No follow up requested.	11/12/12	Operator acknowledged that she mistyped the area code in error. The operator thought the outbound line was answered by a recording instead of an answering machine which prompted her to start typing the message. Coached operator on keeping the customer informed and to listen through a recording to see if she is able to leave a message since the customer provided the message up front.
6	12/11/12	The agent did not respond during the call. The outbound voice person hung up and the relay agent disconnected the call without answering the inbound caller's questions. Supervisor apologized for the inconvenience and offered a follow-up on this complaint. The customer does not want a follow-up, just wants to make the supervisor aware so that this doesn't happen again. Thanked the customer for the feedback.	12/13/12	Supervisor reviewed caller's complaint with the agent. While the agent does not recollect a call where she did not respond when an inbound caller had asked questions, the agent was coached to focus on calls, reviewed disconnect procedures, and coached to ask for assistance when needed.
7	12/31/12	"I asked Communication Assistant to dial my number 3 times and she never dialed out and hung up on me."	01/02/13	Agent was coached by a Supervisor on being responsive and focused when a call arrives into their station. Quality is a top priority and disconnecting customers is not allowed.
8	01/09/13	Customer asked operator to dial a number and the operator hung up on the customer. Customer called back and got same operator who did not dial the number a second time and was hung up on.	01/23/13	Agent coached on focusing and responsiveness on the call. Hanging up on customers will be grounds for termination.
9	02/27/13	"Communication Assistant did not dial my number and then hung up on me."	03/03/13	Communication Assistant informed supervisor that the "call from" number was incomplete and the customer disconnected when prompted for the information. Supervisor coached operator on importance of filling out a trouble ticket when technical issues may occur.
10	04/17/13	Caller reported that this is an organization that takes crisis calls from persons with mental illness. One of the clinicians received a call that the Communication Assistant kept asking her to slow down or repeat what she said. When the Communication Assistant read back the caller's responses, they were very choppy "word by word". This lengthened the call, making it take double the usual time required with a relay call (which they are very familiar with). The Communication Assistant did have a very positive attitude and apologized for having to ask her to repeat. Communication Assistant apologized and told the caller the report would be sent to the call center supervisor. Follow up requested to email address.	04/17/13	Met with the Communication Assistant. They recalled the typing speed and style of this customer made it very challenging to read "naturally" and "realistically". Coached the Communication Assistant on the importance of natural voicing even on a technically difficult call.

Complaint Tracking for Oregon (06/01/2013-05/31/2014). Total Customer Contacts: 8

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/16/13	"I provided the number to dial and the Communication Assistant dialed the wrong number. When I typed in the correct number again, the Communication Assistant told me I interrupted her." The customer requests a follow up phone call regarding this issue.	06/20/13	The Communication Assistant was coached by a Supervisor on the importance of entering the correct number into the dial window before outdial. The Communication Assistant was also coached on caller control and letting the inbound interrupt whenever they need to. A follow up phone call was placed to the customer, as requested.
2	10/03/13	After receiving no response from the party the customer was speaking to, he asked the Communication Assistant directly, "Did you type what I said?" The Communication Assistant responded "I am not a part of this call, I am typing everything you say." The Communication Assistant replied with the same statement six or seven times. The customer asked for the Communication Assistant's ID and a Supervisor. The Communication Assistant said there is no Supervisor available and disconnected the call. Assured the customer that his concerns will be forwarded to the center where this Communication Assistant works for investigation. The customer requested a follow up.	10/03/13	The Communication Assistant was coached on proper addressing phrasing and proper procedure. The customer was contacted via phone at 1132 am today.
3	10/10/13	"The Communication Assistant did not follow my instructions to leave a message on the first dial." The customer would like a follow up email.	10/10/13	The Communication Assistant was coached by a Supervisor to follow customer instructions and procedures. A follow up email was sent to the customer.
4	12/02/13	A Voice person was called as a wrong number that was given by the TTY user several times during the day and night. Caller understands that relay is required to dial the number but feels this Communication Assistant did not have to be rude and nasty about it while the other Communication Assistants are friendly and apologetic.	12/02/13	The Communication Assistant apologized and the customer kept saying to quit calling. Communication Assistant offered Supervisor assistance for the customer. The customer was also rude with the Supervisor.
5	12/23/13	The Communication Assistant was talking to outbound while inbound was on the line. Complaint taken at 10:29 AM on 12/22/13. No follow up requested.	12/23/13	The Communication Assistant indicates that outbound kept talking to the Communication Assistant during the call and everything was typed to the caller. The Communication Assistant was coached by a Supervisor to keep redirecting throughout the call and to ask for assistance if needed.
6	04/11/14	A nurse called in to share a poor relay experience. The customer explained that she uses relay services frequently but was taken back by the service experience during this call. The Communication Assistant talked over her and she could hear the Communication Assistant pecking at the keyboard. Apologized to the customer for the service encountered and thanked the customer for letting us know so that we can follow up.	04/22/14	Unable to provide coaching or feedback due to no Communication Assistant with the ID number provided.
7	04/21/14	The caller stated Communication Assistant did not follow his or her note to first answer voice on outbound and request for TTY. After apologizing for this, Communication Assistant changed the note at request of the caller to make it more prominent. Apologized and informed the customer the report would be sent to the call center Supervisor for coaching. Follow up is requested.	04/21/14	Communication Assistant was coached by a Supervisor on following customer's notes and instructions. A follow up email was sent to the customer.
8	04/24/14	Customer reports the Communication Assistant did not announce his call correctly. Apologized to the customer and informed customer that the Supervisor will be notified. Follow up requested.	05/02/14	Met with the Communication Assistant; she does not remember the call. The Communication Assistant wondered what she did incorrectly and why, which is unclear. The Communication Assistant was coached on the importance of following customer notes and instructions, and if a note or instruction is unclear, that she needs to ask for clarification. Follow up email was sent 5/2/14.

Complaint Tracking for Oregon (06/01/2014-05/31/2015). Total Customer Contacts: 6

Tally	Date of Complaints	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/21/14	Customer complained that the Relay Operator did not follow a customer note. Customer Service apologized for the inconvenience. Follow up requested.	06/21/14	Relay Operator was coached by a supervisor to follow customer notes and instructions. A follow-up email was sent to the customer.
2	07/14/14	Customer felt the call was not handled properly because the Relay Operator did not follow voice instructions. Customer Service apologized for the inconvenience and informed caller the report would be sent to the call center supervisor. Follow up requested.	07/14/14	Supervisor coached the Relay Operator on following customer instructions. A follow-up email was sent to the customer.
3	11/03/14	Customer complained that when calling into Oregon Relay, the Relay Operator answered with "Hello GA". Customer commented that this is not the correct way for the Relay Operator to answer the phone. Customer Service observation: The Relay macro did not show on customer screen. Follow up requested.	11/08/14	Supervisor determined that the Relay Operator demonstrated knowledge of the correct procedures to process this type of call, including resending the greeting macro when the Relay Operator is aware that a customer did not receive the system-transmitted message. Follow-up email was sent to the customer.
4	01/29/15	Customer complained that after providing the number four times, the Relay Operator would not dial the number and would continue asking for the number to dial. Assistant supervisor apologized for the issue. No follow up requested.	01/29/15	Supervisor discussed the incident with the identified Relay Operator. The Relay Operator recalls several instances where garbled messages were received or no response received from an inbound. These are not unusual occurrences due to misdials to relay numbers or 711. Supervisor coached the Relay Operator on handling calls with garbling, including disabling a TTY protocol, and alternate phrasing rather than repeating a macro.
5	03/23/15	Customer complained that the Relay Operator disconnected the outbound line. The customer explained that, on the redial, the voice person that was speaking did not hang up. The Supervisor apologized for the trouble and assured the customer that the information would be passed on to the Relay Operator's immediate supervisor. Follow up requested via phone or email.	03/23/15	Supervisor spoke with the Relay Operator and the Relay Operator stated that the first person disconnected the call, so the Relay Operator sent the appropriate macro. The Relay Operator was coached to provide more information about what happened to keep the customer informed. Follow up email was sent on 3/23/2015.
6	04/27/15	Customer reported that the Relay Operator interrupted by typing, "Try again". Customer was unable to determine if the "try again" message was related to dialing or redialing a busy number. Customer Service representative assured the customer that a supervisor will review the report with the Relay Operator.	04/28/15	Supervisor reviewed the customer's report with the Relay Operator. Supervisor confirmed that the Relay Operator knows not to interrupt while a TTY user is typing.

Complaint Tracking for Oregon (06/01/2015-05/31/2016). Total Customer Contacts: 6

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/15/15	Customer complained that the Relay Operator dialed the wrong number and that the Relay Operator did not respond after being provided the correct number.	07/15/15	Supervisor coached Relay Operator on being focused and responsive to customer.
2	10/06/15	Customer complained that Relay Operator dialed the wrong number and disconnected the customer.	10/07/15	Relay Operator stated the call contained garbling and repeated attempts to confirm the phone number were not successful. Relay Operator dialed what he believed was the correct number, but it was not. After repeated attempts to obtain the correct phone number, the Relay Operator received a system message that the inbound line disconnected. Supervisor coached Relay Operator to notify Supervisor when there are ongoing issues.
3	10/16/15	Customer complained about the delay in captions while using the CapTel 840 unit in one-line mode.	10/30/15	An investigation revealed that there was a call that had delayed captions significantly greater than the average three- to five-second delay. Supervisor reviewed techniques with Relay Operator to minimize delays in captions.
4	10/30/15	Customer complained that the Relay Operator did not disable turbo code and provided customer with inaccurate information about the customer's profile.	10/30/15	Supervisor assured customer that the notes and carrier of choice in their profile was accurate. Supervisor coached Relay Operator on adhering to the notes in the customer's profile.
5	11/17/15	Customer's mother, who uses Voice Carry-Over, has a screening system with a recording notifying solicitors to disconnect. The customer complained that the Relay Operator told him she could not connect to a recording and that she would not "shut up" so he could provide her with instructions.	11/18/15	Supervisor coached Relay Operator to ask the customer how they'd like to handle the call in the future and to wait for instructions.
6	01/16/16	Customer complained about the inaccuracy of captions.	01/18/16	Supervisor coached Relay Operator and scheduled additional call monitoring to ensure consistent and quality performance.

Complaint Tracking for Oregon (06/01/2016-05/31/2017). Total Customer Contacts: 5

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/05/16	Customer reports the Communications Assistant dialed out before they were finished typing the answering machine message. Customer Service apologized for the Communications Assistant's error. Supervisor will be notified. Follow up requested.	07/05/16	The Communications Assistant was coached to wait for the "go ahead" before dialing out. They were also reminded of the importance of following all customer instructions. A follow-up letter was mailed on 7/11/2016.
2	10/06/16	Customer reported seeing, "Please stay on the line; your captions will be available shortly" message while waiting for a longer-than-normal time to get connected to the captioning service via the CapTel 800.	10/06/16	Customer Service Representative apologized to the customer for the additional wait time to connect with a Communications Assistant and advised the customer to continue to hold for the next available Communications Assistant. Customer Service Representative noted this added answer time was a result of higher call volume in our Call Centers as a result of Hurricane Matthew.
3	11/11/16	Customer said he was talking to a relative and made a comment about "my man Trump can't wait to hear him speak." The call was disconnected. Customer suspects the disconnect was politically related. Customer did not initially have the ID number. The responding in-charge apologized and informed the customer that the concern will be investigated. Customer requests follow-up.	11/14/16	The Supervisor met with the Communications Assistant and coached them on maintaining transparency. Followed up via phone call on 11/17/16 at approx. 4:48 PM.
4	05/03/17	Voice Carry-Over user having issues with making and receiving inbound and outbound calls through Oregon Relay. Follow up is required with caller for resolution.	05/03/17	Customer Service apologized for the issue and opened Ticket SD4237741. Resolution by technician on 5/5/2017: Customer is branded Voice Carry-Over now instead of casual branded as before calling the 711 OR toll free which would answer Voice then roll over to TTY. Customer will now be answered in Voice Carry-Over mode. Called customer and after a few attempts to straighten out technical issues, technician and customer were able to converse without glitches via Voice to customer's Voice Carry-Over. Advised customer can call the dedicated Oregon Voice Carry-Over number at 1-800-735-3260.
5	05/05/17	Caller has problems making and receiving calls: "Lubbock, Texas, I never have a problem with the outgoing calls. Other states I have a problem and can't make a call. Have to try 3 to 5 times to get a station in a state that the relay works. I am always using Oregon Relay but it gets transferred to different states. I did want to let you know that it works in some states and not others." Follow up is required with customer.	05/05/17	Customer Service apologized for the issue and opened a second ticket. First ticket SD4237741: closed 5/5/17. Second ticket: SD4242803 opened 5/5/17. From technicians on 5/8/2017: Requested additional information from customer via email before analyzing the issue. Technicians followed up on 5/18/2017 and 6/2/2017. Closed on 6/7/2017 due to lack of response from customer and as of 6/13/2017, have not heard back from customer.

