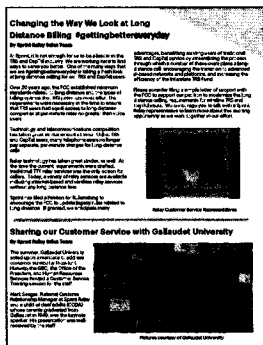


## Newsletter

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.



## 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.

## Spanish Language Facebook Page

Sprint Relay is pleased to have increasing resources available in Spanish. In June 2016, Sprint Relay posted its first post on the Sprint Latino Facebook page.



## Un Nuevo Dia

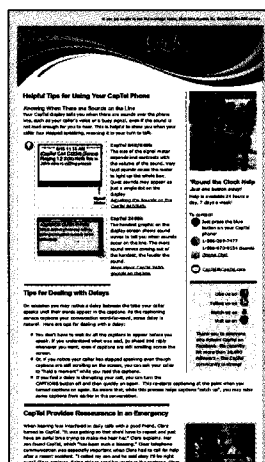
In February 2016, Sprint Relay was represented in a technology segment interview on a leading Spanish-language morning show, Un Nuevo Día (A New Day). This segment was broadcast on Telemundo, NBC's national Hispanic network. During this live interview, Sprint Relay demonstrated products, services and plans to a very engaged studio audience.

## CapTel Call Center

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

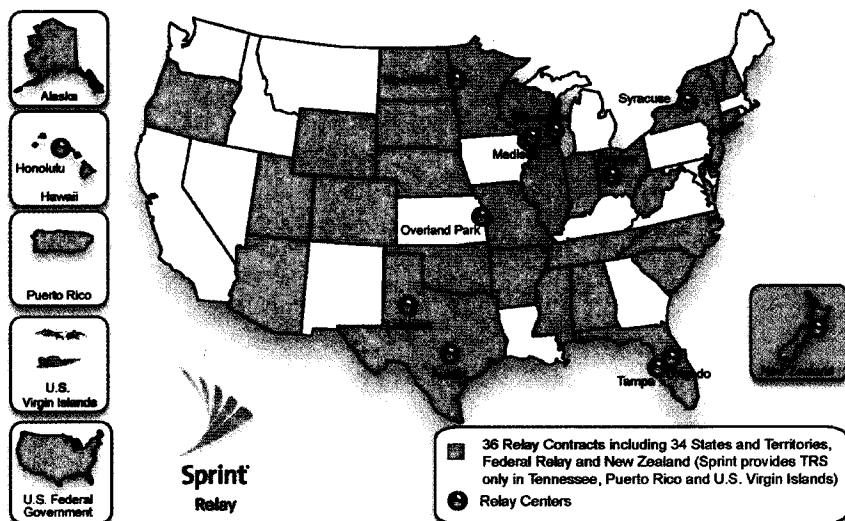
## CapTel Newsletter

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.



## SPRINT RELAY ACCOUNTS

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



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# SPRINT RELAY TEAM

---

<b>Mike Ellis</b> Global Director — Accessibility	<b>Maggie Schoolar</b> Corporate Sales  <b>Jeff Branch</b> Account Executive
<b>John Moore</b> National Customer Relations Manager  <b>Nate Burleson</b> Customer Relations Manager I	<b>Kris Owara</b> Billing Analyst
<b>Mark Tauscher</b> Business Development/Project Management  <b>Liz D'Anna</b> Implementation Program Manager	<b>Brian Adamson</b> National Customer Service Supervisor



# **APPENDICES**

# OUTREACH ACTIVITIES

Event	City	Date	Attendance	Presentation (P), Outreach (O), Booth (B)
JULY				
Catholic Diocese of Biloxi	Gulfport	1	50	P-B
Gulf Coast Community Ministries	Biloxi	1	25	P-B
Armed Forces Retirement Home	Gulfport	21	30	P-B
Disability Support Services @ Jackson State University	Jackson	24	1	P
University of Southern Mississippi-Audiology/Speech Pathology	Hattiesburg	24	12	P-B
AUGUST				
Exchange Club Fair	Brookhaven	7	35	P-B
Jackson Mississippi National Association of Social Workers	Jackson	11	80	B
Magnolia Manor Apartments	Vicksburg	12	15	P-B
Tyson Food Health Fair	Forest	13	500	B
Mississippi Association of Housing & Redevelopment (MAHRO)	Biloxi	19	400	B
MAHRO	Biloxi	20		
MAHRO	Biloxi	21		
Vicksburg Senior Center	Vicksburg	21	6	P
Morgan White Stanley Senior Expo	Jackson	27	150	B
Mississippi Association of the Deaf Picnic	Hattiesburg	29	125	P-B
SEPTEMBER				
Mississippi Braves 2015 advertising/sponsorship	Pearl	2		Ad
Beltone Hearing Center	Hattiesburg	8	30	P
Lincoln County Sheriff's Office Monthly Luncheon	Brookhaven	13	50	P-B
Dubard Symposium at University of Southern Mississippi	Hattiesburg	16	80	B
Dubard Symposium at University of Southern Mississippi	Hattiesburg	17		
Harrison County Resource Agency Workshop	Gulfport	18	20	P-B

Event	City	Date	Attendance	Presentation (P), Outreach (O), Booth (B)
17th Annual Senior Wellness Festival	Jackson	22	800	B
Tate County Health Fair	Senatobia	29	100	B
OCTOBER				
NRA/SERNA/RAM Conference	Gulfport	5	125	B
NRA/SERNA/RAM Conference	Gulfport	6		
NRA/SERNA/RAM Conference	Gulfport	7		
Senior Day State Fair	Jackson	14	1000	B
Pampering Pink Princess-Breast Cancer	Jackson	17	80	B
Mississippi Grand Gulf Safety Fair	Port Gibson	22	125	B
Mississippi School for the Deaf Homecoming	Jackson	24	100	B
Mississippi College/First Baptist Church - Health Fair	Clinton	27	400	B
22nd Annual Senior Health & Wellness	Jackson	28	800	B
NOVEMBER				
Journey Up Faith & Family Magazine		3		Ad
5th Annual Alzheimer's Conference	Jackson	12	90	B
Harrison County Senior Expo	Gulfport	18	200	P-B
Donald Snyder Community Center	Biloxi	18	75	B
DECEMBER				
Mississippi Coast Association of the Deaf Christmas Party	Gulfport	5	200	P
FEBRUARY				
Jackson State University - Special Center	Jackson	22	5	P
Mississippi Dept. of Education - Office of Special Education	Jackson	25	100	B
Mississippi Dept. of Education - Office of Special Education	Jackson	26		
Jackson Heart Study - Health Fair	Jackson	27	600	B
MARCH				
Mississippi Speech Language Hearing Association (MSHA)	Jackson	2	300	B
MSHA	Jackson	3		
MSHA	Jackson	4		
Spring Luncheon hosted by Mississippi Association of the Deaf	Batesville	5	50	B-P
disABILITY Awareness Day	Jackson	10	75	B

Event	City	Date	Attendance	Presentation (P), Outreach (O), Booth (B)
National Association of Social Workers (NASW)	Biloxi	23	300	B
NASW	Biloxi	24		
NASW	Biloxi	25		
Early Hearing Detection & Intervention-Mississippi	Jackson	24	100	B
APRIL				
Eliza Pillars Registered Nurses of Mississippi	Jackson	2	95	B
Senior Appreciation Day Health Fair	Clinton	11	200	B
Community Health Fair	Jackson	16	500	B
MAY				
16th Annual Eddie Lee Smith Health Fair	Holly Springs	12	600	B
JUNE				
Provision Living of Hattiesburg	Hattiesburg	10	15	P
Wesley Manor Senior Apartments	Hattiesburg	10	15	P
Brookdale Senior Living 1 & 2	Hattiesburg	10	25	P
Forrest General Cancer Center	Hattiesburg	10	15	P
Twin Oaks Senior Center	Hattiesburg	10	20	P
Senior Citizens Center Collins	Hattiesburg	10	20	P
2016 Mississippi Disability Mega Conference	Jackson	16	500	B
		<b>TOTAL</b>	<b>9,239</b>	

