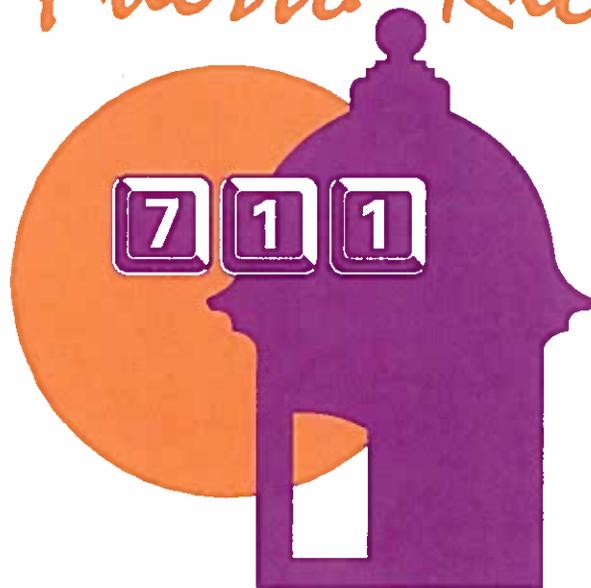# APPENDIX I:

Puerto Rico Relay Annual Reports
2013 to 2016

Annual Report
September 2013 – August 2014

Puerto Rico

711

RELAY

Make calls anytime.

CONTENTS {

PUERTO RICO RELAY 2013

2011
BECOMES FIRST PROVIDER TO INCLUDE ENHANCEMENTS TO SPEECH-TO-SPEECH SERVICE

2013
RE-CERTIFIED BY FCC UNTIL 2018

2014
AWARDED CONTRACT EXTENSION THROUGH DECEMBER 31, 2014

[FROM THE RELAY PROGRAM MANAGER]

Dear Puerto Rico Relay Telecommunications Regulatory Board,

Sprint Relay had another opportunity to serve Puerto Rico consumers during the fiscal year of September 2013–August 2014 by providing high-quality relay services, outreach education and customer service.

Puerto Rico Relay outreach activities included:
- Creation of a TRS advertisement
- Exhibitions and presentations
- Equipment Distribution Program management
- Wireless device explanations and sales
- One-on-one customer assistance

Session minutes this fiscal year showed:
- TRS: A decrease of 8.5%
- Speech-to-Speech: A significant increase of 833%

Sprint now has the ability, as of May 15, 2014, to provide text-to-911 service. It may take up to six months to fully implement the service for individual Public Safety Answering Points, but this is a crucial step in ensuring full, equal access for relay consumers.

Sprint thanks the Puerto Rico Relay Telecommunications Regulatory Board, the equipment distribution vendor, and the relay users for the opportunity to provide the best in relay services and education.

Sincerely,

Missy McManus
Relay Program Manager
(May 2014 – present)

OUTREACH EDUCATION

Outreach Activities

Puerto Rico Relay promoted relay service awareness through product and service demonstrations, exhibitions, and presentations; through event sponsorships; and the Puerto Rico Relay website at www.puertoricorelay.com. Outreach education included:

- Creation of a TRS advertisement
- Exhibitions and presentations
- Equipment Distribution Program management
- Wireless device explanations and sales
- One-on-one customer assistance

See appendix for a comprehensive list of outreach activities.

Advertisement

During Spring 2014, Puerto Rico Relay placed an advertisement (at right) about TRS, Customer Service, and the Equipment Distribution Program phone numbers and website address in the national Telecommunications for the Deaf and Hard of Hearing, Inc. directory.

TDI has published its directory annually since 1968. This significant resource includes over 500 pages of contact information for thousands of individuals, businesses, organizations and government agencies that serve the deaf community.

Website Statistics

Fig. 1: Website Statistics			
Month	**Hits**	**Month**	**Hits**
September	8,221	March	7,039
October	7,730	April	6,905
November	7,820	May	8,891
December	5,206	June	6,532
January	5,411	July	4,602
February	5,823	August	3,410

The Puerto Rico Relay website, at www.puertoricorelay.com, provides information on relay services. The Relay Program Manager monitors website trends through regular reports identifying the most accessed pages. After researching various website tools, it was proven that the Google Analytics application was more accurate in computing website statistics; therefore, the Relay Program Manager requested that this program code be utilized. During this fiscal year, there were 77,590 hits, representing requests made to the server.

Equipment Distribution Program

The Equipment Distribution Program has the purpose of loaning special telephone devices to qualifying Puerto Rico citizens. Eligible applicants may receive one loaned device. Figure 2 shows the specific distributed equipment during this fiscal year, amounting to 31 pieces. There were two replacements, bringing the final total to 33.

Fig. 2: EDP Statistics					
Month	MP 425	Uniphone	Dialogue VCO	Crystaltone	Light Signaler
September	0	0	0	0	0
October	0	0	1	1	2
November	0	0	1	0	1
December	0	0	0	0	0
January	0	0	1	0	1
February	3	3	1	3	7
March	0	0	2	0	2
April	0	0	0	1	1
May	0	0	0	0	0
June	0	0	0	0	0
July	0	0	0	1	0
August	0	0	0	1	0
TOTAL	3	3	6	7	14

The number of equipment pieces distributed by town is indicated in Figure 3:

Fig. 3: Equipment Distribution	
Town	Number
Anasco	2
Bayamon	2
Caguas	2
Catano	1
Guaynabo	3
Mayaguez	2
Morovis	2
San Juan	16
Santurce	1
TOTAL	31

TRS ENHANCEMENTS

Enhanced Speech-to-Speech Services

In March 2014, Sprint made several enhancements to its Speech-to-Speech (STS) services, such as additional features shown in the postcard at right.

Good News for People with Speech Disabilities

Sprint Relay is proud to announce that we have **ENHANCED** the service to make Speech-to-Speech calls more efficient and productive.

Sprint's exciting line-up of STS features:

- My Wireless *STS (*787)
- My Support
- My E-Mail Set-Up
- My Saved Messages
- My Phonebook
- Many more ...

For more information, visit sprintsts.com or call STS Customer Support 877-787-1989

Sprint Relay

Osher Lifelong Learning Institutes

Relay South Carolina, in partnership with Sprint, presented a program at the Furman University Osher Lifelong Learning Institutes (OLLI) in Greenville, South Carolina, in March 2014. The program was to raise awareness about communication solutions for people with hearing loss.

The first OLLI course presentation, lasting five hours, covered various topics, such as hearing loss types, hearing aid and cochlear implant features, telecommunication equipment, smartphone applications, and public accommodations (including television and movie captioning). Also shared were newer resources available to individuals with hearing loss that would help ensure more independent lives and reduced stress. Similar program models as OLLI could be provided in schools in Puerto Rico to promote awareness of communication solutions.

STARS Conference

Sprint sponsors an annual conference for State Telecommunication Administrators of Relay by Sprint (STARS). The STARS conference is an ideal forum for discussions about current FCC rules and upcoming industry trends, and idea exchanges among state relay administrators. This year's STARS conference was held in Florida in May 2014.

SPRINT RELAY ACCOUNTS

Sprint provides relay services for 34 accounts including Federal Relay Service, Puerto Rico, Virgin Islands and New Zealand, as shown in the map at right.

Relay Contracts (34)
TRS and/or CapTel Center
Customer Service Centers

Emerging Text-to-911 Technology

Text-to-911 technology is the ability to request emergency assistance by sending, on a wireless phone, a text message to a public safety answering point (PSAP). While this technology may be most utilized by the deaf, hard of hearing, and speech-disabled communities, it is expected to be increasingly used by the general public. Text-to-911 is also intended as an option for when voice calling is unavailable or unsafe, such as during domestic violence incidents.

Sprint now provides text-to-911 service. Sprint currently routes enhanced wireless 911 calls to 198 PSAPs in Florida. Additional service areas will take up to six months to implement. Sprint is enthusiastic about expanding the public's ability to get critical assistance. Towards that end, Sprint continues actively participating in standards bodies and industry working groups, along with cooperative efforts with PSAPs across the country. As part of these efforts, Sprint evaluated vendors and participated in a six-month text-to-911 trial with different jurisdictions across the country prior to launching the service. Sprint is proud to have such innovative partnerships and to be a strong contributor to emergency communications.

Employee of the Year Award

In May 2014, Mike Ellis, National Director for Sprint Relay, was named one of the 2014 "Employees of the Year" by the CAREERS & disABLED Magazine for his professional and advocacy efforts on behalf of people with disabilities in the workplace and in the community. Ellis was one of only 10 employees recognized.

Employee Resource Group

Sprint Relay branch manager for the Relay Program Management team John Moore has been promoted to president for the Sprint Employee Resource Group: REAL DEAL. In his last year of this two-year term, he serves as the point of contact for resource information and guidance on disability information, with an emphasis on deaf- and vision-related matters.

PUERTO RICO RELAY STATISTICS

Telecommunications Relay Service

The following information indicates the trends in the annual total number of session minutes and calls, average speed of answer and service level, and contacts with customers. The numbers reflect the traditional relay services (such as TTY, Voice, Spanish TTY and Voice, Voice Carry-Over [VCO], Telebraille, and Speech-to-Speech [STS]) currently provided by Puerto Rico Relay.

See appendix for a complete statistics report.

Session Minutes

Figure 4 indicates the total monthly session minutes processed through Puerto Rico Relay. The total of 93,821 minutes includes all aspects of TRS services, except CapTel and Speech-to-Speech. This represents a decrease of 8.5% compared to the previous fiscal year's figures.

Fig. 4: Session Minutes

September	8,211	March	8,001
October	7,468	April	7,406
November	6,872	May	8,076
December	7,272	June	7,607
January	8,824	July	7,964
February	7,448	August	8,671

Speech-to-Speech Billable Minutes

This fiscal year's STS figures totaled 1,624, which represents a significant increase of 833%, or +1,450 minutes. Sprint Relay, in partnership with the United Cerebral Palsy (UCP) organization, promoted STS as part of its national campaign to educate STS users on its enhanced STS features.

Fig. 5: STS Minutes

September	127	March	190
October	137	April	153
November	6	May	127
December	131	June	92
January	245	July	105
February	139	August	171

Fig. 6: Call Origination

VCO 57.8%
Voice 16.6%
TTY 20.9%
Turbo Code 4.6%
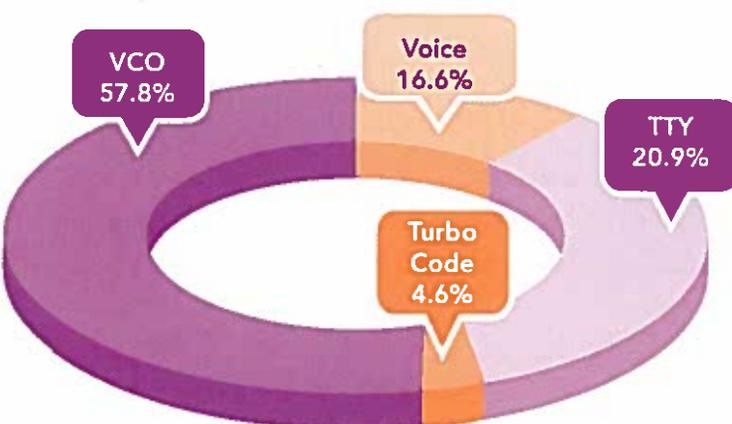
Call Origination

On average, Voice Carry-Over consumers originated approximately 58% of Puerto Rico Relay calls. Figure 6 shows call type by percentage, excluding Speech-to-Speech.

Average Speed of Answer and Service Level

Figure 7 illustrates that Sprint has once again exceeded the speed of answer requirement throughout the year. "Speed of answer" identifies the number of seconds required to answer a call. The daily requirement is that 85% of all calls are answered within 10 seconds. The Average Speed of Answer (ASA) for this fiscal year was 1.76 seconds and the Service Level (SVL) was that 94% of calls were answered within 10 seconds.

