POLICY AND PROCEDURE TOPICS		
	⚬ Database Branding	
Recordings, Answering Machines, Pagers, & Answering Machine Retrieval (AMR)	⚬ Introduction ⚬ Recording Feature ⚬ Information Line Recording (TTY/ Voice) ⚬ Touch Tone Dialing ⚬ Using Touch Tones (TTY/Voice) ⚬ Audio text interaction ⚬ Variations for Recordings ⚬ Record Feature Tips ⚬ TTY-Voice Recordings ⚬ TTY-Voice Recording Information ⚬ TTY-Voice Answering Machine ⚬ Variations: Answering Machine/Pagers ⚬ Voice Mail Retrieval	⚬ AMR ⚬ TTY-Voice Pager/Beeper (known) ⚬ TTY-Voice Pager/Beeper (unknown) ⚬ Voice-TTY Pager ⚬ Voice-TTY Answering Machine ⚬ Other Recording Variations ⚬ Voice Mail System ⚬ Privacy Manager/Call Intercept ⚬ Automatic Redial System Recordings ⚬ Switchboards ⚬ Redialing Voicemail through Switchboard ⚬ TTY-Voice Asking for Specific Person ⚬ Live person On Answering Machine Redial
VCO (Voice Carry-Over)	⚬ VCO Introduction ⚬ VCO Announcement ⚬ VCO Service Explanation ⚬ VCO Equipment ⚬ Non-Branded VCO ⚬ Branded VCO ⚬ VCO No Answer ⚬ VCO Busy ⚬ VCO Privacy ⚬ VCO Answering Machine ⚬ Voice-VCO Answered TTY ⚬ Voice-VCO Answered VCO ⚬ Two-Line VCO (2LVCO) Intro	⚬ Reverse 2LVCO Intro ⚬ Reverse 2LVCO Procedure ⚬ VCO Variations ⚬ VCO comes in Voice Line ⚬ 2LVCO Conference Calls ⚬ VCO Requests Relay to give Relay # ⚬ VCO Privacy while leaving message ⚬ VCO Voice Mail Retrieval ⚬ 2LVCO Voice Mail Retrieval ⚬ VCO Types and Voices ⚬ Inbound Customer Requests VCO/HCO ⚬ VCO Requests CA gives name in notes ⚬ 2LVCO Procedure
Billing	⚬ Introduction ⚬ Local call description ⚬ Paid by Inbound ⚬ Toll Free Calls ⚬ Calls that Cannot Be Processed ⚬ Specific Person Request	⚬ Inbound tells wrong # ⚬ Agent dials wrong # ⚬ Marine ⚬ Roaming Feature ⚬ Restricted Roaming ⚬ Unrestricted Roaming
HCO (Hearing Carry-Over)	⚬ HCO Intro ⚬ HCO Announcement ⚬ HCO Service Explanation ⚬ People with speech disabilities "S" ⚬ Non-Branded HCO ⚬ Branded HCO ⚬ HCO with Privacy ⚬ HCO No Answer ⚬ HCO Busy ⚬ HCO-Voice Answering Machine	⚬ Voice-HCO Answered ⚬ Voice-HCO Answered TTY (1) (2) ⚬ Voice-HCO recorded message answers ⚬ 2LHCO Intro ⚬ Two-Line HCO Procedure ⚬ Reverse Two-Line HCO ⚬ HCO Variations ⚬ Inbound requests VCO/HCO ⚬ HCO User Requests to Speak
Customer Database	⚬ Enhanced Customer Database Profile ⚬ Household Profile ⚬ Edit Household Profile ⚬ Navigating Customer Database ⚬ Household Profile Panels ⚬ Frequently Dialed Numbers ⚬ Preferences ⚬ Restrictions ⚬ Blocked ⚬ Emergency Numbers ⚬ STS ⚬ STS Messages	⚬ Customer Profile Introduction ⚬ Use/Edit/New/Delete Customer Profile ⚬ Verify Customer Password for Agent ⚬ Verify Customer Password – CSR Only ⚬ Customer Profile Panels ⚬ Personal Information ⚬ Notes ⚬ Frequently Dialed #s ⚬ Emergency #s ⚬ STS ⚬ STS Messages ⚬ Database Profile Macros
Directory Assistance (DA)	⚬ DA Intro ⚬ Interstate DA	⚬ Call Processing -- Calling from International Number

POLICY AND PROCEDURE TOPICS		
	Intrastate DA Automated DA DA City & State Given; Area Code Unknown DA Variations International Transfer Menu Call Processing -- Calling Intl	Sprint International Variations Non-Standard TTY Answered Foreign Language Transfer Menu 900 # Call Processing 211/311/511 Requests
Device-to-Device Calls	Device to Device Intro Function Keys & Banner Messages VCO-TTY & TTY-VCO VCO-VCO TTY-HCO & HCO-TTY	VCO-HCO & HCO-VCO HCO-HCO Device to Device Variations Alternate Call Type reaches recording
Call Processing Variations	CA information Area Code Only In From Number Conversational Flow Static or Poor Connection Profanity towards Agent Redialing Young Children Inbound Does Not Connect Inbound ASCII Tone Judgments Repeating Information Restricted Calls Two calling from numbers LEC Service Office 611/811 Double Letters Call Waiting Feature Conference Calls Party Line Calls Three-Way Calling Hard of hearing customer Answers TTY Line Spanish Calls to Spanish Speaking Agents Request for Alternate Language Caller Types in Alternate Language Voice Customer Hangs Up During Call Variable Time Stamp Customer Misdialed Phrase TTY Customer Hangs Up During Call Non Standard TTY Capability Relaying Internet Characters TTY User Does Not Type GA Dispatch Calls – Pizza, Taxi, etc. Customer Referral Guidelines V-T Calls answered by Fax Customer Requests Holding for Inbound prior to out dial Request for Company Information Request for M/F Agent Request Specific Agent Agent Knows Customer Request for Relay Number Customer Requests to Call Relay Service Request for Calling From Number Request Telephone Number Referral Request for Date/Time User Requests Agent to Modify Call	Request for Length of Call T-V Call & V Requests Supervisor Call Backs for TTYs Multiple Calls Sensitive Topics Suicide Abuse Illegal Calls Answering Machines Hangs Up Before Message Left Do Not Type Recorded Messages Answering Machine Full Change Answering Machine Message VCO Requests Leave Message 1st out dial Leaving a Message V-TTY Ans V Retrieving Messages from TTY V Answering Machine TTY Screener Request to Leave TTY Msg on Answering Machine Recordings Regional 800 TTY Requests "Dial That Number" Recording with Relay Option Alternate Call Recording Reached English/Spanish Pound Touch Tone Phone Advertisements Do Not Type Recordings Get Live Person/Rep Conversation Being Recorded Dial Number from Recorded Announcement VCO Conference Calls Leave Relay Number Voice Mail Retrieval VCO Types & Voices Prompting Data Transmission Box Prompting VCO on Hold Requests VCO/HCO HCO Requests VCO/HCO Alternate Call Type Recording Bridge Left Open

POLICY AND PROCEDURE TOPICS			
Call Take Over Procedures	• FCC Rule • Protocol & process flow • TTY-Voice and Voice-TTY • ASCII	• VCO • VCO-VCO • HCO • VCO-TTY & TTY-VCO	
Customer Service	• Functions • Language Services	• Procedures	
Transparency	• Non-Emergency Calls • Emergency Center Evacuation	• Network Failure	
Emergency Call Procedures	• Emergency Calls Intro • Emergency Services • FCC Requirements • Emergency Call Processing • Emergency Reporting • TTY-Emergency	• TTY-Emergency TTY Call Release • Internet-Emergency • Instant Messenger (IM) Emergency • Emergency Call Processing Variations • Emergency Form • Voice-Emergency	
STS (Speech-to-Speech)	• STS Introduction & History • STS Description • Disabilities • Characteristics of STS users • Stereotypes • Clarifying Phrases • Phrases to Avoid • STS Phone Image • STS Agent Tools • Consistency • Patience • Ask Yes/No Questions • No Personal Conversation • Phrases • STS Alphabet • Transparency/Call Control/ Confidentiality	• Ways to Reduce/Streamline Notes • Standard Abbreviations (STS) • STS-Voice • Voice-STS • STS VCO-Voice • Voice-STS VCO (TTY answer) • Voice-STS VCO (VCO answer) • STS VCO -- 2 Line VCO • TTY-STS • STS-TTY • Non-branded HCO-STS • STS-HCO • STS Hold Message • STS Call Takeover • Confidentiality & Transparency • Personal Conversations requests • STS Variations	
Healthy Detachment	• Healthy Detachment Intro • Objectives • Survival Skills • Relay Traps	• Perception • Ways to Reduce Stress • Hospitality • Phrases	
Healthy Relay	• Introduction • Objectives • Ergonomics • Stretching Exercises • Agent Reinforcement • Ergonomic Review	• Setting up Workstation • GUAM - Get Up and Move • Ergonomic Relief • Slowing the Customer Down • Overtime • Relaxation	
Adult Learner	• Understanding the Needs of the Adult Learner • The Learning Continuum • Use of Different Modalities • Edgar Dale's Cone of Experience • Elements of Lesson Design • Focus • Objective & Purpose • Input • Trust in Management	• Modeling • Checking For Understanding • Guided Practice • Independent Practice • Summary • Evaluation • How to Give Effective Instruction • Questioning Guidelines • Feedback - Training & Coaching Technique	
Assessing Performance	• The Assessment Process in Training • Assessment - What is involved? • Practice Time • Spelling Test • Written tests • Side by side evaluations • Typing	• Acceptable Time Frame • Acceptable Is Relative • Ways to "Coach" • Feedback • Maintain Self-esteem & Motivate • Pass/Fail Guidelines • Introduce Assessment Form	

