

November 27, 2017

Office of the Secretary
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street SW, Room TW-A325
Washington, D.C. 20554

Re: Telecommunications Relay Services State Certification Application
CG Docket No. 03-123

Dear Ms. Dortch,

The Minnesota Department of Commerce-Telecommunications Access Minnesota (Commerce-TAM) submits the enclosed application for renewal of the certification for Minnesota's Telecommunications Relay Services (TRS) program by the Federal Communications Commission.

This application will establish, as required by 47 C.F.R. § 64.606 (b) (1), that Minnesota's TRS program (1) "meets or exceeds all operational, technical, and functional minimum standards contained in §64.604"; (2) "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 (3) where the program "exceeds the mandatory minimum standards contained in §64.604, the state establishes that its program in no way conflicts with federal law."

Commerce-TAM certifies that it has complied, and will continue to comply, with the Americans with Disabilities Act (ADA) standard relay guidelines, and will oversee its current TRS provider, Sprint, to ensure that all requirements are met.

If you have any questions, or require additional documentation, please feel free to contact me.

Sincerely,



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Telecommunications Relay Services State Certification Application

CG Docket No. 03-123
11/27/2017

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Telecommunications Access Minnesota History

In 1987, the Minnesota Legislature passed legislation creating the Telecommunications Access for Communication Impaired Persons (TACIP) Board for the purpose of enabling people who have difficulty hearing or speaking on the telephone to talk to standard voice telephone users. Minnesota Relay, which began service on March 1, 1989, was established to accomplish this goal. The state procedures and requirements regulating Minnesota Relay and the Telecommunications Access Minnesota (TAM) fund fall under Minnesota Statutes section 237.50 to 237.56 (see Appendix A).

There have been significant changes and improvements to Minnesota Relay since its early years of operation. In 1995, the Minnesota Legislature eliminated the board that oversaw the TACIP program and transferred the responsibility for Minnesota Relay to the Department of Public Service. [The Department of Public Service was merged into the Department of Commerce (Commerce) in 1999, and in 2002, the name of the TACIP program changed to Telecommunications Access Minnesota (TAM).]

In 1996, after careful consideration of the needs of Minnesota Relay users, the state recognized that it was in the best interest of relay users, telephone ratepayers, and the legislature to relieve the state of the burden of owning and maintaining Telecommunications Relay Services (TRS) equipment. It was apparent that the Minnesota Relay facility and its equipment had become severely outdated and beyond the point of overhaul. It was decided that the best way to provide quality and cost effective relay services in Minnesota was to contract with a qualified TRS vendor.

On July 1, 1996, the state contracted with Communication Service for the Deaf (CSD) and Sprint Communications Company, LP (Sprint) for TRS. CSD's contract was for the provision of management, human resources, and outreach components for Minnesota Relay. Sprint's contract was for the provision of the call center facility, equipment and maintenance, and access to Sprint's fiber optic telecommunications network. The Minnesota Relay center, located in Moorhead, began processing calls on December 16, 1996.

Under a separate subcontract, the state and CSD established a Minnesota Relay Consumer Relations Office located in St. Paul, MN. Consumer relations staff, consisting of both deaf and hearing outreach specialists, provided presentations, demonstrations, and training to individuals, groups, and organization in Minnesota. Staff were also responsible for taking and resolving consumer complaints, answering questions regarding relay services, and meeting with relay users to gather information on the quality of available services.

Speech-to-Speech relay services were added to Minnesota Relay in 1999, and Spanish language services were added in 2000. In 2003, the state contracted with Sprint for a 10 month captioned telephone relay service (CapTel) trial to evaluate CapTel technology for potential use as an additional form of TRS in Minnesota. After reviewing the positive consumer response during the CapTel trial, the state determined it was in the best interest of Minnesotans with hearing loss to continue providing CapTel services. In February 2004, the state contracted with Sprint for the provision of CapTel on a full-time basis.

The TRS contracts with CSD and Sprint, as well as the subcontract with CSD for the provision of the consumer relations office, expired on June 30, 2006.

In 2005, Commerce released a Request for Proposals for the provision of TRS and associated outreach services. The only proposal received in response to the RFP was from CSD (with Sprint as a subcontractor). Receiving a single proposal may have been due to Minnesota's statutory requirement that the TRS provider "shall operate the relay service within the state of Minnesota." The proposal was evaluated and the contract was awarded to CSD.

The initial contract term was effective from July 1, 2006, through June 30, 2011, with the option to renew up to an additional 60 months. Effective July 1, 2011, the state extended the TRS components of the contract through June 30, 2014. The Minnesota Relay outreach component was not included in the contract extension.

In July 2011, Commerce began contracting with the Minnesota Department of Human Services - Telephone Equipment Distribution Program (TED Program) for the provision of Minnesota Relay outreach services. With this transition, Minnesota Relay outreach is provided from five regional Deaf and Hard of Hearing Services office.

In 2014, Commerce issued a Request for Proposal for the provision of TRS. The contract was awarded to Sprint Communications Company L.P. and is effective from July 1, 2014, through June 30, 2019.

General Minnesota TRS Information

Minnesota Relay Telephone Numbers

- 7-1-1
- 1-800-627-3529 (Voice, TTY, ASCII, Hearing Carry Over)
- 1-877-627-3848 (Speech-to-Speech)
- 1-877-627-3024 (Voice Carry Over Direct)
- 1-866-855-4611 (Two-Line Voice Carry Over)
- 1-877-243-2823 (to call a single-line CapTel relay user)
- 1-877-627-5448 (Spanish)
- 1-900-230-3324 (900 Pay-Per-Call)

Contact Information for Minnesota's TRS Administrator

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TRS State Certification

Minnesota's TRS program was first certified by the FCC in 1993, and was recertified in 1998, 2003, 2008, and 2013. Minnesota's current TRS certification is effective July 26, 2013, through July 25, 2018. Please see Appendix B for a copy of the July 8, 2013, Public Notice granting certification of Minnesota's TRS program.

In-State Center Requirement

Minnesota has a statutory requirement for an in-state TRS center. The Minnesota Relay center is located in Moorhead. The Moorhead center also handles relay calls for other states in which Sprint is the contracted TRS Provider, as well as TRS customer service calls and Internet Protocol (IP) Relay calls.

Minnesota's current TRS contract requires Sprint to process 50 percent of TTY relay calls at the in-state center. Sprint is allowed to process CapTel, Speech-to-Speech, and Spanish relay calls from centers located outside of the state of Minnesota.

Minnesota Relay Call Volumes

Over the past five years Minnesota's TTY-based relay calls have declined approximately 58 percent, and CapTel calls have decreased roughly 47 percent. Speech-to-Speech calls fluctuate from month to month, but overall they have remained steady during this period.

Minnesota Relay call volume charts are provided in Appendix C.

47 C.F.R. § 64.604 – Mandatory Minimum Standards

47 C.F.R. § 64.604 (a) Operational Standards

§64.604 (a)(1) Communications Assistant (CA)

§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.

The State of Minnesota contracts with Sprint Communications Company, L.P. (Sprint) for the provision of Telecommunications Relay Services (TRS). Sprint provides the hiring, training, and oversight of Communications Assistants (CAs) for Minnesota Relay. Sprint has established a successful procedure to attract qualified applicants for TRS CA positions. Sprint'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 TRS 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 General Educational Development, which ensures that the applicant has at least a 12th grade level of English grammar and spelling skills. Applicants must also have the ability to type 60 words-per-minute (wpm) on an auditory-based test, have clear articulation, and have 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 human resources screening interview will not be considered for employment.

Sprint 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 human resources screening interview, he or 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 relay centers as a CA.

Sprint requires that all captioned telephone (CapTel) relay CAs have a high school graduate equivalency as a minimum qualification for the job. Sprint ensures all CapTel CAs are sufficiently trained to meet the needs of CapTel users. Trainees must demonstrate adequate skill level in all aspects of call processing prior to graduating from training. CapTel relay trainees must also demonstrate a strong proficiency in the primary required skill set of re-voicing for CapTel calls.

- CapTel CA trainees spend two to three weeks training in a classroom setting.
- CapTel CAs must pass a final proficiency exam 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.
- CapTel CAs are routinely coached on call center ergonomics, call handling procedures, and confidentiality.
- Each CapTel CA is evaluated on a minimum of one call each shift.
- There is also a monthly test that each CapTel CA must pass in order to remain qualified to caption live calls.

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

General CA Training

Minnesota Relay, through their contract with Sprint, has shown that that Sprint CAs have competent skills in typing, grammar, spelling, and interpretation of written ASL. In addition, the CAs are familiar with hearing and speech disability cultures, languages, and etiquette. Sprint 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 CAs must demonstrate relay skill level in all aspects of call processing prior to graduating from training:

- 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'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's diversified culture program includes training on the characteristics of users who are hard of hearing, late deafened, deafblind, and speech disabled.

- CAs must demonstrate a professional and courteous phone image.
- CAs must process calls using live training terminals in an efficient and knowledgeable manner.
- CA training includes role-play scenarios written in varying levels of ASL.

Speech-to-Speech CA Training

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

- Six months of employment as a CA.
- A recommendation and/or approval from a supervisor or manager.
- Attend and complete a 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 relaying STS calls. Sprint’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 services. Sprint’s STS training program has been developed based on direct experience and consultation with Dr. Bob Segalman, obtained during the initial STS trial along with 18 years of experience processing STS calls.

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

The STS training outline is displayed in the following figure:

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

<ul style="list-style-type: none"> • Work Performance Components ▪ Basic Call Processing ▪ Call set up ▪ Customer Database ▪ Frequently Dialed Numbers ▪ Customer Requests ▪ Emergency Call Processing 	<ul style="list-style-type: none"> • Confidentiality and Transparency ▪ Confidentiality ▪ Transparency ▪ Personal Conversations ▪ Developmental Skill Practice ▪ Audio ▪ Observation
<ul style="list-style-type: none"> • Participation ▪ CA training ▪ Taking over calls – 15 minute ▪ CA work performance 	<ul style="list-style-type: none"> • Call Focus and Teamwork ▪ Call Focus ▪ Teamwork – support peer
<ul style="list-style-type: none"> • Confidentiality and Transparency ▪ 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

CapTel CA Training

All CapTel CAs are tested and competent in typing, grammar, and spelling to ensure skills meet the 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 relay services in a professional manner. CapTel CA trainees are screened on several skill sets in order 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 CA to interpret typewritten ASL.

For more information on CA training requirements, please review the Sprint TTY-based, STS, and CapTel Training Outlines provided in Appendix D.

CA Quality Assurance Programs

Sprint Quality Assurance Managers coordinate all training curriculum and policies with the call center Quality Team Leaders and Assistant Trainers to ensure that consistent quality is maintained throughout the TRS network of relay centers. The Sprint 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 members

are 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 listens to customer's feedback and takes proactive steps to implement suggestions. Sprint does not develop TRS training and consumer education programs alone; Sprint contracts with members of the deaf, hard of hearing, deafblind, and speech disabled communities to jointly develop and present trainings.

§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.

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

Not applicable; Minnesota does not contract to provide Video Relay Service.

§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 twenty minutes. The minimum time period shall begin to run when the CA reaches the called party. The obligation of the CA to stay with the call shall terminate upon the earlier of:

- (A) The termination of the call by one of the parties to the call; or
- (B) The completion of the minimum time period.

Minnesota Relay exceeds all FCC minimum requirements regarding changing CAs during a call. As a matter of practice with Sprint, calls are not taken over unless it is absolutely necessary to do so. Sprint 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 inbound customer (15 minutes with STS), 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 requests a different CA.
- The relay user is verbally abused to, or uses obscenity towards, the CA.
- The call requires a specialist (STS, Spanish, etc.).
- The CA becomes ill.
- At the request of the customer for any reason.
- The CA becomes aware of a conflict of interest, such as identifying the caller as a friend or family member.

In addition, there are situations that 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 minutes (15 minutes for STS calls). These include:

- A shift change.
- 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 the transition of a CAs is unavoidable, the change occurs with minimal disruption to either relay participant, including the following:

- Sprint 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.

Minnesota Relay honors a callers' request for a certain CA gender. Relay users may request a specific CA gender through their Customer Profile, or on a per-call basis directly with the CA. The transfer of the CA to the requested gender occurs as soon as one is available. If a change of CA is necessary during the call, every attempt is made to accommodate the previous gender request.

The FCC has waived this requirement 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. Minnesota Relay uses Sprint'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)

These features are available in both English and Spanish languages.

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

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

Minnesota Relay offers STS users the option to mute their voice so that the other party to the call will hear only the CA, and will not hear the STS user's voice. STS users may request this option through their Customer Profile, or on a per-call basis directly with the CA.

§64.604 (a)(2) Confidentiality and Conversation Content

§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.

In accordance with FCC regulations, 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 terminal. No written or taped information regarding the call is kept once the call is released from the CA position.

The required confidentiality and security of the Customer Profile 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 with a Customer Profile are asked to register a username and password/PIN. Sprint also asks the user to register a security question and answer known only to him/her in case the username and password is lost or forgotten.
- Sprint's Customer Profile information is encrypted and protected from outside access by firewalls.

Minnesota Relay's confidentiality expectations are enforced and employees are expected to comply with this policy during and after their period of employment. Sprint strictly enforces confidentiality policies in their relay centers, which include:

- 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 relay centers have security key access.
- Visitors are not allowed in work areas.

Sprint's Center 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.

CAs do not discuss any specific details of a call with anyone, including supervisors. To do so would be a breach of confidentiality which, according to Sprint policy, would result in termination. When seeking clarification or guidance on processing a type of relay call, CAs are trained to use generalizations of the particular situation and to ask questions about procedures without revealing specific information that will identify the parties on the call.

Relay 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 user's privacy, how to prevent the unintentional disclosure of relay communications, and the consequences of not following all confidentiality requirements. CAs role-play various scenarios that demonstrate the correct way to request assistance from a supervisor without divulging call specifics.

During initial training, CAs are required to pass a series of written and skills demonstration tests, which include their understanding of the requirement to maintain confidentiality of all customer information and call content. CA trainees who do not pass the tests are not utilized as CAs.

Speech-to-Speech (STS) Limited Exception of Retention of Information

Minnesota Relay offers STS users various options to retain information in order to facilitate the completion of outbound calls.

At the request of the STS user, the CA may retain information from one inbound call in order to facilitate the completion of consecutive outbound calls. The STS CA utilize the TRS system designed electronic scratchpad to aid the CA during the processing of a call or subsequent calls. No information is kept after the inbound call is released from the CA position.

The STS user may utilize a feature called **My E-Mail Set-Up**. The STS user can e-mail call instructions or information to the relay center 2 to 24 hours prior to the call. The e-mail can include information such as the number to be dialed, the name of the person being called, the subject of the call, any special instructions, or anything that makes it easier for the STS user to complete the call.

The set up instruction provided in the e-mail is entered into the STS "retained messages" feature of the Customer Profile by Sprint Customer Service. Customer Service deletes the e-mail after completing the entry. The system automatically deletes "retained messages" entries at 24 hours after the entry.

Note: STS CAs do not have access to the STS user's e-mail. STS CAs access the set up instructions via the "retained messages" feature in the STS user's Customer Profile.

The STS user may utilize a feature called **My Saved Messages**. If the STS user dictates a message to the CA to be used for a call, and the STS user is not able to complete the call due to a busy signal, the called party is not available, or so forth, the STS user can request that the CA copy the message onto the STS user's Customer Profile. When the STS user wants to place the call again, he or she simply redials STS and asks the CA to retrieve the saved message. After 24 hours, the message copied into the profile is automatically deleted from the system.

Please see Appendix E for the Sprint and CapTel pledges of confidentiality.

§64.604 (a)(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.

CAs convey the full content, context, and intent of the relay communication they translate. CAs are trained and evaluated on how to accurately reflect the TTY user's intent and the CA's role in the relay process. As a part of initial training, CAs are trained to always use clear articulation and enunciation. Equally important, CAs are taught to be expressive and vary voice tone and rate by creating a verbal picture with their voice.

Verbatim Relay

Minnesota 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.

CapTel CAs transcribe the message verbatim and do not counsel, advise, or interject any personal comments into the conversation.

Translation of ASL

At the request of the relay user, CAs will translate written ASL into conversational English. Training is provided on various levels of interpretation of typewritten ASL during initial training as well as throughout a CA's employment. In order to successfully complete initial training, the CA must demonstrate competent skills to accurately reflect the TTY user's intent and the CA's role in the relay process. CA trainees are required to pass a valid and unbiased written test to demonstrate that they can correctly interpret typewritten ASL phrases. Trainees must achieve a score of 80 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 workbook for future reference. A CA continues to be evaluated on translation skills through individualized monthly surveys.

TTY-Based and STS Training

- 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.

STS Facilitation of Communication

STS CAs will facilitate communication without interfering with a caller's independence. They do not counsel, advise, or interject personal opinions. STS CAs receive training on many techniques to clarify the STS user's message if the meaning or context is unclear. STS CAs will not guess what the STS user is saying.

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 multiple tactics to clarify an STS user's message. Many times, STS users have a preference on which tactic works best for him or her. When the STS user has a preference, the STS CA will use that tactic. Otherwise, the STS CA may use other methods to clarify, including asking the STS user:

- To repeat the word or phrase.
- "Yes" or "no" questions.
- To use the word in another sentence.
- To provide a word that rhymes with the misunderstood word.
- To spell the word.

To ensure that 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 an issue 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.

Confidentiality of Video Relay Service Users

Not applicable; Minnesota Relay does not contract for Video Relay Service.

§64.604 (a)(3) Types of Calls

§64.604 (a)(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.

There are no restrictions on the duration or number of calls placed by any Minnesota Relay user. All Minnesota Relay uses retain full control of the length and number of calls placed anytime through relay.

The FCC currently waives CapTel CAs for outbound calls because the CapTel CA is not involved in call set up and cannot refuse the call. A CapTel user dials sequential calls directly; therefore, it is not possible for a CapTel CA to refuse sequential calls or to limit length of calls.

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 the call.

§64.604 (a)(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.

Minnesota Relay is committed to ensuring that relay users have equal access to functionally equivalent telecommunications services, including enhanced services purchased by relay users from their local telephone company. The following call types are available through Minnesota Relay:

Intrastate Calling

- Local calls.
- IntraLATA toll calls.
- IntraLATA interstate calls within the same local calling area which, if the relay center were not used, would be considered local calls (whether they originate within the state or outside the state).
- InterLATA calls that originate and terminate in Minnesota.

Interstate Calling

The methods and procedures for providing interstate relay are within the jurisdiction of the FCC.

International Calling

The methods and procedures for providing international relay are within the jurisdiction of the FCC.

Use of ANI

Automatic Number Identification (ANI) technology is utilized so that no caller is required to give his or her originating calling number, except in instances where ANI information is not available from the local exchange carrier (LEC) or competitive local exchange carrier (CLEC). If the CA does not receive the ANI and must ask the customer for their phone number, the CA will explain to the inbound party the reason she or he is asking for the phone number. (Note: CapTel CAs do not speak to the calling party and do not request the ANI when not passed).

Sprint's ability to capture the incoming caller's ANI and cross reference it to the called number enables the system to automatically rate the call as either local or toll. Since this is done automatically by Sprint's system, the result is faster call set-up, as the inbound caller is not required to provide any additional information other

than the called party's information. In addition, the ANI information is used to automatically retrieve the Minnesota Relay user's Customer Profile to provide customized service based on the caller's preferences.

True Caller ID and Enhanced Custom Calling Services (purchased by users from their local telephone company)

Minnesota Relay's TRS provider (Sprint) is required to be capable of providing true Caller ID services. All forms of calling line identification information and blocking features are required to be passed through with no relay intervention. With each outbound relay call placed by a CA, the inbound caller's telephone number (not the relay center's number) is automatically provided to the outbound relay called party for display on the called party's Caller ID display.

True Caller ID is offered for all local and long distance calls to carriers who have SS7 connectivity with Sprint. The SS7 network interfaces with all national long distance carriers and major LECs, CLECs, and incumbent local exchange carriers (ILECs). This Caller ID SS7 solution includes receiving the privacy bit information from the inbound relay caller as well as other SS7 call information elements such as: the Calling Party Number, Charge Number, and Originating Line Information. Minnesota Relay passes through the calling party information (rather than 7-1-1 or the number of the TRS center).

Caller ID Block

Minnesota Relay supports both per-line and per-call Caller ID Block (*67), which is provisioned by the caller's LEC. When a Minnesota Relay user blocks their Caller ID through the LEC, Sprint's relay platforms receive this information known as the "Privacy Bit." When a Minnesota Relay caller has a Caller ID Block registered with the LEC, the caller's ten-digit number will not be passed to the calling party.

Anonymous Call Rejection

Anonymous Call Rejection prevents calls from callers who have blocked their Caller ID information and is typically offered by landline carriers as a standard part of the Caller ID package. Users who have access to Anonymous Call Rejection from their carrier will continue to have this service available through Minnesota Relay as this feature is activated by the LEC when Sprint provides Caller ID information.

Customers who have enacted this feature will not receive calls from Minnesota Relay users with their Caller ID blocked. When a Minnesota Relay user with blocked Caller ID places a call to someone with the Anonymous Call Rejection feature, the Minnesota Relay CA will relay the LEC recording (e.g., "We're sorry the party you have reached is not accepting private calls, if you want to allow your number to be displayed hang up dial *82 and redial the number.") to the inbound caller. If the inbound Minnesota Relay caller wants to redial and send Caller ID information, the caller will need to hang up, unblock his or her Caller ID, and redial Minnesota Relay and provide the CA with the telephone number (or ask the CA for last number redial).

Selective Call Rejection

Selective Call Rejection is provisioned by the LEC and allows a user to create a list of phone numbers so that they will receive only calls from numbers on that list. All other callers will be directed to an announcement (e.g., "The number you have dialed is not accepting calls at this time."). If a Minnesota Relay CA reaches this recording, it will be typed or spoken to the inbound caller.

Call Block

Call blocking information is available via Minnesota Relay to the degree that the carrier elects to support the service. When a long distance call is made, Sprint allows network information to the Minnesota Relay user's carrier of choice that enables the carrier to bill and rate the call. Carriers may play an error recording if the caller attempts a call with registered blocks for long distance calls including international, operator assistance, or directory assistance.

Please note that TRS callers who reach a Call Block message may request to have the call processed using another carrier. Minnesota Relay CA's will honor the request and allow the next carrier to bill and rate the call.

900 Call Blocks

Minnesota Relay uses an inbound toll-free 900 number to the relay center for TRS callers. This process provides functionally equivalent access to the telecommunications network while preventing unauthorized end users from circumnavigating the LEC restrictions. This process ensures that 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.

Automatic access to 900 call blocks is not currently offered for CapTel calls. Instead, an automatic block is placed on all CapTel user's Customer Profiles. Single line CapTel users wishing to place 900 calls must first ensure that their Customer Profile is updated to allow such calls. Two-line CapTel users' LEC preferences are observed as the call to the 900 service is made directly, and is not routed through the relay center.

Call Trace

Call Trace is a fee subscription service offered by telephone company providers that works by allowing a phone call recipient to mark or flag the preceding phone call connection as malicious (i.e. harassing, threatening, obscene, and so forth). The phone system will then automatically trace the call by flagging station-to-station billing and routing data including start and end times. The call trace is not dependent upon call duration and will record all meta-data regardless of source conditions - even if the call was made from a silent number, payphone, or a number with caller identification disabled. To protect privacy, the resulting trace data is only made available to law enforcement.

This feature is not automatically available via Minnesota Relay as most malicious callers block Caller ID. Minnesota Relay encourages users in this situation to contact the appropriate law enforcement agency. Sprint's Corporate Security works closely with law enforcement agencies and provides limited call detail information upon subpoena.

Call Forwarding

Call forwarding (*72) is provisioned to the Minnesota Relay user's line by the LEC. Incoming phone calls to the caller are automatically forwarded to a new telephone number. This process is completely transparent to the CA.

Last Call Return

Minnesota Relay users cannot use Last Call Return by dialing *69, which is a feature that allows customers to automatically return the last incoming call. However, because Sprint provides True Caller ID service through SS7 signaling where the actual information of the calling party (rather than 7-1-1 or relay center number) appears on the Caller ID, Minnesota Relay users are able to view the telephone number of their last incoming call and provide the CA with that number, or dial it directly from a CapTel phone.

Priority Call

The priority call feature is provisioned on the user's line by the LEC. Because Sprint provides true Caller ID through SS7 signaling where the actual information of the calling party (rather than 7-1-1 or relay center number) appears for Caller ID, if the called party has enabled the priority call feature through the LEC, the telephone numbers will ring distinctively based on the calling party's information.

Three-Way Calling

TRS

Minnesota Relay users who have purchased Three-Way Calling or Conference Calling capability from his or her LEC can use this feature when placing a call through Minnesota Relay. This feature allows the user to place the call to Minnesota Relay and then conferences in the voice-called party. This is also known as the two-line VCO method.

Another example would be if a TTY user places a call to Minnesota Relay and then conferences in another TTY user on the line. The original TTY user then requests to place a call to the voice-called party. This process also would apply if there were two voice customers and one TTY user on the line.

CA-Initiated Three-Way Calling Functionality

For users who have not purchased Three-Way Calling from their LEC, or for users who have problems establishing three-way calls, Minnesota Relay offers CA-initiated three-way calling. CA-initiated three-way calling provides the means for relay users to fully enjoy the ability of speaking to two parties simultaneously without having to worry about navigating telephone systems designed for those who can hear audible prompts.

CapTel

Minnesota Relay provides Three-Way Calling for CapTel users as supported by the caller's LEC feature. A voice user (i.e. standard telephone user) can initiate a three-way call to a CapTel user. For example, if two voice users are on a call, one of the callers may place the other on hold and dial the CapTel user and bridge the call. This enables the CapTel user to speak directly with the two voice users on the same line. In addition, two-line CapTel users can initiate three-way calls in the same manner that a standard phone user would. The first line works exactly as a regular phone line (able to add another caller) and the second line supports the captions.

Cellular/Wireless Calls

Minnesota Relay services are compatible with wireless devices including personal communications services (PCS), paging services, beepers, and mobile radio services. These services are part of the Public Switched Telephone Network and are handled just like any other relay call.

Access to Regionally Directed Toll-Free Numbers

Minnesota Relay users are able to access regionally directed toll free numbers (including N-1-1). As a wireless provider, Sprint is contacted by service providers when their shortcode service is established. Sprint uses this information to provide access to both its wireless customers, as well as Minnesota Relay users.

When a TRS or CapTel user requests an N-1-1 call, Sprint's platforms search a lookup database based on the NPA and NXX of the inbound number for the regional 10-digit equivalent number. Once found, the system automatically dials that number and the call is processed as normal. For 6-1-1 services, it is not currently technically possible to determine a caller's service provider using network signaling. When 6-1-1 is requested, the caller will be prompted for the telecommunications company's ten-digit number.

As additional N-1-1 services are implemented, Minnesota Relay will support both regional and statewide N-1-1 access as long as ten-digit numbers and the corresponding NPA-NXX information is made available.

Access to Regionally Restricted Toll Free Numbers

Minnesota Relay provides TRS and CapTel users with access to regionally restricted toll-free numbers (including 800, 855, 866, 877, 888) as well as pay-for-service numbers, all of which would normally be accessible to the relay user in his or her calling area. Sprint provides a VPN outbound trunk, which connects the relay center to the DMS-250 switch and is used for regional toll free calls. Since restricted toll free numbers are not used nationwide, they only work in specified LATAs; therefore, the call must be routed to Sprint's VPN trunk to the Sprint Point of Presence in the originating LATA for call completion.

Access to 900 or Pay-Per-Call Numbers

See information provided under §64.604 (a)(3)(iv).

Access to Coin Sent-Paid Calls

Minnesota Relay users are able to make a call from a coin-operated public pay phone. Local calls are provided at no cost to Minnesota Relay pay phone user.

Toll calls can be billed Collect, Third-Party, Person-to-Person, to LEC calling cards, non-proprietary IXC calling cards (if the carrier was an available Carrier of Choice through Minnesota Relay) and debit (pre-paid) cards.

Access to Directory Assistance (DA) Services

Minnesota Relay users have unlimited access to standard Operator and DA services, including local and long distance DA, for free or at rates no higher than those charged normally to end users by the local telephone

company. Once a Minnesota Relay user makes the request, the CA contacts the appropriate DA Operator. The CA relays the DA call between the relay user and the DA Operator.

Long Distance Billing and Carrier of Choice Changes as of June 1, 2017

On August 24, 2016, the FCC issued an Order (DA 16-963) granting temporary waivers of the following:

- “...The equal access requirement as applied to traditional TRS, STS, and CTS, provided that they do not assess separate charges on TRS users for long distance service. This temporary waiver will expire two years from the date of this Order, or on the effective date of a Commission rulemaking or other decision as to the continuing application of the equal access requirement to traditional TRS, STS, and CTS, whichever is earlier.”
- “...The billing options requirement as applied to traditional TRS, STS and CTS, provided that they do not assess separate charges on users of these services for long distance calls. In other words, petitioners need not provide the same billing options (e.g., sent-paid long distance, operator-assisted, collect, and third party billing) traditionally offered for wireline voice services if they do not assess charges for long distance calling. This temporary waiver will expire two years from the date of this Order, or on the effective date of a Commission rulemaking or other decision as to the continuing application of the billing options requirement to traditional TRS, STS, and CTS, whichever is earlier. “We caution, however, that Sprint and Hamilton must continue to handle and complete TRS calls from inmates of correctional facilities.”
- Permissibility of Free Long Distance Calling “...Given the widespread bundling of long distance with local calling, we find no basis to conclude that, in today’s environment, offering free long distance calling to TRS users would provide an impermissible incentive for them to make long distance calls.”

In light of these waivers, effective June 1, 2017, the following now applies to Minnesota Relay calls:

- Minnesota Relay users will no longer be assessed toll charges for long distance traditional TRS, STS, and CapTel calls. This includes all outbound intrastate, interstate, international, and payphone calls, as well as inbound intrastate and interstate calls.
- Directory Assistance will be provided through traditional TRS, STS, and CapTel at no charge to the end user.
- Operator Services and Operator Services for the Deaf (TTY access) will be decommissioned, as end users will no longer have a need for billing support through the relay service.
- Consumers placing inbound international calls will be assessed toll charges.
- Because relay is not involved in long distance for two-line CapTel calls, CapTel users may be billed by their long distance providers for the voice portion of the call.
- Minnesota Relay will continue to process calls to 900 access numbers. The 900 service provider may assess fees directly to the relay user.
- Minnesota Relay will process calls from inmates at correctional facilities without charge. Inmate calling services providers may assess fees directly to relay users – as is done for traditional phone users (i.e., non-relay callers).

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

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

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

Minnesota Relay users may access 900 services by dialing a toll-free 900 number (1-900-230-3324). 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 that 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.

For single-line CapTel, the default pay-per-call designation on devices is 900 call blocking. Single-line CapTel users who wish to place pay-per-call calls from their CapTel phone must notify CapTel customer service to remove the 900 call block to allow these calls. Every CapTel equipment box includes a card for the user to send in to register their CapTel phone. That form allows them to remove 900 call blocking. The user may also contact CapTel customer service via phone, e-mail, fax, or mail to remove the 900 call blocking.

Two-line CapTel users connect directly to their called party on a line that does not connect through the CapTel service, so only their local phone service settings for 900 calls applies.

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

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

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

(C) One-line HCO, two-line HCO, HCO-to-TTY, HCO-to-HCO.

Minnesota Relay provides access to all of the above listed relay call types; the state meets, and in some cases exceeds, this requirement. Additional services provided by Minnesota Relay include:

- 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, Minnesota Relay CapTel users are able to access all types of TRS calls. The requirement to provide 7-1-1 dialing is waived for outbound calls made from a CapTel phone. STS and HCO calls are also waived.

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

(A) Call release functionality (only with respect to the provision of TTY-based relay service);

(B) Speed dialing functionality; and

(C) Three-way calling functionality

Call Release Functionality

Minnesota Relay’s TTY Call Release, also known as TTY-to-TTY call set-up, is in full 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.

Minnesota Relay adheres to the FCC’s Second Report and Order rule, and when the call is “released” by the CA, the call ceases to be a relay call and is no longer subject to the per-minute reimbursement.

With two-line CapTel service, a CapTel user can release or receive captions at any time during a call.

Speed Dialing Functionality

Minnesota Relay TTY and STS users are able to store up to 30 frequently called numbers in their Customer Profile, along with a name for each entry. When initiating a call, the relay user may provide the CA with the name of a person on their frequently called number list instead of providing the 10-digit telephone number.

CapTel phones are equipped with the ability to program telephone numbers into memory, and also allow the user to redial the last number dialed. The CapTel 200 allows users to store three speed dial phone numbers. The CapTel 800 and 840 allow the user to store 97 names and phone numbers in the devices phone book.

Three-Way Calling Functionality

Minnesota Relay users who have purchased three-way calling or conference calling capability from his or her LEC can use this feature when placing a call through relay. Minnesota Relay users can use this feature to either tie the third party directly into the conversation or to tie the third party in by making a second call to the relay center.

CapTel users are also able to participate in a three way call. 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.

For two-line CapTel users, either party can initiate a three-way call if the user purchased this option from their LEC. CapTel users are also able to participate in a conference bridge to speak to three or more individuals.

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

Minnesota Relay uses an advanced Phoenix platform that includes CA-generated macros (e.g. pre-programmed phrases) that allow the CA to press a "hot key" to alert a relay user of the presence of a recorded message and/or interactive menu. (The hot keys are available in all supported languages.)

When the CA presses the hot-key, the system sends a text to the relay user that says "(RECORDING)". The CA then utilizes technology that has the capability of recording audio information from the outbound line on the first attempt. The CA then plays back the recording at a pace that allows her or him to relay the entire message to the TTY user, and then deletes the recorded message. CAs are trained to type or relay the entire recording. Hearing relay users will be informed orally of call status messages.

To ensure confidentiality, the CA is able to utilize a scratchpad that has been incorporated into the call processing software. This allows the CA to retain necessary information to complete the call. At the end of the call, all information pertaining to the call is automatically erased from the CA position.

The CA will confirm with the caller that their message has been left. Once the CA has left the message on the answering machine or voice mail, the CA will confirm orally or send a pre-programmed response to the relay user stating: (UR MSG LEFT) CA XXXX M/F GA.

Minnesota Relay does not impose additional charges for any calls that must be made in order to process calls involving recorded or interactive messages. The Minnesota Relay platform 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. If a CA needs to redial to process these calls, the CA can quickly redial, using a specific redial hot key for answering machine, voice mail, and recordings, which redials the call over an ultra-watts line so the relay user does not incur charges for additional calls.

CapTel users are able to hear and interact directly with the recorded message and interactive menus. 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 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.

Minnesota Relay has the ability to retrieve messages from any voice processing system that can be accessed via the telephone. CAs are able to retrieve and relay voice messages for TTY users and TTY messages for voice users.

When a relay user requests the CA to retrieve messages from a voice mail system or PBX mailbox, the CA adheres to 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, the CA will follow the user’s instructions. The Minnesota Relay platform use the touch-tone capability to enter access codes or system commands to retrieve new messages, play all messages, save messages, and/or to delete messages (depending on customer instructions).
- If necessary, the CA will use advanced recording technology to slow down the playback of the messages. If the CA needs to redial to process the call, the CA can quickly redial using a specific redial hot key for answering machine, voice mail, and recordings, which redials the call so the relay user does not incur charges for additional calls. If the relay user is making a toll call, they are only billed for the initial call. (See section 64.604 (a)(3)(ii) Long Distance Billing and Carrier of Choice Changes as of June 1, 2017.)
- The Minnesota Relay platform provides the technology necessary to retrieve voice mail or answering machine messages, including enabling and disabling touch-tone capability through hot keys (i.e. DTMF).
- Once all customer instructions have been followed and the caller disconnects, all information including caller’s personal information is automatically deleted from the CA’s position to ensure that the customer’s information is kept confidential.

CapTel 200 and 800 user can access messages on an answering machine that is located near their CapTel phone by playing the message aloud. To retrieve messages, the CapTel user performs the following steps:

- With the handset hung up, press the “Yes” button to see the Options menu. Press the “Down” button until “Caption Answering Machine” is highlighted.
- Press the “Yes” button.
- The display screen shows that the CapTel is ready to caption messages. Press the “Yes” button to accept.
- Pick up the handset and place it near the answering machine speaker.
- Watch the CapTel display to see when the CapTel CA is connected.
- Press the “Play” button on the answering machine and view the captions on the CapTel display.
- Save, delete, or navigate to the next message using the answering machine controls.
- When done, hang up the handset.

The CapTel 840 has a built-in answering machine that answers calls and take messages when the user is unavailable. The user lifts the CapTel handset, accesses the answering machine functions via the phones menu, listens to the message, and reads the captions.

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

§64.604 (a)(4) Emergency Call Handling Requirements for TTY-Based TRS Providers

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

Minnesota Relay automatically and immediately transfers emergency relay calls to the appropriate Public Service Answering Point (PSAP) that the caller would have reached by dialing 9-1-1 directly, or a PSAP that is capable of dispatching emergency services in an expeditious manner. Minnesota Relay utilizes a standard E911 database that serves all of the United States.

Minnesota Relay emergency call handling procedures are as follows:

- CAs act upon the word “emergency”. Calls placed to fire, police, ambulance, and rescue squad are considered emergency calls.
- The CA hits a 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 that is closest to the caller’s rate center. The hot-key also “freezes” the screen with an emergency banner so that the call information remains displayed. If the customer hangs up, the caller’s information is available to be shared with the 911 Center.
- Simultaneously, the CA presses a key to notify the relay center 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.
- The caller’s Automatic Number Identification (ANI) is passed to the PSAP as Caller ID.
- The CA identifies the call to the PSAP, using the phrase: “This is an emergency. I am calling for a deaf (or hard of hearing or speech disabled) person through the Minnesota Relay service. They are calling from (caller’s telephone number). This is CA # 1234, one moment please.”
- The CA advises the inbound caller that the emergency services is on the line. For example, “(POLICE ON LINE NOW)” and then types the way the 911 operator answered the phone.
- The CA relays the call. Unlike other relay calls, CAs may step outside of their neutral role to more actively facilitate communication as needed.
- Upon request, the CA connects the TTY caller directly to the PSAP (TTY).
- The CA fills out an Emergency Incident Form, which documents the call.
- In the rare case of an E911 routing error, the CA will fill out a technical “trouble ticket” for additional investigation.

Back Up Procedure

In many instances, two emergency telephone numbers are provided for each rate center. If one of the numbers fails, the second number is dialed. In the event that a valid number is not available, the CA will contact Directory Assistance for support.

Caller Disconnects Before Connecting to PSAP

If the inbound caller disconnects prior to being connected to the PSAP, Sprint’s Phoenix system will continue dialing the PSAP number. 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 in resolving the emergency.

If the inbound caller types “HELP GA” and then hangs up, Minnesota Relay treats this as an emergency call. If the inbound caller does not specify the type of emergency service needed, the CA will connect the caller to the police. The CA will notify the relay center 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 7-1-1 when actually they require assistance through 9-1-1, the CA will say to the inbound voice caller: "You have connected to a telephone relay service for the deaf and hard-of-hearing. If possible, you should hang up and dial 9-1-1. 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 on the line for more than five seconds after the notification phrase is read, the CA will attempt to connect the caller to emergency services. The CA will inform the caller, "I am connecting your call to emergency services, one moment please."

When connected to the emergency service, the CA informs the outbound party that "This is an emergency. I am calling for a hearing person through the Minnesota Relay service: They are calling from (caller's telephone number). This is CA # XXXX, one moment please."

Single-Line CapTel Emergency Calling

When calling 9-1-1 using a single-line CapTel phone, the call is processed in the same way as a 9-1-1 call processed when using a standard telephone.

- The CapTel phone automatically converts to a Voice Carry Over (VCO) phone and dials 9-1-1 directly. (The CapTel call center is not engaged in processing single-line 9-1-1 calls.)
- The CapTel user will be connected to the proper PSAP in the least amount of time, and the telephone number (ANI) will automatically be passed to the PSAP.
- The CapTel user speaks directly to the PSAP operator, and the CapTel phone displays the typed responses from the PSAP.

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 9-1-1. The two-line CapTel user is connected directly to 9-1-1 on a standard voice connection, and the captions are connected on the second line. This procedure ensures that the call is connected in the fastest time to the most appropriate PSAP, with a reliable voice grade connection and with full speed captions.

Training and Support Materials

Minnesota 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 24/7 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.

§64.604 (a)(5) STS Caller 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.

Minnesota Relay's Customer Profile database is available to STS users, and allows them to maintain a list of up to 30 frequently called names and telephone numbers. The database automatically appears on the CA's terminal screen each time the STS user dials into Minnesota Relay. When the STS user requests one of these names, the CA will repeat the name and state the telephone number to the STS user, and then place the outbound call.

The Customer Profile database helps to facilitate call set up and conversing preferences for the STS user. Information contained in the Minnesota Relay Customer Profile database will be transferred to any new TRS provider.

§64.604 (a)(6) Visual Privacy Screens/Idle Calls

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

Not applicable; Minnesota does not contract to provide Video Relay Service.

§64.604 (a)(7) International Calls

VRS calls that originate from an international IP address will not be compensated, with the exception of calls made by a U.S. resident who has pre-registered with his or her default provider prior to leaving the country, during specified periods of time while on travel and from specified regions of travel, for which there is an accurate means of verifying the identity and location of such callers. For purposes of this section, an international IP address is defined as one that indicates that the individual initiating the call is located outside the United States.

Not applicable; Minnesota does not contract to provide Video Relay Service.

47 C.F.R. § 64.604 (b) Technical Standards

§64.604 (b)(1) ASCII and Baudot

TTY-based relay service shall be capable of communicating with ASCII and Baudot format, at any speed generally in use. Other forms of TRS are not subject to this requirement.

Each Minnesota Relay CA position is capable of receiving and transmitting in Baudot (45.5 and 50), Turbo Code, Enhanced Turbo Code (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, Turbo Code, or ASCII; if ASCII, the baud rate is detected.

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

§64.604 (b)(2) Speed of Answer

§64.604 (b)(2)(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.

Sprint currently operate 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 samples the average answer time a minimum of every

15 minutes for each 24-hour period. Their Traffic Management Control Center is staffed with workforce analysts who understand call processes, call volumes, distribution patterns, contract requirements, and call routing, thus ensuring exemplary service.

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

- Initial CA requirement for each 15-minute period of the day.
- Total number of CAs scheduled for each 15-minute period.
- The number of CAs over or under the requirement needed to meet forecast call volumes.
- Daily, weekly, and monthly performance reports detailing speed-of-answer for each CA group and the CA utilization (occupancy) percentage. These reports are reviewed to ensure that Sprint 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.

Minnesota Relay requires Sprint to, except during network failure, answer 85 percent of all calls within 10 seconds by any method that results in the caller's call immediately being placed, not put in a queue or on hold.

Sprint begins measuring speed-of-answer at the time the call hits the TRS platform from the inbound network. Abandoned calls are included in the speed-of-answer calculation.

Less Total Customer Wait Time

The FCC defines speed of answer as the time from when the call is delivered to the TRS provider's switch until the call is answered by a live CA. However, from a customer's perspective, the customer's wait time involves far more. Once a customer dials the last digit of the 7-1-1 (or a toll-free number) until the time that user is connected to the CA in the correct communication mode is all "Customer Wait Time" which includes:

- Originating LEC routing time
- Toll-free network routing time
- Terminating LEC routing time (if applicable)
- TRS platform and database set up time at the call center

- Time holding for an available CA (if not immediately available)
- Time for CA to engage the caller in the correct mode (if not done automatically)

Although not required by the FCC, Sprint has taken numerous steps to reduce “Customer Wait Time” – even in areas not defined by the FCC’s definition of Speed of Answer. Sprint’s updates include:

- Elimination of Terminating LEC connection: Sprint’s third generation TRS platform connects directly to Sprint’s toll-free network. Although not a part of the FCC’s definition for Speed of Answer as this happens prior to being delivered to the TRS switch, Sprint has eliminated this potential point-of-failure.
- Automated acceptance of calls by the TRS CA software: Sprint’s intelligent CA software automatically accepts calls by inbound users. Rather than the CA physically pressing a key to accept calls, the software immediately answers and presents the call to an available CA who is ready to assist the caller.

For CapTel calls, Sprint begins measuring speed-of-answer at the time the call hits the CapTel platform switch. Calls from CapTel phones are answered by a live CA ready to place an outgoing call. For single-line CapTel, calls from voice users are answered by an interactive voice response unit. Once the caller enters the number to dial, the speed of answer calculation begins and continues until a CA answers the call. Once answered, CapTel calls are not placed in a second queue or placed on hold.

Sprint reviews 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 develops a network forecast for each upcoming scheduling week.

Sprint 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 ensures that total network traffic is accounted for by each of the centers.

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

See Appendix F for Minnesota Relay’s Average Speed of Answer and Service Level statistics for July 2012 through June 2017.

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

Minnesota 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.

For Minnesota Relay, Sprint furnishes the necessary telecommunications equipment, facilities, and system software for TRS operations. Sprint is a certified Interexchange Carrier (IXC) in all 50 states. Sprint’s transmission circuits meet, and in most cases, exceed the ANSI T1.506-1990 Network Performance – Transmission Specifications for Switched Exchange Access Network standards.

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

Minnesota Relay's TRS contract requires Sprint to include abandoned calls in its daily speed-of-answer performance calculations.

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

Minnesota Relay's TRS contract requires Sprint to measure its compliance with average speed-of-answer times on a daily basis.

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

Sprint ensures that all of their relay call centers are provided with sufficient facilities and staffing to provide a Grade of Service of P.01 or better for calls entering the call center switch equipment during the busiest hour. Sprint's relay system ensures that an excess of 99.99 percent of all calls reach the call center and are answered or receive a ringing signal.