Fig. 7: ASA and SVL

Month	ASA	SVL	Month	ASA	SVL
September	1.6	94%	March	1.7	94%
October	1.6	95%	April	1.6	95%
November	1.6	95%	May	1.4	95%
December	2.2	93%	June	1.6	94%
January	2.4	92%	July	1.7	94%
February	1.5	94%	August	2.2	93%

FCC Annual Consumer Contact Log

Sprint prepares and submits an annual Consumer Contact Log Report on TRS to the Puerto Rico Relay Telecommunications Regulatory Board administration, which then submits the report to the Federal Communications Commission. From June 2013 to May 2014, there was one TRS complaint and no TRS commendations.

SPRINT RELAY TEAM

Nancy Salisbury
Regional Vice President
General Business - West

Mike Ellis
National TRS Director

Relay Program Management
John Moore
Branch Manager

Mark Seeger
Branch Manager

Missy McManus
Relay Program Manager (May 2014-Present)

Relay Business Innovations
Mark Tauscher
Branch Manager

Angie Officer
Implementation Program Manager

Corporate Sales
Maggie Schoolar
Branch Manager

Andrew Brenneman
Corporate Sales Manager

Billing
Kris Owara
Analyst

Wireless Sales
Ken Goulston
Account Executive

Customer Service
Brian Adamson
Supervisor

APPENDICES

PUERTO RICO RELAY STATISTICS

TOTAL CALL VOLUME	Sept.	Oct	Nov.	Dec.	Jan.	Feb	March	April	May	June	July	Aug.	TOTAL
TTY- Baudot	1,190	1,254	1,147	1,658	1,819	1,387	1,303	1,118	1,089	1,154	1,423	1,565	16,107
Turbo Code	44	29	36	31	24	22	33	75	112	157	198	268	1,029
ASCII	1	3	3	3	6	1	1	1	1	2	1	5	28
Voice	11,027	10,575	10,335	11,129	13,252	10,885	10,814	10,109	9,819	8,638	9,027	10,602	126,212
VCO	153	150	132	154	194	261	285	243	287	293	313	307	2,772
HCO	-	-	-	-	-	-	-	-	-	-	-	-	0
Deaf/Blind ASCII	-	-	-	-	-	-	-	-	-	-	-	-	0
Deaf/Blind Baudot	-	1	2	-	2	3	1	-	-	-	1	-	10
Total	12,415	12,012	11,655	12,975	15,297	12,559	12,437	11,546	11,308	10,244	10,963	12,747	146,158

PERCENTAGE OF CALLS													AVG.
TTY	30.68%	36.24%	29.88%	27.74%	22.75%	15.60%	17.82%	19.23%	13.37%	10.13%	13.76%	13.83%	20.9%
Turbo Code	5.00%	2.91%	8.47%	6.76%	5.21%	3.63%	1.47%	4.75%	3.09%	3.06%	4.36%	6.52%	4.6%
ASCII	-	-	-	0.23%	-	-	-	-	-	-	-	-	0.0%
Voice	17.27%	16.93%	23.06%	18.88%	19.43%	13.68%	18.03%	17.42%	18.72%	10.71%	13.24%	12.25%	16.6%
VCO	47.05%	43.92%	38.59%	46.39%	52.61%	67.09%	62.68%	58.60%	64.81%	76.10%	68.64%	67.39%	57.8%
HCO	-	-	-	-	-	-	-	-	-	-	-	-	0.0%
D/B ASCII/BAUDOT	-	-	-	-	-	-	-	-	-	-	-	-	0.0%

TOTAL NUMBER OF RELAY CALLS													TOTAL
Local	224	220	269	222	206	174	219	178	175	196	266	342	2,691
Intrastate (Intralata)	28	17	14	38	71	162	92	111	147	144	34	21	879
Intrastate (Interlata)	27	10	-	-	12	17	-	-	-	-	-	-	66
Interstate	-	-	13	21	-	-	12	13	17	12	19	19	126
Toll-Free	20	19	29	15	18	15	29	34	33	11	18	11	252
Directory Assistance	-	2	-	-	-	-	-	-	-	-	1	-	3
900 (Attempted)	-	-	-	-	-	-	-	-	-	-	-	-	0
International	7	2	-	-	-	-	2	-	-	1	-	-	12
Marine (Attempted)	-	-	-	-	-	-	-	-	-	-	-	-	0
Other Calls	-	-	-	-	-	-	-	-	-	-	-	-	0
General Assistance	12,171	12,069	11,354	12,709	15,031	12,268	12,157	11,240	10,963	9,935	10,696	12,432	143,025
Busy Ring/No Answer	134	108	100	133	115	100	123	99	105	207	246	120	1,590
TOTAL Relayed Calls	12,611	12,447	11,779	13,138	15,453	12,736	12,634	11,675	11,440	10,506	11,280	12,945	148,644

MINUTES OF SERVICE													TOTAL
Total Session Minutes	8,211	7,468	6,872	7,272	8,824	7,448	8,001	7,406	8,076	7,607	7,964	8,671	93,821
Less Interstate Mins.	(131)	(86)	(75)	(163)	(66)	(103)	(49)	(84)	(82)	(95)	(135)	(105)	(1,174)
Less Interstate DA Mins.	-	-	-	-	-	-	-	-	-	-	-	-	0
Less International	(56)	(64)	-	-	-	-	(90)	-	-	(11)	-	-	(222)
Less Toll-Free Assistance Mins.	(98)	(35)	(147)	(72)	(73)	(38)	(104)	(175)	(217)	(77)	(43)	(35)	(1,115)
Less 900 Assistance Mins.	-	-	-	-	-	-	-	-	-	-	-	-	0
STS Billable Minutes	127	137	6	131	245	139	190	153	127	92	105	171	1,624
Billable Minutes (excluding STS)	7,927	7,283	6,650	7,037	8,685	7,306	7,758	7,147	7,777	7,423	7,786	8,531	91,310

| NUMBER OF CALLS TO RELAY													TOTAL
Offered	13,167	13,200	12,267	13,969	16,317	13,426	13,269	12,295	12,113	10,922	11,803	13,773	156,521
Answered	12,387	12,286	11,562	12,929	15,287	12,554	12,407	11,536	11,275	10,222	10,974	12,376	145,795
In Queue	13,167	13,200	12,267	13,969	16,317	13,426	13,269	12,295	12,113	10,922	11,803	13,773	156,521
Abandoned in Queue	780	914	705	1,040	1,030	872	862	759	838	700	829	1,037	10,366
Weekend	258	231	269	284	295	283	253	227	235	198	195	311	3,039
Weekday	490	461	446	481	569	524	481	449	424	413	422	468	5,628
Inbound	12,467	12,342	11,670	13,009	15,338	12,617	12,484	11,591	11,352	10,280	11,042	12,799	146,991
Outbound/Completed	306	270	325	296	296	368	354	343	381	316	328	386	3,969
Blockage	-	-	-	-	-	-	-	-	-	-	-	-	0
AVERAGE LENGTH OF CALL BY DEVICE													**AVG.**
TTY	4.65	4.15	4.78	3.57	4.97	5.77	9.18	5.12	8.95	8.48	6.82	6.40	6.07
Turbo Code	1.60	1.08	1.22	1.15	0.98	3.23	3.65	3.70	8.37	9.38	4.77	2.83	3.50
ASCII	-	-	-	-	-	-	-	-	-	-	-	-	0.00
VOICE	0.63	0.72	0.67	0.18	0.55	0.30	0.17	0.33	0.52	0.57	0.28	0.35	0.44
VCO	4.88	2.97	1.70	2.27	2.40	1.63	2.75	3.05	4.10	2.63	2.15	2.50	2.75
HCO	-	-	-	-	-	-	-	-	-	-	-	-	0.00
Deaf/Blind ASCII Calls	-	-	-	-	-	-	-	-	-	-	-	-	0.00
Deaf/Blind Baudot Calls	-	-	-	-	-	-	-	-	-	-	-	-	0.00
Speech to Speech	2.39	1.82	0.59	2.46	2.53	1.79	2.23	2.19	1.92	1.55	1.43	2.37	1.94
Average Length of Comp. Calls	19.78	20.55	15.92	17.03	21.38	15.63	16.52	16.58	16.52	14.47	14.12	17.08	17.13
Average Conversation Length	3.87	2.93	2.32	2.15	2.38	2.13	3.40	2.95	4.17	3.15	2.47	2.75	2.89
SPEED OF ANSWER													**AVG.**
Service Level	94%	95%	95%	93%	92%	94%	94%	95%	95%	94%	94%	93%	94.0%
Monthly Avg.	1.6	1.6	1.6	2.2	2.4	1.5	1.7	1.6	1.4	1.6	1.7	2.2	1.76
CUSTOMER CONTACTS													**TOTAL**
Commendations	-	-	-	-	-	-	-	-	-	-	-	-	0
Complaints	1	-	-	-	-	-	-	-	-	-	-	-	1
Inquiries/Other	23	11	19	14	6	7	4	5	9	7	10	6	121
TOTAL	24	11	19	14	6	7	4	5	9	7	10	6	122
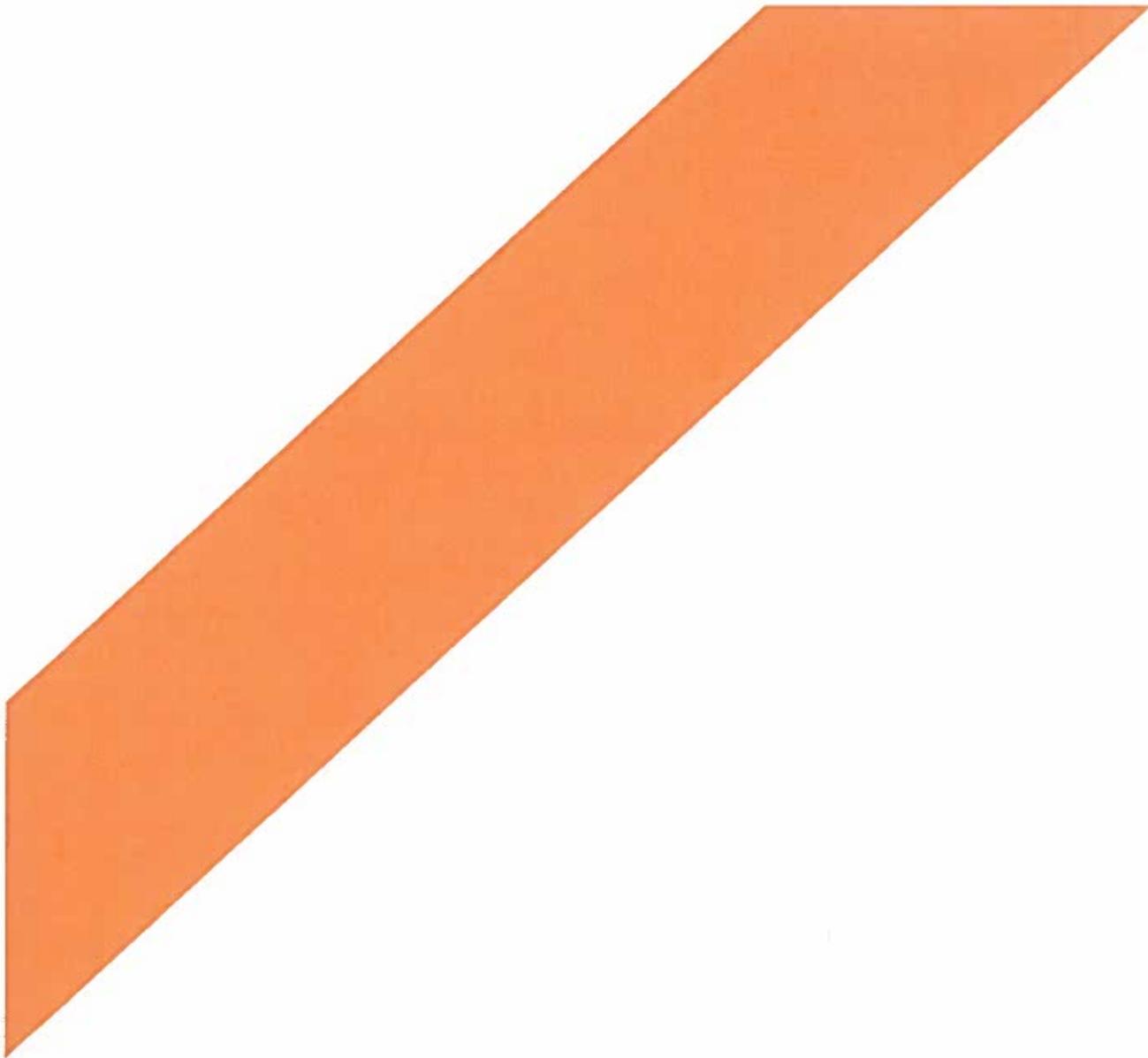
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Annual Report
September 2014-August 2015

