

Sprint Accessibility offers STS users the ability to communicate without the CA hearing the voice party. If this option is selected, the 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 STS users. This feature allows STS users to simply advise friends, family and others to dial 711 to reach them. Once connected, the person can simply provide the STS user's name to the STS CA. The STS CA will use the STS user's profile information provided for this purpose to connect to the STS user based on the registered STS user's hours and days of availability. In this manner the inbound caller can be connected with the STS user at their location.

### **Emergency Numbers**

In most emergency situations, STS callers dial 9-1-1 first for emergency help. However, this may be especially challenging for STS users. STS users also have the ability to list up to ten additional emergency phone numbers in their Customer Profile. Contacts such as a doctor's office, the local/state poison control center and the local hospital are used for this purpose.

### **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.***

West Virginia Relay, through their contract with Sprint Accessibility, provides true 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. Sprint Accessibility will receive calling party identifying information including blocking information, from all TRS users.

### **Customer Control**

With Sprint Accessibility's TRS Caller ID, the Relay user is in control. Relay users with this feature are 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.

The TRS user can view the calling party's information before picking up the phone. The Relay user can then decide whether or not to answer the call based on the name and number displayed on the Caller ID unit or their telephone display screen.

With Sprint Accessibility's Caller ID, there are numerous benefits for TRS users, including:

- 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, as with standard telecommunications, the call recipient will receive a message such as "Out of Area" or "Caller Unknown."

### **Technology**

Sprint Accessibility offers True Caller ID for all local and long-distance calls to Carriers who have SS7 connectivity with Sprint Accessibility. Sprint Accessibility's SS7 network interfaces with all

global Carriers. 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).

### **Caller ID Enhancements**

Many Caller ID enhancements are compatible with the Relay service and can be accessed by TRS users.

### **Selective Call Acceptance**

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

### **Selective Call Forward**

Selective Call Forward enables the user to create a list of special 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 users to restrict incoming calls from parties who have blocked their Caller ID information. If the name or number of the person that calls you 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)**

Users may designate a list of up to 10 numbers that can bypass the Sprint Accessibility Privacy ID function. If a caller's number displays while their name doesn't, adding their number to this list will let their calls through.

### **Caller's Access Code**

Caller's Access Code allows a 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. This works great for friends and family who frequently call from areas where Caller ID is not available.

### **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.***

West Virginia Relay has established policies regarding complaints, inquiries, comments and commendations related to Relay Services and personnel. Upon receipt of a direct complaint filed by a customer, a designated representative will accept the complaint, provide the customer with information regarding the process for resolution and will offer to follow-up with the customer. Sprint Accessibility ensures that all records will include the name and/or address of the complainant (when offered), the date received, the CA identification number, the nature of the complaint, and the result of any investigation and the date of resolution.

West Virginia Relay works closely with their TRS provider (Sprint Accessibility) to identify contact particulars such as: consumer type (TTY, VCO, HCO, Voice, or STS), customer contact information (when given), CA identification numbers, the call handling center and over 45 contact categories including: complaints, inquires and unsolicited commendations.

Sprint Accessibility submits reports detailing the information above. Each report will include the following information:

- Name of the complainant or commendation
- The date of the contact, complaint or compliment
- The nature of the complaint or comment
- The action taken i.e. technical support, service explanation, CA development area, preparation of commendation

All contacts and complaints received by Customer Service, Supervisors, and Account Management will be documented in Sprint Accessibility's customer contact database.

#### **Customer Contacts Online Database (CCOD)**

To further support the complaint resolution process, Sprint Accessibility has developed a Customer Contact Online Database (CCOD), which serves as a seamless and timesaving device for documenting customer contacts. The CCOD will automatically notify the TRS Sprint Accessibility program manager assigned to the State of West Virginia via email of any complaint entry, ensuring that they receive timely notification of consumer concerns. The CCOD will track consumer contact information as required by the FCC. By approximately June 15th of each calendar year, Sprint Accessibility submits a copy of 12-month complaint log report for the period of June 1- May 31 to the State relay administrators. West Virginia Relay reviews the log and then passed the complaint log to the FCC by July 1<sup>st</sup> of each year.

See Appendix F for copies of the last five years of West Virginia Relay 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.**

West Virginia Relay callers may file intrastate complaints and commendations regarding West Virginia Relay services through the following contacts:

Mary Beth Mothersell  
Senior Customer Relations Manager  
Address PO Box 547  
Geneseo, NY 14454  
[www.westvirginiarelay.com](http://www.westvirginiarelay.com)  
[mbmothersell@sprint.com](mailto:mbmothersell@sprint.com)  
TTY 800-676-3777

David Howell  
Public Service Commission of West Virginia  
PO Box 812  
201 Brooks St  
Charleston, West Virginia 25423  
[dhowell@psc.state.wv.us](mailto:dhowell@psc.state.wv.us)  
[www.westvirginiarelay.com](http://www.westvirginiarelay.com)  
Fax 304-340-0326  
Voice 304-340-0451

### **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.**

Describe the outreach program of the State and provide examples of telephone directory advertisements, website screen shots, and examples of outreach programs and projects.

West Virginia understands and does comply. 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, do 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 do 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 does conduct ongoing education and outreach programs that publicizes the availability of 711 access to TRS in a manner reasonably designed to reach the largest number of consumers possible via the **West Virginia Relay outreach program**. Examples of such outreach includes: TRS information in Directories (Appendix E), the West Virginia Relay website, [www.westvirginiarelay.com](http://www.westvirginiarelay.com) (Appendix H), brochures explaining the service (Appendix H), and a CapTel Public Service Announcement (PSA) media campaign which is aired annually in the State of West Virginia.

Appendix E      TRS information in Directories  
Appendix H      Relay Brochures and Website screenshots

#### 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:*

Relay West Virginia users are not charged more for services than for those charges paid by standard "voice" telephone users. TRS users, who select Sprint Accessibility as their interstate carrier, will be rated and invoiced by Sprint Accessibility. The caller will only be billed for conversation time

By FCC jurisdiction, Sprint Accessibility has two separate Message Telephone Service rates – one for interstate and one for intrastate. The following table exhibits the discounted rates off 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%

In states where Sprint is the contracted TRS provider, INTRAstate Sprint long distance rates for TRS users will be assessed at a rate of \$0.03 per minute.

In states where Sprint is the contracted TRS provider, INTRAstate Sprint long distance rates for TRS users will be assessed at a rate of \$0.03 per minute and INTERstate Sprint long distance rates for TRS users will be assessed at a rate of \$0.07 per minute.