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

Performance of inbound traffic on each toll-free number where it enters the Sprint 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 made available to the TAM administrator.

§64.604 (b)(2)(iii) Speed of answer requirements for VRS providers. (A) Speed of answer requirements for VRS providers are phased-in as follows:

(1) By January 1, 2007, VRS providers must answer 80% of all VRS calls within 120 seconds, measured on a monthly basis;

(2) By January 1, 2014, VRS providers must answer 85% of all VRS calls within 60 seconds, measured on a daily basis; and

(3) By July 1, 2014, VRS providers must answer 85% of all VRS calls within 30 seconds, measured on a daily basis. Abandoned calls shall be included in the VRS speed of answer calculation.

(B) VRS CA service providers must meet the speed of answer requirements for VRS providers as measured from the time a VRS call reaches facilities operated by the VRS CA service provider to the time when the call is answered by a CA—i.e., not when the call is put on hold, placed in a queue, or connected to an IVR system.

Not applicable; Minnesota Relay does not provide Video Relay Service.

§64.604 (b)(3) Equal Access to Interexchange Carriers

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

Minnesota Relay endeavors to provide callers with the ability to have their intrastate, interstate, and international calls carried and billed by their Carrier of Choice (COC). Callers will be able to use any billing method made available by the requested carrier including collect, third party, prepaid, and calling cards.

Sprint 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 routes calls to the designated carrier in as efficient a manner as possible. Sprint 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 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.

All Minnesota Relay users (including CapTel relay users) are encouraged to register their long distance COC. Relay users may register their COC by filing a Customer Profile form (via mail, e-mail, fax, website, etc.), or by calling Sprint or CapTel customer service.

Minnesota Relay users may also request their COC at the time they place their call. When a caller indicates a COC preference, the CA will verify that the requested carrier is a COC for Minnesota. If the carrier is an available COC, the call will be routed accordingly. If the requested carrier is not a COC in Minnesota, the CA will so inform the caller, and the caller may choose a different COC or billing method, or may choose to have their call carried and billed by Sprint.

When a requested carrier is not available as a COC, Sprint is required to provide the TAM administrator with the carrier's name and the customer's contact information (if given). When notified that a relay user has requested a carrier that is not available as a COC in Minnesota, Sprint or the TAM administrator will mail the carrier a letter informing them of their obligation to make their long distance services available through TRS. The carrier will also be provided with information on how to become a COC for Minnesota Relay. Sprint and the TAM administrator work with the carrier to ensure that they complete the process to become a COC.

If a Minnesota Relay user places a long distance call through relay and does not specify their carrier of choice, the call will be carried and billed by Sprint.

Participating COCs for TTY and STS Minnesota Relay Calls

- 011 Communications
- 10-10-220 Telecom USA
- 10-10-321 Telecom USA
- 10-10-502 WorldxChange
- 10-10-636 Clear Choice
- 10-10-752 EXCEL
- 10-10-811 Vartec
- 10-10-834 WorldxChange
- 10-10-987
- 702 Communications
- ACN Communications, Inc.
- ACS Connections LD
- ACS Long Distance
- ANI Networks
- AT&T
- Ace Long Distance
- Advantage Communications
- Affinity Network, Inc.
- Albany Telephone LD
- Arrowhead LD
- Barnesville LD
- Benton Telephone LD
- BEVCOMM, Inc.
- Birch Telecom/Ionex Comm
- Blackduck LD
- Blueridge Telecom Systems
- Broadwing Communications
- Broadwing Telecom
- CI Long Distance
- CP Telecom
- CTC Long Distance
- CTI Long Distance
- Cannon Valley LD
- CenturyLink
- CenturyTel LLC
- Charter Communications
- Christensen Communication Company
- CierraCom Systems
- Citizens Communications
- Comcast
- Comcast Business Communications

- Connections Long Distance
- Consolidated Communications LD
- Cooperative Light & Power
- Crosslake LD
- Crystal Communications, Inc.
- Delavan LD
- Dunnell LD
- Eagle Valley LD
- EliteView, LLC
- Embarq Communications
- Emily Long Distance
- En-Tel Communications
- Enventis Long Distance
- Eschelon Telecom, Inc.
- Exit Mobile
- Farmers LD
- Federated LD
- Felton LD
- Frontier Communications
- GTC Telecom
- Garden Valley LD
- Gardonville LD
- Global Crossing
- Granada LD
- GroveLine
- HBC Long Distance
- Halstad LD
- Hancock LD
- Harmony Telephone Company
- HickoryTech
- Home Telephone LD
- Hometown Solutions LD
- Horizon Telecom, Inc.
- HorizonOne Communications
- Hutchinson Telecommunications
- ITC Long Distance
- Integra
- Integra Telecom
- Inter-Tel NetSolutions, Inc.
- International Plus
- Internet Business Association
- iVantage Network Solutions
- KMTC Long Distance
- LDDS
- Lakedale Communications
- Level 3
- Lightyear Network Solutions
- Lismore LD
- Lonsdale One Plus
- Loretel LD
- Lowry Long Distance
- MCIWorldCom
- MIDCO
- Mabel Cooperative Telephone Co.
- Madelia LD
- Mainstreet Communications Long Distance
- Mainstreet LD
- McLeod USA
- Melrose LD
- Metromedia
- Midcontinent Communications
- Midwest LD
- Milaca Local Link LD
- Minnesota Valley Communications, Inc.
- NOS Communications, Inc.
- NOSVA Limited
- NU-Telecom
- New Ulm LD
- Norlight Telecommunications Inc.
- North Dakota Long Distance
- Northstar Access LD
- OPEX LD
- Onvoy
- Optic Communications
- Orbit Com, Inc.
- Osakis Long Distance
- OtterCom, Inc.
- Ottertail Telecom LD
- PAETEC Communications, Inc.
- POPP.Com
- Park Region LD
- Peoples Long Distance
- Pine Island LD
- Pioneer Telephone
- PrairieWave Communications
- QuantumLink Communications

- Qwest
- Red River LD
- Reduced Rate Long Distance, LLC
- Redwood Long Distance Company
- Reliance Telephone Inc.
- Rochester Telecom System, Inc.
- Rothsay Long Distance
- Royale Comtronics, Inc.
- Runestone LD
- SBC Long Distance
- Sleepy Eye LD
- Speedway Long Distance
- Spring Grove Communications
- Sprint
- St. James LD
- Sytek Comm LD
- TCG Minnesota Inc.
- TCO Network
- TDS Telecom
- TTI National
- TW Telecom Inc.
- Telecom One, Inc.
- Telegroup
- Telephone Associates, Inc.
- Touch America
- TouchTone Communications
- Trans National Communications International, Inc.
- TransWorld Network Corp
- U.S. Telecom Long Distance, Inc.
- USL
- Unitel Long Distance
- Velocity Telephone, Inc.
- Venture LLP
- Verizon LD
- Verizon Select Services(VSSI)
- VoIP Communications
- WCTA Long Distance
- WH Comm
- WTC Long Distance
- WiTel
- Windom Long Distance
- Windstream Communications, Inc.
- Woodstock LD
- Working Assets
- WorldCom
- XO Communications

Access to Interexchange Carriers for CapTel Relay Users

CapTel relay users who use single-line CapTel must register their long distance carrier to ensure that their long distance CapTel calls are carried and billed through their existing long distance service or calling plan. All new CapTel phones come with a COC card packaged with the equipment. Users are responsible for filling out and mailing the card or contacting CapTel Customer Service to register their long distance preferences for CapTel calls.

Individuals who place long distance calls to a single-line CapTel relay user must also register their long distance carrier so that their calls are carried and billed through their existing long distance service or calling plan. When a call is placed to a single-line CapTel relay user via the CapTel toll-free number, the caller receives an automated message to register his or her long distance provider for long distance calls, and is instructed to press the pound key for additional information.

If a single-line CapTel relay user does not specify their COC, their long distance calls will be carried and billed by Sprint.

Participating COCs for Minnesota CapTel Relay Calls

- 011 Communications
- 702 Communications
- Ace Long Distance
- ACN Communication Services
- ACN Communications, Inc.
- ACS Connections LD
- ACS Long Distance
- Advantage Communications
- Affinity Network, Inc.
- Albany Telephone LD
- ANI Networks
- Arrowhead LD
- AT&T
- Barnesville LD
- Bell Atlantic Communications, Inc. dba Verizon LD
- Benton Telephone LD
- Birch Telecom/Ionex Comm.
- Blackduck LD
- Blueridge Telecom Systems
- Broadwing Communications
- Broadwing Telecommunications
- Cannon Valley LD
- CenturyLink (formerly Qwest)
- CenturyTel Long Distance
- CenturyTel Solutions
- Charter Communications
- Christensen Communication Company
- CI Long Distance
- CierraCom Systems
- Citizens Communications
- Comcast
- Comcast Business Communications
- Connections Long Distance
- Consolidated Network, Inc.
- Cooperative Light & Power
- CP Telecom
- Crosslake LD
- CTC Long Distance
- CTI Long Distance
- Delavan LD
- Dunnell LD
- Eagle Valley LD
- EliteView, LLC
- Emily Long Distance
- En-Tel Communications
- Eschelon Telecom, Inc.
- Excel/Vartec
- Exit Mobile
- Farmers LD
- Federated LD
- Felton LD
- FONETEL
- Frontier Communications
- Garden Valley LD
- Gardonville LD
- Global Crossing
- Granada LD
- Group Long Distance
- GroveLine
- GTC Telecom
- Halstad LD
- Hancock LD
- Harmony Telephone Company
- HBC Long Distance
- HickoryTech
- Home Telephone LD
- Hometown Solutions LD
- Horizon Telecom, Inc.
- HorizonOne Communications
- Hutchinson Telecommunications
- Incomnet Communications Corporation
- Integra Telecom
- International Plus
- Internet Business Association
- Inter-Tel NetSolutions, Inc.
- ITC Long Distance
- iVantage Network Solutions
- KMTC Long Distance
- La Conexion Familiar, Inc.
- Lakedale Communications
- LDDS
- LDMI
- Lightyear Network Solutions
- Lismore LD
- Lonsdale One Plus
- Loretel LD
- Lowry Long Distance
- Mabel Cooperative Telephone Co.
- Madelia LD
- Mainstreet Communications LD
- Mainstreet LD
- Matrix Telecom
- MCI

- MCI/WorldXchange (Acceris Communications)
- MCI/WorldCom
- McLeod USA
- Melrose LD
- Metromedia
- Midcontinent Communications
- Midwest LD
- Milaca Local Link LD
- Minnesota Valley Communications, Inc.
- MRC Communications
- New Ulm LD
- Norlight Telecommunications Inc.
- North Dakota Long Distance
- Northstar Access LD
- NOS Communications, Inc.
- NOSVA Limited
- Onvoy
- OPEX LD
- Optic Communications
- Orbit Com, Inc.
- Osakis Long Distance
- OtterCom, Inc.
- Ottertail Telecom LD
- PAETEC Communications, Inc.
- Park Region LD
- Peoples Long Distance
- Pine Island LD
- Pioneer Telephone
- POPP.Com
- PrairieWave Communications
- PT-1
- QuantumLink Communications
- Red River LD
- Reduced Rate Long Distance, LLC
- Redwood Long Distance Company
- Reliance Telephone Inc.
- Rochester Telecom System, Inc.
- Rothsay Long Distance
- Royale Comtronics, Inc.
- RSLCom
- Runestone LD
- SBC
- SBC Long Distance
- Sleepy Eye LD
- Speedway Long Distance
- Spring Grove Communications
- Sprint
- St. James LD
- Switched Services Comm. LLC
- Sytek Comm LD
- Talk America (formerly AOL Long Distance)
- TCG Minnesota Inc.
- TCO Network
- TDS Metrocom
- TDS Telecom
- Telcom Group, Inc.
- Telec Inc.
- Telecom USA
- Telegroup
- Telemanagement Consultants Corp
- Telephone Associates, Inc.
- The Furst Group, Inc.
- Touch America
- TouchTone Communications
- TransNational Communications Int'l, Inc.
- TransWorld Network Corp
- TTI National
- U.S. Telecom Long Distance, Inc.
- Unitel Long Distance
- US Xchange
- USL
- Venture LLP
- Verizon Long Distance
- VoIP Communications
- WCTA - Winnebago
- WCTA Long Distance
- WH Comm
- Williams Local Network Inc.
- WilTel
- Windom Long Distance
- Winstar
- Winstar (Midcom)
- Woodstock LD
- Working Assets
- WorldCom
- WTC Long Distance
- XO Communications
- Xtracom, Inc.

Long Distance Billing and Carrier of Choice Changes as of June 1, 2017

On August 24, 2016, the FCC issued an Order (DA 16-963) granting temporary waivers of the following:

- “...The equal access requirement as applied to traditional TRS, STS, and CTS, provided that they do not assess separate charges on TRS users for long distance service. This temporary waiver will expire two years from the date of this Order, or on the effective date of a Commission rulemaking or other decision as to the continuing application of the equal access requirement to traditional TRS, STS, and CTS, whichever is earlier.”
- “...The billing options requirement as applied to traditional TRS, STS and CTS, provided that they do not assess separate charges on users of these services for long distance calls. In other words, petitioners need not provide the same billing options (e.g., sent-paid long distance, operator-assisted, collect, and third party billing) traditionally offered for wireline voice services if they do not assess charges for long distance calling. This temporary waiver will expire two years from the date of this Order, or on the effective date of a Commission rulemaking or other decision as to the continuing application of the billing options requirement to traditional TRS, STS, and CTS, whichever is earlier. “We caution, however, that Sprint and Hamilton must continue to handle and complete TRS calls from inmates of correctional facilities.”
- Permissibility of Free Long Distance Calling “...Given the widespread bundling of long distance with local calling, we find no basis to conclude that, in today’s environment, offering free long distance calling to TRS users would provide an impermissible incentive for them to make long distance calls.”

In light of these waivers, effective June 1, 2017, the following now applies to Minnesota Relay calls:

- Minnesota Relay users will no longer be assessed toll charges for long distance traditional TRS, STS, and CapTel calls. This includes all outbound intrastate, interstate, international, and payphone calls, as well as inbound intrastate and interstate calls.
- Directory Assistance will be provided through traditional TRS, STS, and CapTel at no charge to the end user.
- Operator Services and Operator Services for the Deaf (TTY access) will be decommissioned as end users will no longer have a need for billing support through the relay service.
- Consumers placing inbound international calls will be assessed toll charges.
- Because relay is not involved in long distance for two-line CapTel calls, CapTel users may be billed by their long distance providers for the voice portion of the call.
- Minnesota Relay will continue to process calls to 900 access numbers. The 900 service provider may assess fees directly to the relay user.
- Minnesota Relay will process calls from inmates at correctional facilities without charge. Inmate calling services providers may assess fees directly to relay users – as is done for traditional phone users (i.e., non-relay callers).

§64.604 (b)(4) TRS Facilities

§64.604 (b)(4)(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.

Minnesota Relay services (including CapTel) are available 24 hours per day, 365 days per year. Minnesota Relay does not contract to provide Video Relay Service.

§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.

Uninterruptible Power System

Sprint utilizes both an Uninterrupted Power Supply (UPS) and backup power generator to ensure that all Sprint relay centers and data centers have uninterrupted power even in the event of a power outage. UPS is used only long enough for the backup power generator 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, as fuel availability permits.

In the event of a power outage, the UPS and backup power generator ensures seamless power transition until normal power is restored. While this transition is in progress, power to all basic equipment and facilities essential to the center's operation is maintained. This includes:

- Switch system and peripherals
- Switch room environmentals
- Communication Assistant positions (consoles/terminals and emergency lights)
- Emergency lights (self-contained batteries)
- System alarms
- Call Detail Record recording

As a safety precaution (in the event of a fire during a power failure), the fire suppression system is not electric powered. Once the back-up generator is on line, stable power is established and maintained to all TRS system equipment and facility environmental control units until commercial power is restored.

Switching System Configuration

All Sprint relay call centers use a digital switching system that is an integral part of the relay platform. The system offers availability in excess of 99.99 percent, redundancy of all major system components (including the Central Processing Unit) and catastrophic fault recovery that provides for call continuity in the event of a switch failure. Sprint's Intelligent Contact Management ensures that required levels of service are maintained in the

event of a processor failure. If a center is shut down for any reason, all calls are automatically re-routed around the affected center to the remaining operating centers in the Sprint network.

Sprint's switch is fully redundant to provide a non-stop environment for the relay call center. The switch is designed to allow maintenance without interrupting service and incorporates a back-up processor, memory, and disk subsystems.

If a failure of the switch or supporting systems occur, the Sprint TRS dynamic call routing will, within seconds of detecting the outage, route all new Minnesota Relay calls to another call center until the failing system is repaired and the relay call center is returned to service. Sprint's call center and relay system design permits the maximum availability with minimal loss of service to relay users. 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 at 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 within the unit; without affecting call processing, calls in progress, or calls waiting in queue. The maintenance and administrative terminal includes a keyboard, screen, and printer capabilities.

Each Sprint relay call center and data center maintains a complete system's spare inventory to meet any malfunction or emergency situation. In addition to spares for switch components, spare units include CA position units, computer desktop spares, and Local Area Network and modem equipment.

CapTel Switching System

Minnesota Relay's CapTel switching system, provided by CTI, includes a redundant Center Processing Unit on "hot standby". This ensures that no calls are dropped due to processor failure. CTI also provides a full maintenance and administrative terminal with keyboard, screen, and printer capabilities, on-line monitoring, real-time programming capabilities that do not take the system offline, the ability to perform preventative maintenance without taking the system off-line, and an inventory of spare critical components which are maintained on-site to ensure that the required levels of service are met.

Alternate Facilities

Sprint's network of TRS call centers use three centralized Avaya Automatic Call Distributors. If the TRS platform experience an outage situation with one of the Avaya Automatic Call Distributors, the Peripheral Gateways connected to the Avaya experiencing the issue would go offline notifying Intelligent Call Management to stop routing traffic to that Avaya Automatic Call Distributors. The traffic that was once being routed to that Avaya Automatic Call Distributor would be alternately routed to all other functioning Avaya Automatic Call Distributors.

Simultaneously, the Traffic Management Control Center contacts all other Sprint TRS centers notifying them of technical issues affecting other centers, and requests additional staffing at all other functioning centers. Any center employees who are conducting ongoing training or other meetings will be requested to return to the call center floor to assist in handling calls. CAs may also be offered overtime (as necessary).

The Traffic Management Control Center will also notify the Program Management team so that all states impacted receive appropriate updates. The Call Center Service Assurance group manages the coordination of technical resolutions. The Call Center Service Assurance group will be notified via the Call Center Services alarming platform, which monitors the Avaya Automatic Call Distributors, and the Intelligent Call Manager platform.

Sprint TRS services are supported by six geographically dispersed centers, including the center in Moorhead, Minnesota. The TRS centers are managed by a 24 /7 control center that dynamically monitors and manages the centers for all operational issues. If an event occurs which impacts a center's ability to handle TRS calls, the Control Center re-routes incoming traffic to other TRS centers. All re-routing is transparent to consumers.

In addition, Sprint provides a redundant CapTel solution with six CapTel-dedicated call centers and two co-located CapTel centers with Business Continuity programs to ensure that any issues are resolved quickly with minimal customer impact.

Please see Sprint's Disaster Recovery Plan/Continuity of Operations Plan information found in Appendix G.

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

Not applicable; Minnesota does not contract to provide Video Relay Service.

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

Not applicable; Minnesota does not contract to provide Video Relay Service.

§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.

Minnesota Relay recognizes the importance of looking to the future and continually monitor the trends and rapid advances in telecommunications technology. We strive to provide our relay users with services that advance at the same rate, have the same level of quality, and provide the same features and options as the telecommunications services available to consumers without hearing or speech disabilities.

Minnesota Relay Features

- *800/877/888 Numbers:* Minnesota Relay users are able to reach regionally-directed and regionally-restricted 800, 877, and 888 toll-free numbers and business offices of local telephone companies that have special prefixes, all of which would normally be accessible to consumers in their calling area.
- *Answering Machine Retrieval:* TTY users can request the relay CA to retrieve messages from the user's voice answering machine or voicemail.
- *ASCII Split Screen:* Allows high-speed ASCII computer users and CAs to type and communicate more clearly and quickly. Similar to voice-to-voice conversation, ASCII Split Screen provides the relay user and the voice party the ability to interrupt when appropriate.
- *CA Gender Request:* The relay user can request the CA gender that they would prefer to handle their call (either on a call-by-call basis, or permanently through their Customer Profile). Every effort will be made by the relay service to fulfill this request.
- *Caller ID:* Calls placed through Minnesota Relay will provide the originating calling party number (ANI), or caller ID information, through the local exchange carrier for all local and most long distance calls. The relay provides the calling parties 10-digit telephone number to the called party (if not blocked by the calling party).
- *Cellular/PCS Phone Access:* The relay platform instantly recognizes calls originating from cell phones and eliminates billing for long distance calls.
- *Customer Profile Database:* Offers relay users numerous ways to automatically expedite the initiation of custom calls. These pre-selected customer calling features include, but are not limited to, communication modes (TTY, voice, and ASCII), long distance carrier of choice, preferred billing method, frequently dialed numbers, emergency numbers, and customer notes for call processing.

- *Directory Assistance:* A CA will relay directory assistance calls between a relay user and the Local Exchange Carrier directory assistance operator. Once the caller makes a request for directory assistance, the CA will contact a Local Exchange Carrier directory assistance operator. After obtaining the requested phone number, the caller may choose to place the call through the relay or dial it directly (i.e. TTY to TTY). Note: Directory Assistance is often subject to charges by the caller's local telephone service provider.
- *DeafBlind Transmission Speed:* This is a modification of the default transmission speed for Telebraille users. Relay users who are deafblind can set their transmission speeds anywhere from 15 through 60 words-per-minute.
- *Emergency Assistance:* Although relay users are discouraged from placing 9-1-1 calls through the relay, calls to 9-1-1 will be placed at the caller's request. Through Sprint's E911 database, the CA uses a "hot button" to automatically place a call to the most appropriate Public Safety Answering Point.
- *Enhanced Turbo Code (E-Turbo™):* Allows a TTY user to automatically submit dialing and call set-up instructions when they call into Minnesota Relay. This significantly reduces the amount of time necessary for the CA to set up and process the outbound call. The result is that the TTY user is connected to their desired party at a speed that is more functionally equivalent to that of a non-relay call.
- *Error Correction:* This feature automatically corrects many typographical errors and spells out non-TTY abbreviations that may be used by the CA in voice-to-text transliteration.
- *Flexible Billing:* Allows Minnesota Relay users to complete long distance calls using pre-paid calling cards, carrier calling cards, third party billing, or by placing collect calls.
- *Intelligent Call Router:* This technology automatically and seamlessly routes relay calls to the first available CA in the network.
- *Last Number Redial:* Allows the relay user to call the last person that they dialed through the relay, without having to provide the telephone number to the CA.
- *Recording Machine Capabilities:* Allows the CA to record and play back audio-text interaction messages to reduce numerous callbacks to convey entire messages to calling parties.
- *Three-Way Calling Feature:* Allows more than two parties to be on the telephone line at the same time with the CA.
- *Transfer Capabilities:* Allows the CA to transfer a caller to another form of relay service (i.e. CapTel, HCO, Speech-to-Speech, etc.), to customer service, or to a relay center manager.
- *TTY to TTY Call Release:* Allows the CA to be "release" from the telephone line after the CA has set up a telephone call between an originating TTY caller and a called TTY party, such as when a TTY user must go through the relay to contact another TTY user because the other TTY party can only be reached through a voice-only interface, such as a switchboard.

- *Turbo Code Capability:* Allows users to send information at the same speed it is typed, resulting in a more natural conversational flow and the ability to interrupt one another.
- *Variable Time Stamp Macro:* This macro enables the relay caller to know when their called party has disconnected from the call.
- *VCO Gated Calling:* Minnesota Relay has dedicated VCO and two-line VCO toll-free phone numbers, which provide significant improvements in service by directing VCO users to specifically trained VCO and two-line VCO CAs.
- *VCO-With-Privacy:* Allows a VCO caller to use the standard VCO feature without needing to say “Go ahead” or “GA”. Additionally, the CA does not listen to the VCO user’s spoken words. Ordinarily, VCO users need to say “GA” so that the CA knows that it is the other party’s turn to speak. The responsibility for taking turns when speaking rests entirely upon the calling and called parties because the CA does not hear what the VCO user says.
- *Voice Call Progression:* Allows voice or HCO callers to listen during call set-up (i.e. ringing or busy).

Speech-to-Speech Features

- *Called Numbers:* STS users are able to store up to 30 frequently called telephone numbers in their Customer Profile. When the STS user calls into the relay center, he or she can provide the CA the name of the person he or she wishes to call.
- *Contact Information:* Communicating telephone numbers may be difficult for some STS users. This feature allows STS users to advise friends, family, and others to dial 7-1-1 to reach them. Once connected, the person can 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.
- *Customer Service:* A dedicated customer support for STS users. Staff is available to assist STS users or organizations serving STS users with basic information about STS, filling out Customer Profiles, and other features designed to support STS customers and their callers. The Sprint STS *My Support* number is 1-877-787-1989 (available 24 hours a day, 7 days a week).
- *E-Mail Set-Up:* STS users can e-mail call instructions or information to the relay center 2 to 24 hours prior to the call. The e-mail can include information such as the number to be dialed, the name of the person being called, the subject of the call, any special instructions, or anything that makes it easier for the STS user to complete the call.
- *Privacy Option:* STS users have 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 user’s preference.
- *Saved Messages:* If the STS user dictates a message to the CA to be used for a call, and the STS user is not able to complete the call due to a busy signal, the called party is not available, or so forth, the STS user can request that the STS CA copy the message onto the STS user’s Customer Profile. When the STS user wants to place the call again, he or she simply redials STS and asks the CA to retrieve the saved message. After 24-hours, the message copied into the profile is automatically deleted from the system.

- *Wireless Access – STS (*787):* While 7-1-1 has been implemented across the nation, it is often difficult or time consuming for consumers to reach STS when not at home. Minnesota Relay has implemented a national wireless short code for STS to make it easier to place or receive STS calls (this service is only available on the Sprint wireless network at this time). Sprint wireless customers are able to dial *STS (i.e., *787) to reach an STS CA quickly and easily from anywhere in the nation (this includes voice callers needing to place a call to an STS user).

SS7 Technology

Minnesota’s TRS contractor, Sprint, has stated that it 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 for Minnesota Relay users, Sprint provides 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.

Minnesota Relay receives calling party identifying information including blocking information, from relay users. Sprint’s Caller ID SS7 solution includes receiving the privacy bit information from the inbound relay caller as well as other SS7 call information elements such as:

- Calling Party Number
- Charge Number
- Originating Line Information

Minnesota Relay passes through the calling party information (rather than 7-1-1 or the number of the relay center)

§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.

Minnesota Relay provides true Caller ID for all local and long distance calls to carriers who have SS7 connectivity with Sprint. Sprint’s SS7 network interfaces with all global carriers and major LECs, CLECs, and ILECs.

Sprint’s Caller ID SS7 solution includes receiving the privacy bit information from the inbound relay caller as well as other SS7 call information elements such as: the Calling Party Number, Charge Number, and Originating Line Information. Minnesota Relay passes through the calling party information (rather than 7-1-1 or the number of the TRS Center). When passed through, the relay call recipient will be able to see the caller’s phone number on their Caller ID display (the Caller ID option feature must first be purchased through their LEC). When not passed through, as with standard telecommunications, the call recipient will receive a message such as “OUT OF AREA” or “CALLER UNKNOWN.”

§64.604 (b)(7) STS Calls

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

Minnesota Relay provides multiple solutions to meet this requirement. STS users who have a Customer Profile on file can dial 7-1-1 and their call will automatically route to an STS CA. STS users without a Customer Profile can dial 7-1-1 and request STS; the CA will immediately transfer the caller to an STS CA. Minnesota Relay does not allow its TRS provider, Sprint, to utilize a recorded message or answer queue on inbound STS (as well as TTY, VCO, and HCO) calls. The STS user will hear continuous ringing until a live CA comes on the line.

§64.604 (b)(8) Voluntary at-home VRS call handling pilot program

Any VRS provider that holds a conditional or full certification to receive compensation from the TRS Fund pursuant to §64.606 as of March 23, 2017 may participate in the voluntary at-home VRS call handling pilot program. The pilot program shall be in effect for one year, for service provided by participants beginning November 1, 2017, and ending October 31, 2018.

§64.604 (b)(8)(i) *Notification of intent to participate.* A VRS provider seeking to participate in the pilot program shall notify the Commission of its intent to participate on or before September 1, 2017, and shall include in such notification a detailed plan demonstrating that the VRS provider intends to achieve compliance with the mandatory minimum standards applicable to VRS and with the safeguards enumerated in this paragraph (b)(8). Plans submitted by VRS providers shall specify the following:

- (A) A description of the screening process used to select CAs for the at-home call handling program;
- (B) A description of specific training to be provided for at-home CAs;
- (C) A description of the protocols and CA expectations developed for the at-home call handling program;
- (D) A description of the grounds for dismissing a CA from the at-home program and the process for such termination in the event that the CA fails to adhere to applicable requirements;
- (E) A description of all steps that will be taken to install a workstation in a CA's home, including evaluations that will be performed to ensure all workstations are sufficiently secure and equipped to prevent eavesdropping and outside interruptions;
- (F) A description of the monitoring technology to be used by the provider to ensure that off-site supervision approximates the level of supervision at the provider's call center;
- (G) An explanation of how the provider's workstations will connect to the provider's network, including how they will be integrated into the call center routing, distribution, tracking, and support systems, and how the provider will ensure system redundancy in the event of service disruptions in at-home workstations;
- (H) A signed certification by an officer of the provider that the provider will conduct random and unannounced inspections of at least five percent (5%) of all at-home workstations during the pilot program; and

(l) A commitment to comply with all other safeguards enumerated in this paragraph (b)(8) and the applicable rules in this chapter governing TRS.

Not applicable; Minnesota does not contract to provide Video Relay Service.

§64.604 (b)(8)(ii) *Authorization for at-home VRS call handling.* Upon Commission approval of a VRS provider's plan, the provider may conduct at-home VRS call handling during the period of the pilot program. The Commission may cancel such approval if a VRS provider fails to comply with any of the safeguards enumerated in this paragraph (b)(8) or other applicable mandatory minimum TRS standards. VRS providers may be subject to withholding, forfeitures, and penalties for noncompliant minutes handled by at-home workstations, as is the case for non-compliant minutes handled by call centers.

Not applicable; Minnesota does not contract to provide Video Relay Service.

§64.604 (b)(8)(iii) *Limit on minutes handled.* In any month of the program, a VRS provider may be compensated for minutes served by at-home CA workstations up to a maximum of *either* thirty percent (30%) of a VRS provider's total minutes for which compensation is paid in that month *or* thirty percent (30%) of the provider's average monthly minutes for the 12 months ending October 31, 2017, whichever is greater.

Not applicable; Minnesota does not contract to provide Video Relay Service.

§64.604 (b)(8)(iv) *Personnel safeguards*. Before permitting CAs to handle VRS calls from at-home workstations, VRS providers shall:

(A) Ensure that each CA handling calls from an at-home workstation has the experience, skills, and knowledge necessary to effectively interpret from these workstations, including a thorough understanding of the TRS mandatory minimum standards and at least three years of experience as a call center CA.

(B) Establish protocols for the handling of calls from at-home workstations (to the extent there are additional protocols that differ from those applicable to the provider's call centers) and provide training to at-home CAs on such protocols, in addition to all applicable training that is required of CAs working from call centers.

(C) Provide each CA working from an at-home workstation equivalent support to that provided to CAs working from call centers, as needed to effectively handle calls, including, where appropriate, the opportunity to team interpret and consult with supervisors, and ensure that supervisors are readily available to a CA working from home to resolve problems that may arise during a relay call, such as difficulty in understanding a VRS user's signs, the need for added support for emergency calls, and relieving a CA in the event of the CA's sudden illness.

(D) Establish grounds for dismissing a CA from the at-home VRS call handling program (*i.e.*, for noncompliance with the standards and safeguards enumerated in this paragraph (b)(8) and the rules governing TRS), including a process for such termination in the event that the CA fails to adhere to these requirements, and provide such grounds and process in writing to each CA participating in the pilot program.

(E) Obtain from each CA handling calls from an at-home workstation a certification in writing of the CA's understanding of and commitment to complying with the rules in this chapter governing TRS, including rules governing caller confidentiality and fraud prevention, and the CA's understanding of the reasons and process for dismissal from the at-home VRS call handling program.

Not applicable; Minnesota does not contract to provide Video Relay Service.

§64.604 (b)(8)(v) *Technical and environmental safeguards.* Participating VRS providers shall ensure that each home environment used for at-home VRS call handling enables the provision of confidential and uninterrupted services to the same extent as the provider's call centers and is seamlessly integrated into the provider's call routing, distribution, tracking, and support systems. VRS providers shall ensure that each at-home workstation:

(A) Resides in a separate, secure location in the CA's home, where access is restricted solely to the CA;

(B) Allows a CA to use all call-handling technology to the same extent as other CAs, including the ability to transition a non-emergency call to an emergency call, engage in virtual teaming with another CA, and allow supervisors to communicate with and oversee calls;

(C) Is capable of supporting VRS in compliance with the applicable mandatory minimum technical and emergency call handling standards to the same degree as these are available at call centers, including the ability to route VRS calls around individual CA workstations in the event the CA experiences a network outage or other service interruption;

(D) Is equipped with an effective means to prevent eavesdropping, such as white noise emitters or soundproofing, and to ensure that interruptions from noises outside the room do not adversely affect a CA's ability to interpret a call accurately and effectively; and

(E) Is connected to the provider's network over a secure connection to ensure caller privacy.

Not applicable; Minnesota does not contract to provide Video Relay Service.

§64.604 (b)(8)(vi) *Monitoring and oversight obligations.* VRS providers shall:

- (A) Inspect and approve each at-home workstation before activating a CA's workstation for use;
- (B) Assign a unique call center identification number (ID) to each VRS at-home workstation and use this call center ID to identify all minutes handled from each such workstation in its call detail records submitted monthly to the TRS Fund administrator;
- (C) Equip each at-home workstation with monitoring technology sufficient to ensure that off-site supervision approximates the level of supervision at the provider's call center, including the ability to monitor both ends of a call, *i.e.*, video and audio, to the same extent as is possible in a call center, and regularly analyze the records and data produced by such monitoring to proactively address possible waste, fraud, and abuse;
- (D) Keep all records pertaining to at-home workstations, including the data produced by any at-home workstation monitoring technology, except for any data that records the content of an interpreted conversation, for a minimum of five years; and
- (E) Conduct random and unannounced inspections of at least five percent (5%) of all at-home workstations during the pilot program.

Not applicable; Minnesota does not contract to provide Video Relay Service.

§64.604 (b)(8)(vii) *Commission audits and inspections.* At-home workstations and workstation records shall be subject to review, audit, and inspection by the Commission and the Fund administrator and unannounced on-site inspections by the Commission to the same extent as other call centers and call center records subject to the rules in this chapter.

Not applicable; Minnesota does not contract to provide Video Relay Service.

§64.604 (b)(8)(viii) *Monthly reports*. Each participating VRS provider shall report the following information to the TRS Fund administrator with its monthly requests for compensation:

(A) The call center ID and full street address (number, street, city, state, and zip code) for each at-home workstation and the CA ID number for each individual handling VRS calls from that workstation; and

(B) The location and call center IDs of call centers providing supervision for at-home workstations, plus the names of persons at such call centers responsible for oversight of such workstations.

Not applicable; Minnesota does not contract to provide Video Relay Service.

§64.604 (b)(8)(ix) *Six-month report*. Each participating VRS provider shall submit, no later than seven months after the start of its program, a report covering the first six months of its program, containing the following information:

(A) A description of the actual screening process used to select CAs for the at-home call handling program;

(B) Copies of training materials provided to at-home CAs;

(C) Copies of written protocols used for CAs working from home;

(D) The total number of CAs handling VRS calls from at-home workstations over the first six months of the program;

(E) The number of 911 calls handled by the provider's at-home workstations;

(F) A description and copies of any surveys or evaluations taken of CAs concerning their experience using at-home workstations and participating in an at-home call handling program;

(G) The total number of CAs terminated from the program;

(H) The total number of complaints, if any, submitted to the provider regarding its at-home call handling program or calls handled by at-home CAs;

(I) The total number of on-site inspections conducted of at-home workstations and the date and location of each inspection;

(J) A description of the monitoring technology used to monitor CAs working at home and an analysis of the experience of supervisors overseeing at-home CAs compared to overseeing CAs in a call center;

(K) Copies of any reports produced by tracking software and a description explaining how the provider analyzed the reports for anomalies; and

(L) Detailed documentation of costs incurred in the use of at-home workstations, including any costs associated with CA recruitment, training, and compensation, engineering and technical set-up (including workstation set-up), and administrative and management support (including oversight, evaluation, and recording).

Not applicable; Minnesota does not contract to provide Video Relay Service.

47 C.F.R. § 64.604 (c) Functional Standards

§64.604 (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.

Minnesota Relay users are able to file a complaint or commendation regarding Minnesota Relay services with the Minnesota Relay outreach office, the TAM administrator, a relay center supervisor, or a customer service representative with Sprint or CapTel (depending on the type of relay service).

All complaints, whether received verbally or in writing, are documented on a standardized Consumer Contact form (in an electronic format) and are entered into a customer service software program. Copies of all entries into this system pertaining to Minnesota Relay are sent to the TAM administrator on a monthly basis. The TAM administrator reviews the complaints to confirm that all required information is completed and monitors complaints to ensure that they are resolved in a timely manner. The TAM administrator maintains a log of all Minnesota Relay complaints filed and submits the complaint logs to the FCC on annual basis.

Complaint documentation includes:

- The date the complaint was filed
- Whom the complaint was received by
- The type of relay call (e.g. VCO, HCO, Spanish, STS, CapTel, etc.)
- The relay center handling the call
- Customer contact information (if given)
- The CA number (if applicable)
- The category of the complaint
- The nature of the complaint
- The date of the resolution
- An explanation of the resolution
- Complaint tracking number

§64.604 (c)(1)(ii) Beginning July 1, 2002, states and TRS providers shall submit summaries of logs indicating the number of complaints received for the 12-month period ending May 31 to the Commission by July 1 of each year. Summaries of logs submitted to the Commission on July 1, 2001 shall indicate the number of complaints received from the date of OMB approval through May 31, 2001.

The TAM administrator maintains a summary log of all consumer complaints received. By July 1 of each year, the TAM administrator submits a complaint log summary to the FCC for a 12-month period ending May 31. Please see Appendix H for the past five Minnesota Relay complaint log summaries filed with the FCC.

§64.604 (c)(2) Contact Persons

Beginning on June 30, 2000, State TRS Programs, interstate TRS providers, and TRS providers that have state contracts must submit to the Commission a contact person and/or office for TRS consumer information and complaints about a certified State TRS Program's provision of intrastate TRS, or, as appropriate, about the TRS provider's service. This submission must include, at a minimum, the following:

§64.604 (c)(2)(i) The name and address of the office that receives complaints, grievances, inquiries, and suggestions;

§64.604 (c)(2)(ii) Voice and TTY telephone numbers, fax number, e-mail address, and web address; and

§64.604 (c)(2)(iii) The physical address to which correspondence should be sent.

Minnesota Relay has submitted applicable contact information to the FCC for consumer complaints. This information may be found on the FCC's Web site under *TRS Points of Contact for Complaints* at: <https://www.fcc.gov/general/trs-points-contact-complaints#block-menu-block-4>.

Minnesota Relay users have the following options for filing a complaint or commendation:

- The relay user may request to speak to a relay supervisor during or immediately after a call. In addition, the CA has the capability to transfer the caller directly to Sprint's Customer Service department.
- Sprint's 24-hour Customer Service:
Voice/TTY: 1-800-676-3777
Speech-to-Speech: 1-877-787-1989
Spanish Voice/TTY: 1-800-676-4290
E-mail: Sprint.TRSCustServ@sprint.com
Online: <https://www.sprintrelay.com/contact>
- CapTel's 24-hour Customer Service (*excluding holidays*):
Voice/CapTel/TTY: 1-888-269-7477
Spanish: 1-866-670-9134
E-mail: CapTel@CapTel.com
Online: www.captel.com/contact-us.php
- Minnesota Relay Outreach Office:
Voice: 651-602-9005/1-800-657-3775
TTY: 1-888-206-6555
VP: 1-866-635-0082
E-mail: mn.relay@state.mn.us

- TAM Administrator
85 7th Place East, Suite 280
St. Paul, MN 55101
Voice: 651-539-1878 / 1-800-657-3599
E-mail: mn.relay@state.mn.us
- The FCC's Consumer Complaint Center:
Voice: 1-888-225-5322
TTY: 1-888-835-5322
VP: 1-844-432-2275
Online: www.fcc.gov/complaints

Information on Minnesota Relay services is available to consumers on the Minnesota Relay Web site at: www.mnrelay.org, by contacting the TAM Administrator, or by contacting the Minnesota Relay Outreach office.

Information on Minnesota Relay services is also available to consumers on the FCC's Web site under the Minnesota TRS Page at: <https://www.fcc.gov/general/minnesota-trs>.

§64.604 (c)(3) Public Access to Information

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

Telephone Directories, Bill Inserts, and Newsletters

Annually, the TAM administrator sends a letter to all telephone companies serving Minnesota consumers to remind them of their responsibility to ensure that their customers are aware of the availability and use of all forms of TRS as required by Code of Federal Regulations, title 47, section 64.604(c)(3). TAM also requests carriers to complete and return a *Compliance Form for Annual Notices to Customers* to demonstrate compliance with the above federal regulation. Copies of the 2017 letter to telephone carriers and the compliance form are provided in Appendix I.

By requesting that carriers complete and return a compliance form, *as well as copies of TRS material(s) distributed to their consumers*, TAM attains a higher rate of compliance, and is able to identify which carriers are not distributing TRS materials, or are distributing incorrect and/or incomplete information to consumers. When TAM receives a copy of a carrier's directory page, newsletter, or bill insert and the item does not comply with the FCC requirement, TAM submits a letter to the carrier notifying them of their deficiency.

The TAM administrator provides carriers with a sample *Annual Notice to Customers* for carriers to use in their telephone directory, bill insert, and newsletter (see Appendix I). TAM also makes available a document with information that carriers should include in their annual notices if they elect not to use the sample annual notice. TRS annual notice information is available on Commerce's website (<https://mn.gov/commerce/industries/telecom/mnrelay/>) so that carriers have access to up-to-date information on Minnesota Relay services.

Examples of a telephone directory page, bill insert, and newsletter information are provided in Appendix J.

In addition to the federal requirement regarding public access to TRS information, Minnesota Rule 7812.1000 requires local service providers to provide their customers with an *Annual Notice of Customer Rights*, which must include information on programs for people who have hearing loss (see Appendix K).

Minnesota Relay Outreach

Minnesota Relay outreach services are provided by the Minnesota Department of Human Services – Telephone Equipment Distribution Program (DHS–TED Program) via an interagency agreement with the Department of Commerce–TAM program (Commerce-TAM).

Many of the types of equipment distributed by the TED Program work in conjunction with Minnesota Relay services (TTYs, VCO phones, voice amplified phones for people with speech disabilities, and captioned telephones). Because TED Program services are closely related to Minnesota Relay services, and because the TED Program has five regional offices located throughout the state, the TED Program is well situated to provide outreach for Minnesota Relay.

Outreach staff is responsible for providing a comprehensive statewide outreach program to educate all people about, and promote Minnesota Relay services. Outreach personnel distribute informational pamphlets, train consumers and businesses, make presentations, staff exhibitions, and perform other similar forms of consumer contacts. Outreach program staff also serve as a point of contact for consumers who have questions, concerns, complaints, and commendations regarding Minnesota Relay services.

Outreach efforts are tailored to effectively target appropriate demographics, including consumers who are deaf, deafblind, hard of hearing, late deafened, speech disabled, hearing consumers, and businesses.

Outreach activities include the following:

- Contacting organizations to schedule presentations and/or to provide them with printed materials on Minnesota Relay services.
- Contacting hospitals, nursing homes, rehabilitation facilities, and other medical facilities to schedule presentations and/or to provide printed materials.
- Staffing a booth at exhibitions.

- Conducting one-on-one training sessions for individuals who are having trouble using specialized telephone equipment, such as a TTY, CapTel, or VCO telephone.
- Conducting drop-in visits at organizations that serve persons with hearing, speech, or physical disabilities.
- Educating businesses on Minnesota Relay services and training employees on how to place and receive Minnesota Relay calls.

Reports containing Minnesota Relay outreach efforts are compiled monthly and forwarded to the TAM administrator. Outreach activities for July 2012 through September 2017 are provided in Appendix L.

Minnesota Relay Outreach Materials

Outreach materials are developed by the TAM program and include:

- CapTel brochure
- Hearing Carry Over brochure
- Minnesota Relay brochure
- Speech-to-Speech brochure
- Voice Carry Over brochure
- Instruction Sheets for the various forms of relay services
- Information for businesses on not hanging up on relay calls
- Information for businesses on suspected fraudulent transactions via relay calls

Minnesota Relay Videos

Minnesota Relay has the following informational videos available on our website at

<https://mn.gov/commerce/consumers/your-phone/minnesota-relay/making-a-relay-call.jsp>:

- CapTel
- Hearing Carry Over
- Speech-to-Speech
- TTY
- Voice Carry Over

Copies of outreach materials can be found in Appendix L.

Minnesota Relay Web Site

Minnesota Relay information, brochures, and videos are available on the Minnesota Relay Web site at:

www.mnrelay.org.