Appendix G: Outreach Activities

Oregon Outreach Report

2012-2013



Outreach Activities

Date	Event	City	Relay (R), CapTel (C), Both (B) or TDAP (T)	Hard of Hearing (HOH), Deaf (D), Multiple (M)	# of Participants	Presentation (P), Demo (D), Exhibit (E), Workshop (W)	Freebies
July 2012							
07/19/12	Retirement Connection - PDX Armory	Portland	B,T	M	400	D,E	Yes
07/25/12	Mt. Hood Lions	Welches	B,T	M	18	P,D,E	Yes
07/24/12	Lifeline workers meeting	Newport	B,T	M	8	P,D,E	Yes
07/26/12	Regency Park Retirement Center	Portland	B,T	M	5	D,E	Yes
August 2012							
08/09/12	Forest Grove Lions	Forest Grove	B,T	M	15	P,D,E	Yes
08/14-15/12	OVRS Inservice Conference	Salem	B,T	M	225	D,E	Yes
September 2012							
09/05/12	Friendsview Assisted Living	Newberg	B,T	M	8	P,D,E	Yes
09/08/12	A Gift of Time Conference	Salem	B,T	M	50	D,E	Yes
09/16/12	Windfield Village Senior Living	Wilsonville	B,T	M	12	D,E	Yes
09/20/12	Oak Park Assisted Living	Roseburg	B,T	M	30	P,D,E	Yes
09/21/12	A Roll In The Park	Portland	B,T	M	40	D,E	Yes
09/22/12	Wynwood Health Fair	Forest Grove	B,T	M	45	D,E	Yes
09/23/12	Hear to Here Eugene Hearing and Speech 5K run	Eugene	B,T	M	50	D,E	Yes
09/25/12	Reach For The Gold	Newberg	B,T	M	37	P,D,E	Yes
09/26/12	Willamalane Adult Center and Blind Commission	Eugene	B,T	M	11	P,D,E	Yes
October 2012							
10/02/12	AARP/Lincoln County Senior Fair	Lincoln City	B,T	M	480	D,E	Yes
10/05/12	Lincoln County/Chinook Winds Senior Fair - AARP	Lincoln City	B,T	M	985	D,E	Yes
10/10/12	Senior Connections (N)	Lincoln City	B,T	M	15	P	No
10/18/12	Lane Co. Emergency Service Call Takers Academy	Eugene	B,T	HOH, D	8	P	No
10/25/12	Hidden Lake Retirement Community	Salem	B,T	M	24	D,E	Yes
10/25-27/12	MegaConference	Salem	B,T	M	250	D,E	Yes
10/30/12	Newport Wellness Fair	Newport	B,T	M	45	D,E	Yes
November 2012							
11/02/12	Northwood Christian Church	Springfield	B,T	M	140	P,D,E	Yes
11/05/12	Wynwood Health Fair	Forest Grove	B,T	M	40	D,E	Yes
11/08/12	Hearing Loss Assoc. - Lane County	Eugene	B,T	HOH	35	P,D	Yes

Date	Event	City	Relay (R), CapTel (C), Both (B) or TDAP (T)	Hard of Hearing (HOH), Deaf (D), Multiple (M)	# of Participants	Presentation (P), Demo (D), Exhibit (E), Workshop (W)	Freebies
11/14/12	Family Caregivers Celebration	Albany	B,T	M	100	D,E	Yes
11/16/12	WA County Caregivers Conference	Tuality	B,T	M	85	D,E	Yes
11/24-25/12	Bigger Better Bazaar	Lincoln City	B,T	M	65	D,E	Yes
December 2012							
12/01-02/12	Bigger Better Bazaar	Tillamook	B,T	M	45	D,E	Yes
12/06/12	Woodspring 55 Plus Apartments	Tigard	B,T	M	6	P	Yes
12/10/12	Loaves and Fishes Gresham Senior Center	Gresham	B,T	M	120	P	Yes
January 2013							
01/15/13	Gresham Senior Center	Gresham	B,T	M	47	D,E	Yes
February 2013							
02/14/13	Lincoln City Kawanis	Lincoln City	B,T	M	50	P, D	Yes
March 2013							
03/02/13	Vancouver Powwow	Vancouver/ Portland	B,T	M	230	D,E	Yes
03/07/13	Hidden Lakes Health Fair	Salem	B,T	M	57	D,E	Yes
03/09/13	The Willakenzie Grange	Eugene	B,T	M	30	P,D	Yes
03/12/13	Avamere Bethany Resident Council	Portland	B,T	M	15	P, D	Yes
03/19/13	Churchill Estates	Eugene	B,T	M	25	P,D	Yes
03/19/13	Access Senior Fair	Medford	B,T	M	3,000	D, E	Yes
3/27-28/2013	Native Caring Conference	Lincoln City	B,T	M	215	D,E,P	Yes
April 2013							
04/02/13	The Springs Sunnyview Resident Council	Salem	B,T	M	17	P,D	Yes
04/03-04/13	OSU Gerontology Conference	Corvallis	B,T	M	185	D,E	Yes
04/09/13	Salvation Army Church	Springfield	B,T	M	20	P,D	Yes
04/15/13	Cornell Estates	Hillsboro	B,T	M	10	D,E	Yes
04/20/13	Chestnut Lane DWOW Health Fair	Gresham	B,T	D/HOH	50	D,E,P	Yes
04/24/13	Celebrate Cottage Grove	Cottage Grove	B,T	M	150	D,E	Yes
May 2013							
05/03/13	Suzanne Elise Vitals Clinic (Health Fair)	Seaside	B,T	M	18	P	Yes
05/07/13	Bonaventure of Salem	Salem	B,T	M	16	E,D	Yes
05/15/13	Cascade Manor	Eugene	B,T	M	12	P,D	Yes
05/17/13	Avamere	St. Helens	B,T	M	8	P,D	Yes
05/18/13	Live Well-Age Well Conference	Albany	B,T	M	200	D,E	Yes
05/20/13	Lebanon Senior Center	Lebanon	B,T	M	36	P,D,E	Yes
05/20/13	Goshen Grange	Goshen	B,T	M	15	P,D	Yes



Date	Event	City	Relay (R), CapTel (C), Both (B) or TDAP (T)	Hard of Hearing (HOH), Deaf (D), Multiple (M)	# of Participants	Presentation (P), Demo (D), Exhibit (E), Workshop (W)	Freebies
05/22/13	Middlefield Oaks Assisted Living	Cottage Grove	B,T	M	15	P,D	Yes
05/23/13	Springfield Kiwanis Club	Springfield	B,T	M	48	P,D	Yes
05/24/13	Garden Way	Eugene	B,T	M	38	P,D	Yes
05/24/13	Willamalane Senior Center	Springfield	B,T	M	11	P,D	Yes
05/29/13	Laurel Park Assisted Living	Portland	B,T	M	53	E,D	Yes
05/29/13	The Springs at Tanesbourne	Hillsboro	B,T	M	54	E,D	Yes
05/30/13	Magnolia Gardens	Cottage Grove	N,	M	12	P,D	Yes
05/31/13	Dummy Hoy Movie Event	Portland	B,T	D/HOH	38	E,D	Yes
June 2013							
06/03/13	Suzanne Elise Assisted Living	Seaside	B,T	M	27	E,D	Yes
06/06/13	Necanicum Village	Seaside	B,T	M	12	E,D	Yes
06/06/13	Huntington Terrace	Gresham	B,T	M	10	P	Yes
06/07/13	OR Assoc. of the Deaf Conference	Wilsonville	B,T	D/HOH	35	D.E	Yes
06/07/13	Courtyard Fountains	Gresham	B,T	M	17	E,D	Yes
06/10/13	Ocean Crest	Coos Bay	B,T	M	30	E,D	Yes
06/10/13	Staff Training at Ocean Crest	Coos Bay	B,T	M	30	P, D	No
06/11/13	Campbells Senior Center	Eugene	B,T	M	5	P,D	Yes
06/11/13	Inland Pointe	Coos Bay	B,T	M	18	E,D	Yes
06/13/13	Sun Terrace	Hermiston	B,T	M	16	E,D	Yes
06/14/13	Grande Ronde	La Grande	B,T	m	17	E,D	Yes
06/17/13	State Association of the Grange	Canby	B,T	M	100	P,D	Yes
06/20/13	John Day Senior Center	John Day	B,T	M	45	E,D	Yes
06/26/13	Bonaventure of Salem	Salem	B,T	M	8	P,D	Yes
06/26/13	Orchard Heights	Salem	B,T	M	12	E,D	Yes
06/27/13	Whispering Pines	Estacada	B,T	M	20	P,D	Yes
06/27-29/2013	National HLAA	Portland	B,T	M	250	E, D	Yes
TOTAL					8,072		

Oregon Outreach Report
2013-2014

Date	Event	City	Relay (R), CapTel (C), Both (B) or TEDP (T)	Hard of Hearing (HOH), Deaf (D), Multiple (M)	# of Participants	Present (P), Demo (D), Exhibit (E), Workshop(W)	Freebies
JULY 2013							
5	Baker City Senior Center	Baker City	B, T	M	48	E	Yes
9	Senior and Disabled Services	Medford	B, T	M	20	Present (P), Demo (D)	Yes
16	WestsideReferralNetwork At Avamere Bethany	Portland	B, T	M	43	P	No
16	Windfield Village	Wilsonville	B, T	M	54	E	Yes
19	Seaside Senior Center	Seaside	B, T	M	20	E, D	Yes
20	Avamere at Sandy	Sandy	B, T	M	24	E, D ,P	Yes
25	Upside of Downsizing	Roseburg	B, T	M	100	E	Yes
30	ADA Resource Fair for People with Disabilities	Klamath Falls	B, T	M	60	E	Yes
31	Medford Senior Center	Medford	B, T	M	100	E, D	Yes
AUGUST 2013							
5	Beaverton Lodge	Beaverton	B, T	M	42	E	Yes
7	Flagstone Staff Meeting	The Dalles	B, T	M	42	W and P	Yes
9	High Desert Assisted Living	Bend	B, T	M	43	E	Yes
8	The Oaks at Lebanon	Lebanon	B, T	M	24	E	Yes
15	Stoneybrook Lodge	Corvallis	B, T	M	20	P, E	Yes
15	Upside of Downsizing	Corvallis	B, T	M	150	E	Yes
14-15	Voc. Rehab. Conference	Salem	B	M	500	E	Yes
16	Cascadia Village	Sandy	B, T	M	16	P	Yes
16-18	Western Oregon Exposition	Cottage Grove	B, T	M	1,500	E, D	Yes
18	Jorge Martinez Easter Seals	Portland	B, T	M	30	P, D, E	Yes
22	Upside of Downsizing	Eugene	B, T	M	65	E, D	Yes
26	Mennonite Village Older Americans Day	Albany	B, T	M	500	E	Yes
29-31	World Deaf Timberfest	Stayton	B, T	Deaf/HOH	800	E, D	Yes
SEPTEMBER 2013							
1	World Deaf Timberfest	Stayton	B, T	Deaf/HOH	215	E, D	Yes
2	State Grange - Oregon State Fair	Salem	B, T	M	175	E	Yes
4	Suzanne Elise Home	Seaside	B, T	M	30	E	Yes
5	Courtyard Mt. Tabor	Portland	B, T	M	19	P	Yes
6	Northwest Place	Portland	B, T	M	10	P	Yes

6	Annual Elder's Dinner	Pendleton	B, T	M	380	E	Yes
7	A Gift of Time	Salem	B, T	M	86	E	Yes
9-11	NW Symposium on Rehabilitation & Deafness	Portland	B, T	Deaf/HOH	180	E, D	Yes
12	Upside of Downsizing	Salem	B, T	M	56	E ,D	Yes
14	Wynwood Wellness Fair	Forest Grove	B, T	M	48	E	Yes
17	Parkhurst House	Hood River	B, T	M	12	E	Yes
18	Whispering Winds	Bend	B, T	M	13	P	Yes
18	Brookside Place	Redmond	B, T	M	10	P	Yes
19	Stone Lodge Retirement Community	Bend	B, T	M	13	P, E	Yes
20	The Estate Golf & Country Club Fair	Woodburn	B, T	M	325	E	Yes
21	KNND Gathering of the Gardeners	Cottage Grove	B, T	M	35	E, D, P	Yes
21	Here to Hear Walk	Eugene	B, T	M	125	E	Yes
21	Salem Hospital HLAO Conference	Salem	B, T	M	67	E	Yes
24	Edgewood Point	Beaverton	B, T	M	12	P, E	Yes
25	Sea View	Brookings	B, T	M	22	P, E	Yes
26	Upside of Downsizing	Bend	B, T	M	128	E	Yes
30	Easter Seals Latino Services	Portland	B, T	HOH	21	P, D, E	Yes
30	Hillside Retirement	McMinnville	B, T	M	32	P, W	Yes

OCTOBER 2013

1	Senior Fair at Chinook Winds	Lincoln City	B, T	M	920	E	Yes
1	50+ Senior Resource Fair	Roseburg	B, T	M	215	E	Yes
4	Cottage Grove Professional Network	Cottage Grove	B, T	M	6	P, D	Yes
7	Calaroga Terrace	Portland	B, T	M	16	P, E	Yes
8	Options For Success-Inn at Commons	Medford	B, T	M	300	E	Yes
9	Options For Success-Josephine County Fairgrounds	Grants Pass	B, T	M	200	E	Yes
9	NW Senior and Disability Services	Warrenton	B, T	M	10	P, D, E	Yes
12-13	Burns Paiute Pow Wow	Burns	B, T	M	155	E	Yes
12-13	OSHA Speech/Hearing Conference	Salem	B, T	M	500	E	Yes
16-17	NW Conference Rehabilitation in Workplace	Eugene	B, T	M	290	E, D	Yes
16-17	Mega Conference	Salem	B, T	M	460	E	Yes
18	Hillside Health Fair	McMinnville	B, T	M	150	E	Yes

18	OU Alumni Homecoming	Eugene	B, T	M	1,100	E	Yes
19	Deaf Nation Expo	Portland	B, T	Deaf/HOH	2,500	E	Yes
21	Astor House	Newberg	B, T	M	42	E	Yes
22	Redmond Senior Center	Redmond	B, T	M	38	E	Yes
23	Sheldon Oaks Assisted Living	Eugene	B, T	M	8	P, D	No
25	Cornell Estates Staff Meeting	Hillsboro	B, T	M	15	P, D, E	Yes
26	Willakenzie Grange	Eugene	B, T	M	12	P, D	Yes
28	Necanicum Village Health fair	Seaside	B, T	M	45	E	Yes
30	Annamaria Creekside Assisted Living	Medford	B, T	M	12	P, D	Yes
NOVEMBER 2013							
2	Caring With Confidence Conference	Eugene	B, T	M	100	E	Yes
5-7	CANAR Conference (Native American)	Portland	B, T	M	400	E	Yes
7-8	NW Conference on Professional Development in Disability Services	Eugene	B, T	M	290	E	Yes
12	East Cascade Retirement	Madras	B, T	M	23	P	Yes
19	Fox Hollow Residential Care	Eugene	B, T	M	12	P, D	Yes
19	Senior Provider Network	Bend	B, T	M	113	E	Yes
20	United Community Action Network	Roseburg	B, T	M	12	P, D	Yes
20	Oak Park Assisted Living	Roseburg	B, T	M	12	P, D	Yes
22	Indian Health Clinic	Warm Springs	B, T	M	78	E	Yes
25	Country Meadows Senior Community	Woodburn	B, T	M	18	P, D, E	Yes
29-30	Holiday Market	Eugene	B, T	M	1,500	E	Yes
DECEMBER 2013							
1	Holiday Market	Eugene	B, T	M	1,000	E	Yes
4	Burns Senior Center	Burns	B, T	M	93	P, E, D	Yes
4	Burns Senior and Disability Services	Burns	B, T	M	4	P, W	Yes
5	Touchmark Retirement Community	Bend	B, T	M	22	P, D, E	Yes
12	Bend Villa Retirement Community	Bend	B, T	M	28	P, E, D	Yes
18	Washington Abbey Retirement Home	Eugene	B, T	M	6	P	Yes
19	Home Instead Staff Training	Tigard	B, T	M	16	P, D, E	Yes
22	Piccadilly Market	Eugene	B, T	M	2,000	E	Yes

