



New Jersey Relay Service FCC Certification Renewal and Supporting Documents

Introduction

New Jersey Relay Service, a program under the New Jersey Board of Public Utilities, has prepared the following narrative and attached appendices to comply with the FCC TRS Certification Renewal Application, specifically in response to the **FCC Public Notice DA 17-697, CG Docket No. 03-123** released on July 19, 2017. Included in the Public Notice are the minimum mandatory FCC Telecommunications Relay Service (TRS) requirements under **47 C.F.R. §64.604 and §64.606**. A copy of this Public Notice and these mandatory requirements are attached as **Appendix A**. **New Jersey Relay** prepared this TRS Certification Renewal Application with the assistance of Sprint Accessibility (formerly Sprint Relay).

The State of New Jersey contracted with Sprint Accessibility to provide Telecommunications Relay Service effective April 1, 2015, to provide operational, technical, and functional standards pertinent to the FCC mandates as specified in 47 C.F.R. §64.604 and §64.606. Included with this TRS Certification Renewal Application is a copy of this Contract Award and all of the minimum mandatory TRS requirements which are listed in **Appendix B**. Please note that although Sprint Accessibility provides Internet Protocol (IP) and Captioned telephone (CapTel) web-based services, New Jersey Relay does not contract to provide these services in New Jersey, nor is New Jersey Relay responsible for oversight of IP and VRS or to other Internet- or web-based relay services.

The FCC has requested that each FCC TRS Certification Renewal application respond to the minimum mandatory FCC TRS requirements for providing TRS and that each state includes procedures and remedies for enforcing any requirements imposed by state programs. Additionally, the FCC requested that several exhibits such as outreach presentations, promotional items, consumer training materials, and consumer complaint logs be included with the information provided.

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Operational Standards

A.1 Communication Assistants (CAs)

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

CA Employment Standards

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

Preference is given to CA applicants with TRS experience, knowledge of American Sign Language (ASL), or experience working with individuals who are deaf, hard of hearing or have a speech disability. All applicants for CA positions are required to submit an employment application that details the applicant's educational and employment history. After an applicant's educational history, employment history and typing test results are reviewed; a determination is made as to whether the applicant meets the minimum CA requirements.

A human resources representative will then screen potential candidates through face-to-face and telephone interviews to evaluate the applicant's communication skills, including English grammar, diction and speech clarity, sensitivity to issues of customer service, integrity and confidentiality, and overall suitability for the job. Those applicants who do not pass the HR screening interview will not be considered for employment. Sprint Accessibility TRS CA applicants are required to pass a valid and unbiased 12th-grade level spelling test to be considered for employment. Once the applicant passes the HR screening interview, he/she is interviewed in person by an Operations Supervisor for specific job dimensions that relate to the success of a CA. These dimensions include sensitivity to customers and issues of confidentiality. If the Supervisor recommends the applicant for employment, the applicant must pass a drug screen and a background investigation of educational, work and criminal histories.

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

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

- CapTel CA Trainees spend 2-3 weeks training in a classroom setting.

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

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

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

- Sprint Accessibility CAs must type 60 wpm prior to taking live calls and post training must demonstrate the ability to maintain a minimum typing speed of 60 wpm on an auditory test.
- Sprint Accessibility's diversified culture training program provides the CA with information about understanding TRS users including deaf users and their culture, history and communication needs. Sprint Accessibility's diversified culture program incorporates training includes the characteristics and of hard-of-hearing and late deafened users, deaf/blind and speech-disabled users.
- Demonstrate a professional and courteous phone image.
- Process calls using live training terminals in an efficient and knowledgeable manner.
- Role-play scenarios written in varying levels of ASL.

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

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

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

applicants who meet all qualifications for the STS training program receive eight hours of classroom training specifically on STS. Sprint Accessibility's STS training program has been developed based on direct experience and consultation with Dr. Bob Segalman obtained during the initial STS trial conducted along with eight years of experience processing STS calls. The STS training outline includes specific strategies used to facilitate communication without interfering with the STS user's control over the call including retention of information at the user's request and verification of what is said to verify accuracy. The STS training outline is displayed in the following figure:

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

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

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

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

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

CA Quality Assurance Programs

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

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

New Jersey Relay contracts with Sprint Accessibility to provide a comprehensive Quality Assurance program focusing strictly on typing speed and accuracy. As a part of this program, Sprint Accessibility conducts pre-employment testing and internal testing (quarterly) using a 5-minute oral-to-type test that simulates actual working conditions and the Relay environment. Internal testing on typing speeds demonstrated Sprint Accessibility's CAs typed an average of 83.9 wpm, with at least 95 percent accuracy. In fact almost a third of Sprint Accessibility's CAs type over 90 wpm!

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

New Jersey Relay does not contract to provide VRS services, nor is the state responsible for the oversight of VRS. As of January 2012, Sprint Accessibility no longer provides VRS services.

§64.604 (a)(1) (v) CAs answering and placing a TTY-based TRS or VRS call must stay with the call for a minimum of ten minutes. CAs answering and placing an STS call must stay with the call for a minimum of fifteen minutes.

In-Call Replacement of CAs

Through their contract with Sprint Accessibility, New Jersey Relay exceeds all FCC minimum requirements regarding changing CAs during a call. As a matter of practice at Sprint Accessibility, calls are not taken over unless it is absolutely necessary to do so. Sprint Accessibility CAs are trained to use on screen clocks to identify the total amount of time since the call arrived at the CA position. After 10 minutes with the TRS (15 minutes with STS) inbound customer, a CA may be relieved if it is appropriate. The only situations in which a CA would transition during a call prior to the FCC minimum standard of 10 minutes include:

- The customer requests a CA of the opposite gender or different CA,
- End user verbal abuse or obscenity towards the CA,
- Call requires a specialist (STS, Spanish, other),
- CA illness,

- At the request of the customer for any reason, and/or
- CA becomes aware of a conflict of interest such as identifying callers as friends or family.

In addition, there are situations which may require a CA to transition the call to a different CA, which is only approved after the CA has remained on the call longer than the FCC minimum standard of 10 or 15 minutes (for STS calls). These include:

- Shift change, and/or
- CA fatigue normally as a result of a call in progress more than 30 minutes with difficult call content or speed or 60 minutes or more of an average call.
- If transition of CAs is unavoidable, the change occurs with minimal disruption to either Relay participant including the following:
 - Sprint Accessibility attempts to honor any requests for a specific gender during call transitions.
 - The second CA silently observes the call long enough to learn the spirit of the call as well as reviewing any customer call handling preferences provided during the call and as a part of the Customer Profile.

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

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

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

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

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

All of these features are available in all languages including English and Spanish. CapTel is a transparent service. CapTel CAs transmit audio and captioned text conversations from the voice caller to the CapTel user in real time. Since the CapTel user utilizes their own voice to transmit, no transmission occurs from the CA to the voice caller.

A.2 Confidentiality and Conversation Context

§64.604 (2)(i) Except as authorized by section 705 of the Communications Act, 47 U.S.C. 605, CAs are prohibited from disclosing the content of any relayed conversation regardless of content, and with a limited exception for STS CAs, from keeping records of the content of any conversation beyond the duration of a call, even if to do so would be inconsistent with state or local law. STS CAs may retain information from a particular call in order to facilitate the completion of consecutive calls, at the request of the user. The caller may request the STS CA to retain such information, or the CA may ask the caller if he wants the CA to repeat the same information during subsequent calls. The CA may retain the information only for as long as it takes to complete the subsequent calls.

Confidentiality Policies and Procedures

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

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

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

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

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

- Keep all call information confidential.

- Not edit or omit any content from the conversation.
- Not add or interject anything into the content or spirit of the conversation.
- Assure maximum user control.
- Continuously improve their skills.

New Jersey Relay CapTel CAs must comply with the same rules TRS follows regarding confidentiality. The CapTel confidentiality form is similar to TRS. Information obtained during a CapTel call should not be shared with any person except a member of the CapTel management staff who has asked for specific information. This information may be needed to clarify technical, policy, emergency, venting, consumer, or customer service issues. General call information will not be shared unless it is used to clarify, vent, or teach. Information about call content should be discussed in a private area only.

Only information critical to resolving the situation will be disclosed. This may include consumer name, name of business/agency, gender of caller, type of call (voice in, CapTel in), day of week, time of day, city, state, or any other details that could in some way identify a consumer. A CapTel agent may have problems, complaints or stress from handling the call. The CA may ask to speak to a supervisor or other member of management (as long as it was not their call) in a private area.

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

STS Limited Exception of Retention of Information

At the request of a caller, New Jersey Relay STS CAs will retain information from a call in order to facilitate the completion of consecutive calls. STS CAs may utilize the TRS system designed electronic scratchpad to aid the CA during the processing to a call or subsequent calls. No information is kept after the inbound call is released from the CA position. Please see **Appendix C** for the TRS Pledge of Confidentiality form.

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

Verbatim Relay and the Translation of ASL

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

STS and TRS Training: Sprint Accessibility puts control of the call with the users.

- CAs accept their being involved only to the point of facilitating communication as a “human telephone wire.”

- CAs understand the relay user is to remain in control of the call.
- CAs do not make decisions or comments on behalf relay users.
- The user controls the call progress and content of the conversation.
- CAs re-voice/relay verbatim what is spoken, typed or heard.

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

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

STS Facilitation of Communication

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

New Jersey Relay STS CAs will not guess what the STS user is saying and will request clarification when unsure. When unsure of the meaning or context, the STS CAs will ask the speech-disabled caller to repeat or clarify – especially if the meaning or context is unclear. Emphasis is placed on the intent and spirit of the message.

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

- STS CAs may simply ask STS user to repeat the word or phrase
- STS CAs may ask "yes" or "no" questions
- STS CAs may ask the STS user to use the word in another sentence
- STS CA may ask the STS user to provide a word that rhymes with the misunderstood word
- STS CA may ask the user to spell the word

To ensure STS CAs follow established call processing procedures, STS CAs are evaluated through individualized monthly surveys, tested randomly through the test call process, provided

with customer feedback when available and observed by supervisors who are available in the STS CA work area to monitor performance. If a development area is identified in any area of call processing the STS CA will receive specific feedback and additional training. If the STS CA performance does not demonstrate improvement, progressive discipline up to and including termination may occur.

A.3 Types of Calls

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

New Jersey Relay provides 24x7 TRS for standard (voice), Text Telephone (TTY), wireless, or personal computer users to place local, intrastate, interstate, and international calls. New Jersey Relay also processes calls to directory assistance and to toll-free numbers. There are no restrictions on the duration or number of calls placed by any relay user. All relay users accessing New Jersey Relay retain full control of the length and number of calls placed anytime through relay. New Jersey Relay CapTel CAs are currently waived by the FCC for outbound calls because the CapTel CA is not involved in the call set up and cannot refuse the call. CapTel users dial sequential calls directly therefore it is not possible for a CapTel CA to refuse sequential calls or limit length of calls. New Jersey Relay CapTel CAs are not waived by the FCC for inbound calls to a CapTel user made through a TRS facility. However, if a call is made directly to the captioned telephone access number, no set up is involved and the CapTel CA cannot refuse to call.

§64.604 (3)(ii) Relay services shall be capable of handling any type of call normally provided by telecommunications carriers unless the Commission determines that it is not technologically feasible to do so. Relay service providers have the burden of proving the infeasibility of handling any type of call.

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

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

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

The following information is applicable beginning June 1, 2017:

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

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

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

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

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

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

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

The following information is applicable beginning June 1, 2017:

Due to the waiver described in the previous question, long distance billing is no longer applicable. Sprint is offering **domestic and international calling at no charge** with no long-distance fees or long-distance call billing for all TRS and CTS users through New Jersey Relay.

§64.604 (3) (iv) Relay services shall be capable of handling pay-per-call calls.

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

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

The following information is applicable beginning June 1, 2017:

Due to the previously described waiver, Sprint will continue to process calls to 900 access numbers. The 900 services provider may assess fees directly to relay users.

§64.604 (3)(v) TRS providers are required to provide the following types of TRS calls: (1) Text-to-voice and voice-to-text; (2) VCO, two-line VCO, VCO-to-TTY, and VCO-to-VCO; (3) HCO, two-line HCO, HCO-to-TTY, HCO-to-HCO.

New Jersey Relay provides access to all available relay call types. Through the state's contact with Sprint Accessibility, the state meets and in some cases exceeds the requirements for text-to-voice, voice-to-text, VCO, two-line VCO, VCO-to-TTY, VCO-to-VCO, HCO, two-line HCO, HCO-to-TTY, and HCO-to-HCO. Standard services provided by New Jersey Relay are:

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

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

§64.604(3)(vi) TRS providers are required to provide the following features: (1) Call release functionality; (2) speed dialing functionality; and (3) three-way calling functionality.

Call Release Functionality

New Jersey Relay's TTY Call Release, also known as TTY-to-TTY call set-up, is fully in compliance with FCC standards. Once the CA has both TTY parties on line, the CA releases the call and the conversation is removed from the CA's screen, ensuring confidentiality. TTY callers are then able to conduct a conversation with their called party (TTY) without an intermediary remaining on the line. New Jersey Relay adheres to the FCC's 2nd Report and Order rule, and when the call is signed off or 'released' by the CA, the call ceases to be a Relay call and is no longer subject to the per-minute reimbursement. With 2-Line CapTel service, a CapTel user can release or receive captions at any time during a call.

Speed Dialing Functionality

New Jersey Relay's speed dialing functionality (frequently dialed numbers) allows Relay users to store up to 30 frequently called telephone numbers in their TRS customer profile. Customers who

wish to store more numbers can simply register multiple Customer profiles, which translate to an unlimited number of entries. When the customer calls into the center, the customer can simply provide the CA the “short-hand” name or code associated with that number instead of the entire 10-digit number. For example, a caller can simply request, “Please call mom,” and the CA will dial the associated 10-digit telephone number without delay. The frequently dialed number entry can be sorted by name or number. The CapTel phone is equipped with the ability to program in three speed dial numbers and a recently dialed number.

Three-Way Calling

New Jersey Relay provides three-way calling capability, in which the voice or STS Relay users through TRS (if the customer has purchased this feature from his/her LEC) can use this feature to tie the third party directly into the conversation or to tie the third party in by making a second call to the Relay center. Relay users who have purchased Three-Way calling or conference calling capability from his/her LEC can use this feature when placing a call through New Jersey Relay. This feature allows the user to place the call to the Relay and then conferences in the voice-called party. This is also known as the Two-Line VCO method. TTY users may also use the relay to conference in another TTY user on the line. The original TTY user requests to place a call to the voice-called party. It then becomes a conversation between two TTY customers and one Voice customer. This process also would apply if there were two voice customers and one TTY user on the line.

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

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

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

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

New Jersey Relay does not impose additional charges for any calls which must be made in order to process calls involving recorded or interactive messages. Sprint Accessibility’s sophisticated

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

New Jersey Relay CapTel users are able to hear and interact directly with the recorded message and make the selections as requested by the interactive menu. The CapTel user is alerted to the presence of a recording by hearing the recording and seeing the captions of the recording as the message is played. CapTel users can replay messages as required until the message is both heard and read as captions. The user can stay on the line as long as desired until the message is heard in its entirety or replayed. This is requested by the user directly. The CapTel user interacts with the recorded message system directly. This is treated as one call.

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

Retrieving Answering Machine and Voicemail Messages

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

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

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

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

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

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

A.4 Handling of Emergency Calls

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

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

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

Call Processing Procedures

New Jersey Relay uses the following procedures to ensure TRS users needing emergency services receive prompt assistance with their call.

1.	New Jersey Relay CAs act upon the word "emergency". Calls placed to fire, police, ambulance, and rescue squads are considered emergency calls.
2.	The CA hits a Phoenix function key (hot key) which designates the call as an Emergency. This key also prompts the system to use the caller's NPA/NXX to automatically route the call to the E911 center which is closest to the caller's rate center. This hot-key also "freezes" the screen with an emergency banner so the call information remains displayed. If the customer hangs up, the caller's information is available to be shared with the 911 Center.
3.	Simultaneously, the CA presses a key to notify the Supervisor. The Supervisor will assist the CA in processing the call, if needed. The Supervisor does not take over the CA function unless requested or necessary to complete the call.
4.	The caller's Automatic Number Identification (telephone number) is passed to the E911 as Caller ID.
5.	The CA identifies the call to the authorities, using the phrase: "This is an emergency. I am calling for a deaf (or hard of hearing or Speech Disabled) person through the New Jersey Relay. They are calling from (caller's telephone number). This is CA # 1234, one moment please."

6.	The CA advises the inbound caller that emergency services is on the line. For example, "(POLICE ON LINE NOW)" and then types the way the 911 operator answered the phone.
7.	The CA relays the call. Unlike other Relay calls, CAs may step outside of their neutral role to more actively facilitate communication, as needed.
8.	Upon request, the CA connects the TTY caller directly to the PSAP (TTY).
9.	The CA fills out an "Emergency Incident Form" which documents the call.
10.	In the rare case of an E911 routing error, the CA will fill out a technical "trouble ticket" for additional investigation.

Back up Procedures

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

CapTel Emergency Calling

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

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

Two-Line CapTel Emergency Calling

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

Training and Support Materials

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

Variations

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

Caller Disconnects Before Connecting to 911 Center

If the inbound caller disconnects prior to being connected to 911, the Phoenix system will continue dialing to the PSAP/emergency call center. The CA or Supervisor will notify the PSAP Call Center

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

Voice Emergency Calls

If a voice customer misdials 711 when actually they require assistance through 911, the CA will say to the inbound voice: "You have connected to a telephone relay service for the deaf and hard-of-hearing. If possible, you should hang up and dial 911. If not, we can attempt to connect you to a 911 center near your assigned telephone number, but there could be significant delay in getting assistance." When the voice caller does not disconnect, requests further assistance, and/or remains online for more than 5 seconds after the notification phrase is read the CA will attempt to complete the call to connect the caller to emergency services. The CA will inform the caller, "I am connecting your call to Emergency Services, one moment please."

A.5 STS Called Numbers

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

New Jersey Relay offers the ability for STS users to maintain a record of regularly called names and telephone numbers. New Jersey Relay's speed dialing functionality (frequently dialed numbers) allows Relay users to store up to 30 frequently called telephone numbers in their Customer Profile. When the STS user calls into the center, the user can simply provide the CA the "short-hand" name or code associated with that number instead of the entire 10-digit number. For example, a caller can simply request, "Please call mom," the STS CA will repeat the name and state the telephone number and then dial the associated 10-digit telephone number without delay.

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

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

§64.604 (7) International calls. *VRS calls that originate from an international IP address will not be compensated, with the exception of calls made by a U.S. resident who has pre-registered with his or her default provider prior to leaving the country, during specified periods of time while on travel and from specified regions of travel, for which there is an*

accurate means of verifying the identity and location of such callers. For purposes of this section, an international IP address is defined as one that indicates that the individual initiating the call is located outside the United States.

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

Technical Standards

B.1 ASCII and Baudot

§64.604 (b) Technical standards—(1) ASCII and Baudot. TRS shall be capable of communicating with ASCII and Baudot format, at any speed generally in use.

New Jersey Relay contracts with Sprint Accessibility to provide Baudot (45.5 and 50), Turbocode, Enhanced Turbocode (E-Turbo) and all ASCII rates generally in use. Upon a call being received at the CA position, TTY signals are automatically identified as Baudot, Turbocode or ASCII; if ASCII, the Baud rate is detected. Outbound calls are dialed out in voice mode so both the CA and hearing user (if applicable) can hear the progress of the call. If the phone is answered by a modem, the software will automatically switch to the appropriate mode of Baudot or ASCII based on the tone heard without intervention from the CA. If the call is answered by a voice person, the CA will request the text device if a voice user originated the call.

B.2 Speed of Answer

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

New Jersey Relay contracts with Sprint Accessibility, who currently has 13 TRS and CapTel centers across the U.S. Having access to this number of centers ensures adequate staffing for TRS and CapTel calls. Sprint Accessibility samples the average answer time a minimum of every 15 minutes for each 24-hour period. Their Traffic Management Control Center (TMCC) is staffed with workforce analysts who understand call processes, call volumes, distribution patterns, contract requirements, and call routing, thus ensuring exemplary service.

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

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

§64.604 (b) (2) ((ii) TRS facilities shall, except during network failure, answer 85% of all calls within 10 seconds by any method which results in the caller's call immediately being

placed, not put in a queue or on hold. The ten seconds begins at the time the call is delivered to the TRS facility's network. A TRS facility shall ensure that adequate network facilities shall be used in conjunction with TRS so that under projected calling volume the probability of a busy response due to loop trunk congestion shall be functionally equivalent to what a voice caller would experience in attempting to reach a party through the voice telephone network.

A requirement of the New Jersey Relay contract with Sprint Accessibility is 85 percent of all calls be placed within 10 seconds. "Speed of answer" identifies the number of seconds required to answer a call. New Jersey Relay's CapTel speed of answer meets or exceeds the FCC's requirement to answer 85 percent of all calls within 10 seconds. New Jersey Relay expects Sprint Accessibility will continue to review TRS and CapTel data to determine trends, taking into account any call affecting issues such as weather, holidays or technical problems. Utilizing this information, Sprint Accessibility develops a Network forecast for each upcoming scheduling week.

Sprint Accessibility also reviews each center's results for the previous six weeks, as well as anticipated changes in staffing levels to determine each center's capacity to handle forecasted calls. Once the forecast has been determined, Sprint Accessibility ensures total network traffic is accounted for by each of the centers. By continually monitoring current capacity with regards to trunking, CA workstations, staffing and equipment lag time between anticipated need and actual need will be minimized.

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

New Jersey Relay considers the call delivered when the Relay Center's equipment accepts the call from the LEC, and the public switched network actually delivers the call to the TRS Center. Sprint Accessibility furnishes the necessary telecommunications equipment, facilities, and system software for the complete TRS operation. Sprint Accessibility's transmission circuits meet, and in most cases, exceed the ANSI T1.506-1990 Network Performance – Transmission Specifications for Switched Exchange Access Network standards.

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

Through its contract with Sprint Accessibility, New Jersey Relay includes abandoned calls in its daily speed-of-answer performance calculations.

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

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

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

New Jersey Relay, through its TRS contract with Sprint Accessibility, ensures all relay call centers are provided with sufficient facilities and staffing to provide a Grade of Service (GOS) of P.01 or better for calls entering the call center switch equipment during the busiest hour. Sprint Accessibility's Relay system ensures an excess of 99.99 percent of all calls reach the call center and are answered or receive a ringing signal.

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

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

§64.604 (b) (iii) Speed of answer requirements for VRS providers are phased-in as follows: by January 1, 2006, VRS providers must answer 80% of all calls within 180 seconds, measured on a monthly basis; by July 1, 2006, VRS providers must answer 80% of all calls within 150 seconds, measured on a monthly basis; and by January 1, 2007, VRS providers must answer 80% of all calls within 120 seconds, measured on a monthly basis. Abandoned calls shall be included in the VRS speed of answer calculation.

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

B.3 Equal Access to Interexchange Carriers

§64.604 (b) (3) Equal access to interexchange carriers. TRS users shall have access to their chosen interexchange carrier through the TRS, and to all other operator services, to the same extent that such access is provided to voice users.

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

New Jersey Relay TRS and CapTel users have equal access to their chosen IXC through Relay to the same extent access is provided to voice users.

TRS and CapTel users are encouraged to register their preferred Carrier-of-Choice (COC) with Customer Service. Users who have not registered their preferred Carrier-of-Choice are encouraged to contact the toll-free telephone support (Customer Service) to complete their registration. All new CapTel phones come with a COC card packaged with the equipment. Users are responsible for filling out the card or contacting CapTel Customer Service to receive the benefits of registering their COC preferences for CapTel calls.

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

New Jersey Relay relies on Sprint Accessibility to provide its Relay customers with both the technical and operational capability to send and receive COC calls to and from other providers. Sprint Accessibility's network has the capability to permit users to select the IXC or LEC of their choice in accordance with State and Federal law.

Sprint Accessibility provides the necessary network connections and signaling information in compliance with the standards accepted by the Alliance for Telecommunications Industry Solutions (ATIS) titled "ATIS-0300084, Telecommunications Relay Service" (July 2006) for carriers to accurately bill and rate Relay calls. Sprint Accessibility routes calls to the designated carrier in as efficient a manner as possible. Sprint Accessibility includes the identification of the call as a Relay call, the end user calling number, the called number, and additional information describing the nature of the calling line (e.g., payphone). Calls not requiring operator assistance are routed to the

carrier's non-operator switch. Calls involving alternate billing (e.g., card, collect, third party) involve the operator services position of the carrier. Again, Sprint Accessibility provides as much information as possible to the operator services position of the transport carrier through network signaling. Efficient provision of routing to the carrier minimizes the call set-up time associated with the Relay call.

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

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

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

Sprint Accessibility had 260 carriers participating in the Sprint Accessibility's TRS COC program. Participation of Carriers in New Jersey is dependent on whether carrier is authorized to provide service in New Jersey and connectivity to the Sprint Accessibility Access Tandem.

The following information is applicable beginning June 1, 2017:

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

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

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

- **Correctional Facilities:** Sprint will process calls from inmates at correctional facilities without charge. Please note, inmate calling services (ICS) providers may assess fees directly to relay users – as is done for traditional phone users (i.e., non-relay callers).

- **Payphones:** Sprint will **provide domestic and international calling at no charge** for New Jersey Relay callers using payphones.
- **International Locations:** Sprint will provide **outbound international calling at no charge** for TRS and CTS users. Inbound access is available with customers being charged.
- **Directory Assistance:** Sprint is offering **access to Directory Assistance at no charge** through for New Jersey Relay.
- **Pay Per Call Services:** Sprint will continue to process calls to 900 access numbers. The 900 services provider may assess fees directly to relay users.

B.4 TRS Facilities

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

New Jersey Relay and Sprint Accessibility Customer Service are both available 24x7 for all TRS services. New Jersey Relay, through Sprint Accessibility, utilizes both Uninterruptible Power Supply (UPS) and backup power generators to ensure relay centers have uninterrupted power even in the event of a power outage. UPS is used only long enough for the backup power generators to come on line – a matter of minutes. The backup power generators are supplied with sufficient fuel to maintain operations for at least 24 hours. CapTel Relay Services are also available 24x7.

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

New Jersey Relay contracts with Sprint Accessibility's Relay centers, which are equipped with an UPS, generator, and sufficient fuel to provide power for 24-hours following a power failure. These back-up power systems can continue to provide power beyond 24-hours as long as fuel is readily available. Working in parallel with the UPS is Sprint Accessibility's Intelligent Call Router, which instantly recognizes a problem anywhere in the Sprint Accessibility system and routes the calls to other operating call centers. New Jersey Relay customers will be unaware of any system fault.

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

All of the system preventive maintenance functions can be performed on-line, with no effect on call processing. In addition, on-line and off-line diagnostic routines will identify system faults or failures to the individual board level. Diagnostic procedures are continually processed by the switching system software to detect defective components before they are used. Manual on-line diagnostics can be launched at any time from the maintenance and administrative terminal located with the unit without affecting call processing, calls in progress or calls waiting to be answered. The maintenance and administrative terminal includes keyboard, screen and printer capabilities.

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

§64.604 (b)(4)(iii) A VRS CA may not relay calls from a location primarily used as his or her home.

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

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

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

B.5 Technology

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

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

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

State-of-the-Art Technology

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

- Message Retention (up to 24 hours)
- STS Called Numbers
- Privacy Option
- STS Contact Information
- STS Email Call Set-up

- STS with Voice Carry Over
- Specialized STS Customer Service (including Training Line)
- Wireless Access - STS (*787)

Wireless Access – STS (*787)

In early 2012, Sprint Accessibility announced the first wireless short-code solution for STS users. Sprint Accessibility wireless customers are able to dial *STS (*787) to reach a STS CA quickly and easily from anywhere in the nation. All callers who are physically located within the state are automatically connected to an STS CA. This service is available to both callers with and without a speech disability who need to place an STS call. Voice callers needing to place a call to an STS user may also use this service. When New Jersey TRS customers travel outside of the state, callers will automatically connected to STS based on their physical location. If they are in a state where Sprint Accessibility is the Relay provider, the caller is connected to the State's STS. If not, callers are automatically transferred to Sprint Accessibility's interstate STS, where they will be able to place interstate calls only. This exciting new enhancement grants additional mobility and flexibility for STS users.

STS Message Retention

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

STS Called Numbers

Sprint Accessibility continues to offer the ability for STS users to maintain a record of regularly called names and telephone numbers. Sprint Accessibility's speed dialing functionality (frequently dialed numbers) allows Relay users to store up to 30 frequently called telephone numbers in their Customer Profile. This information, along with other preferences, can be transferred to any new STS provider. When the STS user calls into the center, the user can simply provide the CA the "short-hand" name or code associated with that number instead of the entire 10-digit number. For example, a caller can simply request, "Please call mom," and the STS CA will dial the associated 10-digit telephone number without delay. Please see the following graphic for the written Customer Profile form, which encourages STS users to register speed dial entries.

Frequently Dialed Numbers (Speed Dial for Non-Emergency Calls):

Note: Limit 30 characters per name

	Name	Area Code & Phone Number
1	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
2	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
3	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
4	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>
5	<input style="width: 95%;" type="text"/>	<input style="width: 95%;" type="text"/>

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

STS with Privacy Option

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

STS Contact Information

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

Emergency Numbers

In most emergency situations, STS callers dial 911 first for emergency help. However, this may be especially challenging for STS users. STS users also have the ability to list up to 10 additional emergency phone numbers in their Customer Profile. Contacts such as a doctor's office, the local/state poison control center and the local hospital are used for this purpose.

B.6 Caller ID

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

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

Customer Control

With Sprint Accessibility's TRS Caller ID, the Relay user is in control. Relay users with this feature are able to disable or block their Caller ID information from being transmitted with their LEC on either a 'per-call' or a 'per-line' basis. The TRS user can view the calling party's information before picking up the phone. The Relay user can then decide whether or not to answer the call based on the name and number displayed on the Caller ID unit or their telephone display screen.

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

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

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

Technology

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

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

Caller ID Enhancements

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

Selective Call Acceptance

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

Selective Call Rejection

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

Selective Call Forward

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

Privacy ID (Anonymous Call Rejection)

Privacy ID, also known as Anonymous Call Rejection, allows users to restrict incoming calls from parties who have blocked their Caller ID information. If the name or number of the person that calls you is unknown, the caller hears a recorded message, such as: "The person you are calling does not accept blocked or unknown calls. At the tone, please say your name or company name and your call will be connected." This information will be typed or voiced to the originating caller. If the calling party wishes to leave their name, it will be left by the CA. The called party, if hearing, may listen to the recording and choose an option to answer, block or send to voicemail. Realizing not all users will be able to hear this recording by the calling party, some companies have implemented additional enhancements.

Instant Access List (Preferred Caller List)

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

Caller's Access Code

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

Functional Standards

C.1 Consumer Complaint Logs

§64.604 (c)(1)(i) States and interstate providers must maintain a log of consumer complaints including all complaints about TRS in the state, whether filed with the TRS provider or the State, and must retain the log until the next application for certification is granted. The log shall include, at a minimum, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution. (ii) Beginning July 1, 2008, states and TRS providers shall submit summaries of logs indicating the number of complaints received for the 12-month period ending May 31 to the Commission by July 1 of each year. Summaries of logs submitted to the Commission on July 1, 2008 shall indicate the number of complaints received from the date of OMB approval through May 31, 2012.

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

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

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

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

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

Customer Contacts Online Database (CCOD)

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

C.2 Contact Persons

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

New Jersey Relay callers may file intrastate complaints and commendations regarding New Jersey Relay services through the following contacts:

Lori Timney

Customer Relations Manager

Sprint Accessibility

201 Route 17 N

Rutherford, NJ 07070

www.sprintrelay.com

lori.2.timney@sprint.com

732-201-2667

Patricia Campbell

Administrative Analyst

NJ State Board of Public Utilities

44 S. Clinton Ave, 2nd floor, West

Trenton, NJ 08625

Email: patricia.campbell@bpu.state.nj.gov

Phone: 609-633-9702

C.3 Public Access to Information

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

Outreach education is a significant method to inform relay and non-relay users about the varied free relay services available to them. A substantial amount of the funds are used on activities that publicize and educate the public at large regarding what services are available and how to access and properly use the available variety of relay services. The outreach plan is expanded monthly, dependent on the availability of community events and other advertising mechanisms. Outreach projects include:

Outreach Specialists Program

Promotes and increases awareness of NJ Relay and NJ CapTel Services and provides one-on-one training, home installations, products demonstration, seminars/presentations and exhibits at local or statewide conference events.

Outreach Partnership Program & Business to Business Outreach

Networks with Organizations, Businesses and Agencies to provide outreach education; this program targets audiences such as: high schools, hospitals, Department of Aging Groups, businesses (audiologist & hearing aid dispensers) and doctors.

Marketing Collateral & Giveaways:

Provides promotional giveaways for NJ Relay and CapTel and publishes the TRS Newsletter, flyers, brochures and posters.

Customer Outreach Survey

Collects data through an online survey, printed hard copies distributed at outreach events and magazine inserts (i.e. Monthly Communicator) to determine areas of outreach needs and tailor marketing methods and materials.

NJ Relay Advisory Board Meetings

Provides public awareness to customers about TRS, new services developed, and to serve as a Liaison between users and the Relay Service Provider. The New Jersey Advisory Board, known as the New Jersey Relay Service Operations Advisory Committee, was established on October 15, 1990, in accordance with the Request for Proposal for the provision of Dual Party Relay Systems issued by the state. The Committee functions as a user group that provides support and recommendations in areas of quality customer service, future service and technological enhancements and promoting public service awareness. It serves as a liaison between the users of the service and the Relay Service Provider and/or the State.

Taste of Technology forums

Since 2006, New Jersey has been hosting open, hands-on forums on how people with hearing and speech disabilities can use telecommunication technology. The events are a very successful way to communicate with the community about relay services and keep relay users informed of the latest advancements in technology. The forums are great opportunities for professionals working with Deaf and Hard of Hearing clients and excellent for any agency that works with people with hearing loss who may be experiencing difficulty hearing on the phone. Workshops and booths focusing on NJ Relay, NJ CapTel, Sprint Relay, assistive devices for people with disabilities, telecommunication equipment and other relevant accessibility topics have been provided free of charge to the community. Taste of Technology forums have also been provided in Texas, Oregon, and Washington.

Mass Media Advertising

New Jersey has a great deal of experience in Mass Media Campaigns. The use of media in public relations is essential to maximizing awareness to the general public about TRS, CapTel, and RCC. New Jersey has utilized every opportunity to educate the public about relay services through print: New Jersey Relay Newsletter, organizational newsletters, newspapers (local, state and Hispanic), Instructional video, and three websites: njrelay.com, njrelaycc.com, and njcaptel.com, and CapTel TV PSA Campaigns.

CapTel Advertisements

Captioned Telephone (CapTel) service, as an enhanced Voice Carry-Over (VCO) service, was introduced to New Jersey in 2006 and became a part of the New Jersey contract the same year. The CapTel Program in New Jersey has been successful and has become a model for other states that have chosen Sprint as their CapTel provider. Also, New Jersey is the first state to offer CapTel Set-up support service through the CTI website, which allows consumers to request installation support while filling out the order form to receive a new CapTel phone. This procedure helped increase the number of CapTel users using the service by helping them better understand how the phone works. The NJ CapTel TV campaign was launched in 2006 and has continued to air 30-second TV commercials over the past 6 years to educate family members of New Jerseyans with hearing loss about the availability of the equipment and service throughout the state, these advertisements are successful because actual consumers were recognized by their respective communities and therefore, awareness about the service increased. New Jersey also has the proud distinction of being one of the few states in the country to have a dedicated CapTel website (njcaptel.com) which was launched in November 2008.

Hispanic Outreach

New Jersey has been recognized as one of the Sprint Relay states focusing on Spanish Outreach to promote and accelerate the use and understanding of New Jersey Relay and CapTel services. This is done to reach out to underserved populations who can benefit from New Jersey Relay and New Jersey CapTel and provide feedback to improve services. New Jersey has developed marketing materials, giveaways, and video clips such as TRS, CapTel Brochures, and website information translated into Spanish. New Jersey also provided the newspaper ad copy to be translated into Spanish and placed with all major Hispanic newspaper media outlets, including El Nuevo to reach Hudson County, El Diario – in New Jersey, La Voz to reach Union County, and online newspapers.

TRS Information in Directories

Placing New Jersey Relay TRS numbers in directories throughout the state makes relay information visible and available to consumers. **Appendix F** contains selected examples of such information.

New Jersey TRS Literature

New Jersey Relay products and services continued to be promoted via outreach activities where brochures, instructional and marketing flyers, and advertisements in various publications are disseminated. During the past four-and-a-half years, the following New Jersey TRS literature were developed:

- Brochure in both English and Spanish languages
- Brochure geared for youth

New Jersey Speech-to-Speech Literature

New Jersey Relay STS products and services continued to be promoted via outreach activities where a brochure is disseminated and an advertisement published in publications. In addition, a Video-Assisted STS flyer was developed, outlining instructions on how to use this enhanced service.

New Jersey CapTel

New Jersey CapTel products and services continued to be promoted via numerous avenues including outreach activities where brochures, articles, and instructional and marketing flyers

geared toward specialized groups of people are disseminated as well as via digital education, modes of transportation, and advertisements in various publications. During the past four-and-a-half years, the following New Jersey CapTel literature and media were developed:

- Advertisements in both English and Spanish languages
- Brochure in both English and Spanish languages
- Brochures geared towards: Youth, Family, Retired Persons
- Articles
- Billboards
- Busses
- Shopping Malls

Relay Conference Captioning

New Jersey Relay Conference Captioning products and services continued to be promoted via outreach activities where a brochure and flyer are disseminated.

Newsletters

Developed, created, and produced for dissemination, New Jersey Relay provides these newsletters twice a year. Information include:

- Message from the Account Manager
- New Jersey Relay numbers
- Explanation of and pictures of events hosted and participated
- Tips on a specific relay product and service
- New Jersey Relay updates
- Advisory board member listing
- Other resources

Websites

New Jersey Relay maintains and operates three different websites:

- TRS: www.njrelay.com
- STS: www.newjerseysts.com
- CapTel: www.njcaptel.com or www.njcaptionedtelephone.com

These specialized websites provide information on the various relay services, explains how each relay call is handled, view a blog, offers consumers an online form to note their personal preferences, and more.

Social Media

In social media platforms, New Jersey Relay has information about its products and services for consumers to read, learn, and participate:

- Facebook pages (2) –
 - TRS: www.facebook.com/njrelay
 - CapTel: www.facebook.com/newjerseycaptel
- Twitter accounts (2) - @njcaptel and @njrelay
- YouTube Channel – www.youtube.com/njrelay
- LinkedIn – New Jersey Relay and CapTel
- Blog sites (2) – njrelay.com/blog and njcaptel.com/blog
- Myspace – myspace.com/njrelaycaptel

C.4 Rates

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

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

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

By FCC jurisdiction, Sprint Accessibility has two separate Message Telephone Service rates – one for interstate and one for intrastate. The following table exhibits the discounted rates off Sprint Accessibility’s Message Telephone System (MTS) rates.

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

March 17, 2016 through May 31, 2017

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

Effective June 2017, we provide long-distance at no charge. This is as result of CG Docket No. 03-123 granted by the FCC on August 24, 2016.

C.5 Jurisdictional Separation of Costs

§64.604 (5) Jurisdictional separation of costs—(i) General. *Where appropriate, costs of providing TRS shall be separated in accordance with the jurisdictional separation procedures and standards set forth in the Commission’s regulations adopted pursuant to section 410 of the Communications Act of 1934, as amended (ii) Cost recovery.* *Costs caused by interstate TRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism. Except as noted in this paragraph, with respect to VRS, costs caused by intrastate TRS shall be recovered from the intrastate jurisdiction. In a state that has a certified program under §64.605, the state agency providing TRS shall, through the state’s regulatory agency, permit a common carrier to recover costs incurred in providing TRS by a method consistent with the requirements of this section. Costs caused by the provision of interstate and intrastate VRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism.*

NOTE: APRIL 6, 2011--FCC NAMES NEW ADMINISTRATOR OF INTERSTATE TRS FUND

Action Part of Commission’s Comprehensive Reforms to the VRS Program

Washington, D.C. – The Commission has awarded Rolka Loubé Saltzer Associates, LLC, (RLSA) of Harrisburg, PA, a contract to administer the Interstate Telecommunications Relay Service (TRS) Fund, a Fund used to support communication service for persons who have hearing or speech disabilities or who are deaf-blind. Since July 26, 1993, the Commission has required that each common carrier providing voice transmission services also provide TRS throughout their service areas.

The contract specifies the oversight and administrative duties that RLSA will be assuming, which include protecting the integrity of the TRS Fund as well as overseeing the distribution of funds under the FCC's newly established national equipment distribution program for people who are deaf-blind. The latter is required by the new Twenty-first Century Communications and Video Accessibility Act, signed into law on October 8, 2010.

TRS is a telephone transmission service that allows persons who have hearing or speech disabilities or are deaf-blind, to place and receive telephone calls. TRS is available in all 50 states, the District of Columbia, and some of the U.S. territories for local and long distance calls. There is no cost of TRS to the TRS user. The costs of intrastate TRS are supported either through state telephone rate adjustments, or surcharges on local telephone bills. The costs of interstate TRS are supported by contributions made to the TRS Fund by all telecommunications and VoIP service providers. TRS providers are then compensated for the costs of providing interstate TRS, including TRS provided over the Internet, from the TRS Fund on a minutes-of-use basis.

As Administrator of the TRS Fund, RLSA will oversee the collection and disbursement of funds, which shall include reviewing all monthly submissions from TRS providers seeking compensation to ensure there are no irregularities, discrepancies or violations of the Commission's TRS rules, and that there are no indications of potential fraud. RLSA will also establish and implement internal controls and procedures for the disbursement of funds, subject to Commission approval.

RLSA will withhold payment to TRS providers that fail to demonstrate full compliance with all relevant Commission rules governing the provision of TRS, fail to provide adequate documentation or justification for compensation in response to requests for such documentation by the FCC, or engage in potential waste, fraud, or abuse.

-FCC (For more news and information about the FCC please visit www.fcc.gov)

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

ADA Requires TRS Services

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

Telecommunications Relay Fund

§64.604 (c)(5)(iii) through §64.604 (c)(iii)(M) does not pertain to State programs. However, the state of New Jersey contracts with Sprint Accessibility who contribute and collect interstate funds through RLSA. It is the State's understanding that Sprint Accessibility complies with the appropriate mandates under this section.

§64.604 (c) (7) (N) (1-4) pertain to VRS providers. The State of New Jersey does not provide VRS services, does not contract to provide VRS services and is exempt from this section.

C.6 Complaints

§64.604 (6) (i) Referral of complaint. If a complaint to the Commission alleges a violation of this subpart with respect to intrastate TRS within a state and certification of the program of

such state under §64.605 is in effect, the Commission shall refer such complaint to such state expeditiously. (ii) Intrastate complaints shall be resolved by the state within 180 days after the complaint is first filed with a state entity, regardless of whether it is filed with the state relay administrator, a state PUC, the relay provider, or with any other state entity.

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

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

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

If a miscellaneous complaint is filed with customer service, a copy is faxed to the appropriate Account Manager for resolution and follow-up with the customer. New Jersey Relay customers also have the option of calling Sprint Accessibility's 24-hour Customer Service department (800-676-3777), the Sprint Accessibility Account Manager or the New Jersey Board of Public Utilities to file complaints or commendations.

New Jersey Relay has adopted the informal FCC procedure of closing all complaints, complete with a satisfactory resolution, within 180 days of the date the complaint was filed. New Jersey Relay submits all complaints from June 1-May 31st to the FCC by the annual July 1st deadline.

Sprint has a comprehensive Customer Complaint Tracking program. A supervisor or Operations Administrator is available 24x7 to accept complaints, document and forward documentation to the proper source for resolution. Supervisors provide immediate feedback to both the customer and the CA.

Sprint will provide copies of each TRS Customer Contact form, including the date the complaint was filed, an explanation of the complaint, the date the complaint was resolved and explanation of the resolution and any other pertinent information to New Jersey. Further, Sprint maintains a log of each individual complaint and provides comprehensive reports on a monthly and annual basis to each of the Sprint States.

The complaint resolution procedure outlines the steps to ensure complaints are resolved within 180 days of filing. If the complaint concerns a specific CA, an Operations Supervisor follows up and resolves the complaint. The role of the supervisor is to:

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

If the complaint concerns a specific technical issue, a trouble ticket is filed and the ticket number is documented on the customer contact form. The ticket will be investigated and resolved by an

onsite technician. The state-assigned Relay Program Manager is responsible for tracking all technical complaints and following-up with customers on resolutions. If a miscellaneous complaint is filed with customer service, a copy is faxed to the appropriate Relay Program Manager for resolution and follow-up with the customer. New Jersey customers also have the option of calling our 24-hour Customer Service department (800-676-3777) for the New Jersey Relay Program Manager to file complaints or commendations. Sprint has the capability to transfer the caller on-line to the Customer Service department.

A Customer Service representative will always answer the calls live. The assigned Relay Program Manager is responsible for tracking all commendations and complaints and sending copies of Customer Contacts to the State Relay Administrator by the invoice due date of the following month. To assist customers in identifying contact information for complaints, the toll-free Customer Service number and other contact information is included on all brochures and Outreach materials, including relay websites.

Sprint Relay submits all Interstate Relay (Sprint IP, IP Wireless) complaints directly to the FCC from June 1 - May 3 of each year by the July 1st deadline.

C.7 Treatment of TRS Customer Info

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

New Jersey Relay, through Sprint Accessibility's Customer Preference Database, includes type of call, billing information, speed dialing, slow typing, COC, emergency numbers, blocked outbound numbers, language type (English, Spanish, ASL) and call notes in customers' profiles. At the end of the ensuing contract(s) Sprint Accessibility will transfer all TRS database records to the next incoming relay provider, at least 60 days prior to the last day of service, in a usable format. Sprint Accessibility does not use customer information for any purpose other than to connect the TRS user with the called parties desired by that TRS user. Sprint Accessibility will not sell, distribute, share or reveal in any other way by the relay center or its employees, unless compelled to do so by lawful order. All complaints filed with the Board of Public Utilities are assigned a complaint number and investigated thoroughly before an answer is provided to the customer. Upon the receipt of a complaint, the contract manager contacts Sprint for a full and prompt investigation of the complaint or inquiry. Complaints are not closed until a final resolution is achieved. Complaints are handled in an informal manner and resolved on an amicable basis.