Advisory Committee Meetings

The Minnesota Department of Human Services – Deaf and Hard of Hearing Services Division (DHS – DHHS) has established six advisory committees throughout Minnesota. Each advisory committee meets quarterly and serves as an avenue to provide information to, and gather information from, the community. Advisory committee meeting minutes are provided to the TAM administrator so that issues, questions, and concerns regarding Minnesota Relay may be addressed. In addition, a Minnesota Relay Outreach staff person attends a minimum of one DHHS Advisory Committee meeting per region, per year. The TAM administrator attends the Metro advisory committee meetings.

§64.604 (c)(4) Rates

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

Minnesota Relay users are charged no more for services than for those charges paid by standard “voice” telephone users. Minnesota Relay users who select their preferred carrier at the time they place a long distance relay call or via their Customer Profile, will be rated and invoiced by their selected Carrier of Choice. Minnesota Relay users who do not indicate their preferred carrier will have their long distance Minnesota Relay calls carried and billed by Sprint.

By FCC jurisdiction, Sprint has two separate Message Telephone Service rates – one for interstate and one for intrastate. When a Minnesota relay user places a “1+” intrastate toll call Sprint discounts the call by 75 percent off of Day, Evening, and Night/Weekend MTS rates. Sprint provides a 50 percent discount on standard MTS rates for interstate calls.

The intrastate and interstate discounts apply to all Minnesota Relay calls, including single-line CapTel. Two-line CapTel calls do not qualify for the toll discounts as the CapTel user is connected directly to the called party and this call is not initiated through the CapTel platform.

If the Minnesota Relay user is enroll in a special promotional plan, the user will be charged at his or her special promotion rate and not the TRS rate.

Minnesota Relay bills the originating calling party for all completed outbound relay calls within 60 days of the calling date. Uncompleted calls (busy, no answer, and network intercepted calls) are not billed to the caller. Start time for customer billing of each relay call does not begin before the calling party is actually connected to the called party or to an answering machine or recorded message of the called party and relay has begun. End time for customer billing of each relay call is when either the caller or the called party hangs up; whichever occurs first. Customer billing does not include call setup or wrap up time of either the inbound or outbound call.

Long Distance Billing and Carrier of Choice Changes as of June 1, 2017

On August 24, 2016, the FCC issued an Order (DA 16-963) granting temporary waivers of the following:

- “...The equal access requirement as applied to traditional TRS, STS, and CTS, provided that they do not assess separate charges on TRS users for long distance service. This temporary waiver will expire two years from the date of this Order, or on the effective date of a Commission rulemaking or other decision as to the continuing application of the equal access requirement to traditional TRS, STS, and CTS, whichever is earlier.”
- “...The billing options requirement as applied to traditional TRS, STS and CTS, provided that they do not assess separate charges on users of these services for long distance calls. In other words, petitioners need not provide the same billing options (e.g., sent-paid long distance, operator-assisted, collect, and third party billing) traditionally offered for wireline voice services if they do not assess charges for long distance calling. This temporary waiver will expire two years from the date of this Order, or on the effective date of a

Commission rulemaking or other decision as to the continuing application of the billing options requirement to traditional TRS, STS, and CTS, whichever is earlier. “We caution, however, that Sprint and Hamilton must continue to handle and complete TRS calls from inmates of correctional facilities.”

- Permissibility of Free Long Distance Calling “...Given the widespread bundling of long distance with local calling, we find no basis to conclude that, in today’s environment, offering free long distance calling to TRS users would provide an impermissible incentive for them to make long distance calls.”

In light of these waivers, effective June 1, 2017, the following now applies to Minnesota Relay calls:

- Minnesota Relay users will no longer be assessed toll charges for long distance traditional TRS, STS, and CapTel calls. This includes all outbound intrastate, interstate, international, and payphone calls, as well as inbound intrastate and interstate calls.
- Directory Assistance will be provided through traditional TRS, STS, and CapTel at no charge to the end user.
- Operator Services and Operator Services for the Deaf (TTY access) will be decommissioned, as end users will no longer have a need for billing support through the relay service.
- Consumers placing inbound international calls will be assessed toll charges.
- Because relay is not involved in long distance for two-line CapTel calls, CapTel users may be billed by their long distance providers for the voice portion of the call.
- Minnesota Relay will continue to process calls to 900 access numbers. The 900 service provider may assess fees directly to the relay user.
- Minnesota Relay will process calls from inmates at correctional facilities without charge. Inmate calling services providers may assess fees directly to relay users – as is done for traditional phone users (i.e., non-relay callers).

§64.604 (c)(5) Jurisdictional Separation of Costs

§64.604 (c)(5)(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.

Minnesota Relay observes all jurisdictional separation of costs as required by Code of Federal Regulations, title 47, section 64.604 (c)(5), section 410 of the Communications Act of 1934, Minnesota Statutes section 237.10, and Minnesota Rule 7810.6400. All Minnesota Relay intrastate and interstate minutes are reported separately and distinctly to the state and are included in monthly invoices from our TRS vendor.

Minnesota Relay local and intrastate minutes of service (including 49 percent of toll-free and 900 minutes, and 89 percent of two-line CapTel minutes) are reimbursed through the TAM fund (state fund). The Interstate TRS Fund reimburses Minnesota Relay interstate and international minutes of service (including 51 percent of toll-free and 900 minutes, and 11 percent of two-line CapTel minutes).

§64.604 (c)(5)(ii) Cost recovery. Costs caused by interstate TRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism. Except as noted in this paragraph, with respect to VRS, costs caused by intrastate TRS shall be recovered from the intrastate jurisdiction. In a state that has a certified program under §64.606, the state agency providing TRS shall, through the state's regulatory agency, permit a common carrier to recover costs incurred in providing TRS by a method consistent with the requirements of this section. Costs caused by the provision of interstate and intrastate VRS shall be recovered from all subscribers for every interstate service, utilizing a shared-funding cost recovery mechanism.

All Minnesota Relay local and intrastate minutes (including 49 percent of toll-free and 900 minutes, and 89 percent of two-line CapTel minutes) are reimbursed through the TAM fund.

In accordance with Minnesota Statutes section 237.52, subd. 3, "Every provider of services capable of originating a TRS call, including cellular communications and other nonwire access services, in this state shall, except as provided in subdivision 3a, collect the charges established by the commission under subdivision 2 and transfer amounts collected to the commissioner of public safety in the same manner as provided in section 403.11, subdivision 1, paragraph (d). The commissioner of public safety must deposit the receipts in the fund established in subdivision 1."

In accordance with Minnesota Statutes section 237.52, subd. 3a, "The fee established in subdivision 2 does not apply to prepaid wireless telecommunications services as defined in section 403.02, subdivision 17b, which are instead subject to the prepaid wireless telecommunications access Minnesota fee established in section 403.161, subdivision 1, paragraph (b). Collection, remittance, and deposit of prepaid wireless telecommunications access Minnesota fees are governed by sections 403.161 and 403.162."

All Minnesota Relay interstate and international minutes (including 51 percent of toll-free and 900 minutes, and 11 percent of two-line CapTel minutes) are reimbursed through the Interstate TRS Fund, currently administered by Rolka Loube.

Minnesota Relay does not provide Internet-based relay services (including VRS). All costs for the provision of interstate and intrastate Internet-based relay services are recovered from the Interstate TRS Fund.

§64.604 (c)(6) Complaints

§64.604 (c)(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 §64.606 is in effect, the Commission shall refer such complaint to such state expeditiously.

The TAM administrator accepts, researches, and endeavors to resolve any complaint forwarded by the FCC.

§64.604 (c)(5)(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.

All Minnesota Relay complaints are logged and tracked. The TAM administrator and Sprint strive to timely resolve all Minnesota Relay complaints. The TAM administrator works closely with Sprint staff on difficult complaints to ensure progress is being made, and that the relay user is kept apprised of progress.

In the event that the TAM administrator fails to take action within 180 days after a complaint is filed regarding Minnesota Relay services or personnel, TAM understands that the FCC shall exercise jurisdiction over the complaint. TAM also understands that failure to meet the deadlines for complaint resolution may adversely affect the continued certification of the Minnesota Relay.

All Minnesota Relay complaints received during this certification period were resolved within 180 days after the complaint was first filed.

§64.604 (c)(7) Treatment of TRS Customer Information

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

Minnesota's current TRS contract with Sprint states: "In accordance with FCC 47 C.F.R. § 64.604 (c)(7) the Contract 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."

Minnesota's TRS contract also requires Sprint to be in full compliance with Code of Federal Regulations, title 47, section 64.601 through 64.605. As such, Sprint is prohibited from using Minnesota Relay consumer data for any other purpose than to connect the user with the called party. Sprint and its employees are prohibited from selling, distributing, sharing, or revealing Minnesota Relay consumer data unless compelled to do so by lawful order.

47 C.F.R. § 64.606 – Internet-Based TRS Provider and TRS Program Certification

47 C.F.R. §64.606 (a) Documentation

§64.606 (a)(1) Certified State Program

Any state, through its office of the governor or other delegated executive office empowered to provide TRS, desiring to establish a state program under this section shall submit, not later than October 1, 1992, documentation to the Commission addressed to the Federal Communications Commission, Chief, Consumer & Governmental Affairs Bureau, TRS Certification Program, Washington, DC 20554, and captioned “TRS State Certification Application.” All documentation shall be submitted in narrative form, shall clearly describe the state program for implementing intrastate TRS, and the procedures and remedies for enforcing any requirements imposed by the state program. The Commission shall give public notice of states filing for certification including notification in the Federal Register.

As per Minnesota Statutes section 237.51, subd. 1(2), the commissioner of commerce shall “contract with one or more qualified vendors that serve persons who have communication disabilities to provide telecommunications relay services.” It is under this authority that the Department of Commerce—TAM program submits documentation for Minnesota’s TRS State Certification Application. Documentation is submitted in narrative form, clearly describes the state’s program for implementing intrastate TRS, and describes the procedures and remedies for enforcing all program requirements imposed by the state of Minnesota.

The Department of Commerce—TAM program is confident that Minnesota Relay meets or exceeds all operational, technical, and functional minimum standards required by Code of Federal Regulations, title 47, section 64.604. In instances where Minnesota Relay may exceed certain minimum standards, to the best of our knowledge, the act of doing so does not in conflict with federal law.

The Department of Commerce was last granted certification of Minnesota’s TRS program in July 2013.

§64.606 (d) Method of Funding

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

Intrastate TRS Funding Mechanism

Minnesota Relay intrastate TRS calls are funded by:

- A monthly surcharge on each wired and wireless telephone access line in the state of Minnesota including managed/fixed voice over Internet protocol service.
- A fee on each Minnesota retail transaction for prepaid wireless telecommunications services.

Intrastate calls are reimbursed through the TAM fund. (See Minn. Stat. § 237.52 in Appendix A.) Surcharge/fee revenue is deposited into a dedicated account. The surcharge/fee is capped at \$0.20 per monthly access line or per retail transaction.

Labeling of Intrastate TRS Funding Mechanism

In a July 14, 1993, Order the Minnesota Public Utilities Commission directed telephone companies to identify the TAM surcharge as “tele-relay” on customer bills. Minnesota Statutes section 237.49 requires telephone companies to list the TAM, Telephone Assistance Plan, and 9-1-1 surcharges as one amount on a billing statement sent to a subscriber.

If alerted to an incorrect listing of the TRS funding mechanism on customer bills, the TAM administrator will notify the carrier of the inaccuracy and explain the legal requirement to ensure compliance.

For the prepaid wireless fee, the seller must collect the TAM fee and E911 fee from the consumer for each retail transaction occurring in the state. State statutes require that the amount of each fee must be combined into one amount, which must be separately stated on an invoice, receipt, or other similar document that is provided to the consumer by the seller (Minn. Stat. § 403.161, subd. 3). The statutes do not prescribe how the fee should be labeled.

A copy of the Minnesota Public Utilities Commission’s Order, Minnesota Statutes section 237.49, Minnesota Statutes section 403.161, and a telephone bill demonstrating how the TAM surcharge is labeled are provided in Appendix M.

§64.606 (f) Notice of Substantive Change

§64.606 (f)(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.

Minnesota's TRS program had two substantive changes during this certification period; both were reported to the FCC. On August 19, 2014, the TAM administrator notified the FCC of a change to Minnesota Relay's TRS provider. On June 21, 2017, the TAM administrator notified the FCC of a change to Minnesota Relay's long distance billing and Carrier of Choice functions (a copy of the letters are provided in Appendix N). Minnesota's TRS program continues to meet federal minimum standards after implementing the change.

Appendices

Appendix A: Minnesota Statutes Section 237.50 to 237.56

Minnesota Statutes

Chapter 237 Telephone, Telegraph, Telecommunications

Persons with Communication Disabilities

237.50 DEFINITIONS.

Subdivision 1. **Scope.** The terms used in sections 237.50 to 237.56 have the meanings given them in this section.

Subd. 2. [Repealed, 1995 c 190 s 17]

Subd. 3. **Communication disability.** "Communication disability" means certified as having a hearing loss, speech disability, or physical disability that makes it difficult or impossible to use telecommunications services and equipment.

Subd. 4. [Repealed by amendment, 2012 c 216 art 10 s 1]

Subd. 4a. **Deaf.** "Deaf" means a hearing loss of such severity that the individual must depend primarily upon visual communication such as writing, lip reading, sign language, and gestures.

Subd. 4b. **Deafblind.** "Deafblind" means any combination of vision and hearing loss which interferes with acquiring information from the environment to the extent that compensatory strategies and skills are necessary to access that or other information.

Subd. 5. [Repealed by amendment, 2012 c 216 art 10 s 1]

Subd. 6. **Fund.** "Fund" means the telecommunications access Minnesota fund established in section 237.52.

Subd. 6a. **Hard-of-hearing.** "Hard-of-hearing" means a hearing loss resulting in a functional limitation, but not to the extent that the individual must depend primarily upon visual communication.

Subd. 7. [Repealed by amendment, 2012 c 216 art 10 s 1]

Subd. 8. [Repealed by amendment, 2012 c 216 art 10 s 1]

Subd. 9. [Repealed by amendment, 2012 c 216 art 10 s 1]

Subd. 10. [Repealed by amendment, 2012 c 216 art 10 s 1]

Subd. 10a. **Telecommunications device.** "Telecommunications device" means a device that (1) allows a person with a communication disability to have access to telecommunications services as defined in subdivision 13, and (2) is specifically selected by the Department of Human Services for its capacity to allow persons with communication disabilities to use telecommunications services in a manner that is functionally equivalent to the ability of an individual who does not have a communication disability. A telecommunications device may include a ring signaler, an amplified telephone, a hands-free telephone, a text telephone, a captioned telephone, a wireless device, a device that produces Braille output for use with a telephone, and any other device the Department of Human Services deems appropriate.

Subd. 11. **Telecommunications Relay Services.** "Telecommunications Relay Services" or "TRS" means the telecommunications transmission services required under Federal Communications Commission regulations at Code of Federal Regulations, title 47, sections 64.604 to 64.606. TRS allows an individual who has a communication disability to use telecommunications services in a manner that is functionally equivalent to the ability of an individual who does not have a communication disability.

Subd. 12. **Telecommunications.** "Telecommunications" means the transmission, between or among points specified by the user, of information of the user's choosing, without change in the form or content of the information as sent and received.

Subd. 13. **Telecommunications services.** "Telecommunications services" means the offering of telecommunications for a fee directly to the public, or to such classes of users as to be effectively available to the public, regardless of the facilities used.

237.51 TELECOMMUNICATIONS ACCESS MINNESOTA PROGRAM ADMINISTRATION.

Subdivision 1. **Creation.** The commissioner of commerce shall:

- (1) administer through interagency agreement with the commissioner of human services a program to distribute telecommunications devices to eligible persons who have communication disabilities; and
- (2) contract with one or more qualified vendors that serve persons who have communication disabilities to provide telecommunications relay services.

For purposes of sections 237.51 to 237.56, the Department of Commerce and any organization with which it contracts pursuant to this section or section 237.54, subdivision 2, are not telephone companies or telecommunications carriers as defined in section 237.01.

Subd. 2. [Repealed, 1995 c 190 s 17]

Subd. 3. [Repealed, 1995 c 190 s 17]

Subd. 4. [Repealed, 1995 c 190 s 17]

Subd. 5. **Commissioner of commerce duties.** In addition to any duties specified elsewhere in sections 237.51 to 237.56, the commissioner of commerce shall:

- (1) prepare the reports required by section 237.55;
- (2) administer the fund created in section 237.52; and
- (3) adopt rules under chapter 14 to implement the provisions of sections 237.50 to 237.56.

Subd. 5a. **Commissioner of human services duties.** (a) In addition to any duties specified elsewhere in sections 237.51 to 237.56, the commissioner of human services shall:

- (1) define economic hardship, special needs, and household criteria so as to determine the priority of eligible applicants for initial distribution of devices and to determine circumstances necessitating provision of more than one telecommunications device per household;
- (2) establish a method to verify eligibility requirements;
- (3) establish specifications for telecommunications devices to be provided under section 237.53, subdivision 3;

(4) inform the public and specifically persons who have communication disabilities of the program;
and

(5) provide devices based on the assessed need of eligible applicants.

(b) The commissioner may establish an advisory board to advise the department in carrying out the duties specified in this section and to advise the commissioner of commerce in carrying out duties under section 237.54. If so established, the advisory board must include, at a minimum, the following persons:

(1) at least one member who is deaf;

(2) at least one member who has a speech disability;

(3) at least one member who has a physical disability that makes it difficult or impossible for the person to access telecommunications services; and

(4) at least one member who is hard-of-hearing.

The membership terms, compensation, and removal of members and the filling of membership vacancies are governed by section 15.059. Advisory board meetings shall be held at the discretion of the commissioner.

Subd. 6. [Repealed, 1995 c 190 s 17]

237.52 TELECOMMUNICATIONS ACCESS MINNESOTA FUND.

Subdivision 1. **Fund established.** A telecommunications access Minnesota fund is established as an account in the state treasury. Earnings, such as interest, dividends, and any other earnings arising from fund assets, must be credited to the fund.

Subd. 2. **Assessment.** (a) The commissioner of commerce, the commissioner of employment and economic development, and the commissioner of human services shall annually recommend to the Public Utilities Commission an adequate and appropriate surcharge and budget to implement sections 237.50 to 237.56, 248.062, and 256C.30, respectively. The maximum annual budget for section 248.062 must not exceed \$100,000 and for section 256C.30 must not exceed \$300,000. The Public Utilities Commission shall review the budgets for reasonableness and may modify the budget to the extent it is unreasonable. The commission shall annually determine the funding mechanism to be used within 60 days of receipt of the recommendation of the departments and shall order the imposition of surcharges effective on the earliest practicable date. The commission shall establish a monthly charge no greater than 20 cents for each customer access line, including trunk equivalents as designated by the commission pursuant to section 403.11, subdivision 1.

(b) If the fund balance falls below a level capable of fully supporting all programs eligible under subdivision 5 and sections 248.062 and 256C.30, expenditures under sections 248.062 and 256C.30 shall be reduced on a pro rata basis and expenditures under sections 237.53 and 237.54 shall be fully funded. Expenditures under sections 248.062 and 256C.30 shall resume at fully funded levels when the commissioner of commerce determines there is a sufficient fund balance to fully fund those expenditures.

Subd. 3. **Collection.** Every provider of services capable of originating a TRS call, including cellular communications and other nonwire access services, in this state shall, except as provided in subdivision 3a, collect the charges established by the commission under subdivision 2 and transfer amounts collected to the commissioner of public safety in the same manner as provided in section 403.11, subdivision 1, paragraph (d). The commissioner of public safety must deposit the receipts in the fund established in subdivision 1.

Subd. 3a. **Fee for prepaid wireless telecommunications service.** The fee established in subdivision 2 does not apply to prepaid wireless telecommunications services as defined in section 403.02, subdivision 17b, which are instead subject to the prepaid wireless telecommunications access Minnesota fee established in section 403.161, subdivision 1, paragraph (b). Collection, remittance, and deposit of prepaid wireless telecommunications access Minnesota fees are governed by sections 403.161 and 403.162.

Subd. 4. **Appropriation.** Money in the fund is appropriated to the commissioner of commerce to implement sections 237.51 to 237.56, to the commissioner of employment and economic development to implement section 248.062, and to the commissioner of human services to implement section 256C.30.

Subd. 5. **Expenditures.** (a) Money in the fund may only be used for:

(1) expenses of the Department of Commerce, including personnel cost, public relations, advisory board members' expenses, preparation of reports, and other reasonable expenses not to exceed ten percent of total program expenditures;

(2) reimbursing the commissioner of human services for purchases made or services provided pursuant to section 237.53; and

(3) contracting for the provision of TRS required by section 237.54.

(b) All costs directly associated with the establishment of the program, the purchase and distribution of telecommunications devices, and the provision of TRS are either reimbursable or directly payable from the fund after authorization by the commissioner of commerce. The commissioner of commerce shall contract with one or more TRS providers to indemnify the telecommunications service providers for any fines imposed by the Federal Communications Commission related to the failure of the relay service to comply with federal service standards. Notwithstanding section 16A.41, the commissioner may advance money to the TRS providers if the providers establish to the commissioner's satisfaction that the advance payment is necessary for the provision of the service. The advance payment may be used only for working capital reserve for the operation of the service. The advance payment must be offset or repaid by the end of the contract fiscal year together with interest accrued from the date of payment.

237.53 TELECOMMUNICATIONS DEVICE.

Subdivision 1. **Application.** A person applying for a telecommunications device under this section must apply to the program administrator on a form prescribed by the Department of Human Services.

Subd. 2. **Eligibility.** To be eligible to obtain a telecommunications device under this section, a person must:

(1) be able to benefit from and use the equipment for its intended purpose;

(2) have a communication disability;

(3) be a resident of the state;

(4) be a resident in a household that has a median income at or below the applicable median household income in the state, except a person who is deafblind applying for a Braille device may reside in a household that has a median income no more than 150 percent of the applicable median household income in the state; and

(5) be a resident in a household that has telecommunications service or that has made application for service and has been assigned a telephone number; or a resident in a residential care facility, such as a nursing home or group home where telecommunications service is not included as part of overall service provision.

Subd. 3. **Distribution.** The commissioner of human services shall purchase and distribute a sufficient number of telecommunications devices so that each eligible household receives appropriate devices as determined under section 237.51, subdivision 5a. The commissioner of human services shall distribute the devices to eligible households free of charge.

Subd. 4. **Training; maintenance.** The commissioner of human services shall maintain the telecommunications devices until the warranty period expires, and provide training, without charge, to first-time users of the devices.

Subd. 5. [Repealed by amendment, 2012 c 216 art 10 s 4]

Subd. 6. **Ownership.** Telecommunications devices purchased pursuant to subdivision 3 are the property of the state of Minnesota. Policies and procedures for the return of devices from individuals who withdraw from the program or whose eligibility status changes shall be determined by the commissioner of human services.

Subd. 7. **Standards.** The telecommunications devices distributed under this section must comply with the electronic industries alliance standards and be approved by the Federal Communications Commission. The commissioner of human services must provide each eligible person a choice of several models of devices, the retail value of which may not exceed \$600 for a text telephone, and a retail value of \$7,000 for a Braille device, or an amount authorized by the Department of Human Services for all other telecommunications devices and auxiliary equipment it deems cost-effective and appropriate to distribute according to sections 237.51 to 237.56.

Subd. 8. [Repealed, 1988 c 621 s 19]

237.54 TELECOMMUNICATIONS RELAY SERVICES (TRS).

Subdivision 1. [Repealed, 1995 c 190 s 17]

Subd. 2. **Operation.** (a) The commissioner of commerce shall contract with one or more qualified vendors for the provision of Telecommunications Relay Services (TRS).

(b) The TRS providers shall operate the relay service within the state of Minnesota. The TRS providers shall comply with all current and subsequent Federal Communications Commission regulations at Code of Federal Regulations, title 47, sections 64.601 to 64.606, and shall inform persons who have communication disabilities and the public of the availability and use of TRS.

237.55 ANNUAL REPORT ON TELECOMMUNICATIONS ACCESS.

The commissioner of commerce must prepare a report for presentation to the Public Utilities Commission by January 31 of each year. Each report must review the accessibility of telecommunications services to persons who have communication disabilities, describe services provided, account for annual revenues and expenditures for each aspect of the fund to date, and include predicted program future operation.

237.56 ADEQUATE SERVICE ENFORCEMENT.

The services required to be provided under sections 237.50 to 237.55 may be enforced under section 237.081 upon a complaint of at least two persons within the service area of any one telecommunications service provider, provided that if only one person within the service area of a company is receiving service under sections 237.50 to 237.55, the Public Utilities Commission may proceed upon a complaint from that person.

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Appendix B: July 8, 2013, Public Notice Granting Certification of Minnesota's TRS Program



PUBLIC NOTICE

Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

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

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
State of Alabama

File No: TRS-19-12

Department of Commerce
State of Alaska

File No: TRS-47-12

Arkansas Deaf and Hearing Impaired
State of Arkansas

File No: TRS-02-12

Commission for the Deaf and Hard of Hearing
State of Arizona

File No: TRS-32-12

California Public Utilities Commission
State of California

File No: TRS-23-12

Colorado Public Utilities Commission
State of Colorado

File No: TRS-48-12

Connecticut Department of Public Utility
State of Connecticut

File No: TRS-35-12

Delaware Public Service Commission
State of Delaware

File No: TRS-49-12

Public Service Commission
District of Columbia

File No: TRS-50-12

Florida Public Service Commission
State of Florida

File No: TRS-51-12

Georgia Public Service Commission
State of Georgia

File No: TRS-22-12

Hawaii Public Utilities Commission
State of Hawaii

File No: TRS-43-12

Idaho Public Service Commission
State of Idaho

File No: TRS-10-12

Illinois Commerce Commission
State of Illinois

File No: TRS-08-12

Indiana Telephone Relay Access Corporation
State of Indiana

File No: TRS-03-12

Iowa Utilities Board
State of Iowa

File No: TRS-07-12

Kansas Relay Services, Inc.
State of Kansas

File No: TRS-52-12

Kentucky Public Service Commission
Commonwealth of Kentucky

File No: TRS-13-12

Louisiana Relay Administration Board
State of Louisiana

File No: TRS-53-12

Maine Public Utilities Commission
State of Maine

File No: TRS-33-12

Telecommunications Access of Maryland
State of Maryland

File No: TRS-34-12

Department of Telecommunications and Cable
Commonwealth of Massachusetts

File No: TRS-54-12
Michigan Public Service Commission
State of Michigan

File No: TRS-55-12
Mississippi Public Service Commission
State of Mississippi

File No: TRS-56-12
Telecommunications Access Program
State of Montana

File No: TRS-25-12
Relay Nevada
State of Nevada

File No: TRS-45-12
New Jersey Board of Utilities
State of New Jersey

File No: TRS-16-12
New York State Department of Public Service
State of New York

File No: TRS-12-12
Information Technology Department
State of North Dakota

File No: TRS-57-12
Oklahoma Telephone Association
State of Oklahoma

File No: TRS-58-12
Pennsylvania Bureau of Consumer Services
Commonwealth of Pennsylvania

File No: TRS-59-12
Division of Public Utilities and Carriers
State of Rhode Island

File No: TRS-11-12
South Carolina Office of Regulatory Staff
State of South Carolina

File No: TRS-20-12
Tennessee Regulatory Authority
State of Tennessee

File No: TRS-39-12
Minnesota Department of Commerce
State of Minnesota

File No: TRS-15-12
Missouri Public Service Commission
State of Missouri

File No: TRS-40-12
Nebraska Public Service Commission
State of Nebraska

File No: TRS-42-12
New Hampshire Public Service Commission
State of New Hampshire

File No: TRS-14-12
Commission for the Deaf and Hard of Hearing
State of New Mexico

File No: TRS-30-12
Department of Health and Human Service
State of North Carolina

File No: TRS-37-12
Public Utilities Commission of Ohio
State of Ohio

File No: TRS-36-12
Oregon Public Utilities Commission
State of Oregon

File No: TRS-28-12
Telecommunications Regulatory Board
Puerto Rico

File No: TRS-62-12
Micronesian Telecommunications Corporation
Saipan

File No: TRS-60-12
Department of Human Services
State of South Dakota

File No: TRS-17-12
Texas Public Utility Commission
State of Texas

File No: TRS-61-12
Virgin Islands Public Service Commission
U.S. Virgin Islands

File No: TRS-09-12
Public Service Commission
State of Utah

File No: TRS-44-12
Vermont Department of Public Service
State of Vermont

File No: TRS-04-12
Department for the Deaf and Hard of Hearing
Commonwealth of Virginia

File No: TRS-27-12
Office of the Deaf and Hard of Hearing
State of Washington

File No: TRS-06-12
Public Service Commission of West Virginia
State of West Virginia

File No: TRS-01-12
Wisconsin Department of Administration
State of Wisconsin

File No: TRS-18-12
Division of Vocational Rehabilitation
State of Wyoming

The full text of this *Public Notice* and filings will be available for public inspection and copying during regular business hours at the FCC Reference Information Center, Portals II, 445 12th Street, SW., Room CY-A257, Washington, DC 20554. This document and copies of subsequently filed documents in this matter may also be purchased from the Commission's duplicating contractor, Best Copy and Printing, Inc. (BCPI), Portals II, 445 12th Street, SW., Room CY-B402, Washington, DC 20554. Customers may contact BCPI at their website: www.bcpweb.com or call (202) 488-5300. Filings may also be viewed on the Commission's Electronic Comment Filing System (ECFS) at <http://apps.fcc.gov/ecfs/> (insert docket No. **03-123** in the proceeding number fill-in block, and the state identification number, (e.g., TRS-46-12) assigned for that specific state application in the bureau identification number fill-in block).

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an e-mail to fcc504@fcc.gov or call the Consumer and Governmental Affairs Bureau at (202) 418-0530 (voice), (202) 418-0432 (TTY). This *Public Notice* can also be downloaded in Word and Portable Document Format (PDF) at <http://www.fcc.gov/encyclopedia/telecommunications-relay-services-trs>.

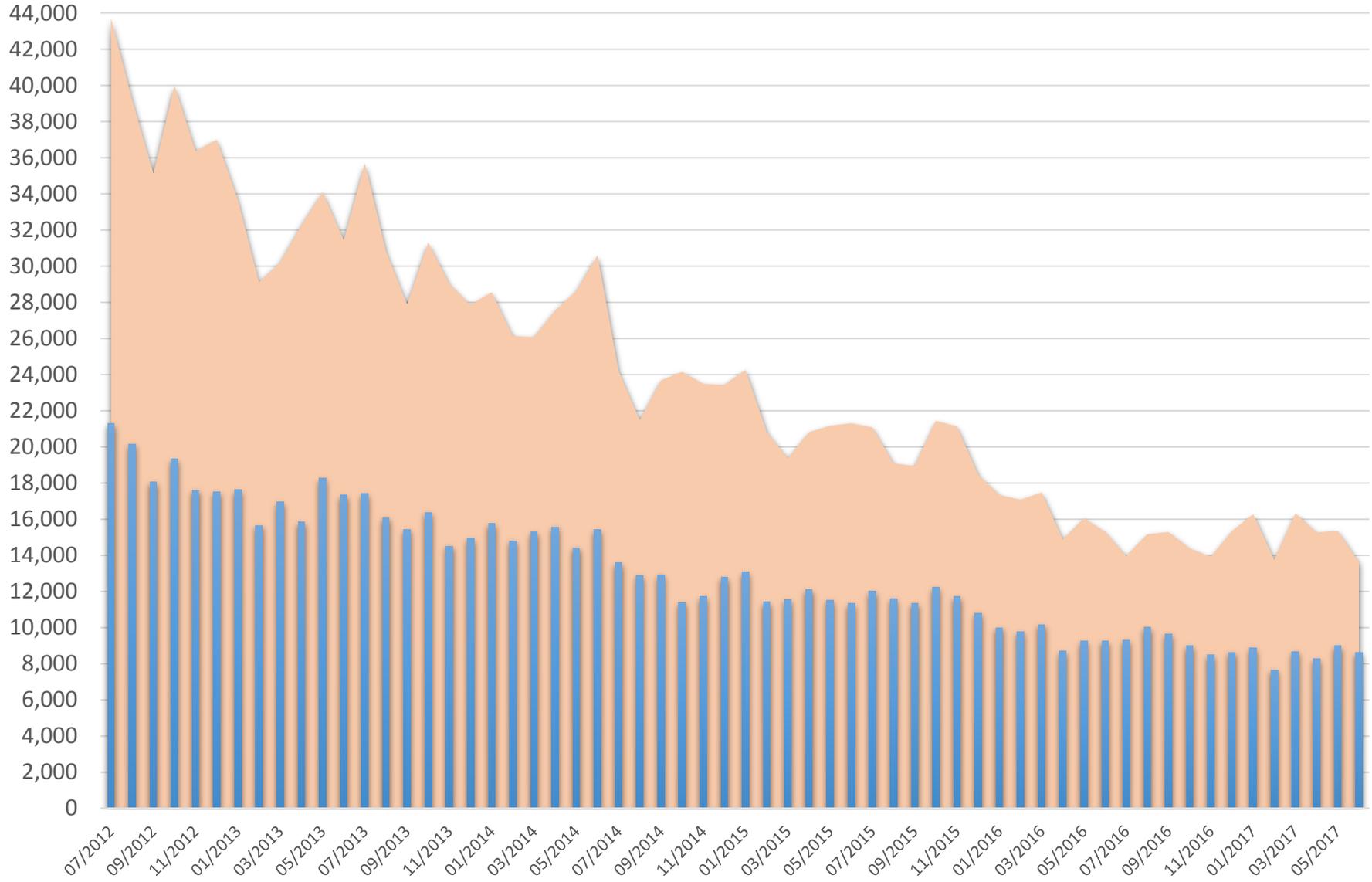
For further information regarding this *Public Notice*, contact Dana Wilson, Consumer and Governmental Affairs Bureau, Disabilities Rights Office, (202) 418-2247 (voice), or e-mail Dana.Wilson@fcc.gov.

- FCC -

Appendix C: Minnesota Relay Call Volume Charts

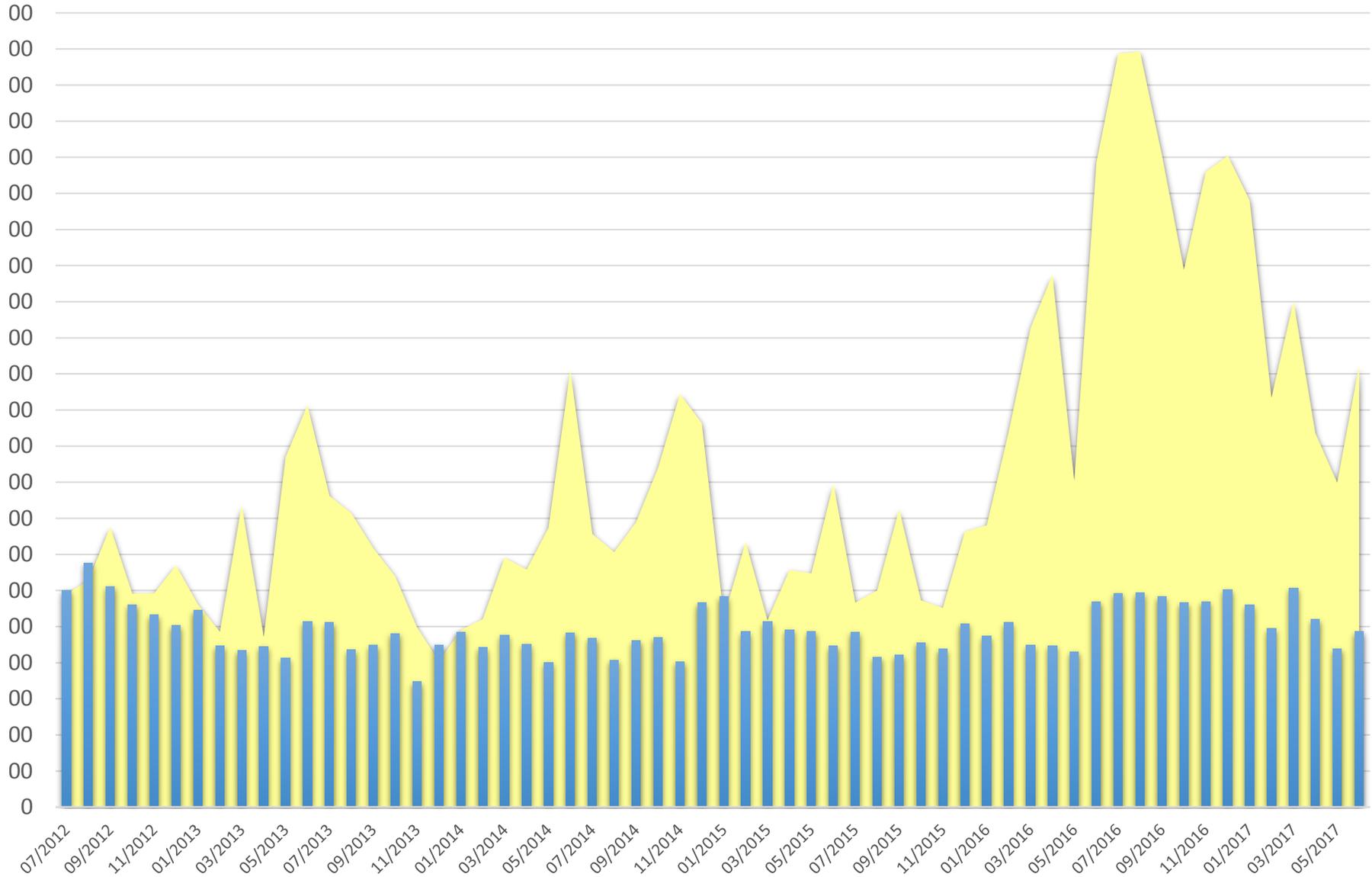
TTY-Based TRS Calls

■ Conversation Minutes ■ Total Calls

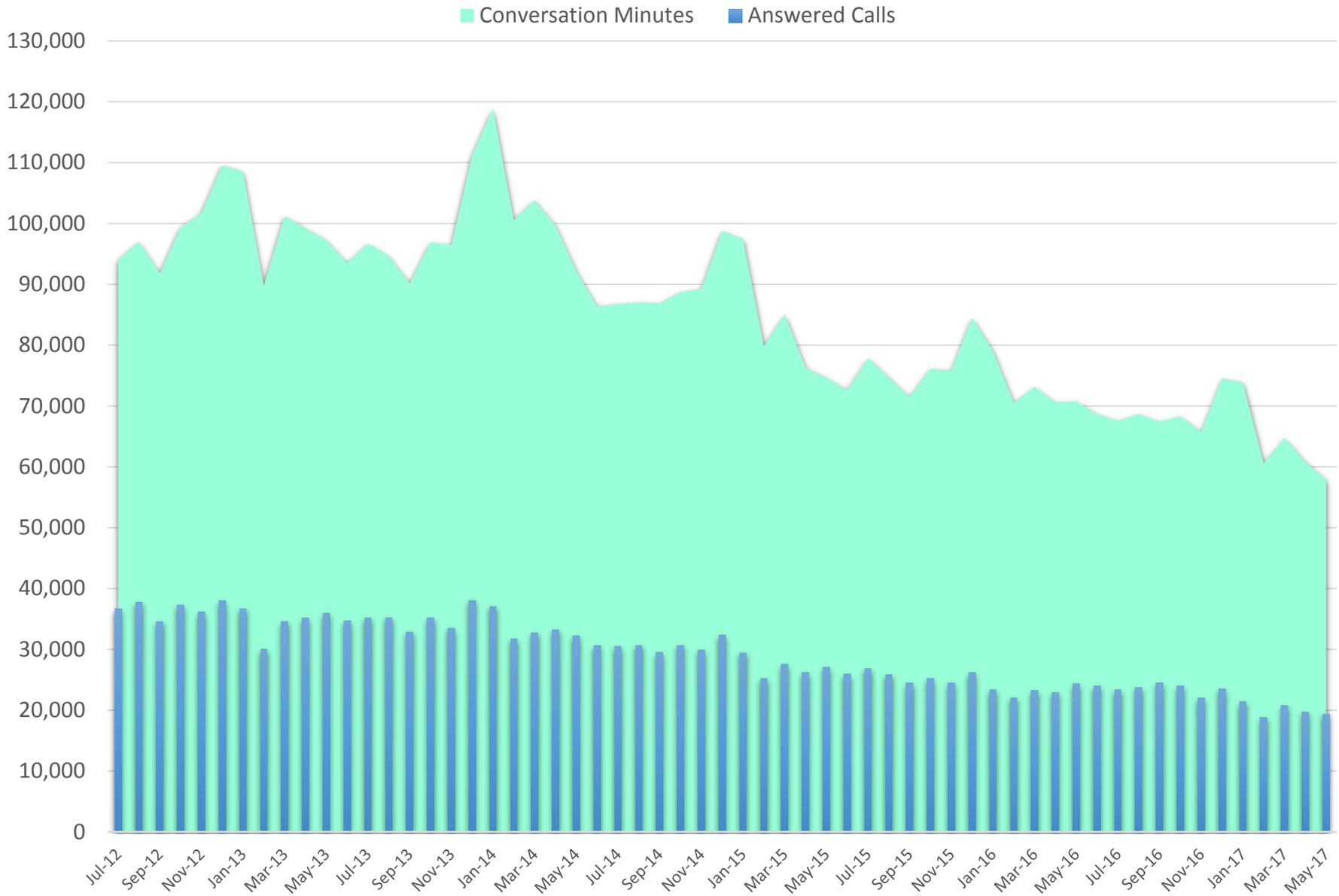


Speech-to-Speech TRS Calls

■ Conversation Minutes ■ Total Calls



CapTel TRS Calls



Appendix D: Sprint TTY-Based, STS, and CapTel Training Outlines

Sprint Communications Assistant 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 TRS in isolation. Sprint 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.

CA trainees are required to pass a valid and unbiased written test to demonstrate that they can correctly interpret typewritten ASL phrases. Trainees must achieve a score of 80 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

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

POLICY AND PROCEDURE TOPICS		
Orientation	<ul style="list-style-type: none"> ◆ Welcome and Introductions ◆ Introduction to Each Other ◆ Sprint (or Vendor Company) ◆ Sprint Values ◆ Sprint Corp Overview ◆ History of Sprint Corporation ◆ Local Telecommunications ◆ Wireless 	<ul style="list-style-type: none"> ◆ Internet Services ◆ Product Distribution ◆ The Sprint Campus (if applicable) ◆ Telecommunications Relay Service ◆ What Is Relay? ◆ Relay CA 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 CA ◆ Connecting to Relay ◆ 711 ◆ Dedicated Toll-Free Numbers ◆ Equipment ◆ TTY ◆ TTY Basics ◆ TTY Etiquette ◆ Closing a Conversation ◆ CA Responsibility ◆ Call Set Up ◆ Call Closing ◆ TTY to Voice Closing a Conversation ◆ CA Role Closure ◆ CA 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 ◆ CA 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) 	<ul style="list-style-type: none"> ◆ Sprint IP user connects to CA 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

POLICY AND PROCEDURE TOPICS

	<ul style="list-style-type: none"> ◆ 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 	<ul style="list-style-type: none"> ◆ 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: Correctional Facility Call Processing, Relay Abuse ◆ Spanish & French Language Service ◆ International Calling Restrictions ◆ Info Digit List ◆ 911 Emergency Calls
<p>Overview of System & Equipment</p>	<ul style="list-style-type: none"> ◆ System Overview ◆ Login/Logout ◆ CA Profile ◆ Clicking the Mouse ◆ Dragging/Dropping ◆ 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 ◆ CA Text Transmission ◆ Cancel Key ◆ Information Bar ◆ Profile ◆ Help ◆ Call Type 	<ul style="list-style-type: none"> ◆ Dial Window ◆ Scratch Pad ◆ Transfer Panel ◆ Headset Panel ◆ Status Bar ◆ 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
<p>Phone Image (Tone of Voice)</p>	<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 ◆ CA Role ◆ Relay Role ◆ Relay Skills ◆ Conversational Flow ◆ Staying Focused ◆ Listening Skills ◆ Customer Service Skill ◆ Coping Skills ◆ Phrases 	<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

POLICY AND PROCEDURE TOPICS		
	<ul style="list-style-type: none"> ◆ Background Noises ◆ 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 ◆ Redialing 	<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
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 ◆ Variations for Recordings ◆ Record Feature Tips ◆ TTY-Voice Recordings ◆ TTY-Voice Recording Information ◆ TTY-Voice Answering Machine ◆ Variations: Answering Machine/ Recording/Pagers ◆ Voice Mail Retrieval 	<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 ◆ 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 # ◆ CA 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 	<ul style="list-style-type: none"> ◆ Voice-HCO Answered ◆ Voice-HCO Answered TTY (1) (2) ◆ Voice-HCO Recorded Message Answers

POLICY AND PROCEDURE TOPICS		
	<ul style="list-style-type: none"> ◆ 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"> ◆ 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 CA ◆ 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 ◆ 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 CAs ◆ Request for Alternate Language ◆ Caller Types in Alternate Language ◆ Voice Customer Hangs Up During Call 	<ul style="list-style-type: none"> ◆ Request for Length of Call ◆ T-V Call & V Requests Supervisor Call Backs for TTYs ◆ Multiple Calls ◆ Sensitive Topics ◆ Suicide ◆ Abuse ◆ Illegal Calls ◆ Answering Machines ◆ Hangs Up Before Message Left ◆ Do Not Type Recorded Messages ◆ Answering Machine Full ◆ Change Answering Machine Message ◆ VCO Requests Leave Message 1st Out Dial ◆ Leaving a Message V-TTY Ans V ◆ Retrieving Messages from TTY V Answering Machine ◆ TTY Screener ◆ Request to Leave TTY Message on Answering Machine ◆ Recordings ◆ Regional 800 ◆ TTY Requests "Dial That Number" ◆ Recording with Relay Option ◆ Alternate Call Recording Reached

POLICY AND PROCEDURE TOPICS		
	<ul style="list-style-type: none"> ◆ 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"> ◆ 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
Federal Relay Service	<ul style="list-style-type: none"> ◆ FedRelay Intro ◆ FedRelay Announcement ◆ FedRelay Service Explanation ◆ FedRelay Procedures ◆ FedRelay Call Types 	<ul style="list-style-type: none"> ◆ FedRelay Confidentiality Policy ◆ FedRelay Customer Information Requests ◆ FedRelay Customer Contacts ◆ FedRelay Reporting
STS (Speech-to-Speech)	<ul style="list-style-type: none"> ◆ STS Introduction & History ◆ STS Description ◆ Disabilities ◆ Characteristics of STS users ◆ Stereotypes ◆ Clarifying Phrases ◆ Phrases to Avoid ◆ STS Phone Image ◆ STS Agent Tools ◆ Consistency ◆ Patience ◆ Ask Yes/No Questions ◆ No Personal Conversation ◆ Phrases ◆ STS Alphabet ◆ Transparency/Call Control/ Confidentiality 	<ul style="list-style-type: none"> ◆ Ways to Reduce/Streamline Notes ◆ Standard Abbreviations (STS) ◆ STS-Voice ◆ Voice-STS ◆ STS VCO-Voice ◆ Voice-STS VCO (TTY answer) ◆ Voice-STS VCO (VCO answer) ◆ STS VCO -- 2 Line VCO ◆ TTY-STS ◆ STS-TTY ◆ Non-branded HCO-STS ◆ STS-HCO ◆ STS Hold Message ◆ STS Call Takeover ◆ Confidentiality & Transparency ◆ Personal Conversations Requests ◆ STS Variations

POLICY AND PROCEDURE TOPICS		
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 ◆ CA 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
American Sign Language (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
American Sign Language (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
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

POLICY AND PROCEDURE TOPICS		
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 Regulations 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 including a prompt 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, Appropriate 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 as directed by customer, 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 appropriate service explanations, Appropriate macro use (EXPLAINING RELAY)?
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 by the customer, 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 Diversified Culture Training, each employee is required annually to review the ethics and confidentiality requirements and sign an agreement of understanding.