JANUARY 2014							
9	Elder's Luncheon	Pendleton	B, T	M	25	P, D, E	Yes
15	Aspen Ridge Retirement	Bend	B, T	M	16	P, E	Yes
20	Oceanview Retirement	Newport	B, T	M	16	P, D	Yes
24-26	Good Earth and Living Show	Eugene	B, T	M	30,000	E, D	Yes
FEBRUARY 2014							
3	Chehalem Springs	Newberg	B, T	M	10	P, D	Yes
3	Alpine Springs Emertus	Eugene	B, T	M	10	P	Yes
12	Clackamas Community College Health fair	Portland	B, T	M	50	E	Yes
12	Florence Senior Networking Group	Florence	B, T	M	21	P, D, E	Yes
14	Terpening Terrace Senior Living	Eugene	B, T	M	10	P, D	Yes
26	Salem Senior Network	Salem	B, T	M	52	P, E	No
MARCH 2014							
1	Covington Pow Wow	Vancouver, WA	B, T	M	155	E	Yes
3	Astor House Retirement	Newberg	B, T	M	17	E	Yes
12	McMinnville Senior Center	McMinnville	B, T	M	4	D	Yes
14	Woodside Retirement	Springfield	B, T	M	12	P, D	Yes
14-15	Brain Injury Association Conference	Portland	B, T	M	235	E	Yes
18	Senior Access Fair	Medford	B, T	M	3,000	E	Yes
19	Anna Maria Creekside Retirement Center	Medford	B, T	M	6	P, D	No
22	Neawanna by the Sea Retirement/Assisted Living	Seaside	B, T	M	26	P, D, E	Yes
APRIL 2014							
2-3	OSU Gerontology Conference	Corvallis	B, T	M	250	D, E	Yes
9	Sr. & Disabilities Services	The Dalles	B, T	M	15	P, D, E	Yes
15-17	Native Caring Conference	Canyonville	B, T	M	150	P, D, E	Yes
23	Alpine Springs Retirement	Eugene	B, T	M	6	P, D	Yes
23	Junction City Retirement	Junction City	B, T	M	12	P, D	Yes
28	United Cerebral Palsy Friends Breakfast	Portland	B, T	M	50	None	No
MAY 2014							
5	Cottage Grove Caregiver Association	Cottage Grove	B.T	M	15	P, D	Yes
17	Live Well Age Well	Eugene	B, T	M	2,000	D	Yes
TOTAL					55,099		

Oregon Outreach Report

2014-2015

Date	Event	City	Relay (R), CapTel (C), Both (B) or TEDP (T)	Hard of Hearing (HOH), Deaf (D), Multiple (M)	# of Participants	Present (P), Demo (D), Exhibit (E), Workshop (W)	Freebies
JULY 2014							
11	Lincoln County Fair, Senior Health and Resource Day	Newport	B, T	M	58	E, D	Yes
17-20	Bohemia Mining Days	Cottage Grove	B, T	M	3,000	E, D	Yes
25	Older Americans Day - Mennonite Village	Albany	B, T	M	250	E, D	Yes
AUGUST 2014							
2	Senior Providers Info. Network	Eugene	B, T	M	1,000	E, D	Yes
15-17	Western Oregon Exposition	Cottage Grove	B, T	M	2,000	E, D	Yes
20	UCAN Caregivers Network	Roseburg	B, T	M	28	P	Yes
22-23	Festival of Eugene	Eugene	B, T	M	6,000	E, D	Yes
SEPTEMBER 2014							
3	Vision Keepers Fair	Cottage Grove	B, T	M	1,000	E, D	Yes
13	OAD DeaFest Oaks Park	Portland	B, T	M	310	E, D	Yes
14	Piccadilly at Lane Co Events Center	Eugene	B, T	M	915	E, D	Yes
24	Willamette Valley Blind Group	Springfield	B, T	M	12	P, D	Yes
28	Piccadilly at Lane Events Center	Eugene	B, T	M	1,000	E, D	Yes
OCTOBER 2014							
3	Medford Senior Center	Medford	B, T	M	153	E, D	Yes
8	Biannual Community Resource Fair	Oregon City	B, T	M	50	E, D	Yes
9-11	Oregon Speech-Language & Hearing Association	Eugene	B, T	M	450	E, D	Yes
9	Garden Way Retirement Center	Eugene	B, T	M	6	P, D	Yes
18	Hillside Retirement Community Resource Fair	McMinnville	B, T	M	100	E, D	Yes
21	Callahan Retirement Center	Roseburg	B, T	M	7	P, D	Yes
22-23	NW Conf. on Professional Development in Disabilities	Eugene	B, T	M	350	E, D	Yes
24-25	United Cerebral Palsy Conference	Portland	B, T	M	45	E, D	Yes
25	Living Well Expo	Albany	B, T	M	2,500	E, D	Yes
NOVEMBER 2014							
14	Medford Senior Center	Medford	B, T	M	105	E, D	Yes
25	Junction City Retirement Home	Junction City	B, T	M	6	P, D	Yes
28-30	Holiday Market	Eugene	B, T	M	3,000	E, D	Yes

Date	Event	City	Relay (R), CapTel (C), Both (B) or TEDP (T)	Hard of Hearing (HOH), Deaf (D), Multiple (M)	# of Participants	Present (P), Demo (D), Exhibit (E), Workshop (W)	Freebies
DECEMBER 2014							
9	Santiam Senior Center	Jordon	B, T	M	9	P, D	Yes
JANUARY 2015							
23-25	Good Earth Show	Eugene	B, T	M	5,000	E, D	Yes
24	Upside of Downsizing	Wilsonville	B, T	M	57	E, D	Yes
FEBRUARY 2015							
11	Health Fair Clackamas College	Clackamas	B, T	M	75	E, D	Yes
13	Rosie the Riveters	Springfield	B, T	M	50	E, D	Yes
20	Waterford Grand	Eugene	B, T	M	5	P, D	Yes
MARCH 2015							
10	Latino Chamber of Commerce	Eugene	B, T	M	43	P, D	Yes
17	Senior Access Fair	Medford	B, T	M	3,000	E, D	Yes
20	Latino Easter Seals	Salem	B, T	M	17	P, D	Yes
APRIL 2015							
7	Latino El Centro Latino Americano	Eugene	B, T	M	7	E, D	Yes
9	Hearing Loss Association of Lane County	Eugene	B, T	HOH/D	25	P	No
11-12	Cottage Grove Home Show	Cottage Grove	B, T	M	250	E, D	Yes
14	TOT and Options for Success	Medford	B, T	M	155	E, D	Yes
15	TOT and Options for Success	Grants Pass	B, T	M	210	E, D	Yes
17	Mini TOT with Independent Living Resources	Portland	B, T	M	70	E, D	Yes
23	Cascades West Area Agency on Aging	Corvallis	B, T	M	39	P, D	No
25	Upside of Downsizing	Vancouver	B, T	M	105	E, D	Yes
27	OAD Legislative Day	Salem	B, T	M	15	E, D	Yes
MAY 2015							
06	Clackamas Health Fair	Oregon City	B, T	M	53	E, D	Yes
09	A Gift of Time	Salem	B, T	M	65	E, D	Yes
19	Mini-TOT and Resource Fair	Roseburg	B, T	M	40	E, P, D	Yes
JUNE 2015							
3	Healing Matrix	Cottage Grove	B, T	M	9	P, D	Yes
29	Oregon Grange Conference	Pendleton	B, T	M	57	E, D	Yes
				TOTAL	31,701		

Oregon Outreach Report

2015-2016

Date	Event	City	Relay (R), CapTel (C), Both (B) or TEDP (T)	Hard of Hearing (HOH), Deaf (D), Multiple (M)	# of Participants	Present (P), Demo (D), Exhibit (E), Workshop (W)
JULY 2015						
16-19	Bohemia Mining Days	Cottage Grove	B, T	M	3,000	E, D
18-19	West Linn Old Fashioned Fair	West Linn	B, T	M	1,000	E, D
24	Older Americans Day - Mennonite Village	Albany	B, T	M	1,000	E, D
25	Mini TOT and ADA Celebration	Eugene	B, T	M	150	E, D
25	ADA Celebration	Ontario	B, T	M	300	E, D
31	Gladstone Community Festival	Gladstone	B, T	M	200	E, D
AUGUST 2015						
1-2	Gladstone Community Festival	Gladstone	B, T	M	200	E, D
8	Cottage Grove Chili Cook-off and Vendor Fair	Cottage Grove	B, T	M	110	E, D
14-16	Western Oregon Exposition	Cottage Grove	B, T	M	2,000	E, D
14	Lincoln County Fair-Senior Day	Newport	B, T	M	175	E, D
SEPTEMBER 2015						
3-5	World Deaf Timberfest	Stayton	B, T	D, HOH	225	E, D
15	Friendsview Manor	Newberg	B, T	M	25	E, D, P
18	Waterford Grand	Eugene	B, T	M	9	E, D
19	Walk, Roll and Run - United Cerebral Palsy	Portland	B, T	M	300	E, D
20	DeafFest II	Portland	B, T	D, HOH	150	E, D
23	Peterson Barn	Eugene	B, T	M	7	P
OCTOBER 2015						
9-10	OSHA Conference - Speech, Language and Hearing	Portland	B, T	M	400	E, D
10	Living Well Expo	Albany	B, T	M	500	E, D
17	DeafNation Expo	Eugene	B, T	D, HOH	2,800	E, D
19	Cottage Grove Bible Group	Cottage Grove	B, T	M	32	E, D
21-22	NW Conference Oregon Rehab. Association	Eugene	B, T	M	400	E, D
23	Medford Senior Center	Medford	B, T	M	100	E, D
NOVEMBER 2015						
2	OCWCOG (Council of Governments)	Albany	B, T	M	200	E, D
4	Courtyard at Mt. Tabor	Portland	B, T	M	18	E, D, P

Date	Event	City	Relay (R), CapTel (C), Both (B) or TEDP (T)	Hard of Hearing (HOH), Deaf (D), Multiple (M)	# of Participants	Present (P), Demo (D), Exhibit (E), Workshop (W)
DECEMBER 2015						
2	Holiday Market Lane Co. Fairgrounds	Eugene	B, T	M	1,000	E, D, P
5	Holiday Market Lane Co. Fairgrounds	Eugene	B, T	M	1,000	E, D, P
16	Doctor	Eugene	B, T	M	1	D
17	Customer	Keiser	C	HOH	1	D
JANUARY 2016						
5	Willamette Oaks	Eugene	B, T	M	10	P, D
8	Oregon Ear, Nose & Throat	Eugene	C	HOH	1	D
8	Customer	Otis	C	HOH	1	D
10	Customer	South Salem	C	HOH	1	D
11	Rogue County Council of Governments Disability Advisory Council	Central Point	B, T	M	15	P, D
12	Medford Senior Center	Medford	B, T	M	9	E, D
14	Vocational Rehabilitation Office	Springfield	B, T	M	2	D
19	Customer	Eugene	C	HOH	1	D
FEBRUARY 2016						
12	Sheldon Oaks Home	Eugene	B, T	M	15	E, D, P
20	Health Fair at Clackamas Community College	Oregon City	B, T	M	500	E, D
23	Jehovah Witness Study Program and ASL Bible meetings	Eugene	B, T	M	50	E, D, P
MARCH 2016						
1	Customer	Eugene	C	HOH	1	E, D
2	Lone Oak Assisted Living	Clackamas	B, T	M	18	E, D
2	Cochlear America Group	Clackamas	B, T	M	30	P, D
11	Crescent Park Senior Living	Eugene	B, T	M	25	E, D
APRIL 2016						
6	Applewood Retirement Center	Salem	B, M	M	25	P, W
19	Customer	Troutdale	C	HOH	1	D
19	Customer	Salem	C	HOH	1	D
26	Customer	Newberg	C	HOH	1	D
29	Customer	Portland	C	HOH	1	D
MAY 2016						
2	Customer	Beaverton	C	HOH	1	D
5	Customer	Lake Oswego	C	HOH	1	D
11	Waterford Grand	Eugene	B	HOH	8	P

Date	Event	City	Relay (R), CapTel (C), Both (B) or TEDP (T)	Hard of Hearing (HOH), Deaf (D), Multiple (M)	# of Participants	Present (P), Demo (D), Exhibit (E), Workshop (W)
12	Willamalane Adult Center	Springfield	B	HOH	30	P
12	Easter Seals Latino	Salem	B, T	M	9	P
13	Sheldon Oaks Home	Salem	B	HOH	10	P
13	Customer	Happy Valley	C	HOH	2	D
JUNE 2016						
2	Customer	Eugene	C	HOH	1	D
3	Easter Seals Oregon	Portland	B, T	M	5	P
6	Caregivers Association of Cottage Grove	Cottage Grove	B, T	M	5	P
8	The Oaks at Lebanon	Lebanon	B	M	2	D, P
8	Brookdale Retirement	Lebanon	B	M	1	D, P
8	Oregon Cascade West	Lebanon	B	M	1	D, P
8	Easter Seals Latino	Springfield	B, T	M	10	P
14	Customer	Eugene	C	HOH	1	D
16	Customer	Portland	C	HOH	1	D
17	Customer	Philomath	C	HOH	1	D
17	Customer	Corvallis	C	HOH	1	D
18	Lane Independent Living Alliance	Eugene	C	HOH	1	D
19	Customer	Troutdale	C	HOH	1	D
20	Customer	Springfield	C	HOH	1	D
22	Customer	Veneta	B	M	1	D
22	Shorewood Retirement Center	Florence	B	M	7	P
22	Timber Ridge Retirement Center	Reedsport	B	M	1	D
				TOTAL	16,113	

Oregon Relay Advertisements

Oregon Relay . . .
Everyone deserves to communicate by telephone!
Just dial 7-1-1

Oregon Relay is a free service that allows individuals who are deaf, hard of hearing, deaf-blind, or who has a speech disability to place and receive calls through specially trained relay operators. There are several forms of Oregon Relay services, depending on the needs of the user and telephone equipment.