§64.606 State Certification

3(b)(1) Requirements for state certification. After review of state documentation, the Commission shall certify, by letter, or order, the state program if the Commission determines that the state certification documentation: (i) Establishes that the state program meets or exceeds all operational, technical, and functional minimum standards contained in §64.604; (ii) Establishes that the state program makes available adequate procedures and remedies for enforcing the requirements of the state program, including that it makes

available to TRS users informational materials on state and Commission complaint procedures sufficient for users to know the proper procedures for filing complaints; and (iii) Where a state program exceeds the mandatory minimum standards contained in §64.604, the state establishes that its program in no way conflicts with federal law.

On August 28, 1991, the New Jersey Board of Public Utilities (BPU) chose to provide statewide TRS in New Jersey. Section 225(f) of the ADA requires a state choosing to establish a TRS program provide documentation to the FCC describing the program for implementing intrastate TRS and the procedures and remedies available for enforcing any requirements imposed by the state program. The ADA provides the FCC shall certify the state program if it determines the program makes available to individuals with hearing or speech disabilities intrastate TRS in a manner that meets or exceeds the requirements of regulations prescribed by the FCC in its rules.

The FCC promulgated rules permitting each state to select its own method for funding the intrastate portion of TRS, as long as said method was consistent with the ADA. 47 C.F.R. §64.605(d). The Board determined the most appropriate and stable funding source for TRS was from the IXC's and LEC's, and the portion of funding supplied by each carrier would be determined as a proportion of carrier revenue to total statewide IXC/LEC revenue. The Board established a more detailed funding mechanism by Order dated September 1, 1993, which mandated TRS costs be apportioned among all LEC's and IXC's whose revenue are at least one half of one percent (0.5 percent) of the total New Jersey Gross Intrastate Annual Operating Revenue for all carriers combined (LEC's and IXC's). Staff was directed to make the required share calculations annually and to arrange through Verizon for each carrier to be billed for the amounts owed on a monthly basis, based on the TRS costs received from the provider of the service. The full text can be found in **Appendix O** of the Legislative Order.

Each affected carrier's percentage will continue to be determined by Staff using the carrier's revenue as a percentage of the total annual revenues, as reported to the Board in each carrier's annual report, as required by N.J.S.A. 48:2-16 for the prior year. These figures will continue to be filed on March 31 of each year, with the share determination to be made in April of each year. This cost apportionment process shall apply to bills from April 1 through March 31 of the following year. Share percentages shall be recalculated if an eligible company exits the market prior to the annual recalculation.

The total TRS billing will continue to be reviewed and verified by Staff on a monthly basis as incurred. The costs will be apportioned to each carrier on a monthly basis using the share percentages calculated annually as determined by Staff. Verizon will continue to bill each carrier its respective portion of the approved monthly costs. Payments will then be forwarded directly to the TRS provider's billing operation.

Please see **Appendix O** for a copy of the NJ Order regarding the funding of the NJ Statewide Dual Party Relay System.

New Jersey users are charged no more for services than for those charges paid by standard "voice" telephone users. New Jersey users, who select Sprint as their interstate carrier, will be rated and invoiced by Sprint. The caller will only be billed for conversation time. Those users, who selected a preferred interstate carrier via the New Jersey COC list, will be rated and invoiced by the selected interstate carrier.

New Jersey Relay was approved for TRS Certification Renewal by the FCC in 2013. For a copy of this letter, please see **Appendix P**.

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

No substantive changes have been made to New Jersey's TRS program since 2008.

Appendix A

DA 17-697

Released: July 19, 2017

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

Under Section 225, states wishing to operate their own telecommunications relay service (TRS) programs for the provision of intrastate and interstate TRS must have certification from the Federal Communications Commission (FCC or Commission) to do so.¹ Commission rules provide that states and covered territories may receive TRS certification in five year increments.² This Public Notice alerts states and territories that the certifications they now hold will expire on July 25, 2018. Under the Commission's rules, each certified state or territory may file an application for renewal of its certification one year prior to expiration, i.e., beginning July 25, 2017.³ Although there is no prescribed deadline for filing, we request that renewal applications be filed no later than October 1, 2017, to give the Commission sufficient time to review and rule on the applications prior to expiration of the existing certifications.

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

All certified state TRS programs are required to provide traditional (TTY-based) TRS, interstate Spanish language traditional TRS, and speech-to-speech relay (STS) service.⁹ States may also offer captioned telephone relay service (CTS).¹⁰ Each state seeking renewal of its certification must submit documentation to the Commission that describes its relay program and includes its procedures and remedies for enforcing any requirements that the program may impose.¹¹ In addition, a state must establish that its program makes available to TRS users informational materials on state and Commission complaint procedures sufficient for users to know the proper procedures for filing complaints.¹² This certification process is intended to ensure that TRS is provided in a uniform manner throughout the United States

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

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

³ 47 CFR § 64.606(c)(1).

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

⁵ 47 U.S.C. § 225.

⁶ *Id.* § 225(a)(3).

⁷ *Id.* § 225(a)(3).

⁸ See 47 CFR § 64.604.

⁹ See 47 CFR § 64.603.

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

¹¹ 47 U.S.C. § 225(f); 47 CFR § 64.606(a).

¹² 47 CFR § 64.606(b)(1)(ii).

and territories. The Commission's TRS rules further explain that documentation should be submitted in narrative form, and that the Commission shall provide the public with notice of and an opportunity to comment on such applications.¹³

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

SUMMARY OF STATE TRS PROGRAM CERTIFICATION TIMELINE

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

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

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

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

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

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

ADDITIONAL INFORMATION

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

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

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

-FCC-

¹³ *Id.* § 64.606(a).


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

¹⁵ 47 CFR § 64.606(b)(1)(iii).

¹⁶ 47 U.S.C. § 225(f)(2)(B).

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

Award

	STATE OF NEW JERSEY PROCUREMENT BUREAU 33 WEST STATE ST 9TH FL TRENTON, NJ 08625-0230 PROFESSIONAL CONTRACT	NUMBER : A88812 DATE : 04/21/15 BUYER : JAMES E STRYPE PHONE : (609) 341-2977 EFFECTIVE DATE : 04/01/15 EXPIRATION DATE : 03/31/18 T-NUMBER : T2380 CONTRACTOR : SPRINT COMMUNICATIONS CO LP
	TELECOMMUNICATIONS RELAY SERVICE	PAGE: 1

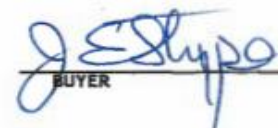
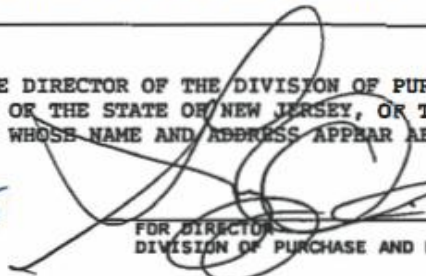
SPRINT COMMUNICATIONS CO LP 12524 SUNRISE VALLEY DR RESTON VA 20196	VENDOR NO. : 431408007 07 VENDOR PHONE : (703)688-6759 FEIN/SSN : 431408007 REQ AGENCY : 822012 BOARD OF PUBLIC UTILITIES AGENCY REQ NO. : PURCH REQ NO. : 1042283 FISCAL YEAR : 15 COMMODITY CODE : 91528 SOLICITATION # : 23662 BID OPEN DATE : 12/23/14
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TERM CONTRACT FROM: 04/01/15 TO: 03/31/18

1. ORDERING PERIOD:	CONTRACT BEGINNING ORDERING PERIOD IS: 04/01/15 CONTRACT ENDING ORDERING PERIOD DATE IS: 03/31/18
2. F.O.B. POINT:	DESTINATION
3. DELIVERY	DELIVERY WILL BE MADE WITHIN AS SPECIFIED ELSEWHERE UNLESS SPECIFIED DIFFERENTLY ON EACH LINE OR UNLESS AN ALTERNATE DELIVERY SCHEDULE IS INDICATED. AN ALTERNATE DELIVERY SCHEDULE IS ENCLOSED HEREIN: YES
4. CASH DISCOUNT TERMS:	CASH DISCOUNT TERMS ARE 00.00% DAYS.
5. PERFORMANCE BOND:	PERFORMANCE BOND REQUIRED: NO ; DATE REQUIRED 00/00/00 AMOUNT \$0 ; PERCENT OF CONTRACT 0.00%
6. RETAINAGE:	RETAINAGE PERCENT IS 0.00%
7. COOPERATIVE PROC:	THIS CONTRACT IS AVAILABLE FOR POLITICAL SUBDIVISION USE UNDER THE COOPERATIVE PROCUREMENT PROGRAM NO
8. BID REFERENCE NO:	YOUR BID REFERENCE NUMBER IS:
9. AWARDED LINES:	YOU WERE AWARDED 4 LINES FROM THE SOLICITATION NUMBER 23662 . THESE LINES ARE INCLUDED AS A PART OF THIS CONTRACT.

ALL TERMS AND CONDITIONS AS A PART OF SOLICITATION NUMBER 23662 INCLUDING ANY ADDENDA THERETO AND ALSO INCLUDING THE BIDDER'S PROPOSAL AS ACCEPTED BY THE STATE ARE INCLUDED HEREIN BY REFERENCE AND MADE PART HEREOF EXCEPT AS SPECIFIED HEREIN

THIS IS NOTICE OF ACCEPTANCE BY THE DIRECTOR OF THE DIVISION OF PURCHASE AND PROPERTY ACTING FOR AND ON BEHALF OF THE STATE OF NEW JERSEY, OF THE OFFER REFERENCED ABOVE BY YOUR FIRM WHOSE NAME AND ADDRESS APPEAR ABOVE.

 BUYER	4/23/2015 DATE	 FOR DIRECTOR DIVISION OF PURCHASE AND PROPERTY
	4/25/15 DATE	

USING AGENCIES CANNOT PROCESS INVOICES FOR PAYMENT OF DELIVERED GOODS AND/OR SERVICES UNTIL THE PROPERLY EXECUTED BOND HAS BEEN RECEIVED AND ACCEPTED BY THE PURCHASE BUREAU.
 VENDOR COPY

FCC Matrix

Please see the following table for a point-by-point explanation of how we meet and/or exceed each of the minimum federal standards.

FCC Minimum Standard	Applies to:	Compliant	Sprint's Approach
CA Training	TRS, STS, CTS, IP	Exceeds	Sprint offers comprehensive training designed to offer

FCC Minimum Standard	Applies to:	Compliant	Sprint's Approach
47 C.F.R. § 64.604(a)(1)(i)	CTS, IP Relay		the best quality to all relay users. Sprint's 2-3 week program includes training on Diversified Culture, compliance with regulatory requirements, & operation of Sprint's systems.
CA Skills 47 C.F.R. § 64.604(a)(1)(ii)	TRS, STS, CTS, IP CTS, IP Relay (Partially waived for CTS, IP CTS)	Exceeds	Sprint ensures all CAs are skilled in typing, grammar, spelling, & interpretation of typewritten ASL (as applicable), familiar with hearing & speech disability culture, language, & etiquette; & have clear & articulate voice communication skills.
CA Typing 47 C.F.R. § 64.604(a)(1)(iii)	TRS, STS, CTS, IP CTS, IP Relay (Waived/ partially waived for CTS, IP CTS)	Exceeds	Sprint's CAs type &/or transcribe conversations at a rate greater than 60 wpm. CA testing is conducted at least quarterly.
VRS CA Qualifications 47 C.F.R. § 64.604(a)(1)(iv)	VRS	N/A	This requirement is not applicable to the services being offered.
Call Takeover 47 C.F.R. § 64.604(a)(1)(v)	TRS, STS, CTS, IP CTS, IP Relay	Exceeds	As a general rule, Sprint allows CA takeovers only when necessary. Sprint's CAs stay with any given call for a minimum of 10 or 20 mins, as defined by the FCC.
Gender Preference 47 C.F.R. § 64.604(a)(1)(vi)	TRS, STS, IP Relay (Waived for CTS, IP CTS)	Meets	Sprint makes its best efforts to accommodate its customers' requests regarding the gender of the CA handling their calls — both at call initiation &/or call takeover.
Real Time 47 C.F.R. § 64.604(a)(1)(vii)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Sprint's sophisticated software enables real-time communication for all Relay users.
STS Voice Mute Option 47 C.F.R. § 64.604(a)(1)(viii)	STS (Waived for TRS, IP Relay, CTS, IP CTS)	Meets	Sprint offers STS users the option to mute so the other party to the call will hear only the CA & will not hear the STS user's voice.
Confidentiality Rule 47 C.F.R. § 64.604(a)(2)(i)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Sprint's systematic & operational processes intended to prevent disclosure of call content &/or CPNI, except as authorized by 47 U.S.C. § 605. STS CAs may retain info from a particular call in order to facilitate the completion of consecutive calls at user request.
Conversation Content 47 C.F.R. § 64.604(a)(2)(ii)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Sprint bars its CAs from intentionally altering conversations, except to the extent necessary to: (i) translate ASL calls to conversational English; (ii) facilitate STS calls without interfering with the independence of the user; or (iii) necessary to provide info to emergency responders.
Sequential Calls 47 C.F.R. § 64.604(a)(3)(i)	TRS, STS, IP Relay (Waived for CTS, IP CTS)	Meets	Sprint CAs do not refuse single or sequential calls.
Call Length 47 C.F.R. § 64.604(a)(3)(i)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Sprint never limits the length of a Relay call.
Types of Calls 47 C.F.R. § 64.604(a)(3)(ii)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Except to the extent the reqs are waived, not permitted, or as the FCC determines it is not technologically feasible, Sprint svcs are capable of handling any type of call normally provided by telecomm carriers.
Credit Authorization 47 C.F.R. § 64.604(a)(3)(iii)	TRS, STS, CTS (Waived for IP CTS, IP Relay)	Meets	Sprint understands it is permitted to decline a call if the user cannot pay or because a credit authorization for toll calls is denied.
Pay Per Calls 47 C.F.R. § 64.604(a)(3)(iv)	TRS, STS, CTS (Waived for IP CTS, IP Relay)	Exceeds	Sprint processes pay per calling for TRS & CapTel users with blocks available via the Customer Profile.
Call Combinations 47 C.F.R. § 64.604(a)(3)(v)	TRS (Partially waived for CTS, IP CTS, IP Relay)	Meets	Sprint's Relay services support all mandatory FCC call types.
Call Release 47 C.F.R. § 64.604(a)(3)(vi)(1)	TRS (Waived for CTS, IP CTS, IP Relay)	Meets	Sprint provides TTY-TTY call set-up which allows the CA to set-up the call & drop off the line, if not needed to facilitate conversation.
Speed Dial	TRS, STS, CTS, IP	Meets	Sprint's TRS/CTS speed dial is available with a

FCC Minimum Standard	Applies to:	Compliant	Sprint's Approach
47 C.F.R. § 64.604(a)(3)(vi)(2)	Relay (Waived for IP Relay)		Customer Profile. CapTel users can select 3 speed dial buttons & a phone book for contacts.
Three-Way Calling 47 C.F.R. § 64.604(a)(3)(vi)(3)	TRS, STS, CTS, IP Relay (Waived for IP CTS)	Meets	Sprint supports LEC-based 3-way calling for its customers.
Interactive Menus & Voicemail 47 C.F.R. § 64.604(a)(3)(vii)/(viii)	TRS, STS, CTS, IP CTS, IP Relay	Exceeds	Sprint electronically captures & makes interactive recordings & voicemail/answering machines available to Relay customers. Sprint supports Sprint IP Text Mail so Sprint IP users can receive voicemail messages via email when unable to answer.
Emergency Calls for TTY-based providers 47 C.F.R. § 64.604(a)(4)	TRS, STS (N/A for CTS, IP CTS, IP Relay)	Meets	Sprint automatically & immediately connects emergency calls to an appropriate PSAP capable of dispatching emergency services.
STS Called Numbers 47 C.F.R. § 64.604(a)(5)	STS (N/A for TRS, CTS, IP CTS, IP Relay)	Exceeds	Sprint allows STS users to register a Customer Profile which includes Speed Dial & other enhancements.
Privacy Screens 47 C.F.R. § 64.604(a)(6)	VRS	N/A	This requirement is not applicable to the services being offered.
International Calls Non-reimbursable 47 C.F.R. § 64.604(a)(7)	VRS, IP Relay (N/A for TRS, STS CTS, or IP CTS)	N/A	This requirement is not applicable to the services being offered. Sprint IP has procedures to prohibit international usage.
ASCII & Baudot 47 C.F.R. § 64.604(b)(1)	TRS, STS (Waived for CTS, IP CTS) (N/A for IP Relay)	Exceeds	Sprint's TRS (TTY) platform supports all communication modes including Baudot (domestic & international), ASCII, Turbo Code, & Enhanced Turbo Code (E-Turbo).
Speed of Answer & Blockage 47 C.F.R. § 64.604(b)(2)	TRS, STS, CTS, IP CTS, IP Relay	Exceeds	Sprint Relay answers at least 85% of all calls within 10 secs, including abandons. Sprint's systems exceed the P.01 standard.
Equal Access to Interexchange Carriers (IXCs) 47 C.F.R. § 64.604(b)(3)	TRS, STS, CTS (Waived for IP CTS, IP Relay)	Exceeds	Except to the extent the reqs are waived, Sprint's TRS & CTS platforms support the billing & rating of toll calls through other carriers.
TRS Facilities 47 C.F.R. § 64.604(b)(4)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Sprint provides mandated services 24/7 using redundant facilities functionally.
Technology 47 C.F.R. § 64.604(b)(5)	TRS, STS, CTS, IP CTS, IP Relay	Exceeds	Sprint exceeds the minimum mandatory services & routinely upgrades its products to increase functional equivalency.
Caller ID 47 C.F.R. § 64.604(b)(6)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Sprint provides Caller ID. If not blocked by the customer, the number of the calling party is transmitted.
STS 711 Calls 47 C.F.R. § 64.604(b)(7)	TRS, STS (N/A to CTS, IP CTS, or IP Relay)	Exceeds	Sprint offers solutions to meet this req: Auto 711 Routing for STS users connects callers with a Customer Profile directly to STS CAs. CAs answering 711 for callers without a profile will immediately transfer the caller to an STS CA. Sprint offers a wireless short code to STS for Sprint wireless users. Sprint's 711 IVR allows connectivity directly to an STS CA using the same level of prompts the IVR uses for other forms of TRS.
Consumer Complaint Logs & Procedures 47 C.F.R. § 64.604(c)(1)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Sprint maintains 24/7 Customer Service & logs all complaints received. Sprint provides the State a summary that meets FCC standards.
Contact Persons 47 C.F.R. § 64.604(c)(2)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Sprint's POC for complaints: Sprint Relay Customer Service PO Box 29230 Shawnee Mission, KS 66201-9230 800-676-3777 (English) 800-676-4290 (Spanish) 877-787-1989 (STS)

FCC Minimum Standard	Applies to:	Compliant	Sprint's Approach
			877-877-3291 (Fax)
Public Access to Information 47 C.F.R. § 64.604(c)(3)	TRS, STS, CTS, IP CTS, IP Relay	Exceeds	Sprint provides innovative Outreach services through state programs. The FCC does not allow IP Relay providers to include the cost of outreach in their yearly costs. Sprint publicizes IP services through promo materials, on-line marketing, & PSAs. (Sprint does not include the cost of these activities in its yearly cost submissions to the FCC).
Rates 47 C.F.R. § 64.604(c)(4)	TRS, STS, CTS, IP CTS, IP Relay	Exceeds	Sprint ensures TRS/CTS users, who rely on Sprint's Relay platforms to establish billing for toll calls, are charged no more than traditional phone users.
Cost Information & Data Submission 47 C.F.R. § 64.604(c)(5)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Sprint contributes to the Interstate TRS Fund & submits required cost data to the FCC & to the Fund administrator to receive reimbursement.
Whistleblower Notice 47 C.F.R. § 64.604(c)(5)(M)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Sprint has provided copies of the whistleblower protections to all of its employees including instructions for reporting noncompliance to the FCC's whistleblower hotline.
Complaint Resolution 47 C.F.R. § 64.604(c)(6)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Sprint supports timely & effective complaint resolution.
Treatment of Customer Information 47 C.F.R. § 64.604(c)(7)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Sprint does not use Customer Profile data for any purpose other than to process calls & will not sell, distribute, share, or reveal the profile data unless compelled by law. During State Relay transitions, Sprint provides data at least 60 days prior to transition in usable format.
No Incentives to Use IP CTS 47 C.F.R. § 64.604(c)(8)	IP CTS (N/A to TRS, STS, CTS, or IP Relay)	Meets	Sprint does not offer incentives to IP CTS users directly/indirectly. Sprint prohibits incentives to hearing health professionals & does not have joint marketing arrangements with any hearing health professional.
IP CTS Registration & Certification 47 C.F.R. § 64.604(c)(9)	IP CTS (N/A to TRS, STS, CTS, or IP Relay)	Meets	Sprint complies with the final FCC rule requiring collection new customers' names, addresses, phone numbers, DOBs, & last 4 of SSNs. Sprint collects a separate, self-cert for all new IP CTS users. Sprint maintains records for at least 5 years after service ceases, & does not disclose registration & cert info, except as required by law.
IP CTS Default Settings 47 C.F.R. § 64.604(c)(10)	IP CTS (N/A to TRS, STS, CTS, or IP Relay)	Meets	Sprint's default setting for the IP CapTel phone is to have captions on.
IP CTS Equipment Fee & Label 47 C.F.R. § 64.604(c)(11)	IP CTS (N/A to TRS, STS, CTS, or IP Relay)	Meets	Portions of this were struck down after the DC Circuit Court ruling on Sorenson v FCC & no longer applies. Sprint fully complies with the remainders of the order to provide a warning label on IP CTS equip & software.
TRS calls requiring multiple CAs 47 C.F.R. § 64.604(c)(14)	TRS, STS, CTS, IP CTS, IP Relay	Meets	Sprint complies for VCO-VCO calls between multiple CapTel users, IP CTS/CTS users & IP CTS users; CTS/IP CTS users & TTY users; CTS/IP CTS users & VRS users.
IP Emergency calling requirements 47 C.F.R. § 64.605	IP CTS, IP Relay (N/A to TRS, STS, or CTS)	Meets	Sprint is in full compliance. For Sprint IP, Sprint handles & routes emergency calls to the applicable PSAP; immediately attempts to re-establish contact in the event of disconnection; automatically places 911 calls at the front of call queues; & obtains registered location info from users. For IP CTS calls, Sprint provides captioning for emergency calls, & the customer's underlying carrier handles call routing & delivery to/from the PSAP. Sprint provides users with methods of updating their registered locations.
Internet-based TRS Registration 47 C.F.R. § 64.611	IP Relay (N/A to TRS, STS, CTS, or IP CTS)	Meets	Sprint provides IP users the ability to register Sprint as their default provider. Sprint assigns 10-digit local numbers, routes, & delivers inbound & outbound calls. Sprint updates the TRS Numbering Directory for users

FCC Minimum Standard	Applies to:	Compliant	Sprint's Approach
			who select Sprint as their default IP provider, as reqd under the FCC. Sprint complies with all porting reqs. Sprint's promo mats include advisories for E911, processes for obtaining a number, number portability, & updating location info.

Training

Communications Assistant (CA) Training

Sprint knows a well-trained CA has the skills and tools to provide the best customer experience. The education and continued development of all CAs is an investment. Sprint's training has evolved over 26 years in the relay industry, however, Sprint's commitment to quality service has never wavered. Sprint's reputation as a TRS provider within the deaf, hard of hearing, DeafBlind, speech-disabled communities, and the general public comes from our CAs' commitment to providing quality service. Training has been developed in coordination and cooperation with the relay user communities. CA trainees must complete a series of scenario-based assessments, culminating in an on-the-job final assessment before graduating from initial training and handling relay calls. Training does not stop after the initial push. Employees continue to receive regular ongoing training to improve their skills and knowledge. Ongoing training and Quality Assurance programs are used as incentives to encourage competition between individual CAs and call centers and encourage continued industry-leading quality.

Sprint listens to customers' feedback and takes proactive steps to implement changes to address suggestions and feedback. Sprint does not develop training and consumer education programs for the TRS in isolation. Sprint Accessibility contracts with members of the deaf, hard of hearing, and DeafBlind communities and individuals with a speech disability to jointly develop and present training for TRS. This is an important Sprint advantage. Sprint provides ongoing training to our CAs on state-specific information including the names of local organizations, cities, and other common terms specific to the State. Sprint welcomes feedback from the State and its end-users.

During initial training, CAs are trained and evaluated on how to accurately reflect the TTY user's intent and the CA's role in the Relay process. Training is provided on various levels of English/Spanish/ASL during initial training and throughout employment. In order to successfully complete initial training, the CA must demonstrate competent skills to translate calls as requested. When training is complete, a CA continues to be evaluated on translation skills through individualized monthly surveys. Relay trainees are required to pass a valid and unbiased written test to demonstrate they can correctly interpret typewritten ASL phrases. Trainees must achieve a score of 80 percent or better before being allowed to complete training and process Relay calls.

Sprint incorporates various instructional methods to enhance the trainee's ability to learn:

- ◆ Lectures
- ◆ Visual graphics
- ◆ Flow charts
- ◆ Videos
- ◆ Role-play scenarios
- ◆ Simulated on-line call handling
- ◆ Observation of live-call handling

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

POLICY AND PROCEDURE TOPICS		
Orientation	<ul style="list-style-type: none"> ◆ Welcome and Introductions ◆ Introduction to Each Other ◆ Sprint (or Vendor Company) ◆ Sprint Values ◆ Sprint Corp Overview 	<ul style="list-style-type: none"> ◆ Internet Services ◆ Product Distribution ◆ The Sprint Campus (if applicable) ◆ Telecommunications Relay Service ◆ What is Relay?

POLICY AND PROCEDURE TOPICS		
	<ul style="list-style-type: none"> History of Sprint Corporation Local Telecommunications Wireless 	<ul style="list-style-type: none"> Relay Agent Training Relay - Connect to Your Future Video Observation Guidelines How a Call Reaches Sprint Relay
Connecting to Relay	<ul style="list-style-type: none"> The Role of a Relay Agent Connecting to Relay 711 Dedicated Toll-Free Numbers Equipment TTY TTY Basics TTY Etiquette Closing a Conversation Agent Responsibility Call Set Up Call Closing TTY to Voice Closing a Conversation Operator Role Closure Operator Close Protocol Guide: Disallowed Calls Glossary of Abbreviations & Terms TTY Practice Session Auto-Corrected Abbreviations Standard Abbreviations Typing Variations Internet Characters Non-Baudot Supported Characters Verbatim - Style Contraction Spelling Punctuation Agent/Operator Role SKSK Background Noises while TTY user is Typing Typing Monetary Units 711 TTY Garble During Typing XXX to Correct Typing Error Other Communication Devices Data Transmission Speed Turbo Code Turbo Code Interrupt Enhanced Turbo Dial Thru - (ETurbo) Disable Turbo Code Mode American Standard Code Information Interchange (ASCII) ASCII Interrupts Sprint IP - Internet Relay Sprint IP call processing Internet Relay variations 'GA' is optional Sprint IP Standard Svc Explanation Text Flow Interruptions without garble Conversational flow ASL Emoticons – Text Message Abbreviations IP Acronyms Sprint IP Variations 911 Emergency Calls 	<ul style="list-style-type: none"> Sprint IP user connects to Agent but wants Customer Service Sprint IP Two Line VCO Fed IP Relay Fed IP Relay call processing Fed IP Relay Reporting Fed IP Relay variations Sprint/Fed IP Relay International Calling Sprint/Fed IP Variations Sprint/Fed IP Fast Busy Sprint/Fed IP 2-Line VCO Sprint/Fed IP Conversation Lag Time Sprint/Fed IP Interrupts Voice Mail Greeting Cellular & Wireless Phones Video Relay Service Devices & Pagers TTY Public Payphone Sprint National Relay Sprint International Inbound international calling Sprint International Variations Non-Standard TTY Outbound International calling Transfer Menu Reseller call processing CapTel Relay-CapTel CapTel-Relay CapTel Transfers Dedicated State CapTel Transfer Alternate Languages Spanish Language Customer Service Relay Caller ID True Caller ID Per Call Block Per Line Block Permanent Call Blocking Caller ID Blocking - True Caller ID Connecting Variations Misdialed Relay Phrase Dialed 711 Instead of 911 711 Spanish Request for Relay Numbers Cellular/Wireless problem reaching 711 611/811 (LEC Service Access) 700 900 Numbers & Call Processing Correctional Facility/Prison Calls Use of Relay through Correctional Facilities: Call Processing, Relay Abuse Spanish & French Language Service International calling restrictions Info Digit list
Overview of System & Equipment	<ul style="list-style-type: none"> System Overview Login/Logout Agent Profile Clicking the Mouse Dragging/Dropping 	<ul style="list-style-type: none"> Dial Window Scratch Pad Transfer Panel Headset Panel Status Bar

POLICY AND PROCEDURE TOPICS		
	<ul style="list-style-type: none"> ◆ Copy/Paste ◆ Drop Down Boxes ◆ Lists ◆ Radio Button ◆ Scroll Bars ◆ Sliders ◆ Tables ◆ Accessing a Program ◆ Screen Displays ◆ Call Handling Screen ◆ Title Bar ◆ Banner ◆ Conversation Area ◆ Disconnect Message Status ◆ Color Scheme ◆ Agent Text Transmission ◆ Cancel Key ◆ Information Bar ◆ Profile ◆ Help ◆ Call Type 	<ul style="list-style-type: none"> ◆ Record Feature ◆ Function Keys ◆ Block ◆ Ctrl-Switch ◆ Switch ◆ The Keyboard ◆ Alpha Keys ◆ Call Handling Keys ◆ Numeric Keys ◆ Cursor Movement Keys ◆ Arrow Keys ◆ Backspace ◆ Error Correction Function ◆ Single Word Edit Function ◆ Word Substitution Feature ◆ Macros Table ◆ Ctrl-Function Keys ◆ Glossary of Telephony Terms ◆ Background Noises ◆ Voice Tones/Descriptive Words ◆ Standard Abbreviations
Phone Image (Tone of Voice)	<ul style="list-style-type: none"> ◆ Professional Phone Image ◆ How phone image is created ◆ Provide warm & friendly greeting ◆ Conversational Tone ◆ Voice Inflection ◆ Audibility & breath control ◆ Pitch ◆ Quality ◆ Operator Role ◆ Relay Role ◆ Relay Skills ◆ Conversational Flow ◆ Staying focused ◆ Listening skills ◆ Customer service skill ◆ Coping skills ◆ Phrases ◆ Background Noises 	<ul style="list-style-type: none"> ◆ Voice Person Speaking in Third Person ◆ Pacing the Voice Customer ◆ Brief pacing phrases ◆ Repeating information ◆ Voice Customer does not say "GA" ◆ Handling Interruptions ◆ Voice Tone ◆ How Phone Image is Created ◆ Why Conversational Tone? ◆ Transparency, Caller Control & Confidentiality ◆ Rudeness ◆ Create an Exceptional Customer Experience ◆ Announce ◆ Closing ◆ Suggested Redirect Phrases ◆ Transparency & Caller Control ◆ Voice Tones/Descriptive Words
TTY-Voice & Voice-TTY	<ul style="list-style-type: none"> ◆ TTY to Voice Introduction ◆ Connecting to outbound customer ◆ Announcement ◆ Explanation of service ◆ Deaf or Hard-of-Hearing Explanation ◆ International Announcement ◆ TTY-Voice Procedures ◆ TTY-Voice Specific Person Request ◆ Variations Specific Person Request ◆ TTY-Voice Answered TTY ◆ Voice Person Not Available ◆ TTY-TTY Call Release ◆ TTY-Voice Answer TTY (TTY-TTY) ◆ TTY-TTY Specific Person Request ◆ TTY-Voice No Answer ◆ Types of Busy Signals 	<ul style="list-style-type: none"> ◆ TTY-Voice Busy Signals ◆ Regional 800 ◆ Voice-TTY ◆ Voice-TTY Introduction ◆ Connecting to the outbound customer ◆ Voice Greeting ◆ Voice call progress ◆ Announcement ◆ Voice-TTY call (Hearing Person Answer) ◆ Explanation of service ◆ Voice-TTY Procedures ◆ Voice-TTY Specific Person Request ◆ Voice-TTY Answered Voice ◆ Voice-TTY No Answer ◆ Voice-TTY Busy Signal ◆ Redialing
Branding	<ul style="list-style-type: none"> ◆ Inbound Answer Type Branding ◆ Database Branding 	<ul style="list-style-type: none"> ◆ Branding procedures
Recordings, Answering Machines, Pagers, & Answering Machine Retrieval (AMR)	<ul style="list-style-type: none"> ◆ Introduction ◆ Recording Feature ◆ Information Line Recording (TTY/ Voice) ◆ Touch Tone Dialing ◆ Using Touch Tones (TTY/Voice) ◆ Audio text interaction 	<ul style="list-style-type: none"> ◆ AMR ◆ TTY-Voice Pager/Beeper (known) ◆ TTY-Voice Pager/Beeper (unknown) ◆ Voice-TTY Pager ◆ Voice-TTY Answering Machine ◆ Other Recording Variations

POLICY AND PROCEDURE TOPICS		
	<ul style="list-style-type: none"> Variations for Recordings Record Feature Tips TTY-Voice Recordings TTY-Voice Recording Information TTY-Voice Answering Machine Variations: Answering Machine/Pagers Voice Mail Retrieval 	<ul style="list-style-type: none"> 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)	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> Introduction Local call description Paid by Inbound Toll Free Calls Calls that Cannot Be Processed Specific Person Request 	<ul style="list-style-type: none"> Inbound tells wrong # Agent dials wrong # Marine Roaming Feature Restricted Roaming Unrestricted Roaming
HCO (Hearing Carry-Over)	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> 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)	<ul style="list-style-type: none"> DA Intro Interstate DA Intrastate DA Automated DA DA City & State Given; Area Code Unknown DA Variations International Transfer Menu Call Processing -- Calling Intl 	<ul style="list-style-type: none"> Call Processing -- Calling from International Number Sprint International Variations Non-Standard TTY Answered Foreign Language Transfer Menu 900 # Call Processing 211/311/511 Requests
Device-to-Device Calls	<ul style="list-style-type: none"> Device to Device Intro Function Keys & Banner Messages VCO-TTY & TTY-VCO VCO-VCO TTY-HCO & HCO-TTY 	<ul style="list-style-type: none"> VCO-HCO & HCO-VCO HCO-HCO Device to Device Variations Alternate Call Type reaches recording
Call Processing Variations	<ul style="list-style-type: none"> CA information Area Code Only In From Number 	<ul style="list-style-type: none"> Request for Length of Call T-V Call & V Requests Supervisor Call Backs for

POLICY AND PROCEDURE TOPICS		
	<ul style="list-style-type: none"> ◆ 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 	<ul style="list-style-type: none"> ◆ 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
Call Take Over Procedures	<ul style="list-style-type: none"> ◆ FCC Rule ◆ Protocol & process flow ◆ TTY-Voice and Voice-TTY ◆ ASCII 	<ul style="list-style-type: none"> ◆ VCO ◆ VCO-VCO ◆ HCO ◆ VCO-TTY & TTY-VCO
Customer Service	<ul style="list-style-type: none"> ◆ Functions ◆ Language Services 	<ul style="list-style-type: none"> ◆ Procedures
Transparency	<ul style="list-style-type: none"> ◆ Non-Emergency Calls ◆ Emergency Center Evacuation 	<ul style="list-style-type: none"> ◆ Network Failure
Emergency Call Procedures	<ul style="list-style-type: none"> ◆ Emergency Calls Intro ◆ Emergency Services ◆ FCC Requirements ◆ Emergency Call Processing ◆ Emergency Reporting ◆ TTY-Emergency 	<ul style="list-style-type: none"> ◆ TTY-Emergency TTY Call Release ◆ Internet-Emergency ◆ Instant Messenger (IM) Emergency ◆ Emergency Call Processing Variations ◆ Emergency Form ◆ Voice-Emergency
STS (Speech-to-Speech)	<ul style="list-style-type: none"> ◆ STS Introduction & History ◆ STS Description ◆ Disabilities ◆ Characteristics of STS users ◆ Stereotypes 	<ul style="list-style-type: none"> ◆ Ways to Reduce/Streamline Notes ◆ Standard Abbreviations (STS) ◆ STS-Voice ◆ Voice-STS ◆ STS VCO-Voice

POLICY AND PROCEDURE TOPICS		
	<ul style="list-style-type: none"> ◆ 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 	<ul style="list-style-type: none"> ◆ Voice-STTS VCO (TTY answer) ◆ Voice-STTS VCO (VCO answer) ◆ STS VCO -- 2 Line VCO ◆ TTY-STTS ◆ STS-TTY ◆ Non-branded HCO-STTS ◆ STS-HCO ◆ STS Hold Message ◆ STS Call Takeover ◆ Confidentiality & Transparency ◆ Personal Conversations requests ◆ STS Variations
Healthy Detachment	<ul style="list-style-type: none"> ◆ Healthy Detachment Intro ◆ Objectives ◆ Survival Skills ◆ Relay Traps 	<ul style="list-style-type: none"> ◆ Perception ◆ Ways to Reduce Stress ◆ Hospitality ◆ Phrases
Healthy Relay	<ul style="list-style-type: none"> ◆ Introduction ◆ Objectives ◆ Ergonomics ◆ Stretching Exercises ◆ Agent Reinforcement ◆ Ergonomic Review 	<ul style="list-style-type: none"> ◆ Setting up Workstation ◆ GUAM - Get Up and Move ◆ Ergonomic Relief ◆ Slowing the Customer Down ◆ Overtime ◆ Relaxation
Adult Learner	<ul style="list-style-type: none"> ◆ 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 	<ul style="list-style-type: none"> ◆ Modeling ◆ Checking For Understanding ◆ Guided Practice ◆ Independent Practice ◆ Summary ◆ Evaluation ◆ How to Give Effective Instruction ◆ Questioning Guidelines ◆ Feedback - Training & Coaching Technique
Assessing Performance	<ul style="list-style-type: none"> ◆ The Assessment Process in Training ◆ Assessment - What is involved? ◆ Practice Time ◆ Spelling Test ◆ Written tests ◆ Side by side evaluations ◆ Typing 	<ul style="list-style-type: none"> ◆ Acceptable Time Frame ◆ Acceptable Is Relative ◆ Ways to "Coach" ◆ Feedback ◆ Maintain Self-esteem & Motivate ◆ Pass/Fail Guidelines ◆ Introduce Assessment Form ◆ Form Set-Up
Introduction to Diversified Culture	<ul style="list-style-type: none"> ◆ Introduction to Diversified Culture ◆ Diversification ◆ Who Uses Relay ◆ Understanding Our Customer ◆ Special Communication Needs ◆ Pathological vs. Cultural View of Deafness 	<ul style="list-style-type: none"> ◆ 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	<ul style="list-style-type: none"> ◆ History in Europe ◆ History in North America ◆ Alexander Graham Bell 	<ul style="list-style-type: none"> ◆ Edward Miner Gallaudet ◆ Oral/Combined Debate ◆ Timeline of Deaf History
The Deaf Community	<ul style="list-style-type: none"> ◆ 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 	<ul style="list-style-type: none"> ◆ 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	<ul style="list-style-type: none"> ◆ What is ASL? ◆ History of ASL ◆ ASL Recognized as Language 	<ul style="list-style-type: none"> ◆ Rules of ASL ◆ Five Parameters of ASL ◆ English vs. ASL Idioms
ASL Pt. 2	<ul style="list-style-type: none"> ◆ Evolution of ASL ◆ ASL Syntax 	<ul style="list-style-type: none"> ◆ Translate ASL to English and Vice Versa

POLICY AND PROCEDURE TOPICS		
TTYPhony & TTY Courtesy	<ul style="list-style-type: none"> First Teletypewriter Evolution & History of the TTY Telecom Laws of Accessibility 	<ul style="list-style-type: none"> TTY Courtesy Development of Relay Service Market
Deaf Customers	<ul style="list-style-type: none"> Statistics from NIDCD 	<ul style="list-style-type: none"> Relaying for Deaf Customers
Hard of hearing & Late-Deafened Customers	<ul style="list-style-type: none"> Characteristics of Deaf Customers Assistive Devices for Deaf Customers Establishment of Assoc. of Late-Deafened Adults 	<ul style="list-style-type: none"> Establishment of Hearing Loss Association of America Deaf Seniors Military Veterans Relaying for Late-Deafened Customers
DeafBlind Customers	<ul style="list-style-type: none"> What Does DeafBlind Mean Assistive Devices for the DeafBlind Relaying for the DeafBlind 	<ul style="list-style-type: none"> DeafBlind Pacing – Allows the CA to slow down the transmission to the Braille machine
Relaying for Speech/ Cognitively Disabled Customers	<ul style="list-style-type: none"> Speech-Challenged Customers Assistive Devices Physically &/or Cognitively Challenged Customers 	<ul style="list-style-type: none"> Traumatic Brain Injury Stroke Communication Related Effects
Relaying for Hearing Customers	<ul style="list-style-type: none"> Statistics 	
Ethics & Confidentiality	<ul style="list-style-type: none"> Interpreting Standards ADA & FCC regs for the Provision of TRS Regulations pertaining to call content 	<ul style="list-style-type: none"> 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 2016	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.



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 elaboration. Maintain a professional and friendly image with customers.	The agent should never say to a customer: "I remember you from a previous call – how are you doing?" Phone lines do not talk to voice telephone users; it is the same with relay customers.
It is appropriate to discuss with a member of management technical or procedural components of a call. For example, to say you had problems placing a calling card call from a pay phone.	It is not appropriate to discuss call content or conversations with others, ever.
It is appropriate to call for a Supervisor to look at your screen for assistance with the call.	It is not appropriate to request assistance from the agent sitting next to you.

All relay center personnel are required to sign and abide by the Sprint Relay policy for confidentiality. These confidentiality expectations are strictly enforced and employees are expected to comply with this policy during and after their period of employment. The relay center Code of Ethics requires the following:

- ◆ Keep all TRS call-related information strictly confidential.
- ◆ Keep no records of customer information or content of any TRS call.
- ◆ Refrain from editing or omitting anything from the content of the conversation or the spirit of the speaker.
- ◆ Refrain from adding or injecting into the content of the conversation or the spirit of the speaker.
- ◆ Assure maximum customer control.
- ◆ Strive to further skills and knowledge through training, workshops, and reading literature available in the field.

In accordance with the FCC, all information utilized for call set up, including customer database and preferred call type information remains confidential and cannot be used for anything but the call. Once the inbound party disconnects, all information pertaining to that call disappears from the CA's/operator's terminal. The required confidentiality and security of the customer preference data is covered during training of all employees and reinforced throughout employment. Sprint takes the following steps to ensure Customer Profile information remains secure:

- ◆ Sprint does not modify a customer's record based on experience.
- ◆ All Customer Profile database entries contain time and date stamps and note the identification number of the CA who processed the request.
- ◆ Relay users register a username and password/PIN. Sprint also asks customers to register a security question and answer only known to them in case the username and password is lost or forgotten.
- ◆ Sprint's Customer Profile information is encrypted and protected from outside access by firewalls.

CTI Confidentiality Form

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

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

Under no circumstance are identifiers to be used while discussing a call (terminology that would identify personal information about a caller including, but not limited to, gender, name, address, and business information). The standard, objective way of referring to callers is to identify the person using the captioned telephone as the "client," while the other party or parties are referred to as the "doc(s)." Furthermore, any person not employed by CapTel, Inc. or its parent company shall not be allowed on or near the call floor. Nor shall information regarding CapTel clients be discussed or posted in any public forum.

Employees agree to abide by the following:

- I shall only discuss the content of a CapTel call (production, training, timing, or otherwise) with a member of the administrative team under the guidelines provided above. I will not discuss the content of a CapTel call with other persons (CAs, friends, family members, etc.).
- I shall disclose only appropriate information regarding a training/timing call to a member of the administrative team according to the guidelines documented above.
- I shall not divulge specific information related to the work or calls I have heretofore processed, upon termination of my employment at CapTel or at any time thereafter.
- I shall not disclose information which could be used to identify specifics about a particular consumer to anyone except a member of the administrative team according to the guidelines documented above.
- I shall not act upon any information received via a CapTel call.
- I shall not listen to, get involved in, or position myself to observe a CapTel call being processed by another employee.
- I shall not disclose information which could be used to identify specifics about any employee including, but not limited to, name, CA number, and schedule, except as is necessary to appropriate individuals and/or institutions or services.
- I shall not divulge my personal CA number in conjunction with my name except as required by a member of the administrative team.
- I shall not disclose the technical aspects of my position to anyone not employed by CapTel/Ultratec.
- I shall not bring visitors, including children, onto the call floor.
- I shall remain off of the call floor if I am not scheduled to be at work.

Employee Name (please print)

Employee Signature and Date

Sprint Confidentiality Form

IN CONSIDERATION of: (1) my employment with Sprint or any subsidiary, affiliate, or successor-in-interest of Sprint Corporation, (2) my continued employment as long as mutually agreeable, and (3) the opportunity to receive Sprint confidential customer information or other good and valuable consideration:

AS AN EMPLOYEE OF THE RELAY SERVICES ORGANIZATION, I UNDERSTAND THAT I AM BOUND BY ALL SPRINT POLICIES AND SPECIFICALLY, I AGREE AS FOLLOWS:

- 1 **ALL TELECOMMUNICATIONS RELAY SERVICE (TRS) CALL RELATED INFORMATION SHALL BE KEPT STRICTLY CONFIDENTIAL.** I will not reveal any information acquired during or observing a relay call.

I will only discuss call-related questions or problems with management or Human Resources. I agree to keep confidential all information I learn in my position for the duration of and after my employment with Sprint ends.