# TRS & CAPTEL STATISTICS

	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	TOTAL
TTY - Baudot	1,124	1,078	1,185	1,416	1,268	1,225	721	1,098	1,064	1,048	1,102	923	13,252
TTY Spanish-Speaking Users	0	0	0	0	0	0	0	0	0	0	0	0	0
TurboCode (TC)	210	93	39	71	87	58	28	58	31	40	34	30	779
TC Spanish-Speaking Users	0	0	0	0	0	0	0	0	0	0	0	0	0
ASCII	23	38	1	18	36	4	10	29	4	23	9	23	218
Voice	160	212	230	170	148	159	144	163	173	144	198	149	2,050
Voice Spanish-Speaking Users	0	0	0	0	0	0	0	0	0	0	0	0	0
Voice Carryover (VCO)	601	722	762	705	742	911	1,191	322	693	781	992	812	9,234
VCO Spanish-Speaking Users	0	0	0	0	0	0	0	0	0	0	0	0	0
Hearing Carryover (HCO)	0	0	0	0	0	0	0	0	0	0	0	0	0
HCO Spanish-Speaking Users	0	0	0	0	0	0	0	0	0	0	0	0	0
DeafBlind Baudot	0	0	0	0	0	0	0	0	0	0	0	0	0
Speech-to-Speech	28	5	6	1	9	11	14	8	11	6	23	47	169
GRAND TOTAL	2,146	2,148	2,223	2,381	2,290	2,368	2,108	1,678	1,976	2,042	2,358	1,984	25,702
PERCENTAGE OF CALLS - by calling device													
TTY - Baudot	52.38%	50.19%	53.31%	59.47%	55.37%	51.73%	34.20%	65.44%	53.85%	51.32%	46.73%	46.52%	51.71%
TurboCode	9.79%	4.33%	1.75%	2.98%	3.80%	2.45%	1.33%	3.46%	1.57%	1.96%	1.44%	1.51%	3.03%
ASCII	1.07%	1.77%	0.04%	0.76%	1.57%	0.17%	0.47%	1.73%	0.20%	1.13%	0.38%	1.16%	0.87%
Voice	7.46%	9.87%	10.35%	7.14%	6.46%	6.71%	6.83%	9.71%	8.76%	7.05%	8.40%	7.51%	8.02%
VCO	28.01%	33.61%	34.28%	29.61%	32.40%	38.47%	56.50%	19.19%	35.07%	38.25%	42.07%	40.93%	35.70%
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%
DeafBlind 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%
Speech-to-Speech	1.30%	0.23%	0.27%	0.04%	0.39%	0.46%	0.66%	0.48%	0.56%	0.29%	0.98%	2.37%	0.67%
TOTAL %	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
RELAY SERVICE INFORMATION	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	TOTAL
Incoming Calls Offered	3,741	3,567	3,387	3,721	3,445	3,564	3,863	2,946	3,377	3,009	3,714	3,164	41,498
Incoming Calls Answered	3,683	3,504	3,301	3,649	3,333	3,399	3,786	2,872	3,345	2,982	3,692	3,129	40,675
Abandoned in Queue	58	63	86	72	112	165	77	74	32	27	22	35	823
Call Blockage	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Number of Calls Placed (by End Users)	4,704	4,441	4,389	4,903	4,547	4,637	4,791	3,560	4,155	3,937	4,742	4,122	52,928
Calls Completed by End Users	1,654	1,705	1,734	1,655	1,714	1,830	1,720	1,310	1,616	1,605	1,782	1,528	19,853
Total Number of Subscribers (Users)	1,959	1,696	1,625	1,811	1,717	1,740	1,949	1,436	1,661	1,465	1,582	1,606	20,247
Average Weekend Calls	98	99	88	91	86	91	113	79	91	81	100	95	1,112
Average Weekday Calls	171	164	167	186	180	170	174	139	149	153	175	153	1,981
SERVICE QUALITY													
Average Speed of Answer (ASA)	1.2	1.2	1.5	1.9	3.0	4.3	1.6	1.4	0.9	0.9	0.9	0.8	
Service Level (SVL)	96%	96%	95%	94%	92%	92%	95%	96%	98%	98%	98%	98%	
Complaints: TRS	1	0	0	0	0	0	0	0	0	0	0	0	1
Commendations: TRS	0	0	0	0	0	0	0	0	0	0	0	0	0
Complaints: CapTel	0	0	0	0	0	0	0	0	0	0	0	0	0
Commendations: CapTel	0	1	0	0	0	2	0	0	0	0	0	0	3
RELAY MINUTES OF USE													
Total Session Minutes of Service	11,518	11,137	12,293	12,699	12,626	11,262	11,862	9,726	10,436	10,573	11,725	10,450	136,306
Less Interstate Minutes	(402)	(462)	(565)	(835)	(983)	(542)	(1,583)	(426)	(851)	(747)	(584)	(577)	(8,557)
Less International Minutes	0	(8)	0	0	(3)	(1)	(1)	0	0	0	(1)	(8)	(22)
Less Interstate Toll-Free Minutes (51%)	(1,403)	(1,233)	(1,290)	(1,723)	(1,531)	(1,149)	(1,585)	(1,169)	(905)	(1,306)	(1,786)	(1,587)	(16,667)
Less Interstate Directory Assistance	0	(25)	0	(67)	(5)	0	6	0	0	(7)	0	(0)	(99)
Less 900 Minutes (51%)	0	0	0	0	0	0	0	0	0	0	0	0	0
Billable Intrastate Relay Session Minutes	9,713	9,409	10,437	10,074	10,104	9,571	8,687	8,131	8,680	8,513	9,354	8,275	110,947

	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	TOTAL
SPEECH-TO-SPEECH													
Total Speech-to-Speech Session Minutes	367	74	200	8	35	126	178	121	231	49	231	758	2,376
Less Interstate Minutes	(161)	(28)	(100)	(2)	0	0	0	0	0	0	0	0	(291)
Billable Intrastate STS Session Minutes	207	46	100	6	35	86	116	76	123	25	132	396	1,345
BILLABLE USAGE													
Total Relay and Speech-to-Speech Minutes	9,920	9,455	10,537	10,079	10,138	9,657	8,803	8,207	8,802	8,537	9,486	8,670	112,292
CAPTEL PERFORMANCE													
Call Count	12,743	12,436	11,786	11,582	10,821	11,394	9,997	9,815	11,434	11,674	12,112	10,644	136,438
Average Session Minutes Per Call	3.18	3.24	3.12	3.48	3.66	3.60	3.58	3.27	3.35	3.11	3.08	2.80	39.47
Average Speed of Answer (ASA)	0.46	0.45	0.53	0.56	0.55	0.55	0.52	0.48	0.46	0.49	0.51	0.49	
Service Level (SVL)	99.61%	99.66%	99.68%	99.24%	99.73%	99.56%	99.73%	99.75%	99.43%	99.40%	99.47%	99.73%	
Total CapTel Session Minutes	40,521	40,333	36,749	40,332	39,595	40,994	35,772	32,116	38,344	36,349	37,261	29,806	448,171
Less Interstate Session Minutes	(6,374)	(5,962)	(5,215)	(5,588)	(6,416)	(5,860)	(5,510)	(4,837)	(5,876)	(6,130)	(5,640)	(4,214)	(67,623)
Billable Intrastate CapTel Minutes	32,499	32,342	30,125	33,241	28,574	33,352	28,458	25,802	30,943	28,921	30,459	24,372	359,089





Publication Services provided by

**T.S. WRITING SERVICES, LLC**

# Annual Report



JULY 2016-JUNE 2017

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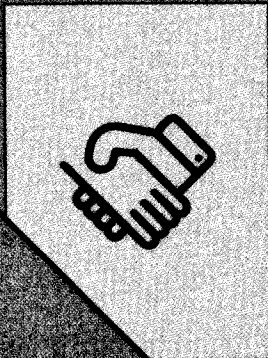
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## // Introduction

Mississippi Relay provides clear communication and simple phone connections between people who are deaf, deaf-blind, hard of hearing, speech-disabled, and hearing individuals.