Diversified Culture Awareness Training topics from 2016/2017:

Jan 2016	Diversified Culture-What’s That? Diversification in Communication, Considerations, Who uses the relay service? Why is it important for us to understand our customers? Why is it important for us to recognize their special communication needs?
Feb 2016	The History of Deafness
Mar 2016	Ways to Detach
Apr 2016	Deaf Nation Expo is...
May 2016	American Sign Language is..., CODA means...
June 2016	All About CapTel, How it works
July 2016	Baseball Signs originated from Sign Language
Aug 2016	Accessibility for All, Sprint corporate responsibility
Sept 2016	Diversity-Equality-Inclusion
Oct 2016	Disability is Diversity, Stretches to do at your desk
Nov 2016	Disability Awareness
Dec 2106	Disability Advocacy
Jan 2017	View of a person’s abilities
Feb 2017	Highlight: Edward Verne Roberts – American Disability Activist
Mar 2017	Disability Awareness
Apr 2017	Parkinson’s Awareness Month
May 2017	Limb Loss Awareness Month

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

Check For Understanding Quality Focus March 2017

Please return to your supervisor by March 7, 2017.

Name _____ Supervisor _____

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

- 2) If a customer requests that the agent verifies the Calling To number before dialing out the agent should type or say something like, _____
- 3) The IP Call number to dial is entered by the inbound, therefore you DO NOT need to verify the Calling To number before outdialing on an IP call, even if it's in the Customer Notes to do so.
TRUE FALSE
- 4) The record feature may be used on conference calls.
TRUE FALSE
- 5) If the customer has TYPE RECORDINGS as a preference or instruction the agent should not transmit _____. This instruction indicates that the customers the agent to type the _____ recording.
- 6) If a device user requests that you do not announce relay, the agent should:
 - a) Not identify that this call is through a relay service or ask if the voice person has had a relay call before. |
 - b) Inform the customer they must answer the question (HOW WOULD YOU LIKE YOUR CALL ANNOUNCED Q) GA.
 - c) Inform the caller they are required to announce the call.
- 7) What is the purpose of the customer notes?
 - a) To assist the agent in processing the call how the customer prefers.
 - b) To annoy the operator.
 - c) To ensure the customer does not have to repeat their instructions before every call.
 - d) Both A and C.
- 8) When using <ALT .>, agents should send it:
 - a) Only once and then pause a few moments before sending it again.
 - b) Twice and then pause a few moments before sending it again.
 - c) As many times as they want since they are in the buffer and can be canceled when the phone is answered.

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

Customer Service Initiative (CSI) program: A discussion of support techniques to enhance service for customers and an avenue for sharing relay CA peer to peer suggestions toward accomplishing superior service.

2016/2017 CSI topics:

Jan 2016	Use of “Deaf/hard of hearing” and/or “internet service” in announcements.
Feb 2016	Out-dial 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 the caller informed, Announcements, FCC verbatim requirement, State requirement call customization request
Jul 2016	Solicitation for CA 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 CAs
May 2017	Stress management

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



GRAMMAR MATTERS

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

I and Me Usage

	When to Use	Example Sentence	How to Test
I	When you're referring to the subject of a sentence or clause	Julia (subject) and I (subject) always go together.	I 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!)

There, Their, and They're Usage

pronounced the same	When to Use	How to Test
there	Naming a place, a thing, or the existence of something	if you can replace "there" with "here" you have it right!
their	Showing possession	if you can substitute "their" with "our" you have it right!
they're	Combining the words "they" and "are"	"they" is a pronoun and "are" is the verb. If you can substitute "We are" you have it right!

Have and Has Usage

	Singular	Plural	Hint
1 st Person	I have	We have	"Have" and "has" are both present tense conjugations of the verb "to have", and we use "have" or "has" depending on the subject. If the subject is 3 rd person singular, then you use "has". All other subjects take on "have".
2 nd Person	You have	You have	
3 rd Person	He/She/It has	They have	

It's and Its Usage

	When to Use	How to Test	How to Test
It's	When you're about to describe something	Replace with "it is"	if you can replace "it's" with "it is" you have it right! Otherwise do not use punctuation.
Its	When you want to indicate ownership of something	Replace with another possessive adjective ("her," "his," "their") or "the"	

Ten Common Spelling Rules

Rule	Examples	Memorize
1. 'ie' or 'ei' ❶ Write <i>i</i> before <i>e</i> , except after <i>c</i> ❷ Write <i>ie</i> after <i>c</i> for words with a <i>sh</i> sound. ❸ Write <i>ei</i> when the vowels sounds like an <i>e</i> as in 'weigh'	❶ achieve, believe, friend receive, receipt, perceive ❷ ancient, efficient, sufficient, conscience ❸ neighbor, vein, reign, rein, deign	Exceptions: Words like counterfeit, either, neither, height, leisure, forfeit, foreign, science, species, seize, weird
2. 's' or 'es' ❶ Add <i>es</i> if a word ends in <i>ch, sh, ss, x</i> or <i>z</i> ❷ Add <i>es</i> for most words ending in <i>o</i>	❶ arch > arches, dash > dashes, class > classes, box > boxes, quiz > quizzes ❷ tomato > tomatoes, hero > heroes, go > goes, do > does, echo > echoes	Exceptions: Words like altos, duos, pianos, radios, solos sopranos, studios, videos, typos
3. 'y' to 'i' or not ❶ For words ending in <i>y</i> preceded by a vowel, retain the <i>y</i> when adding <i>s</i> or a suffix. ❷ For words ending in <i>y</i> , retain the <i>y</i> when adding <i>ing</i> . ❸ For words ending in <i>y</i> , preceded by a consonant, change the <i>y</i> to <i>i</i> before any other suffix	❶ convey > conveys, employ > employer ❷ try > trying, justify > justifying, certify > certifying, study > studying ❸ try > tried, justify > justifies, certify > certifiable, mystify > mystified, laboratory > laboratories	Exceptions: Words like dryness, shyness
4. drop the final 'e' ❶ DROP the <i>e</i> when the suffix starts with a vowel. ❷ DROP the <i>e</i> when the word ends in <i>dge</i> . ❸ DROP the final <i>e</i> when adding <i>-ing</i>	❶ save > saveable, use > usable ❷ judge > judgment ❸ save > saving, manage > managing, trace > tracing, emerge > emerging	Exceptions: DO NOT DROP the <i>e</i> if the word ends in <i>ce</i> or <i>ge</i> (e.g. manage > manageable, trace > traceable)
5. 't' or 'tt' when adding -ing, -ed and some suffixes to verbs ❶ DOUBLE the <i>t</i> for verbs of one syllable with a single vowel, or a short vowel sound. ❷ DOUBLE the <i>t</i> for verbs of more than one syllable when the stress is on the last syllable.	❶ rot > rotting, rotted, rotten fit > fitting, fitted knot > knotting, knotted ❷ bet > betting, abetting allot > allotting, allotted commit > committing, committed emit > emitting, emitted forget > forgetting, forgotten (but forgetful)	Exceptions: DO NOT DOUBLE the <i>t</i> for verbs of one syllable with a double vowel or a long vowel sound (e.g. treat > treating, treated; greet > greeting, greeted)
6. 'r' or 'rr' when adding -ing, -ed and some suffixes to verbs ❶ DOUBLE the <i>r</i> for verbs of one syllable when the final <i>r</i> is preceded by a single vowel. ❷ DOUBLE the <i>r</i> for words of more than one syllable when the stress does not fall on the first syllable.	❶ star > staring, starred, starry tar > tarring, tarred war > warning, warned (but warfare) scar > scarring, scarred stir > stirring, stirred ❷ concur > concurring, concurred, concurrence occur > occurring, occurred, occurrence defer > deferring, deferred, (but deference) deter > deterring, deterring, deterrent infer > inferring, inferred, (but inference) prefer > preferred, preferring, (but preference) refer > referred, referring, referral	Exceptions: DO NOT DOUBLE the <i>r</i> for verbs of one syllable when the final <i>r</i> is preceded by a double vowel (e.g. fear > fearing, feared) DO NOT DOUBLE the <i>r</i> for words of more than one syllable, when the stress falls on the first syllable (e.g. prosper > prospered, prospering)
7. 'l' or 'll' when adding -ing, -ed and some suffixes to verbs DOUBLE the <i>l</i> when it is preceded by a single vowel.	cancel > cancelling, cancelled, cancellation fulfil > fulfilling, fulfilled, fulfilment level > leveling, levelled travel > travelling, travelled, traveller /traveler	Exceptions: DO NOT DOUBLE the <i>l</i> when it is preceded by a double vowel (e.g. conceal > concealing, concealed)

Staff Training

Sprint's 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.

CapTel CA Training

CapTel CA training includes comprehensive training on the CapTel Service Workstation equipment and other instruction including some live call handling experience. All prospective CAs are required to meet standards for becoming a production CA. These standards include the ability to consistently meet call-handling skills such as word-per-minute averages, accuracy averages, as well as attendance and attitude standards as set by CapTel management. At any time if a prospective CA does not demonstrate the ability to achieve the expected standards, he or she may be removed from the training group and his or her employment terminated.

Training consists of 10 days of classroom and hands on training. If all CapTel captioning standards are met, training continues with five days of transition training being mentored by a qualified CA monitor.

CapTel Quality Assurance Summary

Personnel supporting CapTel have the requisite experience, expertise, skills, knowledge, training, and education to perform CapTel services in a professional manner. Trainees must demonstrate adequate skill level in all aspects of call processing prior to graduation from training. CapTel trainees must also demonstrate a strong proficiency in the primary required skill-set of re-voicing for CapTel calls.

Each CapTel CA Trainee will:

- Spend two to three weeks training in a classroom setting.
- Pass a final proficiency exam in order to move into a live call environment.
- Perform one-week of transition training, while being monitored and supported by another CA or an instructor, upon completion of classroom training.

In addition to the above, each CapTel CA must:

- Continue to qualify for live call handling each month.
- Receive routine coaching on Call Center ergonomics, call handling procedures, and confidentiality.
- Be evaluated on a minimum of one call each shift.
- Pass a monthly test to remain qualified to caption live calls.

CapTel CA Monitoring

Each CapTel CA is evaluated on a minimum of one call each shift. There is also a monthly test that each Sprint CapTel CA must pass in order to remain qualified to caption live calls.

CapTel CA Instructors

Sprint CapTel instructor candidates are evaluated based on their educational history, experience and captioning abilities. Qualified individuals are interviewed and must give mock presentations of specified training material. The most successful Sprint CapTel instructors usually have prior teaching/coaching experience and have excellent communication and evaluation skills to train the CapTel CA to comply with Sprint CapTel requirements.

Appendix E: Sprint and CapTel Pledges of Confidentiality

**SPRINT RELAY CENTERS AGREEMENT
REGARDING CONFIDENTIAL CUSTOMER INFORMATION**

IN CONSIDERATION of: (1) my employment with Sprint/United Management Company or any subsidiary, affiliate, or successor-in-interest of Sprint Corporation ("Sprint"), (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 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 TELECOMMUNICATIONS RELAY SERVICE 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

DATE

MANAGER/SUPERVISOR SIGNATURE

DATE

CapTel Confidentiality Form

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 Captionist may feel the need to “vent” about a call due to problems, complaints or stress from handling the call. The Captionist may ask to speak to a Supervisor or other member of management (as long as it wasn’t their call) in a private area. Clarify before the conversation you wish to “vent” about a call.

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

Confidentiality Policy

- ◆ I will not disclose to any individual (outside of a member of the CapTel management staff) the identity of any caller or information I may learn about a caller (including names, phone numbers, locations, etc.) on any CapTel call.
- ◆ I will not act upon any information received while processing a CapTel call.
- ◆ I will not disclose to anyone the names, schedules, or personal information of any fellow worker at CapTel Inc.
- ◆ I will not share any information about CapTel calls with anyone except a member of the CapTel Inc. management staff in order to investigate complaints, technical issues, etc.
- ◆ I will continue to hold in confidence all information related to the work and calls I have performed while at CapTel Inc. after my employment ends.
- ◆ I will never reveal my Captionist ID number in conjunction with my name unless asked by a member of the CapTel Inc. management staff.
- ◆ I will not share with anyone any technical aspect of my position at CapTel Inc. unless asked by a member of the CapTel Inc. management staff.
- ◆ I will not talk about consumers or call content with any fellow Captionists.
- ◆ I will not listen to or get involved in calls taken by fellow Captionists.

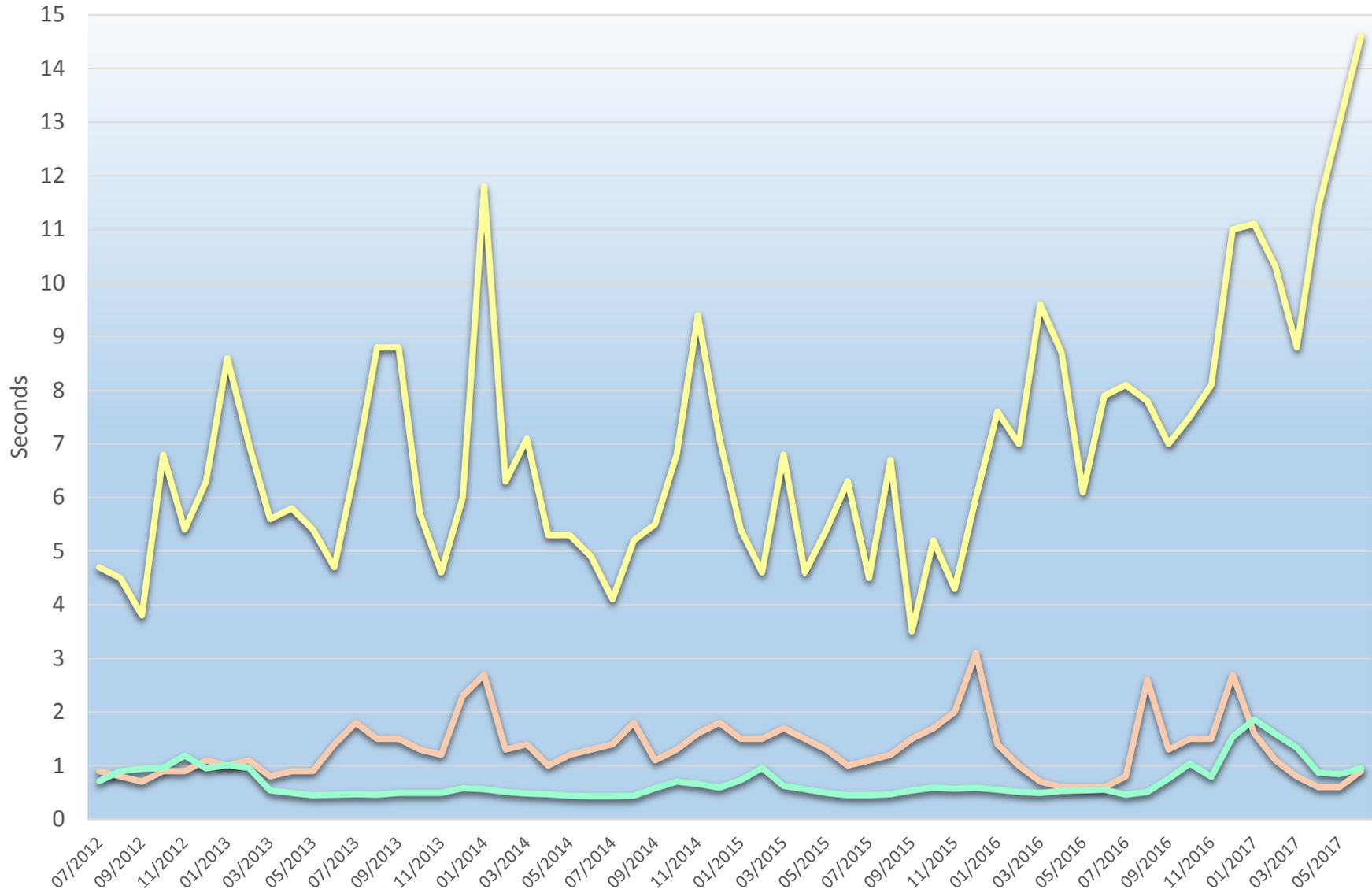
I have read the above Confidentiality Policy and understand a breach of confidentiality will result in disciplinary action up to and including termination of employment at CapTel Inc. I recognize the serious and confidential nature of my position and therefore promise to abide by these guidelines.

Employee Name _____ Date _____

Appendix F: Minnesota Relay's Average Speed of Answer and Service Level Statistics

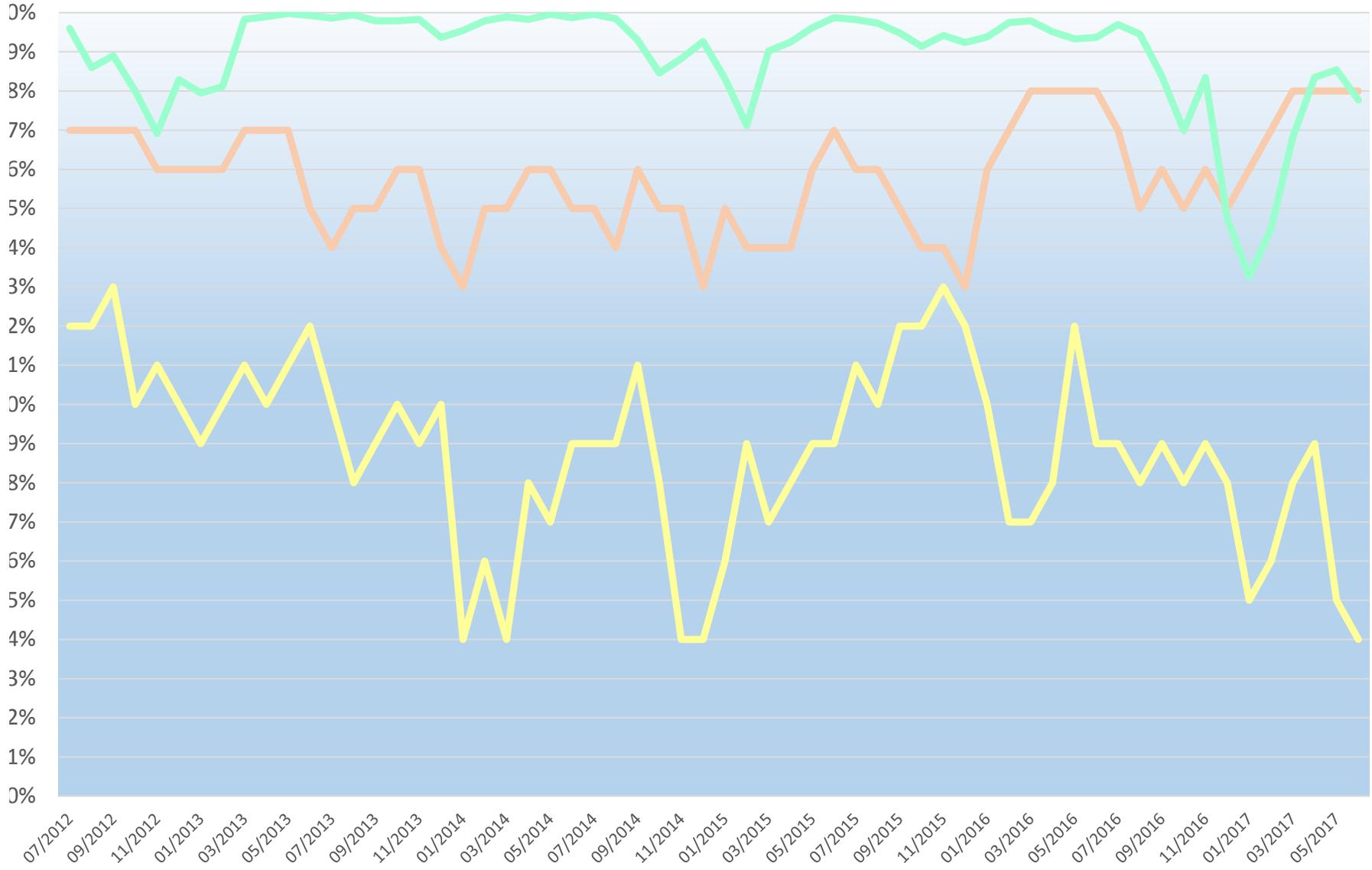
Average Speed of Answer for TRS Calls

TTY-Based STS CapTel



Service Level for TRS Calls

TTY-Based STS CapTel



Appendix G: Sprint's Disaster Recovery Plan/Continuity of Operations Plan Information

Sprint Disaster Recovery Plan/Continuity of Operations Plan Information

Sprint has Business Continuity and Disaster Recovery programs that are unmatched in the Relay industry. Please see the following pages for information.

Business Continuity Program Mission

Assure the continuation of Sprint's mission, critical business operations, and services. Minimize financial damage and damage to Sprint's brand, its employees and customers, following significant business disruptions.

Program Introduction

As businesses, government agencies, and individual consumers become more and more reliant on wireline and wireless communications, as well as remote access to information, the concept of Business Continuity has never been more important. Sprint takes Business Continuity to the next level by ensuring that it is part of the corporation's business philosophy. This philosophy promotes utilizing business continuity principles, guidelines, and standards by all company employees in their day to day business operations.

Sprint's Business Continuity Program is based on industry accepted principles. Sprint has adapted key principles from the Disaster Recovery Institute International (DRII), ASIS Organizational Resilience Standard, Federal Emergency Management Agency (FEMA), Business Continuity Institute (BCI), American National Standards institute (ANSI), NFPA 1600, and several Military Specifications (Mil-Spec) standards, into three (3) BC Program Elements: Program Governance, Incident Management, and Continuity Analysis & Planning, as defined below:

Program Governance

Program Governance Structure – Program structure, mandate, and executive sponsorship is required to ensure a comprehensive Business Continuity Program.

Program Management & Continuous Improvement - Overall program management and continuous improvement includes all of the documentation and efforts designed to ensure a well-defined Business Continuity program that seeks to continually mature performance and processes.

Incident Management

Incident Management & Crisis Communications – Enterprise Incident Management Team (EIMT) and Incident Management Team (IMT) documentation, training, exercises, and continuous improvement are required for those teams that have roles and responsibilities before, during, or after an incident that significantly affects Sprint's employees, customers, and/or shareholders.

Continuity Analysis & Planning

Criticality Analysis & Risk Management – Criticality Rating is necessary for prioritizing tasks and recovery. Risks that threaten the company’s critical functions, vendors, sites, systems and network elements, require due diligence that result in decisions to mitigate or accept the risks.

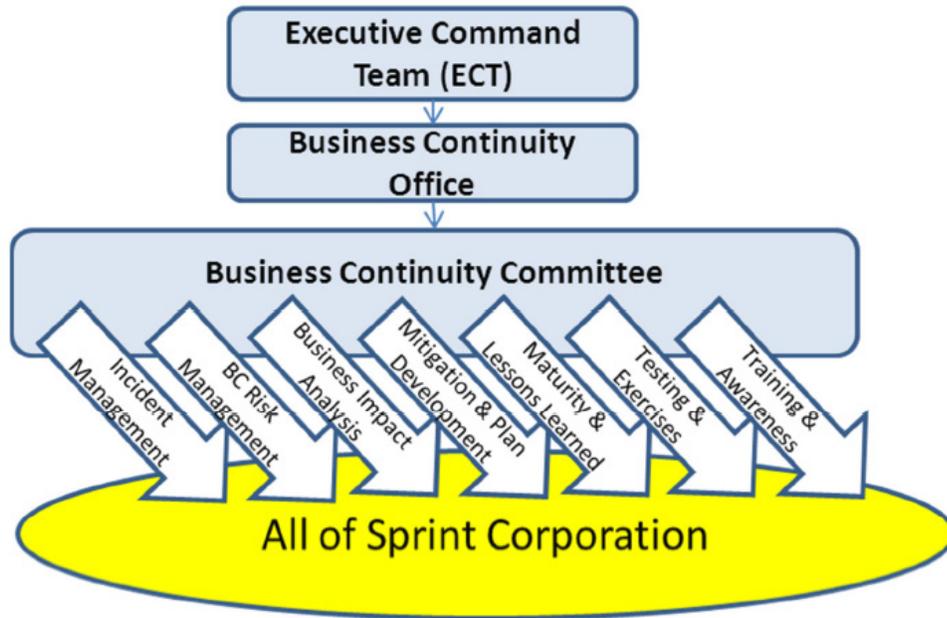
Mitigation Strategies & Plan Development - After determining criticality and risks, the next steps include devising the appropriate mitigation strategies and recovery capabilities. Business Continuity plan development is formalized using on-line tools.

Program Governance Structure Overview

Overall Business Continuity Program governance requires executive sponsorship, a structure for decision making, and a means to direct and manage incremental changes towards goals and objectives. Sprint’s program governance structure achieves each of these requirements and accomplishes them through inclusion and diversity of thought and viewpoint. The following describes the program governance structure that begins with the highest levels of the company and leverages management and expertise for optimal effectiveness

- ◆ **Executive Command Team** - The Executive Command Team consists of Sprint’s highest level executives, representing all critical Sprint functions. The Executive Command Team provides executive sponsorship of the overall BC Program and is briefed on issues and status of projects that require senior executive attention.
- ◆ **Business Continuity Office (BCO)** - The Business Continuity Office is the program office responsible for establishing the policy, structure, and methodology for developing, maintaining, and testing enterprise-wide Business Continuity and Disaster Recovery Plans. During an incident, the Business Continuity Office is responsible for coordinating cross functional incident management activities of the Enterprise Incident Management Team.
- ◆ **Business Continuity Committee** – The Business Continuity Committee is comprised of Business Continuity Teams. The BCC is responsible for assuring Business Continuity policies, guidelines, standards and tools are implemented consistently across the company and acts as a forum for Business Continuity discussions. Business Continuity Teams have overall responsibility for the implementation of Business Continuity initiatives within their individual business units and act as business unit Incident Management Teams (IMT) for their business units when disasters occur. The Business Continuity Committee has various sub-committees that focus on proactive planning, incident management, tools and training, awareness, pandemic planning, and other issues that require attention.

Program Governance Structure



Program Management & Continuous Improvement

The concepts of Program Management and Continuous Improvement are the overarching control elements that bookend all other aspects of the BC Program. For each of the other Program Elements, Program Management efforts will provide definition of what the Program Element should accomplish and the methods used to achieve objectives. The Continuous Improvement efforts will provide a means to keep the Program Elements evergreen, current, and striving for maturity.



Program Management:

- ◆ **Awareness & Communications** – Employees and management are informed of current BC efforts or awareness campaigns through internal communication methods that often target all employees in the company.
- ◆ **Process, Standards & Documentation**– Common terminology, methodologies, and formal documentation on standards and procedures help our large company stay consistent and current. All program documents are to be reviewed annually, at a minimum, with all key stakeholders.
- ◆ **Reporting** – Each year, the BC Office formally reports to Sprint’s Executive Management on the efforts and status of the BC Program and partners with Corporate Audit on reporting risk information to the Board of Directors.
- ◆ **Maintenance** – Frequent reviews of plan details and processes are updated in a timely manner, following changes to contacts, suppliers, processes, organizational structures, etc.

Continuous Improvement:

- ◆ **Training** – Annual training cycles are followed to ensure familiarity with systems, processes, and peer organizations. Ad-hoc training is also conducted for new team members or procedure changes.
- ◆ **Exercises** – Exercises are used to evaluate plans, educate personnel, and test functions and operational capability of Sprint’s response organizations. 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 FEMA, the Department of Homeland Security (DHS), and state emergency management agencies to ensure coordinated preparedness and response during a disaster. The most common types of exercises conducted are: Tabletop, Walk-through, Functional drills, and Full-scale.
 - **Tabletop Exercises** - In a round-table setting, members of the response team meet to discuss their responsibilities and describe how they would react as a team to an emergency scenario. They identify areas of overlap and confusion in a cost-effective and efficient manner before conducting a more demanding exercise.
 - **Walk-Through Drills** - Both management and the response team 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. In most cases, these functions should be tested separately to help identify improvement areas to eliminate confusion. Observers are often used to evaluate these exercises.
 - **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. During the simulated exercise, team members are expected to actually perform their disaster responsibilities.
- ◆ **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 BC Program success and progress. The model is based on the Capability Maturity Model as developed by Carnegie Mellon University.

Incident Management & Crisis Communications

Knowing that unexpected events occur, Sprint's Incident Management and Crisis Communications teams are highly trained and tested. As with the overall program governance structure, full executive support and authority is integrated into the incident management structure. Sprint's seasoned professionals, across multiple fields of expertise, have responded to all major disasters impacting the United States in the last 13 years.

Executive Command Team (ECT) – During a disaster, the ECT is kept apprised of all activities and status. If the incident requires chief executive involvement, the ECT members engage to provide guidance and approval to make necessary response and recovery decisions. The Chief Executive Officer (CEO) is the Chairperson of the ECT.

Enterprise Incident Management Team (EIMT) – The Enterprise Incident Management Team (EIMT) convenes quickly as a way of sharing impact, status, and critical decision-making during an incident. This team is flexible and scalable and built on the premise of an all-hazards response approach.

Incident Management Teams (IMTs) – An IMT consists of members of a single business unit and is designed to meet the needs of the company, customers, and employees at the time of an incident. Examples of IMTs include IT, Network, Human Resources, Customer Care, Corporate Security, and others. In all, there are more than 20 IMTs, each of varying size and complexity, capable of responding quickly and effectively to a wide array of issues. Each IMT has a designated chairperson that represents their organization on the EIMT call when the incident requires an EIMT response posture.

Continuity Analysis & Planning

Sprint formally analyzes risks and criticality of all parts of the business that could cause impacts or disruptions, if not properly mitigated and planned. These elements of the program ensure the proper priority and attention is applied to mitigation and plan development efforts.

Criticality Analysis:

Through various forms of analysis, such as Business Impact Analysis (BIA), criticality of business processes, applications, vendors, sites, network elements and other business aspects are determined. The criticality defines the appropriate level of mitigation and planning that is necessary. Critical business processes require a comparable criticality assigned to the applications they use, the suppliers they need and other dependencies.

Risk Management:

Sprint considers resiliency and BC risks to be a matter that requires tight management and controls. Potential risks are evaluated using an internal algorithm, to determine appropriate mitigation and BC planning efforts.

Mitigation Strategies & Plan Development:

Upon identification of potentially significant risks, Sprint makes every attempt to mitigate and plan for any eventuality that could affect Sprint's customers and employees. In most cases, the risks are marginalized or eliminated due to mitigation efforts. In some cases, the risks are highly improbable, but still require alternative planning, in the event that it should occur.

Workforce Resiliency Overview

Pandemic Planning Overview

Sprint has implemented a pandemic plan that targets a safe and productive work environment for all employees and takes into consideration that absenteeism may be excessive for a period of time. Sprint's plan allows for flexibility and scalability to adjust to changing events. The plan also incorporates a wide range of strategies that may be implemented by business units while ensuring communication and information sharing on status and success.

Alternate Site and Remote Access Overview

Sprint utilizes information obtained through business impact analysis and risk reduction strategies in order to preserve business functions that are required in the face of a disaster. Depending on the size and scale of the event, Sprint has strategies in place to provide added capacity, alternative work locations, and remote access if necessary to retain operations.

Business functions that require alternate sites, geographic redundancy, and remote access capabilities are identified proactively and plans are periodically reviewed and revised as necessary in anticipation of any event.

Network Resiliency Overview

As a leading Telecommunications company, the resiliency of Sprint's network is of paramount interest to our customers.

Network Incident Management Team

Network Services' implementation of the Incident Command System (ICS), stays true to the core principles of ICS. This enables Sprint to leverage this best practice in wide-scale responses, using common terminology and standard organizational structures, to communicate efficiently internally and with customers such as Public Safety agencies as many of these agencies utilize ICS as well. Teams train on and deploy in standard ICS Sections, branches, units and strike teams, and emphasize span of control, comprehensive resource management, and other ICS principles.

After Hurricane Sandy in October of 2012, Sprint deployed 150 CapTel devices in response to a request from FEMA to support disaster relief efforts associated with emergency shelters. The CapTel phones allowed people with hearing loss to have access to emergency communications with captions, to begin the process of rebuilding their lives.

Network teams leverage Sprint tools such as GPS hand held units, camera phones, laptop wireless cards, and smart phones to aid in response communication, situation assessment, and resource tracking. The teams also maintain a pool of Satellite phones as a contingency plan to use in restoration. Teams continue to create innovative response tools, such as the unique Satellite backhaul SatCOLTs (Cell on Light Truck) that enable restoration of service when a traditional T1 circuit is not available.

The Network IMT receives notification of an actual or potential situation that requires activation (hurricane, earthquake, regional power outage, or other event where business as usual would not resolve the situation), establishes the Emergency Operations Center (EOC), performs an initial overall assessment, establishes monitoring bridge(s), coordinates between agencies impacted by the event, assigns tasks, gathers status information, and performs executive notifications at prescribed times.

Cell Site Disaster Planning

Sprint's priority site restoration plan focuses resources and speeds recovery partly by making sure that existing infrastructure is operating properly under normal circumstances and by having a reaction plan for abnormal circumstances. To accomplish this, Sprint has implemented a detailed preventative maintenance program on site hardware to insure all systems and redundant equipment are in proper working order. Sprint sites are equipped with battery backup. Some sites have fixed generators or fuel cells for additional back-up power. Sprint maintains a fleet of mobile generator sets, which can be deployed to Sprint service areas.

Cellular Network Disaster Planning

The Sprint wireless networks consist of multiple circuits on various combinations of copper, fiber, and microwave radio systems. Most Sprint hub locations are placed on their SONET bi-directional fiber rings. These rings significantly reduce the chance of network failure due to third party fiber damage, equipment failures, or other potential causes of service interruptions. Sprint's radio network provides significant overlapping coverage areas, which often allow cell sites to fully or partially compensate for a neighboring cell site. Also in an effort to minimize service impact when a site is down, Sprint maintains a fleet of "Cell On Wheels", which are portable self-contained cell sites. Cell On Wheels can be deployed to restore coverage from a damaged site or provide additional capacity in the immediate vicinity of an incident.

Switch Locations 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.

Overall Network Performance Management Efforts

The performance of Sprint's networks is monitored 24 hours a day, 7 days per week, and 365 days a year by the Network Monitoring Centers (NMCs). In addition, local switching offices staffed by trained technicians and management coordinate with these larger operations centers, to ensure that Sprint's networks are properly maintained and network performance is at expected levels.

Network Restoration Prioritization

Sprint's Business Continuity Management Team works as a customer advocate when large network outages occur. The team works closely with network recovery response teams to establish customer prioritization once the backbone, TSP (Telecommunications Service Priority) and Critical Life Circuits are re-established. Sprint has an established service restoration priority and process.

Special Event Planning

Special events have the potential to adversely impact the customer experience due to the greatly increased traffic demand they place on communications networks. Sprint has a formal mature special events process with dedicated project management personnel and a cross-functional management tool. Teams archive records of recurring special events for future planning, and proactively search for onetime special events and leverage capacity planning teams in implementing enhancements to optimize the customer experience. Sprint has leveraged its experience in managing very large temporary users at NASCAR events in managing special events. As a specialized type of special event, Sprint also interfaces with the NCS (National Communications System) in managing capacity needs at National Security Special Events, NSSEs.

Information Technology Resiliency Overview

Information Technology Incident Management Team

The IT Incident Management Team (IT IMT) provides timely decision making processes in the declaration of a disaster to ensure the proper decisions are made and communicated across the enterprise. The IT IMT team structure will minimize the disaster declaration time and potentially minimize the length of the event by quickly reacting to the event. The IT IMT is also responsible for maintaining and facilitating the execution of the recovery plans in conjunction with Resource & Priority Management (RPM).

Information Technology Incident Command Centers

The IT IMT Command Center serves as a centralized arena to manage disaster related operations. Recovery personnel execute defined processes and procedures, communicate, and provide resources to effectively assess and manage disaster events. The Incident Command Centers are geographically redundant.

Data Center and System Resiliency Planning

The IT IMT is a proactive planning group that works in partnership with peer IMT organizations. The collective team is responsible for the accuracy and integrity of current information in their particular area of responsibility, including internal procedures, available systems, resources, call trees, and points of contact. The IT IMT provides personnel with the necessary resources to assist with the restoration process. Sprint-Data Centers are held to exceptionally high and stringent industry, but more importantly, self-imposed standards of structural design, engineering, technology, redundancy, security, maintenance, and 24x7 operations. Data Centers are geographically diverse and have the capability to execute an internally developed disaster recovery methodology of Internal Business Recovery (IBR) where one Data Center functions as the recovery site for another Data Center.

IT Network Restoration Prioritization

Critical Applications supporting the internal and external client community have been prioritized based on application impact analysis in order to expedite and control the recovery process. Data required for recovery of operating systems, production libraries, and application systems are backed up regularly and placed in off-site storage.

Emergency Response Team (ERT)

Who is the ERT?

Sprint's ERT is an experienced cross functional group which consists of a national team of full time, dedicated personnel as well as over a thousand of ERT Reservists across the country, that provides wireless telecommunications equipment, infrastructure and personnel operations support to federal, state and local public safety, law enforcement, military agencies and private Sector Organizations during declared emergencies, field training exercises, agency specific short term communication needs, and National Special Security Events.

Support for Urgent Crisis Needs

The ERT designs and implements the internal policies and procedures necessary to enable timely and effective deployments of Sprint's products and services. The ERT fully supports high volume, short notice voice and data communication needs of emergency and disaster personnel with its SatCOLTs (Satellite Cell on Light Truck), Satellite IP Equipment, satellite earth station, and inventory of over twenty five thousand handsets and aircards which can be rapidly deployed to support short term communications.



ERT in the Emergency Operations Centers (EOC)

During a number of recent disasters, reservists staffed State and Local Emergency Operations Centers (EOC) to relay first-hand information back to agencies that rely on critical communications. Having reservist representation at EOC is valuable for a number of reasons: Reservists provide real time information and status updates to the EOC on the progress of our network recovery efforts; Allows State EOC to provide direction on priority areas for Network restoration; Coordinate information from other critical infrastructure functions, such as Energy/Power and Transportation; and obtain location of FEMA and other emergency responder command posts using Sprint handsets to help plan for influx of capacity needs. The EOC initiative is an example of Sprint's proactive approach during an incident, through partnership, involvement, and communications support. Partnering with Emergency Management agencies in cities and counties throughout the United States provides better coordination of Sprint and ERT support resources for Disaster Preparation and Response. Trained ERT Reservists are more actively involved in providing their communities with critical volunteer support. Agencies are able to have a direct channel into Sprint approved support organizations with more expedited response times and capabilities, providing critical communications support when it's needed the most.

Our ERT has an impressive and extensive track record with over 5,200 deployments and counting, over 700 public sector and enterprise agencies across the country, 40 presidentially declared disasters, and 11 national security events and dozens of hurricanes, 300+ Field Training Exercises, and 1,000+ Major Event Support.

Sprint Relay Department Plans

The Sprint Relay network is designed to contend with weather-related challenges, power outages, and disasters. Sprint's comprehensive Disaster Recovery Plan details the methods Sprint will utilize to cope with specific disasters. The plan includes quick and reliable switching of calls, network diagrams identifying where traffic will be re-routed if vulnerable circuits become inoperable, and problem reporting with escalation protocol.

Besides service outages, the Disaster Recovery Plan applies to specific disasters that may affect any technical area of Sprint's Relay network. Unlike some Relay providers, Sprint has access to the network it rides on ensuring greater control during disaster recovery. Sprint's Disaster Recovery Plan details the steps that will be taken to deal with any problem, and restore TRS and CapTel to its full operating level in the shortest possible time.

Geographic Redundancy

To serve our large and diverse consumer base, Sprint maintains the largest and most geographically broad system of Relay Call Centers, utilizing ten (10) sites processing TRS, CapTel and Relay Customer Service centers across the United States, and one in New Zealand (New Zealand is a stand-alone service and does not process calls from the United States.)

Proven Record

The Sprint Relay Network has a strong history of survivability since 1990. During times of emergency, contingency plans have been put in place and Sprint has demonstrated its ability to remain in continuous contact with call centers and their employees. Sprint has continuously operated TRS and CapTel during significant emergencies that have occurred during the last few years, providing access to communication when it was most needed.

For example, on 11/12/2013 at 8:03 pm CT, the TRS Lubbock center lost connection with network due to a fiber cut on SuddenLink network. Traffic was immediately routed to all TRS call centers in the network. The issue was completely transparent to Minnesota Relay customers and the service was restored at 8:36 pm CT.

TRS Platform

Over the past sixteen (16) years, Minnesota Relay users have rarely experienced any type of inability to place calls. Sprint's backup capabilities are unmatched in the TRS industry with six (6) centers capable of handling TRS calls and three (3) Data Centers supporting the TRS platform.

Redundancy is built into our infrastructure to deliver outstanding performance for all of our TRS customers. These attributes ensure functional equivalency for relay callers during disasters. The benefits of our leading-edge platform and flexible configuration include:

- ◆ Sprint's Avaya switches, call controllers, and databases are housed in geographically-dispersed locations that conform to "critical" grade physical security requirements. Sprint's three Data Centers including locations in the following metropolitan areas: Kansas City, Dallas/Ft. Worth, and Elkridge at a telecommunications collocation facility (telecom bunker).
- ◆ Redundant telephone connections between Sprint's three (3) Data Centers and the PSTN and call centers
- ◆ If the problem is within Sprint's TRS center, maintenance can usually be performed from Sprint's centralized center, the Call Center Service Assurance (CCSA). If the problem requires on-site assistance, Sprint will page its on-site technician at the center to notify that person of the problem.
- ◆ 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 stand-alone 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.
- ◆ Pre-established plans for all types of outages
- ◆ Sprint automatically routes calls away from a center that is undergoing a service recovery event. For example, if a fire drill forces CAs to evacuate their positions, the Intelligent Call Manager (ICM) automatically routes calls to another relay center.

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.

RS 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 Traffic Management Control Center (TMCC).

Known event

- ◆ 4 days prior - Traffic Management and Vendor Manager - Ron Peay will make a determination as to the severity and number of centers which might be affected.
- ◆ 3 days prior - Traffic Management and Vendor Manager - Ron Peay 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 whom would be able to work overnight and weekends. TMCC will notify John Moore, Manager - Customer Relationship 303-721-4090 and CCSA 866-499-2271 of our "game plan"
- ◆ 2 days prior - TMCC will meet with Vendor Manager - Ron Peay to update impacts and "game plan". All non-impacted centers will be called to update OT requirements and overnight requests.
- ◆ 1 day prior - TMCC will meet with Vendor Manager - Ron Peay to update impacts and "game plan"
- ◆ Day of Event - TMCC will invoke emergency call routing as required. TMCC will be POC for all notifications. Affected centers will update TMCC every 4 hours. TMCC will update Vendor Manager who will update Business Continuity Manager through executive level.

Management is also responsible for notifying the Business Continuity Team.

Site Specific Operations and their back up centers:

- ◆ Speech to Speech
 - Primary center - Dayton, Ohio
 - Back-up - Moorhead, MN
- ◆ Spanish
 - Primary center - Lubbock, Texas
 - Back-up - Syracuse, NY

If the vendor site goes down we have the capability and team expertise to immediately route traffic to other sites.

Strategies Used

The Activation Criteria Plan will be invoked should events either weather or human related cause potential significant (excess of 25%) 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 for fix agencies

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

CapTel-specific Disaster Recovery Information

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 hours a day, seven days a week. 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:

Due to the destruction of a CapTel Call Center

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.
- ◆ Establish additional production seats in unused and available space within the existing facilities.
- ◆ Establish regular shuttle services 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.