- 2 **NO RECORDS OF CUSTOMER INFORMATION OR CONTENT OF ANY TRS CALL SHALL BE KEPT BEYOND THE DURATION OF THE CALL, WITH LIMITED EXCEPTIONS FOR AUTHORIZED COMPANY PROCEDURES.** I will not keep a record of any customer information or conversation content beyond the duration of the call except in accordance with company procedures for relaying Speech to Speech calls or for billing and customer profile purposes. I will destroy all such records in my possession immediately upon completion of their authorized use.
- 3 **NOTHING MAY BE EDITED OR OMITTED FROM THE CONTENT OF THE CONVERSATION OR THE SPIRIT OF THE SPEAKER.** I will transmit exactly what is said in the way that it is intended in the language of the customer's choice.
- 4 **NOTHING MAY BE ADDED OR INTERJECTED INTO THE CONTENT OF THE CONVERSATION OR THE SPIRIT OF THE SPEAKER.** I will not advise, counsel, or interject personal opinions, even when asked to do so by the customer.
- 5 **TO ASSURE MAXIMUM CUSTOMER CONTROL, I WILL BE FLEXIBLE IN ADAPTING TO THE CUSTOMER'S NEEDS.**
- 6 **I WILL STRIVE TO FURTHER MY SKILLS AND KNOWLEDGE THROUGH CONTINUED TRAINING, WORKSHOPS, AND READING OF CURRENT LITERATURE IN THE FIELD.**
- 7 **ALL SPRINT MATERIALS IN MY POSSESSION PERTAINING TO ANY SPRINT CUSTOMER WILL BE DELIVERED UPON THE TERMINATION OF MY EMPLOYMENT.**

I have read and understand the Sprint Relay Center Agreement Regarding Confidential Customer Information. I agree to comply and understand that failure to do so will lead to company disciplinary action that may result in my termination and/or criminal prosecution. I also understand that ascertaining damages resulting from a breach of this agreement would be difficult. I agree that Sprint shall have the right to an injunction against me, enjoining any such breach without any obligation to post bond. I agree that this will be in addition to and without limiting any other remedies or rights Sprint may have against me.

EMPLOYEE SIGNATURE AND DATE

MANAGER/SUPERVISOR SIGNATURE AND DATE

Sprint Federal Confidentiality Form

The Federal Relay provides a transparent link of telecommunication between typed/signed/voice (disabled) and voiced (non-disabled) messages. As part of the relay services organization all employees and subcontractors are bound to the following rules and regulations:

- All Federal Relay call related information is to be strictly confidential.
- Nothing is to be edited or omitted from the content of the conversation or the spirit of the Federal Relay user.
- Nothing is to be added or interjected into the content of the conversation or the spirit of the Federal Relay user.
- To assure maximum user control, the employee will be flexible in adapting to the caller's needs.
- Employees and subcontractors will strive to further competency in skill and knowledge through continued training, workshops and reading of current literature in the field.

~ Employee and Subcontractor Role ~

- 1) The employee or subcontractor shall not disclose the content of any relayed conversation with the exception of resolving issues with supervisors regarding customer complaints.
- 2) The employee or subcontractor is prohibited from identifying the name of any caller. The employee or subcontractor shall not reveal or act upon any information obtained from the caller while relaying calls, except to resolve issues regarding complaints that are handled through the supervisors.
- 3) The employee or subcontractor shall not discuss the specifics of any call relayed (even for training purposes) with coworkers, counselors, or other support services. Nor shall specifics be discussed with supervisors except to resolve issues regarding complaints.
- 4) Any Federal Tax Return information [as defined in Internal Revenue Code (IRC) 6103 (b)(1),(b)(2)] made available shall be used only for the purpose of carrying out the provisions of the Federal Relay contract. Information contained in such material shall be treated as confidential and shall not be divulged or made known in any manner to any person except as may be necessary in the performance of this contract. Disclosure to anyone other than an authorized employee or subcontractor of Sprint shall require prior written approval of the Internal Revenue Service (IRS). Requests to make such disclosures should be addressed to the GSA Contracting Officer.
- 5) Return information disclosed to an employee or subcontractor can be used only for a purpose and to the extent authorized within the Federal relay contract, and further disclosure or any inspection of such return information for a purpose of to an extent unauthorized herein respectively constitutes a felony or criminal misdemeanor punishable upon conviction by a fine as much as \$5,000.00 or imprisonment for as long as 5 years, or both together with the costs of prosecution. These penalties are pursuant to IRC 7213, 7213A, 7431, and 26 CFR Section 301.6103(n)-1.
- 6) Any such unauthorized future disclosure of returns or return information may also result in an award of

civil damages against the employee or subcontractor in an amount not less than \$1,000.00 with respect to each instance of unauthorized disclosure. These penalties are prescribed by IRC sections 7213 and 7413 and set forth at 26 CFR Section 301.6103(n)-1.

- 7) Employees and subcontractors have been notified of the penalties for improper disclosure imposed by the Privacy Act of 1974, U.S.C 552a. specifically, 5 U.S. C. 552a(l)(1), which is made applicable to subcontractors by 5 U.S.C. 552a(m)(1), provides that any employee of a subcontractor who by virtue of his/her employment or official position, has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established there under, and who knowing that disclosure of the specific material is so prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000.00.
- 8) Employees and subcontractors shall be responsible for the confidentiality of all calls relayed consistent with Federal Laws, Statutes, and Regulations.
- 9) Employees and subcontractors shall ensure that no records are maintained of any conversation, in accordance with the Privacy Act of 1974 (P.L 93-579), IRC 6103, 6103(n), 26 CFR Section 301.6103 (n)-1, the Internal Revenue Service Acquisition Procedures (IRSAP) and Office of Management and Budget (OMB) guidance on the Privacy Act of 1974 (Federal Register, Volume 52, No. 75, Page 12990).
- 10) This Pledge of Confidentiality will remain in the employee's and subcontractor's file until termination of employment and shall be made available to an authorized representative for the General Services Administration (GSA) as may be requested.

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

Employee/Subcontractor Signature Date

Supervisor Signature Date

Company Name (Print or Type)

Service Type *(check one)*

_____ Captioned Telephone/CapTel

_____ 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-affected centers to post overtime (OT). All centers will be advised to put a list together of employees who will work overnight and weekends. TMCC will notify John Moore (Manager - Customer Relations) and CCSA of our "game plan."
- ◆ Two days prior - TMCC will meet with Ron to update impacts and plan. All non-impacted centers will be called to update OT requirements and overnight requests.
- ◆ One day prior - TMCC will meet with Ron to update impacts and plan.
- ◆ Day of Event - TMCC will invoke emergency call routing as required. TMCC will be the point of contact for all notifications. Affected centers will update TMCC every four hours. TMCC will update Ron who will update Business Continuity Manager through executive level. Management is also responsible for notifying the Business Continuity Team.

Unknown Event

The Activation Criteria Plan will be used when either weather or other events cause potential significant (excess of 25 percent) increase in call volumes or one or more TRS call centers is off-line for more than two hours, using the following procedure:

- ◆ Automated alarming and/or TRS call center notifies TMCC
- ◆ TMCC contact CCSA
- ◆ CCSA sends notification to a pre-established distribution list
- ◆ CCSA establishes a conference call to work on resolving the issue with impacted groups

After fix agencies are unable to re-establish center operations – the Business Continuity Plan (BCP) is invoked and Management will notify the Business Continuity Management Team.

CapTel-Specific Disaster Recovery Information

CapTel, Inc. (CTI) and Sprint have worked together to develop a complete plan for dealing with all types of natural and man-made problems including but not limited to terrorism and phone line cut accidents. Performance at the CapTel call center is monitored continuously by CTI technicians 24/7. Sprint will be notified by the CapTel Service Center Manager immediately upon determination of any type of natural or man-made problem that causes disruption either:

CapTel has established contingency plans in the event of a complete and extended loss of a CapTel call center. The plan includes a number of steps based on the estimated duration of the outage and takes advantage of the relative short travel time between the Wisconsin CapTel call centers. The first phase is organized to initiate the recovery process within hours and can be fully completed within days. This involves expanding service into available space in the operating call center locations and other CapTel facilities.

- ◆ All training seats are configured and immediately ready to take production traffic.
- ◆ Additional production seats are established in unused and available space within the existing facilities.
- ◆ Regular shuttle services are established to transport qualified CapTel CAs 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 manager (or designate) will receive this notification from your Sprint Customer Relationship Manager (CRM). He/she and/or a member of the management team will provide the final report and follow up on steps Sprint will take to ensure we can minimize the likelihood of this event occurring again.

Final reports include a comprehensive look at the event, including the following:

- ◆ How the problem occurred
- ◆ When the problem occurred
- ◆ The number of impacted customers (if known)
- ◆ What was required to correct the problem
- ◆ Time and date the relay service resumed full operation
- ◆ Avoidance plan for future (if applicable)

Temporary Delay Message

If approved by the state, Sprint can also provide a temporary delay message for TRS users that is turned on only when long hold times may occur as a result of weather or other event impacting service. For example, if there were a terrorist attack or natural disaster that significantly increased the number of calls to the relay center, Sprint can add a temporary recording that alerts voice and TTY users, such as: "THE RELAY CENTER IS EXPERIENCING LONGER THAN NORMAL HOLD TIMES. PLEASE HOLD FOR THE NEXT AVAILABLE CA OR TRY YOUR CALL AGAIN LATER."

Telecommunications Service Priority (TSP)

All of Sprint's circuits supporting TRS and CapTel services have qualified for priority restoration under the TSP program. Sprint's participation in the TSP Program strengthens our robust reliability. If a national or regional emergency causes service to be disrupted and the call center cannot receive or place calls, Sprint's participation in the TSP program means 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: Complaint Logs from 2013 - 2017

New Jersey FCC Complaint Log 2012-2013

Total Customer Contacts: 18

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/11/12	A New Jersey VCO customer's relay calls kept getting interrupted by other incoming VCO relay calls. Apologized for inconvenience. Opened ticket. Follow-up requested.	06/11/12	Customer did not leave a call back number so could not follow up with him/her.
2	07/24/12	Customer reported they saw "Stay on the line and Captions will be available shortly" on the display screen.	07/25/12	Customer Service Representative (CSR) thanked the customer for sharing their experience with 1 captioned call. CSR investigated the call with Call Center personnel and confirmed the call did not reach the Call Center. CSR confirmed the captioning service was available with no calls in queue. CSR shared results with the customer and advised customer to document any future calls with the specific date and time so we can research this further.
3	07/27/12	Customer reported seeing "Thank you" repeatedly at the end of her last call.	08/04/12	CSR confirmed the captionist was experiencing technical difficulties which caused the phrase "Thank you" to appear repeatedly. CSR passed this information along to the customer.
4	08/07/12	VCO user asked if the relay operator could listen to messages on their answer machine. The agent never responded. Customer didn't want to be harsh but would like to see if the Relay Operator knows how to do it so the next time the Relay Operator will be able to help with this type of call. Thanked the customer for the feedback and apologized for the inconvenience. Supervisor offered follow up; no follow up required.	08/07/12	The Relay Operator alerted a supervisor when it became apparent the customer's equipment was not receiving messages typed by the agent. The supervisor confirmed data typed by the agent was transmitting and the VCO bridge was enacted correctly. The transmission issue appears to have been on the customer's side of the call and unfortunately the supervisor was unable to communicate with customer to explain, apologize or assist with the issue. Customer does not wish for follow up.
5	08/31/12	Customer reported saying "This relay operator took over the call and did not inform me."	08/31/12	There was a known issue where the relay call takeover login performed by Relay Operators was not functioning. As a work-around Relay Operators taking over calls were instructed to manually type the ID number, but in some cases automated macros containing the original Relay Operator's ID number transmitted to the customer. A solution was implemented Sept. 6, 2012. Customer was informed of the issue and resolution by email.
6	09/04/12	Customer reported reaching the message "We are sorry you have dialed a number that cannot be reached from your calling area" when dialing a specific business's telephone number.	09/04/12	After troubleshooting, CSR advised the customer to dial the local-area equivalent of the toll-free number in question. CSR confirmed that this resolved their experience.
7	11/03/12	Customer's helper reported no captions on the CapTel 800.	11/05/12	After troubleshooting CSR advised the phone service provider be contacted. Customer's helper subsequently confirmed functionality of the CapTel.
8	12/11/12	Customer stated the Relay Operator was rude and didn't spell things correctly. Apologized for the inconvenience. Will follow up with Relay Operator regarding this complaint. Offered follow up and the customer provided mailing information for the supervisor to reply.	12/11/12	Supervisor met with the Relay Operator. Proper procedure and professionalism was addressed. The supervisor is confident this Relay Operator will perform in a more professional manner in the future. A letter following up with the customer on this complaint was sent on 12-4-12.
9	12/11/12	Operator was rude and can't spell. Apologized for the inconvenience. Would pass information on to this Relay Operator's supervisor. Follow up was offered and the customer provided mailing information for the supervisor to reply.	12/11/12	Supervisor met with the Relay Operator. Proper procedure and professionalism was addressed. The supervisor is confident this Relay Operator will perform in a more professional manner in the future. A letter following up with the customer on this complaint was sent on 12-4-12.
10	02/04/13	Customer was upset the Relay Operator did not send call take-over macro and there were too many typos on the screen. Customer wanted this sent to the Program Manager.	02/04/13	Supervisor apologized to the customer and assured them this would be sent to the Program Manager. After reviewing the call it showed the Relay Operator did send the correct call take-over macro. There was only one typo on the screen.
11	02/04/13	Customer reported no captions on the CapTel.	02/04/13	Through troubleshooting, CSR found that the second line used for captioning was not in service. CSR advised calling the provider for further troubleshooting.
12	02/04/13	Relay Operator did not do her job by using "GA"	02/04/13	The Relay Operator was spoken to about the concern from the customer. She is aware of the concern and will make sure to process future calls appropriately.
13	03/20/13	Customer's neighbor reported that CapTel 200 could not place or receive calls.	03/20/13	CSR advised neighbor to contact telephone service provider to ensure an active line. The customer confirmed the phone is now working.
14	04/12/13	Caller unable to make or receive calls from his mother with New Jersey Relay 711. Apologized for the problem and opened a ticket. Follow-up required to insure problem resolution.	04/12/13	Customer was not able to call Mom through New Jersey Relay 711. He reached the Relay Operator and gave the number to dial. It rang and Relay Operator got an error message "Cannot proceed without dial: Carrier of choice required to process requested out dial." Comcast is noted as the carrier of choice in customer profile. Test calls were done with Relay Operators and produced the same result. Customer and Mom are able to successfully call each other though Washington Relay, Customer's cell phone has a Washington state number. This incident reported Friday, 4/12/13. Follow up requested: The call could not get through to Customer due to invalid phone number.
15	04/30/13	Caller reported that since last Friday his VCO branding is not working when dialing 711 for New Jersey Relay. Customer Service Representative advised the caller the VCO branding is working as designed	04/30/13	His VCO branding is in place and a note was added yesterday "VCO", but the agents did not see the VCO greeting when he dialed 711 for New Jersey Relay. The Relay Operator ID numbers today were noted to be from the Ohio call center. It appears maybe the switch at that call center has not been updated or something

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
		with his call to our department and asked for Relay Operator's ID number so a trouble ticket could be entered. He provided the Relay Operator's ID number and trouble ticket was entered to resolve the issue. Apologized for the inconvenience and provided the toll free VCO number for New Jersey Relay in case he needed quick connection. Follow up requested.		needs to be changed at that location. Solution: According to the database the customer was just branded today so when looking at the Customer Complaint log's the call controller says no branding info so it defaulted to voice. Since the database was updated today, the customer's number is corrected in Customer Service database. Left the message for the customer to follow up on the issue as his number is branded for VCO. But, he has not called back yet.
16	05/04/13	Customer was having problems connecting to the Relay Service. Supervisor assured customer issue would be addressed. Follow up requested via phone call.	05/04/13	Known technical issue is being worked on. Followed up with customer via phone call as per request.
17	05/22/13	Customer reported being unable to receive calls on the CapTel 840.	05/31/13	Troubleshooting revealed the second line was not functioning. CSR set the CapTel in 1-Line mode and referred the customer to the service provider to restore dial tone to the second phone line.
18	05/31/13	Customer's daughter reported inability to reach the customer through the captioning service.	05/31/13	CSR found daughter is unable to reach customer even when calling directly and is getting a message that the phone number is not in service. CSR advised contacting the telephone company for assistance.

New Jersey FCC Complaint Log 2013 -2014

Total Customer Contacts: 13

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/01/13	Customer stated an Assistant Supervisor would not honor his request to get a different Relay Operator. Customer stated the Relay Operator was horrible with typing, the spelling was extremely poor, and the Relay Operator was unable to keep up with a charge card type of call. Customer requested a Supervisor and got assistant Supervisor. The customer stated this Supervisor told him that if they want a different Relay Operator, they can hang up and call back into Relay. The customer felt he should not have to do this. Also, the customer stated the Supervisor told him the Voice person is receiving the same text of a conversation that is occurring between the two of them (requesting for a different Relay Operator). Apology given. No follow up requested.	07/01/13	Educated Assistant Supervisor to honor the request of a new Relay Operator if instructed to do so by the customer.
2	07/09/13	Customer asked if the Relay Operator was new. Relay Operator said that s/he was not new. Customer declared the Relay Operator couldn't handle the call, the Relay Operator was a very slow typist, and had no clue how to do this correctly. Supervisor apologized for the inconvenience and informed the caller he/she will meet with the relay operator. No follow up requested.	07/09/13	Spoke to the Relay Operator. In looking at the typing requirements she has surpassed the minimum requirement consistently. Relay Operator was coached on interacting appropriately with the customer and calling for assistant when needed.
3	07/15/13	The customer states there was a note to mute the mic during the call. Relay Operator muted the mic but did not unmute to pace, and/or did not type (talking too fast) so VCO could correct the Voice person. The Relay Operator did not type verbatim or keep VCO informed outbound was talking too fast. Apologized to the customer. No follow up requested.	07/15/13	Relay Operator was coached by Supervisor on the importance of typing verbatim by pacing the caller and to follow the callers instruction of keeping them informed if the caller was talking to fast.
4	07/17/13	Customer had wanted a "good" Relay Operator and the Assistant Supervisor had stated this is a good Relay Operator, if they wanted a good Relay Operator they have the choice of hanging up and calling into Relay again. Customer was angry and hung up and got a new Relay Operator and filed the complaint. Customer would like follow-up with the program manager and the Supervisor.	07/17/13	Discussed this with the Relay Operator and instructed the proper procedure would be to tell the customer they have a good Relay Operator and if they would like a new Relay Operator, Relay could provide a new one. Attempts to contact customer were not successful.
5	08/20/13	Customer states when calling Relay, they were not happy and requested Supervisor. When the Supervisor came on the line, they only provided the customer with their ID number (not providing gender or name). Customer asked if they were a "real" Supervisor and the Relay Operator responded with "If you are not placing any calls I will be forced to disconnect the call." Relay Operator then disconnected the call. Apologized for the inconvenience.	08/20/13	Assistant Supervisor stated the customer was inquiring whether or not she was actually a Supervisor or a Relay Operator portraying as a Supervisor. The caller became abusive during the call. Then Supervisor asked for a number to dial the appropriate amount of times to help place a call. When the customer refused to provide the number. Assistant Supervisor utilized the procedure to disconnect the call. This info was documented in the log book.
6	10/22/13	Customer did not like the tone the Relay Operator used during the call. A supervisor was called to assist with explaining why the tone was unsatisfactory. Follow up was requested	10/22/13	The Relay Operator relayed the descriptive tone as part of relaying the conversation. After the call ended the customer wanted to know why the Relay Operator choose that particular tone during the conversation. Supervisor went over the call with Relay Operator to ensure appropriate tones used for particular situations during call. Attempts to reach customer was not successful; unable to follow up.
7	01/28/14	Customer stated that the Relay Operator was "messaging up instructions"; Relay Operator "was not able to follow what's going on", or "didn't understand any instructions". Supervisor apologized for unsatisfactory services and informed customer this will be sent over to the Relay Operator's Supervisor. No follow up requested.	01/29/14	Relay Operator requested for feedback to improve service to make sure there is no error in future. Supervisor provided some additional coaching support.
8	02/18/14	Customer stated s/he tried to obtain content of a call after the outbound person disconnected. Relay Operator notified the caller that they no longer have information. Customer then	02/18/14	Relay Operator reiterated she clearly heard the voice person uttered the word which the Relay Operator typed. Relay Operator

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
		requested a Supervisor. Customer stated that in a conversation s/he had with the outbound voice, the Relay Operator included the word, "fucking" so the customer asked the voice person if they said the word. They denied saying the word. Customer wanted this documented and requested an apology. An apology was given and per request a different Relay Operator was located. No follow up requested.		followed proper protocol of typing everything that was heard.
9	02/28/14	The customer stated the Relay Operator typed the state relay greeting and the Relay Operator identification came in partially garbled. Customer requested the Relay Operator repeat and the Relay Operator repeated the greeting with the Relay Operator identification still garbled...Customer stated he then asked the Relay Operator to utilize the greeting macro. Accordingly to the customer, Relay Operator replied, "You have to tell us not to type it LOL". Customer thought reply was inappropriate, and was able then to obtain the Relay Operator identification. Relay Operator apologized. No follow up requested.	02/28/14	Relay Operator was coached to always repeat Relay Operator identification number as requested and if there is a complaint about text not transmitting properly to request assistance from a Supervisor.
10	03/04/14	Customer complained of long delays when calling into Relay. Today took more than 30 minutes. Has been going on for about 6 months when calling 711. There's no message sent to users about delay. Supervisor apologized to customer for inconvenience and offered toll free numbers as an alternative. No follow up requested.	03/12/14	Call was investigated and no New Jersey calls were held or abandoned near the identified time-frame. Call center confirmed that the delay call announcer is working correctly. It may be the LEC is pointing 711 to the wrong toll-free number which would cause a customer's 711 call not to connect. Dialing the published toll free numbers will connect the call. The customer did not provide contact information so further investigation is not possible.
11	03/13/14	The customer stated this Relay Operator chose to manually type the relay announcement instead of utilizing the automated relay announcement. The typed announcement always has the Relay Operator identification garbled whereas all other words were clearly shown. Customer stated the Relay Operator admitted to the customer she was manually typing the announcement and gave him a hard time with the Relay Operator identification. Eventually the customer was able to obtain Relay Operator identification. Customer also stated s/he would like his/her call be routed to another relay center. Apologized for the inconvenience. No follow up required.	03/13/14	The Relay Operator resolved the garbling issue by re-typing the identification number and state greeting at the request of the customer.
12	03/24/14	TTY customer states the Relay Operator was very nasty to the voice caller. Supervisor apologized for inconvenience. Follow up requested to be sent via postal service.	03/24/14	The voice caller was upset the Relay Operator was asking them to repeat and made multiple requests for a Supervisor which was relayed to the TTY user, according to procedure, with no response. The Relay Operator continued to pace and type everything that was heard on the outbound line. Relay Operator was coached to continue to pace the voice caller to ensure everything is being typed. Follow up letter sent via postal service as per request.
13	05/27/14	TTY user says the message is always garbled and wants a follow-up with the program manager. Caller did not leave any contact information.	05/27/14	Forward information to Account Manager. No contact information was provided; unable to follow up.

New Jersey FCC Complaint Log 2014 -2015

Total Customer Contacts: 14

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/05/14	Customer reported seeing profanities appear on a recent captioned call with her friend.	06/05/14	Customer Service Representative (CSR) apologized to the customer for their experience. The exact call could not be pinpointed to send to the Call Center for investigation based on details provided and research conducted. CSR noted Operators are obligated to caption verbatim and apologized once again for words captioned that were not stated. Changed complaint to category #07 authorized by Customer Relationship Manager on 11/14/14 as a result of a systemic coding error identified.
2	07/14/14	Customer said Relay Operator accused them of typing something that was not typed; this could have been due to garbling.	07/14/14	Apologized to the customer for the inconvenience. The Relay Operator had followed procedure as far as disabling turbocode. Relay Operator was coached on staying polite and professional and following the proper procedures of simply asking for the phone number two times, then asking for Supervisor assistance.
3	07/24/14	The Relay Operator did not follow customer notes to type out the entire answering machine recording. Apologized for the inconvenience and assured this would be given to her Supervisor for discussion. No follow-up requested.	07/24/14	Supervisor met with the Relay Operator to discuss the matter. Relay Operator said she was waiting for the system to get caught-up to continue typing, therefore there may have been a delay. This is when the customer started typing, then the Relay Operator sent "answering machine playing". The Relay Operator was coached on handling recordings and typing them out in a conversational flow.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
4	09/10/14	Customer reported seeing a message on the display screen of the CapTel 200 that read "login failure E2".	09/10/14	CSR advised customer we experienced a brief technical difficulty that is now resolved. CSR advised the Relay Operator to try their Relay Operator again and confirmed they were able to make a Relay Operator captioning successfully.
5	09/16/14	Relay Operators did not handle the AMR procedure correctly and did not respond to the customer. Supervisor apologized for the inconvenience. No follow-up requested.	09/16/14	Both Relay Operators were given a refresher on how to process this type of call, and were coached to always keep the customer informed.
6	11/05/14	A VCO customer requested the messages on their answering machine be relayed. The VCO customer stated they did not receive any typing from the Relay Operator. Supervisor apologized for the inconvenience. No follow-up requested.	11/05/14	Supervisor coached the Relay Operator to keep the customer informed by informing the customer there would be no typing until the answering machine played out.
7	11/05/14	A VCO customer requested that the messages on their answering machine be relayed. The VCO customer stated they did not receive any typing from the Relay Operator. Supervisor apologized for the inconvenience. No follow-up requested.	11/05/14	Relay Operator was coached on proper AMR procedures.
8	11/05/14	A VCO customer requested that the messages on their answering machine be relayed. The VCO customer stated they did not receive any typing from the Relay Operator. Supervisor apologized for the inconvenience. No follow-up requested.	11/05/14	Relay Operator was coached on proper AMR procedures.
9	01/21/15	The customer stated two Relay Operators did not type the message verbatim and indicates that "the Relay Operators did not know what they were doing." The assistant supervisor apologized for the inconvenience. Follow up not requested.	01/21/15	The Relay Operator demonstrated knowledge of the correct procedures to process this type of call. The assistant supervisor was also assisting on the call.
10	02/10/15	Customer stated s/he requested the privacy feature multiple times and the Operator did not use it since they responded to the VCO user's questions while the privacy feature was supposed to be on. The supervisor apologized for the inconvenience and assured the customer that this contact will be forwarded to appropriate personnel for a follow-up. Customer requested for a follow up letter, not a follow-up call.	02/10/15	A supervisor coached the Relay Operator on the importance of following customer instructions. The Relay Operator was also refreshed on the appropriate procedure for processing a VCO privacy request. A follow-up letter was mailed on 2/15/15 by a supervisor.
11	03/02/15	A customer using a TTY device had typed out a message in anticipation of an answering machine; however, a voice person had picked-up and the Relay Operator relayed the message without informing the TTY user of what was going on. Assistant Supervisor documented the concern, but did not get a chance to interact with the customer because the customer had disconnected the call. No follow-up requested.	03/02/15	Supervisor coached the Relay Operator on the correct procedure.
12	03/11/15	Customer reports the Relay Operator did not resolve his problem and "left the line." Apologized for the misunderstanding. Follow-up requested.	03/11/15	Followed-up sent via email, per customer request. Apologized that the issue was not resolved and for the rude behavior exhibited. Made sure the issue was addressed appropriately. Customer's questions were answered and customer no longer has any problems. Relay Operator states there was garbling as customer called TTY to TTY and Relay Operator was not able to read what the customer was typing. Line disconnected.
13	05/13/15	TTY user reported that the Relay Operator was rude and dialed the wrong number, and that the TTY user's feelings were hurt. Assistant supervisor documenting the concern apologized for the inconvenience. Follow-up requested via phone call.	05/13/15	The Relay Operator remembers initially dialing the wrong number. Recognizing the error, the Relay Operator apologized for the mistake and continued with the corrected number which reached an answering machine. The caller was very upset and hung up. The caller had called back and got the same Relay Operator then hung up. When caller got another Relay Operator, the caller requested to speak with a supervisor. Multiple attempts were made to follow up with the customer with no answer.
14	05/15/15	The customer stated the Relay Operator did not repeat information to the voice party. The Assistant Supervisor apologized for any inconvenience and informed her the information would be passed on to the appropriate party. No follow-up requested.	05/15/15	The Supervisor met with the Relay Operator and the Relay Operator explained that the customer wanted information repeated after the "Go Ahead." The Assistant Supervisor viewed the call with the Relay Operator and said the Operator followed procedures.

New Jersey FCC Complaint Log 2015 -2016

Total Customer Contacts: 15

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	07/07/15	Customer reported garbling problem with using payphone.	07/07/15	Program Manager met with the customer to resolve. The garbling problem showed when Operator could not read what the customer typed on TTY. Technician and Program Manager did some testing calls with both Payphone TTY and Customer's TTY and discovered the payphone TTY shows some garbling on technician's end. The customer's TTY did not show any garbling on his end. So we suggested the customer to stick with using his own TTY until the payphone is replaced by the apartment management office.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
2	07/09/15	The Operator was not typing the message accurately. No Follow up required.	07/09/15	The Supervisor followed up with the Operator. The Operator remembered this call and felt she typed the message correctly. The Supervisor did inform the Operator if at any time throughout the call there may be an issue to call for assistance.
3	07/28/15	The Operator was not maintaining the integrity of the call as there were long delays in the Operator's typing.	07/28/15	The Supervisor followed up with the Operator. The Operator stated that when the voice person began to speak faster, the Operator had to pace, which caused the delays in transmission. No Follow up requested.
4	08/06/15	Customer reported that when an AMR was requested, the Operator asked for the number to call. When the customer asked for AMR again, he reported that he was disconnected. Customer suggests that when Operators do not know how to process a call type the Operator should request supervisor assistance. The responding supervisor in-charge apologized and let the customer know that the incident report will be forwarded to the center where the Operator is located.	08/06/15	The Supervisor met with the Operator and coached them on the proper procedure for AMR. The Operator was also coached to get a supervisor for assistance when unsure how to process a specific call type. No Follow up Requested.
5	08/26/15	Customer reports that the Operator had poor typing skills. The customer explained that this was their first experience with the NJ Relay and did not appreciate being stopped three words into their sentence.	09/03/15	Supervisor followed up with the customer on 9/3/15 via phone. The customer provided a quality recording of the conversation and the supervisor was able to confirm that the Operator followed proper pacing procedures and was courteous and professional. The supervisor apologized for the inconvenience but informed the customer it is the responsibility of the Operators to pace to ensure everything is relayed verbatim.
6	11/26/15	TTY user said when the Operator dialed out the call was answered and the voice outbound responded with "call back in an hour." The Operator relayed the info; however, the TTY user felt the voice caller had hung up because the Operator was typing too slowly. An Assistant Supervisor documenting the concern apologized for the inconvenience. Follow up requested via phone call.	11/26/15	Supervisor coached the Operator to make sure to respond quickly. Multiple attempts were made to follow up with the customer via phone call as per request resulting in a message being left on the answering machine.
7	12/26/15	A TTY user felt this Operator was typing slowly and was leaving words out. Assistant Supervisor documenting the concern apologized for the inconvenience. No follow up requested.	12/26/15	Supervisor met with the Operator to review the importance of typing everything that is heard. The Operator remembered the call and was typing while the voice person was speaking. However, the TTY user started to respond and following procedure, the Operator stopped typing and informed the voice person that the caller had started to type.
8	01/12/16	Customer experiencing persistent garbling and a hang up disconnect when talking with an Assistant Supervisor. Customer reported they were dialing from a public payphone. The customer explained that they did know the identification of the call center or ID number due to garbling. The responding in-charge explained that it will be difficult to take action without an ID or call center information. The customer requested a follow up email.	01/15/16	Follow up was sent by the program manager extending apologies and letting the customer know that regrettably, it is not possible to investigate this further. The customer was advised to contact customer service if hang up disconnect issues or persistent garbling occurs. Customer Service contact information was provided.
9	01/28/16	The customer stated this Operator did not respond back nor was the call was out dialed after the number was given. Customer believed this Operator disconnected the call then. Customer stated she called back right away and got a relay Operator; however, the relay announcement was cut off before the Operator's ID was given and was then immediately disconnected. The Supervisor apologized for the inconvenience and assured the customer appropriate personnel will be informed. Customer wishes a follow up by her state account manager by phone.	01/28/16	Supervisor followed up with the Operator. Operator stated the customer asked a series of questions before the customer hung up. Operator stated he did not hang up on the customer because he knows the consequence of doing so. The Program Manager met with the customer to resolve the complaint and provide the information she requested.
10	02/24/16	A TTY user had stated that an Operator was rude while asking for the number to dial. The Assistant Supervisor documented the concern and apologized for the inconvenience. Follow up requested to be sent via postal service.	02/24/16	Supervisor coached the Operator on proper phrasing to request information from the caller. Follow up letter sent via postal service as per request.
11	03/02/16	The Operator responded to a question asked by re-sending the initial greeting instead of politely re-directing the customer. The Assistant Supervisor apologized for the inconvenience. No Follow up requested.	03/02/16	The Supervisor met with the Operator and coached them on how to appropriately re-direct customers.
12	03/16/16	The Operator could not process the call. She did not turn off turbo code when asked and she did not perform a proper disconnect procedure. The Assistant Supervisor was unable to respond as the customer disconnected.	03/16/16	The Supervisor met with the Operator and coached them on how to do a proper disconnect procedure. They were also given information on disabling turbo code. No follow up requested.
13	04/07/16	The Customer believes the Operator made up an answering machine message because when they redialed, a live person answered. The Supervisor assured the customer the information would be forwarded. No follow up requested.	04/07/16	The Supervisor met with the Operator and coached them on getting Supervisor assistance when experiencing difficulty with a call. No follow up requested.
14	05/16/16	The customer had a note stating the recording should be typed verbatim unless otherwise instructed. The Operator did not type the recording verbatim. The customer would like this complaint forwarded to the	05/16/16	The Supervisor met with the Operator and coached them on the importance of maintaining 100% focused on customer notes to ensure the call is processed appropriately.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
		Program Manager. The Supervisor apologized. No follow up requested.		No follow up requested.
15	05/18/16	TTY user said everything was not relayed, which was determined after they called back the party to ask further questions. The Assistant Supervisor documenting the concern apologized for the inconvenience. No follow up requested.	05/18/16	Supervisor coached the Operator to continue relaying all messages as accurately as possible and to use pacing techniques as necessary.

New Jersey FCC Complaint Log 2016 -2017

Total Customer Contacts: 12

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	06/09/16	Customer stated the Operator did not follow the instructions that were in his call notes to "leave the message the first time." He had to repeat the message to the Operator. CSR apologized for the problem and assured the complaint would be sent in as stated. Customer also sent transcript of the call. No call back is requested	06/09/16	Supervisor met with the Operator and coached on the importance of following the customer notes.
2	06/15/16	A VCO user was asking the Operator questions in regards to relaying voice tones and background noises, and felt it was delaying the conversation. The Operator only responded by asking for the number to dial. Customer felt this response was rude. Assistant Supervisor documenting the concern apologized for the inconvenience. Follow up is requested via phone call.	06/15/16	The Operator remembered about the caller asking a question, which they did not know how to answer. Supervisor coached the Operator to request supervisor assistance or offer to transfer the customer to Relay Customer Service. Multiple attempts were made to follow up via phone call as per request but no answer.
3	06/17/16	Customer reported the Operator seemed rude when she did not answer his question concerning the call after the other party had disconnected. His question was when the Operator types, the background sounds within brackets, "Is there a delay noticed by the other party while relaying the call?" The Operator did not answer his question, so after a pause of about 30 seconds, he gave another number to dial. The Operator was still on the line and connected to that number without answering his question. CSR apologized for the inconvenience and told him the report would be sent to the call center supervisor. He requested a follow up.	06/17/16	The Operator remembered the caller asking a question, which they did not know how to answer. Supervisor coached the Operator to request supervisor assistance or offer to transfer the caller to Relay Customer Service. Multiple attempts were made to follow up via phone call as per request but no answer.
4	10/06/16	The Operator was slow in processing the call. The assistant supervisor apologized to the customer and assured them the situation would be addressed. No follow up is requested.	10/06/16	The Supervisor met with the Operator and coached them on appropriate dial out times as well as keeping the customer informed of call progress. No follow up is requested.
5	11/23/16	The Customer stated the operator did not follow the instructions to leave a message first time before re-dialing. The customer service representative added to the customer profile as instructions for the operator to follow.	11/23/16	The Operator was coached on maintaining focus on all calls to ensure a high quality of service and follow the customer's instruction to ask what message to leave before redialing and when a message is given to leave the message the first time. No follow up is requested.
6	12/09/16	Customer requested for the Operator to do an answering machine retrieval and waited for more than a minute and then, did not get any response at all. So Customer hung up and tried another Operator. The Supervisor apologized and assured the customer the information would be forwarded to the Operator's supervisor. No follow up is requested.	12/09/16	Supervisor coached the Operator on the proper answering machine retrieval procedure.
7	12/09/16	Customer asked the Operator to do an AMR. Instead of asking customer to "place my handset next to the answering machine and turn on", Operator just typed "Play". After Operator was done typing all of my messages, Operator typed "End of Messages" but never switched the line back to communicate with customer. Customer said, "The next thing I knew, the line disconnected on me. I do not think this Operator knew how to properly do this procedure." The Supervisor apologized for the inconvenience and assured the customer the information would be forwarded appropriately so the situation may be rectified. No follow up is requested.	12/09/16	The Operator did not remember the call, but was coached by a supervisor on proper call processing procedures for Answering Machine Retrieval calls.
8	01/09/17	Customer reported experiencing inaccurate captions on the CapTel 840.	01/12/17	CSR apologized for the incident and thanked customer for bringing their experience to our attention. CSR suggested customer document the date time and Operator's # of any future calls to allow us to take specific action with the Operator captioning the call. CSR followed up with the customer at a later time and they confirmed they had not seen any further inaccuracies in captions.
9	01/12/17	Customer reported not getting an Operator at 11 am on 1/7/17 and also mentioned a test 911 call.	01/13/17	CSR apologized for the delay and investigated call details available. CSR apologized to the customer for the additional wait time to connect with an Operator. CSR recommended the customer continue to hold for the next available Operator. CSR noted this added answer time was a result of higher call volume in our Call Centers at the time they attempted their call. CSR also shared how 911 calls are processed as VCO calls direct to the PSAP.
10	02/24/17	Customer stated Operators are not retrieving answering machine messages correctly, or at all. It has been an ongoing issue with numerous Operators. The Assistant Supervisor apologized for the inconvenience and assured the customer that the information would be forwarded. No follow up is requested.	02/24/17	The Supervisor met with the Operator and gave them refresher training for retrieving answering machine messages. No follow up is requested.
11	02/27/17	A VCO user asked the Operator if the number to dial was local or long distance. The Operator responded appropriately and then the caller had asked what city and state the number was	02/27/17	Supervisor coached the Operator on information that can be relayed and to be careful how to respond if the information is not available.

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
		calling to and the Operator said they did not have that info and sent the macro asking for the number to dial. The caller felt this response was rude. Assistant Supervisor documenting the concern apologized for the inconvenience. No follow up is requested.		
12	05/30/17	The customer told the agent they wanted to place a call and asked the operator to repeat the last sentence. The Agent refused and typed "I will not repeat". The customer asked 3 times and the operator still refused. It was very unprofessional. The Assistant Supervisor taking the complaint apologized to the customer and assured them the information would be forwarded appropriately. No follow up requested.	05/31/17	The Operator explained to a Supervisor the customer had typed a set of call set up instructions and asked and continued to ask the operator to repeat the call set up instructions back to her many times. The Operator repeated the instructions a number of times and requested AREA CODE AND NBR U R CALLING PLS GA after each repeat. When a call to number was not provided the Operator did state "I will not repeat" and then explained that a number to dial was required to continue the call, the customer then hung up. The Operator was coached to call for a supervisor to interact with the customer. .

GENERAL INFORMATION

Verizon

3

Your Telephone Rights and Responsibilities

Telephone subscribers have the right to know what to expect from their telecommunication service provider. This information outlines your rights and responsibilities, and explains the procedures for resolving any concerns or questions that may arise.

Services for Individuals With Disabilities: Operator Services Exemptions

If a disability prevents you from placing phone calls for yourself, we don't want you to pay the added cost of having the Operator place calls for you. Contact our Business Office to see if you qualify for exemption from the usual charges for operator-assisted calls. The number to call is listed on page 1. This exemption applies only to your home phone service.

Directory Assistance Charges Exemption

If a disability makes it impossible for you to look up numbers in the phone book or physically restricts you from dialing a telephone number, call our Business Office to see if you qualify for exemption from charges for calls to the local Directory Assistance Operator. The number to call is listed on page 1. This exemption applies only to your home phone.

Services for Individuals With a Hearing or Speech Disability



*Numbers that are preceded by TTY/TDD are associated with text telephone. Unless you have similar equipment, you may not be able to call these numbers.

What are TTY/TDD's?

TTY/TDDs (text telephones) are typewriter-like communication devices that permit persons who are deaf, hard of hearing or speech-impaired to communicate via the telephone lines with others. The phone receiver fits into an acoustic coupler on the typewriter-like device and permits the user to type messages back and forth.

Verizon Center for Customers With Disabilities

Residential Customers

Monday - Friday 8:30 a.m. - 5:00 p.m.

Voice & TTY.....**1-800-974-6006**

Or visit us online at www.verizon.com/disabilities

Verizon Repair Service for TTY/TDD Users

Text Telephone for Hearing or Speech Disability can call NJ Relay Service (7 1 1) and ask them to relay the call to.....**1-800-VERIZON (1-800-837-4966)**

Operator Assistance for TTY/TDD Customers

If you use TTY/TDD and need help placing local, short and long-distance, collect, third number or other Special Assistance calls, or if you get cut off on a call, you can reach TTY/TDD Operator Service any time by dialing the toll-free numbers:

TTY/TDD only.....**1-800-855-1155**
or.....**1-800-855-4000**

New Jersey Relay Service

The New Jersey Board of Public Utilities (BPU) regulates Telephone Relay Service (TRS) to ensure equal communication access to telephone services for people who are deaf, hard of hearing, deaf-blind or speech disabled. Special phones, such as Text-Telephones (TTY) or Captioned Telephones are used by persons who are deaf, hard of hearing or have a speech disability to allow them to communicate with standard phone users using the NJ Relay Service. A specially trained operator connects the call and relays the conversation. All calls are confidential and the relay service is available 24 hours a day, seven days a week. Relay users are responsible for their long-distance or 900 service charges.

If you want to communicate with a person who is deaf, hard of hearing or speech disabled, call:.....**1-800-852-7897 (Voice)**
.....**or 7 1 1 (Toll-Free)**

If you are deaf, hard of hearing, or speech-disabled, you can type your message on a TTY after calling:

.....**1-800-852-7899 Toll-Free (TTY/ASCII)**
.....**or 7 1 1 (Toll-Free)**

People who are deaf or hard of hearing, use Voice Carry Over (VCO) with their own voice to speak directly and TTY to read responses, can call:.....**1-866-658-7711 (Toll-Free)**

People who are speech-disabled, use Hearing Carry Over (HCO) to hear directly and read responses on TTY, can call:.....**1-800-852-7899 or 7 1 1 (Toll-Free)**

People who are deaf or hard of hearing and use Spanish can call:

Spanish.....**1-866-658-7714 (Toll-Free)**

People who are deaf-blind and use Braille equipment can call: ...**1-866-658-7713 (Toll-Free)**

People who are speech-disabled and use Speech-to-Speech (STS) Relay can call:

.....**1-866-658-7712 (Toll-Free)**

If you want to communicate with a person who uses 1-Line CapTel in English or Spanish, call:

English.....**1-877-243-2823 (Toll-Free)**

Spanish.....**1-866-217-3362 (Toll-Free)**

People who are deaf, hard of hearing or speech disabled and want to call a 900 number via Relay may call:.....**1-900-230-4149**

For more information about New Jersey Relay Service, contact Customer Service:

English.....**1-844-525-4877 (Toll-Free)**

www.njrelay.com

Spanish.....**1-800-676-4290 (Toll-Free)**

CapTel.....**1-888-269-7477 (Toll-Free)**

www.njcaptel.com

Unresolved Complaints

Do you have a Billing Question or a Service Inquiry?

If you have a question about your bill, or have a concern or problem about your local telephone service, please call your local telephone service provider. Your telephone service provider would like to help you resolve any issue you may have.

Verizon Customers may Call the Numbers Listed on Page 1 of This Guide.

The customer service representative who answers your call will help you resolve your issue. If for any reason you are not satisfied with the solution offered, please ask to speak with a supervisor. Supervisors are highly trained and are able to resolve most issues.

If there are multiple telephone service providers in this area, and if you are attempting to reach a company other than Verizon, please see the section of this guide that lists the other local telephone companies to find the correct number.

Closed Captioning Concerns or Complaints?

If you are having a concern with closed captioning on a program you are currently watching, you may contact Verizon at **1-888-553-1565**, via email at videoclosedcaption@verizon.com, or via facsimile at **1-888-806-7026**. If you have a written closed captioning complaint, you may write to us at Verizon, PO Box 4849, Trenton, NJ 08650 Attn: Elaine Bucci, Sr., Manager, fax **1-888-806-7026**, or via email at videoclosedcaption@verizon.com.

What Do I Do If I am not Fully Satisfied With the Solution Proposed by my Telephone Service Provider?

Many service providers have a customer relations office which is staffed to provide additional assistance to customers with billing or service issues.

If you are not satisfied after speaking with a supervisor, Verizon customers may contact:

Verizon Customer Advocacy (toll-free) at **1-800-483-7888**. The office is open Monday through Friday, from 9:00 a.m. to 6:00 p.m.

You may also reach Verizon via Verizon's website at: <https://www.verizon.com/support/residential/contact-us/homepage.htm>

Please select the applicable option for support.

Or you may write to:

Verizon Customer Advocacy
290 W Mt Pleasant Ave
Floor 1, Room 1
Livingston, NJ 07039

If I am Still not Satisfied, Is There any Other Alternative for me?

If you are still not satisfied after calling the Customer Advocacy Office, you may call the New Jersey Board of Public Utilities at **1-800-624-0241** (toll-free) or **609-341-9188**.

Or you may write to:

New Jersey Board of Public Utilities
Division of Customer Assistance
44 South Clinton Ave, 9th Floor
Post Office Box 350
Trenton, New Jersey 08625-0350

Or you may contact them online at:

<http://www.nj.gov/bpu/assistance/index.html>

Customer Information

Verizon provides billing services for other telecommunications providers, including long-distance, enhanced, information and other operator service providers. Verizon is required by the Federal Communications Commission (FCC) to provide customer billing name and address to telecommunications providers when they request it to do their own billing.

Consumer Responsibilities Customer Payments

Customers are responsible for making their payments in full and on time each month, or calling our Collection Center to find out about special arrangements. Otherwise, the telephone service may be temporarily disconnected.

CUSTOMER INFO GUIDE

RELAY CONFERENCE CAPTIONING

Relay Conference Captioning (RCC) is a free service for residents of New Jersey who are Deaf or Hard of Hearing to actively participate in meetings!