For more information:
www.oregonrelay.com
SprintTRSCustServ@sprint.com
800-676-3777 (TTY / Voice)
877-877-3291 (Fax)
877-787-1989 (Speech-disabled)
866-931-9027 (Voice Carry-Over)
800-676-4290 (español)



OREGON RELAY

PUC
Oregon Relay is a service provided by the Oregon Public Utility Commission.

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OREGON RELAY

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Oregon Relay is a service provided by the Oregon Public Utility Commission.

OREGON CAPTEL

HAVING A HARD TIME HEARING ON THE PHONE?

Captioned telephone service (CapTel™) from Oregon CapTel allows you to **LISTEN** and **READ** captions of everything your caller says during your phone conversation.

FEATURES

- Built-in answering machine with captions
- Built-in speakerphone
- Bluetooth® capability
- Large touch-screen display
- One-touch button to reach customer service

oregoncappel.com
877-805-5845



CapTel
Captioned telephone service (CapTel™) from Oregon CapTel allows you to **LISTEN** and **READ** captions of everything your caller says during your phone conversation.

CapTel
Captioned telephone service (CapTel™) from Oregon CapTel allows you to **LISTEN** and **READ** captions of everything your caller says during your phone conversation.

Oregon Relay Brochure

Need to make a phone call to
someone who has a hearing
loss or speech disability?

Get Connected
with Oregon Relay!



Bring people together with OREGON RELAY

HOW DOES VOICE TO TELETYPEWRITER (TTY) RELAY WORK?



WHAT IS OREGON RELAY?

Oregon Relay is a free 24-hour service that allows individuals who are deaf, hard of hearing, deaf-blind, or have a speech disability to place and receive calls through specially trained relay operators.

There are several types of Oregon Relay services depending on the needs of the individual and the type of telephone equipment they have.

RELAY NUMBERS

TTY or TeleBraille
711 or 800-735-2900

Voice
711 or 800-735-1232

Voice Carry-Over
711 or 800-735-3260

Hearing Carry-Over
711 or 800-735-2900

Speech-to-Speech
711 or 877-735-7525

Español de relevo
(Spanish Relay)

711 or 800-735-3896

Español y inglés
(Spanish to English)

711 or 800-359-2703

900 Toll Call
900-568-3323

HOW TO CONNECT?

- Dial **711** to connect with a relay operator.
- The operator will then dial the other party's number.
- The operator will relay the conversation between you and the other party by typing or voicing.



For people with speech disabilities who prefer to speak for themselves on the phone.

Speech-to-Speech

711 or 877-735-7525

Speech-to-Speech (STS) service offers individuals who have a speech disability or use an assistive voice device, STS allows them to speak for themselves on the phone. An STS operator listens to the conversation and repeats the STS user's message when needed.



ENHANCED STS

In order to speed up the set-up of the call, Oregon Relay offers **My Email Set Up**. STS users can email call instructions or information 24 to 24 hours prior to the call. This can include information such as the number to be dialed, the name of the person being called, the nature of the call, or anything that makes it easier for the STS user to complete the call.

For more information on STS:

oregonrelay.com/sts

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- 1 The STS user speaks to the other party.
- 2 The relay operator repeats the STS user's spoken words when needed.
- 3 The other party responds to the STS user.

For people who can hear but are unable to speak.

Hearing Carry-Over

711 or 800-735-2900

People who can hear but are unable to speak on the phone due to a speech disability can use **Hearing Carry-Over (HCO)**. HCO allows users with a speech disability to listen to the other party. The HCO user types their conversation for the relay operator to voice to the other party before they respond to the HCO user.



OTHER HCO FEATURES

Oregon Relay also has two HCO features:

HCO to TTY and **HCO to HCO**.

For more information on HCO:

oregonrelay.com/hco

- 1 The HCO user types his words to the relay operator.
- 2 The relay operator voices the typed message to the other party.
- 3 The other party responds to the HCO user.

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For people with a hearing loss who prefer to speak.

Voice Carry-Over

711 or 800-735-3260

Voice Carry-Over (VCO) enables users with hearing loss to use their voice to speak to a hearing person on the phone.



OTHER VCO FEATURES

Oregon Relay has three VCO features:

VCO to TTY, **VCO to HCO**, and **VCO to HCO**.

For more information on VCO:

oregonrelay.com/vco

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- 1 Mother speaks to her son.
- 2 The son responds to his mother and the relay operator types everything the son says, word for word, to the mother.
- 3 The mother reads on a TTY screen what her son said.

For people with hearing loss who prefer to speak, listen and read captions on the phone.

CapTel® Service

Captioned Telephone Service (CapTel) allows users with a hearing loss the ability to listen and read captions on the phone's display screen.



HOW TO GET A CAPTEL PHONE

Oregon residents may qualify to borrow a CapTel at no cost from the Oregon Telecommunication Devices Access Program (see page 11) or purchase a CapTel through:

webrecht.com/captel-oregon.html

- 1 The CapTel user speaks directly to the other party using a CapTel phone.
- 2 The other party responds to the CapTel user, with all of their words transcribed by a trained operator into text using voice-recognition technology.
- 3 The CapTel user listens with their residual hearing and reads the conversation on the CapTel display screen.

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Para personas que prefieren comunicarse en español

Relevo de Oregon

711 o 800-735-3896 / 800-359-2703

Español a español Español a inglés

El **Servicio de Relevo de Oregon** es un servicio de asistencia gratuita para todas las personas con discapacidad auditiva o de la voz, con dificultades para escuchar, sordera y aquellas personas con dificultades de la voz. Llamando con un teléfono regular o un teléfono TTY, un teléfono especial con teclado similar a una máquina de escribir, el relevo facilita la comunicación, las 24 horas del día y los 365 días del año.

Los usuarios del servicio de relevo no necesitan memorizar el número de servicio de relevo. Simplemente marca 711 para comunicarte con el servicio de relevo. La confidencialidad entre el usuario y el AC está garantizada por la Comisión Federal de Comunicaciones (FCC) por sus reglas (reglas) mediante la legislación correspondiente.

Usar el servicio de Relevo de Oregon es fácil. Una persona oyente o una persona sorda pueden marcar el 711 para comunicarse con un operador capacitado que se conoce como Asistente de Comunicación (AC). El AC actúa como intermediario en la conversación, leyendo los mensajes escritos en el TTY a la persona oyente mientras escribe los mensajes en el TTY para la persona con dificultades para escuchar.

Para más información:

oregonrelay.com/espanol

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- 1 La persona que llama marca 711 y se comunica con un operador de relevo. Luego, la persona que llama habla. "¿Hola? ¿Cómo estás?"
- 2 El operador de relevo escribe lo que dice la persona que llama.
- 3 El usuario de TTY lee en el dispositivo las palabras habladas.

TeleBraille Relay Service provides equal telephone access for Deaf-Blind users.

TeleBraille for Deaf-Blind

711 or 800-735-2900

TeleBraille Relay allows Deaf-Blind users who use TeleBraille TTYs or large visual displays and prefer slower typing speeds to read messages known as text paging.



TEXT PAGING:

- During calls, the relay operator will type at a normal speed, but the message will come across the TeleBraille TTY at a rate of 15 words per minute, allowing users to achieve a more readable rhythm.
- Users can request increased or decreased rates of text in increments of 5 words per minute.

For more information on TeleBraille Relay:

oregonrelay.com/deafblind

- 1 The other party's conversation to a Deaf-Blind user goes through a relay operator.
- 2 The relay operator types the other party's conversation to the Deaf-Blind user.
- 3 The Deaf-Blind user "reads" the conversation via the TeleBraille TTY or large visual display.

9

Other Relay Features

900 Pay Per Call 900-568-3323

Relay users can dial a separate toll-free 900 number to connect to Oregon Relay. A relay operator will then dial the 900 service number.

The relay user is responsible for direct billing.

Directory Assistance

Oregon Relay will relay Directory Assistance (DA) calls between users and a DA operator.

TTY Payphone 711 or 800-735-2900

Users can connect to Oregon Relay with payphones that have TTYs.

International Calls 605-224-1837

Oregon Relay allows users to place and receive calls to and from anywhere in the world in English or Spanish.

IMPORTANT INFORMATION ABOUT EMERGENCY CALLS

Dial 911 for Emergency Calls Only 711 is NOT an emergency number.

In case of an emergency, relay users should call the TTY-equipped 911 center or emergency services center in their communities.

NOTE: Oregon Relay can process emergency calls, but it may take longer for the call to be processed. TTY users who cannot obtain emergency service via 911 may call 711 and inform the relay operator there is an emergency.



10

Oregon Telecommunication Devices Access Program (TDAP)

The Oregon Telecommunication Devices Access Program (TDAP) loans specialized telephone equipment at no charge and with no income restrictions to eligible Oregon residents who have a loss in hearing, speech, vision, mobility or cognition. The Public Utility Commission of Oregon oversees the program.

TDAP offers:

- Amplified telephones
- Captioned telephones (Caption)
- Teletypewriters (TTY)
- Electrolysis
- Alerting devices



For more information or to get an application:

- (800) 848-4442 (Voice)
- (800) 848-3458 (TTY)
- (971) 239-5845 (Videophone)
- (877) 547-1977 (Fax)
- puc.nsp@state.or.us
- www.nspf.org

Customer Profile

The Customer Profile feature allows relay users to submit their preferences, such as:

- Frequently dialed numbers
- Emergency numbers
- Preferred carrier of choice
- Customer notes

Relay users have the flexibility of updating their preferences at any time by going to mysprintrelay.com or requesting a form from customer service.



11

For questions or feedback, contact us!

Oregon Relay Customer Support

- 800-676-3777 (TTY/Voice)
- 800-676-4290 (Spanish)
- 877-787-1189 (Speech-to-Speech)
- 844-931-9027 (Voice Carry-Over)
- 877-877-3291 (Fax)
- Sprint.TRSOutServ@sprint.com
- www.oregonrelay.com

CapTel Customer Support

- 888-269-7477 (CapTel TTY/Voice)
- 844-630-9134 (Spanish)
- 608-204-4147 (Fax)
- capitel@capitel.com
- www.oregoncapitel.com

Telecommunication Devices Access Program

- Oregon Public Utility Commission
201 High Street SE
Suite 300
Salem, OR 97301
- (800) 848-4442 (Voice)
- (800) 648-3458 (TTY)
- (971) 239-5845 (Videophone)
- (877) 547-1977 (Fax)
- puc.nsp@state.or.us
- www.nspf.org



Oregon Relay services are provided by Sprint and are funded by earnings established by the Oregon Public Utility Commission (PUC). CapTel is a registered trademark of Sprint. © 2015 Oregon Relay. All Rights Reserved.



Oregon Relay Events

MINI TASTE of TECHNOLOGY and RESOURCE FAIR



GOVERNMENT EMPLOYMENT RETIREMENT

hosted by
OREGON RELAY

This event includes
 > presentations
 > booths and
 > refreshments!

WHERE: _____
 TIME: _____
 CONTACT: _____
 R.S.V.P. _____

If you need special accommodations such as a tactile interpreter or wheelchair accessible, please contact Cindy Campbell at cindy2campbell@pnrr.com

Get Connected!
 Oregon Relay Proudly Sponsors

World Deaf Timberfest 2017

TTY
 For those who are deaf and wish to have conversations with the caller using a teleprinter (TTY)

TeleBraille
 For those who are deafblind and wish to make phone calls with the caller using a Braille device

CapTel®
 For those with a hearing loss who wish to speak and hear captions of everything the other says

Voice Carry-Over (VCO)
 For those with a hearing loss who wish to speak directly to the caller using a VCO phone

For more information visit oregonrelay.com or call (877) 676-3777

Oregon Relay and CTS Flyers

Sprint CapTel

Reconnect.
 Captions for your phone calls.

Quality you can **count** on...
 Accuracy you can **depend** on...
 Customer Service you can **rely** on...

From a company that is trusted by 32 states, the Federal Government and New Zealand!

Order your phone* through Sprint CapTel and get **FREE** Installation Support.
www.reconnect.com/capitel-oregon.html

Oregon Residents:
 Captioned Telephone Service allows people with hearing loss to communicate on the telephone independently. Listen, read and respond to your callers with the ease of a CapTel phone!

Oregon CapTel offers a free CapTel phone through the Telecommunication Devices Access Program (TDAP).
 For more information about this program, visit the website www.oregonrelay.com/tdap.html

(El Servicio de CapTel y lista de opciones disponible ahora en Español)

For people with a hearing loss who prefer to speak.
Voice Carry-Over
 Talk with Confidence

Oregon Relay offers Voice Carry-Over (VCO) which is a free service that enables a person with hearing loss to use his/her voice to speak directly to a hearing person.

If you are a little-heard individual who has difficulty hearing over the phone, VCO is the perfect communication solution for you!

Call 711 or 866-831-8027 to connect with a relay operator.

Stay connected with family, co-workers, and friends. It has never been easier with Oregon Relay.

A son speaks to his mother while the Relay Operator relays.

The Relay Operator types what the son says.

Mother reads what her son has said on her TTY screen.

heather speaks to her son directly

Oregon Relay customer service information:
 800-831-8027 (TDD/voice)
 1-800-676-3777 (voice)
 OregonRelay.com

Need to make a phone call to someone with a hearing loss? Get Connected! with Oregon Relay

Oregon Relay is a free service that allows individuals who have a hearing loss or speech disability to place and receive calls through specially trained relay operators.

To use Oregon Relay, simply dial 711 or 800-676-3777 to connect with a relay operator. The operator will dial the requested number and relay the conversation between the two callers.

Stay connected with family, friends, and friends. It has never been easier with Oregon Relay.

OregonRelay.com

Hearing Carry-Over

Communication solutions for people with speech loss who prefer to hear their relay calls.

7-1-1 or 800-735-2900

What is Hearing Carry-Over?
Hearing Carry-Over (HCO) users can hear their call placed through relay while the Relay Operator serves as the customer's voice. Callers may request a male or female operator. To use HCO, a TTY (text telephone) is required.

