



# **State of Wyoming Application for Renewal of Current Certification For Telecommunications Relay Service**

## **Submitted to:**

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## **Submitted by:**

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## **Provider of Service:**

**August 1, 2011 – Present**  
**June 1992 – July 31, 2004**  
**Sprint Communications Company, L.P.**  
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Reston, VA 20196  
866.540.4657

**August 1, 2004 – July 31, 2011**  
**Hamilton Telephone Company**  
**d/b/a Hamilton Telecommunications**  
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Aurora, NE 68818



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**Department of Workforce Services**  
DIVISION OF VOCATIONAL REHABILITATION  
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Marlene H. Dortch  
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Federal Communications Commission  
445 12<sup>th</sup> Street, SW, Room TW-A325  
Washington, DC 20554

Reference: **TRS State Certification Application**

Ladies and Gentlemen:

Pursuant to Federal Communications Commission's (FCC's) rules 47 C.F.R § 64.606(c)(1), the State of Wyoming, Department of Workforce Services, Division of Vocational Rehabilitation, Wyoming Relay Program submits the enclosed application in narrative form for the renewal of the State's Telecommunications Relay Service (TRS) program certification. This application was prepared with the assistance of Sprint Communications Company, L.P., doing business as Sprint Accessibility (formerly Sprint Relay), the current Wyoming Relay provider. A copy of Public Notice DA 17-697, CG Docket No. 03-123, released by the FCC on July 19, 2017, is included in Appendix A.

The Wyoming Division of Vocational Rehabilitation is authorized by legislation passed by the Fifty-First Legislature of the State of Wyoming, 1991 General Session, to provide Telecommunications Relay Service for the State of Wyoming. House Bill No. 377, the Enrolled Act creating Wyoming Statute 16-9-201 through 16-9-210, was signed by Governor Mike Sullivan on February 28, 1991. A copy of Wyoming's TRS legislation is provided in Appendix B.

Wyoming Relay provides telecommunications relay service that is functionally equivalent to voice telephone service. Detailed information which demonstrates that the provision of Wyoming Relay is consistent with the FCC rules and that Wyoming is exercising responsibility for oversight of these services is included in the body of the enclosed application, as well as in the Statement of Work and Service Level Performance Requirements found in Appendix C. All the minimum mandatory TRS requirements are listed in Appendix E. Please note that although Sprint Accessibility provides Internet Protocol (IP) and Captioned Telephone (CapTel) web-based services, Wyoming Relay does not contract to provide these services in Wyoming, nor is Wyoming Relay responsible for oversight of IP and VRS or other Internet- or web-based relay services.

The enclosed application provides historical, statistical, and illustrative evidence demonstrating Wyoming Relay's compliance with the FCC's TRS rules including, but not limited to, several exhibits of outreach presentations, promotional items, consumer training materials, and consumer complaint



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logs. This application includes documentation demonstrating that Wyoming Relay meets or exceeds all operational, technical, and functional minimum standards contained in §64.604 of the Commission's rules. The standards of Wyoming Relay do not conflict with federal law. Additionally, this application includes documentation that Wyoming Relay makes available adequate procedures and remedies for enforcing the program's requirements. The application also includes documentation that Wyoming Relay makes available to TRS users informational materials on State and FCC complaint procedures sufficient for users to know the proper procedures for filing complaints.

Respectfully,



Lori Cielinski  
Program Consultant

Enclosures: Application for the renewal of Wyoming's TRS program certification



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## **Wyoming Relay Overview**

The Wyoming Division of Vocational Rehabilitation certifies that it has complied with, and will continue to comply with, the Americans with Disabilities Act (ADA) of 1990, Title IV, Pub. L. No. 101-336, § 401, 104 Stat.327, 366-69 (adding Section 225 to the Communications Act of 1934, as amended, 47 U.S.C. § 225). The Wyoming Division of Vocational Rehabilitation also certifies that it has overseen its previous TRS provider, Hamilton Telecommunications, and that it will continue to oversee its current TRS provider, Sprint Communications Company, L.P., as well as any future TRS providers, to ensure that all requirements are met. For the FCC's convenience, we have included as Appendix B, State Legislation, in the form of Wyoming Statute 16-9-201 through 16-9-210 with an effective date of July 1, 1991. We have also included Attachment A (Statement of Work) to the current Contract which describes Sprint Communications Company, L.P.'s contractual responsibilities and Attachment C (Service Level Performance Requirements) to the current Contract which details service level performance requirements and liquidated damage provisions as Appendix C: TRS Contract Responsibilities and Requirements.

## **Historical Information**

A Telecommunications For The Communications Impaired program was established by the Fifty-First Legislature of the State of Wyoming 1991 General Session by enactment of House Bill No. 377, Section 1. W.S. 16-9-201 through 16-9-210. This program is also known as Wyoming Relay, or Wyoming Telecommunications Relay Service (TRS). House Bill No. 377 called for Wyoming to provide a 24-hour-per-day, seven-day-per-week telecommunications relay service to relay conversations between communications impaired persons who use specialized telecommunications equipment and noncommunications impaired persons whose telephone is not equipped with specialized telecommunications equipment.

In response to the Americans with Disabilities Act, the Wyoming Legislature gave the Division of Vocational Rehabilitation (DVR) administrative authority over Wyoming TRS, established a special fee as the method of funding, and mandated that the service begin by July 1, 1992 and be fully operational by July 2, 1993. (See Appendix B, State Legislation)

## **Advisory Committee and Cost Recovery**

Wyoming Statute 16-9-202, created a committee on telecommunications services for the communications impaired. The seven members of the committee are appointed by the Governor to serve three-year terms. While there are no specific requirements in the statutes that the membership of the Advisory Committee be from different user groups the Governor has appointed individuals to the Committee who are Deaf, hard-of-hearing, late-deafened, speech-impaired, children of deaf adults, parents of deaf children, service providers to individuals with hearing and speech-impairments, and staff of telecommunications providers. The committee's duties are to advise the Division of Vocational Rehabilitation on the administration of the Wyoming Telecommunications Relay Service. The Committee has taken an active role in advising on and providing education and outreach on Wyoming Relay service. The Committee also has the responsibility of annually determining the amount of a special fee, which is the cost recovery method that Wyoming uses for the provision of intrastate relay service. Currently the special fee is nine cents (\$0.09) per access line per month for up to 100 access lines per customer account for the local exchange companies. In the case of Radio Common Carriers, no customer is required to pay the special fee on more than one hundred radio communication service numbers per account in Wyoming.

## **Equipment Distribution**

The same legislation, House Bill 377, which established relay service in Wyoming, also contained provisions for the distribution of specialized telecommunication equipment. This program has been in operation since December 1992. Funding for the distribution of equipment comes from the special fee collected for Wyoming Relay services. The program currently distributes but is not limited to: TTYs, captioned telephones, amplified telephones/devices, and signaling devices. The program also provides specialized telephone equipment for individuals that are deaf-blind or speech-impaired, which is special ordered. To be eligible to receive this equipment at no charge, an individual must meet the following requirements: 1) have a communication impairment; 2) be a resident of Wyoming; 3) be able to demonstrate his/her ability to understand the nature and use of the equipment; and 4) meet the income eligibility requirement (the income is family income, excluding any disability income, which must be below 200% of the federal poverty level). Additionally, information is provided to individuals, businesses, and organizations who do not qualify to receive free devices on selecting and obtaining equipment. (See Appendix D: Wyoming Relay Equipment Distribution)

### **Terminology Adopted**

Although original legislation establishing Wyoming TRS and its funding uses the term “message relay system,” Wyoming uses “Telecommunications Relay Service” in DVR documents to be consistent with FCC regulation terminology. Original legislation establishing Wyoming TRS defined message relay system to “mean a statewide service through which a communications impaired person, using specialized telecommunications equipment, may send and receive messages to and from a noncommunications impaired person whose telephone is not equipped with specialized telecommunications equipment, and through which a noncommunications impaired person may, by using voice communication, send and receive messages to and from a communications impaired person.” By current standards, this definition is limited. However, the legislation also says, “The division shall award the contract for this service to the provider based upon price, the interests of the communications impaired community in having access to a high-quality and technologically advanced telecommunications system, and all other factors listed in the committee’s request for proposal including proposals for a specialized telecommunications equipment distribution program.” The legislation also requires, “The system conform to any standards established by applicable state or federal laws or regulations.” Therefore, the division uses a definition of Telecommunications Relay Service consistent with the FCC definition as well as the intent of the State legislation.

Although original state documents use the term “Relay Agent,” Wyoming TRS uses the term “Communications Assistant (CA)” in DVR documents to be consistent with FCC regulation terminology. Wyoming TRS has also, in the past, used the term Relay Operator synonymously with Communications Assistant to increase understanding and awareness in the general public who may have known what an operator was but were unfamiliar with the term Communications Assistant.

All printed publications, correspondence, or other forms of media used to promote Wyoming TRS produced by DVR or Wyoming Relay’s provider reflect the use of the term “Text Telephone (TTY)” which supersedes the terms “Telecommunications Device for the Deaf (TDD),” “TT,” and “Teletypewriter.”

### **TRS Provider Contract Status**

Sprint Communications Company, L.P., is operating the Wyoming Relay Service under contract with the State of Wyoming, Department of Workforce Services, Division of Vocational Rehabilitation. The term of the current Contract is from February 1, 2018, through January 31, 2020. The Contract may be renewed under the same terms and conditions with the exception of any newly purchased features by agreement of both parties in writing and subject to the required approvals for two successive terms of two years each.

Sprint Communications Company, L.P. also provided Wyoming Relay Service from August 1, 2011 through January 31, 2018. This Contract was included in the 2012 application for recertification. Amendment One, dated May 24, 2013, amended the original Contract to: a) add Video-Assisted Speech-to-Speech relay service (V-A STS); b) increase the minimum number of required educational/outreach events to eleven (11); c) increase the price for TRS; d) increase the Contract's total dollar amount; and e) extend the Contract term from August 1, 2013, through July 31, 2014. Amendment Two, dated July 22, 2014, amended the original Contract to extend the Contract term from August 1, 2014, through October 31, 2014. Amendment Three, dated October 28, 2014, amended the original Contract to: a) extend the Contract term from November 1, 2014, through July 31, 2015; b) provide for the payment of the new TRS and CTS features with a monthly recurring fee; c) increase the Contract's total dollar amount; d) add an automated routing solution for Spanish or Speech-to-Speech (STS) users who prefer to dial 7-1-1; e) add monthly reporting of Internet Protocol (IP) CTS calls processed by the Contractor; and f) add a branded customer service greeting of "Wyoming Relay" to the Wyoming Relay dedicated TRS customer service toll-free telephone number (888-694-4450). Amendment Four, dated April 20, 2015, amended the original Contract to: a) extend the Contract term from August 1, 2015, through July 31, 2016; and b) to increase the Contract's total dollar amount. Amendment Five, dated March 8, 2016, amended the original Contract to: a) change the Agency address; b) extend the Contract term from August 1, 2016, through July 31, 2017; and c) increase the Contract's total dollar amount. Amendment Six, dated July 10, 2017, amended the original Contract to: a) extend the Contract term from August 1, 2017, through January 31, 2018; and b) to increase the Contract's total dollar amount.

Hamilton Telephone Company, d/b/a Hamilton Telecommunications, provided Wyoming Relay Service under contract with the Wyoming Division of Vocational Rehabilitation from August 1, 2004 through July 31, 2011. This Contract and Amendments One, Two, and Three were included in the 2007 application for recertification. Amendments Four, Five, Six, Seven and Eight were included in the 2012 application for recertification.

Prior to August 1, 2004, the Wyoming Division of Vocational Rehabilitation contracted with Sprint Communications Company to provide telecommunications relay service for Wyoming. The Contract between the Division of Vocational Rehabilitation and Sprint was included in the 2002 application for recertification. Amendment Number Six to the Contract with Sprint was executed on December 8, 2003 and was included in the 2007 application for recertification.

Each provider of telecommunications relay service for the State of Wyoming was selected after a comprehensive and impartial evaluation of proposals submitted in response to a Request for Proposal (RFP) released by the State. This competitive process, as well as the comprehensive Request for Proposal, and the resulting contract which includes liquidated damages for the failure to meet performance requirements, provide the Division of Vocational Rehabilitation a method to ensure that Wyoming's telecommunications relay service meets or exceeds all operational, technical, and functional minimum standards contained in 47 C.F.R. §64.604. This method also makes available adequate procedures and remedies for enforcing the requirements of the state program, and, in instances where the program

exceeds the mandatory minimum standards contained in §64.604, that Wyoming's Telecommunications Relay Service in no way conflicts with federal law. The Wyoming Division of Vocational Rehabilitation certifies that it has complied, and will continue to comply, with these standards, that it has overseen its previous TRS provider, Hamilton Telecommunications, and that it oversees its current TRS provider, Sprint Communications, L.P. as well as any future TRS provider to ensure that all requirements are met.

Copies of the Statement of Work describing the Contractor's responsibilities and the Service Level Performance Requirements detailing service level performance requirements and liquidated damage provisions which are incorporated into the current Contract as Attachment A and Attachment C, respectively, are included in this application as Appendix C: TRS Contract Responsibilities and Requirements.

## **Operational Standards**

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

### **CA Employment and Training Standards**

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

Preference is given to CA applicants with TRS experience, knowledge of American Sign Language (ASL), or experience working with individuals who are deaf, hard of hearing, or have a speech disability.

All applicants for CA positions are required to submit an employment application that details the applicant's educational and employment history. After an applicant's educational history, employment history and typing test results are reviewed; a determination is made as to whether the applicant meets the minimum CA requirements.

A human resources representative will then screen potential candidates through face-to-face and telephone interviews to evaluate the applicant's communication skills, including English grammar, diction and speech clarity, sensitivity to issues of customer service, integrity and confidentiality, and overall suitability for the job. Those applicants who do not pass the HR screening interview will not be considered for employment.

Sprint Accessibility TRS CA applicants are required to pass a valid and unbiased 12<sup>th</sup>-grade level spelling test to be considered for employment. Sprint Accessibility TRS CA applicants must pass a valid unbiased 12<sup>th</sup>-grade level grammar test to be considered for employment.

Once the applicant passes the HR screening interview, he/she is interviewed in person by an Operations Supervisor for specific job dimensions that relate to the success of a CA. These dimensions include sensitivity to customers and issues of confidentiality.

If the Supervisor recommends the applicant for employment, the applicant must pass a drug screen and a background investigation of educational, work and criminal histories.

This process ensures only qualified applicants are hired to work at Sprint Accessibility centers as a CA.

Sprint Accessibility provides an enhanced VCO service called Captioned Telephone Service (CTS also known as CapTel). Sprint Accessibility requires that all CapTel CAs have a high school graduate equivalency as a minimum qualification for the job. Sprint Accessibility ensures all CapTel CAs are sufficiently trained to meet the needs of CapTel users. Trainees must demonstrate adequate skill level in all aspects of call processing prior to graduation from training. CapTel Relay Trainees must also demonstrate a strong proficiency in the primary required skill-set of re-voicing for CapTel calls.

- CapTel CA Trainees spend two to three weeks training in a classroom setting.
- There is a final proficiency exam that must be passed in order to move into a live call environment.
- Upon completion of classroom training, CapTel CAs are scheduled for one-week of transition training, while being monitored and supported by another CapTel CA or an Instructor.
- All CapTel CAs must continue to qualify for live call handling each month.
- Sprint Accessibility CapTel CAs are routinely coached on Call Center ergonomics, call handling procedures, and confidentiality.
- Each CapTel CA is evaluated on a minimum of one call each shift.
- There is also a monthly test that each CapTel CA must pass in order to remain qualified to caption live calls.

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

#### **CA Requirements**

Wyoming Relay, through their contract with Sprint Communications Company, L.P., has shown that that Sprint Accessibility CAs have competent skills in typing, grammar, spelling, interpretation of written ASL and familiarity with hearing and speech disability cultures, languages and etiquette. Sprint Accessibility requires all CAs to possess clear and articulate voice communications. CAs are given five written and three hands-on performance evaluations demonstrating the ability to process calls. Sprint Accessibility CAs must demonstrate Relay skill level in all aspects of call processing prior to graduation from training. CAs must demonstrate their ability to:

- Type 60 wpm prior to taking live calls and post training must demonstrate the ability to maintain a minimum typing speed of 60 wpm on an auditory test.
- Complete Sprint Accessibility's diversified culture training program which provides the CA with information about understanding TRS users including deaf users and their culture, history and communication needs. Sprint Accessibility's diversified culture program also incorporates training on the characteristics of hard-of-hearing users, late deafened users, deaf/blind and speech disabled users.
- Convey a professional and courteous phone image.

- Process calls using live training terminals in an efficient and knowledgeable manner.
- Role-play scenarios written in varying levels of ASL.

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

- Six months of employment as a CA.
- Recommendation and/or approval from a supervisor or manager.
- Attend and complete specialized STS training program including a written evaluation.
- Proficiency in all areas of Relay call processing including grammar, enunciation and vocabulary.
- Hearing acuity test administered by an audiologist using calibrated equipment to perform a speech recognition test and pure tone test.

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

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

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

The STS training outline is displayed in the following figure:

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



All CapTel Communication Assistants are tested and competent in typing, grammar, and spelling to ensure skills meet the following FCC Guidelines. CapTel Communication Assistant training provides familiarity with hearing, deaf, and speech-disabled cultures.

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

- Spelling
- Pronunciation
- Enunciation
- Reading Ability
- Vocabulary
- Error Recognition - CapTel Communication Assistants must be able to recognize a mistake in voice-recognition and be able to appropriately correct errors while on a call.

A captioned telephone user does not type during CapTel calls; therefore it is not necessary for the Communication Assistant to interpret typewritten ASL.

Please review the Sprint Accessibility TRS, STS and CapTel Training outlines in Appendix E: FCC Matrix and TRS, STS, CapTel Training Outlines, for more information on CA training requirements.

### **CA Quality Assurance Programs**

Sprint Accessibility Quality Assurance Managers coordinate all training curriculum and policies with the call center Quality Team Leaders and Assistant Trainers to ensure consistent quality is maintained throughout the TRS network of Relay centers. The Sprint Accessibility Quality Assurance Managers and the call center training teams meet weekly to receive updates, discuss changes and discuss concerns and how to address them. The training team is located in five Relay Centers across the country. This team along with the support of the Location Managers, Supervisors, and CAs has just one goal: to provide excellent service to our customers. In addition, Sprint Accessibility listens to customer's feedback and takes proactive steps to implement suggestions and feedback. Sprint Accessibility does not develop training and consumer education programs for the Telecommunications Relay service alone. Sprint Accessibility contracts with members of the deaf, hard of hearing, deaf-blind, and speech-disabled communities to jointly develop and present training for all TRS programs.

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

### **Typing Speed**

The Wyoming Department of Workforce Services, Division of Vocational Rehabilitation contracts with Sprint Accessibility to provide a comprehensive Quality Assurance program focusing strictly on typing speed and accuracy. As a part of this program, Sprint Accessibility conducts pre-employment testing and internal testing (quarterly) using a five-minute oral-to-type test that simulates actual working conditions and the Relay environment. Internal testing on typing speeds demonstrated that Sprint Accessibility's CAs typed an

average of 83.9 wpm, with at least 95 percent accuracy. In fact almost a third of Sprint Accessibility's CAs type over 90 wpm!

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

#### **Qualified VRS interpreters**

The Wyoming Department of Workforce Services, Division of Vocational Rehabilitation does not contract to provide VRS services, nor is the state responsible for the oversight of VRS. As of January 2012, Sprint Accessibility no longer provides VRS services.

***§64.604 (a)(1) (v) CAs answering and placing a TTY-based TRS or VRS call shall stay with the call for a minimum of ten minutes. CAs answering and placing an STS call shall stay with the call for a minimum of twenty minutes. The minimum time period shall begin to run when the CA reaches the called party. The obligation of the CA to stay with the call shall terminate upon the earlier of:***

***(A) The termination of the call by one of the parties to the call; or***

***(B) The completion of the minimum time period.***

#### **In-Call Replacement of CAs**

Through their contract with Sprint Communications Company, L.P., Wyoming Relay exceeds all FCC minimum requirements regarding changing CAs during a call. As a matter of practice at Sprint Accessibility, calls are not taken over unless it is absolutely necessary to do so. Sprint Accessibility CAs are trained to use on screen clocks to identify the total amount of time since the call arrived at the CA position. After 10 minutes with the TRS (20 minutes with STS) inbound customer, a CA may be relieved if it is appropriate. The only situations in which a CA would transition during a call prior to the FCC minimum standard of 10 minutes include:

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

In addition, there are situations which may require a CA to transition the call to a different CA, which is only approved after the CA has remained on the call longer than the FCC minimum standard of 10 or 20 minutes (for STS calls). These include:

- Shift change, and/or
- CA fatigue normally as a result of a call in progress more than 30 minutes with difficult call content or speed or 60 minutes or more of an average call.
- If transition of CAs is unavoidable, the change occurs with minimal disruption to either Relay participant including the following:
  - Sprint Accessibility attempts to honor any requests for a specific gender during call transitions.

- The second CA silently observes the call long enough to learn the spirit of the call as well as reviewing any customer call handling preferences provided during the call and as a part of the Customer Profile.

**§64.604 (a)(1)(vi) TRS providers must make best efforts to accommodate a TRS user's requested CA gender when a call is initiated and, if a transfer occurs, at the time the call is transferred to another CA.**

### **CA Gender Request**

As stated in section §64.604 (a)(1)(v), Wyoming Relay honors the requests of all callers when they request a specific CA gender. Relay users may request a specific CA gender through the Customer Profile or a per-call basis directly with the CA. The transfer of the CA to the requested gender occurs as soon as one is available. This requirement has been waived by the FCC for CapTel CAs.

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

### **Real-time Transmission**

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

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

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

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

**§64.604(a)(1)(viii) STS providers shall offer STS users the option to have their voices muted so that the other party to the call will hear only the CA and will not hear the STS user's voice.**

### **STS Muted Voice**

Wyoming Relay offers STS users the option to mute their voice so the other party to the call will hear only the CA & will not hear the STS user's voice. Wyoming Relay realizes that there are certain customers with speech disabilities who are uncomfortable having their voice transmitted to the called party. To meet that need, Wyoming Relay is able to process calls which will not pass the speech-disabled voice to the other user. STS users can register this preference as part of the Customer Profile Database.

**§64.604 (2)(i) Except as authorized by section 705 of the Communications Act, 47 U.S.C. 605, CAs are prohibited from disclosing the content of any relayed conversation regardless of content, and**

***with a limited exception for STS CAs, from keeping records of the content of any conversation beyond the duration of a call, even if to do so would be inconsistent with state or local law. STS CAs may retain information from a particular call in order to facilitate the completion of consecutive calls, at the request of the user. The caller may request the STS CA to retain such information, or the CA may ask the caller if he wants the CA to repeat the same information during subsequent calls. The CA may retain the information only for as long as it takes to complete the subsequent calls.***

### **Confidentiality Policies and Procedures**

As stated previously, the Wyoming Department of Workforce Services, Division of Vocational Rehabilitation contracts with Sprint Communications Company, L.P., to oversee all TRS CAs, including CapTel CAs for the State of Wyoming.

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

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

Wyoming Relay's confidentiality expectations are strictly enforced and employees are expected to comply with this policy during and after their period of employment. Sprint Accessibility strictly enforces confidentiality policies in the Center, which include the following:

- Prospective CAs undergo a thorough background investigation and screening.
- During initial training, CAs are presented with examples of potential breaches of confidentiality.
- Stress can be a factor in maintaining confidentiality. CAs receive training on healthy detachment.
- Breach of confidentiality will result in disciplinary action up to and including termination of employment.
- CAs perform their work in cubicles that are bordered by high sound-absorption acoustic tiles and wear special noise reducing headsets.
- All Sprint Accessibility Centers have security key access.
- Visitors are not allowed in Relay work areas.
- Supervisors are present in the work area to observe behavior.
- All Relay Center personnel are required to sign and abide by the Sprint Accessibility Center's Agreement Regarding Confidential Customer Information.
- All employees attend annual confidentiality meetings wherein the confidentiality agreement is reviewed and re-signed.

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

- Keep all call information confidential.
- Not edit or omit any content from the conversation.
- Not add or interject anything into the content or spirit of the conversation.

- Assure maximum user control.
- Continuously improve their skills.

Wyoming Relay CapTel CAs must comply with the same rules that TRS follows regarding confidentiality. The CapTel confidentiality form is similar to TRS. Following is an explanation of confidentiality as it pertains to CapTel CAs.

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

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

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

The success of CapTel depends on quality and complete confidentiality. Since consumers will be less likely to use the service if they feel their personal and professional calls are not kept in the strictest confidence, all CapTel CAs understand and abide by the confidentiality policy. Any CapTel CA who breaks this policy will be disciplined, up to and including termination.

### **STS Limited Exception of Retention of Information**

At the request of a caller, Wyoming Relay Speech-to-Speech (STS) CAs will retain information from a call in order to facilitate the completion of consecutive calls. STS CAs may utilize the TRS system designed electronic scratchpad to aid the CA during the processing of a call or subsequent calls. No information is kept after the inbound call is released from the CA position.

Please see Appendix F: TRS Pledge of Confidentiality, for the TRS and Captel Incorporated (CTI) Pledge of Confidentiality forms.

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

### **Verbatim Relay and the Translation of ASL**

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

## **STS and TRS Training**

Sprint Accessibility puts control of the call with the users:

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

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

Wyoming Relay CapTel CAs are prohibited from intentionally altering a relayed conversation and will relay all conversation verbatim. The State of Wyoming does not have oversight of VRS services and does not contract with providers to process VRS calls, and is therefore exempt from ensuring VRS interpreters maintain confidentiality.

## **STS Facilitation of Communication**

Wyoming Relay STS CAs will facilitate communication without interfering with a caller’s independence. They do not counsel, advise or interject personal opinions. Wyoming Relay STS CAs have received training on many techniques to clarify the STS user’s message if the meaning or context is unclear. Sprint Accessibility understands each STS user may also find one technique to be most comfortable. Sprint Accessibility STS CAs will follow these customer preferences to clarify while providing as smooth of a call flow as possible.

Wyoming Relay STS CAs will not guess what the STS user is saying. When unsure of the meaning or context, the STS CAs will ask the speech-disabled caller to repeat or clarify. Emphasis is placed on the intent and spirit of the message.

When necessary, STS CAs respectfully engage in open dialogue with the STS user while maintaining focus on the intent of the call. STS CAs may use many multiple tactics to clarify a STS user’s message. Many times STS users have a preference on which tactic works best for him or her. When the STS user has a preference, the STS CA will use that tactic. Otherwise the STS CA may use the following tactics to clarify:

- STS CAs may simply ask STS user to repeat the word or phrase.
- STS CAs may ask “yes” or “no” questions.
- STS CAs may ask the STS user to use the word in another sentence.

- STS CA may ask the STS user to provide a word that rhymes with the misunderstood word.
- STS CA may ask the user to spell the word.

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

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

#### **No Call Length or Number Restrictions**

Wyoming Relay provides 24x7 TRS for standard (voice), Text Telephone (TTY), wireless, or personal computer users to place local, intrastate, interstate, and international calls. Wyoming Relay also processes calls to directory assistance and to toll free numbers. There are no restrictions on the duration or number of calls placed by any relay user. All relay users accessing Wyoming Relay retain full control of the length and number of calls placed anytime through relay.

The FCC has waived this requirement for outbound CTS calls because when an outbound CTS call is made a CA is not involved with call set-up and has no way to refuse the call. CapTel users dial sequential calls directly therefore it is not possible for a CapTel CA to refuse sequential calls or limit length of calls.

The FCC has not waived this requirement for inbound CTS calls. However, the FCC does recognize that an inbound call is made via the captioned telephone access number and set-up is automatic, thus there is no way for a CA to refuse the call.

***§64.604 (3)(ii) Relay services shall be capable of handling any type of call normally provided by telecommunications carriers unless the Commission determines that it is not technologically feasible to do so. Relay service providers have the burden of proving the infeasibility of handling any type of call. Providers of Internet-based TRS need not provide the same billing options (e.g., sent-paid long distance, operator-assisted, collect, and third party billing) traditionally offered for wireline voice services if they allow for long distance calls to be placed using calling cards or credit cards or do not assess charges for long distance calling. Providers of Internet-based TRS need not allow for long distance calls to be placed using calling cards or credit cards if they do not assess charges for long distance calling.***

#### **Types of Calls-Billing Options**

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

Wyoming Relay, through Sprint Accessibility, works in conjunction with the Local Exchange Enhanced Services to provide additional functionality for users of TRS. Sprint Accessibility processes collect and person-to-person calls and calls charged to a third-party as well as calls billed to prepaid and non-proprietary calling cards offered by the local or any other interexchange carrier. Wyoming Relay will also process calls to or from restricted lines e.g. hotel rooms and pay telephones.

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

*The following information is applicable beginning June 1, 2017:*

As part of our overall corporate technology evolution to provide all of our customers with communications delivered in a cost-effective, high performance manner, Sprint has already decommissioned aging infrastructure whose upkeep costs our customers more. For all of our Relay users, this also means simpler and quicker call set-up.

In August of 2016, Sprint received a waiver of end user selection of carrier from the FCC. As a result, Sprint is offering **domestic and international calling at no charge** with no long distance fees or long distance call billing for all TRS and CTS users through Wyoming Relay service. Sprint's optimal approach provides less cost to the end user, fewer billable minutes to the State, greater functional equivalence, and fewer customer complaints.

Sprint's approach as a global telecommunication provider includes the following benefits for Wyoming Relay and its end users:

- **Correctional Facilities:** Sprint will process calls from inmates at correctional facilities without charge. Please note, inmate calling services (ICS) providers may assess fees directly to relay users – as is done for traditional phone users (i.e., non-relay callers).
- **Payphones:** Sprint will **provide domestic and international calling at no charge** for Wyoming Relay callers using payphones.
- **International Locations:** Sprint will provide **outbound international calling at no charge** for TRS and CTS users. Inbound access is available with customers being charged.
- **Directory Assistance:** Sprint is offering **access to Directory Assistance at no charge** through Wyoming Relay Service.
- **Pay Per Call Services:** Sprint will continue to process calls to 900 access numbers. The 900 services provider may assess fees directly to relay users.

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

#### **Denial of Credit Authorization**

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

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

*The following information is applicable beginning June 1, 2017:*



Due to the waiver described in the response to §64.604 (3)(ii) (see requirement above), long distance billing is no longer applicable. Sprint is offering **domestic and international calling at no charge** with no long distance fees or long distance call billing for all TRS and CTS users through Wyoming Relay service.

**§64.604 (3) (iv) Relay services other than Internet-based TRS shall be capable of handling pay-per-call calls.**

### **Pay-Per-Call**

Wyoming Relay is capable of handling pay-per-call calls.

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

Sprint Accessibility was the first provider to process pay-per-call calls, beginning in 1996. Callers to Wyoming Relay could access 900 services by dialing a toll-free 900 number to access relay. Use of a toll-free 900 number inbound to the relay center provides functionally equivalent access to the telecommunications network while preventing unauthorized end users from circumnavigating the LEC restrictions. This process ensures the LEC will only complete those calls into the relay service that do not have a 900 number block added to their phone lines. The 900 service provider and the 900 number carrier(s) will rate and bill the user as if the call was dialed directly from the originating user's telephone. Because 900 blocking information is not available with CapTel phones, CapTel users who wished to place pay-per-calls from the CapTel phone were required to update their Customer Profile form to allow these calls.

*The following information is applicable beginning June 1, 2017:*

Due to the previously described waiver (see §64.604 (3)(ii) above), Sprint will continue to process calls to 900 access numbers. The 900 services provider may assess fees directly to relay users.

**§64.604 (3)(v) TRS providers are required to provide the following types of TRS calls:**

**(A) Text-to-voice and voice-to-text;**

**(B) One-line VCO, two-line VCO, VCO-to-TTY, and VCO-to-VCO; and**

**(C) One-line HCO, two-line HCO, HCO-to-TTY, HCO-to-HCO. VRS providers are not required to provide text-to-voice and voice-to-text functionality. IP Relay providers are not required to provide one-line VCO and one-line HCO. IP Relay providers and VRS providers are not required to provide:**

**(1) VCO-to-TTY and VCO-to-VCO; and**

**(2) HCO-to-TTY and HCO-to-HCO. Captioned telephone service providers and IPCTS providers are not required to provide:**

**(i) Text-to-voice functionality; and**

**(ii) One-line HCO, two-line HCO, HCO-to-TTY, and HCO-to-HCO. IP CTS providers are not required to provide one-line VCO.**

### **TRS Call Types**

Wyoming Relay provides access to all available relay call types. Through the State's Contract with Sprint Communications, L.P., the state meets and in some cases exceeds the requirements for text-to-voice, voice-to-text, one-line VCO, two-line VCO, VCO-to-TTY, VCO-to-VCO, one-line HCO, two-line HCO, HCO-to-TTY, and HCO-to-HCO. Standard services provided by Wyoming Relay are:

- Text-to-Voice (TTY to Voice)

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

Except where waived by the FCC, Wyoming Relay CapTel users are able to access all types of TRS calls. The requirement to provide 711 dialing is waived for outbound calls made from a CapTel phone. STS and HCO calls are also waived.

***§64.604(3)(vi) TRS providers are required to provide the following features:***

- (A) Call release functionality (only with respect to the provision of TTY-based relay service);***
- (B) Speed dialing functionality; and***
- (C) Three-way calling functionality.***

### **Call Release Functionality**

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

Wyoming Relay adheres to the FCC's 2nd Report and Order rule, and when the call is signed off or 'released' by the CA, the call ceases to be a Relay call and is no longer subject to the per-minute reimbursement. With 2-Line CapTel service, a CapTel user can release or receive captions at any time during a call.

### **Speed Dialing Functionality**

Wyoming Relay's speed dialing functionality (also known as frequently dialed numbers) allows Relay users to store up to 100 speed dial name and numbers and up to 30 additional emergency speed dial contacts can be registered in their TRS customer profile. When the customer calls into the center, the customer can simply provide the CA the "short-hand" name or code associated with that number instead of the entire 10-digit number. For example, a caller can simply request, "Please call mom," and the CA will dial the

associated 10-digit telephone number without delay. The frequently dialed number entry can be sorted by name or number. The CapTel Consumer Premises Equipment is equipped with the ability to program in three speed dial numbers and a recently dialed number.

### **Three-Way Calling**

Wyoming Relay provides three-way calling capability, in which the voice or STS Relay users through TRS (if the customer has purchased this feature from his/her local exchange carrier) can use this feature to tie the third party directly into the conversation or to tie the third party in by making a second call to the Relay center. Relay users who have purchased Three-Way calling or conference calling capability from his/her local exchange carrier can use this feature when placing a call through Wyoming Relay. This feature allows the user to place the call to the Relay and then conference in the voice-called party. This is also known as the Two-Line VCO method.

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

Wyoming Relay provides three-way calling for CapTel users that is in full compliance with FCC requirements. Two-line CapTel users are able to host, join or be added to any three-way call in the same manner as traditional telephone users. One-line CapTel users are able to join any three-way call in progress. In order to be added on, the host of the three-party call would simply dial the national CapTel number and enter the CapTel user's telephone number. CapTel users are also able to participate in a conference bridge to speak to three or more individuals.

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

### **Voice Mail and Interactive Menus-Hot Key**

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

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

Wyoming Relay does not impose additional charges for any calls which must be made in order to process calls involving recorded or interactive messages. Sprint Accessibility's sophisticated Phoenix feature

incorporates “function keys” allowing the CA to complete standard tasks with a combination of two-keys (or mouse clicks). As a result, many calls involving recordings can be completed without having to redial using Sprint Accessibility’s recording functionality. If a CA needs to redial to process these calls, the CA can quickly redial, using a specific redial hot key for answering machine, voice mail and recordings which redials the call over an ultra-watts line so the end user is not imposed charges for additional calls.

Wyoming Relay CapTel users are able to hear and interact directly with the recorded message and make the selections as requested by the interactive menu. The CapTel user is alerted to the presence of a recording by hearing the recording and seeing the captions of the recording as the message is played.

CapTel users can replay messages as required until the message is both heard and read as captions. The user can stay on the line as long as desired until the message is heard in its entirety or replayed. This is requested by the user directly. The CapTel user interacts with the recorded message system directly. This is treated as one call.

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

#### **Answering Machine and Voice Mail Messages Retrieval**

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

When a user requests the CA to retrieve messages from a voice mail system or PBX mailbox, the CA utilizes the following process:

- The CA informs the caller that an answering machine or voice mail system has been reached.
- If the caller has provided instructions, such as access codes the CA follows the user’s instructions. Sprint Accessibility uses the touch-tone capability embedded in Sprint Accessibility’s Phoenix software to enter access codes or system commands to retrieve new messages, play all messages, save messages, and/or delete messages (depending on customer instructions).
- If necessary, Wyoming Relay CAs use advanced recording technology to slow down the playback of the messages. If a CA needs to redial to process these calls, the CA can quickly redial, using a specific redial hot key for answering machines, voicemail, and recordings which redials the call so the end user is not imposed charges for additional calls. The following information is applicable for the timeframe through May 31, 2017: If the CA needs to redial, local calls are free, if the call is long distance the customer is only charged long distance calls for the first call. The following information is applicable beginning June 1, 2017: Sprint is offering **domestic and international calling at no charge** with no long distance fees or long distance call billing for all TRS and CTS users through Wyoming Relay service.
- Sprint Accessibility’s platform provides the technology necessary to retrieve voice mail or answering machine messages including enabling and disabling touch-tone capability through hot keys (i.e. DTMF).
- Once all customer instructions have been followed and the caller disconnects, all information including caller’s personal information is automatically deleted from the CA’s position to ensure that the customer’s information is kept confidential.

Wyoming Relay also offers relay users the ability to retrieve messages from an answering machine at the same location (this feature is known as AMR or answering message retrieval). This includes the ability for TTY or VCO users to retrieve voice messages and voice users to retrieve TTY messages. Most often this is accomplished by the user placing the telephone handset near the speaker of the answering machine and playing any messages. The CA records any messages, enabling the CA to capture the information and then types or voices it back to the relay user. As described above, once the information is relayed to the caller and the call is completed, the recording is automatically erased when the caller disconnects.

Like TRS users, Wyoming Relay's CapTel users can retrieve answering machine messages from an answering machine near the CapTel phone. However, the CapTel user will need to follow instructions that are slightly different than TRS users including the following:

- Press the CapTel menu button until the option, "Caption External Answering Machine Messages" is displayed. (Please note that the handset must be hung up to do this.)
- Press the "OK" button.
- Pick up the handset and place it near the answering machine.
- Watch the CapTel display to see when the CapTel CA is connected.
- Press the "play" button on the answering machine.
- View the captions on the CapTel display.
- Save, delete or navigate to the next message using the answering machine controls.
- When done, simply hang up the handset and the phone will be ready for the next call.

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

***§64.604(a)(4) Emergency call handling requirements for TTY-based TRS providers. TTY-based TRS providers must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to an appropriate Public Safety Answering Point (PSAP). An appropriate PSAP is either a PSAP that the caller would have reached if he had dialed 911 directly, or a PSAP that is capable of enabling the dispatch of emergency services to the caller in an expeditious manner.***

### **Emergency Call Handling**

Wyoming Relay accepts incoming emergency calls, and automatically and immediately transfers a call to an appropriate Public Safety Answering Point (PSAP). Through its contract with Sprint Communications Company, L.P., Wyoming Relay has access to the following:

- The largest footprint of coverage across the U.S. to terminate a 911 call.
- A web interface with complete API and a branded end-user portal for address changes for internet calls.

### **Call Processing Procedures**

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

- |    |   |
|----|---|
| 1. | Wyoming Relay CAs act upon the word "emergency". Calls placed to fire, police, ambulance, |
|----|---|

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

## Back up Procedures

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

## CapTel Emergency Calling

When calling 911 using a one-line CapTel phone, the call is processed in the same way as a 911 call processed when using a standard telephone:

- The CapTel phone automatically converts to a Voice-Carry-Over (VCO) phone and dials 911 directly. (The CapTel Call Center is not engaged in processing 911 calls.)
- The CapTel phone will display the typed responses from the PSAP and the caller will use their voice to communicate with the PSAP.
- The user will be connected to the proper 911 Center in the least amount of time and the telephone number (ANI) will automatically be passed to the 911 Center.
- The 911 system renders the appropriate emergency response.

## Two-Line CapTel Emergency Calling

Because Two-Line CapTel uses separate voice and data connections, it offers the most efficient way to access Emergency Services via 911 response Centers. The Two-Line CapTel user is connected directly to 911 on a standard voice connection. The captions are connected on the second line. This procedure means that the call is connected in the fastest time, to the most appropriate 911 Center every time, with a reliable voice grade connection and with full speed captions.

## Training and Support Materials

Wyoming Relay CAs and Supervisors receive in-depth training on all emergency processes and procedures. This training is reinforced through on-going refresher training where Call Center staff must demonstrate knowledge and proficiency of Emergency processes and procedures. Supervisors or Operations Administrators are available 24x7 to assist CAs when an emergency call occurs. CAs also have immediate access to call processing steps via an online help screen and position reference guide.

## Variations

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

### ***Caller Disconnects Before Connecting to 911 Center***

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

If a customer calls into the TRS center, types "HELP GA" and hangs up, we will treat this as an Emergency call. Since the customer does not give an emergency service name, Sprint Accessibility always connects the caller to the police. The CA will notify the Supervisor who, in turn, calls the police and passes on all known information about the call. The CA will also fill out an Emergency Incident Form as a record. The police will make the determination as to what kind of emergency it is and will dispatch the required emergency service.

### ***Voice Emergency Calls***

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

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

## Education and Outreach

Promotional materials expressly discourage the use of relay for processing emergency calls if more direct means are available. Our general relay brochure states, **"Emergency Calls:** In the event of an

emergency, call 911 or your local emergency services TTY number directly. Wyoming Relay will make every effort to assist you in an emergency.

State program staff provide instruction at every rotation of the Communications Basic Training at the Wyoming Law Enforcement Academy. All emergency dispatchers in the state of Wyoming are required to attend Communication Basic Training within one year of hire. Wyoming Relay State program staff provide on-site training and other assistance to emergency dispatchers to ensure TTY calls or relay calls are handled correctly.

## **Reporting**

Wyoming's Contract with Sprint Communications Company, L.P., requires monthly reporting of the number of calls placed to 911 via Wyoming Relay and also requires that information on any problems in contacting the appropriate 911 center is included. The Contract also requires verification of the accuracy of the list of Wyoming PSAP numbers with a report to the Agency of all PSAP phone numbers every six months.

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

### **STS Called Numbers**

Wyoming Relay offers the ability for STS users to maintain a record of regularly called names and telephone numbers. Wyoming Relay's speed dialing functionality (also known as frequently dialed numbers) allows Relay users to store up to 100 frequently called telephone numbers and names and an additional 30 emergency contact names and numbers in their Customer Profile. This information has been and will be transferred to any new STS provider.

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

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

### **VRS Visual Privacy Screens/Idle Calls**

Wyoming Relay does not provide, contract to provide, or oversee VRS services and is exempt from this section.

***§64.604(a)(7) International calls. VRS calls that originate from an international IP address will not be compensated, with the exception of calls made by a U.S. resident who has pre-registered with***



***his or her default provider prior to leaving the country, during specified periods of time while on travel and from specified regions of travel, for which there is an accurate means of verifying the identity and location of such callers. For purposes of this section, an international IP address is defined as one that indicates that the individual initiating the call is located outside the United States.***

### **International Calls-VRS**

Wyoming Relay does not provide, contract to provide, or oversee VRS services and is exempt from this section.

### **Technical Standards**

***§64.604(b) Technical standards—(1) ASCII and Baudot. TTY-based relay service shall be capable of communicating with ASCII and Baudot format, at any speed generally in use. Other forms of TRS are not subject to this requirement.***

#### **ASCII and Baudot**

Wyoming Relay is capable of receiving and transmitting ASCII and Baudot formats, at any speed generally in use. Wyoming Relay contracts with Sprint Communications Company, L.P. to provide Baudot (45.5 and 50), Turbocode, Enhanced Turbocode (E-Turbo) and all ASCII rates generally in use. Communications assistants have the capability to disable Turbo Code if needed to eliminate noise-interference issues. Sprint Accessibility uses intelligent modems to automatically detect faster transmission protocols (Turbo Code, E-Turbo, and ASCII). The modems also allow switching between voice and TTY protocols.

Upon a call being received at the CA position, TTY signals are automatically identified as Baudot, Turbocode or ASCII; if ASCII, the Baud rate is detected.

Outbound calls are dialed out in voice mode so that both the CA and hearing user (if applicable) can hear the progress of the call. If the phone is answered by a modem, the software will automatically switch to the appropriate mode of Baudot or ASCII based on the tone heard without intervention from the CA. If the call is answered by a voice person, the CA will request the text device if a voice user originated the call.

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

#### **Speed of Answer**

Wyoming's contract with Sprint Communications Company, L.P., requires the Contractor to ensure adequate staffing to provide Wyoming Relay callers with efficient access under projected calling volumes so that the probability of a busy response due to CA unavailability is functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.

Wyoming Relay contracts with Sprint Communications Company, L.P., who currently has 13 TRS and CapTel centers across the U.S. Having access to this number of centers ensures adequate staffing for TRS and CapTel calls. Wyoming Relay users never receive a busy signal. Sprint Accessibility samples the average answer time a minimum of every 15 minutes for each 24-hour period. Their Traffic Management

Control Center (TMCC) is staffed with workforce analysts who understand call processes, call volumes, distribution patterns, contract requirements and call routing, thus ensuring exemplary service.

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

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

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

#### **85% of Calls Answered in 10 Seconds**

Wyoming Relay recognizes that for relay callers to experience little or no wait time for a CA to answer their call is an important indicator of quality of relay service. Since the last recertification, Wyoming Relay has averaged 96% of TRS calls answered in 10 seconds and 98% of CTS calls answered in 10 seconds.

Wyoming's Contract with Sprint Communications Company, L.P., states: "The Contractor shall provide adequate resources, facilities and staffing at all times (except during network failure) to ensure that eighty-five percent (85%) of all TRS and CTS calls are answered within ten (10) seconds by any method which results in the caller's call immediately being placed, not put in queue or on hold. The ten (10) seconds begins at the time the call is delivered to the TRS/CTS facility's network. Abandoned calls shall be included in the speed-of-answer calculation. Average speed of answer shall be measured on a daily basis." Liquidated damages may be assessed for any day that answer time standards are not met. The Contract also requires that all calls shall be answered by a live CA ready to process the call within 90 seconds. Liquidated damages may be assessed for each calendar day one percent or more of the TRS calls or one percent or more of the CTS calls ring or are in queue/on hold in excess of 90 seconds.

Wyoming Relay expects that Sprint Accessibility will continue to review TRS and CapTel data to determine trends, taking into account any call-affecting issues such as weather, holidays or technical problems. Utilizing this information, Sprint Accessibility develops a Network forecast for each upcoming scheduling week.

Sprint Accessibility also reviews each center's results for the previous six weeks, as well as anticipated changes in staffing levels to determine each center's capacity to handle forecasted calls. Once the forecast

has been determined, Sprint Accessibility ensures that total network traffic is accounted for by each of the centers.

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

***§64.604(b)(2)(ii)(A) The call is considered delivered when the TRS facility's equipment accepts the call from the local exchange carrier (LEC) and the public switched network actually delivers the call to the TRS facility.***

#### **Call Delivery**

Wyoming Relay considers the call delivered when the Relay Center's equipment accepts the call from the LEC, and the public switched network actually delivers the call to the TRS or CTS Center.

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

***§64.604(b)(2)(ii)(B) Abandoned calls shall be included in the speed-of-answer calculation.***

#### **Abandoned Calls**

Through the Contract with Sprint Communications Company, L.P., Wyoming Relay requires abandoned calls be included in the daily speed-of-answer performance calculations for both TRS and CTS.

***§64.604(b)(2)(ii)(C) A TRS provider's compliance with this rule shall be measured on a daily basis.***

#### **Speed-of-Answered Measured Daily**

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

***§64.604(b)(2)(ii)(D) The system shall be designed to a P.01 standard.***

#### **P.01 Standard**

Wyoming Relay, through its TRS contract with Sprint Communications Company, L.P., ensures that all relay call centers are provided with sufficient facilities and staffing to provide a Grade of Service (GOS) of P.1 or better for calls entering the call center switch equipment during the busiest hour. The Contract specifically states: "Excessive Call Blockage. A blocked call is defined as a call receiving a busy signal. The Contractor must meet the requirement that no more than a daily average of one percent (1%) of the calls to each of the Wyoming Relay access telephone numbers and each of the CTS access number shall be blocked." Liquidated damages may be assessed for each calendar day the blockage requirement is not met.

Sprint Accessibility's Relay system ensures that an excess of 99.99 percent of all calls reach the call center and are answered or receive a ringing signal. Since the last recertification, zero TRS calls have received a busy signal.

***§64.604(b)(2)(ii)(E) A LEC shall provide the call attempt rates and the rates of calls blocked between the LEC and the TRS facility to relay administrators and TRS providers upon request.***

**Call Attempt and Blockage Information Provided by LECs**

Wyoming Relay's Contract with Sprint Communications Company, L.P., requires Sprint Accessibility to provide to Wyoming Relay, upon request, information obtained from the LEC regarding the call attempt rates and rates of calls blocked between the LEC and the TRS facility.