Face-to-Face Meetings or Classrooms

- Read captions of what is said during face-to-face meetings or classes on your laptop, tablet, or mobile device with a high-speed Internet connection.
- Schedule your request to participate in meetings or classes with RCC!



Teleconference Calls

- Read captions of what is said during teleconference calls on your laptop, tablet, or mobile device with a high-speed Internet connection.
- Schedule your request to participate in teleconference calls with RCC!

To learn more about
Relay Conference Captioning,
visit www.njrelaycc.com



A-79861-0009



www.njrelaycc.com

Relay Conference Captioning

Real-time captioning allows deaf and hard-of-hearing individuals to actively participate.

www.njrelaycc.com

“It's really neat that I can participate in a conference call online or in-person meeting without missing information!”



What Is Relay Conference Captioning?

Deaf and hard-of-hearing individuals or people with hearing loss can participate in meetings (in-person or remote), phone calls, videoconferences and multi-party teleconference calls in a functionally equivalent basis with Relay Conference Captioning (RCC).

NJ Relay is a free telecommunications service including Relay Conference Captioning (RCC) provided by Sprint and approved by the New Jersey Board

of Public Utilities (the Board). Through a contract with the Board, Sprint provides full telephone accessibility to people who are deaf, hard of hearing or have a speech disability.

Using the same high-quality captioners that provide closed captioning for television, you can receive live, realtime text streamed to an Internet-connected computer/laptop anywhere in the world.



How does Relay Conference Captioning work?

Relay Conference Captioning (In-person or remote) is easy and efficient. Take a look at the step-by-step diagrams below. It is easy

to use live captioning that enables everyone to participate.

Relay Conference Captioning for Teleconference Calls

Deaf/hard-of-hearing participant types comments or questions and sends them to the captioner via the Internet.

A captioner reads aloud the deaf/hard-of-hearing participant's comments or questions to conference call participants.



Remote Relay Conference Captioning for In-Person Meetings

While the participants speak during the in-person meeting, the remote RCC captioner listens and delivers live, real-time streamed text to an internet connected computer.



How do I schedule the RCC service?

- Make an appointment **at least 48 hours** (two working days) in advance to guarantee the service.
- Arrange for a toll-free conference/ audio bridge for a captioner to hear everything that is said during phone call or in-person meeting to deliver captions to your screen.
- Go to www.njrelaycc.com
- Click the **Book an event now** link.

- Fill out required information on the **online form** including:
 - Contact and event information
 - Teleconference call number and access code
 - Date and time of event
 - Provide specific information (i.e., proper names, call agenda, speaker or PowerPoint notes, etc.) in order to receive accurate captioning.
 - Once the call is booked and your captioner is assigned, you will receive an e-mail from the RCC service with the Event ID and the web address for you to access your captioned call.

Scheduling Support:

- E-mail: cc@captionedtext.com
- Fax: 720-489-5994
- Call: 800-590-4197
Hours of Operation:
Sunday through Saturday
24 hours a day/7 days a week
- Visit: njrelaycc.com

NJ RCC Video Demo

To see a video on how RCC works in the office:



Scan the QR code with your mobile phone.

Or visit:

njrelay.com/relay-conference-captioning-rcc



Technical Requirements

- Internet Explorer 6.0 and above, Chrome, Firefox, or Safari.
- JavaScript and cookies enabled in the browser.
- Microsoft Windows ME, NT, 2000, XP, Vista, Windows 7, Windows 8, or Mac OS X.
- 800 x 600 screen resolution, 1024 x 768 or higher recommended.
- High Speed Internet or 3G/4G* wireless network service required.
- No need to download software.

* Data charges may apply



Technical Support

Technical support is limited to the functions of Relay Conference Captioning and is not designed to assist participants with issues related to their computer, Internet connection, conference calling provider or others.

- Hours of Operation:
24 hours a day/7 days a week
- Priority Tech Support :
800-590-4203
- 24-Hour Emergency Support:
800-590-4197
Please limit calls to the 24-hour emergency number to "on-air" or "during live event" problems or issues.
- Support E-mail:
help@captionedtext.com



www.njrelaycc.com

Contact Information:

Presentations and Training Available

A team of outreach specialists are available to provide free demonstrations, training, presentations or support on how to use RCC in your home or office. Contact us today if interested.

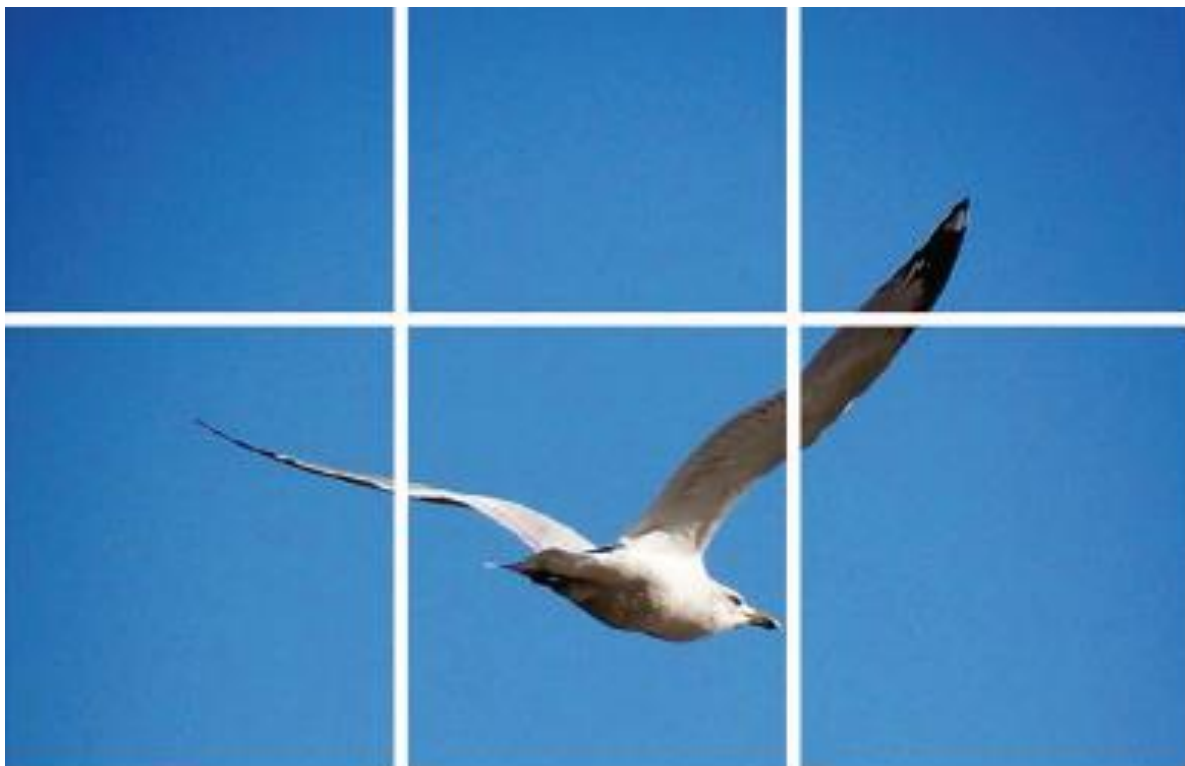
New Jersey Relay is a free telecommunications service provided by Sprint and approved by the New Jersey Board of Public Utilities (the Board). Through a contract with the Board, Sprint provides full telephone accessibility to people who are deaf, hard of hearing or have a speech disability.

NJ Relay Contact

- Aparna Lele
Relay Program Manager
201 Route 17 North
Sprint, 3rd Floor
Rutherford, NJ 07070
- Voice: 201-355-0579
or
866-995-6170
- Email: njrelayoutreach@sprint.com

A-FMU-0005





NEW JERSEY RELAY

Everyone deserves to communicate by phone.
Making communication easier for people who are
deaf, hard of hearing, deaf-blind or speech disabled.





Introduction

In today's technology-driven world, there are still many people unaware that NJ Relay and CapTel Services exist. These services are provided for a very good reason: achieving functionally equivalent telephone services.

Often, people with hearing or speech disability depend on other people to make telephone calls. With advanced Relay and CapTel technology, people with hearing loss or speech disability are now able to make telephone calls independently.

The system allows those with hearing loss and speech disability to access telecommunication services never before available to them. This service allows text-telephone (TTY) or special equipment users such as Captioned telephone, Braille TTY, to communicate with standard telephone users through specially trained relay operators or captioners.

People with hearing loss or speech disabilities come in many shapes and forms, with their own specific telephone communication needs. So, how does a standard telephone user communicate with someone using one of the many New Jersey Relay Services that are available? That's simple- just ask the person for their telephone number and instructions on how they would like you to call them.

Calls can be made to virtually anywhere in the world, 24 hours a day, 365 days a year with no restrictions on the number, length, or type of calls. All calls are strictly confidential and no records of any conversations are maintained.

If you are deaf, deaf-blind, hard of hearing, have slight hearing loss or are speech-disabled, please explore the Table of Contents in the following page to decide which service best fits your communication needs.

Text Telephone (TTY) Relay

A person who is deaf, deaf-blind, hard-of-hearing, or speech disabled uses a TTY (text telephone) to type his/her conversation to a Relay Operator (OPR), who then reads the typed conversation to a standard telephone user. The OPR relays the standard telephone user's spoken words by typing them back to the TTY user.



TTY USER

STANDARD
TELEPHONE
USER

OPR

- 1 Dial 7-1-1 or 1-800-852-7899.
- 2 The Relay Operator (OPR) will answer "NJ Relay OPR 9999F NUMBER CALLING PLS GA"
GA stands for "Go Ahead" which means it's your turn to type.
- 3 **TTY User: Type the standard telephone user's area code and telephone number you want to call then GA.**

Standard Telephone User: Provide the OPR the TTY user's area code and telephone number to call.
- 4 The OPR will dial the number. The OPR will type everything the standard telephone user says and type GA at the end of each response.
- 5 Proceed with the conversation by typing your response. The OPR will read and voice everything you type to the standard telephone user.

Spanish TTY Relay

A person who is deaf, deaf-blind, hard-of-hearing, or speech disabled uses a TTY (text telephone) to type his/her conversation in either Spanish or English to a Relay Operator (OPR), who then reads the typed conversation to a standard telephone user. The OPR relays the standard telephone user's spoken words in either Spanish or English by typing them back to the TTY user.



- 1 Dial the TTY number at 7-1-1 or 1-866-658-7714
- 2 The Relay Operator (OPR) will answer "NJ RELAY OPERADOR/A 9999F ME PERMITE EL NUMERO QUE DESA LLAMAR GA". GA stands for "Go Ahead" which means it's your turn to type.
- 3 **Spanish TTY User: Type the standard telephone user's area code and telephone number you want to call then GA.**
Standard Telephone User: Provide the OPR the Spanish TTY Relay user's area code and telephone number to call.
- 4 The OPR will dial the number. The OPR will type everything the standard telephone user says and type GA at the end of each response.
- 5 Proceed with the conversation by typing your response. The OPR will read and voice everything you type to the standard telephone user.

Deaf-Blind Relay

Deaf-Blind Relay is for users who are deaf-blind and use a special TTY equipped with braille or large visual displays. This service allows them to read messages typed by the Relay operator at a slower pace for the ease of reading. New Jersey Relay has a toll-free number that provides customized relay service for the unique need of deaf-blind individuals.



BRILLE TTY
USER



STANDARD
TELEPHONE
USER



OPR

- 1 Dial the TTY number at 7-1-1 or 1-866-658-7713.
- 2 The Relay Operator (OPR) will answer "NJ Relay OPR 9999F NUMBER CALLING PLS GA"
GA stands for "GO AHEAD" which means it's your turn to type.
- 3 **Braille TTY User: Type the standard telephone user's area code and telephone number you want to call then GA.**

Standard Telephone User: Provide the OPR the Deaf-Blind Relay user's area code and telephone number to call.
- 4 The OPR will dial the number. The OPR will type everything the standard telephone user says and type GA at the end of each response.
- 5 Proceed with the conversation by typing your response. The OPR will read and voice everything you type to the standard telephone user.

Voice Carry-Over (VCO)

Voice Carry-Over (VCO) allows a deaf or hard-of-hearing user to speak directly to a standard telephone user and read the text messages on the TTY or VCO phone. When a standard telephone user speaks, the Relay Operator (OPR) serves as the "ears" and types everything said to the TTY or VCO phone user.



- 1** Dial 7-1-1 or 1-866-658-7711. When you dial 1-866-658-7711, your calls are automatically handled by an OPR who specializes in all types of VCO calls.
- 2** The Relay Operator (OPR) will answer "NJ Relay OPR 9999F VOICE (OR TYPE) NOW GA" GA stands for "Go Ahead" which means it's your turn to speak or type. Both parties will need to say "GA" at the end of their responses.
- 3** **VCO User:** Provide the OPR the standard telephone user's area code and telephone number then say "Go Ahead" or "GA".
Standard Telephone User: Provide the OPR the VCO user's area code and telephone number to call.
- 4** The OPR will dial the number. When it is your turn to speak, the OPR will type, "GA" as a cue for you to start speaking. You can speak directly to the standard telephone user. The OPR will not repeat what you say, but will only type what the standard telephone user says back to you.
- 5** Proceed with your conversation. Remember both you and the standard telephone user you are calling will say "GA" at the end of your responses.

Captioned Telephone (CapTel)

Ideal for people with some degree of hearing loss, the Captioned Telephone, or CapTel, works like any other telephone with one important addition: It displays every word the caller says throughout the conversation. CapTel users can listen and speak directly to the caller, and can also read the written captions in the CapTel's bright display window.



- 1 Dial the telephone number of the standard telephone user you are calling and speak directly to him/her on your CapTel phone.
- 2 The standard telephone user speaks directly to you.
- 3 The Captioned Telephone operator transcribes the standard telephone user's spoken message into captions.
- 4 You can listen to the standard telephone user on the CapTel phone while reading captions of everything the standard telephone user says on your CapTel display screen.

NJ CapTel has a dedicated website, please visit www.njcaptel.com for more information.

Spanish CapTel

Ideal for people with some degree of hearing loss, the Captioned Telephone, or CapTel, works like any other telephone with one important addition: It displays every word the caller says throughout the conversation in Spanish. CapTel users can listen and speak directly to the caller, and can also read the written captions in Spanish in the CapTel's bright display window.



- 1 Dial the telephone number of the standard telephone user you are calling and speak directly to him/her on your CapTel phone.
- 2 The standard telephone user speaks directly to you.
- 3 The Captioned Telephone operator transcribes the standard telephone user's spoken message into captions.
- 4 You can listen to the standard telephone user on the CapTel phone while reading captions of everything the standard telephone user says on your CapTel display screen.

NJ CapTel has a dedicated webpage in Spanish, please visit www.njcaptel.com/en-espanol for more information.

Spanish-to-Spanish calls:
8 a.m. to 12 midnight Eastern Time daily.

Hearing Carry-Over (HCO)

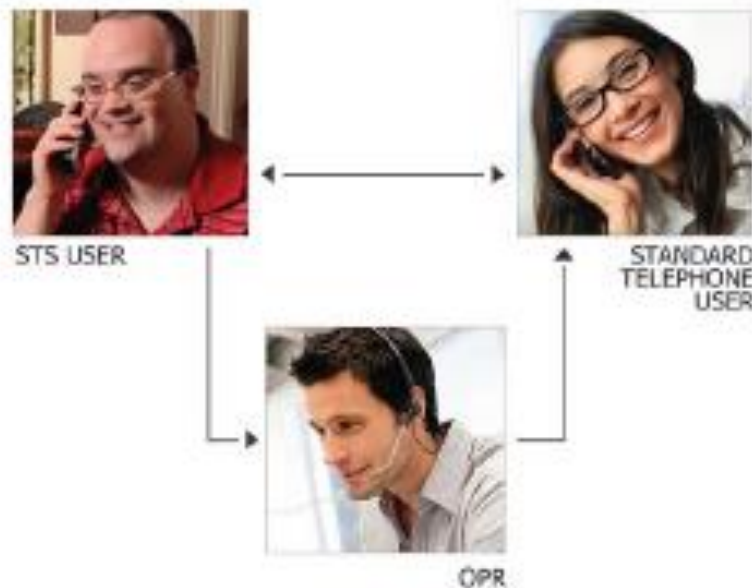
Hearing Carry-Over (HCO) allows a speech disabled person with hearing capabilities to listen to a standard telephone user. The HCO user types his/her conversation to the Relay Operator (OPR) and the OPR will voice the message to the standard telephone user. The standard telephone user speaks directly to the HCO user.



- 1 Dial 7-1-1 or 1-800-852-7899.
- 2 The Relay Operator (OPR) will answer "NJ Relay 9999M NUMBER CALLING PLS GA". GA stands for "Go Ahead" which means it's your turn to speak or type. Both parties will need to say "GA" at the end of their responses.
- 3 **HCO User: Type the standard telephone user's area code and telephone number to call and type "HCO PLEASE GA". Then pick up the handset to listen to the standard telephone user.**
Standard Telephone user: Provide the OPR the HCO user's area code and telephone number to call.
- 4 The OPR will dial the number. You will hear call progress and answer. Wait for the OPR to announce your call to the person you are calling if they are familiar with HCO calls.
- 5 Wait for the relay operator to say, "one moment for your call to begin" to the person you are calling and "go ahead caller" as the indication it is your turn to respond.
- 6 Place the handset on the TTY. Hit the spacebar twice, and then type your response. Then type GA. After the connection, the OPR will not repeat what the other person has voiced directly to you; rather the OPR will voice only what you typed to the other person.
- 7 After you type "GA," pick up the handset to listen to the other person's spoken reply. Proceed with the conversation.

Speech-to-Speech (STS)

Speech-to-Speech (STS) allows people with speech disabilities to voice their conversation. A specially-trained Sprint STS operator repeats the words of the person with a speech disability or synthesizer output to the standard telephone user. The standard telephone user speaks directly to STS user.



- 1 Dial 7-1-1 and ask for Speech-to-Speech or dial 1-866-658-7712 directly for a trained STS Operator to connect to the standard telephone user.
- 2 Give the STS OPR the area code and telephone number you wish to call, plus any special instructions.
 - Give the OPR as much information as possible about your call prior to the OPR dialing. You can instruct the OPR to repeat everything or only what is not understood. You control your call.
 - The OPR will dial the number. Once the call is connected, everyone on the call will be able to hear each other.
 - Standard Telephone user: Provide the OPR the STS user's area code and telephone number to call.
- 3 The STS operator will facilitate the conversation between you and the standard telephone user by repeating or re-voicing your messages when necessary. The OPR will revoice your message to ensure you are understood. The OPR will clarify anything that is not clear before revoicing. Say "GA" when you are finished speaking and ready for a response.
- 4 The standard telephone user speaks directly to you.

Visit www.newjerseysts.com for more information.

Relay Conference Captioning (RCC)

Relay Conference Captioning (RCC) is a free service for anyone who is deaf or hard of hearing to engage in group conversations in a telephone conference call. RCC users receive live, real-time text streamed to a computer/laptop with Internet connection to read captions of all the conversation on a telephone conference call.

You will need at least 48 hours to make an appointment (two business days) in advance to guarantee the service. Please go to www.njrelaycc.com and click the "Book an Event" link to fill out required information on the online form in order to book RCC service for your teleconference call.



- 1 On the day of the conference call, please be sure to log in at www.njrelaycc.com a few minutes prior to the start of the call. Enter your RCC reservation number or Event ID.
- 2 Your captioner will caption all of the dialogue on the call including noises and/or sounds where appropriate (i.e. beep that a caller has joined, etc.).
- 3 Follow along with the captioned text and when you want to participate, type in your message and the captioner will relay your message to the conference call participants or you can use a standard telephone to voice for yourself.
- 4 At the end of the conference call, you can request a copy of the transcript or have the transcript destroyed after the call to protect your privacy.

* RCC can be also used to read captions of spoken information during face-to-face business meetings or classes.

Federal Relay Service

Federal Relay is available to any current and active Federal employees and military personnel who are deaf, hard of hearing or have speech disabilities. Federal Relay provides six different services to meet your needs in the workplace. These services include TTY, Speech-to-Speech (STS), Captioned Telephone (CapTel), Internet Protocol (IP Relay), Video Relay Service (VRS), and Relay Conference Captioning (RCC).

Instructions on using Federal Relay Services:

- The Relay Operator will ask you what agency you are calling to or from. This is an important step in making a Relay call.
- Provide the Operator with the name of your agency, and the telephone number to call.
- Certain Federal Relay services, such as Federal RCC and Federal CapTel, do not require you to provide the name of your agency to an Operator.
- When utilizing Federal RCC services, you must reserve the service online through www.fedrcc.us. This website contains a form for users to fill out under "Book an Event Now." Choose your agency name from a drop down listing of agencies. If you do not see your agency in the listing, please contact federalrelay@sprint.com for further assistance.
- When utilizing Federal CapTel services, CapTel telephones are ordered through your agency or through the Computer/Electronic Accommodations Program (CAP). Visit www.federalrelay.us/captel for further information on obtaining a CapTel device. Prior to receiving your device, it will be appropriately branded to the correct agency. Once you receive your device, you simply set it up and it is ready for use.

For more information about Federal Relay and the Task Order Process, go to www.federalrelay.us or email federalrelay@sprint.com.

You may also contact customer service at the following number:
800-877-0996 (voice/TTY)



Additional Services

Additional services include specific instructions for special types of calls that a standard telephone user would make and is made available for Relay and CapTel users to ensure equal telephone access on other call types.

Customer Profile

A Customer Profile stores an individual relay user's call preferences. This speeds up call processing and ensures that the customer's preferred long distance carrier is used each time a call is made. You can set up your Customer Profile by contacting Customer Service at:

1-844-525-4877 (TTY/Voice)
Español: 1-800-676-4290 (TTY/Voz)
Speech-to-Speech: 1-877-787-1989
Voice Carry-Over: 1-866-931-9027

Representatives will take your request and can set up your profile while you are on the phone or send you a form to complete. They are also available to answer any questions you may have.

International Calls

New Jersey Relay allows people to place and receive calls to and from anywhere in the world (Using English or Spanish language only.) Calls originating from a country outside of the US may also access New Jersey Relay by dialing 1-605-224-1837. Customers who use CapTel Services do not need to dial the dedicated international number as they can simply dial the international telephone number they are calling directly on their CapTel phone.

900 Access Number

New Jersey provides a toll-free 900 number that connects relay callers to any 900 or 800 pay-per-call service. The caller is responsible for direct billing.

Relay users dial a toll-free 1-900-230-4149 to connect with New Jersey Relay. The Relay Operator will then dial the requested outbound 900 or 800 pay-per-call service number. Upon connection to the 900 number, billing procedures will begin.

Billing procedures may vary depending on the 900 service called. For further assistance with 900 calls, call NJ Relay Customer Service at:

English: 1-844-525-4877 (TTY/Voice)
Español: 1-800-676-4290 (TTY/Voz)
Speech-to-Speech: 1-877-787-1989
Voice Carry-Over: 1-866-931-9027

911 Emergency Calls

• For Anyone Who Uses a TTY

In the event of an emergency, it is strongly encouraged that Relay and CapTel users dial 911 directly for a faster connection. NJ Relay can still process emergency calls but it will not be as fast as dialing 911 directly.

• For anyone who uses a single-line CapTel 200, CapTel 800, or CapTel 840 phone

If a CapTel user dials 911 directly from a single-line CapTel 200, CapTel 800, or CapTel 840 phone, the call will be sent directly to the local 911 center instead of through the captioning service. The call will be treated as a Voice Carry-Over (VCO) call, meaning that the 911 Operator will be able to hear everything you are saying and the captions will appear on your display screen.

VCO call handling capability is currently required of all 911 Public Safety Answering Points (PSAPs) by the US Department of Justice and thus the CapTel phone operating in VCO mode does not represent a new requirement for 911 PSAPs which should already have existing standard operating procedures (SOP) to handle VCO calls. All PSAPs and EMS have been educated on how to handle emergency calls via VCO calls.

Please go to www.captel.com/videos-model800-911-1-line.php to get an idea of how a 911 call is made in VCO mode from a CapTel 800 (1-line).

• For anyone who uses CapTel 800i, CapTel 840i, CapTel 2400i or 2-line CapTel

If a CapTel user is calling 911 from a CapTel 840i, CapTel 800i, CapTel 2400i or a 2-line CapTel (2-line meaning that you are connected to two different phone lines), the call will function just like any other telephone call. You can speak into the receiver and the 911 operator will hear you. The 911 operator will speak back to you and the captions will appear on your display screen.

To see a 911 call placed from a 2-line CapTel phone, go to www.captel.com/videos-model840-911-2-line.php.

The bottom line is that PSAP or EMS would still be able to identify whoever calls 911 from a CapTel 800i or 2-line CapTel just like any other telephone.

TTY Public Payphones

The payphone relay program covers local and long distance calls. You can make such calls from any coin-operated public payphone using TRS. If a call is local, you do not need to use coins, a calling card, or a prepaid card. Just dial 711 on most payphones and give the local number you wish to call. You can make long distance calls by charging them to your calling card, including a prepaid card, or by calling collect. Charges for calling cards may vary, so check with your provider about applicable rates. For more information on prepaid phone cards, see the FCC's consumer guide.

TTY users who wish to use a coin TTY payphone can use New Jersey Relay to assist in connecting non-local calls. There are several ways to bill non-local calls:

- Collect
- Third party
- Calling card
- Prepaid card
- Charges for calling cards may vary, so check with your provider about applicable rates.

Public Payphones can be found at many major airports.

For more information about TTY Public Payphone equipment, please visit: www.ultratec.com/ttys/public_ttys.php

For more information about FCC's mandated requirement on Public Payphone Relay Service, please visit: www.fcc.gov/guides/payphone-relay-service

ASCII Split Screen

ASCII Split Screen is designed to allow deaf, deaf-blind, hard of hearing users who use high-speed ASCII computer to type and communicate more clearly and quickly with other TTY or computers that utilize ASCII. This also allows the user to see both parties' responses on the screen at the same time.

To use this ASCII Split Screen, users can call New Jersey Relay on a personal computer using modem software that supports split-window displays. With this split-screen technology, one window displays the ASCII user's text and the other window displays the OPR's text. When either party types, text will appear in the associated window, even if both callers type at the same time.

What equipment is needed to use this service?

- A personal computer and high-speed modem
- Modem software that supports a split-screen display
- A transmission speed of 1200 baud or higher using modem settings of Full Duplex, Non-Host, or Local-Echo-On mode. Users are responsible for setting up their own ASCII equipment and software. For specific instructions on modem settings, please contact the modem's manufacturer.

Answering Machine / Voice Mail Retrieval

- **For anyone who uses a TTY**

TTY users can ask that New Jersey Relay Operators retrieve messages from their voice answering machines or voicemail.

Instructions to request answering machine retrieval for relay users

- Dial 7-1-1 or 1-800-852-7899
- Type "AMR" and the phone number you wish to call with your password or special instructions and then "GA".
- The Relay Operator will type, "PLS PLACE YOUR HANDSET NEXT TO YOUR ANS MACHINE AND TURN ON GA."
- Place your handset on the speaker part of the answering machine until all messages have been retrieved.
- Then place the handset back on the TTY and type "GA."
- The Relay Operator will type your messages.

Voice Mail Retrieval instructions

- To request voice mail retrieval, dial 7-1-1 or 1-800-852-7899.
- When the Relay Operator responds, type the phone number you wish to call with your password or special instructions and then "GA."

- **For anyone who uses a CapTel 840, CapTel 840i, or CapTel 2400i phone**

CapTel users can use their CapTel phone (Model 840, 840i or 2400i) that has a built-in answering machine. The user can listen to the answering machine message on the CapTel handset, and at the same time, read captions of what the message says. Check for more information as to how to retrieve messages from the CapTel phone's built-in answering machine in the CapTel 840 instruction manual.

- **For anyone who uses a CapTel 200, 800, or 800i phone**

Please view the video as to how CapTel users get captions on their external answering machine messages at www.captel.com/videos-model800i-answer-machine.php

New Jersey DDHH Equipment Distribution Program

The cost of assistive communication devices can be very expensive. Since 1993, the Division of the Deaf and Hard of Hearing (DDHH) has operated a program to ensure that New Jersey residents with hearing loss, have access to telecommunications and visual alerting home safety equipment needed to live independently.

Individuals unable to afford the costs of assistive communication devices may apply to the "Equipment Distribution Program" for assistance. Upon meeting eligibility requirements, individuals may receive communication devices free of cost from the DDHH.

Devices currently available as part of this program include

- Amplified Telephone
- CapTel
- Hearing Carry-Over (HCO) Telephone
- Smoke Detector
- Carbon Monoxide Detector
- Baby Cry Alert System
- Artificial Larynx Device (ALD)

To find out if you qualify and are eligible for equipment from the DDHH Equipment Distribution Program please visit:

www.state.nj.us/humanservices/ddhh/equipment/application/eligibility/index.html

To obtain an application for a specific device, please visit:

www.state.nj.us/humanservices/ddhh/equipment/application/apply/index.html

Or you can contact DDHH at

Division of the Deaf and Hard of Hearing
Box 074
Trenton, NJ 08625-0074

(800) 792-8339 Voice/TTY (toll free in New Jersey)
(609) 503-4862 Videophone:



Contact Us

Aparna Lele

NJ Relay Outreach Manager
Sprint, 3rd Floor,
201 Route 17 North
Rutherford, NJ 07070

Videophone/Voice: 1.201.355.0579

E-mail: aparna.lele@sprint.com

NJ Relay Customer Service:

1.844.525.4877 TTY/Voice (English)

1.800.676.4290 TTY/Voz (Español)

1.877.787.1989 Speech Disabled

1.866.931.9027 Voice Carry-Over

NJ CapTel Customer Service:

1.888.269.7477 (English)

1.866.670.9134 (Spanish)

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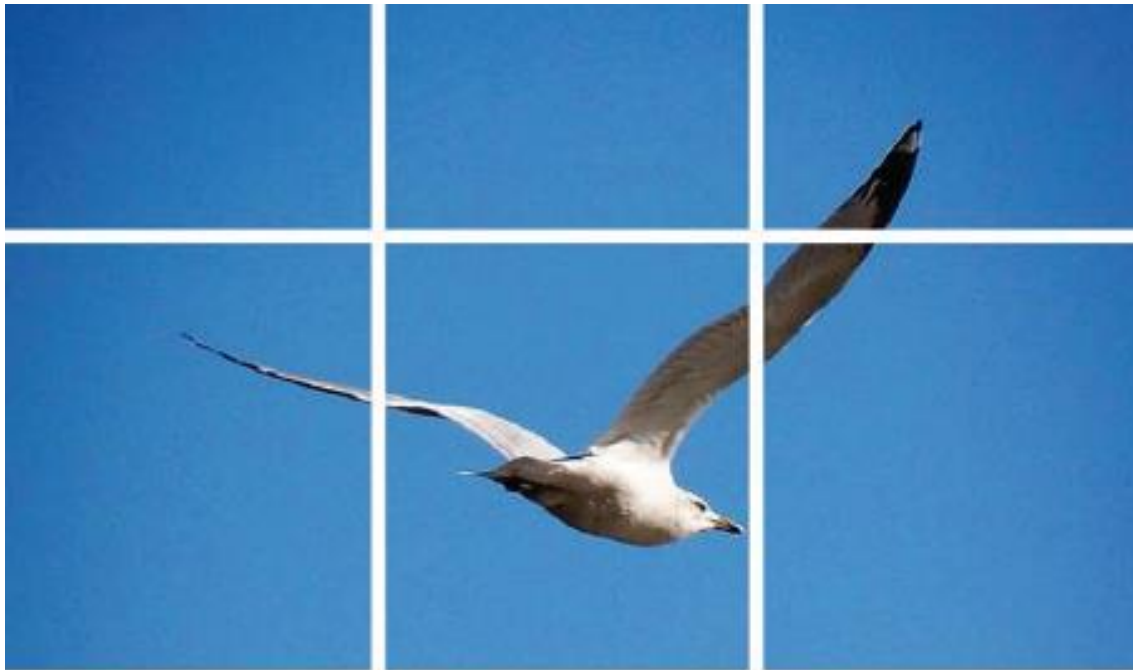
More information about products and service at

- www.NJRelay.com
- www.NJCapTel.com
- www.NJRelayCC.com
- www.NewJerseySTS.com
- www.SprintCapTel.com
- www.SprintRelay.com

New Jersey Relay is a free telecommunications service provided by Sprint and approved by the NJ Board of Public Utilities. Through a contract with the Board, Sprint Relay provides full telephone accessibility to people who are deaf, hard of hearing, deaf blind or have a speech disability.

Although CapTel 800/943/808/2403 can be used for emergency calling, such emergency calling may not function the same as traditional 911 services. Sprint reserves the right to modify, extend or cancel offers at any given time with notice. Other restrictions apply to CapTel 800/943/808/2403. For details, see sprintcaptel.com 02/2015

A-PH8D-0903 rev 03/2015



SERVICIOS DE RETRANSMISIÓN DE **NEW JERSEY**

Todos merecen poder comunicarse telefónicamente.

Facilitamos la comunicación a las personas sordas, con dificultades de audición, sordo ciegas o con alguna discapacidad del habla.



Introducción

En el mundo de hoy, impulsado por la tecnología, todavía hay muchas personas que desconocen los servicios de Retransmisión (NJ Relay) y CapTel de NJ. Estos servicios se ofrecen por muy buena razón: brindar servicios telefónicos equivalentes a los de los teléfonos estándar.

A menudo, las personas con discapacidades del habla o la audición dependen de otras personas para hacer llamadas telefónicas. Con la tecnología avanzada de Retransmisión y CapTel, las personas con este tipo de discapacidades ya pueden hacer llamadas telefónicas independientemente.

El sistema permite que las personas con discapacidades del habla y pérdida de la audición accedan a servicios de telecomunicación que jamás habían tenido a su alcance. Este servicio permite a los usuarios de teléfonos de texto (TTY) o equipo especial —como teléfonos con subtítulos o teléfonos de texto Braille— se comuniquen con usuarios de teléfonos estándar mediante operadores de retransmisión o operadores de teléfono con subtítulos.

Las personas con discapacidades del habla o pérdida de la audición son de todo tipo con sus propias necesidades específicas de comunicación telefónica. Entonces, ¿cómo puede comunicarse un usuario de teléfono estándar con alguien que usa uno de los muchos Servicios de Retransmisión de New Jersey disponibles? Es sencillo: simplemente pida a la persona su número telefónico y las instrucciones sobre cómo le gustaría que usted le llamara.

Es posible llamar prácticamente a cualquier parte del mundo, las 24 horas del día, los 365 días del año sin restricciones al número, la duración o el tipo de llamadas. Todas las llamadas son estrictamente confidenciales y no se conservan registros de ninguna llamada.

Si usted es una persona sorda, sordo ciego, con dificultades de audición, con una ligera pérdida de audición o con alguna discapacidad del habla, por favor consulte La Tabla del Contenido, en la página siguiente, para decidir cuál servicio es mejor para sus necesidades de comunicación.

Retransmisión de Teléfono de Texto en Inglés

Una persona sorda, sordo ciega, con dificultades de audición o con alguna discapacidad del habla usa un teléfono de texto (TTY) para teclear su conversación al Operador de Retransmisión (OPR), quien entonces lee en voz alta la conversación al usuario de teléfono estándar. El Operador de Retransmisión retransmite las palabras que dice el usuario de teléfono estándar tecleándolas para que las lea el usuario de teléfono de texto.



USUARIO DE
TELÉFONO DE
TEXTO



USUARIO DE
TELÉFONO
ESTÁNDAR



OPERADOR(A) DE
RETRANSMISIÓN (OPR)

- 1 Marque 7-1-1 ó 1-800-852-7899.
- 2 El Operador de Retransmisión contestará "NJ RELAY OPR 9999F NUMBER CALLING PLS GA". [OPERADOR(A) 9999F DE NJ RELAY POR FAVOR DIGA EL NÚMERO AL QUE DESEA LLAMAR GA.] GA significa "Go Ahead", que en inglés significa que es su turno de teclear.
- 3 **Usuario de teléfono de texto:** Teclee el código de área y número telefónico del usuario de teléfono estándar al que desea llamar y después GA.
Usuario de teléfono estándar: Diga al Operador de Retransmisión el código de área y el número telefónico del usuario del teléfono de texto al que desea llamar.
- 4 El operador marcará el número. El operador tecleará todo lo que el usuario de teléfono estándar diga y después GA al final de cada respuesta.
- 5 Continúe con la conversación tecleando sus respuestas. El Operador de Retransmisión leerá y dirá al usuario de teléfono estándar todo lo que usted escriba.

Retransmisión de Teléfono de Texto en Español

Una persona sorda, sordo ciega, con dificultades de audición o con alguna discapacidad del habla usa un teléfono de texto (TTY) para teclear su conversación ya sea en español o inglés al Operador de Retransmisión (OPR), quien entonces lee en voz alta la conversación al usuario de teléfono estándar. El Operador de Retransmisión retransmite las palabras que dice el usuario de teléfono estándar tecleándolas ya sea en español o inglés para que las lea el usuario de teléfono de texto.



- 1 Marque el número del teléfono de texto: 7-1-1 ó 1-866-658-7714.
- 2 El Operador de Retransmisión contestará "NJ RELAY OPERADOR/A 9999F ME PERMITE EL NUMERO QUE DIESA LLAMAR GA". GA significa "Go Ahead", que en inglés significa que es su turno para teclear.
- 3 **Usuario de teléfono de texto en español:** Teclee el código de área y número telefónico del usuario de teléfono estándar al que desea llamar y después GA.
Usuario de teléfono estándar: Diga al Operador de Retransmisión el código de área y número telefónico de Retransmisión de Teléfono de Texto en Español al que desea llamar.
- 4 El operador marcará el número. El operador tecleará todo lo que el usuario de teléfono estándar diga y después GA al final de cada respuesta.
- 5 Continúe con la conversación tecleando sus respuestas. El Operador de Retransmisión leerá y dirá al usuario de teléfono estándar todo lo que usted escriba.

La traducción en español está disponible si se solicita.

Servicios de Teclear y Leer

La Retransmisión para Personas Sordo Ciegas es para usuarios sordo ciegos que usan teléfonos de texto especiales equipados con pantallas Braille o de visualización grande. Este servicio les permite leer los mensajes que el Operador de Retransmisión teclea a una menor velocidad para facilitar la lectura. NJ Relay (Servicios de Retransmisión de New Jersey) tiene un número sin costo que brinda un servicio de retransmisión personalizado para atender las necesidades únicas de las personas sordo ciegas.



USUARIO DE
TELÉFONO DE
TEXTO BRAILLE



USUARIO DE
TELÉFONO
ESTÁNDAR



OPERADOR(A) DE
RETRANSMISIÓN (OPR)

- 1 Marque el número del teléfono de texto: 7-1-1 ó 1-866-658-7713.
- 2 El Operador de Retransmisión contestará "NJ Relay OPR 9999F NUMBER CALLING PLS GA". [OPERADOR(A) 9999F DE NJ Relay POR FAVOR DIGA EL NÚMERO AL QUE DESEA LLAMAR GA.] GA significa "Go Ahead", que en inglés significa que es su turno de teclear.
- 3 **Usuario de teléfono de texto Braille:** Teclee el código de área y número telefónico del usuario de teléfono estándar al que desea llamar y después GA.
Usuario de teléfono estándar: Diga al Operador de Retransmisión el código de área y el número telefónico del usuario de Retransmisión para Personas Sordo Ciegas al que desea llamar.
- 4 El operador marcará el número. El operador tecleará todo lo que el usuario de teléfono estándar diga y después GA al final de cada respuesta.
- 5 Continúe con la conversación tecleando sus respuestas. El Operador de Retransmisión leerá y dirá al usuario de teléfono estándar todo lo que usted escriba.

Llamadas de Voz Transportada (VCO)

El servicio de Llamadas de Voz Transportada (VCO) permite a un usuario sordo o con dificultades de audición hablar directamente con un usuario de teléfono estándar y leer los mensajes en subtítulos en un teléfono de texto o de voz transportada. Cuando el usuario del teléfono estándar habla, el Operador de Retransmisión sirve como "los oídos" y teclea todo lo dicho al usuario del teléfono de texto o de voz transportada.



- 1 Marque 7-1-1 ó 1-866-658-7711. Al marcar 1-866-658-7711, un Operador de Retransmisión especializado en todo tipo de llamadas de Voz Transportada atiende automáticamente la llamada.
- 2 El Operador de Retransmisión contestará "NJ Relay OPR 9999F VOICE (OR TYPE) NOW GA" [OPERADOR(A) 9999f DE Retransmisión de NJ DIGA (O TECLEE) AHORA GA]. GA significa "Go Ahead", que en inglés significa que es su turno de hablar o teclear. Ambas personas deben decir "GA" al final de cada respuesta.
- 3 **Usuario de Llamadas de Voz Transportada:** Diga al Operador de Retransmisión el código de área y número telefónico del usuario de teléfono estándar al que desea llamar y después diga "Go Ahead" o "GA".
Usuario de teléfono estándar: Diga al Operador de Retransmisión el código de área y número telefónico del usuario del teléfono de Llamadas de Voz Transportada al que desea llamar.
- 4 El operador marcará el número. Cuando sea su turno de hablar, el Operador de Retransmisión tecleará "GA" para indicarle que debe empezar a hablar. Usted puede hablar directamente al usuario de teléfono estándar. El Operador de Retransmisión no repetirá lo que usted diga, sino que sólo tecleará lo que el usuario de teléfono estándar le diga a usted.
- 5 Continúe con su conversación. Recuerde que tanto usted como el usuario de teléfono estándar al que está llamando deben decir "GA" al final de cada respuesta.

Teléfono con Subtítulos (CapTel) en Inglés

Ideal para las personas con algún grado de pérdida de la audición, el Teléfono con Subtítulos, o CapTel, funciona como cualquier otro teléfono, pero con una importante adición: muestra todas las palabras que la persona que llama dice durante la conversación. Los usuarios del teléfono CapTel pueden escuchar y hablar directamente con la persona que llama y también pueden leer los subtítulos en la brillante pantalla del CapTel.



- 1 Marque el número telefónico del usuario de teléfono estándar al que desea llamar y hable directamente con esa persona en su teléfono CapTel.
- 2 El usuario de teléfono estándar habla directamente con usted.
- 3 El Operador del teléfono con subtítulos transcribe mediante subtítulos el mensaje hablado del usuario de teléfono estándar.
- 4 Usted puede escuchar en el teléfono CapTel al usuario de teléfono estándar al mismo tiempo que lee, en la pantalla de su CapTel, lo que dice el usuario del teléfono estándar en los subtítulos.

CapTel de NJ un tiene una página de Internet, por favor visite www.njcaptel.com para obtener más información.

Teléfono con Subtítulos (CapTel) en Español

Ideal para las personas con algún grado de pérdida de la audición, el Teléfono con Subtítulos, o CapTel, funciona como cualquier otro teléfono, con una importante adición: muestra todas las palabras que la persona que llama dice durante la conversación. Los usuarios del teléfono CapTel pueden escuchar y hablar directamente con la persona que llama y también pueden leer los subtítulos en español en la brillante pantalla del CapTel.



- 1 Marque el número telefónico del usuario de teléfono estándar al que desea llamar y hable directamente con esa persona en su teléfono CapTel.
- 2 El usuario de teléfono estándar habla directamente con usted.
- 3 El Operador del teléfono con subtítulos transcribe mediante subtítulos el mensaje hablado del usuario de teléfono estándar.
- 4 Usted puede escuchar en el teléfono CapTel al usuario de teléfono estándar al mismo tiempo que lee, en la pantalla de su CapTel, lo que dice el usuario del teléfono estándar en los subtítulos.

CapTel de NJ tiene una página de Internet en español, por favor visite www.njcaptel.com/espanol para obtener más información.

El servicio de subtítulos en español se ofrece para las llamadas en español.

- De 8 a.m. a 12 (medianoche) hora del Este diariamente.

Llamadas de Auditiva Transportada (HCO)

El servicio Llamadas de Auditiva Transportada (HCO) permite a una persona con discapacidades del habla, pero con capacidades de audición, escuchar a los usuarios de teléfonos estándar. El usuario del servicio Llamadas de Auditiva Transportada teclea su conversación al Operador de Retransmisión y éste, a su vez, comunica con su voz el mensaje al usuario de teléfono estándar. El usuario de teléfono estándar le habla directamente al usuario del servicio de Llamadas de Auditiva Transportada.



- 1 Marque 7-1-1 ó 1-800-852-7899.
- 2 El Operador de Retransmisión contestará "NO Relay 9999M NUMBER CALLING PLS GA" (9999M de Retransmisión de NO POR FAVOR DIGA EL NÚMERO AL QUE DESEA LLAMAR GA). GA significa "Go Ahead", que en inglés significa que es su turno de hablar o teclear. Ambas personas deben decir "GA" al final de cada respuesta.
- 3 **Usuario del servicio de Llamadas de Auditiva Transportada:** Teclee el código de área y número telefónico del usuario de teléfono estándar al que desea llamar y teclee "HCO PLEASE GA" (Llamada de Auditiva Transportada POR FAVOR GA). Después, levante el auricular para escuchar al usuario de teléfono estándar.
Usuario de teléfono estándar: Diga al Operador de Retransmisión el código de área y número telefónico del usuario del servicio de Llamadas de Auditiva Transportada al que desea llamar.
- 4 El operador marcará el número. Usted escuchará la llamada en curso y la respuesta. Espere a que el Operador de Retransmisión anuncie la llamada a la persona a quien llama, si esa persona está es familiar con las llamadas de servicio de Llamadas de Auditiva Transportada.
- 5 Espere a que el operador de retransmisión diga "one moment for your call to begin" (un momento para que inicie su llamada) a la persona que llama y mediante "go ahead caller" (adelante originador de la llamada) indicándole que es su turno de responder.
- 6 Coloque el auricular en el teléfono de texto. Presione la barra de espacio dos veces y después teclee su respuesta. Entonces, teclee GA. Después de conectarse, el Operador de Retransmisión no repetirá lo que la otra persona le diga directamente a usted; más bien, comunicará con su voz lo que usted tecleó a la otra persona.
- 7 Después de que teclee "GA", levante el auricular para escuchar la respuesta hablada de la otra persona. Continúe con la conversación.

De Habla a Habla (STS)

El servicio De Habla a Habla permite a las personas con discapacidades del habla comunicarse en conversaciones. Un operador De Habla a Habla de Sprint especialmente capacitado repite al usuario de teléfono estándar las palabras de la persona con alguna discapacidad del habla o el producto de un sintetizador. El usuario de teléfono estándar habla directamente al usuario del servicio De Habla a Habla.