#### 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 West Virginia Relay intrastate and interstate minutes are reported separately to the state on the Sprint Accessibility invoice. The interstate and international minutes are reimbursed by the TRS Interstate Fund. The local and intrastate minutes are reimbursed by the State. On individual customer invoices, 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 percent deduction for Toll Free and 900 minutes for which RLSA reimburses. For RLSA reimbursement, Sprint Accessibility uses a cumulative report of eligible customers to calculate its monthly reimbursement request. An invoice and supporting documents are sent monthly to RLSA for reimbursement.

#### **ADA Requires TRS Services**

In July 1990, the Americans with Disabilities Act (ADA) was passed by our Congress. Title IV of the ADA requires that all states provide relay services to deaf and hard of hearing people 24x7.

Appendix I details legislation establishing a TRS program in West Virginia. The first excerpt is as follows:

**TITLE 150  
LEGISLATIVE RULE  
PUBLIC SERVICE COMMISSION**

**SERIES 21  
RULES GOVERNING CERTIFICATION AND OPERATION OF  
TELECOMMUNICATION RELAY SERVICE (TRS)**

#### **§150-21-1. General.**

1.1. Scope. -- This legislative rule applies to the certification and operation of telecommunication relay service in West Virginia.

1.2. Authority. -- W. Va. Code §§24-1-1, 24-1-7, 24-2-7 and 24-2-11.

1.3. Filing Date. -- September 14, 2015.

1.4. Effective Date. -- November 13, 2015.

1.5. Definitions and abbreviations.

1.5.a. ADA -- Americans with Disabilities Act of 1990

1.5.b. ASL -- American Sign Language

1.5.c. CA -- Communications Assistant

1.5.d. FCC -- Federal Communications Commission

1.5.e. PSC or Commission -- Public Service Commission of West Virginia

1.5.f. TRS -- Telecommunication Relay Service

1.5.g. TT -- Text Telephone

1.5.h. Utility -- The term "utility" or "public utility" means any person, firm or corporation subject to the jurisdiction of the Commission under W. Va. Code §24-2-1.

#### **Telecommunications Relay Fund**

***§64.604 (c)(5)(iii) through §64.604 (c)(iii)(M) does not pertain to State programs. However, the state of West Virginia 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 West Virginia 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.***

West Virginia Relay works in conjunction with the TRS provider, Sprint Accessibility, to establish a complaint resolution procedure to ensure complaints are resolved within 180 days of filing. If the complaint concerns 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 Communications Assistants.
- Follow up with customers if requested by the customers.

If the complaint concerns a specific technical issue, a trouble ticket is filed and the ticket number is documented on the customer contact form. The ticket will be investigated and resolved by an on-site technician. The state-assigned Account 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 appropriate Relay Program Manager for resolution and follow-up with the customer. West Virginia 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 Public Service Commission to file complaints or commendations.

West Virginia Relay 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. West Virginia Relay submits all complaints from June 1-May 31<sup>st</sup> to the FCC by the annual July 1<sup>st</sup> 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.***

West Virginia Relay, through Sprint Accessibility's Customer Preference Database, includes type of call, billing information, speed dialing, slow typing, carrier of choice, emergency numbers, blocked outbound numbers, language type (English, Spanish, ASL) and call notes in customers' profiles. At the end of the ensuing contract(s) Sprint Accessibility will transfer all TRS database records to the next incoming relay provider, at least 60 days prior to the last day of service, in a usable format.

Sprint Accessibility does not use customer information for any purpose other than to connect the TRS user with the called parties desired by that TRS user. Sprint Accessibility will not be 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.***

West Virginia Relay was approved for TRS Certification Renewal by the FCC in 2013. For a copy of this letter, please see Appendix K.

***§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 are no substantive changes.





**Federal Communications Commission**  
**445 12<sup>th</sup> St., S.W.**  
**Washington, D.C. 20554**

**Appendix A**

**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.<sup>1</sup> Commission rules provide that states and covered territories may receive TRS certification in five year increments.<sup>2</sup> 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.<sup>3</sup> 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),<sup>4</sup> codified at Section 225 of the Communications Act of 1934, as amended (Act).<sup>5</sup> TRS enables persons with hearing and speech disabilities to access the telephone system to communicate with other individuals.<sup>6</sup> Under the Act, the Commission must ensure that the provision of TRS is functionally equivalent to voice telephone services.<sup>7</sup> The Commission's TRS regulations set forth mandatory minimum standards that TRS providers must follow to meet this functional equivalency mandate.<sup>8</sup>

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.<sup>9</sup> States may also offer captioned telephone relay service (CTS).<sup>10</sup> Each state seeking renewal of its certification must submit documentation to the Commission that describes its relay program and includes its procedures and remedies for enforcing

<sup>1</sup> 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).

<sup>2</sup> 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).

<sup>3</sup> 47 CFR § 64.606(c)(1).

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

<sup>5</sup> 47 U.S.C. § 225.

<sup>6</sup> *Id.* § 225(a)(3).

<sup>7</sup> *Id.* § 225(a)(3).

<sup>8</sup> See 47 CFR § 64.604.

<sup>9</sup> See 47 CFR § 64.603.

<sup>10</sup> 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).

any requirements that the program may impose.<sup>11</sup> 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.<sup>12</sup> 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.<sup>13</sup>

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.<sup>14</sup> The state must also establish that the program does not conflict with federal law.<sup>15</sup> 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.<sup>16</sup> 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 12<sup>th</sup> Street, SW, Room 3-C418, Washington, DC 20554 or by email at [Dana.Wilson@fcc.gov](mailto: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 delivered to FCC Headquarters at 445 12<sup>th</sup> 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.

<sup>11</sup> 47 U.S.C. § 225(f); 47 CFR § 64.606(a).

<sup>12</sup> 47 CFR § 64.606(b)(1)(ii).

<sup>13</sup> *Id.* § 64.606(a).

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

<sup>15</sup> 47 CFR § 64.606(b)(1)(iii).

<sup>16</sup> 47 U.S.C. § 225(f)(2)(B).

- U.S. Postal Service first-class mail, Express Mail, and Priority Mail must be addressed to 445 12<sup>th</sup> 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 12<sup>th</sup> 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](mailto: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](mailto:Dana.Wilson@fcc.gov).

-FCC-

## Appendix B – FCC Matrix, TRS, STS, CapTel Training Outlines

Please see the following table for a point-by-point explanation of how we meet and/or exceed 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	TRS, STS, CTS,	Meets	Sprint never limits the length of a Relay call.