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

***§64.604(b)(2)(iii) Speed of answer requirements for VRS providers. VRS providers must answer 80% of all VRS calls within 120 seconds, measured on a monthly basis. VRS providers must meet the speed of answer requirements for VRS providers as measured from the time a VRS call reaches facilities operated by the VRS provider to the time when the call is answered by a CA--i.e., not when the call is put on hold, placed in a queue, or connected to an IVR system. Abandoned calls shall be included in the VRS speed of answer calculation.***

**VRS Speed of Answer**

Wyoming Relay does not oversee VRS services, does not contract with a VRS provider to provide VRS services to customers, and is exempt from this section.

***§64.604(b)(3) Equal access to interexchange carriers. TRS users shall have access to their chosen interexchange carrier through the TRS, and to all other operator services to the same extent that such access is provided to voice users. This requirement is inapplicable to providers of Internet-based TRS if they do not assess specific charges for long distance calling.***

**Equal Access to Interexchange Carriers**

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

Wyoming Relay TRS and CapTel users have equal access to their chosen interexchange carrier through Relay, and to all other operator services, to the same extent access is provided to voice users.

Wyoming Relay explained long distance billing and setting up a Customer Profile, including Carrier-of-Choice (COC) in outreach materials and activities. TRS and CapTel users were encouraged to register their preferred COC with Customer Service. Users who have not registered their preferred Carrier-of-Choice were encouraged to contact the toll-free telephone support (Customer Service) to complete their registration. All new CapTel phones came with a COC card packaged with the equipment. Users were responsible for filling out the card or contacting CapTel Customer Service to receive the benefits of registering their COC preferences for CapTel calls.

Voice-in users calling CapTel users were also notified that their call may incur long distance charges. After connecting to the CapTel voice-in Voice Response Unit (VRU) and entering the phone number of the CapTel user they wished to call, they may have received a verbal announcement stating that their call may include long distance charges.

Wyoming Relay relies on Sprint Accessibility to provide its Relay customers with both the technical and operational capability to send and receive COC calls to and from other providers. Sprint Accessibility's network has the capability to permit users to select the IXC or LEC of their choice in accordance with State and Federal law. Interlata and intralata long distance toll charges were recorded and billed by the relay user's carrier of choice in the same manner as the carrier billed that customer for long distance calls made without the relay.

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

Sprint Accessibility encouraged all Carriers to participate in its Carrier of Choice ("COC") program. When the requested Carrier was not a COC participant, Sprint Accessibility had established a procedure where the Carrier was notified, verbally and in writing, of its obligation to provide access to relay users and encouraged their participation.

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

- Wyoming Relay CA answers the call.
- The caller provides the toll-call information.
- The caller provides preferred Carrier information either registered in the user database or for a specific call.
- If the preferred Carrier is not available through the Relay, the CA informs the caller with the standard phrase: "I AM SORRY (carrier) DOES NOT ALLOW (billing method) CALLS OVER THEIR NETWORK."
- The user may choose to have another Carrier handle the call. Wyoming Relay then informs the unavailable Carrier of its obligation to provide access through the Relay Service.
- The CA outdials the call utilizing the preferred Carrier. If no Carrier is specified, the call will be carried over the Sprint Accessibility network.
- The called-party answers the call. The CA relays the COC call between the caller and the called-party.
- The Wyoming Relay user will receive one bill from their carrier of choice just like they do for all of their direct calls.

Sprint Accessibility had 260 carriers participating in their TRS COC program. Participation of Carriers in Wyoming was dependent on whether the carrier was authorized to provide service in Wyoming and whether the carrier had connectivity to the Sprint Accessibility Access Tandem. Through May 31, 2017, Wyoming Relay had the following 24 carrier of choice companies listed:

Carrier Name	Out COC	COC Index	Carrier Code	Operator Flag	ETurbo RIB
10-10-811 Vartec	811	811	811	Y	811
AT&T	288	288	288	Y	ATT
All Others	1	1	1	N	
Alltel	5253	5253	5253	Y	AEJ
Bresnan Communications	432	LGT5	432	Y	BRS
Broadwing Telecom	71	71	71	Y	WSN
CenturyLink	432	432	432	Y	QWD
CenturyTel LLC	550	550	550		CAL
Charter Communications	6324	6324	6324	Y	HFB
Comcast	386	386	386	Y	BPH
EXCEL	752	752	752	Y	EXL
Embarq Communications	5046	5046	5046	Y	EMB
Global Crossing	444	444	444	Y	ALN
Harmony Telephone Company	432	LG11	432	Y	HTC
Lightyear	555	WTL8	555	Y	LTY
MCIWorldCom	222	222	222	Y	MCI
McLeod USA	725	725	725	Y	IOR
SBC Long Distance	5792	5792	5792	Y	SBZ
Sprint	333	333	333	Y	SPT
TTI National	555	WT21	555	Y	WTL
Telecom One, Inc.	444	AL30	444	Y	ALN
Trans National Communications International, Inc.	6398	6398	6398	Y	RNA
Verizon LD	5483	5483	5483	Y	GOP
Windstream Communications, Inc.	893	893	893	Y	WCI

*The following information is applicable beginning June 1, 2017:*

As part of our overall corporate technology evolution to provide all of our customers with communications delivered in a cost-effective, high performance manner, Sprint Accessibility has already decommissioned aging infrastructure whose upkeep costs our customers more. For all of our Relay users, this also means simpler and quicker call set-up.

In August of 2016, Sprint Accessibility received a waiver of end user selection of carrier from the FCC. As a result, Sprint Accessibility is offering **domestic and international calling at no charge** with no long distance fees or long distance call billing for all TRS and CTS users through Wyoming Relay service. Sprint Accessibility's optimal approach provides less cost to the end user, fewer billable minutes to the State, greater functional equivalence, and fewer customer complaints.

Sprint Accessibility's approach as a global telecommunication provider includes the following benefits for Wyoming Relay and its end users:

- **Correctional Facilities:** Sprint Accessibility will process Wyoming Relay calls from inmates at correctional facilities without charge. Please note, inmate calling services (ICS) providers may assess fees directly to relay users – as is done for traditional phone users (i.e., non-relay callers).
- **Payphones:** Sprint Accessibility will **provide domestic and international calling at no charge** for Wyoming Relay callers using payphones.
- **International Locations:** Sprint Accessibility will provide **outbound international calling at no charge** for Wyoming TRS and CTS users. Inbound access is available with customers being charged via their carrier.
- **Directory Assistance:** Sprint Accessibility is offering **access to Directory Assistance at no charge** through for Wyoming Relay Service.
- **Pay Per Call Services:** Sprint Accessibility will continue to process calls to 900 access numbers. The 900 services provider may assess fees directly to relay users.

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

#### **TRS Facilities**

Wyoming Relay is available 24 hours a day, every day of the year for all TRS services and CTS. Customer Service for Wyoming Relay is available 24 hours a day, every day of the year in both English and Spanish for all TRS call types including CTS. CTS Customer Service (specific to CTS users) is available 24 hours a day, 7 days a week but excludes major holidays. Wyoming Relay, through Sprint Accessibility, utilizes both Uninterruptible Power Supply (UPS) and backup power generators to ensure relay centers have uninterrupted power even in the event of a power outage. UPS is used only long enough for the backup power generators to come on line – a matter of minutes. The backup power generators are supplied with sufficient fuel to maintain operations for at least 24 hours.

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

#### **Redundancy**

Wyoming Relay through the Contract with Sprint Communications Company, L.P., ensures TRS has the necessary redundancy features, including uninterruptible power, to ensure Wyoming Relay has continuous operations 24 hours per day, even in emergencies.

Sprint Accessibility's Relay centers, which process Wyoming Relay calls, are equipped with an uninterruptible power supply (UPS), generator, and sufficient fuel to provide power for 24-hours following a power failure. These back-up power systems can continue to provide power beyond 24-hours as long as fuel is readily available.

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

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

All of the system preventive maintenance functions can be performed on-line, with no effect on call processing. In addition, on-line and off-line diagnostic routines will identify system faults or failures to the individual board level. Diagnostic procedures are continually processed by the switching system software to detect defective components before they are used. Manual on-line diagnostics can be launched at any time from the maintenance and administrative terminal located with the unit without affecting call processing, calls in progress, or calls waiting to be answered. The maintenance and administrative terminal includes keyboard, screen, and printer capabilities. Sprint Accessibility retains hardware spares at each center to allow for the most common type of repair required without the ordering of additional equipment (except for complete loss of a building).

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

***§64.604(b)(4)(iii) A VRS CA may not handle VRS calls from a location primarily used as his or her home unless as part of the voluntary at-home VRS call handling pilot program as provided for by paragraph (b)(8) of this section.***

#### **At-Home VRS**

Wyoming Relay does not oversee VRS services, does not contract with a VRS provider to provide VRS services to customers, and is exempt from this section.

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

#### **VRS Automatic Call Distribution Platform**

Wyoming Relay does not oversee VRS services, does not contract with a VRS provider to provide VRS services to customers, and is exempt from this section.

***§64.604(b)(5) Technology. No regulation set forth in this subpart is intended to discourage or impair the development of improved technology that fosters the availability of telecommunications to person with disabilities. TRS facilities are permitted to use SS7 technology or any other type of similar technology to enhance the functional equivalency and quality of TRS. TRS facilities that utilize SS7 technology shall be subject to the Calling Party Telephone Number rules set forth at 47 CFR 64.1600 et seq.***

#### **Technology**

Wyoming Relay is constantly striving to improve the availability and quality of telecommunications to persons with disabilities. We actively seek and are willing to try innovative technological solutions. As an example, Wyoming was an early adopter of CTS; we added video-assisted STS service August 1, 2013; and we recently (February 1, 2018) added Relay Conference Captioning (RCC) service.



Wyoming Relay, through Sprint Accessibility, is in full compliance with 47 CFR §64.1600 et seq. of the FCC's Rules for providing SS7 capability. In order to achieve functional equivalence, Wyoming Relay will continue to provide Caller ID service through SS7 signaling where the 10-digit number of the calling party is passed through to the called-party for local and long-distance calls. Wyoming Relay receives calling party identifying information including blocking information, from all relay users. Sprint Accessibility's Caller ID SS7 solution includes receiving the privacy bit information from the inbound Relay caller as well as other SS7 call information elements such as:

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

### **State-of-the-Art Technology**

Sprint Accessibility offers Wyoming Relay customers leading technology to provide industry-leading TRS speed of answer performance by networking all of their TRS call centers together using Cisco's Intelligent Contact Manager (ICM) router, a centralized Traffic Management Control Center (TMCC), and a coordinated workforce scheduling system. Having these coordinated systems and processes enables Sprint Accessibility to maximize efficiency.

As the provider of relay services for the State of Wyoming, Sprint Accessibility offers several enhanced features to improve the telecommunications access of STS relay users. These advanced features include:

- Message Retention (up to 24 hours)
- STS Called Numbers
- Privacy Option
- STS Contact Information
- STS Email Call Set-up
- STS with Voice Carry Over
- Specialized STS Customer Service (including Training Line) at 877-787-1989
- Wireless Access - STS (\*787)
- Video-Assisted STS

### **STS Message Retention**

Sprint Accessibility expanded its Customer Profile to allow STS users to retain messages for up to 24 hours. The STS user may dictate the first message to be read to the called party. This feature allows the STS user to request that this initial message be retained in the Relay system for up to 24 hours. This is especially helpful if the STS user needs to leave a message and the line is busy. If the called party is unavailable (e.g. busy signal, no answer), the STS user may request that the STS message be retained. Over the next 24 hours, the STS user can redial the Wyoming Relay STS number and request that the call be attempted without delay. At the end of 24 hours, the message is automatically deleted from the Customer's Profile.

### **STS Called Numbers**

Sprint Accessibility continues to offer the ability for Wyoming Relay's STS users to maintain a record of regularly called names and telephone numbers. Sprint Accessibility's speed dialing functionality (also known as frequently dialed numbers) allows Relay users to store up to 100 frequently called telephone numbers in their Customer Profile. This information, along with other preferences described below, can be transferred to any new STS provider.

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

Please see the graphic below for the written Customer Profile form, which encourages STS users to register speed dial entries.

**Frequently Dialed Numbers (Speed Dial for Non-Emergency Calls):**  
*Note: Limit 30 characters per name*

	Name	Area Code & Phone Number
1	<input type="text"/>	<input type="text"/>
2	<input type="text"/>	<input type="text"/>
3	<input type="text"/>	<input type="text"/>
4	<input type="text"/>	<input type="text"/>
5	<input type="text"/>	<input type="text"/>

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

### STS with Privacy Option

Sprint Accessibility offers Wyoming Relay's STS users the ability to communicate without the CA hearing the voice party. If this option is selected, the CA simply listens to the voice of the STS user and repeats messages according to the STS users' preference.

### STS Contact Information

Communicating telephone numbers may be difficult for some STS users. This feature allows STS users to simply advise friends, family and others to dial 711 to reach them. Once connected, the person can simply provide the STS user's name to the STS CA. The STS CA will use the STS user's profile information provided for this purpose to connect to the STS user based on the registered STS user's hours and days of availability. In this manner, the inbound caller can be connected with the STS user at their location.

### Emergency Numbers

In most emergency situations, STS callers dial 911 first for emergency help. However, this may be especially challenging for STS users. STS users also have the ability to list up to 30 additional emergency phone numbers in their Customer Profile. Contacts such as a doctor's office, the local/state poison control center and the local hospital are used for this purpose.

## **Wireless Access – STS (\*787)**

In early 2012, Sprint Accessibility announced the first wireless short-code solution for STS users. Sprint Accessibility wireless customers are able to dial \*STS (i.e., \*787) to reach a STS CA quickly and easily from anywhere in the nation. All callers who are physically located within Wyoming are automatically connected to an STS CA. This service is available to both callers with and without a speech disability who need to place an STS call. Voice callers needing to place a call to an STS user may also use this service.

When Wyoming TRS customers travel outside of the state, callers will automatically be connected to STS based on their physical location. If they are in a state where Sprint Accessibility is the Relay provider, the caller is connected to the State's STS. If not, callers are automatically transferred to Sprint Accessibility's interstate STS, where they will be able to place interstate calls only. This exciting new enhancement grants additional mobility and flexibility for STS users.

## **Video-Assisted Speech-to-Speech (V-A STS)**

On August 1, 2013, Wyoming Relay began offering V-A STS. Through V-A STS, the Speech-to-Speech ("STS") user calls the STS telephone number to connect with the STS relay operator. The V-A STS operator then initiates a one-way video session to the STS user. The V-A STS operator then places a telephone call to the hearing person using standard STS procedures. The V-A STS operator is able to see the STS customer via video to use visual cues during the conversation to improve the quality of the call over the standard STS call. The STS user will then talk to the hearing person on the telephone, with the V-A STS operator providing support as requested.

## **Relay Conference Captioning (RCC)**

On February 1, 2018, Wyoming Relay began offering RCC. RCC provides live, real-time online captioning of meetings, phone calls, and multi-party teleconference calls. RCC requires an Internet-connected computer, laptop/tablet with high-speed Internet connection or a supported mobile device. RCC is available, at a minimum, Monday through Friday, 8:00 a.m. through 6:00 p.m. MT. RCC users can request RCC services by completing, at least two days prior to the requested event, a Wyoming Relay customized request form available on a unique website and soon to be linked to the Wyoming Relay website. Sprint Accessibility will attempt to accommodate all requests with less than two days notice; however, RCC availability is only guaranteed with the standard notice. RCC scheduling is available 24 hours-per-day, 7 days-per-week. SSL encryption is included on each scheduled event.

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

### **Caller ID**

Wyoming Relay, through their contract with Sprint Communications Company, L.P., provides true Caller ID service through SS7 signaling where the 10-digit number of the calling party is passed through to the called-party for local and long distance calls. Sprint Accessibility will receive calling party identifying information including blocking information, from all TRS users.

## **Customer Control**

With Sprint Accessibility's TRS Caller ID, the Relay user is in control. Relay users with this feature are able to disable or block their Caller ID information from being transmitted with their LEC on either a 'per-call' or a 'per-line' basis.

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

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

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

When Caller ID information is not passed through, as with standard telecommunications, the call recipient will receive a message such as "Out of Area" or "Caller Unknown."

## **Technology**

Wyoming Relay offers True Caller ID for all local and long-distance calls to Carriers who have SS7 connectivity with Sprint Accessibility. Sprint Accessibility's SS7 network interfaces with all global Carriers and major LECs, CLECs, and ILECs.

Sprint Accessibility's Caller ID SS7 solution includes receiving the privacy bit information from the inbound Relay caller and other SS7 call information elements such as: the Calling Party Number, Charge Number, and Originating Line Information. Sprint Accessibility passes through the calling party information (rather than 711 or the number of the TRS Center).

## **Caller ID Enhancements**

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

### **Selective Call Acceptance**

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

### **Selective Call Rejection**

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

### **Selective Call Forward**

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

### **Privacy ID (Anonymous Call Rejection)**

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

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

### **Instant Access List (Preferred Caller List)**

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

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

Caller's Access Code allows a user to designate an override code for Privacy ID. The user may share this code with friends and family, as desired. When the calling party calls, they may choose to enter a code during the intercept greeting to bypass the Privacy ID screening so their call will go through. This works great for friends and family who frequently call from areas where Caller ID is not available.

***§64.604(b)(7) STS 711 Calls. An STS provider shall, at a minimum, employ the same means of enabling an STS user to connect to a CA when dialing 711 that the provider uses for all other forms of TRS. When a CA directly answers an incoming 711 call, the CA shall transfer the STS user to an STS CA without requiring the STS user to take any additional steps. When an interactive voice response (IVR) system answers an incoming 711 call, the IVR system shall allow for an STS user to connect directly to an STS CA using the same level of prompts as the IVR system uses for all other forms of TRS.***

### **STS 711 Calls**

The Wyoming Division of Vocational Rehabilitation amended the Contract with Sprint Communications Company, L.P., on October 28, 2014, to add an automated routing solution for Spanish or Speech-to-Speech (STS) users who prefer to dial 711. Sprint Accessibility allows TRS customers to identify permanent answer type preference (e.g. HCO, TTY, Voice, VCO, ASCII, STS, Spanish Language user, etc.) according to their ANI, so that future calls through the relay center are automatically answered and set up according to their preferred answer type identification. Permanent answer-type identification overrides the self-learning database feature. The 711 automated call routing for users with a permanent answer type preference of STS and/or Spanish language to relay operators with specialized skills in STS and/or Spanish improved the users experience and call processing efficiency (saving approximately 1 minute of

CA work time for each call). CAs answering 711 for callers without a profile will immediately transfer the caller to a STS CA. Wyoming Relay does not utilize an IVR system to answer incoming 711 calls.

***§64.604(b)(8)(i-ix) pertains to VRS providers.***

**At-Home VRS Pilot Program**

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

**Functional Standards**

***§64.604(c) Functional standards--(1) Consumer complaint logs. (i) States and interstate providers must maintain a log of consumer complaints including all complaints about TRS in the state, whether filed with the TRS provider or the State, and must retain the log until the next application for certification is granted. The log shall include, at a minimum, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution. (ii) Beginning July 1, 2002, states and TRS providers shall submit summaries of logs indicating the number of complaints received for the 12-month period ending May 31 to the Commission by July 1 of each year. Summaries of logs submitted to the Commission on July 1, 2001 shall indicate the number of complaints received from the date of OMB approval through May 31, 2001.***

**Consumer Complaint Logs**

Wyoming Relay provides a 24 hour-per-day process for handling complaints, inquiries, comments, and commendations regarding relay services, including CTS and relay center personnel.

Wyoming Relay works closely with the Sprint Accessibility to maintain a log of consumer complaints, including all complaints about TRS in the State of Wyoming, whether filed with Sprint Accessibility staff or State staff. Wyoming Relay has retained all previous complaint logs and will continue to retain the logs, at a minimum, until the next application for certification is granted. Wyoming Relay complaint logs at a minimum include: the date the complaint was filed; the nature of the complaint; the date of the resolution; and an explanation of the resolution.

Wyoming Relay processes any complaint, regardless of whether it originates via email, fax, telephone, videophone, regular mail, online, at outreach events, at TRS Advisory Committee meetings, etc. All complaints, as well as the resolutions, are documented in the Customer Contacts Online Database (CCOD), also known as the Customer Service Database. The CCOD serves as a seamless and timesaving device for documenting customer contacts. Sprint Accessibility documents all contacts and complaints received by Customer Service, Supervisors, Account Management, and State staff in the CCOD. The CCOD automatically notifies the TRS Sprint Accessibility Program Manager assigned to the State of Wyoming via email of any complaint entry, ensuring that they receive timely notification of consumer concerns. The CCOD tracks consumer contact information as required by the FCC.

Upon receipt of a direct complaint filed by a customer, a designated representative accepts the complaint and provides the customer with information regarding the process for resolution and offers to follow-up with the customer. Sprint Accessibility ensures that all records will include the name and address of the complainant (when offered), the date received, the CA identification number, the nature of the complaint, and the result of any investigation and the date of resolution.

By approximately June 15th of each calendar year, Sprint Accessibility submits a copy of the 12-month complaint log report for the period of June 1- May 31 to the Wyoming Relay Administrator. The Wyoming Relay Administrator reviews the log to ensure that it matches with the State's record of complaints and resolutions and that it is accurate and complete. The State then submits the Wyoming Relay complaint log to the FCC by July 1<sup>st</sup> of each year. The yearly complaint log filing also includes a tally sheet which indicates the total number of complaints for the year, the monthly totals, the number of complaints by category, and the percentage that each category of complaint within "Service, Technical, and Miscellaneous Complaints" is of the total complaints.

A total of 4 complaints have been received since the last application for recertification was submitted in 2012. Of the 4 complaints, 2 were received in 2013, and one each was received in 2015 and 2017. According to Wyoming Relay records, zero complaints have been escalated for action by the Federal Communications Commission since the beginning of the program.

See Appendix H: Wyoming Relay Complaints from 2013-2017, for copies of the last five years (2013-2017) of Wyoming Relay complaints which have been submitted to the FCC.

***§64.604(c)(2) Contact persons. Beginning on June 30, 2000, State TRS Programs, interstate TRS providers, and TRS providers that have state contracts must submit to the Commission a contact person and/or office for TRS consumer information and complaints about a certified State TRS Program's provision of intrastate TRS, or, as appropriate, about the TRS provider's service. This submission must include, at a minimum, the following: (i) The name and address of the office that receives complaints, grievances, inquiries, and suggestions; (ii) Voice and TTY telephone numbers, fax number, e-mail address, and web address; and (iii) The physical address to which correspondence should be sent.***

### **Contact Persons**

Wyoming Division of Vocational Rehabilitation has submitted to the Commission a contact person for TRS consumer information and complaints about Intrastate TRS. The submission included the name and address of the State office that receives complaints, grievances, inquiries and suggestions; voice and TTY telephone numbers; fax number; email address; web address; and physical address to which correspondence should be sent. Following is the name of the contact at the Wyoming Division of Vocational Rehabilitation for those purposes:

Lori Cielinski  
TRS/Deaf Services Consultant  
Wyoming Department of Workforce Services  
Division of Vocational Rehabilitation  
851 Werner Court, Suite 120  
Casper, WY 82601  
(800) 452-1408 TTY/V  
(307) 472-5601 fax  
[lori.cielinski@wyo.gov](mailto:lori.cielinski@wyo.gov) or [dws-wyrelay@wyo.gov](mailto:dws-wyrelay@wyo.gov)  
[www.wyomingrelay.com](http://www.wyomingrelay.com)

Wyoming Relay callers may also file intrastate complaints and commendations regarding Wyoming Relay services through the following additional contacts:

### **24-Hour Wyoming Relay Customer Service Center**

1-888-694-4450 TTY/Voice  
1-800-676-4290 Spanish TTY/Voice  
[Sprint.TRSCustServ@sprint.com](mailto:Sprint.TRSCustServ@sprint.com)

**Captioned Telephone Customer Service**

888-269-7477 English CapTel® Customer Service  
866-670-9134 Spanish CapTel® Customer Service

Chameen Stratton  
Program & Outreach Manager for TRS Services in Oregon, South Dakota and Wyoming  
(866) 540-4657 office  
(877) 309-4337 fax  
[chameen.r.stratton@sprint.com](mailto:chameen.r.stratton@sprint.com)

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

**Public Access to Information**

Wyoming Relay provides public access to information through various means, which assures that callers in Wyoming are aware of the availability and use of all forms of TRS. Efforts to educate the public about TRS extend to all segments of the public, including individuals who are hard of hearing, speech disabled, and senior citizens, as well as members of the general population.

**Telephone Directories, Periodic Billing Inserts, and Directory Assistance**

The Wyoming Division of Vocational Rehabilitation, Sprint Accessibility, and the Wyoming Public Service Commission work together to ensure that carriers providing services in Wyoming are provided with information including phone numbers, instructions, and camera-ready copies to include in their telephone directories and on billing inserts. The Public Service Commission assists by providing names and addresses of known carriers. Wyoming Relay Service mails out a letter with a camera-ready directory page and billing insert, jointly developed by Sprint Accessibility and the State, which the carriers can use directly or take information from to develop their own directory page and billing insert. A sample letter to the carriers, telephone directory page developed by Wyoming, billing insert developed by Wyoming Relay and an actual Directory Page and Billing Insert are included in Appendix I: TRS Information in Telephone Directories and Billing Inserts. Local Exchange Carriers have been provided with Wyoming Relay numbers to be used in their directory assistance services.

**Community Outreach, Public Relations, and Educational Programs**



Wyoming Relay provides a community and business outreach program that educates all people in Wyoming about the relay service. The Division of Vocational Rehabilitation, Sprint Accessibility, and the Telecommunications Relay Service Advisory Committee work together to annually determine outreach priorities and activities that will assure that the citizens in Wyoming are aware of the availability and use of all forms of TRS. These priorities and activities are evaluated on an on-going basis to ensure that they are effective and that we are reaching all target audiences. The TRS Advisory Committee advocates that all outreach materials and activities be customized to meet the varying and unique needs of Wyoming Relay users.

Hearing people hanging up on the relay, not initiating calls to relay users, or returning calls from relay users continue to be problems even with the decline in traditional relay service. The availability and ease of use of 711, and "Don't Hang Up" are messages which are still conveyed in some Wyoming Relay outreach and advertising materials.

Wyoming Relay continually strives to improve and increase outreach efforts to underserved markets, including: veterans; STS users; Native Americans; Spanish-speaking users; teenagers; baby boomers; cochlear implant users; and users who are Deaf-Blind. Wyoming is the least populated state in the country. The rural nature of the state poses obstacles and also some opportunities. Many consumer groups and organizations that are found in other states do not exist in Wyoming. Broadband service is still not available in places in Wyoming and where it is available, some groups (such as many of the senior citizens we serve) have been slow to adopt use of the technology. An advantage to conducting outreach in Wyoming is that mass media is considerably cheaper than in larger market and thus, it is an affordable option for the Wyoming Relay program. Additionally, because of the lack of resources, the existing agencies and organizations in Wyoming have developed strong collaborative networks to leverage the existing resources.

Wyoming Relay Service has developed and disseminates educational brochures, postcards and flyers. There is a general relay brochure that provides basic information on relay, including information on all the call types; how to make relay calls from pay phones; and how users can file complaints, concerns, or compliments with either Wyoming Relay Service or the FCC. We have additional outreach materials that provide specific information on the various forms of TRS (i.e. TTY users, Voice users, VCO users, HCO users, STS users, CapTel® users, and Spanish-speaking users).

Presentations, demonstrations, workshops, and instructional seminars have been conducted to educate the public about Wyoming Relay. These extend to all segments of the public, including individuals who are hard of hearing, speech disabled, and senior citizens, as well as members of the general population. Wyoming Relay disseminates give-away items and informational items at these presentations to further enhance awareness of the relay service. Examples of the different segments of the public receiving education are: WY-HI, which is a statewide gathering of deaf, hard-of-hearing, and deaf-blind students, and their teachers, parents, and service providers; college students and staff; Wyoming Registry of Interpreters for the Deaf; Division of Vocational Rehabilitation counselors and assistants; Independent Living Center staff; Wyoming Council for the Blind; Assistive Technology Program staff; Department of Health's Case Manager Conference, which is a conference for a broad spectrum of service providers, including those for senior citizens, individuals with speech disabilities, and deaf, hard-of-hearing and deaf-blind individuals; hospitals; senior citizen centers; Casper Senior Network; assisted living centers; PEO Chapter AJ; health fairs; Governor's Conference on Aging; domestic violence shelters; all police officers attending Peace Officer's Basic Training at the Law Enforcement Academy; all 911 Dispatchers attending

Communications Basic Training at the Law Enforcement Academy; training for specific community police or dispatchers by request; individual users and their families; audiologists; non-profit organizations; mental health providers; and employers.

Wyoming Relay Service provides an overview of the services available for publication in the Wyoming Public Service Commission's annual report and the Division of Vocational Rehabilitation's annual report.

Wyoming Relay Service has web pages which are part of Wyoming's Department of Workforce Services, Division of Vocational Rehabilitation's website. This can be found at [www.wyomingrelay.com](http://www.wyomingrelay.com). Wyoming Relay is currently working with Sprint Accessibility to redesign and improve the program's website. The website URL will remain the same.

Wyoming Relay Service has produced, aired, and circulated a variety of paid advertisements, including paid television commercials, radio commercials, billboards, sport stadium signage, and digital media campaigns. Careful consideration is given in selecting appropriate media to ensure that it reaches both geographically as well as by user type the widest audience possible. Wyoming Relay has also participated in informative news shows on both radio and television.

Samples of the Annual Report and Outreach Materials are found in Appendix J: Wyoming Relay Annual Report and Appendix K: Education and Outreach respectively.

***§64.604(c)(4) Rates. TRS users shall pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as the duration of the call, the time of day, and the distance from the point of origination to the point of termination.***

### **Rates**

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

Wyoming Relay users are not charged more for services than for those charges paid by standard "voice" telephone users. Wyoming Relay users incur no telephone charges for calls inbound to the relay center. TRS and CTS users who select a preferred carrier of choice were rated and invoiced by the selected carrier for intralata and/or interlata toll calls. Thus, Wyoming Relay users' carrier of choice bills all intralata and interlata toll calls at their applicable discounted rate for relay users. Sprint Accessibility forwarded the appropriate information digits identifying the call as a relay call to the carrier so that it could be identified as a relay call, and rated and billed accordingly by the carrier. Each carrier providing long distance service to relay users is responsible for ensuring that TRS users shall pay rates no greater than the rates paid for functionally equivalent voice communication services.

TRS users who selected Sprint Accessibility as their interstate carrier, were rated and invoiced by Sprint Accessibility. The caller was only be billed for conversation time. By FCC jurisdiction, Sprint Accessibility had two separate Message Telephone Service (MTS) rates – one for interstate and one for intrastate. The following table exhibits the discounted rates off Sprint Accessibility's Message Telephone System (MTS) rates.

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

*The following information is applicable beginning June 1, 2017:*

As part of Sprint Communications Company, L.P.'s, overall corporate technology evolution to provide all of our customers with communications delivered in a cost-effective, high performance manner, Sprint has already decommissioned aging infrastructure whose upkeep costs our customers more. For all of Wyoming Relay users, this also means simpler and quicker call set-up.

In August of 2016, Sprint received a waiver of end user selection of carrier from the FCC. As a result, Sprint Accessibility is offering **domestic and international calling at no charge** with no long distance fees or long distance call billing for all TRS and CTS users through Wyoming Relay service. Sprint Accessibilities' optimal approach provides less cost to the end user, fewer billable minutes to the State, greater functional equivalence, and fewer customer complaints.

Sprint's approach as a global telecommunication provider includes the following benefits for Wyoming Relay and its end users:

- **Correctional Facilities:** Sprint Accessibility will process Wyoming Relay calls from inmates at correctional facilities without charge. Please note, inmate calling services (ICS) providers may assess fees directly to relay users – as is done for traditional phone users (i.e., non-relay callers).
- **Payphones:** Sprint Accessibility will **provide domestic and international calling at no charge** for Wyoming Relay callers using payphones.
- **International Locations:** Sprint Accessibility will provide **outbound international calling at no charge** for Wyoming TRS and CTS users. Inbound access is available with customers being charged.
- **Directory Assistance:** Sprint Accessibility is offering **access to Directory Assistance at no charge** through Wyoming Relay Service.
- **Pay Per Call Services:** Sprint Accessibility will continue to process Wyoming Relay calls to 900 access numbers. The 900 services provider may assess fees directly to Wyoming Relay users.

***§64.604(c)(5) Jurisdictional separation of costs—(i) General. Where appropriate, costs of providing TRS shall be separated in accordance with the jurisdictional separation procedures and standards set forth in the Commission's regulations adopted pursuant to section 410 of the Communications Act of 1934, as amended.***

#### **Jurisdictional Separation of Costs**

All Wyoming Relay intrastate and interstate minutes are reported separately to the state on the Sprint Accessibility invoice. The interstate and international minutes are reimbursed by the TRS Interstate Fund. The local and intrastate minutes are reimbursed by the State. On individual customer invoices, Sprint Accessibility deducts minutes for which the Rolka Loube Associates, LLC (RL), the Interstate TRS Fund administrator, reimburses. These deductible minutes are associated with these call types: Interstate, International, Interstate Directory Assistance, Toll Free and 900. In accordance with FCC rules, states only receive a 51% deduction for Toll Free and 900 minutes for which RL reimburses. For RL reimbursement, Sprint Accessibility uses a cumulative report of eligible customers to calculate its monthly reimbursement request. An invoice and supporting documents are sent monthly to RL for reimbursement.

***§64.604(c)(5)(ii) Cost recovery. Costs caused by interstate TRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism. Except as noted in this paragraph, with respect to VRS, costs caused by intrastate TRS shall be***

***recovered from the intrastate jurisdiction. In a state that has a certified program under §64.606, the state agency providing TRS shall, through the state's regulatory agency, permit a common carrier to recover costs incurred in providing TRS by a method consistent with the requirements of this section. Costs caused by the provision of interstate and intrastate VRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism.***

### **Cost Recovery**

Wyoming Relay's interstate and international minutes are reimbursed to Wyoming's TRS provider (Sprint Accessibility) by the TRS Interstate Fund Administrator (RL) according to FCC rules. Wyoming Relay does not oversee VRS services, does not contract with a VRS provider to provide VRS services to customers, and does not pay for VRS cost.

Costs caused by intrastate TRS are recovered from a fund established by the Wyoming Legislature in House Bill 377, Section 1 Wyoming Statute §16-9-201 through 16-9-210. The Telecommunications Relay Service Advisory Committee is responsible for annually determining the amount of the special fee, not to exceed twenty-five cents (\$.25) per access line per month, based upon available cost data and other information, that will cover the costs of providing intrastate message relay services as provided in Section 401 of the Americans with Disability Act of 1990, including the cost of implementing and administering this Act. The fee is currently nine cents (\$0.09) per access line. After the Committee notifies the Public Service Commission, in writing, of the amount determined for the monthly access line special fee, the Public Service Commission shall provide for the inclusion and identification of the special fee on each monthly billing for service from each local exchange company and radio communications service provider. Wyoming Relay is financially supported by every Wyoming ratepayer and the cost recovery mechanism is consistent with ADA requirements. (See Appendix B: State Legislation and Appendix M: Cost Recovery Mechanism).

***§64.604(c)(5)(iii) through §64.604(c)(5)(iii)(M) does not pertain to State programs.***

### **Telecommunications Relay Services Fund**

However, the state of Wyoming contracts with Sprint Communications Company, L.P., who contributes and collects interstate funds through RL. It is the State's understanding that Sprint Accessibility complies with the appropriate mandates under this section.

***§64.604(c)(5)(iii)(N)(1-4) pertains to VRS providers.***

### **VRS Eligibility for Reimbursement**

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

***§64.604(c)(6)Complaints--(i) Referral of complaint. If a complaint to the Commission alleges a violation of this subpart with respect to intrastate TRS within a state and certification of the program of such state under §64.606 is in effect, the Commission shall refer such complaint to such state expeditiously. (ii) Intrastate complaints shall be resolved by the state within 180 days after the complaint is first filed with a state entity, regardless of whether it is filed with the state relay administrator, a state PUC, the relay provider, or with any other state entity.***

### **Complaints**

The Wyoming Division of Vocational Rehabilitation has resolved, and will resolve, all intrastate complaints within 180 days after the complaint is first filed with the State, regardless of whether the complaint is filed with the Wyoming Relay administrator, the Wyoming PSC, the relay provider, or with any other state entity. Wyoming's TRS Contract contains liquidated damages provisions for complaints not resolved within 180 days.

Wyoming Relay customers also have the option of calling Sprint Accessibility's 24-hour Customer Service department (888-694-4450 English; 800-676-4290 Spanish; 888-269-7477 CTS English; and 866-670-9143 CTS Spanish), or contacting the Sprint Accessibility Account Manager or the Department of Workforce Services, Division of Vocational Rehabilitation via email, fax, telephone, videophone, regular mail, at outreach events, at Advisory Committee meetings, etc. to file complaints or commendations. Printed outreach materials for Wyoming Relay provide information on how users can file complaints, concerns, or compliments with either Wyoming Relay Service or the FCC.

Wyoming Relay works in conjunction with the TRS provider, Sprint Accessibility, to establish a complaint resolution procedure to ensure complaints are resolved within 180 days of filing. If the complaint concerns a specific CA, an Operations Supervisor follows up and resolves the complaint. The role of the supervisor is to:

- Accept all types of complaints, issues and comments.
- Handle all service type complaints.
- Resolve complaints with Communications Assistants.
- Follow up with customers if requested by the customers.

If the complaint concerns a specific technical issue, a trouble ticket is filed and the ticket number is documented on the customer contact form. The ticket will be investigated and resolved by an on-site technician. The state-assigned Account Manager is responsible for tracking all technical complaints and following-up with customers on resolutions.

If a miscellaneous complaint is filed with customer service, a copy is faxed to the appropriate Relay Program Manager for resolution and follow-up with the customer.

Wyoming Relay has adopted the informal FCC procedure of closing all complaints, complete with a satisfactory resolution, within 180 days of the date the complaint was filed. Wyoming Relay submits all complaints from June 1-May 31<sup>st</sup> to the FCC by the annual July 1<sup>st</sup> deadline. The Wyoming Division of Vocational Rehabilitation will cooperate in the investigation or resolution of any and all complaints concerning Wyoming Relay with the FCC. To see copies of the Complaints filed from 2013 through 2017, please refer to Appendix H: Wyoming Relay Complaints from 2013-2017.

***§64.604(c)(6)(iii) Jurisdiction of Commission. After referring a complaint to a state entity under paragraph (c)(6)(i) of this section, or if a complaint is filed directly with a state entity, the Commission shall exercise jurisdiction over such complaint only if:***

***(A) Final action under such state program has not been taken within:***

***(1) 180 days after the complaint is filed with such state entity; or***

***(2) A shorter period as prescribed by the regulations of such state; or***

***(B) The Commission determines that such state program is no longer qualified for certification under § 64.606.***

### **Jurisdiction of Commission**

The Wyoming Division of Vocational Rehabilitation understands that if it does not provide a resolution to a complaint, the FCC may exercise jurisdiction.

***§64.604(c)(6)(iv) The Commission shall resolve within 180 days after the complaint is filed with the Commission any interstate TRS complaint alleging a violation of section 225 of the Act or any complaint involving intrastate relay services in states without a certified program. The Commission shall resolve intrastate complaints over which it exercises jurisdiction under paragraph (c)(6)(iii) of this section within 180 days.***

### **Commission Complaint Resolution Timeframe**

The Wyoming Division of Vocational Rehabilitation understands that the Commission will resolve intrastate complaints over which it exercises jurisdiction under paragraph (c)(6)(iii) of this section within one hundred eighty (180) days.

***§64.604(c)(6)(v) Complaint Procedures. Complaints against TRS providers for alleged violations of this subpart may be either informal or formal.***

***(A) Informal Complaints -(1) Form. An informal complaint may be transmitted to the Consumer & Governmental Affairs Bureau by any reasonable means, such as letter, facsimile transmission, telephone (voice/TRS/TTY), Internet e-mail, or some other method that would best accommodate a complainant's hearing or speech disability.***

***(2) Content. An informal complaint shall include the name and address of the complainant; the name and address of the TRS provider against whom the complaint is made; a statement of facts supporting the complainant's allegation that the TRS provided it has violated or is violating section 225 of the Act and/or requirements under the Commission's rules; the specific relief or satisfaction sought by the complainant; and the complainant's preferred format or method of response to the complaint by the Commission and the defendant TRS provider (such as letter, facsimile transmission, telephone (voice/TRS/TTY), Internet e-mail, or some other method that would best accommodate the complainant's hearing or speech disability).***

***(3) Service; designation of agents. The Commission shall promptly forward any complaint meeting the requirements of this subsection to the TRS provider named in the complaint. Such TRS provider shall be called upon to satisfy or answer the complaint within the time specified by the Commission. Every TRS provider shall file with the Commission a statement designating an agent or agents whose principal responsibility will be to receive all complaints, inquiries, orders, decisions, and notices and other pronouncements forwarded by the Commission. Such designation shall include a name or department designation, business address, telephone number (voice and TTY), facsimile number and, if available, internet e-mail address.***

***(B) Review and disposition of informal complaints. (1) Where it appears from the TRS provider's answer, or from other communications with the parties, that an informal complaint has been satisfied, the Commission may, in its discretion, consider the matter closed without response to the complainant or defendant. In all other cases, the Commission shall inform the parties of its review and disposition of a complaint filed under this subpart. Where practicable, this information shall be***

*transmitted to the complainant and defendant in the manner requested by the complainant (e.g., letter, facsimile transmission, telephone (voice/TRS/TTY) or Internet e-mail.*

*(2) A complainant unsatisfied with the defendant's response to the informal complaint and the staff's decision to terminate action on the informal complaint may file a formal complaint with the Commission pursuant to paragraph (c)(6)(v)(C) of this section.*

### **Informal Complaints**

The Wyoming Division of Vocational Rehabilitation understands that complainants may file an informal complaint with respect to intrastate TRS directly with the Commission without going through the internal complaint mechanism available in our state. Although this has never happened, the Division of Vocational Rehabilitation has been, and will be, supportive of the FCC's complaint mechanism and will assist as necessary in this process. The Division of Vocational Rehabilitation has provided the FCC with the agent and all the required contact information, from both the State as well as the provider, whose principal responsibility has been and will be to receive all complaints, inquiries, orders, decisions, and notices and other pronouncements forwarded by the Commission.

*(C) Formal complaints. A formal complaint shall be in writing, addressed to the Federal Communications Commission, Enforcement Bureau, Telecommunications Consumer Division, Washington, DC 20554 and shall contain:*

- (1) The name and address of the complainant,*
- (2) The name and address of the defendant against whom the complaint is made,*
- (3) A complete statement of the facts, including supporting data, where available, showing that such defendant did or omitted to do anything in contravention of this subpart, and*
- (4) The relief sought.*

*(D) Amended complaints. An amended complaint setting forth transactions, occurrences or events which have happened since the filing of the original complaint and which relate to the original cause of action may be filed with the Commission.*

*(E) Number of copies. An original and two copies of all pleadings shall be filed.*

*(F) Service. (1) Except where a complaint is referred to a state pursuant to §64.604(c)(6)(i), or where a complaint is filed directly with a state entity, the Commission will serve on the named party a copy of any complaint or amended complaint filed with it, together with a notice of the filing of the complaint. Such notice shall call upon the defendant to satisfy or answer the complaint in writing within the time specified in said notice of complaint.*

*(2) All subsequent pleadings and briefs shall be served by the filing party on all other parties to the proceeding in accordance with the requirements of § 1.47 of this chapter. Proof of such service shall also be made in accordance with the requirements of said section.*

*(G) Answers to complaints and amended complaints. Any party upon whom a copy of a complaint or amended complaint is served under this subpart shall serve an answer within the time specified by the Commission in its notice of complaint. The answer shall advise the parties and the Commission fully and completely of the nature of the defense and shall respond specifically to all material allegations of the complaint. In cases involving allegations of harm, the answer shall indicate what action has been taken or is proposed to be taken to stop the occurrence of such harm. Collateral or immaterial issues shall be avoided in answers and every effort should be made*

***to narrow the issues. Matters alleged as affirmative defenses shall be separately stated and numbered. Any defendant failing to file and serve an answer within the time and in the manner prescribed may be deemed in default.***

***(H) Replies to answers or amended answers. Within 10 days after service of an answer or an amended answer, a complainant may file and serve a reply which shall be responsive to matters contained in such answer or amended answer and shall not contain new matter. Failure to reply will not be deemed an admission of any allegation contained in such answer or amended answer.***

***(I) Defective pleadings. Any pleading filed in a complaint proceeding that is not in substantial conformity with the requirements of the applicable rules in this subpart may be dismissed.***

### **Formal Complaints**

The Wyoming Division of Vocational Rehabilitation understands that complainants may file a formal complaint with respect to intrastate TRS directly with the Commission without going through the internal complaint mechanism available in our state. Although this has never happened, the Division of Vocational Rehabilitation has been, and will be, supportive of the FCC's complaint mechanism and will assist as necessary in this process.

***§64.604(c)(7) Treatment of TRS customer information. Beginning on July 21, 2000, all future contracts between the TRS administrator and the TRS vendor shall provide for the transfer of TRS customer profile data from the outgoing TRS vendor to the incoming TRS vendor. Such data must be disclosed in usable form at least 60 days prior to the provider's last day of service provision. Such data may not be used for any purpose other than to connect the TRS user with the called parties desired by that TRS user. Such information shall not be sold, distributed, shared or revealed in any other way by the relay center or its employees, unless compelled to do so by lawful order.***

### **Treatment of TRS Customer Information**

All contracts between the Wyoming Division of Vocational Rehabilitation and past, current, and future TRS providers/vendors provide for the transfer of TRS customer profile data. Wyoming Relay, through Sprint Accessibility's Customer Preference Database, includes type of call, billing information, speed dialing, slow typing, carrier of choice, emergency numbers, blocked outbound numbers, language type (English, Spanish, ASL) and call notes in customers' profiles. At the end of the ensuing contract(s), Sprint Accessibility will transfer all TRS database records to the next incoming relay provider, at least 60 days prior to the last day of service, in a usable format.

The Division of Vocational Rehabilitation ensures that any provider of relay service for the State of Wyoming has not and will not use customer profile data for any purpose other than to connect the TRS user with the called parties desired by that TRS user. The Division of Vocational Rehabilitation ensures that any provider of relay service for the State of Wyoming has not and will not make any relay information available for sale, distribution, to be shared or revealed in any other way than for purpose of connecting the TRS user with the called parties desired by that TRS user. Sprint Accessibility does not use customer information for any purpose other than to connect the TRS user with the called parties desired by that TRS user. Sprint Accessibility's relay centers and/or employees will not sell, distribute, share or reveal in any other way the information referenced above unless compelled to do so by lawful order.

***§64.604(c)(8) pertains to IP CTS providers.***



### **Incentives for Use of IP CTS**

The State of Wyoming does not provide IP CTS services, does not contract to provide IP CTS services and is exempt from this section. Wyoming Relay does not offer or provide to any person or entity that registers to use IP CTS any form of direct or indirect incentives, financial or otherwise, to register for or use IP CTS. Wyoming Relay does not and will not accept any form of direct or indirect incentives, financial or otherwise, to register customers for IP CTS.

***§64.604(c)(9-11) pertains to IP CTS providers.***

### **IP CTS Registration and Certification Requirements**

The State of Wyoming does not provide IP CTS services, does not contract to provide IP CTS services and is exempt from this section. The Wyoming Relay Equipment Distribution (WYRED) program does distribute IP CTS equipment at no charge to eligible individuals. WYRED does assess whether the consumer has a hearing loss that necessitates IP CTS to communicate in a manner that is functionally equivalent to the ability of a hearing individual to communicate using voice communication services. WYRED staff provide information and training on how the IP CTS equipment and service work including informing the consumers that the captioning service is provided by a live CA and that the cost of IP CTS is funded by the TRS fund. WYRED also instructs consumers on how to turn off the captions when other individuals use his/her phone that are not a registered IP CTS user. If requested by the consumer, WYRED staff will assist the consumer in registering for IP CTS service. All IP CTS equipment distributed by WYRED has a label affixed on the front of the handset by the manufacturer which reads: "Federal law prohibits anyone but registered users with hearing loss from using this device with Captions On." Wyoming Relay maintains a database describing all equipment including IP CTS equipment provided to eligible applicants.

See Appendix D: Wyoming Relay Equipment Distribution, for the WYRED application.

***§64.604(c)(12-13) pertains to VRS providers.***

### **Discrimination, Preferences, Unauthorized and Unnecessary Use of VRS**

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

***§64.604(c)(14) TRS calls requiring the use of multiple CAs.*** The following types of calls that require multiple CAs for their handling are compensable from the TRS Fund:

- (i) VCO-to-VCO calls between multiple captioned telephone relay service users, multiple IP CTS users, or captioned telephone relay service users and IP CTS users;
- (ii) Calls between captioned telephone relay service or IP CTS users and TTY service users; and
- (iii) Calls between captioned telephone relay service or IP CTS users and VRS users.

### **Use of Multiple CAs**

The State of Wyoming's Contract requires that Sprint Communications Company, L.P., process VCO to VCO calls, CTS to CTS calls, CTS to Internet Protocol (IP) CTS calls, CTS to TTY calls, and CTS to VRS calls, all of which require the use of multiple communications assistants.

***§64.606(a) Documentation—(1) Certified state program. Any state, through its office of the governor or other delegated executive office empowered to provide TRS, desiring to establish a state***

***program under this section shall submit, not later than October 1, 1992, documentation to the Commission addressed to the Federal Communications Commission, Chief, Consumer & Governmental Affairs Bureau, TRS Certification Program, Washington, DC 20554, and captioned "TRS State Certification Application." All documentation shall be submitted in narrative form, shall clearly describe the state program for implementing intrastate TRS, and the procedures and remedies for enforcing any requirements imposed by the state program. The Commission shall give public notice of states filing for certification including notification in the Federal Register.***

#### **Application for State Certification**

The State of Wyoming is currently certified to provide intrastate TRS through July 25, 2018. This application is submitted to re-certify the State of Wyoming for an additional five (5) years. (Please see Appendix L: State Certification.)