POLICY AND PROCEDURE TOPICS		
		Form Set-Up
Introduction to Diversified Culture	Introduction to Diversified Culture Diversification Who Uses Relay Understanding Our Customer Special Communication Needs Pathological vs. Cultural View of Deafness	Why is there Deaf Culture? What Do You Know About Deafness Myths About Deafness Two Views of Deafness Loudness Levels Characteristics of Deafness The Deaf Community
Deaf Heritage	History in Europe History in North America Alexander Graham Bell	Edward Miner Gallaudet Oral/Combined Debate Timeline of Deaf History
The Deaf Community	Introduction to the Deaf Community National Association of the Deaf Contributions to Society Mainstreamed Schools Sign Language Interpreters Different Communication Systems Exposure to English DEAF President Now Attitude Changes toward the Deaf Community	American Athletic Association of the Deaf National Theatre of the Deaf Assistive Devices Gaining Acceptance in the Deaf Community Changes in the Deaf Community Working with a Sign Language Interpreter Interpreting Standards Equal Access Cochlear Implant Controversy
ASL Pt. 1	What is ASL? History of ASL ASL Recognized as Language	Rules of ASL Five Parameters of ASL English vs. ASL Idioms
ASL Pt. 2	Evolution of ASL ASL Syntax	Translate ASL to English and Vice Versa
TTYPhony & TTY Courtesy	First Teletypewriter Evolution & History of the TTY Telecom Laws of Accessibility	TTY Courtesy Development of Relay Service Market
Deaf Customers	Statistics from NIDCD	Relaying for Deaf Customers
Hard of hearing & Late-Deafened Customers	Characteristics of Deaf Customers Assistive Devices for Deaf Customers Establishment of Assoc. of Late-Deafened Adults	Establishment of Hearing Loss Association of America Deaf Seniors Military Veterans Relaying for Late-Deafened Customers
DeafBlind Customers	What Does DeafBlind Mean Assistive Devices for the DeafBlind Relaying for the DeafBlind	DeafBlind Pacing – Allows the CA to slow down the transmission to the Braille machine
Relaying for Speech/ Cognitively Disabled Customers	Speech-Challenged Customers Assistive Devices Physically &/or Cognitively Challenged Customers	Traumatic Brain IALury Stroke Communication Related Effects
Relaying for Hearing Customers	Statistics	
Ethics & Confidentiality	Interpreting Standards ADA & FCC regs for the Provision of TRS Regulations pertaining to call content	TRS Rules – Operator Standards Relay Center Agreement Regarding Confidential Customer Info

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:

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

Ongoing Diversified Culture Awareness Training

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

Diversified Culture Awareness Training topics from 2016/2017:

Jan 2016	What's Diversified Culture? Who uses relay service? Why is it important to understand customers? Recognizing special communication needs
Feb 2016	The History of Deafness
Mar 2016	Ways to Detach
Apr 2016	Deaf Nation Expo is...
May 2016	American Sign Language is..., CODA means...
June 2016	All About CapTel, How it works
July 2016	Baseball Signs originated from Sign Language
Aug 2016	Accessibility for All, Sprint corporate responsibility
Sept 2016	Diversity-Equality-Inclusion

Oct 2016	Disability is Diversity, Stretches to do at your desk
Nov 2016	Disability Awareness
Dec 2106	Disability Advocacy
Jan 2017	View of a person's abilities
Feb 2017	Highlight: Edward Verne Roberts – American Disability Activist
Mar 2017	Disability Awareness
Apr 2017	Parkinson's Awareness Month
May 2017	Limb Loss Awareness Month

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

Check For Understanding
Quality Focus March 2017

Please return to your supervisor by March 7, 2017.

Name _____ Supervisor _____

1) What is the first thing an agent should look at when a call comes to their station?
_____

2) If a customer requests that the agent verifies the Calling To number before dialing out the agent should type or say something like, _____

3) The IP Call number to dial is entered by the inbound, therefore you DO NOT need to verify the Calling To number before outdialing on an IP call, even if it's in the Customer Notes to do so.
TRUE   FALSE

4) The record feature may be used on conference calls.
TRUE   FALSE

5) If the customer has TYPE RECORDINGS as a preference or instruction the agent should not transmit _____. This instruction indicates that the customers the agent to type the _____ recording.

6) If a device user requests that you do not announce relay, the agent should:
   a) Not identify that this call is through a relay service or ask if the voice person has had a relay call before.
   b) Inform the customer they must answer the question (HOW WOULD YOU LIKE YOUR CALL ANNOUNCED Q) GA.
   c) Inform the caller they are required to announce the call.

7) What is the purpose of the customer notes?
   a) To assist the agent in processing the call how the customer prefers.
   b) To annoy the operator.
   c) To ensure the customer does not have to repeat their instructions before every call.
   d) Both A and C.

8) When using <ALT .>, agents should send it:
   a) Only once and then pause a few moments before sending it again.
   b) Twice and then pause a few moments before sending it again.
   c) As many times as they want since they are in the buffer and can be canceled when the phone is answered.

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

Customer Service Initiative (CSI) program: A discussion of support techniques to enhance service and sharing relay agent peer to peer suggestions toward accomplishing superior service. 2016/2017 CSI topics are:

Jan 2016	Use of "Deaf/hard of hearing" and/or "internet service" in announcements.	
Feb 2016	Outdial time, Inappropriate use, Veterans and hearing loss	
April 2016	Sprint IP go ahead, Keeping the caller informed, Facilitate communication	
May 2016	Procedure for recordings, Chemotherapy and hearing loss	
Jun 2016	Caller control, Keeping caller informed, Announces, FCC verbatim req, State req call customization	
Jul 2016	Solicitation for agent process improvement suggestions, Caller control	

Aug 2016	Call closure, Equal communication access
Sep 2016	Call processing reference information, Sprint Relay customer care, Speed of service recognition
Oct 2016	Brief service explanations, Call handling tips from agents
Nov 2016	Customer commendations, States and capitals review
Dec 2016	System enhancement prioritization
Jan 2017	Customer instructions, FCC call take over rule, Transparency
Mar 2017	Transparency, Caller control
Apr 2017	Customer notes, Operator/Relay mode, Call handling tips from agents
May 2017	Stress management

The following is an example of our bi-annual Grammar and Spelling Rules from 2016-2017.

GRAMMAR MATTERS

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

I and Me Usage

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

Examples:

I
1. Harry and I/me went to the store.
Test: Me went to the store. (Incorrect!)
Test: I went to the store. (Correct!)

2. Jake invited Brian and I/me over for dinner.
Test: Jake invited I over for dinner. (Incorrect!)
Test: Jake invited me over for dinner. (Correct!)

Me
1. Will you take my brother and I/me to the movies?
Test: Will you take I to the movies? (Incorrect!)
Test: Will you take me to the movies? (Correct!)

2. Sam, Jennifer, and I/me went to the beach.
Test: Me went to the beach. (Incorrect!)
Test: I went to the beach. (Correct!)

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 C: 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) receive information and guidelines on professional conduct with an emphasis on ethics and confidentiality, based on Sprint's "Relay Center Code of Ethical Conduct" and "Principles of Business Conduct." CAs are presented with possible situations involving ethical issues and are taught how to apply the conduct guidelines to each situation.

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

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

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

Sprint Code of Conduct

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

The Sprint Code of Conduct covers all the serious concerns of a whistleblower policy, which is intended to encourage and enable employees and others to raise questions/concerns and seek resolution. It is explicitly stated in the Sprint Code of Conduct all employees and others are obligated to report violations or suspected violations. Additionally, Sprint has an explicit retaliation policy in which an employee who retaliates against someone who has reported in good faith or assists in an

investigation may be subject to corrective action up to and including termination. This information is contained within Sprint's Code of Conduct all employees are required to complete annually.

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

Training on Ethics

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

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 are taught using various scenarios which demonstrate the correct way to request assistance from a supervisor without divulging call-specifics. Annually, all TRS call center staff receives re-training which includes items such as confidentiality, ethics, and inclusion and diversity. All CAs annually sign a confidentiality agreement to maintain confidentiality.

Confidentiality is reinforced through our CAs participation in an interactive training program focusing on scenarios 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	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.

Correct Ways to Protect Confidentiality	Examples of Breaches of Confidentiality
elaboration. Maintain a professional and friendly image with 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 who processed the request.
- Relay users register a username and password/PIN. Sprint also asks customers to register a security question and answer only known to them in case the username and password is lost or forgotten.
- Sprint's Customer Profile information is encrypted and protected from outside access by firewalls.

CTI Confidentiality Form

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

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

Under no circumstance are identifiers to be used while discussing a call (terminology that would identify personal information about a caller including, but not limited to, gender, name, address, and business information). The standard, objective way off referring to callers is to identify the person using the captioned telephone as the "client," while the other party or parties are referred to as the "doc(s)." Furthermore, any person not employed by CapTel, Inc. or its parent company shall not be allowed on or near the call floor.

Nor shall information regarding CapTel clients be discussed or posted in any public forum.

Employees agree to abide by the following:

- I shall only discuss the content of a CapTel call (production, training, timing, or otherwise) with a member of the administrative team under the guidelines provided above. I will not discuss the content of a CapTel call with other persons (CAs, friends, family members, etc.).
- I shall disclose only appropriate information regarding a training/timing call to a member of the administrative team according to the guidelines documented above.
- I shall not divulge specific information related to the work or calls I have heretofore processed, upon termination of my employment at CapTel or at any time thereafter.
- I shall not disclose information which could be used to identify specifics about a particular consumer to anyone except a member of the administrative team according to the guidelines documented above.
- I shall not act upon any information received via a CapTel call.
- I shall not listen to, get involved in, or position myself to observe a CapTel call being processed by another employee.
- I shall not disclose information which could be used to identify specifics about any employee including, but not limited to, name, CA number, and schedule, except as is necessary to appropriate individuals and/or institutions or services.
- I shall not divulge my personal CA number in conjunction with my name except as required by a member of the administrative team.
- I shall not disclose the technical aspects of my position to anyone not employed by CapTel/Utratec.
- 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(I)(1), which is made applicable to subcontractors by 5 U.S.C. 552a(m)(1), provides that any employee of a subcontractor who by virtue of his/her employment or official position, has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established there under, and who knowing that disclosure of the specific material is so prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than $5,000.00.
8) Employees and subcontractors shall be responsible for the confidentiality of all calls relayed consistent with Federal Laws, Statutes, and Regulations.

9) Employees and subcontractors shall ensure that no records are maintained of any conversation, in accordance with the Privacy Act of 1974 (P.L 93-579), IRC 6103, 6103(n), 26 CFR Section 301.6103 (n)-1, the Internal Revenue Service Acquisition Procedures (IRSAP) and Office of Management and Budget (OMB) guidance on the Privacy Act of 1974 (Federal Register, Volume 52, No. 75, Page 12990).

10) This Pledge of Confidentiality will remain in the employee's and subcontractor's file until termination of employment and shall be made available to an authorized representative for the General Services Administration (GSA) as may be requested.

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

_____
Employee/Subcontractor Signature   Date

_____
Supervisor Signature   Date

_____
Company Name (Print or Type)

Service Type *(check one)*
_____ Captioned Telephone/CapTel
_____ Relay Conference Captioning/RCC
_____ Telecommunications Relay Service/TRS and/or Internet Relay (a.k.a. Federal IP Relay)

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

Appendix D: 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 (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 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-effected 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 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 5 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 manger (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 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 E: Alabama Relay Complaint Logs from 2013 - 2017

Alabama FCC Complaint Log 2012 - 2013
Total Customer Contacts: 3

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	01/11/13	Customer reported no captions on CapTel 840 phone after installation.	01/11/13	Customer Service Representative discussed the proper setup of the CapTel 840 phone. Customer Service Representative concluded that customer's second phone line appeared to be inactive. Upon follow-up customer reported making and receiving captioned calls successfully.
2	06/26/12	Voice person stated that this agent wasn't typing what he was saying. He surmised this because his conversation was about specific information and the replies he received from his family member did not correlate. This had occurred several times. At one point, voice person interrupted the agent and the agent would not acknowledge him. The agent was also screaming the number into voice person's ear and this was not appreciated. Apologized for the inconvenience this may have caused and would refer this to the agent's direct supervisor. No follow up needed.	06/28/12	Communications Assistant was pulled and coached by a Supervisor. Communications Assistant was coached on the importance of keeping the customer informed. Communications Assistant was also educated on voice tone, politeness, and professionalism.
3	12/21/12	Customer reported difficulty with the CapTel 800.	12/24/12	During troubleshooting, Customer Service Representative found that the customer's phone service had been deactivated. Customer Service Representative advised customer's helper to contact the customer's phone provider for further assistance.