HCO is available 24 hours a day, 365 days a year, with no restrictions on the length or number of calls placed.

HCO Branding
A branded HCO user will be identified to the operator as an HCO customer. This will enable an HCO user to call into the relay and hear the operator's greeting instead of a coming across the TTY.

To identify your phone number as HCO, dial 800-735-2900, and request to be permanently branded as an HCO customer. The operator will brand your home telephone number.

NOTE: This will not work on PBX systems.

For further assistance with HCO, call Oregon Relay 24-hour Customer Service at 800-676-3777 (TTY/Voice) 800-676-3777 (Spanish)

Connecting people to people... One call at a time.



OREGON RELAY
Hearing Carry-Over (HCO) is a free service that allows individuals who have a hearing loss or speech disability to place and receive calls through specially trained relay operators. To use Oregon Relay, simply dial 711 or 800-676-3777 to connect with a relay operator. The operator will dial the requested number and relay the conversation between the two callers. Stay connected with family, friends, and friends. It has never been easier with Oregon Relay. OregonRelay.com

OREGON RELAY
Hearing Carry-Over (HCO) is a free service that allows individuals who have a hearing loss or speech disability to place and receive calls through specially trained relay operators. To use Oregon Relay, simply dial 711 or 800-676-3777 to connect with a relay operator. The operator will dial the requested number and relay the conversation between the two callers. Stay connected with family, friends, and friends. It has never been easier with Oregon Relay. OregonRelay.com

Oregon CapTel Digital Banner Ad



Oregon Captioned Telephone Service allows you to LISTEN and READ captions of everything your caller says during your phone conversation!

[Learn more](#)



Oregon CapTel Poster

TALK. LISTEN. READ. UNDERSTOOD.

Do you or your loved one have difficulty hearing on the phone?

We've got a solution!

Oregon CapTel offers the ability for you or anyone with hearing loss to communicate on the telephone. Listen, read and respond to your callers with the ease of a CapTel phone!

Just read the captions!



We have the solution for you!

Easy as 1-2-3

1. Call 800-676-3777 to get your CapTel phone.
2. Set up your CapTel phone with the help of our trained technicians.
3. Use your CapTel phone to make and receive calls with captions.

For more information, visit www.OregonCapTel.com

Take this home and call today!

Oregon Relay Website

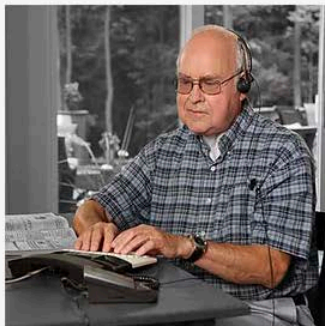


FOR CALLERS WITH SPEECH DISABILITIES

Oregon Relay Service not only offers relay services for deaf or hard-of-hearing consumers but also for consumers with a speech disability. People with hearing and speech disabilities use the phone like everyone else – to find out about a product, make an appointment, reach a teacher, call a parent with a birthday party invitation, or simply to be neighborly.

Two services that are available for callers with a speech disability are:

- **Hearing Carry-Over (HCO)** ([click here for more information](#))
- **Speech-to-Speech (STS)** ([click here for more information](#))



HEARING CARRY-OVER (HCO)

711 or 800-735-2900

Hearing Carry-Over (HCO) allows a caller with a speech disability to type his/her conversation for the relay operator to read aloud to the standard telephone user. The HCO user can listen to the standard telephone user. A teletypewriter device (TTY) may be needed to use this service.



Oregon Relay also offers two additional HCO features; HCO to TTY and HCO to HCO services.

HCO to TTY

711 or 800-735-2900

The HCO user types his/her conversation directly to the TTY user. HCO users can listen while the Relay Operator is reading/voicing the TTY user's typed

HCO to HCO

711 or 800-735-2900

HCO users can contact other HCO users through Oregon Relay. The Relay Operator will voice to both parties what is typed on each other's TTY.

Need Assistance?

If you need assistance or have any questions about the STS service, Oregon Relay STS Customer Service offers a dedicated phone number for STS users.

877-787-1989

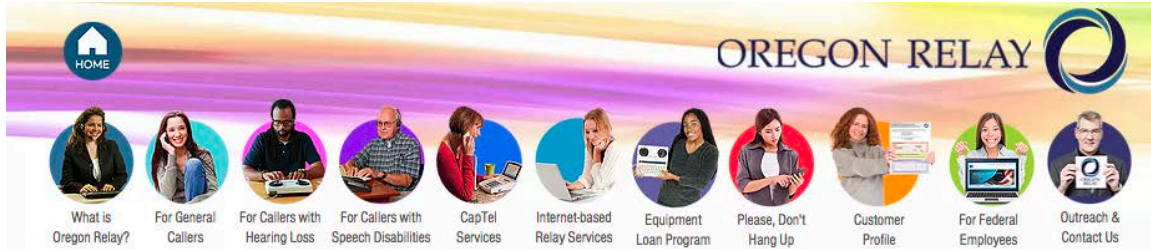
The customer support is open 24 hours a day, 7 days a week.

Or you may email to customer service:

Sprint.TRSCustServ@sprint.com

Or you may fill out the below online and submit it to customer service.

Name	<input type="text"/>
Email	<input type="text"/>
Phone	<input type="text"/>
Subject	<input type="text"/>
Message	<input type="text"/>
<input type="button" value="Send"/>	



OREGON TELECOMMUNICATION DEVICES ACCESS PROGRAM (TDAP)



The Oregon Telecommunication Devices Access Program (TDAP) loans adaptive telephone equipment at no charge and with no income restrictions to eligible Oregon residents who have a loss in hearing, speech, vision, mobility or cognition. The Public Utility Commission of Oregon oversees the program.



For more information, go to the [TDAP website](#).

WHAT TYPE OF EQUIPMENT AND SERVICE ARE AVAILABLE?

The program provides a wide range of equipment. Some examples of the equipment include amplified telephones, TTYs, artificial larynx and alerting devices. Training and equipment installation is provided at no charge.



WHERE CAN I GET A LOANED EQUIPMENT?

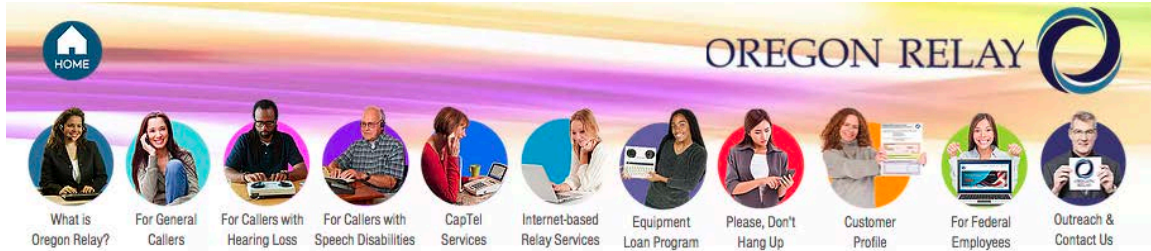
Telecommunication Devices Access Program Office

Oregon Public Utility Commission
Telecommunication Devices Access Program
201 High Street SE
Suite 100
Salem, OR 97301

Office hours:
9:00 AM to 4:00 PM, Monday through Friday

(800) 848-4442 or (503) 373-7171 (Voice)
(800) 648-3458 or (503) 378-6962 (TTY)
(877) 567-1977 or (503) 378-6047 (Fax)
(971) 239-5845 (Videophone)
puc.rspf@state.or.us





CONTACT US



The Oregon Relay Program Manager, or Customer Service representatives are available to assist with TTY calls; or to receive customer suggestions, comments and complaints. When calling about a specific incident, please remember to provide the Relay Operator's identification number, date and time of call. Or, for assistance during a relay call, callers may ask to speak to the relay operator's supervisor.

Customer Service will also accept requests for Oregon Relay brochures, outreach materials, presentations, or any other additional relay information.

Oregon Relay & CapTel Outreach and Marketing Manager, Chameen Stratton, or Customer Service will also accept requests for Oregon Relay brochures, outreach materials, presentations, or any other additional relay information.

Chameen Stratton, Program & Outreach Manager

- 866-540-4657 (Office)
- 877-309-4337 (Fax)
- chameen.r.stratton@sprint.com

Jon Cray, RSPF Manager

Oregon Public Utility Commission
201 High Street SE, Suite 100
Salem, OR 97301

Office Hours: 9 AM to 4 PM, Monday through Friday

- 503-373-1413 (TTY)
- 800-648-3458 (TTY toll-free in-state only)
- 503-373-1400 (Voice)
- 800-848-4442 (Voice toll-free in-state only)

WE WANT YOUR FEEDBACK



Are you satisfied with the Oregon Relay Service?

Do you have any complaints, comments, concerns or suggestions for us?

Please complete and submit the form below.

Your Full Name *

Your Email Address *

(to which our reply will be sent)

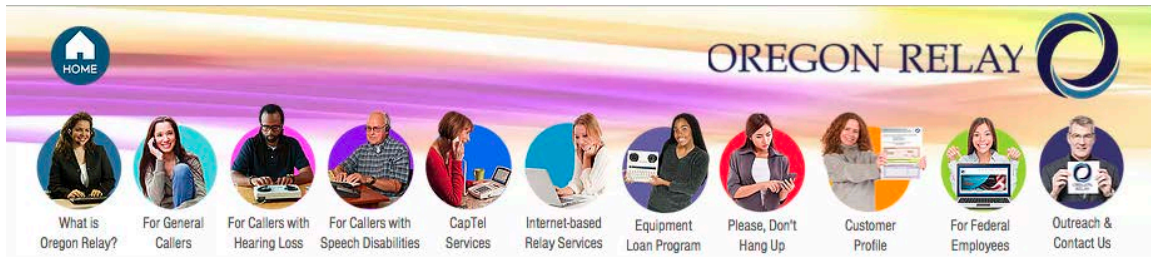
Your Phone Number *

Date of Call

Relay Operator #

Type of Contact *

- ☐ Compliment
- ☐ Complaint
- ☐ Question
- ☐ Other



PLEASE, DON'T HANG UP. IT COULD BE THE MOST IMPORTANT CALL OF THE DAY!



People with hearing and speech disabilities use the phone like everyone else – to find out about a product, make an appointment, reach a teacher, call a parent with a birthday party invitation, or simply to be neighborly.

- Have you ever made a call and had someone hang up on you?
- Do you want Oregon Relay to educate those who do hang up on you?

Many deaf, hard-of-hearing, deaf-blind, and speech-disabled people find that businesses, organizations, and individuals they call through relay are unfamiliar with the Relay Service. As a result, when the Relay Operator announces the call "This is Oregon Relay" to someone unfamiliar with this service, often, that person will hang up. Although not intentional, the hearing person who is receiving a relay call for the first time may hang up, thinking that a telemarketer is calling.

REPORT YOUR COMPLAINT ONLINE

If you have experienced a hang-up when placing a relay call, please fill out form on the right. An Oregon Relay representative will follow up either by sending a brochure, a letter, or by telephoning the resident or business that is the source of the complaint. The Oregon Relay representative will inform the party about the relay services and get across the message, **"Please, Don't Hang Up. It may be the most important call you will receive all day!"**

Help Oregon Relay increase awareness and get the message out there about the **"Please, Don't Hang Up"** campaign.

All information is confidential.

Your Full Name *

Your Email Address *

(to which our reply will be sent)

Your Phone Number *

Business or Resident Name *

RELAY SERVICES FOR CALLERS WITH A HEARING LOSS



TEXT TELEPHONE RELAY

711 or 800-735-2900

A person who is deaf or hard-of-hearing uses a TTY to type his / her conversation to a Relay Operator, who then reads the typed conversation to a hearing person. The Relay Operator relays the hearing person's spoken words by typing them back to the TTY user.



VOICE CARRY-OVER

711 or 800-735-3260

Voice Carry-Over (VCO) allows hard-of-hearing users to speak directly to a hearing person. When the hearing person speaks to them, the Relay Operator will serve as the "ears" and type everything voiced by the hearing person so the VCO user can read it on a TTY or text display.



TELEBRAILLE FOR DEAF-BLIND USERS

Need Information?

Do you need more information, or have a question or suggestion about the Oregon Relay Service?

Let us know!

RELAY SERVICE FOR VOICE CALLERS



711 or 800-735-1232

Standard telephone users can easily initiate calls to TTY, VCO, HCO or STS users. The Relay Operator will type the hearing person's spoken words to the TTY/VCO/HCO/STS user and read back the typed replies by voice to the hearing individual.



coming soon

How to contact a person with a hearing loss:

- Dial 711 or 800-735-1232.
- You will hear a voice recording telling you to press "1" to make a relay call.
- Give the Relay Operator the area code and telephone number you wish to call and any further instructions.
- The Relay Operator will process your call, relaying exactly what the TTY user is typing. The Relay Operator will relay what you say back to the person with a hearing loss.

How to contact a person with a speech disability:

- Dial 711 or 800-735-1232.
- You will hear a voice recording telling you to press "3" to make a relay call to a person who has a speech disability.
- Give the Relay Operator the area code and telephone number you wish to call and any further instructions.
- The Relay Operator will process your call.

For Spanish-speaking callers:

1-800-359-2703 (Spanish to English and reverse)
1-800-735-3896 (Spanish to Spanish only)

Need Information?


Do you need more information, or have a question or suggestion about the Oregon Relay Service?

Let us know!

Name	<input type="text"/>
Email	<input type="text"/>
Phone	<input type="text"/>
Subject	<input type="text"/>
Message	<input type="text"/>


Send

Oregon CTS Website



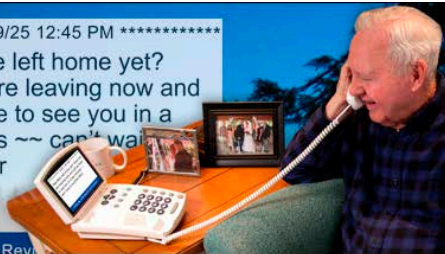
OREGON
CAPTEL

“Now, using a CapTel phone,
I can understand what
my friend is saying!”




***** 9/25 12:45 PM *****

Has Connie left home yet?
Great we are leaving now and
will be there to see you in a
few minutes ~ can't wait
surprise her



Order a CapTel Phone Today ■ How CapTel Service Works ■ CapTel 840/840i ■ Comparison Chart ■ En Español ■ Contact Us ■ Oregon Relay



CapTel 2400i

Do you...