Puerto Rico
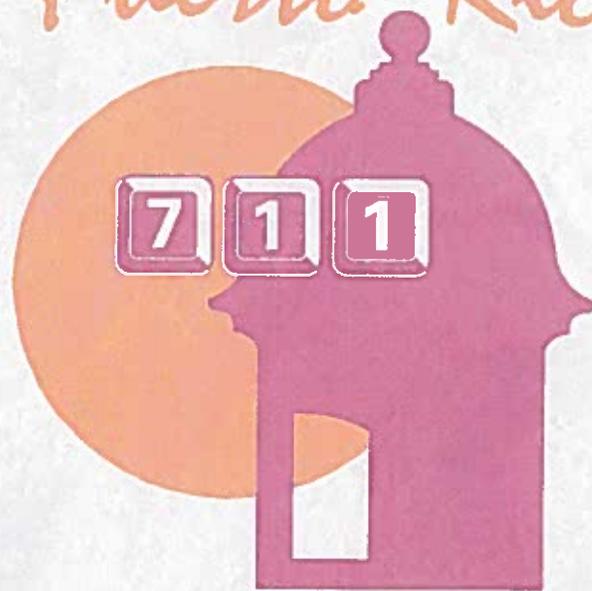
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R E L A Y

Make calls anytime.

CONTENTS

PUERTO RICO RICO RELAY 2015

SELECTED HIGHLIGHTS FROM THE PAST FIVE YEARS

2011: Sprint is the first provider to include enhancements to its Speech-to-Speech service.

2012: Puerto Rico Relay distributes 135 pieces of equipment.

2013: Puerto Rico Relay is re-certified by the Federal Communications Commission until 2018.

2014: Sprint Relay is awarded a contract extension to continue providing Puerto Rico Relay services through 2015.

2015: A Spanish-captioned video is developed about the TTY service.

Puerto Rico Relay establishes a Facebook page.

2013
RE-CERTIFIED BY THE FEDERAL COMMUNICATIONS COMMISSION UNTIL 2018.

2014
AWARDED A CONTRACT EXTENSION THROUGH 2015.

2015
SPANISH-CAPTIONED VIDEO DEVELOPED ABOUT TTY SERVICE.

Year	Equipment Pieces Lent to Puerto Rico Relay Consumers
2014-2015	8
2013-2014	33
2012-2013	636
2011-2012	135
2010-2011	86

[FROM THE RELAY PROGRAM MANAGER]

Dear Telecommunications Regulatory Board of Puerto Rico,

Sprint Relay appreciated the opportunity to provide relay services, education, and customer support to Puerto Rico Relay consumers from September 2014 to August 2015. Puerto Rico Relay outreach activities included exhibitions or presentations in nine island municipalities at locations including:
- Emergency management agencies
- Schools for the deaf
- Independent living centers
- Vocational rehabilitation offices
- Theatres showing films featuring deaf characters

Puerto Rico Relay deliverables also included:
- Establishing a Puerto Rico Relay Facebook page.
- Developing, producing, and showing a Spanish-captioned five-minute video on the TTY service.
- Revising the Puerto Rico Relay TRS informational advertisement.
- Creating a Puerto Rico Relay advertisement in telephone books.
- Managing the Equipment Distribution Program.
- Assisting consumers with questions about wireless devices for sale.
- Completing the interstate TRS fund data collection report.
- Developing the FCC annual report on consumer complaints.

Session minutes this fiscal year showed that:
- TTY-based calls had a decrease of 4.9%, or 4,582 minutes
- Speech-to-Speech calls had an increase of 17.5%, or 284 minutes

To ensure continued compliance with consumers statewide and nationwide, I completed mandatory trainings and testings through Sprint, including ethics compliance, work-related conduct and activities, avoiding conflict of interest, information security, and other policies. I also completed the Federal Communications Commission's Do Not Call Decree course and was certified.

Sprint thanks the members of the Telecommunications Regulatory Board of Puerto Rico, the vendor for the equipment distribution program, and the relay users for the opportunity to provide the best possible in relay services, education, and customer support.

Respectfully,

Missy McManus

Missy McManus
Relay Program Manager

Missy McManus, Relay Program Manager
411 Huger Street I Columbia, SC 29201
(803) 951-1660 TTY I (803) 403-9763 Voice Mail
melissa.mcmanus@sprint.com

3

PUERTO RICO RELAY OUTREACH EDUCATION

Outreach Activities

Puerto Rico Relay promoted relay service awareness through product and service demonstrations, exhibitions, presentations and information dissemination in nine towns, through event sponsorships, and through the www.puertoricorelay.com website. Outreach education took place in locations such as:

- A cruise in San Juan
- Emergency management agencies at the island and federal levels
- Two schools for the deaf in Luquillo and San Juan
- Independent living centers in Arecibo, Rio Grande, and Hato Rey
- Vocational rehabilitation offices in Bayamon and Hato Rey
- Audiology office in San Juan
- Theatres showing a film featuring deaf characters in Mayaguez and Hato Rey

Gala Night

Sprint Relay, Federal Relay and Puerto Rico Relay sponsored sound and lighting systems for the Gala Night at the Caribe Hilton, hosted by Deaf Passages Travel. The evening featured actors John Maucere and Marlee Matlin as the hosts along with deaf rapper Sean Forbes and Sencity Performance Group. Over 1,000 attended, representing 24 countries.

Emergency Management

Federal Relay and Puerto Rico Relay presented with the Federal Emergency Management Agency (FEMA) for the Puerto Rico and Virgin Island regions, and Puerto Rico Emergency Management Agency (PREMA), at the Caribe Hilton in San Juan.

The officials from FEMA and PREMA attended the relay training and requested future presentations and trainings at their offices and Disaster Recovery Centers. All attendees received the Puerto Rico Relay tote bags and Federal Relay brochures.

Schools for the Deaf

Explained Puerto Rico Relay services at two deaf schools: the San Gabriel School for the Deaf (Colegio San Gabriel) in San Juan, where over 60 attended; and at the Evangelical School for the Deaf in Luquillo, where over 40 attended. All students received the Puerto Rico Relay backpack and teachers received the Puerto Rico Relay tote bags.
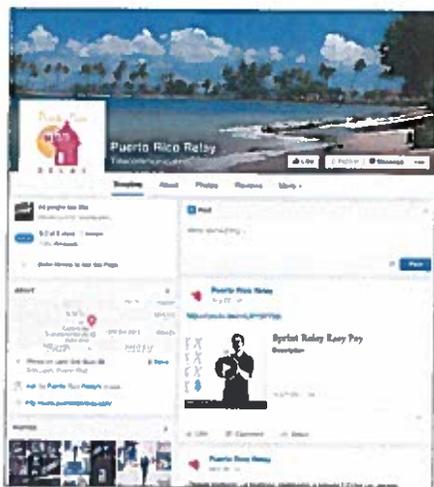
Facebook

In January 2015, Puerto Rico Relay established a Facebook page (shown at left) to give consumers opportunities to view upcoming events and to present their questions about certain relay services.

Phone Book Advertisement

A TRS advertisement (shown at right) was placed in a specialized medical directory phone book issued annually by a company that also issues standard phone books. The advertisement was displayed in the phone book's audiology section.

Advertisements

In May 2015, the Puerto Rico Relay informational advertisement was revised to reflect updated information. Numbers for various TRS services, Customer Service support, and Equipment Distribution Program were listed along with the Puerto Rico Relay website address. This advertisement was produced in two different sizes, in black and white and color.

Equipment Distribution Program

The Equipment Distribution Program has the purpose of loaning special telephone devices, mobile wireless devices, or signaling devices to qualifying Puerto Ricans. Eligible applicants may receive one loaned device. Figure 1 shows the specific equipment distributed during this fiscal year, amounting to eight pieces.

Fig. 1: EDP Statistics					
Month	MP 425	Uniphone	Dialogue VCO	Crystaltone	Light Signaler
September	0	0	1	0	0
October	0	0	0	1	1
November	0	0	0	0	0
December	0	0	0	0	0
January	0	0	0	0	0
February	0	1	0	0	0
March	0	0	0	0	0
April	0	0	0	0	0
May	0	0	0	0	0
June	2	0	0	0	0
July	0	0	0	0	0
August	0	0	0	2	0
TOTAL	2	1	1	3	1

Promotional Items

At outreach events and visits, promotional items such as bags, and carabiners and were given away to share information about Puerto Rico Relay services.

TRS ENHANCEMENTS

Sprint Relay's 25th Anniversary

Since Sprint Relay hosted its first relay call in 1990, it has empowered hundreds of thousands of individuals who are Deaf, have hearing loss, or a speech disability to stay connected through innovative technology.

"The products and services offered through Sprint Relay have a profound impact on the lives of individuals in the Deaf, hard of hearing and speech disabled communities," said Mike Ellis, Sprint Relay National Director. "Everyday tasks that so many take for granted, like answering a phone call, have been made possible because of the communication barriers removed through Sprint Relay services."

The Sprint Relay team gathered to celebrate its 25th anniversary and accomplishments in those decades. Notable achievements include being the only IP relay provider in the country, and being the first to provide:

- Spanish TRS (1991)
- Video relay services (1995)
- Nationwide speech-to-speech services (1998)
- Relay conference captioning (2002)
- A video-based customer service team for wireless customers who are Deaf or hard of hearing

Sprint CEO Marcelo Claure with Sprint Relay National Director Mike Ellis

Sprint delivers nationwide domestic and international telecommunication relay services (TRS), including traditional 711 services and state relay services for 36 states, Puerto Rico, Virgin Islands, and New Zealand, in addition to Federal Relay Service.

STARS Conference

Sprint sponsors an annual conference for State Telecommunication Administrators of Relay by Sprint (STARS). The STARS conference is an ideal forum to discuss current FCC rules and upcoming industry trends, product and service reviews, TRS and CapTel platforms, and promote idea exchanges among state relay administrators. This year's STARS conference was held in Florida in June 2015.

SPRINT RELAY ACCOUNTS

Sprint provides relay services for 36 states, Puerto Rico, Virgin Islands, and New Zealand, in addition to Federal Relay Service (see map at right).

*Nevada was transitioned to a new provider on 7/01/14.

Relay Contracts (36)
TRS and/or CapTel Center
Customer Service Center

Newsletter

In May 2015, the STARS newsletter (left) was distributed to all Sprint Relay state contract administrators. The six-page newsletter contained a letter from the Sprint Relay National Director Mike Ellis, a summary of 25 years of providing state relay services, links to videos, an overview of the Deaf-Blind Taste of Technology technology, commercials in Spanish, and other topics.