<b>FCC Minimum Standard</b>	<b>Applies to:</b>	<b>Compliant</b>	<b>Sprint's Approach</b>
47 C.F.R. § 64.604(a)(3)(i)	IP CTS, IP Relay		
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 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)	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

<b>FCC Minimum Standard</b>	<b>Applies to:</b>	<b>Compliant</b>	<b>Sprint's Approach</b>
47 C.F.R. § 64.604(b)(3)			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.
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	TRS, STS, CTS,	Meets	Sprint supports timely & effective complaint

<b>FCC Minimum Standard</b>	<b>Applies to:</b>	<b>Compliant</b>	<b>Sprint's Approach</b>
47 C.F.R. § 64.604(c)(6)	IP CTS, IP Relay		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 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 Sorenson v FCC & 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

FCC Minimum Standard	Applies to:	Compliant	Sprint's Approach
			porting requirements. Sprint's promo materials include advisories for E911, processes for obtaining a number, number portability, & updating location information.

## **Training**

### ***Communications Assistant (CA)/Operator Training***

Sprint knows a well-trained CA/operator has the skills and tools to provide the best customer experience. The education and continued development of all CAs/operators is an investment. Sprint's training has evolved over 26 years in the relay industry, however, Sprint's commitment to quality service has never wavered. Sprint's reputation as a TRS provider within the deaf, hard of hearing, DeafBlind, speech-disabled communities, and the general public comes from our CAs/operators' commitment to providing quality service.

Training has been developed in coordination and cooperation with the relay user communities. CA/operator trainees must complete a series of scenario-based assessments, culminating in an on-the-job final assessment before graduating from initial training and 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/operators and call centers and encourage continued industry-leading quality.

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, hard of hearing, and DeafBlind communities and individuals with a speech disability to jointly develop and present training for TRS. This is an important Sprint advantage. Sprint provides ongoing training to our CAs/operators on state-specific information including the names of local organizations, cities, and other common terms specific to the State. Sprint welcomes feedback from the State and its end-users.

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

Our policies and standards manual has been developed over the past 26 years. Sprint stresses the importance of all Relay policies and procedures at the interview/selection process and continues through initial and ongoing training and is currently being utilized and available for the Sate to review. An outline of these expectations is provided in the following table. This list is not meant to be a complete source and is subject to change.

POLICY AND PROCEDURE TOPICS		
Orientation	<ul style="list-style-type: none"> <li>• Welcome and Introductions</li> <li>• Introduction to Each Other</li> <li>• Sprint (or Vendor Company)</li> <li>• Sprint Values</li> <li>• Sprint Corp Overview</li> <li>• History of Sprint Corporation</li> <li>• Local Telecommunications</li> <li>• Wireless</li> </ul>	<ul style="list-style-type: none"> <li>• Internet Services</li> <li>• Product Distribution</li> <li>• The Sprint Campus (if applicable)</li> <li>• Telecommunications Relay Service</li> <li>• What is Relay?</li> <li>• Relay Agent Training</li> <li>• Relay - Connect to Your Future Video</li> <li>• Observation Guidelines</li> <li>• How a Call Reaches Sprint Relay</li> </ul>
Connecting to Relay	<ul style="list-style-type: none"> <li>• The Role of a Relay Agent</li> <li>• Connecting to Relay</li> <li>• 711</li> <li>• Dedicated Toll-Free Numbers</li> <li>• Equipment</li> <li>• TTY</li> <li>• TTY Basics</li> <li>• TTY Etiquette</li> <li>• Closing a Conversation</li> <li>• Agent Responsibility</li> <li>• Call Set Up</li> <li>• Call Closing</li> <li>• TTY to Voice Closing a Conversation</li> <li>• Operator Role Closure</li> <li>• Operator Close Protocol Guide:</li> <li>• Disallowed Calls</li> <li>• Glossary of Abbreviations &amp; Terms</li> <li>• TTY Practice Session</li> <li>• Auto-Corrected Abbreviations</li> <li>• Standard Abbreviations</li> <li>• Typing Variations</li> <li>• Internet Characters</li> <li>• Non-Baudot Supported Characters</li> <li>• Verbatim - Style</li> <li>• Contraction Spelling</li> <li>• Punctuation</li> <li>• Agent/Operator Role</li> <li>• SKSK</li> <li>• Background Noises while TTY user is Typing</li> <li>• Typing Monetary Units</li> <li>• 711</li> <li>• TTY Garble During Typing</li> <li>• XXX to Correct Typing Error</li> <li>• Other Communication Devices</li> <li>• Data Transmission Speed</li> <li>• Turbo Code</li> <li>• Turbo Code Interrupt</li> <li>• Enhanced Turbo Dial Thru - (ETurbo)</li> <li>• Disable Turbo Code Mode</li> </ul>	<ul style="list-style-type: none"> <li>• Sprint IP user connects to Agent but wants Customer Service</li> <li>• Sprint IP Two Line VCO</li> <li>• Fed IP Relay</li> <li>• Fed IP Relay call processing</li> <li>• Fed IP Relay Reporting</li> <li>• Fed IP Relay variations</li> <li>• Sprint/Fed IP Relay International Calling</li> <li>• Sprint/Fed IP Variations</li> <li>• Sprint/Fed IP Fast Busy</li> <li>• Sprint/Fed IP 2-Line VCO</li> <li>• Sprint/Fed IP Conversation Lag Time</li> <li>• Sprint/Fed IP Interrupts</li> <li>• Voice Mail Greeting</li> <li>• Cellular &amp; Wireless Phones</li> <li>• Video Relay Service</li> <li>• Devices &amp; Pagers</li> <li>• TTY Public Payphone</li> <li>• Sprint National Relay</li> <li>• Sprint International</li> <li>• Inbound international calling</li> <li>• Sprint International Variations</li> <li>• Non-Standard TTY</li> <li>• Outbound International calling</li> <li>• Transfer Menu</li> <li>• Reseller call processing</li> <li>• CapTel</li> <li>• Relay-CapTel</li> <li>• CapTel-Relay</li> <li>• CapTel Transfers</li> <li>• Dedicated State CapTel Transfer</li> <li>• Alternate Languages</li> <li>• Spanish Language Customer Service</li> <li>• Relay Caller ID</li> <li>• True Caller ID</li> <li>• Per Call Block</li> <li>• Per Line Block</li> <li>• Permanent Call Blocking</li> <li>• Caller ID Blocking - True Caller ID</li> </ul>