- 1 Para comunicarse con el usuario de teléfono estándar, marque 7-1-1 y solicite el servicio De Habla a Habla o marque 1-866-658-7712 directamente para que le atienda un Operador De Habla a Habla capacitado.
- 2 Diga al Operador de Retransmisión del servicio De Habla a Habla el código de área y número telefónico al que desea llamar, más todas las instrucciones especiales.
 - Antes de que el Operador de Retransmisión marque, bríndele toda la información posible sobre su llamada. Puede indicar al Operador de Retransmisión que repita todo o únicamente lo que no se entienda. Usted controla su llamada.
 - El operador marcará el número. Una vez que se conecte la llamada, todos los que estén en la llamada podrán escucharse entre sí.
 - Usuario de teléfono estándar: Diga al Operador de Retransmisión el código de área y número telefónico del usuario del servicio de Llamada De Habla a Habla al que desea llamar.
- 3 El operador De Habla a Habla repetirá o volverá a decir sus mensajes cuando sea necesario para facilitar la conversación entre usted y el usuario de teléfono estándar. El Operador de Retransmisión volverá a decir su mensaje para asegurar que se le entienda y aclarará todo lo que no esté claro antes de repetirlo. Diga "GA" cuando termine de hablar y esté listo para la respuesta.
- 4 El usuario de teléfono estándar le hablará directamente a usted. Visite www.newjerseysts.com para obtener más información.

Retransmisión de Subtitulado de Conferencias (RCC)

La Retransmisión de Subtitulado de Conferencias es un servicio gratuito para que cualquier persona sorda o con dificultades de audición pueda participar en conversaciones de grupo en llamadas de conferencia telefónicas. Los usuarios de Retransmisión de Subtitulado de Conferencias reciben texto en vivo en tiempo real transmitido a una computadora de escritorio o portátil con conexión al Internet para leer los subtítulos de toda la conversación de las llamadas en conferencia telefónica.

Para garantizar el servicio, es necesario hacer una cita con 48 horas (dos días hábiles) de anterioridad. Por favor visite www.njrelaycc.com y haga clic en el enlace "Book an Event" (Reservar un evento) para llenar la información requerida en el formulario en línea para reservar el servicio de Retransmisión de Subtitulado de Conferencias para su llamada de conferencia telefónica.



- 1 El día de la conferencia telefónica, por favor asegúrese de iniciar sesión en www.njrelaycc.com unos cuantos minutos antes de que empiece la llamada. Introduzca su número de reservación del servicio de Retransmisión de Subtitulado de Conferencias o Identificación de Evento.
- 2 Nuestro subtítuloador escribirá mediante subtítulos todo el diálogo de la llamada, incluidos los ruidos y/o sonidos, cuando corresponda (es decir, tonos de que un participante ha entrado en la conferencia telefónica, etc.).
- 3 Manténgase al tanto de la conversación leyendo el texto de los subtítulos y cuando desee participar, tedee su mensaje. El subtítuloador retransmitirá su mensaje a los participantes de la conferencia telefónica o bien, puede usar un teléfono estándar para hablar por sí mismo.
- 4 Al final de la conferencia telefónica, usted puede solicitar una copia de la transcripción o solicitar que la transcripción se destruya después de la llamada para proteger su privacidad.

* El servicio Retransmisión de Subtitulado de Conferencias también puede usarse para leer subtítulos de la información hablada durante clases o reuniones de negocios.

Servicio de Retransmisión Federal

El servicio Retransmisión Federal está a disposición de todo personal militar y empleado federal actual y activo que es sordo, que tiene dificultades de audición o discapacidades del habla. La Retransmisión Federal ofrece seis distintos servicios para satisfacer sus necesidades en el trabajo. Estos servicios incluyen Teléfono de Texto, De Habla a Habla (STS), Teléfono con Subtítulos (CapTel), Protocolo de Internet (Retransmisión de IP), Servicio de Retransmisión de Video y Retransmisión de Subtitulado de Conferencias.

Instrucciones para usar los Servicios de Retransmisión Federal:

- El Operador de Retransmisión le preguntará a qué agencia desea llamar o de qué agencia llama. Este es un paso importante al hacer llamadas de Retransmisión.
- Diga al Operador el nombre de su agencia y el número telefónico al que desea llamar.
- Ciertos servicios de Retransmisión Federal, como Retransmisión de Subtitulado de Conferencias Federal y CapTel Federal, no exigen que diga el nombre de su agencia al Operador.
- Para usar los servicios de Retransmisión de Subtitulado de Conferencias Federal, usted debe reservar el servicio en línea mediante **www.fedrcc.us**. En esta página de Internet encontrará un formulario para que los usuarios lo llenen en "Book an Event Now." (Registre un evento ahora.). Seleccione el nombre de su agencia de la lista desplegable de agencias. Si su agencia no aparece en la lista, por favor comuníquese con federalrelay@sprint.com para obtener más asistencia.
- Para usar los servicios CapTel Federal, los teléfonos CapTel deben ordenarse por medio de su agencia o por medio del Programa de Adaptaciones de Computación/Electrónica (CAP). Visite **www.federalrelay.us/captel** para obtener más información sobre cómo obtener un dispositivo CapTel. Antes de recibir su dispositivo, se lo marcará adecuadamente según la agencia indicada. Una vez que reciba su dispositivo, sencillamente instálelo y estará listo para usarse.

Para obtener más información sobre la Retransmisión Federal y el Proceso de Pedidos de Tarea, visite www.federalrelay.us o envíenos un correo electrónico a **federalrelay@sprint.com**.

También puede comunicarse con el departamento de atención al cliente al número siguiente: 800-877-0996 (Voz/Teléfono de texto)



Servicios adicionales

Los servicios adicionales incluyen instrucciones específicas para tipos de llamadas especiales que haría un usuario telefónico estándar y se pone a la disposición de los usuarios de Retransmisión y CapTel para asegurar un acceso telefónico equivalente en otros tipos de llamadas.

Perfil de Cliente

En el Perfil de Cliente se guardan las preferencias individuales de las llamadas de los usuarios de retransmisión. Esto acelera el procesamiento de las llamadas y asegura que se use el proveedor de servicio de larga distancia preferido del cliente cada vez que éste haga una llamada. Usted puede establecer su Perfil de Cliente comunicándose con el Servicio al Cliente al:

Inglés: 1-800-675-3777 (Teléfono de texto/Voz)
Español: 1-800-676-4290 (Teléfono de texto/Voz)
De Habla a Habla: 1-877-787-1989

Un representante procesará su solicitud y puede establecer su perfil mientras usted está en el teléfono o le enviará un formulario para que lo llene. Los representantes también están a su disposición para contestar cualquier pregunta que usted pueda tener.

Llamadas Internacionales

Retransmisión de New Jersey (New Jersey Relay) permite que las personas reciban y hagan llamadas a cualquier lugar del mundo (usando únicamente el inglés o español). Llamadas que originan en otro país, fuera de los Estados Unidos, pueden obtener acceso a los servicios de Retransmisión de New Jersey marcando el 1-605-224-1837. Para usar los servicios CapTel no es necesario marcar el número internacional dedicado, simplemente marque el número de teléfono internacional al que esté llamando desde su teléfono CapTel.

Número de Acceso 900

New Jersey ofrece un número sin costo 900 que conecta a los que llaman mediante servicios de retransmisión a cualquier servicio de pago por llamada 900 u 800. La persona que genera la llamada es responsable por el cobro de la llamada.

Los usuarios del servicio de retransmisión marcan el número sin costo 1-900-230-4149 para conectarse con Retransmisión de New Jersey (New Jersey Relay). El Operador de Retransmisión entonces marcará el número del servicio de pago por la llamada saliente al número 900 u 800 de salida que haya solicitado. Al conectarse al número 900 empiezan los procedimientos de cobro.

Los procedimientos de cobro varían dependiendo del servicio 900 al que se llame. Para obtener más asistencia con las llamadas 900, llame al Servicio al Cliente de Retransmisión de NJ (NJ Relay) al:

De Habla a Habla: 1-877-787-1989
Inglés: 1-800-675-3777 (Teléfono de texto/Teléfono)
Español: 1-800-676-4290 (Teléfono de texto/Voz)

Llamadas de Emergencia al 911

• Para los usuarios de teléfonos de texto

En caso de emergencia, se recomienda enfáticamente que los usuarios de Retransmisión y CapTel marquen el 911 directamente para conectarse más rápido. Retransmisión de NJ (NJ Relay) puede procesar las llamadas de emergencia, pero la comunicación no será tan rápida como en marcar 911 directamente.

• Para los usuarios de teléfonos CapTel 200, 800 u 840 de línea única

Si un usuario de CapTel marca el 911 directamente desde un teléfono CapTel 200, 800 u 840 de línea única, la llamada será enviada directamente al centro local del 911 en lugar de enviarse al servicio de subtítulos. La llamada se tratará como una Llamada de Voz Transportada, lo que significa que el Operador del 911 podrá escuchar todo lo que usted diga y los subtítulos aparecerán en su pantalla.

El Departamento de Justicia de Estados Unidos actualmente requiere que todos los Puntos de Respuesta de Seguridad Pública (PSAP) de 911 tengan la capacidad para manejar Llamadas de Voz Transportada y, por lo tanto, el teléfono CapTel funcionando en el modo de Llamadas de Voz Transportada no representa un requisito nuevo para los PSAP de 911 que ya deben tener procedimientos de operación estándar existentes para manejar las Llamadas de Voz Transportada. Todos los PSAP y servicios médicos de emergencia (EMS) han recibido entrenamiento para manejar llamadas de emergencia a través de Llamadas de Voz Transportada.

Por favor visite www.captel.com/videos-model800-911-1-line.php para que tenga una idea de cómo se hacen las llamadas al 911 en el modo de Llamadas de Voz Transportada desde un teléfono CapTel 800 (1 línea).

• Para los usuarios de teléfonos CapTel 800i, 840i o CapTel de 2 líneas

Si un usuario de CapTel llama al 911 usando un teléfono CapTel 840i, CapTel 800i o un teléfono CapTel de 2 líneas (2 líneas significa que está conectado a dos líneas telefónicas distintas), la llamada funciona justo como cualquier otra llamada telefónica. Usted puede hablar usando el auricular y el operador del 911 le escuchará. El operador del 911 le responderá y los subtítulos aparecerán en su pantalla.

Para ver una llamada al 911 hecha desde un teléfono CapTel de 2 líneas, visite www.captel.com/videos-model800-911-2-line.php.

Lo más importante es que el Punto de Respuesta de Seguridad Pública (PSAP) o servicio médico de emergencia (EMS) de todas formas no podría identificar quien llama al 911 desde un teléfono CapTel 800i o CapTel de 2 líneas, al igual que desde cualquier otro teléfono.

Teléfonos públicos de texto

El programa de retransmisión de teléfonos públicos cubre las llamadas locales y de larga distancia. Puede hacer este tipo de llamadas desde cualquier teléfono público de monedas usando el TRS. Si la llamada es local, no necesita usar monedas, tarjeta para llamar, ni tarjeta prepagada. Simplemente marque el 711 en la mayoría de los teléfonos públicos y dé el número local al que desea llamar. Usted puede hacer llamadas de larga distancia cargándolas a su tarjeta de llamar, incluyendo las tarjetas prepagadas, o llamando por cobrar. Los cargos por realizar llamadas con tarjetas para llamar pueden variar, de manera que verifique con su proveedor las tarifas pertinentes. Para obtener más información sobre las tarjetas telefónicas prepagadas, consulte la guía del consumidor de la FCC.

Los usuarios de teléfonos de texto que desean usar un teléfono público de texto pueden usar el servicio de Retransmisión de New Jersey (New Jersey Relay) para obtener asistencia en conectar las llamadas que no son locales. Hay varias formas de cobrar por las llamadas que no son locales:

- Por cobrar
- Cobro a terceros
- Con tarjeta para llamar
- Con tarjeta prepagada
- Los cargos correspondientes a tarjetas para llamar pueden variar, de manera que verifique con su proveedor las tarifas pertinentes.

Los teléfonos públicos se pueden encontrar en muchos de los aeropuertos principales.

Para obtener más información sobre el equipo de teléfonos públicos de texto, por favor visite: **www.ultratec.com/ttys/public_ttys.php**

Para obtener más información sobre el equipo exigido por la FCC para el servicio de Retransmisión en Teléfonos Públicos, por favor visite: **www.fcc.gov/guides/payphone-relay-service**

Pantalla dividida con ASCII

El servicio Pantalla Dividida con ASCII está diseñado para que los usuarios sordos, sordo ciegos o con dificultades de audición puedan usar computadoras ASCII de alta velocidad para teclear y comunicarse en forma más clara y rápida con otros teléfonos de texto o computadoras que utilizan ASCII. Esto también permite que el usuario vea en la pantalla al mismo tiempo las respuestas de ambos participantes.

Para usar esta Pantalla Dividida con ASCII, los usuarios pueden llamar a Retransmisión de New Jersey (New Jersey Relay) en una computadora personal usando un programa de computador moderno que apoye pantallas divididas. Con esta tecnología de pantalla dividida, una ventana despliega el texto del usuario de ASCII y la otra despliega el texto del Operador de Retransmisión. Cuando cualquiera de los participantes en la llamada teclea, el texto aparece en la ventana correspondiente, aunque ambos teclean al mismo tiempo.

¿Qué equipo se necesita para usar este servicio?

- Una computadora personal y un módem de alta velocidad.
- Un programa de computador para módem que apoye pantalla dividida.
- Velocidad de transmisión de 1200 baudios o superior usando la configuración de módem en el modo Full Duplex (Dúplex completo), Non-Host (no anfitrión) o Local-Echo-On (Eco local activado). Los usuarios son responsables de configurar su propio programa de computadora y equipo ASCII. Para obtener instrucciones específicas sobre la configuración del módem, por favor comuníquese con el fabricante del módem.

Máquina contestadora / Obtención de mensajes de voz

• Para los usuarios de teléfonos de texto (TTY)

Los usuarios de teléfonos de texto pueden pedir a los Operadores de Retransmisión de New Jersey que obtengan los mensajes de sus máquinas contestadoras de voz o de su correo de voz.

• Instrucciones para que los usuarios de servicios de retransmisión obtengan los mensajes de máquinas contestadoras

- Marque 7-1-1 ó 1 800 852 7899.
- Teclee "AMR" y el número telefónico al que desea llamar, con su contraseña o instrucciones especiales y después "GA".
- El Operador de Retransmisión tecleará, "PLS PLACE YOUR HANDSET NEXT TO YOUR ANS MACHINE AND TURN ON GA." (POR FAVOR COLOQUE SU TELEFONO EN LA MAQUINA CONTESTADORA Y LUEGO LA ACTIVA) GA
- Coloque su auricular en la parte de la bocina de la máquina contestadora hasta que todos los mensajes se hayan obtenido.
- Después vuelva a colocar el auricular en el teléfono de texto (TTY) y teclee "GA."
- El Operador de Retransmisión tecleará sus mensajes.

Instrucciones para obtener mensajes de correo de voz

- Para obtener los mensajes de correo de voz, marque 7-1-1 ó 1 800 852 7899.
- Cuando el Operador de Retransmisión conteste, teclee el número telefónico al que desea llamar, con su contraseña o instrucciones especiales, y después "GA."

• Para los usuarios de teléfonos CapTel 840 u 840i

Los usuarios de CapTel pueden usar su teléfono CapTel (Modelo 840i) que tiene una máquina contestadora integrada. El usuario puede escuchar el mensaje de la máquina contestadora en el auricular del CapTel y, al mismo tiempo, leer los subtítulos del contenido del mensaje. Consulte el manual de instrucciones del CapTel 840 para obtener más información sobre cómo obtener los mensajes de la máquina contestadora integrada en el teléfono CapTel.

• Para los usuarios de teléfonos CapTel 200, 800 u 800i

Por favor vea el video de la forma en que los usuarios de CapTel pueden obtener sus mensajes de máquina contestadora externa en subtítulos en

www.captel.com/videos-model800i-answer-machine.php

Programa de Distribución de Equipo de DDHH de New Jersey

El costo de los dispositivos de comunicación asistida puede ser muy alto. Desde 1993, la División para Personas Sordas y con Dificultades de Audición (Division of the Deaf and Hard of Hearing; DDHH) ha operado un programa para asegurar que los residentes de New Jersey con pérdida auditiva, tengan acceso al equipo de telecomunicaciones y de seguridad en el hogar con alertas visuales que necesitan para vivir independientemente.

Las personas que no pueden pagar los dispositivos de comunicación asistida pueden solicitar asistencia al "Programa de Distribución de Equipo". Al satisfacer los requisitos de elegibilidad, estas personas podrían obtener dispositivos de CapTel gratis del DDHH.

Los dispositivos disponibles actualmente como parte de este programa incluyen:

- Teléfonos amplificados
- CapTel
- Teléfonos para Llamadas de Auditiva Transportada (HCO)
- Detectores de incendios
- Detectores de monóxido de carbono
- Sistema de alerta de llanto de bebés
- Dispositivos Artificiales de Laringe (ALD)

Para averiguar si califica y es elegible para obtener equipo del Programa de Distribución de Equipo de DDHH, por favor visite:

www.state.nj.us/humanservices/ddhh/equipment/application/eligibility/index.html

Para obtener una solicitud para un dispositivo específico, por favor visite:

www.state.nj.us/humanservices/ddhh/equipment/application/apply/index.html

O bien, puede comunicarse con el DDHH a:

Division of the Deaf and Hard of Hearing
Box 074

Trenton, NJ 08625-0074

(800) 792-8339 Voz/Teléfono de texto
(sin costo en New Jersey)

(609) 503-4862 Portal de voz



Comuníquese con nosotros

Aparna Lele

Gerente de Extensión de Retransmisión de NJ
Sprint, 3rd Floor, 201 Route 17 North
Rutherford, NJ 07070
1.201.355.0579 Portal de voz/Voz
Aparna.lele@sprint.com Correo electrónico

Servicio al Cliente del Servicio de Retransmisión de NJ:

1.800.676.3777 Teléfono de texto/Voz (Inglés)
1.800.676.4290 Teléfono de texto/Voz (Español)
1.877.787.1989 Speech Disabled

Servicio al Cliente de CapTel:

1.888.269.7477 (Inglés)
1.866.670.9134 (Español)

COMUNÍQUESE CON NOSOTROS



www.youtube.com/njrelay



www.facebook.com/njrelaycaptel



[@njrelaycaptel](https://twitter.com/njrelaycaptel)



www.njrelay.com/blog



www.linkedin.com/in/njrelaycaptel

Puede obtener más información sobre los productos y servicios en:

- www.NJRelay.com
- www.NJCapTel.com
- www.NJRelayCC.com
- www.NewJerseySTS.com
- www.SprintCapTel.com
- www.SprintRelay.com

Retransmisión de New Jersey (New Jersey Relay) es un servicio gratuito de telecomunicaciones ofrecido por Sprint y aprobado por la Junta de Servicios Públicos de NJ. Mediante un contrato con la Junta, Retransmisión de Sprint ofrece accesibilidad telefónica completa a personas sordas, con dificultades de audición, sordo ciegas o con alguna discapacidad del habla.

A pesar de que CapTel 800/800 puede usarse para hacer llamadas de emergencia, es posible que esas llamadas de emergencia no funcionen de la misma forma que los servicios tradicionales de 911/911. Sprint se reserva el derecho de modificar, ampliar o cancelar ofertas en cualquier momento con aviso previo. Otras restricciones se aplican a CapTel 800/800. Para obtener los detalles, comuníquese con el representante de ventas al 800/800.

Appendix H: NJ STS Literature and Media

Have you experienced...

Frustration?
Getting hung up on?
Not being understood?
Depending on others to make calls?
Misunderstandings?

Your solution is
New Jersey's own
Speech-to-Speech Service
DIAL 7-1-1,
ask for Speech-to-Speech
and Be Yourself.

Talk on the phone with
ease and confidence!



“ STS is a lifesaver! It really does help me be more independent. ”

Learn more about New Jersey
Speech-to-Speech Service
www.newjerseysts.com



Speech-to-Speech Customer Service
877.STS.1989 (877.787.1989)

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SPEECH TO
SPEECH
SERVICE



“ Now I can make my own phone calls without having to depend on someone else. ”

NEWJERSEY RELAY
Connect. Experience. Thrive.

**TIRED OF HEARING "WHAT?
I CAN'T UNDERSTAND YOU?"**

Speech-to-Speech

Talk with Ease

New Jersey Speech-to-Speech (STS) is a free service for people with a speech disability or use a voice synthesizer. This service allows them to use their own voice on the phone. A specially trained STS operator simply listens to the conversation and repeats their message, whenever needed.

Dial **711** or **866-658-7712** with a phone to connect with New Jersey STS service and then, begin your conversation with family, friends, and co-workers.

For more information about how this service works or to request a free presentation:

- www.newjerseysts.com
- njrelayoutreach@sprint.com
- 877-787-1989

"Now I can make my own phone calls without having to depend on someone else."



* STS users are responsible for their own long distance charges. NJ STS is a free service that is provided by Sprint and approved by New Jersey Board of Public Utilities (BPU).



Connect. Talk. Re-voice.

NJ Speech-to-Speech service allows people with a speech disability to use their own voice on the phone with the assistance of a specially trained operator.

Learn more:
newjerseysts.com



Speech-to-Speech Service Defined:

Persons who have difficulty being understood over the phone can be helped by the Speech-to-Speech (STS) Service. STS Service provides specially trained operators who facilitate conversations between the user and the other party by repeating the message of the person with a speech impairment or synthesizer output.

What You Should Know:

- New Jersey Speech to Speech is a telecommunications service provided by Sprint Relay and approved by the NJ Board of Public Utilities that provides full telephone accessibility to people who have a speech disability.
- All calls are strictly confidential and no records of any conversation are maintained.
- No special equipment needed. Just use any phone.
- Open 24 hours and 7 days a week.
- Current customers include those with Cerebral Palsy, Muscular Dystrophy, Aphasia, Laryngectomy, Down syndrome, stroke, and brain injury.

1 STS users are responsible for their own long distance charges. There is no charge for using NJ Speech-to-Speech.

2 Spanish speaking operators are available between 9am and 5pm Eastern Time daily.



newjerseysts.com

ATTENTION:

Do you have trouble being heard or understood on the telephone?

SOLUTION!

The free **New Jersey Speech-to-Speech** service offers people with speech disabilities confidence to talk on the phone with ease!

Dial **7-1-1** and ask for Speech-to-Speech or call **866-658-7712**.

Operators trained to understand both distorted speech and computer with speech output (AAC devices) will RE-VOICE what you say to the person you are talking to on the phone.

FOR MORE INFORMATION:

■ 877-787-1989 (Customer Support) ■ www.newjerseysts.com



“Now I can make my own phone calls without having to depend on someone else.”

* STS users are responsible for their own long distance charges. There is no charge for using New Jersey Relay STS service.

Connect. Talk. Re-voice.

NJ Speech-to-Speech service allows people with a speech disability to use their own voice on the phone.

A specially trained operator simply listens to the conversation and repeats their message, whenever needed.

newjerseysts.com



njcom
True
Jersey.



**Connect.
Talk.
Re-voice.**

NJ Speech-to-Speech service allows people with a speech disability to use their own voice on the phone with the assistance of a specially trained operator. newjerseysts.com



Video Assisted Speech to Speech Step-by-Step Instructions for STS Users

Video Assisted Speech to Speech (VA-STS) allows a person who has a speech disability to use both a telephone and computer or mobile device with webcam to make relay calls.



“Wow, it helps
that the operator
can see me.”

VA-STS requires:

- a telephone line
- a video device
- access to OmniJoin

To Make a Phone Call

** To help make your VA STS call quicker, we encourage you to set up your profile at www.newjerseysts.com/myprofile.html*

- 1** Go to <https://vasts.omnijoin.com> or open the **OmniJoin app** (see instructions next page).
- 2** With your phone, dial **711** or **1-866-658-7712**.
- 3** Inform the STS operator that you would like to make a **Video Assisted Speech to Speech** call.
- 4** Ask the STS operator for the **Meeting ID**.
- 5** When you are connected to the STS operator on video, say the area code and telephone number you wish to call and any further instructions.



For iPhone or iPad only: Download the OmniJoin App

If you don't have the
OmniJoin app on your iOS
device, follow the instructions
below to download and install:

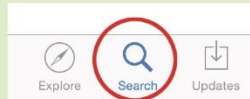


NOTE: The app is not currently
available for Android devices.

Open the **App Store**
icon.



At the menu bar,
select **SEARCH**
and type
“**Brother OmniJoin**”.



Click the **DOWNLOAD**
icon.



After the download is
complete, click **OPEN**.



Follow instructions
until the installation
is complete.

The **OmniJoin** icon
should appear on
your phone screen.

You are all set for
VA-STs service!



NEED HELP?

Contact New Jersey Relay STS
Customer Support:

1-877-787-1989

Sprint.TRSCustServ@sprint.com

Visit the website:

www.newjerseysts.com

Phone numbers to connect
New Jersey Relay STS:

711 or

1-866-658-7712

YOUR NOTES

New Jersey Relay is a free telecommunications service provided by Sprint and approved by the New Jersey Board of Public Utilities. Through a contract with the Board, Sprint provides full telephone accessibility to people who are deaf, hard of hearing or have a speech disability.

A-FMNU-0011 rev 12/2015

**IMPORTANT
INFORMATION,
PLEASE READ**

To ensure the best match is made between the potential user of VA-STS and New Jersey STS operator to produce the most effective communication is an essential aspect of using this one training, in person or remotely, to facilitate a quality experience with VA-STS.

After you have learned how to make this call, please ask Customer Service to add this to your training. Please call the New Jersey Relay STS Customer Service at **1-877-787-1989** for more information.



To Access OmniJoin from Computer or Laptop

Go to <https://vast.omnjoin.com>

In the **Join Conference** box on the left side of the screen, go to the **Conference** field and type the **Meeting ID** provided by the STS operator; for example, vast4.

No password is needed.

Click **Join** or press **Enter**.

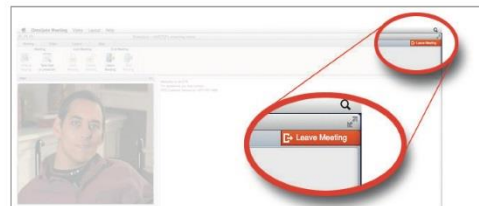
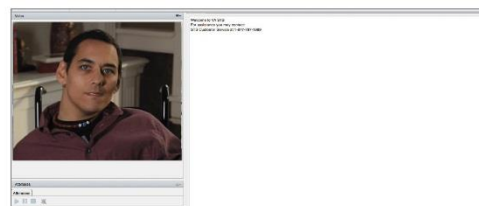
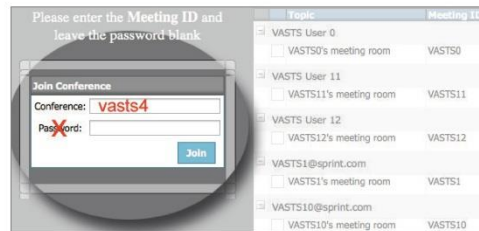
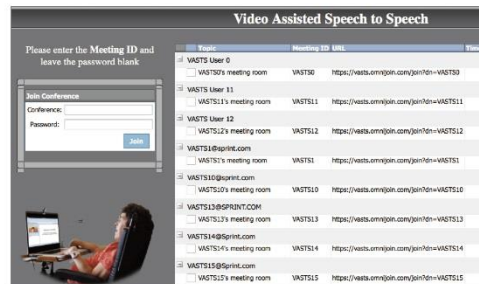
Once connected, you will communicate with the VA-STS operator via the audio connection. This is a one-way video connection – the VA-STS operator will see you but you will not see the operator.

You are all set for VA-STS service!

If **Leave Meeting** is not visible on the screen, click anywhere on the screen and an upper bar will appear.

Click **Leave Meeting** to log out.

If you do not log out, you will remain connected to the meeting room.



Relay, training on the use of the video technology is available. Learning how to work together with the VA-STS service. **BEFORE** making their first VA-STS call, potential users of VA-STS are encouraged to request one-on-

your customer profile; “VA-STS calls - caller needs Meeting ID only.”
tion or assistance.



To Access OmniJoin from iPhone or iPad

NOTE: The OmniJoin app is not currently available for Android devices.

NOTE: If you don't have the OmniJoin app on your iOS device, follow the instructions on the back on how to download and install.

Tap the **OmniJoin** icon to open.

Click **Join an Existing Meeting**.
Ignore the **Login** button.

The STS operator will provide the **Meeting ID**.
For example, type “vast5” and then click **Join**.

Click **Don't Allow** when prompted to access the microphone.

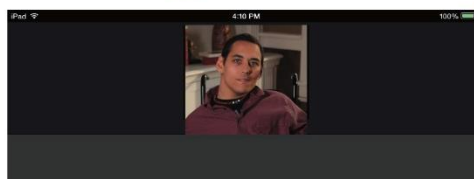
Once connected, you will communicate with the VA-STS operator via the audio connection.
This is a one-way video connection – the VA-STS operator will see you but you will not see the operator.

You are all set for VA-STS service!

If **Leave Meeting** is not visible on the screen, click anywhere on the screen and an upper bar will appear.

Click the right corner (see red arrow).

Click **Leave Meeting**. If you do not, you will remain connected to the meeting room.





**Puede obtener
apoyo en vivo con sólo
presionar un botón**

¿Necesita ayuda? Hable con un representante de atención al cliente en vivo basado en Estados Unidos las 24 horas del día, 7 días a la semana. Todo teléfono CapTel de New Jersey incluye el acceso a atención al cliente con sólo presionar un botón. Estamos aquí para cuando nos necesite.



**Subtítulos en vivo para
sus llamadas telefónicas.**

New Jersey muestra los subtítulos en vivo durante sus llamadas telefónicas para que usted pueda escuchar y leer sus llamadas y ¡nunca perderse ni una palabra!

**Un teléfono para todo
tipo de usuarios**

Con varios modelos de teléfonos, tenemos uno que satisface sus necesidades.

**Proveedor endorsado
por el estado**

Sprint, el proveedor de servicios telefónicos con subtítulos líder en el país, proporciona CapTel de New Jersey.

No existe una sola solución perfecta para todos.

CapTel de New Jersey ofrece varios modelos de teléfonos para adaptarse a sus necesidades.



*CapTel de New Jersey es un servicio gratuito proporcionado por Sprint y aprobado por la Junta de Servicios Públicos de New Jersey/New Jersey Board of Public Utilities (la Junta/ The Board). Mediante un contrato con la Junta, Sprint proporciona accesibilidad telefónica completa a las personas con pérdidas auditivas. Aunque CapTel puede usarse para hacer llamadas de emergencia, dichas llamadas no funcionarían de la misma forma que las llamadas hechas por los servicios tradicionales del 911/E911. El servicio de subtítulos CapTel Captioning Service está financiado mediante disposiciones de la FCC. Sprint reserva el derecho de modificar, ampliar o cancelar sus ofertas en cualquier momento con preaviso. Otras restricciones aplican a los servicios CapTel de Sprint. Estas restricciones no aplican a los servicios CapTel 840. Las personas que llamen a CapTel son responsables por sus propios cargos de llamadas de larga distancia. CapTel está diseñado para ser usado por personas con pérdidas auditivas. Para obtener los detalles, consulte www.sprintcaptel.com. © 2016 Sprint. Sprint y el logotipo son marcas comerciales de Sprint. CapTel es una marca comercial registrada de Ultratec, Inc. Las Otras inscripciones marcadas son propiedad de sus dueños respectivos.

A-FMNU-0012



Reconéctese con sus seres queridos.

CapTel de New Jersey



Escuche y lea sus llamadas al mismo tiempo.

Ya sea que se esté poniendo al corriente con su hermana, planeando una cita para tomar café o programando una visita con plomero, CapTel de New Jersey muestra los subtítulos en vivo de sus llamadas directamente en el teléfono, de manera que es fácil seguir todas sus conversaciones telefónicas.

A quienquiera que llame, CapTel de New Jersey está presente para usted.

Gratis para los residentes de New Jersey

El Servicio de CapTel de New Jersey es ofrecido a todos los residentes de New Jersey que tienen pérdida auditiva. El servicio es gratuito* y requiere un teléfono CapTel**.



@njcaptel



CapTel de New Jersey



www.njcaptel.com

* La persona que hace la llamada es responsable de los cargos de llamadas fuera de las áreas locales y de larga distancia correspondientes.

** Obtenga un teléfono de CapTel de una de tres formas:

1. Compre el teléfono; o
2. Los usuarios calificados pueden obtener un teléfono gratis mediante el Programa de Distribución de Equipo de la División para Personas Sordas y con Dificultades de Audición de NJ (DDHH, siglas en inglés); o
3. Obtenga un teléfono gratis con un formulario firmado por un profesional de cuidado de la salud auditiva.

Comprometidos a una mejor comunicación telefónica.

New Jersey CapTel es un servicio ofrecido por Sprint, el proveedor de servicios telefónicos con sub-títulos líder en el país. Comprometidos con la calidad y precisión de las llamadas, los asistentes de CapTel de New Jersey atienden sus llamadas en forma rápida y profesional.

Garantía de servicio para toda la vida.

Si en algún momento su teléfono o servicio de CapTel de New Jersey no le satisface, le reembolsaremos todo el precio de su compra, se lo garantizamos.

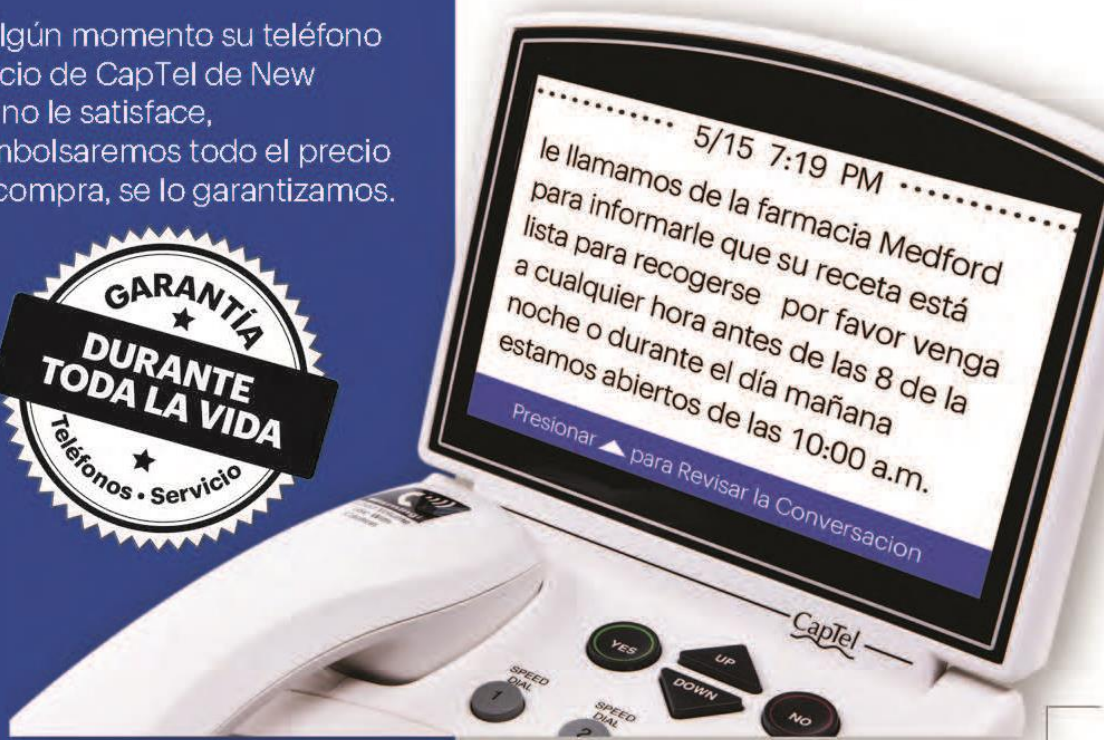


Es fácil comenzar con CapTel:

1. Comuníquese con CapTel de New Jersey.
2. Un representante de servicio al cliente le ayudará a elegir el teléfono CapTel que sea mejor para usted.
3. Mencione el código NJBROCH para obtener el envío GRATUITO

1-877-805-5845

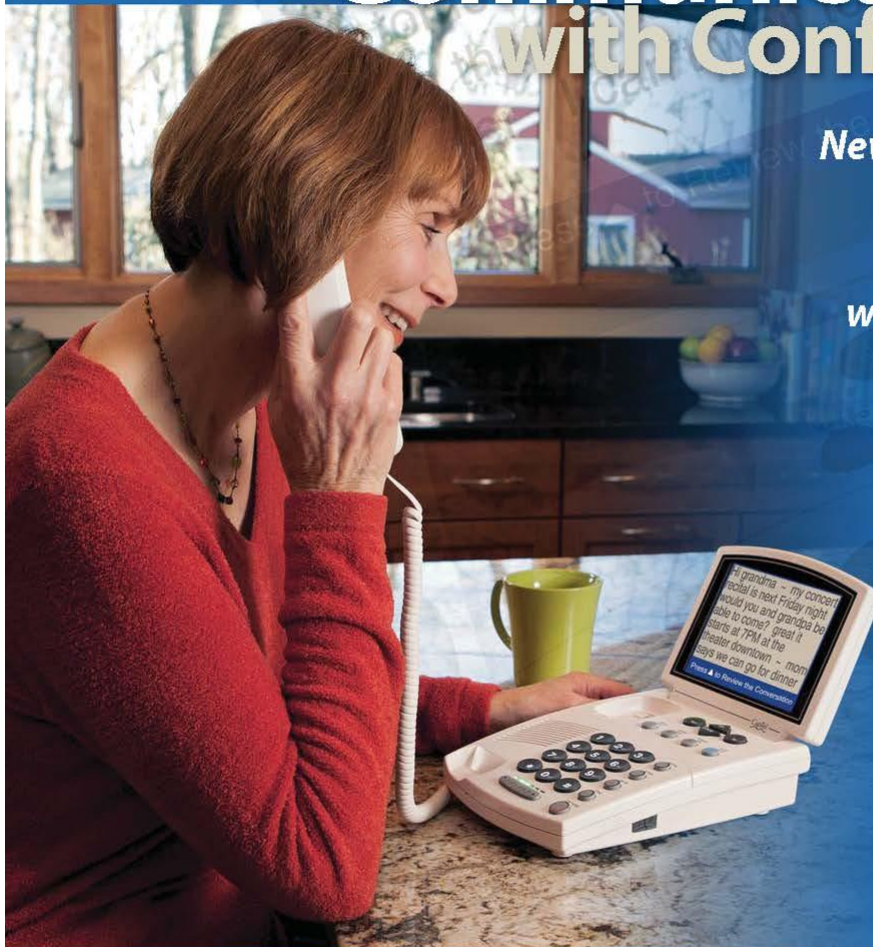
njcaptel@sprint.com



Communicating with Confidence

*New Jersey CapTel
service gives
independence
back to people
with hearing loss*

by LIZ HUNTER



HELEN KELLER ONCE SAID: "Blindness separates people from things; deafness separates people from people."

As more of us are tasked with caregiving for our elderly relatives, we want to make sure they can maintain their regular lifestyles as long as possible, and that includes being able to communicate with the world on the phone. According to WebMD, one-third of people ages 65-75, and 47 percent of adults over 75, have some degree of hearing loss. How many of us have been on the phone with our parents or grandparents and been asked to repeat ourselves time and time again, raising our voices each time? If it's frustrating for you, imagine how it feels to be on the other end.

Oftentimes, it's not volume that will help them hear better; it's the articulation and clarity of the words that make the biggest difference. Some words start to sound the same, making it hard to keep up with the phone conversation, or—if speaking with a medical professional—difficult to understand important directions. Over time, those suffering from hearing loss may begin to withdraw or avoid speaking on the phone altogether.

There is a free service available that can change all that. New Jersey Relay Service is a free telecommunications service provided by Sprint and approved by the N.J. Board of

no records of any conversations are maintained. Besides the cost of the phone (\$99 for N.J. residents), there are no other fees associated with operating it and no need to change your phone number.

CapTel technology has evolved through the years. Features include captions appearing on a bright, easy-to-read display that allows multiple lines of text in a choice of three font sizes. Phones are now equipped with answering machines built in that will caption a voicemail message, powerful amplification with volume boosts up to 35 dB, adjustable tone and volume control for optimum sound clarity, and free captioning services that also let you view it on a larger computer monitor through a USB port. CapTel can be used with headsets, neckloops, cochlear implant patch cords or other assistive listening devices. There is even an app available for smartphones.

Suzanne Robinson, 62, is a retired teacher and a CapTel user. It has changed her life. "I saw myself withdrawing, and it was easy to just hand the phone over to someone else," she says. "The CapTel phone helped pull me back

into talking with people." Robinson is not alone in these feelings she had prior to CapTel. Communication is a big part of a person's confidence level and, when that is taken away, it can lead to depression and loss of interest, and not just in social conversations. Obtaining medication directions from a pharmacist or confirming an appointment time with a doctor become stressful activities that can lead to confusion—and in the worst cases—dangerous misunderstandings. The CapTel phone also allows a person to scroll back in the conversation as well, in case they need to confirm the information that was given.

Robinson dealt with a situation recently where her CapTel phone played a huge role. "I went through a medical procedure and needed to talk to the clinic and lawyers," she says. "I needed to be calm and collected, which is difficult if you don't know what's being said to you. The ability to be my own advocate and tell people things in my own words is much better than relying on a second party to do it."

The feeling of renewed independence is one of the most commonly stated remarks made by users. "The most important part is

the necessity of it," says Bev Sudler, a New Jersey resident who has been using CapTel for more than seven years. "The bank, hospital, pharmacy, doctor's office; these are all things that are out of reach if you can't understand



the person on the other end of the phone. The CapTel phone is a necessity—a critical, essential, indispensable tool required to exist in the hearing world. It is a lifesaver for hearing-impaired people who no longer get word discrimination on a regular phone."

A CapTel phone doesn't only benefit the person who is using it to read along with the conversation. It also contributes to the enjoyment—and even patience—levels of the friend, family member or professional on the other end. Marie Nording had used other services to help her hearing on phone calls before seeing a demonstration for CapTel at a Hearing Loss Association of New Jersey meeting. She could sense frustration on the other end of the call. "Being able to read the conversation really opened up a new world," she says. "Now I'm able to keep up and get the correct information on any call, especially with my grandchildren."

The CapTel service can be useful for various professions as well, including executives whose hearing loss may be affecting their performance. Hearing loss and tinnitus are also the most common service-related disabilities of veterans returning from Iraq and Afghanistan, making CapTel a beneficial option for them to integrate back into the communication of everyday civilian life.

"I know CapTel would help so many people feel that sense of connection again," adds Sudler. "Hearing loss is hell, and no matter how many times you ask a person to repeat themselves, it just doesn't make it better. CapTel enables you to understand a medical or social conversation and stay connected to the world."

For more information, video testimonials or to order a CapTel phone, visit NJCapTel.com or call (800) 233-9130.

New Jersey CapTel
(800) 233-9130 | NJCapTel.com



"The CapTel phone is a necessity—a critical, essential, indispensable tool required to exist in the hearing world."
—Bev Sudler

CapTel 840i

Public Utilities. Through a contract, Sprint provides full telephone accessibility to people who are deaf, hard of hearing, deaf-blind or have a speech disability. One of these services is New Jersey CapTel, or Captioned Telephone. It works like any normal phone: CapTel users dial the number directly and when the person answers, the CapTel user hears whatever his or her residual hearing allows for, but additionally, the CapTel user also sees everything that is being said to them. Captions appear nearly simultaneously with the spoken words.

Calls can be made to virtually anywhere in the world, 24 hours a day, 365 days a year with no restrictions on the number, length or type of calls. All calls are strictly confidential and



Can't hear on the phone?

Just read the captions

Apr 24 2:26 pm Call Time: 00:01:55

Hi dad yes we are doing well the kids and I are coming to town tomorrow we can't wait to see you sure lunch sounds great where do you want to meet?

1-877-217-7006 | NJCapTel.com



Need a Captioned Telephone?

New Jersey Captioned Telephone Service allows Individuals with hearing loss to communicate on the telephone independently. Listen, read and respond to your callers with the ease of a CapTel phone!

Individuals with hearing loss who are unable to afford a captioned telephone may apply to get one free through the NJ Division of the Deaf and Hard of Hearing's Equipment Distribution Program.

For more Information about this program:

- call (800) 792-8339
- visit www.njcaptel.com/edp/

¡ El Servicio de CapTel y lista
de opciones disponible
ahora en Español!



CapTel 840/840i

CapTel 2100i

Introducing the NJ CapTel Family



Ideal for people with some degree of hearing loss, the Captioned Telephone, or CapTel®, works like any other telephone with one important addition: it displays every word the caller says throughout the conversation. CapTel phone users can listen to the caller, and can also read the written captions in the CapTel's bright display window. CapTel gives you the confidence to enjoy calls again, knowing that the captions will help you to catch every word.

Spanish Captioning is available for all New Jersey CapTel products and services.

For more information about CapTel product & service, contact at **877.805.5845** or go to **njcaptel.com**

CapTel 2400i



A **tablet-style telephone** with a large, touch-screen display and helpful menu graphics. Ideal for people who prefer a contemporary telephone design.

Also includes touch-key dialing pad – letting users dial with traditional number buttons if they prefer.

CapTel 840 Series



For people who prefer the familiarity of a **traditional telephone** look and feel.

Available for use with standard analog phone lines or with a high speed Internet connection (WiFi capable).

CapTel 880i



Ideal for people with **low vision** or who have difficulty reading the standard captions sizes.

CapTel 880i allows users to customize the font sizes, styles, and colors on an extremely large display.

New Jersey CapTel is a free service provided by Sprint and approved by the New Jersey Board of Public Utilities (the Board). Through a contract with the Board, Sprint provides full telephone accessibility to people with hearing loss.

Although CapTel can be used for emergency calling, such emergency calling may not function the same as traditional 911/E911 services. Sprint CapTel Phone Offer: While supplies last, The CapTel telephone is intended for use by people with hearing loss. Other restrictions apply to Sprint CapTel services. These restrictions do not apply to CapTel 840 services. Sprint reserves the right to modify, extend or cancel offers at any time with notice. For details, see www.sprintcaptel.com. ©2014 Sprint. Sprint and logos are trademarks of Sprint. CapTel is a registered trademark of Ultratec, Inc. Other registration marks are the property of their respective owners.



Reconnect. Captions for your phone calls.