CapTel Inclement Weather Policy

Sprint's CapTel Call Centers have alleviated many of the inclement weather challenges presented by the winter season in Wisconsin. However, if inclement weather affects the CapTel staffs' ability to arrive to work, in most cases, with minor adjustments, CTI is able to still meet the call volume demand with enough staff coverage in areas with a wide range of snow fall amounts. However, if necessary, CTI will institute the following tactics, as necessary, to motivate, encourage, and enable CapTel CAs to be present or to pick up additional hours so that CTI can meet its service level requirements.

Depending on the extent of the event and the amount of pre-planning time available, CTI will apply the following as needed:

- ◆ Open overtime ("OT") restrictions (no limits on amount of OT a CapTel CA can log during the period)
- ◆ Utilize the CA "on-call" list to bring in more staff. (CTI is currently researching the use of Twitter to get the message out to all On-Call employees more quickly with more information.)
- ◆ Provide free food & snacks
- ◆ Provide water and free coffee
- ◆ Provide Attendance Point rewards
- ◆ In the event bus transit service is cancelled, CTI will announce the use of pre-established pick up points in the Madison area where CapTel management will utilize CTI company vehicles to pick up groups of employees at certain times.
- ◆ Coordinate ride share with employees for arrivals and departures
- ◆ Provide some blankets and allow employees to sleep in the first floor break room so that split shifts can be utilized.

TSP Participation

To demonstrate its commitment to ensuring Minnesota Relay users continue to have telecommunication access during times of emergencies, all critical circuits supporting the domestic Sprint Relay Call Centers are in the FCC's Telecommunications Service Priority (TSP) program at a priority level three (3) since 2005. This program presently restores telephone services most critical to national and homeland security on a priority basis in the event of a national crisis. With the implementation of the new TRS platform in the first quarter of 2008, Sprint added additional TSP codes to the list of associated circuits.

Service Impact Notifications

To provide the TAM administrator with the most complete and timely information on problems affecting Minnesota Relay service, Sprint's trouble reporting procedure for TRS and CapTel includes three levels of response:

- ◆ An immediate report (within three hours of disaster or event lasting more than 30 minutes)
- ◆ A 24-hour status report (if unresolved)
- ◆ A 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 that the problem has been corrected and that full relay service has been restored.

The final report will include a comprehensive look at the disruption 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)

Disaster Recovery Plan

Customer Escalation Information

Quality & Service related issues could be resolved by the following these escalation reporting procedures:

Escalation Level 1:

Name: On-line Supervisors, TRS Call Centers

E-mail: Sprint.TRSCustServ@sprint.com

Voice/TTY: (800) 676-3777

Fax: (877) 877-3291

Escalation Level 2:

Name: Missy McManus

Title: Customer Relations Manager/RPM

Email: melissa.mcmanus@sprint.com **Text Number:** (803) 556-6857

Office Number: (803) 403-9763

Escalation Level 3:

Name: John Moore

Title: National Manager - Relay Program Management

Office Number: (303) 721-4090

Escalation Level 4:

Name: Mike Ellis

Title: Director, Sprint Relay

Office Number: (720) 545-0197

Technical related service problems could be resolved by the following these trouble reporting procedures:

Escalation Level 1:

Name: Call Center Service Assurance (CCSA), Available 24 hours, 7 days/week

Telephone Number: (866) 499-2271

Escalation Level 2:

Name: Dena Ballew

Title: Supervisor, Call Center Service Assurance (CCSA)

Office Telephone Number: (913) 794-5491

Mobile Number: (816) 665-6009

Escalation Level 3:

Name: Troy Zurbuchen

Title: Tech Support Technician, Call Center Service Assurance (CCSA)

Office Telephone Number: (913) 323-3915

Mobile Number: (817) 706-4575

Escalation Level 4:

Name: Chris Thomas

Title: Manager, Call Center Service Assurance (CCSA)

Office Telephone Number: (440) 746-7611

Mobile Number: (330) 352-3030

The Sprint Approach to Business Continuity

What is Business Continuity?

Business Continuity is the process of planning and developing arrangements and procedures that enable an organization to respond to a debilitating crisis in a way that allows critical business processes to continue.

Sprint maintains an enterprise-wide Business Continuity Program in order to:

- Maximize employee safety
- Resume business processes quickly
- Provide ongoing customer support

The Sprint dedicated Business Continuity Teams (BCTs) participate in government-provided and private sector training, and maintain certifications from:

- Disaster Recovery Institute International (DRII)
- International Association of Emergency Managers (IAEM)
- Department of Homeland Security (DHS)
- Business Continuity Institute (BCI)

In addition to continuous external training and certification, Sprint tests its internal plans, systems and processes regularly to ensure an effective response to a business disruption. Following a major incident, it is Sprint policy to perform an “After Action Review (AAR)” to determine what went well, areas for improvement and potential plan updates.



Examples Business Continuity Threats

Acts of Nature

- Tornadoes
- Hurricanes
- Earthquakes
- Floods
- Blizzards
- Wild fires
- Volcanic eruptions
- Land/mud slides
- Avalanches

Man-Made

- Fire
- Explosion
- Hazardous materials
- Terrorist acts
- Civil disorder
- Work stoppages
- Violent criminal acts

Infrastructure or Technology

- Widespread electric power outage
- Telecomm grid outage
- Water/sewage system breakdown
- Major computer processing disruption



Business Continuity at the next level

Sprint corporate philosophy promotes utilizing business continuity principles, guidelines and standards by all company employees and allows for an effective response to natural and man-made disasters through its Business Continuity Office (BCO) and Enterprise Incident Management Team (EIMT).

Sprint has developed a Business Continuity methodology, and implementation standards, consistent with industry-wide best practices. This includes adapting key principles from the Disaster Recovery Institute International (DRII), ASIS Organizational Resilience Standard, Federal Emergency Management Agency (FEMA), Business Continuity Institute (BCI), American National Standards Institute (ANSI), NFPA 1600 and several Military Specifications (Mil-Spec) standards, into three BC Program Elements:

Program Governance

- Program Governance Structure – Helps ensure a comprehensive BC Program
- Program Management and Continuous Improvement – Documents efforts designed to ensure a well-defined BC program that seeks to continually mature BC performance and processes

Incident Management

- Enterprise Incident Management Team (EIMT) – Documents, trains, exercises and evaluates teams that have roles and responsibilities before, during or after an incident
- Crisis Communications – Documents, trains, exercises and evaluates crisis scenarios on a regular basis

Continuity Analysis and Planning

- Criticality Analysis and Risk Management – Prioritizes tasks and recovery
- Mitigation Strategies and Plan Development – Devises the appropriate mitigation strategies and recovery capabilities

Business Continuity teams and tools

Executive Command Team (ECT) –

- Includes CEO, COO, Executive VPs
- Approves all policies, guidelines, strategies and initiatives

Business Continuity Office (BCO) –

- Serves as the central program office
- Houses policy, organization and methodology for developing, testing and maintaining plans
- Coordinates incident management activities
- Chairs the Enterprise Incident Management Team (EIMT)

Business Continuity Teams (BCTs) –

- Develops and maintains business unit resumption and incident management plans
- Performs risk and business impact assessments
- Forms an Incident Management Team (IMT) that responds to crisis events

Enterprise Incident Management Team (EIMT) –

- Has a representative from each IMT
- Transitions into the Incident Command System (ICS) after an event is declared a disaster
- Knows the most current information about their department's area of responsibility, internal procedures, available systems, resources, and point of contact

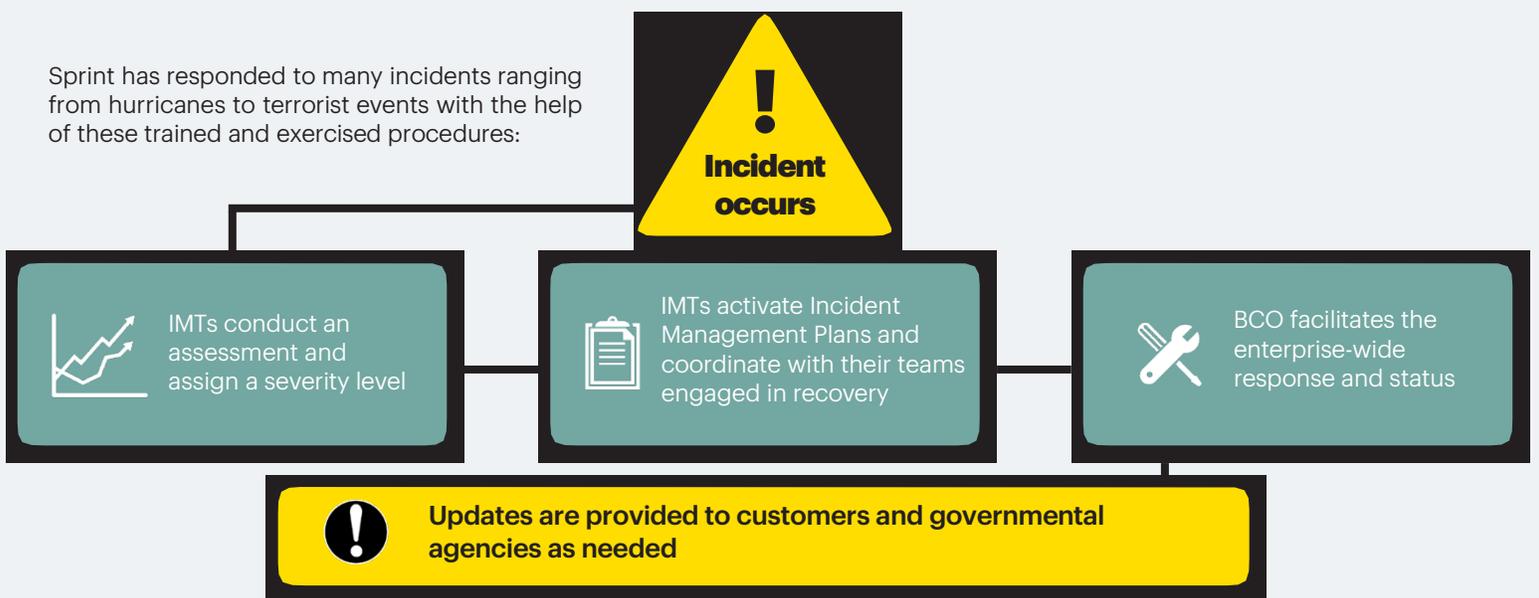
Sprint provides its widespread BCTs and IMTs with resources to form a virtual Emergency Operations Center (EOC) that functions to:

- Mitigate risk
- Manage incidents
- Help communicate and collaborate securely

Tools include:

- Proactive incident information and analysis tool
- Rapid conference bridging capabilities
- Web-based portal for information sharing

Sprint has responded to many incidents ranging from hurricanes to terrorist events with the help of these trained and exercised procedures:



Sprint Relay Disaster Recovery Teams and Tools

Ten (10) Domestic Relay Call Centers

- Six (6) Call Centers supporting TRS
- Five (5) Call Centers supporting CapTel
- Two (2) Call Centers supporting Relay Customer Service

Superior TRS Platform Technology

- Three (3) Avaya Switches Secure Switch Site Locations
- Cisco's Intelligent Contact Manager (ICM) Router

Local Call Center Resources

- Experienced call center management with clear reporting structures
- Local Safety Marshalls

Call Center Service Assurance Center

- 24/7/365 Real-Time Monitoring of TRS Platform

Sprint Wireline Network

- Fewest FCC Reportable Outages
- 24/7 Monitoring

Traffic Management Control Center

- Staffed 7 am to 10 pm CT, 7 days a week
- On Call 24/7/365
- Centralized staffing and workforce management

Sprint TRS is supported by the proven Sprint wireline network, superior platform technology, and 24/7/365 monitoring to provide uninterrupted service to Relay users.

TRS Platform Switches

Physical Security and Resiliency

Sprint's three (3) TRS Platform switches are located at wireline switch sites which provide a higher degree of physical security and resiliency, including the following:

- Steel frame structures with exterior block walls, 2 story design
- Slab on grade floor construction and roof support system.
- FM global approved roofing systems (building with in a building including roofing membrane over lid)
- Structural design to withstand Earthquake, Hurricane, Wind Storms.
- Energy efficient, with fresh air intake and zero external thermal factors
- Very Early Warning Fire Detection (VEWFD) and alarms, clean agent suppression (AnaLASER or VESDA "sniffers")
- Two-hour fire rated wall exists between other tenants
- Where possible located outside the 500 year flood plain at least outside 100 yr.
- High physical security with steel doors, perimeter controls, electronic access control equipment, alarmed doors, CCTV equipment, Intrusion detection equipment and 24x7 remote monitoring, lighted parking
- Located within two miles of a Public Switched Telephone Network (PSTN) Tandem Switch, if possible
- No existing towers with a crumple zone within reach of the building/generator



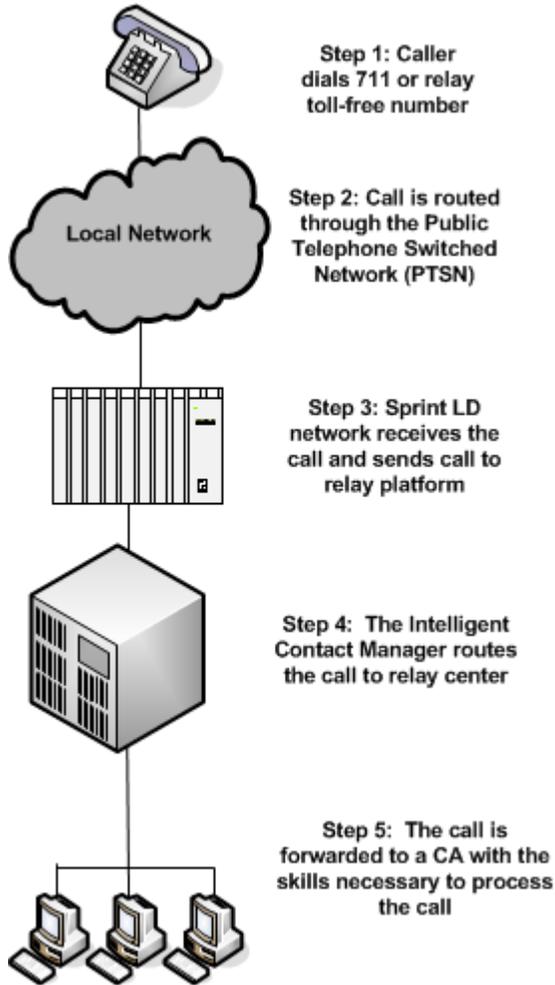
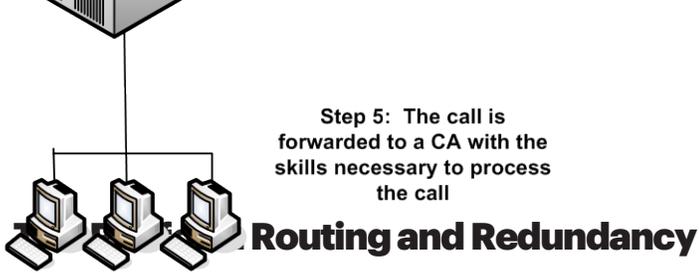
Switch Building

Automation and Monitoring

All sites have full Building Automation System (BAS) installed. This system automatically switches to redundant HVAC units any time the primary unit fails to perform.

- BAS will automatically start additional cooling units to control facility temperatures
- HVAC unit and Generator performance is continually monitored by Facility Engineers
- Generators can be signaled from the NOC to start and transfer site load
- Flood control additions
- Load Diversity (electrical and mechanical diversification)
- Generator system transfer buss and service entrance additions
- Fiber entrance diversity
- Grounding and lightning protection upgrades
- Underground storage tank upgrades (double wall and AST)
- Outside air ventilation/cooling systems.

Sprint's TRS platform switches are located at secure DMS-250 switch sites providing more security and resiliency than call centers.



Inbound Calling Redundancy

Sprint Wireline Network

Sprint's wireline service is provided over an all-fiber backbone network with digital switching architecture and is supported by sophisticated management control networks. These elements are combined to provide a highly reliable, proven, and redundant network. The design of the Sprint network contains survivability as a mandatory objective. The Sprint network minimizes the adverse effect of service interruptions due to equipment failures or cable cuts, network overload conditions, or regional catastrophes. A 100% fiber optic network provides significant advantages over the other technologies.

Call Routing for Relay Platform

Sprint's Intelligent Contact Manager (ICM) assesses the health of the network and routes the call to one of six (6) TRS and one (1) Customer Service call centers with the skills necessary to handle the call. If the primary call router is off-line, a secondary call router automatically routes the call based on pre-determined logic.

Redundant and Segmented Switches

Sprint's TRS platform is supported by three (3) redundant switches connected by two (2) redundant inbound connections. If one switch goes down, calls are automatically routed to the unaffected switches and call centers. Each switch is also segmented to support pods of CA work stations at the relay center. If a single portion of the switch is affected, Sprint' can continue to process calls by having CAs log into unaffected CA workstations.

Outbound Calling Redundancy

The Sprint TRS platform supports outbound calling using five (5) different types of circuits and connections, including the following:

- **ISDN connections to the Local Exchange Company (LEC)** support local calls and is the back-up solution for toll-free calls
- **SS7 circuits** to the Access Tandem support toll calls and toll-free calls
- **ISDN connections to the DMS 250** support local calls (back-up) and transferred calls
- **Ultrawatts circuits** are maintained as a back-up solution for all calls types (with the exception of toll-free calls)
- **Virtual Private Network (VPN) connections to the DMS 250** support regional toll-free calls and Marine long distance calls.



Relay Call Centers Business Continuity Plans



Weather Events

- Early detection/active monitoring
- Proactive planning by Traffic Management Control Center
 - Estimate Impact
 - Offer Overtime incentives
 - Implement back-up specialty gates (e.g., Spanish, STS, Customer Service)
 - Extend hours of un-impacted centers
- Implement emergency routing

Evacuation Events

- Identify situation/Assess Threat
- Designated chain of command
- Evacuate to designated safe zone
- Notification Procedures
 - Local Authorities (i.e., 911)
 - Call Center Service Assurance Center (CCSA)
 - Call Center Management
 - Sprint Corporate Security
- Ensure all personnel are safe
- Re-enter building only after given permission from emergency services personnel
- Document event



Technology and Personnel

- On-site Technician
- Uninterruptible Power Supply (UPS) and Generators to support
 - Switch system and peripherals
 - Switch room environmentals
 - Communication Assistant positions (consoles/terminals and emergency lights)
 - Emergency lights (self-contained batteries)
 - System alarms
 - Call Detail Record recording
- Spare Positions and Platform Components
- 24/7/365 support from Call Center Service Assurance Center (CCSA)
- TRS platform features automated alarming



Customer Notification Procedures

To provide the State with the most complete and timely information on problems affecting relay service, Sprint’s trouble reporting procedure for TRS includes three levels of response:

- An immediate report (within three hours of disaster or event lasting more than 30 minutes)
- A 24-hour status report (if unresolved)
- A 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 that the problem has been corrected and that full Relay service has been restored.

The final report will include a comprehensive look at the disruption 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) Business Continuity is the process of planning and developing arrangements and procedures that enable an organization to respond to a debilitating crisis in a way that allows critical business processes to continue.

Recent Results

In the last six (6) months, many scheduled and unscheduled events have impacted staffing levels at TRS call centers. In many instances, relay users are completely unaware as Sprint is able to seamlessly implement back-up solutions. In fact, in each example listed on the following page, **Sprint was able to continue to process calls for relay users without impact and all speed of answer objectives were met.**

TRS Issue	TMCC Actions
Syracuse, NY Center Fire Alarm (Call center closed for 20 minutes)	While the Syracuse staff was offline, TMCC secured additional staffing at all other call centers.
Lubbock, TX Network DS3/Fiber Cut	When a network issue briefly interrupted service at the Lubbock call center, TMCC arranged additional staffing at all other call centers including Spanish-language support from the Minnesota and New York call centers.
Mandatory Kansas Tornado Drill (Call center closed for 30 minutes)	When the main Customer Service office had to close to conduct a tornado drill (required by the State), TMCC arranged for Customer Service staff at the Moorhead, MN center to be on duty.
Blizzard in Moorhead, MN (reduced staffing levels at center)	When a blizzard prevented many call center employees in Minnesota from reaching the call center, TMCC was able to increase staffing at the other call center through the use of overtime incentives.

“We had a storm and a center went down. Before we heard from any of our consumers, Sprint let us know this is what is happening and you may be getting calls this is what we are doing to resolve it. Before we would have to call our provider because our customers would call us and say, “we are having these problems” and we would call our provider and they wouldn’t even know about it. So its instances like that that make Sprint really easy to work with.”

- Patty Kress, Illinois TRS Contract Administrator



Appendix H: Minnesota Relay Complaint Log Summaries



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An equal opportunity employer

Via Electronic Filing (ECFS)

June 24, 2013

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street SW, Room TW-A325
Washington D.C. 20554

Re: The State of Minnesota's Telecommunications Relay Services Annual Consumer Complaint Log Summary (CG Docket No. 03-123)

Dear Ms. Dortch,

Pursuant to 47 C.F.R §64.604(c)(1), the Minnesota Department of Commerce – Telecommunications Access Minnesota (DOC-TAM) respectfully submits Minnesota's Telecommunications Relay Services (TRS) Annual Consumer Complaint Log Summary for the twelve month period commencing on June 1, 2012, and ending on May 31, 2013.

Minnesota Relay received twenty (20) complaints during this reporting period. All complaints were timely resolved.

Attached please find the following report documents:

1. Complaint tally sheet categorizing complaints by type (Attachment A).
2. Complaint log summaries for complaints received June 1, 2012, through May 31, 2013, including the date of complaint, type of relay call, category number of complaint, nature of the complaint, date of resolution, and explanation of the resolution (Attachment B).

The report includes complaints received by the TRS state administrator, Minnesota Relay center supervisors, Minnesota Relay Outreach Office, Sprint Customer Service, CapTel Customer Service, and Sprint account manager that allege a violation of the federal TRS mandatory minimum standards.

Marlene H. Dortch

June 24, 2013

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Minnesota Relay's total call volume (interstate and intrastate) by type of TRS call during the period of June 1, 2012, through May 31, 2013, was as follows:

- Traditional TRS Total Calls – 218,562
- Speech-to-Speech Total Calls – 12,518
- Captioned Telephone Service Inbound Calls – 35,580
- Internet Protocol Captioned Telephone Service – Not applicable; Minnesota does not contract for this service.
- Internet Protocol Relay – Not applicable; Minnesota does not contract for this service.
- Video Relay Service – Not applicable; Minnesota does not contract for this service.

If I can be of further assistance, please feel free to contact me.

Sincerely,



Rochelle Renee Garrow, TAM Administrator

Minnesota Department of Commerce

85 7th Place East, Suite 600

St. Paul, MN 55101-3165

Phone: 651-297-8941 (NEW Phone number effective 7/1/2013 is 651-539-1878)

Fax: 651-297-7891 (NEW fax number effective 7/1/2013 is 651-539-1549)

E-mail: rochelle.garrow@state.mn.us

cc: Dr. Burl Haar, MN PUC Executive Secretary
Lillian Brion, MN PUC
Greg Doyle, MN DOC



Minnesota Relay Complaints By Category

June 1, 2012 - May 31, 2013

SERVICE COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Percent
#00	Answer Wait Time													0	0%
#01	Dial Out Time													0	0%
#02	Didn't Follow Database Instructions													0	0%
#03	Didn't Follow Customer Instructions	1											1	2	10%
#04	Didn't Keep Customer Informed													0	0%
#05	Agent Disconnected Caller			1										1	5%
#06	Poor Spelling					1	1							2	10%
#07	Typing Speed/Accuracy													0	0%
#08	Poor Voice Tone													0	0%
#09	Everything Relayed													0	0%
#10	HCO Procedures Not Followed													0	0%
#11	VCO Procedures Not Followed													0	0%
#12	Two-Line VCO Procedure Not Followed													0	0%
#13	Background Noise Not Typed													0	0%
#14	Feelings Not Described													0	0%
#15	Recording Feature Not Used													0	0%
#16	Noise in Center													0	0%
#17	Agent Was Rude													0	0%
#18	Problems With Answering Machine Retrieval													0	0%
#19	Spanish Service													0	0%
#20	Speech to Speech				1									1	5%
#21	Other Problem Type Complaint													0	0%
Sub-Total		1	0	1	1	1	1	0	0	0	0	0	1	6	

TECHNICAL COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Percent
#22	Lost Branding													0	0%
#23	Charged for Local Call													0	0%
#24	Trouble Linking Up			1		1								2	10%
#25	Line Disconnected													0	0%
#26	Garbled Message									1		1		2	10%
#27	Database Not Available													0	0%
#28	Split Screen													0	0%
#29	Other Technical Type Complaint			1	1	1	1		1					5	25%
#57	Caller ID													0	0%
#58	Regional 800 Calls		1	1			1							3	15%
#59	Transmission (Can't hear or be heard)													0	0%
Sub-Total		0	1	3	1	2	2	0	1	1	0	1	0	12	

MISC COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Percent
#30	Rates													0	0%
#31	On Screen Display													0	0%
#32	No 900 Number													0	0%
#33	Carrier of Choice	1					1							2	10%
#34	Network Recording													0	0%
#35	Other													0	0%
Sub-Total		1	0	0	0	0	1	0	0	0	0	0	0	2	

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Report Year Total
TOTAL COMPLAINTS		2	1	4	2	3	4	0	1	1	0	1	1	20



Minnesota Relay Consumer Complaints for June 1, 2012 - May 31, 2013

Total Complaints: 20

Date Received	Type of Relay Call	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution	Unresolved after 180 Days
6/4/2012	Voice	33	Voice customer called to designate a long distance Carrier of Choice be entered into their customer profile on 3/28/12 as they were receiving Sprint bills for their long distance calls. Comcast was entered at that time per customer request; however customer continues to receive bills from Sprint.	6/4/2012	Customer service apologized to customer and entered trouble ticket # IM1098780. No follow up requested	No
6/28/2012	STS	3	The CA was asked to write down a phone number and case number but only wrote down the phone number. Customer was in a hurry and the CA asked customer to wait. Then the CA did not put in the case number as instructed by customer.	6/28/2012	No CA assigned to this number. No follow up requested; unable to further investigate.	No
7/12/2012	CapTel	58	Customer reported an inability to dial a specific toll-free number from the CapTel phone.	7/12/2012	Further investigation found the customer was attempting to dial a regional toll-free number. Customer subsequently obtained the non-regional toll-free number for this company and confirmed she was able to reach them with captions successfully.	No
8/14/2012	CapTel	58	Customer reported being unable to dial a certain number from the CapTel phone.	8/14/2012	After extensive investigation customer service found the issue was with the telephone carrier routing the call. Technical support opened a trouble ticket with the carrier and will contact CapTel customer service once this issue is resolved.	No
8/22/2012	CapTel	24	Customer reported that she was repeatedly receiving a busy signal when dialing a particular phone number.	8/27/2012	Research indicated that the issue was isolated to calling this one local number. CapTel customer service could call to the number from their location but the CapTel user could not call via her location. Technical support submitted a trouble ticket to the telephone network carrier. The network carrier made an adjustment to remove erroneous blockage on the CapTel user's number. Customer service rep confirmed that the issue was then resolved.	No

Date Received	Type of Relay Call	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution	Unresolved after 180 Days
8/27/2012	CapTel	29	Customer's daughter reported that the customer is not able to reach her with captions.	9/4/2012	A test call from customer service was able to get through but a call from the caller's location was not successful. Technical support filed a trouble ticket with the telephone carrier. The carrier identified the issue and test calls confirmed the caller can now dial successfully. Customer service attempted to follow up with the customer but there was no answer. Customer service sent the customer a letter explaining that the issue had been resolved.	No
8/29/2012	TTY	5	Customer stated that a situation occurred where she received no response from the Voice person. She typed a few times to see if she could prompt a response. She thought that she may have been disconnected. No follow up needed.	8/29/2012	Apologized to the customer and assured that follow up with the CA will be conducted. The CA does not recall circumstances of this nature. The CA was reminded to report any technical difficulty that may result in disconnects. CA recalled having a few calls where the outbound line disconnected and the information was relayed. However, CA proceeded with disconnection procedure when there was no response from the inbound person. The CA was reminded of the consequences of disconnecting a call.	No
9/29/2012	STS	20	The customer stated that he had consistent and repetitive issues with the CA. The CA was unable to understand him and constantly asked him to repeat everything he said. The customer said that the CA got another CA to assist with the call, but the customer was unable to speak directly to the assisting CA and was unable to communicate. Customer wished to receive follow-up through a phone call.	9/29/2012	Customer service apologized to the customer for his difficulties in using the service, and told him that his complaint had been received. Supervisor met with the CA. CA followed Speech-to-Speech procedures by verifying and asking for information to repeat as necessary. CA did ask for assistance in understanding what was said and continued to process the call.	No
9/30/2012	CapTel	29	Customer called to report difficulties dialing one particular number.	10/8/2012	Technical support opened a trouble ticket with the telephone carrier who made an adjustment on their end to allow the customer's calls to route properly for the telephone exchange being used. Customer service confirmed that this resolved the customer's issue.	No

Date Received	Type of Relay Call	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution	Unresolved after 180 Days
10/01/12	Voice	6	Voice customer stated that the CA did not spell well at all, which made the conversation very hard to understand. No follow-up requested.	10/01/12	Apologized to customer. Supervisor met with the CA and reviewed proper finger placement while typing. The CA believes that this call had bad garbling issues, but says that he did not fill out a trouble ticket because it was on the customers end that the issues were happening. The supervisor advised the CA to always fill out a trouble ticket so that the technicians are aware of the problem and can reach out to the customer if the problem persists.	No
10/01/12	CapTel	24	Customer's husband called indicating that customer was getting Login Failed/Caption Login failed.	10/02/12	Apologized for the customer's experience and noted there was a brief 10 minute technical difficulty that affected their call. Suggested the customer try their call again and confirmed that the customer was able to make captioned calls successfully without seeing an error message.	No
10/10/12	CapTel	29	Customer reported that she was repeatedly receiving a busy signal when dialing a particular number for her dentist.	10/14/12	Determined that customer was able to dial the number without captions but not with captions. Research indicated the issue was isolated to calling this one local number. Technical Support submitted a trouble ticket to the telephone network carrier. The network carrier made an adjustment to remove erroneous blockage on the CapTel user's number. Confirmed the issue was then resolved.	No
11/09/12	TTY	6	Customer stated that there were misspellings and/or garbling on her call. She was wondering if it was the CA's poor typing or if it was a technical issue. No follow up requested.	11/09/12	Assured the customer that this will be address with the CA. The CA reported no technical difficulties at her terminal that caused the typed message to be garbled. Her spelling observed turned out to be excellent. This may be attributed to a technical glitch. No garbling observed at the station after receiving this contact.	No
11/14/12	CapTel	29	Customer called to report difficulties dialing one particular number. He reaches a fast busy signal.	12/04/12	Technical support filed a trouble ticket with the telephone network carrier, who made an adjustment to allow the customer to make calls. Confirmed that this resolved the customer's issue.	No

Date Received	Type of Relay Call	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution	Unresolved after 180 Days
11/27/12	CapTel	58	Customer having difficulty contacting a specific telephone number with captions on in single line mode.	12/03/12	Investigated the specific toll-free number reported. Technical support identified the number tagged to this specific regional toll-free number was no longer in service. Technical Support made an adjustment for this number in our system then confirmed that the CapTel user is able to successfully reach the number reported with captions.	No
11/21/12	TTY	33	TTY user requested CenturyLink as her long distance Carrier of Choice (COC). She was then billed by Sprint for long distance relay calls. The customer contacted Sprint customer service to see why she was billed and was told that the database did not list a COC. She again designated CenturyLink as her COC. However, when she went to place long distance relay calls she was told by the CA that they couldn't put her long distance call through because there is no long distance service. Customer requested follow up.	4/4/2013	It was determined that the issue was with CenturyLink having multiple PICs due to the acquisition of Embarq and Qwest. CenturyLink stated that they will not be combining PICs, but that they are currently working to allow all current PIC's to ride the 0432 (QCC) backbone. That project is rolling out state by state, and CenturyLink expects MN to be migrated sometime in 2014. Once migrated, TRS will be able to send traffic to the 0432 network and the systems will be able to send that traffic to the appropriate legal entity for billing. In the interim, Sprint will use the 0432 (legacy Qwest) CIC for all relay users who designate CenturyLink as their COC, which would be the only CenturyLink PIC that would prevent a relay user from being blocked from making long distance relay calls. In order to prevent relay users from billing casually by QCC, Sprint will send CenturyLink a monthly list of phone numbers that utilize the 0432 PIC in order to allow CenturyLink to send the long distance traffic to the correct legal entity for billing.	No
1/25/2013	CapTel	29	CapTel user is not able to reach a specific phone number.	2/7/2013	After an extensive investigation, CapTel technical support filed a trouble ticket with the carrier. The carrier has notified CapTel of a known issue that seems to be the cause of the customer's experience and is working on a resolution.	No

Date Received	Type of Relay Call	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution	Unresolved after 180 Days
2/11/2013	VCO	26	Caller reported that for the last several months almost every time he reaches an operator at the Ohio call center his greeting and the rest of the call appear garbled. This does not happen when calls are processed at other call center locations. He provided the date, time ,and CA ID number for one call today. Follow up requested.	2/11/2013	Apologized for the inconvenience and told him a trouble ticket would be entered for investigation. TT# 1615314 entered. Technician stated that this was a know issue and other customers were affected. Outage ended; issue was resolved. Attempted to contact customer at different times but was unable to reach him.	No
4/23/2013	HCO	26	Customer is experiencing garbled messages on HCO calls. Numbers don't go through either. Follow up requested.	6/17/2013	Apologized. No specific date or time provided for Sprint to open a technical ticket. MN Telephone Equipment Distribution (TED) Program staff tried a different TTY but issues still persist. TED Program staff is working with customers on some trouble shooting options. Believe problem may be caused by incompatibility of DSL phone service with TTY device.	No
5/31/2013	VCO	3	Customer stated that the CA did not follow their instructions. Customer did not request follow up.	5/31/2013	Customer service apologized for inconvenience. The CA did not understand the VCO user's instruction or hear it clearly. However, the CA did not clarify with the VCO user what the instruction was before dialing out. The CA understands the importance of getting clear instruction before dialing out.	No

Via Electronic Filing (ECFS)

June 18, 2014

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street SW, Room TW-A325
Washington D.C. 20554

Re: The State of Minnesota's Telecommunications Relay Services Annual Consumer Complaint Log Summary (CG Docket No. 03-123)

Dear Ms. Dortch,

Pursuant to 47 C.F.R. §64.604(c)(1), the Minnesota Department of Commerce – Telecommunications Access Minnesota (DOC-TAM) respectfully submits Minnesota's Telecommunications Relay Services (TRS) Annual Consumer Complaint Log Summary for the twelve month period commencing on June 1, 2013, and ending on May 31, 2014.

Minnesota Relay received nine (9) complaints during this reporting period. All complaints were timely resolved.

Attached please find the following report documents:

1. Complaint tally sheet categorizing complaints by type (Attachment A).
2. Complaint log summaries for complaints received June 1, 2013, through May 31, 2014, including the date of complaint, type of relay call, category number of complaint, nature of the complaint, date of resolution, and explanation of the resolution (Attachment B).

The report includes complaints received by the TRS state administrator, Minnesota Relay center supervisors, Minnesota Relay Outreach Office, Sprint Customer Service, CapTel Customer Service, and Sprint account manager that allege a violation of the federal TRS mandatory minimum standards.

Marlene H. Dortch
June 18, 2014
Page 2

Minnesota Relay's call volume (interstate and intrastate) by type of TRS call during the period of June 1, 2013, through May 31, 2014, was as follows:

- *Traditional TRS Total Calls: 187,856*
- *Speech-to-Speech Total Calls: 10,885*
- *Captioned Telephone Service Answered Calls: 411,603*
- *Internet Protocol Captioned Telephone Service: Not applicable; Minnesota does not contract for this service.*
- *Internet Protocol Relay: Not applicable; Minnesota does not contract for this service.*
- *Video Relay Service: Not applicable; Minnesota does not contract for this service.*

If I can be of further assistance, please feel free to contact me.

Sincerely,



Rochelle Garrow, TAM Administrator
Minnesota Department of Commerce
85 7th Place East, Suite 600
St. Paul, MN 55101-3165
Phone: 651-539-1878
Fax: 651-539-0109 (new fax number)
E-mail: rochelle.garrow@state.mn.us

cc: Dr. Burl Haar, MN PUC Executive Secretary
Lillian Brion, MN PUC
Greg Doyle, MN DOC



Minnesota Relay Complaints By Category

June 1, 2013 - May 31, 2014

SERVICE COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Percent
#00	Answer Wait Time													0	0%
#01	Dial Out Time													0	0%
#02	Didn't Follow Database Instructions													0	0%
#03	Didn't Follow Customer Instructions											1	1	2	22%
#04	Didn't Keep Customer Informed													0	0%
#05	Agent Disconnected Caller							1						1	11%
#06	Poor Spelling													0	0%
#07	Typing Speed/Accuracy													0	0%
#08	Poor Voice Tone													0	0%
#09	Everything Relayed				1									1	11%
#10	HCO Procedures Not Followed													0	0%
#11	VCO Procedures Not Followed													0	0%
#12	Two-Line VCO Procedure Not Followed													0	0%
#13	Background Noise Not Typed													0	0%
#14	Feelings Not Described													0	0%
#15	Recording Feature Not Used													0	0%
#16	Noise in Center													0	0%
#17	Agent Was Rude			1										1	11%
#18	Problems With Answering Machine Retrieval													0	0%
#19	Spanish Service													0	0%
#20	Speech to Speech													0	0%
#21	Other Problem Type Complaint													0	0%
Sub-Total		0	0	1	1	0	0	1	0	0	0	1	1	5	

TECHNICAL COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Percent
#22	Lost Branding													0	0%
#23	Charged for Local Call													0	0%
#24	Trouble Linking Up													0	0%
#25	Line Disconnected													0	0%
#26	Garbled Message									1	1			2	22%
#27	Database Not Available													0	0%
#28	Split Screen													0	0%
#29	Other Technical Type Complaint	1												1	11%
#57	Caller ID													0	0%
#58	Regional 800 Calls													0	0%
#59	Transmission (Can't hear or be heard)													0	0%
Sub-Total		1	0	1	1	0	0	3							

MISC COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Percent
#30	Rates													0	0%
#31	On Screen Display													0	0%
#32	No 900 Number													0	0%
#33	Carrier of Choice								1					1	11%
#34	Network Recording													0	0%
#35	Other													0	0%
Sub-Total		0	1	0	0	0	0	1							

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Report Year Total
TOTAL COMPLAINTS		1	0	1	1	0	0	1	1	1	1	1	1	9



Minnesota Relay Consumer Complaints for June 1, 2013 - May 31, 2014

Total Complaints: 9

Date Received	Type of Relay Call	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution	Unresolved after 180 Days; Turned Over to FCC Jurisdiction
6/25/2013	STS	29	Customer getting static on the line when using Speech-to-Speech only. Follow-up requested.	7/19/2013	Apologized to customer and opened trouble ticket IM1858565. Technician tried to reach the customer via e-mail 3 times so that the technician could start the investigation by analyzing call logs. Customer Service e-mail the customer stating that Sprint would like to support the customer with a resolution if at all possible but that test calls were necessary for the investigation. There was no reply from the customer. Technician made a final attempt to call the customer, but there was no answer.	No
8/28/2013	TTY	17	Caller said CA was very rude and made inappropriate comments while TTY user was attempting to make an appointment. No follow up required.	8/29/2013	CS apologized to caller for the issue. CA stated that she was not rude nor did she make inappropriate comments to the caller. The voice person made comments directly to the CA; the CA attempted to redefine the CA's role and the comments made were relayed to the TTY user. Due to the difficulty of the call an assistant supervisor also observed the call. The assistant supervisor confirmed that it was the voice person who was being rude to the CA, and that the CA maintained professional composure for the entire time of the relay call.	No
9/30/2013	Voice to TTY	9	Caller stated that the CA did not announce her ID number in the greeting. Customer also stated that incorrect information was typed, and that no clarification was asked for by the CA in order to provide clear details. Another call had to be made later to clarify the purpose of the original call. No follow up requested.	10/1/2013	Apologized for the inconvenience and told the customer the report would be sent to the call center supervisor. Met with the CA. CA is aware that she did not give her ID number to the customer. Coached the CA on pacing the customer, typing everything heard verbatim, and giving ID at the beginning of the call.	No

Date Received	Type of Relay Call	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution	Unresolved after 180 Days; Turned Over to FCC Jurisdiction
12/30/2013	TTY	5	Customer stated that the CA hung up on them. Customer had wanted to redial the call until someone picked up but the CA disconnected the call. No follow up necessary.	12/30/2013	Thanked the customer for bringing the issue to our attention, and assured the caller that the complaint would go to the CA's supervisor. After speaking with the CA, he stated that he does remember the call and he had dialed out and was having trouble. The CA dialed out and forgot to hit "hang up" before redialing. The CA accidentally hit "control hang-up" instead of "shift hang-up".	No
1/7/2014		33	Relay user has Arvig as her long distance carrier. She requested that Arvig be designated as her carrier of choice (COC) for relay calls, but was told that Arvig was not a COC participant for Minnesota Relay.	1/16/2014	After some research it was discovered that Arvig is a dba for four companies (Mainstreet Communications LLC, Melrose Telephone Company, Redwood long Distance, and Royale Comtronics, Inc.), and all four companies are COCs for Minnesota Relay. However, because the companies do business as Arvig, and their customers only see Arvig's name on their phone bills, their customers do not know who their underlying (legacy) carrier is. Without the correct carrier name (and PIC/CIC), Sprint can not route and bill the call appropriately. I contacted Arvig to determine the correct legacy carrier for the consumer and contacted Sprint to have them input the legacy carrier as the consumer's COC. I had a few conference calls with Sprint and Arvig in order to try to resolve the dba issue with relay calls so that no other consumers are impacted. The best solution would be for Arvig to choose one PIC that Sprint can use for all four dba, and have Arvig determine the appropriate legacy carrier once Sprint sends Arvig the billing info. Arvig has refused to do so.	No

Date Received	Type of Relay Call	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution	Unresolved after 180 Days; Turned Over to FCC Jurisdiction
2/15/2014	TTY	26	TTY user called and said that the CA hung up on them. I asked if the CA typed anything before disconnecting and the customer said that the CA typed "unable to read" and that the messages were garbling. The customer stated that they gave the phone number that they wanted to dial. Customer is not requesting follow up.	2/19/2014	Thanked the customer for bringing it to our attention and apologized for the incident. I spoke to the CA and he does remember the call and he does remember the garbling taking place. CA stated that he did not hang up on the TTY user, but that the line disconnected. The CA does know the proper procedure as he was just getting ready to put up his assistance cup when the line disconnected.	No
3/25/2014	TTY	26	Consumer stated that letters are jumbled together when making Minnesota Relay calls (he uses a Krown V-Touch TTY).	4/17/2014	Equipment Distribution Program specialist went to consumer's home to troubleshoot but was unable to resolve the issue. Sprint Customer Service sent an e-mail to customer advising that he turn off Turbo Code and Auto ID if they are activated. Also stated that if he recently switched to a VoIP phone line that also may be causing the problem. Recommended that he contact the TTY manufacturer (Krown Manufacturing) for further troubleshooting. Contacted customer to see if he was able to resolve issue, and he stated that he is not currently experiencing garbling, but will contact us if problem returns.	No
4/3/2014	TTY	3	Customer called in and was upset with CA because the CA did not hold as requested, and left a message with the wrong person. AIC thanked customer. Customer would like follow-up.	4/3/2014	The CA was met with and coached on the importance of following the customer's instruction. Attempted a follow-up contact with the customer on three occasions; left a message. Contact considered closed after unsuccessful attempts to reach the customer.	No

Date Received	Type of Relay Call	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution	Unresolved after 180 Days; Turned Over to FCC Jurisdiction
5/5/2014	TTY	3	<p>Caller stated that the CA did not follow his instructions to let him know when the person he called was actually on the line; instead, agent typed "Hello ga". Caller is requesting follow-up via e-mail on the supervisor's discussion of the matter with the CA.</p>	5/5/2014	<p>Apologized for the issue. The CA referenced did not work on the day of the incident. An e-mail was sent to customer notifying him of such.</p>	No

Via Electronic Filing (ECFS)

June 16, 2015

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street SW, Room TW-A325
Washington D.C. 20554

Re: The State of Minnesota's Telecommunications Relay Services Annual Consumer Complaint Log Summary (CG Docket No. 03-123)

Dear Ms. Dortch,

Pursuant to 47 C.F.R. §64.604(c)(1), the Minnesota Department of Commerce – Telecommunications Access Minnesota respectfully submits Minnesota's Telecommunications Relay Services (TRS) Annual Consumer Complaint Log Summary for the twelve month period commencing on June 1, 2014, and ending on May 31, 2015.

Minnesota Relay received thirteen (13) complaints during this reporting period. All complaints were timely resolved.

Attached please find the following report documents:

1. Complaint tally sheet categorizing complaints by type (Attachment A).
2. Complaint log summaries for complaints received June 1, 2014, through May 31, 2015, including the date of complaint, type of relay call, category number of complaint, nature of the complaint, date of resolution, and explanation of the resolution (Attachment B).

The report includes complaints received by the TRS state administrator, Minnesota Relay center supervisors, Minnesota Relay Outreach Office, Sprint Customer Service, CapTel Customer Service, and Sprint account manager that allege a violation of the federal TRS mandatory minimum standards.