Sprint Relay Enhancements

Sprint continuously strives to enhance relay products and services to bring an even better experience to all relay customers. This is possible through feedback, implementation, testing, and usage by consumers and team members. During this fiscal year, Sprint Relay completed the following Traditional Relay Service enhancements:

Carrier of Choice Prompt

In July 2014, changes were made to the desktop call-processing software to support state contracts that require the relay operator to prompt for a Carrier of Choice (COC). This prompt appears for customers who have not already identified a COC preference in their profile when they place a long-distance call.

Dedicated Customer Service

In August 2014, Sprint began offering state-branded dedicated customer service. Unique toll-free numbers route calls to TRS Customer Service and receive a state-specific branded answer.

Help Panel

Sprint's Phoenix software includes an online "help panel" that enables relay operators to access procedural help screens, referral and reference resources during or between processing calls. This panel was also expanded to include a prescription, drug, condition, and usage list of words, which serves as an online resource to support medical-related spelling and pronunciation of uncommon words.

Confirm Calling Preferences

Some deaf-blind relay users prefer to have the agent confirm call-handling preferences prior to the start of a conversation. As of January 2015, deaf-blind users can elect to have "confirm calling preferences" as a part of their personalized preferences in their customer profile.

Use of Specific Equipment

Deaf-blind relay users can also indicate, as a part of their personalized customer profile preferences, the type of assistive equipment they use. Providing this information can improve the relay call experience and support troubleshooting, if necessary.

Auto-Correct/Expand List

In February 2015, the call-handling desktop software auto-correct and auto-expand word library was expanded from 594 words to over 2,600 words.

Nationwide Voice Carry-Over Customer Service

In March 2015, Sprint initiated a nationwide Voice Carry-Over (VCO) Customer Service number (866-931-9027). Calls placed to this number will be answered first in VCO mode.

Video-Assisted Speech-to-Speech

Also in March 2015, Sprint added a customer-friendly web portal to use the video-assisted Speech-to-Speech relay service via a videoconferencing program.

Frequently Dialed Numbers

In June 2015, the database for Frequently Dialed numbers increased to 100 entries.

Spanish and STS 711 Routing

Sprint has implemented a state-specific feature that makes it easier for relay callers to use Spanish or Speech-to-Speech to reach 7-1-1. When implemented, relay users who register a preferred Speech-to-Speech or Spanish-language call preference in the Customer Profile are automatically routed to a relay operator with the requested skill.

Sprint Relay Internet-Based Enhancements

During this fiscal year, Sprint Relay completed the following internet-based relay enhancements:
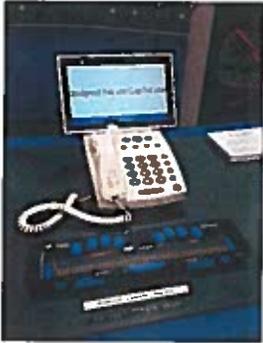
CapTel® for Braille and Low Vision Users

In the last half of 2014, Sprint's CapTel partner Ultratec unveiled a CapTel phone for people who are deaf-blind, blind, or low vision, and voice for themselves. The CapTel 880iB lets users view captions on their own HDMI-enabled TV screens. Captions can be as large as the TV screen allows. In addition, the CapTel 880iB works with select Braille readers to allow people to read Braille captions during telephone conversations. The Braille reader is easy to connect to the CapTel using Bluetooth™ or a USB connection.

Disability Equality Index℠ Survey

In June 2015, the American Association of People with Disabilities (AAPD) and the U.S. Business Leadership Network® (USBLN®) announced that Sprint received a top score of 100 points in the Disability Equality Index℠ survey. These results reflect Sprint's long-standing commitment to ensuring that people with disabilities are included within the workplace, customer base, supply chain practices, and the telecommunications industry as a whole.

Internet Protocol (IP) CapTel

In July 2014, Sprint released updated versions of their WebCapTel service and Wireless CapTel apps to comply with FCC regulations requiring new users to supply their birthdate and last four digits of their social security number at registration. These updates were released simultaneously across the U.S. for all new and existing users ahead of the August 28, 2014 FCC deadline.

Captions to Remain "On"

In September 2014, Sprint released updated software for IP CapTel phones (models 800i, 840i, 880i and 2400i) in response to FCC clarifications in June 2014. This allows users with IP CapTel phones to choose to keep captions enabled without having to press a button or take any other action when making or receiving a captioned call.

Sprint IP Enhancement for Deaf-Blind Consumers

In December 2014, Sprint Relay enhanced the Sprint IP website to include a conversation format. The format was implemented to support navigation using a Braille reader device. The website (SprintIP.com) offers two options: split screen and conversation formats. In addition, the Sprint IP user may adjust font size, background and font colors through Preferences.

On May 21, 2015, Sprint Relay announced the launch of a text-only site, where deaf-blind or low-vision consumers could select a text-only format for easier access placing a SprintIP.com call. This also allows users to easily navigate the site using a Braille reader.

PUERTO RICO RELAY STATISTICS

Telecommunications Relay Service

The following information indicates the trends in the annual total number of session minutes, billable Speech-to-Speech minutes, relayed call volume, call origination, average speed of answer and service level, and contacts with customers. The numbers reflect the traditional relay services (such as TTY, ASCII, Voice, Voice Carry-Over [VCO], Telebraille, Hearing Carry-Over [HCO], and Speech-to- Speech [STS]) currently provided by Puerto Rico Relay.

See appendix for a complete statistics report.

Session Minutes

Figure 2 indicates the total monthly session minutes processed through Puerto Rico Relay. The total of 89,239 minutes includes all aspects of TRS services except interstate, interstate directory assistance, international, toll-free conversation, 900 numbers, and Speech-to-Speech. This represents a decrease of 4.9%, or 4,582 minutes, compared to the previous year.

Fig. 2: Session Minutes

Month	Minutes	Month	Minutes
September	8,235	March	7,825
October	7,980	April	7,355
November	7,730	May	7,332
December	7,177	June	5,969
January	8,557	July	6,711
February	7,145	August	7,222

Billable Speech-to-Speech Session Minutes

This fiscal year contained 1,908 billable Speech-to-Speech (STS) session minutes, as shown in Figure 3. This represents an increase of 17.5%, or 284 minutes, compared to the previous year. In 2013, Sprint Relay, in partnership with the United Cerebral Palsy organization, promoted STS as part of its national campaign to educate STS users on its enhanced STS features. This promotion continued through 2014 and 2015.

Fig. 3: Speech-to-Speech Session Minutes

Month	Minutes	Month	Minutes
September	82	March	149
October	119	April	297
November	138	May	274
December	258	June	107
January	293	July	13
February	168	August	11

Relayed Call Volume

Figure 4 depicts the total number of relayed calls processed through Puerto Rico Relay. This reflects all the calls handled by the relay agent and includes completed calls and busy ring/no answer for all jurisdictions such as local, intrastate (both intralata and interlata), toll-free, directory assistance, 900, international, and busy ring/no answer. For this reporting period, relayed call volume totaled 125,881 calls, which represents a decrease of 15.3%, or 22,763 calls, compared to the previous year's figures.

Fig. 4: Relayed Call Volume

Month	Calls	Month	Calls
September	11,956	March	11,147
October	11,390	April	10,238
November	11,216	May	9,316
December	10,501	June	9,094
January	11,422	July	9,333
February	10,596	August	9,672
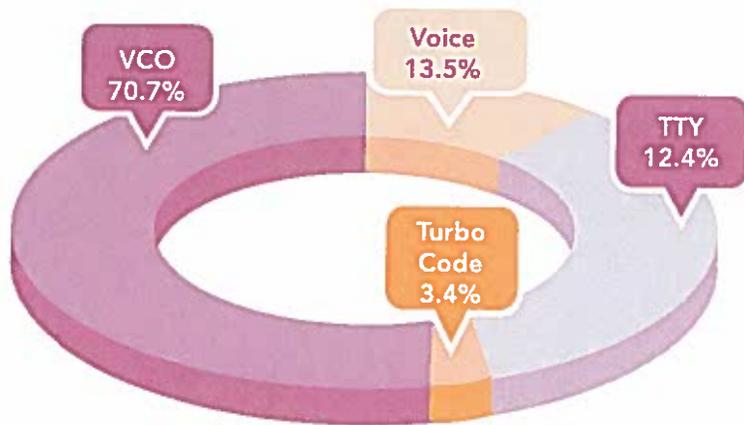
Fig. 5: Call Origination

Call Origination

On average, Voice Carry-Over (VCO) consumers originated 70.7% of Puerto Rico Relay calls. Figure 5 shows call type by percentage, excluding Speech-to-Speech.

Average Speed of Answer and Service Level

Figure 6 illustrates that Sprint has exceeded the speed of answer requirement throughout the year. "Speed of answer" identifies the number of seconds required to answer a call. Puerto Rico Relay's daily requirement is that 85% of all calls are answered within 10 seconds. The Average Speed of Answer (ASA) for this fiscal year was 1.88 seconds and the Service Level (SVL) was that 93.5% of calls were answered within 10 seconds.

Fig. 6: ASA and SVL

Month	ASA	SVL	Month	ASA	SVL
September	1.4	95%	March	2.4	92%
October	1.6	94%	April	2.5	91%
November	1.7	94%	May	2.6	93%
December	2.2	92%	June	1.4	95%
January	1.8	93%	July	1.5	95%
February	1.8	93%	August	1.7	95%

AVERAGE SPEED OF ANSWER: 1.88 SECONDS SERVICE LEVEL: 93.5% ANSWERED WITHIN 10 SECONDS

FCC Annual Consumer Contact Log

Sprint prepares and submits an annual Consumer Contact Log Report on TRS from June 2014 to May 2015 to the Puerto Rico Relay Telecommunications Regulatory Board administration, which then submits the report to the Federal Communications Commission. During this reporting year from September 2014 to August 2015, there were no TRS complaints, no TRS commendations, and 103 TRS inquiries.