## What We Do

Mississippi Relay provides clear communication and simple phone connections between people who are deaf, deaf-blind, hard of hearing, speech-disabled, and hearing individuals.

# Mississippi Relay



2014

Attended 120 events in 11 cities, reaching over 60,000 people.



2015

Celebrated 25 years of Sprint Relay/Sprint Accessibility services.



2016

Revamped the Mississippi Relay website. Sprint Relay earns top honors from Costics in "efficiency, compliance with FCC standards, and overall customer care."



2017

Received zero complaints for both TRS and Caption services during the Federal Communications Commission's reporting year.

# A year of significant progress

Sprint Accessibility is pleased to present this 2017 annual report outlining telecommunications relay services, CapTel service quality, and outreach education to Mississippi consumers. We are appreciative of the 2017-2020 contract Mississippi Public Service Commission has awarded Sprint.

Outreach efforts for Mississippi Relay reached 7,550 Mississippians through 34 exhibitions and presentations in 18 towns (with repeat visits to two towns). We received support from an Outreach Experts, Inc., CapTel Outreach Specialist as well. We also marketed Mississippi Relay in various publications, and via our website at [www.mississippirelay.com](http://www.mississippirelay.com).

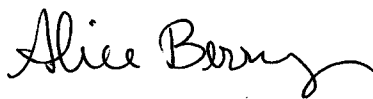
We exceeded the TRS and CapTel average speed of answer and service level requirements (see pages 9-10), and received no complaints from any of our customers. Through the Equipment Distribution Program, nearly 325 pieces of equipment were distributed to qualifying Mississippi residents, including alert devices, CapTel phones, speakerphones, voice carry-over phones, wireless devices, and TTYs.

Mississippi Relay session minutes this fiscal year showed:

- **TTY-based calls:** A decrease of 16.9%, or 22,992 minutes
- **Speech-to-Speech:** An increase of 145.4%, or 3,454 minutes
- **CapTel:** A decrease of 19.3%, or 86,251 minutes

Sprint thanks the Mississippi Public Service Commission; the Mississippi Relay Equipment Distribution Program Coordinator, Mississippi Relay Outreach Specialist; Outreach Experts, Inc. Outreach Specialist; and state relay users for the opportunity to provide the best possible in relay services, education, and customer support.

Respectfully,



Alice Berry  
Customer Relations Manager



Sprint Accessibility  
O: (501) 221-1285 VP: (501) 246-8227  
[alice.berry@sprint.com](mailto:alice.berry@sprint.com)

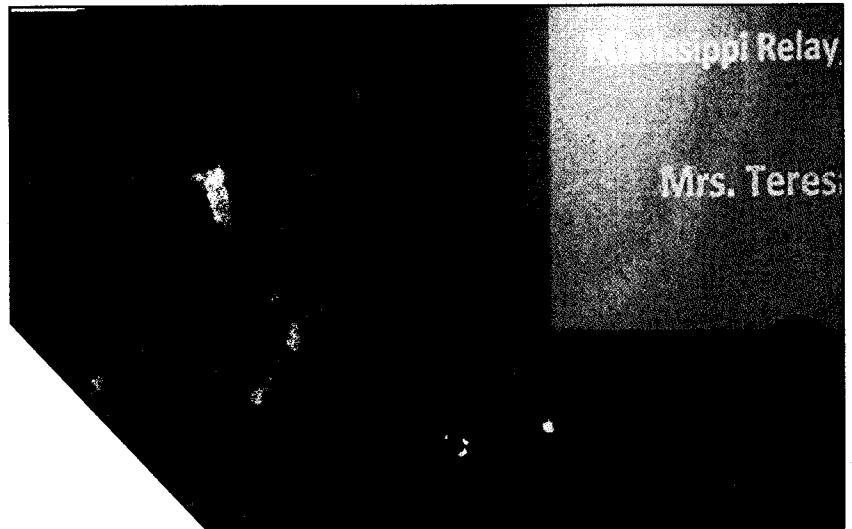


# Outreach Education & Deliverables

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“I would highly recommend you to explain anything to anyone. You explained everything so patiently and in a way anyone could understand.”

---



The Mississippi Relay Customer Relations Manager, Equipment Distribution Program Coordinator, and Outreach Specialist promoted relay service awareness through product and service demonstrations, exhibitions, presentations, trainings, event contributions, and information dissemination throughout the state, and via the [www.mississippirelay.com](http://www.mississippirelay.com) website. Activities focused on traditional TRS and CapTel at 34 events in 18 towns.

*See appendix for full outreach list.*

## **Outreach Experts, Inc.**

An outreach specialist from the Outreach Experts, Inc., team continued to partner with Sprint to promote education throughout the state about Internet Protocol (IP) CapTel phones and service. During this fiscal year this OEI Outreach Specialist, who resides in Jackson, exhibited at the:

- Social Workers' Conference in Richland in March
- Senior Appreciation Day in Clinton in April
- Rankin County Health Fair in Brandon in May

The OEI Outreach Specialist also performed installations and provided one-on-one training about the CapTel phones. OEI and Mississippi Relay operate on a separate plan and budget.

# A Quick Look at the Numbers

34 exhibitions and presentations

Reaching 7,550 Mississippians

in 18 towns

Towns included:

Bay St. Louis

Biloxi

Clinton

Florence

Forest

Gulfport

Hattiesburg

Holly Springs

Long Beach

Jackson

Jackson

Natchez

Ocean Springs

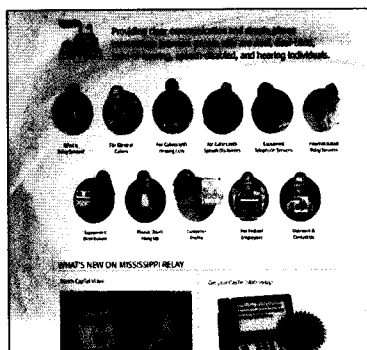
Osprey

Raymond

Starkville

Yukonburg

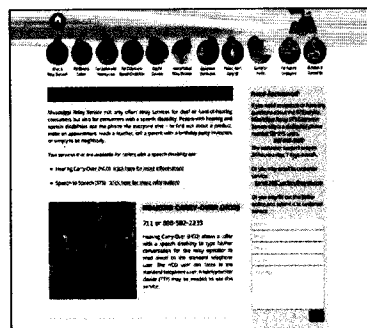
Waynesboro



## Website

The Mississippi Relay website, at [www.mississippirelay.com](http://www.mississippirelay.com), provides information and videos explaining how calls are handled, presents information about the equipment distribution service, explains FederalRelay, and has additional resources.

To monitor trends on the website, the Customer Relations Manager received a monthly statistics report. During this reporting year, there were 2,578 page views.