POLICY AND PROCEDURE TOPICS		
	<ul style="list-style-type: none"> <li>* American Standard Code Information Interchange (ASCII)</li> <li>* ASCII Interrupts</li> <li>* Sprint IP - Internet Relay</li> <li>* Sprint IP call processing</li> <li>* Internet Relay variations</li> <li>* 'GA' is optional</li> <li>* Sprint IP Standard Svc Explanation</li> <li>* Text Flow</li> <li>* Interruptions without garble</li> <li>* Conversational flow</li> <li>* ASL Emoticons – Text Message Abbreviations</li> <li>* IP Acronyms</li> <li>* Sprint IP Variations</li> </ul>	<ul style="list-style-type: none"> <li>* Connecting Variations</li> <li>* Misdialed Relay Phrase</li> <li>* Dialed 711 Instead of 911</li> <li>* 711 Spanish</li> <li>* Request for Relay Numbers</li> <li>* Cellular/Wireless problem reaching 711</li> <li>* 611/811 (LEC Service Access)</li> <li>* 700</li> <li>* 900 Numbers &amp; Call Processing</li> <li>* Correctional Facility/Prison Calls</li> <li>* Use of Relay through Correctional Facilities: Correctional Facility Call Processing, Relay Abuse</li> <li>* Spanish &amp; French Language Service</li> <li>* International calling restrictions</li> <li>* Info Digit list</li> <li>* 911 Emergency Calls</li> </ul>
Overview of System & Equipment	<ul style="list-style-type: none"> <li>* System Overview</li> <li>* Login/Logout</li> <li>* Agent Profile</li> <li>* Clicking the Mouse</li> <li>* Dragging/Dropping</li> <li>* Copy/Paste</li> <li>* Drop Down Boxes</li> <li>* Lists</li> <li>* Radio Button</li> <li>* Scroll Bars</li> <li>* Sliders</li> <li>* Tables</li> <li>* Accessing a Program</li> <li>* Screen Displays</li> <li>* Call Handling Screen</li> <li>* Title Bar</li> <li>* Banner</li> <li>* Conversation Area</li> <li>* Disconnect Message Status</li> <li>* Color Scheme</li> <li>* Agent Text Transmission</li> <li>* Cancel Key</li> <li>* Information Bar</li> <li>* Profile</li> <li>* Help</li> <li>* Call Type</li> </ul>	<ul style="list-style-type: none"> <li>* Dial Window</li> <li>* Scratch Pad</li> <li>* Transfer Panel</li> <li>* Headset Panel</li> <li>* Status Bar</li> <li>* Record Feature</li> <li>* Function Keys</li> <li>* Block</li> <li>* Ctrl-Switch</li> <li>* Switch</li> <li>* The Keyboard</li> <li>* Alpha Keys</li> <li>* Call Handling Keys</li> <li>* Numeric Keys</li> <li>* Cursor Movement Keys</li> <li>* Arrow Keys</li> <li>* Backspace</li> <li>* Error Correction Function</li> <li>* Single Word Edit Function</li> <li>* Word Substitution Feature</li> <li>* Macros Table</li> <li>* Ctrl-Function Keys</li> <li>* Glossary of Telephony Terms</li> <li>* Background Noises</li> <li>* Voice Tones/Descriptive Words</li> <li>* Standard Abbreviations</li> </ul>
Phone Image (Tone of Voice)	<ul style="list-style-type: none"> <li>* Professional Phone Image</li> <li>* How phone image is created</li> <li>* Provide warm &amp; friendly greeting</li> <li>* Conversational Tone</li> <li>* Voice Inflection</li> <li>* Audibility &amp; breath control</li> <li>* Pitch</li> <li>* Quality</li> <li>* Operator Role</li> <li>* Relay Role</li> <li>* Relay Skills</li> <li>* Conversational Flow</li> <li>* Staying focused</li> <li>* Listening skills</li> <li>* Customer service skill</li> <li>* Coping skills</li> </ul>	<ul style="list-style-type: none"> <li>* Voice Person Speaking in Third Person</li> <li>* Pacing the Voice Customer</li> <li>* Brief pacing phrases</li> <li>* Repeating information</li> <li>* Voice Customer does not say "GA"</li> <li>* Handling Interruptions</li> <li>* Voice Tone</li> <li>* How Phone Image is Created</li> <li>* Why Conversational Tone?</li> <li>* Transparency, Caller Control &amp; Confidentiality</li> <li>* Rudeness</li> <li>* Create an Exceptional Customer Experience</li> <li>* Announce</li> <li>* Closing</li> <li>* Suggested Redirect Phrases</li> <li>* Transparency &amp; Caller Control</li> </ul>