Quality you can **count on...**

Accuracy you can **depend on...**

Customer Service you can **rely on...**

From a company that is trusted by 32 states,
the Federal Government and New Zealand!

Order your phone through Sprint CapTel
and get **FREE** Installation Support *

CapTel 840i

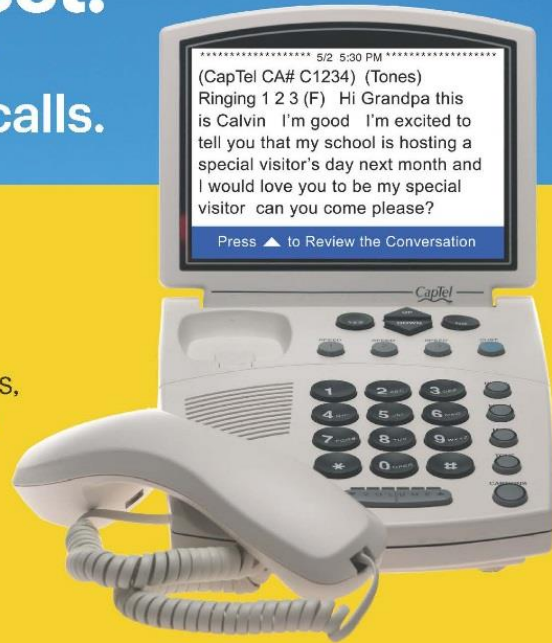
\$75.00

Retail value \$595.00

To purchase,
go to sprintcaptel.com
or call 877-805-5845

Code for free shipping:
HH14

Limited time offer.



Phone service and high-speed Internet or WiFi service required.

* Installation support available in select states, ask when ordering for more details.

Although CapTel can be used for emergency calling, such emergency calling may not function the same as traditional 911/911 services. By using CapTel for emergency calling you agree that Sprint is not responsible for any damages resulting from errors, defects, malfunctions, interruptions or failures in accessing or attempting to access emergency services through CapTel whether caused by the negligence of Sprint or otherwise. Sprint CapTel Phone Offer: While supplies last. Other restrictions apply. Sprint reserves the right to modify, extend or cancel offers at any time. See www.sprintcaptel.com for details. ©2014 Sprint. Sprint and the logo are trademarks of Sprint. CapTel is a registered trademark of Ultratec, Inc. Other marks are the property of their respective owners.

New Jersey Residents:

Captioned Telephone Service allows individuals with hearing loss to communicate on the telephone independently. Listen, read and respond to your callers with the ease of a CapTel phone!

New Jersey CapTel offers a free CapTel phone through the NJ Division of the Deaf and Hard of Hearing's Equipment Distribution Program.

For more information about this program, call **(800) 792-8339** or visit the website: state.nj.us/humanservices/ddhh/equipment.



njcaptel.com

**¡ El Servicio de
CapTel y lista de
opciones disponible
ahora en Español!**



www.njrelaycc.com

Relay Conference Captioning

Real-time captioning allows deaf and hard-of-hearing individuals to actively participate.

www.njrelaycc.com

“ It’s really neat that I can participate in a conference call online or in-person meeting without missing information! ”



What is Relay Conference Captioning?

Deaf and hard-of-hearing individuals or people with hearing loss can participate in meetings (in-person or remote), phone calls, videoconferences and multi-party teleconference calls in a functionally equivalent basis with Relay Conference Captioning (RCC).

NJ Relay is a free telecommunications service including Relay Conference Captioning (RCC) provided by Sprint and approved by the New Jersey Board

of Public Utilities (the Board). Through a contract with the Board, Sprint provides full telephone accessibility to people who are deaf, hard of hearing or have a speech disability.

Using the same high-quality captioners that provide closed captioning for television, you can receive live, realtime text streamed to an Internet-connected computer/laptop anywhere in the world.



How does Relay Conference Captioning work?

Relay Conference Captioning (in-person or remote) is easy and efficient. Take a look at the step-by-step diagrams below. It is easy

to use live captioning that enables everyone to participate.

Relay Conference Captioning for Teleconference Calls

Deaf/hard-of-hearing participant types comments or questions and sends them to the captioner via the Internet.

A captioner reads aloud the deaf/hard-of-hearing participant's comments or questions to conference call participants.



Deaf/hard-of-hearing participant reads the captioned messages on the display screen.

While conference call participants are speaking, the captioner listens and streams captions to a deaf/hard-of-hearing participant's device.

Remote Relay Conference Captioning for In-Person Meetings

While the participants speak during the in-person meeting, the remote RCC captioner listens and delivers live, real-time streamed text to an Internet connected computer.



RCC participants can follow along with the dialogue by reading it on-screen as it is spoken and captioned.

How do I schedule the RCC service?

- Make an appointment **at least 48 hours** (two working days) in advance to guarantee the service.
- Arrange for a toll-free conference/ audio bridge for a captioner to hear everything that is said during phone call or in-person meeting to deliver captions to your screen.
- Go to **www.njrelaycc.com**
- Click the **Book an event now** link.

Relay Conference Captioning

Enter Your Event ID

Home
How to schedule a call
Book an event now
About RCC
Ordering transcripts
View the Demo
Contact Us
Help/FAQ

You're one click away from us! Now, Deaf and Hard-of-Hearing individuals (remote), phone calls, videoconference functionally equivalent basis with Relay Relay provided by Sprint. Using the same high-quality captioners can receive live, realtime text stream the world. A high-speed Internet connection is required.

- Fill out required information on the **online form** including:
 - Contact and event information
 - Teleconference call number and access code
 - Date and time of event
 - Provide specific information (i.e., proper names, call agenda, speaker or PowerPoint notes, etc.) in order to receive accurate captioning.
- Once the call is booked and your captioner is assigned, you will receive an e-mail from the RCC service with the Event ID and the web address for you to access your captioned call.

Scheduling Support:

- E-mail: **cc@captionedtext.com**
- Fax: **720-489-5994**
- Call: **800-590-4197**
Hours of Operation:
Sunday through Saturday
24 hours a day/7 days a week
- Visit: **njrelaycc.com**

Contact Information

First Name Last Name

Phone E-Mail (Enter only one address)

Alternative contact information

Event Information

Teleconference Phone Number Access Code Event Title or Subject Matter

Event Notes

Date and Time of Event

Begin Time: 8:00 AM

End Time (Est.): 8:00 AM

TimeZone: Eastern

Transcript Options

☐ Retain copy of the transcript on server

☐ Destroy transcript after event to protect my confidentiality

Participant Options

☐ Allow participants to view transcript

☐ Allow participants to view & save transcript

☐ Participants cannot view or save transcript

Other Options

☐ Ensure security with SSL Encryption

☒ I am willing to be contacted for quality assurance purposes

(click only once)

NJ RCC Video Demo

To see a video on how RCC works in the office:



Scan the QR code with your mobile phone.

Or visit

njrelay.com/relay-conference-captioning-rcc



Technical Requirements

- Internet Explorer 6.0 and above, Chrome, Firefox, or Safari.
- JavaScript and cookies enabled in the browser.
- Microsoft Windows ME, NT, 2000, XP, Vista, Windows 7, Windows 8, or Mac OS X.
- 800 x 600 screen resolution, 1024 x 768 or higher recommended.
- High Speed Internet or 3G/4G* wireless network service required.
- No need to download software.

* Data charges may apply



Technical Support

Technical support is limited to the functions of Relay Conference Captioning and is not designed to assist participants with issues related to their computer, Internet connection, conference calling provider or others.

- Hours of Operation:
24 hours a day/7 days a week
- Priority Tech Support :
800-590-4203
- 24-Hour Emergency Support:
800-590-4197
Please limit calls to the 24-hour emergency number to "on-air" or "during live event" problems or issues.
- Support E-mail:
help@captionedtext.com



www.njrelaycc.com

Contact Information:

Presentations and Training Available

A team of outreach specialists are available to provide free demonstrations, training, presentations or support on how to use RCC in your home or office. Contact us today if interested.

New Jersey Relay is a free telecommunications service provided by Sprint and approved by the New Jersey Board of Public Utilities (the Board). Through a contract with the Board, Sprint provides full telephone accessibility to people who are deaf, hard of hearing or have a speech disability.

NJ Relay Contact

- Aparna Lele
Relay Program Manager
201 Route 17 North
Sprint, 3rd Floor
Rutherford, NJ 07070
- Voice: **201-355-0579**
or
866-995-6170
- Email: **njrelayoutreach@sprint.com**

A-FMNJ-0005



RELAY CONFERENCE CAPTIONING

Relay Conference Captioning (RCC) is a free service for residents of New Jersey who are Deaf or Hard of Hearing to actively participate in meetings!

Face-to-Face Meetings or Classrooms

- Read captions of what is said during face-to-face meetings or classes on your laptop, tablet, or mobile device with a high-speed Internet connection.
- Schedule your request to participate in meetings or classes with RCC!



Teleconference Calls

- Read captions of what is said during teleconference calls on your laptop, tablet, or mobile device with a high-speed Internet connection.
- Schedule your request to participate in teleconference calls with RCC!

To learn more about
Relay Conference Captioning,
visit www.njrelaycc.com



A-FMNJ-0009

TELECOMMUNICATION RELAY SERVICES FOR NEW JERSEY



NJ Relay

WINTER 2013



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NJ RELAY UNVEILS NEW WEBSITE DESIGN

NJ Relay has launched its newly revamped NJ Relay Service website at www.njrelay.com. The new home page welcomes visitors with bold colors, a clean design with featured contents, and videos sharing how everyone deserves to communicate by phone. Other highlights include:



HOME PAGE

Visitors can click the “New Jersey Residents” or “Businesses and State Agencies” section as appropriate for their needs.

- NJ residents using the NJ Relay or NJ CapTel Services can explore the call types that fit their communication needs.
- Businesses and/or state agencies not familiar with NJ Relay or NJ CapTel can learn how to better serve customers who have a hearing loss or speech disability.

HOW TO USE PAGE

The “How to Use” page provides captioned videos for relay users to learn about each call type:

- I want to TYPE and READ:
TTY Relay, Deaf-Blind Relay, Spanish Relay, Relay Conference Captioning, Sprint IP Relay, Sprint Mobile IP App, or Sprint IP using Instant Messenger
- I want to LISTEN, SPEAK and READ
CapTel, Spanish CapTel, Sprint WebCapTel, Wireless CapTel by Sprint
- I want to LISTEN and TYPE
Hearing Carry-Over (HCO)
- I want to LISTEN and SPEAK
Speech-to-Speech
- I want to SPEAK and READ
Voice Carry-Over (VCO)

FOR BUSINESSES PAGE

This page is designed to provide advice and tools for businesses and state agencies on communicating with

customers or clients with varying degrees of hearing loss or a speech disability. They can also learn how to become a NJ Relay Business Partner. The NJ Relay Business Partner Kit includes information such as:

- An introduction and history of NJ Relay
- An overview of the Americans with Disabilities Act of 1990 and confidentiality
- The customers using NJ Relay & CapTel
- Making NJ Relay & NJ CapTel calls
- Receiving relay and CapTel calls from customers
- The *Don't Hang Up* campaign and training videos

OUTREACH PROGRAM AND MEDIA DOWNLOADS PAGES

Visitors can contact experienced NJ Relay and CapTel Outreach Specialists across the state of NJ to make arrangements for a presentation, product demonstration, one-on-one training or equipment installation support, or download a brochure to share with clients, coworkers, and customers.

There is a new “Request for Materials” page that allows customers or businesses needing NJ Relay or CapTel Brochures; the materials can be shipped at no charge. There is no fee for outreach support and materials.

Visit www.njrelay.com today and find out all that NJ Relay & CapTel has to offer you.

A MESSAGE FROM THE NJ RELAY & CAPTEL ACCOUNT MANAGER



Happy New Year! Allow me to introduce you all to New Jersey Relay & CapTel's new mascot, Inspector Seagull, pictured below. We are pleased to print Inspector Seagull's column in the New Jersey Division of the Deaf and Hard of Hearing's Monthly Communicator newsletter. The first installment appears in the January 2013 issue. Inspector Seagull provides informative responses to reader questions about NJ Relay services; be sure to check it out.



I'm also pleased to announce that we have revamped the NJ Relay website with a new look and feel. The website now includes more captioned video clips of each type of relay and CapTel call, along with a business section that allows any business to participate in the new NJ Relay Business Partner program. Businesses can also order free NJ Relay or CapTel brochures through the new "Request for Materials" section. Please share this information with your bank, doctor, school and other businesses, and encourage them to become recognized as a NJ Relay & CapTel Business Partner!

2012 was a year of new product releases for NJ Relay and CapTel as well as Sprint Relay. Product releases included:

- Built-in answering machines for CapTel Models 840 and 840i
- Speech-to-Speech Enhanced Features
- Sprint WebCapTel on Telikin Computers
- Sprint Mobile IP App for iPhone

More information about these products can be found in this issue.

On behalf of the NJ Relay and CapTel team, we wish you all a great year and thank you for staying in touch with us!

*Warmly,
Aparna Lele*

NJ RELAY STAYS BUSY WITH OUTREACH

The New Jersey Relay & CapTel Outreach Team has been busy, traveling the state to participate in retirement and senior health expositions and Deaf Awareness Day events, and providing NJ Relay presentations to organizations.

The team is always looking for events and presentation opportunities to get the word out about New Jersey Relay & CapTel, so let us know of events or groups in your area that might benefit from a free presentation about our services. For questions or requests, contact Aparna at (201) 355-0579 or njrelayoutreach@sprint.com.

NEW CAPTEL 840/840I PHONES HAVE BUILT-IN ANSWERING MACHINES

Some exciting changes have been introduced to the equipment program. Based on consumer feedback, the CapTel phones have been updated to include several new features. The CapTel 840 and 840i models include a built-in answering machine, extra-large 7" display screen, Spanish language menu options, additional large font sizes (for low-vision customers) and a real-time clock display.

There is only one main difference between the CapTel 840 and the CapTel 840i: the CapTel 840 is designed for individuals who use a standard telephone line and do not have high-speed Internet, while the CapTel 840i is for individuals with high-speed Internet access.



Individuals have two options for getting a CapTel phone:

1. Purchase the CapTel phone for \$99 by calling (800) 233-9130 or ordering online at njcaptel.com.
2. Apply through the NJ Division of the Deaf and Hard of Hearing's Equipment Distribution Program. Upon meeting eligibility requirements, individuals may receive the CapTel device at no cost. For more information, call (800) 792-8339 or visit www.state.nj.us/human-services/ddhh/equipment.

For more information about NJ CapTel Services and the Outreach Program, visit www.njcaptel.com.

SPRINT WEBCAPTEL® ON A TELIKIN COMPUTER!



Struggle hearing on the phone? Sprint WebCapTel allows people with a hearing loss to receive captions on a computer screen virtually at the same time as the person speaks, allowing callers to enjoy the natural flow of an interactive telephone conversation.

Telikin is a simple and easy to use computer that includes video chat, photo sharing, email and now Sprint WebCapTel calls onto a sleek, touchscreen device.

- Purchase a Telikin computer today:
telikin.com
- Learn more about Sprint CapTel Services:
sprintcaptel.com



Although CapTel can be used for emergency calling, such emergency calling may not function the same as traditional 911 services. Sprint reserves the right to modify, extend or cancel offers at any time with notice. Other restrictions apply to Sprint CapTel services. These restrictions do not apply to Telikin. For details, see www.sprintcaptel.com. ©2012 Sprint. Sprint and logo are trademarks of Sprint. WebCapTel is a registered trademark of Ultratec, Inc. Other registered marks are the property of their respective owners.

NJ SPEECH-TO-SPEECH TECHNOLOGY UPDATE

Based on consumer feedback from the speech disability community, new features have been added to allow speech disabled users to call anyone with additional confidence and ease in using Speech-to-Speech (STS) services.

STS services are designed for persons who have difficulty being understood over the phone. Current customers include those with cerebral palsy, muscular dystrophy, aphasia, laryngectomy, strokes and brain injuries.

The STS service provides specially trained operators who facilitate conversations between the user and the other party by repeating the message of the person with a speech impediment or synthesizer output. No special equipment is needed for this service.

Any telephone can be used to make a STS call. With the new features in place, individuals have several options to make STS calls easier to process. This can be accomplished by setting up a customized profile. The features include:

MY E-MAIL SET-UP

STS users can e-mail call information and special instructions 2 to 24 hours prior to the call for easier call set-up.

MY SUPPORT

A dedicated customer support team for STS users is open 24 hours a day, 7 days a week, to provide assistance.

MY SAVED MESSAGES

- Upon request, STS relay operators can copy any messages desired onto the customer profile. This provides a convenient solution to the problem of dictating a message for an answering machine.
- STS users can call the STS service and ask to retrieve saved messages.
- After 24 hours, the message copied into the customer profile will be deleted.

MY PHONE BOOK

STS users who place a call can simply ask for a caller by name. The customer profile can store up to 30 speed dial numbers.



MY NAME & PLACE

Callers who wish to call a STS user can call and ask for the other party directly by name without having to provide the telephone number. The STS user can be reached at multiple numbers and different numbers can even be added for certain times or days of the week.

MY STYLE

The STS relay operator can look up the customer's preferred conversation style, such as re-voicing the entire conversation or repeating upon request only.

MY WIRELESS

STS users who use a Sprint wireless phone can dial *787 to connect with a Sprint STS relay operator.

Individuals with speech disabilities who wish to set up their customer profiles and use these new features can call the dedicated customer service number below.

STS CUSTOMER SERVICE
(877) 787-1989
WWW.NJRELAY.COM/STS

STAY UPDATED WITH NJ RELAY

SIGN UP FOR OUR NEWSLETTER!

To receive the free New Jersey Relay newsletter, please fill out the form below or e-mail the information.

(Please print)

NAME _____

ADDRESS _____

CITY/STATE/ZIP _____

E-MAIL _____

PHONE _____ V TTY VP

I prefer to receive the newsletter via:
E-mail (.PDF) Mail (print)

Return this form to:

Aparna Lele
NJ Relay/Sprint Account Manager
Sprint, 3rd Floor
201 Route 17 North
Rutherford, NJ 07070

Or e-mail:
aparna.lele@sprint.com

Newsletters are distributed via e-mail as a
.PDF version or via mail as a printed version.

NJ RELAY ADVENTURE: STUDENTS HAVE FUN LEARNING ABOUT NJ RELAY

On April 26, 2012, NJ Relay hosted its first NJ Relay Adventure. Over 50 deaf and hard of hearing high school juniors and seniors and faculty from New Jersey School for the Deaf and the Lake Drive Program at Mountain Lakes High School participated. The NJ Relay Adventure program was designed to provide a fun and interactive activity, with the goals of:

- Preparing the students to transition from high school to the "real world" using telecommunications access.
- Teaching about different technologies that support students' daily communication needs.
- Having students use technology to gain independence and self-confidence.

After the NJ Relay and Sprint Relay presentations, game rules and instructions were provided to the five teams. Participants were given tasks such as: find a picture of a TTY, take pictures of a CapTel phone, film a team member explaining why relay services are important, make a relay call, and many more. The students had one hour to complete the adventure tasks and present them to the judges at the finish line. The judges reviewed and scored the tasks, and the winning teams were announced. All participants received certificates for their accomplishments.

During lunch, participants were given the opportunity to interact with students from both schools. The students thoroughly enjoyed the team-building activity with new friends; this helped build self-confidence and independence in using the new technology available to them.

Feedback was very positive about this event, and NJ Relay is pleased to know it has provided useful training to high school students who use relay services.

Photos on the cover of this issue are from the NJ Relay Adventure event.

NEW JERSEY RELAY SERVICE INFORMATION

Dial 7-1-1, or use any of the following numbers or websites.



RELAY SERVICE

Voice	(800) 852-7897
TTY/ASCII	(800) 852-7899
VCO	(866) 658-7711
HCO	(800) 852-7899
STS	(866) 658-7712
Spanish	(866) 658-7714
Telebraille	(866) 658-7713
900 Services	(900) 230-4149
CapTel Users	(877) 243-2823

CUSTOMER SERVICE

NJ Relay	(800) 676-3777 TTY/V/ASCII
NJ Relay Spanish	(800) 676-4290 TTY/V/ASCII
CapTel	(888) 269-7477 CapTel/V/TTY
CapTel Spanish	(866) 670-9134
Sprint TTY Opr.	(800) 855-4000

WEBSITES

NJ Relay	www.njrelay.com
NJ CapTel	www.njcaptel.com
NJ RCC	www.njrelaycc.com
Sprint Relay	www.sprintrelay.com
Sprint Internet Relay	www.sprintip.com
Sprint CapTel	www.sprint800.com

MORE MOBILE FREEDOM USING THE SPRINT MOBILE IP APP FOR YOUR iPhone.



The free app is available for people who are deaf, hard of hearing or have speech disabilities to place internet relay calls through an experienced relay operator.

Download for your iPhone to call anybody, anytime.

- Tap, connect and chat wirelessly
- Save or send text conversations
- Receive incoming calls

Instructions:

- Go to App Store
- Search "Sprint IP"
- Select "Sprint Mobile IP" app to download
- After download, log in with a username and password (registration is required)
- For more information, go to sprintrelay.com/mobileip



Sprint IP Relay Service is a free service offered to Deaf, Hard of Hearing and Speech disabled individuals that allow them to place relay calls over the Internet between locations in the United States (including its territories). International calls will either be blocked or terminated. Available only in USA and US territories. Due to FCC regulations that Deaf, Hard of Hearing and people with speech disabilities can only use this service. Registration required using this service - register to get your 10 Digit Number from www.sprintip.com. Although SprintIP Relay can be used for emergency calling, such emergency calling may not function the same as traditional 911/E911 services. Other restrictions apply. For details, see www.sprintrelay.com. © 2012 Sprint. Sprint and its logos are trademarks of Sprint. Android is a trademark of Google, Inc. iPhone is a trademark of Apple, Inc. Other marks are the property of their respective owners.



NJ RELAY ADVISORY BOARD

Robert Robinson
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Michelle Cline
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David Alexander
*Division of the Deaf
& Hard of Hearing*

Phil Jacob
Phone-TTY, Inc.

Nancy Yarosh
*Division of
Vocational Rehabilitation*

For NJ Relay Service phone numbers and contact information, see page 7.
*New Jersey Relay and CapTel Service is a free telecommunications service provided by Sprint
and approved by the NJ Board of Public Utilities (BPU), ensuring equal communication access
to telephone service for people with hearing or speech loss.*



NJ Relay

SPRING 2013



ABOVE ARE SOME NJ RELAY VIDEOS THAT APPEAR ON YOUTUBE.

INSIDE

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A MESSAGE FROM THE NJ RELAY & CAPTEL ACCOUNT MANAGER

Happy Spring!

We really want to stay in touch with you, and are very excited about launching NJ Relay & CapTel's Facebook and YouTube campaigns. Check us out at www.facebook.com/njrelaycaptel, or see our videos at www.youtube.com/NJRelay. Encourage your friends, family, businesses and co-workers to like our page, become our fans, and watch our videos.

NJ Relay & CapTel continues to be very busy with outreach activities. Over the past year, we worked with several organizations such as the Northwest Jersey Association of the Deaf, the Diverse Deaf Club of New Jersey, Ocean Deaf Club, and the New Jersey Black Deaf Advocates chapter, to host a fun trivia event (see page 4). If you'd like to host a NJ Relay Fun Activity event with your organization, let me know.

Another way we are working with community members is through a new question-and-answer feature that appears in our Inspector Seagull column and postings on Facebook and in our newsletters. In this column, Inspector Seagull answers questions from readers, and provides solutions to obstacles experienced by relay users. We also have a new Inspector Seagull banner photo (above) on our



Facebook page each month, drawn by none other than New Jersey native Maureen Klusza. See the next page for more on this delightful character and what he does.

NJ Relay & CapTel is enthusiastically planning another Taste of Technology event (see below). Taking place this June in Bloomfield, the Taste of Technology event will provide attendees with a showcase of NJ CapTel's various services, programs and products available to anyone who has a hearing loss and prefers to speak for himself or herself. Keep checking our Facebook page and website for more details.

As always, let me know if you have questions or ideas. I always appreciate hearing from you.

Warmly,
Aparna Lele

6TH ANNUAL SUMMER TASTE OF TECHNOLOGY 2013

Saturday May 18, 2013, 9:30 A.M. to 3 P.M.

Montclair State University, Bloomfield, NJ

Maximizing Telecommunication and Hearing Technology for Everyday Listening Success

Guest Speaker: Dr. Brad Ingrao, Au.D.

CART (Captioning) and lunch will be provided. Registration deadline: May 8.
For more information, contact kelly.lange@sprint.com or visit www.njcaptel.com

NJ RELAY LAUNCHES SOCIAL MEDIA CAMPAIGN



It seems as if everyone has access to Facebook and YouTube those days. The emergence of social media has certainly revolutionized modern-day communication not only for teenagers, but also for people of all ages. This is especially true for NJ Relay & CapTel customers, who feel more connected as a community as a result.

NJ Relay & CapTel has launched a social media campaign to keep in touch with customers and supporters. Our Facebook page is at www.facebook.com/njrelaycaptel; come

and check us out. Be sure to click "like" on our page, and think would benefit from them.



encourage your friends and colleagues to do the same.

In addition, we have a dedicated YouTube channel for NJ Relay & CapTel at www.youtube.com/njrelay. This page has numerous videos, including videos demonstrating relay services, such as TTY Relay, Spanish CapTel, CapTel, Relay Conference Captioning, Speech-to-Speech, and Deaf-Blind Relay. All of the videos are open-captioned and have voice-overs. Feel free to share one or all of the videos on your Facebook page, or e-mail links to people you

IMPORTANT NOTICE FOR CAPTEL 800i/840i CUSTOMERS

A recent ruling by the FCC requires changes in the way that all IP-based captioned telephones work. Effective March 7, 2013, Sprint CapTel users must press the CAPTIONS button *at the start of every call* to activate the captions. The captions will no longer come on automatically. CapTel users receiving calls will also need to turn the captions on in order to see the captions.

To learn more about this change, visit:

www.captel.com/customer_service/kb/index.php/article/fcc-changes



NJ RELAY HOSTS FUN TRIVIA ACTIVITIES



NJ Relay worked with Northwest Jersey Association of the Deaf (NWJAD), Diverse Deaf Club of New Jersey (DDCNJ), Ocean Deaf Club (ODC) and NJ Black Deaf Advocates (NJBDA) to host several NJ Relay trivia events. These trivia events are a fun way to help NJ Relay customers learn about the relay call types available to them, along with new technology for NJ Relay customers.

Each event was well received by the attendees. The top three winners of the NJ Relay trivia contest received gift certificates. Refreshments were also provided to attendees to express appreciation for their support of NJ Relay.

NWJAD hosted an event on April 14, 2012, and NWJAD president Joey Garth said, "The large turnout at our event surprised us, so we were thrilled. The trivia really helped people better understand what NJ Relay is all about. It was a great pleasure to see NJ Relay and the deaf community together. I do hope we will have another event with NJ Relay again."

DDCNJ president Jackie Ortolano echoed Garth's sentiments for DDCNJ's event hosted on May 5, 2012. "We

had a total of 80 attendees. Everyone really enjoyed the trivia questions. Many of them didn't know about some of the NJ Relay services. I was very impressed with Aparna's performance as she worked well with Lori Timney as a team. We thank them and plan to invite them again for another fun activity this fall."

ODC held its trivia event on Nov. 17, 2012. ODC President George Reid, expressing gratitude, said, "Our members had a fun time learning all about NJ Relay."

In 2013, NJ Relay worked with NJBDA on Feb. 2 to host this event. John Lewis, NJBDA president said, "We truly enjoyed the NJ Relay activity and the fun prizes. Many of us learned about the important devices of new technology such as CapTel and Sprint IP Mobile App. It was a great training to refresh our minds on what is available. Everyone should take this training."

If groups in other parts of the state would like to host a fun activity with NJ Relay, e-mail Aparna Lele at njrelayoutreach@sprint.com.



INTRODUCING...INSPECTOR SEAGULL!

The NJ Relay team is excited to share the birth of a new mascot for NJ Relay & CapTel: Inspector Seagull!

The idea for Inspector Seagull emerged from the NJ Relay logo, which features the silhouette of a seagull. The team wanted Inspector Seagull to have a fun, easygoing personality while professionally addressing readers' common questions in an advice column. Inspector Seagull's column can be found in NJ Relay publications and on the NJ Relay Facebook page.

Inspector Seagull has received many questions from NJ Relay & CapTel customers, shown below. If you have a question that you would like Inspector Seagull to investigate the answer to, e-mail njrelayoutreach@sprint.com.

Dear Inspector Seagull,

I know everyone has a computer, but I don't have one. Computers are too complicated for me. I have a hearing loss and would like to use Sprint WebCapTel, but I don't know how to use this technology if I don't have a computer.

Thanks,

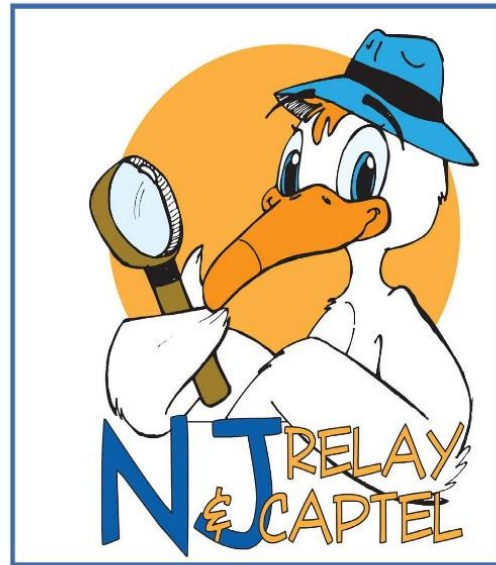
Too Complicated For Me

Dear Too Complicated For Me,

If you are one of the millions who struggle to hear on the phone or like to watch television with captioning, Sprint WebCapTel is for you! By using Sprint WebCapTel, individuals with hearing loss can be sure of what their callers say—during every call. Captions appear virtually at the same time as the person speaks, allowing callers to enjoy the natural flow of an interactive telephone conversation.

For people who might not like technology, I'm excited to share information about Telikin! Telikin is a simple, easy-to-use family computer that includes programs for video chat, photo sharing, email and now Captioned Telephone calls. Using the sleek, touchscreen device that has a special icon for CapTel, users can access Sprint CapTel with just a tap!

Telikin comes with a keyboard and external mouse and is ready to go straight out of the box. Users only need to plug it in, turn it on, and start using it. Telikin is perfect for people who are intimidated by computers, yet want to stay updated on the latest technology such as Sprint WebCapTel. Telikin also allows users to use



magnifiers for reduced vision, shop online, read the news, and stay in touch with family and friends.

To learn more about the Telikin, visit www.telikin.com or call (800) 721-9616. To learn more about Sprint CapTel services, visit www.sprintcaptel.com or call (888) 269-7477.

Sincerely,

Inspector Seagull

Dear Inspector Seagull,

My sister is looking for a way to use the phone. She can hear perfectly, but cannot speak very well as a result of a car accident. Is there a way she can communicate with people over the phone? We want to talk with her, not just talk to her.

Thanks,

Little Brother

Dear Little Brother,

Hearing Carry-Over (HCO) may be the perfect solution for your sister. HCO allows a person who has a speech disability to listen to a standard telephone user. The HCO user types his/her conversation to the relay operator. The operator then reads aloud the typed conversation to the standard telephone user. The HCO service is provided at no charge to either party, although long distance charges may apply. To use the

HCO service, a TTY with a telephone headset and a standard phone with access to a telephone line are needed. For more information or specific instructions on using HCO services, check www.njrelay.com/hco or call NJ Relay Customer Service at (800) 676-3777.

Warm Regards,
Inspector Seagull

Dear NJ Relay,

I am an elementary school nurse. At the school, there are three children that have parents who are deaf and use Spanish. If the children become ill during school hours, how can I communicate with their parents on the phone? I do not speak or sign in Spanish. Any information you have would be very helpful.

*Thanks,
School Nurse*

Dear School Nurse,

New Jersey Spanish Relay is a free service that allows people who cannot hear to communicate in Spanish with others over the phone. This service, available at no charge, offers English-to-Spanish and Spanish-to-English translation services along with Spanish-to-Spanish dialogue. There are two options for making such calls:

Traditional Relay Service: If the parents use a TTY, you can dial 7-1-1 to be connected to a Spanish-speaking relay operator. The operator will relay your conversation from spoken English into Spanish text to the other party and relay from Spanish text into spoken English back to you. If you prefer to connect directly to a Spanish-speaking operator, call (866) 658-7714, or visit www.njrelay.com/espanol.

Sprint IP Relay Service: If the parents have Internet access, you can dial their phone number directly, and be automatically connected via a relay operator. The operator will facilitate the conversation between your spoken English and the parents' Spanish text. Contact (800) 676-4290 Voice/TTY, or visit www.sprintip.com.

Estimado Servicio de Retransmisión de NJ,

Formo parte del personal de enfermería de una escuela primaria. En nuestra escuela hay tres estudiantes que tienen padres sordos cuyo idioma es el español. Si estos niños se llegaran a enfermar durante el horario escolar, ¿cómo podría comunicarme con sus padres sordos por teléfono? Yo no hablo español ni sé el lenguaje de señas. Cualquier información que puedan brindarme sería muy útil.

Gracias,

Integrante del personal de enfermería de la escuela

Estimado(a) integrante del personal de enfermería de la escuela,

El Servicio de Retransmisión en Español de New Jersey es un servicio gratuito que permite comunicarse por teléfono, en español, a las personas que no pueden escuchar. Este servicio, que se ofrece sin cargo alguno, brinda servicios de traducción del inglés al español y del español al inglés, así como comunicación de diálogo enteramente en español. Hay dos opciones para hacer llamadas de este tipo:

Servicio de Retransmisión Tradicional

Si los padres sordos usan un teléfono de texto, puede marcar 7-1-1 para que le conecten con un operador de retransmisión que hable español. El operador escribirá en español lo que usted diga en inglés para que la otra persona pueda leerlo y le leerá a usted en inglés lo que la otra persona haya escrito en español. Si prefiere conectarse directamente con un operador que hable español, llame al (866) 658-7714. www.njrelay.com/espanol

Servicio de Retransmisión por IP de Sprint

Si los padres sordos tienen acceso a Internet, puede marcar directamente su número telefónico y conectarse de inmediato con un operador de retransmisión. El operador facilitará la conversación entre lo que usted diga en inglés y lo que los padres escriban en español. www.sprintip.com

Para obtener más información, comuníquese con el Servicio de Retransmisión de New Jersey, Departamento de Atención al Cliente en español al (800) 676-4290 voz/ teléfono de texto o visite www.njrelay.com.

NEW JERSEY RELAY SERVICE INFORMATION



Dial 7-1-1, or use any of the following numbers or websites.

RELAY SERVICE

Voice	(800) 852-7897
TTY/ASCII	(800) 852-7899
VCO	(866) 658-7711
HCO	(800) 852-7899
STS	(866) 658-7712
Spanish	(866) 658-7714
Telebraille	(866) 658-7713
900 Services	(900) 230-4149
CapTel Users	(877) 243-2823

CUSTOMER SERVICE

NJ Relay	(800) 676-3777 TTY/V/ASCII
NJ Relay Spanish	(800) 676-4290 TTY/V/ASCII
CapTel	(888) 269-7477 CapTel/V/TTY
CapTel Spanish	(866) 670-9134
Sprint TTY Opr.	(800) 855-4000

WEBSITES

NJ Relay	www.njrelay.com
NJ CapTel	www.njcaptel.com
NJ RCC	www.njrelaycc.com
Sprint Relay	www.sprintrelay.com
Sprint Internet Relay	www.sprintip.com
Sprint CapTel	www.sprint800.com

STAY UPDATED WITH NJ RELAY



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To receive the free New Jersey Relay newsletter, please fill out the form below or e-mail the information.

(Please print)

NAME _____

ADDRESS _____

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PHONE _____ V TTY VP

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E-mail (.PDF) Mail (print)

Return this form to:
Aparna Lele
NJ Relay/Sprint Account Manager
Sprint, 3rd Floor
201 Route 17 North
Rutherford, NJ 07070

Or e-mail:
aparna.lele@sprint.com



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For NJ Relay Service phone numbers and contact information, see page 7.
*New Jersey Relay & CapTel Service is a free telecommunications service provided by Sprint
and approved by the NJ Board of Public Utilities (BPU), ensuring equal communication access
to telephone service for people with hearing or speech loss.*



NJ Relay

FALL 2013



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NJ RELAY HOSTS FALL TASTE OF TECHNOLOGY IN THE WORKPLACE

More than 80 people attended the NJ Relay Taste of Technology in the Workplace on Oct. 5, held at the Hilton Woodbridge Hotel in Iselin. The event theme commemorated October as National Disability Employment Awareness Month.

Disability employment awareness workshops were provided by:

- Nancy Yarosh and career center staff, who presented *Best Kept Secret: Division of Vocational Rehabilitation (DVR)*, sharing what DVR could do for deaf and hard of hearing people in regards to employment opportunities.
- NJ Relay's Aparna Lele, who provided a fascinating series of interviews with employees sharing how they used NJ Relay, NJ CapTel or other technologies for communication.



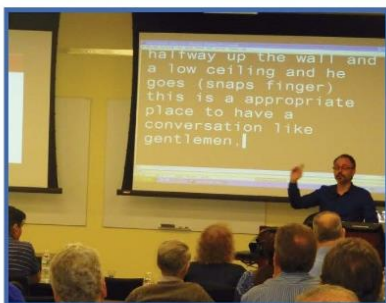
- Kristen Jacoway, who gave a powerful workshop filled with tips on using social media for employment opportunities.

Cover page, clockwise: Nancy Yarosh discusses the NJ Division of Vocational Rehabilitation; CapTel Outreach Specialist Wayne Roorda shares CapTel's benefits; Kristen Jacoway talks about using social media for employment opportunities; Attendees enjoy a delicious lunch; The captive audience listens to the dynamic speakers. Above: Aparna Lele explains the history of TTY relay services.

All cover photographs courtesy of Amit Balchandani

SPRING NJ CAPTEL TASTE OF TECHNOLOGY

More than 60 individuals with hearing loss attended the NJ CapTel Taste of Technology last May at Montclair State University. Dr. Brad Ingrao's workshop and the CapTel updates were a major hit with the audience.



Dr. Brad Ingrao's workshop, Maximizing Hearing Technology for Everyday Listening, was popular with attendees.



NJ CapTel Outreach Specialist Wayne Roorda helps a customer make her first CapTel call.



The NJ CapTel Team poses with Dr. Brad Ingrao (center): Wayne Roorda, Lori Timney, Aparna Lele, Ann Marie Olson, and Joleen Marsillo.

A MESSAGE FROM THE NJ RELAY & CAPTEL ACCOUNT MANAGER



NJ Relay and CapTel had a busy year, and I'm proud that we have accomplished a lot. We are continually educating people who are unaware about either NJ Relay or NJ CapTel. What makes it all the more rewarding is seeing people's eyes widen as they exclaim, "Wow, I never knew these services existed. This is perfect for me [or my grandmother or friend]!" Their happiness makes the work my team does even more fulfilling. Let's take a look at some of the things we did.

APRIL: NJ Relay hosted its second NJ Relay Adventure, at Bergen Community College, for high school juniors and seniors. We worked with a wonderful and fabulous coordinator, Tia Ivanko. Without her, this event would not have been possible. Thank you, Tia! We also had numerous deaf and hard of hearing students, from Hackensack High School and Passaic County Technical Institute, who learned about our services and went home with smiles on their faces.

MAY: NJ CapTel hosted its sixth annual Spring Taste of Technology, held at Montclair State University. The highlight of this event was a dynamic presentation, *Maximizing Telecommunications and Hearing Technology for Everyday Listening Success*, by Dr. Brad Ingrao. His workshop, which was a hit, was full of interesting information and humor, exploring a "day in the life" of I.M. Haarduvheering, a fictitious hard of hearing "uber-user" of everything. Thank you, Brad! Attendees also enjoyed the NJ CapTel phone hands-on demonstrations; see page 2 for photographs.

JULY: The NJ Relay team had so much fun with consumers and supporters who came to the July 4th NJ Relay baseball event at Arm & Hammer Park in Trenton. We watched the Trenton Thunder beat the Reading Phillies, and I presented on professional baseball player William "Dummy" Hoy, who was

deaf. We also presented updates on NJ Relay and NJ CapTel products and services. Attendees had the opportunity to win copies of *See the Crowd Roar*, a DVD about Dummy Hoy. The event ended with a big bang as fireworks erupted. Everyone had a blast.

OCTOBER: Another Taste of Technology event was held with a focus on telecommunication access in the workplace. Attendees learned about resources and tools to help them communicate with coworkers or bosses. They also received tips on how to utilize social media for job searches, and learned about the NJ Division of Vocational Rehabilitation. More is on page 2.

In between events, we worked with a vendor, Outreach Expert, Inc., to provide additional support in CapTel outreach. Erin Howard of Outreach Expert, Inc., is now part of the CapTel outreach team; please join me in welcoming her!

If you'd like to have captioning for the workplace, especially for teleconference calls and in-person meetings, Relay Conference Captioning (RCC) is for you. A deaf or hard of hearing individual can use RCC and still be in the same room with classmates or coworkers! For more information, please take a look at our story on page 5.

Also, to have NJ Relay come to your workplace or school to provide presentations, exhibits or one-on-one training, submit an outreach request at www.njrelay.com. Each service is available to you at no cost. Our website, at www.njrelay.com, also provides resources for you to download and print.

Enjoy the upcoming holidays!

Sincerely,
Aparna Lele

Connecting all New Jersey & CapTel users with **Employers** or **Businesses!**



Every NJ Relay and NJ CapTel user deserves the ability to communicate by phone with any business, such as restaurants, banks, medical offices or employers. NJ Relay has solutions for you!



Let businesses know about NJ Relay and NJ CapTel's business solutions. At www.njrelay.com, businesses can find tools and training materials to learn about making and receiving NJ Relay and NJ CapTel calls. Tell your doctor, banker, boss or other business people that they can become a Relay-Friendly Business. This will help them bring in more deaf, deaf-blind, hard of hearing and speech disabled customers like you.



For more information, check
njrelay.com/businesses

New Jersey Relay is a free telecommunications service provided by Sprint and approved by the NJ Board of Public Utilities (the Board). Through a contract with the Board, Sprint provides full telephone accessibility to people who are deaf, hard of hearing, deaf blind or have a speech disability.

USING RELAY CONFERENCE CAPTIONING FOR MEETINGS AND CLASSES

Dear Inspector Seagull,

I am a frequent Relay Conference Captioning (RCC) user at my place of employment. While I love using RCC for my teleconference calls, I wonder if I could use RCC for weekly staff meetings that are held in my office?

RCC Fan

Dear RCC Fan,

RCC is certainly a valuable tool for deaf and hard of hearing people. A free service, RCC allows a deaf or hard of hearing individual to participate in face-to-face meetings and teleconference calls on a functionally equivalent basis. The only equipment needed is a regular telephone line, a computer with Internet access and a wireless microphone for the speaker. With RCC, the spoken word is translated into text, in real time, onto a screen (laptop, computer monitor, or projection screen).

A common misconception about RCC is that it can only be used for teleconference calls where all participants are in different locations. That's not the case. RCC can also be used for classrooms, captioning onscreen what is spoken in the classroom, and even during business or workplace meetings. What this means is that the deaf or hard of hearing individual can be in the same room as classmates or coworkers and utilize RCC.

During a meeting or class, each person should speak one at a time and directly into a microphone. This helps



IT'S SO EASY TO USE RELAY CONFERENCE CAPTIONING IN THE CLASSROOM FOR LECTURES!
WWW.NJRELAYCC.COM

the RCC captioner type spoken information into captions. The RCC user can either type comments for the captioner to speak aloud, or speak for himself or herself.

Another beneficial feature is that the RCC user can save and print, at no cost, the event's transcript for future reference.

When scheduling RCC service for a meeting or class, it is always beneficial to include details such as the meeting or class agenda, participant names, and other information.

For more information on using RCC and how to reserve RCC service, check the NJ RCC website at www.njrelaycc.com.

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HOW TO SUBMIT COMPLAINTS OR COMMENDATIONS

We at NJ Relay and NJ CapTel are always striving to do our very best. Your feedback about our relay operators and captioners, and our services, help us ensure top-quality services. Making sure your CapTel phone works properly is also a priority for us.

When you'd like us to help you find a solution or when you'd like to share feedback about a specific relay operator or captioner, have the following information ready:

- Relay Operator ID number or Captioner ID number
- Date of the relay or CapTel call
- Time of the relay or CapTel call
- Nature of feedback

Ways to share feedback are listed below by service type.

FOR NJ RELAY USERS

NJ Relay users can request to speak to a supervisor during or immediately after a call. You can also ask a relay operator to transfer you directly to the customer service department, or contact customer service. The customer service department is open 24 hours a day except on major holidays.

English: (800) 676-3777 TTY/Voice

Spanish: (800) 676-4290 TTY/Voz

Fax: (877) 877-3291

E-mail: Sprint.TRSCustServ@sprint.com

Mail: NJ Relay Customer Service

P.O. Box 29230

Shawnee Mission, KS 66201-9230

FOR NJ CAPTEL USERS

Pick up the CapTel handset and press the CUST SERV button to automatically connect to the customer service team. If you are in an office setting, you may need to dial a number (such as 9) first to get an outside line. The customer service department is open 24 hours a day except on major holidays.

English: (888) 269-7477

Spanish: (866) 670-9134

Fax: (608) 204-6167

E-mail: captel@captel.com

Mail: CapTel Customer Service

450 Science Drive

Madison, WI 53711



NJ SPANISH RELAY AND CAPTEL SERVICES PART-TIME POSITION AVAILABLE

NJ SPANISH RELAY AND CAPTEL OUTREACH SPECIALIST

This part-time position will work primarily in the field with individuals who have hearing loss, along with the deaf, deaf-blind and hard of hearing Hispanic community, civic organizations and the public. The specialist will promote and raise awareness of Spanish Relay and CapTel services, engage in organizational planning and attend marketing events such as health fairs and trade shows.

Spanish Relay services allow a person who is deaf, deaf-blind, hard of hearing or speech disabled to use a TTY or a computer with Internet access and type the conversation in either Spanish or English to a relay operator, who then reads the typed conversation to a standard telephone user. The operator relays all spoken words in either Spanish or English by typing them back to the Spanish Relay user.