Mississippi Relay  
Communication Services Program  
400 East Capitol Street, Suite 400, Jackson, MS 39201  
www.mississippirelay.com

1 (800) 456-3643 (TDD)  
1 (800) 456-3643 (V)  
1 (800) 456-3643 (TTY)  
1 (800) 456-3643 (Voice)

**APPLICATION**

I am a resident of Mississippi Yes ☐ No ☐

Have you applied for RSP equipment in the past? Yes ☐ No ☐

If needed, why, please?

What is your mode of communication? Sign ☐ Speech ☐ Deaf ☐

Name of organization for this device:

Your device history (year, make, model, etc.):

Device name:

Device type (e.g., phone, pager, etc.):

Device location (e.g., home, office, etc.):

Device status (e.g., working, broken, etc.):

Please provide contact information for a person not living with you:

Name:

Address:

City:

State:

Zip:

Phone:

Fax:

Email:

## Equipment Distribution Program

Mississippi Relay provides specialized equipment for free loan to qualifying Relay consumers. An on-site coordinator is available to assist consumers with the application process. See Figure 1 for specific data on each piece of equipment distributed in this reporting year.

Fig. 1: Distributed Equipment

Signal flashers	129
CapTel 840	117
Wireless devices	33
CapTel 2400i	26
Speakerphones	10
Cordless phones	4
CapTel 840i	3
Voice Carry-Over Phone	1
TTY	1

## Advertisements & Sponsorships

During this reporting year, seven advertisements or sponsorships featuring TRS and CapTel services were provided at:

- Mississippi Association of Housing & Redevelopment Officials (MAHRO) Conference in August 2016
- Mississippi Association of the Deaf (MSAD) Christmas Gala in December 2016
- National Association of Social Workers (NASW) in March 2017
- Mississippi Speech-Language-Hearing Association (MSHA) in March 2017
- Deaf Fest in May 2017
- Mississippi School for the Deaf (MSD) Reunion in June 2017
- MSAD in June 2017



## Promotional Items

Promotional items were distributed at outreach events to share information about Mississippi Relay services. Items included pens, notepads, and backscratchers/shoehorns.



# Mississippi Relay Statistics

---

“The agent did a wonderful job. Never rushes and is absolutely wonderful.”

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## Telecommunications Relay Service

The following information indicates the trends in the annual total number of session minutes, Speech-to-Speech minutes, calls placed by end users, 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 Mississippi Relay.

*See appendix for a complete statistics report.*

### Session Minutes

Figure 2 indicates the total monthly session minutes processed through Mississippi Relay. The total of 113,314 minutes includes all aspects of TRS services including interstate, interstate directory assistance, international, toll-free, and 900 numbers. STS and CapTel minutes are reported separately. This represents a decrease of 16.87%, or 22,992 minutes, compared to the previous year.

Fig. 2: Session Minutes

July	10,685	January	11,780
August	12,790	February	10,687
September	10,737	March	10,023
October	8,632	April	6,724
November	11,274	May	5,663
December	9,081	June	5,237

### Speech-to-Speech Session Minutes

This reporting year contained 5,830 Speech-to-Speech (STS) session minutes, which represents an increase of 145.4%, or 3,454 minutes, compared to the previous year. See Figure 3.

Fig. 3: STS Session Minutes

July	484	January	708
August	689	February	431
September	259	March	216
October	797	April	311
November	459	May	243
December	702	June	531

## Outbound Relayed Call Volume

Figure 4 depicts the total number of outbound relayed calls processed through Mississippi Relay. This reflects all calls handled by relay agents 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. STS is included as well. For this reporting period, there were 45,160 outbound relayed calls, representing a decrease of 14.7%, or 7,768 fewer calls, compared to the previous year.

Fig. 4: Outbound Relayed Call Volume			
July	4,245	January	4,730
August	4,192	February	4,058
September	4,224	March	3,792
October	3,247	April	2,928
November	3,886	May	3,026
December	3,836	June	2,996

## Calling Trends

Each year in May, specific information detailing where Mississippi Relay TRS calls originated is presented in graphic form. The map in Figure 5 shows where the highest concentrations are in red, yellow, and then green.

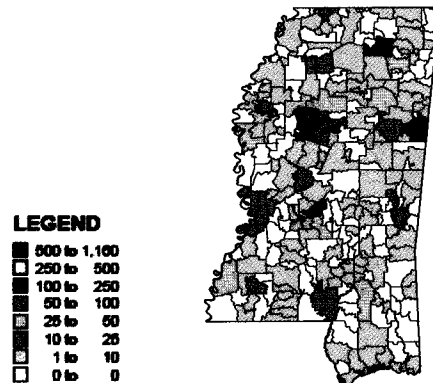


Fig. 5: Calling Trends

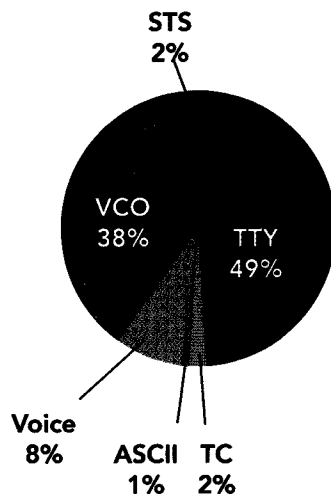


Fig. 6: Call Origination

## Call Origination

On average, TTY and TurboCode users, combined, originated 51% of Mississippi Relay calls, with VCO at 38%. 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. Average Speed of Answer (ASA) identifies the number of seconds required to answer a call. Mississippi Relay's TRS daily requirement is that 85% of all calls are answered within 10 seconds. The ASA was **1.79 seconds**, and the Service Level (SVL) was that **95.7% of calls** were answered within 10 seconds.

Fig. 7: ASA and SVL

Month	ASA	SVL	Month	ASA	SVL
July	1.1	97%	January	1.9	95%
August	3.3	94%	February	1.1	97%
September	1.9	95%	March	.9	97%
October	2.5	93%	April	.8	98%
November	2.7	94%	May	.8	98%
December	3.4	93%	June	1.1	97%

## FCC Annual Consumer Contact Log

The Customer Relations Manager prepares and submits the mandatory Federal Communications Commission (FCC) Annual Consumer Contact Log Report on both TRS and CapTel to the Mississippi Public Service Commission administration, who then submits the report to the FCC. During the FCC's reporting year from June 2016 to May 2017 for TRS, there were 2 commendations, 0 complaints and 301 inquiries.

## CapTel

The following information indicates the trends of the annual total number of session minutes, call volume, calling trends, and contacts with customers. The numbers reflect the CapTel services (such as voice, data, intrastate, international, and other call services) that are currently provided by Mississippi Relay.

*See appendix for a complete statistics report.*

## Session Minutes

A breakdown of monthly session minutes is shown in Figure 8, where this reporting year's session minutes totaled 361,920. This represents a decrease of 19.25%, or 86,251 minutes, compared to the previous year.

Fig. 8: Session Minutes

Month	Session Minutes	Month	Session Minutes
July	36,301	January	30,222
August	37,029	February	27,847
September	33,262	March	26,478
October	34,770	April	24,212
November	29,733	May	26,630
December	29,559	June	25,878

## Call Volume

A total of 113,794 Mississippi Relay CapTel calls were generated this reporting year. A breakdown of monthly call volume is displayed in Figure 9, which represents a decrease of 16.6%, or 22,644 calls, from last year.

Fig. 9: Call Volume

Month	Call Volume	Month	Call Volume
July	10,848	January	9,458
August	11,824	February	8,092
September	10,679	March	8,157
October	10,769	April	7,483
November	9,505	May	8,837
December	9,285	June	8,857

## Calling Trends

Each year in May, information detailing where Mississippi Relay CapTel calls originated is presented in graphic form. The map in Figure 10 shows where the highest concentrations are in red, yellow, and then green.