***§64.606(a)(2) through §64.606(a)(3) Pertain to internet-based TRS providers and does not pertain to State programs.***

#### **Internet-based TRS Certification**

The State of Wyoming does not provide internet-based TRS services, does not contract to provide internet-based TRS services and is exempt from this section.

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

#### **Requirements for State Certification**

This application for the renewal of Wyoming's Telecommunications Relay Service program certification provides historical, statistical, and illustrative evidence demonstrating Wyoming's program meets or exceeds all applicable operational, technical, and functional minimum standards contained in §64.604 of the Federal Communications Commission's TRS rules.

The provider of Telecommunications Relay Service for the State of Wyoming is selected after a comprehensive and impartial evaluation of proposals submitted in response to a Request for Proposal (RFP) released by the State. This competitive process, as well as the comprehensive Request for Proposal, and the resulting Contract which includes liquidated damages for the failure to meet performance requirements (see Appendix C: TRS Contract Responsibilities and Requirements ), provide the Division of Vocational Rehabilitation a method that makes available adequate procedures and remedies for enforcing the requirements of the state program. The contract entered into between past and current TRS providers and the Wyoming Division of Vocational Rehabilitation provides that all state and federal laws shall be complied with. Failure to do so by the TRS provider would be a breach of contract for which the Wyoming

Division of Vocational Rehabilitation could terminate the Contract and seek such other remedies as may be available by law.

The Division of Vocational Rehabilitation makes available to TRS users informational materials on State and Commission complaint procedures sufficient for users to know the proper procedures for filing complaints. Information on how users can file complaints, concerns, or compliments with the State and/or Commission is provided in the Wyoming Relay general brochure which reads:

**Compliments, Concerns or Complaints** Contact Wyoming Relay  
Customer Service (see back panel)  
In addition, the Federal Communications Commission is available  
to serve you regarding relay issues. Visit [fcc.gov/cgb/complaints.html](https://www.fcc.gov/cgb/complaints.html)

Additional information on how users can file complaints, concerns, or compliments with the State and/or Commission is provided in other printed outreach materials and at outreach events. (Please see Appendix K: Education and Outreach.)

This application for recertification of Wyoming Relay has documented some instances where the state program exceeds some of the mandatory minimum standards contained in §64.604. The Wyoming Attorney General's Office, in collaboration with the Wyoming Division of Vocational Rehabilitation, drafts the Contract with the TRS Provider for the provision of Telecommunications Relay Service. The Wyoming Attorney General's office investigates any possible conflicts with federal law and none have been found. Therefore, the Wyoming Division of Vocational Rehabilitation establishes that its program in no way conflicts with federal law.

***§64.606(b)(2)(i-ii) Pertains to internet-based TRS providers and does not pertain to State programs.***

**Requirements for Internet-based TRS Provider Certification**

The State of Wyoming does not provide internet-based TRS services, does not contract to provide internet-based TRS services and is exempt from this section.

***§64.606(c)(1) State certification period. State certification shall remain in effect for five years. One year prior to expiration of certification, a state may apply for renewal of its certification by filing documentation as prescribed by paragraphs (a) and (b) of this section.***

The State of Wyoming is currently certified to provide intrastate TRS through July 25, 2018. The State of Wyoming is requesting certification beginning July 26, 2018, continuing for a five (5)-year period.

***§64.606(c)(2) Pertains to internet-based TRS providers and does not pertain to State programs.***

**Internet-based TRS Provider FCC Certification Period**

The State of Wyoming does not provide internet-based TRS services, does not contract to provide internet-based TRS services and is exempt from this section.

***§64.606(d) Method of funding. Except as provided in §64.604, the Commission shall not refuse to certify a state program based solely on the method such state will implement for funding intrastate TRS, but funding mechanisms, if labeled, shall be labeled in a manner that promote national understanding of TRS and do not offend the public.***

**Method of Funding**

The method of funding intrastate TRS is a special fee determined annually by the TRS Advisory Committee. Each customer of a local exchange company or radio communications service provider is liable for payment to the local exchange company or radio communications service provider of the special fee, which is currently nine cents (\$0.09) per access line or wireless account per month. After the TRS Advisory Committee annually notifies the Public Service Commission, in writing, of the amount determined for the monthly access line special fee, the Public Service Commission shall provide for the inclusion and identification of the Wyoming Relay surcharge on each monthly billing for service for each local exchange company and radio communications service provider. The billings read TELECOMMUNICATION RELAY SERVICE FUND. This promotes statewide and national understanding of TRS while not offending the public. Wyoming Relay Service is financially supported by every Wyoming ratepayer and the cost recovery mechanism is consistent with ADA requirements. (See Appendix B: State Legislation and Appendix M: Cost Recovery Mechanism.)

***§64.606(e)(1) Suspension or revocation of state certification. The Commission may suspend or revoke such certification if, after notice and opportunity for hearing, the Commission determines that such certification is no longer warranted. In a state whose program has been suspended or revoked, the Commission shall take such steps as may be necessary, consistent with this subpart, to ensure continuity of TRS. The Commission may, on its own motion, require a certified state program to submit documentation demonstrating ongoing compliance with the Commission's minimum standards if, for example, the Commission receives evidence that a state program may not be in compliance with the minimum standards.***

#### **Suspension or Revocation of State Certification**

The Wyoming Division of Vocational Rehabilitation understands that the Commission may suspend or revoke certification. Wyoming Relay has never been suspended or revoked and will continue to meet all FCC requirements necessary for certification.

***§64.606(e)(2) Pertains to internet-based TRS providers and does not pertain to State programs.***

#### **Suspension or Revocation of Internet-based TRS Provider FCC Certification**

The State of Wyoming does not provide internet-based TRS services, does not contract to provide internet-based TRS services and is exempt from this section.

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

#### **State Notification of Substantive Change**

Wyoming Relay understands and will notify the Commission of substantive changes in its TRS programs within sixty (60) days of when they occur, and will certify that the state TRS program continues to meet federal minimum standards after implementing the substantive change.

The Division of Vocational Rehabilitation notified the Commission of substantive changes by letter on June 27, 2013, and again on March 9, 2018. Copies of both letters are included as Appendix N: Letters Notifying the FCC of Substantive Changes to TRS Program. These changes included the addition of Video-Assisted Speech-to-Speech and Relay Conference Captioning.

By this application, the Wyoming Division of Vocational Rehabilitation intends that the operation of Wyoming Relay will continue to be in compliance with the Federal Communications Commission's rules and orders regarding Telecommunications Relay Service. If there is any technical or substantial variation discovered by the Federal Communications Commission that would cause or could cause Wyoming Relay to be out of compliance, the Wyoming Division of Vocational Rehabilitation agrees to take such action as may be reasonably required to bring Wyoming Relay into compliance.

***§64.606(f) through §64.606(g)(4) Pertains to VRS and IP Relay providers and does not pertain to State programs.***

**Notification of Substantive Change-VRS and IP Relay Providers**

The State of Wyoming does not provide VRS or IP Relay, does not contract to provide VRS or IP Relay services and is exempt from this section.

***§64.606(h) Pertains to VRS providers and does not pertain to State programs.***

**Unauthorized Service Interruptions**

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

# Appendix A:

## FCC TRS Public Notice, July 19, 2017





# PUBLIC NOTICE

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

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

**DA 17-697**

**Released: July 19, 2017**

**CONSUMER AND GOVERNMENTAL AFFAIRS BUREAU REMINDS STATE  
TELECOMMUNICATIONS RELAY SERVICE PROGRAMS TO SEEK RECERTIFICATION  
CG Docket No. 03-123**

Under Section 225, states wishing to operate their own telecommunications relay service (TRS) programs for the provision of intrastate and interstate TRS must have certification from the Federal Communications Commission (FCC or Commission) to do so.<sup>1</sup> Commission rules provide that states and covered territories may receive TRS certification in five year increments.<sup>2</sup> This Public Notice alerts states and territories that the certifications they now hold will expire on July 25, 2018. Under the Commission's rules, each certified state or territory may file an application for renewal of its certification one year prior to expiration, i.e., beginning July 25, 2017.<sup>3</sup> Although there is no prescribed deadline for filing, we request that renewal applications be filed no later than October 1, 2017, to give the Commission sufficient time to review and rule on the applications prior to expiration of the existing certifications.

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

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

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

<sup>3</sup> 47 CFR § 64.606(c)(1).

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

<sup>5</sup> 47 U.S.C. § 225.

<sup>6</sup> *Id.* § 225(a)(3).

<sup>7</sup> *Id.* § 225(a)(3).

<sup>8</sup> *See* 47 CFR § 64.604.

All certified state TRS programs are required to provide traditional (TTY-based) TRS, interstate Spanish language traditional TRS, and speech-to-speech relay (STS) service.<sup>9</sup> States may also offer captioned telephone relay service (CTS).<sup>10</sup> Each state seeking renewal of its certification must submit documentation to the Commission that describes its relay program and includes its procedures and remedies for enforcing any requirements that the program may impose.<sup>11</sup> In addition, a state must establish that its program makes available to TRS users informational materials on state and Commission complaint procedures sufficient for users to know the proper procedures for filing complaints.<sup>12</sup> This certification process is intended to ensure that TRS is provided in a uniform manner throughout the United States and territories. The Commission's TRS rules further explain that documentation should be submitted in narrative form, and that the Commission shall provide the public with notice of and an opportunity to comment on such applications.<sup>13</sup>

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

#### SUMMARY OF STATE TRS PROGRAM CERTIFICATION TIMELINE

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

<sup>9</sup> See 47 CFR § 64.603.

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

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

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

<sup>13</sup> *Id.* § 64.606(a).

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

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

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



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

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

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

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

- All hand-delivered or messenger-delivered paper filing for the Commission’s Secretary must be delivered to FCC Headquarters at 445 12<sup>th</sup> Street, SW, Room TW-A325, Washington, DC 20554. The filings hours are 8:00 a.m. to 7:00 p.m. All hand deliveries must be held together with rubber bands or fasteners. Any envelopes must be disposed of *before* entering the building.
- Commercial overnight mail (other than U.S. Postal Service Express Mail and Priority Mail) must be sent to 9300 East Hampton Drive, Capitol Heights, MD 20743.
- U.S. Postal Service first-class mail, Express Mail, and Priority Mail must be addressed to 445 12<sup>th</sup> Street, SW, Washington, DC 20554.

**ADDITIONAL INFORMATION**

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

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

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

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# Appendix B:

## State Legislation



TITLE 16  
CHAPTER 9  
TELEPHONE SERVICE

ARTICLE 2  
TELECOMMUNICATIONS FOR THE COMMUNICATIONS IMPAIRED

**16-9-201. Definitions.**

(a) As used in this act, unless the context requires otherwise, the following definitions apply:

(i) "Access line" means the facility that allows the customer of a local exchange company or radio communications service provider to access the local or toll network with the exception of dedicated facilities such as a private line;

(ii) "Committee" means the committee on telecommunications services for the communications impaired established by W.S. 16-9-202;

(iii) "Communications impaired" means hearing impaired or speech impaired individuals as defined by the Americans With Disabilities Act of 1990, Title IV, Section 401;

(iv) "Division" means the division of vocational rehabilitation within the department of workforce services;

(v) "Local exchange company" means a telecommunications company that provides telephone access lines to members of the general public who are its customers;

(vi) "Message relay system" means a statewide service through which a communications impaired person, using specialized telecommunications equipment, may send and receive messages to and from a noncommunications impaired person whose telephone is not equipped with specialized telecommunications equipment and through which a noncommunications impaired person may, by using voice communication, send and receive messages to and from a communications impaired person;

(vii) "Program" means the program established by W.S. 16-9-205;

(viii) "Radio communications service provider" means a telecommunications company that provides radio communication service, radio paging or cellular service to members of the general public who are its customers;

(ix) "Specialized telecommunications equipment" means a device that, when connected to a telephone, enables or assists a person who is communications impaired to communicate with another person utilizing the telephone network. The term most commonly refers, but is not limited to, telecommunications devices for the deaf (TDDs);

(x) "This act" means W.S. 16-9-201 through 16-9-210.

**16-9-202. Committee on telecommunications services for the communications impaired; composition; allocation.**

(a) There is created a committee on telecommunications services for the communications impaired.

(b) The committee shall consist of seven (7) members. The membership shall be appointed by the governor and shall consist of one (1) member from each appointment district as provided by W.S. 9-1-218.

(c) The committee is allocated to the division for administrative purposes.

**16-9-203. Term of office; vacancies; officers; bylaws; compensation; conflict of interest.**

(a) Each member of the committee shall serve a term of three (3) years, except that the governor shall appoint two (2) of the initial members to serve terms of one (1) year and two (2) of the initial members to serve terms of two (2) years.

(b) A vacancy on the committee shall be filled in the same manner as the original appointment.

(c) The committee shall choose a chairperson from among its members.

(d) The committee shall establish its own operating procedures.

(e) Members of the committee shall receive no compensation, but shall be reimbursed under W.S. 9-3-102 and 9-3-103 for travel and per diem expenses incurred in the performance of their duties.

(f) In order to avoid a potential conflict of interest, members of the committee representing a potential provider of the message relay system or specialized telecommunications equipment shall abstain from any vote or decision of the committee regarding the award of contracts for those services or equipment by the division.

**16-9-204. Power and duties of the committee.**

(a) The committee shall advise the division as to the administration of the program provided for in W.S. 16-9-205. In fulfilling this duty, the committee shall:

(i) Review and recommend policies and procedures governing administration of the program and ensure the program is in compliance with any applicable state and federal laws or regulations;

- (ii) Assist the state in obtaining certification from the federal communications commission that the program is in compliance with such rules and regulations;
- (iii) Review the division's budget request for administration of services under the program;
- (iv) Monitor the expenditures of funds for the program;
- (v) Monitor the quality of the program and the satisfaction of the users;
- (vi) Perform any other duties necessary to properly advise the division as to the administration of the program.

**16-9-205. Program established; purpose; responsibilities of the division of vocational rehabilitation.**

(a) The division in consultation with the committee, shall establish and administer a program to provide specialized telecommunications equipment and message relay services to persons who are communications impaired. The purpose of the program shall be to:

(i) Furnish specialized telecommunications equipment to meet the needs of persons who are communications impaired and who might be otherwise disadvantaged in their ability to obtain such equipment; and

(ii) Provide a message relay system to allow persons who are communications impaired to communicate via the telecommunications network with noncommunications impaired persons.

(b) In carrying out its responsibilities, the division shall:

(i) Develop rules, policies and procedures, as may be necessary, to govern administration of the program and ensure the program is in compliance with any applicable state and federal laws or regulations;

(ii) As part of its request for proposals, include provision for an equipment distribution program and utilize a preexisting state agency means test, if available, to determine eligibility for participation in the specialized telecommunications equipment program;

(iii) Implement the message relay system as described in subsection (a)(ii) of this section within one (1) year following the effective date of this act and, to the extent funds generated by the special fee specified in W.S. 16-9-209 are available, implement the specialized telecommunications equipment distribution program described in subsection (a)(i) of this section within two (2) years following the effective date of this act;

(iv) Perform any other duties necessary to properly oversee administration of the program.

**16-9-206. Message relay system; requirements.**

(a) The division, after consultation with the committee, shall contract with a qualified provider to design and implement a message relay system that fulfills the purpose described in W.S. 16-9-205. The division shall award the contract for this service to the provider based upon price, the interests of the communications impaired community in having access to a high-quality and technologically advanced telecommunications system, and all other factors listed in the committee's request for proposal including proposals for a specialized telecommunications equipment distribution program.

(b) Except in cases of willful misconduct, gross negligence or bad faith, neither the committee nor the provider of the message relay system, nor the employees of the provider of the message relay system, shall be liable for any claims, actions, damages or causes of action arising out of or resulting from the establishment, participation in, or operation of the message relay system.

(c) The division shall require, under the terms of the contract, that:

(i) The system be available statewide for operation seven (7) days a week, twenty-four (24) hours per day, including holidays, for both interstate and intrastate calls;

(ii) The system relay all messages promptly and accurately;

(iii) The system maintain the privacy of persons using the system;

(iv) The provider preserve the confidentiality of all telephone communications;  
and

(v) The system conform to any standards established by applicable state or federal laws or regulations.

**16-9-207. Gifts and grants.**

The committee may accept contributions, gifts and grants, in money or otherwise, to the program established in W.S. 16-9-205. Monetary contributions, gifts and grants must be deposited in the fund created by W.S. 16-9-208.

**16-9-208. Account for telecommunications services for the communications impaired.**

(a) There is created an account for telecommunications services for the communications impaired. The account shall consist of:

(i) All monetary contributions, gifts and grants received by the committee as provided in W.S. 16-9-207; and

(ii) All special fee charges billed and collected pursuant to W.S. 16-9-209.

(b) The money in the account is appropriated to the division to implement this act.

**16-9-209. Special fee.**

(a) The committee shall annually determine the amount of a special fee, not to exceed twenty-five cents (\$.25) per access line per month, based upon available cost data and other information, that will cover the costs of providing intrastate message relay service as provided in Section 401 of the Americans With Disabilities Act of 1990, including the cost of implementing and administering this act. Funding for the interstate portion of the Wyoming relay system shall be provided in a manner consistent with rules and orders adopted by the federal communications commission in implementing the Americans With Disabilities Act.

(b) The committee shall notify the public service commission, in writing, of the amount of the monthly access line special fee determined by the committee. The public service commission shall provide for the inclusion and identification of the special fee on each monthly billing for service from each local exchange company and radio communications service provider.

(c) Each customer of a local exchange company or radio communications service provider shall be liable for payment to the local exchange company or radio communications service provider of any special fee imposed pursuant to this act. In the case of a customer of a radio communications service provider, any fee imposed by this act shall be imposed only if the customer's place of primary use is in this state as provided by the Mobile Telecommunications Sourcing Act, 4 U.S.C. §§ 116 through 126. The provisions of the Mobile Telecommunications Sourcing Act shall apply to this subsection. The local exchange company or radio communications service provider shall not be liable for any uncollected charge, nor shall the company have an obligation to take any legal action to enforce the collection of any charge that is unpaid by its customers.

(d) No customer of a local exchange company shall be required to pay the special fee on more than one hundred (100) access lines per account and no customer of a radio communications service provider shall be required to pay the special fee on more than one hundred (100) radio communication service numbers per account in Wyoming.

(e) Except as provided in subsection (g) of this section, all special fees billed and collected by a local exchange company or radio communications service provider shall be transmitted to the public service commission not later than the last day of the month following the end of the month in which the special fee is collected. All special fees received by the public service commission shall be deposited in the account established by W.S. 16-9-208 with receipt and acknowledgement submitted to the state treasurer.

(f) All special fees billed and collected by a local exchange company or radio communications service provider shall not be considered revenues of the local exchange

company or radio communications service provider and are not subject to tax under W.S. 39-15-101 through 39-16-311.

(g) Each local exchange company or radio communications service provider may deduct and retain one percent (1%) of the total charges billed and collected each month to cover administrative expenses in complying with the requirements of subsections (b) through (e) of this section.

**16-9-210. Records; audit.**

(a) Each local exchange company or radio communications service provider shall maintain a record of the special fees billed and collected pursuant to W.S. 16-9-209 for a period of three (3) years from the date of billing or collection, respectively.

(b) The committee may require an audit, at division expense, of the records of each local exchange company or radio communications service provider to assure proper accounting of all special fees billed and collected pursuant to W.S. 16-9-209.



# Appendix C:

## TRS CONTRACT RESPONSIBILITIES & REQUIREMENTS



# STATEMENT OF WORK

## ATTACHMENT A

*Telecommunications Relay Service  
Captioned Telephone Service and  
Relay Conference Captioning*

Provided by:  
Sprint Communications Company, L.P.  
12502 Sunrise Valley Drive, Reston, VA 20196  
703-433-8581

***February 1, 2018***

### General Description

This document is intended as a Statement of Work (SOW) to identify and describe important milestones and deliverables and to describe the Contractor's and Agency's responsibilities for Wyoming's telecommunications relay service, captioned telephone service and relay conference captioning. The goal of the project is to implement and provide a full-service, confidential, statewide, 24-hours-per-day, 7-days-per-week, state-of-the-art, functionally-equivalent telecommunications relay service (TRS) and captioned telephone service (CTS) which meets the Division of Vocational Rehabilitation's needs and expectations as described in RFP No. 0102-C, as well as any current or future standards established by the Americans with Disabilities Act (ADA) and the Federal Communications Commission (FCC).

### Timeline and Deliverables

The term of the Contract is from February 1, 2018, through January 31, 2020. The Contract duration shall be for two (2) years. The Contract may be extended under the same terms and conditions with the exception of any new purchased features, by agreement of both parties in writing and subject to the required approval(s) for up to two (2) successive terms of two (2) years each. There is no right or expectation of renewal.

#### **UPON CONTRACT AWARD**

1. A specific timeline for the Implementation Plan.
2. A Communication Plan (provided in Contractor's Proposal, Attachment D).

#### **AFTER CONTRACT AWARD BUT PRIOR TO IMPLEMENTATION DATE**

3. Certificate(s) of Insurance.

#### **IMPLEMENTATION DATE**

4. Full Wyoming TRS and CTS, operations commence on February 1, 2018, or upon contract execution. The Contractor shall commence Relay Conference Captioning (RCC) operations within sixty (60) days from contract execution.

#### **WITHIN THIRTY (30) DAYS OF CONTRACT EXECUTION**

5. Complete Communications Assistant Policies and Procedures Manual(s) for TRS communications assistants and an outline of CTS communications assistant policies and procedures.
6. Complete TRS Communications Assistant Training Manual(s)/Materials.
7. TRS Communications Assistant Proficiency Examination(s).
8. A complete, detailed list of all macros (pre-programmed commonly used phrases) used or planned to be used.
9. A list of all TRS communications assistants by identifying number with their most recently tested typing speed.

## **APPENDIX C: TRS CONTRACT RESPONSIBILITIES & REQUIREMENTS**

10. A list of the range of communications assistant numbers that will be used for each relay center that Wyoming TRS traffic is routed to.

### **WITHIN SIXTY (60) DAYS OF CONTRACT EXECUTION**

11. Determination of all the types of data available for reporting purposes to set up any additional regular monthly reports.

### **WITHIN SIX (6) MONTHS OF CONTRACT EXECUTION**

12. Report listing all Wyoming PSAP phone numbers and verification of testing to ensure the accuracy of the Wyoming PSAP listing.

### **MONTHLY**

13. A monthly invoice for Wyoming's TRS, CTS, and RCC services for each calendar month, no later than twenty-one (21) days after the close of each month.
14. A monthly report which captures all of Wyoming's TRS and CTS activity of one calendar month.
15. Monthly average transcription and error rate for all CTS communications assistants included in the monthly report.
16. A report including but not limited to the monthly total minutes and, total number of calls for Relay Conference Captioning calls.

### **QUARTERLY**

17. An outreach invoice itemizing all pre-approved outreach and advertising charges and displaying the services provided and date(s) of completion or delivery; annual outreach balance at the beginning of the billing cycle; cumulative amounts spent; and the remaining outreach balance at the end of the billing cycle.

### **EVERY SIX (6) MONTHS**

18. Report listing all Wyoming PSAP phone numbers and verification of testing to ensure the accuracy of the Wyoming PSAP listing.

### **ANNUALLY**

19. Twenty (20) hard copies of a professional, comprehensive annual report which includes, but is not limited to the following: statistical summary of usage; Wyoming Relay Service trends; customer complaints and commendations; traffic analysis; problem resolution and quality assurance initiatives; service performance; outreach activities (including marketing, advertising and education); traffic projections; future trends; industry initiatives; and new features, products, and enhancements. The annual report shall be due within forty-five (45) calendar days of the end of each contract year. The Account Manager shall present the annual report to the Wyoming Telecommunications Relay Service Advisory Committee.

## **APPENDIX C: TRS CONTRACT RESPONSIBILITIES & REQUIREMENTS**

20. A list of all TRS communications assistants by identifying number with their most recently tested typing speed.
21. Explanations of all TRS and CTS, and RCC call types/services and an up-to-date list of all current Wyoming Relay Service access numbers, CTS numbers and URL for RCC provided in a professional grade format to be distributed to all local exchange carriers servicing Wyoming as well as publishing telephone directories, including providers of directory assistance services.
22. Annual marketing and advertising plan, goals, and budget developed in cooperation with the Agency.
23. Written explanation regarding relay services, including an up-to-date list of all current Wyoming Relay access phone numbers to be disseminated to the incumbent and competitive local exchange carriers (ILECs/CLECs) or any different public utilities providing service in Wyoming for information billing inserts. However, Sprint shall not be responsible for any actions or inactions of any LECs or any different public utilities which are the subject of this requirement. While RCC is not FCC mandated service, Contractor can provide a written explanation regarding RCC service.
24. An annual narrative report and log summarizing and tabulating the monthly information regarding complaints for all types of TRS and CTS, calls, including the total number of all complaints received for each twelve (12) month period ending May 31. The log must be received by the Agency in electronic Microsoft Word-compatible format no later than June 14<sup>th</sup> of each year. The Contractor's Account Manager will make a commercially reasonable effort to notify the Agency via email of any RCC complaints that are applicable to the State.

### **EVERY FIVE (5) YEARS**

25. Information, materials and assistance to complete FCC recertification and to substantiate compliance, due to Agency on or before July 30, 2022.

### **AS CHANGES OR UPDATES OCCUR**

26. Communications Assistant Policies and Procedures Manual for TRS communications assistants and outline of policies and procedures for CTS.
27. TRS Communications Assistant Training Manual(s).
28. Modifications to the list of macros shall be given to the Agency at least one week prior to implementation.
29. Résumé of Account Manager(s) and a description of his/her full duties, a list of any other states assigned to the Account Manager(s), the address of the primary office of the Account Manager(s) and all of his/her contact information.
30. PSAP verification report.

## APPENDIX C: TRS CONTRACT RESPONSIBILITIES & REQUIREMENTS

31. A list of the range of TRS communications assistant numbers that will be used for each relay center that Wyoming TRS traffic is routed to. Any changes additions or deletions to this list shall be submitted to the Agency within thirty (30) days.

### Change Control Management and Dispute Resolution

The Contractor shall maintain a change control process and seek approval through the Agency for all changes to the Statement of Work herein described. Included in this documentation seeking approval shall be the reason for the change, a comprehensive description of the work to be performed, an estimate of the time and cost to complete task(s), completion date for the change, and ramifications to the relay operations.

If unforeseen circumstances arise where a dispute resolution might be needed, Contractor shall submit (in writing) a description of the problem and proposed resolution to the Agency's Contract Administrator and primary point of contact (Lori Cielinski) for her consideration.

In the event it is determined that a change to the Statement of Work is required, a Contract amendment shall be made to the Contract.

### Responsibilities of Agency

Contractor will rely on the Agency to provide the necessary guidance, contact information, review of milestones as they are completed, and general responsiveness to project needs and questions as they arise. Contractor appreciates any input and/or critiques, and will work closely with the Project Representative to ensure all goals and requirements of this project are met.

Notify the Contractor of a change to the Project Representative within three (3) business days of the change becoming effective.

Upon the Agency's receipt and approval of an invoice from the Contractor, the Agency shall pay the invoice within the normal accounts payable processing time, not to exceed forty-five (45) days.

### Responsibilities of Contractor

#### Scope of Project

The Contractor shall provide TRS, CTS, and RCC (collectively known as Wyoming Relay Service) in a uniform and coordinated manner on a statewide basis. The Contractor shall ensure that people who are Deaf, Hard of Hearing, Deaf-Blind, Late-deafened or Speech Impaired have full access to the telecommunications network using the assistance of the relay services.

The Contractor shall provide users access to the telephone network which is functionally equivalent to that provided to those who are not impaired in their ability to use the telephone including, but not limited to, the following features: (a) comparable cost to consumers; (b) call blockages no different than those experienced by non-TRS callers; (c) real-time communications in transmission and reception of text and speech; and (d) using advanced and efficient technology as it becomes available and technically feasible.

The Contractor shall integrate Data Centers into the Contractor's network. The Contractor shall ensure TRS and CTS platform systems are secure by locating these systems at hardened telecom bunkers.

## APPENDIX C: TRS CONTRACT RESPONSIBILITIES & REQUIREMENTS

The Contractor shall ensure TRS and CTS are flexible and sustainable by using “off-the-shelf” components with customized software.

To ensure a consistent level of service, the Contractor shall equip its network with a sufficient number of communications assistants and circuit trunks to handle Wyoming’s relay traffic. The Contractor’s platform shall be capable of expanding services in response to increased demand while continuing to meet or exceed all traffic and operational standards listed in these requirements. The Contractor shall forecast relay call volumes a minimum of every fifteen (15) minutes. In developing the fifteen- (15) minute forecast, the Contractor shall consider historical information, current trends, and special events (weather, scheduled events).

Wyoming Relay Service and CTS shall be available at all times (24 hours per day, 7 days per week, 365 days per year, including holidays) with no limit on the number or length of calls. Wyoming citizens shall be able to place relay calls to and receive relay calls from all other persons in Wyoming, the nation, and the world.

In addition to three-digit 7-1-1 dialing, the existing Agency-owned, nationwide, toll-free numbers shall be used. All current Agency-owned toll-free numbers and any additional toll-free numbers provided under this solicitation shall remain the property of the Agency. The current Agency-owned toll-free numbers for access to Wyoming Relay are:

877-711-9982	Translation Code for 7-1-1
866-674-6832	Translation Code for VoIP 7-1-1
800-877-9965	TTY/ASCII/HCO
800-877-9975	Voice
877-877-1474	VCO
877-787-0503	STS/V-A STS
800-829-2783	Spanish-to-Spanish TRS
855-803-3464	Spanish-to-English TRS
888-694-4450	Wyoming Relay Customer Service (English)

Wyoming Relay Service shall comply with all state and federal requirements for intrastate and interstate telecommunications relay service. At a minimum, it shall comply with the requirements of the American with Disabilities Act (ADA) and rules and regulations published by the Federal Communications Commission (FCC) regarding Telecommunications Relay Service found at 47 C.F.R. § 64.601 et seq. If there is any discrepancy between any of these requirements, the more stringent requirements shall apply. The Contractor shall provide support to ensure Wyoming Relay maintains compliance with federal regulations and reporting requirements. The Contractor shall provide necessary information, data, and materials to the Division of Vocational Rehabilitation to be used in applying for FCC certification renewal. In addition, the Contractor shall assist the State in filing customer complaint reports as required annually by the FCC. The Agency shall negotiate in good faith with the Contractor in the event of FCC mandated changes in the provision of relay services which require an increase in price. In the event the parties fail to reach agreement on such a price increase, Contractor shall have the right to terminate the Contract upon ninety (90) days prior written notice. FCC Standards relating to TRS and CTS may be found at: <https://www.ecfr.gov/cgi-bin/text-idx?c=ecfr&sid=4648f2a47a845158142bf13532a0184b&rqn=div5&view=text&node=47:3.0.1.1.11&idno=47#47:3.0.1.1.11.6>

CTS shall also meet or exceed all current and future FCC requirements including, but not limited to, all provisions of FCC CC Docket No. 98-67 DECLARATORY RULING released August 1, 2003; FCC CG Docket No. 03-123 ORDER released August 14, 2006; FCC CG Docket No. 03-123 REPORT AND ORDER, ORDER, DECLARATORY RULING, AND FURTHER NOTICE OF PROPOSED RULEMAKING released August 22, 2014, with the exception of the following current FCC waivers and/or exemptions: Speech-to-Speech (STS); all forms of Hearing Carry Over (HCO), including 2-line HCO, HCO to TTY, and HCO to HCO; minimum requirements for communications assistants; text to

## APPENDIX C: TRS CONTRACT RESPONSIBILITIES & REQUIREMENTS

voice; ASCII and Baudot format; interpretation of typewritten American Sign Language (ASL); oral-to-type test; not refusing single or sequential calls; gender preferences; interrupt functionality; call release; and 7-1-1 dialing access for outbound calls.

The Contractor shall provide all necessary facilities, equipment, software, circuits, personnel, training, setup, testing, reporting, and other program elements as needed for the implementation and operation of Wyoming Relay Service.

### **Communication and Outreach Requirements**

The Contractor shall provide an Account Manager, also known as a Customer Relationship Manager (CRM), who is a single point of contact. Information requested by the Agency shall be provided by the Account Manager in an expeditious and efficient manner to avoid the need for escalation of problems. All information provided to the Agency shall have the name and position of the person(s) providing the information to the Account Manager. The Account Manager shall take ownership of all issues or requests. Once an issue or request is identified and assigned, the Account Manager owns the issue or request until full resolution. The Agency and/or customers do not need to make multiple calls to various Contractor organizations for status and/or resolution. The Contractor shall ensure that Contractor's staff record, track, and communicate the status and results of any inquiry. The Account Manager shall communicate with the Agency and/or relay user using the method preferred by the Agency or the relay user. The Contractor shall ensure the Account Manager possesses effective written and in-person communication skills.

The Contractor shall have well-defined escalation paths that aid in quick resolution of issues and requests. The Account Manager shall have a thorough understanding of these escalation processes and how to initiate them without requiring an Agency or relay user request.

The Account Manager's responsibilities shall include but not be limited to: FCC reporting; liaison between Contractor and the Agency; maintenance of the complaint log; complaint reporting to the Agency; monthly reports; the annual report; MapInfo; delivery of reports and invoices; Contract compliance; serve as the Contractor's representative on issues pertaining to Wyoming Relay outreach and education; include the Agency in any evaluations of the relay system; be available to receive input from Wyoming Relay users; development of methodology to solicit consumer input in a timely manner; compile all feedback gathered from Consumer Survey cards and those collected in community forums and activities; and—with input from the Agency—design and implement the outreach plans.

If the Account Manager position is re-assigned to another individual during the term of the Contract, a detailed résumé of the replacement Account Manager shall be provided to the Agency within thirty (30) days of the re-assignment. At a minimum, the résumé must document the following qualifications: good communication skills, including written English; have the ability to effectively communicate with Deaf users communicating in American Sign Language; and possess an understanding of the issues relevant to Deaf, hard-of-hearing, and speech-impaired users. The Agency may request a change in staff assigned to Wyoming Relay, including but not limited to the Account Manager, for reasonable cause. The Contractor shall not unreasonably deny such reassignment.

The Account Manager shall have the responsibility of working with the Agency on all Contract compliance issues. The Account Manager shall have an in-depth knowledge of the state relay Contract requirements.

The Contractor shall ensure that the Account Manager and/or any other staff have sufficient equipment and all other resources, including financial, which are necessary to provide outreach services. This shall include, but is not limited to: audio-visual equipment; interpreters or other accommodations; travel budget; and printing and postage/shipping budget.

The Account Manager shall work closely with the Agency's Contract Administrator to ensure accurate flow of information between the Agency, relay users, and the general public. The Contractor shall



## APPENDIX C: TRS CONTRACT RESPONSIBILITIES & REQUIREMENTS

provide customized outreach activities to ensure that information, education, and technical assistance is available to all user communities and to the general public. The Account Manager (and/or other Contractor's qualified personnel), in consultation with the Agency, shall provide at a minimum ten (10) education/outreach activities per contract year to generate public awareness and to promote the use of all forms (call types) of Wyoming Relay. Presentations at the TRS Advisory Committee meetings are a separate requirement and do not count toward the ten (10) activities. Educational/outreach activities may include, but are not limited to, meetings, presentations, and/or booths at: consumer organizations; business organizations; health fairs; professional and trade organizations; and/or other public gatherings. Educational/outreach activities shall be conducted statewide and in a format easily understood by the participants, with updates as changes to TRS, CTS, and RCC occur. All expenses for these ten (10) educational/outreach activities shall be included in the Contractor's price per minute.

The Account Manager shall present service and outreach information at all Telecommunications Relay Service Advisory Committee meetings. These meetings are held approximately two (2) to three (3) times per year. All expenses for the Account Manager and any additional Contractor's staff to attend these meetings shall be included in the Contractor's price per minute.

The Contractor shall solicit on-going feedback about public awareness campaigns (including targeted outreach efforts), personnel training and Customer Service satisfaction from Telecommunications Relay Service Advisory Committee members and meeting attendees on its service and products. The Contractor shall honor member requests for additional information or presentations on specific segments of the services provided to Wyoming Relay, including new product enhancements.

The Account Manager shall meet with the Agency via conference call every other week (biweekly) outlining service issues, outreach progress updates, accomplishments, and compliance with milestones and delivery dates.

At least annually, the Contractor shall take the lead in providing TRS access numbers and explanations to local exchange carriers (LECs) in Wyoming in order to facilitate the LEC's compliance with the FCC requirements related to listing TRS access numbers and explanations in telephone directories and billing inserts.

The Contractor shall provide an outreach and advertising budget of eighty-five thousand dollars (\$85,000.00) annually to be spent on professional advertising, public relations, and marketing of Wyoming Relay. The funds expended shall be above and beyond all other efforts outlined in the RFP and Statement of Work which are recovered as part of the price per minute. The outreach and advertising expense is a separate, recoverable cost on a dollar-for-dollar basis.

The Contractor's Account Manager shall create a marketing plan and corresponding outreach budget, which shall include a targeted marketing plan, budget breakdown and timelines. The Account Manager shall follow these steps:

1. Consult with Agency to determine the Agency's marketing and outreach objectives;
2. Create a detailed draft marketing and outreach plan, including timelines and desired outcomes/materials;
3. Submit a detailed draft budget summary plan/proposal to Agency for consideration and recommendations;
4. Modify and submit a second draft budget summary plan/proposal to Agency for final approval; and
5. Execute the marketing and outreach plan for TRS and CTS.

Marketing and advertising shall be effective, appropriate, consistent with the program goals, and customized to reflect the culture, values, and unique needs of Wyoming's citizens. The goal of advertising, public relations, and marketing shall be to increase public awareness of current and enhanced services as they become available, and to promote the use of all forms of Wyoming Relay.

## APPENDIX C: TRS CONTRACT RESPONSIBILITIES & REQUIREMENTS

The Contractor's efforts to educate the public about Wyoming Relay shall extend to all segments of the public, including individuals who are Deaf, deaf-blind, hard of hearing, speech disabled, youth and senior citizens, underserved populations (to include but not be limited to: members of the Arapaho, Shoshone or other Native American tribes; veterans; Spanish language users), as well as members of the general population. The Contractor shall provide ongoing education and outreach programs that publicize the availability of 7-1-1 access to TRS in a manner reasonably designed to reach the largest number of consumers possible.

All outreach and marketing materials, both visual and verbal, shall refer to Wyoming Relay, not to the Contractor's company name. The Wyoming Relay logo shall remain the property of the State of Wyoming. The Contractor's name and/or logo may appear as the provider of Wyoming Relay in a smaller font, subject to the prior approval of the Agency.

The Contractor shall be responsible for the development and maintenance of a customized Wyoming Relay website which shall be accessed by the State-owned domain address of [www.wyomingrelay.com](http://www.wyomingrelay.com). The website and content shall meet all ADA accessibility standards and shall be user friendly (i.e. easy and intuitive navigation). The Contractor shall provide accurate, up-to-date and visually appealing website content that explains all Wyoming Relay call types and services. The State shall retain ownership of the Department and Agency logos, brand, and bucking horse trademark. The Contractor shall ensure the website uses the Agency's and Department's brand and logos. The State shall retain editorial control, and must pre-approve in writing the initial website layout and content and any subsequent changes. The content shall also include clear instructions on how to file relay service complaints, website complaints, and/or obtain additional information or assistance.

The Contractor shall ensure that all materials are understandable by a majority of the communities of persons with disabilities and updated as changes to TRS, CTS, and RCC occur. Accessible formats include, but are not limited to: large print; Braille; videos in American Sign Language, captioned, and/or video described; emails to consumers who have opted to receive notices in this manner; and printed materials.

The Contractor shall itemize all outreach and advertising charges separately from TRS and CTS usage charges. Outreach charges may appear on the same invoice (separate line item) as the TRS/CTS/RCC charges or on a separate invoice. Outreach charges shall be invoiced no less than quarterly and no more frequently than monthly. The charges shall be for pre-approved services rendered or products, and show the date of completion or delivery.

The Contractor shall notify the Agency of any changes to the Communication Plan.

### Work Environments and Location of Relay Centers

Contractor shall provide verbal and non-proprietary updates on the TRS system upgrade to a Session Initiation Protocol (SIP)-based solution with a targeted implementation date of first quarter 2018. The Contractor shall also report on the progress in implementing Real-Time Text (RTT) impacting the TRS platform.

Contractor's relay centers shall be located within the United States. The Contractor shall provide a proven, reliable network solution which routes calls to the first available communications assistant in one of the call centers. The following chart shows the current location of relay centers and the services provided in each of the centers:

Center	Services Provided
Appleton, WI	CapTel
Arlington, TX	CapTel

## APPENDIX C: TRS CONTRACT RESPONSIBILITIES & REQUIREMENTS

Austin, TX	TRS, Spanish TRS, VCO, and CapTel
Dayton, OH	TRS, STS, VCO, and CapTel
Honolulu, HI	TRS and VCO
Lubbock, TX	TRS, Spanish TRS, and CapTel
Madison, WI	CapTel, CTI data center
Milwaukee, WI	CapTel, CTI data center
Moorhead, MN	TRS, STS, VCO, Customer Service, Spanish TRS
Orlando, FL	CapTel
Overland Park, KS	Customer Service
Tampa, FL	CapTel
Syracuse, NY	TRS, Spanish TRS, VCO, and CapTel

The Contractor's network of relay call centers is comprised of call processing centers owned by the Contractor and call centers operated by long-term, subcontractors including Communication Services for the Deaf (CSD) and CapTel, Inc. (CTI). The Contractor shall provide specialty communications assistants who demonstrate a high proficiency in handling VCO calls which shall be accessible to Wyoming Relay users who dial the dedicated VCO number (877-877-1474). The Contractor shall provide specially trained Speech-to-Speech communications assistants who are proficient at recognizing and translating a wide array of speech patterns. The Contractor shall provide Spanish-language relay services which are processed via a group of proficient, bilingual communications assistants who provide full relay services (not just translation) at bilingual workstations modified to provide macros and/or other functions to the caller in their preferred language. The Contractor shall notify the Agency and obtain approval prior to changing any call center locations or routing procedures for Wyoming's TRS and/or CTS calls. The Contractor shall maintain the TRS platform technology, training and workforce management for all TRS call centers.

The Contractor shall make TRS centers processing Wyoming's relay calls available for inspection and monitoring at reasonable times in the ordinary course of business, subject to the following: (a) the Agency shall identify the facilities that may be subject to inspection under the Contract; (b) such inspections shall be reasonably limited in geographic scope and shall only pertain to facilities which are directly related to Contractor's performance of this Contract; (c) the Agency shall provide reasonable prior written notice of any inspections; and (d) Contractor and its subcontractors reserve the right to pre-approve and require any designees or representatives who are not employees of the Agency to enter into a confidentiality agreement as a condition of access to and inspection of such facilities.

The Contractor shall make CTS facilities available for inspection and monitoring by authorized representatives of the Agency, subject to the following: (a) adequate advance notice (which shall not be less than ten (10) working days); (b) solely at the Agency's expense; (c) in accordance with CTS subcontractor's policies; (d) accompanied by CTS subcontractor's management personnel; (e) limited to those services being supplied to Wyoming users; and (f) all inspections and evaluations shall be at reasonable times and conducted in a manner that will not unreasonably delay or interfere with CTS subcontractor's operations.

## **APPENDIX C: TRS CONTRACT RESPONSIBILITIES & REQUIREMENTS**

Communications assistant performance of their relay function shall be physically located and performed within Contractor's established and secured TRS and/or CTS call centers. The Agency may grant an exception to this requirement if a pandemic or other extreme emergency situation were to occur. The Contractor's communications assistants' workstations that are set in cubicles shall be bordered by high sound-absorption acoustic tiles. Cubicles shall be arranged to minimize the number of side-by-side cubicles and relay monitors shall be positioned to ensure confidentiality is not compromised. Communications assistants shall wear noise-reducing headsets. Contractor's Accessibility Centers shall have security key access. Visitors shall not be allowed in work areas.

The Contractor's TRS and CTS call centers shall be designed, constructed and operated in a manner that ensures privacy and confidentiality of conversations are maintained at all times. Communications assistant workspace equipment and structural accommodations shall prevent relay users on one call from overhearing a communications assistant processing another call. Such incidents will be considered a breach of confidentiality on the part of the Contractor.

Contractor shall ensure that the work area for STS and CTS communications assistants is quiet and free from distractions so that STS and CTS communications assistants have the ability to hear and concentrate on STS and CTS users' speech.

The Contractor shall provide an ergonomically sound workplace. The Contractor certifies that the workplace equipment and design meets current state and federal OSHA standards and shall be modified consistent with any future state and federal OSHA standards at the expense of the Contractor.

### **Equipment**

The Contractor shall furnish all necessary telecommunications equipment and software required to comply with the provisions of the RFP, Statement of Work, and Contract which may include but is not limited to: redundant systems for power, call processing servers, data network servers, and LAN gear.

End-user equipment or software shall not be included in this Contract.

The Contractor's TRS and CTS call centers shall be equipped with redundant systems for power, processors, memory, switch networks within their switches including ACD/telecom switching equipment, data network servers, and LAN gear. Contractor shall have the ability to upgrade the system and perform preventative maintenance without taking the system off line. The Contractor shall ensure that no calls are dropped due to processor failure. The Contractor shall use an on-line system(s) for monitoring and real-time programming capabilities and maintain an inventory of spare critical components at each TRS/CTS center to ensure the system will not need to be taken off line and to ensure that required service levels are met.

Contractor shall ensure all TRS and CTS call centers have uninterruptible power systems (UPS) and backup power generators to provide auxiliary power for key components to include but not be limited to: Air conditioning, if required to maintain service, fire suppression systems; emergency lights and system alarms; communications assistant consoles/terminals; communications assistant work site emergency lights; and Call Detail Recording (CDR). The Contractor shall ensure UPS system capacity is sufficient to operate call centers during busy season and busy hour load. Backup power generators shall be supplied with sufficient fuel to maintain operations for at least twenty-four (24) hours.

When using time-division-multiplexed digital transmission service the Contractor's transmission circuits shall meet or exceed industry and FCC interexchange performance standards for circuit loss and noise, including the ANSI T1.506-1997, Network Performance-Transmission Specifications for Switched Exchange Access Network standards.

Contractor's modems shall be auto-answer and auto-switchable at all speeds.

The Contractor's telecommunications equipment must be capable of sending and receiving Dual Tone/Multi-Frequency (DTMF) signals.

## APPENDIX C: TRS CONTRACT RESPONSIBILITIES & REQUIREMENTS

The Contractor shall ensure that TRS users have the ability to connect to the Contractor's relay centers using all generally available equipment, including, but not limited to, the following: TTYs using Baudot protocols (domestic and international); TTYs featuring Turbo Code high-speed capability; TTYs featuring Enhanced Turbo Code; Voice Carry Over (VCO) phones/devices; computers using ASCII protocols; computers with webcams and videoconferencing software which will provide a one-way video feed (V-A STS users); and standard telephone line (Voice, Speech-to-Speech, and V-A STS users).

In the event of a complete system shutdown at one of the TRS/CTS relay centers, the Contractor shall provide intelligent call routing which instantly recognizes a problem anywhere in the relay system and routes the calls to other operating centers within seconds and does not require manual intervention.

### System of Wyoming IT Standards

When applicable, Contractor's services, work products and final deliverables shall be provided in compliance with State Statutes, CIO Promulgated Rules, State IT policies and standards and the Department of Workforce Services, Division of Vocational Rehabilitation standards for required system hardware, software and development components, when completed and accepted by the Agency. These standards can be found as follows:

1. State of Wyoming Electronic Transactions: <http://ets.wyo.gov/governance/archive/electronic-transactions>
2. State of Wyoming IT Policies and Standards: <http://ets.wyo.gov/resources/policies-and-standards>
3. Statutory Mandates:
  - a) Americans with Disabilities Act of 1990 as amended in 2008:  
<https://www.ada.gov/pubs/adastatute08.htm>
  - b) Federal Communications Commission Rules:  
<https://www.ecfr.gov/cgi-bin/text-idx?c=ecfr&sid=4648f2a47a845158142bf13532a0184b&rqn=div5&view=text&no=47:3.0.1.1.11&idno=47#47:3.0.1.1.11.6>
  - c) State Statutes governing Wyoming Relay (Wyo. Stat. § 16-9-201 through 16-9-210):  
<http://legisweb.state.wy.us/LSOWEB/StatutesDownload.aspx>

### Call Types Required

The Contractor shall ensure that Wyoming's relay service users can initiate or receive calls using their preferred call type mode. The Contractor shall be capable of handling any type of call normally provided by telecommunications carriers unless the FCC determines that it is not technologically feasible to do so. Relay service providers have the burden of proving the infeasibility of handling any type of call. The Contractor shall answer all dedicated Wyoming Relay toll-free access numbers for specific types are to be answered first in that call type while having the ability to switch to any other call type when needed by the inbound caller. All call types will be reimbursed on a standard conversation minute basis. The Contractor shall ensure the capability to process the following call types: Text/TTY (ASCII, Baudot, Turbo Code, E-Turbo)-to-Voice; Voice-to-Text/TTY (ASCII, Baudot, Turbo Code, E-Turbo); Voice Carry Over (VCO); 2-Line VCO; Reverse 2-Line VCO; VCO-to-TTY; TTY-to-VCO; VCO-to-VCO; Hearing Carry Over (HCO); 2-Line HCO; Reverse 2-Line HCO; HCO-to-TTY; TTY-to-HCO; HCO-to-HCO; VCO to HCO; HCO to VCO; Speech-to-Speech (STS) including a V-A STS connection (available in English and Spanish ) to and from other TRS types (Voice, TTY, VCO, HCO, STS); Spanish-to-Spanish for all TRS call types; Spanish-to-Spanish for all CTS call types; Spanish to English for all applicable TRS call types (excludes types requiring simultaneous translation, i.e. VCO and STS); CTS to Voice; CTS to and from other TRS types (TTY, VCO, HCO, STS); and 2-Line CTS.