Duties include:

- Providing community education about Spanish Relay and CapTel Services
- Presenting on Spanish Relay and CapTel
- Attending and working with exhibitions at expositions, health fairs, and trade shows
- Providing one-on-one training on how to use Spanish Relay or CapTel

Applicants must be bilingual and fluent in English and Spanish, and/or Spanish and American Sign Language. Knowledge about relay services and CapTel is required, along with experience in networking, marketing, and customer service. To receive the full job posting, contact Aparna Lele at njrelayoutreach@sprint.com, or fax your resume to (913) 523-1137.

NEW JERSEY RELAY SERVICE INFORMATION

Dial 7-1-1, or use any of the following numbers or websites.



RELAY SERVICE

Voice	(800) 852-7897
TTY/ASCII	(800) 852-7899
VCO	(866) 658-7711
HCO	(800) 852-7899
STS	(866) 658-7712
Spanish	(866) 658-7714
Telebraille	(866) 658-7713
900 Services	(900) 230-4149
CapTel Users	(877) 243-2823

CUSTOMER SERVICE

NJ Relay	(800) 676-3777 TTY/V/ASCII
NJ STS	(877) 877-1989
NJ Relay Spanish	(800) 676-4290 TTY/V/ASCII
CapTel	(888) 269-7477 CapTel/V/TTY
CapTel Spanish	(866) 670-9134
Sprint TTY Opr.	(800) 855-4000

WEBSITES

NJ Relay	www.njrelay.com
NJ CapTel	www.njcaptel.com
NJ RCC	www.njrelaycc.com
Sprint Relay	www.sprintrelay.com
Sprint Internet Relay	www.sprintip.com
Sprint CapTel	www.sprintcaptel.com



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Hearing Loss Association of NJ

David Alexander
*Division of the Deaf
& Hard of Hearing*

Phil Jacob
Phone-TTY, Inc.

Nancy Yarosh
*Division of
Vocational Rehabilitation*

For NJ Relay Service phone numbers and contact information, see page 7.

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NJ Relay

SPRING 2014



NJ RELAY SPANISH SERVICES

PAGES 4-5

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A MESSAGE FROM THE NJ RELAY & CAPTEL ACCOUNT MANAGER



It's been quite a long and snowy winter! I am sure everyone is eagerly anticipating spring.

I am thrilled to announce that we have a new Spanish Relay Outreach Specialist, Mayra Castro. See pages 4-5 to learn more about Mayra and our Spanish services. Welcome, Mayra!

The cover of this issue features a relay operator. I want to acknowledge all of the NJ relay operators, captioners and speech-to-speech operators who work hard each day to make telephone communication access smooth and transparent. For everything they do, day after day, they are all truly appreciated. Next time you make a call through NJ Relay, NJ CapTel or NJ Speech-to-Speech, take a moment to say, "Hey, thank you for doing a great job!" to the operator. Or you could contact customer service to praise a specific operator (be

sure to have the operator's ID number). Major hand waves to say THANK YOU to the operators for making our lives easier!

I am excited about 2014's outreach and marketing plans; it will be a busy year with many activities. We also plan to host another fun Taste of Technology event this fall. This event will be open to everyone. Please check out www.facebook.com/njrelaycaptel, and click "Like" to stay updated on this event and to learn more about our services.

Sincerely,

Aparna Lele

NEW SPEECH-TO-SPEECH WEBSITE

NJ Relay is pleased to announce its new, dedicated Speech-to-Speech (STS) website at www.newjerseysts.com. Valuable customer feedback has also led to service enhancements that make STS calls more efficient.

Take a look at the exciting line-up of STS features:

- My Wireless STS (787): *Dial *787 from any Sprint wireless phone to directly connect with an operator.*
- My Support (formerly STS Customer Service)
- My Email Set-Up (formerly STS Email Call Set-Up): *Email your call instructions or information at least two hours prior to a call.*
- My Saved Messages (formerly STS Retained Messages): *Ideal for the STS user who wants to leave the same message at several numbers.*
- My Name and My Places (formerly STS Contact Information): *Voice callers can ask for the STS user directly by name without having to provide the user's phone number.*
- My Style: *Set up preferred communication styles, such as having the operator re-voice the entire conversation, or repeat only when you request it.*
- My Phonebook (formerly Frequently Dialed Numbers): *Ask for a caller by name with stored speed dial numbers.*

For more information, contact njrelayoutreach@sprint.com, My Support, or visit New Jersey's dedicated STS website at www.newjerseysts.com.



TIPS FOR STANDARD TELEPHONE USERS RECEIVING RELAY CALLS

DON'T HANG UP!

When you hear, "Hello, a person is calling you through New Jersey Relay," don't hang up! It may sound like a telemarketing call but "New Jersey Relay" indicates that the person calling may be deaf, hard of hearing, deaf-blind or speech disabled. They are contacting you to do business like everyone else — to find out about a product, make an appointment, reach a teacher, call a parent with a birthday party invitation or simply to order Chinese food.

Hang-ups are frustrating for deaf, hard of hearing, deaf-blind, and speech disabled callers, and represents poor customer relations that may mean a loss of business for the business or organization hanging up on a relay call.

TALK DIRECTLY TO YOUR CUSTOMER.

Avoid saying "tell him" or "tell her" or making indirect side comments. To ensure equal telephone access, the relay operator will type word for word everything they hear, including background noise and voice intonation so your words will be typed exactly as you say to them. For example, a user will read on their screen, "Tell her that...", "Talking in background," or even, "Hey, Joan, can you take this call please? I have no patience for relay calls."

BE PATIENT.

New Jersey Relay calls may take a bit longer than regular calls. Speak clearly and at a normal pace to



allow the relay operators to relay everything that is said. Keep in mind that such calls may be the most important calls you receive or be from some of your best customers!

KNOW HOW TO RECEIVE CAPTEL CALLS.

When you receive calls from a CapTel user, speak directly to the CapTel user and the CapTel user will speak directly to you as his/her CapTel phone displays captions of

everything spoken. CapTel is designed to be transparent to whomever the CapTel user calls. CapTel users have full control of their calls and can decide if they want to announce they are using the CapTel service at any time during the call. Again, speak at a normal pace so they can easily read the captions.

REMEMBER THAT ALL CALLS ARE PRIVATE.

NJ Relay and NJ CapTel comply with the Federal Communication Commission (FCC) requirement to protect your privacy. All NJ Relay and NJ CapTel operators, supervisors and administrative staff are required to attend special training on confidentiality and ethics. All employees must sign a pledge of confidentiality and code of ethics annually, both of which protect your rights. No record of any call is ever kept. Additionally, NJ Relay and NJ CapTel operators must remain impartial and are not allowed to discuss call content, personal caller information, or to act on any information they may learn while relaying a call.

WELCOMING NEW NJ SPANISH RELAY OUTREACH SPECIALIST MAYRA CASTRO



NJ Relay is proud to announce Mayra Castro as the new NJ Spanish Relay Outreach Specialist. Mayra, who is deaf and Cuban-American, said, "I am honored and excited to be working for NJ Spanish Relay and CapTel Services. My goal is to help raise awareness about the availability of

Spanish Relay and CapTel services for the NJ Hispanic community." She added, "I am looking forward to sharing the services available in Spanish with Hispanics and Latinos, especially those who are deaf, hard of hearing, deaf-blind, speech-disabled or have a hearing loss."

For Spanish Relay consumers, there are many options for communicating over the telephone.

Spanish TTY Relay

English text to spoken Spanish, or Spanish text to spoken Spanish

A person who is deaf, deaf-blind, hard of hearing, or speech disabled can use a TTY to type his/her conversation in either Spanish or English to a Relay Operator (OPR), who then reads the typed conversation to a standard telephone user. The OPR relays the standard telephone user's spoken words in either Spanish or English by typing them back to the TTY user.

English: njrelay.com/spanish-tty-relay
Spanish: njrelay.com/servicios-en-espanol

Spanish CapTel

Spanish captions to spoken Spanish

Ideal for people with some degree of hearing loss, the Captioned Telephone, or CapTel, works like any other telephone with one important addition: it displays every word the caller says throughout the conversation in Spanish. CapTel phone users can listen and speak

directly to the caller in either Spanish or English, and also read Spanish captions in a display window.

English: njrelay.com/captel
Spanish: njrelay.com/captel-en-espanol

Sprint Internet (IP) Relay in Spanish

Spanish text to spoken Spanish

A person who is deaf, deaf-blind, hard-of-hearing, or speech disabled can use the computer and an Internet connection to type his/her conversation in Spanish to a relay operator, who reads the typed Spanish conversation to a standard telephone user. The operator then relays the standard telephone user's spoken Spanish by typing back to the Spanish Internet Relay user.

English: njrelay.com/sprint-ip-relay
Spanish: njrelay.com/retransmission-de-sprint-ip

Sprint Mobile (IP) Relay in Spanish

Spanish text to spoken Spanish

The Sprint Mobile IP app is free and can be downloaded to select Sprint Android-powered device (OS 2.1 or higher). Available for people who are deaf, hard of hearing or have a speech disability to communicate using text on mobile wireless devices anywhere, anytime, this app provides mobile access to Sprint IP Service in Spanish for people on the go.

English: njrelay.com/sprint-mobile-ip
Spanish: njrelay.com/sprint-mobile-ip-en-espanol

See next page for Spanish version of this article.

**NJ RELAY
CUSTOMER SERVICE**

ENGLISH:
1-800-676-3777 (VOICE/TTY)

ESPAÑOL:
1-800-676-4290 (VOZ/TTY)

WWW.NJRELAY.COM

LE DAMOS LA BIENVENIDA A NUESTRA ESPECIALISTA EN PROMOCIÓN DEL SERVICIO DE RELEVO DE NEW JERSEY SRA. MAYRA CASTRO

NJ Relay se enorgullece en informar que Mayra Castro será la nueva Especialista en Alcance Comunitario de Retransmisión en Español de New Jersey. Mayra, quien es sorda y cubanoamericana, dijo “Me siento honrada y emocionada de estar trabajando para los servicios de retransmisión en español NJ Spanish Relay y CapTel. Mi meta es ayudar a que se sepa más ampliamente en toda la comunidad hispana de New Jersey que los servicios de Spanish Relay y CapTel existen y están disponibles.” Añadió, “Espero con ansia poder compartir los servicios disponibles en español con los hispanos y latinos, especialmente con aquellos que son sordos, sordo ciegos o que tienen dificultades de audición, discapacidades del habla o pérdida auditiva.”

Los consumidores de Spanish Relay y CapTel cuentan con gran cantidad de opciones para comunicarse por teléfono.

Retransmisión de Teléfono de Texto en Español

Texto en inglés a español hablado o texto en español a español hablado

Una persona sorda, sordo ciega, con dificultades de audición o con alguna discapacidad del habla puede usar un teléfono de texto (TTY) para teclear su conversación ya sea en español o inglés al Operador de Retransmisión (OPR), quien entonces lee en voz alta la conversación teclada al usuario de teléfono estándar. El Operador de Retransmisión comunica las palabras que dice el usuario de teléfono estándar teclándolas ya sea en español o inglés para que las lea el usuario de teléfono de texto.

Versión en inglés: njrelay.com/spanish-tty-relay

Versión en español: njrelay.com/servicios-en-espanol

CapTel en Español

Subtítulos en español a español hablado

Ideal para las personas con algún grado de pérdida de la audición, el Teléfono con Subtítulos, o CapTel, funciona como cualquier otro teléfono, pero con una importante adición: muestra todas y cada una de las palabras

que la persona que llama dice durante la conversación. Los usuarios del teléfono CapTel pueden escuchar y hablar directamente con la persona que llama ya sea en español o inglés y también pueden leer los subtítulos en español en la pantalla.

Versión en inglés: njrelay.com/captel

Versión en español: njrelay.com/captel-en-espanol

Retransmisión de Sprint (IP) por Internet en Español

Texto en español a español hablado

Una persona sorda, sordo ciega, con dificultades de la audición o con alguna discapacidad del habla puede usar una computadora con conexión a Internet para teclear su conversación en español a un operador de retransmisión, quien entonces lee en voz alta la conversación teclada en español al usuario de teléfono estándar. El operador entonces comunica el español que diga el usuario de teléfono estándar teclándolo para que lo lea el usuario de Retransmisión por Internet en Español.

Versión en inglés: njrelay.com/sprint-ip-relay

Versión en español: njrelay.com/retransmission-de-sprint-ip

Retransmisión en español con Sprint Mobile IP

Texto en español a español hablado

La aplicación Sprint Mobile IP es gratuita y puede descargarse en dispositivos selectos de Sprint que cuenten con tecnología Android (OS 2.1 o superior). Esta aplicación, que se ofrece a las personas sordas, con dificultades de audición o discapacidades del habla para que se comuniquen usando texto en dispositivos inalámbricos móviles en cualquier lugar y en cualquier momento, brinda acceso móvil al servicio Sprint IP en español para las personas en la marcha.

Versión en inglés: njrelay.com/sprint-mobile-ip

Versión en español: njrelay.com/sprint-mobile-ip-en-espanol

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Rutherford, NJ 07070

Or email:

njrelayoutreach@sprint.com

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CAPTEL 880i IS IDEAL FOR PEOPLE WITH HEARING LOSS AND LOW VISION

The new CapTel 880i has many benefits for people with hearing loss who also have low vision. The benefits include:

- Extremely large, high-resolution 10" caption window with adjustable font sizes, styles and colors
- Built-in answering machine with captions
- Wi-Fi-compatibility
- Adjustable volume up to 40dB gain for captioned calls



Set-up requirements

- Internet connection (high-speed or Wi-Fi)
- Telephone line connection (analog, VoIP, DSL, or digital cable phone service)*
- A router may be required**

How to get a new CapTel phone

- NJ residents, agencies and businesses may purchase the CapTel phone for \$75.00*** by calling (877) 805-5845 (voice/TTY) or by emailing CapTel@weithrecht.com.
- Apply through the NJ Division of the Deaf and Hard of Hearing's Equipment Distribution Program. Individuals who meet eligibility requirements may receive the CapTel device free of charge. For more information about this program, call (800) 792-8339 or visit www.state.nj.us/humanservices/ddhh/equipment.

* Not compatible with PBX systems unless an analog port is available.

** Depending on how many devices are connected to the Internet, a router may be needed to connect the CapTel 880i phone.

*** Taxes are not included.

**FOR MORE INFORMATION, VISIT
WWW.SPRINTCAPTEL.COM.**



Trouble HEARING on the Phone ?



No need to ask your caller to repeat themselves, with **CapTel®** you can read captions while listening to your caller!

New Jersey Captioned Telephone Service (NJ CapTel) allows people with hearing loss to receive word-for-word captions of what their caller says on a **CapTel** phone's display screen while their caller speaks, allowing both parties to enjoy the natural flow of a telephone conversation.

CapTel has made a **huge difference** in my life. ”
P. Yerkes, New Jersey

CapTel
840/840i

For more information about CapTel service, contact:
njcappel.com or **877.805.5845**

NEW JERSEY RELAY SERVICE INFORMATION

Dial 7-1-1, or use any of the following numbers or websites.



RELAY SERVICE

Voice	(800) 852-7897
TTY/ASCII	(800) 852-7899
VCO	(866) 658-7711
HCO	(800) 852-7899
STS	(877) 878-1989
Spanish	(866) 658-7714
Telebraille	(866) 658-7713
900 Services	(900) 230-4149
CapTel Users	(877) 243-2823

CUSTOMER SERVICE

NJ Relay	(800) 676-3777 TTY/V/ASCII
NJ STS	(877) 877-1989
NJ Relay Spanish	(800) 676-4290 TTY/V/ASCII
CapTel	(888) 269-7477 CapTel/V/TTY
CapTel Spanish	(866) 670-9134
Sprint TTY Opr.	(800) 855-4000

WEBSITES

NJ Relay	www.njrelay.com
NJ CapTel	www.njcappel.com
NJ RCC	www.njrelaycc.com
Sprint Relay	www.sprintrelay.com
Sprint Internet Relay	www.sprintip.com
Sprint CapTel	www.sprintcappel.com



NJ RELAY ADVISORY BOARD

Robert Robinson
Chair

Patricia Campbell
NJ Relay Administrator

David Alexander
*Division of the Deaf
& Hard of Hearing*

Michelle Cline
*New Jersey Association
of the Deaf*

Maria Novas-Ruiz
*NJ Division of the
Rate Counsel*

Christopher White
*NJ Division of the
Rate Counsel*

Phil Jacob
Phone-TTE, Inc.

Sonja Marshall
Verizon

Bev Sudler
Hearing Loss Association of NJ

Nancy Yarosh
*Division of
Vocational Rehabilitation*

For NJ Relay Service phone numbers and contact information, see page 7.
*New Jersey Relay and CapTel Service is a free telecommunications service provided by Sprint
and approved by the NJ Board of Public Utilities (BPU), ensuring equal communication access
to telephone service for people with hearing or speech loss.*



NJ Relay

FALL 2014



A POSTER PROMOTING NJ CAPTEL IS SHOWN AT THE NEWARK PENN STATION. TO READ MORE, SEE PAGES 4-5.

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A MESSAGE FROM THE NJ RELAY & CAPTEL ACCOUNT MANAGER

This year is proving to be a great year with new beginnings for many of us, including me. Last April, while the sun was rising and shining beautifully upon my family, I gave birth to my daughter, Anisha. No words can describe the joy of bringing her into this world. My husband and I are truly enjoying our time as first-time parents.

NJ Relay & CapTel also had new beginnings. We launched our first CapTel poster campaign at the Newark Penn Station, and a CapTel advertising campaign via Google. Sprint also announced a new CapTel model, which is discussed on page 6. To read the highlights of this year's outreach campaigns, please see page 4.

We have created new online forms that will make it easier to request materials, presentations, one-on-one training, and CapTel demonstrations. If you would like NJ Relay & CapTel to come to your event, see the article below about our new, user-friendly online forms.

Please enjoy the fall season and the coming holidays. I look forward to celebrating the remainder of 2014 with my daughter and our family.

Warmly,
Aparna Lele



REQUEST MATERIALS OR PRESENTATIONS WITH NEW ONLINE FORMS!

NJ Relay and CapTel is thrilled to announce that online forms requesting materials, installations, or presentations are now just a click away.

If you want to request NJ Relay or NJ CapTel materials to share with your family, friend, client, or hearing co-workers, you can do so by going to www.njrelay.com/request-materials.

To have an outreach specialist help you set up your CapTel phone, request a CapTel installation at www.njrelay.com/captel-installation-request.

To book a speaker to discuss NJ Relay or NJ CapTel products and services at your event or group meeting, request one at www.njrelay.com/presentation-request-form.

If you'd like to invite NJ Relay and CapTel to have an exhibition booth at your event, you can do so at www.njrelay.com/exhibit-request-form.

TIPS FOR QUICKER RELAY CALLS

It was just a few years ago that everyone used TTYs and the slowness was a part of the process. With quicker Internet and phone speeds, text-based conversations have become quicker. Still, at times, it can be frustrating.

The good news is all relay customers using the TTY or Internet to make relay calls can receive information quicker through one simple step: ask the operator to not correct typos or expand acronyms during your call. If the operator makes a mistake that is not automatically corrected by spell check, the operator will not attempt to manually correct the error and type "XXX" and the corrected word. Additionally, the operator will not

New Jersey Relay Customer Profile

Emergency Numbers (Speed Dial for Emergency Calls Only):
Please Limit 30 characters per name

	Name	Area Code & Phone Number
1		
2		
3		
4		
5		

If you need to add more information, go to the Additional Information section on page 4

Your Preferences:

Gender Preference: ☐ Female ☐ Male ☐ No Preference

Answer Type: ☐ TTY ☐ ASCII 300 Baud ☐ Voice Carry Over ☐ Speech-to-Speech
☐ Voice ☐ ASCII 1200 Baud ☐ Hearing Carry Over ☐ Blind/Deaf TTY
☐ Turbo Code ☐ ASCII 2400 Baud ☐ 2-Line VCO ☐ Blind/Deaf ASCII

Language: ☐ English ☐ Spanish

Announce Relay: ☐ No ☐ Yes Long Hold Times: ☐ No ☐ Yes
 Explain Relay: ☐ No ☐ Yes Caller ID: ☐ No ☐ Yes
 Background Noises: ☐ No ☐ Yes Type Slow: ☐ No ☐ Yes
 Tone of Voice: ☐ No ☐ Yes Abbreviation: ☐ No ☐ Yes
 Type Recordings: ☐ No ☐ Yes Typing Correction: ☐ No ☐ Yes

Your Carrier of Choice:

	Sprint	AT&T	Verizon	Other:
Local Toll	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
In-State LD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>
State-to-State LD	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="text"/>

type the full word for common abbreviations such as ASAP (as soon as possible), CC for closed captioning, or APT for apartment. Specific jargon (such as words commonly used in a specific industry) may even be used, although you may want to notify the operator in advance.

To enable this feature, go into your customer profile at www.njrelay.com/customer-profile. Find the ABBREVIATIONS and TYPING CORRECTION lines near the bottom of the form, and check the box for "no."

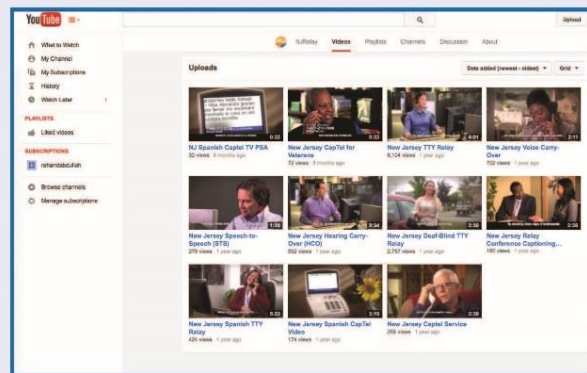
You can select these options for all calls, or on a per-call basis.

For more information, visit www.njrelay.com/customer-profile.

WATCH DEMONSTRATIONS OF NJ RELAY & CAPTEL SERVICES ON YOUTUBE!

Did you know that NJ Relay and CapTel provides video demonstrations of its services? The videos, which are voiced and open-captioned, provide step-by-step instructions for co-workers, friends, family members or other people. Videos are available for:

- NJ CapTel
- NJ Spanish CapTel
- NJ TTY Relay
- NJ Spanish TTY Relay
- NJ Deaf-Blind TTY Relay
- NJ Speech-to-Speech
- NJ Voice Carry-Over
- NJ Hearing Carry-Over
- NJ Relay Conference Captioning



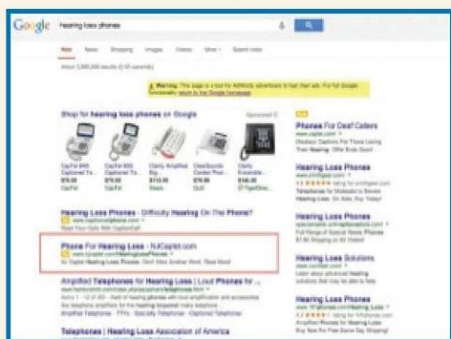
SEE THE VIDEOS AT WWW.YOUTUBE.COM/USER/NJRELAY/VIDEOS

2014 OUTREACH HIGHLIGHTS



NJ CAPTEL ADVERTISING AT NEWARK PENN STATION

March: NJ CapTel conducted a four-week campaign highlighting its CapTel services by displaying 10 posters and 20 digital advertisements at the Newark Penn station. This campaign generated positive responses, and increased awareness of CapTel products and services.



NJ CAPTEL ON GOOGLE ADS

May-December: Google users who search using different keywords such as "phone for hearing loss" or "hearing loss help" will see a link to a NJ CapTel ad on the results page through Google Ads. This advertising campaign began in May and will continue until December.

BROADCASTS



CAPTEL TV PSA FOR VETERANS

January-February, late September and early October: CapTel TV public service announcements (PSA) were shown on cable television in Monmouth-Ocean Counties on the HGTV, CNN, TNT and TBS networks. The PSA ran weekly in January and February, and was broadcast again in September and October. The PSA can be viewed at www.youtube.com/njrelay.



"DON'T HANG UP" RADIO CAMPAIGN

February: NJ Relay ran thirty-second radio commercials 20 times per week for five weeks on Thunder106, a radio station in the highly-populated Monmouth-Ocean area. Website banner advertisements were also run at the same time with a link to the video clip. It may be viewed at www.njrelay.com/dont-hang-up.

SPANISH RELAY AND CAPTEL BROCHURES

All year: Spanish Relay and CapTel brochures were translated into Spanish to promote outreach efforts to Hispanic and Latino populations.





NJ CAPTEL BILLBOARD AD

March: A CapTel billboard advertisement was displayed on the heavily-commuted Garden State Parkway in Sayreville, located in central New Jersey.

ADVERTISING IN PUBLICATIONS

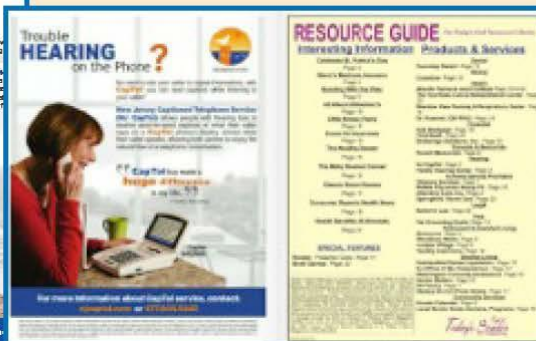


February: A full-page color advertisement ran for a week in local publications such as Manchester Times, Berkeley Times, Toms River Times, Lacey-Barnegat Times, Brick Times, Jackson Times and Howell Times. Other advertisements also appeared in county weekly publications in Passaic, Morris and Sussex counties.

March: Two large advertisements for NJ Speech-to-Speech were printed in the statewide newspaper, Star Ledger, in March 2014. During the same week the print ads were run, NJ STS online and mobile digital ads ran.



March: A full-page color advertisement appeared in the March edition of the South Jersey edition of Today's Senior Magazine. The advertisement and article were distributed online and in the printed magazine, distributed in over 200 locations in South Jersey, including Gloucester, Camden and Mercer Counties.



August and December: A full-page advertisement and article appeared in the August issue of the Senior Blue Book, and will be printed again in December. The Senior Blue Book is distributed primarily at healthcare offices throughout New Jersey. Our advertisement and article appeared in the Essex-Hudson-Union edition and online. 60,000 copies of the Essex edition are distributed each time it is published.

STAY UPDATED WITH NJ RELAY

SIGN UP FOR OUR NEWSLETTER!

To receive the free New Jersey Relay newsletter, please fill out the form below or e-mail the information.

(Please print)

NAME _____

ADDRESS _____

CITY/STATE/ZIP _____

E-MAIL _____

PHONE _____ V TTY VP

I prefer to receive the newsletter via:

E-mail (.PDF)

Mail (print)

Return this form to:

Aparna Lele

NJ Relay/Sprint Account Manager

Sprint, 3rd Floor

201 Route 17 North

Rutherford, NJ 07070

Or email:

njrelayoutreach@sprint.com

Newsletters are distributed via e-mail as a .PDF version or via mail as a printed version.

INTRODUCING THE CAPTEL 2400i TO THE CAPTEL FAMILY

NJ Relay & CapTel is pleased to introduce the CapTel family's newest member, the CapTel 2400i. This unit is ideal for people who are comfortable with touch-screen technology, similar to the technology used on smartphones and tablets.



The new CapTel 2400i

shows captions of everything a caller says, letting you hear what you can over the phone and read what you need to. It features a large easy-touch display with multiple font sizes and colors for easy reading. It connects to your telephone service like a traditional phone and to your high-speed Internet service for captions. Other features include:

- Large touch-screen display
- Multiple font sizes and colors
- Custom tone control for optimal hearing
- Built-in answering machine with captions
- Dial-by-Photo capability
- Warranty 5-Year Replacement Program
- Includes 90-day money back guarantee

The CapTel 2400i can be positioned anywhere within your wireless network range, or can be connected to an Internet connection via an Ethernet cable.

NJ residents, agencies and business may purchase the CapTel phone for \$75 (taxes not included) by calling (877) 805-5845 voice/TTY or emailing CapTel@weitbrecht.com. You may apply through the NJ Division of the Deaf and Hard of Hearing Equipment Distribution Program. Individuals who meet eligibility requirements may receive the CapTel device at no charge. More information is at www.state.nj.us/humanservices/ddhh/equipment or (800) 792-8339, or at www.sprintcapter.com.

* Not compatible with PBX systems unless an analog port is available.

* Depending on how many devices are connected to the Internet, a router may be needed.

WHO ARE THE NJ RELAY ADVISORY BOARD MEMBERS AND WHAT ARE THEIR ROLES?



The NJ Board of Public Utilities and its NJ TRS Administrator, Patricia Campbell, oversee the administration of the NJ TRS contract, which is provided by Sprint Relay. Feedback from the community is important to Sprint Relay and the NJ Board of Public Utilities to help streamline outreach and marketing efforts about NJ Relay and CapTel in NJ. One way to collect consumer feedback is through the crucial NJ Relay Advisory Board (NJRAB).

The NJRAB, which meets four times a year, includes community members who use NJ Relay and CapTel services, along with representatives from consumer groups who come to these meetings to learn about the latest updates with NJ Relay and CapTel. They also share feedback from their consumer groups. If you have feedback on ways to improve the overall quality of Relay or CapTel service or marketing ideas you would like to share, feel free to contact any of the NJ Relay Advisory Board members. They will make sure to share your feedback at the next advisory board meeting.

NJ RELAY ADVISORY BOARD

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rrobinson@drnj.org

Patricia Campbell
NJ Relay Administrator
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Christopher White
NJ Division of the
Rate Counsel
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Phil Jacob, Vice-Chair
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Sonja Marshall
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Bev Sudler
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Nancy Yarosh
Division of
Vocational Rehabilitation
(609) 498-6221 Videophone
nancy.yarosh@dol.state.nj.us

For NJ Relay Service phone numbers and contact information, see back page.
New Jersey Relay and CapTel Service is a free telecommunications service provided by Sprint and approved by the NJ Board of Public Utilities (BPU), ensuring equal communication access to telephone service for people with hearing or speech loss.

NEW JERSEY RELAY SERVICE INFORMATION

Dial 7-1-1, or use any of the following numbers or websites.



RELAY SERVICE

Voice	(800) 852-7897
TTY/ASCII	(800) 852-7899
VCO	(866) 658-7711
HCO	(800) 852-7899
Spanish	(866) 658-7714
STS	(866) 658-7712
Telebraille	(866) 658-7713
900 Services	(900) 230-4149
CapTel Users	(877) 243-2823

CUSTOMER SERVICE

NJ Relay	(800) 676-3777 TTY/V/ASCII
NJ STS	(877) 787-1989
NJ Relay Spanish	(800) 676-4290 TTY/V/ASCII
CapTel	(888) 269-7477 CapTel/V/TTY
CapTel Spanish	(866) 670-9134
Sprint TTY Opr.	(800) 855-4000

WEBSITES

NJ Relay	www.njrelay.com
NJ CapTel	www.njcaptel.com
NJ RCC	www.njrelaycc.com
NJ STS	www.newjerseysts.com
Sprint Relay	www.sprintrelay.com
Sprint Internet Relay	www.sprintip.com
Sprint CapTel	www.sprintcaptel.com



NJ Relay

WINTER 2015

Sprint Relay



Celebrating **25** Years of Service
1990 – 2015

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SPRING TASTE OF TECHNOLOGY

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CAPTEL: ADDING A CONTACT
TO YOUR PHONE BOOK

PAGE 3

CAPTEL PRESENTATIONS, WORKSHOPS
AND DEMONSTRATIONS

PAGE 3

A MESSAGE FROM THE NJ RELAY & CAPTEL ACCOUNT MANAGER

This year, the annual Spring Taste of Technology will have a new focus: bringing technology to the DeafBlind community. We will showcase the latest updates that can bring DeafBlind consumers closer to functionally equivalent telecommunication services. Communication access is the number one priority in making sure our DeafBlind consumers have the capability to make any type of phone call using a computer, Telebraille device, or mobile devices.

We are also excited to share that the NJ CapTel website at www.njcaptel.com will have a new look. This will make the website easier to navigate, and information easier to access. The website will

also be mobile-friendly, making it more convenient to access while on the go.

Happy New Year!

Aparna Lele



P.S. Sprint Relay is celebrating its 25th year! As the largest TRS provider in the nation for relay services to persons who are deaf, hard of hearing, deaf-blind, or have a speech disability, Sprint's experience ensures quality service for all relay services, 24 hours a day. More information is at www.sprintrelay.com.



2015 Spring Deaf-Blind Seminar Series
Taste of Technology
"Gain Greater Access"



Thursday, March 19, 2015
10 AM to 3 PM
 The College of New Jersey
 School of Education
 2000 Pennington Road
 Ewing, NJ 08628

FREE admission to anyone who is Deaf-Blind, and to SSPs and interpreters working the seminar.
 SSPs, ASL interpreters and CART (captioning) will be provided.
 Continental breakfast and lunch are included in the registration package.

Guest Speaker: Advocate and filmmaker, Joe Lovett, director of *Going Blind*, a film created to increase public awareness of sight loss and low-vision issues.

Technology workshops:

- Wireless Mobile Accessibility
- Latest Advancements in Captioned Telephones

Vendor displays and hands-on demonstrations all day

TRANSPORTATION: Free door-to-door transportation will be provided *ONLY* for SSP-NJ program participants who register by Friday, February 27, 2015.

REGISTER
https://tcnj.qualtrics.com//SE/?SID=SV_a4exX7ZUTxhia8d
DEADLINE: FEBRUARY 27, 2015







COMING SOON: A new, mobile-friendly design at www.njcaptel.com.

Visit the website for the latest updates and tips on CapTel phone models!

CAPTEL: ADDING A CONTACT TO YOUR PHONE BOOK

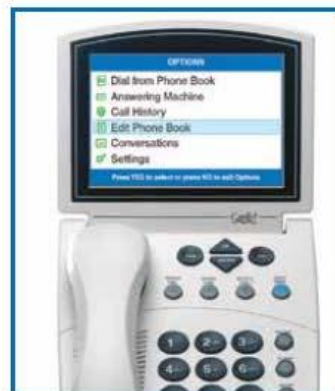
You can save 95 names and phone numbers in the CapTel 840, 840i and 880i Phone Book.

To add a new contact to the Phone Book:

1. With the handset hung up, press the YES button to see the Options menu.
2. Press the DOWN arrow button repeatedly until Edit Phone Book is highlighted. Press the YES button to select.
3. Press the DOWN arrow button until Add a New Contact is highlighted. Press the YES button to select.
4. Use the dialing pad to enter the name of the person you wish to add. Look for the letters on the number keys to know which number key to press. For some letters, you may need to press the number key several times until the correct letter appears on the display screen.
Example: To enter the letter "L," press the number 5 key three times until you see "L" on the display screen.

Example: To enter the name "Mary," press the 6 key for the letter "M," the 2 key for the letter "A," the 7 key three times for the letter "R," then the 9 key three times for the letter "Y." You may need to wait for the cursor to change from | to _ when entering letters that are on the same number key.

5. Once you have entered the contact name, press the YES button to advance to the Number field.
 6. Enter the phone number using the dialing pad. Use the DOWN arrow button to backspace.
 7. When you are done entering the phone number, press the YES button to save your new contact information. Press the YES button to enter more contact names/phone numbers, or press the NO button repeatedly to exit the menu system.
- TIP:** Press the DOWN arrow button to backspace. Press the # button to add a space. Press the UP arrow button to shift lock for capital letters. Press the UP arrow again to return to lowercase.
- NOTE:** Phone book entries are stored alphabetically by the first letter of the name.



 <h2>CapTel Phone Installation Support</h2> <p>Outreach Specialists can set up your phone and help you get started in your home or office at no charge. Schedule an appointment to install your new CapTel phone by contacting us at:</p> <ul style="list-style-type: none"> ■ Phone 877.805.5845 ■ Web Form njrelay.com/captel-installation-request ■ Email njrelayoutreach@sprint.com <p style="text-align: right;">njcaptel.com</p>	<h2>Presentations, Workshops, and Demonstrations</h2> <p>Outreach Specialists can provide a CapTel presentation, workshop, or demonstration at no charge for interested organizations, state agencies, businesses, senior centers and other events. To schedule a presentation or demonstration, contact us at:</p> <ul style="list-style-type: none"> ■ Phone 866.995.6170 ■ Web Form njrelay.com/presentation-request-form ■ Email njrelayoutreach@sprint.com 
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NEW JERSEY RELAY SERVICE INFORMATION

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RELAY SERVICE

Voice	(800) 852-7897
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STS	(866) 658-7712
Telebraille	(866) 658-7713
900 Services	(900) 230-4149
CapTel Users	(877) 243-2823

CUSTOMER SERVICE

NJ Relay	(800) 676-3777 TTY/V/ASCII
NJ STS	(877) 787-1989
NJ Relay Spanish	(800) 676-4290 TTY/V/ASCII
CapTel	(888) 269-7477 CapTel/V/TTY
CapTel Spanish	(866) 670-9134
Sprint TTY Opt.	(800) 855-4000

WEBSITES

NJ Relay	www.njrelay.com
NJ CapTel	www.njcaptel.com
NJ RCC	www.njrelaycc.com
NJ STS	www.newjerseysts.com
Sprint Relay	www.sprintrelay.com
Sprint Internet Relay	www.sprintip.com
Sprint CapTel	www.sprintcaptel.com



NJ Relay

SPRING/SUMMER 2015



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A MESSAGE FROM THE NJ RELAY & CAPTEL ACCOUNT MANAGER



Spring has sprung forth with good news to share!

This year, Sprint is celebrating 25 years of providing relay services. On April 21, New Jersey awarded Sprint a renewed TRS and CapTel contract, which means New Jersey customers will continue to benefit from and enjoy relay and CapTel services. Sprint has provided relay and CapTel services to New Jersey since 2006, a total of nine years.

The renewed contract includes new enhancements, such as video-assisted speech-to-speech services that allow speech-disabled users to use video during their speech-to-speech calls (see below). Another enhancement is a dedicated,

24-hour customer service number always answered by a live representative with a personalized New Jersey greeting.

NJ Relay and CapTel also hosted a successful Taste of Technology for the Deaf-Blind community with a large turnout. See the next page for more details.

As always, let me know if you have questions, ideas or feedback. Don't forget to stop by www.njrelay.com or www.njcaptel.com for the latest updates.

Warmly,
Aparna Lele

NEW SERVICE! VIDEO-ASSISTED STS

Video-Assisted Speech-to-Speech (VA-STS) allows a person who has a speech disability to use both a telephone line and a video device to make relay calls.

WHAT IS VA-STS?

VA-STS provides the STS operator with visual communication cues from the STS caller via a one-way video conference connection. These cues may include lip reading, spelling in the air, facial expressions, and other physical movements.

FOR MORE INFORMATION OR ASSISTANCE:

■ 877-787-1989
■ njrelayoutreach@sprint.com

* Video-Assisted STS requires a telephone line, a video device and OmniJoin web-conference software.



“It sure is nice to have the operator convey my message accurately without asking me to repeat what I just said.”



On March 19, NJ Relay & CapTel and Sprint Relay hosted a Taste of Technology event for Deaf-Blind consumers. This first-of-its-kind event had 185 attendees, including Deaf-Blind individuals, families, various therapists, Braille transcribers, Deaf-Blind teachers, and other professionals.

Topics included becoming blind, Braille CapTel, and mobile accessibility. Eighteen service support providers (SSPs) and 25 interpreters were provided, along with program materials in Braille, large print, and electronically on flash drives.

"Saying that I found the information beneficial is merely an understatement; eye-opening would be more to the point. I now realize that while I have been an active deaf-blind participant using SSPNJ services, I have overlooked a lot of other access mediums out there and consequently feel the need to play catch up and reposition myself within the deaf community as a fellow compatriot in need of education and new knowledge of the tools that are available to us," said Alice Eaddy, president of the Deaf-Blind Division of the National Federation of the Blind of NJ.

For information about the NJ Relay Taste of Technology event, or to request a presentation or hands-on demonstration on NJ Deaf-Blind Relay and CapTel Services, email nirelayoutreach@sprint.com.



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STS	(866) 658-7712
Telebraille	(866) 658-7713
900 Services	(900) 230-4149
CapTel Users	(877) 243-2823

CUSTOMER SERVICE

NJ Relay	(844) 525-4877 TTY/Voice/ASCII
NJ STS	(877) 787-1989
NJ Relay Spanish	(800) 676-4290 TTY/V/ASCII
CapTel	(888) 269-7477 CapTel/V/TTY
CapTel Spanish	(866) 670-9134
Sprint TTY Opr.	(800) 855-4000

WEBSITES

NJ Relay	www.njrelay.com
NJ CapTel	www.njcaptel.com
NJ RCC	www.njrelaycc.com
NJ STS	www.newjerseysts.com
Sprint Relay	www.sprintrelay.com
Sprint Internet Relay	www.sprintip.com
Sprint CapTel	www.sprintcaptel.com



NJ Relay

FALL 2015

Search

En Español

WebCapTel Login



Hearing Loss & You

Solutions

Outreach

Hearing Healthcare

Blog

Support



HEAR AND SEE
YOUR CALLS

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NJ CAPTEL WEBSITE HAS A NEW LOOK

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VIDEO-ASSISTED SPEECH-TO-SPEECH

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A MESSAGE FROM THE NJ RELAY & CAPTEL ACCOUNT MANAGER

It's hard to believe we are almost at the end of the year, and the holidays are coming!

In September, we had a huge turnout at our busy NJ Relay & CapTel booth at DeafFest and DeafNation Expo. Both events had over 1,500 deaf and hard of hearing attendees, and we continue to respond to inquiries from the customers at our booth. Most questions have been related to the latest CapTel phone models and Relay Conference Captioning (RCC); if you have questions, check www.njrelay.com and www.njcaptel.com.

We are also pleased to announce that New Jersey Speech-to-Speech Service has enhanced its services with Video-Assisted Speech-to-Speech (STS) Service. This service is another option for a speech disabled user to make relay calls, and provides the STS operator with visual communication cues from the STS callers via a one-way videoconference connection. Cues may

include lipreading, tracing letters in the air, facial expressions, and other physical movements. For more information about this feature, see page 5.

The past several months have been very busy. The NJ CapTel website was launched with a new look, and now provides more interactive choices for the different CapTel services. We've increased our social media engagement, adding feeds from the new NJ CapTel Facebook page and Twitter account, and have updated our LinkedIn page to reflect both NJ CapTel and NJ Relay (see page 4).

As always, let me know if you have questions, ideas or feedback.

Warmly,
Aparna Lele



NJ CAPTEL WEBSITE HAS A NEW LOOK

The NJ CapTel website, at www.njcaptel.com, has a new look to make it more attractive, engaging, and easier for visitors to find the right solutions for their telecommunications needs. Useful information about hearing loss has been added to promote action in the community for families and friends of people with hearing loss. Information on this website, which is separate from the NJ Relay website, includes:

- Hearing Loss and YOU
- Don't Let Hearing Loss Hold You Back
- Empower Those You Love
- Let Technology Serve You
- Types of Hearing Loss
- Symptoms
- What to Do
- Solutions: Finding the Right Solution



NJ CapTel's revamped website has many features, including a live Facebook feed and the latest news.

The Solutions page asks visitors to tell us more about what they need. This helps provide possible solutions, such as which CapTel option may be most ideal.

For more information about all NJ Relay products and services, visit www.njrelay.com.

VIDEO-ASSISTED SPEECH-TO-SPEECH TECHNOLOGY NOW AVAILABLE

NJ Relay now offers a new enhancement of traditional Speech to Speech service, Video-Assisted Speech-to-Speech (VA STS). VA STS is one of many innovative options for speech-disabled users to choose from when making relay calls.

Designed for people who can hear but have mild to moderate difficulty speaking over the telephone, VA STS allows a person with a speech disability to use both a telephone, computer with a webcam and a free videoconferencing software that can be downloaded easily to make calls. With VA STS, the STS operator can receive visual communication cues via a one-way video connection.

Cues to help facilitate relay calls might include lip-reading, tracing letters in the air, facial expressions, cue cards, and physical movements. The STS operator sees the STS caller, but the STS caller does not see the operator.

VA STS is ideal for customers who prefer to utilize visual communication or their voice during telephone conversations. The operator then re-voices the caller's words if needed.

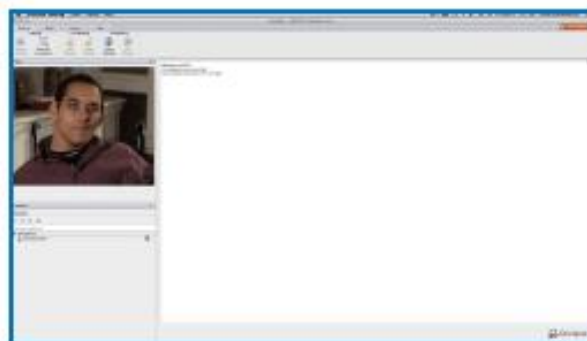
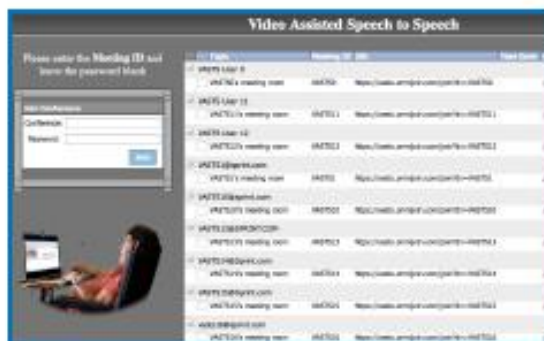
VA STS is available for people who have an iPhone, iPad, or computer or laptop; an Android version is not



yet available. VA STS callers should also have a high-speed Internet connection, a webcam, and the free OmniJoin app.

Training on the use of VA STS is available for NJ Relay customers. Learning how to work together with the VA STS operator to produce the most effective communication is an important step before making VA STS calls. One-on-one training in person or remotely is available by contacting NJ Relay.

For more information, contact the New Jersey Speech-to-Speech Customer Service at (877) 787-1989 or visit www.newjerseysts.com.



Video-Assisted Speech-to-Speech is available by downloading the OmniJoin app. Above are sample screens of what it looks like when a VA STS call is made.

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New Jersey Relay and CapTel Service is a free telecommunications service provided by Sprint and approved by the NJ Board of Public Utilities (BPU), ensuring equal communication access to telephone service for people with hearing or speech loss.

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Dial 7-1-1, or use any of the following numbers or websites.