### LEGEND

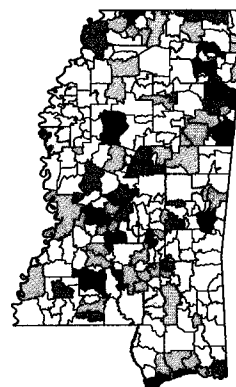
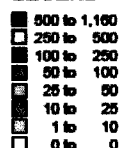


Fig. 10: CapTel Calling Trends

## Average Speed of Answer and Service Level

Figure 11 illustrates that Sprint has exceeded the speed of answer requirement throughout the year. "Average Speed of Answer" identifies the number of seconds required to answer a call. Mississippi Relay's CapTel daily requirement is that 85% of all calls are answered within 10 seconds. The Average Speed of Answer (ASA) was **1.00 second**, and the Service Level (SVL) was that **99.7% of calls** were answered within 10 seconds.

Fig. 11: ASA and SVL

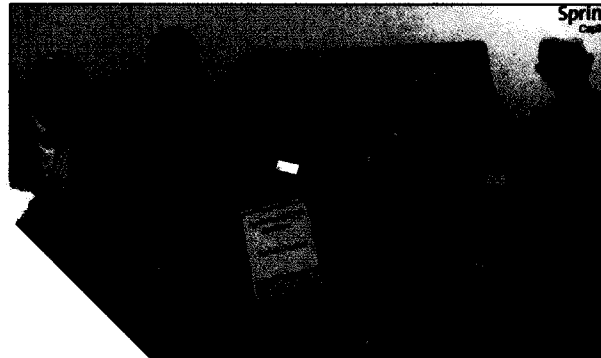
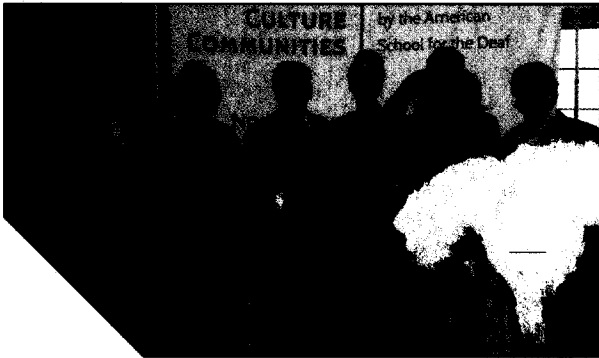
Month	ASA	SVL	Month	ASA	SVL
July	.43	99.7%	January	1.81	99.7%
August	.44	99.5%	February	1.70	99.7%
September	.62	99.5%	March	1.45	99.6%
October	.95	99.7%	April	.91	99.8%
November	.71	99.7%	May	.85	99.6%
December	1.31	99.7%	June	.87	99.7%

## FCC Annual Consumer Contact Log

The Customer Relations Manager prepares and submits the mandatory FCC Annual Consumer Contact Log Report on both TRS and CapTel to the Mississippi Public Service Commission administration, who then submits the report to the FCC. During the FCC's reporting year from June 2016 to May 2017 for CapTel, there were no complaints, 2 commendations, and 59 inquiries.

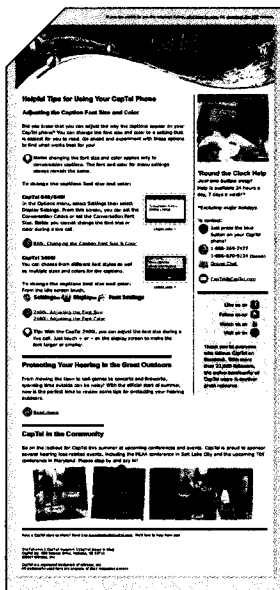
# Sprint Accessibility News & Enhancements

In the past year, incredible transformation has continued within Sprint. Positions have been filled, milestones have been achieved, and accomplishments are ongoing. In August 2016, Sprint Relay rebranded itself as Sprint Accessibility, offering communication products and services to reduce or eliminate communication barriers for customers who are deaf, hard of hearing, deaf-blind, have a hearing or vision loss, or cognitive, speech or mobility disability.



## National Tradeshows

Sprint Accessibility continues to have a highly visible presence at local, state, and national tradeshows and conferences. Attending events such as the NASRA, HLAA, Deaf Seniors of America, AudiologyNOW! is a great opportunity for attendees to learn which mode(s) of communication best fit their desires. 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.



## CapTel Newsletter

Each month, CapTel distributes its newsletter to CapTel phone and service users. Each issue contains informative tips for various CapTel phone models, stories about event participation, details of upcoming events, and customer testimonials.

# Enhancements to TRS Features

Sprint strives to enhance relay products and services to provide an exceptional experience to all relay customers. Feedback, implementation, testing, and usage by consumers and team members make this possible. During the reporting timeframe, Sprint Accessibility completed the following enhancements.

## July 2016

- Added feature to Mobile IP 911 update calls, which now display a call-back number (for customer service only).
- Had communication assistants (CA) participate in Quality Focus training recapping FCC rules, contractual requirements, established call handling procedures and topics such as relay agent performance expectations, greetings typed verbatim, speaking in third person, conference calls, correcting typos while voicing, and more.

## August 2016

- Added CapTel call center in Appleton, Wisconsin.
- Had CAs participate in Quality Focus training recapping FCC rules, contractual requirements, and topics such as processing relay user call preferences, caller control, transparency, repeating information, do-not-announce, redial billing, customer database changes, and customer preferences.
- Initiated Sprint IP Relay Mobile project to enhance iOS and Android apps to provide user-friendly registration, identity verification and braille user access.

## September 2016

Added outdial time, directory assistance, timely call release.

## October 2016

- Voice greeting typed verbatim, Call closing, Timely call release.
- Released firmware updates to several CapTel phone models.
- Lubbock and Syracuse centers started handling IP Captioned Telephone Service traffic.

## November 2016

- Expanded IP Text Mail automatic send from 30 to 45 seconds before sending to the offline user.
- Had CAs participate in Quality Focus training on topics such as customer profile feature,

processing standard and unique customer instructions, call set-up, and following customer notes/instructions.

## December 2016

- Changed call procedures as directed by the customer, CapTel, holiday greetings.
- Offered Relay Conference Captioning (RCC) to three additional states, making RCC available in a total of eight states, plus Federal Relay.

## January 2017

Completed misdial transfer trial in Florida.

## February 2017

Released firmware updates to several CapTel phone models.

## March 2017

- Added CapTel call center in Arlington, Texas.
- Released firmware updates to several CapTel phone models.
- Released the CapTel 880i Braille phone.
- Created a dedicated Sprint CapTel Facebook page.
- Enabled the blind community to participate in alpha testing of Sprint IP Relay Mobile apps for iOS and Android.

## April 2017

- Launched Sprint IP Relay Mobile apps for iOS and Android within Apple App Store and Google Play Store.
- Developed and aired a Sprint IP Relay Mobile app Public Service Announcement in four targeted markets.

## May 2017

Released Sprint Mobile IP app.