## APPENDIX C: TRS CONTRACT RESPONSIBILITIES & REQUIREMENTS

The Contractor shall allow VCO users to access the service by registering a Customer Profile, requesting to use this service on a call-by-call basis, or by dialing the dedicated toll-free number. The communications assistant shall honor the VCO caller's preference regarding announcing or explaining each call. The communications assistant shall always process calls according to the VCO user's preferences, FCC guidelines, and State requirements.

The Contractor shall allow VCO access through direct connect mode or acoustic mode. VCO users shall be able to choose to set up calls using their voice or set up calls via TTY transmission.

The Contractor shall provide VCO attribute-based routing via the designated toll-free number. Communications assistants who demonstrate a high proficiency in handling VCO calls shall receive specialized VCO training and shall be designated targets for VCO calls.

The Contractor shall provide VCO users with the option to choose to keep conversations more private by requesting that the communications assistant not hear the VCO caller speaking. The communications assistant will only listen to the standard phone user and type the conversation to the VCO user.

The Contractor shall allow the option for VCO users to choose to have their telephone numbers permanently branded for VCO call processing. When a telephone number is branded as VCO, each call into 7-1-1 or Customer Service receives a unique greeting which allows the user to voice his/her call set-up instructions to the communications assistant directly.

The Contractor shall offer voice progression technology for HCO users. Voice progression technology allows the user to hear the call set-up, ringing, and the called-party answering the telephone.

The Contractor shall allow HCO users the option to choose to keep their conversations more private by requesting that the communications assistant not hear the standard phone user speaking and only voice responses from the HCO user to the standard phone user.

The Contractor shall allow HCO users to have the option to have their telephone numbers permanently branded as HCO. When a telephone number is branded as HCO, each call into relay receives a unique greeting, allowing the HCO user to listen directly to the communications assistant rather than initiating contact through the TTY.

At the request of a STS customer, the STS communications assistant will establish a separate video connection with the STS user (V-A STS). The video connection assists the communications assistant in understanding the STS user's speech. The Contractor shall only charge for the STS portion of these calls and shall not charge a premium or additional cost for the video connection.

The Contractor shall provide Spanish Relay Services for Wyoming Relay. The Contractor's Spanish relay service communications assistants shall be proficient in both Spanish and English languages. The Contractor shall offer Spanish-to-Spanish and translation from English-to-Spanish and Spanish-to-English relay services for all TRS call types. Spanish-to-Spanish TRS and Spanish-to-English TRS shall be offered twenty-four (24) hours-per-day, seven (7) days-per-week. The Contractor shall provide macros and/or other functions to TRS and CTS callers in Spanish. The State incurs charges for both Spanish-to-English and English-to-Spanish intrastate and interstate calls.

Wyoming Relay users will be encouraged to dial the Spanish-to-Spanish or Spanish-to-English toll-free access number. Wyoming Relay Service callers needing Spanish-language service shall have the option of dialing 7-1-1. The Contractor shall provide callers to 7-1-1 needing Spanish-Language relay the option of transferring to a Spanish-Language communications assistant or being provided with the Wyoming Relay Spanish-to-Spanish and/or the Spanish-to-English toll-free access number.

The Contractor shall provide a separate national Customer Service number which shall be accessible for Wyoming Relay Service customers (1-800-676-4290) who speak Spanish. This number shall be answered by a live Customer Service representative twenty-four (24) hours-per-day for the purpose of

## **APPENDIX C: TRS CONTRACT RESPONSIBILITIES & REQUIREMENTS**

assisting with information on placing a relay call, tips for improving the efficiency of relay calls, information on new relay service functions, changes in the service, and to accept commendations and complaints. The Contractor shall not charge the Agency for any costs associated with Spanish TRS Customer Service. The Spanish TRS Customer Service national toll-free access number shall remain the property of the Contractor.

The Contractor shall offer Spanish-to-Spanish for CTS calls. At a minimum, Spanish CTS service shall be available between the hours of 6:00 a.m. to 10:00 p.m. MT, seven (7) days-per-week, three hundred sixty-five (365) days-per-year. The Contractor shall utilize specially designed workstations modified to provide voice recognition software and/or macros to the caller in Spanish. It should be noted that calls must be processed in only one language (Spanish or English). The Contractor shall provide access to VCO in either English or Spanish twenty-four (24) hours-per-day for CTS users who choose to dial 7-1-1.

The Contractor shall process CTS to CTS calls, CTS to Internet Protocol (IP) CTS calls, CTS to TTY calls, and CTS to VRS calls, all of which require the use of multiple communications assistants. The Contractor shall bill the State for CapTel calls with ANI-based reporting. The Contractor shall provide state specific reporting for Wyoming CTS including but not limited to: state-specific ASA; state-specific Service Level with and without abandons; and state-specific abandon call information.

The Contractor shall provide the following call features for CTS users: the ability to place calls to or retrieve messages from answering machines and voicemail systems; the ability to retrieve captions for answering machine messages from their same physical location; Call Waiting for 2-line CapTel users; default amplification settings; the ability for the CapTel communications assistant to pause or slow down the conversation in order to fully capture a recording or conversation to provide full access to all types of recordings; the ability for CapTel users to store up to 3 speed dial numbers in the CapTel phone and the ability to store additional numbers as contacts.

The Contractor shall ensure that all relay call types have the ability to communicate with each other via relay.

The Contractor shall provide the ability for voice users to access CTS through 7-1-1. When a hearing caller dials 7-1-1 and requests to dial a CTS user, the TRS communications assistant shall immediately transfer the caller to CTS. The hearing caller will not be required to hang up and dial a separate number.

### **Call Type Determination**

The Contractor shall have a call recognition method to accurately determine and record the call type of all inbound calls for proper call set-up and for accurate call type reporting.

### **No branding of Dedicated Inbound phone lines**

The Contractor shall answer dedicated toll-free numbers in the default answer type unless the relay user has specifically requested a permanent branding on his or her line.

### **Handling of 7-1-1 Calls**

The Contractor shall utilize 877-711-9982 in the provision of 7-1-1 dialing access for all TRS call types. The number (877-711-9982) shall remain the property of the State of Wyoming, and is therefore portable to the next provider.

The Contractor shall answer calls to 7-1-1 first in voice mode when the user has not registered a preference and the preferred connection mode is unknown. If no answer is received, the communications assistant shall initiate a text greeting which attempts connections using Enhanced Turbo Code, Turbo Code signals, Baudot signals and finally ASCII signals. If the caller has previously dialed Wyoming Relay Service, the Contractor shall answer the 7-1-1 call using the caller's last known communication mode to speed up the call set-up.

## **APPENDIX C: TRS CONTRACT RESPONSIBILITIES & REQUIREMENTS**

The Contractor may use a self-learning database that will automatically attempt to connect the user in the last known connection mode for 7-1-1 and Customer Service calls. The Contractor shall not limit the user to this connection type. An automatic answer sequence will attempt to connect the user in different modes if the last known communication method does not connect the user. The communications assistant shall have the ability to modify the connection type on a call-by-call basis.

The Contractor shall honor the request of users that their calls be answered by a specific call type (i.e. branded as TTY, VCO, HCO, ASCII, or Voice).

Speech-to-Speech users who identify themselves after calling into relay service through 7-1-1 shall be transferred to a STS communications assistant without requiring the STS user to take any additional steps. The Contractor shall offer a wireless short code to STS users.

Spanish language users who identify themselves after calling into relay service through 7-1-1 shall be transferred to a communications assistant fluent in Spanish without requiring the relay user to take any additional steps.

### **Access to Pay-Per-Call Services**

The Contractor shall provide access to pay-per-call services for both TRS and CTS users.

### **Wireless Calls**

Wyoming Relay Service shall be compatible with cellular services, personal communications services (PCS), paging services, beepers, and mobile radio services.

### **Real-Time Text (RTT)**

Sprint will implement RTT in accordance with the FCC requirements, once these requirements have been determined by the FCC. The Contractor shall proactively communicate the FCC's RTT requirements and update the Agency as the Contractor makes progress on the RTT transition. The Contractor shall work with the Agency to create educational messages and provide attendance at events that will reach the citizens of Wyoming who need to know about RTT. The Contractor shall also listen to users to update messages as appropriate to address users' concerns. The Contractor shall conduct extensive testing prior to deployment of RTT. The Contractor shall advise the Agency upon the completion of the initial RTT training for communications assistants and customer service representatives.

### **Regionally Directed Numbers**

The Contractor shall provide an automated, seamless solution to ensure access to regionally directed toll-free numbers for TRS and CTS users.

The Contractor shall ensure access to 2-1-1, 5-1-1 and 8-1-1 numbers for TRS and CTS users. The Contractor shall provide access to any additional N-1-1 numbers provided in the future upon the Agency providing the Contractor with the associated ten-digit routing number for each N-1-1 number.

### **Regionally Restricted**

The Contractor shall ensure that TRS and CTS users are able to access regionally restricted toll-free numbers.

### **Inbound International Relay Calls**

The Contractor shall provide access to TRS and CTS calls terminating in Wyoming that are from any international destinations outside of the United States. To place calls from points outside of the U.S. to Wyoming relay users can dial 605-224-1837 and international long distance charges will be assessed via the user's phone line. The Contractor shall ensure Wyoming Relay users can access the service using domestic and international TTY speeds of 45.45 and 50 baud. The Contractor's systems shall include accurate recording of call jurisdiction for interstate or international calls. The Contractor shall



## **APPENDIX C: TRS CONTRACT RESPONSIBILITIES & REQUIREMENTS**

seek reimbursement for the processing of these calls from the FCC's Interstate TRS Fund. The Contractor shall report these minutes for tracking purpose, but not bill the Agency for these minutes on the monthly invoice. The Contractor shall offer interstate and outbound international calling at no charge with no long distance fees or billing arrangements for all TRS and CTS users through Wyoming Relay service. The State incurs charges for both Spanish-to-English and English-to-Spanish intrastate and interstate calls.

### **Call Release**

The Contractor shall offer TTY Call Release (also known as TTY-to-TTY call set up). When a TTY user calls another TTY through a business switchboard, automated voice response unit or the call is answered by a TTY, the communications assistant shall follow the customer's instructions in setting up the call between the two users. Once the communications assistant has both TTY parties on line, the communications assistant shall release the call and the conversation is removed from the communications assistant's screen, ensuring confidentiality. When the call is signed off or 'released' by the communications assistant, the call ceases to be a relay call and the call shall no longer be subject to the per-minute reimbursement.

### **Customer Profile Database**

The Contractor shall provide a customer record sometimes known as a "Customer Preference Database" or "Customer Profile." Information in the customer's record shall be automatically synchronized in the Contractor's system so that the information is available to the communications assistant at the time of connection with the inbound caller, regardless of the Wyoming Relay Service access number dialed, thus ensuring that the customer's calls are processed faster and more efficiently and ensuring that the customer will not be required to contact the Contractor more than once to give the same information.

The Contractor shall provide users with the option to register, view, update and/or verify their Customer Profile Data using the following: twenty-four (24) hour-per-day, seven (7) days-per-week toll-free Customer Service; secure website to enter changes directly; and on the line with a communications assistant (available for TRS users only). The Contractor shall also accept Customer Profile forms that are emailed, faxed or mailed to the Contractor's Customer Service department.

The Contractor shall provide a customer, upon request, with all information entered in the customer's profile. This profile information shall be provided either verbally or in written form, per the customer's preference. In cases where the customer is requesting written profile information, the Contractor's customer service representative shall confirm the user's mailing address, fax number or email address where the user wants to receive the confirmation copy of their Customer Profile data. The user's mailing address, fax number, or email address need not be included in the user's profile. Most requests for a Customer's profile information shall be provided within twenty-four (24) business hours of the request.

At a minimum, the Contractor shall provide the following field options for TRS users to choose from to enter information in their Customer Profile: customer's telephone number (i.e. ANI); name; email; opt-in (email marketing); head of household (indication the user is the owner of the phone and can set line restrictions that apply to all users); frequently dialed numbers (up to 100 speed dial name & numbers can be registered); emergency numbers (up to 30 emergency speed dial contacts can be registered); communications assistant gender preference; answer-type preference; language (English or Spanish); announce relay; explain relay; background noise; tone of voice; type recordings; long hold times; slow down; abbreviations; typing corrections; and notes.

The Contractor shall provide information brochures and instructional sheets on the Customer Profile. The Contractor shall provide information on creating a TRS or CTS profile to be posted on the Wyoming Relay websites. The Contractor shall provide literature to include with all CapTel phones distributed in Wyoming encouraging CapTel users to register preferences.

## APPENDIX C: TRS CONTRACT RESPONSIBILITIES & REQUIREMENTS

When an STS user requests a name or number from the Contractor's Customer Profile speed dial, the communications assistant shall repeat the name and state the telephone number to the STS user to ensure communications assistant accuracy.

The Contractor shall allow STS users the ability to retain a message in the user's Customer Profile for up to twenty-four (24) hours.

The Contractor shall allow STS users the ability to enter information on the STS user's hours and days of availability at specific phone numbers into their Customer Profile so that friends and family of the STS user can dial 7-1-1 and then simply provide the STS user's name and pass code to the communications assistant, who will use the Customer Profile information to connect them to the STS user at the appropriate telephone number for the given day and time. The Contractor shall offer STS customers the option of emailing call instructions prior to making a call. STS call-instruction emails can be sent two (2) to twenty-four (24) hours before the call.

The Contractor shall allow V-A STS users the option of entering their V-A STS preferences in the notes field option of the Customer Profile Database.

The Contractor shall ensure that a person calling a communications assistant to request access to their Customer Profile is transferred to the Contractor's Customer Service. The Contractor shall utilize a unique username and password for each user to ensure confidentiality is maintained. A security question and answer that is only known to the user may be utilized for situations in which the username and password is lost or forgotten. The Contractor shall allow users to have access to their frequently dialed numbers and call handling preferences from any phone, computer with internet access or wireless device with the use of their username and password. The Contractor shall offer a "household" profile which is available to all callers from the registered telephone number, and individual "customer" profiles which are available by providing the username and password.

The Contractor shall preserve the security of each user's Customer Profile information by encrypting the user's unique data within the Customer Profile database. The Contractor shall also protect the Customer Profile information from outside access by the use of firewalls. All of the Contractor's employees shall receive training on the required confidentiality and security of the customer preference data and the training shall be reinforced throughout employment. The Contractor shall require that all Customer Profile database entries contain time and date stamps and note the identification number of the customer service representative who processed the request.

The Contractor shall allow TRS customers to request permanent answer type preference (e.g. HCO, TTY, Voice, VCO, 2-line VCO, ASCII, STS, Spanish Language user, etc.) according to their ANI, so that future calls through the relay center are automatically answered and set up according to their preferred answer type identification. Permanent answer type identification shall override the self-learning database feature.

At a minimum, the Contractor shall provide the following field options for CTS users to choose from to enter information into their Customer Profile: user's primary telephone number and area code; address; email address; serial number of CapTel phone; type of phone using the submitted phone number; user's first and last name; call blocking of outbound pay-per-use calls for 1-Line CapTel; call blocking of toll-free calls; and call blocking of up to five (5) specific blocked numbers per type for 1-Line CapTel.

The Contractor shall agree that the data and record format of the Customer Profile database is the property of the Agency and individual customers.

The Contractor shall have the ability to accept customer profile data from the previous provider and transfer customer profile data to an incoming provider as stated in the FCC Rules 47 C.F.R. §64.604(c)(7). Such data shall be provided to any incoming provider in a usable form at least sixty (60) days prior to the Contractor's last day of service in order to ensure minimum disruption to customer

## **APPENDIX C: TRS CONTRACT RESPONSIBILITIES & REQUIREMENTS**

calls.

The Contractor shall not use any data collected from a TRS/CTS user for any purpose other than to connect a user with the called party desired by that TRS/CTS user. The Contractor shall not use any information obtained from relay calls to support other business interests. Customer Profile data shall not be sold, distributed, shared, or revealed in any other way by the Contractor or its employees, unless compelled to do so by lawful order.

### **Pacing Feature**

The Contractor shall ensure the availability of a pacing feature that provides an alternate, slower transmission speed and which is available to all text users in both English and Spanish. The Contractor shall ensure that other enhancements, including but not limited to spell check, function in conjunction with the pacing feature. The pacing feature shall allow the communications assistant to type at a normal quick pace. The communications assistant's text is then transmitted to the user at a pace that is comfortable and customized for the relay user. The text shall be presented at a rate of speed that is slow and steady with no bursts of text streams. The communications assistant shall be able to offer a minimum rate of speed of ten (10) words per minute (wpm), with the ability to increase the transmission speed in increments of five (5) wpm. The Contractor's default setting for branding is fifteen (15) wpm. The Contractor's system shall make the transmission speed visible to the communications assistant and the communications assistant shall provide the transmission speed to the user upon request. If a customer has registered a preferred speed in the Customer Profile, the communications assistant shall ensure that transmissions occur at that speed. The communications assistants shall have the ability to increase or decrease the transmission speed at any time during a call to meet the needs of the user. The communications assistants shall have the ability to test different speeds at the request of the user to ensure the transmission speed most closely meets the needs of the user.

### **Three-Way Calling**

The Contractor shall provide three-way calling functionality to Wyoming Relay users who have purchased three-way calling or conference calling capability from his/her local exchange carrier. The Contractor shall provide the ability for 2-line CapTel users to host, join, or be added to any 3-way call and the ability for 1-line CapTel users to join any 3-way call in progress.

### **Local Exchange Carrier (LEC) Services**

The Contractor shall provide relay users access to Local Exchange Carrier (LEC) services. The Contractor shall not require the relay user to perform any additional steps or interaction to invoke optional services if he/she has already paid for the optional service offered by the local phone company on the phone line being used to dial into the relay center. The LEC-provided features the Contractor shall support shall include but not be limited to: Per Call Un-Blocking; Return to Default (all requests for Caller ID and Caller ID blocks handled by the communications assistant are available on a per-call basis); Anonymous Call Rejection; Call Forwarding (\*72); Call Rejection; Preferred Call Forwarding; Preferred Call Forwarding; and Call Trace (this feature is not automatically available via relay service. Sprint's Corporate Security works closely with law enforcement agencies and provides limited call detail information, upon subpoena).

Any LEC service(s) offered shall be technically equivalent and shall not be simulated to mimic the local phone company's optional service.

### **Telecommunications Service Priority Program (TSP)**

The Contractor shall ensure that all circuits supporting TRS and CTS services have qualified for priority restoration under the TSP program and are registered at a minimum of a priority level three (3).

## **APPENDIX C: TRS CONTRACT RESPONSIBILITIES & REQUIREMENTS**

### **Call Efficiency**

The Contractor shall frequently update the internally developed TRS communications assistant software to enhance customer experience, provide accurate relay, and ensure greater efficiency. The Contractor's communications assistant software shall provide the following tools and enhancements designed to support real-time conversations: automated answer; communications assistant-initiated macros (56 macros); function keys (90 separate function keys); system-initiated macros; on-line help panel; tone of voice pre-approved descriptions (almost 100); automatic error correction library; background descriptions (over 262); more speed dial options (100 entries plus 30 emergency contacts); expanded Help panel 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; a larger spell check library (just under 3,000 entries); and new Customer Profile options including options for receiving no typing corrections and abbreviations.

The Contractor's software shall be programmed to automatically transmit "XXX" when the communications assistant presses the backspace key. The Contractor's software shall also provide a single word edit feature and a feature to allow communications assistants to store hard-to-spell words temporarily in the system scratchpad.

### **Waste/Fraud**

The Contractor's platform shall include system blocks to prevent Call Release Functionality for voice users to prevent inappropriate use of relay service.

If either or both the calling or called party is completely unresponsive or unengaged for longer than five minutes during and inbound/outbound call the communications assistant shall inquire to one or both parties if they are still there. If there is no response to the inquiry by either or both the calling or called party the CA shall alert a supervisor. Prior to disconnecting a call, the supervisor shall take the first action and announce to both parties the intent to terminate the call. The supervisor shall document the information in the disconnect log. The supervisor may reverse the decision to disconnect if one of the parties indicates he/she is still actively participating on the call. Inbound/Outbound idle call protocol shall not apply to 9-1-1 calls, nor relay calls legitimately placed on hold where at least one of the parties to the call is still actively present and waiting for the other party to return to the phone.

The Contractor shall carefully monitor calling from inmate facilities. The Contractor may take action-including blocking of calls from inmate facilities-in order to reduce instances of inappropriate use, waste, and abuse of TRS. The Contractors shall research and notify the Inmate Calling Service provider point of contact to investigate and take action to ensure only verified relay users have access to relay service.

The Contractor shall proactively search for and reach out to corporations that may have mislabeled or placed the wrong availability of Wyoming Relay access telephone numbers for their consumers. The Contractor may implement a solution to address hearing callers who have misdialled Wyoming Relay instead of the business or service they intended to call. The Contractor's misdial solution includes but is not limited to the following steps: 1) communications assistant answers and greets all inbound voice callers with standard greeting; 2) the communications assistant identifies misdial clues from the caller's response; 3) the communication assistant will politely inform the caller they have reached the relay service for the deaf, one moment for more information; and 4) the communication assistant transfers the caller to a recorded informational message (English or Spanish) explaining State Relay Services.

### **Open Line/No Switching for STS**

The Contractor shall provide an open line without switching for STS calls, in order for the caller and the called-party to be able to speak and hear at all times during the call.

## **APPENDIX C: TRS CONTRACT RESPONSIBILITIES & REQUIREMENTS**

### **ASCII and Baudot**

The Contractor's telecommunications equipment and software utilized in the provision of TRS, including communications assistants' terminals, shall be capable of receiving and transmitting conversations between TTY and voice callers in real time using Baudot (at 45.5 Baud and 50 Baud), Turbo Code, Enhanced Turbo Code (E-Turbo), and ASCII at any speed commonly in use. The Contractor's communications assistants shall have the capability to disable Turbo Code if needed to eliminate noise-interference issues. The Contractor shall use intelligent modems to automatically detect faster transmission protocols (Turbo Code, E-Turbo, and ASCII). The modems shall also allow switching between voice and TTY protocols.

### **Blockage Rate**

The Contractor shall ensure adequate staffing to provide Wyoming Relay callers with efficient access under projected calling volumes so that the probability of a busy response due to communications assistant unavailability shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.

The Contractor shall ensure that adequate network facilities shall be used in the provision of TRS and CTS so that under projected call volumes, the probability of a busy response due to loop trunk congestion shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.

The average daily blockage rate for all calls to each of the Wyoming Relay access telephone numbers shall be no greater than P.01 (one call out of 100). The Contractor shall provide to the Agency, upon request, information obtained from the LEC regarding the call attempt rates and rates of calls blocked between the LEC and the TRS facility.

If a call rings or is in queue/hold in excess of ninety (90) seconds, it shall be considered excessive hold time.

### **Average Speed of Answer (ASA)**

The Contractor shall provide adequate resources, facilities and staffing at all times (except during network failure) to ensure that eighty-five percent (85%) of all TRS and CTS calls are answered within ten (10) seconds by any method which results in the caller's call immediately being placed, not put in queue or on hold. The ten (10) seconds begins at the time the call is delivered to the TRS/CTS facility's network. Abandoned calls shall be included in the speed-of-answer calculation. Average speed of answer shall be measured on a daily basis.

The call is considered delivered when the TRS/CTS facility's equipment accepts the call from the LEC and the public switched telephone network actually delivers the call to the Contractor's TRS/CTS platforms from the telephone network. Measurement of speed of answer shall continue until the accepted call is either abandoned or answered by a live communications assistant ready to relay the call. An answered call does not include the call being put in queue or on hold or being answered for any other reason except the immediate initiation of the actual outbound call. ASA shall be measured by an average of actual answer times for Wyoming Relay calls, calculated as the sum of all individual call answer times divided by the number of inbound calls, not by periodic sampling, nor by an average of averages.

### **Caller ID**

The Contractor shall pass, send, and receive all calling line identification information, or "Caller ID," from all relay users calling through Wyoming Relay. With each outbound relay call placed by a communications assistant, the inbound relay caller's 10-digit phone number shall be automatically provided to the outbound relay called party for display on the called party's Caller ID display. The Contractor's relay platform(s) shall be able to tell automatically if the customer prefers to send their

## **APPENDIX C: TRS CONTRACT RESPONSIBILITIES & REQUIREMENTS**

Caller ID or block it. If blocked, the Caller ID shall not be passed to the called party. The Contractor's communications assistants shall have the ability to add a Caller ID block to a TRS user's line for use on that relay call (functionally similar to \*67 per-line Caller ID blocking feature). For this requirement to be fully functional, the called party must also have Caller ID services provided by their LEC or other functionally equivalent services and must have compatible equipment capable of displaying Caller ID.

### **Volume**

The Contractor's communications assistants shall be able to increase the outgoing volume of their speech via the TRS platform controls to help compensate for voice, HCO, and STS users with some hearing loss, and to facilitate the hearing party's understanding of the communications assistant, or at the request of the hearing party. The communications assistant shall reduce higher than normal volume at the request of the user. Volume shall be returned to normal settings after each call.

All communications assistants' headsets shall have the capability to "mute" the communications assistants' voices so they can converse with a supervisor without being overheard by a relay user.

### **Macros**

The Contractor's system shall be as automated as possible to ensure cost effectiveness. The Contractor's communications assistant software shall be capable of providing: system-generated macros and communications assistant-initiated macros in both English and Spanish.

### **Automatic Error Correction**

The Contractor's system shall have an automatic spell check and/or automatic error correction function.

### **Automatic Change of TTY Abbreviations Upon Request**

The Contractor's platform shall provide Wyoming Relay users with the option to have TTY abbreviations automatically converted to standard English by request on a per-call or per-line (Customer Profile) basis. The Contractor's use of the automatic change of TTY abbreviations shall not limit the use of other features such as spell check.

### **Automatic Number Identification (ANI)**

The Contractor shall use Automatic Number Identification (ANI) technology so that no caller is required to provide the originating calling number, except in instances where ANI information is not passed from the LEC, competitive local exchange carrier (CLEC), or radio common carrier. If the communications assistant does not receive the ANI, then the communications assistant shall explain to the inbound party the reason for asking for the telephone number.

### **Intelligent Call Routing**

The Contractor shall utilize technology so that each call is routed to the first available communications assistant within the provider's network. The Contractor's system shall have the ability to execute specific scripts based on the requirements in this Statement of Work, scripts for each call type and scripts that are scheduled to be used based on the time-of-day, day-of-the week and day-of-year. These scripts shall be self-invoking without the need for human intervention.

### **Recorded Announcements for System Failures**

The Contractor shall provide recorded announcements, as appropriate, if a system failure occurs within the relay switch, relay center, or on outbound circuits in both voice and text. The Contractor shall activate an intercept message upon notification of an emergency or local disaster which requires the immediate evacuation of a relay center. Minutes of use attributed to accessing these recorded announcements shall not be included in billable minutes.

Contractor shall provide a temporary delay message for users when long hold times may occur as a result of weather or other event impacting service.

## **APPENDIX C: TRS CONTRACT RESPONSIBILITIES & REQUIREMENTS**

### **Call Volume Fluctuations**

The Contractor shall have the capability to meet all possible call volumes, including potential long-term increases in call volume and short-term “spikes” of increased calls for all call types, and both dramatic and gradual call volume decreases while maintaining the service standard specified in this Statement of Work.

### **Directory Assistance**

The Contractor shall provide TRS and CTS callers access to local and long distance directory assistance at no charge. After the number is obtained through directory assistance, the caller may choose to place the call through relay or to dial direct.

### **Roaming**

The Contractor shall ensure that individual using Wyoming TRS must place calls that originate or terminate in Wyoming. Roaming shall not be permitted. The Contractor shall provide ANI-based billing and reporting for CTS. The Contractor shall ensure that individuals using Wyoming CTS must place calls that originate or terminate in Wyoming.

### **Relay Conference Captioning (RCC)**

The Contractor shall provide live, real-time online captioning of multi-party teleconference calls. RCC requires an Internet-connected computer, laptop/tablet with high-speed Internet connection or a supported mobile device.

Realtime captioners providing RCC for Wyoming Relay shall possess realtime steno skills and be able to transcribe at rates up to one hundred eighty (180) words per minute while maintaining an average of ninety-eight percent (98%) accuracy or better.

RCC users shall be permitted to participate during teleconferences by typing comments into a text window for the captioner to read aloud or by speaking directly through the conference bridge and reading the captions. Text chat shall also be available for RCC participants to have a private conversation with the captioner.

RCC shall be available at a minimum of Monday through Friday, 8:00 a.m. through 6:00 p.m. MT. RCC users shall be able to request RCC services by completing at least two days prior to the requested event a Wyoming Relay customized request form available on a unique website and/or linked to the Agency's Wyoming Relay website. The Contractor shall attempt to accommodate all requests with less than two days notice, however, RCC availability shall only be guaranteed with the standard notice. RCC scheduling shall be available twenty four (24) hours-per-day, seven (7) days-per-week. SSL encryption shall be included on each scheduled event.

The Contractor shall provide operational and technical support for RCC users. The Contractor shall ensure that a RCC requestor provides a verifiable Wyoming contact home or work phone number with a valid area code and prefix. If the requestor does not provide a contact number within the State of Wyoming, the event will not be eligible for Wyoming's RCC service. Once a request is confirmed, the Contractor shall send an email confirmation with the meeting link and a confidential event ID number to the designated point-of-contact. At the time of the event, RCC participants utilize a dedicated link for the scheduled event or connect to the website and provide the event ID to begin viewing captions. Caption accuracy can be improved by having the host of the RCC event provide information about the event at event registration or prior to the event. This information could include but it is not limited to: proper names, agenda, speaker notes, or presentations.

RCC transcripts shall be provided at no additional charge. RCC participants shall be allowed to view, print, and/or email the transcript immediately when the event ends if requested at the time of placing the order. Each time an event is scheduled, the RCC user who requests service can specify how

## APPENDIX C: TRS CONTRACT RESPONSIBILITIES & REQUIREMENTS

transcripts shall be treated both during and after the event. The person requesting RCC may limit participants' ability to view, print, email, and save the transcript.

Each RCC event shall be able to support up to fifty (50) participants simultaneously. Each of these participants shall be able to control specific preferences (i.e. background color; text color; font style and size up to 72 point; refresh rate for new text; and new text highlighting color).

The minimum system requirements for RCC participants are: Internet Explorer, Chrome, Firefox, or Safari; JavaScript and cookies enabled in browser; Microsoft Windows 7 or newer, or OS X; and a high-speed internet connection.

The Contractor shall also make captions available, at no charge, through popular web conferencing applications including but not limited to: WebEx, Adobe Connect, YouTube Live, and Microsoft Live Meeting.

The Contractor shall provide detail instructions, webinar technical support, and education and outreach specific to RCC.

All RCC events will be billed in full for the amount requested and in fifteen (15) minute increments thereafter. The minimal increment billing unit is fifteen (15) minutes with an initial minimum of thirty (30) minutes. Twenty-four (24) hour advance notification shall be required for cancellations.

### **Customer Billing and Call Record Standards**

TRS/CTS users shall pay rates no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as the duration of the call, the time of day, and the distance from the point of origination to the point of termination. Contractor is not responsible for invoicing any other charges imposed by another provider.

The Contractor shall comply with all conditions and requirements found in FCC CG Docket No. 03-123, ORDER, released August 24, 2016, which granted temporary (for a two (2)-year period, or until the effective date of a FCC rulemaking or other decision as to the continuing application of the requirement to traditional TRS, STS, and CTS, whichever occurs first) waivers for the equal access and billing options requirements as applied to traditional TRS, STS, and CTS.

The Contractor shall not assess any toll charges for local, Extended Area Service (EAS), landline flat rate calling plans, wireless flat rate calling plans, and long-distance TRS, STS, and CTS calls. The Contractor shall educate Wyoming Relay users regarding the processing of any toll calls.

Payphone calls shall be placed without charge to the end user.

The Contractor shall offer calls to 800, 888, 877 and all other toll-free numbers. The calling party shall bear no charges for calls terminating within a toll-free calling scope. The Contractor shall recover their cost for interstate toll-free service according to the percentage split mechanism as defined by the FCC-designated Interstate TRS fund administrator. The pay per call provider may assess charges to the caller.

The Contractor shall be required to relay interstate and international calls that originate or terminate in Wyoming. The Contractor shall seek reimbursement for the processing of these calls from the mechanism established and maintained by the FCC-designated Interstate TRS fund administrator. The Contractor shall not include any charges for interstate or international calls in its bill to the Agency. Outbound international calling shall be provided at no charge for Wyoming TRS and CTS users. The State incurs charges for both Spanish-to-English and English-to-Spanish intrastate and interstate calls.

The Contractor shall handle and complete Wyoming Relay calls from inmates of correctional facilities in a manner that is consistent with the applicable billing methods allowed by the correctional facility for any charges lawfully assessed by an inmate calling service (ICS) provider. The Contractor shall cooperate with ICS providers and correctional facilities in taking appropriate steps to determine whether



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a called party agrees to be billed for a collect call from an inmate. The Contractor shall process calls from inmates at correctional facilities without charge. ICS providers may assess fees directly to relay users, as is done for traditional phone users.

The Contractor shall not impose a charge for additional calls that must be made by the communications assistant to complete a toll call to a recorded or interactive message.

### **Call Record Standards**

The Contractor shall ensure that call detail record generation will be automated and available for audit and real-time monitoring by the Agency or its designee. Hand-written tickets or call records are not acceptable. Information contained in the call detail record shall include but not be limited to:

- a) The call record ID sequence;
- b) Communications assistant ID number;
- c) Date of the call;
- d) Session start and end times noted (at a minimum) to the nearest second;
- e) Conversation start and end times noted (at a minimum) to the nearest second;
- f) Incoming telephone number at the time of the call;
- g) Outbound telephone number at the time of the call;
- h) Total conversation minutes;
- i) Total session minutes;
- j) The call center (by assigned center ID number) that handled the call;
- k) Toll-free number dialed;
- l) Service type; and
- m) Other timestamps, flags, and raw data needed to record the call.

The Contractor shall utilize internal controls to provide a verification process that reconciles the invoice to traffic data and ensures the minutes will be appropriately billed to the Agency.

The Contractor shall have the capability to generate ad hoc reports based on the information contained in the CDR.

The Contractor shall ensure data from relay centers is maintained in a highly secure data center. The data shall be organized, calculated, and securely stored for each billing cycle. After the billing cycle the data is protected in an off-site location, however, the data is retrievable, if needed.

The Contractor's monthly reports and invoices to the State shall include the total monthly state-billable TRS, CTS, and RCC Minutes of Service. This shall include all intrastate minutes including local, intrastate/intraLATA, intrastate/interLATA, and the intrastate portion of toll-free and pay-per-calls. Individual calls shall be recorded in seconds and not rounded at the call level. The Contractor's conversion process shall round the exact summarized seconds and presents the numbers on the invoice as minutes with two (2) decimal (to the nearest 100<sup>th</sup> of a minute).

The Contractor's monthly invoice and traffic reports shall be reconcilable to source data (network reports).

The Contractor may require that a caller provide NPA/NXX type information if that information is not delivered to the Contractor's network.

### **Providing Qualified Staff**

The Contractor shall ensure the active recruitment of persons with disabilities, including individuals who are Deaf, late-deafened, deaf-blind, hard of hearing, and speech disabled. The Contractor shall also give preference to recruiting and hiring qualified individuals with American Sign Language (ASL) fluency, relay service experience, and experience working with Deaf and/or speech-disabled communities. The Contractor shall ensure that all staffs are familiar with the special needs of the customer bases which will be served, and shall have the ability either directly or with the use of

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appropriate accommodations to communicate with those populations.

The Contractor shall ensure all relay service staff, including management and staff who indirectly work with relay service (e.g. human resources, accounting, information systems, engineering, etc.), shall receive training in disability issues, including, but not limited to: Deaf/Diversified culture; ASL; issues relating to Deaf, hard-of-hearing, late-deafened, speech-disabled, and dual sensory impaired users; ethics; and confidentiality, as appropriate to his/her position.

### **Communications Assistant Proficiency Requirements**

The Contractor shall ensure that persons selected and employed as communications assistants meet all proficiency requirements specified in this Statement of Work. Communications assistants shall be able to expeditiously and accurately relay the contents of calls without intervening in the communications. Requirements shall include, but are not limited to, the following:

Education. The Contractor shall ensure individuals hired as communications assistants possess—at a minimum—a high school diploma or grade equivalent diploma (GED). The Contractor shall give preference to communications assistant applicants who have completed college-level coursework.

Spelling Skills. The Contractor shall ensure that communications assistants possess spelling skills at a level equivalent to those used in the first year of college.

English Language Skills. The Contractor shall ensure that communications assistants possess proficient skills in English comprehension, grammar, vocabulary, and communication skills at a level equivalent to those used in the first year of college.

Spanish Communications Assistants. The Contractor shall ensure Spanish communications assistants are fluent in Spanish and have proficient skills in Spanish grammar and vocabulary by requiring these communications assistants to pass an evaluation (Berlitz language assessment) of their ability to read, write, speak and understand Spanish. The Contractor's bilingual communications assistants shall be trained to meet the specific needs of Spanish-speaking relay users and they shall be able to adapt to various dialects and regional variations. The Contractor's communications assistants shall default to the use of standard Latin American Spanish where it does not create confusion, and use regional variations when clarity is needed.

Speech-to-Speech Communications Assistants. The Contractor shall ensure that in order to be considered for a speech-to-speech communications assistant position, the communication applicant must successfully achieve the following: six (6) months of employment as a communications assistant; recommendation and/or approval from a supervisor or manager; proficiency in all areas of relay call processing including grammar, enunciation and vocabulary; and hearing acuity test administered by an audiologist using calibrated equipment to perform a speech recognition test and pure tone test.

CTS Communications Assistants. The Contractor shall ensure CTS communications assistants have the requisite experience, expertise, skills, knowledge, training, and education to perform CTS in a professional manner. CTS communications assistant trainees shall be screened prior to hire on skill sets to include but not be limited to: spelling, pronunciation, enunciation, reading ability, and vocabulary. CTS communications assistants must demonstrate a strong proficiency in the primary required skill-set of re-voicing for CTS calls.

The Contractor shall test and ensure that CTS communications assistants are able to recognize a mistake in voice-recognition and be able to appropriately correct errors while on a call. All CTS communications assistants shall continually qualify for live call handling by successfully passing a training course, then monthly proficiency and knowledge tests.

Understandable Voice. The Contractor shall ensure that TRS communications assistants are able to speak in a clear, articulate, understandable manner using names, words and pronunciations which can easily be understood by Wyoming citizens. Each communications assistant shall be trained on the

## **APPENDIX C: TRS CONTRACT RESPONSIBILITIES & REQUIREMENTS**

culture and terminology of Wyoming. The Contractor shall stress as part of communications assistants training the basic components of voice quality including articulation, inflection, and pacing.

Typing Speed. The Contractor shall ensure that at entry level, prior to handling calls, a TRS communications assistant must have a minimum typing speed of sixty (60) words per minute (wpm) with a minimum typing accuracy of ninety-five percent (95%) .

Translation/Interpretation. The Contractor shall ensure TRS communications assistants shall have the ability to understand callers using limited English or ASL gloss; to translate/interpret limited written English or ASL gloss to correct spoken English; and to type spoken English back to an ASL user in an English structure matching the register of the ASL gloss. In the event a communications assistant cannot translate ASL to English and vice versa, the Contractor shall ensure supervisors and/or lead communications assistants fluent in ASL translation are available twenty-four hours-per-day, seven-days-per-week from anywhere in the relay center to assist communications assistants with ASL translation.

### **Supervisory Personnel**

The Contractor shall employ a sufficient number of supervisory personnel to oversee communications assistants and to maintain required service levels. In addition to experience and supervisory or management practices training, any supervisor required to process/handle live relay calls, or take over the processing/handling of live relay calls from a communications assistant, shall meet the same qualifications and have the same training as the communications assistants they supervise. Supervisors shall be additionally trained, at a minimum on: how to conduct test calls; remote monitoring; how to evaluate the performance of communications assistants; how to counsel communications assistants who need help dealing with emotionally difficult calls; how to assist customers; organizational policies; and Employee Relations issues. The Contractor shall ensure there is always someone in a supervisory capacity on duty to assist communications assistants and relay customers.

### **Communications Assistant Training**

The Contractor shall provide sufficient training for all communications assistants to be able to effectively meet the specialized communication needs of individuals with hearing and speech disabilities.

The Contractor shall provide training for TRS communications assistants which shall include, but is not limited to: diversity issues and Deaf culture; the needs of Deaf, hard-of-hearing, , late-deafened, speech-disabled, and dual sensory-impaired users; operation of relay telecommunications equipment; telephone etiquette; the communications assistant's role in the relay process; specific training on all call types; ethics and confidentiality; interpersonal skills training to deal with difficult or stressful situations; and other policies and procedures. Communication assistants shall also receive training on TTY etiquette and instruction on how to identify ASL gloss, proper translation of written/taped ASL (gloss and grammar), how to speak in a tone of voice consistent with the TTY user's intent and the mood of the conversation, and when to seek additional assistance from an ASL translator/interpreter who is fluent in ASL. Training shall involve simulated and live on-line call processing. Appropriate portions of in-service training for communications assistants shall be developed and/or presented by experts from the Deaf, hard-of-hearing, deaf-blind, late deafened and speech-impaired communities in the fields, including, but not limited to: language-interpreting; ASL and Deaf culture; and issues affecting Deaf, hard-of-hearing, late-deafened, dual sensory-impaired, and speech-disabled users.

The Contractor's trainers shall follow documented training curriculum addressing all information and skills required for Wyoming Relay Service. The Contractor's trainers shall incorporate various instructional methods to enhance the communications assistant's ability to learn, including but not limited to: lectures, group activities, written materials, visual graphics, flow charts, videos, audio recordings, role-playing scenarios, simulated on-line call handling, and observation of live-call handling. Training in the operation of TRS equipment shall include both simulated on-line call handling as well as

## APPENDIX C: TRS CONTRACT RESPONSIBILITIES & REQUIREMENTS

assisted live-call handling. Training shall be developed in coordination and cooperation with the relay user communities.

The Contractor shall provide on-going training for all communications assistants and other staff as appropriate on: core relay processing skills; new technologies; new equipment; new or modified procedures; changes to FCC mandatory minimum standards; refresher training on Disability Awareness/Diversified Culture; and/or areas identified from the Quality Assurance Program. The Contractor's on-going skill training program shall include but not be limited to: monthly Quality Focus Skill training; monthly Diversified Culture Awareness training; monthly Customer Service Initiative; monthly Check for Understanding; and bi-annual Grammar and Spelling Rules.

The Contractor shall provide qualified STS communications assistant applicants eight (8) additional hours of classroom training specifically on STS, including: characteristics of STS users; increasing the understanding of speech-disabled users; the role of the STS communications assistant; strategies used to facilitate communication without interfering with the STS user's control over the call including retention of information at the user's request; verification of what is said to verify accuracy; and confidentiality concerns. STS training shall be delivered by individuals with professional experience related to Speech Disabilities and/or consumer experts and shall be based on adult learning theories. The Contractor shall provide a minimum of ten (10) hours of additional live observation and mentoring by seasoned, professional STS communications assistants. To ensure STS communications assistants continue to develop skills understanding the speech patterns of people with speech disabilities, follow-up training and tests shall be administered quarterly.

Any qualified STS communications assistant applicants who will be processing V-A STS calls shall be provided enhanced training on the correct sequence for adding in the video connection and utilizing that to enhance the overall message delivery for the V-A STS customer.

The Contractor shall provide bilingual communications assistants additional specialized training to process Spanish calls after the completion of communications assistant training in English. In order to be considered for an alternate language communications assistant position, applicants shall successfully achieve the following: recommendation and/or approval from a supervisor or manager, proficiency in all areas of call processing including grammar, enunciation, and vocabulary, and a Berlitz language assessment.

The Contractor shall provide CTS communications assistants a minimum of two (2) weeks of initial classroom training. This training shall include but not be limited to: call center policies; confidentiality requirements; how the technology works; how the CapTel™ phone works; developing a personal voice profile (how to speak, how to sit, and how to utilize the computer and headset to gain optimal accuracy); re-voicing techniques; call handling tools/macros; pacing a conversation; inserting words; how to handle various recordings; "live" calls to other trainees; and observation of live calls.

### **Communications Assistant Proficiency Examination**

The Contractor shall require that all communications assistant trainees take and pass a quantifiable, performance-based communications assistant proficiency examination which has as its minimum requirements the proficiency skills for communications assistants mandated by this Statement of Work including but not limited to: spelling; grammar; typing; dictation; relay procedures; characteristics of ASL as it may be reflected in the written language of TTY users; Deaf culture; ethics; confidentiality; and professional judgment. Any communications assistant who cannot pass this examination after the training period shall not be utilized as a communications assistant. Communications assistant trainees shall complete a series of scenario-based assessments, culminating in an on-the-job final assessment before graduating from initial training and handling relay calls.

Spelling. The Contractor shall require that all prospective communications assistants are required to pass a written spelling test with at least ninety percent (90%) accuracy prior to the completion of training. The Contractor shall also evaluate spelling skills of communications assistants on an ongoing

## APPENDIX C: TRS CONTRACT RESPONSIBILITIES & REQUIREMENTS

basis as part of the communications assistant performance survey and random checks performed by an independent third party.

English Language Skills. TRS communications assistant applicants shall be required to pass a valid, unbiased 12<sup>th</sup>-grade-level grammar test and have their communication skills evaluated by Human Resources professionals and relay operations supervisors prior to being considered for employment. The Contractor shall ensure communications assistants maintain sufficient English language skills by conducting ongoing performance surveys which include an evaluation of appropriate grammar.

Typing Speed. The Contractor shall ensure that at entry level, prior to handling calls, a TRS communications assistant must have a minimum typing speed of sixty (60) words per minute (wpm) with a minimum typing accuracy of ninety-five percent (95%). Typing speed may initially be tested using standard typing tests of a least five (5) minutes duration. Communications assistants must be tested every three (3) months to ensure that the sixty (60) wpm for five (5) minute standard is maintained. These periodic tests shall simulate actual working conditions (oral-to-type) and cannot utilize standard typing tests (text to text). Test should be sufficiently modified to ensure that communications assistants cannot learn the tests. The Contractor shall ensure that typing tests are not posted or distributed in advance. The Contractor shall not use technology-aided transmission to test the typing speed.

Typing speed shall be calculated by: a) identifying the number of characters typed; b) dividing by the time (in seconds) between the time the agent begins typing and stops typing; c) multiplying by sixty (60), the seconds in one (1) minute, to get characters per minute; d) dividing by five (5), the number of keystrokes considered to be standard in one (1) word. Typing accuracy shall be calculated by: a) identifying the number of errors typed; b) dividing the characters typed by five (5), the number of keystrokes considered to be the standard in one (1) word, to get the total words typed; c) dividing the number of errors by the total number of words typed to get the error rate; d) subtracting the error rate from one (1) to calculate the error percentage rate; and e) multiplying the error percentage rate by one hundred (100) to get the accuracy percentage rate.

Translation/Interpretation. The Contractor shall require communications assistant trainees to pass with a score of eighty percent (80%) or better a valid and unbiased written test to demonstrate that they can correctly interpret typewritten ASL phrases before being allowed to complete training and process relay calls. When training is complete, the Contractor shall continue to evaluate the communications assistant on translation skills through individualized monthly surveys.

CTS voice-to-text transmission. The Contractor shall ensure CTS communications assistants meet or exceed a minimum of one hundred twenty-five (125) words per minute (which is the speed with which the captioned telephone user receives text) in proficiency testing. All CTS communications assistants must continually qualify for live call handling by successfully passing a training course, monthly proficiency and knowledge test.

The Contractor shall require CTS communications assistants to take and pass a quantifiable CTS communications assistant proficiency test which assesses skill level in all aspects of call processing. Any CTS communications assistant trainee who cannot pass the examination after the training period shall not be utilized as a CTS communications assistant. Each CTS communications assistant shall successfully meet performance standards during testing using timed scripts in a test environment.

The Contractor shall require communications assistants who provide Spanish-to-Spanish and/or Spanish-to-English TRS services to pass an evaluation (Berlitz language assessment) of their ability to read, write, speak and understand Spanish.

The Contractor shall require communications assistants in STS training to pass both a written final test (score of 90% or better) which demonstrates an understanding of all aspects of STS call processing as well as an audio performance test which demonstrates the ability to understand speech patterns of people with a variety of speech disabilities.

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The Contractor shall retain documentation of communications assistant testing which may be subject to audit. The Contractor shall ensure that tests are not available to communications assistants prior to testing, and that portions of the test are changed at least annually.