- have difficulty hearing on the phone?
- misunderstand conversations due to background noise?

Have you...

- said "What? Can you repeat that, please?"
- been depending on others to help you with phone calls?

If you answered **YES**, we've got the solution for you!


Captioned Telephone Service allows you to **LISTEN** and **READ** captions of everything during your phone conversations.

Don't miss another word!

Oregon Captioned Telephone Service:

- 24-hour-a-day service is offered at no cost to users.
Users are responsible for their own long distance charges.
- Spanish Captioning is available for Spanish-to-Spanish calls. Hours are 5 am to 9 pm Pacific Time.

CapTel Video



Oregon CapTel

OregonCapTel.com
1-877-217-7006

Right, but we gave him a CapTel captioned phone.

[Click here to order a CapTel phone](#)



“Now, using a CapTel phone,
I can understand what
my friend is saying!”



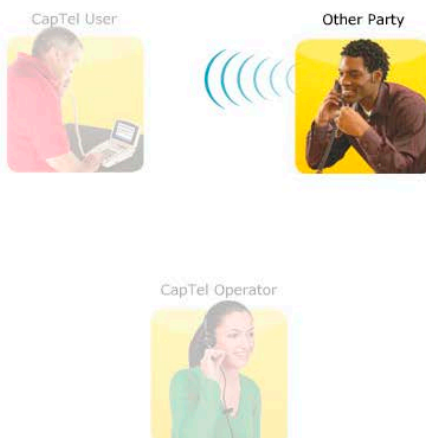
***** 9/25 12:45 PM *****
Has Connie left home yet?
Great we are leaving now and
will be there to see you in a
few minutes -- can't wait
surprise her

Press to Review



[Order a CapTel Phone Today](#) | [How CapTel Service Works](#) | [CapTel 840/840i](#) | [Comparison Chart](#) | [En Español](#) | [Contact Us](#) | [Oregon Relay](#)

How CapTel Service Works?



1. You speak directly to the other party on the telephone.
2. The other party speaks directly to you.
3. The Sprint Captioned Telephone operator transcribes the other party's spoken message into text (captions) using voice-recognition technology.
4. You listen to the other party on the telephone while reading captions of the conversation on a display screen.

Oregon Captioned Telephone Service is a free service provided by the Oregon Telecommunications Relay Service (OTRS) and Public Utility Commission of Oregon (PUC), ensuring equal communication access to telephone service for people with hearing loss. Copyright © 2017 Oregon CapTel. All Rights Reserved. CapTel is a registered trademark of Ultratec, Inc.



“Now, using a CapTel phone,
I can understand what
my friend is saying!”



***** 9/25 12:45 PM *****
Has Connie left home yet?
Great we are leaving now and
will be there to see you in a
few minutes ~~~ can't wait
surprise her



Press ▲ to Rev

Order a CapTel Phone Today ■ How CapTel Service Works ■ CapTel 840/840i ■ Comparison Chart ■ En Español ■ Contact Us ■ Oregon Relay

- ¿Alguna vez ha...
 - tenido problemas para escuchar durante conversaciones telefónicas?
 - entendido algo incorrectamente debido al ruido de fondo?
- ¿Está usted cansado...
 - de decir “¿Qué?” ¿Puede repetir lo que dijo, por favor?
 - de depender de otras personas para que le ayuden con las llamadas telefónicas?
- Si cualquiera de sus respuestas es Sí, tenemos dos soluciones perfectas para usted: Teléfono con subtítulos (CapTel) y WebCapTel.
- CapTel y WebCapTel le permiten ESCUCHAR a la otra persona y LEER los subtítulos de todo lo que se dice durante sus conversaciones telefónicas.
- ¡No se pierda ni una palabra más!

Servicio al Cliente de CapTel de Sprint:

- Teléfono: 1.866.670.9134
- Dirección de Servicio al Cliente:
450 Science Drive,
Madison, WI 53711
- www.captel.com/espanol.php

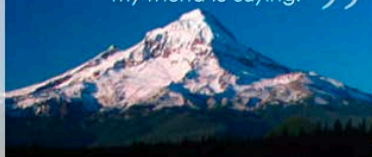
Referencias de CapTel y WebCapTel

- [CapTel video \(sólo en Inglés\)](#)
- [Diagrama de Cómo Funciona CapTel](#)
- [Descargue el formulario para ordenar el teléfono de WCI \(sólos en Inglés\)](#)





“Now, using a CapTel phone,
I can understand what
my friend is saying!”



***** 9/25 12:45 PM *****
Has Connie left home yet?
Great we are leaving now and
will be there to see you in a
few minutes -- can't wait
surprise her

Press ▲ To Reply



[Order a CapTel Phone Today](#) ■ [How CapTel Service Works](#) ■ [CapTel 840/840i](#) ■ [Comparison Chart](#) ■ [En Español](#) ■ [Contact Us](#) ■ [Oregon Relay](#)

CapTel® 840

CapTel 840 is short for Captioned Telephone. CapTel phone users place a call in the same way as dialing a traditional phone. CapTel connects automatically to a service that uses voice recognition technology to display verbatim captions of the conversation on the telephone's screen, allowing you to hear and read everything the person on the other line says to you!

- Built-in answering machine with captions.
- Large, easy-to-read captions window with adjustable font sizes and colors.
- Amplified handset and tone control for optimal clarity.
- Requires traditional analog telephone line.*

[Order CapTel 840](#)

Set Up Requirements:



CapTel® 840i

The CapTel 840i works like CapTel 840, but it also has an Internet connection that displays captions during your conversation. You can listen to what the other party says through the telephone line while reading the captions via the Internet connection.

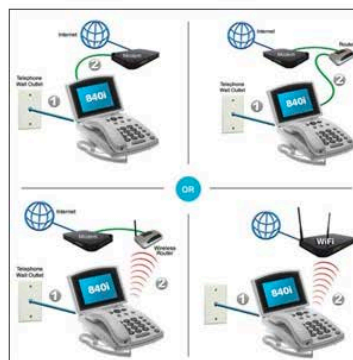
Features:

- Built-in WiFi.
- Built-in answering machine with captions.

[Order CapTel 840i](#)

Set Up Requirements:

- Click below to view four different setup options:





“Now, using a CapTel phone,
I can understand what
my friend is saying!”







***** 9/25 12:45 PM *****
Has Connie left home yet?
Great we are leaving now and
will be there to see you in a
few minutes -- can't wait to
surprise her

Press ▲ to Rev



[Order a CapTel Phone Today](#) ■ [How CapTel Service Works](#) ■ [CapTel 840/840i](#) ■ [Comparison Chart](#) ■ [En Español](#) ■ [Contact Us](#) ■ [Oregon Relay](#)

CAPTEL COMPARISON CHART

	 840	 840i	 880i	 2400i
Phone Line	●	●	●	●
Internet or WiFi		●	●	●
Touch Screen				●
Large Screen			●	●
Font Size Adjustment	●	●	●	●
Tone Control	●	●	●	●
Adjustable Screen	●	●	●	●
Adjustable Volume	●	●	●	●
On/Off Captioning During Call	●*	●	●	●
English/Spanish Captions	●	●	●	●
Answering Machine	●	●	●	●
Phone Book	●	●	●	●
Speakerphone				●
Bluetooth® Connectivity				●


* Feature only available with 2-line CapTel.

Appendix H: Oregon Relay and CTS Information in Telephone Directories

GILLIAM COUNTY

Home Telephone Co.

2017/2018



CONNECTIONS

Connect to what's important...Faster!

To stop delivery of directories visit www.yellowpages.com or call 1-800-344-XXXX

OREGON RELAY

What is Oregon Relay?
Oregon Relay is a free, confidential 24-hour service that allows individuals who are deaf, hard of hearing, deaf-blind or speech-impaired to place and receive long distance telephone relay calls. There are several types of Oregon Relay services depending on the needs of the individual and the type of special telephone equipment they have. Visit www.oregonrelay.com for more information.

How does Oregon Relay work?
Oregon Relay uses its Captioned Telephone Service (CTS) to facilitate communication between people with a hearing loss or speech disability and other callers. An Oregon Relay call can be initiated by either person by dialing 7-1-1. Generally, the individual with a disability uses a telephone (TTY) to type their conversation for the relay operator to "read" to the other caller. When the other caller responds, the relay operator types everything that is said. The relay operator only serves as a neutral link between the parties and does not become involved in the call. As required by law, relay operators cannot disclose information from a call and no records of relay conversations are kept.

If you pick up the phone and hear "This is Oregon Relay," don't hang up! It's just a teleoperator. It may be a customer, business executive, or acquaintance who wants to talk to you.

Receiving Oregon Relay through TTY is not available in some buildings, such as hotels and offices with a PBX telephone system. However, these numbers can be dialed if you're not able to get through to 7-1-1.

How to connect to Oregon Relay
7-1-1
TTY: 800-735-2900
Voice: 800-735-2900
Spanish: 800-735-2900
Voice Carry-Over: 800-735-2900
Hearing Carry-Over: 800-735-2900
Captioned Telephone: 800-735-2900

Captioned Telephone Service
Oregon Captioned Telephone (CapTel) allows individuals who have a hearing loss and speak for themselves to receive captions of what the other caller says on the captioned telephone display screen. The relay operator uses a computerized relay system to send captions of the other caller's conversation, which allows the user to listen to and read what the other caller is saying. Visit www.oregoncaption.com for more information.

CapTel Customer Service
800-230-3325 (Voice)
800-230-3325 (TTY)
800-230-3325 (Spanish)
800-230-3325 (HCO)

How do I apply for specialized telephone equipment?
The Telecommunications Device Access Program (TDAP) loans specialized telephone equipment at no charge and without a down payment to eligible Oregon residents who have a speech hearing, sensory, or mobility impairment. Available equipment includes but is not limited to amplified phones, captioned telephones, TTYs, and fax machines, and telephone answering machines. Visit www.oregoncaption.com or contact the Oregon Relay Call Center for more information.

800-848-4440 (Voice)
800-648-3425 (TTY)
800-230-3325 (Spanish)
800-230-3325 (HCO)

Compliments, Concerns or Complaints:
Contact Oregon Relay Customer Service or the Oregon Relay Call Center using the information listed above.

Emergency Calls:
For emergencies, call 9-1-1. The Americans with Disabilities Act (ADA) requires 9-1-1 centers to handle emergency calls from people who use a TTY. However, if you dial 9-1-1 on any of the Oregon Relay phone numbers, the relay operator will "bypass" your emergency call.

HOME TELEPHONE CO. 11

Condon • Arlington • Long Creek • Fossil
Mitchell • Heppner • Monument • Ione
Paulina • Lexington • Spray
Area Codes 541 & 458

Recycle
August 2018

Oregon Captioned Telephone (CapTel®)

Oregon CapTel offers the ability for anyone with hearing loss to communicate on the telephone independently. Listen, read and respond to your callers with the ease of a CapTel phone.

Although CapTel can be used for emergency calling, such emergency calling may not function the same as traditional 911 service. By using CapTel for emergency calling, you agree that Sprint is not responsible for any damage resulting from errors, defects, malfunctions, interruptions or failures in accessing or attempting to access emergency services through CapTel, whether caused by the negligence of Sprint or otherwise. Sprint reserves the right to modify, extend or cancel offers at any time without notice. Other restrictions apply. ©2013 Sprint. Sprint and logo are trademarks of Sprint. CapTel is a registered trademark of Ultratec, Inc. Other registration marks are the property of their respective owners.



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- Up to 40dB volume amplification for captioned calls
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TELECOMMUNICATIONS
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Just Dial **7-1-1** or use these toll-free numbers.

800-735-2900 TTY or TeleBraille
800-735-0644 ASCII
800-735-1232 Voice
800-735-3260 Voice Carry-Over (VCO)
800-735-2900 Hearing Carry-Over (HCO)
800-359-2703 Spanish Relay
877-735-7525 Speech-to-Speech (STS)
900-230-3325 900 (Not Toll-Free)
800-676-3777 Customer Service
800-676-4290 Spanish Customer Service
877-787-1989 STS Customer Service

Appendix I: OTRS Industry Advisory Committee Order

ORDER NO. **95-087**

ENTERED **JAN 17 1995**

**BEFORE THE PUBLIC UTILITY COMMISSION
OF OREGON**

UM733

In the Matter of the Creation of an Industry)	
Advisory Committee for the Oregon)	ORDER
Telecommunications Relay Service.)	

**DISPOSITION: OREGON TELECOMMUNICATIONS RELAY SERVICE
INDUSTRY ADVISORY COMMITTEE CREATED**

At its public meeting on December 20, 1994, the Commission considered its staffs recommendation to create an industry advisory committee on the Oregon Telecommunications Relay Service (OTRS). The Commission seeks to create a collaborative process with those interested in such issues. The committee also will assist in fulfilling the requirements of the Americans with Disabilities Act of 1990 (ADA).

The ADA basically makes the industry itself ultimately responsible for providing the service. Given the number of companies, it has been administratively simpler for the Commission to manage the program and collect funding from the local exchange companies as provided by statute. The costs are primarily driven by usage, and usage has seen steady growth to the point that the current statutory level of funding is inadequate. The Commission is currently seeking authority to expand the funding base for the program. As usage continues to increase and the funding base expands, it becomes more important that the industry gain a greater understanding of the program and how it works. In addition, industry expertise can be utilized to help contain costs and maintain service quality. The industry will have a greater financial interest in the service than it currently does, and since it has the legal responsibility to make sure the service is provided, the Commission finds it appropriate to create this advisory committee.

The committee will address issues relating to the quality and cost of the OTRS. The committee will facilitate the sharing of information among those providing and using the OTRS and with the Commission and its staff. The committee will focus on operational issues and will pursue ways to make the OTRS as cost-effective as possible. It will seek ways to ensure a high quality of service while keeping the costs as low as possible.

The Commission wants the committee's membership to be broad-based and inclusive, thereby enhancing the sharing of information and expertise. The Commission does not want to establish at this time the number of members to be on the committee or any particular

interests they represent. The Commission intends to appoint members not only from local exchange telephone companies, but also others from the industry who have an interest in how the OTRS functions.

The Commission is committed to a relay service that effectively serves the hearing-, mobility-, and speech-impaired, as well as those who communicate with them. The Commission wants that service to be provided without creating undue costs on those who pay for the service. The committee created by this order will assist the Commission in meeting these goals.