## June 2017

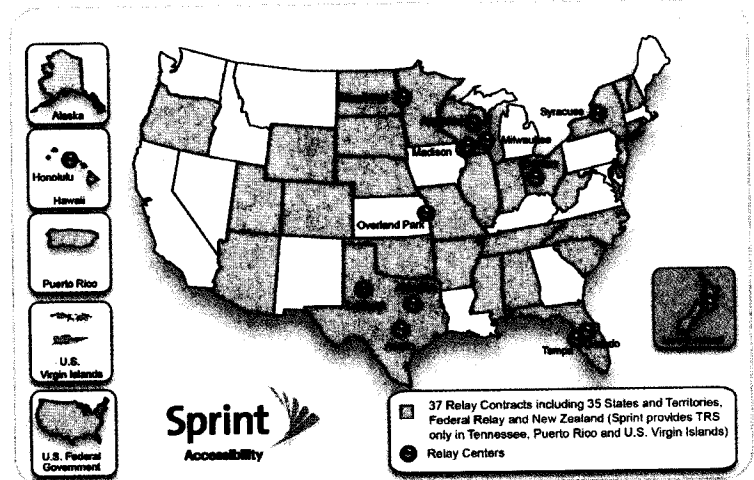
- Trained CAs on long distance and carrier of choice changes for TRS and CapTel.
- Developed six Sprint IP Relay Mobile app training videos for trainers and individuals on how to use Sprint IP Relay Mobile apps.
- Completed the removal of Carrier of Choice options and Operator Services in our TRS platform. State relay users are no longer prompted for a long-distance carrier.



## TRS and CapTel Centers

Sprint currently provides TRS from five relay centers and CapTel from eight centers, ensuring reliable and cost-effective service:

- Florida (2)
- Hawaii
- Kansas
- Minnesota
- Ohio
- New York
- Texas (3)
- Wisconsin (3)

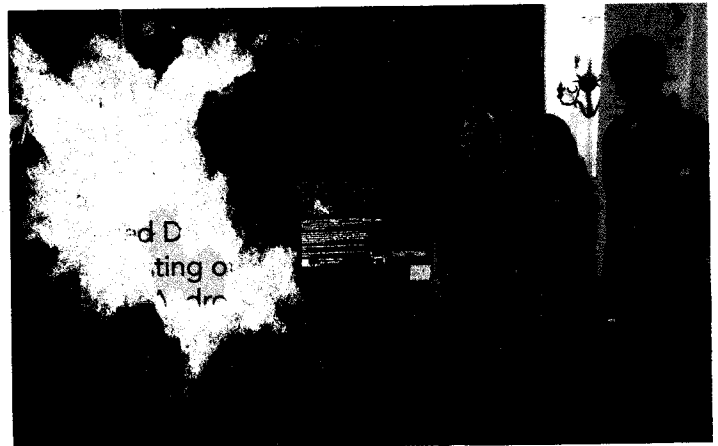


Sprint continues to expand CapTel call center operations with additional centers in the near future, including the next one in Austin and then Dayton. This will expand our service offerings and ensure the redundancy of services in locations less likely to be impacted by natural disasters.

Sprint maintains the TRS platform technology, training, and workforce management for all TRS call centers. Sprint's CapTel subcontractor and technology provider maintain these items for all wireline CapTel providers.

## International DeafBlind Expo

Sprint Accessibility attended the International DeafBlind Expo in Orlando, Florida, on August 18-20, 2016. The DeafBlind community has shared a desire for improvements within mobile and accessible communication industries. Sprint's role at this expo was to educate and increase awareness on the Sprint IP relay product and wireless discount plans for this community. DeafBlind attendees at this expo expressed their appreciation of Sprint's dedication and commitment to provide and/or enhance mobile and accessible communication for all.



In November, a full-time Customer Relations Manager (CRM) who is DeafBlind began work on Sprint IP Relay outreach activities with the DeafBlind community. From April to June 2017, this CRM hosted 6 town hall meetings, each approximately three hours long, in six cities with a total of 85 participants. The CRM presented on the Sprint IP Mobile app and gave one-on-one trainings.

## Sprint Relay Earns Top Honors from Costitics

In the 2016 Costitics Relay Performance Index<sup>SM</sup>, Sprint was the only provider to earn a perfect score in the Customer Care<sup>SM</sup> category with 100% of evaluators rating the Sprint CAs as engaged on their behalf and following correct call processing procedures. The customer care category also measures an array of specific CA behaviors that detract from the customer's experience, such as having to repeat information multiple times, rudeness, monotonous voicing, or incorrect procedures. Sprint was the only provider with no observed customer care detractors.

Sprint further received the highest scores for speed of processing calls including quicker connections to the service, faster relaying of conversations, and the most efficient total call length (i.e., session time). Sprint was also the only provider in the Index to achieve 100% of CAs meeting or exceeding the FCC-mandated typing



speed of 60 words per minute.

Sprint also reported the fewest critical errors and was statistically tied for "Best in Category" in several other categories such as passed calls, average typing speed, typing accuracy, and spoken accuracy. Sprint's efficiency combined with 100% Customer Care score stands in testament to an organization dedicated to both optimal efficiency and great customer service.

## Inclusive Technology Summit

In November, the White House hosted and live-streamed a technology summit with the American Association of People with Disabilities. This summit brought together disability advocates, technology industry representatives, and federal officials to examine approaches to ensure that the Internet of Things is accessible and that inclusive design is central to technology development. One of the panelists was Sprint Accessibility's own Global Director, Mike Ellis.

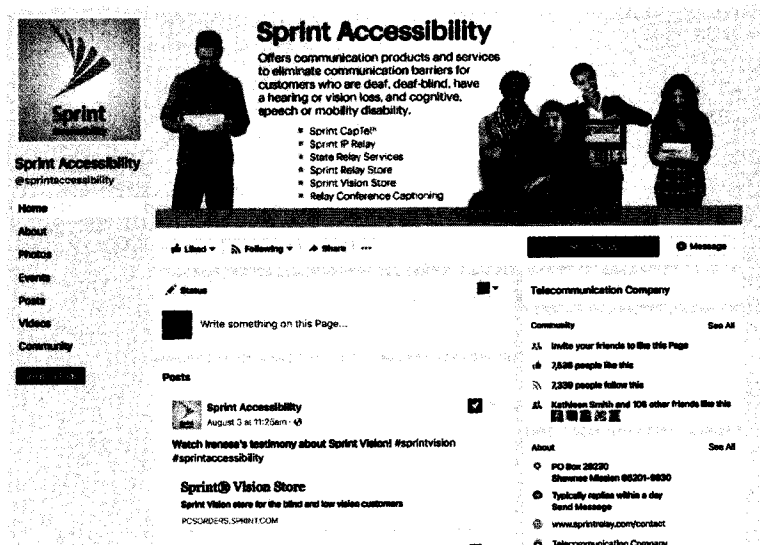
## STARS Conference

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 such as Carrier of Choice waivers, FCC re-certification; product and service reviews such as Real Time Text, 900 pay-per-calls; TRS and CapTel platforms such as IP-based products and services; 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 2017. The next conference is planned for Austin, Texas, in 2018.

## Social Media

Social media is a common avenue for consumers to learn about a specific interest. In past years, Sprint had social media platforms for individual relay service. Recently information about most relay services were combined into a single Sprint Accessibility page on Facebook:

- **Sprint Accessibility:** [www.facebook.com/sprintaccessibility](http://www.facebook.com/sprintaccessibility)
- **Sprint CapTel:** [www.facebook.com/sprintcaptel](http://www.facebook.com/sprintcaptel)
- **Sprint Vision:** [www.facebook.com/SprintVision](http://www.facebook.com/SprintVision) (until July 5, 2017)