POLICY AND PROCEDURE TOPICS		
	<ul style="list-style-type: none"> <li>Phrases</li> <li>Background Noises</li> <li>Voice Tones/Descriptive Words</li> </ul>	
TTY-Voice & Voice-TTY	<ul style="list-style-type: none"> <li>TTY to Voice Introduction</li> <li>Connecting to outbound customer</li> <li>Announcement</li> <li>Explanation of service</li> <li>Deaf or Hard-of-Hearing Explanation</li> <li>International Announcement</li> <li>TTY-Voice Procedures</li> <li>TTY-Voice Specific Person Request</li> <li>Variations Specific Person Request</li> <li>TTY-Voice Answered TTY</li> <li>Voice Person Not Available</li> <li>TTY-TTY Call Release</li> <li>TTY-Voice Answer TTY (TTY-TTY)</li> <li>TTY-TTY Specific Person Request</li> <li>TTY-Voice No Answer</li> <li>Types of Busy Signals</li> <li>Redialing</li> </ul>	<ul style="list-style-type: none"> <li>TTY-Voice Busy Signals</li> <li>Regional 800</li> <li>Voice-TTY</li> <li>Voice-TTY Introduction</li> <li>Connecting to the outbound customer</li> <li>Voice Greeting</li> <li>Voice call progress</li> <li>Announcement</li> <li>Voice-TTY call (Hearing Person Answer)</li> <li>Explanation of service</li> <li>Voice-TTY Procedures</li> <li>Voice-TTY Specific Person Request</li> <li>Voice-TTY Answered Voice</li> <li>Voice-TTY No Answer</li> <li>Voice-TTY Busy Signal</li> </ul>
Branding	<ul style="list-style-type: none"> <li>Inbound Answer Type Branding</li> <li>Database Branding</li> </ul>	<ul style="list-style-type: none"> <li>Branding procedures</li> </ul>
Recordings, Answering Machines, Pagers, & Answering Machine Retrieval (AMR)	<ul style="list-style-type: none"> <li>Introduction</li> <li>Recording Feature</li> <li>Information Line Recording (TTY/ Voice)</li> <li>Touch Tone Dialing</li> <li>Using Touch Tones (TTY/Voice)</li> <li>Audio text interaction</li> <li>Variations for Recordings</li> <li>Record Feature Tips</li> <li>TTY-Voice Recordings</li> <li>TTY-Voice Recording Information</li> <li>TTY-Voice Answering Machine</li> <li>Variations: Answering Machine/ Recording/Pagers</li> <li>Voice Mail Retrieval</li> </ul>	<ul style="list-style-type: none"> <li>AMR</li> <li>TTY-Voice Pager/Beeper (known)</li> <li>TTY-Voice Pager/Beeper (unknown)</li> <li>Voice-TTY Pager</li> <li>Voice-TTY Answering Machine</li> <li>Other Recording Variations</li> <li>Voice Mail System</li> <li>Privacy Manager/Call Intercept</li> <li>Automatic Redial System Recordings</li> <li>Switchboards</li> <li>Redialing Voicemail through Switchboard</li> <li>TTY-Voice Asking for Specific Person</li> <li>Live person On Answering Machine Redial</li> </ul>
VCO (Voice Carry-Over)	<ul style="list-style-type: none"> <li>VCO Introduction</li> <li>VCO Announcement</li> <li>VCO Service Explanation</li> <li>VCO Equipment</li> <li>Non-Branded VCO</li> <li>Branded VCO</li> <li>VCO No Answer</li> <li>VCO Busy</li> <li>VCO Privacy</li> <li>VCO Answering Machine</li> <li>Voice-VCO Answered TTY</li> <li>Voice-VCO Answered VCO</li> <li>Two-Line VCO (2LVCO) Intro</li> </ul>	<ul style="list-style-type: none"> <li>Reverse 2LVCO Intro</li> <li>Reverse 2LVCO Procedure</li> <li>VCO Variations</li> <li>VCO comes in Voice Line</li> <li>2LVCO Conference Calls</li> <li>VCO Requests Relay to give Relay #</li> <li>VCO Privacy while leaving message</li> <li>VCO Voice Mail Retrieval</li> <li>2LVCO Voice Mail Retrieval</li> <li>VCO Types and Voices</li> <li>Inbound Customer Requests VCO/HCO</li> <li>VCO Requests CA gives name in notes</li> <li>2LVCO Procedure</li> </ul>
Billing	<ul style="list-style-type: none"> <li>Introduction</li> <li>Local call description</li> <li>Paid by Inbound</li> <li>Toll Free Calls</li> <li>Calls that Cannot Be Processed</li> <li>Specific Person Request</li> </ul>	<ul style="list-style-type: none"> <li>Inbound tells wrong #</li> <li>Agent dials wrong #</li> <li>Marine</li> <li>Roaming Feature</li> <li>Restricted Roaming</li> <li>Unrestricted Roaming</li> </ul>
HCO (Hearing Carry-Over)	<ul style="list-style-type: none"> <li>HCO Intro</li> <li>HCO Announcement</li> </ul>	<ul style="list-style-type: none"> <li>Voice-HCO Answered</li> <li>Voice-HCO Answered TTY (1) (2)</li> </ul>

POLICY AND PROCEDURE TOPICS		
	<ul style="list-style-type: none"> <li>HCO Service Explanation</li> <li>People with speech disabilities "S"</li> <li>Non-Branded HCO</li> <li>Branded HCO</li> <li>HCO with Privacy</li> <li>HCO No Answer</li> <li>HCO Busy</li> <li>HCO-Voice Answering Machine</li> </ul>	<ul style="list-style-type: none"> <li>Voice-HCO recorded message answers</li> <li>2LHCO Intro</li> <li>Two-Line HCO Procedure</li> <li>Reverse Two-Line HCO</li> <li>HCO Variations</li> <li>Inbound requests VCO/HCO</li> <li>HCO User Requests to Speak</li> </ul>
Customer Database	<ul style="list-style-type: none"> <li>Enhanced Customer Database Profile</li> <li>Household Profile</li> <li>Edit Household Profile</li> <li>Navigating Customer Database</li> <li>Household Profile Panels</li> <li>Frequently Dialed Numbers</li> <li>Preferences</li> <li>Restrictions</li> <li>Blocked</li> <li>Emergency Numbers</li> <li>STS</li> <li>STS Messages</li> </ul>	<ul style="list-style-type: none"> <li>Customer Profile Introduction</li> <li>Use/Edit/New/Delete Customer Profile</li> <li>Verify Customer Password for Agent</li> <li>Verify Customer Password – CSR Only</li> <li>Customer Profile Panels</li> <li>Personal Information</li> <li>Notes</li> <li>Frequently Dialed #s</li> <li>Emergency #s</li> <li>STS</li> <li>STS Messages</li> <li>Database Profile Macros</li> </ul>
Directory Assistance (DA)	<ul style="list-style-type: none"> <li>DA Intro</li> <li>Interstate DA</li> <li>Intrastate DA</li> <li>Automated DA</li> <li>DA City &amp; State Given; Area Code Unknown</li> <li>DA Variations</li> <li>International Transfer Menu</li> <li>Call Processing -- Calling Intl</li> </ul>	<ul style="list-style-type: none"> <li>Call Processing -- Calling from International Number</li> <li>Sprint International Variations</li> <li>Non-Standard TTY</li> <li>Answered Foreign Language</li> <li>Transfer Menu</li> <li>900 # Call Processing</li> <li>211/311/511 Requests</li> </ul>
Device-to-Device Calls	<ul style="list-style-type: none"> <li>Device to Device Intro</li> <li>Function Keys &amp; Banner Messages</li> <li>VCO-TTY &amp; TTY-VCO</li> <li>VCO-VCO</li> <li>TTY-HCO &amp; HCO-TTY</li> </ul>	<ul style="list-style-type: none"> <li>VCO-HCO &amp; HCO-VCO</li> <li>HCO-HCO</li> <li>Device to Device Variations</li> <li>Alternate Call Type reaches recording</li> </ul>
Call Processing Variations	<ul style="list-style-type: none"> <li>CA information</li> <li>Area Code Only In From Number</li> <li>Conversational Flow</li> <li>Static or Poor Connection</li> <li>Profanity towards Agent</li> <li>Redialing</li> <li>Young Children</li> <li>Inbound Does Not Connect</li> <li>Inbound ASCII</li> <li>Tone Judgments</li> <li>Repeating Information</li> <li>Restricted Calls</li> <li>Two calling from numbers</li> <li>LEC Service Office</li> <li>611/811</li> <li>Double Letters</li> <li>Call Waiting Feature</li> <li>Conference Calls</li> <li>Party Line Calls</li> <li>Three-Way Calling</li> <li>Hard of hearing customer Answers TTY Line</li> <li>Spanish Calls to Spanish Speaking Agents</li> <li>Request for Alternate Language</li> <li>Caller Types in Alternate Language</li> </ul>	<ul style="list-style-type: none"> <li>Request for Length of Call</li> <li>T-V Call &amp; V Requests Supervisor Call Backs for TTYs</li> <li>Multiple Calls</li> <li>Sensitive Topics</li> <li>Suicide</li> <li>Abuse</li> <li>Illegal Calls</li> <li>Answering Machines</li> <li>Hangs Up Before Message Left</li> <li>Do Not Type Recorded Messages</li> <li>Answering Machine Full</li> <li>Change Answering Machine Message</li> <li>VCO Requests Leave Message 1st out dial</li> <li>Leaving a Message V-TTY Ans V</li> <li>Retrieving Messages from TTY V Answering Machine</li> <li>TTY Screener</li> <li>Request to Leave TTY Message on Answering Machine</li> <li>Recordings</li> <li>Regional 800</li> <li>TTY Requests "Dial That Number"</li> <li>Recording with Relay Option</li> <li>Alternate Call Recording Reached</li> </ul>