### **Additional Testing for STS Communications Assistants**

The Contractor shall require that STS communications assistants pass a hearing acuity test which shall be administered by an audiologist using calibrated equipment to perform a speech recognition test and pure tone test prior to taking STS calls. Each potential STS communications assistant shall be required to score ninety-two percent (92%) or higher in each ear using a fifty (50) word, W-22 or NU6 speech recognition test. Each STS communications assistant shall be required to possess a hearing acuity of 20dB or less in each ear using a pure tone sensitivity test at 250 Hz, 500 Hz, 1000 Hz, 2000 Hz and 4000Hz. The Contractor shall use a state licensed professional audiologist and/or an audiologist who is certified by the American Speech-Language-Hearing Association with a Certificate of Clinical Competence in Audiology (CCC-A). Upon request, the Contractor shall provide written verification that the STS communications assistants either meet or exceed the Speech-to-Speech requirements of this Statement of Work. All new Speech-to-Speech communications assistants shall be tested prior to beginning processing of STS calls for the life of the Contract.

### **Relay Communications Assistant Monitoring**

The Contractor's supervisors and quality assurance personnel shall have the capability for remote silent monitoring of calls being processed by any TRS or CTS communications assistant and for all call types. The Contractor shall evaluate each TRS communications assistant's performance at least twice a month through individualized performance surveys conducted by supervisors while observing actual relay calls. The Performance Survey is a comprehensive assessment tool designed to evaluate communications assistants' performance on over forty (40) aspects of Relay call processing. The Performance Surveys shall address aspects of quality relay performance including but not limited to: appropriate grammar, spelling, voice clarity and articulation, typing speed and accuracy, TTY-ASL interpretation, etiquette, language and cultural understanding. The Contractor shall require all communications assistants to meet expectations in all areas of the performance survey. Communications assistants who do not meet a specific expectation shall be offered additional training and an opportunity for improvement. Communications assistants who do not satisfactorily improve in a reasonable time shall be subject to formal corrective action, up to and including termination of employment.

The Contractor shall monitor and evaluate each CTS communications assistant throughout his/her employment to ensure the required level of proficiency is maintained. If the CTS communications assistant is found to be in need of additional training or retraining, the communications assistant shall be taken off line and provided the necessary training. Each CTS communications assistant shall be monitored and evaluated processing at least one call each shift.

The Contractor shall prohibit anyone from watching or listening to actual calls except communications assistants and supervisory staff for the purpose of relaying, assisting, in-call communications assistant replacement, or monitoring the call for training purposes.

### **Procedures for Relaying Communications**

Communications assistants shall convey the full content, context, and intent of the communication they relay. Communications assistants shall be as transparent as possible to relay users. Communications assistants shall strive to maintain functional equivalence for both the TTY relay user (and other call type user) and the standard phone user when communication is being relayed. All secondary activities that would normally be known to a hearing person engaged in a telephone conversation shall be relayed. Communications assistants shall accurately and faithfully convey the spirit and content of all calls. Unless requested otherwise by a user, the communications assistant shall relay all calls according to the following procedures:

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- Verbatim. Communications assistants are prohibited from intentionally altering a relayed conversation and, to the extent that it is not inconsistent with federal, state or local law regarding use of telephone company facilities for illegal purposes, shall relay all conversation verbatim unless the TRS relay user specifically requests summarization, or if the TRS user requests interpretation of an ASL call.
- Full Control. Full Control of the Relay Call Remains with the TRS User. The communications assistant shall follow the relay user's instructions for all calls. The relay user shall have the option of telling the communications assistant what aspects of the call she/he will handle.
- Conversation Pace. The Contractor shall allow TRS communications assistants to request that the speaking party slow down or stop speaking momentarily, if necessary to ensure comprehension of the conversation by all parties. TRS communications assistants shall be allowed to ask the caller to repeat or clarify if necessary. The Contractor shall train communications assistants on the appropriate methods to do this without sacrificing the user's control of the call. CTS communications assistants shall be transparent during the set-up and throughout the call.
- Number Calling Verification. When the text-based user gives the calling number to the communications assistant, the Contractor's system (TRS platform) shall automatically repeat the number that the communications assistant is dialing.
- Call Type Verification. As the Relay user gives the 'calling-to' number to the communications assistant, the communications assistant enters the number in the dialing window, and dials the call. At that time the Contractor's TRS platform shall automatically send a pre-programmed macro verifying the call type to the text user.
- Neutral Position. Communications assistants shall not counsel, advise, or interject personal opinions or additional information in any relay call. Communications assistants shall not make any value judgments on the obscenity or legality of any messages. Communications assistants shall not hold personal conversations with anyone calling through the relay service.
- Call Status. Communications assistants shall keep the relay user informed of all possible call status scenarios. The Contractor shall use technology including macros to keep the user informed of the status of the call when possible and to guarantee consistency for users in call processing. Communications assistants shall keep the relay user updated during holding periods and shall be ready to comply with customer requests. The Contractor's system shall have an automatic variable time stamp macro feature which will inform the text user if the voice user disconnects while the communications assistant is reading the text user's conversation by providing the last few words relayed. The Contractor's platform shall allow Voice and HCO users to hear the status of the call as the communications assistant dials, which allows the user to hear the call set-up including the phone ringing or a busy signal. CTS communications assistants shall also keep the user informed of call status.
- Comments to the Communications Assistant. All comments directed to the communications assistant by either party shall be relayed to both parties. Any comments directed to either party by the communications assistant are relayed and typed in parentheses as well.
- Keep the User Informed. Communications assistants shall relay everything typed and everything said and heard; when the call is first answered, and at all times during the conversation. Communications assistants shall inform TTY callers of background noises and voice tone by descriptive words during the call by typing in parentheses. Call status scenario information typed by the communications assistant shall also be enclosed in parentheses to clarify that the communications assistant is typing, not the voice caller. The Contractor shall train communications assistants to use their voices to convey appropriate conversational tone to

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the type of call made by a TTY user. The Contractor shall also train communications assistants to convey to the TTY user the non-TTY user's tone of voice without making subjective judgments. The Contractor shall work closely with Relay users to develop and update an appropriate list of words that convey the tone of the non-TTY user.

- Conversational Tone of Voice. The Contractor shall train communications assistants to adopt a conversational tone appropriate to the call. The Contractor's communications assistants shall be trained to be expressive and vary their voice tone and rate by creating a verbal picture with their voices. Communications assistants shall also be trained to vary typing styles to convey the emotion or the way in which the non-TTY users says a phrase (e.g. exaggerating the spelling of words or using spaces between words).
- Communications Assistant Number and Gender. The Contractor shall provide the communications assistant number to CTS and TRS users at the beginning and end of every relay call (i.e. CA XXXX). On TTY and VCO calls, the Contractor's system shall automatically send the ID number and the gender at the beginning and end of the call. On voice-generated calls, the communications assistant shall verbally state his or her ID number. The gender of the communications assistant shall also be indicate to TTY and VCO users with either an (M) ("male") or (F) ("female") following the communications assistant number. A relay user shall be informed if there is a change of communications assistant during the call, and be given the new communication assistant number and gender (TRS users) when the change is made. The Contractor shall accommodate a TRS user's requested communications assistant gender when a call is initiated and, if a transfer occurs, at the time the call is transferred to another communication assistant. The Contractor shall strive to keep the same communications assistant dedicated to each call. When a change of communications assistant is unavoidable, the communications assistants shall makes this transition as smoothly as possible while keeping both parties informed.
- Identification of Gender of Standard Telephone Relay User. To the extent possible, the Contractor's communications assistants shall identify whether the standard telephone user is male or female using parentheses at the beginning of a call as follows: "(M)" or "(F)." Communications assistants shall type the gender of recorded messages at the end of the message. If the communications assistant identifies a child on the line, the communications assistant shall indicate this to the TTY user by typing: (SOUNDS LIKE CHILD). The communications assistant shall indicate to the TTY relay user if another person (hearing) comes on the line and indicate the new voice gender in parentheses (i.e. [M] or [F]).
- Explanation of Relay Service. The Contractor shall develop and implement announcements and standard explanations for each of the various TRS call types that will be used by all communications assistants. The Agency shall approve all call announcements and explanations of service prior to implementation. At the start of every call, the communications assistant shall announce the relay call to both parties, unless the inbound caller has asked the communications assistant to refrain from announcing either directly with the communications assistant or as a permanent preference in the Customer Profile. Inbound callers shall also have the option of requesting customized announcements. If the outbound party does not understand how relay operates, the communications assistant shall explain the service and simultaneously inform the calling party. If the users do not require an explanation of a relay call, the communications assistant will begin the call.
- Third Person Reference. Communications assistants shall relay verbatim any third-person language, such as "tell him" or "ask him". As a courtesy to the TRS user, on the first occurrence, the communications assistant shall relay the statement, including the third party reference, and attempt to re-direct a hearing user once by informing them they may speak directly to the person they are talking to. After this initial attempt to educate the user, the



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communications assistant shall remain transparent and continue relaying verbatim if either party continues to use third person.

- Change of Communications Assistant During a Call. Communications assistants shall stay on a STS call for a minimum of twenty (20) minutes or on a TRS call for a minimum of ten (10) minutes. The Contractor shall only transition communications assistants during a call if it is absolutely necessary to do so (i.e. shift change, communications assistant fatigue normally as a result of a call in progress more than thirty (30) minutes with difficult call content or speed or sixty (60) minutes or more of an average call). If a change is necessary, the change shall occur with minimal disruption to either relay participant. The second communications assistant shall inform all parties; the Contractor shall attempt to honor any requests for a specific gender during call transitions; and the second communications assistant shall observe the call long enough to learn the spirit of the call as well as reviewing any customer call handling preferences provided during the call and as a part of the Customer Profile. The situations in which a communications assistant would transition during a call prior to the FCC minimum standard include: the customer requests a communications assistant of the opposite gender or a different communications assistant; the call requires a specialist (STS, Spanish); communications assistant illness; or the communications assistant becomes aware of a conflict of interest such as identifying callers as friends or family. The Contractor shall only transition CTS communications assistants during a call if it is absolutely necessary to do so. The CTS user shall always be informed prior to the transition so that they may place the voice caller on hold while the transition occurs and after the change (including the new communications assistant identification number). The CTS communications assistants shall attempt to transition while the CTS user is speaking to avoid interruption to the call. The situations in which a communications assistant would transition during a CTS call include: more than ten (10) minutes past a scheduled lunch, break, or shift change; communications assistant illness; communications assistant fatigue typically resulting from a call in progress with difficult content or speed for more than thirty (30) minutes or an average call lasting sixty (60) minutes or more.
- Garbled Transmission. The communications assistant shall inform the TTY user if a TTY transmission is garbled or unintelligible by transmitting a message: (UR MSG IS GARBLED PLS REPEAT). The Contractor shall train communications assistants to assist users with possible solutions to garbling issues. As a last resort, the communications assistant may recommend that the caller hang up and dial back into the relay if the problem persists.
- Remaining on the Line. The TRS communications assistant shall remain on the line until the inbound party has terminated the call. If either party disconnects, the communications assistant shall receive a system-generated signal on their screen, and then shall inform the other party of the status. The Contractor shall wait for at least three (3) minutes if an inbound caller puts the communications assistant on hold or is otherwise inactive. If the inbound caller does not return within three (3) minutes, the communications assistant will alert a Supervisor and make an attempt to reach the caller by saying/typing, "Do you wish to make a call?" This phrase is repeated twice. If there is no response, the Supervisor will instruct the communications assistant to release the call. If a call is in progress with an inbound and outbound caller, the communications assistant will wait indefinitely, if requested to hold. The Contractor shall provide twenty-four (24) hours-per-day, seven (7) days-per-week on-line assistance from a supervisor or operation administrator upon relay caller request.
- Verification of Spelling. TRS communications assistants shall verify spelling of proper nouns, numbers, and addresses that are spoken, when necessary. Such verification shall be made in parentheses, just as for other non-conversation content. Communications assistants shall not break transparency by responding to a voice-user request that the communications assistant spell a word typed by a TTY user. The communications assistant shall relay the voice user's

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request to the TTY user.

- Requesting ASL Translation/Interpretation. The Contractor shall honor the request of either the inbound or outbound caller for ASL translation/interpretation. The Contractor's communications assistants shall be able to translate typed text of relay users whose primary language is American Sign Language (ASL) or whose written English language skills are limited to conversational English. The communications assistants shall be able to press a key to summon additional help from an operations supervisor or operations administrator to translate ASL.
- Re-dialing of Busy Numbers. If requested by the caller, the communications assistant shall make unlimited re-dials to a busy number. The caller shall not be required to repeat the calling information for each attempt. The Contractor's database application shall allow the user to call the last person dialed through the relay network without having to provide the telephone number to the communications assistant. The relay user may simply instruct the communications assistant to call the last number dialed by typing "LNR" for Last Number Redial."
- Name(s) Not Required. The Contractor shall not require relay users to provide to the communications assistant their names or the name(s) of the party they are calling. This information shall not be recorded in any form without the permission and knowledge of the relay user. Should the caller choose to provide such information, it shall not be reported or kept on file, except with the permission of the caller (i.e. complaints or commendations).
- Transferring Calls. Relay users needing a specialized communications assistant or a different department (e.g. Customer Service) shall be transferred instead of having to hang up and re-dial.
- Speech-to-Speech (STS) Call Facilitation. The Contractor shall allow STS communications assistants to facilitate the call of an STS user with a speech-impairment so long as the communications assistant does not interfere with the independence of the user, the user maintains control of the conversation, and the user does not object. The STS user shall be able to choose, on a call-by-call basis or in their Customer Profile, whether or not the other party will be allowed to hear the speech-impaired person's voice (i.e. the option to have the STS user's voice muted so that the other party to the call will hear only the communications assistant). They shall also be able to choose when and how much assistance they want from the STS communications assistant at any time during a call, such as whether the STS communications assistant shall clarify one word or to begin to voice from the point requested on. A STS user shall be able to register his or her call handling preferences in the Contractor's Customer Profile Database.
- Information Retention for Speech-to-Speech (STS) Calls. STS communications assistants shall be allowed to retain information from one inbound call for use in a subsequent outbound call, at the request of or with the permission of the user. The STS communications assistant shall only retain the information for the duration of the inbound call.
- Clarification for Speech-to-Speech (STS) Calls. STS communications assistants shall never guess what the STS user is saying and shall request clarification when unsure.
- Dialing Confirmation for Speech-to-Speech (STS). The Contractor's communications assistants shall repeat the telephone number provided by the STS user when dialing out. This verification process may be repeated for any call receiving a busy signal to ensure the STS communications assistant understood the number correctly. If the STS user has provided a message to be relayed to a caller and reaches a busy signal, upon request of the STS user, STS communications assistants shall have the ability to store this dictated message for up to twenty-four (24) hours as a part of the STS user's Customer Profile.

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### **Answering Machine Procedures**

The Contractor's communications assistants shall be trained to handle voice answering machines, TTY answering machines, dual voice/TTY answering machines, information lines, audio text, pagers and beepers. Communications assistants shall use a "hot key" which reads: (ANS MACH) or (RECORDING) to inform Wyoming Relay users when reaching an answering machine, voicemail or interactive menu. Hearing users shall be informed orally of call status messages. When reaching a recorded message, the communications assistant shall be able to utilize the Contractor's recording technology to record audio information from the outbound line on the first attempt. The communications assistant shall type/transmit the entire outgoing message verbatim (unless otherwise directed by the caller), including the option for the relay user to leave a message, as indicated in the outgoing message, if applicable. The communications assistant shall relay the caller's complete message in the appropriate mode of communication (voice, text and touch tones-pagers).

Once the communications assistant has left the message on the answering machine or voice mail, the communications assistant shall confirm orally or send a pre-programmed response to the caller stating that the message has been left. The caller shall only be charged, if applicable, for the initial call, regardless of the number of redials required to capture the full outgoing message and to leave a message. The Contractor's communications assistants shall be able to retrieve messages from any voice processing system that can be accessed via the telephone.

When a user requests the communications assistant to retrieve messages from a voicemail system or PBX mailbox, the communications assistant shall follow the user's instructions for outdial, pin entry, access codes, and/or system commands to retrieve new messages, play messages, save, and/or delete messages.

The Contractor shall allow STS callers to dictate a message to the STS communications assistant prior to making the call and direct the communications assistant to leave the message on their behalf. The STS communications assistant shall ensure that they have understood the message correctly and shall clarify if needed. The Contractor's STS communications assistants shall retain information from one inbound call for use in a subsequent outbound call with the caller's permission. Such information shall only be retained for the duration of the inbound call.

The Contractor shall offer relay users the ability to retrieve messages from an answering machine at their same location (also known as Answering Machine Retrieval or AMR). This shall include the ability for TTY or VCO users to retrieve voice messages and voice users to retrieve TTY messages.

Once the inbound party disconnects, the Contractor's system shall be configured so that the communications assistants lose the ability to view or access any information pertaining to the call. No written or taped information regarding any call shall be kept once the call is released from the communications assistant positions except for billing purposes or at the customer's request.

### **Obscenity Directed to the Relay Communications Assistant**

Communications assistants shall not make a value judgment on the content, profanity, obscenity, or legality of any conversation between the inbound and outbound parties; even if the conversation is referring to themselves or another communication assistant, this shall not be construed as obscenity directed at the communications assistant unless the inbound or outbound caller uses an obscene comment when speaking directly to the communications assistant. Communications assistants shall relay calls that contain obscenity.

Communications assistants who receive a call from a user using obscenity directed at them shall try to re-direct the caller. If the caller continues to be offensive, the communications assistant shall notify the caller that they are requesting a supervisor's assistance. The supervisor shall introduce himself or herself and give the relay user the opportunity to explain his/her concern or to request relay service using a different communications assistant. In the extremely rare case the relay user does not wish to

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move forward and make a relay call or register a complaint, the Supervisor or call center management staff shall explain to the relay user obscenity/abuse is not appropriate for the relay service and will encourage the relay user to redial when they would like to use the service again. Only after several attempts to satisfy the relay user and resolve the situation shall the Supervisor or call center manager disconnect a relay user. All instances shall be documented and the logs shall be kept on file at the relay center. A call shall not be disconnected without official approval.

### Emergency Call Procedure

The Contractor shall have up-to-date policies and procedures for handling and referring emergency calls. The Contractor shall use a system for incoming emergency calls that (at a minimum) automatically and immediately transfers the caller to an appropriate Public Safety Answering Point (PSAP). An appropriate PSAP is either a PSAP that the caller would have reached if she or he had dialed 9-1-1 directly, or a PSAP that is capable of enabling the dispatch of emergency services to the caller in an expeditious manner. Promotional materials shall encourage relay users to dial 9-1-1 as their primary means of contacting emergency services. The Contractor shall work closely with Agency as part of the outreach program to ensure the Agency has the tools and information necessary to educate 9-1-1 call centers on how to process 9-1-1 calls originating from Wyoming Relay.

The Contractor shall always act on the word "emergency." Calls placed to fire, police, ambulance, and rescue squad are also considered emergency calls. If a customer calls into Wyoming Relay and types "HELP GA" and hangs up, the Contractor shall also treat this as an emergency call. The communication assistants shall have a "hot key" which designates the call as an emergency. This "hot key" also prompts the system to use the caller's NPA/NXX to automatically route the call to the E-9-1-1 center which is closest to the caller's rate center. This "hot key" also "freezes" the screen with an emergency banner so call information remains displayed. If the customer hangs up, the caller's information is available and shall be shared with the 9-1-1 Center. Simultaneously, the communications assistant shall alert a supervisor. The supervisor shall assist the communications assistant processing the call if needed. The supervisor does not take over the communication assistant function unless requested or necessary to complete the call. The caller's Automatic Number Identification (ANI) is passed to the E-9-1-1 as Caller ID. The communications assistant shall identify the call to authorities, using the phrase: "This is an emergency. I am calling for a Deaf (or Hard-of-Hearing or Speech Disabled) person through the Wyoming Relay Service. They are calling from (caller's telephone number). This is communications assistant (identification #), one moment please." The communications assistant shall advise the inbound caller emergency services is on the line. For example, "POLICE ON LINE NOW" and then types the way the 9-1-1 operator answered the phone. The communications assistant relays the call. Unlike other relay calls, communications assistants may step outside of their neutral role to more actively facilitate communication as needed. Upon request, the communications assistant connects the TTY caller directly to the PSAP. The communications assistant shall fill out an "Emergency Incident Form" which documents the call. In the rare case of an E9-1-1 routing error, the communications assist shall fill out a technical "trouble ticket" for additional investigation.

The Contractor shall include back up procedures is the number for the appropriate PSAP fails to connect. The Contractor shall ensure every communications assistant and supervisor receives in-depth training on all emergency processes and procedures, as well as on-going refresher training. If a caller dials relay and tells the communications assistant he/she is going to commit suicide, the call is treated as an emergency call. The communications assistant shall dial the PSAP and allow 9-1-1 personnel to determine the best course of action.

The Contractor currently subcontracts with Bandwidth for 9-1-1 database services. The Contractor shall notify the Agency prior to changing 9-1-1 database providers.

The Contractor shall provide emergency calling access for CTS users. 2-Line CapTel users can place a 9-1-1 call where one line is routed directly to the appropriate 9-1-1 center and the second (2<sup>nd</sup>) line is

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routed to the captioning center allowing the user to receive captions on 1 line and hear the conversation on the other line. The 1-line CapTel user's call shall be automatically routed to the appropriate 911 center directly and does not go through the captioning service. The 1-line CapTel phone functions as a VCO phone.

The Contractor shall report monthly to the Agency the number of calls, by call type to 9-1-1 via Wyoming Relay, for each day of the month along with conversation minutes and include information on any problems in contacting the appropriate 9-1-1 center.

The Contractor shall be actively involved with organizations working on E-9-1-1 functionality.

If a voice customer misdials 7-1-1 when actually they require assistance through 9-1-1, the Contractor's communications assistants shall immediately connect the caller to emergency services.

### **Communications Assistant Counseling**

The Contractor shall provide counseling, support, and appropriate resources to help TRS and CTS communications assistants and staff deal with the emotional aspects of relaying calls while maintain confidentiality. The Contractor's supervisors and managers shall be trained to assist TRS and CTS communications assistants with the emotional aspects that may occur when relaying a call. The Contractor shall ensure that no breach of confidentiality, including the names of callers involved, occurs when communications assistants are provided counseling and support. During initial and ongoing training for TRS communications assistants and staff, the Contractor shall conduct Healthy Detachment Training which teaches participants to identify which subjects or words are their own personal "triggers." Participants shall then be taught proven effective techniques for dealing with their triggers. The Contractor shall teach the participants to empathize with relay users while protecting their own emotional well-being. The Contractor shall offer an Employee Assistance Program (EAP) for employees. Supervisors shall encourage communications assistants to contact the EAP if the supervisor determines that the communications assistant needs additional counseling. All communication between the employee and the EAP counselor shall be held in the strictest confidence and the content of relay calls shall never be discussed, including the names of callers involved. Counselors shall be available twenty-four (24) hours-per-day, seven (7) days-per-week by telephone, and in person by appointment.

Should a CTS communications assistant experience a difficult, emotional, or frustrating call, he/she shall have the ability of using a keyboard macro to signal a supervisor to request a call take-over. Should a CTS employee express continued need for counseling and support after speaking to a member of the CTS administration team, the communications assistant shall be referred to a licensed psychologist and/or a local mental health provider.

### **Confidentiality**

Relay service shall be provided in a manner that ensures confidentiality regarding existence and content of conversations as required by applicable laws and regulations. Communications assistants shall be prohibited from disclosing the content of any relay conversation regardless of content and shall be prohibited from keeping written or electronic records or notes of the content of any conversation beyond the duration of a call. A limited exception exist for STS communications assistants, who may retain information from one inbound call for use in subsequent outbound call(s) with the caller's permission. Such information will only be retained for the duration of the inbound call. The Contractor shall ensure that all information provided for call set-up, including Customer Profile database information remains confidential and cannot be used for any other purpose. The Contractor shall be restricted to collecting only that personal information necessary to provide and bill for the relay service being rendered. This information shall not be used for any other purposes.

The Contractor shall require all communications assistants and relay center personnel (including Communication Services for the Deaf staff) to annually certify they understand and will comply with the

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Contractor's Code of Conduct which includes a pledge of confidentiality agreement form. The confidentiality agreement form shall at minimum require the following: keep all TRS call-related information strictly confidential both during and after the term of employment; keep no records of customer information or content of any TRS call; refrain from editing or omitting anything from the content of the conversation or the spirit of the speaker; refrain from adding or injecting into the content of the conversation or the spirit of the speaker; assure maximum customer control; and strive to further skills and knowledge through training, workshops, and reading literature available in the field. The Contractor's Code of Conduct also includes but is not limited to expectations regarding: Ethics, Inclusion and Diversity, Information Security, Insider Trading, Privacy, Records Management, Safety and Preparedness, and Time Reporting. The Contractor shall maintain an Ethics Helpline as a twenty-four (24) hour resource for employees and other stakeholders to confidentially and safely seek advice or report any suspected violation of the Code of Conduct.

The Contractor shall train communications assistants throughout initial and on-going trainings on the appropriate protocol to protect relay users' privacy and how to prevent the unintentional disclosure of relay communications. Utilizing various role-play scenarios, communications assistants shall be presented with possible situations involving ethical issues and they shall be taught how to apply the conduct guideline to each situation and also the correct way to request assistance from their supervisor without divulging specifics of the call. The Contractor's trainers shall not utilize any type of identifying information or specific details when discussing call-processing procedures. For the purposes of handling complaint resolution and in an emergency or life-threatening situation or in a situation which causes an emergency situation to exist (by threatening the communications assistant or making a threat to the relay center), names and specific information may be disclosed by the communications assistant to a supervisor to expeditiously address the situation.

Because stress can be a factor in maintaining confidentiality, communications assistants shall receive three hours of training on health detachment.

The Contractor's employees shall be subject to disciplinary action, including termination of employment, for violating ethical and confidentiality standards.

CTS communications assistants shall comply with the same rules TRS follows regarding confidentiality. CTS communications assistants shall not share information obtained during a CTS call with any person except a member of the management staff who has asked for specific information for clarifying technical capabilities, policies, emergency, consumer, or customer service issues. Any CTS communications assistant who breaks the confidentiality policy shall be disciplined, up to and including termination.

### **Privacy**

The Contractor and their employees shall not use any information obtained from relay calls for any other telecommunications services or business interest provided by the Contractor, nor shall they make any such information available for sale.

### **Disaster Recovery Plan**

The Contractor's Disaster Recovery plans for TRS and CTS shall—at a minimum—be reviewed, tested, and updated annually and deal with all types of natural and man-made disasters, including, but not limited to: terrorism, loss of structure(s), loss of infrastructure; loss of switching equipment; telephone line cut; and a pandemic-type illness. The Disaster Recovery Plan shall contain detailed levels of escalation. The Contractor shall keep multiple electronic and hard copies of the plan on file to ensure that the plan is available as needed. The Contractor's staff shall be trained at least annually or more frequently as needed on procedures to be followed in the event of an emergency or service impacting issues

## APPENDIX C: TRS CONTRACT RESPONSIBILITIES & REQUIREMENTS

Notification of Disaster. The Contractor shall notify the Agency by phone or email of any event which impedes to any degree the processing of Wyoming Relay calls for a period of more than thirty (30) minutes. Such notification shall take place within three (3) hours of the time the event begins. The notification should explain how the problem will be corrected and give an approximate time and date when TRS/CTS relay service will resume full operation. The Contractor shall provide within twenty-four (24) hours of the relay service disruption an intermediate report that provides problem status and more detail of what action is necessary.

Written Report. The Contractor shall provide the Agency with a written report within three (3) calendar days following the resumption of TRS/CTS operations after a Notification of Disaster. The written report shall contain, but is not limited to, the following:

- How the problem occurred
- When the problem occurred
- The number of impacted customers (if known)
- What was required to correct the problem
- Time and date when the TRS and/or CTS resumed full operations
- Avoidance plan for the future (if applicable)

### Records Maintenance

The Contractor shall retain and maintain all records and documents relating to the services provided for a minimum period of three (3) years after payment by the Agency of the final invoice.

### Relay Service Invoice

Invoices for the resulting Contract shall be submitted as a hard (paper) copy format to:

Division of Vocational Rehabilitation  
Telecommunications Relay Service  
851 Werner Court, Suite 120  
Casper, WY 82601  
ATTN: Lori Cielinski

The Contractor shall submit a monthly invoice for Wyoming's TRS, CTS, and RCC services for each calendar month to the Agency no later than twenty-one (21) days after the close of each month. At a minimum, the invoice will include the following items:

- Total Monthly TRS Minutes of Service (Reported as Conversation Minutes). Conversation minutes are the number of minutes in which the caller and called party are connected during a relay call. The call party can include answering machines, voice mail, and voice menus. Conversation minutes do not include the time in queue, call set-up, call wrap-up, busy signals or no-answers. The minutes and charges shall be rounded at the end of the billing cycle. The duration for each individual call in the CDR in seconds shall be accumulated depending on the service-type. At the end of each month, the time in seconds shall be converted to minutes and the minutes shall be rounded to hundredths of a minute and the numbers shall be presented on the invoice with two (2) decimals (the nearest hundredth (100<sup>th</sup>) of a minute).
- Interstate TRS Minutes. An itemized listing of all of Wyoming's TRS minutes recoverable from the Interstate TRS Fund, which shall be subtracted from the Total Monthly TRS Minutes of Service, and shall include, but not be limited to:
  - Total Monthly Interstate Minutes of Service
  - Total Monthly Interstate Directory Assistance Minutes of Service
  - Total Monthly International Minutes of Service
  - Total Monthly Interstate Toll-Free Minutes of Service
  - Total Monthly Interstate Pay-Per-Call Minutes of Service

## APPENDIX C: TRS CONTRACT RESPONSIBILITIES & REQUIREMENTS

- Total Monthly State-Billable TRS Minutes of Service. The total monthly state-billable TRS minutes of service shall be reported as conversation minutes rounded at a minimum to the nearest hundredth (100<sup>th</sup>) of a minute and includes all intrastate (i.e. local, intrastate/intraLATA, intrastate/interLATA, intrastate directory assistance, and the intrastate portion of toll-free and pay-per-call) minutes.
- Rate per Minute of TRS Service. As identified in the Contract.
- Monthly TRS Recurring Charge. As identified in the Contract.
- Total Due for TRS.
- Average Cost per TRS Inbound Call.
- Total Monthly CTS Minutes of Service (Reported as Conversation Minutes). Conversation minutes are the number of minutes in which the caller and called party are connected during a relay call. The call party can include answering machines, voice mail, and voice menus. Conversation minutes do not include the time in queue, call set-up, call wrap-up, busy signals or no-answers. The minutes and charges shall be rounded at the end of the billing cycle. The duration for each individual call in the CDR in seconds are accumulated. At the end of each month, the total times shall be rounded to the nearest hundredth of a minute (reported with two (2) decimal places), which shall be the billable unit of time.
- Interstate CTS session minutes. An itemized listing of all of Wyoming's CTS minutes recoverable from the Interstate TRS Fund, which shall be subtracted from the Total Monthly CTS Minutes of Service, and shall include, but not be limited to:
  - Total Monthly Interstate Minutes of Service
  - Total Monthly International Minutes of Service
  - Total Monthly Interstate Toll-Free Minutes of Service
  - Total Monthly Interstate Pay-Per-Call Minutes of Service
  - Total Monthly Interstate 2-Line Minutes of Service
- Total Monthly State-Billable CTS Minutes of Service. The total monthly state-billable CTS minutes of service shall be reported as conversation minutes rounded to the nearest hundredth of a minute and includes all intrastate (i.e., local, intrastate/intraLATA, intrastate/interLATA, and the intrastate portion of toll-free, pay-per-call, and 2-Line CTS) minutes.
- Rate per Minute of CTS Service. As identified in the Contract.
- Total Due for CTS.
- Average Cost per CTS Inbound Call.
- Total Monthly RCC Minutes of Service (Reported as Session Minutes). Session time is the time period measured in minutes beginning from the point when a captioner calls into the audio or conference bridge through the scheduled event time or in 15 minute increments thereafter until the person requesting RCC disconnects from the dedicated link. There shall be an initial thirty (30) minute minimum billing for all RCC calls.
- Total Due. The Contractor shall include the combined total due for TRS, CTS, and RCC charges.
- The Contractor's monthly invoice to the Agency shall include the signature and contact information (i.e. name, telephone number, fax number, and email address) of the individual authorized by the Contractor to certify the accuracy of all data used to generate the charges.



## APPENDIX C: TRS CONTRACT RESPONSIBILITIES & REQUIREMENTS

### Outreach Invoice

The Contractor shall invoice outreach charges separately from TRS, CTS, and RCC usage and recurring charges. Outreach charges may be invoiced as a separate section on the monthly relay service invoice or on a separate invoice. The Outreach invoice itemizing all outreach and advertising charges shall be submitted to the Agency at least quarterly but no more frequently than monthly. The charges shall be for pre-approved services rendered and show the date(s) of completion or delivery. The invoice shall also include the cumulative amounts spent and remaining outreach balance at the end of the billing cycle.

### Monthly Reports Including Traffic Reports

The Contractor shall provide a monthly report with the monthly invoice which captures all of Wyoming's TRS, CTS and RCC activity of one calendar month and which will enable the State to monitor whether the relay service is meeting each of the FCC and/or State performance standards. Daily traffic or call volume reports which are referenced below shall capture all activity for a twenty-four (24) hour period, beginning daily at 12:00 A.M. CTS reports shall be specific to Wyoming. The monthly report shall include, but is not limited to, the following information:

- A jurisdictional summary of TRS calls, which includes the session minutes, conversation minutes, number of outbound calls, completed calls, and percentage of the total calls for each of the following:
  - Local
  - Intrastate/IntraLATA
  - Intrastate/InterLATA
  - Directory Assistance (Intrastate and Interstate)
  - Interstate
  - International
  - Toll Free
  - Pay-per-call
  - Total Complete
  - General Assistance
  - Total Outbound
  - Busy/No Answer
- A monthly STS report, including total session minutes; total conversation minutes; total intrastate conversation minutes; total intrastate session minutes; information on jurisdiction (i.e. local, toll-free, international); average daily and monthly call length (call set-up, call wrap-up, conversation minutes, session minutes), average length of calls (by hour of the day), and average time in queue (0-5 seconds, 6-10 seconds, 11-20 seconds, 21-30 seconds, 31-60 seconds, 61-90 seconds, 91-120 seconds, 121-180 seconds, 181-240 seconds and greater than 240 seconds).
- V-A STS data to allow the Agency to track usage. This data shall be reported monthly and may be included as separate line items in current reports or as a separate report. At a minimum, the total number of calls utilizing the VA-STS feature shall be reported.
- A TRS usage report that includes daily as well as monthly totals for the following: the number of inbound calls; calls in queue; the number of calls in queue in excess of ninety (90) seconds; abandoned calls; answered calls; average seconds in queue; average speed of answer; percentage of calls answered within ten (10) seconds, including abandoned calls; percentage of calls answered within ten (10) seconds, not including abandoned calls; percentage of calls answered within sixty (60) seconds; average session minutes per inbound call; and average conversation minutes per inbound call.

## APPENDIX C: TRS CONTRACT RESPONSIBILITIES & REQUIREMENTS

- The total number of outbound TRS calls to 9-1-1, indicating the day of the month and type of relay call (i.e. TTY, STS, CTS, or Voice), and the NPA/NXX or phone number.
- The TRS call breakdown by calling type, with a separate breakdown by calling type for 7-1-1, which shall include: the total number of inbound and outbound calls for each call type; the percentage of the total for each call type; the total number of conversation minutes for each call type; and the average length of call by call type. Any caller dialing 7-1-1 and branded as Spanish or STS will be counted on the Spanish or STS reports and not the 7-1-1 report. Call types include, but are not limited to:
  - TTY-Baudot
  - TTY-Turbo Code
  - ASCII
  - Voice
  - Voice Carry Over (VCO)
  - Hearing Carry Over (HCO)
  - Deaf/Blind ASCII
  - Deaf/Blind Baudot
  - STS
  - Spanish Voice
  - Spanish TTY (Baudot/Turbo Code/ASCII)
  - Spanish VCO (or any other Spanish call type)
  - Spanish to English/English to Spanish
  - VCO to VCO (Outbound and percentage only)
  - VCO to TTY (Outbound and percentage only)
  - TTY to VCO (Outbound and percentage only)
  - VCO to HCO (Outbound and percentage only)
  - HCO to HCO (Outbound and percentage only)
  - HCO to TTY (Outbound and percentage only)
  - TTY to HCO (Outbound and percentage only)
  - HCO to VCO (Outbound and percentage only)
  - Answering Machine Retrieval (Outbound only)
- The number of Spanish to Spanish and Spanish to English General Assistance calls and associated session minutes.
- The number of inbound TRS calls for each hour of the day and each day of the week for every day of each month.
- The number of outbound TRS calls for each hour of the day and each day of the week for every day of each month.
- The average session minutes per TRS inbound call for each hour of the day and each day of the week for every day of each month.
- The number of inbound TRS calls that stayed in queue for each day of the month for the following time frames: 0-5 seconds; 6-10 seconds; 11-20 seconds; 21-30 seconds; 31--60 seconds; 61-90 seconds; 91-120 seconds; 121-180 seconds; 181-240 seconds; and greater than 240 seconds; total in queue each day; and total in queue for the month.
- The monthly total of calls offered, handled, and abandoned in queue, also the length of time in queue; daily totals of calls offered, calls abandoned, and length of time in queue (delayed call profile), average time in queue (seconds)

## APPENDIX C: TRS CONTRACT RESPONSIBILITIES & REQUIREMENTS

- The inbound calls, handled calls and abandons using the following increments: 0-5 seconds; 6-10 seconds; 11-20 seconds; 21-30 seconds; 31-60 seconds; 61-90 seconds; 91-120 seconds; 121-180 seconds; 181-240 seconds; and greater than 240 seconds.
- The daily and monthly average speed of answer times for each and all relay centers processing TRS calls, and the average daily and monthly percentage of calls answered within ten (10) seconds, including abandoned calls for each and all relay centers processing Wyoming TRS calls (Weighted Service Level).
- The daily and monthly average speed of answer and percentage of calls answered within ten (10) seconds for calls to Customer Service.
- The average daily and monthly blockage rates for each Wyoming TRS access number and total monthly blocked calls for all Wyoming Relay access numbers.
- A call summary by access number, including the monthly total of inbound calls, answered calls, blocked calls, abandoned calls, and blockage rate for each Wyoming TRS access number.
- The breakdown of TRS call volume by varying lengths, including the total daily and monthly number of calls for each of the following call lengths:
  - 0 – 5.00 minutes
  - 5+– 10.00 minutes
  - 10+ – 20.00 minutes
  - 20+ – 30.00 minutes
  - 30+ – 40.00 minutes
  - 40+ – 50.00 minutes
  - 50+ – 60.00 minutes
  - 60+ minutes
- The number of communications assistants for each relay center providing relay service on duty by hour and day of the week for each day of the month, including the average daily and monthly number of Spanish-speaking communications assistants on duty.
- NPA/NXX TRS and CTS Reports. The total number of TRS users (subscribers) and the total number of CTS users (subscribers) categorized by communities in Wyoming.
- The total number of daily and monthly inbound and outbound TRS calls and the percentages of the total monthly calls handled at each relay center where Wyoming TRS calls are processed.
- The total number of completed outbound calls to a Wyoming telephone number and the associated conversation minutes for Contractor's IP relay service on a monthly basis. The total number of estimated or actual Contractor's IP CTS phone calls and the associated conversation minutes for Wyoming on a monthly basis. The Contractor may estimate the minutes until the FCC establishes rules on identifying locations by IP Address at which time the Contractor shall provide actual conversation minutes. The IP CTS data may be reported with the IP relay service data or as a separate report.
- A breakdown of length of calls, including the average daily and monthly length of call for each call type, broken down into call set-up, call duration (talk time), and call wrap-up.
- A jurisdictional summary of CTS calls, which includes the session minutes, conversation minutes, outbound calls, completed calls, and percentage of calls for each of the following:
  - Intrastate
  - Interstate
  - International

## APPENDIX C: TRS CONTRACT RESPONSIBILITIES & REQUIREMENTS

- 2-Line
- Toll Free
- Pay-per-call
- Total Completed
- General Assistance (do not include conversation minutes)
- Total Outbound (do not include conversation minutes)
- A CTS usage report that includes daily as well as monthly totals for the following: the number of inbound calls; abandoned calls; answered calls; general assistance calls; completed calls; busy/no answer calls; average speed of answer; percentage of calls answered within ten (10) seconds, including abandoned calls; percentage of calls answered within ten (10) seconds, not including abandoned calls; session minutes; conversation minutes; average session minutes per inbound call; and average conversation minutes per inbound call.
- The monthly CapTel® Electronic Serial Number (ESN) count for Wyoming.
- The average daily and monthly blockage rates and the number of blocked calls. This shall include separately the number of calls blocked and the number of calls remaining in queue for longer than 90 seconds.
- A report of CTS communications assistant statistics, including average word per minute transcription rate, average rate of accuracy, and average rate of error.
- The number of inbound Spanish CTS calls and the number of session minutes of Spanish CTS calls.
- RCC data to allow the Agency to track usage. This data shall be reported monthly and may be included as separate line items in current reports or as a separate report.
- Customer Contact Summary. The Contractor shall provide monthly reports summarizing all customer contacts (i.e. complaints, compliments, inquiries, feedback, etc.) received for TRS, CTS which shall include, but not be limited to: the number of customer contacts received; the date and time of initial contact; the method of contact (phone, email, etc.); point of contact (supervisor, Customer Service, account manager, outreach staff, etc.); communications assistant number, if given; the nature and type of each contact; customer contact information, when given; call information; a description of how each complaint was or will be resolved; date and time of resolution; contact monthly tracking number; and days to resolution (if applicable). Additionally, the report shall provide total number and the category of contacts to include but not be limited to: commendations, general information, inquiry, equipment-related inquiry, customer profile, outreach, service complaints, billing issues, features issues, technical issues, external complaints, and miscellaneous complaints.
- RCC Complaint Summary Report. The Contractor's Account Manager will make a commercially reasonable effort to notify the Agency of any RCC complaints that are applicable to the State. The RCC complaint summary will be provided to the Agency via email on an as needed basis as complaints are received by Contractor and will include: the date and time of initial contact; the method of contact (phone, email, etc.); point of contact (supervisor, Customer Service, account manager, outreach staff, etc.); the nature and type of each complaint; a description of how each complaint was or will be resolved; date and time of resolution.
- Monthly Outreach Activity Report. The Contractor shall provide a monthly report of educational/outreach events attended and/or conducted, including a list of any planned upcoming events.

Traffic report production shall be electronically produced.

## APPENDIX C: TRS CONTRACT RESPONSIBILITIES & REQUIREMENTS

The Contractor, upon request, shall provide the Agency with professional interpretation, analysis and explanation of any reports provided.

If mutually agreeable to the Agency and the Contractor, the Contractor shall modify the data collected and/or modify the required report formats, at any time upon thirty (30) days notice by the Agency before the date the new or modified report is due. The purpose of these modifications and/or special reports may be to respond to an industry, legislative, agency, or consumer request for information.

### **Operational Readiness and Service Transition/Implementation**

The Contractor will develop and provide performance testing for RCC and any other new services or functions that change with the 2016-2018 Contract.

The Contractor shall not invoice the Agency for any costs associated with the start-up phase.

End-of-Contract Transition. The Contractor shall provide technical, business, and administrative support as requested by the Agency to ensure effective and efficient end-of-contract transition to any new Contractor(s). Transition activities shall include, but not be limited to: the transfer of the Customer Profile database in a usable form; transfer of all Wyoming Relay toll-free access numbers; and the transfer of outreach and advertising materials in a usable form. Notwithstanding the foregoing, any transfer of Deliverables shall be subject to the requirements and limitations in "Ownership of Outreach Deliverables", Section 8 (S), of the Contract. The Contractor shall offer its support to the Agency for up to a thirty (30) day period immediately following the expiration or termination of the Contract.

### **Quality Assurance and Quality Control**

The Contractor, in collaboration with the Agency, shall continuously evaluate the quality of TRS by the following methods, including but not limited to: individual communications assistant performance surveys at least twice per month; internal test call program focused on specific topics identified based on external/internal feedback conducted monthly on randomly selected communications assistants; a minimum of one hundred fifty mystery shopping test calls each month conducted by an independent testing company; quarterly typing test on each communications assistant; independent third-party evaluations conducted quarterly on randomly selected communications assistants to ensure compliance with standards, includes scripted secret shopper test calls; analysis of customer contacts/complaints, as necessary; and analysis of Agency and Telecommunications Relay Service Advisory Committee concerns, as necessary.

The Contractor, in collaboration with the Agency, shall continuously evaluate the quality of CTS by the following methods, including but not limited to: evaluation of at least one call per shift for each CTS communications assistant; requiring all CTS communications assistants to qualify for live call handling each month by successfully passing a monthly proficiency and knowledge test; routinely coaching CTS communications assistants on call center ergonomics, call handling procedures, and confidentiality; and evaluation of CTS communications assistants through routine testing programs conducted by the Contractor, CTS subcontractor (CTI), and independent third-party testers on behalf of the Contractor.

The Contractor shall provide the Agency with any and all independent third party quality assessment results for Wyoming TRS and/or CTS.

The Contractor shall provide Wyoming TRS and CTS users opportunities for input on the quality of relay. The Contractor shall participate in Wyoming's Telecommunications Relay Service Advisory Committee meetings in order to collect input on how Wyoming Relay should be improved to best meet relay users' needs. The Contractor shall explain in all appropriate brochures and outreach materials how users may easily provide on-going feedback and evaluation of Wyoming Relay service. The Contractor shall work with non-profit organizations as well as consumer groups to collect input on service quality. The Contractor shall gather feedback from State relay administrators.

## APPENDIX C: TRS CONTRACT RESPONSIBILITIES & REQUIREMENTS

### Complaint Resolution

The Contractor shall provide a twenty-four (24) hour-per-day process for handling TRS and CTS customer contacts (i.e. complaints, compliments, inquiries, feedback, etc.) regarding the relay services and relay center personnel. A summary of customer complaint procedures shall be included in printed outreach materials. The complaint, comment, inquiry and commendations procedures shall include, but not be limited to, the following:

Options. In addition to Customer Service's toll-free number, the Contractor shall accept commendations, complaints, inquiries, or comments via the following: online with a supervisor or operations administrator; Customer Service (email, fax, mail, on-line forms); Account Manager or other Contractor representative (in person at a community or outreach event, email, fax, mail, video conference, etc.); CTS Customer Service (fax, email, online chat, mail); and Agency staff (in person, email, fax, mail). Upon receipt of a complaint filed by a customer, the Contractor shall provide the customer with information regarding the procedures to resolve the complaint and will offer follow-up communication with the customer once a resolution has been identified.

Content and Procedures. Contractor's staff shall listen to the relay user and ensure they fully understand the customer's question or concern. All TRS and CTS complaints, whether verbal or written, shall be documented, and must include: the date the complaint was filed; customer contact information unless the customer declines to give the information; the customer's preferred method of contact (i.e. mail, phone, email, etc.); point of contact (supervisor, Customer Service, account manager, outreach staff, Agency staff, etc.); communications assistant number, if given; type of complaint; nature of complaint; explanation of resolution or immediate steps taken toward a resolution; date and time of resolution; monthly complaint tracking number; and days to resolution (if applicable). All complaints and relevant information concerning the complaint are to be kept on file with the Contractor for the length of the Contract. The Contractor shall initially address all complaints within twenty-four (24) hours. The Contractor shall forward compliments for specific individuals to the employee's call center. The Contractor shall use compliments to recognize performance and motivate employees. Complaints shall be classified by category (service, technical, or miscellaneous) and subcategories. The Contractor shall assign personnel based on the complaint category for complaints not immediately resolved. For service complaints, feedback is directed to the employee's manager, who shall meet with the employee to discuss the relay user's complaint. The manager shall verify the employee understands the correct procedures and performance expectations. The manager may recommend coaching, re-training, or take disciplinary action depending on the nature of the complaint. If a technical issue/complaint is reported the Contractor's staff shall immediately open a trouble ticket with the technical team. The Contractor's Account Manager shall be responsible for reviewing all complaints and any corresponding resolution and sharing the information with members of the relay management team on a weekly basis. The Account Manager shall review all finalized customer contacts to ensure accurateness and completeness. All contacts shall be reported on the monthly Customer Contact Summary, which is contained in the monthly report provided to the Agency. The Contractor shall ensure the Contractor's complaint tracking system provides confidentiality and security protections including: only authorized contractor's Contractor's staff shall have access; any changes and updates to customer contacts shall be recorded, along with the person making the change; and protections to keep complaint records from being deleted.

Complaint Records. The Contractor shall send copies of all resolved complaints to the Agency. To enable the State to meet its complaint resolution responsibilities to the FCC, to monitor the quality of relay services being provided by the Contractor, and to ensure that the Contractor is making reasonable efforts to resolve complaints, the Contractor shall make the full contents of the TRS and CTS customer contact record/file available to the State, upon request, and provide the known names and contact information of any complainant to the Agency's Contract Administrator (Lori Cielinski), if requested.

## APPENDIX C: TRS CONTRACT RESPONSIBILITIES & REQUIREMENTS

Follow-up. Complaints not resolved within seventy-two (72) hours shall have all follow-up information included and forwarded to the Agency as follow-up steps occur. Complainants shall be asked to provide their contact information and their preferred method of contact, to facilitate follow-up of the complaint. Follow-up with the customer shall clearly indicate the problem and the steps taken toward resolution. All follow-up, including the date and explanation of the final resolution, shall be documented and reported to the Agency. The Agency reserves the right to intervene or advocate on behalf of the customer at any time during the resolution process. All written notifications sent to customers by the Contractor shall include contact information for the Agency's Contract Administrator and the FCC.