Marlene H. Dortch
June 16, 2015
Page 2

Minnesota Relay's call volume (interstate and intrastate) by type of TRS call during the period of June 1, 2014, through May 31, 2015, was as follows:

- *Traditional TRS Total Calls: 150,372*
- *Speech-to-Speech Total Calls: 11,636*
- *Captioned Telephone Service Answered Calls: 349,549*
- *Internet Protocol Captioned Telephone Service: Not applicable; Minnesota does not contract for this service.*
- *Internet Protocol Relay: Not applicable; Minnesota does not contract for this service.*
- *Video Relay Service: Not applicable; Minnesota does not contract for this service.*

If I can be of further assistance, please feel free to contact me.

Sincerely,



Rochelle Garrow, TAM Administrator
Minnesota Department of Commerce
85 7th Place East, Suite 600
Saint Paul, MN 55101-3165
Phone: 651-539-1878
Fax: 651-539-0109
E-mail: rochelle.garrow@state.mn.us

cc: Dr. Burl Haar, MN Public Utilities Commission Executive Secretary
Lillian Brion, MN Public Utilities Commission
Greg Doyle, MN Department of Commerce
Liz D'Anna, Sprint Relay



Minnesota Relay Complaints By Category

June 1, 2014 - May 31, 2015

SERVICE COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Percent
#00	Answer Wait Time													0	0%
#01	Dial Out Time													0	0%
#02	Didn't Follow Database Instructions													0	0%
#03	Didn't Follow Customer Instructions													0	0%
#04	Didn't Keep Customer Informed		1											1	8%
#05	Agent Disconnected Caller	1	2				1	1						5	38%
#06	Poor Spelling													0	0%
#07	Typing Speed/Accuracy	1							1		2			4	31%
#08	Poor Voice Tone													0	0%
#09	Everything Relayed													0	0%
#10	HCO Procedures Not Followed													0	0%
#11	VCO Procedures Not Followed													0	0%
#12	Two-Line VCO Procedure Not Followed													0	0%
#13	Background Noise Not Typed													0	0%
#14	Feelings Not Described													0	0%
#15	Recording Feature Not Used													0	0%
#16	Noise in Center													0	0%
#17	Agent Was Rude					1								1	8%
#18	Answering Machine Retrieval Problems													0	0%
#19	Spanish Service													0	0%
#20	Speech to Speech													0	0%
#21	Other Problem Type Complaint												1	1	8%
Sub-Total		2	3	0	0	1	1	1	1	0	2	0	1	12	

TECHNICAL COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Percent
#22	Lost Branding													0	0%
#23	Charged for Local Call													0	0%
#24	Trouble Linking Up											1		1	8%
#25	Line Disconnected													0	0%
#26	Garbled Message													0	0%
#27	Database Not Available													0	0%
#28	Split Screen													0	0%
#29	Other Technical Type Complaint													0	0%
#57	Caller ID													0	0%
#58	Regional 800 Calls													0	0%
#59	Transmission (Can't hear or be heard)													0	0%
Sub-Total		0	1	0	1										

MISC COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Percent
#30	Rates													0	0%
#31	On Screen Display													0	0%
#32	No 900 Number													0	0%
#33	Carrier of Choice													0	0%
#34	Network Recording													0	0%
#35	Other													0	0%
Sub-Total		0													

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Report Year Total
TOTAL COMPLAINTS		2	3	0	0	1	1	1	1	0	2	1	1	13



Minnesota Relay Consumer Complaints for June 1, 2014 - May 31, 2015

Total Complaints: 13

Date Received	Type of Relay Call	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
6/1/2014	TTY	5	Consumer stated that the CA hung up on them while trying to place a call. No follow up requested.	6/3/2014	Customer service apologized for the inconvenience and thanked the consumer for the feedback. Unable to follow up with the CA due to an invalid CA ID number.
6/20/2014	CapTel	7	Consumer shared feedback on accuracy of captions.	6/20/2015	Apologized for the customer's experience and thanked the customer for bringing the matter to our attention. Customer had no details to share such as an example of an error or a date/time /CA number for a call. Instructed customer that in the future if she wished us to take specific follow-up action with the CA's captioning skills, specific call details will help us do so. Customer Service Representative investigation did find trouble tickets documented on this customer's calls by the CA noting slightly fuzzy, muffling distortion of audio.
7/23/2014	VCO	5	Customer stated that they were in the middle of a conversation on hold and the CA disconnected the call for no reason. No call back required.	8/28/2014	Apologized for the problem and assured the caller that the complaint would be sent in as stated. The CA is no longer employed at the relay center; unable to conduct follow-up meeting.
7/25/2014	TTY	5	Customer stated that the CA hung up on him prior to his call being placed. No follow up requested.	7/25/2014	Apologized for the inconvenience. While the CA does not recall circumstances of this nature, the CA was reminded to report any technical difficulty that may result in disconnects. The CA was reminded of the consequences of disconnecting a call.

Date Received	Type of Relay Call	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
7/29/2014	TTY	4	<p>Caller said the CA didn't say anything after he asked the CA to leave a message on his neighbor's answering machine. Caller stated that the CA hung up and he needs to know if the CA really did leave the message. Follow up is required on this call.</p>	7/29/2014	<p>Customer service apologized to the caller and said the message would be given to the supervisor to follow-up. The CA ID number given is currently unassigned. Therefore, further investigation is not possible. Relay was unable to conduct a follow up to the outbound number inquiring whether the message was left on the answering machine.</p>
10/25/2014	STS	17	<p>The customer stated that he was attempting to verify his customer notes; he realized that there was an error and he asked the CA to wait while he rectified this. He stated that the CA was impatient, and that the CA's supervisor indicated that the he should contact customer service in order to get info on his notes. The customer indicated that he has received excellent service from Speech to Speech relay for the past five years and that most of the CAs were familiar with him, but he was concerned about this CA's impatience.</p>	10/29/2014	<p>The customer service rep apologized for the CA's conduct and assured the customer that his complaint would be passed on. The customer requested follow up by phone. After the customer had requested the CA to hold, the CA remained on hold for the time allowed per procedure, and then requested for supervisor assistance. The CA was coached to inform the customer whenever requesting for a supervisor. Follow up was made via phone call as per request.</p>

Date Received	Type of Relay Call	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
11/05/14	TTY	5	Customer connected to the CA and provided information needed to check a balance. Customer says the CA disconnected the call before relaying any information. No follow up requested.	11/12/2014	Assistant supervisor documenting the concern apologized for the inconvenience. While the CA does not recall circumstances of this nature, the supervisor reminded the CA to report any technical difficulty that may result in disconnects. The CA was also reminded of the consequences of a disconnecting a call.
12/16/2014	TTY	5	The customer stated that the CA hung up on him. Customer requests a follow up via phone.	12/25/2014	The supervisor apologized for the inconvenience. The CA was coached by supervisor on disconnecting calls. The CA indicated that she has not hung up on a customer. The CA was refreshed on disconnect procedures and understood.
01/16/15	CapTel	7	Customer reported inaccurate captions during a particular call.	1/21/2015	Customer Service Rep apologized for the incident and thanked customer for the feedback. Rep relayed this information to the appropriate call center personnel so that follow-up with the CA could be performed. Call center supervisory staff subsequently advised that the CA would be coached and further quality-checking would be performed to ensure that the CA is consistently meeting CapTel's accuracy standards.

Date Received	Type of Relay Call	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
3/12/2015	CapTel	7	Customer reported that the CA did not accurately caption an answering machine message.	3/26/2015	Customer service apologized to customer for the incident and thanked the customer for the feedback. Customer service proceeded to relay the provided call details to the appropriate captioning service personnel for further follow-up. Customer service attempted to follow-up with the customer regarding their experience but customer was unavailable. Customer service then sent the customer a letter explaining that call detail was shared with Call Center management for follow up with the CA by the CA's supervisor, and that the CA's supervisor provided the CA with further training and coaching to ensure consistent quality performance.
3/12/2015	CapTel	7	Customer reported significantly delayed captions appearing on the CapTel 840 in two-line mode.	3/26/2015	Customer service apologized to customer for the incident and thanked the customer for the feedback. Customer service proceeded to relay the provided call details to the appropriate Captioning Service personnel for further follow-up. Customer service attempted to follow-up with the customer regarding their experience but customer was unavailable. Customer service then sent the customer a letter explaining that call detail was shared with Call Center management for follow up with the CA by the CA's supervisor, and that the CA's supervisor provided the CA with further training and coaching to ensure consistent quality performance.
4/6/2015	TRS	24	Consumer was unable to complete calls through Minnesota Relay; follow up requested.	4/15/2015	Customer Service apologized. Supervisor sent an e-mail to the customer for further information in order to trouble shoot. Customer replied, "I already got the problem fixed. I remember it happened to me once in the past."

Date Received	Type of Relay Call	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
5/21/2015	VCO to CapTel	21	Customer called in to report multiple CAs who could not process a VCO to CapTel phone call. The customer is requesting CA education on how to process this type of call. The customer requested a follow-up by e-mail.	5/26/2015	The supervisor apologized for the inconvenience and assured this information would be sent out to the appropriate supervisor for coaching. Supervisors reviewed the VCO to CapTel process with each of the identified CAs. A Sprint trainer notified the customer via e-mail that an action to distribute an educational procedure review to all CAs in all call centers will be taken.

Via Electronic Filing (ECFS)

June 28, 2016

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street SW, Room TW-A325
Washington, D.C. 20554

Re: The State of Minnesota's Telecommunications Relay Services Annual Consumer Complaint Log Summary (CG Docket No. 03-123)

Dear Ms. Dortch,

Pursuant to 47 C.F.R. §64.604(c)(1), the Minnesota Department of Commerce – Telecommunications Access Minnesota respectfully submits Minnesota's Telecommunications Relay Services (TRS) Annual Consumer Complaint Log Summary for the twelve month period commencing on June 1, 2015, and ending on May 31, 2016.

Minnesota Relay received seven (7) complaints during this reporting period. All complaints were timely resolved.

Attached please find the following report documents:

1. Complaint tally sheet categorizing complaints by type (Attachment A).
2. Complaint log summaries for complaints received June 1, 2015, through May 31, 2016, including the date of complaint, type of relay call, category number of complaint, nature of the complaint, date of resolution, and explanation of the resolution (Attachment B).

The report includes complaints received by the TRS state administrator, Minnesota Relay center supervisors, Minnesota Relay Outreach Office, Sprint Customer Service, CapTel Customer Service, and Sprint account manager that allege a violation of the federal TRS mandatory minimum standards.

Marlene H. Dortch
June 28, 2016
Page 2

Minnesota Relay's call volume (interstate and intrastate) by type of TRS call during the period of June 1, 2015, through May 31, 2016, was as follows:

- *Traditional TRS Total Calls: 128,887*
- *Speech-to-Speech Total Calls: 10,959*
- *Captioned Telephone Service Answered Calls: 294,925*
- *Internet Protocol Captioned Telephone Service: Not applicable; Minnesota does not contract for this service.*
- *Internet Protocol Relay: Not applicable; Minnesota does not contract for this service.*
- *Video Relay Service: Not applicable; Minnesota does not contract for this service.*

If I can be of further assistance, please feel free to contact me.

Sincerely,



Rochelle Garrow, TAM Administrator
Minnesota Department of Commerce
85 7th Place East, Suite 600
Saint Paul, MN 55101-3165
Phone: 651-539-1878
Fax: 651-539-0109
E-mail: rochelle.garrow@state.mn.us

cc: Daniel P. Wolf, MN Public Utilities Commission Executive Secretary
Michael McCarthy, MN Public Utilities Commission
Greg Doyle, MN Department of Commerce
Liz D'Anna, Sprint Relay



Minnesota Relay Complaints By Category

June 1, 2015 - May 31, 2016

SERVICE COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Percent
#00	Answer Wait Time													0	0%
#01	Dial Out Time													0	0%
#02	Didn't Follow Database Instructions													0	0%
#03	Didn't Follow Customer Instructions										1			1	14%
#04	Didn't Keep Customer Informed													0	0%
#05	Agent Disconnected Caller								2					2	29%
#06	Poor Spelling													0	0%
#07	Typing Speed/Accuracy					1	1							2	29%
#08	Poor Voice Tone													0	0%
#09	Everything Relayed													0	0%
#10	HCO Procedures Not Followed													0	0%
#11	VCO Procedures Not Followed													0	0%
#12	Two-Line VCO Procedure Not Followed													0	0%
#13	Background Noise Not Typed													0	0%
#14	Feelings Not Described													0	0%
#15	Recording Feature Not Used													0	0%
#16	Noise in Center													0	0%
#17	Agent Was Rude													0	0%
#18	Answering Machine Retrieval Problems													0	0%
#19	Spanish Service													0	0%
#20	Speech to Speech													0	0%
#21	Other Problem Type Complaint									1				1	14%
Sub-Total		0	0	0	0	1	1	0	2	1	1	0	0	6	

TECHNICAL COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Percent
#22	Lost Branding													0	0%
#23	Charged for Local Call													0	0%
#24	Trouble Linking Up													0	0%
#25	Line Disconnected													0	0%
#26	Garbled Message	1												1	14%
#27	Database Not Available													0	0%
#28	Split Screen													0	0%
#29	Other Technical Type Complaint													0	0%
#57	Caller ID													0	0%
#58	Regional 800 Calls													0	0%
#59	Transmission (Can't hear or be heard)													0	0%
Sub-Total		1	0	1											

MISC COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Percent
#30	Rates													0	0%
#31	On Screen Display													0	0%
#32	No 900 Number													0	0%
#33	Carrier of Choice													0	0%
#34	Network Recording													0	0%
#35	Other													0	0%
Sub-Total		0													

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Report Year Total
TOTAL COMPLAINTS		1	0	0	0	1	1	0	2	1	1	0	0	7



Minnesota Relay Consumer Complaints for June 1, 2015 - May 31, 2016

Total Complaints: 7

Date Received	Type of Relay Call	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
6/24/2015	TTY	#26 (Garbled Message)	Customer is experiencing garbling on TTY relay calls. Customer requests follow-up.	7/7/2015	Customer service apologized for the issue and opened trouble ticket IM3070154. Tech Support contacted customer regarding issue and learned that Comcast was scheduled to come to the home. Comcast installed a new modem; issue appears to be resolved.
10/20/2015	CapTel	#07 (Typing Speed or Accuracy)	Customer's daughter reported that things she did not say appeared in the captions.	10/21/2015	Customer service apologized for the issue and thanked the customer for the feedback. The call detail was shared with call center management for follow-up with the CA by the CA's supervisor. The CA's supervisor met with the CA and discussed the customer's concern. The CA's supervisor discussed the policy of verbatim captioning, and increased the monitoring frequency for the CA to ensure consistent quality performance.
11/10/2015	TTY	#07 (Typing Speed or Accuracy)	The Customer stated that the CA was unable to do his calls. Also stated that the CA types slow. Customer requested a follow-up on this matter and stated that the print-out of the incident will be reported to the State Program Manager.	11/10/2015	Assistant Supervisor verified that the CA requested assistance on this call and that the call was not yet placed when the complaint was initiated. Assistant Supervisor requested a method of follow-up, but customer insisted that the call be processed and would not provide a follow-up direction.

Date Received	Type of Relay Call	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1/20/2016	TTY	#05 (Agent Disconnected Caller)	The customer reported that the CA stopped responding during the middle of a call. The customer told the CA that if she did not respond the customer would report her her to customer service. Follow-up requested.	2/3/2016	An apology was made to the customer about the experience and she was told that a report would be sent to the call center supervisor. The supervisor met with the CA. The CA stated that she was relaying the call and there was a breakdown in communication between the inbound and outbound parties, and the inbound blamed relay. The CA followed procedure and requested assistance from a supervisor. Attempts were made to follow-up with consumer, as per request; the line just rang and there was no answering machine.
1/20/2016	TTY	#05 (Agent Disconnected Caller)	The customer reported that the CA stopped responding during the middle of a call. The customer told the CA that if she did not respond the customer would report her her to customer service. Follow-up requested.	2/3/2016	The quality supervisor met with the CA and coached the CA on the importance of responding in a timely manner. The CA was advised of the consequences of disconnecting calls and was reminded to call for assistance on difficult calls. Three follow-up phone calls to the consumer were attempted but there was no answer or TTY answering machine.

Date Received	Type of Relay Call	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
2/24/2016	STS	#21 (Other Problem Type Complaint)	Speech to Speech customer reported that it is frustrating at times that some CAs ask to repeat over and over and some CAs do not ask to repeat at all. In addition, the customer feels that some CAs are friendlier than others. The customer does not want a follow up.	2/29/2016	Assistant Supervisor apologized for the inconvenience and documented the concern.
3/29/2016	STS	#03 (Didn't Follow Customer Instructions)	Customer reported that the CA did not follow customers instructions, did not pay attention, and ignored the customer throughout the call. The customer also stated that the agent would not convey the customer's information to a retailer.	3/31/2016	CA was coached on proper procedure and the importance of following customer's instruction.

Via Electronic Filing (ECFS)

June 20, 2017

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street SW, Room TW-A325
Washington, D.C. 20554

Re: The State of Minnesota's Telecommunications Relay Services
Annual Consumer Complaint Log Summary (CG Docket No. 03-123)

Dear Ms. Dortch,

Pursuant to Code of Federal Regulations, title 47, section 64.604, paragraph (c)(1), the Minnesota Department of Commerce – Telecommunications Access Minnesota respectfully submits Minnesota's Telecommunications Relay Services (TRS) Annual Consumer Complaint Log Summary for the twelve month period commencing on June 1, 2016, and ending on May 31, 2017.

Minnesota Relay received twenty (20) complaints during this reporting period. All complaints were timely resolved.

Attached please find the following report documents:

1. Complaint tally sheet categorizing complaints by type (Attachment A).
2. Complaint log summaries for complaints received June 1, 2016, through May 31, 2017, including the date of complaint, type of relay call, category number of complaint, nature of the complaint, date of resolution, and explanation of the resolution (Attachment B).

The report includes complaints received by the TRS state administrator, Minnesota Relay center supervisors, Minnesota Relay Outreach Office, Sprint Customer Service, CapTel Customer Service, and Sprint account manager that allege a violation of the federal TRS mandatory minimum standards.

Marlene H. Dortch

June 20, 2017

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Minnesota Relay's call volume (interstate and intrastate) by type of TRS call during the period of June 1, 2016, through May 31, 2017, was as follows:

- *Traditional TRS Total Calls*: 106,759
- *Speech-to-Speech Total Calls*: 13,393
- *Captioned Telephone Service Answered Calls*: 264,791
- *Internet Protocol Captioned Telephone Service*: Not applicable; Minnesota does not contract for this service.
- *Internet Protocol Relay*: Not applicable; Minnesota does not contract for this service.
- *Video Relay Service*: Not applicable; Minnesota does not contract for this service.

If I can be of further assistance, please feel free to contact me.

Sincerely,



Rochelle Garrow, TAM Administrator

Phone: 651-539-1878

E-mail: rochelle.garrow@state.mn.us

cc: Daniel P. Wolf, MN Public Utilities Commission Executive Secretary
Michael McCarthy, MN Public Utilities Commission
Greg Doyle, MN Department of Commerce
Liz D'Anna, Sprint Relay

Minnesota Relay Complaints By Category

June 1, 2016 - May 31, 2017

SERVICE COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Percent
#00	Answer Wait Time													0	0%
#01	Dial Out Time													0	0%
#02	Didn't Follow Database Instructions													0	0%
#03	Didn't Follow Customer Instructions													0	0%
#04	Didn't Keep Customer Informed													0	0%
#05	Agent Disconnected Caller								1					1	5%
#06	Poor Spelling													0	0%
#07	Typing Speed/Accuracy			1							1	1		3	15%
#08	Poor Voice Tone				1									1	5%
#09	Everything Relayed													0	0%
#10	HCO Procedures Not Followed													0	0%
#11	VCO Procedures Not Followed													0	0%
#12	Two-Line VCO Procedure Not Followed													0	0%
#13	Background Noise Not Typed													0	0%
#14	Feelings Not Described													0	0%
#15	Recording Feature Not Used													0	0%
#16	Noise in Center													0	0%
#17	Agent Was Rude													0	0%
#18	Answering Machine Retrieval Problems													0	0%
#19	Spanish Service													0	0%
#20	Speech to Speech	0	1		1			3	1			1		7	35%
#21	Other Problem Type Complaint							1						1	5%
Sub-Total		0	1	1	2	0	0	4	2	0	1	2	0	13	

TECHNICAL COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Percent
#22	Lost Branding													0	0%
#23	Charged for Local Call													0	0%
#24	Trouble Linking Up			1				1	1	1				4	20%
#25	Line Disconnected										1			1	5%
#26	Garbled Message										1			1	5%
#27	Database Not Available													0	0%
#28	Split Screen													0	0%
#29	Other Technical Type Complaint				1									1	5%
#57	Caller ID													0	0%
#58	Regional 800 Calls													0	0%
#59	Transmission (Can't hear or be heard)													0	0%
Sub-Total		0	0	1	1	0	0	1	1	1	2	0	0	7	

MISC COMPLAINTS		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	Percent
#30	Rates													0	0%
#31	On Screen Display													0	0%
#32	No 900 Number													0	0%
#33	Carrier of Choice													0	0%
#34	Network Recording													0	0%
#35	Other													0	0%
Sub-Total		0													

TOTAL COMPLAINTS	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Report Year
	0	1	2	3	0	0	5	3	1	3	2	0	20

Date Received	Type of Relay Call	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
7/15/2016	STS	#20	A Speech to Speech user had asked the CA processing the call to hold, then the customer disconnected. When the STS user called back into relay he/she was upset that he/she had to start over with the message. Assistant Supervisor documented the concern and apologized for the inconvenience. No follow up requested.	7/15/2016	Since the message was not intended to be saved in the 24-hour messaging, the CA had followed the correct procedure set in place.
08/24/16	CapTel	#07	Customer reported inaccurate spelling of medication and street names during a captioned call but did not have call specifics.	08/24/16	Customer Service apologized for the incident and thanked the customer for bringing his experience to their attention. Customer service explained to the customer that not all medication and street names are familiar to the CA, and the CA is not able to ask for clarification during the call. Customer Service provided tips to confirm the spelling of important keywords such as medication with the speaker during the call. Customer service suggested the customer document the date time and CA number of any future calls to allow specific action with the CA captioning the call.
08/29/16	TTY	#24	Customer stated that she cannot call her sister through relay when using Comcast as her COC. The CA gets a recorded message that the call will not go through. Customer has had problems with this before and wants to make sure it is reported.	09/01/16	Customer service apologized for the problem and assured that a trouble ticket would be turned in. Tech support researched the issue. The customer needs to establish an account with Comcast. Currently it is showing that she does not have an account set up with Comcast so it has denied her calls. Customer Service left a message for the customer with the update to contact Comcast.

Date Received	Type of Relay Call	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
9/1/2016	STS	#20	Customer says the agent was having difficulty understanding him and he asked the CA for the supervisor. The CA responded that she/he was not allowed to be involved in the conversation. The customer disconnected. Follow up requested via phone call.	9/1/2016	The assistant supervisor documenting the concern apologized for the inconvenience. The supervisor investigated the CA's procedural knowledge and the CA demonstrated knowledge of the correct procedures to process this type of call. Supervisor left a message on customer's answering machine.
9/2/2016	STS	#08	Customer called with a concern about the CA not doing as well as was done on past calls. Follow up requested via phone call.	09/02/16	The assistant supervisor documenting the concern apologized for the inconvenience. The supervisor coached the CA to be mindful of voice tone and to seek assistance if necessary. Followed up with customer via phone call as per request.
9/2/2016	STS	#29	Customer reports interference on his relay calls. Customer requested follow up.	9/7/2016	Technical ticket was opened. Sprint tech support placed 20+ test calls into the Minnesota Relay center using the STS toll-free and local test 800 number. All outbound calls were placed to the phone number provided by the customer. All test calls completed with no static. Placed test calls into CA station using customer's from and to phone numbers; all test calls completed with no static heard. Checked the ACD; no errors were recorded in the switch on the day of the issue. The program manager made the follow-up call to the customer. The customer agreed that the ticket could be closed.

Date Received	Type of Relay Call	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
12/2/2016	STS	#20	Caller reported that when Speech-to-Speech gets very busy his calls are sent to the Moorhead call center. It appears to him that the Moorhead CAs are in need of additional training because they have trouble understanding his voice. He said he uses a trach and a speaker phone and gets as close as possible to the phone for his calls. He would like follow up call and would offer any help he could to make the service better.	12/02/16	Customer service apologized for the inconvenience and asked if it was possible for him to get closer to the speaker phone for a louder transmission. He stated that he is as close as he can get. The supervisor coached the CA on how to better handle this type of call. Supervisor followed up with the customer via phone call.
12/6/2016	STS	#20	Speech-to-Speech user stated the CA was unable to understand what is being said and it is very frustrating. Customer also stated the CA was unable to understand his request to speak to a supervisor. Follow up requested via phone call.	12/06/16	The assistant supervisor documenting the concern apologized for the inconvenience. The CA was met with and coached on how to better handle these types of calls. A follow up call was placed to the customer.
12/8/2016	STS	#20	Speech-to-Speech customer stated that he is frustrated because the CA had to ask him to repeat many times. When the customer asked the CA why he needed to repeat so many times the CA did not respond. Follow up requested.	12/8/2016	The assistant supervisor documenting the concern apologized for the inconvenience. The supervisor coached the CA on different techniques to understand the Speech-to-Speech user. Followed up with customer via phone call as per request.

Date Received	Type of Relay Call	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
12/19/2016	Voice	#24	Customer tried calling into relay via 7-1-1 but received a recorded message that no one was available and to please leave a message. No follow-up requested.	12/21/2016	Outreach specialist explained that as customer was calling from a business it could be a configuration issue with the 7-1-1 dialing access. Provided her with the toll-free relay number. Tech support researched the issue. Minnesota Relay does not have that type of recording on the TRS platform. Was unable to locate any calls in the past two months from the customer's number in the call logs. Customer did not request follow-up.
12/29/2016	STS	#21	Customer is concerned about the training of after-hours CAs. He requested the last number he dialed from a previous calling session with relay.	12/29/16	Customer Service Manager e-mailed the customer and apologized. Educated the customer on what customer service representatives are capable of and assured him that all customer service representatives would be reminded of Last Number Redial procedures.
01/02/17	Voice	#24	Customer stated that she could not reach relay dialing 7-1-1 via her mobile phone. Customer did not request follow-up.	01/12/17	Customer Service opened a trouble ticket. After review, no trouble found with Minnesota Relay 7-1-1 access. The toll-free translation 866-711-2526 was also reviewed. The relay user needs to contact their mobile carrier and report that 7-1-1 is not working.
01/03/17	TTY	#05	Caller believes that midway through her relay call the CA disconnected from both the inbound and the outbound parties. Follow-up is requested.	01/03/17	Customer Service informed the caller that a report would be sent to the call center supervisor for investigation. The CA does not remember the call; however, the CA was coached by a supervisor regarding the consequences of disconnecting calls. Follow-up with consumer was not possible due to no contact information being listed.

Date Received	Type of Relay Call	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
01/23/17	STS	#20	Speech-to-Speech user stated that the CA was having problems understanding him and he and was trying to help the CA. The customer requested for another CA to continue the call, but was told there were none available at the time. Follow-up requested via phone call.	01/23/17	The assistant supervisor apologized for the inconvenience. The supervisor checked and determined that no additional Speech-to-Speech CAs were available at the time of the request. The supervisor called the customer and discussed suggestions on how the service could be improved.
02/06/17	STS	#24	Customer states that the line was cutting in and out on a call. Customer states that he has had problems with the line before and worked with relay to get it resolved. Customer wishes follow up assistance on this matter.	02/10/17	Assistant supervisor apologized for the inconvenience and assured the customer that this will be referred to a technician. Supervisor opened a trouble ticket. Program manager spoke with customer and explained that troubleshooting was performed on the CA's workstation. No issues were found, nor did any other STS user report a problem. The equipment distribution program conducted a home visit to review the customer's setup and make test calls. Customer gave permission to close the ticket.
3/6/2017	CapTel	#26	Consumer was speaking with a CapTel user. Consumer stated that the CA used so many abbreviated words that the CapTel user could not make out any sentences at all. The consumer stated to the CA "Captioner, please type out all words and don't abbreviate". Once the request was made, the CapTel user was able to read what the consumer said just fine.		Sprint contacted the consumer's telephone company, who stated that the consumer has analog phone service currently, but that her connection does route through a digital/internet connection so it's not a POTS connection end to end. Sprint suspects that there were dropped characters or packets of letters lost in transmission that may have coincidentally gotten better after the speaker said something. Sprint wanted to speak to the customer to better understand the issues she is experiencing, but customer did not want follow-up.

Date Received	Type of Relay Call	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
3/20/2017	CapTel	#07	Customer's daughter reported inaccurate captions during a captioned call.	03/24/17	Customer service apologized for the incident and thanked customer's daughter for the feedback. Call detail was shared with call center management for follow up with the CA by the CA's supervisor. The CA's supervisor met with the CA and discussed the importance of captioning verbatim. The CA also received further coaching and training. Customer service followed up with the customer's daughter by phone reporting action taken.
3/22/2017	VCO	#25	Caller said he placed a call of long length and at the end of the call as sign offs were taking place, the call dropped. No follow-up with caller is required.	03/22/17	Customer service apologized and sent the complaint. Supervisor coached the CA on the importance of not disconnecting the call too soon, and not disconnecting the inbound caller. CA understood.
4/9/2017	STS	#20	Caller was told that he could not place a call to directory assistance without the city, state, zip, and area code of the area he was searching. The CA and supervisor refused to place the call even though he has placed calls to directory assistance with incomplete information before. Caller said that the directory assistance operator has been able to help him without complete information. The caller would like follow up.	04/10/17	Supervisor met with the CA and the assistant supervisor regarding this issue. They both were coached and now understands correct procedure when assisting with Directory Assistance requests. Supervisor followed up with customer via phone as requested.

Date Received	Type of Relay Call	Category Number of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
4/17/2017	CapTel	#07	Customer reported incomplete captions on a recent call with the CapTel 800.	04/17/17	Customer service apologized for the incident and thanked the customer for the feedback. Call detail was shared with call center management for follow up with the CA by the CA's supervisor. The CA's supervisor met with the CA and provided coaching tips to use while captioning. The CA was reminded the proper procedure for entering technical trouble ticket issues on calls.

Appendix I: 2017 Annual Notice to Customers (Letter to Carriers, Compliance Form, and Sample Notice)

January 3, 2017

RE: Annual Notices to Customers

Telecommunications Regulatory Contacts:

This letter serves to assist you with your compliance of state and federal regulations requiring notices to customers regarding Minnesota Relay (Telecommunications Relay Services) and the Minnesota Telephone Equipment Distribution (TED) Program.

Who does this apply to?

It applies to all telephone service providers with Minnesota residential or business customers – *including Interconnected VoIP and wireless service providers.*

What steps should you take?

All service providers should complete the attached *Compliance Form*. Even if you believe you are exempt from the notice requirements, still complete the form and indicate your reason for exemption. (Note: If you provide service capable of or originating a Telecommunications Relay Services call *you are not exempt*).

When should I file the compliance form?

Submit the Compliance Form (and proof of compliance) annually. There is no specific date to file the Compliance Form by. We understand that carriers distribute telephone directories and bill inserts/newsletters at various dates throughout the year, and ask that you file the Compliance Form and attachments *after* you have distributed the annual notice (and telephone directory, if applicable) to your customers.

How can you ensure that the information provided to your customers is correct?

Definitions, phone numbers, e-mail addresses, web addresses, and so forth change all of the time so **please don't just reuse your past notices and directory page**. Visit our website *before* publishing Minnesota Relay and TED Program information so that you have the most up-to-date information.

Where can I find the Sample Annual Notice and Compliance Form?

Go to mn.gov/commerce/industries/telecom/mnrelay/. You can use the “*Sample Annual Notices to Customers*” as a bill insert, in your newsletter, on your website, and in your directory. Or, you can use the material in *Information to Include in Annual Notices to Customers and Telephone Phone Directories* to create your own document.

Thank you for your past and future cooperation.

Best regards,



Rochelle Garrow, Administrator

Telecommunications Access Minnesota and Minnesota Relay

Phone: 651-539-1878 | 1-800-657-3599 | E-mail: rochelle.garrow@state.mn.us

Compliance Form for Annual Notices to Customers

As a demonstration of your compliance with Minn. Rule 7812.1000 regarding annual notice of customer rights and 47 C.F.R. §64.604(c)(3) regarding public access to information, please submit this form and any attachments via the electronic filing system at:

<https://www.edockets.state.mn.us/EFiling/security/login.do?method=showLogin>.

File under Docket Number **17-6** and Document Type: **Report**. There is no service list for this docket.

Company Information

Company Name			
DBA (in MN)			
Address			
	City	State	Zip

Contact Name			
Company Name			
E-mail Address			
Phone Number			

Annual Notice Requirement

You must *annually* provide Minnesota Relay and Minnesota Telephone Equipment Distribution (TED) Program information in a bill insert, newsletter, or similar to your customers.

Please attach a copy of your annual notice.

Date annual notice was distributed to customers: **Month/Year**

If you distribute a telephone directory you must include information on the availability and use of all forms of Minnesota Relay services.

Please attach a copy of your directory page(s).

Date directory was distributed to customers: **Month/Year**

We do not distribute a telephone directory.

Exemptions

If you provide service capable of originating a Telecommunications Relay Services (relay) call *you are not exempt* from the Annual Notice Requirement.

We are exempt from the annual notice requirements because:

<input type="checkbox"/>	We do not have any retail end-users/local subscribers.
<input type="checkbox"/>	We only provide dedicated (point-to-point) service.
<input type="checkbox"/>	We only provide Internet access (no phone service).
<input type="checkbox"/>	Other (explain):

Are you having trouble using the telephone due to a hearing or speech disability?

Minnesota Relay is a free telephone service that uses specially trained communications assistants (CAs) to facilitate telephone calls between people with hearing and speech disabilities and other individuals. Calls can be made to anywhere in the world (long distance charges apply), 24 hours a day, 365 days a year. All calls are completely confidential.

For More Information on Minnesota Relay Services:

www.mnrelay.org
1-800-657-3775

Emergency Assistance

TTY callers should dial 9-1-1 directly in an emergency.

All 9-1-1 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but this may delay the response to your call.

Billing Options for Long Distance Relay Calls

- Direct • Collect
- Third-Party Billing
- Carrier Calling Card
- Pre-Paid Calling Card

To file a Complaint Regarding Minnesota Relay

1-800-657-3775

Email: mn.relay@state.mn.us

You will need to provide the date and time of the relay call, the CA's identification number, and the nature of your complaint.

You may also file a complaint with the Federal Communications Commission:
www.fcc.gov/complaints
Voice: 1-888-225-5322
TTY: 1-888-835-5322
ASL via VP: 1-844-432-2275

TELEPHONE EQUIPMENT DISTRIBUTION (TED) PROGRAM

The TED Program provides free specialized telecommunications equipment to income eligible Minnesotans who are having trouble using the telephone due to a hearing, speech or physical disability.

mn.gov/dhs/ted-program
Voice: 1-800-657-3663
ASL via VP: 1-866-635-0082

To make a relay call dial 7-1-1. Once connected to the relay service, tell the CA the type of relay call you wish to make. Or, you may dial the specific toll-free number for the type of relay service.

Captioned Telephone Service (CTS)

CTS uses a special telephone with a text display screen so that a person who is hard of hearing *can listen to and read captions* of everything the other person on the call says. You speak directly to the other person on the call, and a relay communications Assistant (CA) transcribes everything the other person says into captions, which appear on the display screen of your CTS phone.

Internet Protocol Captioned Telephone Service (IP CTS)

Internet-based forms of CTS are available for those who would like to use CTS on a computer, tablet, or select smartphones. Go to: www.fcc.gov/consumers/guides/internet-protocol-ip-captioned-telephone-service.

Computer (ASCII): 1-800-627-3529

Computer users can access Minnesota Relay. Set your communications software to the following protocols: speeds ranging from 300 to 2400; 8 Bits; No Parity; 1 Stop Bit; Full Duplex. When calling at a rate of 300 or below, follow the above using Half Duplex.

Hearing Carry Over (HCO): 1-800-627-3529

HCO allows a person who can hear clearly but who has very limited or no speech capability to make and receive phone calls. Using a special text telephone, you type your conversation for the relay CA to read to the other person, and listen directly to the other person's response.

Hearing User: 1-800-627-3529

A hearing person may use a standard telephone or mobile phone to place a relay call and speak with a person who is deaf, hard of hearing, or speech disabled.

Internet Protocol (IP) Relay:

IP Relay combines text-based relay service with the ease of the Internet – no need for a TTY. You are able to make your relay call using a computer, laptop, tablet, or select smartphones. Go to: www.sprintrelay.com.

Spanish Relay: 1-877-627-5448

Spanish speaking persons with a hearing or speech disability are able to make relay calls. This is not a translation service – both parties must speak Spanish, and at least one party must have a hearing or speech disability.

Speech-to-Speech (STS): 1-877-627-3848

STS allows a person who has difficulty speaking or being understood on the phone to communicate using his or her own voice or voice synthesizer. The CA revoices your words so that the other person on the call can understand them, and the other person speaks directly to you.

Text Telephone (TTY): 1-800-627-3529

This service allows a person who is deaf, deaf-blind, or speech disabled to use a TTY to communicate with the other person on the call.

Video Relay Service (VRS)

VRS allows a person who uses American Sign Language (ASL) to communicate over the phone. The VRS user connects to the CA via an Internet-enabled device with a video camera. The CA relays the conversation back and forth between the parties – in ASL with the VRS user and by voice with the called party. Go to: www.fcc.gov/consumers/guides/video-relay-services.

Voice Carry Over (VCO): 1-877-627-3024

VCO allows a person with a hearing disability, but who wants to use his or her own voice, to speak directly to the other party. The CA then types the other party's response, which is displayed on the VCO user's text telephone.

Appendix J: Examples of Carrier Telephone Directory, Bill Insert, and Newsletter

Minnesota Relay



800-448-8260
gvtel.com

Minnesota Relay is a free telephone service that uses specially trained communications assistants (CAs) to facilitate telephone calls between people with hearing and speech disabilities and other individuals. Calls can be made to anywhere in the world (long distance charges apply), 24 hours a day, 365 days a year. All calls are completely confidential.

For More Information on Minnesota Relay Services:

www.mnrelay.org
1-800-657-3775

Emergency Assistance

TTY callers should dial 9-1-1 directly in an emergency. All 9-1-1 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but this may delay the response to your call.

Billing Options for Long Distance Relay Calls

- Direct
- Collect
- Carrier calling card
- Third-party billing
- Pre-paid calling card

To File a Complaint Regarding Minnesota Relay:

1-800-657-3775

Email: mn.relay@state.mn.us

You will need to provide the date and time of the relay call, the CA's identification number, and the nature of your complaint.

You may also file a complaint with the Federal Communications Commission:

www.fcc.gov/complaints

Voice: 1-888-225-5322

TTY: 1-888-835-5322

ASL via VP: 1-844-432-2275

To make a relay call dial 7-1-1. Once connected to the relay service, tell the CA the type of relay call you wish to make. Or, you may dial the specific toll-free number for the type of relay service.

Captioned Telephone Service (CTS)

CTS uses a telephone with a text display screen to allow a person who is hard of hearing to see word-for-word captions of what the other party on the call is saying, while also listening to what is being said using their residual hearing - much like TV captioning. The CTS user speaks directly to the other person on the call, and the CA, who uses speech recognition technology, repeats what the other party says, which is then transmitted as text to the CTS user's phone.

Internet Protocol Captioned Telephone Service (IP CTS)

There are Internet-based forms of CTS for those who would like to use CTS on a computer, tablet, or select smartphones. Go to: www.fcc.gov/guides/internet-protocol-ip-captioned-telephone-service.

Computer (ASCII): 1-800-627-3529

Computer users can access Minnesota Relay. Set your communications software to the following protocols: speeds ranging from 300 to 2400; 8 Bits; No Parity; 1 Stop Bit; Full Duplex. When calling at a rate of 300 or below, follow the above using Half Duplex.

Hearing Carry Over (HCO): 1-800-627-3529

HCO allows a person who can hear clearly but who has very limited or no speech capability to make and receive phone calls. The HCO user types his or her conversation on a text telephone for the CA to read to the other person, and listens directly to the other person's response.

Internet Protocol (IP) Relay:

IP Relay combines text-based relay service with the ease of the Internet - no need for a TTY. It allows relay users to communicate by text via a computer or other Internet-enabled device. Go to: www.sprintrelay.com.

Spanish Relay: 1-877-627-5448

Spanish speaking persons with a hearing or speech disability are able to make relay calls. This is not a translation service - both parties must speak Spanish, and at least one party must have a hearing or speech disability.

Speech-to-Speech (STS): 1-877-627-3848

STS allows a person who has difficulty speaking or being understood on the phone to communicate using his or her own voice or voice synthesizer. The CA revoices the words of the person with the speech disability so that the other person on the call can understand them.

Standard Telephone: 1-800-627-3529

A hearing person may use a standard telephone or mobile phone to place a relay call and converse with a person who is deaf, hard of hearing, or speech disabled.

Text-to-Voice (TTY): 1-800-627-3529

This service allows a person who is deaf, hard of hearing, or speech disabled to use a TTY to communicate with the other person on the call.

Video Relay Service (VRS)

VRS allows a person who uses American Sign Language (ASL) to communicate over the phone. The VRS user connects to the CA via an Internet-enabled device with a video camera. The CA relays the conversation back and forth between the parties - in ASL with the VRS user and by voice with the called party. Go to: www.fcc.gov/guides/video-relay-services.

Voice Carry Over (VCO): 1-877-627-3024

VCO allows a person with a hearing disability, but who wants to use his or her own voice, to speak directly to the other party. The CA then types the other party's response, which is displayed on the VCO user's text telephone.

900 Pay-Per-Call Services: 1-900-230-3324

This service allows a relay user to connect to any pay-per-call service.

TELEPHONE EQUIPMENT DISTRIBUTION (TED) PROGRAM

The TED Program provides free specialized telecommunications equipment to income eligible Minnesotans who are having trouble using the telephone due to a hearing, speech or physical disability.

mn.gov/dhs/ted-program

Voice: 1-800-657-3663

TTY: 1-888-206-6555



Annual Notice to Clients

Billing Policies and Procedures

Your POPP monthly invoice and reports not only gives you an inventory of your charges, payments and credits, but may also contain special messages, such as those regarding service or price changes. Please take the time to read the monthly messages and carefully review your invoice to make sure your billing information is correct.

We bill for services on a month-to-month basis. Charges for service begin the day service is installed. Because you are billed a month in advance, your first bill reflects charges from the date of installation to the end of that billing period, plus charges for the following month.

A \$2.00 Handling/Printing/Mailing Fee will be assessed each month for clients receiving paper invoices. Clients may opt to receive paperless billing to avoid the \$2.00 monthly charge. A \$5.00 per payment charge will be assessed when a client makes a credit card or debit payment via telephone or fax. The charge will be reflected on the next client invoice in Other Charges & Credits.

Client will be billed and is responsible for payment of applicable local, state, and federal taxes and surcharges assessed in the connection with the services used. Such taxes and surcharges may be separately stated on the applicable invoice. Certain non-profit organizations are exempt from some taxes. POPP requires a certificate of exemption.

Payment of fees and charges are due on or before the due date stated on your invoice. Payment must be received by POPP before the due date or client will be assessed a late payment fee of 1.5% per month unless a lower fee is required by law. Required notice will be given for all rate increases.

If the company has been in business less than 18 months, is trying to re-establish credit, or in certain other situations, POPP may require a deposit of up to two months of usage (to be held until 12 consecutive months of prompt payment is received). The deposit amount would then be credited with interest at current rates.

If there are billing errors or other requests for credit, client must bring those to our attention in writing within thirty (30) days of the occurrence. When a client has been overbilled, POPP will credit the client back to the most recent invoice date. If a product or feature has been omitted from a client's invoice, the client may be back-billed to the date the product or feature was activated. If the activation date is more than two years prior to the current date, the client will be billed for a maximum of two years of service in accordance with the law.

Customer Service Record (CSR)

Prior to becoming a local client, POPP requires written authorization from a company to obtain from CenturyLink/CLEC information and/or copies of all network services for the company with respect to telephone numbers. This authorization shall remain in effect for 15 days and in no way grants POPP the authority to make any changes to the company's telephone service. This information provided by CenturyLink/CLEC is limited to a descriptive inventory of the client's current local telephone service.

Disconnection of Service

POPP reserves the right to interrupt or permanently cancel service to delinquent accounts and clients in violation of POPP terms and conditions. Prior to disconnecting service, POPP will notify client up to five (5) business days in advance via telephone, First Class Mail or e-mail communication. A client's service will be permanently shut off 45 days after the last unpaid invoice is mailed and no payments or payment arrangements have been made. Termination charges may apply, as stated in any separate term plan agreement and applicable POPP tariffs.

Protecting Your Privacy

POPP protects the confidentiality of its clients consistent with applicable law, including the FCC requirements to retain call detail records: The FCC requires POPP to retain long distance call detail records for 18 months. POPP is not required to keep local call detail. Under the Federal Communications Act, POPP is prohibited from releasing client information to the police, government agencies, or anyone other than the client without a court order or subpoena. A copy of call detail will be provided

upon request at prevailing rates. Only written requests to obtain call detail records from the client will be fulfilled. No verbal requests will be fulfilled. Reports are sent by mail to the valid billing address listed on the account or may be e-mailed to the decision maker or authorized client contact. POPP may require verification regarding the identity or authority of the person making the request for information, such as a driver's license, etc.

For client's protection, information relating to the account will only be given to the decision maker and/or contact person named on file to authorize POPP services. It is the client's responsibility to notify POPP of changes to the authorized person on file.