SPRINT RELAY TEAM

Mike Ellis
National TRS Director

Relay Program Management

John Moore
Branch Manager

Missy McManus
Relay Program Manager

Corporate Sales

Maggie Schoolar
Branch Manager

Andrew Brenneman
Account Executive

Relay Marketing

Mark Seeger
Branch Manager

Todd Bader
National Marketing Manager

Relay Business Innovations

Mark Tauscher
Branch Manager

Angie Officer
Implementation Program Manager

Wireless Sales

Ken Goulston
Account Executive

Billing

Kris Owara
Analyst

Customer Service

Brian Adamson
Supervisor

APPENDICES

PUERTO RICO RELAY OUTREACH ACTIVITIES

| Date	Event	City	Target Audience	Participants	Activity	Notes	Distribution
OCTOBER 2014							
23	Colegio San Gabriel School for the Deaf	Puerto Nuevo	Students and teachers	60	Presented Puerto Rico Relay services		Students received the Puerto Rico Relay backpacks and teachers the Puerto Rico Relay tote bags.
23-24	Federal Relay and Puerto Rico Relay	San Juan	Head of FEMA and PRFEMA, and PR and Virgin Islands regional representatives	4	Presented Federal Relay and Puerto Rico Relay to Federal Emergency Management Association directors and representatives from Puerto Rico and the Virgin Islands.	Head of the FEMA and PREMA attended the training and requested additional future presentations and trainings at their offices and Disaster Recovery Centers. Furthermore, they also are interested in the Sprint Emergency Response Team as well as the idea of multiple partnerships with Federal Relay, Puerto Rico Relay, FEMA and PREMA to enhance communication system at the Disaster Centers.	Puerto Rico Relay tote bags and Federal Relay literature.
24	Evangelical School for the Deaf	Luquillo	Students and teachers	40	Presented Puerto Rico Relay services		Students received the Puerto Rico Relay backpacks and teachers the Puerto Rico Relay tote bags
24	Deaf Passages Travel Gala	San Juan	Tourists, staff, and volunteers	1,000+	Explained Puerto Rico Relay services at exhibit booth.	Sound system sponsorship Deaf actors John Maucere and Marlee Matlin were hosts Deaf rapper Sean Forbes was co-host with Sencity Group Attendees from 24 countries were present as well.	Puerto Rico Relay tote bags and Puerto Rico Relay literature
JANUARY & FEBRUARY 2015							
Jan. 12 - Feb. 22	Television Public Service Announcement	throughout the island	All residents	N/A	Created, developed, and produced a new 5-minute videoclip on TTY and 711 relay services. Aired this videoclip via television stations for 119 broadcasts.	https://crystalpix.box.com/s/93y7zs543t542lvzyxn0	
Jan. 15	Facebook	throughout the island	All residents	N/A	Established a Puerto Rico Relay Facebook page to give the consumers opportunity to view upcoming events and to present their questions about certain relay services.	https://www.facebook.com/PuertoRicoRelay	Video clips, posters, other mediums.
MAY 2015							
26	Showing of the movie, "No Ordinary Hero"	Mayaguez	Deaf, hard of hearing, teachers, and professionals	60+	Explained Puerto Rico Relay services at exhibit booth outside of the movie theatre doors. Also, explained Puerto Rico Relay services inside the movie theatre before the movie began.	Sponsorship; admission was free for all Puerto Rico Relay consumers	
27	Independent Living Center	Hato Rey	Counselors, clients, staff, volunteers, and visitors	2	Explained Puerto Rico Relay services and set up a literature stand with 50 Puerto Rico Relay informational advertisements/flyers	Explained to the office manager that the literature was for their customers/patients.	Puerto Rico Relay brochures

Date	Event	City	Target Audience	Participants	Activity	Notes	Distribution
27	Independent Living Center	Arecibo	Counselors, clients, staff, volunteers, and visitors	2	Explained Puerto Rico Relay services and set up a literature stand with 50 Puerto Rico Relay informational advertisements/flyers	Explained to the office manager that the literature was for their customers/patients.	Puerto Rico Relay brochures
27	Independent Living Center	Rio Grande	Counselors, clients, staff, volunteers, and visitors	2	Explained Puerto Rico Relay services and set up a literature stand with 50 Puerto Rico Relay informational advertisements/flyers.	Explained to the office manager that the literature was for for their customers/patients.	Puerto Rico Relay brochures
28	Vocational Rehabilitation Agency	Bayamon	Counselors, clients, staff, volunteers, and visitors	2	Explained Puerto Rico Relay services and set up a literature stand with 50 Puerto Rico Relay informational advertisements/flyers.	Explained to the office manager that the literature was for their customers/patients.	Puerto Rico Relay brochures
28	Vocational Rehabilitation Agency	Hato Rey	Counselors, clients, staff, volunteers, and visitors	2	Explained Puerto Rico Relay services and set up a literature stand with 50 Puerto Rico Relay informational advertisements/flyers.	Explained to the office manager that the literature was for their customers/patients.	Puerto Rico Relay brochures
28	Precision Hearing & Balance Center	San Juan	Audiologists, clients, staff, and visitors	4	Explained Puerto Rico Relay services and set up a literature stand with 50 Puerto Rico Relay informational advertisements/flyers.	Explained to the office manager that the literature was for their customers/patients.	Puerto Rico Relay brochures
28	Showing of the movie, "No Ordinary Hero"	Hato Rey	Deaf, hard of hearing, teachers, and professionals	100+	Explained Puerto Rico Relay services at exhibit booth outside of the movie theatre doors. Also, explained Puerto Rico Relay services inside the movie theatre before the movie began.	Provided presentation before and after the movie	Puerto Rico Relay brochures, bags, pens, and notepads
YEAR-ROUND							
	Communication with Consumers	Throughout the island	All residents	20+	Responded to consumers' emails requesting for additional information on various Puerto Rico Relay services, including the various equipment devices available for loan.		

TRS STATISTICS

	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	JULY	AUG	TOTAL
TTY- Baudot	1,484	1,231	1,315	1,229	1,293	1,109	1,269	1,197	1,008	874	950	1,124	14,083
Turbo Code	280	185	212	187	178	155	180	156	134	96	100	48	1,911
ASCII	4	2	2	2	1	2	3	2	2	0	2	4	26
Voice	9,793	9,545	9,184	8,442	9,371	8,947	9,136	8,326	7,553	7,702	7,851	8,123	103,973
VCO	225	269	312	351	400	299	381	389	398	318	326	280	3,948
HCO	0	0	0	0	0	0	0	1	1	0	0	0	2
Deaf/Blind ASCII	0	0	0	0	0	0	0	0	0	0	0	0	0
Deaf/Blind Baudot	1	1	1	0	0	0		0	0	0	0	0	3
Total	11,787	11,233	11,026	10,211	11,243	10,512	10,969	10,071	9,096	8,990	9,229	9,579	123,946

PERCENTAGE OF CALLS													AVG
TTY	17.16%	17.72%	11.33%	9.90%	13.32%	10.83%	10.68%	10.89%	9.90%	9.25%	11.20%	16.32%	12.38%
Turbo Code	7.32%	7.77%	1.99%	3.04%	5.19%	3.78%	1.96%	3.09%	0.69%	2.20%	3.53%	0.23%	3.40%
ASCII	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Voice	19.68%	11.89%	6.96%	9.27%	14.88%	18.39%	12.28%	12.16%	15.10%	15.42%	12.45%	13.56%	13.50%
VCO	55.84%	62.62%	79.52%	77.80%	66.61%	67.00%	75.09%	73.87%	74.31%	73.13%	72.82%	69.89%	70.71%
HCO	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
D/B ASCII/BAUDOT	0.00%	0.00%	0.20%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.02%

CONVERSATION MINUTES													TOTAL
TTY- Baudot	873	576	562	405	621	359	604	500	553	401	469	700	6,623
Turbo Code	127	105	61	136	102	102	51	105	37	61	68	0	955
ASCII	0	0	0	0	0	0	0	0	0	0	0	0	0
Voice	38	77	10	20	21	51	19	25	26	41	77	26	431
VCO	568	881	1,043	866	1,249	986	940	965	1,139	768	1,152	1,280	11,837
HCO	0	0	0	0	0	0	0	0	0	0	0	0	0
Deaf/Blind ASCII	0	0	0	0	0	0	0	0	0	0	0	0	0
Deaf/Blind Baudot	0	0	1	0	0	0	0	0	0	0	0	0	1
Total	1,606	1,639	1,677	1,427	1,993	1,498	1,614	1,595	1,755	1,271	1,766	2,006	19,847

TOTAL NUMBER OF RELAY CALLS													TOTAL
Local	284	273	354	349	375	252	363	385	373	317	365	311	4,001
Intrastate (Intralata)	5	12	7	5	10	6	11	10	13	14	15	8	116
Intrastate (Interlata)	0	0	0	0	0	0	0	0	0	0	0	0	0
Interstate	15	3	3	4	11	8	6	6	1	3	3	5	68
Toll-Free	15	24	3	8	18	24	11	15	11	4	4	17	154
Directory Assistance	0	0	1	0	0	1	0	0	0	0	0	0	2
900 (Attempted)	0	0	0	0	0	0	0	0	0	0	0	0	0
International	0	0	0	0	1	1	0	1	0	1	0	0	4
Marine (Attempted)	0	0	0	0	0	0	0	0	0	0	0	0	0
Other Calls	0	0	0	0	0	0	0	0	0	0	0	0	0
General Assistance	11,516	10,977	10,711	9,875	10,845	10,201	10,587	9,695	8,737	8,640	8,847	9,238	119,869
Busy Ring/No Answer	121	101	137	260	162	103	169	126	181	115	99	93	1,667
TOTAL Relayed Calls	11,956	11,390	11,216	10,501	11,422	10,596	11,147	10,238	9,316	9,094	9,333	9,672	125,881