POLICY AND PROCEDURE TOPICS		
	<ul style="list-style-type: none"> <li>✦ Voice Customer Hangs Up During Call</li> <li>✦ Variable Time Stamp</li> <li>✦ Customer Misdialed Phrase</li> <li>✦ TTY Customer Hangs Up During Call</li> <li>✦ Non Standard TTY Capability</li> <li>✦ Relaying Internet Characters</li> <li>✦ TTY User Does Not Type GA</li> <li>✦ Dispatch Calls – Pizza, Taxi, etc.</li> <li>✦ Customer Referral Guidelines</li> <li>✦ V-T Calls answered by Fax</li> <li>✦ Customer Requests</li> <li>✦ Holding for Inbound prior to out dial</li> <li>✦ Request for Company Information</li> <li>✦ Request for M/F Agent</li> <li>✦ Request Specific Agent</li> <li>✦ Agent Knows Customer</li> <li>✦ Request for Relay Number</li> <li>✦ Customer Requests to Call Relay Service</li> <li>✦ Request for Calling From Number</li> <li>✦ Request Telephone Number Referral</li> <li>✦ Request for Date/Time</li> <li>✦ User Requests Agent to Modify Call</li> </ul>	<ul style="list-style-type: none"> <li>✦ English/Spanish</li> <li>✦ Pound</li> <li>✦ Touch Tone Phone</li> <li>✦ Advertisements</li> <li>✦ Do Not Type Recordings</li> <li>✦ Get Live Person/Rep</li> <li>✦ Conversation Being Recorded</li> <li>✦ Dial Number from Recorded Announcement</li> <li>✦ VCO</li> <li>✦ Conference Calls</li> <li>✦ Leave Relay Number</li> <li>✦ Voice Mail Retrieval</li> <li>✦ VCO Types &amp; Voices</li> <li>✦ Prompting</li> <li>✦ Data Transmission Box</li> <li>✦ Prompting VCO on Hold</li> <li>✦ Requests VCO/HCO</li> <li>✦ HCO</li> <li>✦ Requests VCO/HCO</li> <li>✦ Alternate Call Type Recording</li> <li>✦ Bridge Left Open</li> </ul>
Call Take Over Procedures	<ul style="list-style-type: none"> <li>✦ FCC Rule</li> <li>✦ Protocol &amp; process flow</li> <li>✦ TTY-Voice and Voice-TTY</li> <li>✦ ASCII</li> </ul>	<ul style="list-style-type: none"> <li>✦ VCO</li> <li>✦ VCO-VCO</li> <li>✦ HCO</li> <li>✦ VCO-TTY &amp; TTY-VCO</li> </ul>
Customer Service	<ul style="list-style-type: none"> <li>✦ Functions</li> <li>✦ Language Services</li> </ul>	<ul style="list-style-type: none"> <li>✦ Procedures</li> </ul>
Transparency	<ul style="list-style-type: none"> <li>✦ Non-Emergency Calls</li> <li>✦ Emergency Center Evacuation</li> </ul>	<ul style="list-style-type: none"> <li>✦ Network Failure</li> </ul>
Emergency Call Procedures	<ul style="list-style-type: none"> <li>✦ Emergency Calls Intro</li> <li>✦ Emergency Services</li> <li>✦ FCC Requirements</li> <li>✦ Emergency Call Processing</li> <li>✦ Emergency Reporting</li> <li>✦ TTY-Emergency</li> </ul>	<ul style="list-style-type: none"> <li>✦ TTY-Emergency TTY Call Release</li> <li>✦ Internet-Emergency</li> <li>✦ Instant Messenger (IM) Emergency</li> <li>✦ Emergency Call Processing Variations</li> <li>✦ Emergency Form</li> <li>✦ Voice-Emergency</li> </ul>
Federal Relay Service	<ul style="list-style-type: none"> <li>✦ FedRelay Intro</li> <li>✦ FedRelay Announcement</li> <li>✦ FedRelay Service Explanation</li> <li>✦ FedRelay Procedures</li> <li>✦ FedRelay call types</li> </ul>	<ul style="list-style-type: none"> <li>✦ FedRelay Confidentiality Policy</li> <li>✦ FedRelay Customer Information Requests</li> <li>✦ FedRelay Customer Contacts</li> <li>✦ FedRelay Reporting</li> </ul>
STS (Speech-to-Speech)	<ul style="list-style-type: none"> <li>✦ STS Introduction &amp; History</li> <li>✦ STS Description</li> <li>✦ Disabilities</li> <li>✦ Characteristics of STS users</li> <li>✦ Stereotypes</li> <li>✦ Clarifying Phrases</li> <li>✦ Phrases to Avoid</li> <li>✦ STS Phone Image</li> <li>✦ STS Agent Tools</li> <li>✦ Consistency</li> <li>✦ Patience</li> <li>✦ Ask Yes/No Questions</li> <li>✦ No Personal Conversation</li> <li>✦ Phrases</li> <li>✦ STS Alphabet</li> <li>✦ Transparency/Call Control/ Confidentiality</li> </ul>	<ul style="list-style-type: none"> <li>✦ Ways to Reduce/Streamline Notes</li> <li>✦ Standard Abbreviations (STS)</li> <li>✦ STS-Voice</li> <li>✦ Voice-STS</li> <li>✦ STS VCO-Voice</li> <li>✦ Voice-STS VCO (TTY answer)</li> <li>✦ Voice-STS VCO (VCO answer)</li> <li>✦ STS VCO -- 2 Line VCO</li> <li>✦ TTY-STS</li> <li>✦ STS-TTY</li> <li>✦ Non-branded HCO-STS</li> <li>✦ STS-HCO</li> <li>✦ STS Hold Message</li> <li>✦ STS Call Takeover</li> <li>✦ Confidentiality &amp; Transparency</li> <li>✦ Personal Conversations requests</li> </ul>