Supervisor Availability. The Contractor shall ensure that any user of the relay center shall be able to reach a supervisor or administrator while still on line during a relay call, twenty-four (24) hours-per-day, three hundred and sixty-five (365) days-per-year.

Monthly Customer Contact Summary. The Contractor's Account Manager shall be responsible for tracking all monthly commendations and complaints which shall be included in the monthly Customer Contact Summary submitted to the Agency.

Multiple Complaints During One Contact. If a relay customer's complaint contains multiple issues, then each issue shall be documented and tallied individually within the customer complaint report.

Annual Complaint Log Summary. An annual narrative report and log summarizing and tabulating the monthly information regarding complaints for all types of TRS calls and CTS calls including the total number of all complaints received for each twelve (12) month period ending May 31, shall be prepared and provided to the Agency for submission to the FCC. The log must be received by the Agency in electronic Microsoft Word-compatible format no later than June 14<sup>th</sup> of each year. The Annual Complaint Log must contain (at a minimum) the following reporting categories for each complaint: the date the complaint was filed; the nature of the complaint; the date of resolution; the complaint tracking number; and an explanation of the resolution. A tally report should also be included tabulating the customer contacts by classification and category of contact.

### **Customer Service Access**

Customer Service. The Contractor shall provide toll-free Customer Service for all TRS call types twenty-four (24) hours-per-day, seven (7) days-per-week, three hundred sixty-five (365) days-per-year. Customer Service shall be accessible to Spanish language relay users. The existing Agency-owned nationwide toll-free English Customer Service number (888-694-4450) shall be used for the convenience of all callers (i.e. communication modes including Baudot, Turbo Code, ASCII, Deaf/Blind users, VCO, HCO, STS and Voice) wishing to call the Customer Service line directly. All calls to 888-694-4450 shall be answered with a greeting that begins with "Wyoming Relay Customer Service." The Contractor shall ensure that callers accessing the Customer Service number are not subject to excessive delays before reaching Customer Service representative. The Contractor shall also offer the customers the option of contacting Customer Service by fax, email and mail. Customer Service shall provide: information and instructions on the use of the relay and its features; a customized relay experience, including establishing and modifying Customer Profiles upon customer request; referrals to Wyoming Relay's Equipment Distribution Program; and assistance with any questions or problems the user may have related to the relay service. Customer Service shall also be a contact point for people wishing to compliment or complain about the relay service. All information and referral calls received by the communications assistants shall be transferred immediately and directly to Customer Service for processing. Prior to transferring the call, the communications assistants shall provide the direct Customer Service telephone number to the customer. The communications assistants shall still transfer the call if the customer declines to receive the direct Customer Service telephone number.

The Contractor shall provide toll-free telephone access to Customer Service for CTS users twenty-four (24) hours-per-day, seven (7) days-per-week. CTS Customer Service is not currently available on the following holidays: Labor Day, Memorial Day, Thanksgiving, Christmas, New Year's Day and Easter.

## APPENDIX C: TRS CONTRACT RESPONSIBILITIES & REQUIREMENTS

On the holidays CTS is not available, CTS customers have the option to leave a message or to contact the Contractor's TRS Customer Service which is available to CTS users twenty-four (24) hours-per-day, seven (7) days-per-week, three hundred sixty-five (365) days-per-year. In addition to the national Contractor owned and provided toll-free English access number (888-269-7477) and Spanish access number (866-670-9134), the Contractor shall offer CTS user the options of contacting CTS Customer Service by fax, email, mail, on-line chat with Customer Service, or a feedback form which allows customer to leave an online message for CTS Customer Service. Customers may also initiate CTS Customer Service contacts through the Contractor's Account Manager. CTS Customer Service shall provide: general information and referral; education and information; information on how to obtain CapTel<sup>®</sup> equipment, including referrals to the Wyoming Relay Equipment Distribution Program; and feedback on service.

The Contractor shall provide Customer Service assess for Wyoming Relay Service customers who speak Spanish on the Contractor's national Spanish Customer Service number (800-676-4290) at no additional charge to the State for any associated minutes of use.

The Contractor shall ensure Wyoming TRS and CTS users have access, including, but not limited to: instructional materials; frequently asked questions; and the Account Manager's contact information; on any websites established for the Agency.

The Contractor shall provide a website ([www.SprintSTS.com](http://www.SprintSTS.com)) to educate users on the availability and benefits of Speech-to-Speech Relay. The Contractor shall also offer a dedicated twenty-four (24) hours-per-day, seven (7) days-per-week, three hundred sixty-five (365) days-per-year STS Customer Service toll-free number (877-787-1989), as well as a STS Customer Service email address (Sprint.TRSCustServ@sprint.com), to specifically address questions and concerns related to STS. The Contractor shall provide Video Assisted STS Customer Service stations to allow V-A STS customers to access Customer Service utilizing their preferred method of communication.





# *State of Wyoming*

**Matthew H. Mead**

Governor

**John Cox**

Director

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## **Department of Workforce Services Division of Vocational Rehabilitation**

# **SERVICE LEVEL PERFORMANCE REQUIREMENTS ATTACHMENT C**

**SPRINT COMMUNICATIONS COMPANY, L.P.**

12502 SUNRISE VALLEY DRIVE, RESTON, VA 20196  
703-433-8581

**February 1, 2018**

## 1. General Description

This document is intended to identify and describe the service level performance requirements and liquidated damages. The sole purpose of liquidated damages is to ensure adherence to the performance requirements in the Contract. No punitive intention is inherent. Sprint Communications Company, L.P. (Contractor) shall not be charged for liquidated damages where Contractor's noncompliance falls under Force Majeure as identified in the terms and conditions of the Contract. The parties to the Contract acknowledge that in the event of a failure by the Contractor to meet the performance requirements, damage shall be sustained by the State of Wyoming, Department of Workforce Services, Division of Vocational Rehabilitation (Agency), and that it is and will be, impractical and extremely difficult to ascertain and determine the actual damages which the Agency will sustain in the event of and by reason of such failure. The Contractor therefore agrees that it shall pay the Agency for such failures, at the sole discretion of the Agency, the amounts set forth below:

## 2. Performance Requirements and Liquidated Damages

### 2.1. Service Start-Up

Full Service Start Date. The Contractor shall commence full Wyoming Telecommunications Relay Service (TRS) and Captioned Telephone Service (CTS) operations on February 1, 2018, or upon contract execution. The Contractor shall commence Relay Conference Captioning (RCC) operations within sixty (60) days from contract execution. Liquidated damages are five hundred dollars (\$500.00) per day for each calendar day from the day of the TRS or CTS operations delay, up to a maximum of thirty (30) days. Should the Contractor be unable to complete the installation, and/or be unable to absorb Wyoming's TRS and CTS call traffic at the end of the thirty (30) day period, the Agency may treat the Contract as being in default, terminate the Contract, and seek such additional relief as provided by law. The Contractor shall not be charged for liquidated damages for an RCC commencement delay, or when the TRS or CTS delay arises out of causes beyond the control, and without the fault or negligence of, the Contractor.

Communications Assistant Policies, Procedures and Training Manual. The Contractor shall provide the Agency with any and all current TRS communications assistant policies, procedures and training manual(s) and an outline of CTS policies and procedures within thirty (30) calendar days after the execution of this Contract. Liquidated damages are two hundred fifty dollars (\$250.00) per day for each calendar day past the due date, up to a maximum of thirty (30) days.

Communications Assistant Proficiency Examination(s). The Contractor shall provide the TRS communications assistant proficiency examination(s) to the Agency within thirty (30) calendar days

after the execution of this Contract. Liquidated damages are two hundred fifty dollars (\$250.00) per day for each calendar day past the due date, up to a maximum of thirty (30) days.

## **2.2. Operating Parameters**

Excessive Call Blockage. A blocked call is defined as a call receiving a busy signal. The Contractor must meet the requirement that no more than a daily average of one percent (1%) of the calls to each of the Wyoming Relay access telephone numbers and each of the CTS access number shall be blocked. Liquidated damages are one hundred fifty dollars (\$150.00) per day for each calendar day the blockage requirement is not met.

Excessive Hold Time. Excessive hold time is defined as any call that rings or is in queue/on hold in excess of ninety (90) seconds. The Contractor must meet the requirement that all calls shall be answered by a live communications assistant ready to process the call within ninety (90) seconds. Liquidated damages are one hundred fifty dollars (\$150.00) per day for each calendar day one percent (1%) or more of the TRS calls or one percent (1%) or more of the CTS calls ring or are in queue/on hold in excess of ninety (90) seconds.

Excessive Time to Answer Calls. Except during network failure, the Contractor must meet the requirement that for each calendar day, eighty-five percent (85%) of all calls shall be answered within ten (10) seconds. Abandoned calls shall be included in the answer performance level calculation. Liquidated damages for any days in which less than eighty-five percent (85%) of calls are answered within ten (10) seconds are one hundred fifty dollars (\$150.00) per day.

Service Outage. A service outage is defined as a complete failure of the relay service equipment used to process TRS and/or CTS calls. A complete failure occurs when the TRS and/or CTS system is one hundred percent (100%) incapable of processing calls. Any service outage exceeding two (2) hours in length within a twenty-four (24) hour period shall subject the Contractor to liquidated damages of five hundred dollars (\$500.00) per day. The Contractor shall not be liable for calls that have not reached their network, nor for incidents which fall under Force Majeure as identified in the terms and conditions of the Contract.

## **2.3. Monthly Reports**

The Contractor shall provide a monthly report to the Agency no later than the twenty-first (21<sup>st</sup>) day of the following month. Liquidated damages are two hundred fifty dollars (\$250.00) per day for each calendar day the report is overdue.

## **2.4.Complaint Resolution**

## ATTACHMENT C: TRS CONTRACT REPOSNSIBILITIES & REQUIREMENTS

Federal Communications Commission (FCC) Complaint Resolution. The Contractor shall resolve complaints related to FCC minimum standards in less than one hundred eighty (180) days. Liquidated damages are five hundred dollars (\$500.00) per complaint for any complaint taking one hundred eighty (180) days or more for resolution.

Non-Federal Communications Commission (FCC) Complaint Resolution. The Contractor shall resolve any complaint not related to an FCC minimum standard in less than sixty (60) days. Liquidated damages are one hundred fifty dollars (\$150.00) per complaint for any complaint taking sixty (60) days or more for resolution.

### 3. Invoicing

The Contractor shall provide a monthly invoice for Wyoming's TRS and CTS services for each calendar month to the Agency no later than twenty-one (21) days after the close of each month.

Invoices for the resulting Contract shall be submitted as a hard (paper) copy format to:

Division of Vocational Rehabilitation  
Telecommunications Relay Service  
851 Werner Court, Suite 120  
Casper, WY 82601  
ATTN: Lori Cielinski

The Contractor's monthly invoice to the Agency shall include the printed name, signature, telephone number, fax number, and email address of the individual authorized by the Contractor to certify the accuracy of all data used to generate the charges.

Upon the Agency's receipt and approval of an invoice from the Contractor, the Agency shall pay the invoice within the normal accounts payable processing time, not to exceed forty-five (45) days.

Payments of invoices will be based upon the Contractor meeting the stated deadlines and upon the Agency's acceptance of the deliverables, including, but not limited to, the monthly report.

Amounts due to the Agency as liquidated damages shall be offset against any monies due the Contractor pursuant to the Contract. The Agency shall notify the Contractor of any claim for liquidated damages pursuant hereto on or before the date the Agency deducts such sums from money payable to the Contractor. The total amount of liquidated damages cannot exceed the limits of the Contract. Any liquidated damages that are assessed are in addition to and not in limitation of any other rights or remedies of the Agency. The exercise of remedies by the Agency shall be in accordance with the terms and conditions of the Contract, including any limitations of liability therein.

The Agency's election not to assess liquidated damages for any instance of a failure to meet a performance requirement shall not be deemed to be a waiver of the Agency's right to assess liquidated damages in any other instance.

### 3.1. Reporting

Within two months of Contract execution, the Contractor shall meet with the Agency to determine all types of data available for reporting purposes in order to set up any additional regular monthly reports which may be of benefit to the Agency. All reports shall become the property of the Agency, and therefore shall not be copyrighted by the Contractor.

The Contractor shall provide a monthly report with the monthly invoice which captures all of Wyoming's TRS and CTS activity for one (1) calendar month and which will enable the State to monitor whether the relay service is meeting each of the FCC and State performance standards. Daily traffic or call volume reports shall capture all activity for a twenty-four (24) hour period, beginning daily at 12:00 A.M. CTS reports shall be specific to Wyoming. Monthly reports shall include, but not be limited to, the following information to document adherence to performance requirements:

- 1) A TRS usage report(s) that includes daily as well as monthly totals for the following: the number of inbound calls; calls in queue; the number of calls in queue in excess of ninety (90) seconds; abandoned calls; answered calls; average seconds in queue; average speed of answer; percentage of calls answered within ten (10) seconds, including abandoned calls; percentage of calls answered within ten (10) seconds, not including abandoned calls; percentage of calls answered within sixty (60) seconds; average session minutes per inbound call; and average conversation minutes per inbound call.
- 2) The daily and monthly average speed of answer times for each and all relay centers processing TRS calls, and the average daily and monthly percentage of calls answered within ten (10) seconds, including abandoned calls for each and all relay centers processing Wyoming TRS calls.
- 3) The average daily and monthly blockage rates for each Wyoming TRS access number and total monthly blocked calls for all Wyoming Relay access numbers.
- 4) A call summary by access number to include the monthly total of inbound calls, answered calls, blocked calls, abandoned calls, and blockage rate for each Wyoming TRS access number.
- 5) A CTS usage report that includes daily as well as monthly totals for the following: the number of inbound calls; abandoned calls; answered calls; average speed of answer; percentage of calls answered within ten (10) seconds, including abandoned calls; percentage of calls answered

## ATTACHMENT C: TRS CONTRACT REPOSNSIBILITIES & REQUIREMENTS

within ten (10) seconds, not including abandoned calls; average session minutes per inbound call; and average conversation minutes per inbound call.

6) The average daily and monthly blockage rates for Wyoming CTS calls, the number of calls blocked and the number of calls remaining in queue for longer than ninety (90) seconds.

7) A Customer Contact report(s) summarizing all customer contacts including but not limited to: complaints, compliments, inquiries, and feedback received for both TRS and CTS. The Customer Contact report(s) shall include, but not be limited to: the number of customer contacts received; the date and time of initial contact; the method of contact (i.e. phone, email); point of contact (i.e. supervisor, Customer Service, account manager, outreach staff); communications assistant number, if given; the nature and type of each contact; customer contact information, when given; call information; a description of how each complaint was or will be resolved; date and time of resolution; contact tracking number; and days to resolution (if applicable). Customer Contact report(s) shall also provide total number and the category of contacts including but not limited to: commendations, general information inquiry, equipment-related inquiry, customer profile, outreach, service complaints, billing issues, features issues, technical issues, external complaints, and miscellaneous complaints.

# Appendix D:

## WYOMING RELAY EQUIPMENT DISTRIBUTION



APPLICATION FOR SPECIAL TELEPHONE EQUIPMENT



Return Application To:  
WYRED or WY Relay EDP  
851 Werner Court, Ste. 120  
Casper, WY 82601

Fax: 307-472-5601  
Email:  
[dws-wyrelay@wyo.gov](mailto:dws-wyrelay@wyo.gov)

Name of applicant: \_\_\_\_\_  
Last Maiden First MI

Mailing Address: \_\_\_\_\_  
Street or Box # Apt./Ste. # City Zip

Physical Address: \_\_\_\_\_  
Street Apt./Ste. # City Zip

Name of Apartment Building or Mobile Home Park, if applicable: \_\_\_\_\_

Telephone number: \_\_\_\_\_ Email address: \_\_\_\_\_  
☐ Voice ☐ TTY ☐ Text ☐ Voice/TTY ☐ Voice/Text

Date of birth (MM/DD/YYYY): \_\_\_\_\_ Last 4 of Social Security Number: \_\_\_\_\_

ALTERNATE CONTACT INFORMATION

If your hearing loss currently prohibits you from using the telephone, please provide an alternate person we can talk to for clarifications regarding your application.

Name: \_\_\_\_\_ Daytime phone #: \_\_\_\_\_

Relation to you: \_\_\_\_\_ ☐ Phone Only ☐ Text Only ☐ Either

Email address: \_\_\_\_\_

DISABILITY AND VERIFICATION

Disability: ☐ Deaf ☐ Hard of Hearing ☐ Visual Impairment ☐ Deaf-Blind ☐ Speech Impairment

The professional listed below can verify my disability: *(Professional's signature is NOT required.)*

Name: \_\_\_\_\_ Verifier's occupation: *(check one)*  
☐ Licensed Physician  
☐ Speech Pathologist ☐ Audiologist  
☐ Vocational Rehabilitation Counselor  
☐ WY Relay/WY Relay Representative  
☐ Other Professional: \_\_\_\_\_

Business Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone #: \_\_\_\_\_ Email address: \_\_\_\_\_

APPLICANT CERTIFICATION

*I certify under penalty of perjury that I meet the definition (as provided on page 2 of the instructions) of Deaf, Deaf-Blind, Speech-Impaired, or Hard of Hearing; that I have read and understand the information on page 1 of the instructions; that I am a resident of the State of Wyoming; that I am able to understand the nature and use of this equipment; that I have provided accurate income information on the financial application; and that all statements made by me on this application are true and correct to the best of my knowledge. My signature below grants release of information to verify my disability.*

Applicant or POA signature: \_\_\_\_\_ Date: \_\_\_\_\_

Parent/Legal Guardian/ signature: \_\_\_\_\_ Date: \_\_\_\_\_  
*(required if applicant is under the age of 18)*



**QUESTIONS? REFER TO INSTRUCTIONS OR CALL 1-800-452-1408 V/TTY**

Who is your landline telephone service provider? (i.e. CenturyLink or Charter)

\_\_\_\_\_

Who is your cellular provider? (i.e. Verizon or AT&T)

\_\_\_\_\_

Who is your internet provider? (i.e. Charter)

\_\_\_\_\_

Is it hard to get up from a chair to answer the phone?  
☐ Yes ☐ No

Can you read the newspaper with glasses if needed?  
☐ Yes ☐ No

How comfortable are you with new technology?  
 1 2 3 4 5 6 7 8 9 10  
 (not at all) (somewhat) (very)

Do you wear hearing aids? ☐ Yes ☐ No  
 If yes, do they have T-coils? ☐ Yes ☐ No ☐ Unsure  
 Do you have a streamer? ☐ Yes ☐ No ☐ Unsure  
 When were they last adjusted? \_\_\_\_\_

How many telephone devices do you currently have in operation in your home? \_\_\_\_\_

Do you currently have a message retrieval system in use at your home?  
☐ Yes/answering machine ☐ Yes/voicemail ☐ No

Do you have Caller ID service? ☐ Yes ☐ No

Circle your preferred type of telephone:  
 Cordless Corded Cellular Captioned TTY

Circle your level of hearing loss:  
 Mild to Moderate to Severe to Profound to Deaf

Do you have an "easy-to-get-to" telephone jack and a power outlet within 6 feet of the telephone jack?  
☐ Yes ☐ No

Do you have someone (yourself, family member, friend, neighbor, service provider) who can install and set up the equipment, and assist you with learning the features of the equipment? ☐ Yes ☐ No

Provide additional information that will help us better assist you: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Select only one from the equipment below.

### **TTYs**

- ☐ Superprint 4425A
- ☐ Ameriphone Q90D
  - ☐ Portable printer
  - ☐ Speakers (HCO)
  - ☐ Headphones (HCO)

Please call for additional options.

### **CAPTIONED PHONES**

- ☐ CapTel 840 Plus
- ☐ CapTel 840i \*
- ☐ CapTel 880i \*
- ☐ CapTel 2400i BT \*

\* = requires high-speed internet.

### **CELLULAR AMPLIFIED PHONES & ACCESSORIES**

- ☐ Jitterbug Flip phone
- ☐ Jitterbug Smart phone
- ☐ Samsung Bluetooth wireless headset

Please call for information on additional available wireless/cellular devices.

Wyoming's TRS State Certification

### **CORDED PHONES**

- ☐ Clarity HA40 In-Line Amplifier
- ☐ Speech Adjust-a-Tone In-Line Amplifier
- ☐ Voice Magnifier In-line Amplifier
- ☐ Geemarc BDP400
- ☐ ClearSounds CSC600
- ☐ Clarity Alto Plus
- ☐ TeliTalk Electrolarynx

### **CORDLESS PHONES**

- ☐ Clarity XLC2
- ☐ Clarity XLC3.4
- ☐ ClearSounds A700
- ☐ Clarity BT914
- ☐ Panasonic KX-TGM450

*Italicized = also helps those with weak or no speech.*

Select one Signaling Device, one Remote Device (if desired), and one Accessory Device (if desired).

### **SIGNALING DEVICES**

- ☐ Sonic Ring TR75VR Phone Signaler (may also pick one of the remotes:)
- ☐ Sonic Blink Strobe Remote Receiver BL300 (requires TR75VR above)
- ☐ Sonic Link Deluxe Remote Receiver SA201 (requires TR75VR above)
- ☐ Sonic Boom Alarm Clock with Bed Shaker (requires TR75VR above)
- ☐ Geemarc Amplicall 10 Ring Signaler
- ☐ Ameriphone SR-200 Ring Signaler
- ☐ Serene Ringer Flasher Model RF200

### **ACCESSORY DEVICES**

- ☐ Headphones (wired, dual-ear, over head style with boom mike)
- ☐ Bed shaker (model dependent)
- ☐ Neckloop
- ☐ Amplicom AB900 Answering Machine
- ☐ Panasonic Range Extender

**WY RELAY FINANCIAL APPLICATION****PLEASE REVIEW INSTRUCTIONS ON REVERSE OR CALL 1-800-452-1408**

Applicant name: \_\_\_\_\_ # of persons in family unit, including the applicant: \_\_\_\_\_

**A. MONTHLY GROSS INCOME**

1. Wages, Salaries, Tips .....	\$ _____	10. Tribal Per Capita.....	\$ _____
2. Spouse's Wages, Salaries, Tips, etc .....	\$ _____	11. Student Financial Scholarships/Grants.....	\$ _____
3. Public Assistance .....	\$ _____	12. Trust and/or Estates .....	\$ _____
4. Workers' Compensation*.....	\$ _____	13. Investment Income.....	\$ _____
5. Social Security* SSI, SSDI, Other.....	\$ _____	14. Guaranteed Income.....	\$ _____
6. VA Disability* .....	\$ _____	15. Unemployment .....	\$ _____
7. Private Disability* .....	\$ _____	16. Other .....	\$ _____
8. Child Support (that you receive).....	\$ _____	17. Other .....	\$ _____
9. Rental Income/Notes Receivable.....	\$ _____	Add lines 1-17:	<b>Subtotal</b> \$ _____

\* Disability-related income needs to be listed but not included in calculating the subtotal.  
Disability-related income will not be considered when determining eligibility.

**B. LIQUID ASSETS**

1. Cash or Savings.....	\$ _____
2. Stocks/Bonds.....	\$ _____
3. Total Liquid Assets (add Lines 1 and 2) .....	\$ _____
4. Enter \$2,000 for yourself or \$3,000 for combined exemption for you and your spouse.....	\$ _____
5. Net Liquid Assets (Line 3 minus Line 4; if a negative number, enter "0" on Lines 5 and 6) .....	\$ _____
6. Divide the amount of Net Liquid Assets by 12 and enter here.....	<b>Subtotal</b> \$ _____

**C. TOTAL RESOURCES**(Add subtotals, Section A & B) **TOTAL \$** \_\_\_\_\_**D. MONTHLY DEDUCTIONS**

1. Cost of Living (1 person = \$2,023; 2 persons = \$2,743; 3 or more = see Cost of Living Table on back).\$	\$ _____
2. Client Disability-related Expenses (See #7 on back) .....	\$ _____
3. Child Support (you are required to pay, not any you may be receiving).....	\$ _____
Add Lines 1-3: <b>Subtotal</b>	\$ _____

**E. AVAILABLE APPLICANT RESOURCES**(Section C minus D) **TOTAL \$** \_\_\_\_\_

If your total monthly resources (Section C) are greater than your monthly deductions (Section D), you will not be eligible to obtain special telephone equipment free of charge from WY Relay. You may participate in our loan program prior to purchasing equipment on your own, if desired. You may also reapply if your circumstances change.

We encourage you to return your application even if you think your financial resources will make you ineligible to receive equipment free of charge.

Please check here and return this application if you would like more information on our loan program ☐.

**F. SIGNATURES**

I certify that the information provided on this form is a true and accurate statement of my financial status.  
I understand that falsifying information I provide is just cause for denial of equipment and/or services.

Applicant or POA signature	Date	Parent/Legal Guardian signature	Date
----------------------------	------	---------------------------------	------

Program Consultant signature	Date
------------------------------	------

## INSTRUCTIONS FOR FINANCIAL APPLICATION

1. State laws governing WY Relay require that financial eligibility standards be applied. The purpose of this form is to determine your eligibility to receive equipment free of charge from WY Relay. Contact WY Relay for help completing any sections with which you have difficulty.
2. The family unit means yourself, spouse, minor children or other family members who are designated as dependents on your most recent federal income tax return.
3. If you are not of legal age (18 years), or are of legal age but are not emancipated, your parent/ legal guardian must also sign this form.
4. **Section A (Monthly Gross Income):** Enter the source(s) and monthly gross amount(s) of all income received by the family unit. All items should be listed as monthly amount(s). Disability-related income should be listed in this section; however, it should **not** be included when calculating the subtotal in Section A.
5. **Section B (Liquid Assets):** Enter the source(s) and gross amount(s) of any assets which are or may be converted into cash. Liquid assets include, but are not limited to, the following: cash, savings or money market accounts, and investment accounts (ie: stocks, bonds, mutual funds, etc). Enter "0" in the subtotal if a negative number results from the calculations.
6. **Section C (Total Resources):** Add the subtotal of Section A (Monthly Gross Income) to the subtotal of Section B (Liquid Assets) (A + B) to obtain Total Resources.
7. **Section D (Monthly Deductions):**
  1. **Cost of Living:** Refer to the Cost of Living Table provided below. Remember to input the correct amount based upon the size of your family unit.
  2. **Disability Related Expenses:** Eligible deductions are limited to your disability-related expenses such as attendant care, medications, and maintenance on assistive devices.
  3. **Child Support:** List the monthly amount you pay for child support (if applicable).
8. **Section E (Available Applicant Resources):** Subtract Section D (Monthly Deductions) from Section C (Total Resources) and enter the final amount. Enter "0" if a negative number.
9. **Section F (Signatures):** Carefully read the statements above the signature lines. If you have any questions, please discuss them with a WY Relay representative prior to signing your application.
10. Return the completed applications (financial and special telephone equipment) to:  
 Mail: WY Relay ; 851 Werner Court, Suite 120; Casper, WY 82601  
 Fax: 307-472-5601 ATTN: WY Relay  
 Email: [dws-wyrelay@wyo.gov](mailto:dws-wyrelay@wyo.gov) (include scanned PDF attachments)

### 2018 COST OF LIVING TABLE

Size of Family Unit	Monthly Income
1	\$ 2,023.00
2	\$ 2,743.00
3	\$ 3,463.00
4	\$ 4,183.00
5	\$ 4,903.00
6	\$ 5,623.00
7	\$ 6,343.00
8*	\$ 7,063.00

*\*For family units with more than 8 members, add \$720.00 for each additional member.*

### I found out about WY Relay from:

*Please check all that apply:*

- ☐ My Physician, PA, Nurse, Family practitioner, etc.
- ☐ My Speech Pathologist
- ☐ My Audiologist
- ☐ My Vocational Rehabilitation Counselor
- ☐ WY Relay Presentation (*indicate where*): \_\_\_\_\_

- ☐ Health Fair (*indicate where*): \_\_\_\_\_
- ☐ Other Professional/Service Provider (*indicate individual or organization*): \_\_\_\_\_
- ☐ Other: \_\_\_\_\_



A program of



**TO BE ELIGIBLE TO RECEIVE EQUIPMENT, AN APPLICANT MUST:**

1. Be deaf, hard of hearing, speech impaired, or deaf-blind (see definitions, page 2);
2. Be a resident of Wyoming;
3. Be able to demonstrate ability to use and care for the equipment;
4. Meet the income eligibility requirement; and
5. Return equipment previously received (if applicable) from Wyoming Relay. If your equipment is stolen or damaged by fire, you must report it to the police/fire department and provide a copy of the report to WY Relay before getting replacement equipment.

*Note: applicants under the age of 18 must have a parent or legal guardian sign the application and assume responsibility for the equipment. Legally emancipated minors are considered adults for this application.*

If your application is approved, your responsibilities as a WY Relay client will include:

- ☎ Disclosing applicable information about your hearing needs to aid WY Relay in assisting you.
- ☎ Selecting one primary piece of equipment (i.e. telephone) and one secondary piece of equipment (i.e. signaling device) with remote device (if desired).
- ☎ Maintaining the equipment appropriately (i.e. keeping it clean, avoiding contact with liquids, using the WY Relay-provided surge protector if applicable, etc.) for the life of the product.
- ☎ Understanding that—once you are provided with new equipment—you will NOT be eligible to exchange your equipment until the warranty has expired and your equipment malfunctions. All equipment received from WY Relay has at least a 3-year manufacturer's warranty.
- ☎ Notifying WY Relay of any problems with the functioning or use of the equipment.
- ☎ Processing all warranty claims for repair or replacement. Upon approval, you will be provided with information on warranty procedures for your product(s).
- ☎ Updating your long distance provider with CapTel Customer Service (840 Plus users only).
- ☎ Purchasing replacement paper for TTYs, replacement batteries, additional handsets (for cordless models), and/or accessories for your equipment. WY Relay does not pay for, nor reimburse, for any of these items.
- ☎ Paying for monthly service plan charges, long distance charges, and/or optional services/charges from your telephone and/or internet service provider(s).

Equipment offered by WY Relay has been fully tested to ensure functionality and reliability while also offering a wide range of options to meet the needs of most individuals with hearing loss. If you don't think that any of the equipment choices shown in this application packet will be of benefit to you, please contact us so that we may work together to find alternative equipment that will assist you.

You are also encouraged to take advantage of our loan closet prior to making your final selection; there is no charge to participate, but it will allow you the opportunity to try equipment prior to making a decision. Please keep in mind that once we provide new equipment to you, you cannot reapply for new equipment for at least three (3) years unless your hearing needs change.

## DEFINITIONS

**Deaf** – The condition of a person whose hearing in both ears is impaired to the degree that the person is unable to understand speech.

**Deaf-Blind** – The condition of a person who is: 1) deaf, severely hearing impaired, or hard of hearing; and 2) blind or visually impaired, and requires the use of specialized telecommunications equipment to communicate effectively on the telephone.

**Hard of Hearing** – The condition of a person whose hearing loss requires use of specialized telecommunications equipment to communicate effectively on the telephone.

**Speech Impaired** – The condition of a person whose speech impediment renders speech on an ordinary telephone unclear and susceptible to misunderstanding.

**TTY (Text Telephone)** – An electrical device with a keyboard which, when used with a telephone, allows a deaf or hard of hearing individual to effectively communicate.

**VCO (Voice Carry Over)** – A device that allows deaf or hard of hearing users without speech impairments to speak directly to the called person. Everything the called person says is typed either directly or by a relay operator and appears as text on the display of the VCO device. CapTel™ is an enhanced VCO device.

**HCO (Hearing Carry Over)** – A device that allows a person with a speech impairment to listen directly to the telephone conversation through speakers or headphones connected to a TTY and to type their response using the TTY keyboard, which is then read by a relay operator to the person they are calling.

## TEXT TELEPHONES (TTYs) & HCO DEVICES

### Superprint 4425A™

**Faster...Smarter...Smaller...and more convenient than ever! This remarkable TTY has these features and much more:**

- ☎ Programmable auto-answer
- ☎ 32K memory (stores conversations, memos, telephone numbers, and auto-answer messages)
- ☎ TTY Announcer™ (a recorded female voice that tells the person you are calling, "TTY call; please use a text telephone.")
- ☎ Relay Voice Announcer (tells people calling you to "Please use text telephone or dial relay")
- ☎ Memory dialing and dialing by name



### Ameriphone Q90 D™



- ☎ Add speakers or headset for **HCO calls**
- ☎ Ring flasher for incoming calls and audible ringer with optional external speaker
- ☎ Built-in text answering machine
- ☎ Printer port to connect to external portable printer & most computer printers

Other models of TTYs may be available. For additional information, please call WY Relay at 800-452-1408.



## CAPTIONED TELEPHONES & ENHANCED VCO DEVICES

Captioned telephones work just like a regular telephone, except they allow you to read the portion of the conversation that you cannot effectively hear through the handset. The captioning service is provided by a live communications assistant using voice recognition technology. There is a significant learning curve associated with them for most users. The captioning service is provided free of charge to the end user, and is paid for either by the State of Wyoming or via the FCC's Telecommunications Relay Service fund. The FCC requires that distributors of captioned telephones assess users to ensure the captioning service and its funding mechanisms are utilized appropriately. Unless a client is a previous captioned telephone user, WY Relay requires clients to be assessed to determine if they can benefit from captioning.

**CapTel Model 840 Plus:** Requires analog (i.e. CenturyLink) telephone line(s) and electrical power. DSL lines are supported with appropriate filters in place. Not compatible with PBX systems unless an analog port is available. Has a built-in answering machine. May be used with digital service if converted through CapTel Customer Service. Call for more info.



**CapTel Model 840i/880i:** Requires high speed/broadband internet connection (a dial-up internet connection will not work) AND working landline service (digital cable or VOIP service OK) AND electrical power. The 840i CAN connect via WiFi, and has a built-in answering machine. The 880i with a larger 10" screen (pictured) is ideal for low vision clients.

**CapTel Model 2400iBT:** For people who prefer touch-screen technology. Large, colorful display; dial-by-picture capability; and built-in answering machine. Also capable of connecting via Bluetooth to your existing cell phone to utilize cellular service.



### ADDITIONAL CAPTIONING OPTIONS

**Web CapTel:** Let's you enjoy phone conversations with the convenience of online captions. You make/receive phone calls using any phone you want (no special equipment to buy), while viewing captions of the call on the Internet browser window of your computer or smart phone. Internet service required.

**Mobile CapTel:** New apps make it easy to get captions on your mobile device! CapTel, InnoCaptions, Caption Call, and Clear Captions all have mobile apps available at the App Store and/or Google Play.

**The CaptionCall®** is not distributed by WY Relay, but you may obtain additional information by visiting their website ([www.captioncall.com](http://www.captioncall.com)), by calling 877-557-2227, or by emailing: [support@captioncall.com](mailto:support@captioncall.com).

**The ClearCaptions™ Ensemble** is not distributed by WY Relay, but you may obtain additional information on their website ([www.clarityproducts.com](http://www.clarityproducts.com)), by phone 800-426-3738 or by email: [claritycs@plantronics.com](mailto:claritycs@plantronics.com).

Because the CaptionCall® and Ensemble are not distributed by WY Relay, we are unable to provide additional information nor troubleshooting assistance, though demonstration units are available at the WYRED office.

## AMPLIFIED TELEPHONES & DEVICES

**6. Clarity HA-40 in-line amplifier:** Boosts incoming calls up to 100 times the normal volume (+40 dB). The portable unit includes slide controls for volume and tone. The tone selector amplifies specific frequencies for optimum speech clarity and distinction between similar sounding words. The boost button maximizes amplification while blocking out feedback and background noise. Unit is compatible with most home and office corded telephones and is easily connected between handset and phone base. Uses one 9V battery (included). Note: Amplifies call volume only, not ring volume. *Fact sheet not available on HA-40. Additional in-line amplifiers also available. Call for additional information.*



**PLEASE SEE THE FOLLOWING "SPEC" SHEETS FOR FULL DETAILS ON ADDITIONAL AMPLIFIED TELEPHONES AND CELLULAR DEVICES AVAILABLE THROUGH WY RELAY.**

## SIGNALING DEVICES & REMOTES and ANSWERING MACHINES



**Sonic Ring Elite Deluxe TR75VR Telephone Signaler:** The TR75VR has been designed to alert you with a choice of three distinct flash patterns. Select one for your telephone, TTY, fax or videophone with the flip of a switch. If using a Sonic Alert telephone signaler now, by adding the new TR75VR, you will be able to select a flash pattern different from your existing signaler. The TR75VR flashes the light plugged into its own outlet, and also sends a signal to remote receivers to flash lights in other rooms. The TR75VR has a button that allows the lamp to be used for signaling as well as normal lighting. The light will flash when the telephone rings, regardless of whether the lamp is turned on or off. See below Sonic products for optional remotes. 5-year warranty!



**Sonic Blink Strobe Receiver Model BL300:** Sonic Alert's newest receiver is perfect for places where a lamp is not normally used, such as in bathrooms, kitchens and hallways. The Sonic Blink receiver has a built-in high intensity strobe light. Just plug it in and it is ready to receive signals from Sonic Alert's doorbell, baby cry and telephone signalers. Must be used with a transmitter (i.e. TR75VR). 5-year warranty!



**Sonic Alert Deluxe Remote Receiver Model SA-201:** Sonic Alert's deluxe remote receiver SA-201 will alert you by flashing any lamp that is plugged into the unique line cord when it receives a transmission from any Sonic Alert signaler. Button allows lamp to be used for signaling or normal room lighting, and green LED lets you know if the lamp plugged into it is on. Must be used with a transmitter (i.e. TR75VR). 5-year warranty!



**Sonic Boom Alarm Clock:** The Sonic Boom alarm clock's built-in deluxe remote receiver picks up signals from other Sonic Alert signalers. This patented feature eliminates the need for separate receivers in the room to alert you to a baby's cry, doorbell, or the telephone. There is also a test button on the unit to explore which combination of flashing lights, shaking bed, or audio alarm will work best for you. (With optional Super Shaker Bed vibrating alert.) Must be used with a transmitter (i.e. TR75VR). 5-year warranty!



**Geemarc Amplicall 10 Ring Signaler:** The Amplicall 10 is an extra loud (95dB) ringer with adjustable ring volume, tone, and pattern, and bright camera LED strobe, plus is wall mountable or has a table stand bracket. Optional bed shaker available. Battery backup (4-AA batteries, included). Dimensions: 5.5"W x 5"H x 2.0"D.



**Ameriphone Super Phone Ringer Model SR-200:** Never miss another call! The SR-200 generates up to 95dB in volume settings of Hi, Med, Lo, or Off. Fully adjustable tone settings with 4 ring patterns to choose from. Battery backup (batteries not included). Visual ring signaler. Wall mountable. Dual modular phone jacks easily connect to your analog telephone.



**Serene Innovations Phone Ringer/Flasher Model RF200:** Uses a loud ringer and bright flasher to alert you to incoming landline, cell phone, \*Skype™ and \*FaceTime™ calls and SMS messages. You will never miss a call again, even while you sleep.



**Amplicom AB900 Amplified Answering Machine:** Amplified answering machine with rotary dials for tone and speed control. Simple push buttons for volume control. Never have to delete unintelligible messages again, nor have to wait for someone to listen for you! For use with landline telephone service; may be used to override voicemail service from your provider.

If you have any questions on any products in this catalog, please call **1-800-452-1408**.

*Thank you for your interest.  
WY Relay looks forward  
to assisting you further!*

# Appendix E:

## FCC MATRIX AND TRAINING OUTLINES





Please see the following table for a point-by-point explanation of how we meet and/or exceed each of the minimum federal standards.

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

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

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

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

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

Appendix E – FCC Matrix, TRS, STS, CapTel Training Outlines

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

## **Training**

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

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

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

Sprint listens to customers' feedback and takes proactive steps to implement changes to address suggestions and feedback. Sprint does not develop training and consumer education programs for the TRS in isolation. Sprint Accessibility contracts with members of the deaf, hard of hearing, and DeafBlind communities and individuals with a speech disability to jointly develop and present training for TRS. This is an important Sprint advantage. Sprint provides ongoing training to our CAs/operators on state-specific information including the names of local organizations, cities, and other common terms specific to the State. Sprint welcomes feedback from the State and its end-users.

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

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

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

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

Our policies and standards manual has been developed over the past 26 years. Sprint stresses the importance of all Relay policies and procedures at the interview/selection process and continues through initial and ongoing training and is currently being utilized and available for the State to review. An outline of

these expectations is provided in the following table. This list is not meant to be a complete source and is subject to change.

POLICY AND PROCEDURE TOPICS		
Orientation	<ul style="list-style-type: none"> <li>◆ Welcome and Introductions</li> <li>◆ Introduction to Each Other</li> <li>◆ Sprint (or Vendor Company)</li> <li>◆ Sprint Values</li> <li>◆ Sprint Corp Overview</li> <li>◆ History of Sprint Corporation</li> <li>◆ Local Telecommunications</li> <li>◆ Wireless</li> </ul>	<ul style="list-style-type: none"> <li>◆ Internet Services</li> <li>◆ Product Distribution</li> <li>◆ The Sprint Campus (if applicable)</li> <li>◆ Telecommunications Relay Service</li> <li>◆ What is Relay?</li> <li>◆ Relay Agent Training</li> <li>◆ Relay - Connect to Your Future Video</li> <li>◆ Observation Guidelines</li> <li>◆ How a Call Reaches Sprint Relay</li> </ul>
Connecting to Relay	<ul style="list-style-type: none"> <li>◆ The Role of a Relay Agent</li> <li>◆ Connecting to Relay</li> <li>◆ 711</li> <li>◆ Dedicated Toll-Free Numbers</li> <li>◆ Equipment</li> <li>◆ TTY</li> <li>◆ TTY Basics</li> <li>◆ TTY Etiquette</li> <li>◆ Closing a Conversation</li> <li>◆ Agent Responsibility</li> <li>◆ Call Set Up</li> <li>◆ Call Closing</li> <li>◆ TTY to Voice Closing a Conversation</li> <li>◆ Operator Role Closure</li> <li>◆ Operator Close Protocol Guide:</li> <li>◆ Disallowed Calls</li> <li>◆ Glossary of Abbreviations &amp; Terms</li> <li>◆ TTY Practice Session</li> <li>◆ Auto-Corrected Abbreviations</li> <li>◆ Standard Abbreviations</li> <li>◆ Typing Variations</li> <li>◆ Internet Characters</li> <li>◆ Non-Baudot Supported Characters</li> <li>◆ Verbatim - Style</li> <li>◆ Contraction Spelling</li> <li>◆ Punctuation</li> <li>◆ Agent/Operator Role</li> <li>◆ SKSK</li> <li>◆ Background Noises while TTY user is Typing</li> <li>◆ Typing Monetary Units</li> <li>◆ 711</li> <li>◆ TTY Garble During Typing</li> <li>◆ XXX to Correct Typing Error</li> <li>◆ Other Communication Devices</li> <li>◆ Data Transmission Speed</li> <li>◆ Turbo Code</li> <li>◆ Turbo Code Interrupt</li> <li>◆ Enhanced Turbo Dial Thru - (ETurbo)</li> <li>◆ Disable Turbo Code Mode</li> <li>◆ American Standard Code Information Interchange (ASCII)</li> <li>◆ ASCII Interrupts</li> <li>◆ Sprint IP - Internet Relay</li> <li>◆ Sprint IP call processing</li> <li>◆ Internet Relay variations</li> <li>◆ 'GA' is optional</li> </ul>	<ul style="list-style-type: none"> <li>◆ Sprint IP user connects to Agent but wants Customer Service</li> <li>◆ Sprint IP Two Line VCO</li> <li>◆ Fed IP Relay</li> <li>◆ Fed IP Relay call processing</li> <li>◆ Fed IP Relay Reporting</li> <li>◆ Fed IP Relay variations</li> <li>◆ Sprint/Fed IP Relay International Calling</li> <li>◆ Sprint/Fed IP Variations</li> <li>◆ Sprint/Fed IP Fast Busy</li> <li>◆ Sprint/Fed IP 2-Line VCO</li> <li>◆ Sprint/Fed IP Conversation Lag Time</li> <li>◆ Sprint/Fed IP Interrupts</li> <li>◆ Voice Mail Greeting</li> <li>◆ Cellular &amp; Wireless Phones</li> <li>◆ Video Relay Service</li> <li>◆ Devices &amp; Pagers</li> <li>◆ TTY Public Payphone</li> <li>◆ Sprint National Relay</li> <li>◆ Sprint International</li> <li>◆ Inbound international calling</li> <li>◆ Sprint International Variations</li> <li>◆ Non-Standard TTY</li> <li>◆ Outbound International calling</li> <li>◆ Transfer Menu</li> <li>◆ Reseller call processing</li> <li>◆ CapTel</li> <li>◆ Relay-CapTel</li> <li>◆ CapTel-Relay</li> <li>◆ CapTel Transfers</li> <li>◆ Dedicated State CapTel Transfer</li> <li>◆ Alternate Languages</li> <li>◆ Spanish Language Customer Service</li> <li>◆ Relay Caller ID</li> <li>◆ True Caller ID</li> <li>◆ Per Call Block</li> <li>◆ Per Line Block</li> <li>◆ Permanent Call Blocking</li> <li>◆ Caller ID Blocking - True Caller ID</li> <li>◆ Connecting Variations</li> <li>◆ Misdialed Relay Phrase</li> <li>◆ Dialed 711 Instead of 911</li> <li>◆ 711 Spanish</li> <li>◆ Request for Relay Numbers</li> <li>◆ Cellular/Wireless problem reaching 711</li> <li>◆ 611/811 (LEC Service Access)</li> </ul>



POLICY AND PROCEDURE TOPICS		
	<ul style="list-style-type: none"> <li>◆ Sprint IP Standard Svc Explanation</li> <li>◆ Text Flow</li> <li>◆ Interruptions without garble</li> <li>◆ Conversational flow</li> <li>◆ ASL Emoticons – Text Message Abbreviations</li> <li>◆ IP Acronyms</li> <li>◆ Sprint IP Variations</li> </ul>	<ul style="list-style-type: none"> <li>◆ 700</li> <li>◆ 900 Numbers &amp; Call Processing</li> <li>◆ Correctional Facility/Prison Calls</li> <li>◆ Use of Relay through Correctional Facilities: Correctional Facility Call Processing, Relay Abuse</li> <li>◆ Spanish &amp; French Language Service</li> <li>◆ International calling restrictions</li> <li>◆ Info Digit list</li> <li>◆ 911 Emergency Calls</li> </ul>
Overview of System & Equipment	<ul style="list-style-type: none"> <li>◆ System Overview</li> <li>◆ Login/Logout</li> <li>◆ Agent Profile</li> <li>◆ Clicking the Mouse</li> <li>◆ Dragging/Dropping</li> <li>◆ Copy/Paste</li> <li>◆ Drop Down Boxes</li> <li>◆ Lists</li> <li>◆ Radio Button</li> <li>◆ Scroll Bars</li> <li>◆ Sliders</li> <li>◆ Tables</li> <li>◆ Accessing a Program</li> <li>◆ Screen Displays</li> <li>◆ Call Handling Screen</li> <li>◆ Title Bar</li> <li>◆ Banner</li> <li>◆ Conversation Area</li> <li>◆ Disconnect Message Status</li> <li>◆ Color Scheme</li> <li>◆ Agent Text Transmission</li> <li>◆ Cancel Key</li> <li>◆ Information Bar</li> <li>◆ Profile</li> <li>◆ Help</li> <li>◆ Call Type</li> </ul>	<ul style="list-style-type: none"> <li>◆ Dial Window</li> <li>◆ Scratch Pad</li> <li>◆ Transfer Panel</li> <li>◆ Headset Panel</li> <li>◆ Status Bar</li> <li>◆ Record Feature</li> <li>◆ Function Keys</li> <li>◆ Block</li> <li>◆ Ctrl-Switch</li> <li>◆ Switch</li> <li>◆ The Keyboard</li> <li>◆ Alpha Keys</li> <li>◆ Call Handling Keys</li> <li>◆ Numeric Keys</li> <li>◆ Cursor Movement Keys</li> <li>◆ Arrow Keys</li> <li>◆ Backspace</li> <li>◆ Error Correction Function</li> <li>◆ Single Word Edit Function</li> <li>◆ Word Substitution Feature</li> <li>◆ Macros Table</li> <li>◆ Ctrl-Function Keys</li> <li>◆ Glossary of Telephony Terms</li> <li>◆ Background Noises</li> <li>◆ Voice Tones/Descriptive Words</li> <li>◆ Standard Abbreviations</li> </ul>
Phone Image (Tone of Voice)	<ul style="list-style-type: none"> <li>◆ Professional Phone Image</li> <li>◆ How phone image is created</li> <li>◆ Provide warm &amp; friendly greeting</li> <li>◆ Conversational Tone</li> <li>◆ Voice Inflection</li> <li>◆ Audibility &amp; breath control</li> <li>◆ Pitch</li> <li>◆ Quality</li> <li>◆ Operator Role</li> <li>◆ Relay Role</li> <li>◆ Relay Skills</li> <li>◆ Conversational Flow</li> <li>◆ Staying focused</li> <li>◆ Listening skills</li> <li>◆ Customer service skill</li> <li>◆ Coping skills</li> <li>◆ Phrases</li> <li>◆ Background Noises</li> <li>◆ Voice Tones/Descriptive Words</li> </ul>	<ul style="list-style-type: none"> <li>◆ Voice Person Speaking in Third Person</li> <li>◆ Pacing the Voice Customer</li> <li>◆ Brief pacing phrases</li> <li>◆ Repeating information</li> <li>◆ Voice Customer does not say "GA"</li> <li>◆ Handling Interruptions</li> <li>◆ Voice Tone</li> <li>◆ How Phone Image is Created</li> <li>◆ Why Conversational Tone?</li> <li>◆ Transparency, Caller Control &amp; Confidentiality</li> <li>◆ Rudeness</li> <li>◆ Create an Exceptional Customer Experience</li> <li>◆ Announce</li> <li>◆ Closing</li> <li>◆ Suggested Redirect Phrases</li> <li>◆ Transparency &amp; Caller Control</li> </ul>
TTY-Voice & Voice-TTY	<ul style="list-style-type: none"> <li>◆ TTY to Voice Introduction</li> <li>◆ Connecting to outbound customer</li> <li>◆ Announcement</li> <li>◆ Explanation of service</li> </ul>	<ul style="list-style-type: none"> <li>◆ TTY-Voice Busy Signals</li> <li>◆ Regional 800</li> <li>◆ Voice-TTY</li> <li>◆ Voice-TTY Introduction</li> </ul>