	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	JULY	AUG.	TOTAL
Total Session Minutes	8,235	7,980	7,730	7,177	8,557	7,145	7,825	7,355	7,332	5,969	6,711	7,222	89,239
Less Interstate Mins.	(75)	(83)	(16)	(16)	(69)	(58)	(39)	(27)	(9)	(9)	(18)	(45)	(463)
Less Interstate DA Mins.	0	0	0	0	0	0	0	0	0	0	0	0	0
Less International	0	0	0	0	(2)	(3)	(1)	(3)	0	(2)	0	0	(12)
Less Toll-Free Assistance Mins.	(31)	(90)	(43)	(61)	(105)	(124)	(40)	(145)	(60)	(25)	(5)	(83)	(813)
Less 900 Assistance Mins.	0	0	0	0	0	0	0	0	0	0	0	0	0
STS Billable Minutes	82	119	138	258	293	168	149	297	274	107	13	11	1,908
Billable Minutes (excluding STS)	8,129	7,807	7,671	7,100	8,380	6,961	7,744	7,180	7,263	5,934	6,687	7,095	87,951
NUMBER OF CALLS TO RELAY													
Offered	12,727	12,087	11,926	11,316	12,363	11,420	12,429	11,523	10,464	9,882	9,993	10,390	136,520
Answered	11,755	11,154	10,960	10,196	11,180	10,494	10,914	10,073	9,119	8,944	9,214	9,528	123,531
In Queue	12,727	12,087	11,926	11,316	12,363	11,420	12,429	11,523	10,464	9,882	9,993	10,390	136,520
Abandoned in Queue	972	933	966	1,120	1,183	926	1,515	1,450	1,345	938	779	862	12,989
Weekend	261	210	258	210	246	263	221	212	177	156	155	208	2,577
Weekday	448	422	432	384	419	425	417	389	359	357	352	362	4,766
Inbound	11,829	11,278	11,064	10,234	11,277	10,525	10,981	10,129	9,159	9,013	9,248	9,598	124,335
Outbound/Completed	317	317	366	366	416	294	393	425	395	339	383	342	4,353
Blockage	0	0	0	0	0	0	0	0	0	0	0	0	0
AVERAGE LENGTH OF CALL BY DEVICE													**AVG.**
TTY	14.68	7.88	12.15	6.53	9.78	9.22	12.93	8.52	10.05	11.92	10.50	12.32	10.54
Turbo Code	3.97	3.27	6.12	7.15	3.40	6.78	4.63	6.13	9.18	6.10	3.98	0.00	5.06
ASCII	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
VOICE	0.43	0.57	0.28	0.33	0.23	0.63	0.27	0.37	0.28	0.57	0.27	0.43	0.39
VCO	2.27	3.40	2.60	1.77	3.23	3.70	2.22	2.37	2.65	2.30	3.28	4.20	2.83
HCO	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Deaf/Blind ASCII Calls	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Deaf/Blind Baudot Calls	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Speech to Speech	1.24	1.88	2.57	2.77	2.84	1.93	2.30	2.39	1.99	2.21	0.77	0.68	1.96
Average Length of Comp. Calls	19.22	19.95	15.57	11.38	15.03	18.27	14.18	13.12	12.52	13.25	14.07	17.12	15.31
Average Conversation Length	3.68	3.88	3.17	2.23	3.37	3.77	2.88	2.80	2.98	2.83	3.72	4.67	3.33
SPEED OF ANSWER													**AVG.**
Service Level	95%	94%	94%	92%	93%	93%	92%	91%	93%	95%	95%	95%	93.5%
Monthly Avg.	1.4	1.6	1.7	2.2	1.8	1.8	2.4	2.5	2.6	1.4	1.5	1.7	1.88
CUSTOMER CONTACTS													**TOTAL**
Commendations	0	0	0	0	0	0	0	0	0	0	0	0	0
Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0
Inquiries/Other	18	12	12	2	3	12	6	10	10	2	9	7	103
TOTAL	18	12	12	2	3	12	6	10	10	2	9	7	103
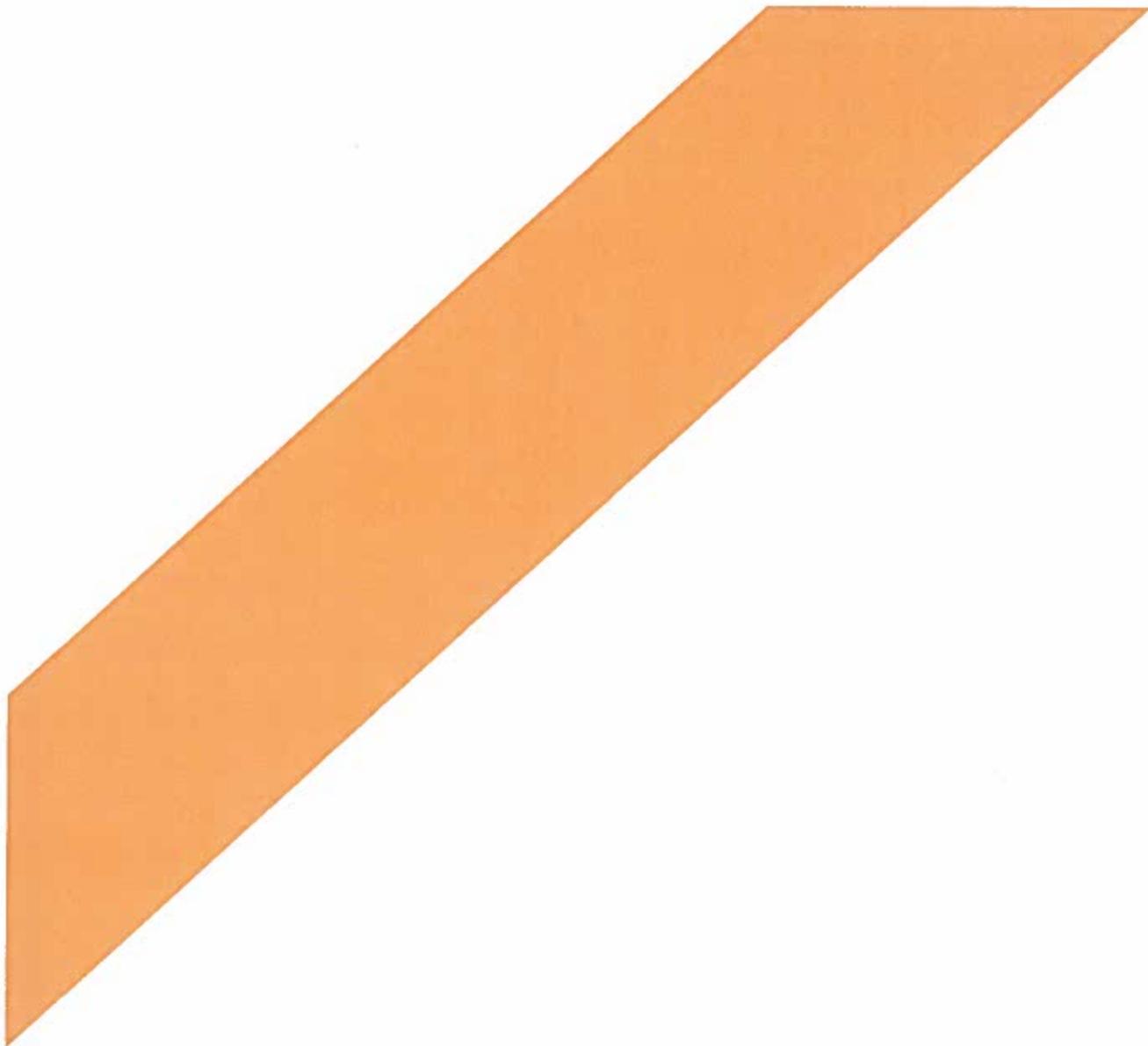
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ANNUAL REPORT

Puerto Rico

7 1 1

R E L A Y

September 2015 – August 2016

Make calls anytime.

CONTENTS

PUERTO RICO RELAY 2016

SOME HIGHLIGHTS OF OUTREACH EDUCATION

2012: Puerto Rico Relay distributes 135 pieces of equipment.

2013: Puerto Rico Relay is re-certified by the Federal Communications Commission until 2018.

2014: Puerto Rico Relay provides relay training to Federal Emergency Management Agency officials and Puerto Rico Emergency Management agency.

2015: A five-minute video, captioned in Spanish, is produced about the TTY relay service.

THANK YOU, PUERTO RICO!

2013
RE-CERTIFIED BY THE FEDERAL COMMUNICATIONS COMMISSION UNTIL 2018.

2014
PROVIDED TRAINING TO FEMA OFFICIALS AND PUERTO RICO EMERGENCY MANAGEMENT.

2015
SPANISH-CAPTIONED VIDEO DEVELOPED ABOUT TTY SERVICE.

[FROM THE CUSTOMER RELATIONS MANAGER II]

Dear Telecommunications Regulatory Board of Puerto Rico,

Sprint Relay appreciated the opportunity to provide relay services, education, and customer support to Puerto Rico Relay consumers from September 2015 to August 2016.

Puerto Rico Relay deliverables included:
- Creating a four-page Customer Profile Form for the TRS service in English and Spanish, and the Speech-to-Speech service in English.
- Developing, producing, and airing a 30-second radio public service announcement in Spanish on the Internet-based CapTel service for two weeks.
- Assisting consumers with questions about wireless devices for sale, free-loan equipment, and various relay services.
- Maintaining the Puerto Rico Relay Facebook page.
- Completing the interstate TRS fund data collection report.
- Developing the FCC annual report on consumer complaints.

Statistics this reporting year showed:
- *TTY:* A decrease of 5.15%, or 4,596 session minutes
- *Speech-to-Speech* (billable): A significant decrease of 89.3%, or 1,704 billable session minutes
- *Relayed Call Volume:* A decrease of 3.34%, or 4,203 calls

Puerto Rico Relay continued to provide excellent customer support and satisfaction in TRS, as evidenced by the fact that there were no TRS complaints from consumers.

Sprint thanks the members of the Telecommunications Regulatory Board of Puerto Rico, the vendors for the equipment distribution and wireless device programs, and the relay users for the opportunity to provide relay services and customer support.

With appreciation,

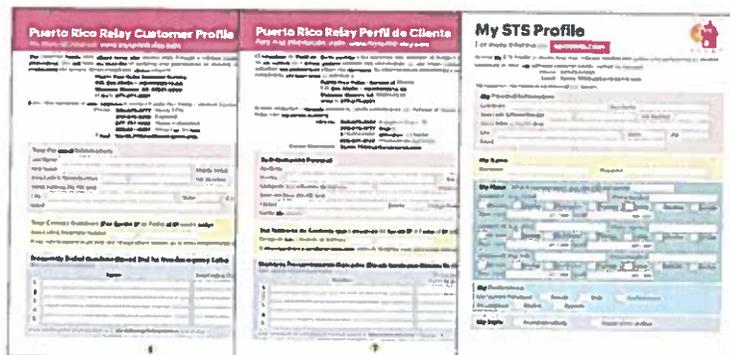*Missy McManus*

Missy McManus
Customer Relations Manager II

Missy McManus, Customer Relations Manager II
411 Huger Street I Columbia, SC 29201
(803) 951-1660 TTY I (803) 403-9763 Voice Mail
melissa.mcmanus@sprint.com

3

PUERTO RICO RELAY DELIVERABLES

Customer Profile Forms

The TRS and Speech-to-Speech Customer Profile forms were developed to allow relay callers to submit:

- Personal information for emergency services
- Contact numbers, including IP Relay numbers
- Frequently dialed numbers
- Caller preferences for how the relay operator voices greetings, and outdial restrictions
- Other preferences

Radio Public Service Announcement

During this reporting year, a 30-second radio public service announcement (PSA) about the Internet-based CapTel phone and service was broadcast 32 times from December 14 to 27. The PSA was broadcast throughout San Juan via the adult contemporary channel WOOF-FM in Spanish, which was professionally translated from English. Broadcast times ranged from 6 a.m. to midnight. The English script for this PSA, "Captioned Telephone Service for Mom," is below:

Adult female (Anxious, with tense/serious music):

I'm really worried about Mom. She can't understand me on the phone anymore, and every time I try to call her I end up shouting and she ends up frustrated and confused. I just don't know what to do.

(Music brightens)

Announcer: Worry no more! Captioned Telephone Service from Puerto Rico Relay is your solution! Mom can listen, read your words right on a bright, easy-to-read display on her phone, and talk to you comfortably again. Learn more about this FREE CapTel service at CapTelPuertoRico.com!

CapTel Landing Page

Before the Spanish CapTel radio public service announcement was broadcast, the Customer Relations Manager worked with CTI, the manufacturer of the CapTel phones and services, to develop the Puerto Rico landing page contents in Spanish. Interested listeners could type in www.captelpuertorico.com and see all information in Spanish with an English-language toggle.

"Un Nuevo Dia"

Sprint Relay was featured on the morning show, "Un Nuevo Dia" ("A New Day") in February. This program was broadcast on Telemundo, NBC's national Hispanic network. The segment showcased how technological advances through relay services assist people through a specific communication platform.

As the host and presenters spoke Spanish, there was a window showing an American Sign Language interpreter.

Sprint Latino Social Media

Facebook and Twitter

In June, Sprint Relay had its first post on the Sprint Latino Facebook page with the announcement in Spanish of "¿Sabías que Sprint ofrece múltiples servicios de retransmissión para personas con perdida de audición? Más información: http://bit.ly/1OhksJ4" (shown at right).

This announcement was also posted on Twitter (as shown at left).

Website

The Puerto Rico Relay website contains information about the various relay services and numbers, the Equipment Distribution Program, and other resources. To monitor trends on the current website, the Customer Relations Manager received a monthly statistics report. During this reporting year, there were 29,969 hits, representing the requests made to the server. In April, the website data was transferred to a new website application for more accurate tracking and reporting, resulting in lower figures. The month-to-month breakdown is shown in Figure 1.

Fig. 1: Website Statistics

Month	Hits	Month	Hits
September	2,645	March	3,055
October	2,827	April	2,127
November	2,660	May	2,530
December	2,840	June	2,460
January	2,748	July	1,439
February	3,003	August	1,635

Specialized Equipment and Wireless Devices

Qualifying applicants who are deaf, hard of hearing, or have challenges with speaking are able to borrow one piece of specialized equipment from the Equipment Distribution Program. Specialized equipment includes telephone devices, mobile wireless devices, or signaling devices. During this reporting year, distribution amounted to two pieces.

Each month, the Customer Relations Manager receives an updated order form for interested consumers who desire to purchase an Apple or Samsung wireless device. Consumers who request specific wireless devices are sent a specialized order form.

CARRIER OF CHOICE

TRS users who have not registered their preferred carrier of choice are encouraged to contact the toll-free customer service number to complete their registration.

The Telecommunications Regulatory Board of Puerto Rico relies on Sprint to provide its relay customers with both the technical and operational capability to send and receive carrier of choice calls to and from other providers. Sprint's network has the capability to permit users to select the IXC or LEC of their choice in accordance with state and federal law.

Sprint encourages all carriers to participate in its carrier of choice program. If the requested carrier is not a carrier of choice participant, Sprint Relay has a procedure where the carrier is notified, verbally and in writing, of its obligation to provide access to relay users and encourages the carrier's participation.