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Spanish	(866) 658-7714
STS	(866) 658-7712
Telebraille	(866) 658-7713
900 Services	(900) 230-4149
CapTel Users	(877) 243-2823

CUSTOMER SERVICE

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VCO	(866) 931-9027
NJ STS	(877) 787-1989
NJ Relay Spanish	(800) 676-4290 TTY/V/ASCII
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CapTel Spanish	(866) 670-9134
Sprint TTY Opr.	(800) 855-4000

WEBSITES

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NJ CapTel	njcaptel.com
NJ RCC	njrelaycc.com
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Sprint Relay	sprintrelay.com
Sprint Internet Relay	sprintip.com
Sprint CapTel	sprintcaptel.com



NJ Relay

WINTER 2016

Communication on the Go for DeafBlind

Sprint Relay & New Jersey Relay Presenter

Aparna Lele
Customer Relationship Manager
for New Jersey



Katherine Gabry of the DeafBlind Community Access Network of New Jersey poses with NJ Relay's Aparna Lele. Story on page 3.

INSIDE:

CAPTEL 2400i NOW HAS
SPEAKERPHONE CAPABILITIES!

PAGE 2

NJ RELAY & DB-CAN NJ SPONSOR
TECHNOLOGY WORKSHOP

PAGE 3

A MESSAGE FROM THE NJ RELAY & CAPTEL ACCOUNT MANAGER

Happy New Year!

We kicked off this year with a very successful outreach presentation to the deafblind community about NJ Relay services (see page 3). I enjoyed meeting everyone and appreciated how everyone seemed to be very engaged, with excellent questions about the resources that were new to them. This shows that there continues to be a strong need for outreach education to the community.

I have been working closely with Katherine Gabry of the DeafBlind Community Access Network of New Jersey. We are pleased to announce that we will host another Taste of Technology event for the deafblind community this fall at the Montclair State University Conference Room. Last year's event with the deafblind community was a

phenomenal success with over 200 participants, so we're excited to offer this event once again. Stay tuned for the date and further details!

Sprint CapTel has announced a new exciting feature for CapTel 2400i users. Users can now get speakerphone capabilities with a free software update on their 2400i phone. For more information about this feature, see below.

As always, let me know if you have questions, ideas or feedback.

Warmly,
Aparna Lele



CAPTEL 2400i NOW HAS SPEAKERPHONE CAPABILITIES!



capTel 2400i users can now enjoy hands-free convenience while seeing captions of the call! The new speakerphone capabilities in the CapTel 2400i let you talk with your callers over the loud and clear speakerphone. You get the benefit of listening with both ears, plus the convenience of hands-free conversations.

If you do not have the speakerphone capability on your Capital 2400i phone, touch "Update" and the software will immediately begin downloading. Once the software download is complete, your CapTel phone will reboot.

For more information on this new speakerphone feature, call (888) 269-7477 or send an email to captel@captel.com.

Directions for using the CapTel 2400i Speakerphone can be found at www.captel.com/customer_service/kb/index.php/article/captel-2400i-speakerphone.

HOW TO GET THE SOFTWARE UPDATE

The free software update is available to all CapTel 2400i users. Updating is easy!

1. On the display screen, touch *Settings*.
2. Touch *i* (About).
3. Touch *Update*.

NJ RELAY & DBCAN-NJ SPONSOR TECHNOLOGY WORKSHOP



Sprint NJ Relay and the DeafBlind Community Access Network of New Jersey (DBCAN-NJ) sponsored a workshop on Jan. 9 at the Rutgers Catholic Center in New Brunswick.

In addition to providing tactile interpreters, Sprint Relay also provided refreshments in collaboration with DBCAN-NJ. Special thanks to Kathy Kady-Hopkins, of ASLIRS, and Rutgers University for the use of the Catholic Center. Nearly 25 attendees participated, including three American Sign Language students from Rutgers University.

Aparna Lele, Sprint Customer Relationship Manager for New Jersey, presented *Communication on the Go for DeafBlind*. She shared new technologies and services available through Sprint, such as New Jersey Relay Conference Captioning (RCC). RCC allows users to participate in meetings or classes either in person or remotely. Using the same high-quality captions as television programming, RCC participants can receive live, real-time text streamed to an Internet-connected computer or a mobile device, such as a laptop or a tablet. Relay operators caption everything that's said in real time, and the captions can be read in text on a laptop, tablet, phone or Braille display. To learn more, visit www.njrelaycc.com.

The second service discussed was Sprint IP Relay, which uses an Internet connection, a computer or a



Katherine Gabry of the DeafBlind Community Access Network of New Jersey welcomes participants to the technology workshop.

mobile device, and a relay operator. Much like traditional relay service, the relay user types a message, which the relay operator reads to the voice caller. The relay operator then types that person's reply. More information is at www.sprintip.com.

Also discussed were CapTel phones, which display captions of the spoken conversation on a screen. This gives the caller the benefit of listening to the other party while reading the captions on the display screen, and then speaking directly to the caller. Read more about CapTel at www.njcaptel.com.

For each of these services, the font sizes, font colors, and backgrounds can be adjusted by the individual user.

Jon Gabry from iCanConnect highlighted the iCanConnect/NJ program, and distributed brochures and applications. iCanConnect, the National Deaf-Blind Equipment Distribution Program, is funded by the Federal Communications Commission, and provides telecommunications devices for those who have a combined vision and hearing loss, and meet income eligibility requirements. Read more about the program at www.icanconnect.org.

The attendees had many questions and comments, and a lot of enthusiasm. It was a great event where everyone brought home new information for use at home or in the workplace.

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Sprint Relay	sprintrelay.com
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NJ Relay

WINTER 2017



Taste of Technology DeafBlind Conference!

INSIDE:

CAPTEL 2400i BT OFFERS NEW FEATURES

PAGE 2

DEAFBLIND TASTE OF TECHNOLOGY
A MAJOR SUCCESS!

PAGE 3

A MESSAGE FROM THE NJ RELAY & CAPTEL ACCOUNT MANAGER



Happy New year! The new year is a great time to use NJ Relay and CapTel services! Call your loved ones during the holidays and wish them the happiest of new years.

NJ Relay and CapTel is proud to have hosted, along with DeafBlind Community Access Network of NJ (DB CAN NJ), the recent Taste of Technology for DeafBlind event on Oct. 29. Read more about this wonderful event on page 3.

Did you know you can join the DB CAN NJ mailing list? Send your email address to dbcannj@gmail.com to subscribe. DB CAN NJ provides training, networking, and social events empowering DeafBlind people to lead more productive, independent, and healthy lives.

Another exciting announcement is that Sprint Relay is now Sprint Accessibility! For 26 years,

Sprint Relay has been a leading provider of relay services to Deaf, DeafBlind, hard of hearing, and speech disabilities.

Sprint Accessibility provides communication products and services to customers with any type of disability. Sprint Accessibility is committed to reducing or removing barriers through equipment, software, and services for all customers. This includes Sprint Relay, Sprint CapTel, Wireless Sprint Relay Store, Wireless Sprint Vision Store, and Video Customer Service.

Best regards,
Aparna Lele

CAPTEL 2400i BT OFFERS NEW FEATURES

The CapTel 2400i BT is the newest, most updated version of the CapTel 2400i — with many new features designed specifically based on customer feedback and new engineering developments.

The CapTel 2400i BT, which replaces the 2400i, has Bluetooth capabilities. This means CapTel users can now use a wireless Bluetooth headset or neckloop, making the 2400i BT hands-free. Bluetooth devices can be purchased separately at any electronics store.

The CapTel 2400i BT also has a new speakerphone button, making it easy to access the speakerphone by pressing just one button. This button replaces the former "Tone" button.

The phone has all the same features as the 2400i, including:

- Word-for-word captions on a large, colorful touch-screen display
- Powerful amplification up to 40 dB
- Standard telephone keypad for comfortable, familiar dialing
- Bluetooth® and WiFi compatibility
- Built-in answering machine with recorded voice and captioned messages



TASTE OF TECHNOLOGY FOR DEAFBLIND CONFERENCE A MAJOR SUCCESS!



Aparna Lele and Katherine Gabry pose at the event.



A DeafBlind attendee tests the CapTel by using Braille.



Aparna Lele shares technological developments in telecommunications and accessibility with the attendees.

By Katherine Gabry, DB CAN NJ Board President

Sprint, NJ Relay, and the DeafBlind Community Access Network of New Jersey (DB CAN NJ) hosted an all-day conference at Montclair State University on Oct. 29. The conference goals were to raise awareness and increase understanding of new communications technologies available to people who are DeafBlind or have low vision. Approximately 180 people attended, including DeafBlind people, family members, friends, sign language interpreters, support service providers, vendors, and volunteers. Attendees traveled from as far away as the Netherlands, Georgia, Virginia, and Massachusetts.

The conference theme, *Connecting to the World: Using DeafBlind Technology to Make It Happen*, featured keynote speaker Anindya "Bapin" Bhattacharyya, world-renowned expert on DeafBlind technology, from the Helen Keller National Center. Aparna Lele of NJ Relay/Sprint Relay and John Kinstler of CapTel also presented, sharing technological developments in telecommunications and accessibility for those who are DeafBlind. Other presenters included Rick Fox, who talked about useful apps at home and on the go; Naquela Wright, who discussed Facebook accessibility; and Kevin Sisco, who discussed how to keep data secure on phones, tablets and computers. Twelve vendors supported the event by providing hands-on demonstrations and exhibits. Those completing

conference satisfaction surveys responded that they most appreciated the presentations by the speakers, the variety of topics, the knowledge gained regarding technology, and the vendor booths they attended.

Special gratitude goes to all the presenters, vendors, and volunteers, the Helen Keller National Center, and students and staff from Montclair State University. More importantly, gratitude goes to all the participants who came and shared their experiences with our conference organizers.



An interpreting team uses tactile sign language to communicate with a DeafBlind attendee.

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NJ Relay

SUMMER 2017

**BRAILLE
CAPTEL 8801B
NOW
AVAILABLE!**



INSIDE:

WAIVER OF LONG-DISTANCE CARRIERS

PAGE 2

BRAILLE CAPTEL 8801B NOW AVAILABLE

PAGE 3

A FAREWELL MESSAGE FROM THE NJ RELAY & CAPTEL ACCOUNT MANAGER



Fall is quickly approaching, and there are many exciting developments in the relay industry. In this issue, you can read about Braille CapTel and learn how it's helping people who are DeafBlind or have low vision.

It is with a mixture of sadness and excitement that I announce my departure from my position as Sprint Accessibility's Customer Relations Manager for New Jersey. My last day was Friday, August 4, 2017, and I am proud to have dedicated 14 years of my career to Sprint Accessibility. It has been a tremendously enriching experience, working to ensure that people with disabilities have equal, full access to communication technology that improves the quality of their lives.

I feel so fortunate to have gained such valuable expertise in implementing outreach and marketing

initiatives first in Oregon, and then New Jersey.

I truly appreciate the many opportunities for professional and personal growth during my time with Sprint Accessibility.

National Customer Relations Manager John E. Moore will serve as the interim point of contact for New Jersey until the new account manager is hired. He may be reached at john.e.moore@sprint.com.

I hope to see each and every one of you out in the community in the near future. Thank you for 14 wonderful years.

Best regards,
Aparna Lele

WAIVERS OF LONG DISTANCE CARRIERS



On August 24, 2016, the Federal Communication Commission (FCC) granted waivers of long distance carriers of choice and billing options for wireline relay providers who choose not to pass any charges to the end user. This became effective on June 30, 2017.

What this means for TTY relay users is free domestic calling without toll charges or operator billing fees.

It also means that TTY relay users no longer need to provide billing or carrier of choice information. This saves the amount of time on call set-up, making the process of calling faster and more efficient.

Another major change is that TTY-based Operator Services for the Deaf has been discontinued, since there is no longer a need for billing support. Also, people who use pay phones to make TTY relay calls can do so without having to pay.

Directory assistance is now provided via TRS and CapTel at no charge to the relay user, and Sprint Relay's discounted long distance rates have been eliminated.

For more information on these changes, contact Sprint Relay Customer Service at sprint.trscustserv@sprint.com, or call:

Voice: (800) 676-3777

Speech-to-Speech: (877) 787-1989

TTY: (800) 676-3777

Voice Carryover: (866) 931-9027

Spanish: (800) 676-4290

BRAILLE CAPTEL 880IB NOW AVAILABLE

Individuals who are blind and have a hearing loss now have a new option for making telephone calls, with the innovative CapTel 880iB device. The 880iB, which resembles a traditional CapTel phone, has one major difference: instead of only reading what the caller says on the large built-in display screen, individuals who are blind can also read captions of their call via a dynamic Braille display reader.

Ideal for Braille users who may have difficulty hearing on the phone, this device allows them to “read” word-for-word captions on a dynamic Braille display via USB or Bluetooth. Users can scroll through captions using specific buttons on the phone.

CapTel collaborates with a free captioning service to transcribe everything the other party says into written words, which then gets transcribed into Braille. There are no monthly fees and no service agreements. Your monthly phone bill doesn't change.

The 880iB works with a headset, neck loop, or a T-coil for hands-free use of the phone. It can also be connected to HD screens for display on a large screen, which is useful for readability.

The 880iB can work with standard analog, DSL, digital cable, VOIP, and fiber optic phone services. (Note that the 880iB does not work with digital private branch exchange, or PBX, systems often found in business settings, residential facilities, and hotels, unless an analog port is available.) 880iB users must have access to high-speed Internet service, and an Ethernet cable. Users also must provide their own dynamic Braille display readers.

Individuals interested in receiving the 880iB can apply through the National Deaf-Blind Equipment Distribution Program or a local agency working with

individuals who are DeafBlind. It is not available for purchase. To find out how and where you can get a Braille CapTel 880iB unit, visit www.captel.com/braille/get-captel-880ib, or email braille@captel.com.

Braille CapTel®

For People who are Deaf-Blind and Voice for Themselves

CapTel 880iB
Read braille captions of telephone conversations on your dynamic braille display. Easy to connect using Bluetooth® or USB.

www.captel.com/braille
Braille@CapTel.com

How It Works

1. Hearing caller calls in.
2. Service identifies everything they say into captions.
3. Captions appear on CapTel phone.
4. Individual who is Deaf/Blind reads captions in Braille.

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For more information about Braille CapTel

800 645320 (3/17)

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SEE PAGE 4**

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NJ Relay	(844) 525-4877 TTY/Voice/ASCII
VCO	(866) 931-9027
NJ STS	(877) 787-1989
NJ Relay Spanish	(800) 676-4290 TTY/V/ASCII
CapTel	(888) 269-7477 CapTel/V/TTY
CapTel Spanish	(866) 670-9134
Sprint TTY Opr.	(800) 855-4000

WEBSITES

NJ Relay	njrelay.com
NJ CapTel	njcaptel.com
NJ RCC	njrelaycc.com
NJ STS	newjerseysts.com
Sprint Relay	sprintrelay.com
Sprint Internet Relay	sprintip.com
Sprint CapTel	sprintcaptel.com

Appendix M: NJ Websites

www.njrelay.com

[Demo Centers](#) [Request Materials](#) [Contact](#)

[Home](#) [About](#) [How to Use](#) [Outreach Program](#) [For Businesses](#) [Media & Downloads](#) [FAQs](#) [Blog](#)



Everyone deserves to communicate by phone.

Making communication easier for people who are deaf, hard of hearing, deaf-blind or speech-disabled.

[Learn More](#)





New Jersey Residents

Explore the different types of calls that fit your communication needs and find out how to make your own phone calls without having to depend on someone else.

[Learn how we can help you →](#)



Businesses and State Agencies

Find out how you can increase your customer base by understanding how to communicate over the phone with your customers who have a hearing loss or speech disability.

[Learn how we can help you →](#)

Latest Update



New Jersey Relay
Like Page 299 likes



New Jersey Relay
about a year ago

For more information go to njrelay.com/how-to-use





Sign up for updates

First Name*

Last Name*

Email*

City*

ZIP Code*

State*

Alabama ▼

☐ Yes, I would like to receive emails with information about NJ Relay services and products.*

* Indicates required field.

[Sign up](#)

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[Solutions](#)
[Outreach](#)
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[Blog](#)
[Support](#)




HEAR AND SEE YOUR CALLS

OPTIONS TO FIT YOUR LIFE

A CapTel phone (captioned telephone) has a built-in screen to display everything being said by your caller in text. It's a perfect solution for people with hearing loss.



CapTel 840

[LEARN MORE](#)



CapTel 840i

[LEARN MORE](#)



CapTel 880i

[LEARN MORE](#)



WebCapTel



[LEARN MORE](#)

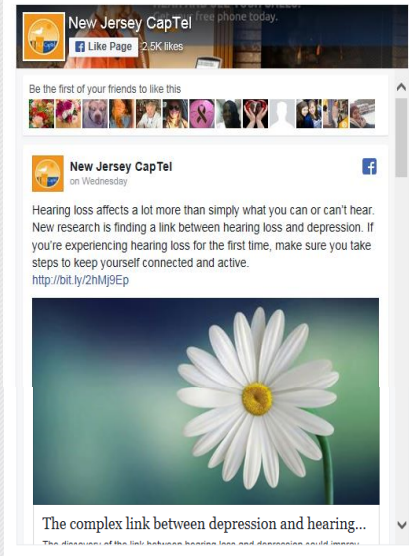


CapTel 2400i

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THE LATEST NEWS



Hearing Loss in the Workplace

Posted by NJAdmin on Oct 19, 2017




Over-the-Counter Hearing Aids: An Overview

Posted by NJAdmin on Sep 20, 2017



Caring for an Aging Family Member

Posted by NJAdmin on Aug 24, 2017



Get Looped In

Posted by NJAdmin on Mar 01, 2017

MORE INFO

- [Privacy Policy](#)
- [About New Jersey CapTel](#)

OTHER SERVICES

- [NJ Relay](#)
- [Sprint CapTel](#)
- [Sprint Relay](#)
- [Federal CapTel](#)

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Resources

What is STS?

My Email Set Up

Video-Assisted STS

My Wireless *STS (*787)

My Profile

Email Set Up

Introducing

New Jersey Speech-to-Speech

If you have a speech disability and are not comfortable talking directly on the phone, try New Jersey Speech-to-Speech by dialing **866-658-7712**.

Talk with Ease and Confidence.

[Learn More](#)



Now Available

Video-Assisted Speech-to-Speech

VA-STS provides the STS operator with visual communication cues from the STS caller via a one-way video conference connection.

[Learn More](#)



What is STS?

STS allows a person with a speech disability to voice their conversation.

[Click here to learn more.](#)



My Email Set Up

The NEW feature makes call set-up a piece of cake for STS users.

[Click here to learn more.](#)



My Wireless *STS (*787)

Simply dial *787 from any Sprint wireless phone to be connected with STS service.

[Click here to learn more.](#)



My Support

A new dedicated Sprint Customer Support for STS users.


[Click here to contact.](#)



Appendix N: Social Media Platforms

Facebook

www.facebook.com/NJRelay



New Jersey Relay
@njrelay

Home

About

Reviews

Photos

Events


Posts

Community

Create a Page

Everyone deserves to communicate by phone.

Making communication easier for people who are deaf, hard of hearing, deaf-blind or speech-disabled.



Like Follow Recommend

Status Photo/Video

Write something on this Page...


Reviews

New Jersey Relay has no reviews yet.

Tell people what you think

See All

Photos



2016 Fall Taste of Technology for DeafBlind

Connecting to the World
Using DeafBlind Technology to Make it Happen

Sponsored by Sprint NJ Relay and DeafBlind Community Access Network of New Jersey

Saturday, October 29, 2016
10 AM to 3 PM


The Conference Center
Montclair State University
1 Normal Avenue
Montclair, NJ 07043

FREE admission

Lunch, ASL, interpreters and CART (captioning) will be provided

This will be an **ASL/Deaf Community Event**
ASL interpreters who use ASL/Deaf services will be able to use ASL for the day without using their monthly allotment of ASL hours

Keynote Speaker
From Helen Keller National Center (HKNC)



Arindya "Bajin" Bhattacharyya
Expert on DeafBlind Technology

Workshops

- Useful Apps at Home or On the Go
- Shopping for Facebook Accessibility for the Blind
- Protect Your Data Secure on Your Phone, Tablet and Computer
- Telecommunication Access for DeafBlind
- Vendor displays and hands-on demonstrations all day

HAPPY APRIL Fool's Day

Disability Service in Rutherford, New Jersey

Community

Invite your friends to like this Page

299 people like this

295 people follow this

About

201 State RT 17
Rutherford, New Jersey 07070

(866) 995-6170

Send Message

www.njrelay.com

Disability Service · Telecommunication Company

People Also Like


NJ Deaf News
Nonprofit Organization

Zoppi Deaf Camp
Community Organization

New Jersey Deaf Sport...
Nonprofit Organization

Disability Services in Rutherford, New Jersey

Pages liked by this Page



New Jersey CapTel
@NewJerseyCapTel

Home

About

Photos

Notes

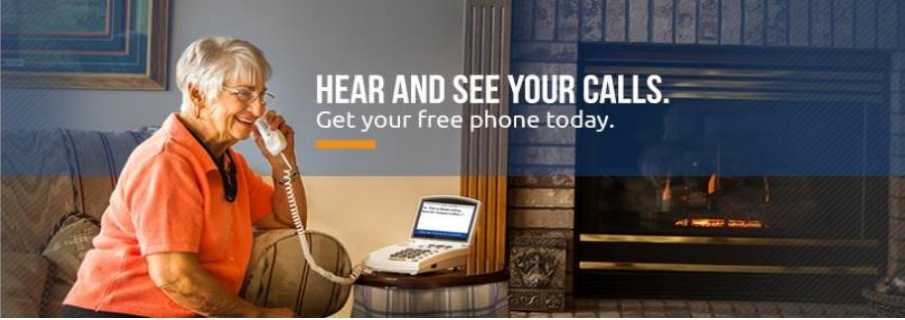
Reviews

Videos

Posts

Community

Create a Page





Like Follow Share

Shop Now Message

Status Photo/Video

Write something on this Page...


Photos



See All

Videos

Charlene Spencer



and then it rang her.

My Sprint CapTel The Thayer Family

Telecommunication Company in Rutherford, New Jersey


Community

Invite your friends to like this Page

2,586 people like this

2,563 people follow this

About



201 State RT 17
Rutherford, New Jersey 07070

(888) 269-7477

Typically replies within an hour

Send Message

njcaptel.com

Telecommunication Company · Disability Service

People Also Like

New York State Prepar...
Government Organization

AgSense LLC.
Farm

CANIDAE Pet Foods
Pet Supplies

Disability Services in Rutherford, New Jersey

English (US) · Español · Português (Brasil) · Français (France) · Deutsch

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Get YouTube Red

Get YouTube TV

BEST OF YOUTUBE

Music

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Movies

TV Shows

News

Live


Spotlight

360° Video

Browse channels

Sign in now to see your channels and recommendations!

Sign in




Everyone deserves to communicate by phone.
Making communication easier for people who are deaf, hard of hearing, deaf-blind or speech-disabled.

NJRelay

Subscribe 51


Home Videos Playlists Channels Discussion About

Uploads Play all




NJ Spanish CapTel TV PSA

3 years ago • 95 views




New Jersey CapTel for Veterans

3 years ago • 171 views



New Jersey TTY Relay

4 years ago • 22,390 views




New Jersey Voice Carry-Over

4 years ago • 2,008 views


Show more

Featured Channels


Sprint Accessibility

Subscribe


Popular channels

The Young Turks


Subscribe

Inside Edition


Subscribe

The Daily Show with...


Subscribe

The Alex Jones Cha...

Subscribe

The Next News Net...

Subscribe

VICE News

Subscribe

YouTube

Language: English

Content location: United States

Restricted Mode: Off


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Page 211



New Jersey CapTel & Relay

Telecommunications • Rutherford, New Jersey • 5 followers

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About us

New Jersey Relay and CapTel Service is a FREE telecommunications service provided by Sprint and approved by the NJ Board of Public Utilities (BPU) ensuring equal communication access to telephone service for people who have hearing loss or speech impairment. Sprint has been providing NJ Relay and CapTel services since 2006.

The system allows those with hearing loss and speech impairment to access telecommunications services never before available to them. This service allows text-telephone (TTY) or special equipment users such as Captioned telephone, Braille TTY, to communicate with standard voice telephone users through specially trained relay operators or captioners.

Calls can be made to virtually anywhere in the world, 24 hours a day, 365 days a year with no restrictions on the number, length, or type of calls. All calls are strictly confidential and no records of any conversations are maintained.

New Jersey CapTel - <http://www.njcaptel.com/>
New Jersey Relay - <http://njrelay.com/>

Company details


Website
<http://njcaptel.com/>

Headquarters
Rutherford, New Jersey


Year founded
2006

Company type
Partnership


Company size
2-10 employees




People also viewed




Spic 'N Span
Music




Trans Ocean Express Ltd.
Transportation/Trucking/Railroad
2-10 employees



Public Interest Research Group in Michigan
Political Organization



Wilson Law, P.A.
Law Practice
2-10 employees



Tradassur sprl
Insurance

[Messaging](#)

Twitter
@NJRelay

The screenshot shows the Twitter profile of NJ Relay & CapTel (@NJRelay) on a mobile device. The status bar at the top indicates Sprint service, 11:30 AM, and 98% battery. The profile header includes a circular profile picture with a seagull, a settings gear icon, and a 'Follow' button. The bio states: 'Everyone deserves to communicate by phone. Making communication easier for people who are deaf, hard of hearing or deaf-blind or speech-disabled.' Location is 'New Jersey' and the website is 'njrelay.com'. It shows 40 following and 26 followers. The 'Tweets' tab is selected, showing two tweets. The first tweet from 10/28/16 says 'Fore more information, go to njrelay.com/how-to-use fb.me/1Fh0zz4Pf'. The second tweet is partially visible, dated 10/19/16. The bottom navigation bar shows icons for home, search, notifications, and messages.

Sprint 11:30 AM 98%

  [Follow](#)

NJ Relay & CapTel
@NJRelay

Everyone deserves to communicate by phone. Making communication easier for people who are deaf, hard of hearing or deaf-blind or speech-disabled.

 New Jersey  njrelay.com

40 Following 26 Followers

[Tweets](#) [Tweets & replies](#) [Media](#) [Likes](#)

 **NJ Relay & CapTel** · 10/28/16 
Fore more information, go to njrelay.com/how-to-use fb.me/1Fh0zz4Pf

 **NJ Relay & CapTel** · 10/19/16 

Appendix O: Legislative Order Establishing TRS in New Jersey



Agenda Date: 6/19/02
Agenda Item: 4B

STATE OF NEW JERSEY

Board of Public Utilities

Two Gateway Center

Newark, NJ 07102

www.bpu.state.nj.us

TELECOMMUNICATIONS

IN THE MATTER OF A REQUEST FOR)
PROPOSAL FOR OPERATION OF)
A TELECOMMUNICATIONS)
RELAY SYSTEM)

ORDER OF APPROVAL

DOCKET NO. TX02020070

(Service List Attached)

BY THE BOARD:

By this Order, the New Jersey Board of Public Utilities (Board) selects a provider of Telecommunications Relay System (TRS) services for three years with the potential for two one-year extensions, following an extensive public bidding and evaluation process.

Background

TRS is a form of operator assistance that provides translator service between speech and/or hearing impaired individuals with Text Telephones (TTYs), and the general body of telephone users. This system allows those with speech and/or hearing impairments to access telecommunications services never before available to them. Thus, all citizens of New Jersey, not just those with hearing and/or speech loss, need the continued availability of quality TRS service in order to efficiently and effectively communicate with each other.

Effective July 26, 1990, Congress enacted and the President signed the federal Americans with Disabilities Act (ADA), P.L. 101-336, 104 Stat. 327 (codified at 42 U.S.C. § 12101 et seq. and 47 U.S.C. §201 et seq.). The ADA, among other things, amends Title IV of the Communications Act of 1934 by incorporating provisions regarding telecommunications relay services for hearing-impaired and speech-impaired individuals. Specifically, in Title IV, the ADA mandates that the Federal Communications Commission (FCC) ensure that interstate and intrastate telecommunications relay services are available, to the extent possible and in the most efficient manner, to individuals throughout the United States with hearing and speech disabilities. 47 U.S.C. §225(b). The intent of Title IV of the ADA is to further the Communications Act's goal of universal service by providing to individuals with hearing or speech disabilities telephone services that are functionally equivalent to those provided to individuals without hearing or speech disabilities.

On October 15, 1990, this Board issued its first Request for Proposal (RFP) for the provision of telecommunications relay services. From the four respondents to that RFP, on August 28,

1991, the Board of Regulatory Commissioners, since renamed the Board of Public Utilities, chose AT&T Corporation (AT&T) to provide relay services in New Jersey.

In 1992, the Board determined that it would fund a statewide coordinated telecommunications relay system through a company funding method which recognized TRS services as basic exchange services. Accordingly, the Board directed that New Jersey local exchange carriers (LECs) and interexchange carriers (IXCs) should provide for the cost of TRS, and ordered that the share to be paid by each company would be based on the ratio of that company's revenue to the total New Jersey revenues of all local exchange and interexchange carriers. I/M/O the Funding of the New Jersey Statewide Dual Party Relay System, Docket No. TX89050481 (March 9, 1992). By Decision and Order dated September 1, 1993, in the same docket, the Board implemented certain funding methods and procedures whereby TRS costs are apportioned among all LECs and IXCs whose revenue share is at least one half of one percent (0.5%) of the total New Jersey intrastate gross annual operating revenues for all carriers. Thus, TRS services are currently paid for by the State's three incumbent local exchange carriers, Verizon New Jersey, Inc. (VNJ), United Telephone Company of New Jersey, Inc. (UNJ), and Warwick Valley Telephone Company (Warwick), and its four largest interexchange carriers, AT&T Communications of New Jersey, Inc. (AT&T-NJ), MCI/WorldCom Communications Telecommunications Corporation (MCI), Metropolitan Fiber System (Metropolitan), and Sprint Communications Company, L.P. (Sprint). As additional carriers enter the State's local and interexchange markets due to increased competition fostered by the Telecommunications Act of 1996, 104-104, 110 Stat. 56 (codified at 47 U.S.C. §§151 et seq.), additional carriers may be called upon to assume a share of the funding responsibility for TRS costs.

On November 3, 1995, the Board approved issuance of a second RFP (Docket No. TX95070318), for the selection of a provider of relay services for three (3) years to commence on or about May 1, 1996 with two (2) possible one-year extensions. By Order dated February 6, 1997, the Board again selected AT&T as the service provider. The second contract was approved at the Board meeting of July 30, 1997 and an Order issued on that date, effective August 1, 1997. This contract was extended three times with the final extension to end on July 31, 2002. The extensions were granted by an Order dated July 28, 1999 in Docket No. TX99070444, an Order dated August 17, 2000 in Docket No. TX00070467 and an Order dated April 27, 2001 in Docket No. TR00120938.

At its agenda meeting of March 6, 2002, the Board approved the issuance of a third RFP for the provision of a telecommunications relay system. This RFP was then sent to nine potential bidders on March 8, 2002 with a requested return date of April 15, 2002. Four companies (AT&T, Sprint, Excel Global Service and Hamilton Telecommunications) responded by the April 15, 2002 deadline. No other company responded subsequent to that date.

The RFP requested bids for four possible scenarios:

- (a) an In-State system with a \$100,000 outreach budget;
- (b) an In-State system with a \$500,000 outreach budget;
- (c) an Out-of-State system with a \$100,000 outreach budget; and
- (d) an Out-of-State system with a \$500,000 outreach budget.

In addition, respondents were asked to provide any additional price increment which would be necessary for provision of video relay or Internet protocol relay. The In-State scenarios requested a bid for a relay system that would be physically located in New Jersey, while the regional scenarios requested bids for relay systems that were not limited to New Jersey. All

BPU Docket NO. TX02020070

respondents to the RFP except Excel provided responses to each of these scenarios. Excel's response did not include an In-State system and its Out-of State system would be in Canada.

Discussion

At the request of the Board, and as provided for in the RFP, a TRS Evaluation Committee (Committee) was formed, composed of representatives from each of the following:

- (a) the Board's Staff;
- (b) the Division of Ratepayer Advocate;
- (c) the Division of the Deaf and Hard of Hearing in the Department of Human Services;
- (d) the Attorney General's Office;
- (e) the Division of Vocational Rehabilitation;
- (f) the New Jersey Association of the Deaf

This Committee evaluated all of the respondents' proposals on the basis of price, quality of service and adaptability to new technologies. The Committee's evaluation process gave significant weight to service quality and the ability to adapt to new technologies. Although pricing was considered, pricing represented less than 20% of the total point score that could be awarded to each respondent.

The two levels of outreach budgets were chosen to provide sufficient information to the public on the types of outreach activities that could be possible under each level of expenditure. The outreach function advertises the existence of the TRS and helps the users utilize the system as efficiently and effectively as possible. In reviewing the outreach plans of each of the respondents, it became evident to the TRS Evaluation Committee that, regardless of which company provided the TRS, the ability to advertise the system statewide and provide thorough training in its use would be very limited under a \$100,000 outreach budget. However, this ability would be much less restricted with a \$500,000 outreach budget because it would permit the purchase of radio, television and newspaper advertising. Thus, the Committee has recommended, that the Board only consider the scenarios with the \$500,000 outreach budget.

The FCC criteria, which all TRS services are required to meet pursuant to 47 C.F.R. §64.601 *et seq.*, formed the basic level of RFP review. In addition to the FCC criteria, however, the Committee reviewed the proposed TRS systems for service quality and adaptability. These portions of the evaluation covered the following general areas:

- (a) Quality of response – a measure of how accurately a respondent dealt with RFP criteria in its response;
- (b) System specifications;
- (c) System design;
- (d) Operator standards;
- (e) Reporting requirements; and
- (f) Physical facilities.

BPU Docket NO. TX02020070

Placing major emphasis on the non-price related points (525 possible points out of 625 maximum possible points) assured an overall evaluation that would not be unduly influenced by price at the expense of service quality and the ability to adapt to new technologies.

The total points for each company were as follows:

In-State with \$100K marketing plan	478
In-State with \$500K marketing plan	478
Out-of-State with \$100K marketing plan	478
Out-of-State with \$500K marketing plan	478

Included in these point totals were the following:

In-State with \$100K marketing plan				
In-State with \$500K marketing plan				
Out-of-State with \$100K marketing plan				.81
Out-of-State with \$500K marketing plan	.98	.90	1.00	.92

* No company specifically requested more money for the provision of internet protocol relay and only one, Excel, stated it would increase the price for video relay.

Each member of the Selection Committee reviewed and scored the companies separately and then met together to form a group consensus. Subsequently, they invited oral presentations from the leading bidders, AT&T and Sprint. As the evaluation process was completed, the Selection Committee recommended selection of Sprint. This recommendation was primarily based on a perception that Sprint appears to have a more responsive attitude toward the deaf community. In addition, both the Selection Committee and the Relay Advisory Board continue to recommend an In-State system as being potentially more responsive to the needs of New Jersey citizens. After reviewing the Selection Committee recommendation (and in particular its scoring results), the Director of Telecommunications recommended the selection of AT&T.

The Board concurs with the recommendation of the Selection Committee in regards to the \$500,000 marketing plan and the provisioning of the system on an In-State basis. In-State operators are more familiar with local deaf language structure and local geography. However, it does not concur with the Committee's recommendation for service provider. The Board will select AT&T as the service provider because it has achieved a better overall score on the evaluation criteria, it has received few complaints regarding its provision of service in the past ten years, indicating, to date, the adherence to high standards of service and it has ten years experience serving the needs of New Jersey TRS users. Although the Board recognizes the price difference between AT&T and Sprint, other factors outweigh the price consideration. The Board has traditionally used evaluation criteria that emphasized technical requirements and quality of service over price.

The provision of TRS involves a combination of sophisticated equipment and professional services. The Board must ensure that the selected provider is capable of providing this specialized service. Therefore, it is important to consider the provider's service record and experience as well as its technical abilities and specialized training. The quality of service provided by AT&T for the last ten years has been exceptional. Staff has indicated that no formal complaints have been presented to the Board regarding AT&T's relay service despite the fact

BPU Docket NO. TX02020070

that a significant number of calls are being handled. AT&T has operated the relay center successfully since 1992, and has done so in a spirit of cooperation with the Relay Advisory Board, the Board and the hearing and speech impaired community. AT&T's ability to maintain a consistently high service quality over a ten-year period assures the Board that it will continue to provide such service when it introduces internet relay and other new technologies.

Having thoroughly considered the record in this matter, including the responses to the RFP, the recommendations of the Evaluation Committee and the Director of Telecommunications for the foregoing reasons, the Board HEREBY FINDS that it is in the public interest to provide TRS services from an In-State center. The Board FURTHER FINDS that an outreach program funded at \$500,000 per year best serves the public interest in ensuring that "intrastate telecommunications relay services are available, to the extent possible," to all the citizens of New Jersey. 47 U.S.C. § 225 (b). Finally, the Board HEREBY SELECTS AT&T as the provider of TRS service on an In-State basis for three years. The price contained in AT&T's In-State proposal shall be binding for an initial three-year period following Board approval of a contract with AT&T. An additional two one-year extensions may be granted at the sole discretion of the Board pursuant to the RFP. AT&T's contractual obligations, at a minimum, shall include the contents of the RFP and its proposal in response thereto, relevant FCC regulations and standard State contract provisions. Failure of AT&T to accept these obligations in a contract or similar acquisition instrument may result in cancellation of this award. The contract shall be subject to the approval of the Board.

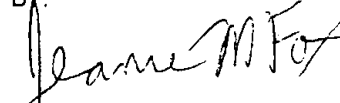
BPU Docket NO. TX02020070

Upon approval of the new TRS contract, the current rate embodied in AT&T's proposal shall become effective.

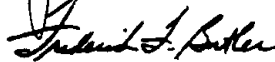
DATED: 6/20/02

BOARD OF PUBLIC UTILITIES

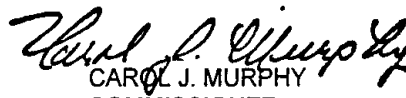
BY:



JEANNE M. FOX
PRESIDENT



FREDERICK F. BUTLER
COMMISSIONER

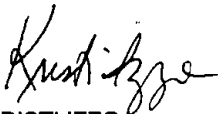


CAROL J. MURPHY
COMMISSIONER



CONNIE O. HUGHES
COMMISSIONER

ATTEST:



KRISTI IZZO
SECRETARY

I HEREBY CERTIFY that the within
document is a true copy of the original
in the files of the Board of Public
Utilities



BPU Docket NO. TX02020070

Service List

DOCKET NO. TX02020070

Paulette Beaudry-Klug, President
Nordia
3100 Côte-Vertu Boulevard, Suite 510
Saint-Laurent, Quebec
Canada H4R2J8

D. Sue Docker, General Manager
AT&T Relay Service
295 North Maple Avenue
Basking Ridge, NJ 07920-1002

Andy Lange
Sprint
3100 Cumberland Circle-Building 11
Atlanta, Georgia 30339-5940

Dixie Ziegler
Hamilton Telecommunications
1001 12th Street
Aurora, NE 68818

Seema M. Singh, Esq.
Acting Ratepayer Advocate
Lawanda Gilbert
Deputy Ratepayer Advocate
Division of Ratepayer Advocate
31 Clinton Street, 11th Floor
P.O. Box 46005
Newark, NJ 07101

James F. Murphy
James M. Corcoran
Bruce W. Gallagher
Division of Telecommunications
Board of Public Utilities
Two Gateway Center, 8th Floor
Newark, NJ 07102

Ms. Patricia Ostrgren
Sprint
6860 West 115th Street
Mail Stop - KSOPKSD0116
Overland, Kansas 66211

Ms. Charlene Brown, AVP
AT&T
192 West State Street, 1st Floor
Trenton, New Jersey 08608

Warwick Valley Telephone Company
Attn.: Accounts Payable
P.O. Box 592
Warwick, New York 10990

Erica Parkman
WorldCom
2520 Northwinds Parkway
Alpharetta, Georgia 30004

Eugene Provost, D.A.G.
Ray Lamboy, D.A.G.
Department of Law & Public Safety
124 Halsey Street, 5th Floor
Newark, NJ 07102



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Commission 445 12th Street, S.W.
Washington, D.C. 20554**

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**DA 13-1530
Released: July 8, 2013**

NOTICE OF CERTIFICATION OF STATE TELECOMMUNICATIONS RELAY SERVICES (TRS) PROGRAMS

CG DOCKET NO. 03-123

The Federal Communications Commission's (FCC or Commission) Consumer and Governmental Affairs Bureau (Bureau) hereby grants certification to the state telecommunication relay services (TRS) programs listed below,¹ pursuant to Title IV of the Americans with Disabilities Act (ADA), 47 U.S.C. § 225(f)(2), and section 64.606(b) of the Commission's rules.² On the basis of the state applications received, the Bureau has determined that:

- (1) The TRS programs of the listed states meet or exceed all operational, technical, and functional minimum standards contained in section 64.604 of the Commission's rules;³
- (2) The TRS programs of the listed states make available adequate procedures and remedies for enforcing the requirements of their state programs;⁴ and
- (3) The TRS programs of the listed states in no way conflict with federal law.

The Bureau also has determined that, where applicable, the intrastate funding mechanisms of the listed states are labeled in a manner that promotes national understanding of TRS and does not offend the public, consistent with section 64.606(d) of the Commission's rules.⁵

Because the Commission may adopt changes to the rules governing relay programs, including state relay programs, the certification granted herein is conditioned on a demonstration of ongoing compliance with any additional new rules that are adopted by the Commission. The Commission will provide guidance to the states, as needed, to ensure compliance with such rule changes.

This certification, as conditioned herein, shall remain in effect for a five (5) year period, beginning July 26, 2013, and ending July 25, 2018, pursuant to 47 C.F.R. § 64.606(c). One year prior to the expiration of this certification, July 25, 2017, the states may apply for renewal of their TRS program

¹ For purposes of this proceeding, the term "state" refers to states, U.S. territories, and the District of Columbia, where applicable.

² 47 C.F.R. § 64.606(b).

³ 47 U.S.C. § 225(f)(2)(A); 47 C.F.R. § 64.604.

⁴ 47 U.S.C. § 225(f)(2)(B).

⁵ 47 C.F.R. § 64.606(d).

certification by filing documentation in accordance with the Commission's rules, pursuant to 47 C.F.R. §§ 64.606(a) and (b).

STATES APPROVED FOR CERTIFICATION

File No: TRS-46-12

Alabama Public Service Commission
Commerce State of Alabama

File No: TRS-19-12

Department of
State of Alaska

File No: TRS-47-12

Arkansas Deaf and Hearing Impaired
of Hearing State of Arkansas

File No: TRS-02-12

Commission for the Deaf and Hard
State of Arizona

File No: TRS-32-12

California Public Utilities Commission
Commission State of California

File No: TRS-23-12

Colorado Public Utilities
State of Colorado

File No: TRS-48-12

Connecticut Department of Public Utility
Commission State of Connecticut

File No: TRS-35-12

Delaware Public Service
State of Delaware

File No: TRS-49-12

Public Service Commission
District of Columbia

File No: TRS-50-12

Florida Public Service Commission
State of Florida

File No: TRS-51-12

Georgia Public Service Commission
Commission State of Georgia

File No: TRS-22-12

Hawaii Public Utilities
State of Hawaii

File No: TRS-43-12

Idaho Public Service Commission
Commission State of Idaho

File No: TRS-10-12

Illinois Commerce
State of Illinois

File No: TRS-08-12

Indiana Telephone Relay Access Corporation
Utilities Board State of Indiana
Iowa

File No: TRS-03-12

Iowa
State of

File No: TRS-07-12

Kansas Relay Services, Inc.
State of Kansas

File No: TRS-52-12

Kentucky Public Service Commission
Commonwealth of Kentucky

File No: TRS-13-12

Louisiana Relay Administration Board
Commission State of Louisiana

File No: TRS-53-12

Maine Public Utilities
State of Maine

File No: TRS-33-12

Telecommunications Access of Maryland
and Cable State of Maryland

File No: TRS-34-12

Department of Telecommunications
Commonwealth of Massachusetts

File No: TRS-54-12

Michigan Public Service Commission
Commerce State of Michigan

File No: TRS-39-12

Minnesota Department of
State of Minnesota

File No: TRS-55-12

Mississippi Public Service Commission
Commission State of Mississippi

File No: TRS-15-12

Missouri Public Service
State of Missouri

File No: TRS-56-12

Telecommunications Access Program
Commission State of Montana

File No: TRS-40-12

Nebraska Public Service
State of Nebraska

File No: TRS-25-12

Relay Nevada
State of Nevada

File No: TRS-42-12

New Hampshire Public Service Commission
State of New Hampshire

File No: TRS-45-12

New Jersey Board of Utilities
State of New Jersey

File No: TRS-14-12

Commission for the Deaf and Hard of Hearing
State of New Mexico

File No: TRS-16-12

New York State Department of Public Service
Service State of New York

File No: TRS-30-12

Department of Health and Human
State of North Carolina

File No: TRS-12-12

Information Technology Department
of Ohio State of North Dakota

File No: TRS-37-12

Public Utilities Commission
State of Ohio

File No: TRS-57-12

Oklahoma Telephone Association
Commission State of Oklahoma

File No: TRS-36-12

Oregon Public Utilities
State of Oregon

File No: TRS-58-12

Pennsylvania Bureau of Consumer Services
Board Commonwealth of Pennsylvania

File No: TRS-28-12

Telecommunications Regulatory
Puerto Rico

File No: TRS-59-12

Division of Public Utilities and Carriers
Corporation State of Rhode Island

File No: TRS-62-12

Micronesian Telecommunications
Saipan

File No: TRS-11-12

South Carolina Office of Regulatory Staff
Services State of South Carolina

File No: TRS-60-12

Department of Human
State of South Dakota

File No: TRS-20-12

Tennessee Regulatory Authority
State of Tennessee

File No: TRS-17-12

Texas Public Utility Commission
State of Texas

File No: TRS-61-12

Virgin Islands Public Service Commission
U.S. Virgin Islands

File No: TRS-09-12

Public Service Commission
State of Utah

File No: TRS-44-12

Vermont Department of Public Service
of Hearing State of Vermont

File No: TRS-04-12

Department for the Deaf and Hard
Commonwealth of Virginia

File No: TRS-27-12

Office of the Deaf and Hard of Hearing
West Virginia State of Washington

File No: TRS-06-12

Public Service Commission of
State of West Virginia

File No: TRS-01-12

Wisconsin Department of Administration
Rehabilitation State of Wisconsin

File No: TRS-18-12

Division of Vocational
State of Wyoming

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For further information regarding this *Public Notice*, contact Dana Wilson, Consumer and Governmental Affairs Bureau, Disabilities Rights Office, (202) 418-2247 (voice), or e-mail Dana.Wilson@fcc.gov.

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