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



POLICY AND PROCEDURE TOPICS		
	<ul style="list-style-type: none"> <li>◆ HCO-Voice Answering Machine</li> </ul>	
Customer Database	<ul style="list-style-type: none"> <li>◆ Enhanced Customer Database Profile</li> <li>◆ Household Profile</li> <li>◆ Edit Household Profile</li> <li>◆ Navigating Customer Database</li> <li>◆ Household Profile Panels</li> <li>◆ Frequently Dialed Numbers</li> <li>◆ Preferences</li> <li>◆ Restrictions</li> <li>◆ Blocked</li> <li>◆ Emergency Numbers</li> <li>◆ STS</li> <li>◆ STS Messages</li> </ul>	<ul style="list-style-type: none"> <li>◆ Customer Profile Introduction</li> <li>◆ Use/Edit/New/Delete Customer Profile</li> <li>◆ Verify Customer Password for Agent</li> <li>◆ Verify Customer Password – CSR Only</li> <li>◆ Customer Profile Panels</li> <li>◆ Personal Information</li> <li>◆ Notes</li> <li>◆ Frequently Dialed #s</li> <li>◆ Emergency #s</li> <li>◆ STS</li> <li>◆ STS Messages</li> <li>◆ Database Profile Macros</li> </ul>
Directory Assistance (DA)	<ul style="list-style-type: none"> <li>◆ DA Intro</li> <li>◆ Interstate DA</li> <li>◆ Intrastate DA</li> <li>◆ Automated DA</li> <li>◆ DA City &amp; State Given; Area Code Unknown</li> <li>◆ DA Variations</li> <li>◆ International Transfer Menu</li> <li>◆ Call Processing -- Calling Intl</li> </ul>	<ul style="list-style-type: none"> <li>◆ Call Processing -- Calling from International Number</li> <li>◆ Sprint International Variations</li> <li>◆ Non-Standard TTY</li> <li>◆ Answered Foreign Language</li> <li>◆ Transfer Menu</li> <li>◆ 900 # Call Processing</li> <li>◆ 211/311/511 Requests</li> </ul>
Device-to-Device Calls	<ul style="list-style-type: none"> <li>◆ Device to Device Intro</li> <li>◆ Function Keys &amp; Banner Messages</li> <li>◆ VCO-TTY &amp; TTY-VCO</li> <li>◆ VCO-VCO</li> <li>◆ TTY-HCO &amp; HCO-TTY</li> </ul>	<ul style="list-style-type: none"> <li>◆ VCO-HCO &amp; HCO-VCO</li> <li>◆ HCO-HCO</li> <li>◆ Device to Device Variations</li> <li>◆ Alternate Call Type reaches recording</li> </ul>
Call Processing Variations	<ul style="list-style-type: none"> <li>◆ CA information</li> <li>◆ Area Code Only In From Number</li> <li>◆ Conversational Flow</li> <li>◆ Static or Poor Connection</li> <li>◆ Profanity towards Agent</li> <li>◆ Redialing</li> <li>◆ Young Children</li> <li>◆ Inbound Does Not Connect</li> <li>◆ Inbound ASCII</li> <li>◆ Tone Judgments</li> <li>◆ Repeating Information</li> <li>◆ Restricted Calls</li> <li>◆ Two calling from numbers</li> <li>◆ LEC Service Office</li> <li>◆ 611/811</li> <li>◆ Double Letters</li> <li>◆ Call Waiting Feature</li> <li>◆ Conference Calls</li> <li>◆ Party Line Calls</li> <li>◆ Three-Way Calling</li> <li>◆ Hard of hearing customer Answers TTY Line</li> <li>◆ Spanish Calls to Spanish Speaking Agents</li> <li>◆ Request for Alternate Language</li> <li>◆ Caller Types in Alternate Language</li> <li>◆ Voice Customer Hangs Up During Call</li> <li>◆ Variable Time Stamp</li> <li>◆ Customer Misdialed Phrase</li> <li>◆ TTY Customer Hangs Up During Call</li> <li>◆ Non Standard TTY Capability</li> <li>◆ Relaying Internet Characters</li> <li>◆ TTY User Does Not Type GA</li> </ul>	<ul style="list-style-type: none"> <li>◆ Request for Length of Call</li> <li>◆ T-V Call &amp; V Requests Supervisor Call Backs for TTYs</li> <li>◆ Multiple Calls</li> <li>◆ Sensitive Topics</li> <li>◆ Suicide</li> <li>◆ Abuse</li> <li>◆ Illegal Calls</li> <li>◆ Answering Machines</li> <li>◆ Hangs Up Before Message Left</li> <li>◆ Do Not Type Recorded Messages</li> <li>◆ Answering Machine Full</li> <li>◆ Change Answering Machine Message</li> <li>◆ VCO Requests Leave Message 1st out dial</li> <li>◆ Leaving a Message V-TTY Ans V</li> <li>◆ Retrieving Messages from TTY V Answering Machine</li> <li>◆ TTY Screener</li> <li>◆ Request to Leave TTY Message on Answering Machine</li> <li>◆ Recordings</li> <li>◆ Regional 800</li> <li>◆ TTY Requests "Dial That Number"</li> <li>◆ Recording with Relay Option</li> <li>◆ Alternate Call Recording Reached</li> <li>◆ English/Spanish</li> <li>◆ Pound</li> <li>◆ Touch Tone Phone</li> <li>◆ Advertisements</li> <li>◆ Do Not Type Recordings</li> <li>◆ Get Live Person/Rep</li> <li>◆ Conversation Being Recorded</li> </ul>

POLICY AND PROCEDURE TOPICS		
	<ul style="list-style-type: none"> <li>◆ Dispatch Calls – Pizza, Taxi, etc.</li> <li>◆ Customer Referral Guidelines</li> <li>◆ V-T Calls answered by Fax</li> <li>◆ Customer Requests</li> <li>◆ Holding for Inbound prior to out dial</li> <li>◆ Request for Company Information</li> <li>◆ Request for M/F Agent</li> <li>◆ Request Specific Agent</li> <li>◆ Agent Knows Customer</li> <li>◆ Request for Relay Number</li> <li>◆ Customer Requests to Call Relay Service</li> <li>◆ Request for Calling From Number</li> <li>◆ Request Telephone Number Referral</li> <li>◆ Request for Date/Time</li> <li>◆ User Requests Agent to Modify Call</li> </ul>	<ul style="list-style-type: none"> <li>◆ Dial Number from Recorded Announcement</li> <li>◆ VCO</li> <li>◆ Conference Calls</li> <li>◆ Leave Relay Number</li> <li>◆ Voice Mail Retrieval</li> <li>◆ VCO Types &amp; Voices</li> <li>◆ Prompting</li> <li>◆ Data Transmission Box</li> <li>◆ Prompting VCO on Hold</li> <li>◆ Requests VCO/HCO</li> <li>◆ HCO</li> <li>◆ Requests VCO/HCO</li> <li>◆ Alternate Call Type Recording</li> <li>◆ Bridge Left Open</li> </ul>
Call Take Over Procedures	<ul style="list-style-type: none"> <li>◆ FCC Rule</li> <li>◆ Protocol &amp; process flow</li> <li>◆ TTY-Voice and Voice-TTY</li> <li>◆ ASCII</li> </ul>	<ul style="list-style-type: none"> <li>◆ VCO</li> <li>◆ VCO-VCO</li> <li>◆ HCO</li> <li>◆ VCO-TTY &amp; TTY-VCO</li> </ul>
Customer Service	<ul style="list-style-type: none"> <li>◆ Functions</li> <li>◆ Language Services</li> </ul>	<ul style="list-style-type: none"> <li>◆ Procedures</li> </ul>
Transparency	<ul style="list-style-type: none"> <li>◆ Non-Emergency Calls</li> <li>◆ Emergency Center Evacuation</li> </ul>	<ul style="list-style-type: none"> <li>◆ Network Failure</li> </ul>
Emergency Call Procedures	<ul style="list-style-type: none"> <li>◆ Emergency Calls Intro</li> <li>◆ Emergency Services</li> <li>◆ FCC Requirements</li> <li>◆ Emergency Call Processing</li> <li>◆ Emergency Reporting</li> <li>◆ TTY-Emergency</li> </ul>	<ul style="list-style-type: none"> <li>◆ TTY-Emergency TTY Call Release</li> <li>◆ Internet-Emergency</li> <li>◆ Instant Messenger (IM) Emergency</li> <li>◆ Emergency Call Processing Variations</li> <li>◆ Emergency Form</li> <li>◆ Voice-Emergency</li> </ul>
Federal Relay Service	<ul style="list-style-type: none"> <li>◆ FedRelay Intro</li> <li>◆ FedRelay Announcement</li> <li>◆ FedRelay Service Explanation</li> <li>◆ FedRelay Procedures</li> <li>◆ FedRelay call types</li> </ul>	<ul style="list-style-type: none"> <li>◆ FedRelay Confidentiality Policy</li> <li>◆ FedRelay Customer Information Requests</li> <li>◆ FedRelay Customer Contacts</li> <li>◆ FedRelay Reporting</li> </ul>
STS (Speech-to-Speech)	<ul style="list-style-type: none"> <li>◆ STS Introduction &amp; History</li> <li>◆ STS Description</li> <li>◆ Disabilities</li> <li>◆ Characteristics of STS users</li> <li>◆ Stereotypes</li> <li>◆ Clarifying Phrases</li> <li>◆ Phrases to Avoid</li> <li>◆ STS Phone Image</li> <li>◆ STS Agent Tools</li> <li>◆ Consistency</li> <li>◆ Patience</li> <li>◆ Ask Yes/No Questions</li> <li>◆ No Personal Conversation</li> <li>◆ Phrases</li> <li>◆ STS Alphabet</li> <li>◆ Transparency/Call Control/ Confidentiality</li> </ul>	<ul style="list-style-type: none"> <li>◆ Ways to Reduce/Streamline Notes</li> <li>◆ Standard Abbreviations (STS)</li> <li>◆ STS-Voice</li> <li>◆ Voice-STS</li> <li>◆ STS VCO-Voice</li> <li>◆ Voice-STS VCO (TTY answer)</li> <li>◆ Voice-STS VCO (VCO answer)</li> <li>◆ STS VCO -- 2 Line VCO</li> <li>◆ TTY-STS</li> <li>◆ STS-TTY</li> <li>◆ Non-branded HCO-STS</li> <li>◆ STS-HCO</li> <li>◆ STS Hold Message</li> <li>◆ STS Call Takeover</li> <li>◆ Confidentiality &amp; Transparency</li> <li>◆ Personal Conversations requests</li> <li>◆ STS Variations</li> </ul>
Healthy Detachment	<ul style="list-style-type: none"> <li>◆ Healthy Detachment Intro</li> <li>◆ Objectives</li> <li>◆ Survival Skills</li> <li>◆ Relay Traps</li> </ul>	<ul style="list-style-type: none"> <li>◆ Perception</li> <li>◆ Ways to Reduce Stress</li> <li>◆ Hospitality</li> <li>◆ Phrases</li> </ul>
Healthy Relay	<ul style="list-style-type: none"> <li>◆ Introduction</li> <li>◆ Objectives</li> </ul>	<ul style="list-style-type: none"> <li>◆ Setting up Workstation</li> <li>◆ GUAM - Get Up and Move</li> </ul>

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

POLICY AND PROCEDURE TOPICS		
	<ul style="list-style-type: none"> <li>◆ Relaying for the DeafBlind</li> </ul>	
Relaying for Speech/ Cognitively Disabled Customers	<ul style="list-style-type: none"> <li>◆ Speech-Challenged Customers</li> <li>◆ Assistive Devices</li> <li>◆ Physically &amp;/or Cognitively Challenged Customers</li> </ul>	<ul style="list-style-type: none"> <li>◆ Traumatic Brain Injury</li> <li>◆ Stroke</li> <li>◆ Communication Related Effects</li> </ul>
Relaying for Hearing Customers	<ul style="list-style-type: none"> <li>◆ Statistics</li> </ul>	
Ethics & Confidentiality	<ul style="list-style-type: none"> <li>◆ Interpreting Standards</li> <li>◆ ADA &amp; FCC regulations for the Provision of TRS</li> <li>◆ Regulations pertaining to call content</li> </ul>	<ul style="list-style-type: none"> <li>◆ TRS Rules – Operator Standards</li> <li>◆ Relay Center Agreement Regarding Confidential Customer Info</li> </ul>

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

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

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

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

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

	compliance
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### ***Ongoing Diversified Culture Awareness Training***

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

### ***Diversified Culture Awareness Training topics from 2016/2017:***

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

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

**Check For Understanding  
Quality Focus March 2017**

Please return to your supervisor by March 7, 2017.

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

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

**Customer Service Initiative (CSI) program:** A discussion of support techniques to enhance service for customers and an avenue for sharing relay agent peer to peer suggestions toward accomplishing superior service. 2016/2017 CSI topics are provided in the following table.

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

The following is an example of our bi-annual Grammar and Spelling Rules from 2016/2017.



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

#### I and Me Usage

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

#### Examples:

**I**

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

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

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

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

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

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

**Me**

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

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

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

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

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

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

#### There, Their, and They're Usage

	When to Use	How to Test
<b>there</b>	Naming a place, a thing, or the existence of something	If you can replace "there" with "here" you have it right!
<b>their</b>	Showing possession	If you can substitute "their" with "our" you have it right!
<b>they're</b>	Combining the words "they" and "are"	"they" is a pronoun and "are" is the verb. If you can substitute "We are" you have it right!

#### Have and Has Usage

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

#### It's and Its Usage

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



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

### Staff Training

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

All Sprint employees are required to take ethics and confidentiality training. The Sprint Code of Conduct is applicable to Sprint employees and its controlled subsidiaries, the Sprint Board of Directors and anyone we authorize to act on Sprint's behalf. The Code establishes the basic foundation of Sprint's ethics by communicating our philosophy and commitment to all of our employees, customers, other stakeholders, and the communities in which we do business. The Sprint Code of Conduct outlines our ethical and legal responsibilities as employees, as well as our interactions with customers, competitors and suppliers. One of our most valuable assets is our reputation for honesty and fairness, and our commitment to uphold this responsibility. The Code is a go-to resource when questions of legal or ethical appropriateness arise. We are bound by the Code and the specific operational policies of Sprint. Annual Code certification is required.



Sprint also maintains an Ethics Helpline, a 24-hour resource for employees and other stakeholders to confidentially and safely seek advice or report any suspected violation of the Code of Conduct, such as fraud, sexual harassment, discrimination, or any illegal conduct in the workplace.

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

# Appendix F:

## TRS PLEDGE OF CONFIDENTIALITY



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

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

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

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

### ***Sprint Code of Conduct***

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

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

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

### ***Training on Ethics***

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

Sprint's high-performance culture focuses on accountability, first and foremost, along with open communication and innovation. Within these traits, integrity and ethics are critical success factors. Amidst unprecedented change and technological advancement, acting with integrity is not just the right thing to do; it is the unwavering foundation for Sprint.

### ***Confidentiality***

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

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

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

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

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

- ◆ Keep all TRS call-related information strictly confidential.
- ◆ Keep no records of customer information or content of any TRS call.
- ◆ Refrain from editing or omitting anything from the content of the conversation or the spirit of the speaker.
- ◆ Refrain from adding or injecting into the content of the conversation or the spirit of the speaker.
- ◆ Assure maximum customer control.
- ◆ Strive to further skills and knowledge through training, workshops, and reading literature available in the field.

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

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

### **CTI Confidentiality Form**

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

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

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

Employees agree to abide by the following:

- I shall only discuss the content of a CapTel call (production, training, timing, or otherwise) with a member of the administrative team under the guidelines provided above. I will not discuss the content of a CapTel call with other persons (CAs, friends, family members, etc.).
- I shall disclose only appropriate information regarding a training/timing call to a member of the administrative team according to the guidelines documented above.
- I shall not divulge specific information related to the work or calls I have heretofore processed, upon termination of my employment at CapTel or at any time thereafter.
- I shall not disclose information which could be used to identify specifics about a particular consumer to anyone except a member of the administrative team according to the guidelines documented above.
- I shall not act upon any information received via a CapTel call.
- I shall not listen to, get involved in, or position myself to observe a CapTel call being processed by

another employee.

- I shall not disclose information which could be used to identify specifics about any employee including, but not limited to, name, CA number, and schedule, except as is necessary to appropriate individuals and/or institutions or services.
- I shall not divulge my personal CA number in conjunction with my name except as required by a member of the administrative team.
- I shall not disclose the technical aspects of my position to anyone not employed by CapTel/Ultratec.
- I shall not bring visitors, including children, onto the call floor.
- I shall remain off of the call floor if I am not scheduled to be at work.

\_\_\_\_\_  
Employee Name (please print)

\_\_\_\_\_  
Employee Signature and Date

### ***Sprint Confidentiality Form***

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

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

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

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

\_\_\_\_\_  
**EMPLOYEE SIGNATURE AND DATE**

\_\_\_\_\_  
**MANAGER/SUPERVISOR SIGNATURE AND DATE**

### ***Sprint Federal Confidentiality Form***

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

- All Federal Relay call related information is to be strictly confidential.
- Nothing is to be edited or omitted from the content of the conversation or the spirit of the Federal Relay user.

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

**~ Employee and Subcontractor Role ~**

- 1) The employee or subcontractor shall not disclose the content of any relayed conversation with the exception of resolving issues with supervisors regarding customer complaints.
- 2) The employee or subcontractor is prohibited from identifying the name of any caller. The employee or subcontractor shall not reveal or act upon any information obtained from the caller while relaying calls, except to resolve issues regarding complaints that are handled through the supervisors.
- 3) The employee or subcontractor shall not discuss the specifics of any call relayed (even for training purposes) with coworkers, counselors, or other support services. Nor shall specifics be discussed with supervisors except to resolve issues regarding complaints.
- 4) Any Federal Tax Return information [as defined in Internal Revenue Code (IRC) 6103 (b)(1),(b)(2)] made available shall be used only for the purpose of carrying out the provisions of the Federal Relay contract. Information contained in such material shall be treated as confidential and shall not be divulged or made known in any manner to any person except as may be necessary in the performance of this contract. Disclosure to anyone other than an authorized employee or subcontractor of Sprint shall require prior written approval of the Internal Revenue Service (IRS). Requests to make such disclosures should be addressed to the GSA Contracting Officer.
- 5) Return information disclosed to an employee or subcontractor can be used only for a purpose and to the extent authorized within the Federal relay contract, and further disclosure or any inspection of such return information for a purpose of to an extent unauthorized herein respectively constitutes a felony or criminal misdemeanor punishable upon conviction by a fine as much as \$5,000.00 or imprisonment for as long as 5 years, or both together with the costs of prosecution. These penalties are pursuant to IRC 7213, 7213A, 7431, and 26 CFR Section 301.6103(n)-1.
- 6) Any such unauthorized future disclosure of returns or return information may also result in an award of civil damages against the employee or subcontractor in an amount not less than \$1,000.00 with respect to each instance of unauthorized disclosure. These penalties are prescribed by IRC sections 7213 and 7413 and set forth at 26 CFR Section 301.6103(n)-1.
- 7) Employees and subcontractors have been notified of the penalties for improper disclosure imposed by the Privacy Act of 1974, U.S.C 552a. specifically, 5 U.S. C. 552a(l)(1), which is made applicable to subcontractors by 5 U.S.C. 552a(m)(1), provides that any employee of a subcontractor who by virtue of his/her employment or official position, has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established there under, and who knowing that disclosure of the specific material is so prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000.00.
- 8) Employees and subcontractors shall be responsible for the confidentiality of all calls relayed consistent with Federal Laws, Statutes, and Regulations.
- 9) Employees and subcontractors shall ensure that no records are maintained of any conversation, in accordance with the Privacy Act of 1974 (P.L 93-579), IRC 6103, 6103(n), 26 CFR Section 301.6103 (n)-1, the Internal Revenue Service Acquisition Procedures (IRSAP) and Office of Management and Budget (OMB) guidance on the Privacy Act of 1974 (Federal Register, Volume 52, No. 75, Page 12990).
- 10) This Pledge of Confidentiality will remain in the employee's and subcontractor's file until termination of employment and shall be made available to an authorized representative for the General Services Administration (GSA) as may be requested.

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

\_\_\_\_\_  
Employee/Subcontractor Signature      Date

\_\_\_\_\_  
Supervisor Signature      Date

\_\_\_\_\_  
Company Name (Print or Type)

**Service Type** (check one)

☐ Captioned Telephone/CapTel

## Appendix F: TRS Pledge of Confidentiality

\_\_\_\_\_ Relay Conference Captioning/RCC

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

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



# Appendix G:

# DISASTER RECOVERY PLAN



Sprint offers emergency options and uninterruptible power that exceeds the State's minimum requirements by offering an end-to-end approach that is unmatched in the relay industry. Sprint has emergency operations and uninterruptible power systems (UPS) supporting relay call centers, the TRS switches (located at wireline switch sites). Sprint knows a large-scale loss of commercial power is one of the most critical factors impacting access to communication. We have proven programs to keep that from impacting relay services. Both TRS and CapTel offer uninterruptible power supplies and generators to ensure relay users will continue to have access to the service in the event of power outages.

### ***Call Center Power Solutions***

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

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

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

### ***Emergency Procedures Training***

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

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

- ◆ Tabletop Exercises: In a round-table setting, members of the response team meet to discuss responsibilities and describe how to react as a team in an emergency.
- ◆ Walk-Through Drills: Both the response team and management perform their emergency functions within the emergency response location.
- ◆ Functional Drills: Tests designed to target specific functional processes within the recovery plan such as notification, response, communications, documentation, and team cohesiveness. Often,

these functions are tested separately to help identify improvement areas and to eliminate confusion.

- ◆ Full-scale Exercises: Exercises simulated to be as close as possible to a real-life disaster. They may involve a combination of response teams, management, field operations, and outside agencies.
- ◆ After Action Reviews (AARs): Following an incident or an exercise, an AAR is conducted to ask participants to identify areas of success and improvement. These are documented as Lessons Learned and tracked to satisfactory completion.
- ◆ Maturity: Sprint uses an internally developed Maturity Model for benchmarking the Business Continuity Program success and progress. The model is based on the Capability Maturity Model as developed by Carnegie Mellon University.

### ***Business Continuity***

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

Sprint Relay network has a Business Continuity (BC) plan to deal with all types of natural and man-made problems which may prevent calls from reaching the relay center or impact the operation of the TRS platform. The plan identifies how Sprint minimizes impact to relay users and restores relay services. Sprint brings more value when it comes to maintaining operations during natural and man-made events. Sprint's BC methodology and implementation standards are consistent with industry-wide best practices and trusted by experts in the field. The Sprint dedicated BC Teams (BCTs) participate in government-provided and private sector training, and maintain certifications from:

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

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

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

All departments within Sprint, including the Sprint Relay program, follow these well-established programs to ensure top-notch support for our customers.

### ***Call Center Evacuation Events***

Sprint has plans in place to deal with call center events such as fires. Each call center has a designated Safety Marshal and clear chain of command. As a first step, the situation is identified and the threat is assessed. If evacuation is necessary, the local authorities (e.g., 911) are immediately alerted along with the Call Center Service Assurance Center (CCSA) and the Traffic Management Control Center (TMCC).

Call center management and Sprint Corporate Security are also alerted.

Traffic will be re-routed immediately to other call centers not impacted and work with those call centers to increase staffing, as needed. Once the issue is resolved, all communication assistants (CAs)/operators return to the center and the incident is fully documented.

### ***Proactive Measures***

Over the past 26 years, Sprint Relay users have rarely experienced any type of inability to place calls. Sprint's backup capabilities are unmatched in the TRS industry with 6 call centers (including the location at Sprint headquarters in Overland Park, KS) capable of handling TRS calls and multiple switch locations supporting the TRS platform.

Sprint's switches and call centers are staffed with spare positions and platform components to deal with all types of technical issues. The TRS platform offers automated alarming to notify personnel of issues.

Redundancy is built into our infrastructure to deliver outstanding performance for all of our TRS customers. These attributes will ensure functional equivalency for state relay service callers during disasters. The benefits of our leading-edge platform and flexible configuration include:

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

Sprint has historically been the best at dealing with natural and man-made disasters that have caused outages. With each incident Sprint has managed to be prepared, respond and ensure ongoing service delivery. Sprint's processes as detailed here take into consideration every aspect of an outage and/or natural disaster that includes a higher call volume likelihood due to the natural disaster. Some examples of disasters that affected Sprint facilities in the past are:

- ◆ Wind burst that blew off a portion of the roof of our Syracuse, NY call center
- ◆ Farmer cuts Fiber Optic cable servicing Lubbock, TX when burying a cow
- ◆ Hurricanes that impacted call centers in Miami and Jacksonville
- ◆ Tornado warnings impacting upper Midwest call centers. One evening, 37 Tornadoes were within range of our call center. Our center had to be evacuated. Sprint continued to provide service without interruption.

These list just a few of the natural and man-made disasters we faced, and with each one we were able to maintain our service levels with the processes we have in place. Our employees are the best at ensuring

we maintain these service levels.

### ***TRS Data Center Disaster Planning***

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

### ***TRS Winter Preparedness Plan***

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

### ***Known Event***

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

### ***Unknown Event***

The Activation Criteria Plan will be used when either weather or other events cause potential significant (excess of 25 percent) increase in call volumes or one or more TRS call centers is off-line for more than two hours, using the following procedure:

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

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

### ***CapTel-Specific Disaster Recovery Information***

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

CapTel has established contingency plans in the event of a complete and extended loss of a CapTel call

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

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

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

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

#### **Customer Notification Procedures**

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

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

Within 24 hours of the Relay service disruption, an intermediate report provides problem status and more detail of what action is necessary. In most cases, the 24-hour report reveals the problem has been corrected and full relay service has been restored. The state contract manager (or designate) will receive this notification from your Sprint Customer Relationship Manager (CRM). He/she and/or a member of the management team will provide the final report and follow up on steps Sprint will take to ensure we can minimize the likelihood of this event occurring again.

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

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

#### **Temporary Delay Message**

If approved by the state, Sprint can also provide a temporary delay message for TRS users that is turned

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

***Telecommunications Service Priority (TSP)***

All of Sprint's circuits supporting TRS and CapTel services have qualified for priority restoration under the TSP program. Sprint's participation in the TSP Program strengthens our robust reliability. If a national or regional emergency causes service to be disrupted and the call center cannot receive or place calls, Sprint's participation in the TSP program means Local Exchange Carriers (LECs) would be required to restore service as rapidly as possible consistent with the priority status assigned. Sprint's reliable network and TSP participation ensures Sprint's disaster recovery ability is unmatched by any Relay provider in the world.

# Appendix H:

## WYOMING RELAY COMPLAINTS FROM 2013-2017





## Complaints 2013-2017

## December 2012

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
K6457535 374	12/03/2012	55	Customer's mother reported that the CapTel phone is not functioning.	12/04/2012	Customer's mother subsequently reported that the phone service had been down in the customer's area. Confirmed customer is successfully using her phone with captions.

## May 2013

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
N/a	6/18/2013	55	Customer's mother reported to the WY Relay State office that calls to and from her daughter's CapTel Model 800 were getting busy signals and also reported that when calls would go through, no captions were present.	6/18/2013	WY Relay State office staff member called the CapTel user and the call went through appropriately. User indicated captions were present. WY Relay State office staff member contacted CapTel Customer Service for additional assistance. Troubleshooting by Customer Service and the WY Relay State office representative determined that while the phone was currently functioning appropriately, there appeared to be problems with the stability of the telephone service, which is causing the data portion (i.e. captions) to drop from some calls. Customer and her mother were advised to contact their telephone service provider (Union Telephone) for additional assistance if the problem continued. Customer and mother understood and were satisfied.

## June 2014

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
K646476 0947	6/25/14	#49	Voice customer had difficulty connecting to Wyoming Relay after dialing 7-1-1. The call connected via TTY first, and then it took a long time to connect to voice. The customer also experienced difficulty in connecting with Customer Service, receiving both a fast busy and being disconnected twice. The relay operator and Customer Service operator reported to the customer that they had trouble switching the call type. The calls were made through a PBX system.	7/2/14	On June 25, 2014, an issue with 6 operator stations was reported from the MN call center. A pod of operator positions at the Customer Service center were also affected. The switch hardware that services both locations was at fault. The switch hardware provider was contacted and a ticket was opened. While the vendor investigated the issue, the positions affected were taken out of service. The call in question that received a fast busy was most likely caused by the switch hardware used to deliver and place phone calls to the telephony network. The issue was resolved on June 26 <sup>th</sup> and all affected positions were placed back into service. The customer requested that specific PBX lines be branded to ring through first as voice calls. The Program Manager followed up with an email to the customer on July 2, 2014, with an explanation, and the customer was satisfied.

**April 2017**

Tracking #	Date of Complaint	Cat. # Of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
763240	2/24/2017	55	Customer reported being unable to place long-distance calls from the CapTel 840 Plus telephone in 1-Line PTSN mode.	6/14/17	Initially Customer Service attributed the problems to the customer's carrier of choice not being registered properly. The customer was advised to contact her telephone service provider (CenturyLink) for assistance with verifying the correct long distance information. She was also advised to report to her provider that her long distance service was not working. Customer Service was unable to reach the customer to follow up. A letter was sent and the ticket was closed. The customer contacted the state agency on 4/11/2017 to report she was still unable to make long distance calls. The customer had contacted her provider and the provider confirmed long distance was on the account. Onsite trouble shooting by the state agency on 4/29/2017 resulted in another call to a CapTel Customer Service representative who confirmed that the customer was able to make local captioned calls successfully, but long-distance captioned calls were failing. Customer Service representative escalated the detail to a telecom technical expert who investigated. An adjustment was made on the network to allow the processing of the customer's captioned long-distance calls. This resolved the matter.

# Appendix I:

## TELEPHONE DIRECTORIES & BILLING INSERTS





# dex<sup>®</sup>



## Casper

and Surrounding Area

Issued August 2016



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# services for customers with disabilities

## CenturyLink's Center for Customers with Disabilities

Hours: 8 a.m. - 5:30 p.m., Monday - Friday,  
Mountain Time

CenturyLink provides telecommunication services for customers with mobility, vision, speech and hearing disabilities.

TTY/Voice ..... 800 244-1111  
Fax ..... 866 826-4839

### CenturyLink's Disabilities Consultants Can:

- Explain the long-distance service for TTY users using CenturyLink long-distance service. (Eligibility requirements must be met to qualify for discounts.)
- Order or disconnect telephone service and answer billing questions.
- Handle CenturyLink repair requests.
- Establish Directory Listings for TTY users. Listings may appear with or without an address and indicate a TTY is used.
- Establish non-published or information-only listings for TTY customers at no charge.

### CenturyLink's Directory Assistance Service

- CenturyLink's Directory Assistance service is an automated voice response service.
- If a vision or mobility disability prevents you from using this automated voice response service, press "0" (zero) at the beginning of the call to reach an agent.
- If a vision or mobility disability prevents you from using our automated voice response directory assistance and operator services, we offer a billing exemption for these services.
- Our Consultants can explain eligibility requirements.

### CenturyLink Print Material

- CenturyLink offers selected customer billing material (excludes directories) in alternate formats: large print, Braille, email text and audiotape, upon request.
- Contact our representatives for more information. 800 244-1111 (Voice/TTY)

### Amplified Pay Phones

Many pay telephones are equipped with a volume control button, located in the upper left corner of the phone.

### AT&T's Operator Service for TTY

(24-hours) ..... 800 855-1155

## Wyoming Relay Service

### Dial 7-1-1 or Special Toll Free Numbers

Telecommunications Relay Service (TRS) is a free service that connects customers who are deaf, hard of hearing or have speech disabilities with others, using either standard telephone equipment or telephone equipment that has been specifically designed for individuals with disabilities. Making a call is simple: dial 7-1-1 or the toll-free Wyoming Relay Service numbers listed here. A trained Communications Assistant will answer your call and relay the telephone conversation between you and the party you are calling. All call information and conversations are confidential. Relay service is available 24 hours a day, 365 days a year. This service will handle local and long-distance calls. Long-distance calls placed for you can be billed collect, or to a pre-paid calling card, carrier calling card or third-party.

### Telephone Numbers for Wyoming Relay Service:

ASCII ..... 800 877-9965  
Spanish to Spanish ..... 800 829-2783  
Speech to Speech ..... 877 787-0503  
TTY ..... 800 877-9965  
VCO ..... 877 877-1474  
Voice ..... 800 877-9975

### Customer Service

Spanish (TTY/V) ..... 1-800-676-4290  
Voice/TTY ..... 888 694-4450  
Fax ..... 877 877-3291  
Email ..... Sprint.TRSCustServ@sprint.com

### Types of TRS Calls

- Computer (ASCII) users can access Wyoming Relay Service by setting the communications software to the following protocols: speeds ranging from 300 to 1200 baud: 8 Bits, No Parity; 1 Stop Bit; Full Duplex. For speeds at or below 300 baud, follow the above using Half Duplex.
- Internet: Connect to the relay using your computer or other web device at [www.sprintrelay.com](http://www.sprintrelay.com). The Communications Assistant handles the call the same as a traditional relay call - "voicing" or reading everything you type to the other party - and typing everything the other party says for you to read on your screen.
- Spanish Relay: Spanish Relay is for Spanish speaking individuals with a hearing or speech disability.

- Speech-to-Speech: STS allows a person who has difficulty speaking or being understood on the phone to communicate using his or her own voice or voice synthesizer. The Communications Assistant revoices the words of the person with the speech disability so the person on the call can understand them. No special telephone is required.
- Text telephone (TTY): Allows anyone who is deaf, hard of hearing or speech disabled to use a TTY to communicate with anyone using a standard telephone.
- Voice-Carry-Over: VCO enables people who have difficulty hearing on the phone to voice their conversations directly to the hearing person. The Communications Assistant types the hearing person's response to the VCO user. VCO requires a specially designed telephone.

## Captioned Telephone Service (CapTel®)

CapTel® allows a person who has hearing loss to receive word-for-word captions of their telephone conversations on the phone. To use captioned telephone service, one must have a CapTel® phone. The captions are displayed on the telephone's built-in display screen so that the user can read the words while listening to the voice of the other party. If you wish to contact a person who uses a CapTel® phone, dial 877 243-2823.

## TTY Users and Emergency Assistance

..... 9-1-1  
TTY callers should dial 9-1-1 directly. All 9-1-1 centers are equipped to handle TTY calls. Using Relay for 9-1-1 may result in a delay to getting your urgent message through.

## Wyoming Equipment Distribution Program

The Wyoming Equipment Distribution Program distributes assistive telephone equipment and devices at no charge to qualifying individuals that are deaf, hard of hearing, or speech impaired. The program also provides assistance with choosing and locating equipment. For more information about this program, please email WY Relay EDP at [DWS-WYRelay@wyo.gov](mailto:DWS-WYRelay@wyo.gov) or call 800 452-1408 (V/TTY).



## Wyoming Relay Makes Telecommunication Accessible for Nonstandard Phone Users



### What is Wyoming Relay?

Wyoming Relay is a free, completely confidential 24-hour public service that makes the use of the telephone possible and a better experience for many thousands of citizens and visitors of the state who are deaf, hard of hearing, deaf-blind, speech-disabled, and hearing.

### How does Wyoming Relay work?

When a call is placed through Wyoming Relay, a Relay Operator also known as a Communication Assistant (CA) facilitates the call. By using a TTY (also called a TDD or text telephone), people who do not hear and/or speak type their conversation and the CA “voices” what is typed. When the standard telephone user responds, the CA types everything that is heard. CAs act as an invisible link between the parties. All calls are kept strictly confidential. CAs do not comment on the conversation, answer any questions, or become involved in any other manner. As required by law, CAs cannot disclose information from a relay conversation nor are any records of relay conversations saved.

### How to connect to Wyoming Relay

Dial: 7-1-1\*  
TTY/ASCII: 1-800-877-9965  
Voice: 1-800-877-9975  
Speech-to-Speech: 1-877-787-0503

Voice Carry-Over: 1-877-877-1474  
Spanish-to-Spanish: 1-800-829-2783  
(includes Spanish-to-Spanish and translation from English-to-Spanish)

\* Some buildings with a PBX telephone system (often in hotels and offices that have extension numbers) make reaching 7-1-1 not possible. The above 800 numbers can be dialed when not able to get through to 7-1-1.

### CapTel®

CapTel, short for captioned telephone, users place calls in the same way when dialing with a standard telephone. Utilizing voice recognition technology that displays verbatim captions of the conversation on screen of a telephone or computer screen, the CapTel user can hear and read what the other person is saying.

### Relay Conference Captioning

NEW SERVICE as of 2/1/18: Relay Conference Captioning. Now, deaf and hard-of-hearing individuals who reside in Wyoming can participate in multi-party conference calls with Relay Conference Captioning. Learn more at [www.WyomingRCC.com](http://www.WyomingRCC.com)

### How do I apply for specialized telephone equipment?

The State of Wyoming provides the following equipment at no charge to individuals who are deaf, deaf-blind, hard of hearing or have difficulty speaking and who meet the financial eligibility requirements: Amplified Telephones, Text Telephones (TTY), Voice Carry Over Devices (VCO), Captioned Telephone, Telephone Signaling Devices, and more. To see if you or someone you know qualifies, call 1-800-452-1408 V/TTY or email WY Relay EDP at [DWS-WYRelay@wyo.gov](mailto:DWS-WYRelay@wyo.gov).

### Learn more about Wyoming Relay

#### Wyoming Relay Website

[www.wyomingrelay.com](http://www.wyomingrelay.com)

#### Wyoming Relay Customer Service

1-888-694-4450 English (TTY/Voice)  
1-800-676-4290 Spanish (TTY/Voice)  
[Accessibility@sprint.com](mailto:Accessibility@sprint.com)

#### CapTel Customer Service

1-888-269-7477 English (Voice/CapTel)  
1-866-670-9134 Spanish (Voice/CapTel)  
[CapTel@CapTel.com](mailto:CapTel@CapTel.com)

### Services Supported By Surcharge

A few cents per telephone bill surcharge makes Wyoming Relay services possible for the citizens of Wyoming. Sprint is the provider of the relay services for Wyoming.

### 7-1-1 Is Not an Emergency Number

Some people might assume it is okay to call 7-1-1 for emergencies. The 7-1-1 Wyoming Relay number is for relay service calls only. The Americans with Disabilities Act (ADA) requires that 911 centers be prepared to handle emergency calls from people who use the text telephone. Wyoming Relay will make every effort to assist a person during an emergency but cannot serve in the same function as 911 centers. Wyoming Relay does not assume responsibility for handling emergency calls.



## Appendix I: TRS Information in Telephone Directories and Billing Inserts



### What is Wyoming Relay?

Wyoming Relay is a free, completely confidential 24-hour public service that makes the use of the telephone possible and a better experience for many thousands of citizens and visitors of the state who are deaf, hard of hearing, deaf-blind, speech-disabled, or hearing.

### How does Wyoming Relay work?

When a call is placed through Wyoming Relay, a Relay Operator—also known as a Communication Assistant (CA)—facilitates the call. By using a TTY (also called a TDD or text telephone), people who do not hear and/or speak type their conversation and the CA “voices” what is typed. When the standard telephone user responds, the CA types everything that is heard. CAs act as an invisible link between the parties. CAs do not comment on the conversation, answer any questions, or become involved in any other manner. As required by law, CAs cannot disclose information from a relay conversation nor are any records of relay conversations saved. If you pick up the phone and hear “This is Wyoming Relay...” don’t hang up! It’s not a telemarketer. It’s a customer, business associate, or acquaintance who wants to talk to you.

### Captioned Telephone Service:

Wyoming Relay is pleased to offer this service in which the CA utilizes voice recognition technology to send verbatim captions of the conversation to the user’s CapTel® display. The captioned telephone user can both listen to and read what the other person is saying.

### How to connect to Wyoming Relay:

**Dial: 7-1-1\***

**TTY/ASCII: 1-800-877-9965**

**Voice: 1-800-877-9975**

**Speech-to-Speech: 1-877-787-0503**

**Voice Carry-Over: 1-877-877-1474**

**To reach a CapTel® user: 1-877-243-2823**

**Spanish-to-Spanish: 1-800-829-2783**

(includes Spanish-to-Spanish and translation from English-to-Spanish)

\* Reaching Wyoming Relay through 7-1-1 may not be possible in some buildings with a PBX telephone system (often in hotels and offices that have extension numbers). The above toll-free numbers can be dialed when not able to get through to 7-1-1.



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## Appendix I: TRS Information in Telephone Directories and Billing Inserts



**How do I apply for specialized telephone equipment?** The State of Wyoming provides the following equipment at no charge to Wyoming citizens who are deaf, deaf-blind, hard of hearing or have difficulty speaking and who meet the financial eligibility requirements: amplified telephones, TTYs, Voice Carry Over Devices (VCO), captioned telephones, telephone signaling devices, and more. To determine eligibility, participate in the loan program, or to receive more information, please call 1-800-452-1408 V/TTY or email WY Relay EDP at: [DWS-WYRelay@wyo.gov](mailto:DWS-WYRelay@wyo.gov).

### Learn more about Wyoming Relay

#### Wyoming Relay Website

[www.wyomingrelay.com](http://www.wyomingrelay.com)

#### Wyoming Relay Customer Service

1-888-694-4450 English (TTY/Voice)

1-800-676-4290 Spanish (TTY/Voice)

[Sprint.TRSCustServ@sprint.com](mailto:Sprint.TRSCustServ@sprint.com)

#### CapTel® Customer Service

1-888-269-7477 English (Voice/CapTel®)

1-866-670-9134 Spanish (Voice/CapTel®)

[CapTel@CapTel.com](mailto:CapTel@CapTel.com)

### Compliments, Concerns or Complaints:

You may contact Wyoming Relay Customer Service listed above; Wyoming Relay State Administration Office at 1-800-452-1408 TTY/Voice or [DWS-WYRelay@wyo.gov](mailto:DWS-WYRelay@wyo.gov); or the FCC through their website at [www.FCC.gov/complaints](http://www.FCC.gov/complaints). We would love to hear from you.



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# Appendix J:

## WYOMING RELAY ANNUAL REPORT



## Wyoming's TRS State Certification



## Wyoming's TRS State Certification

# Appendix K

## Education and Outreach



## Advertisements

Connecting **people to people**  
who have a **hearing loss** or  
**speech disability...**



**WYOMING**  
R E L A Y  
A CALL ANYONE CAN MAKE

**One call at a time!**

**800-452-1408**    **WyomingRelay.com**

Connecting **people to people**  
who have a **hearing loss** or  
**speech disability...**



**WYOMING**  
R E L A Y  
A CALL ANYONE CAN MAKE

**One call at a time!**

**800-452-1408**  
**WyomingRelay.com**

Avoiding using the phone  
due to a hearing loss?  
**Use Wyoming Relay!**



With Wyoming Relay, dialing **7-1-1** will connect you to a free service which allows effortless communication with people who are deaf, hard of hearing, speech-disabled, deaf-blind, or hearing. Dial **7-1-1** to make a call today!

Customer Service: 888-694-4450 | Equipment Distribution Program: 800-452-1408



*"7-1-1 is so easy to remember for making a call to my deaf friends."*

*"Being able to communicate with hearing clients on the phone has made a huge difference."*

## Brochure



## How to connect with Wyoming Relay

To place a call through Wyoming Relay, simply dial 7-1-1. Or call one of the toll-free numbers listed below:

TTY/ASCL: 1.800.877.9965  
Voice: 1.800.877.9975  
Speech-to-Speech: 1.877.787.0503  
Voice Carry Over (VCO): 1.877.877.1474  
900 Pay Per Call: 1.900.230.3327

CapTel®: To reach a CapTel® user, Dial 1.877.243.2823  
Para subtítulos en español Dial 1.866.217.3362

Spanish-to-Spanish: 1.800.829.2783 (includes Spanish-to-Spanish and translation from English To Spanish)

For complete instructions on how to place any type of relay, visit [wyomingrelay.com](http://wyomingrelay.com). Or call Wyoming Relay Customer Service at 1.888.694.4450 and a customer service representative will be happy to help you.

If you have suggestions, questions or concerns, contact Wyoming Relay Customer Service at:

Sprint Relay  
Voice/TTY: 1.888.694.4450  
En español: 1.800.676.4290  
Email: [Sprint.TRS.CustServ@sprint.com](mailto:Sprint.TRS.CustServ@sprint.com)

Wyoming Relay is provided through a contract with Sprint. Sprint has more than 20 years of experience in providing relay services to persons who are deaf, hard of hearing, deaf-blind or have a speech disability to communicate over the phone.

CapTel® is a registered trademark of UtterTech, Inc.

## WYOMING RELAY:

### Connecting you with important people in your life

Wyoming Relay is a free, 24-hour service that allows people who are deaf, hard of hearing, deaf-blind or speech impaired to communicate via the telephone. Through the use of specialized equipment, relay users communicate freely with businesses, friends, and family, who use a standard telephone.

When a call is placed through Wyoming Relay, a Relay Operator also known as a Communication Assistant (CA) facilitates the call. By using a TTY (also called a TDD or text telephone), people who do not hear and/or speak type their conversation and the CA "voices" what is typed. When the standard telephone user responds, the CA types everything that is heard. CAs act as an invisible link between the parties.

Access and Charges  
Access relay by dialing 7-1-1 or a toll-free number (listed on the back panel). Wyoming Relay is available 24 hours a day, seven days a week—with no restrictions on the length or number of calls made. Long distance charges apply on all long distance calls. If no long distance carrier is specified, long distance calls will be processed by Sprint.

Family, Friends and Businesses use a standard telephone to communicate freely.

Communication Assistant facilitates the conversation by alternating between voicing and typing.

Deaf, Hard of Hearing or Speech Impaired Person uses specialized equipment to conduct telephone conversations.

## Post Cards

### NEW SERVICE! VIDEO-ASSISTED STS

Video-Assisted Speech-to-Speech (VA-STTS) allows a person who has a speech disability to use both a telephone line and a video device to make relay calls via an STS operator.

**WHAT IS VA-STTS?**  
VA-STTS provides the STS operator with visual communication cues from the STS caller via a one-way video conference connection. These cues may include lip reading, spelling in the air, facial expressions and other physical movements.

**FOR MORE INFORMATION OR ASSISTANCE:**  
• 877-787-1989 • [www.wyomingrelay.com](http://www.wyomingrelay.com)

*"It sure is nice to have the operator convey my message accurately without asking me to repeat what I just said."*

### TIRED OF HEARING, "WHAT? I CAN'T UNDERSTAND YOU."

**SOLUTION:** If you have a speech disability and are not comfortable talking on the phone, try Wyoming Relay Speech-to-Speech by dialing 7-1-1 or 877-787-0503.

**WHAT IS SPEECH-TO-SPEECH (STS)?**  
STS allows speech-disabled persons to "voice" their conversation. A specially trained STS operator repeats the words of the person with a speech disability or synthesizer output to the person they are calling. You do not need special equipment to use this service.

**STS SERVICE IS FREE.**  
Simply dial 7-1-1 or 877-787-0503 to reach Wyoming Relay STS service. This free service\* is available 24/7. Spanish STS is available upon request.

**FOR MORE INFORMATION:**  
• 877-787-1989 • [www.wyomingrelay.com](http://www.wyomingrelay.com)

*"Now I can make my own phone calls without having to depend on someone else."*

### Just Dial 711

**Deaf/Hard-of-Hearing**  
Dial 711 to communicate easily!  
TTY: 711 or 800-877-9965

**Voice Carry-Over (VCO)**  
Talk with ease!  
711 or 877-877-1474

**Captioned Telephone**  
Read, listen, & talk independently!  
Voice to CapTel: 877-343-2823  
Spanish: 866-217-3362

**Hearing Caller**  
Communicate effortlessly!  
Voice to TTY: 711 or 800-877-9975

**Speech-to-Speech**  
Talk with ease!  
711 or 877-787-0503

**Español de Relato**  
Translate relay efficiently!  
711 or 800-829-2783

**How Relay Service Works**

- The relay user types her conversation to the relay operator.
- The relay operator then voices the relay user's typed message to the other caller.
- After the relay user types "GA" (Go Ahead), it is the other caller's turn to respond back to the relay user.
- The relay operator relays the other caller's spoken words by typing them back to the relay user.

**For more information:**  
800-452-1408  
[www.wyomingrelay.com](http://www.wyomingrelay.com)

### Can't hear on the phone?

**Just read the captions!**

**For more information:**  
800-452-1408  
[wyomingrelay.com](http://wyomingrelay.com)

CapTel is a registered trademark of UtterTech, Inc.