Sprint currently has 260 carriers participating in the Sprint Relay's TRS carrier of choice program nationwide. Carrier participation in Puerto Rico is dependent on if the carrier is authorized to provide service in Puerto Rico and connectivity to the Sprint Access Tandem.

For this reporting year, the 26-plus providers include:

10-10-220 Telecom USA	MCIWorldCom
10-10-321 Telecom USA	McLeod USA
10-10-502 WorldxChange	Metromedia
10-10-636 Clear Choice	OPEX LD
10-10-752 EXCEL	Qwest
10-10-811 Vartec	SBC Long Distance
10-10-834 WorldxChange	Sprint
10-10-987	Telecom One, Inc.
AT&T	Verizon LD
Broadwing Communications	Wiltel
Broadwing Telecom	Working Assets
CenturyLink	WorldCom
Global Crossing	And all others
LDDS	

SPRINT RELAY NEWS

Sprint continuously strives to enhance relay products and services to bring an even better experience to all relay customers. This is possible through feedback, implementation, testing, and usage by consumers and team members.

White House Champion of Change Award

Sprint is proud to share that Mike Ellis, National Director for Sprint Relay, received the White House Champions of Change for Disability Advocacy across Generations award on July 27 at a ceremony at the White House. Ellis has worked for 23 years to advance accessible technology and ensure individuals with disabilities have the resources necessary to succeed in their business and personal lives.

Under his leadership, Sprint has developed a long-term commitment to empowering people with disabilities and ensuring they are included within the workplace, customer base, and the telecom industry. As a result of this commitment, Sprint was recently honored by the Disability Equality IndexSM survey as "One of the Best Places to Work for Disability Inclusion Policies and Practices."

SPRINT RELAY EXHIBITED AT 71 NATIONAL TRADESHOWS, REACHING 204,500 PEOPLE

National Tradeshows

Sprint Relay continues to have a highly visible presence at local, state, and national tradeshows. Attending tradeshows such as NASRA, TEDPA, Big E, and M-Enabling is a great opportunity for attendees to learn how they can improve communication access. Exhibits and presentations provide attendees the chance to learn about advancements in the relay industry. Customer testimonials and product demonstrations at these events provide a unique opportunity for users to see first-hand how various communication options can improve their lives.

Audiologist Kits

In 2015, Sprint created the Hearing Health Professionals' CapTel Kit for medical professionals to introduce Sprint CapTel services to their patients. Each kit includes a Third Party Certification form, a demonstration CapTel phone, brochures and a stand for waiting rooms, and more. Professionals interested in a kit can request one at http://professionals.sprintcaptel.com.

Newsletter

In September 2015, the STARS newsletter was distributed to all Sprint Relay state contract administrators. The six-page newsletter contained a letter from the Sprint Relay National Director Mike Ellis, an article on disability inclusion, a summary of a new relay employee who works in the blind/low vision community, testimonial videos from CapTel users, an overview of long-distance billing, customer service training with Gallaudet University staff, upcoming relay-related meetings, and other topics.

CapTel Call Center

In March 2016, a sixth CapTel Call Center was opened in Tampa, Florida.

CapTel Newsletter

Each month, CapTel distributes its newsletter to users of the CapTel phone and service. These newsletters contain helpful tips for the various CapTel phone models, stories about event participation, details of upcoming events, and testimonials.

STARS Conference

Sprint sponsors an annual conference for State Telecommunication Administrators of Relay by Sprint (STARS). The conference is an ideal forum to discuss current FCC rules and upcoming industry trends; product and service reviews; TRS and CapTel platforms; presentations by company representatives from the media, captioning, and CapTel industries; and promote idea exchanges among state relay administrators. This year's STARS conference was held in Florida in June 2016.

SPRINT RELAY ACCOUNTS

Sprint provides relay services for 36 states, territories, and commonwealths, along with Federal Relay and New Zealand.

36 Relay Contracts including 34 States and Territories, Federal Relay and New Zealand (Sprint provides TRS only in Tennessee, Puerto Rico and U S Virgin Islands)

⊖ Relay Centers

PUERTO RICO RELAY STATISTICS

Telecommunications Relay Service

The following information indicates the trends in the annual total number of session minutes, billable Speech-to-Speech minutes, relayed call volume, calling trends, call origination, average speed of answer and service level, and contacts with customers. The numbers reflect the traditional relay services (such as TTY, Voice, Spanish TTY and Voice, Voice Carry-Over [VCO], Telebraille, and Speech-to-Speech [STS]) currently provided by Puerto Rico Relay.

Session Minutes

Figure 2 indicates the total monthly session minutes processed through Puerto Rico Relay. The total of 84,643 minutes includes all aspects of TRS services including interstate, interstate directory assistance, international, toll-free, and 900 numbers. Speech-to-Speech minutes are reported separately. This represents a decrease of 5.15%, or 4,596 minutes, compared to the previous year.

Fig. 2: Session Minutes

September	6,170	March	7,036
October	7,070	April	6,681
November	6,760	May	7,190
December	7,154	June	6,219
January	7,058	July	8,083
February	7,503	August	7,719

Speech-to-Speech Session Minutes (Billable)

This reporting year contained 204 Speech-to-Speech (STS) billable session minutes, which represents a significant decrease of 89.3%, or 1,704 minutes, compared to the previous year. See Figure 3 for a month-to-month breakdown.

Fig. 3: Speech-to-Speech Session Minutes

September	4	March	8
October	13	April	29
November	15	May	19
December	27	June	18
January	9	July	13
February	33	August	17

Relayed Call Volume

Figure 4 depicts the total number of completed calls processed through Puerto Rico Relay. This reflects all the calls handled by the relay agent and includes completed calls and busy ring/no answer for all jurisdictions such as local, intrastate (both intralata and interlata), toll-free, directory assistance, 900, international, marine, and general assistance. For this reporting period, there was a total of 121,678 relayed calls, representing a decrease of 3.34%, or 4,203 fewer calls, compared to the previous year.

Fig. 4: Relayed Call Volume

September	9,506	March	10,385
October	9,952	April	9,836
November	9,041	May	10,420
December	8,962	June	9,517
January	9,466	July	11,671
February	9,790	August	13,132

LEGEND
- 500 to 1,160
- 250 to 500
- 100 to 250
- 50 to 100
- 25 to 50
- 10 to 25
- 1 to 10
- 0 to 0
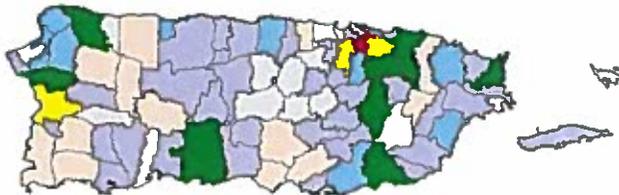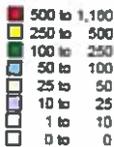
Calling Trends

Figure 5 indicates where Puerto Rico Relay calls originated during May 2015. The highest concentrations are shown in yellow and then green.

Fig. 5: Calling Trends

Voice 17.15%
HCO .02%
TC .18%
VCO 61.62%
TTY 21.04%

Fig. 6: Call Origination

Call Origination

On average, Voice Carry-Over (VCO) users originated 61.62% of Puerto Rico Relay calls. Figure 6 shows call type by percentage.
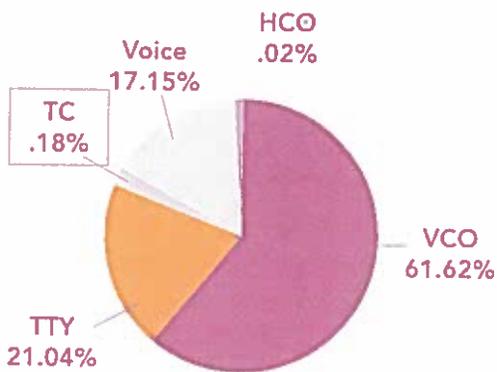
Average Speed of Answer and Service Level

Figure 7 illustrates that Sprint has exceeded the speed of answer requirement throughout the year. "Speed of answer" identifies the number of seconds required to answer a call. Puerto Rico Relay's daily requirement is that 85% of all calls are answered within 10 seconds. The Average Speed of Answer (ASA) was 1.71 seconds and the Service Level (SVL) was that 95.3% of calls were answered within 10 seconds.

Fig. 7: ASA and SVL

Month	ASA	SVL	Month	ASA	SVL
September	2.0	93%	March	.8	98%
October	2.2	93%	April	.7	98%
November	2.5	92%	May	.7	98%
December	3.1	92%	June	.7	98%
January	2.0	94%	July	.9	97%
February	1.4	96%	August	3.5	94%

FCC Annual Consumer Contact Log

Sprint prepares and submits an annual Consumer Contact Log Report on TRS from June 2015 to May 2016 to the Puerto Rico Relay Telecommunications Regulatory Board administration, which then submits the report to the Federal Communications Commission. During this FCC reporting year, there were no TRS complaints or commendations, and 58 TRS inquiries.

SPRINT RELAY TEAM

Mike Ellis
Global Director — Accessibility

Maggie Schoolar
Corporate Sales

Andrew Brenneman
Account Executive

Ken Goulston
Wreless Sales

John Moore
National Customer Relations Manager

Missy McManus
Customer Relations Manager II

Kris Owara
Billing Analyst

Mark Tauscher
Business Development/Project Management

Todd Bader
Outreach Manager

Angie Officer
Senior Program Manager

Brian Adamson
National Customer Service Supervisor
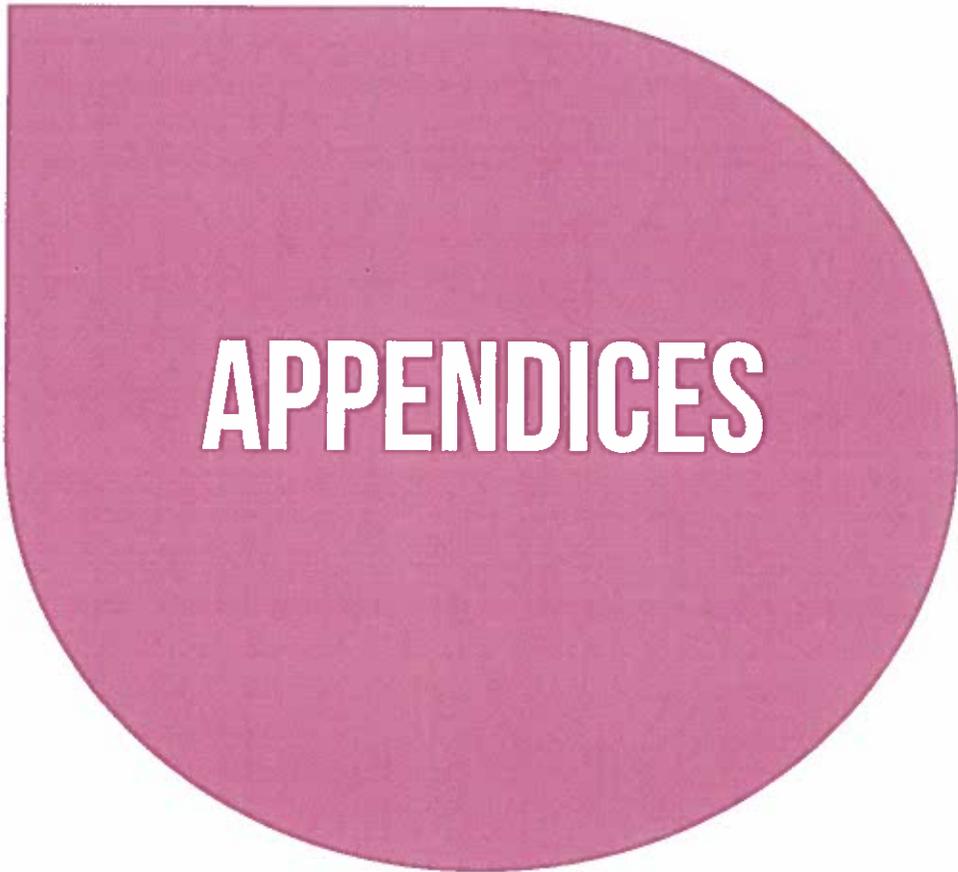
APPENDICES