Alabama FCC Complaint Log 2013 - 2014
Total Customer Contacts: 3

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/05/13	Customer reports she is not able to call long distance through the Alabama Relay. Her Carrier of Choice is not recognized. Updated Relay database. Identified problem to be in the Lubbock Center. Ticket was assigned to the Lubbock Relay technician. Follow up requested. Internal Update Performed.	06/06/13	From technician: Frontier rep called later on behalf of the customer. He sees no problem with any other calls, only Relay. Frontier explained the customer's LAN is on the XX border. Frontier PIC code should be XXXX. Technician made a production test call with the above ANI and the call processed. The error was due to coming in on the customer service product. Opened sub Trouble Ticket to resolve this translation issue. Sub Trouble Ticket results: Issue found with access tandem it should go out XX access tandem and not XX access tandem and Frontier PIC code should be XXXX and go out trunk group XX. Main complaint closed on 6/6/2013 and sub complaint closed on 6/12/2013. Called customer three different times. (No answering machine nor pickup. Since customer has not filed a complaint again after this issue was resolved, assume that the customer has not encountered further problems.)
2	01/25/14	Customer reported threatening messages on the CapTel 800.	02/05/14	Customer Service Representative explained that the captionist will caption everything they hear. Customer Service Representative explained that it is possible the conversation was from something in the background. Customer Service Representative advised customer to locate the date and time of the conversation in question.
3	04/24/14	Customer reported not receiving captions on a previous call but had captions on subsequent calls.	05/01/14	Customer Service Representative apologized for the incident and thanked customer for reporting their experience. Customer Service Representative confirmed customer currently has captions. Upon investigation Call Center management confirmed that a CA was on the call. The CA documented no audio and reported incidence to a supervisor. CA's workstation was investigated to ensure that the difficulties do not continue.

Alabama FCC Complaint Log 2014 - 2015
Total Customer Contacts: 3

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	09/10/14	mer reported receiving 'account login failure' on the CapTel 800.	9/10/14	Customer Service Representative advised customer we experienced a brief technical difficulty that is now resolved. Customer Service Representative advised the caller to try their call again and the customer confirmed they were able to make a captioned call successfully.
2	01/23/15	Customer stated she informed agent of whose voice mail she wanted to leave a message on but the agent put the call through to the wrong voice mail.	1/23/15	visor coached the agent to remain focused and if necessary, to verify the number to dial.

| 3 | 01/23/15 | Customer stated two Communications Assistants, on two separate calls to the same number, did not keep her informed of what was going on. The first Communications Assistant did not announce who answered the call, or how it was answered which left the customer confused. The second Communications Assistant left out names of who she was speaking with and the customer could tell that not everything was being relayed to her. | 1/28/15 | 1/23/15 - A supervisor discussed the customer report with agent. (1) The agent recalls that the outbound answered with a long company name which the agent was unable to type as the inbound customer was also speaking. The agent asked the outbound to repeat the greeting that was spoken and the outbound responded only "Hello" and did not repeat. 1/28/15 - A supervisor discussed the customer report with agent. (2) The agent did not recall the specific incident. The agent was reminded of the importance of typing verbatim and to pace fast speakers and to request repeating as needed. |

Alabama FCC Complaint Log 2015 - 2016
Total Customer Contacts: 3

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	08/24/15	TTY user called and reached this Communication Assistant, gave number to dial and then was cut off. The TTY user had called back to Relay and happened to get the same Communication Assistant, gave number to dial and again was cut-off. TTY user would like to know why or what happened for the call to get cut-off. Assistant Supervisor apologized for the inconvenience. Follow-up requested to be sent via email.	08/24/15	Communication Assistant was coached to follow the disconnect procedures in place, and if necessary to ask for Supervisor assistance. Follow-up sent via email as per request.
2	01/29/16	Caller reported her son uses TTY and was unable to place a long distance call through Alabama Relay. Customer Service apologized to caller and opened a Trouble Ticket. Sprint Relay Customer Service did follow-up with caller after having received resolution from the Sprint Technical Department. Caller will resolve issue with their long distance carrier and notify Sprint Relay Customer Service of their choice for long distance on 2/9/2016.	02/08/16	Sprint Relay Customer Service followed up with the caller on 2/9/2016 after having received resolution from the Sprint Technical Department. Caller needs to resolve issue with their long-distance carrier then notify Sprint Relay Customer Service of their choice for long distance.

| 3 | 04/15/16 | The customer requested the Communication Assistant to get their balance information from an automated system. After the provided information was entered and the balance was relayed, the Communication Assistant informed them the recording was playing and eventually the recording hung-up. The customer was confused as to why the Communication Assistant stopped typing after the balance information was relayed. The Assistant Supervisor apologized for any inconvenience and assured the customer the information would be forwarded appropriately. No follow-up requested. | 04/15/16 | The Supervisor met with the Assistant Supervisor as well as the Communication Assistant who processed the call. It was determined that the Communication Assistant followed the instructions appropriately and made no error. No follow-up requested. |

Alabama FCC Complaint Log 2016 - 2017
Total Customer Contacts: 2

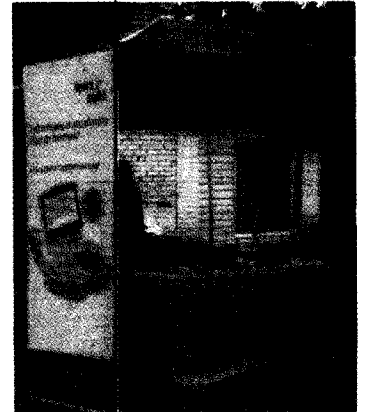| Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	02/14/17	Customer reported inaccurate captions on the CapTel 800.	02/28/17	Customer Service Representative apologized for the incident and thanked customer for the feedback. Call detail was shared with the Call Center management for follow up with the Communications Assistant by the Communications Assistant's supervisor. The Communications Assistant's supervisor provided coaching and increased monitoring frequency for the Communications Assistant to ensure consistent quality performance.
2	02/17/17	Customer states the Communications Assistant did not provide the option to get the balance requested. No follow-up needed.	02/17/17	Apologized to the customer. The Supervisor on duty had gone over to assist the Communications Assistant at the time as they had asked for assistance. The Supervisor was unable to verify that there was no option to get the balance. The customer had left the line too quickly. The Communications Assistant was coached to follow procedures in getting assistance.

OUTREACH EDUCATION ●

Outreach Activities

Alabama Relay promoted relay service awareness through product and service demonstrations, exhibitions, presentations and information dissemination throughout the state as well as through event sponsorships. The Alabama Relay subcontractors further assisted the Relay Program Manager at outreach events, including exhibitions and visits at:

- Strawberry Festival in Castleberry
- Family Fun & Fitness events at Railroad Park
- 60th Anniversary of International Association of Administrative Professionals (IAAP) seminar - Mobile Chapter
- Senior Lifestyle Expo in Mobile
- Delta Rendezvous in Stapleton
- Medical clinics, churches, veterans facilities, senior living communities, assisted living centers, community centers, audiology offices and hearing aid dealerships
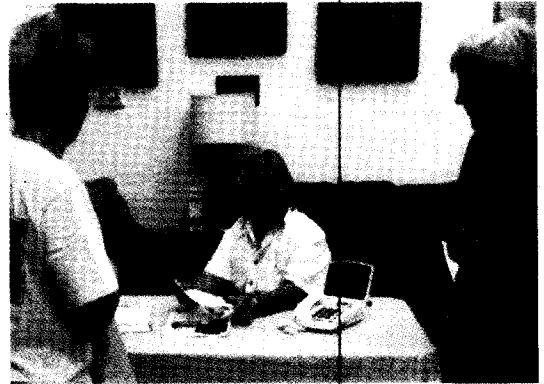
Outreach Activities

Alabama Relay promoted relay service awareness through product and service demonstrations, exhibitions, and presentations; relay service videos and public service announcement clips via its website; and event contributions.

The Alabama Relay subcontractors further assisted the Relay Program Manager at outreach events, including:

- Chamber of Commerce's Business Expo in Mobile with 200-plus vendors and 2,000 attendees.
- Four-day Southern Women's Show in Birmingham with over 3,500 in attendance.
- Seven-day National Peanut Festival in Dothan with more than 150,000 attending.
- Three-day 30th Annual Junior League Christmas Jubilee in Mobile with 15,000-plus in attendance.
- Osher Lifelong Learning Institute all-day workshop at Auburn University.
- 20th Annual Senior Appreciation Day/Veteran Recognition Day in Andalusia; 850-plus attended.
- Strawberry Festival in Loxley; over 2,000 attended.
- 22nd Annual Cotton Patch Festival in Uriah; 500-plus people attended.
- Senior Lifestyle Expo in Mobile, with a record-breaking attendance of over 2,000.

See appendix for a comprehensive list of outreach activities.

Alabama Relay outreach specialists also demonstrated, exhibited, presented, and distributed literature at the following:

- College football games
- Flea markets
- Chambers of Commerce
- Veterans lodges
- Sail centers
- Community centers
- Senior living apartments
- Conference calls via Skype
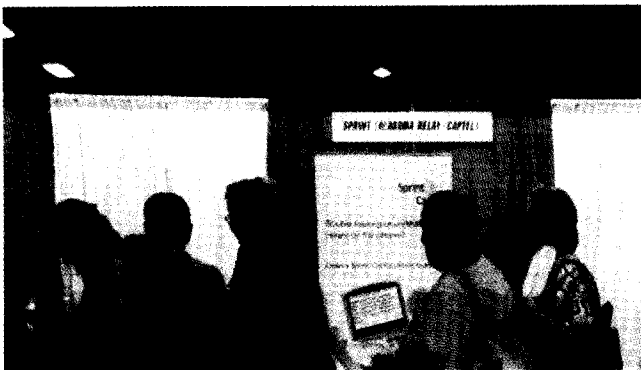
ALABAMA RELAY WENT TO: 88 TOWNS, REACHING NEARLY 188,500 PEOPLE

There are four Alabama Relay contractors. While they focus mainly on CapTel, they also provide information about other TRS services.