POLICY AND PROCEDURE TOPICS		
		<ul style="list-style-type: none"> <li>STS Variations</li> </ul>
Healthy Detachment	<ul style="list-style-type: none"> <li>Healthy Detachment Intro</li> <li>Objectives</li> <li>Survival Skills</li> <li>Relay Traps</li> </ul>	<ul style="list-style-type: none"> <li>Perception</li> <li>Ways to Reduce Stress</li> <li>Hospitality</li> <li>Phrases</li> </ul>
Healthy Relay	<ul style="list-style-type: none"> <li>Introduction</li> <li>Objectives</li> <li>Ergonomics</li> <li>Stretching Exercises</li> <li>Agent Reinforcement</li> <li>Ergonomic Review</li> </ul>	<ul style="list-style-type: none"> <li>Setting up Workstation</li> <li>GUAM - Get Up and Move</li> <li>Ergonomic Relief</li> <li>Slowing the Customer Down</li> <li>Overtime</li> <li>Relaxation</li> </ul>
Adult Learner	<ul style="list-style-type: none"> <li>Understanding the Needs of the Adult Learner</li> <li>The Learning Continuum</li> <li>Use of Different Modalities</li> <li>Edgar Dale's Cone of Experience</li> <li>Elements of Lesson Design</li> <li>Focus</li> <li>Objective &amp; Purpose</li> <li>Input</li> <li>Trust in Management</li> </ul>	<ul style="list-style-type: none"> <li>Modeling</li> <li>Checking For Understanding</li> <li>Guided Practice</li> <li>Independent Practice</li> <li>Summary</li> <li>Evaluation</li> <li>How to Give Effective Instruction</li> <li>Questioning Guidelines</li> <li>Feedback - Training &amp; Coaching Technique</li> </ul>
Assessing Performance	<ul style="list-style-type: none"> <li>The Assessment Process in Training</li> <li>Assessment - What is involved?</li> <li>Practice Time</li> <li>Spelling Test</li> <li>Written tests</li> <li>Side by side evaluations</li> <li>Typing</li> </ul>	<ul style="list-style-type: none"> <li>Acceptable Time Frame</li> <li>Acceptable Is Relative</li> <li>Ways to "Coach"</li> <li>Feedback</li> <li>Maintain Self-esteem &amp; Motivate</li> <li>Pass/Fail Guidelines</li> <li>Introduce Assessment Form</li> <li>Form Set-Up</li> </ul>
Introduction to Diversified Culture	<ul style="list-style-type: none"> <li>Introduction to Diversified Culture</li> <li>Diversification</li> <li>Who Uses Relay</li> <li>Understanding Our Customer</li> <li>Special Communication Needs</li> <li>Pathological vs. Cultural View of Deafness</li> </ul>	<ul style="list-style-type: none"> <li>Why is there Deaf Culture?</li> <li>What Do You Know About Deafness</li> <li>Myths About Deafness</li> <li>Two Views of Deafness</li> <li>Loudness Levels</li> <li>Characteristics of Deafness</li> <li>The Deaf Community</li> </ul>
Deaf Heritage	<ul style="list-style-type: none"> <li>History in Europe</li> <li>History in North America</li> <li>Alexander Graham Bell</li> </ul>	<ul style="list-style-type: none"> <li>Edward Miner Gallaudet</li> <li>Oral/Combined Debate</li> <li>Timeline of Deaf History</li> </ul>
The Deaf Community	<ul style="list-style-type: none"> <li>Introduction to the Deaf Community</li> <li>National Association of the Deaf</li> <li>Contributions to Society</li> <li>Mainstreamed Schools</li> <li>Sign Language Interpreters</li> <li>Different Communication Systems</li> <li>Exposure to English</li> <li>DEAF President Now</li> <li>Attitude Changes toward the Deaf Community</li> </ul>	<ul style="list-style-type: none"> <li>American Athletic Association of the Deaf</li> <li>National Theatre of the Deaf</li> <li>Assistive Devices</li> <li>Gaining Acceptance in the Deaf Community</li> <li>Changes in the Deaf Community</li> <li>Working with a Sign Language Interpreter</li> <li>Interpreting Standards</li> <li>Equal Access</li> <li>Cochlear Implant Controversy</li> </ul>
American Sign Language (ASL) Pt. 1	<ul style="list-style-type: none"> <li>What is ASL?</li> <li>History of ASL</li> <li>ASL Recognized as Language</li> </ul>	<ul style="list-style-type: none"> <li>Rules of ASL</li> <li>Five Parameters of ASL</li> <li>English vs. ASL Idioms</li> </ul>
American Sign Language (ASL) Pt. 2	<ul style="list-style-type: none"> <li>Evolution of ASL</li> <li>ASL Syntax</li> </ul>	<ul style="list-style-type: none"> <li>Translate ASL to English and Vice Versa</li> </ul>
TTYPhony & TTY Courtesy	<ul style="list-style-type: none"> <li>First Teletypewriter</li> <li>Evolution &amp; History of the TTY</li> <li>Telecom Laws of Accessibility</li> </ul>	<ul style="list-style-type: none"> <li>TTY Courtesy</li> <li>Development of Relay Service Market</li> </ul>
Deaf Customers	<ul style="list-style-type: none"> <li>Statistics from NIDCD</li> </ul>	<ul style="list-style-type: none"> <li>Relaying for Deaf Customers</li> </ul>