CONCLUSIONS

1. The Commission should create an industry advisory committee on the telecommunications relay service
2. The Commission should appoint members of the committee who have an interest in the cost and quality of service provided by the OTRS.

ORDER

IT IS ORDERED that:


1. An Oregon Telecommunications Relay Service Industry Advisory Committee is created.
2. The Commission will appoint members of the committee who have an interest in the optimal functioning of the telecommunications relay service.

Made, entered, and effective JAN 17 1995


Joan H. Smith
Chairman


Ron Eachus
Commissioner




Roger Hamilton
Commissioner

Appendix J: Oregon Statute

RESIDENTIAL SERVICE PROTECTION

Note: Sections 2 to 8 and 16, chapter 290, Oregon Laws 1987, provide:

Sec. 2. The Legislative Assembly declares that it is the policy of this state to assure that adequate, affordable residential telecommunication service is available to all citizens of this state. [1987 c.290 §2]

Sec. 3. In carrying out the provisions of section 2 of this 1987 Act, the Public Utility Commission may require telecommunications public utilities to assure that time payment plans for deposits and installation charges or such other options as may be appropriate for a particular telecommunications public utility are made available. [1987 c.290 §3]

Sec. 4. In carrying out the provisions of section 2 of this 1987 Act the Public Utility Commission may:

(1) Notwithstanding ORS 757.310, approve a different rate for local exchange residential telecommunication service for low income customers than the rate charged to other residential customers. However, any such rate is subject to all other provisions of this chapter.

(2) Establish plans, or require telecommunications public utilities to establish plans, to educate customers regarding the options available for obtaining telecommunication services. [1987 c.290 §4]

Sec. 5. (1) In carrying out the provisions of section 2 of this 1987 Act, the Public Utility Commission shall establish rules to prohibit the termination of local exchange residential service when such termination would significantly endanger the physical health of the residential customer.

(2) The commission shall provide by rule a method for determining when the termination of local exchange residential service would significantly endanger the physical health of the residential customer.

(3)(a) The commission shall require that each telecommunications public utility:

(A) Accept medical statements by licensed physicians and licensed nurse practitioners as sufficient evidence of significant endangerment of health; and

(B) Establish procedures for submitting and receiving such medical statements.

(b) A medical statement submitted under this subsection shall be valid for such period as the commission, by rule, may prescribe.

(4) Rules adopted by the commission pursuant to this section shall not apply to telecommunication service other than local exchange residential service.

(5) A customer submitting a medical certificate as provided in this section is not excused from paying for telecommunication service. Customers are required to enter into a time payment agreement with the utility if an overdue balance exists. Local exchange service is subject to termination if a customer refuses to enter into or fails to abide by terms of a payment agreement.

(6) Nothing in this section prevents the termination of local exchange residential service if the telecommunications public utility providing the service does not have the technical ability to terminate toll telecommunication service without also terminating local exchange telecommunication service. [1987 c.290 §5]

Sec. 6. (1) In carrying out the provisions of section 2, chapter 290, Oregon Laws 1987, the Public Utility Commission shall establish a plan to provide assistance to low income customers through differential rates or otherwise. The plan of assistance is in

addition to the available funding offered by the Federal Communications Commission. The plan established by the Public Utility Commission shall prescribe the amount of assistance to be provided and the time and manner of payment.

(2) For the purpose of establishing a plan to provide assistance to low income customers under this section, the commission shall require all public utilities, cooperative corporations and unincorporated associations providing local exchange telecommunication service to participate in the plan, except as provided in subsection (3) of this section.

(3) In lieu of participation in the commission's plan to assist low income customers, a public utility, cooperative corporation or unincorporated association providing local exchange telecommunication service may apply to the commission to establish an alternative plan for the purpose of carrying out the provisions of section 2, chapter 290, Oregon Laws 1987, for its own customers. The commission shall adopt standards for determining the adequacy of alternative plans.

(4) The commission may contract with any governmental agency to assist the commission in the administration of any assistance plan adopted pursuant to this section.

(5) As used in sections 2 to 6, chapter 290, Oregon Laws 1987, "low income customer" has the meaning given that term by the commission by rule. [1987 c.290 §6; 1991 c.622 §1; 2007 c.29 §1; 2009 c.599 §25; 2011 c.77 §1; 2013 c.29 §1]

Sec. 7. (1) In order to fund the programs provided in sections 2 to 6 and 9 to 14, chapter 290, Oregon Laws 1987, the Public Utility Commission shall develop and implement a system for assessing a surcharge in an amount not to exceed 35 cents per month against each paying retail subscriber who has telecommunications service with access to the telecommunications relay service. The surcharge shall be applied on a telecommunications circuit designated for a particular subscriber. One subscriber line shall be counted for each circuit that is capable of generating usage on the line side of the switched network regardless of the quantity of customer premises equipment connected to each circuit. For providers of central office based services, the surcharge shall be applied to each line that has unrestricted connection to the telecommunications relay service. These central office based service lines that have restricted access to the telecommunications relay service shall be charged based on software design. For cellular, wireless or other radio common carriers, the surcharge shall be applied on a per instrument basis, but applies only to subscribers whose place of primary use, as defined and determined under 4 U.S.C. 116 to 126, is within this state.

(2) The surcharge imposed by subsection (1) of this section does not apply to:

(a) Services upon which the state is prohibited from imposing the surcharge by the Constitution or laws of the United States or the Constitution or laws of the State of Oregon.

(b) Interconnection between telecommunications utilities, telecommunications cooperatives, competitive telecommunications services providers certified pursuant to ORS 759.020, radio common carriers and interexchange carriers.

(3) The commission annually shall review the surcharge and the balance in the Residential Service Protection Fund and may make adjustments to the amount of the surcharge to ensure that the fund has adequate resources but that the fund balance does not exceed six months of projected expenses.

(4) Moneys collected pursuant to the surcharge shall not be considered in any proceeding to establish rates for telecommunication service.

(5) The commission shall direct telecommunications public utilities to identify separately in bills to customers for service the surcharge imposed pursuant to this section.

(6) Notwithstanding ORS 314.835 and 314.840, the Department of Revenue may disclose information received under ORS 403.200 to 403.230 to the Public Utility Commission to carry out the provisions of chapter 290, Oregon Laws 1987.

(7) The Public Utility Commission may disclose information obtained pursuant to chapter 290, Oregon Laws 1987, to the Department of Revenue to administer the tax imposed under ORS 403.200 to 403.230. [1987 c.290 §7; 1991 c.622 §2; 1991 c.872 §8; 1993 c.231 §1; 1995 c.79 §387; 1995 c.451 §1; 2001 c.408 §2; 2011 c.78 §1]

Sec. 8. The Residential Service Protection Fund is established in the State Treasury, separate and distinct from the General Fund. Interest earned by moneys in the fund shall be credited to the fund. All moneys in the fund are appropriated to the Public Utility Commission to carry out the provisions of chapter 290, Oregon Laws 1987. [1987 c.290 §8; 1989 c.966 §74; 1991 c.622 §3; 1991 c.872 §1; 1993 c.231 §2]

Sec. 16. Chapter 290, Oregon Laws 1987, is repealed January 1, 2020. [1987 c.290 §16; 1991 c.622 §4; 1997 c.481 §1; 2001 c.408 §1; 2009 c.544 §1]

Note: Sections 1 and 2, chapter 204, Oregon Laws 2005, provide:

Sec. 1. Section 2 of this 2005 Act is added to and made a part of sections 2 to 6, chapter 290, Oregon Laws 1987. [2005 c.204 §1]

Sec. 2. (1) In carrying out the provisions of section 2, chapter 290, Oregon Laws 1987, the Public Utility Commission shall adopt rules to prohibit the termination of local exchange residential service if the termination would significantly endanger a customer, or a person in the household of the customer, who is:

(a) At risk of domestic violence, as defined in ORS 135.230;

(b) At risk of unwanted sexual contact, as defined in ORS 163.305;

(c) A person with a disability, as defined in ORS 124.005, who is at risk of abuse, as defined in ORS 124.005 (1)(a), (d) or (e);

(d) An elderly person, as defined in ORS 124.005, who is at risk of abuse, as defined in ORS 124.005 (1)(a), (d) or (e); or

(e) A victim of stalking, as described in ORS 163.732.

(2) A customer may establish that termination of local exchange residential service would significantly endanger the customer, or a person in the household of the customer, by providing a telecommunications public utility with an affidavit signed by the customer stating that termination would place the customer, or a person in the household of the customer, at significant risk of domestic violence, as defined in ORS 135.230, or of unwanted sexual contact, as defined in ORS 163.305. The customer must attach to the affidavit a copy of an order issued under ORS 30.866, 107.700 to 107.735, 124.005 to 124.040 or 163.738 that restrains another person from contact with the customer, or a person in the household of the customer, or a copy of any other court order that restrains another person from contact with the customer, or a person in the household of the customer, by reason of a risk described in subsection (1) of this section or by reason of stalking.

(3) The commission shall require that each telecommunications public utility establish procedures for submitting and receiving affidavits under subsection (2) of this section.

(4) This section does not apply to termination of any telecommunication service other than local exchange residential service.

(5) A customer submitting an affidavit as provided by subsection (2) of this section is not excused from paying for telecommunication service. Customers are required to enter into a reasonable payment agreement with the telecommunications public utility if an overdue balance exists. Local exchange residential service may be terminated if a customer refuses to enter into or fails to abide by the terms of a reasonable payment agreement.

(6) Nothing in this section prevents the termination of local exchange residential service if the telecommunications public utility providing the service does not have the technical ability to terminate toll telecommunication service without also terminating local exchange residential service. [2005 c.204 §2; 2007 c.70 §359]

ASSISTIVE TELECOMMUNICATION DEVICES FOR PERSONS WITH DISABILITIES

Note: Sections 9 to 16, chapter 290, Oregon Laws 1987, provide:

Sec. 9. As used in sections 9 to 14, chapter 290, Oregon Laws 1987, unless the context requires otherwise:

(1) “Adaptive equipment” means equipment that permits a person with a disability, other than a person who is hard of hearing or speech impaired, to communicate effectively on the telephone.

(2) “Applicant” means a person who applies for an assistive telecommunication device, adaptive equipment or a signal device.

(3) “Assistive telecommunication device” means a device that utilizes a keyboard, acoustic coupler, display screen, Braille display, speakerphone or amplifier to enable people who are deaf, deaf-blind, hard of hearing or speech impaired to communicate effectively on the telephone.

(4) “Audiologist” means a person who has a master’s or doctoral degree in audiology and a Certificate of Clinical Competence in audiology from the American Speech-Language-Hearing Association.

(5) “Deaf” means a profound hearing loss, as determined by an audiologist, licensed physician, physician assistant, nurse practitioner, hearing aid specialist or vocational rehabilitation counselor of the Department of Human Services, that requires use of an assistive telecommunication device to communicate effectively on the telephone.

(6) “Deaf-blind” means a hearing loss and a visual impairment that require use of an assistive telecommunication device to communicate effectively on the telephone. For purposes of this subsection:

(a) A hearing loss must be determined by an audiologist, licensed physician, physician assistant, nurse practitioner, hearing aid specialist or vocational rehabilitation counselor of the Department of Human Services.

(b) A visual impairment must be determined by a licensed physician, physician assistant, nurse practitioner, vocational rehabilitation counselor of the Department of Human Services or rehabilitation instructor for persons who are blind.

(7) “Disability” means a physical condition, as determined by a licensed physician, physician assistant, nurse practitioner or vocational rehabilitation counselor of the Department of Human Services, other than hearing or speech impairment that requires use of adaptive equipment to utilize the telephone.

(8) “Hard of hearing” means a hearing loss, as determined by an audiologist, licensed physician, physician assistant, nurse practitioner, hearing aid specialist or vocational

rehabilitation counselor of the Department of Human Services, that requires use of an assistive telecommunication device to communicate effectively on the telephone.

(9) “Hearing aid specialist” means a person licensed to deal in hearing aids under ORS chapter 694.

(10) “Nurse practitioner” has the meaning given that term in ORS 678.010.

(11) “Physician” means an applicant’s primary care physician or a medical specialist who is able to determine an applicant’s disability and to whom the applicant was referred by the primary care physician.

(12) “Physician assistant” has the meaning given that term in ORS 677.495.

(13) “Recipient” means a person who receives adaptive equipment, an assistive telecommunication device or a signal device.

(14) “Rehabilitation instructor for persons who are blind” means an employee of the Commission for the Blind who:

(a) Meets the minimum qualifications set by the commission to assess adult clients referred for services;

(b) Develops individualized training programs; and

(c) Instructs and counsels clients of the commission on adapting to sight loss.

(15) “Signal device” means a mechanical device that alerts a person who is deaf, deaf-blind or hard of hearing of an incoming telephone call.

(16) “Speech impaired” means a speech disability, as determined by a licensed physician, physician assistant, nurse practitioner, speech-language pathologist or vocational rehabilitation counselor of the Department of Human Services, that requires use of an assistive telecommunication device to communicate effectively on the telephone.

(17) “Speech-language pathologist” means a person who has a master’s degree or equivalency in speech-language pathology and a Certificate of Clinical Competence issued by the American Speech-Language-Hearing Association.

(18) “Telecommunications relay center” means a facility authorized by the Public Utility Commission to provide telecommunications relay service.

(19) “Telecommunications relay service” means a telephone transmission service that provides the ability for an individual who has a hearing or speech disability to engage in communication by wire or radio with a hearing individual in a manner that is functionally equivalent to the ability of an individual who does not have a hearing or speech disability to communicate using voice communication services by wire or radio.