July 2014
Contractors presented to veterans at:
- VA Medical Center in Prattville (45 attended)
- VA facility in Troy and Tuskegee (45 attended each)
- Veterans' medical center in Athens (30 attended)
- Veterans' facility in Northport (30 attended)
- Veterans and staff employees at the VA medical facility in Scottsboro (35 participated)
- Veterans, of whom the majority were former pilots, at a VA facility in Hueytown (25 participated)

In Mobile, contractors spoke at:
- Brookside Apartments
- Grand Friends Adult Day Care
- Legacy Oaks
- Knollwood Apartments
- Providence Outreach Center
- Tillmans Corner Senior Center
- Senior Community Center in Mobile (20 attended)

In Daphne, contractors spoke:
- Brennity at the senior living center
- Baldwin House Assisted Living
- Catherine Place
- The Blake at Malbis
- Hearing clinic
- Ahepa 310 XII apartments

Contractors presented at:
- Bayou La Batre Senior & Community Center (20+ attended)
- Henry Roberts Community Center in Gulf Shores (30+ attended)
- Foley Senior Center (20+ participated)

Contractors spoke at the:
- Civic Center Senior Program and Sail Center in Loxley
- GP Thames Senior Center in Robertsdale
- Westminster Village in Spanish Fort

Contractors spoke at the following facilities in Foley:
- Live Oak Independent and Assisted Living facility
- Country Place Living Senior Center
- Golden Living Center

A contractor spoke to:
- A family member at a nursing home in Tuscaloosa
- Buyers at a yard sale in Birmingham
- Friends via phone conferences and Skype conferences

August 2014
A contractor presented to veterans at:
- VA facility in Aliceville (25 attended)
- VA medical facility in Montgomery (35+ attended)
- Elks Lodge in Anniston
- VA facility in Moundville (35+ attended)
- Veterans Administration clinic in Oneonta (25 attended)
- Elks Lodge in Eutaw (25 attended)

Contractors presented at the:
- Mt. Vernon Senior Citizens Center (25+ attended)
- Mt. Vernon Sail Center (10+ attended)
- Creola Sail Center (10+ attended)
- Coastal AL Business Chamber of Commerce at The Haven in Gulf Shores
- Advanced Audiology in the towns of Orange Beach, Gulf Coast and Village Gulf Shores
- Orange Beach Senior Center (25+ attended)
- Orange Beach Community Center (10+ attended)
- Boykin Senior Center (25+ people)
- Grand Bay Senior Center (25+ people)

In Daphne, contractors spoke:
- The Brennity Senior Living
- The Gardens
- Senior Center (20 attended)

In Brewton, contractors spoke:
- Escambia County Area on Aging
- West Gate Village
- Meadows Assisted Living
- East Brewton Senior Citizen Center (50+ people)

In Fairhope, contractors spoke at:
- Key Allegro Villas
- Ear Lab Audiology and Hearing
- Ascent Audiology
- James P. Nix Senior Center (25 attended)

A contractor distributed a CapTel flyer during open football practice at the University of Alabama-Tuscaloosa.

September 2014
Contractor presented to veterans at:
- VA facility in Pleasant Grove (20 attended)
- Elks Lodge in Northport (20 attended)
- VA facility in Etowah (20 attended)
- VA facility in Riverside (30+ attended)
- Elks Lodge in Scottsboro (37 attended)

In Andalusia, contractors spoke at:
- Savannah Trace Assisted Living
- Masons Serenity House
- Andalusia Manor
- Belton
- Miracle Ear
- Audibel
- Adult Activity Center (25+ participants)

In Evergreen, contractors spoke at:
- Conecuh County Resource Center
- EMC Wellness Center
- Baptist Church
- United Methodist Church

In Monroeville, contractors spoke at:
- Meadows of Monroeville
- Crowne Management
- Chamber of Commerce
- Englewood Health Care Center
- Annie Farrish Senior Community Center (15+ attended)

In Thomasville, contractors spoke at:
- Country Oaks #1
- Country Oaks #2
- Retirement Center
- Beltone
- Senior Center (30+ attended)

In Mobile, contractors presented/exhibited at:
- JRC Technology
- JMF Solutions
- Mobile Chamber of Commerce's Business Expo with 200+ vendors and 2,000 attendees.

Contractors presented at the:
- Senior Center in Frisco City (15+ attended)
- Senior Center in Grove Hill (25+ attended)

In Evergreen, CapTel contractors presented at:
- Retirement Center (25+ attended)
- Greater Nazarene Family Life Center (10+ attended)
- Community Action Agency (10+ attended)

A contractor spoke and distributed flyers in Birmingham at a two-day yard sale.

A contractor demonstrated and explained CapTel at a cousin's welcome home party where two soldiers were recently hard of hearing as a result of the war.

A contractor distributed CapTel flyers at the University of Alabama football game in Tuscaloosa.

A contractor spoke:
- Via a phone conference (11 participated)
- At a flea market in Leeds
- At a yard sale in Gardendale

October 2014
Contractor explained CapTel to veterans at an Elks Lodge in Scottsboro (37 attended).

In Evergreen, contractors spoke at:
- Conecuh County Resource Center
- EMC Wellness Center
- Baptist Church
- United Methodist Church
- Retirement Center (25+ attended)
- Greater Nazarene Family Life Center (10+ attended)
- Community Action Agency (10+ attended)

A contractor spoke at a:
- Flea market in Leeds
- Yard sale in Gardendale

In Citronelle, contractors spoke at:
- Ashbury Manor
- Assisted Living Center
- Whittens Country Haven
- Turners Magnolia Manor
- Ahepa (30+ attended)
- Senior citizen facility (20+ attended)

OCTOBER 2014
Two contractors exhibited and demonstrated CapTel at the four-day Southern Women's Show in Birmingham with 3,500+ in attendance.

Contractors spoke in Semmes at the Senior Center and Ahepa 310X (30+ attended).

November 2014
Contractors presented at a:
- VA lodge in Huntsville
- VA Hospital in Tuskegee (75+ attended)
- VA Hospital in Scottsboro (50+ attended)

In Foley, contractors spoke at:
- Hearing & Balance office
- Live Oak Independent & Assisted Living
- Country Place Senior Living
- Beltone hearing aid office
- Senior citizen center

Contractors spoke at the:
- Senior Coalition Network meeting in Mobile
- Assisted living facility in Dauphin Way (30+ attended)
- Somerby of Mobile (25+ attended)

- The Blake at Malbis in Daphne
- GP Thames Senior Center in Robertsdale (30+ attended)
- Station Arts & Crafts Festival in Peterman (1,000+ attended)

NOVEMBER 2014

Contractors exhibited CapTel at the seven-day National Peanut Festival in Dothan with 150,000+ attending.

Contractors exhibited CapTel at the three-day 30th Annual Junior League Christmas Jubilee in Mobile with 15,000+ in attendance.

December 2014

Contractors spoke at:

- Luncheon for disabled veterans in Troy (30+ attended)
- Retirement lodge in Gadsden (30+ attended)
- Friend's gathering in Tuscaloosa
- Civic Center where senior citizens received a free blood pressure check in Chickasaw (40+ attended)
- Senior citizen center in Gilbertown (30+ attended)
- Community center in Chatom (20+ attended)
- Senior citizen center in Citronelle (35+ attended)

In Monroeville, contractors spoke at:

- The Meadows
- Cedar Chase retirement apartments
- Englewood Health Care Center
- Chamber of Commerce

In Gulf Shores, contractors presented at the:

- Pleasure Island Senior Community Club meeting (50+ attended)
- Harry Roberts Community House & Senior Center

In Bay Minette, contractors spoke at:

- Southern Oaks
- Azalea Assisted Living Place
- Naro Audiology
- North Baldwin Chamber of Commerce

Contractors presented to the:

- Area Agency on Aging in Bay Minette (25+ participants)
- Excel Senior Citizens in Monroeville (25+ participants)

A contractor spoke to a client one-on-one and a senior citizen liaison in Selma.

A contractor demonstrated CapTel at a family gathering in Tuscaloosa.

A contractor distributed CapTel flyers at the University of Alabama football game.

Contractors visited the:

- Council on Aging in Evergreen
- Kiva Dunes and The Haven in Gulf Shores

January–March 2015

Contractors networked at:

- Southern Alabama Regional Medicare planning committee in Mobile (25+ attended)
- Tillmans Corner Area Chamber of Commerce Business Luncheon (50+ attended)
- Open House at the Sail Center in East Brewton (35+ attended)
- Westside Methodist Church Health Fair in Mobile (50+ attended)
- Fifth Annual Health Fair at Bishop State Community College in Mobile (200+ participants)
- Sail Center Open House and Information Assistance in Summerville (20+ participants)
- Sail Center in Bayou La Batre (25+ participants)
- Sail Center's open house in Flomaton (25+ attended)
- Meeting of Senior Alliance in Gulf Coast

Contractors presented CapTel to:

- Veterans at the Elks Lodge in Athens and Montgomery (50 attended at each)
- Blue Cross/Blue Shield "We Care" program audience (100+ attended)
- Elks Lodge in Tuskegee and Holt (40+ attended at each)
- Veterans at the Elks Lodge in Lanett and Jasper (40+ each attended)

Contractors spoke at the:

- Medicare Birthday Bash in Atmore
- South Alabama Planning Commission Area Agency on Aging (Unity House) (20+ attendees)
- Sail Center in Prichard (20+ attendees)
- Sail Center in Mt. Vernon (25+ attended) and in Daphne (20+ attended)
- Senior Center in Summerdale and Wilmer (20+ attended at each)
- General meeting of the "Silver Haired Club" in Mobile
- Sail Center in Grand Bay (20+ attended)
- Senior Center in Escambia County (50+ attended)
- Flea market in Gardendale
- Dumas Wesley Community Center in Mobile (40 attended)
- Senior Community Center in Mobile (100 attended)

Contractors attended a Federal CapTel webinar hosted by Sprint's Federal Relay manager.

A contractor presented Federal CapTel at the:

- Elks Lodge in Lincoln
- Elks Lodge in Tuskegee

EARLY 2015

Contractors attended and supported the CapTel manager at the Osher Lifelong Learning Institute all-day workshop at Auburn University.

Contractors shared a booth with another vendor at the Azalea Festival in Semmes; 8,000 attended.

April 2015
Contractors exhibited CapTel all day at the 20th Annual Senior Appreciation Day/Veteran Recognition Day in Andalusia; 850+ attended.

A contractor presented Federal CapTel at the:
- Elks Lodge in Athens and Jackson (60 attended each)
- Elks Lodge in Marion and Clanton (40 attended each)
- Veterans' lodge in the towns of Pisgah and Warrior (30 attended at each facility)
- Veterans at a Health & Wellness Fair at the Homestead Village in Fairhope (100+ attended)

Contractors spoke at a:
- Recreation center at Gulf Shores (100+ attended)
- Senior/Adult activity center at Orange Beach
- Newcomers club at Baldwin County (50+ attended)
- Unity house in Atmore (25+ attended)
- Southern Alabama Regional Planning Commission (35+ attended)
- Flea market in Gardendale for 2 days
- Health Fair at the Georgetown-Chunchula United Methodist Church in Semmes (50+ attended)

Contractors exhibited CapTel at the Strawberry Festival in Loxley; 2,000+ attended.