911 Emergency Numbers

When POPP provides local telephone service, it is the responsibility of the client to inform POPP of any address change to keep the 911 database accurate. Client must also inform POPP when an IP telephone or telephone system (PBX) is moved to a new 911 address. 911 addresses will not be updated unless POPP is notified in writing of the change. Accurate addresses are crucial in emergency situations and it is imperative that the client informs POPP of any location and/or address information changes. 911 service will not work if your internal voice network goes down, if the connection to your local provider is down due to a cable cut or other network interruption, if your telephone loses power or dial tone, you have not provided POPP with your correct/updated 911 address, or if your local service has been suspended or disconnected.

Blocking Options

0, 1+, 1010, 411, Call Trace, Continuous Redial, International, Last Call Return, Local. Please note: Collect calls cannot be made to POPP-hosted land lines, T-1s or DSL, and 900 numbers cannot be dialed from POPP-hosted land lines, T-1s or DSL.

Concern and Complaint Resolution

At POPP, our focus is on client savings, service and security and our team works hard to provide quality products and services. However, if you are ever unhappy with your service please contact us immediately to resolve the situation. If Network client is not completely satisfied within 90 days of service, POPP will pay to restore client's original service, as well as match the local company's changeover fee with a donation to a nonprofit organization in client's community.

Customer Service, POPP Communications
620 Mendelssohn Avenue North
Golden Valley, MN 55427-4300
Tel: 763-797-7900 or 1-800-234-7677
E-mail: billinginquiries@popp.com

Complaints concerning POPP charges, practices, facilities, or services will be addressed and investigated promptly and thoroughly. POPP will keep records of each complaint noting the name and address of the person filing the complaint, the date and nature of the complaint, its disposition, and all other pertinent facts dealing with the complaint that will enable POPP to review and analyze its procedures and actions. If client is dissatisfied with the resolution of the complaint, client has the right to contact the Minnesota Public Utility Commission.

Consumer Affairs Office, Public Utilities Commission
121 7th Place E., Suite 350
St. Paul, MN 55101-2147
Tel: 651-296-0406 or 1-800-657-3782
E-mail: consumer.puc@state.mn.us
Website: www.puc.state.mn.us
Complaints: www.puc.state.mn.us/consumer/complain

Continued

MINNESOTA RELAY

Minnesota Relay is a free telephone service that uses specially trained communications assistants (CAs) to facilitate telephone calls between people with hearing and speech disabilities and other individuals. Calls can be made to anywhere in the world (long distance charges apply), 24 hours a day, 365 days a year. All calls are completely confidential.

To make a relay call dial 7-1-1. Once connected to the relay service, tell the CA the type of relay call you wish to make. Or, you may dial the specific toll-free number for the type of relay service.

Types of Relay Services

Captioned Telephone Service (CTS)

CTS uses a special telephone with a text display screen so that a person who is hard of hearing can listen to and read captions of everything the other person on the call says. You speak directly to the other person on the call, and a relay communications Assistant (CA) transcribes everything the other person says into captions, which appear on the display screen of your CTS phone.

Internet Protocol Captioned Telephone Service (IP CTS)

Internet-based forms of CTS are available for those who would like to use CTS on a computer, tablet, or select smartphones. Go to: www.fcc.gov/consumers/guides/internet-protocol-ip-captioned-telephone-service.

Computer (ASCII): 1-800-627-3529

Computer users can access Minnesota Relay. Set your communications software to the following protocols: speeds ranging from 300 to 2400; 8 Bits; No Parity; 1 Stop Bit; Full Duplex. When calling at a rate of 300 or below, follow the above using Half Duplex.

Hearing Carry Over (HCO): 1-800-627-3529

HCO allows a person who can hear clearly but who has very limited or no speech capability to make and receive phone calls. Using a special text telephone, you type your conversation for the relay CA to read to the other person, and listen directly to the other person's response.

Hearing User: 1-800-627-3529

A hearing person may use a standard telephone or mobile phone to place a relay call and speak with a person who is deaf, hard of hearing, or speech disabled.

Internet Protocol (IP) Relay:

IP Relay combines text-based relay service with the ease of the Internet – no need for a TTY. You are able to make your relay call using a computer, laptop, tablet, or select smartphones. Go to: www.sprintrelay.com.

Spanish Relay: 1-877-627-5448

Spanish speaking persons with a hearing or speech disability are able to make relay calls. This is not a translation service – both parties must speak Spanish, and at least one party must have a hearing or speech disability.

Speech-to-Speech (STS): 1-877-627-3848

STS allows a person who has difficulty speaking or being understood on the phone to communicate using his or her own voice or voice synthesizer. The CA revoices your words so that the other person on the call can understand them, and the other person speaks directly to you.

Text Telephone (TTY): 1-800-627-3529

This service allows a person who is deaf, deaf-blind, or speech disabled to use a TTY to communicate with the other person on the call.

Video Relay Service (VRS)

VRS allows a person who uses American Sign Language (ASL) to communicate over the phone. The VRS user connects to the CA via an Internet-enabled device with a video camera. The CA relays the conversation back and forth between the parties – in ASL with the VRS user and by voice with the called party. Go to: www.fcc.gov/consumers/guides/video-relay-services.

Voice Carry Over (VCO): 1-877-627-3024

VCO allows a person with a hearing disability, but who wants to use his or her own voice, to speak directly to the other party. The CA then types the other party's response, which is displayed on the VCO user's text telephone.

Important Information

Emergency Assistance

TTY callers should dial 9-1-1 directly in emergency. All 9-1-1 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but this may delay the response to your call.

Billing Options for Long Distance Relay Calls

Direct, Collect, Pre-paid Calling Card, Carrier Calling Card, Third-party billing. Please note: Only certain voice products support receiving collect calls. Please contact your account advisor if you need this service.

Filing a Complaint

E-mail your complaint to mn.relay@state.mn.us or call 1-800-657-3775. You will need to provide the date and time of the relay call, the CA's identification number, and the nature of your complaint. You may also file a complaint with the Federal Communications Commission: www.fcc.gov/complaints
1-888-225-5322 (voice)
1-888-835-5322 (TTY)
1-844-432-2275 (ASL via VP)

For more information on Minnesota Relay Services
Call 1-800-657-3775 (voice/TTY) or go to the website at www.mnrelay.org.

TELEPHONE EQUIPMENT DISTRIBUTION (TED) PROGRAM

The TED Program provides free specialized telecommunications equipment to income eligible Minnesotans who are having trouble using the telephone due to a hearing, speech or physical disability.

For more information on the TED Program, call 1-800-657-3663 (voice) or ASL via VP: 1-866-635-0082 or go to the website at mn.gov/dhs/ted-program/.

ARE YOU HAVING TROUBLE USING THE TELEPHONE DUE TO A HEARING OR SPEECH DISABILITY?

For More Information on Minnesota Relay Services:

www.mnrelay.org
1-800-657-3775

Emergency Assistance

TTY callers should dial 9-1-1 directly in an emergency. All 9-1-1 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but this may delay the response to your call.

Billing Options for Long Distance Relay Calls

- Direct • Collect
- Third-Party Billing
- Carrier Calling Card
- Pre-Paid Calling Card

To file a Complaint Regarding Minnesota Relay

1-800-657-3775

Email: mn.relay@state.mn.us

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www.fcc.gov/complaints

Voice: 1-888-225-5322

TTY: 1-888-835-5322

ASL via VP: 1-844-432-2275

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Internet Protocol Captioned Telephone Service (IP CTS)

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Computer (ASCII): 1-800-627-3529

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Hearing Carry Over (HCO): 1-800-627-3529

HCO allows a person who can hear clearly but who has very limited or no speech capability to make and receive phone calls. Using a special text telephone, you type your conversation for the relay CA to read to the other person, and listen directly to the other person's response.

Hearing User: 1-800-627-3529

A hearing person may use a standard telephone or mobile phone to place a relay call and speak with a person who is deaf, hard of hearing, or speech disabled.

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STS allows a person who has difficulty speaking or being understood on the phone to communicate using his or her own voice or voice synthesizer. The CA revoices your words so that the other person on the call can understand them, and the other person speaks directly to you.

Text Telephone (TTY): 1-800-627-3529

This service allows a person who is deaf, deaf-blind, or speech disabled to use a TTY to communicate with the other person on the call.

Video Relay Service (VRS)

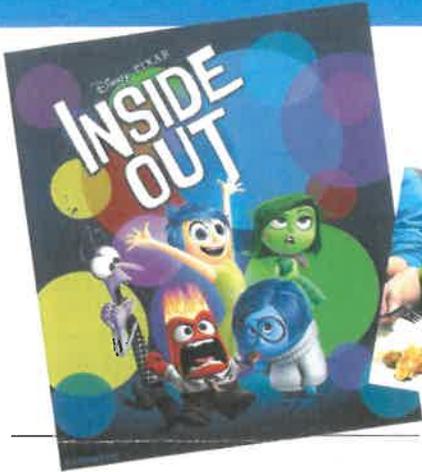
VRS allows a person who uses American Sign Language (ASL) to communicate over the phone. The VRS user connects to the CA via an Internet-enabled device with a video camera. The CA relays the conversation back and forth between the parties – in ASL with the VRS user and by voice with the called party. **Go to:** www.fcc.gov/consumers/guides/video-relay-services.

Voice Carry Over (VCO): 1-877-627-3024

VCO allows a person with a hearing disability, but who wants to use his or her own voice, to speak directly to the other party. The CA then types the other party's response, which is displayed on the VCO user's text telephone.

enTouch WIRELESS
POWERED BY BOOMERANG WIRELESS

PO Box 37 | Hiawatha, IA 52233
Phone: 1.866.488.8719
Email: support@entouchwireless.com



PANCAKES & POPCORN YOU'RE INVITED!



Gardonville Cooperative Telephone Association will be having our 73rd Annual Meeting and Pancake Breakfast on Saturday, April 30, 2016. The pancake breakfast will start at 7:30 AM and the meeting will follow at 9:30 AM. Come join us at our headquarters in Brandon for food, great prizes and a high five from Gabby!

Join us later that day for our first ever indoor movie night featuring *Inside Out!* The movie will start at 6:00 PM. Concessions will be available as well as seating but feel free to bring your own lawn chair. Stay tuned for further updates on Facebook.

We hope you can make it to both events. It's going to be a great time!

HIGH-SPEED INTERNET FREE INSTALLATION

Sign up for any speed of High-Speed Internet and we'll waive your installation fee!

Offer applies to a standard installation only. Additional fees may apply. Excludes Exede. Ends 4/30/16

WELCOME TO THE TEAM

We'd like to welcome Bradley Challes to the Gardonville family. Bradley joined us in February and works as a customer care representative on our help desk team. His favorite part about working here is learning about the process of networking.

In his spare time, Bradley enjoys rebuilding computers and hanging out with his younger brother.



60 Days Free TV

Sign up for digital television and get your first 60 days free. We'll also waive your installation fee!

Offer applies to new customers only. Six month commitment required. Ends 4/30/16

COMMUNITY PROFILE

Buying and selling a home is one of the biggest and most important financial transactions you'll ever experience. Choosing a real estate company is just as important. Counselor Realty has been serving the lakes area for over 30 years and has been the market leader in sales since 2002. They set themselves apart with their partnership model. All 18 realtors co-own the business, share in the expenses and management of the business and have achieved the highest level of education by obtaining their broker's license. When you choose Counselor Realty, you don't just choose a realtor. You get the advantage of the entire brokerage supporting you and the sale or purchase of your home.

Whether you're new or seasoned to buying or selling a home, the realtors at Counselor are happy to walk you through the process. They'll be with you to coordinate and monitor appraisals, inspections and buyer's loan approvals, and are present at closing.

Their knowledge of this area sets them apart. They focus on the counties of Douglas, Todd, Otter Tail, Pope, Grant, Stevens and Stearns; however, they're able to list or sell anywhere in Minnesota. Their listings also appear world-wide at counselorcorner.com, counselorrealty.com, realtor.com, Zillow, Trulia, Facebook and other social media sites.

It's a seller's market and they want your listings! Give one of the brokers a call at (320) 762-1111 or visit their website counselorcorner.com when you're ready to take that next step.



Brokers at Counselor Realty:

Shelly Karnis, Tom Akenson, Becky Whiting, Bob Close, Kelly Sander, Heidi Schroeder, Mary "Jeannie" Schjei, Joni Neal, Linda Akenson, Craig Mische, Sandy Jackson, Donna Kopischke, Kris Telkamp, Donna Wilberg, Marge Lusty, Bobbi Jo Crouse, Brian Flaten, Zachary Witt

EXEMPTIONS ASSISTANCE CHARGES



Gardonville customers with visual, physical or mental disabilities may be eligible for an exemption from directory assistance and local operator assistance charges. For more details contact us at 888.236.3574 or visit www.gctel.com under the "News" tab. Click on "Notices & Policies" to fill out an application which must be signed and returned to Gardonville.

KENWOOD RADIOS

FOR YOUR FARM
OR BUSINESS
COMMUNICATIONS



Some key benefits of digital radios:

- Smooth migration to future narrower bandwidths
- Enhanced audio quality and range
- Static and noise reduction
- Longer battery life

NEW wide area radio coverage with lease options now available!

For more information contact
Brandon Communications
1-800-223-1676

Welcome New Members

GARFIELD

Pieschke, Nicholas - 834-2823

EVANSVILLE

Haugen, Ryan & Kimberly - 948-2488
Schuette, D. - 948-2215

BRANDON

Brian's Repair - 834-4949
Bitzan, Heather - 524-2526
Scoop & Grind LLC - 524-2523

BRAIN BUSTER

What was the original name of the settlement that is now St. Paul, MN?

Answer

Name - Please Print

March's Brain Buster

The wearing of the green is done in observance of St. Patrick's Day. But, which color would be more authentic?

Blue

Last month's winner is Cheryl Doose. Stop in at either our Alexandria or Brandon office to get your goody bag, Cheryl!

TELEPHONE RELAY SERVICE NOTICE

Minnesota Relay is a free telephone service that uses specially trained communications assistants (CAs) to facilitate telephone calls between people with hearing and speech disabilities and other individuals. Calls can be made to anywhere in the world (long distance charges apply), 24 hours a day, 365 days a year. All calls are completely confidential.

To make a relay call dial 7-1-1. Once connected to the relay service, tell the CA the type of relay call you wish to make. Or, you may dial the specific toll-free number for the type of relay service.

Types of Relay Services Available

Captioned Telephone Service (CTS): CTS uses a telephone with a text display screen to allow a person who is hard of hearing to see word-for-word captions of what the other party on the call is saying, while also listening to what is being said using their residual hearing - much like TV captioning. The CTS user speaks directly to the other person on the call, and the CA uses voice recognition technology to repeat what the other party says, which is then transmitted as text to the user's specialized CTS phone.

Internet Protocol Captioned Telephone Service (IP CTS): There are Internet-based forms of CTS for those who would like to use CTS on a computer, tablet, or select smartphones. www.fcc.gov/guides/internet-protocol-ip-captioned-telephone-service

Computer (ASCII): 1-800-627-3529. Computer users can also access Minnesota Relay. Set your communications software to the following protocols: speeds ranging from 300 to 2400; 8 Bits; No Parity; 1 Stop Bit; Full Duplex. When calling at a rate of 300 or below, follow the above using Half Duplex.

Hearing Carry Over (HCO): 1-800-627-3529. HCO allows a person who can hear but who has very limited or no speech capability to make and receive phone calls. The HCO user types his/her conversation for the CA to read to the other person, and listens directly to the other person's response. Requires a special telephone.

Internet Protocol (IP) Relay: www.sprint-relay.com. IP Relay combines text-based relay service with the ease of the Internet - no need for a TTY. It allows relay users to communicate by text via a computer or other Internet-enabled device.

Spanish Relay: 1-877-627-5448. This service allows Spanish speaking persons to use Minnesota Relay. This is not a translation service - both parties must speak Spanish, and at least one party must have a hearing or speech disability.

Speech-to-Speech (STS): 1-877-627-3848. STS allows a person who has difficulty speaking or being understood on the phone to communicate using his own voice or voice synthesizer. The CA voices the words of the person with a speech disability so the other person on the call can understand them. No special telephone is required.

Standard Telephone: 1-800-627-3529.

A hearing person may use a standard telephone to place a relay call and converse with a person who is deaf, hard of hearing, or speech disabled.

Text-to-Voice (TTY): 1-800-627-3529.

This service allows a person who is deaf, hard of hearing, or speech disabled to use a TTY to communicate with the other person on the call.

Video Relay Service (VRS): VRS allows a person whose primary language is American Sign Language (ASL) to use a television or Internet-enabled device with a video camera to communicate with the CA in ASL. The CA speaks what is signed to the called party and signs the called party's response back to the caller.

www.fcc.gov/guides/video-relay-services

Voice Carry Over (VCO): 1-877-627-3024. VCO allows a person with a hearing disability, but who wants to use his or her own voice, to speak directly to the other party. The CA then types the other party's response, which is displayed on the VCO user's text telephone. Requires a special telephone.

900 Pay-Per-Call Services: 1-900-230-3324. This service allows a relay user to connect to any pay-per-call service.

Important Info about the Relay

For more information on Minnesota Relay Services: 1-800-657-3775 (voice/TTY) or www.mnrelay.org.

Emergency Assistance: TTY callers should dial 9-1-1 directly in an emergency. All 9-1-1 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but this may delay the response to your call.

Billing Options for Long Distance Relay Calls: Direct, Collect, Pre-paid or Carrier Calling Card.

Filing a Complaint: 1-800-657-3775. You will need to provide the date and time of the relay call, the CA's identification number, and the nature of your complaint.

You may also file a complaint with the Federal Communications Commission: 888-225-5322 (voice). 888-835-5322 (TTY). 844-432-2275 (ASL via VP). www.fcc.gov/complaints

TELEPHONE EQUIPMENT DISTRIBUTION

The TED Program provides free specialized telecommunications equipment to income eligible Minnesotans who are having trouble using the telephone due to a hearing, speech or physical disability. 1-800-657-3663 (voice). 1-888-206-6555 (TTY). mn.gov/dhs/ted-program/

IN THE LOOP

JULY/AUGUST 2016

gardonville
cooperative telephone association

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OUR NEW NEWSLETTER

As you can see, our newsletter has been updated with larger photos and new articles. We will now be publishing this format every other month, instead of monthly. Inside you'll still find great articles about Gardonville events, promotions, employee

and business profiles and a brain buster. You'll also get to hear from CEO/General Manager, Dave Wolf. We hope you enjoy the new layout and look forward to keeping you *In the Loop!*

MN Telephone Equipment Distribution Program

HELP FOR THE HEARING IMPAIRED

Do you know of family members, friends or neighbors who have difficulty using their telephone? Do they have trouble hearing, speaking or have a physical disability that prevents them from using a standard telephone?

The Minnesota Telephone Equipment Distribution Program can provide special telephone equipment at NO CHARGE to Minnesota residents of all ages!

The equipment includes amplified (corded and cordless) phones, speakerphones, captioned telephones, telephone ring signers, deafblind equipment and other special equipment.

To learn more about this program call (800) 657-3663 or (888) 206-6555 TTY or visit www.tedprogram.org.



800 Central Ave N, Brandon, MN
218 3rd Ave E, Ste 101, Alexandria MN
Office: (320) 834-5151
Toll Free: (888) 236-3574
Help Desk: (320) 834-5155
Fax: (320) 524-2785
Email: gardon@gardonville.net
Hours: Monday-Friday
8:00 am-4:30 pm

www.gctel.com



Gardonville is an equal opportunity provider and employer.

Appendix K: Minnesota Rule 7812.1000

Minnesota Administrative Rules

Chapter 7812, Telecommunications; Large Local Providers

Public Utilities Commission

7812.1000 ANNUAL NOTICE OF CUSTOMER RIGHTS.

At the time service is initiated, at least annually thereafter, and upon customer request, a local service provider (LSP) shall provide customers with a summary, in plain language, of the rights and obligations of customers as provided in items A to D.

A. The notice must describe the complaint procedures available through the LSP and the commission, and must indicate that the customer can contact the commission if dissatisfied with the local service provider's resolution of the customer's complaint. The notice must specify the current address and the local and toll-free telephone numbers of the commission's Consumer Affairs office.

B. The notice must describe the customer's rights regarding the payment of bills, disconnection of service, privacy, deposits, low-income assistance, programs for people who have hearing loss, and blocking options.

C. The notice must summarize the commission's service quality standards and the remedies available to customers for failure to meet those standards.

D. The notice must specify the price and service options as required by Minnesota Statutes, section 237.66.

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Appendix L: Outreach Activities and Outreach Materials

Minnesota Relay Outreach

Date	Type of Outreach	Location Name	City	Number of Participants
7/9/2012	Presentation	Lion's Club	Isle	36
7/9/2012	Presentation	Nicollet County Committee on Aging	St. Peter	10
7/9/2012	Meeting	Rollag Senior Citizen Center	Hawley	20
7/17/2012	Presentation	Commonbound/Advantage Service Coordinator	Blaine	15
7/18/2012	Presentation	Rock County Family Service Agency	Luverne	7
7/19/2012	Social Event	Whitney Senior Center	St. Cloud	0
7/23/2012	Presentation	Commonbound/Advantage Service Coordinator	Blaine	10
7/26/2012	Booth	Comprehensive Health Services	Red Lake	46
8/6/2012	Presentation	Traverse Care Center	Wheaton	6
8/7/2012	Social Event	Minnesota Hands and Voices	St. Paul	45
8/7/2012	Presentation	Senior Center	Ulen	13
8/8/2012	Booth	Forest Lake Senior Center	Forest Lake	25
8/9/2012	Booth	UCare Minnesota	Minneapolis	120
8/18/2012	Booth	Whitney Senior Center	St. Cloud	200
8/20/2012	Presentation	Bonnie's Senior Haven	Alexandria	8
8/20/2012	Presentation	Windmill Ponds	Alexandria	10
8/23/2012	Presentation	Senior Living	Evansville	15
8/23/2012	Booth	Minnesota State Fair	Falcon Heights	500
8/23/2012	Presentation	Terrace Heights Assisted Living	Osakis	4
8/24/2012	Meeting	Assumption Court	Cold Spring	9
8/24/2012	Booth	Minnesota State Fair	Falcon Heights	500
8/25/2012	Booth	Minnesota State Fair	Falcon Heights	500
8/27/2012	Booth	Minnesota State Fair	Falcon Heights	500
8/28/2012	Booth	Minnesota State Fair	Falcon Heights	500
8/30/2012	Booth	Minnesota State Fair	Falcon Heights	500
8/31/2012	Booth	Minnesota State Fair	Falcon Heights	500
9/1/2012	Booth	Minnesota State Fair	Falcon Heights	500
9/14/2012	Presentation	Park Gardens Senior Living	Fergus Falls	15
9/14/2012	Booth	Senior Legal Fair	St. Paul	130
9/18/2012	Presentation	Assistive Living	Olivia	7

Date	Type of Outreach	Location Name	City	Number of Participants
9/19/2012	Booth	Ebenezer Park Apartments	Minneapolis	25
9/19/2012	Meeting	Todd County Public Health	Long Prairie	1
9/20/2012	Booth	St. Peter Senior Center	St. Peter	158
9/25/2012	Booth	McLeod County Senior Expo	Glencoe	230
9/25/2012	Presentation	Norman County Human Services	Ada	34
9/29/2012	Presentation	Realife Cooperative at Mueller Gardens	St. Cloud	24
10/1/2012	Presentation	Birchview Gardens	Hackensack	8
10/1/2012	Presentation	Emmanuel Community	Detroit Lakes	13
10/2/2012	Presentation	Senior Advisory Group Luverne	Luverne	18
10/2/2012	Presentation	Senior Center	Luverne	31
10/3/2012	Presentation	Humboldt Secondary School	St. Paul	7
10/10/2012	Booth	Mayo Clinic Health Systems	Mankato	55
10/10/2012	Presentation	Minnetonka Recreation and Senior Services	Minnetonka	8
10/16/2012	Presentation	Oak Ridge Assisted Living	Hastings	12
10/19/2012	Booth	Alternative Senior Care	Sauk Centre	80
10/24/2012	Presentation	Advantage Service Coordinators	Minneapolis	45
10/30/2012	Booth	Healthy Alternatives Fair	Detroit Lakes	30
11/2/2012	Presentation	Stephen Senior Center	Stephen	7
11/5/2012	Presentation	Twin Town Villa Assisted Living	Breckenridge	20
11/8/2012	Presentation	Sabathani Community Center	Minneapolis	25
11/19/2012	Presentation	Apollo High School	St. Cloud	11
11/26/2012	Presentation	Faith In Action	Becker	9
12/3/2012	Presentation	Pope County Public Health	Glenwood	9
12/5/2012	Presentation	Delano Commons	Delano	8
12/5/2012	Presentation	Plymouth Town Square Apartments	Plymouth	9
12/5/2012	Presentation	Vicksburg Crossing	Plymouth	20
12/13/2012	Drop In	Anoka Treatment Center	Anoka	1
12/20/2012	Presentation	Emmanuel Nursing Home	Detroit Lakes	6
1/9/2013	Booth	Mille Lacs County Public Health	Milaca	20
1/9/2013	Presentation	The Waters Senior Living	Minneapolis	5
1/14/2013	Presentation	Senior Community Services	St. Michael	19
1/16/2013	Presentation	Augustana Senior Housing	Litchfield	17

Date	Type of Outreach	Location Name	City	Number of Participants
1/23/2013	Presentation	McLeod County Social Services Center	Glencoe	53
2/1/2013	Presentation	Summit Assisted Living	Crookston	15
2/7/2013	Presentation	Faith In Action	Hackensack	10
2/7/2013	In Home Trouble Shooting	Participant's Home	South St. Paul	1
2/11/2013	Presentation	Cerenity Residence	South St. Paul	20
2/19/2013	Presentation	Skyline Commonbond	St. Paul	17
2/21/2013	Meeting	Deaf and Hard of Hearing Services Division Advisory Committee Meeting	Duluth	14
2/25/2013	Presentation	Shingle Creek Commons (Commonbond)	Minneapolis	12
3/2/2013	Booth	Wellness Expo	Sartell	200
3/7/2013	In Home Training	Participant's Home	Burnsville	1
3/13/2013	Booth	Care Program	Grove City	35
3/21/2013	Presentation	Meeker Area Care Connection	Litchfield	11
3/26/2013	Booth	Living at Home Block Nursing Program	Atwater	75
3/28/2013	Presentation	State Services For the Blind	St. Paul	17
4/2/2013	Booth	Fairview - University of Minnesota	Minneapolis	35
4/6/2013	Booth	Deaf and Hard of Hearing Services Division	Moorhead	8
4/10/2013	Presentation	Lakeside Pointe	Eagan	21
4/17/2013	Presentation	Occupational Therapist Workgroup	St Paul	20
4/17/2013	Presentation	Peace Villas (Ecumen)	Norwood Young America	12
4/20/2013	Booth	Anoka County Senior Expo	Ramsey	75
4/23/2013	Booth	Folwell Park	Minneapolis	25
4/24/2013	Presentation	Douglas County Public Health	Alexandria	12
4/24/2013	Presentation	Lebanon Lutheran Church	Minneapolis	2
4/26/2013	Presentation	Pope County Public Health	Glenwood	11
4/27/2013	Booth	West Central Industries	Willmar	35
5/1/2013	Booth	Elderly Advisory Resource Network	Owatonna	400
5/2/2013	Booth	Blaine Senior Expo	Blaine	20
5/4/2013	Booth	Sertoma Club	St. Cloud	30
5/7/2013	Presentation	Seward Tower West - Commonbond	Minneapolis	25
5/8/2013	Presentation	Community Center	Grygla	35
5/8/2013	Booth	Ortonville Area Health Services	Ortonville	30

Date	Type of Outreach	Location Name	City	Number of Participants
5/8/2013	Booth	Savor Life Education and Resource Fair	Brooklyn Center	15
5/9/2013	Presentation	Heritage of Lyngblomsten	St Paul	9
5/13/2013	Presentation	River Pointe of Moorhead	Moorhead	9
5/15/2013	Booth	Central Minnesota Council On Aging	St. Cloud	30
5/15/2013	Presentation	Hawley Senior Living	Hawley	12
5/15/2013	Booth	Minnesota Homecare Association		150
5/16/2013	Booth	Maplewood Community Center	Maplewood	65
5/17/2013	Booth	West Central Industries	Willmar	15
5/20/2013	Presentation	Low Vision Support Group	Brainerd	17
5/20/2013	Presentation	St. Terese SW	Hopkins	17
5/22/2013	Presentation	Golden Link	Crookston	10
5/29/2013	Booth	YMCA	Lino Lakes	30
6/12/2013	Presentation	West Central Agency on Aging	Fergus Falls	15
6/28/2013	In Home Training	Participant's Home	Stillwater	1
7/9/2013	Social Event	West Central Industries	Willmar	8
7/16/2013	Presentation	Oak Park Place	Albert Lea	17
7/24/2013	Presentation	Access North Center for Independent Living	Duluth	2
8/1/2013	Booth	Comprehensive Health Services	Red Lake	22
8/7/2013	Presentation	Senior Network - Central MN Council on Aging	St. Cloud	18
8/13/2013	Presentation to Residents	Deer Crest Assisted Living	Red Wing	28
8/13/2013	Presentation to Staff	Deer Crest Assisted Living	Red Wing	30
8/13/2013	In Home Training	Participant's Home	Sartell	1
8/14/2013	Presentation	Senior Citizens Center	Breckenridge	10
8/17/2013	Booth	Whitney Senior Center	St. Cloud	150
8/22/2013	Presentation	Deaf and Hard of Hearing Services Division	St. Cloud	1
8/22/2013	Presentation	Traverse County Social Services	Wheaton	8
8/28/2013	In Home Training	Participant's Home	Little Falls	1
8/28/2013	Presentation	Todd County Health and Human Services	Long Prairie	8
9/4/2013	Presentation	YMCA Senior Expo	White Bear Lake	45
9/5/2013	Presentation	Deaf and Hard of Hearing Services Division	St. Cloud	2
9/5/2013	Presentation	St. James Manor	Perham	12
9/9/2013	Presentation	Familymeans	Stillwater	12

Date	Type of Outreach	Location Name	City	Number of Participants
9/10/2013	Presentation	Mower County Health and Human Services	Austin	8
9/16/2013	Presentation	Ebenezer Park Apartments	Minneapolis	22
9/19/2013	Booth	Nicollet County Committee on Aging	St Peter	300
9/24/2013	Booth	McLeod County Senior Expo	Glencoe	60
9/25/2013	Booth	Minnesota Assistance Council for Veterans	Bemidji	23
9/25/2013	Presentation	Rice Memorial Hospital	Willmar	17
10/8/2013	Presentation	Gus Johnson Plaza	Mankato	13
10/15/2013	Presentation	Lion's Club	Hutchinson	10
10/18/2013	Booth	Alternative Senior Care	Sauk Centre	85
10/22/2013	Presentation	Golden Living Center	Slayton	6
10/24/2013	In Home Training	Participant's Home	Richfield	1
10/25/2013	Booth	United Way Of Central Minnesota	St. Cloud	56
11/5/2013	Presentation	Pickett Place (HRA)	Austin	23
11/5/2013	Presentation	Senior Center	Ulen	11
11/12/2013	Booth	Minnesota Assistance Council For Veterans	Mankato	300
11/12/2013	Presentation	River Oaks Assisted Living	Anoka	45
11/13/2013	Presentation	Augustana Regent	Burnsville	6
11/19/2013	Presentation	Senior Citizens Center	Barnesville	30
11/20/2013	Presentation	Telephone Equipment Distribution Program	St. Cloud	2
11/21/2013	Presentation	Lutheran Social Services	Moorhead	19
11/21/2013	Booth	Nay-Tah-Waush Human Services	Naytahwaush	20
12/9/2013	In Office Demonstration	Telephone Equipment Distribution Program	St. Cloud	2
1/13/2014	Presentation	Senior Center	Karlstad	25
1/30/2014	Presentation	Mill Pond View Apartments	Pelican Rapids	14
2/3/2014	Presentation	Senior Center	Hawley	13
2/7/2014	Presentation	Tri-Valley Opportunity Council, Inc.	Crookston	45
2/10/2014	Drop In	The Low Vision Store	St. Cloud	2
2/11/2014	Presentation	Otter Tail County Human Services	Fergus Falls	32
2/14/2014	Booth	Osborne Apartments	Spring Lake Park	12
2/19/2014	Presentation	Parkview West, Inc.	Northfield	26
2/20/2014	Presentation	Senior Activity Center	Bemidji	6
2/26/2014	Presentation	North Park Plaza Apartments	New Hope	17

Date	Type of Outreach	Location Name	City	Number of Participants
2/26/2014	Presentation	Stearns County Human Services	St. Cloud	1
3/1/2014	Booth	Wellness Expo	Sartell	60
3/3/2014	Presentation	State Services for the Blind	Marshall	21
3/5/2014	Presentation	Four Seasons Senior Center	Roseau	4
3/6/2014	Booth	Project Homeless Connect	Waite Park	60
3/11/2014	Presentation	Cass County Public Health Services	Walker	25
3/19/2014	Presentation	Public Library	Columbia Heights	1
3/20/2014	Drop In	Land of the Dancing Sky Area Agency on Aging	Warren	1
3/20/2014	Drop In	Otter Tail County Human Services	Fergus Falls	1
3/20/2014	Drop In	Otter Tail Telecom	Fergus Falls	1
3/25/2014	Booth	Living at Home Block Nursing Program	Atwater	17
3/25/2014	Booth	Project Community Connect	Mankato	45
4/2/2014	Booth	Whitney Senior Center	St. Cloud	32
4/5/2014	Booth	Anoka County Senior Expo	Ramsey	75
4/8/2014	Booth	MS Achievement Center	St Paul	32
4/10/2014	Booth	Maplewood Community Center	Maplewood	85
4/16/2014	Booth	SEMCAC Senior Dining /Senior Center	Northfield	55
4/17/2014	Presentation	Crow River Senior Center	St. Michael	9
4/18/2014	Booth	St. Cloud State University - Rehab Counseling	St. Cloud	17
4/22/2014	Booth	Camden Neighborhood Center	Minneapolis	25
4/23/2014	Booth	Senior Spring Forum	Brooklyn Park	45
4/23/2014	Presentation	Ombudsman For Long Term Care	Ortonville	7
4/24/2014	Booth	Minnesota Assistance Council For Veterans	Fergus Falls	26
4/29/2014	Presentation	Olmsted County Government Center	Rochester	5
5/7/2014	Booth	Minneapolis American Indian Center	Minneapolis	35
5/7/2014	Booth	Ortonville Area Health Services	Ortonville	22
5/8/2014	Presentation	Highland Commons	Arlington	15
5/13/2014	Booth	Senior Expo	Mankato	78
5/14/2014	Presentation	Good Samaritan Heritage Grove	East Grand Forks	20
5/28/2014	Booth	YMCA	Lino Lakes	22
6/5/2014	Presentation	Minnesota Area Agencies on Aging	Willmar	14
6/10/2014	Presentation	Northview Senior Apartments	Bemidji	13

Date	Type of Outreach	Location Name	City	Number of Participants
6/13/2014	Booth	Veterans Forum	Little Falls	13
6/13/2014	Booth	Veterans Forum	Brainerd	22
6/17/2014	Presentation	Blaine Courts	Blaine	9
6/23/2014	Booth	Good Shepherd Lutheran Church	Moorhead	5
7/9/2014	Presentation	Cloverleaf Courts	Blaine	12
7/9/2014	Presentation	SEMCAC Senior Dining/Senior Center	Faribault	10
7/14/2014	Presentation	Hearing Loss Support Group	Moorhead	8
7/15/2014	Presentation	Oak Crest Senior Housing	Roseau	4
7/17/2014	Presentation	Heritage Place Good Samaritan Society	Roseville	12
7/17/2014	Booth	Land of the Dancing Sky Area Agency on Aging	Warren	20
7/29/2014	Presentation	Senior Nutrition Program	Red Lake Falls	40
7/31/2014	Presentation	Douglas County Senior Office	Alexandria	9
8/7/2014	Presentation	Widow's Club	Brooklyn Center	8
8/13/2014	Presentation	Edgewood Vista	Alexandria	9
8/14/2014	Presentation	Helping Hands Outreach	Holdingford	25
8/16/2014	Booth	Whitney Senior Center	St. Cloud	55
8/27/2014	Presentation	First Lutheran Church	Alexandria	10
8/27/2014	Presentation	Foster Grandparent Program	Princeton	41
9/3/2014	Presentation	Ramsey County Screening and Case Management	St. Paul	15
9/13/2014	Booth	YMCA Senior Expo	White Bear Lake	85
9/15/2014	Presentation	Low Vision Support Group	Brainerd	14
9/17/2014	Presentation	Alexandria Senior Community Center	Alexandria	20
9/17/2014	Presentation	Ecumen Bethany Community	Alexandria	17
9/17/2014	Presentation	Mayo Clinic Audiology	Rochester	21
9/18/2014	Presentation	Ebenezer Tower Apartments	Minneapolis	12
9/23/2014	Presentation	Catholic Charities	Winona	6
9/23/2014	Presentation	Senior Friendship Center	Winona	6
9/23/2014	Presentation	Sugar Loaf Senior Community	Winona	9
9/23/2014	Presentation	Winona County Human Services	Winona	6
9/23/2014	Presentation	Winona Volunteer Services	Winona	6
9/24/2014	Booth	Hearling Arts Chiropractic at Hjemkomst Center	Moorhead	19
9/25/2014	Presentation	Star Program	St. Cloud	4

Date	Type of Outreach	Location Name	City	Number of Participants
9/30/2014	Booth	Discover Church Senior Health Fair	Sauk Rapids	8
10/3/2014	Presentation	Student Disability Services - St. Cloud State University	St. Cloud	50
10/8/2014	Presentation	Minnesota Statewide Activity Professionals Convention	St. Cloud	40
10/13/2014	Presentation	Clarkfield Housing and Redevelopment Authority	Clarkfield	15
10/15/2014	Presentation	Gold Pine Home, Inc.	Bemidji	19
10/17/2014	Booth	Alternative Senior Care	Sauk Centre	30
10/17/2014	Booth	Shepherd's Center	Cannon Falls	18
10/23/2014	Booth	Project Homeless Connect	Waite Park	15
10/28/2014	Booth	Veterans Administration	Minneapolis	40
10/31/2014	Booth	Minnesota Assistance Council for Veterans StandDown	St. Cloud	75
11/7/2014	Presentation	Villa St. Vincent and Summit Assisted Living	Crookston	15
11/12/2014	Booth	Minnesota Assistance Council for Vets StandDown	Mankato	60
11/18/2014	Booth	Minneapolis American Indian Center	Minneapolis	5
12/8/2014	Presentation	Windmill Ponds	Alexandria	6
12/9/2014	In Home Training	Participant's Home	St. Cloud	1
12/16/2014	Presentation	Golden Rule Building Skyway Lobby	St. Paul	46
12/23/2014	Presentation	Housing and Redevelopment Authority	Clarkfield	6
1/7/2015	Presentation	Ageless Care	Roseau	14
1/13/2015	Presentation	Oxbowl Bend Apartments	Coon Rapids	12
1/23/2015	Booth	Project Community Connect	Rochester	25
1/29/2015	Presentation	Clay County Social Services	Moorhead	16
2/5/2015	Presentation	Adult Day Care	Bemidji	25
2/9/2015	Training	Deaf and Hard of Hearing Services Division	St. Paul	1
2/12/2015	Presentation	North Gables Apartments	Blaine	12
2/13/2015	Presentation	Silver Lake Pointe	Moundsview	12
2/17/2015	Booth	Neighborhood House	St. Paul	5
2/18/2015	Presentation	Zumbro Valley Health Center	Rochester	23
2/23/2015	Presentation	Country Manor Senior Apartments	Sartell	35
2/24/2015	Presentation	Eastside Neighborhood Services	Minneapolis	8
2/24/2015	Presentation	Land of the Dancing Sky Agency Area on Aging	Warren	9
3/2/2015	Presentation	Jewish Community Center	St. Paul	35
3/5/2015	Booth	Rasmussen College Yellow Ribbon Career Fair	Mankato	7

Date	Type of Outreach	Location Name	City	Number of Participants
3/10/2015	Presentation	Adult Community Center/Senior Center	Marshall	46
3/10/2015	Presentation	Arbor Lake Commons	Maple Grove	13
3/18/2015	Booth	C.A.R.E Program	Grove City	13
3/18/2015	Presentation	Senior Network	St. Cloud	12
3/19/2015	Drop In	Buffalo Community Center	Buffalo	1
3/19/2015	Presentation	Elder Network	Rochester	16
3/19/2015	Booth	Project Homeless Connect	Waite Park	45
3/19/2015	Booth	Touching Hearts at Home	New London	2
3/19/2015	Presentation	Valley View Estates Assisted Living	Long Prairie	11
3/21/2015	Booth	Wellness Expo	Sartell	40
3/24/2015	Booth	Living at Home Block Nursing Program	Atwater	18
3/25/2015	Presentation	Elder Network	Winona	15
3/26/2015	Presentation	West 7th Community Center	St. Paul	4
3/27/2015	Presentation	Senior Center	Edina	13
3/31/2015	Presentation	Legends at Heritage Place	Sartell	14
4/3/2015	Presentation	The Senator Condos	Alexandria	15
4/8/2015	Booth	Assistance Council for Veterans	Duluth	20
4/8/2015	Presentation	Senior Center	Mahnomen	6
4/9/2015	Booth	School District	Rochester	16
4/16/2015	Presentation	Benet Place South	St. Cloud	13
4/16/2015	Presentation	Senior Center	Hallock	19
4/21/2015	Booth	Senior Expo	Gaylord	46
4/24/2015	Booth	Roseville Area Senior Program	Roseville	35
4/28/2015	Presentation	Keystone Community Services	St. Paul	15
4/29/2015	Presentation	Deaf and Hard of Hearing Services Division	St. Cloud	40
5/1/2015	Presentation	Senior Center	Columbia Heights	8
5/6/2015	Booth	Mille Lacs County Community and Veterans Services	Milaca	1
5/7/2015	Presentation	Southwest Senior Center	Minneapolis	25
5/11/2015	Presentation	Thief Lake Living at Home Block Nurse Program	Middle River	5
5/12/2015	Presentation	Disabled American Veterans of Minnesota	Mankato	35
5/12/2015	Booth	Senior Expo	Mankato	73
5/13/2015	Presentation	Buffalo Ridge Apartments (Senior Living)	Worthington	4

Date	Type of Outreach	Location Name	City	Number of Participants
5/13/2015	Presentation	Land of the Dancing Sky Agency Area on Aging	Warren	15
5/13/2015	Presentation	Park Elder Center	Minneapolis	9
5/13/2015	Presentation	Sunshine Apartments Senior Living	Worthington	17
5/18/2015	Presentation	Senior Center	Hoffman	20
5/20/2015	Presentation	CentraCare Health	St. Cloud	40
5/20/2015	Presentation	Central Minnesota Council on Aging	St. Cloud	9
5/20/2015	Presentation	Pathways Counseling Center	St. Paul	40
5/20/2015	Presentation	Senior Center/Semcac Senior Dining	Faribault	35
5/20/2015	Booth	YMCA	Lino Lakes	21
5/21/2015	Presentation	Open Cities Health Center	St. Paul	85
5/27/2015	Presentation	Living at Home Block Nursing Program	Park Rapids	12
6/4/2015	Presentation	Briarwood	Perham	8
6/4/2015	Presentation	St. James Manor	Perham	14
6/6/2015	Presentation	Ruby's Pantry	Pine City	125
6/10/2015	Booth	Bluestem	St. Cloud	75
6/13/2015	Booth	Promise Neighborhood of Central MN	St. Cloud	35
6/15/2015	Presentation	Sanford Health Baker Park Housing	Bemidji	7
6/17/2015	Booth	Northeast Senior Services and Autumn Woods Apts	St. Anthony	1
6/19/2015	Presentation	CentraCare Health	St. Cloud	75
6/22/2015	Presentation	Senior Center	Felton	5
6/29/2015	Presentation	Baudette Brink Senior Center	Baudette	3
7/7/2015	Presentation	Senior Linkage Line - Central MN Council on Aging	St. Cloud	17
7/8/2015	Presentation	Mary Ann Young Senior Center	Blaine	12
7/9/2015	Presentation	Houston County Public Health Nurse	Caledonia	16
7/13/2015	Presentation	Senior Center	Coon Rapids	15
7/13/2015	Booth	CSA and CCOA Community Fair	St. Paul	9
7/15/2015	Presentation	The Oaks and Poplar Creek Assisted Living	Luverne	12
7/16/2015	Booth	Land of the Dancing Sky Area Agency on Aging	Warren	35
7/20/2015	Presentation	Elder Network	Wabasha	8
7/20/2015	Presentation	Senior Citizens Center	Glyndon	25
7/22/2015	Presentation	Shingle Creek Commons (Commonbond)	Minneapolis	14
7/24/2015	Presentation	Creekside Community Center	Bloomington	17