“Telecommunications relay service” includes, but is not limited to:

(a) Services that enable two-way communication between an individual using a text telephone or other nonvoice terminal device and an individual not using such a device;

(b) Speech-to-speech services; and

(c) Non-English relay services. [1987 c.290 §9; 1991 c.872 §2; 1995 c.280 §32; 1995 c.451 §2; 1999 c.384 §1; 2007 c.28 §1; 2007 c.70 §353; 2011 c.78 §2; 2011 c.264 §1; 2014 c.45 §83]

Sec. 10. It is recognized that a large number of people in this state, through no fault of their own, are unable to utilize telecommunication equipment due to the inability to hear or speak well enough or due to other disabilities. It is also recognized that present technology is available, but at significant cost, that would allow these people to utilize telecommunication equipment in their daily activities. There is, therefore, a need to make available such technology in the form of assistive telecommunication devices and a telecommunications relay service for people who are deaf, hard of hearing or speech

impaired or adaptive equipment for people with disabilities at no additional cost beyond normal telephone service. The provision of assistive telecommunication devices and a telecommunications relay service or adaptive equipment would allow those formerly unable to use telecommunication systems to more fully participate in the activities and programs offered by government and other community agencies, as well as in their family and social activities. The assistive telecommunication devices or adaptive equipment would be provided on a loan basis to each recipient, to be returned if the recipient moves out of the state. [1987 c.290 §10; 1991 c.872 §3; 1999 c.384 §2; 2007 c.70 §354; 2011 c.264 §2]

Sec. 11. (1) With the advice of the Telecommunication Devices Access Program Advisory Committee, the Public Utility Commission shall establish and administer a statewide program to purchase and distribute assistive telecommunication devices to persons who are deaf, hard of hearing, speech impaired or deaf-blind and establish a telecommunications relay service.

(2) With the advice of the Telecommunication Devices Access Program Advisory Committee, the Public Utility Commission shall establish and administer a statewide program to purchase and distribute adaptive equipment to make telephone service generally available to persons with physical disabilities. [1987 c.290 §11; 1991 c.872 §4; 1999 c.384 §3; 2007 c.70 §355; 2011 c.78 §3; 2011 c.264 §3]

Sec. 12. (1) A Telecommunication Devices Access Program Advisory Committee shall be established to advise the Public Utility Commission concerning matters of general development, implementation and administration of the Telecommunication Devices Access Program.

(2) The Telecommunication Devices Access Program Advisory Committee shall include:

(a) Nine consumers including seven who are deaf or hard of hearing, one who is speech impaired and one who has a disability;

(b) One professional in the field of speech impairment, hearing impairment or deafness or disability;

(c) One member of the Public Utility Commission or a designee of the commission; and

(d) One representative from those telephone companies interested in providing telecommunication devices access relay services. [1987 c.290 §12; 1991 c.872 §5; 2007 c.70 §356]

Sec. 13. (1) The Public Utility Commission shall employ a coordinator for the Telecommunication Devices Access Program, who shall be primarily responsible for:

(a) The distribution and maintenance of assistive telecommunication devices and adaptive equipment;

(b) The provision of telecommunications relay services and monitoring of those service providers; and

(c) Community outreach to locate potential beneficiaries of the Telecommunication Devices Access Program.

(2) The commission may contract with any governmental agency, or other entity the commission considers to be qualified, to assist the commission in the administration of sections 9 to 14, chapter 290, Oregon Laws 1987. [1987 c.290 §13; 1991 c.872 §6; 1999 c.384 §4]

Sec. 14. (1)(a) In order to be eligible to receive assistive telecommunication devices or adaptive equipment, individuals must be certified as deaf, hard of hearing, speech

impaired or deaf-blind by a licensed physician, physician assistant, nurse practitioner, audiologist, hearing aid specialist, speech-language pathologist, rehabilitation instructor for persons who are blind or vocational rehabilitation counselor of the Department of Human Services. Certification implies that the individual cannot use the telephone for expressive or receptive communication.

(b) No more than one assistive telecommunication device or adaptive equipment device may be provided to a household. However, two assistive telecommunication devices or adaptive equipment devices may be provided to a household if more than one eligible person permanently resides in the household. Households without any assistive telecommunication devices or adaptive equipment shall be given priority over households with one assistive telecommunication device or adaptive equipment device when such devices are distributed.

(c) Sections 9 to 14, chapter 290, Oregon Laws 1987, do not require a telecommunications utility to provide an assistive telecommunication device to any person in violation of ORS 646.730.

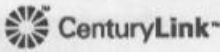
(2)(a) In order to be eligible to receive adaptive equipment, individuals must be certified to have the required disability by a person or agency designated by the Public Utility Commission to make such certifications. Certification implies that the individual is unable to use the telephone.

(b) Sections 9 to 14, chapter 290, Oregon Laws 1987, do not require a telecommunications utility to provide adaptive equipment to any person in violation of ORS 646.730. [1987 c.290 §14; 1989 c.115 §1; 1991 c.872 §7; 1995 c.280 §33; 1999 c.384 §5; 2007 c.28 §2; 2007 c.70 §357; 2011 c.264 §4; 2014 c.45 §84]

Sec. 15. The program of distribution provided in sections 9 to 14 of this Act is to be phased in over a period ending January 1, 1992. [1987 c.290 §15]

Sec. 16. Chapter 290, Oregon Laws 1987, is repealed January 1, 2020. [1987 c.290 §16; 1991 c.622 §4; 1997 c.481 §1; 2001 c.408 §1; 2009 c.544 §1]

Appendix J: Sample Phone Bill

		Account #:	Bill Date: 9/19/17 page 4 of 6
		Need anything? Service 1 800-244-1111	

Details of Your Internet and Home Phone Charges (cont.)

Internet Cost Recovery	
Credit	- 3.99
Internet and Home Phone	
5-Year Price-Lock Month 58 of 60	- 21.05
Internet and Voice Monthly Charges Total	\$60.96

Related Monthly Charges

Internet Service	
503 391-7189	
Internet Cost Recovery Fee	3.99
Local Phone Service	
503 391-7189	
Federal Access Charge	6.50
Non-Telecom Svc Surcharge	2.99
Extended Area Calling	1.28
Exchange Rated EAS	.05
Long Distance Service	
503 391-7189	
Property Tax Recovery Fee	.18
Federal Regulatory Recovery	.04
Long Distance Line Chrg.	2.99
Federal Regulatory Recovery	.01
Related Monthly Charges Total	\$18.03

Usage Charges

Long Distance Usage

This portion of your bill reflects calls served by CenturyLink Communications, LLC.
Calls made on your Unlimited Calling plan are not displayed.

503 391-7189	
Unlimited Plan Calls:	6
Unlimited Plan Min.Sec:	95:00
Usage Charges Total	\$0.00

Taxes, Fees & Surcharges

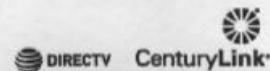
Local Phone Service	
Federal Excise at 3%	1.29
State 911 at \$0.75 per access line	.75
Oregon Universal Service Surcharge of 8.5%	3.10
Federal Universal Serv Fund at 17.1%	1.11
Franchise at 3%	.47
Residential Service Protection Fund at \$0.07 per access line	.07
Oregon PUC fee as required by law	.24

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ARFPC0000-17

Appendix L: FCC's 2013 TRS Recertification Approving Oregon Relay



PUBLIC NOTICE

Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

News Media Information 202-418-0500
Internet: <http://www.fcc.gov>
TTY: 1-888-835-5322

DA 13-1530
Released: July 8, 2013

NOTICE OF CERTIFICATION OF STATE TELECOMMUNICATIONS RELAY SERVICES (TRS) PROGRAMS

CG DOCKET NO. 03-123

The Federal Communications Commission's (FCC or Commission) Consumer and Governmental Affairs Bureau (Bureau) hereby grants certification to the state telecommunication relay services (TRS) programs listed below,¹ pursuant to Title IV of the Americans with Disabilities Act (ADA), 47 U.S.C. § 225(f)(2), and section 64.606(b) of the Commission's rules.² On the basis of the state applications received, the Bureau has determined that:

- (1) The TRS programs of the listed states meet or exceed all operational, technical, and functional minimum standards contained in section 64.604 of the Commission's rules;³
- (2) The TRS programs of the listed states make available adequate procedures and remedies for enforcing the requirements of their state programs;⁴ and
- (3) The TRS programs of the listed states in no way conflict with federal law.

The Bureau also has determined that, where applicable, the intrastate funding mechanisms of the listed states are labeled in a manner that promotes national understanding of TRS and does not offend the public, consistent with section 64.606(d) of the Commission's rules.⁵

Because the Commission may adopt changes to the rules governing relay programs, including state relay programs, the certification granted herein is conditioned on a demonstration of ongoing compliance with any additional new rules that are adopted by the Commission. The Commission will provide guidance to the states, as needed, to ensure compliance with such rule changes.

This certification, as conditioned herein, shall remain in effect for a five (5) year period, beginning July 26, 2013, and ending July 25, 2018, pursuant to 47 C.F.R. § 64.606(c). One year prior to the expiration of this certification, July 25, 2017, the states may apply for renewal of their TRS program

¹ For purposes of this proceeding, the term "state" refers to states, U.S. territories, and the District of Columbia, where applicable.

² 47 C.F.R. § 64.606(b).

³ 47 U.S.C. § 225(f)(2)(A); 47 C.F.R. § 64.604.

⁴ 47 U.S.C. § 225(f)(2)(B).

⁵ 47 C.F.R. § 64.606(d).

certification by filing documentation in accordance with the Commission's rules, pursuant to 47 C.F.R. §§ 64.606(a) and (b).

STATES APPROVED FOR CERTIFICATION

File No: TRS-46-12 Alabama Public Service Commission State of Alabama	File No: TRS-19-12 Department of Commerce State of Alaska
File No: TRS-47-12 Arkansas Deaf and Hearing Impaired State of Arkansas	File No: TRS-02-12 Commission for the Deaf and Hard of Hearing State of Arizona
File No: TRS-32-12 California Public Utilities Commission State of California	File No: TRS-23-12 Colorado Public Utilities Commission State of Colorado
File No: TRS-48-12 Connecticut Department of Public Utility State of Connecticut	File No: TRS-35-12 Delaware Public Service Commission State of Delaware
File No: TRS-49-12 Public Service Commission District of Columbia	File No: TRS-50-12 Florida Public Service Commission State of Florida
File No: TRS-51-12 Georgia Public Service Commission State of Georgia	File No: TRS-22-12 Hawaii Public Utilities Commission State of Hawaii
File No: TRS-43-12 Idaho Public Service Commission State of Idaho	File No: TRS-10-12 Illinois Commerce Commission State of Illinois
File No: TRS-08-12 Indiana Telephone Relay Access Corporation State of Indiana	File No: TRS-03-12 Iowa Utilities Board State of Iowa
File No: TRS-07-12 Kansas Relay Services, Inc. State of Kansas	File No: TRS-52-12 Kentucky Public Service Commission Commonwealth of Kentucky
File No: TRS-13-12 Louisiana Relay Administration Board State of Louisiana	File No: TRS-53-12 Maine Public Utilities Commission State of Maine
File No: TRS-33-12 Telecommunications Access of Maryland State of Maryland	File No: TRS-34-12 Department of Telecommunications and Energy Commonwealth of Massachusetts

File No: TRS-54-12 Michigan Public Service Commission State of Michigan	File No: TRS-39-12 Minnesota Department of Commerce State of Minnesota
File No: TRS-55-12 Mississippi Public Service Commission State of Mississippi	File No: TRS-15-12 Missouri Public Service Commission State of Missouri
File No: TRS-56-12 Telecommunications Access Program State of Montana	File No: TRS-40-12 Nebraska Public Service Commission State of Nebraska
File No: TRS-25-12 Relay Nevada State of Nevada	File No: TRS-42-12 New Hampshire Public Service Commission State of New Hampshire
File No: TRS-45-12 New Jersey Board of Utilities State of New Jersey	File No: TRS-14-12 Commission for the Deaf and Hard of Hearing State of New Mexico
File No: TRS-16-12 New York State Department of Public Service State of New York	File No: TRS-30-12 Department of Health and Human Service State of North Carolina
File No: TRS-12-12 Information Technology Department State of North Dakota	File No: TRS-37-12 Public Utilities Commission of Ohio State of Ohio
File No: TRS-57-12 Oklahoma Telephone Association State of Oklahoma	File No: TRS-36-12 Oregon Public Utilities Commission State of Oregon
File No: TRS-58-12 Pennsylvania Bureau of Consumer Services Commonwealth of Pennsylvania	File No: TRS-28-12 Telecommunications Regulatory Board Puerto Rico
File No: TRS-59-12 Division of Public Utilities and Carriers State of Rhode Island	File No: TRS-62-12 Micronesian Telecommunications Corporation Saipan
File No: TRS-11-12 South Carolina Office of Regulatory Staff State of South Carolina	File No: TRS-60-12 Department of Human Services State of South Dakota
File No: TRS-20-12 Tennessee Regulatory Authority State of Tennessee	File No: TRS-17-12 Texas Public Utility Commission State of Texas

File No: TRS-61-12 Virgin Islands Public Service Commission U.S. Virgin Islands	File No: TRS-09-12 Public Service Commission State of Utah
File No: TRS-44-12 Vermont Department of Public Service State of Vermont	File No: TRS-04-12 Department for the Deaf and Hard of Hearing Commonwealth of Virginia
File No: TRS-27-12 Office of the Deaf and Hard of Hearing State of Washington	File No: TRS-06-12 Public Service Commission of West Virginia State of West Virginia
File No: TRS-01-12 Wisconsin Department of Administration State of Wisconsin	File No: TRS-18-12 Division of Vocational Rehabilitation State of Wyoming

The full text of this *Public Notice* and filings will be available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12th Street, SW., Room CY-A257, Washington, DC 20554. This document and copies of subsequently filed documents in this matter may also be purchased from the Commission's duplicating contractor, Best Copy and Printing, Inc. (BCPI), Portals II, 445 12th Street, SW., Room CY-B402, Washington, DC 20554. Customers may contact BCPI at their website: www.bcpinweb.com or call (202) 488-5300. Filings may also be viewed on the Commission's Electronic Comment Filing System (ECFS) at <http://apps.fcc.gov/ecfs/> (insert docket No. 03-123 in the proceeding number fill-in block, and the state identification number, (e.g., TRS-46-12) assigned for that specific state application in the bureau identification number fill-in block).

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an e-mail to fcc504@fcc.gov or call the Consumer and Governmental Affairs Bureau at (202) 418-0530 (voice), (202) 418-0432 (TTY). This *Public Notice* can also be downloaded in Word and Portable Document Format (PDF) at <http://www.fcc.gov/encyclopedia/telecommunications-relay-services-trs>.

For further information regarding this *Public Notice*, contact Dana Wilson, Consumer and Governmental Affairs Bureau, Disabilities Rights Office, (202) 418-2247 (voice), or e-mail Dana.Wilson@fcc.gov.

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