The Relay Program Manager placed a full-page advertisement for the CapTel 2400i in the 2015-2016 Senior Resources Directory with a reach of 185,000 people and 100 vendors, and in other publications on various dates.

May 2015
Contractors explained Federal CapTel to veterans in:
- Athens and Decatur (40+ attended each)
- Athens, Eutaw, Jackson and Graysville (35 attended each, totaling 140)
- Vance, Pinson, Demopolis and Cahaba (50 veterans attended each location, totaling 200)
- Tallapoosa, Langley and Heflin at Elks Lodges

Contractors spoke at:
- Open House & Information Assistance at the Sail Center in Atmore (30+ attended)
- Medicare event at the Sail Center in Mt. Vernon (50+ attended)
- Regional Senior Community Center in Mobile (100+ attended)
- 22nd Annual Cotton Patch Festival in Unah (500+ attended)
- Flea markets in Prattville, Smith Station, Troy and Fort Payne

Contractors presented, demonstrated, and answered questions from residents of the Ahepa (Section 8) apartments:
- 310 I, V, VI and VII in Mobile
- 310 X in Semmes
- 310 in Citronelle
- 310 XII in Daphne
- 310 III in Fairhope
- 310 VIII in Irvington

MAY 2015
Contractors exhibited at the day-long Senior Lifestyle Expo in Mobile, with a record-breaking attendance of over 2,000 people. Alabama Relay/Sprint CapTel was given two tables in a prime location. Based on this exhibit, the contractors were invited to explain CapTel the next day at a senior luncheon in Mobile with 200-plus people in attendance.

ALABAMA RELAY WENT TO 88 TOWNS, REACHING NEARLY 138,530 PEOPLE

OUTREACH & DELIVERABLES

The Alabama Relay Customer Relations Manager, Sprint Relay team members, and the Outreach Experts, Inc. specialist promoted relay service awareness via product and service demonstrations, exhibitions, presentations, information dissemination, and via the updated Alabama Relay website at www.alabamarelay.com. Activities focused on traditional TRS, Speech-to-Speech (STS), and CapTel. Some highlights from July 2015 to June 2016 include:
- Three-day National Leadership Training Conference in Birmingham; 200 attended.
- 50th Baldwin Senior Lifestyle Expo in Robertsdale; 500 attended.
- Four-day Southern Women's Show in Birmingham; 3,500 attended.
- Two-day Speech & Hearing Association Conference in Birmingham; 300 attended.

Consumer Meetings

With assistance from the Case Manager at the Alabama Telecommunications Access Program's (ATAP) Birmingham regional office, the Customer Relations Manager and Sales Account Executive organized in-person meetings with:
- ATAP representatives
- Vocational rehabilitation counselors in vocational rehabilitation
- Coordinator of mainstreamed school programs
- Staff and students at the Alabama School for the Deaf
- Community members
- Employees at the AIDB Regional Center in Birmingham for a fundraising event, which Alabama Relay also participated in

Year 2015 – 2016 (continued):

In addition:

Date	Event/ Deliverable	City	TRS, CapTel, Wireless Devices (WD)	Target Audience	# of Participants	Activity	Notes
				July 2015			
27	Alabama Relay Customer Profile Form	Statewide	All	D/HH/STS	N/A	Created a four-page Customer Profile form for relay users to document their preferences.	Preferences include frequently dialed numbers, emergency numbers, Communication Agent gender, Speech-to-Speech features, and others.
				August 2015			
14	Alabama Relay Annual Report	Statewide	TRS & CapTel with Sprint Relay updates	N/A	N/A	Wrote a 21-page report on relay trends and outreach performed for the period of July 2014 to June 2015.	Contract requirement states to submit a draft on 8/15 of each year.
19	CapTel Media	Statewide	CapTel	H/D/HH	N/A	Developed and produced 3 public service announcements (2 in English, 1 in Spanish) on the Amplified/ CapTel 840i phone and service.	Epicosity. PSAs included: 15- and 30-second in English, 30 second in Spanish.
				September 2015			
13	Alabama Relay Website	Statewide	All	H/D/HH	N/A	Updated the website to be mobile-friendly, added 5 CapTel testimonial videos, and other updates.	
15	Medicare	Mobile	CapTel	HH/H	1,000	Medicare workers requested the CapTel nylon bags to be used for holding gifts to new Medicare recipients.	
19	Alabama Black Deaf Advocates	Montgomery	All	D/HH/H	N/A	Sponsored this organization's "Election Day" event.	A WD ad was placed on the ALBDA's Facebook page.
22	Alabama Relay Annual Report	Statewide	TRS & CapTel with Sprint Relay updates	N/A	N/A	Updated and revised certain sections of this annual report.	Contract requirement states that a final version is due 9/30 of each year.
24 - 26	National Leadership Training Conference	Birmingham	All, plus Federal Relay	D/HH	200	Alabama Relay exhibited TRS, CapTel, WD, and Federal Relay at this 3-day NLTC conference.	The NLTC is under the auspices of the National Association of the Deaf CG and KG were the Sprint team exhibitors.

Year 2015 – 2016 (continued):

Date	Event/ Deliverable	City	TRS, CapTel, Wireless Devices (WD)	Target Audience	# of Participants	Activity	Notes
						October 2015	
1	50th Baldwin Senior Life-style Expo	Robertsdale	CapTel	H/HH	500	An Outreach Experts, Inc., representative exhibited CapTel	OEI. Mobile area
8 - 11	Southern Women's Show	Birmingham	CapTel	H/HH	3,500	An Outreach Experts, Inc., representative exhibited CapTel at this 4-day event.	OEI
29	Fearless Care-giver	Homewood	CapTel	H/HH	400	An Outreach Experts, Inc., representative exhibited CapTel	OEI
						November 2015	
2	ATAP	Statewide	EDP	D/HH	N/A	Emailed the 8 ATAP region-al centers under the ATAP for updated contact info.	
						December 2015	
4	FCC TRS Website	Statewide	TRS, CapTel	H/D/HH	N/A	Provided updated AL Relay info to the PSC for the PSC to communicate to the FCC POC for updates to their website.	
14	Postcard to Audiologists	Statewide	CapTel	H/HH	N/A	Printed and mailed the CapTel holiday postcards to 66 audiologists Statewide the state.	
14 - 31	CapTel Radio PSA	Dothan	CapTel	H/HH	N/A	The CapTel public service announcement via radio was broadcast from 12/14 – 12/31 in Dothan for 89 spots.	Focus is on the south-east region.
						January 2016	
8	FCC IP CTS Consent Decree	Statewide	IP TRS, IP CapTel	D/HH/H/ STS	N/A	Sprint is required by the FCC IP CTS Consent De-cree to train all Sprint em-ployees and subcontractors whose work duties involve IP Relay or IP CTS. To com-ply, everyone who performs duties related to those two services must complete mandatory IP CTS Consent Decree compliance training before January 18, 2016.	McManus read, took notes, and reviewed this training and was certified on 1/8/2016.
19	Regional Center	Birmingham	Other	D/H/BLV	3	Visited with the Case Manager who explained employees' duties and this center's function.	McManus, Branch

Year 2015 – 2016 (continued):

Date	Event/ Deliverable	City	TRS, CapTel, Wireless Devices (WD)	Target Audience	# of Participants	Activity	Notes
19	DAC Meeting	Birmingham	All	D/HH/H/BLV	12	Meeting with the Director and Case Manager of the Birminham Regional Center, Vocational Rehabilitation Counselors, Coordinator of mainstreamed school programs, representatives from specific groups, and others.	McManus, Branch
19	Alabama School f/t Deaf	Talladega	All	D/HH/H/BLV	10	Met with the principal of the deaf school, resident advisors of a boys' dorm, a handful of students.	McManus, Branch
19	Slice Fund-raiser	Birmingham	All	D/HH/H/BLV	25	Participated in this fund-raiser to raise funds for ASD programs and met with community members.	McManus, Branch
entire month	Consumers	Statewide	TRS, CapTel	D/HH/H	10	Assisted consumers with questions about their TRS relay charges, CapTel, and WDs.	
February 2016							
10	MARS FCC Report	Statewide	TRS, CapTel	D/HH/H/BLV	N/A	Submitted this required document from Rolka Loube of Interstate TRS fund "rate and demand" information to the AL PSC.	The AL PSC filed with the FCC on 2/12.
11, 12	Speech & Hearing Association Convention	Birmingham	CapTel	H/HH	300	An Outreach Experts, Inc. representative exhibited CapTel at this 2-day event.	OEI (CG).
22	Annual Ethical Certification	Statewide	All	D/HH/H/BLV	N/A	Sprint requires customer-facing employees to read through, pass quizzes, bookmark specific sites pertaining to their job, and be certified on this annual requirement.	Covered ethical and legal expectations, code of conduct, insider trading, records management, inclusion and diversity, customer proprietary network info, and others. McManus was certified on 2/22
25	Follow-up CapTel Postcard	Statewide	CapTel	H/HH	44	Created a follow-up CapTel postcard to mail out to the ones who received the initial info (see Dec. 14 outreach). Sent 44 mailings to audiologists' offices.	Team effort.

Year 2015 – 2016 (continued):

Date	Event/ Deliverable	City	TRS, CapTel, Wireless Devices (WD)	Target Audience	# of Participants	Activity	Notes
Entire month	Consumers	Statewide	ATAP, WD, others	H/D	6	Assisted consumers with their questions on special-ized equipment, switched their WDs to the Data-Only Plan, and assisted with other questions.	
March 2016							
Entire month	Consumers	Statewide	WD	D/HH	N/A	Assisted consumers with their questions on WDs.	
April 2016							
12	CapTel Media	Statewide	CapTel	H/HH/D	N/A	Developed and produced 2 PSAs in English on the CapTel 2400i phone and service. The PSAs are 15 and 30 seconds, and include extended length versions for YouTube, WMV and broadcast files.	Buell Advertising.
18	Upcoming Events	Statewide	CapTel	H/HH/D	N/A	Researched, chose events that may be beneficial for CapTel to be demonstrat-ed, and submitted requests to Sprint/OEI for consider-ation.	Senior Lifestyle Expo, and the AL National Fair.
19	CapTel Lunch Bags	Statewide	CapTel	H/HH/D	200	The Outreach Coordinator from the South Alabama Regional Planning Com-mission requested that the Sprint CapTel lunch bags be used as "gift bags" to be given to their Medicare/ Medicaid clients they work with.	AL Relay manager had these CapTel bags shipped to their office.
26	CapTel Nylon Totes	Statewide	CapTel	H/HH/D	1,000	Ordered, reviewed proofs, and shipped Sprint CapTel nylon tote bags to outreach coordinator of the South Alabama Regional Planning Commission. These tote bags will be given to Medi-care/Medicaid clients	This quantity will last the clients the rest of the year (to December 2016).
May 2016							

Outreach Activities

Date	Event/ Deliverable	City	TRS, CapTel, Wireless Devices	Target Audience	Participants	Activity Performed
JULY					
5-7	Regional team meeting and NAD Conference	Phoenix, AZ	All	D/HH/H	Not in Alabama, so did not track	Met with a third of the Sprint Relay team to review expectations and procedures. Exhibited all relay products and services at the National Association of the Deaf's 53rd Biennial Conference where 2,000 attended.
Entire Month	Consumers	Statewide	CapTel	All	5	Assisted consumers with their questions in obtaining a CapTel phone and the equipment distribution program.
AUGUST					
12	Upcoming events	Statewide	CapTel	H/HH/D	N/A	Researched and chose events for CapTel demonstrations. Provided OEI with additional info such as exhibitor form, requirements, etc. Submitted requests to OEI for consideration.
17-20	International Deaf Blind Expo	Orlando, FL	All	D/HH/H	Not in Alabama, so did not track	Exhibited all Sprint products and services, and obtained feedback from DB consumers on IP Relay services. 400 attended.
23	CapTel Nylon Bags	Baldwin County	CapTel	H/HH/D	1,200	Worked with the Area Agency on Aging for three weeks to update their Senior Lifestyle logo to high resolution for printing on the 1,200 CapTel nylon bags that will be handed out to each attendee at their Senior Lifestyle Expo in Robertsdale on 10/6. Reviewed proofs and worked with the vendor on printing specifications.