POLICY AND PROCEDURE TOPICS		
Hard of hearing & Late-Deafened Customers	<ul style="list-style-type: none"> <li>Characteristics of Deaf Customers</li> <li>Assistive Devices for Deaf Customers</li> <li>Establishment of Assoc. of Late-Deafened Adults</li> </ul>	<ul style="list-style-type: none"> <li>Establishment of Hearing Loss Association of America</li> <li>Deaf Seniors</li> <li>Military Veterans</li> <li>Relaying for Late-Deafened Customers</li> </ul>
DeafBlind Customers	<ul style="list-style-type: none"> <li>What Does DeafBlind Mean</li> <li>Assistive Devices for the DeafBlind</li> <li>Relaying for the DeafBlind</li> </ul>	<ul style="list-style-type: none"> <li>DeafBlind Pacing – Allows the CA to slow down the transmission to the Braille machine</li> </ul>
Relaying for Speech/ Cognitively Disabled Customers	<ul style="list-style-type: none"> <li>Speech-Challenged Customers</li> <li>Assistive Devices</li> <li>Physically &amp;/or Cognitively Challenged Customers</li> </ul>	<ul style="list-style-type: none"> <li>Traumatic Brain Injury</li> <li>Stroke</li> <li>Communication Related Effects</li> </ul>
Relaying for Hearing Customers	<ul style="list-style-type: none"> <li>Statistics</li> </ul>	
Ethics & Confidentiality	<ul style="list-style-type: none"> <li>Interpreting Standards</li> <li>ADA &amp; FCC regulations for the Provision of TRS</li> <li>Regulations pertaining to call content</li> </ul>	<ul style="list-style-type: none"> <li>TRS Rules – Operator Standards</li> <li>Relay Center Agreement Regarding Confidential Customer Info</li> </ul>

### ***On-Going Quality Focus Skill Training***

Continuous skill training is the cornerstone of Sprint's training program. Core relay processing skills are continually reinforced throughout employment and as a part of supplemental training programs. Sprint develops skills training programs and on-going training labs to ensure skills are maintained and remain consistent with basic relay training. Refresher training is provided on correct relay procedures including system navigation, standard procedures, professionalism, and ethics. Depending upon the complexity of the training a decision is made to determine the appropriate delivery. Our on-going 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 - bi-annual

### ***Quality Focus Skill Training topics from 2016/2017:***

<b>Jan 2016</b>	Dialing the correct number within 5 seconds
<b>Feb 2016</b>	Typing the Voice/TTY greeting verbatim, Announcement protocol including a prompt state-specific announcement/greeting used/ ID number given
<b>Mar 2016</b>	Call processed according to procedures, specifically following Customer Note instructions
<b>Apr 2016</b>	State-specific announcements/greeting/ID given, Call closing protocol, Appropriate closing and macro for call type
<b>May 2016</b>	Specific person request announcements, Progress of call/Customer Informed
<b>Jun 2016</b>	Call transfer procedure, Adapting to call procedures changes as directed by the customer.
<b>Jul 2016</b>	Typing greeting verbatim, Typing message verbatim, Voicing the complete message
<b>Aug 2016</b>	Maintaining transparency maintained, Typing messages verbatim
<b>Sept 2016</b>	Dialing efficiency and protocol
<b>Oct 2016</b>	Typing/reading voice/device answer greetings verbatim, Call closing procedure, Relay mode closing protocol, Operator mode closing protocol
<b>Nov 2016</b>	Changing call procedures as directed by customer, Appropriate macros use., Non-branded VCO call type setup
<b>Dec 2016</b>	Call type standard procedure, Modifying call procedure as directed by the customer, Transferring (711 customer request)
<b>Jan 2017</b>	Dialing the correct number within 5 seconds
<b>Feb 2017</b>	Determining familiarity with relay services, Call type appropriate service explanations, Appropriate

	macro use (EXPLAINING RELAY)?
<b>Mar 2017</b>	Following customer note and customer typed Instructions
<b>Apr 2017</b>	Announcement protocol including a prompt state-specific announcement/greeting used/ID number given, Call closing protocol, Appropriate closing and macro for call type.
<b>May 2017</b>	Specific person announcement procedure
<b>Jun 2017</b>	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 each state'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 continuing to broaden employees' understanding and effectiveness. Sprint will utilize 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:***

<b>Jan 2016</b>	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?
<b>Feb 2016</b>	The History of Deafness
<b>Mar 2016</b>	Ways to Detach
<b>Apr 2016</b>	Deaf Nation Expo is...
<b>May 2016</b>	American Sign Language is..., CODA means...
<b>June 2016</b>	All About CapTel, How it works
<b>July 2016</b>	Baseball Signs originated from Sign Language
<b>Aug 2016</b>	Accessibility for All, Sprint corporate responsibility
<b>Sept 2016</b>	Diversity-Equality-Inclusion
<b>Oct 2016</b>	Disability is Diversity, Stretches to do at your desk
<b>Nov 2016</b>	Disability Awareness
<b>Dec 2016</b>	Disability Advocacy
<b>Jan 2017</b>	View of a person's abilities
<b>Feb 2017</b>	Highlight: Edward Verne Roberts – American Disability Activist
<b>Mar 2017</b>	Disability Awareness
<b>Apr 2017</b>	Parkinson's Awareness Month
<b>May 2017</b>	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:** A discussion of support techniques to enhance service for customers and an avenue for sharing relay agent peer to peer suggestions toward accomplishing superior service. 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	Outdial 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 our bi-annual Grammar and Spelling Rules from 2016/2017.



## GRAMMAR MATTERS

**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
<b>I</b>	When you're referring to the subject of a sentence or clause	Julia (subject) and I (subject) always go together.	To know if you should use "I" or "me" take the other pronoun out of the sentence and see if it still makes sense.
<b>Me</b>	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
<b>there</b>	Naming a place, a thing, or the existence of something	If you can replace "there" with "here" you have it right!
<b>their</b>	Showing possession	If you can substitute "their" with "our" you have it right!
<b>they're</b>	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 <sup>st</sup> 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 <sup>rd</sup> person singular, then you use "has". All other subjects take on "have".
2 <sup>nd</sup> Person	You have	You have	
3 <sup>rd</sup> Person	he/she/it has	they have	

### It's and Its Usage

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

### Staff Training

Our entire Accessibility team exists for our customers. Training on all aspects of ASL, deaf culture, the needs of hearing, speech and dual sensory impaired users, ethics and confidentiality is vital to our success. These topics and others help us to be able to meet and exceed customer expectations and requirements.

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 we authorize 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. One of our most valuable assets is our reputation for honesty and fairness, and our commitment to uphold this responsibility. The Code is