PUERTO RICO RELAY STATISTICS

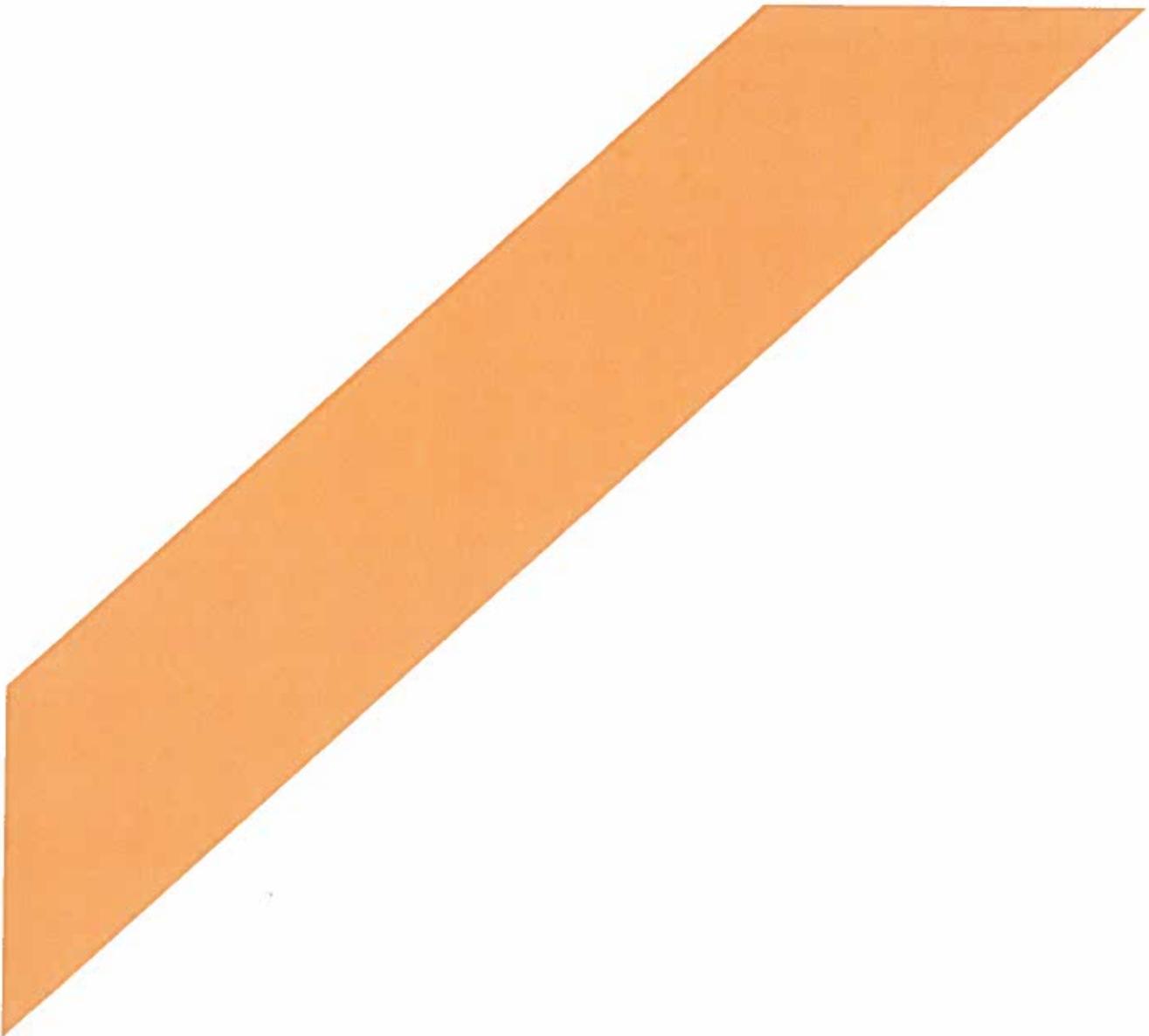|	SEPT	OCT.	NOV.	DEC.	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	JULY	AUG.	TOTAL
TTY- Baudot	1,015	1,202	990	937	1,022	976	1,030	896	1,108	1,111	1,475	1,761	13,523
Turbo Code	36	47	50	52	53	40	52	47	41	43	68	58	587
ASCII	2	3	3	0	2	0	1	0	0	5	6	7	29
Voice	8,167	8,284	7,623	7,562	7,926	8,350	8,848	8,467	8,780	7,936	9,592	10,885	102,420
VCO	191	269	265	277	329	329	245	212	217	204	198	172	2,908
HCO	0	0	0	0	0	0	0	1	0	0	0	0	1
Deaf/Blind ASCII	0	0	0	0	0	0	0	0	0	0	0	0	0
Deaf/Blind Baudot	1	0	0	0	0	0	0	0	0	0	0	0	1
Total	9,412	9,805	8,931	8,828	9,332	9,695	10,176	9,623	10,146	9,299	11,339	12,883	119,469

PERCENTAGE OF CALLS													AVG.
TTY	16.62%	18.70%	17.04%	18.38%	15.12%	15.18%	14.95%	24.87%	25.00%	21.51%	31.16%	33.90%	21.04%
Turbo Code	0.27%	0.00%	0.22%	0.43%	0.40%	0.42%	0.00%	0.00%	0.42%	0.00%	0.00%	0.00%	0.18%
ASCII	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Voice	22.34%	29.85%	14.82%	14.32%	14.31%	14.76%	12.75%	13.09%	19.92%	15.05%	13.77%	20.80%	17.15%
VCO	60.76%	51.46%	67.92%	66.88%	70.16%	69.65%	72.30%	61.78%	54.66%	63.44%	55.07%	45.30%	61.62%
HCO	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.26%	0.00%	0.00%	0.00%	0.00%	0.02%
D/B ASCII/BAUDOT	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

TOTAL NUMBER OF RELAY CALLS (OUTBOUND)													TOTAL
Local	258	356	309	330	368	333	361	327	406	320	355	274	3,997
Intrastate (Intralata)	7	13	22	13	9	12	18	14	10	10	5	5	138
Intrastate (Interlata)	0	0	0	0	0	0	1	0	0	0	0	0	1
Interstate	2	4	5	1	4	5	0	9	9	12	12	22	85
Toll-Free	16	33	22	34	31	19	22	28	43	27	39	51	365
Directory Assistance	0	0	0	0	0	0	0	0	1	0	0	0	1
900 (Attempted)	0	0	0	0	0	0	0	0	0	0	0	0	0
International	0	1	0	0	0	0	0	0	0	0	0	0	1
Marine (Attempted)	0	0	0	0	0	0	0	0	0	0	0	0	0
Other Calls	0	0	0	0	0	0	0	0	0	0	0	0	0
General Assistance	9,135	9,365	8,587	8,494	8,976	9,315	9,885	9,390	9,835	9,075	11,145	12,697	115,899
Busy Ring/No Answer	88	180	96	90	78	106	98	68	116	73	115	83	1,191
TOTAL Relayed Calls	9,506	9,952	9,041	8,962	9,466	9,790	10,385	9,836	10,420	9,517	11,671	13,132	121,678
Total Session Minutes	6,170	7,070	6,760	7,154	7,058	7,503	7,036	6,681	7,190	6,219	8,083	7,719	84,643
Less Interstate Mins.	(8)	(24)	(23)	(16)	(17)	(51)	(1)	(52)	(36)	(68)	(48)	(62)	(405)
Less Interstate DA Mins.	0	0	0	0	0	0	0	0	0	0	0	0	0
Less International	0	(7)	0	0	0	0	0	0	0	0	0	0	(7)
Less Toll-Free Assistance Mins.	(64)	(143)	(127)	(211)	(157)	(139)	(85)	(104)	(115)	(90)	(138)	(160)	(1,534)
Less 900 Assistance Mins.	0	0	0	0	0	0	0	0	0	0	0	0	0
STS Billable Minutes	4	13	15	27	9	33	8	29	19	18	13	17	204
Billable Minutes (excluding STS)	6,099	6,897	6,610	6,928	6,883	7,314	6,950	6,526	7,038	6,060	7,897	7,497	82,698

	SEPT.	OCT.	NOV	DEC.	JAN.	FEB	MARCH	APRIL	MAY	JUNE	JULY	AUG.	TOTAL
NUMBER OF CALLS TO RELAY													TOTAL
Offered	10,076	10,973	10,408	10,441	10,507	10,311	10,677	9,945	10,460	9,535	11,755	13,451	128,539
Answered	9,363	9,795	8,889	8,782	9,302	9,627	10,133	9,648	10,137	9,298	11,391	12,878	119,243
In Queue	10,076	10,973	10,408	10,441	10,507	10,311	10,677	9,945	10,460	9,535	11,755	13,451	128,539
Abandoned in Queue	713	1,178	1,519	1,659	1,205	684	544	287	323	237	364	573	9,286
Weekend	206	206	226	179	179	203	211	207	198	176	272	314	2,577
Weekday	357	368	334	327	327	389	374	377	388	366	421	458	4,486
Inbound	9,423	9,832	8,943	8,844	9,352	9,702	10,193	9,692	10,195	9,347	11,433	12,958	119,914
Outbound/Completed	279	403	403	378	418	375	310	314	356	299	282	268	4,085
Blockage	0	0	0	0	0	0	0	0	0	0	0	0	0
AVERAGE LENGTH OF CALL BY DEVICE													AVG.
TTY	10.20	7.85	11.40	12.25	11.32	9.22	10.80	12.25	4.87	5.32	5.70	6.85	9.00
Turbo Code	17.03	0.00	1.55	18.35	0.07	5.67	0.00	0.00	2.12	0.00	0.00	0.00	3.73
ASCII	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
VOICE	0.48	0.17	0.85	0.47	0.33	0.42	0.83	0.42	0.75	0.75	0.43	0.47	0.53
VCO	4.02	4.07	4.72	4.08	4.10	4.53	4.28	4.22	5.13	3.87	4.58	4.08	4.31
HCO	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.13	0.13	0.13	0.00	0.00	0.03
Deaf/Blind ASCII Calls	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Deaf/Blind Baudot Calls	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Speech to Speech	0.33	0.80	0.91	1.13	0.72	1.16	0.41	1.33	0.81	1.03	0.84	0.71	0.85
Average Length of Comp. Calls	17.18	12.33	15.23	15.38	14.37	15.75	17.58	18.93	15.87	16.90	20.43	24.49	17.04
Average Conversation Length	4.12	3.40	5.05	5.05	4.45	4.58	4.65	4.77	4.13	3.65	4.27	3.80	4.33
SPEED OF ANSWER													AVG.
Service Level	93%	93%	92%	92%	94%	96%	98%	98%	98%	98%	97%	94%	95.3%
Monthly Avg	2.0	2.2	2.5	3.1	2.0	1.4	0.8	0.7	0.7	0.7	0.9	3.5	1.71
CUSTOMER CONTACTS													TOTAL
Commendations	0	0	0	0	0	0	0	0	0	0	0	0	0
Complaints	0	0	0	0	0	0	0	0	0	0	0	0	0
Inquiries/Other	0	19	8	4	3	6	5	3	3	0	4	3	58
TOTAL	0	19	8	4	3	6	5	3	3	0	4	3	58

Publication Services provided by

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SINCE 2003