# Sprint Accessibility

**Mike Ellis**

Global Vice President of Accessibility

**John Moore**

National Customer Relations Manager

**Alice Berry**

Customer Relations Manager, Mississippi Relay

**Mark Tauscher**

Business Development/Project Management

**Maggie Schoolar**

Sales Director

**Jeff Branch**

Client Director

**Ken Goulston**

Wireless Account Executive

**Kris Owara**

Billing Analyst

**Brian Adamson**

National Customer Service Supervisor

# Appendices

# Outreach Activities

Event	Location	Attendees	Presentation, Outreach, Booth
AUGUST			
Tyson Foods, Inc. - Wellness Health Fair	Forest	300	Booth
MAHRO (MS Assoc. Housing & Redevelopment Officials)	Biloxi	500	Booth
MAD Picnic (MS Assoc. of the Deaf)	Hattiesburg	100	Booth
SEPTEMBER			
South Mississippi Regional Center Health Fair	Long Beach	200	Booth
St. Dominic's Wellness Fest	Jackson	800	Booth
OCTOBER			
RAM (Rehabilitation Assoc. of Mississippi)	Starkville	300	Booth
Senior Day @ Mississippi State Fair	Jackson	350	Booth
USPS (United States Postal Service) Employee Health Fair	Jackson	100	Booth
Senior Health & Wellness Fair @ Dept. of Human & Cultural Services	Jackson	200	Booth
Disability Awareness Conference (MDRS)	Jackson	250	Booth
MSD Homecoming Day @ MS School for the Deaf	Jackson	200	Booth
DECEMBER			
Christmas Gala @ MS Assoc of the Deaf	Jackson	50	Presentation
JANUARY			
Salvation Army	Jackson	30	Presentation
FEBRUARY			
Low Vision/Low Hearing Expo	Gulfport	80	Presentation
Community Resource Fair	Biloxi	100	Booth
Arbor Day @ Park	Biloxi	200	Booth
DisAbility Awareness Day	Jackson	40	Booth
MARCH			
MS Public Service Commission - Health Conference	Vicksburg	100	Booth
Pearl Project Health Fair	Jackson	200	Booth
Greater Bethlehem Temple Health Fair	Jackson	40	Booth
NASW (National Assoc. of Social Workers)	Biloxi	400	Booth
MS Speech-Language-Hearing Association	Natchez	500	Booth
Eliza Pillars RNs of MS	Jackson	60	Booth

Event	Location	Attendees	Presentation, Outreach, Booth
APRIL			
Health Fair @ MS College Nursing	Clinton	400	Booth
Hinds Community College ASL Club	Raymond	20	Presentation
Whistle Stop Festival	Waynesboro	300	Booth
MDRS (MS Dept. of Rehabilitation Services)	Madison	150	Booth
MAY			
Seniors Grooving to a Healthy Lifestyle Health Fair	Jackson	100	Booth
Deaf Fest @ The Mary C. O'Keefe Cultural Center	Ocean Springs	500	Booth
Senior Information Fair	Bay St. Louis	150	Booth
Eddie Smith Community Health Fair	Holly Springs	200	Booth
JUNE			
MSDR (MS School for the Deaf Reunion)	Pearl	130	Presentation
MS disAbility MegaConference	Jackson	450	Booth
MAD (MS Assoc. of the Deaf)	Flowood	50	Presentation
	<b>TOTAL</b>	<b>7,550</b>	

# Mississippi Relay Statistics

	JAN	FEB	MARCH	APRIL	MAY	JUNE	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	TOTAL
TTY - Baudot	1,357	1,121	1,142	897	757	811	1,123	1,278	1,175	407	264	386	10,718
TTY Spanish-Speaking Users	0	0	0	0	0	0	0	0	0	0	0	0	0
TurboCode (TC)	59	32	27	32	26	26	38	49	18	20	11	7	345
TC Spanish-Speaking Users	0	0	0	0	0	0	0	0	0	0	0	0	0
ASCII	19	17	21	5	17	3	9	19	16	15	8	19	168
Voice	104	126	154	161	181	149	212	131	111	117	91	48	1,585
Voice Spanish-Speaking Users	0	0	0	0	0	0	1	0	0	0	0	0	1
Voice Carryover (VCO)	484	843	793	359	990	585	848	712	475	587	512	503	7,691
VCO Spanish-Speaking Users	0	0	0	0	0	0	0	0	0	0	0	0	0
Hearing Carryover (HCO)	0	0	0	0	0	2	0	0	1	0	0	0	3
HCO Spanish-Speaking Users	0	0	0	0	0	0	0	0	0	0	0	0	0
DeafBlind Baudot	0	0	0	0	0	0	0	0	0	0	0	0	0
Speech-to-Speech	30	29	19	34	40	51	45	31	12	31	15	33	370
<b>GRAND TOTAL</b>	<b>2,053</b>	<b>2,168</b>	<b>2,156</b>	<b>1,488</b>	<b>2,011</b>	<b>1,627</b>	<b>2,275</b>	<b>2,220</b>	<b>1,808</b>	<b>1,177</b>	<b>901</b>	<b>996</b>	<b>20,881</b>
PERCENTAGE OF CALLS - by calling device													
TTY - Baudot	66%	52%	53%	60%	38%	50%	49%	58%	65%	35%	29%	39%	49%
TurboCode	3%	1%	1%	2%	1%	2%	2%	2%	1%	2%	1%	1%	2%
ASCII	1%	1%	1%	0%	1%	0%	0%	1%	1%	1%	1%	2%	1%
Voice	5%	6%	7%	11%	9%	9%	9%	6%	6%	10%	10%	5%	8%
VCO	24%	39%	37%	24%	49%	36%	37%	32%	26%	50%	57%	51%	38%
HCO	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
DeafBlind Baudot	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
Speech-to-Speech	1%	1%	1%	2%	2%	3%	2%	1%	1%	3%	2%	3%	2%
<b>TOTAL %</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>
Incoming Calls Offered	3,336	3,280	3,283	2,789	2,925	3,230	3,734	3,008	2,957	2,379	2,648	2,539	36,108
Incoming Calls Answered	3,292	3,191	3,208	2,674	2,846	3,106	3,666	2,968	2,914	2,350	2,614	2,497	35,326
Abandoned in Queue	44	89	75	115	79	124	68	40	43	29	34	42	782
Call Blockage	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Number of Calls Placed (by End Users)	4,245	4,192	4,224	3,247	3,886	3,836	4,730	4,058	3,792	2,928	3,026	2,996	45,160
Calls Completed by End Users	1,503	1,700	1,678	1,203	1,627	1,332	1,830	1,795	1,471	964	769	825	16,697
Total Number of Subscribers (Users)	1,589	1,492	1,367	1,344	1,450	1,610	1,798	1,417	1,519	1,421	1,611	1,531	18,149
Average Weekend Calls	91	88	105	55	89	96	100	102	71	61	53	57	968
Average Weekday Calls	159	152	154	128	144	135	174	162	140	115	113	116	1,692
SERVICE QUALITY													
Average Speed of Answer (ASA)	1.1	3.3	1.9	2.5	2.7	3.4	1.9	1.1	0.9	0.8	0.8	1.1	
Service Level (SVL)	97%	94%	95%	93%	94%	93%	95%	97%	97%	98%	98%	97%	
Complaints: TRS	0	0	0	0	0	0	0	0	0	0	0	0	0
Commendations: TRS	1	0	0	1	0	0	0	0	0	0	0	0	2
Complaints: CapTel	0	0	0	0	0	0	0	0	0	0	0	0	0
Commendations: CapTel	1	1	0	0	0	0	0	0	0	0	0	0	2