Year 2016 – 2017 (continued):

Date	Event/ Deliverable	City	TRS, CapTel, Wireless Devices	Target Audience	Participants	Activity Performed
			SEPTEMBER			
13	Consent Decree Certification	Statewide	CapTel, IP Relay-based products and services	D/HH/H	N/A	Sprint is required by the FCC IP CTS Consent Decree to train all Sprint partners (employees) and subcontractors whose work duties involve IP Relay or IP CTS. All eligible must complete mandatory IP CTS Consent Decree compliance training. McManus received this certification.
15	Alabama Relay Annual Report	Statewide	TRS, CapTel, Sprint Relay News	H/HH/D	N/A	Submitted to the AL PSC the 22-page report on relay trends, outreach performed, and Sprint Relay news for the period of July 2015 - June 2016.
			OCTOBER			
3	NPA-NXX Graphics	Statewide	TRS, CapTel	D/HH/H	N/A	Submitted to the AL PSC the TRS and CapTel map graphics on highest to lowest number of calls in specific areas across the state.
6	Senior Lifestyle Expo	Robertsdale	CapTel	H/HH	500	Alabama Relay and Sprint CapTel logos were advertised on commercials by TV 5 for one week, along with other major sponsors. OEI exhibited CapTel to attendees.
27	Fearless Caregiver	Birmingham	CapTel	H/HH	170	OEI exhibited to educate attendees on CapTel products and services.
			NOVEMBER			
10	CTI Website	Statewide	CapTel	HH/H/D	N/A	Provided updates for Alabama CapTel on the CTI website, and confirmed ATAP contact info.
			DECEMBER			
15	Alabama Relay Logo	Statewide	All	D/HH/H	N/A	Discussed with vendor on specifications for new Alabama Relay logo.
			JANUARY			
6	Alabama Relay Website and Literature	Statewide	All	D/HH/H	N/A	Due to new contractual guidelines, updated the AL Relay website and literature on DeafBlind pacing phone number, Spanish translation services, and others.

Year 2016 – 2017 (continued):

Date	Event/ Deliverable	City	TRS, CapTel, Wireless Devices	Target Audience	Participants	Activity Performed
24	Alabama Relay Logo	Statewide	All	D/HH/H	N/A	Submitted various samples of the new Alabama Relay logo to state for final choice.
			FEBRUARY			
7	FCC MARS Data Collection Report	Statewide	TRS and CapTel	D/HH/H	N/A	Submitted to the state the required FCC annual report on data collection for review and filing.
19	Ethics Certification	Statewide	All	D/HH/H	N/A	Completed and received Ethics (i-Comply) certification.
21	Alabama Relay Logo	Statewide	All	D/HH/H	N/A	New logo was finalized.
			MARCH			
1	Consumer Complaints	Statewide	TRS and CapTel	D/HH/H	N/A	Reviewed and updated consumer complaints from June 2016-February 2017 for TRS and CapTel.
14	Do Not Contact Certification	Statewide	All	D/HH/H	N/A	This annual mandatory requirement to review Sprint's Do Not Contact policies ensures that everyone understands what is expected of them at Sprint and to comply with law, including customer-facing interaction. McManus received this certification.
16	Alabama Association of the Deaf Conference	Mobile	All	D/HH/H	N/A	Finalized the registration form, confirmed electrical hookup, specificied ad spots, and provided artwork. Secured "Badges Host" sponsorship for AL Relay.
			APRIL			
4-7	Deaf Seniors of America	Houston, TX	All	D/HH/H	Not in Alabama, so did not track	Exhibited all Sprint products and services; 800 attended conference.
24	AL Relay Website	Statewide	All	D/HH/H	N/A	Updated all webpages with the new AL Relay logo.
			MAY			
9	Tradeshow Collateral	Statewide	All	D/HH/H	N/A	Ordered ivory tablecloth and cornsilk polo shirts for employees, and promotional items (beach towel clip and 4-port USB hub) with AL Relay logo.

Year 2016 – 2017 (continued):

Date	Event/ Deliverable	City	TRS, CapTel, Wireless Devices	Target Audience	Participants	Activity Performed
12	AL Relay Service Numbers	Statewide	TRS and CapTel	D/HH/H	N/A	Confirmed with the Engineering team that all AL Relay service numbers continue to operate without glitches.
18	AL Relay Booklet	Statewide	TRS and CapTel	D/HH/H	N/A	Developed a 12-page booklet on Alabama Relay services and the ATAP equipment distribution program.
JUNE						
7-9	Alabama Association of the Deaf Conference	Mobile	All	D/HH/H	100	Exhibited relay services. AAD expressed gratitude several times for the sponsorship. The mini 4-port USB hub promotional item was hugely popular.
16	FCC Annual Report	Statewide	TRS and CapTel	D/HH/H	N/A	Submitted yearly report to PSC for review and submission to the FCC. Consists of compiled TRS- and CapTel-related complaints and resolutions from Alabama Relay consumers for June 1, 2016 to May 31, 2017.
26	Customer Profile Forms	Statewide	TRS and STS	D/HH	N/A	Updated the TRS and STS Customer Profile forms.
26	OEI	N/A	CapTel	HH/H/D	N/A	Submitted a request for, and provided the exhibitor form to OEI to possibly exhibit at the Senior Lifestyles Expo in: o Mobile on October 4 o Baldwin on October 12
27	Facebook	Statewide	All	D/HH/H	N/A	Requested that Social Media Coordinator create a Facebook page for Alabama Relay.

Appendix G: Alabama Relay Public Service Announcements/Commercials

<u>Year 2013 – 2014:</u>
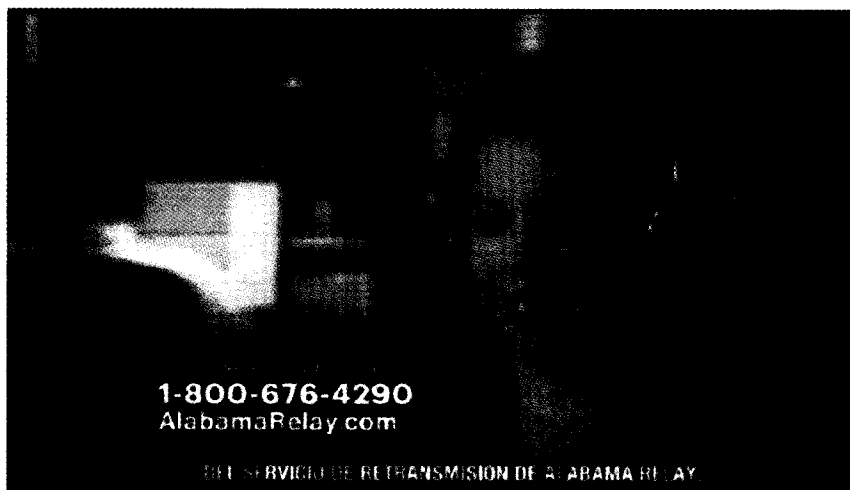
Public Service Announcement

Alabama Relay produced and customized a low-cost, 30-second public service announcement (PSA) about the CapTel phone and service (see below). This PSA was distributed to all television stations across the state. Since it was not paid advertising, Alabama Relay requested that stations air it as often as possible throughout the year at their discretion.

1-877-207-0833
CapTelAlabama.com

Public Service Announcements

During this reporting year, two thirty-second public service
announcements (PSAs) about the Spanish TTY service and
the Spanish CapTel phone and service were developed,
produced, and reviewed for a fall/winter 2015 broadcast.

1-800-676-4290
AlabamaRelay.com

DEL SERVICIO DE RETRANSMISION DE ALABAMA RELAY

1-866-670-9134
AlabamaRelay.com

USANDO TECNOLOGIA DE RECONOCIMIENTO DE VOZ ASISTIDA

Year 2015 – 2016 (including Spanish audio and language):

Public Service Announcements

During this reporting year, six public service announcements (PSAs) were developed and produced:

- 15-second and 30-second PSAs about Amplified/CapTel 840i in English
- 30-second PSAs about Amplified/CapTel 840i in Spanish
- 15-second and 30-second PSAs about CapTel 2400i in English with extended length versions for YouTube, WMV, and broadcast files
- 30-second radio PSA about CapTel services in English

CapTelAlabama.com
1 877 217 7006

STAYING CONNECTED HAS NEVER BEEN EASIER
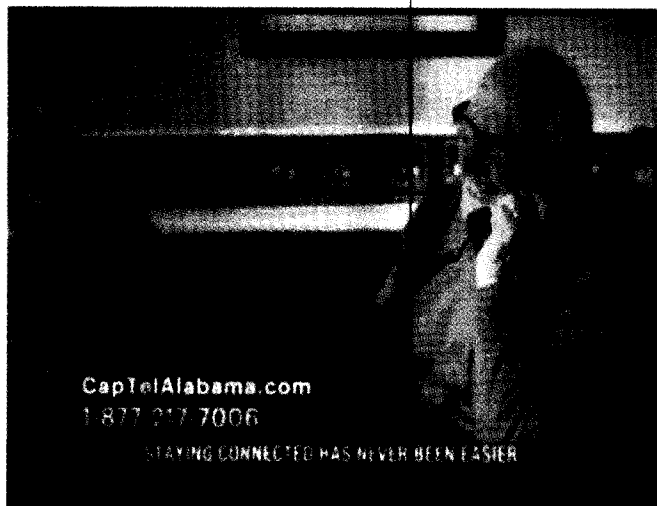
In addition:

CapTel Television

In August 2015, three PSAs about the internet-based Amplified/CapTel 840i phone and service were developed and produced by Epicosity. These will be broadcast in the winter of 2016-2017. Two of the PSAs are in English and are 15 and 30 seconds long, and one PSA is in Spanish and 30 seconds long.