## Events



WYOMING RELAY PROUDLY  
PRESENTS

*Wind River Dancers*

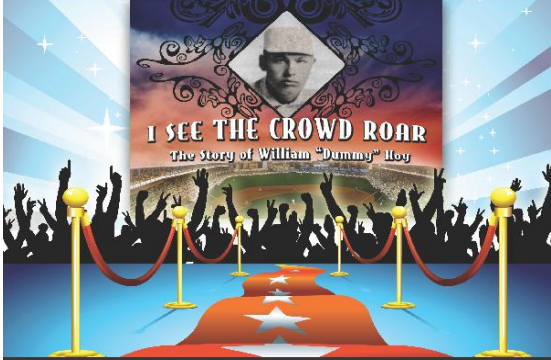




SEPTEMBER 25, 2015

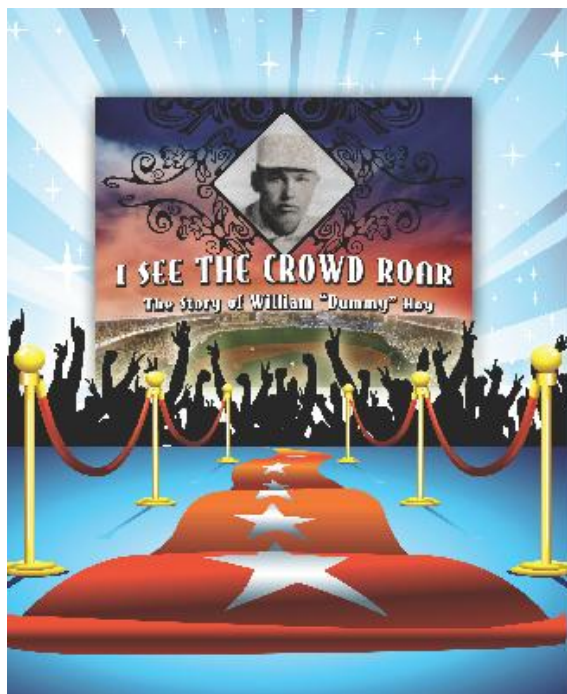
Join us for a special showing of  
**"I See the Crowd Roar"** (open-captioned)

**Showtimes:** Friday, August 16, 2013 at 4:00 PM  
**Cost:** Free  
**Location:** Iris Stadium & Theatre  
230 W. Yellowstone Highway, Casper, WY

This event takes place prior to Wyoming Families for Hands & Voices: "Hear on the Range" 5k Run at 6:30 PM. Visit: [www.wyhandsandvoices.org/events.asp](http://www.wyhandsandvoices.org/events.asp) for more information.



 For more information about this film, visit  
[www.iseethecrowdroar.com](http://www.iseethecrowdroar.com) 



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For more information about this film, visit  
[www.iseethecrowdroar.com](http://www.iseethecrowdroar.com)



## TV Commercials

### Ran in 2012

From Q2 2012, The Gift & Going Fishing

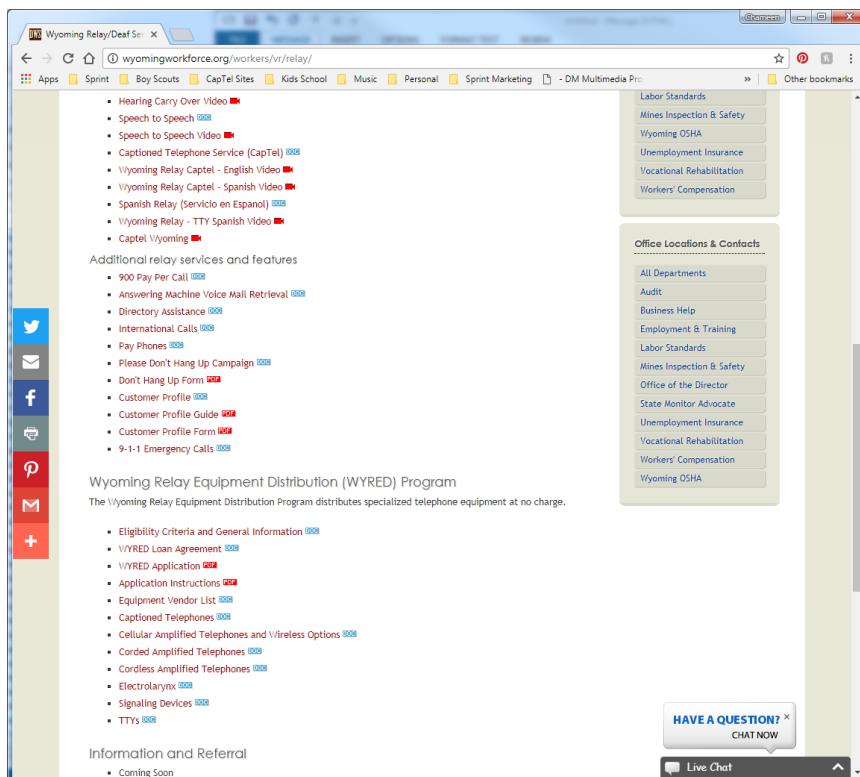
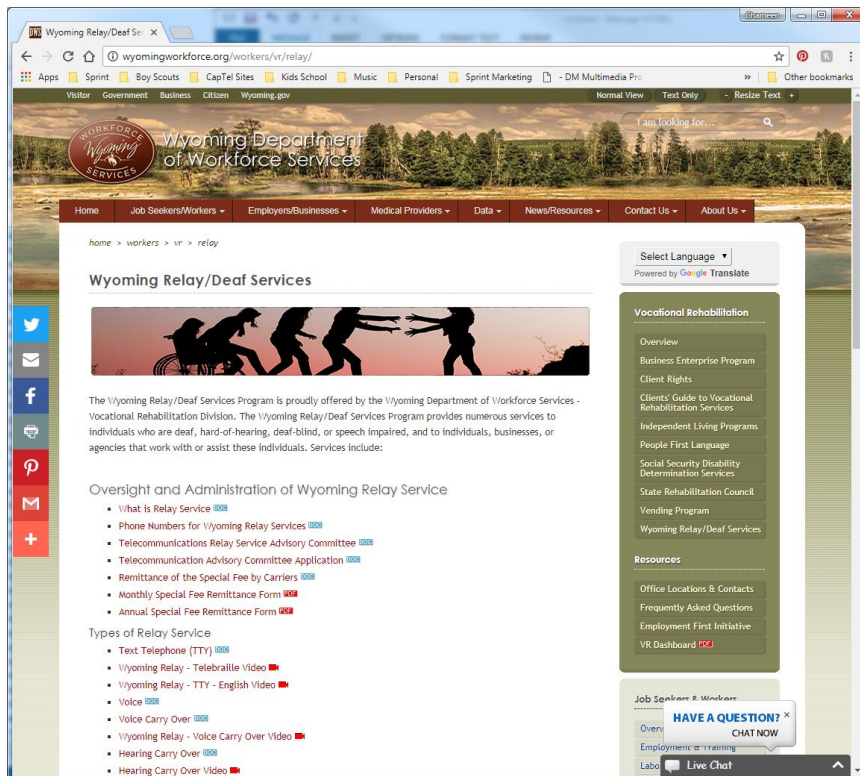


### Ran in 2013-2017

House Quest, Coffee Shop, Just Catching Up



## Website





# Appendix L:

## STATE CERTIFICATION





# PUBLIC NOTICE

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

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

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**DA 13-1530**  
**Released: July 8, 2013**

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

### **CG DOCKET NO. 03-123**

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

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

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

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

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

<sup>2</sup> 47 C.F.R. § 64.606(b).

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

<sup>4</sup> 47 U.S.C. § 225(f)(2)(B).

<sup>5</sup> 47 C.F.R. § 64.606(d).

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

**STATES APPROVED FOR CERTIFICATION**

**File No: TRS-46-12**

Alabama Public Service Commission  
State of Alabama

**File No: TRS-19-12**

Department of Commerce  
State of Alaska

**File No: TRS-47-12**

Arkansas Deaf and Hearing Impaired  
State of Arkansas

**File No: TRS-02-12**

Commission for the Deaf and Hard of Hearing  
State of Arizona

**File No: TRS-32-12**

California Public Utilities Commission  
State of California

**File No: TRS-23-12**

Colorado Public Utilities Commission  
State of Colorado

**File No: TRS-48-12**

Connecticut Department of Public Utility  
State of Connecticut

**File No: TRS-35-12**

Delaware Public Service Commission  
State of Delaware

**File No: TRS-49-12**

Public Service Commission  
District of Columbia

**File No: TRS-50-12**

Florida Public Service Commission  
State of Florida

**File No: TRS-51-12**

Georgia Public Service Commission  
State of Georgia

**File No: TRS-22-12**

Hawaii Public Utilities Commission  
State of Hawaii

**File No: TRS-43-12**

Idaho Public Service Commission  
State of Idaho

**File No: TRS-10-12**

Illinois Commerce Commission  
State of Illinois

**File No: TRS-08-12**

Indiana Telephone Relay Access Corporation  
State of Indiana

**File No: TRS-03-12**

Iowa Utilities Board  
State of Iowa

**File No: TRS-07-12**

Kansas Relay Services, Inc.  
State of Kansas

**File No: TRS-52-12**

Kentucky Public Service Commission  
Commonwealth of Kentucky

**File No: TRS-13-12**

Louisiana Relay Administration Board  
State of Louisiana

**File No: TRS-53-12**

Maine Public Utilities Commission  
State of Maine

**File No: TRS-33-12**

Telecommunications Access of Maryland

**File No: TRS-34-12**

Department of Telecommunications and Cable

State of Maryland

**File No: TRS-54-12**

Michigan Public Service Commission  
State of Michigan

**File No: TRS-55-12**

Mississippi Public Service Commission  
State of Mississippi

**File No: TRS-56-12**

Telecommunications Access Program  
State of Montana

**File No: TRS-25-12**

Relay Nevada  
State of Nevada

**File No: TRS-45-12**

New Jersey Board of Utilities  
State of New Jersey

**File No: TRS-16-12**

New York State Department of Public Service  
State of New York

**File No: TRS-12-12**

Information Technology Department  
State of North Dakota

**File No: TRS-57-12**

Oklahoma Telephone Association  
State of Oklahoma

**File No: TRS-58-12**

Pennsylvania Bureau of Consumer Services  
Commonwealth of Pennsylvania

**File No: TRS-59-12**

Division of Public Utilities and Carriers  
State of Rhode Island

**File No: TRS-11-12**

South Carolina Office of Regulatory Staff  
State of South Carolina

**File No: TRS-20-12**

Tennessee Regulatory Authority  
State of Tennessee

Commonwealth of Massachusetts

**File No: TRS-39-12**

Minnesota Department of Commerce  
State of Minnesota

**File No: TRS-15-12**

Missouri Public Service Commission  
State of Missouri

**File No: TRS-40-12**

Nebraska Public Service Commission  
State of Nebraska

**File No: TRS-42-12**

New Hampshire Public Service Commission  
State of New Hampshire

**File No: TRS-14-12**

Commission for the Deaf and Hard of Hearing  
State of New Mexico

**File No: TRS-30-12**

Department of Health and Human Service  
State of North Carolina

**File No: TRS-37-12**

Public Utilities Commission of Ohio  
State of Ohio

**File No: TRS-36-12**

Oregon Public Utilities Commission  
State of Oregon

**File No: TRS-28-12**

Telecommunications Regulatory Board  
Puerto Rico

**File No: TRS-62-12**

Micronesian Telecommunications Corporation  
Saipan

**File No: TRS-60-12**

Department of Human Services  
State of South Dakota

**File No: TRS-17-12**

Texas Public Utility Commission  
State of Texas

## Appendix L: State Certification

**File No: TRS-61-12**

Virgin Islands Public Service Commission  
U.S. Virgin Islands

**File No: TRS-09-12**

Public Service Commission  
State of Utah

**File No: TRS-44-12**

Vermont Department of Public Service  
State of Vermont

**File No: TRS-04-12**

Department for the Deaf and Hard of Hearing  
Commonwealth of Virginia

**File No: TRS-27-12**

Office of the Deaf and Hard of Hearing  
State of Washington

**File No: TRS-06-12**

Public Service Commission of West Virginia  
State of West Virginia

**File No: TRS-01-12**

Wisconsin Department of Administration  
State of Wisconsin

**File No: TRS-18-12**

Division of Vocational Rehabilitation  
State of Wyoming

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

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

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

- FCC -

# Appendix M:

## COST RECOVERY MECHANISM





**Matthew H. Mead**  
Governor

**State of Wyoming**  
**Department of Workforce Services**  
DIVISION OF VOCATIONAL REHABILITATION  
Administrative Office  
614 S. Greeley Highway  
Cheyenne, WY 82007  
307.777.7386 V/TTY • Fax: 307.777.5939  
[www.wyomingworkforce.org](http://www.wyomingworkforce.org)



**John Cox**  
Director  
**John Ysebaert**  
Deputy Director

November 9, 2017

Mr. Chris Petrie  
Chief Counsel  
Public Service Commission  
Hansen Building, Suite 300  
2515 Warren Avenue  
Cheyenne, WY 82002

RE: *Telecommunications for the Communications Impaired Act (Wyo. Stat. § 16-9-201 through 16-9-210)*. Notification from the Committee on Telecommunications for the Communications Impaired the monthly access line special fee shall remain at nine cents (\$0.09).

Dear Mr. Petrie:

Based upon information available to and analyzed by the Division of Vocational Rehabilitation (DVR) and Wyoming Telecommunications Relay Service (TRS) concerning current monthly collections and expenditures, the current fund reserve balance, and projected usage and cost trends, the Telecommunications Relay Service Advisory Committee (also known as the Committee on Telecommunications for the Communications Impaired) voted on September 20, 2017, to maintain the surcharge at \$0.09 per access line per month. The primary reasons to maintain the current surcharge are to ensure adequate program funding and to prevent the cash reserve balance from further decreasing below target levels (10 times the average monthly expenditures).

As of September 30, 2017, the cash reserve balance was \$469,225, a slight increase of \$9,740 since the 2016 report. However, the cash reserve has decreased over \$1,440,002 since its peak in 2008. The estimated monthly obligations for the 2017-2018 biennium is \$49,334. This figure was calculated using the current costs for relay service and equipment. The cash reserve balance as of September 30, 2017, is 9.5 times the estimated average monthly expenditures for the 2017-2018 biennium. The target cash reserve balance would be 10 times the average monthly expenditures or \$493,340.

In projecting revenues, we examined the number of access lines. Over the past year, the monthly average number of access lines (600,073) has decreased from the previous year's monthly average number of access lines (613,324). In fact, the number of access lines has steadily decreased from 2012-2016 (from 667,358 to 600,073). Currently, the largest remitters are wireless providers; however, previous growth in wireless access lines has stabilized. The number of access lines is anticipated to remain the same or continue to decrease slightly due to small losses in population and a reduction in the number of access lines/wireless accounts per person and per business because of state economic factors.

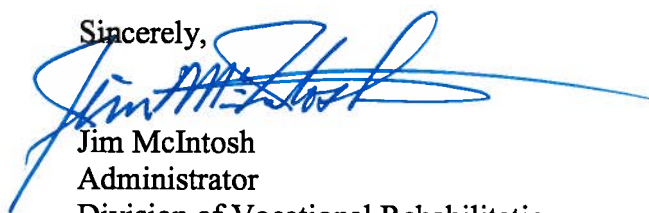


Expenditures are projected to increase. The Contract with the current relay service provider (Sprint Communications, LP) terminates January 31, 2018. A Request for Proposal (RFP) for relay service was released on September 19, 2017 and proposals from Sprint Communications, LP and Hamilton Relay were received on October 31, 2017. The proposals are currently being evaluated and the cost for the next contract period is still unknown. However, based on recent procurement processes for relay services in other states, it is anticipated that the price-per-minute will be higher than our current contracted price. An RFP for the provision of specialized wireless telecommunications equipment was released on August 24, 2017. Two proposals (one for Android based equipment and one for Apple iOS based equipment) were received on October 6, 2017. The wireless proposals are also currently being evaluated. The Federal Communications Commission (FCC) continues to explore the transfer of responsibilities for funding, administration, and oversight of intrastate Internet-Protocol Captioned Telephone Service (IP CTS) and Internet-Protocol Relay to all state TRS programs.

With the goal of maintaining a cash reserve balance that is approximately 10 times the monthly expenditures of the TRS program, and being cognizant of some uncertainty in revenues and expenditures, the Committee felt the most prudent course of action was to maintain the current surcharge at \$0.09 per access line.

Enclosed please find a copy of the 2017 REPORT to the PUBLIC SERVICE COMMISSION. Please feel free to contact Lori Cielinski, TRS Program Consultant, via phone (800.452.1408) or email ([lori.cielinski@wyo.gov](mailto:lori.cielinski@wyo.gov)) with any questions you may have.

Sincerely,



Jim McIntosh  
Administrator  
Division of Vocational Rehabilitation



Beth Whitman  
Chairperson  
Telecommunications Relay Service  
Advisory Committee

Lpc

Enclosures:  
2017 Report to the Public Service Commission

cc: Kymbrlye Freeman  
Lori Cielinski



We Bridge Human and Economic Development for Wyoming's Future.





WYOMING RELAY SERVICE FUND  
For the  
COMMUNICATIONS IMPAIRED

2017 REPORT to the PUBLIC SERVICE COMMISSION

1. Who are the participants? To whom does the law apply? Please list each telecommunications provider who collects and remits funds to Vocational Rehabilitation.

a) According to Telecommunications for the Communications Impaired, Enrolled Act No. 110, W.S. 16-9-201 through 16-9-210, and specifically W.S. 16-9-209 Special Fee:

*(c) Each customer of a local exchange company or radio communications service provider shall be liable for payment to the local exchange company or radio communications service provider of any special fee imposed pursuant to this act. In the case of a customer of a radio communications service provider, any fee imposed by this act shall be imposed only if the customer's place of primary use is in this state as provided by the Mobile Telecommunications Sourcing Act, 4 U.S.C. §§ 116 through 126. The provisions of the Mobile Telecommunications Sourcing Act shall apply to this subsection. The local exchange company or radio communications service provider shall not be liable for any uncollected charge, nor shall the company have an obligation to take any legal action to enforce the collection of any charge that is unpaid by its customers.*

*(d) No customer of a local exchange company shall be required to pay the special fee on more than one hundred (100) access lines per account and no customer of a radio communications service provider shall be required to pay the special fee on more than one hundred (100) radio communication service numbers per account in Wyoming.*

b) Carriers currently remitting:  
(Carriers with \* are submitting remittance forms with zero dollars)

\*1-800 Collect, Inc.

\*Access One, Inc.

Advanced Communications Technology, Inc.

Airespring, Inc.

\*Airus, Inc.

All West Communications, Inc.

All West Wyoming, Inc.

ANPI Business, LLC / Voyant Communications, LLC, f/k/a Zone Telecom, Inc.

AT&T Corporation

\*Bandwith.com, Inc.

BCI Telephone of Wyoming, LLC d/b/a Vyve Broadband J LLC

BCN Telecom, Inc.

Boomerang Wireless, LLC  
Bresnan Communications, LLC, Bresnan Broadband Holdings, LLC  
Budget Prepay, Inc. d/b/a Budget Mobile  
BullsEye Telecom, Inc.  
Cellular Inc. Network Corporation  
CenturyLink Communications, LLC  
CenturyTel of Wyoming, Inc.  
\*CloudCall, Inc.  
Columbine Telephone Company, Inc.  
COMM-CORE, LLC  
Consumer Cellular, Inc.  
\*Covoda Communications, Inc.  
\*Crexendo Business Solutions, Inc.  
Dialpad Inc. f/k/a Switch Communications  
Digium Cloud Services, LLC  
dishNET Wireline, LLC  
Dubois Telephone Exchange, Inc.  
EarthLink Business, LLC  
Electric Lightwave, LLC  
Embarq United Telephone – Wyoming  
\*Entelegent Solutions, Inc.  
Flash Wireless, LLC  
Garmin USA, Inc.  
\*GC Pivotal, LLC  
Globalstar USA, LLC  
Gold Star Communications, LLC d/b/a Silver Star Wireless  
Golden West Telecommunications Cooperative, Inc.  
Google North America, Inc.  
Granite Telecommunications, LLC  
GreatCall, Inc. d/b/a Jitterbug  
Greenfly Networks, Inc.  
Hughes Network Systems, LLC  
\*iCommerce Services, Inc.  
\*iCore Networks, Inc.  
\*Idaho 6 – Clark, LP  
\*Iloka, Inc. d/b/a NewCloud Networks  
Ionex Communications North, Inc.  
IP Networked Services, Inc.  
I-Wireless, LLC  
Jive Communications, Inc.  
KDDI America, Inc.  
Level 3 Communications, LLC  
Level 3 Telecom Data Services, LLC  
M5 Networks, LLC  
Matrix Telecom, LLC d/b/a Matrix Business Technologies  
MCI Metro Access Transmission Services Corporation

McLeodUSA Telecommunications Services, LLC  
Metropolitan Telecommunications of Wyoming, Inc. (MetTel)  
Millennium Networks, LLC  
Mitel Cloud Services, Inc.  
\*Mobilitie Management, LLC  
Mountain West Technologies Corporation  
\*Neutral Tandem-Wyoming, LLC  
New Cingular Wireless PCS, LLC  
New Horizons Communications Group  
\*Nextel West Corporation  
NOS Communications, Inc.  
OnStar, LLC  
PanTerra Networks, Inc.  
Project Telephone Company  
Quantumshift Communications, Inc. d/b/a vCom Solution  
Qwest Corporation  
Range Telephone Cooperative, Inc.  
Ready Wireless, LLC  
\* Reliance Globalcom Services, Inc.  
Republic Wireless, Inc.  
RT Communications, Inc.  
\*Sage Telecom Communications, LLC  
Silver Star Telephone Company, Inc.  
SimpleVoIP, LLC  
\*S-Net Communications, Inc.  
Spectrotel, Inc.  
Sprint Spectrum, LP d/b/a Sprint PCS  
Star2star Communications, LLC  
\*Stream Communications, LLC  
Sweetwater Cable Television Company  
Talk America Services, LLC  
The Chugwater Telephone Company  
T-Mobile West LLC  
\*Touchtone Communications, Inc.  
Tri County Telephone Association, Inc.  
Uintah Basin Electronic Telecommunications d/b/a Strata Networks  
Union Telephone Company  
UVNV, Inc. d/b/a Ultra Mobile  
Velocity the Greatest Phone Company Ever, Inc.  
Verizon Wireless (VAW), LLC  
ViaSat, Inc.  
Virgin Mobile USA, LP  
\*VoicecomTelecommunications, LLC  
WaveNation, LLC  
\*Wholesale Carrier Services, Inc.  
Working Assets Funding Services, Inc.

Wyoming1-Park, LP  
Wyoming.com  
XO Communications Services, LLC  
YipTel, LLC  
Zen Communications, LLC

- c) Are there any telecommunications providers which no longer remit funds collected to Vocational Rehabilitation that previously had remitted funds? If so, please list.

Action Communications  
ACN Communication Services, Inc.  
ACN Digital Phone Services, LLC  
Affinity Mobile  
Airpage  
AltiComm, Inc.  
Americatel Corporation d/b/a Zero 11 Wireless  
BellSouth Long Distance, Inc.  
Big River Telephone Company  
Birch Telecom of the South  
BT Communications Sales, LLC  
Cincinnati Bell Any Distance, Inc.  
Collins Radio Communications Corporation  
Comm South Companies, Inc.  
Comtel Telcom Assets, LP  
Covista, Inc.  
Cricket Communications, Inc.  
Custom Radio, Inc.  
Dome Communications  
DSLnet Communications, LLC  
Edge Wireless  
Ernest Communications, Inc.  
FirsTel, Inc.  
Helio, LLC  
inContact, Inc.  
iNetworks Group, Inc.  
IntelePeer, Inc.  
Intrado Communications, Inc.  
Inttec, Inc.  
Liberty Bell Telecom, LLC  
Maxcess, Inc.  
Mobile ESPN, LLC  
Network Enhanced Technologies, Inc.  
Orbit Com, Inc.  
Phonetec PCS, LLC  
PNG Telecommunications, Inc. d/b/a PowerNet Global Communications  
Qwest Communications Company, LLC

Qwest Wireless, LLC  
 Rule Radiophone Services, Inc.  
 Silver Star PCS  
 SpectraCom Inc d/b/a PYXIS Communications  
 Sprint United Telephone –Wyoming  
 Switch Communications, Inc.  
 Synety, Inc.  
 Talk.com Holding Corporation f/k/a Tel-Save, Inc.  
 Telecom Relay  
 Teltrite Corporation  
 TON Services Inc.  
 Trans National Communications International Inc., d/b/a TNCI  
 Tri-State Communications, Inc.  
 Tri-Tel, Inc.  
 Trinsic Communications, LLC  
 TW Wireless  
 UBET Wireless, Inc.  
 Universal Access, Inc.  
 Voice Stream Wireless Corporation  
 WDG Mobile, LLC  
 WDT Wireless, Inc.  
 WiMactel, Inc.  
 Worland Services/Majestic Enterprises, Inc.  
 WWC Holding Company, Inc. d/b/a/ Alltel  
 WWC Holding Company, Inc. (Western Wireless)  
 Ymax Communications Corp.  
 Ztar Mobile, Inc.  
 Z-Tell Communications, Inc.

2. Total collections/contributions and total disbursements, by year, since inception of the program:

	<u>Contributions</u>	<u>Disbursements</u>
12-31-1991	\$ 59,652	\$ 00
12-31-1992	779,903	98,531
12-31-1993	651,262	232,833
12-31-1994	446,160	207,425
12-31-1995	376,011	288,246
12-31-1996	256,107	234,375
12-31-1997	289,404	280,735
12-31-1998	319,553	289,229
12-31-1999	323,328	310,247
12-31-2000	348,596	300,500
12-31-2001	371,847	299,246
12-31-2002	372,177	360,767
12-31-2003	372,163	278,966
12-31-2004	383,741	277,470

12-31-2005	404,606	464,803
12-31-2006	429,408	375,031
12-31-2007	430,607	423,114
12-31-2008	466,735	449,356
12-31-2009	435,543	483,187
12-31-2010	464,699	493,040
12-31-2011	330,219	467,948
12-31-2012	214,651	516,635
12-31-2013	169,171	460,315
12-31-2014	183,580	522,048
12-31-2015	274,825	574,094
12-31-2016	444,664	501,315
09-30-2017 (9 months)	507,137	473,643

3. Year-end fund account balances since inception:

12-31-1991	\$ 59,651.51
12-31-1992	741,023.35
12-31-1993	1,159,452.37
12-31-1994	1,398,187.88
12-31-1995	1,484,793.33
12-31-1996	1,506,525.65
12-31-1997	1,515,194.63
12-31-1998	1,545,518.09
12-31-1999	1,558,598.92
12-31-2000	1,606,694.91
12-31-2001	1,679,273.58
12-31-2002	1,690,683.37
12-31-2003	1,783,880.53
12-31-2004	1,890,152.04
12-31-2005	1,829,978.13
12-31-2006	1,884,354.63
12-31-2007	1,891,848.59
12-31-2008	1,909,227.09
12-31-2009	1,862,767.57
12-31-2010	1,832,796.98
12-31-2011	1,695,549.25
12-31-2012	1,393,190.55
12-31-2013	1,102,397.21
12-31-2014	731,757.35
12-31-2015	492,124.55
12-31-2016	435,473.57

Fund account balance as of 09-30-2017: \$469,225.28

4. Level of contributions/collections by each participating telecommunications provider since inception:

The Telecommunications Relay Service Advisory Committee is responsible for annually determining the amount of the special fee, not to exceed twenty-five cents (\$.25) per access line per month, based upon available cost data and other information, that will cover the costs of providing intrastate message relay service as provided in Section 401 of the *Americans With Disabilities Act of 1990*, including the cost of implementing and administering this Act. The following is a list of what the annual surcharge was set at from 1991 to the present:

1991	Surcharge:	25 cents per line	effective 10/01/1991
1992	Surcharge:	25 cents per line	
1993	Surcharge:	25 cents per line	until 10/11/1993
1994	Surcharge:	15 cents per line	until 09/27/1994
1995	Surcharge:	10 cents per line	until 09/11/1995
1996	Surcharge:	7 cents per line	
1997	Surcharge:	7 cents per line	
1998	Surcharge:	7 cents per line	
1999	Surcharge:	7 cents per line	
2000	Surcharge:	7 cents per line	
2001	Surcharge:	6 cents per line	effective 01/01/2002
2002	Surcharge:	6 cents per line	
2003	Surcharge:	6 cents per line	
2004	Surcharge:	6 cents per line	
2005	Surcharge:	6 cents per line	
2006	Surcharge:	6 cents per line	
2007	Surcharge:	6 cents per line	
2008	Surcharge:	6 cents per line	
2009	Surcharge:	6 cents per line	
2010	Surcharge:	6 cents per line	
2011	Surcharge:	3 cents per line	effective 02/01/2011
2012	Surcharge:	3 cents per line	
2013	Surcharge:	2 cents per line	effective 01/01/2013
2014	Surcharge:	2 cents per line	
2015	Surcharge:	4 cents per line	effective 01/01/2015
2016	Surcharge:	8 cents per line	effective 01/01/2016
2017	Surcharge:	9 cents per line	effective 01/01/2017

5. Monthly average expenditures and for what specifically:

- a) \$52,626 nine-month average 01/01/2017 through 09/30/2017
- b)
- |                            |          |           |
|----------------------------|----------|-----------|
| Sprint Contract            | \$ 6,427 | (Average) |
| Personnel                  | 15,280   | (Average) |
| Equipment for Distribution | 379      | (Average) |



Sprint Outreach Fees	8,671	(Average)
Supportive Services (includes travel, supplies, phone, etc.)	6,948	(Average)
Interpreter Services	116	(Average)
Other	11,604	(Average)
Indirect Costs	<u>3,201</u>	(Average)
Total Average Disbursements	\$ 52,626	

6. Number of users/clients each year since inception:  
Average number of users/clients per month:

Determining the number of users/clients is difficult because of the migration of relay users from traditional relay to Internet Protocol (IP) Relay, Video Relay Services (VRS) and IP captioned telephone service (CTS). It is difficult to collect accurate data on the number of users for IP and VRS calls. From July 2005 thru February 2011 for IP, and July 2005 thru March 2011 for VRS, NECA provided monthly data on the number of IP and VRS calls that terminated in a state. On March 7, 2011, the Federal Communications Commission (FCC) awarded Rolka Laube Saltzer Associates, LLC (RLSA) a contract to administer the Interstate TRS Fund. As a result of the transition from NECA to RLSA, recent data on the number of IP relay, VRS, and IP CTS calls has not been available. From July 2010 through February 2011, there was an average of 3,206 IP relay calls per month and from July 2010 through March 2011, 1,138 VRS calls per month. Over the past year, review of national data shows IP CTS continues to be the fastest growing relay service. Even though the Division of Vocational Rehabilitation (DVR) does not have jurisdiction over internet-based relay services, the telecommunications relay service contract with Sprint requires that they report all IP Relay and all IP CTS (beginning November 2014) relay minutes provided for Wyoming. Sprint is not a provider of VRS. There are at least 3 nationwide VRS providers. On November 15, 2014, Sprint became the sole provider in the United States of IP Relay. There are at least 4 nationwide IP CTS providers.

The average monthly number of Wyoming Relay users initiating traditional relay based on their NPA/NXX from August 2016 through July 2017 was 259. NPA/NXX data became available for CapTel® users December 2008. The average monthly number of users of CapTel® based on their NPA/NXX from August 2016 through July 2017 was 54. Prior to September 1998, the data that was previously reported was the number of calls going into the Relay Center.

#### Wyoming traditional TRS calls

1992 - 7,281 calls in 7 months; average of 1,040 calls per month\*\*  
 1993 - 22,786 calls in 12 months; average of 1,899 calls per month  
 1994 - 27,571 calls in 12 months; average of 2,298 calls per month  
 1995 - 34,958 calls in 12 months; average of 2,913 calls per month  
 1996 - 38,698 calls in 12 months; average of 3,225 calls per month  
 1997 - 43,070 calls in 12 months; average of 3,589 calls per month  
 1998 - 43,596 calls in 12 months; average of 3,633 calls per month  
 1999 - 44,437 calls in 12 months; average of 3,703 calls per month  
 2000 - 37,365 calls in 12 months; average of 3,114 calls per month



2001 - 39,922 calls in 12 months; average of 3,327 calls per month  
 2002 - 47,613 calls in 12 months; average of 3,968 calls per month  
 2003 - 40,516 calls in 12 months; average of 3,376 calls per month  
 2004 - 42,781 calls in 12 months; average of 3,565 calls per month  
 2005 - 42,186 calls in 12 months; average of 3,516 calls per month  
 2006 - 36,534 calls in 12 months; average of 3,045 calls per month  
 2007 - 29,770 calls in 12 months; average of 2,481 calls per month  
 2008 - 23,885 calls in 12 months; average of 1,990 calls per month  
 2009 - 21,158 calls in 12 months; average of 1,763 calls per month  
 2010 - 19,550 calls in 12 months; average of 1,629 calls per month  
 2011 - 17,739 calls in 12 months; average of 1,478 calls per month  
 2012 - 14,765 calls in 12 months; average of 1,230 calls per month  
 2013 - 14,812 calls in 12 months; average of 1,234 calls per month  
 2014 - 16,719 calls in 12 months; average of 1,393 calls per month  
 2015 - 13,455 calls in 12 months; average of 1,121 calls per month  
 2016 - 9,777 calls in 12 months; average of 815 calls per month  
 2017 - 6,446 calls in 9 months; average of 716 calls per month

Wyoming analog CapTel® calls

2007 - 24,162 calls in 12 months; average of 2,014 calls per month  
 2008 - 30,217 calls in 12 months; average of 2,518 calls per month  
 2009 - 40,245 calls in 12 months; average of 3,354 calls per month  
 2010 - 46,674 calls in 12 months; average of 3,890 calls per month  
 2011 - 44,965 calls in 12 months; average of 3,747 calls per month  
 2012 - 37,302 calls in 12 months; average of 3,109 calls per month  
 2013 - 27,181 calls in 12 months; average of 2,265 calls per month  
 2014 - 22,793 calls in 12 months; average of 1,899 calls per month  
 2015 - 19,946 calls in 12 months; average of 1,662 calls per month  
 2016 - 20,500 calls in 12 months; average of 1,708 calls per month  
 2017 - 11,476 calls in 9 months; average of 1,275 calls per month

Wyoming IP Relay completed calls processed by Sprint

2014 - 455 calls in 12 months; average of 38 calls per month  
 2015 - 883 calls in 12 months; average of 74 calls per month  
 2016 - 871 calls in 12 months; average of 73 calls per month  
 2017 - 954 calls in 9 months; average of 106 calls per month

Wyoming IP CTS relay completed calls processed by Sprint

2014 - 4,863 calls in 2 months; average of 2,432 calls per month  
 2015 - 38,064 calls in 12 months; average of 3,172 calls per month  
 2016 - 40,420 calls in 12 months; average of 3,368 calls per month  
 2017 - 44,477 calls in 9 months; average of 4,942 calls per month

**\*\*During the first year of the TRS Program, it was not well known; thus, the numbers do not accurately reflect average use because it was not widely used.**

7. How is the program advertised and promoted? Are promotion and advertising efforts completed or are they continuous?

- a) The program is advertised and promoted through various means, including: telephone directories; billing inserts; television, radio, and print ads; billboards; health/trade fair booths; and presentations by the TRS Program Consultant and Grants & Contract Administration Specialist to employers/businesses, service organizations, professional organizations, government agencies, and law enforcement agencies.

Program brochures, equipment applications, magnets, and other Wyoming Relay promotional items are distributed to the public, interested individuals, organizations, agencies, and businesses.

- b) Education/Promotion is on a continuous basis.

8. How are deposits handled by Vocational Rehabilitation when checks are received from participating telecommunications providers? Into what specific account are the funds deposited?

- a) As checks are received by the Division of Vocational Rehabilitation (DVR) administrative office, the front desk receptionist assigns a tracking number to each check and logs the checks into an Excel spreadsheet with information including the date the check was received, the telecommunication provider's name, check number, check date, check amount, and period for which the provider is remitting. The front desk receptionist also applies a date stamp to the provider's remittance form and writes the DVR check tracking number on the provider's remittance form. The front desk receptionist then gives the checks and remittance forms to a DVR Accountant.

- b) At least once a week, a DVR Accountant totals the checks received and gives the checks and supporting paperwork to a DVR Accounting Technician, who prepares the following documents and enters them into the State's accounting system, known as the Wyoming On-Line Financial System (WOLFS):

- WOLFS-CR: Cash Receipt Input Form
- WOLFS-101: Receipt and Transmittal Form

The DVR Accountant reviews the WOLFS forms and the data that has been input into WOLFS and forwards all of the documents to the DVR Accounting Analyst or DVR Accounting Manager. After the DVR Accounting Analyst or DVR Accounting Manager reviews and approves the deposit, signs the WOLFS documents and applies an on-line approval in WOLFS, all of the documents are returned to the DVR Accountant.

The DVR Accountant then scans the checks into the bank's electronic deposit system. The DVR Accountant scans a copy of the signed WOLFS-CR and WOLFS-101 documents and sends them to the State Treasurer's Office via e-mail.

After comparing the signed WOLFS documents received from DVR and the bank deposit information received from the bank, the State Treasurer's Office staff members apply the final on-line approval of the WOLFS documents.

- c) From the start of the program in October 1991 until the end of June 1994, DVR deposited the funds into a deferred revenue account under the General Fund, using the following WOLFS codes:

Agency:	025
Fund:	001
Organization:	0790
Appropriation:	701
Revenue Code:	1904

In July 1994, the State Auditor's Office transferred the fund balance into a separate fund. DVR made deposits using the following WOLFS codes:

Agency:	025
Fund:	095
Organization:	0790
Appropriation:	095
Revenue Code:	1904

In July 2002, DVR was transferred from the Department of Employment to the Department of Workforce Services. DVR made deposits using the following WOLFS codes:

Agency:	026
Fund:	095
Organization:	0290
Appropriation:	095
Revenue Code:	1904

In July 2012, DVR was part of the merger between the Department of Employment and the Department of Workforce Services. The newly merged agency kept the name of the Department of Workforce Services, but a new agency number 053 was assigned to the merged agency. DVR now makes deposits using the following WOLFS codes:

Agency:	053
Fund:	095
Unit/Organization:	0290
Appropriation:	095
Revenue Code:	1904

**Fund account interest earned by month:**

DVR does not have the records to determine the fund account interest earned per month. According to a phone conversation several years ago with Karla Semler of the State Treasurer's Office, when the collected funds were deposited in an account under the General Fund 001, the interest earned was deposited into the General Fund's pooled interest account. Her records show that although the collected funds are now deposited into Fund 095, the interest earned is still deposited into the General Fund's pooled interest account. Ms. Semler said if the specific interest information is needed, the State Treasurer's Office staff members may be able to determine the interest earned for a six-month period rather than a monthly period.

9. Is administering the program/fund a full-time job? Is it a part-time job? Amount of employee time/man hours spent per month?
- a) Full Time
  - b) Full Time of TRS Program Consultant  
Full Time of TRS Grants & Contract Administration Specialist I  
1/4 Time of DVR Accounting Analyst (25%)  
1/8 Time of DVR Accountant (12.5%)  
1/8 Time of DVR Accounting Manager (12.5%)  
1/25 Time of DVR Accounting Technician (4%)  
1/50 Time of DVR Deputy Administrator (2%)  
1/50 Time of DVR Front Desk Receptionist (2%)  
1/100 Time of DVR Administrator (1%)

BEFORE THE PUBLIC SERVICE COMMISSION OF WYOMING

IN THE MATTER OF THE INCLUSION AND )  
IDENTIFICATION OF THE MONTHLY ) DOCKET NO. 90000-129-XO-16  
ACCESS LINE SPECIAL FEE AS ) (RECORD NO. 14598)  
DETERMINED BY THE COMMITTEE ON )  
TELECOMMUNICATIONS SERVICES FOR )  
THE COMMUNICATIONS IMPAIRED )

ORDER REQUIRING IDENTIFICATION AND INCLUSION OF  
WYOMING RELAY SPECIAL FEE  
(Issued December 1, 2016)

This matter is before the Wyoming Public Service Commission (Commission) upon the October 25, 2016, written notice (Notice) provided by the Wyoming Department of Workforce Services, Division of Vocational Rehabilitation, and the Telecommunications Relay Service Advisory Committee, a/k/a the Committee on Telecommunications for the Communications Impaired (Committee).

The Commission, having reviewed the Notice, the Wyoming Relay Service Fund for the Communications Impaired 2016 Report to the Public Service Commission, its files pertaining to the Wyoming Relay Special Fee, applicable Wyoming law, and being otherwise fully advised in the premises, FINDS and CONCLUDES:

1. The Committee has determined that the monthly per access line special fee described in W.S. § 16-9-209(a) should be increased from eight cents (\$0.08) per month to nine cents (\$0.09) per month, effective January 1, 2017.

2. W.S. § 16-9-209(b) directs the Commission, upon receipt of such Notice from the Committee, to "provide for the inclusion and identification of the special fee on each monthly billing for service provided from each local exchange company and radio communications service provider."

IT IS THEREFORE ORDERED:

1. All local exchange companies and radio communications service providers, as defined in W.S. §§ 16-9-201 (a)(v) and (viii) shall include and clearly identify the nine cent (\$0.09) Wyoming Relay special fee (surcharge) on customers' monthly bills for services rendered on and after January 1, 2017.

2. This Order is effective immediately.

MADE and ENTERED at Cheyenne, Wyoming on December 1, 2016.

PUBLIC SERVICE COMMISSION OF WYOMING



ALAN B. MINIER, Chairman



KARA BRIGHTON, Commissioner



(SEAL)  
Attest:



CHRISTOPHER PETRIE, Secretary and Chief Counsel





## Details of Your Internet and Home Phone Charges

(cont.)

### Internet Cost Recovery

Credit	- 3.99
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### Internet and Home Phone

5-Year Price-Lock Month 60 of 60	- 18.95
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<b>Internet and Voice Monthly Charges Total</b>	<b>\$63.06</b>
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### Related Monthly Charges

#### Internet Service

307 436-9159	
Internet Cost Recovery Fee	3.99

#### Local Phone Service

307 436-9159	
Federal Access Charge	6.50
Extended Area Calling	.38
Zone Distance Charge	25.50
- this charge is offset by the Universal Service Fund credit(s) below	
Federal Universal Service Fund Credit	- 25.50

#### Long Distance Service

Property Tax Recovery Fee	.18
Federal Regulatory Recovery	.30
307 436-9159	
Long Distance Line Chrg.	2.99
Federal Regulatory Recovery	.09

<b>Related Monthly Charges Total</b>	<b>\$14.43</b>
--------------------------------------	----------------

### Taxes, Fees & Surcharges

#### Local Phone Service

Federal Excise at 3%	.51
State Sales at 4%	1.46
County Sales at 1%	.35
Local 911 at \$0.75 per access line	.75
Wyoming Universal Service Fund at 1.4%	.87
Federal Universal Serv Fund at 19.5%	1.27

Telecommunication Relay Service Fund at \$0.09 per access line	.09
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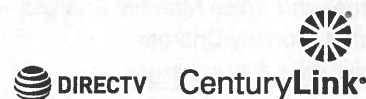
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# Appendix N:

## Letters Notifying the FCC of Substantive Changes to the TRS Program







**Matthew H. Mead**  
Governor

**State of Wyoming**  
**Department of Workforce Services**  
DIVISION OF VOCATIONAL REHABILITATION  
**WYOMING RELAY**

851 Werner Court, Ste. 120 ■ Casper, WY 82601  
800.452.1408 or 307.577.0539 V/TTY ■ Fax: 307.472.5601  
[dws-wyrelay@wyo.org](mailto:dws-wyrelay@wyo.org)  
[www.wyomingworkforce.org](http://www.wyomingworkforce.org)



**Joan K. Evans**  
Director  
**Lisa M. Osvold**  
Deputy Director

**CG Docket No. 03-123**  
DA 13-1402  
June 27, 2013

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Washington, DC 20554

Reference: Annual Consumer Complaint Log Summary from June 1, 2012, to May 31, 2013

Ladies and Gentlemen:

Pursuant to the Federal Communications Commission's rules, 47 C.F.R. §64.604(c)(1)(i), the State of Wyoming, Department of Workforce Services, Division of Vocational Rehabilitation, Telecommunications Relay Service submits the enclosed annual consumer complaint log summary for the twelve-month period ending May 31, 2013.

The enclosed consumer complaint log from the State of Wyoming Telecommunications Relay Service includes all complaints about the Telecommunications Relay Service in the State, whether filed with the TRS provider (Sprint Communications Company, L.P.) or with the State. This log includes the date the complaint was filed, the nature of the complaint, the date of the resolution, an explanation of the resolution, and monthly complaint totals. There is also a tally sheet which indicates the total number of complaints for the year, the monthly totals, the number of complaints by category, and the percentage that each category of complaint within "Service, Technical, and Miscellaneous Complaints" is of the total complaints. The aforementioned complaint log will be retained until the next application for certification is granted.

For the period of June 1, 2012, through May 31, 2013, the TRS provider completed seven thousand, five hundred six (7,506) traditional TRS outbound calls on behalf of Wyoming Relay. The TRS provider's subcontractor (Captioned Telephone, Inc.) also completed a total of twenty-nine thousand, two hundred eighty (29,280) CapTel outbound calls on behalf of Wyoming Relay. A total of two (2) customer complaints were received, which is a rate of less than one one-hundredths of a percent (0.01%). Of the two (2) complaints, one (1) was filed with the State of Wyoming TRS staff and one (1) was filed with Sprint's Customer Service.

Wyoming Relay processes any complaint, regardless of whether it originates via email, fax, telephone, regular mail, outreach events, advisory committee meetings, at workstations, etc. The nature of both complaints was captioning problems. Complaint resolutions included test calls and referral to telephone service provider. Both complaints were resolved within twenty-four (24) hours. The complaints enclosed are resolved. Neither of the two (2) complaints was escalated for action by the Federal Communications Commission.



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Wyoming's relay provider (Sprint Communications Company, L.P.) is filing the requested interstate call type data (i.e., traditional TRS, speech-to-speech [STS], captioned telephone service [CTS], Internet protocol [IP] CTS, IP Relay, and video relay service [VRS]) under protective seal.

Pursuant to 47 C.F.R. §64.604(c)(2), Wyoming's TRS program submits the following contact information for the receipt of inquiries and complaints from consumers:

Lori Cielinski, TRS Program Consultant  
Department of Workforce Services  
Division of Vocational Rehabilitation  
851 Werner Court, Suite 120  
Casper, WY 82601  
Voice/TTY: (800) 452-1408  
Voice/TTY: (307) 577-0539  
Fax: (307) 472-5601  
Email: [lori.cielinski@wyo.gov](mailto:lori.cielinski@wyo.gov) or [dws-wyrelay@wyo.gov](mailto:dws-wyrelay@wyo.gov)  
Internet: [www.wyomingrelay.com](http://www.wyomingrelay.com)

As requested in the FCC's Public Notice DA 13-1402, an email was sent on June 26, 2013, to [TRS\\_POC@fcc.gov](mailto:TRS_POC@fcc.gov) requesting the following information for Wyoming Relay be changed on the FCC's website:

- The hyperlink for the program
- Service Provider
- Email contact for TRS complaints
- Website address

Pursuant to the Federal Communications Commission's rules, 47 C.F.R. §64.605(f), the State of Wyoming, Department of Workforce Services, Division of Vocational Rehabilitation hereby notifies the Commission that on August 1, 2013, Wyoming Relay will begin offering Video-Assisted Speech-to-Speech Service.

The State of Wyoming certifies that Wyoming's Telecommunications Relay Service program will continue to meet federal minimum standards after implementing the addition of Video-Assisted Speech-to-Speech Service.

If the information contained within the annual consumer complaint log summary is not sufficient, or if you have any questions, please notify us and we will be happy to provide additional information.

Respectfully,

Lori Cielinski  
TRS Program Consultant

Enclosures: Consumer Complaint Log Summary, 12 pages  
Wyoming Relay Complaint Tally Sheet, 3 pages



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Development for Wyoming's Future.





**Matthew H. Mead**  
Governor

**State of Wyoming**  
**Department of Workforce Services**  
DIVISION OF VOCATIONAL REHABILITATION  
**WYOMING RELAY**  
851 Werner Court, Ste. 120 ■ Casper, WY 82601  
800.452.1408 or 307.233.4633 V/TTY ■ Fax: 307.472.5601  
[Lori.Cielinski@wyo.gov](mailto:Lori.Cielinski@wyo.gov)  
[www.wyomingworkforce.org](http://www.wyomingworkforce.org)



**John Cox**  
Director  
**John Ysebaert**  
Deputy Director

**CG Docket No. 03-123**  
March 9, 2018

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W., Room TW-A325  
Washington, DC 20554

Reference: Substantive Changes to the Wyoming TRS Program: Addition of Relay Conference Captioning Service

Ladies and Gentlemen:

Pursuant to the Federal Communications Commission's rules, 47 C.F.R. §64.606(f), the State of Wyoming, Department of Workforce Services, Division of Vocational Rehabilitation hereby notifies the Commission that as a result of a competitive process which included the submission and comprehensive evaluation of proposals, Sprint Communications Company, L.P., was selected to continue providing Telecommunications Relay Service (TRS). The term of the new Contract is February 1, 2018 through January 31, 2020. The Contract may be extended for up to two successive terms of two years each.

As part of the new Contract, Wyoming Relay began offering Relay Conference Captioning on February 1, 2018.

The State of Wyoming certifies that Wyoming's Telecommunications Relay Service program will continue to meet federal minimum standards after the implementation of Relay Conference Captioning.

If you need any additional information or have any questions, please notify us and we will be happy to assist.

Respectfully,

A handwritten signature in blue ink that reads "Lori Cielinski".

Lori Cielinski  
TRS Program Consultant