	JAN.	FEB.	MARCH	APRIL	MAY	JUNE	JULY	AUG.	SEPT.	OCT.	NOV.	DEC.	TOTAL
RELAY MINUTES OF USE													
<b>Total Session Minutes of Service</b>	10,685	12,790	10,737	8,632	11,274	9,081	11,780	10,687	10,023	6,724	5,663	5,237	<b>113,314</b>
<b>Less Interstate Minutes</b>	(520)	(666)	(568)	(732)	(1,016)	(757)	(882)	(634)	(495)	(296)	(353)	(514)	<b>(7,434)</b>
<b>Less International Minutes</b>	(1)	0	0	0	0	0	0	0	0	0	0	0	<b>(1)</b>
<b>Less Interstate Toll-Free Minutes (51%)</b>	(1,778)	(2,528)	(1,170)	(1,121)	(2,059)	(997)	(1,275)	(1,288)	(1,214)	(1,270)	(703)	(802)	<b>(14,203)</b>
<b>Less Interstate Directory Assistance</b>	0	0	0	0	(24)	0	(96)	0	0	0	0	0	<b>(120)</b>
<b>Less 900 Minutes (51%)</b>	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>Billable Intrastate Relay Session Minutes</b>	8,387	9,596	8,999	6,779	8,174	7,328	9,527	8,765	8,314	5,158	4,608	3,921	<b>89,556</b>
SPEECH-TO-SPEECH													
<b>Total Speech-to-Speech Session Minutes</b>	484	689	259	797	459	702	708	431	216	311	243	531	<b>5,830</b>
<b>Less Interstate Minutes</b>	0	0	0	0	0	0	0	0	0	0	0	0	<b>0</b>
<b>Billable Intrastate STS Session Minutes</b>	255	378	148	402	251	362	395	234	127	158	130	268	<b>3,108</b>
BILLABLE USAGE													
<b>Total Relay and Speech-to-Speech Minutes</b>	8,642	9,974	9,147	7,181	8,425	7,690	9,922	9,000	8,441	5,316	4,738	4,189	<b>92,664</b>
CAPTEL INFORMATION													
<b>Call Count</b>	10,848	11,824	10,679	10,769	9,505	9,285	9,458	8,092	8,157	7,483	8,837	8,857	<b>113,794</b>
<b>Average Session Minutes Per Call</b>	3.35	3.13	3.11	3.23	3.13	3.18	3.20	3.44	3.25	3.24	3.01	2.92	
<b>Average Speed of Answer (ASA)</b>	0.43	0.44	0.62	0.95	0.71	1.31	1.81	1.70	1.45	0.91	0.85	0.87	
<b>Service Level (SVL)</b>	99.7%	99.5%	99.5%	99.7%	99.7%	99.7%	99.7%	99.7%	99.6%	99.8%	99.6%	99.7%	
<b>Total CapTel Session Minutes</b>	36,301	37,029	33,262	34,770	29,733	29,559	30,222	27,847	26,478	24,212	26,630	25,878	<b>361,920</b>
<b>Less Interstate Session Minutes</b>	(5,099)	(5,888)	(5,099)	(5,489)	(4,202)	(4,459)	(5,484)	(4,279)	(4,365)	(2,592)	(3,435)	(3,312)	<b>(53,704)</b>
<b>Less International Session Minutes</b>	(20)	(0)	(1)	(1)	(2)	(6)	(11)	(5)	(2)	(1)	(2)	(9)	<b>(59)</b>
<b>Less Interstate Toll-Free Minutes (51%)</b>	(1,269)	(1,512)	(1,154)	(1,397)	(1,123)	(1,599)	(1,105)	(1,010)	(987)	(1,022)	(1,024)	(999)	<b>(14,200)</b>
<b>Less In-2 Line (11%)</b>	(150)	(160)	(92)	(88)	(84)	(84)	(222)	(165)	(176)	(165)	(128)	(131)	<b>(1,645)</b>
<b>Billable Intrastate CapTel Minutes</b>	29,763	29,470	26,916	27,795	24,323	23,412	23,400	22,387	20,947	20,432	22,041	21,427	<b>292,313</b>



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# INTRODUCING CAPTEL 2400i

Free\* captioned telephone service from Mississippi Relay offers the ability for anyone with hearing loss to communicate on the telephone independently.



**LISTEN, READ** and **RESPOND** to your callers with ease on the CapTel® phone!

## CAPTEL 2400i's FEATURES:

- Touch-screen display and helpful menu graphics
- Built-in answering machine with captions
- Large screen with easy-to-read captions
- Speakerphone capabilities
- WiFi capable



**FOR MORE INFORMATION  
ABOUT THE SERVICE OR TO GET  
A CAPTEL 2400i PHONE, VISIT**

- [www.mississippirelay.com/captel](http://www.mississippirelay.com/captel)

\*CapTel callers are responsible for their own long distance call charges.

Do you know someone who  
has difficulty understanding  
on the phone?

## Try Captioned Telephone!



Free Captioned Telephone  
service from CapTel North  
Carolina offers the ability for  
anyone with hearing loss to  
communicate on the telephone  
independently. **LISTEN, READ**  
and **RESPOND** to your callers  
with ease on the CapTel® phone!

### FOR MORE INFORMATION OR TO PURCHASE A CAPTEL PHONE:

Call:  
877-805-5845

Website:  
[captel.com/availability/MS.php](http://captel.com/availability/MS.php)

\*\*\*\*\* 5/15 1:45 PM \*\*\*\*\*  
Hello this is carol hi fred yes  
I just set a meeting date with the  
research team by the way I have  
a powerpoint draft but it is very  
straightfoward and boring do you  
know any graphic designer who can  
make it more creative? Great

Press ▲ to Review the Conversation

# Get Connected with Mississippi Relay

**Mississippi Relay Service is a free phone service that allows individuals who have a hearing loss or speech disability to place and receive calls through specially trained relay operators. To learn, visit [www.mississippirelay.com](http://www.mississippirelay.com)**



## **EQUIPMENT DISTRIBUTION**

For eligible Mississippians who need free telephone equipment, visit [mississippirelay.com/edp](http://mississippirelay.com/edp)



**Need more information?  
Have a question? Contact:**

**Teresa Burns**  
Outreach & Equipment Coordinator  
[teresa.burns@sprint.com](mailto:teresa.burns@sprint.com) (Email)  
601-936-5012 (Office)  
601-206-0206 (Videophone)

CapTel is a registered trademark of Ultratec, Inc.

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**EQUIPMENT DISTRIBUTION**

For eligible Mississippians who may need free telephone equipment

[mississippirelay.com/eqp](http://mississippirelay.com/eqp)

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

**Get Connected  
with Mississippi Relay!**



[MississippiRelay.com](http://MississippiRelay.com)



# Bringing People Together Through Voice Relay

## Voice to TTY Relay:

Read spoken words and  
type when "speak"  
your words

The voice caller dials 711  
and is connected to a  
relay operator. The caller  
then speaks, "Hello, how  
are you? GA."

The relay operator  
types what the  
voice caller speaks.

The TTY user reads  
what is spoken on  
a device.



---

## RELAY NUMBERS

### TTY or TeleBraille

711 or 800-582-2233

### Voice

711 or 800-855-1000

### Voice Carry-Over

711 or 800-582-0756

### Hearing Carry-Over

711 or 800-582-2233

### Speech-to-Speech

711 or 800-582-2395

### Spanish Relay

711 or 800-582-2544

### ASCI

711 or 800-855-1234

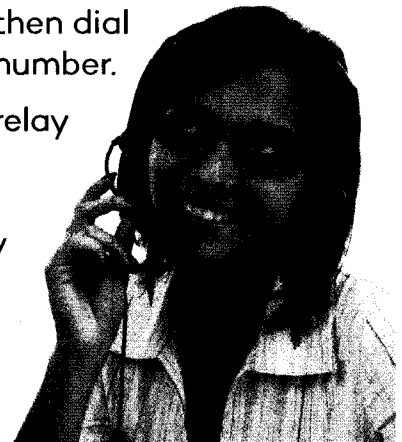
### 900 Toll Call

900-230-9191

---

## HOW TO CONNECT?

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





The relay operator repeats  
the STS user's spoken  
words if needed.

The STS user speaks  
directly to the  
other party.

The other party  
talks directly  
to the STS  
user.

STS User

The HCO user types  
his words to the  
relay operator.

The relay  
operator  
voices  
the typed  
message to  
the other  
party.

The other party  
speaks directly  
to the HCO  
user.