In April 2016, two PSAs about the internet-based, touch-screen CapTel 2400i phone and service were developed and produced by Buell Advertising. These will be broadcast in the spring of 2017. Both PSAs are in English, are 15 and 30 seconds long, and include extended length versions for YouTube.

CapTel Radio

Alabama Relay promoted the CapTel service by broadcasting a 30-second PSA on the radio. The PSA aired 89 times between December 14 and December 31, 2015, in the Dothan market on the adult contemporary radio station WOOF-FM.

yp

Appendix H: Alabama Relay Information in Directories

Consumer Need to Know Information

Alabama Relay Service   Dial 7-1-1

This free public service, implemented by the Alabama Public Service Commission, allows customers who use Text Telephones (TTY) to communicate with others. Special operators translate TTY messages into speech for non-TTY users and vice versa. No charges apply to local calls. Long distance calls are billed at the regular rate. AT&T Alabama and other local telephone companies collect 15 cents per month per phone line from every customer to provide funds to operate Alabama Relay.

The fastest way for TTY users and hearing callers to reach Alabama Relay is to dial 7-1-1. The relay service allows communications between standard (voice) users and persons who are deaf, hard of hearing, deaf-blind, and speech-disabled using text telephones, captioned telephones (CapTel), or PCs via the internet. In addition to the 7-1-1 dialing option, Alabama Relay Service can be reached by calling the following toll-free access numbers:

1-800-548-2546 (TTY/ASCII)
1-800-548-2547 (Voice)
1-800-548-0259 (Voice Carry-Over)
1-800-548-2928 (Speech-to-Speech)

1-800-548-8317 (Spanish TTY/Voice)
1-900-230-4323 (900 Services)
For Customer Service (TTY/Voice/ASCII/ VCO/HCO)

1-800-676-3777 (English)
1-800-676-4290 (Spanish)

Alabama Relay is available 24 hours a day, 7 days a week, 365 days a year. Relay calls can be placed to anywhere in the United States as well as internationally to English or Spanish-speaking persons. Contact numbers can also be found online at www.alabamarelay.com.

Here's how Alabama Relay works: Someone who is deaf, hard-of-hearing, deaf-blind, or has a speech disability types on a Text Telephone. A Relay Operator reads the message to the voice user. The Relay Operator then types the voice user's words back to the TTY user. Each call is held strictly confidential. No record of the conversation is kept.

Please note than 7-1-1 is NOT an emergency number. In case of emergency, TTY users should call the TTY-equipped 9-1-1 Center or emergency services center in their community. However, if you use a TTY and cannot obtain emergency services on 9-1-1, you may call 7-1-1 and tell the Relay Operator you have an emergency. The operator will then relay your call to the appropriate emergency service provider.

Public Telephone Calls Using Relay Services

People who use relay services to make long distance calls on pay telephones may pay for these calls with a calling card. A calling card allows you to have calls billed to your telephone or to your card account. Calling cards may be used at coin telephones as well as any other telephone. The calls are billed at the same rate as long distance calling card calls that do not use relay services.

Local calls through a relay service from a pay telephone are free of charge.

TTY Operator/Directory Assistance

Call 1-800-855-4000
(TTY* only. Nationwide service is provided by Sprint)

Service Assistance Plans

If you receive benefits or assistance from one of the programs listed below or your income is at or below 135% of the Federal Poverty Level, you may qualify for the Lifeline Plan which offers financial assistance for residential phone service.
- Medicaid
- Supplemental Nutritional Assistance Program (SNAP) formerly Food Stamps
- Supplemental Security Income (SSI)
- Federal Public Housing/Section 8
- Veterans and Survivors Pension Benefit

Proof of eligibility is required. For more information, call 1-800-288-2020

AT&T Contact

	Residence	Business
AT&T ALABAMA		
Establishing Phone Service (att.com/newservice)	1-800-288-2020	1-866-620-6000
Repair (24/7 or repair.att.com)	1-877-737-2478	1-866-620-6900
Billing (att.com/pay)	1-800-288-2020	1-866-620-6000

Public Utility Commission Contact

The Alabama Public Service Commission regulates AT&T Alabama and other utilities and is located at 2100 N Union St, RSA Union Montgomery, AL 36104.

Main Number:
334-242-5218

Complaint Number:
334-242-5211

In-State Toll-Free Number:
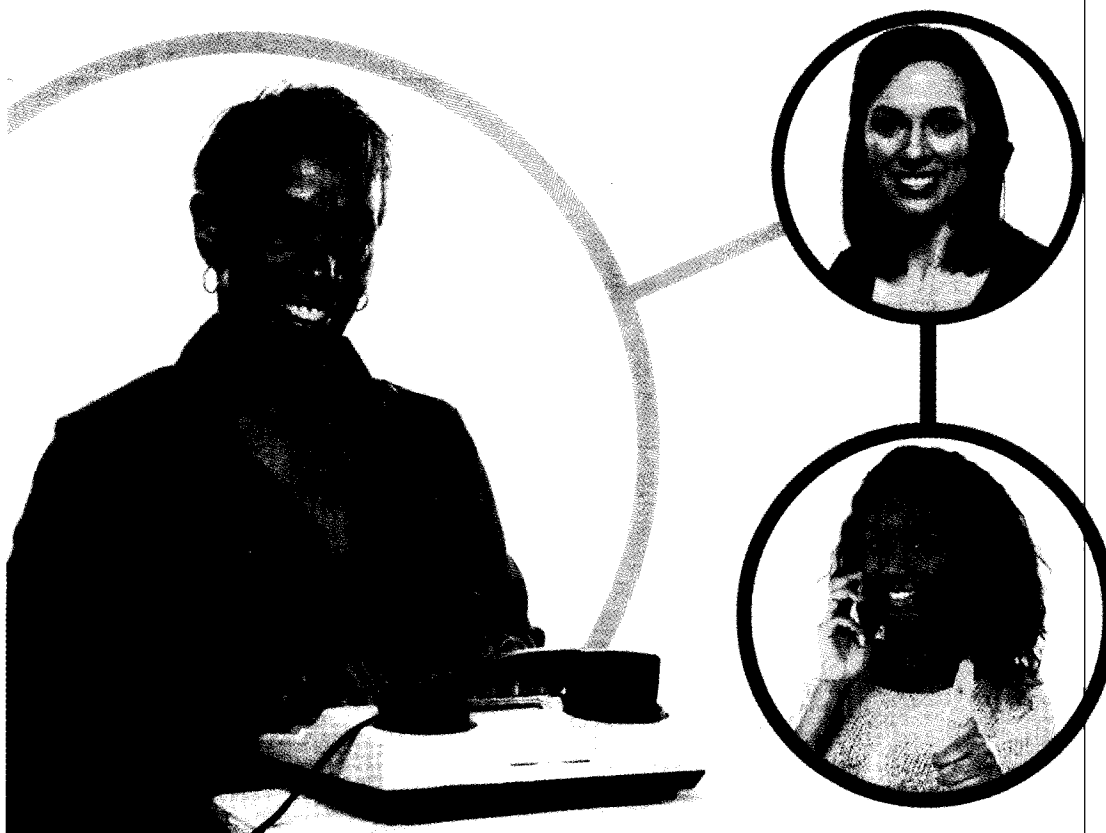1-800-392-8050

*Text Telephone

12-Page Booklet – Cover Page:

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

Get Connected
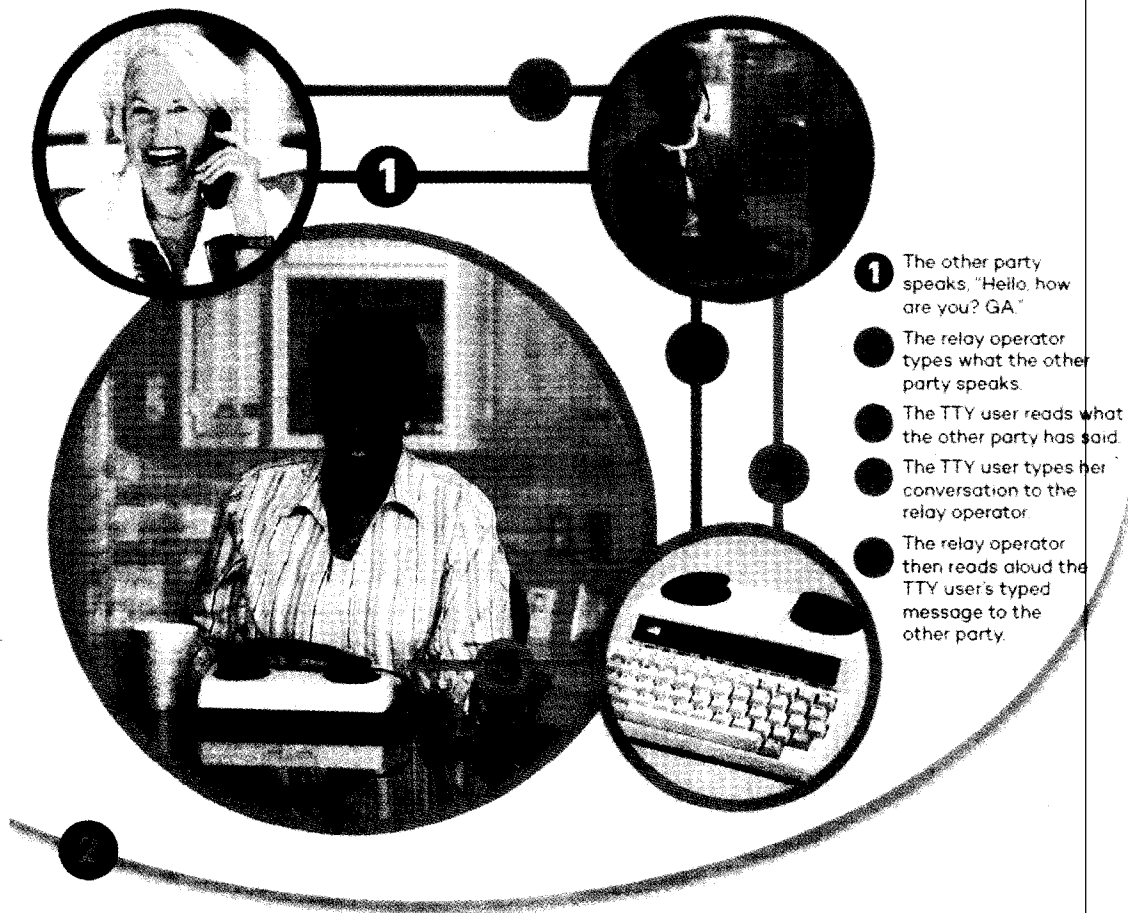with Alabama Relay!

Bring people together
with ALABAMA RELAY

HOW DOES THE ALABAMA RELAY SERVICE WORK?

1 The other party speaks, "Hello, how are you? GA."

The relay operator types what the other party speaks.

The TTY user reads what the other party has said.

The TTY user types her conversation to the relay operator.

The relay operator then reads aloud the TTY user's typed message to the other party.

Making calls through **Alabama Relay** is liberating, enjoyable and convenient. **Alabama Relay**, a free, 24-hour service, allows callers who are deaf, hard of hearing, deafblind or speech disabled to call anybody using relay services.

Just dial **711** and call anyone, anywhere and anytime with **Alabama Relay.**

HOW TO CONNECT?

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

RELAY NUMBERS

TTY
711 or 800-548-2546

Voice
711 or 800-548-2547

TeleBraille
711 or 844-302-0324

Voice Carry-Over
711 or 800-548-0259

Hearing Carry-Over
711 or 800-548-2546

Speech-to-Speech
711 or 800-548-2928

900 Services
900-230-4323

Spanish Relay
711 or 800-548-8317

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

Speech to Speech

711 or 800-548-2928

Alabama Relay Speech to Speech (STS) is a free service for people who have a speech disability or use a voice synthesizer. STS allows them to speak for themselves on the phone. A trained STS operator listens to the conversation and repeats the STS user's message whenever needed.

The STS user speaks directly to the other party.

If needed, the relay operator repeats the STS user's spoken words.

The other party talks directly to the STS user.

ENHANCED STS

This feature makes call setup much easier for STS users.

In order to speed up the setup of the call, Alabama Relay offers **My Email Set Up.** Now, you can email call instructions or information 2 to 24 hours prior to the call. This can include information such as:

- the number to be dialed
- the name of the person being called
- any special instructions
- the nature of the call
- anything that makes it easier for you to complete the call

For more information on STS services:

alabamarelay.com/**sts**
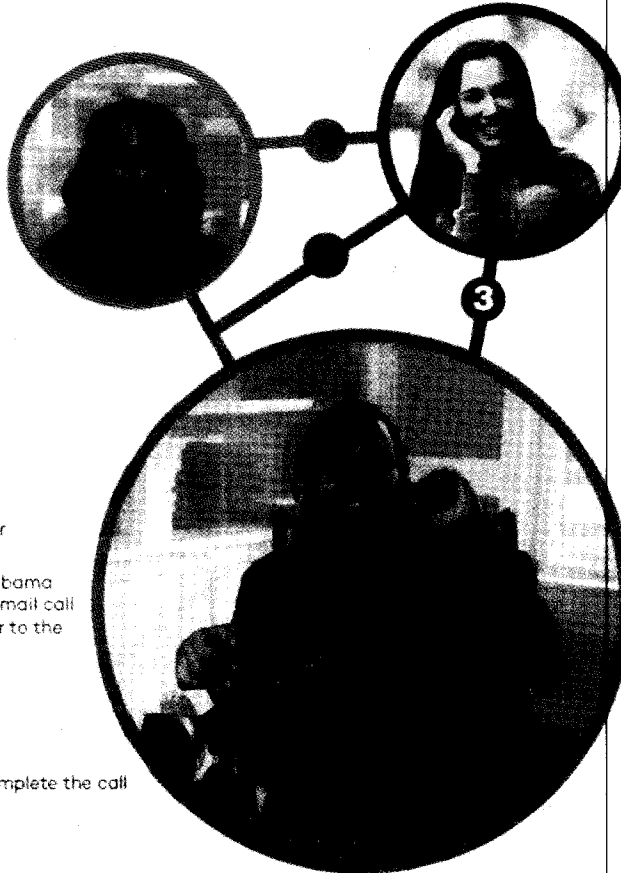
For people who **can hear** but are **unable to speak.**

Hearing Carry-Over

711 or 800-548-2546

1 The HCO user types their words to the relay operator.

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

The other party speaks directly to the HCO user.

People who are hearing and unable to speak directly on the phone due to a speech disability can use the **Alabama Relay Hearing Carry-Over (HCO) service.**

HCO allows users with a speech disability to listen to the other party. The HCO user types their conversation for the relay operator to voice to the standard telephone user, and the standard telephone user speaks directly back to the HCO user.
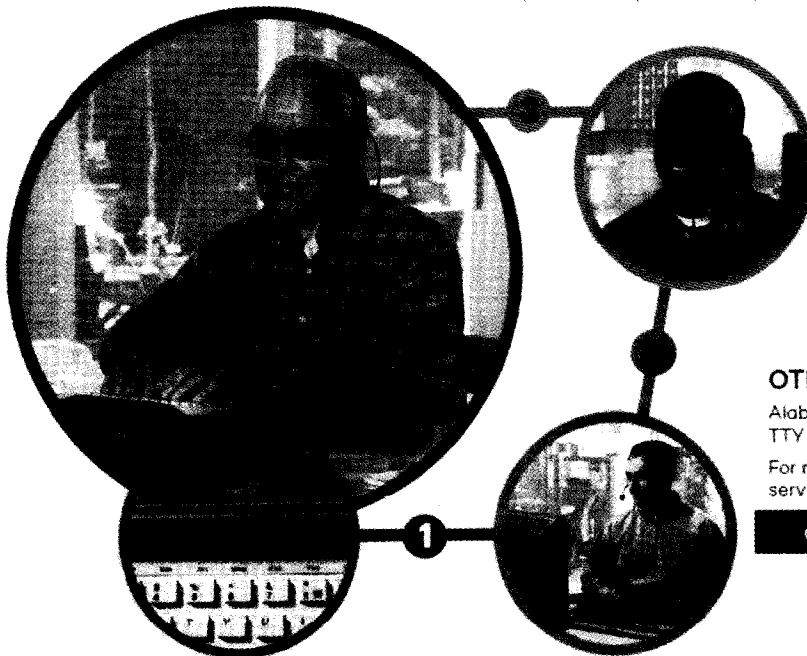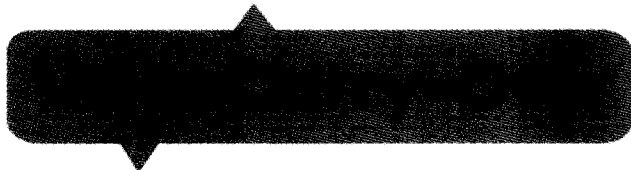
OTHER HCO FEATURES

Alabama Relay also offers HCO to TTY and HCO to HCO.

For more information on HCO services:

alabamarelay.com/hco

For people with **a hearing loss**
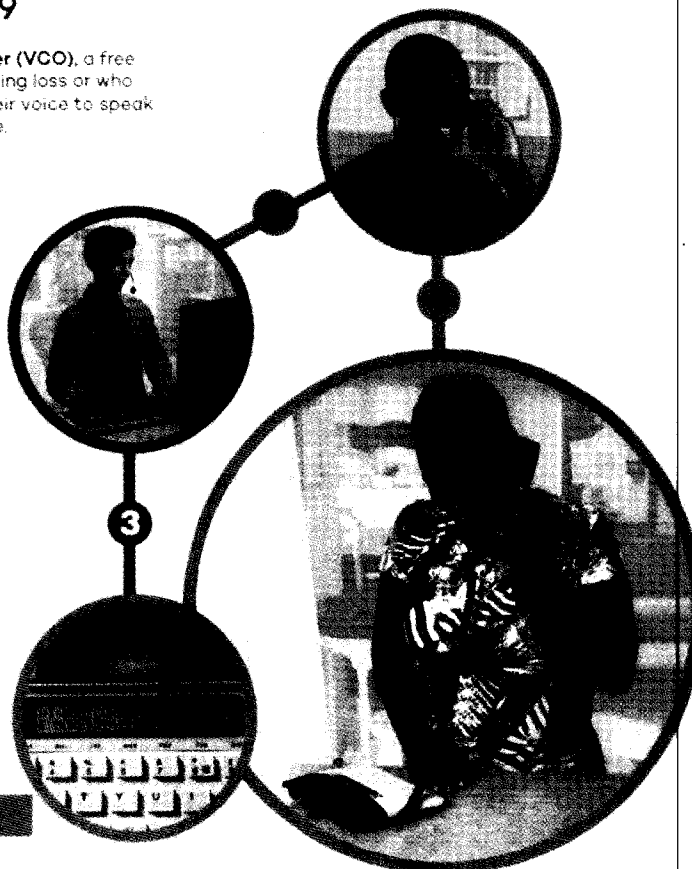who **prefer to speak**.

711 or **800-548-0259**

Alabama Relay offers Voice Carry-Over (VCO), a free
service that enables a person with hearing loss or who
became deafened later in life to use their voice to speak
directly to the other party on the phone.

Mother speaks to her
son directly.

The son speaks to his
mother, and the relay
operator types everything
the son says, word for word,
to the mother.

3 The mother reads on a TTY
screen what her son says.

OTHER VCO FEATURES

Alabama Relay also offers three call
features: VCO to TTY, VCO to VCO,
and VCO to HCO.
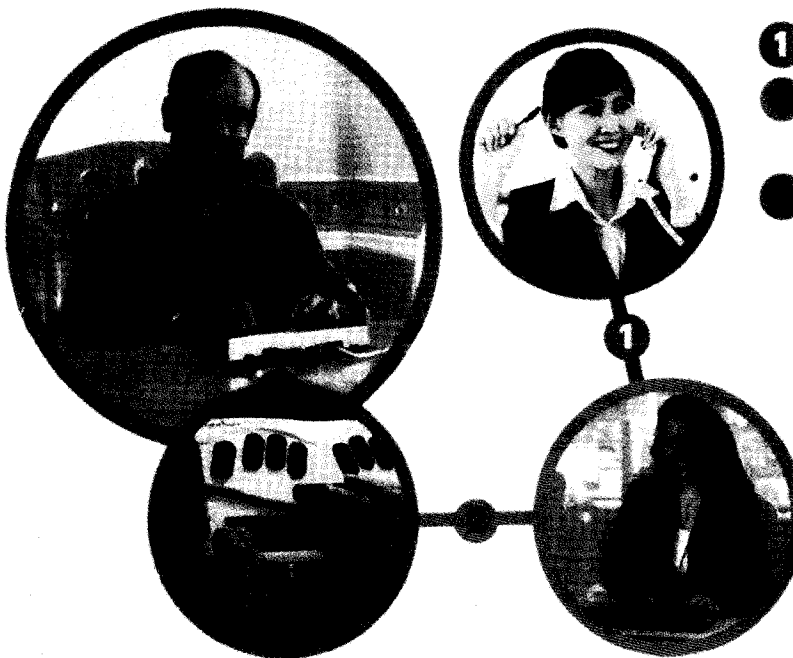
For more information on VCO services:

TeleBraille Relay Service provides equal telephone access for DeafBlind users.

TeleBraille

711 or 844-302-0324

TeleBraille Relay allows DeafBlind users who use TeleBraille TTYs or large visual displays, or DeafBlind users who prefer slower typing speeds, to read messages at their preferred pace.

1 The other party speaks to the relay operator.

The relay operator types the other party's conversation to the DeafBlind user.

The DeafBlind user reads the conversation via their TeleBraille TTY or large visual display then types their response.

TEXT PACING:

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

alabamarelay.com/**telebraille**