Date	Type of Outreach	Location Name	City	Number of Participants
7/27/2015	Presentation	Penelope 35 Apartments	Bloomington	12
7/30/2015	Booth	Comprehensive Health Services	Red lake	15
8/3/2015	Presentation	Heritage Community Center	Thief River Falls	53
8/4/2015	Presentation	Kiwanis	Thief River Falls	8
8/6/2015	Presentation	Nelson Gables Senior Care	Alexandria	10
8/12/2015	Presentation	Senior Citizens Nutrition Center	Detroit Lakes	8
8/13/2015	Booth	Forest Lake Senior Center	Forest Lake	35
8/17/2015	Presentation	Senior Center	Inver Grove Heights	55
8/18/2015	Presentation	Mount Olivet Day Services	Minneapolis	48
8/19/2015	Presentation	Bagley Senior Center	Bagley	11
8/19/2015	Booth	Caregiver Connections Expo	Rochester	67
8/19/2015	Presentation	Senior Network	St. Cloud	20
8/20/2015	Presentation	Mille Lacs Health System	Onamia	16
8/20/2015	Presentation	Young at Heart	Mahnomen	21
8/21/2015	Booth	Alexandria Senior Community Center	Alexandria	20
8/21/2015	Booth	Managed Care Programs for Seniors and People with Disabilities Stakeholders Conference	St Paul	15
8/25/2015	Social Event	Deaf and Hard of Hearing Services Division	Moorhead	20
8/31/2015	Presentation	Rothsay Senior Citizens	Rothsay	13
9/1/2015	Booth	Golden Rule Building	St Paul	48
9/2/2015	Presentation	Senior Center	Sebeka	15
9/9/2015	Booth	Senior Safety Camp	Coon Rapids	37
9/9/2015	Presentation	St. Joseph's Health	Park Rapids	14
9/10/2015	Booth	Minnesota Social Services Association Conference	Moorhead	35
9/15/2015	Booth	Eastside Neighborhood Services	Minneapolis	95
9/15/2015	Presentation	Warroad Senior Living Center	Warroad	20
9/16/2015	Presentation	Skyway Senior Center	Minneapolis	4
9/17/2015	Presentation	Senior Site	Oklee	6
9/21/2015	Presentation	Care Coordinator Workgroup	St. Paul	33
9/28/2015	Presentation	Traverse County Social Services	Wheaton	10
10/2/2015	Booth	CentraCare Health	St. Cloud	18
10/6/2015	Presentation	Senior Site	Oklee	10

Date	Type of Outreach	Location Name	City	Number of Participants
10/7/2015	Meeting	Senior Network	St. Cloud	22
10/8/2015	Presentation	Lifelong Learners	Mankato	20
10/8/2015	Booth	Project Homeless Connect	Waite Park	15
10/8/2015	Presentation	Riverside Assisted Living	Pillager	8
10/9/2015	Presentation	Vison Loss Resources	St. Paul	14
10/12/2015	Presentation	Echo Ridge Presbyterian Homes	Oakdale	17
10/13/2015	Booth	Living Well at Any Age	Eagan	45
10/14/2015	Presentation	Lion's Club	Bagley	10
10/14/2015	Booth	Minnesota Assistance Council for Vets StandDown	Mankato	45
10/14/2015	Presentation	Prairie Five Community Action	Montevideo	20
10/22/2015	Presentation	Lion's Club	Greenbush	5
10/26/2015	Presentation	St. Gall's Catholic Church	Tintah	6
10/28/2015	Booth	Minnesota State Council on Disability - ADA at 25	St. Paul	35
11/6/2015	Presentation	Park Villa Apartments	Park Rapids	14
11/13/2015	Booth	Minnesota Assistance Council for Vets StandDown	Marshall	52
11/16/2015	Presentation	St. Paul Community Education	St. Paul	10
12/3/2015	Meeting	Senior Network	St. Cloud	28
12/7/2015	Presentation	Minnetonka Recreation and Senior Services	Minnetonka	12
12/16/2015	Meeting	Senior Network - Big Lake	St. Cloud	11
1/19/2016	Presentation	Senior Center	East Grand Forks	15
1/26/2016	Presentation	Lion's Club	Battle Lake	10
2/6/2016	Presentation	River of Life Church for Ruby's Pantry	Pine City	300
2/7/2016	Booth	Latino Health Fair	St. Cloud	10
2/8/2016	Presentation	Lyngblomsten Apartments	St. Paul	33
2/10/2016	Presentation	Advocate, Connect, Educate (ACE)	Redwood Falls	20
2/10/2016	Presentation	Greenleaf Senior Living	Thief River Falls	20
2/19/2016	Booth	St. Cloud Ability Event	St. Cloud	3
3/1/2016	Presentation	Keystone Community Services	St. Paul	15
3/5/2016	Booth	Wellness Expo	Sartell	20
3/9/2016	Presentation	Cochlear Implant Support Group	Rochester	12
3/10/2016	Meeting	South Country Health Alliance	Owatonna	1
3/11/2016	Presentation	Mankato Schools	Mankato	18

Date	Type of Outreach	Location Name	City	Number of Participants
3/16/2016	Booth	C.A.R.E Program	Grove City	9
3/22/2016	Presentation	North Park Plaza Apartments	New Hope	18
3/30/2016	Presentation	Peace Villas (Ecumen)	Norwood Young America	27
4/5/2016	Presentation	Norris Square Presbyterian Homes	Cottage Grove	12
4/8/2016	Booth	Helping Hands Outreach	Holdingsford	4
4/8/2016	Booth	Minnesota State Academy for the Deaf	Faribault	40
4/12/2016	Presentation	Senior Citizens Center	Wadena	35
4/19/2016	Booth	Senior Expo	Gaylord	48
4/20/2016	Booth & Presentation	Senior Center	Inver Grove Heights	48
4/20/2016	Drop In	Prairie River Home Care	Rochester	2
4/21/2016	Presentation	Cherrywood Pointe	Forest Lake	13
4/21/2016	Presentation	Prince of Peach	Hutchinson	14
4/23/2016	Booth	OurLife Expo	Edina	100
4/28/2016	Booth	Pope County Triad	Glenwood	18
4/29/2016	Presentation	South Country Health Alliance	Owatonna	60
4/30/2016	Booth	Deaf and Hard of Hearing Services Division Family	Moorhead	10
5/3/2016	Presentation	DHHS "Dispelling the Myths" Training	St. Cloud	5
5/7/2016	Booth	Anoka County Senior Expo	Ramsey	51
5/9/2016	Presentation	St. Paul Community Education	St. Paul	12
5/10/2016	Booth	Senior Expo	Mankato	81
5/11/2016	Presentation	Heartland Apartments	Pine River	16
5/11/2016	Booth	Mayo Clinic Health System	Springfield	15
5/12/2016	Presentation	Brookside Senior Living	Montevideo	8
5/12/2016	Presentation	Brookside Senior Living	Montevideo	1
5/12/2016	Booth	Maplewood Community Center	Maplewood	25
5/17/2016	Presentation	Shelly Senior Center	Shelly	11
5/26/2016	Presentation	Minnesota Nursing Home Social Workers Association	Rochester	6
5/26/2016	Presentation	The Ramsey Seniors	Ramsey	23
6/6/2016	Booth	Mille Lacs Health System	Onamia	8
6/9/2016	Booth	Lutheran Social Service Senior Nutrition	Bemidji	47
6/9/2016	Presentation	Old Main Village	Mankato	8
6/13/2016	Presentation	Ashby Senior Center	Ashby	29

Date	Type of Outreach	Location Name	City	Number of Participants
6/13/2016	Presentation	Community Center	Barrett	21
6/13/2016	Presentation	Thorson Memorial Library	Elbow Lake	10
6/21/2016	Presentation	Douglas County Senior Office	Alexandria	52
6/22/2016	Presentation	Veteran's Affairs Health Care System	Minneapolis	14
6/23/2016	Presentation	Tweeten Apartments	Spring Grove	7
6/24/2016	Presentation	Senior Center	Slayton	47
7/13/2016	Presentation	Silver Lake Pointe	Mounds View	12
7/19/2016	Presentation	Arbor Lakes Commons	Maple Grove	10
7/21/2016	Booth	Land of the Dancing Sky Agency Area on Aging	Warren	16
7/21/2016	Presentation	Senior Center	Warren	22
7/26/2016	Presentation	Minnesota Association of Financial Assistance Supervisors	Blue Earth	36
7/27/2016	Presentation	Deaf and Hard of Hearing Services Division Family	Moorhead	12
7/28/2016	Presentation	Golden Horizon Assisted Living	Worthington	7
8/4/2016	Presentation	Minnesota Home Care Association	Marshall	13
8/10/2016	Presentation	Senior Center	Warren	22
8/16/2016	Presentation	Elder Network	Rochester	15
8/17/2016	Presentation	Senior Center	Hallock	24
8/20/2016	Booth	Whitney Senior Center	Saint Cloud	37
8/24/2016	Meeting	Amy Swain Hearing Centers	Owatonna	2
8/24/2016	Booth	Caregiver Connections Expo	Rochester	26
8/25/2016	In Office Training	Department of Human Services	St. Cloud	1
8/26/2016	In Home Training	Participant's Home	Waite Park	1
9/12/2016	Presentation	Elder Network	Alexandria	27
9/13/2016	Booth	Eastside Neighborhood Services	Minneapolis	48
9/19/2016	Presentation	Renville County Public Health	Olivia	14
9/20/2016	Booth	Land of the Dancing Sky Agency Area on Aging	Detroit Lakes	44
9/20/2016	Booth	Living at Home Block Nursing Program	Atwater	19
9/27/2016	Booth	Senior Expo	Hutchinson	23
9/29/2016	Presentation	Lincoln Park Assisted Living	Detroit Lakes	13
9/29/2016	Booth	Living at Home Block Nursing Program	Foley	12
9/30/2016	Presentation	Minnesota Nursing Home Social Workers Association	St. Cloud	250
10/5/2016	Booth	Holdingsford Helping Hands	Holdingsford	12

Date	Type of Outreach	Location Name	City	Number of Participants
10/7/2016	Booth	CentraCare Health	St. Cloud	18
10/10/2016	Presentation	Rollag Senior Citizens Center	Hawley	22
10/12/2016	Booth	Project Connect	Waite Park	7
10/17/2016	Presentation	Brookside Senior Living	Montevideo	10
10/17/2016	Presentation	St. Paul Community Education	St. Paul	10
10/17/2016	Booth	Trust, Inc.	Minneapolis	35
10/19/2016	Presentation	Kinglsey Commons	Minneapolis	12
10/19/2016	Booth	Project Connect	Waite Park	10
10/19/2016	Presentation	Shingle Creek Commons (Commonbond)	Minneapolis	5
10/19/2016	Meeting	South Country Health Alliance	Owatonna	4
10/20/2016	Booth	Mille Lacs County Community and Veterans Services	Milaca	45
10/21/2016	Booth	Alternative Senior Care	Sauk Centre	25
10/25/2016	Presentation	Ecumen Bethany Community	Alexandria	15
10/29/2016	Booth	Minnesota Hands and Voices	St. Paul	12
11/3/2016	Presentation	Mower County Health and Human Services	Austin	16
11/7/2016	Presentation	Linden Tree Circle Assisted Living	Moorhead	10
11/8/2016	Presentation	Appletree Court Senior Housing	Breckenridge	10
11/9/2016	Booth	Minnesota Assistance Council for Veterans StandDown	Mankato	43
11/14/2016	Presentation	Renville County Human Services	Olivia	2
12/4/2016	Presentation	Cochlear Implant Support Group	St. Paul	26
12/8/2016	Presentation	Hearing Loss Support Group	Moorhead	3
12/12/2016	Presentation	Lac Qui Parle County Family Services	Madison	1
12/15/2016	Presentation	Southwest Minnesota Private Industry Council	Marshall	22
1/12/2017	Presentation	Northfield Manor	Northfield	8
1/18/2017	Presentation	Senior Center	Eagle Bend	30
1/31/2017	Presentation	Lyngblomsten Care Center	St Paul	25
1/31/2017	Presentation	Yellow Medicine Family Services	Granite Falls	1
2/15/2017	Presentation	Blue Cross Blue Shield/Thomas Allen, Inc.	Burnsville	17
2/16/2017	Presentation	Alternative Senior Care	Sauk Centre	20
2/20/2017	Presentation	Minnesota Prairie County Alliance - Steele	Owatonna	11
2/21/2017	Presentation	North Park Plaza Apartments	New Hope	12
2/22/2017	Presentation	Chippewa County Family Services	Montevideo	1

Date	Type of Outreach	Location Name	City	Number of Participants
3/1/2017	Presentation	The Garden Place	Bagley	5
3/3/2017	Booth	Minnesota Hearing Healthcare Providers, Inc.	Minnetonka	100
3/6/2017	Presentation	Traverse County Senior Coordinator	Wheaton	8
3/8/2017	Booth	Grove City Care Program	Grove City	16
3/13/2017	Presentation	Housing and Redevelopment Authority	Clarkfield	11
3/18/2017	Booth	Wellness Expo	Sartell	18
3/20/2017	Presentation	St. Paul Community Education	St. Paul	8
3/22/2017	Presentation	Senior Citizens Center	Breckenridge	7
3/23/2017	Presentation	Sommerhill Coop	Eden Prairie	12
3/24/2017	In Home Training	Participant's Home	Waite Park	2
3/29/2017	Presentation	Warroad Senior Living Center	Warroad	5
3/30/2017	Presentation	Oak Crest Senior Housing	Roseau	23
4/3/2017	Booth	Northern Lights Event Center	Walker	18
4/6/2017	Booth	Whitney Senior Center	St. Cloud	28
4/12/2017	Booth	Shoreview Community Center	Shoreview	28
4/22/2017	Booth	Anoka County Senior Expo	Ramsey	125
4/25/2017	Booth	Minnesota Assistance Council for Veterans StandDown	Brainerd	19
4/28/2017	Booth	Minnesota Assistance Council for Veterans StandDown	St. Cloud	27
5/3/2017	Presentation	CentraCare Health	St. Cloud	17
5/4/2017	Presentation	DHHS "Dispelling the Myths" Training	St. Cloud	1
5/4/2017	Booth	Eagle Club	Wahpeton	20
5/9/2017	Booth	Senior Expo	Mankato	51
5/13/2017	Booth	St. Thomas the Apostle	Minneapolis	12
5/15/2017	Presentation	Prairie Ridge Hospital and Health Services	Elbow Lake	9
5/18/2017	Presentation	Senior Citizens Center	Wadena	17
5/23/2017	Booth	Minnesota Assistance Council for Veterans StandDown	Mankato	17
5/24/2017	Presentation	Town Square Apartments	East Grand Forks	8
6/7/2017	Presentation	Polk County Social Services	Crookston	22
6/8/2017	Presentation	Central MN Association for Owners and Managers	St. Cloud	14
6/8/2017	Booth	Lutheran Social Service Senior Nutrition	Bemidji	27
6/14/2017	Booth	Wisdom Steps	Mahnomen	23
6/19/2017	Presentation	Senior Center	Karlstad	3

Date	Type of Outreach	Location Name	City	Number of Participants
6/23/2017	Booth	Hmong MN Senior Center, Inc.	St. Paul	95
7/18/2017	Presentation	Diamond Willow Assisted Living	Detroit Lakes	5
7/19/2017	Presentation	Mary Ann Young Senior Center	Blaine	5
7/20/2017	Booth	Land of the Dancing Sky Area Agency on Aging	Warren	25
7/24/2017	Presentation	Galeon Senior Living	Osakis	1
7/25/2017	Presentation	Arbor Lake Commons	Maple Grove	15
7/25/2017	Presentation	Southwest and West Central Community Meeting	Olivia	15
7/27/2017	Booth	Comprehensive Health Services - NW Health Fair	Red Lake	13
8/1/2017	Presentation	Apollo High School	St. Cloud	4
8/1/2017	Presentation	PCs for People	St. Paul	1
8/9/2017	Presentation	Alexandria Senior Community Center	Alexandria	10
8/9/2017	Booth	Forest Lake Senior Center	Forest Lake	79
8/9/2017	Presentation	Silver Lake Pointe	Mounds View	8
8/16/2017	Presentation	Lakewood Health Center Assisted Living	Baudette	10
8/16/2017	Presentation	Senior Network	St. Cloud	17
8/17/2017	Presentation	Alternative Senior Care	Sauk Centre	14
8/22/2017	Presentation	Southeastern Minnesota Center for Independent Living	Rochester	4
8/24/2017	Booth	Southeastern Minnesota Center for Independent Living	Rochester	180
8/30/2017	Booth	Lutheran Social Services	Detroit Lakes	41
8/31/2017	Booth	Bemidji State University	Bemidji	31
9/1/2017	Presentation	Community Action Partnership	St. Paul	52
9/12/2017	Booth	Eastside Neighborhood Services	Minneapolis	55
9/12/2017	Booth	Minnesota Supervisors Conference Association	Warren	22
9/12/2017	Booth	St. Joseph's Health	Park Rapids	38
9/14/2017	Booth	American Indian Elder Picnic	Minneapolis	28
9/16/2017	Booth	Can Do Canines	New Hope	25
9/18/2017	Presentation	Ecumen Parmly Lakeview Apartments	Chisago City	22
9/20/2017	Presentation	Realife Cooperative	Mounds View	17
9/26/2017	Presentation	Essentia Health ALS Support Group	Duluth	4
9/26/2017	Booth	McLeod County Senior Expo	Hutchinson	20
9/29/2017	Presentation	Villa St. Vincent and Summit Assisted Living	Crookston	12

Minnesota Relay

Providing access for people with hearing loss or speech disabilities to communicate over the telephone.



MINNESOTA
RELAY 

Minnesota Relay is a free service providing full telephone accessibility to persons who are deaf, deaf/blind, hard of hearing or speech disabled.

A specially trained communication assistant (CA) facilitates the telephone conversation between a person who has hearing loss or a speech disability and a hearing person.

Calls can be made to anywhere in the world (long distance charges apply), 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.





Dial 7-1-1 to make a relay call

7-1-1 is a toll-free, nationwide relay access number. You may dial 7-1-1 from anywhere in the country and be connected to the relay service in the state you are calling from. Once connected to the relay service, inform the CA of the type of relay call you wish to make (i.e. HCO, VCO, STS, Spanish, etc.).

NOTE: The 7-1-1 access number is easy to remember, particularly for less experienced relay users. However, dialing the toll-free number specific for the type of relay call you wish to make may result in faster call set-up, as your call will not need to be transferred.

There are a number of different types of relay services available to meet specific telecommunications needs:

Standard Phone (hearing user) and TTY: 1-800-627-3529

This service allows telephone calls between a TTY (text-telephone) user and a hearing person. The CA reads the TTY user's words to the hearing person, and types the hearing person's words for the TTY user to read.

Hearing Carry Over (HCO): 1-800-627-3529

HCO allows a person who can hear but who has very limited or no speech capability to make and receive phone calls. Using HCO relay and a specially designed telephone with a text display, an HCO user can listen directly to the voice of the other person on the call and type his/her response to the CA, who voices the response to the other person.

To use HCO relay you must have a TTY and a telephone.

Voice Carry Over (VCO):

1-877-627-3024

VCO is an option for people who can speak clearly, but have hearing loss significant enough to prevent them from hearing and

understanding conversations over the telephone. Using VCO relay and a specially designed telephone



with a text display, a VCO user

can speak directly to the other person on the call. The CA types what is spoken by the other person for the VCO user to read.

To use VCO relay you must have a TTY and a telephone, or a specially designed VCO phone.

Two-Line Voice Carry Over:

1-866-855-4611

Two-line VCO allows you to use one telephone line for speaking directly to the other person, while the second line is used to receive the CA's typed response from the other person. This enhanced feature provides a more natural flow of conversation without the pauses of single-line VCO calls.

In order to use two-line VCO you must have two telephone lines with separate phone numbers and subscribe to 3-way calling from your local telephone service provider.

Captioned Telephone (CapTel™)



CapTel is an amplified telephone and relay captioning service that allows people who are hard of hearing to see word-for-word captions of their telephone conversation

on a bright, easy-to-read display window built into the CapTel phone, while also listening to what is being said using their residual hearing (much like TV captioning). The CapTel user speaks directly to the other person on the call, and the CA transcribes everything the other person says into written text.

To use CapTel relay you must have a CapTel phone.

Two-Line CapTel

Like standard CapTel, two-line CapTel provides live captions of everything the other party says during a phone conversation. With two-line CapTel, the conversation is carried on one telephone line and the captions are provided on the second line. This gives two-line CapTel users the ability to caption any phone call – incoming or outgoing – at any point in the conversation. Two-line CapTel also supports enhancements that the user has purchased from their telephone service, including call-waiting.

In order to use two-line CapTel you must have a CapTel phone and two telephone lines (one must be analog) with separate phone numbers.

Speech-to-Speech (STS):

1-877-627-3848

STS allows a person who has difficulty speaking or being understood on the telephone to communicate using his or her own voice or voice synthesizer. The CA revoices the words of the person with a speech disability so the other person on the call can understand them.

No special telephone equipment is needed to use STS, though some people may find it beneficial to use a speakerphone or hands-free telephone equipment.



Computer (ASCII):

1-800-627-3529

Computer users can access Minnesota Relay directly. Set your telecommunications software to the following protocols at speeds ranging from 300 to 2400 baud: 8 Bits; No Parity; 1 Stop Bit; Full Duplex. It may be helpful to set your "time out" to 100 seconds.

When calling at a rate of 300 or below, follow the above using Half Duplex.

Spanish Relay:

1-877-627-5448

Allows a Spanish speaking person to use Minnesota Relay. The CA relays calls between a Spanish speaking person with a hearing or speech disability and a Spanish speaking hearing person.

900 Pay-Per-Call Services: 1-900-246-3323

Relay user may dial the above access number and provide the CA with the pay-per-call service phone number that they would like to call. Callers are billed directly by the pay-per-call service at the rate specified by that provider. Billing will begin upon connection to the pay-per-call service.

International Calls:

- Allows relay users to place and receive calls from anywhere in the world (using English or Spanish languages only).
- Callers within the US can dial 7-1-1.
- Callers outside the US can dial 1-605-224-1837.



Calling features available through Minnesota Relay:

Emergency Assistance

TTY callers should dial 9-1-1 or other existing emergency numbers directly in emergency situations. All 9-1-1 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but doing so may result in a delay in getting your call through.

Directory Assistance

You can use Minnesota Relay to place calls to directory assistance (DA). When a relay user requests to call DA, the CA will contact the appropriate DA operator. After obtaining the number, the caller may choose to place the call through Minnesota Relay or to dial the number directly. (Note: DA is often subject to charges by the caller's local service provider.)

Voice Mail/Answering Machine Retrieval

Allows relay users to retrieve voice messages on their answering machine or voice mail.

Deaf-Blind Transmission Speed

Minnesota Relay users with low vision who use a TTY equipped with a telebraille or large visual display typically prefer slower typing speeds. During this type of relay call, the CA will type at a normal speed, but the text will come across at a rate of 15 words per minute, allowing for a more readable transmission speed. Users may request to increase or decrease the transmission speed in increments of 5 words per minute.

Relay Calls Using Public Payphones

Minnesota Relay users can make local relay calls from payphones free of charge. Long distance relay calls can be charged to a calling card or prepaid card, by calling collect, or billed to a third party. Coins can not be used to pay for a long distance relay call from a payphone.



Long Distance Calls

The long distance carrier you have chosen for your home service is NOT automatically applied to Minnesota Relay calls. To make sure your long distance calls are carried and billed through your existing long distance service or calling plan, it is recommended that you submit a Minnesota Relay Customer Preference form. You may also inform the CA of your preferred carrier of choice prior to placing a long distance relay call.

If no carrier is indicated, long distance Minnesota Relay calls will be carried and billed by Sprint.

Billing Options for Long Distance Relay Calls

- Direct
- Collect
- Pre-paid calling card
- Carrier calling card
- Third-party billing

Customer Preference Form

The Customer Preference form allows you to customize your relay call. By completing and submitting a Minnesota Relay Customer Preference form, the relay is able to store your call preferences in their database. This will allow your relay calls to be set up quickly and ensures that your preferred carrier is used for long distance calls.

Call 1-800-657-3775 to request a Customer Preference form, or download the form at www.mnrelay.org.

Complements or Complaints

If you would like to file a complement or complaint regarding Minnesota Relay, please call 1-800-657-3775 (voice/TTY). You will need to provide the date and time of the relay call, the CA's identification number and the nature of your complement or complaint.



To file a relay complaint with the Federal Communications Commission, call 1-888-225-5322 (voice) / 1-888-835-5322 (TTY) or file online at www.fcc.gov/cgb/complaints.html.

Specialized Telecommunications Equipment

If you meet certain eligibility requirements, you may qualify to receive telecommunications equipment at no cost through Minnesota's Telephone Equipment Distribution (TED) Program. The TED Program loans telecommunications equipment to people who are hard of hearing, deaf, deaf/blind, speech disabled or physically disabled. If you do not qualify, TED Program staff can provide you with a directory of vendors where equipment can be purchased.

To contact the TED Program, call 1-800-657-3663 (voice) / 1-888-206-6555 (TTY), or visit their web site at www.tedprogram.org.

Contact the Minnesota Relay Consumer Relations Office:

- **For more information on other services offered through Minnesota Relay**
- **To request Minnesota Relay call instruction sheets**
- **To schedule a free presentation**

1-800-657-3775 (voice/TTY)

E-mail: mn.relay@state.mn.us

www.mnrelay.org

The Telecommunications Access Minnesota (TAM) program within the Department of Commerce is the state administrative office responsible for ensuring equal access to the telecommunications network for Minnesotans who are deaf, deaf/blind, hard of hearing, speech disabled or physically disabled.

Minnesota Relay and the TED Program are funded by a telephone surcharge.





What else should I know about CapTel?

- Calls are easy to make – just pick up the phone and dial!
- Listen directly to the voice of the person you are calling. There is no need to interact with the CapTel relay communications assistant (CA).
- Check your CapTel phone text display for added accuracy.
- Captions appear nearly simultaneously as the caller's words are spoken, and you can listen to voice intonations and background noises.
- Easy access to voice mail, phone menu systems, and answering machine messages.
- CapTel relay is a free service (standard charges apply for long-distance calls).
- All conversations are strictly confidential.

Where can I get more Information?

To learn more about CapTel relay or to schedule a free presentation, please contact the Minnesota Relay Outreach office at:

1-800-657-3775

Email: cap.tel@state.mn.us

Visit our website at: www.mnrelay.org

How do I File a Complaint?

If you would like to file a complaint regarding CapTel relay, please call the Minnesota Relay Outreach office at 1-800-657-3775.

The Telecommunications Access Minnesota (TAM) program within the Department of Commerce is the state administrative office responsible for ensuring equal access to the telecommunications network for Minnesotans who are hard of hearing, deaf, deaf-blind, speech disabled, or physically disabled.



Captioned Telephone (CapTel™) Relay

Don't Let Hearing Loss Keep You From Staying Connected.



What is CapTel relay?

CapTel is an amplified telephone and relay captioning service that allows you to see word-for-word captions of your telephone conversation on a bright, easy-to-read display window built into the CapTel phone.

With CapTel you can hear what is being said on the phone using your residual hearing, and you can also view captions of the conversation for added clarity (much like TV captioning).

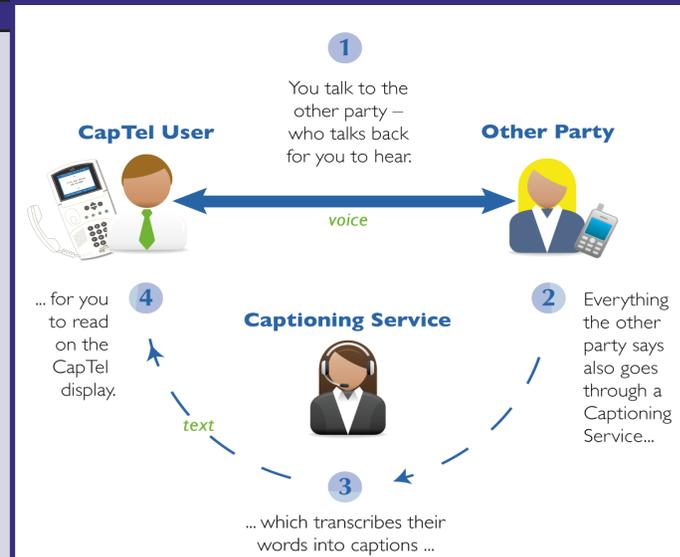
Who can benefit from CapTel?

- People with moderate to severe hearing loss who are no longer able to understand telephone conversations, even with the use of an amplified phone.
- People who use hearing aids, assistive listening devices, or cochlear implants.
- People who are deaf or hard of hearing but have understandable speech.

How does CapTel work?

Making a CapTel relay call is similar to making a call using a standard telephone. When you dial the phone number of the person you are calling, the CapTel phone automatically connects with the relay captioning service, where a specially trained communications assistant (CA) uses voice recognition technology to generate captions by repeating everything the other person says.

The captions appear on your CapTel phone just a few seconds after the other caller speaks – allowing you to understand everything being said.



Will my incoming calls be captioned?

To get captions on your incoming calls, your caller must first dial the toll free number for the relay captioning service (1-877-243-2823) and then enter your phone number. The call is automatically forwarded to you. You will get captions during any call that is placed through the relay captioning service. If your caller dials you directly, the call will not be captioned.

NOTE: There are types of CapTel relay services that do not require the person calling you to dial the toll free relay captioning service first. Please see the “*What are some other options?*” section.

What are some features of the CapTel phone?

- Large, easy-to-read captions window with adjustable font sizes and colors
- Amplified handset with volume and tone control for optimum sound clarity
- Speed dial button that automatically connects you to CapTel customer service
- Phone book stores frequently called numbers
- Ability to review captions during or after a call
- Captions can be turned on or off as needed

Where can I get a CapTel phone?

You may purchase a CapTel phone by calling 1-877-217-7006, or on-line at www.captelminnesota.com.

If you meet certain eligibility requirements, you may qualify to receive a CapTel phone *at no cost* through the state of Minnesota’s Telephone Equipment Distribution (TED) Program. To see if you qualify for the TED Program, call 1-800-657-3663 (voice) or 1-888-206-6555 (TTY), or visit www.tedprogram.org.

What are some other options?

- CapTel 840i: For people who have a standard analog or digital phone line and *high-speed Internet access*. The voice/audio part of the call is delivered over the telephone line, while the captions are delivered via the Internet connection. People do not need to call you through the relay captioning service’s toll free number – they can call you directly.
- Two-line CapTel: Allows you to receive captions on all incoming calls – even if the other party does not call through the relay captioning service’s toll free number. For two-line CapTel you must have two phone lines with separate telephone numbers (one of the lines must be analog or DSL with a filter; the other may be analog, VoIP, or DSL with a filter).
- WebCapTel: Allows you to read word-for-word captions of your call on a web browser, while at the same time hearing the other person using any telephone. WebCapTel does not require use of a CapTel phone; it works with your existing telephone (including cordless, landline, and wireless) and any Internet access device, such as a computer or smart phone.
- Mobile/Wireless CapTel: New application software (apps) make it easy to get CapTel captions on your mobile devices; the apps deliver captions of everything your caller says, while you listen (with your residual hearing) and speak directly to your caller.

Hearing Carry Over (HCO) Relay

*For people who
have a speech
disability and
are able to hear
on the phone.*



What is Hearing Carry Over (HCO) relay?

HCO relay allows a person who can hear but who has very limited or no speech capability to make and receive phone calls. Using HCO relay and a specially designed telephone with a text display, an HCO user can listen directly to the voice of the other person on the call and type his/her response to a communication assistant (CA), who voices the response to the other person.

To use HCO relay you must have a TTY (text telephone).

Who can benefit from HCO relay?

- People with significant speech disabilities
- People with loss of speech

How does HCO relay work?

The caller dials the HCO relay toll-free number. The HCO user listens directly to the other person on the call, and types his/her responses on a TTY (text telephone). A specially trained CA facilitates the conversation by voicing the HCO users typed responses to the other person.

What is two-line HCO?

For two-line HCO you must have two telephone lines with separate telephone numbers. Two-line HCO allows you to use one telephone line for listening directly to the other person, while the second line is used to type your response. This enhanced feature provides a more natural flow of conversation without the pauses of single-line HCO calls.



CA



HCO User



Other Person

How can I obtain specialized HCO telephone equipment?

If you meet certain eligibility requirements, you may qualify to receive a TTY at no cost through Minnesota's Telephone Equipment Distribution (TED) Program. The TED Program loans telecommunications equipment to people who are hard of hearing, deaf, deaf/blind, speech disabled or physically disabled.

To contact the TED Program, call 1-800-657-3663 (voice) or 1-888-206-6555 (TTY), or visit their web site at www.tedprogram.org.

What else should I know about HCO relay?

- HCO relay is a free service (Local calls are free, and long distance calls will be billed by the long distance carrier of your choice).
- All conversations are strictly confidential.
- HCO relay is available 24 hours per day, 365 days per year.
- There are no limits on the length or number of calls placed.



Contact the Minnesota Relay Consumer Relations Office:

- **To learn more about HCO relay**
- **For information on other services offered through Minnesota Relay**
- **To request an HCO relay instruction sheet**
- **To schedule a free presentation**

1-800-657-3775

E-mail: mn.relay@state.mn.us

www.mnrelay.org

The Telecommunications Access Minnesota (TAM) program within the Department of Commerce is the state administrative office responsible for ensuring equal access to the telecommunications network for Minnesotans who are deaf, deaf/blind, hard of hearing, speech disabled or physically disabled.

Minnesota Relay and the TED Program are funded by a telephone surcharge.



**MINNESOTA
DEPARTMENT OF
COMMERCE**

Speech-to-Speech (STS) Relay

For people with speech disabilities who have difficulty being understood on the telephone.



What is Speech-to-Speech (STS) relay?

STS relay allows a person who has difficulty speaking or being understood on the telephone to communicate using his or her own voice or voice synthesizer. An STS communication assistant (CA) revoices the words of the person with a speech disability so the person on the other end of the phone call can understand them.

Who can benefit from STS relay?

- People with cerebral palsy, Parkinson's disease, Huntington's disease, multiple sclerosis, Amyotrophic Lateral Sclerosis or muscular dystrophy
- People with a laryngectomy, stroke complications, stuttered speech or other voice conditions affecting clarity of speech
- People who use a voice synthesizer or enhancer, sound board, or other augmentative communication device

How does STS relay work?

The caller dials the STS relay toll-free number. An STS CA facilitates the call by listening to the person with a speech disability and revoicing verbatim what he or she says to the other person. STS CAs are specially trained to understand a variety of different speech patterns, and process all calls with patience. The CA is not part of the call; their job is only to revoice what the caller says.

No special telephone equipment is needed to use STS relay, though some people may find it beneficial to use a speakerphone or hands-free telephone equipment.

Specialized Telephone Equipment

If you meet certain eligibility requirements, you may receive specialized telephone equipment at no cost through Minnesota's Telephone Program. The Telephone Program loans telecommunications equipment to people who are speech disabled or physically disabled.

To contact the TED Program, please call 1-800-657-7272 or visit our web site at www.tedprogram.org.



What else should I know about Speech-to-Speech relay?

- You or the person you are calling may request that the CA remain in the background and only begin revoicing if requested by either party. This is helpful when calling friends, family or others that are familiar with your speech.
- STS relay is a free service (Local calls are free, and long distance calls will be billed by the long distance carrier of your choice).
- All conversations are strictly confidential.
- STS relay is available 24 hours per day, 365 days per year.
- There are no limits on the length or number of calls placed.

may qualify to receive specialized telephone equipment through the Equipment Distribution (TED) Program. The TED Program is available to people who are hard of hearing, deaf, deaf/blind,

1-800-3663 (voice) / 1-888-206-6555 (TTY), or visit their

Contact the Minnesota Relay Consumer Relations Office:

- **To learn more about STS relay**
- **For information on other services offered through Minnesota Relay**
- **To request an STS relay instruction sheet**
- **To schedule a free presentation or training**

1-800-657-3775

E-mail: mn.relay@state.mn.us

www.mnrelay.org

The Telecommunications Access Minnesota (TAM) program within the Department of Commerce is the state administrative office responsible for ensuring equal access to the telecommunications network for Minnesotans who are deaf, deaf/blind, hard of hearing, speech disabled or physically disabled.

Minnesota Relay and the TED Program are funded by a telephone surcharge.



Voice Carry Over (VCO) Relay

For people who have hearing loss and prefer to use their voice on the phone.



What is Voice Carry Over (VCO) relay?

VCO relay is an option for people who can speak clearly, but have hearing loss significant enough to prevent them from hearing and understanding conversations over the telephone. Using VCO relay and a specially designed telephone with a text display, a VCO user can speak directly to the other person on the call. A communication assistant (CA) types what is spoken by the other person for the VCO user to read.

To use VCO relay you must have either a TTY (text telephone) or a specially designed VCO phone.

Who can benefit from VCO relay?

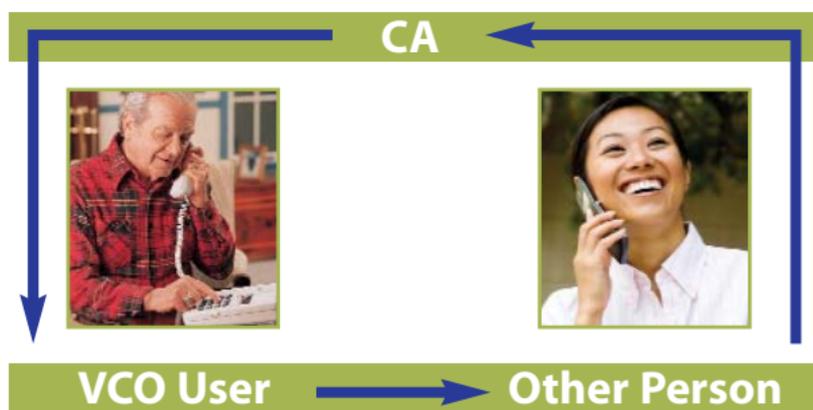
- People who are deaf or hard of hearing but have understandable speech
- Late deafened adults

How does VCO relay work?

The caller dials the VCO relay toll-free number. The VCO user speaks directly to the other person on the call. A specially trained CA facilitates the conversation by typing the other person's spoken words to the VCO user. The text of the other person's conversation appears on the VCO user's specialized telephone equipment. No typing is required by the VCO user.

What is two-line VCO?

For two-line VCO you must have two telephone lines with separate telephone numbers. Two-line VCO allows you to use one telephone line for speaking directly to the other person, while the second line is used to receive the CA's typed response from the other person. This enhanced feature provides a more natural flow of conversation without the pauses of single-line VCO calls.



How can I obtain specialized VCO telephone equipment?

If you meet certain eligibility requirements, you may qualify to receive a TTY or VCO phone at no cost through Minnesota's Telephone Equipment Distribution (TED) Program. The TED Program loans telecommunications equipment to people who are hard of hearing, deaf, deaf/blind, speech disabled or physically disabled.

To contact the TED Program, call 1-800-657-3663 (voice) or 1-888-206-6555 (TTY), or visit their web site at www.tedprogram.org.

What else should I know about VCO relay?

- VCO relay is a free service (Local calls are free, and long distance calls will be billed by the long distance carrier of your choice).
- All conversations are strictly confidential.
- VCO relay is available 24 hours per day, 365 days per year.
- There are no limits on the length or number of calls placed.



Contact the Minnesota Relay Consumer Relations Office:

- **To learn more about VCO relay**
- **For information on other services offered through Minnesota Relay**
- **To request a VCO relay instruction sheet**
- **To schedule a free presentation**

1-800-657-3775

E-mail: mn.relay@state.mn.us

www.mnrelay.org

The Telecommunications Access Minnesota (TAM) program within the Department of Commerce is the state administrative office responsible for ensuring equal access to the telecommunications network for Minnesotans who are deaf, deaf/blind, hard of hearing, speech disabled or physically disabled.

Minnesota Relay and the TED Program are funded by a telephone surcharge.



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Receiving Calls From Minnesota Relay Users

Minnesota Relay is a free service providing full telephone accessibility to persons who are deaf, hard of hearing, or speech disabled. A specially trained communication assistant (CA) relays the telephone conversation between a person who has a hearing loss or a speech disability and the person they wish to speak to. Calls can be made to anywhere in the world (long distance charges apply), 24 hours a day, 365 days a year. All calls are completely confidential.

When answering the phone, you may receive a call placed through Minnesota Relay. You will hear a Communication Assistant (CA) say “Hello, a person is calling you through Minnesota Relay. This is CA number XXXX. Have you received a relay call before?”

- If you are not familiar with relay say “NO” and the CA will explain how relay works. If you have any questions, you will need to ask them at this time.
- If you are familiar with relay say “YES” and the call will begin.

Tips

- **When Minnesota Relay calls, don’t hang up.**
The person calling is deaf, hard of hearing or speech disabled and is using Minnesota Relay to contact you. This is not a telemarketing call and it is very important that you do not hang up on the caller.
- **Say “Go Ahead” or “GA” each time you have finished speaking.**
The term “Go Ahead” or “GA” is important for relay calls for turn taking purposes. “GA” insures that you (the standard phone user) and the relay user do not respond at the same time and miss each other’s communication. Say “Go Ahead” or “GA” each time you have finished speaking and are ready for a response. When you hear the CA say “GA” it is your turn to speak again.
- **Speak directly to the person calling, not the CA.**
Talk in the first person and pretend the CA is not on the call. The CA is not part of the conversation and will not acknowledge you if you speak to him/her.
- **Asking the relay user questions.**
If you need to ask the relay user a series of questions, please ask them one at a time, wait for a response, and then ask the next question. This will give the relay user a chance to respond to each question and will reduce misunderstandings.
- **Be patient, and speak slowly.**
Minnesota Relay calls take longer than regular telephone calls. Because the CA must type everything you say verbatim, please speak slowly. If you are speaking too fast, the CA may ask you to slow down or repeat yourself. There may be a pause before the CA begins relaying the response back to you.



Minnesota Relay is a free telecommunications service that allows persons with hearing or speech disabilities to place and receive telephone calls. A specially trained communications assistant (CA) facilitates the telephone conversation between people with hearing or speech disabilities and other individuals. Calls can be made to anywhere in the world (standard charges apply for long-distance calls), 24 hours a day, 365 days a year. All calls are completely confidential.

Receiving a Call From a Minnesota Relay User

1. When answering the phone, you may receive a call placed through Minnesota Relay. You will hear a Communications Assistant (CA) say “Hello, a person is calling you through Minnesota Relay. This is CA number XXXX. Have you received a relay call before?”
 - This is not a telemarketer, so please don’t hang up.
 - If you *are not familiar* with relay say “NO” and the CA will explain how relay works. If you have any questions, you will need to ask them at this time.
 - If you *are familiar* with relay say “YES” and the call will begin.
 - When a relay user places a call to you, there may be a long pause between when you say “hello, how may I help you” (or whatever you say when you answer the call) and the response of the relay user. This is because the CA is “relaying” what you said to the relay user, is waiting for the relay user to respond back, and then the CA must speak the relay user’s response to you. Please stay on the line and wait for a response.
2. Remember to say “Go ahead” or “GA” after each time you are finished speaking. When the CA says “Go ahead” back to you, it is your turn to speak.
3. See “Tips for Successful Calls” (below) for smooth call handling.

Placing a Call to a Minnesota Relay User

1. To place a call to a Minnesota Relay user dial 7-1-1 or 1-800-627-3529. If you hear something that sounds like fax tones, or if the line is silent, remain on the call and wait for Minnesota Relay to answer (this could take a minute or longer).
2. Minnesota Relay will answer and the communications assistant (CA) will state her or his identification number and gender.
3. If you are not familiar with relay you may ask the CA to explain how relay works. If you have any questions, you will need to ask them at this time.
4. Give the CA the 10-digit telephone number of the person you wish to call.
5. Once the person you are calling answers, proceed with the call as you would a regular phone call.
6. Remember to say “Go ahead” or “GA” after each time you are finished speaking. When the CA says “Go ahead” back to you, it is your turn to speak.
7. See “Tips for Successful Calls” (below) for smooth call handling.

Tips for Successful Calls

- **Say “Go Ahead” or “GA” each time you have finished speaking.**
The term “Go Ahead” or “GA” is important for relay calls for turn taking purposes. “GA” insures that you and the relay user do not respond at the same time and miss each other’s communication. Say “Go Ahead” or “GA” each time you have finished speaking and are ready for a response. When you hear the CA say “GA”, it is your turn to speak again.
- **Speak directly to the person calling, not to the CA.**
Talk in the first person and pretend the CA is not on the call. The CA is not part of the conversation and will not acknowledge you if you speak to her or him.
- **Asking the relay user questions.**
If you need to ask the relay user a series of questions, please ask them one at a time, wait for a response, and then ask the next question. This will give the relay user a chance to respond to each question and will reduce misunderstandings.
- **Be patient, and speak slowly.**
Relay calls take longer than regular telephone calls. Because the CA must type everything you say verbatim, please speak slowly. If you are speaking too fast, the CA may ask you to slow down or to repeat yourself. There may be a pause before the CA begins relaying the response back to you.
- **The CA will type everything that is heard.**
To ensure that relay calls are functionally equivalent to standard telephone calls, CAs type everything they hear, including background noises and voice intonations. Your words will be typed exactly as you say them.
- **When Minnesota Relay calls, don’t hang up.**
The person calling is deaf, hard of hearing or speech disabled and is using Minnesota Relay to contact you. This is not a telemarketing call and it is very important that you do not hang up on the caller.
- **Long Distance Charges**
The long distance carrier you have chosen for your home or business service is NOT automatically applied to Minnesota Relay calls. To make sure your long distance calls are carried and billed through your existing long distance service or calling plan, it is recommended that you submit a Minnesota Relay Customer Preference/Profile form. You also may inform the CA of your preferred carrier of choice prior to placing a long distance relay call.

If no carrier is indicated, long distance Minnesota Relay calls will be carried and billed by Sprint.
- **PBX (Private Branch Exchange) Systems and 7-1-1**
You may not be able to dial 7-1-1 to make a Relay call if your business has a PBX system. If you encounter this difficulty, contact the telecommunications manager or PBX coordinator from your office and ask them to re-program the PBX switch software to allow 7-1-1 access.
- **Additional Detailed Calling Instructions**
For detailed calling instructions for CapTel, Two-Line CapTel, Hearing Carry Over, Two-Line Hearing Carry Over, Speech-to-Speech, Voice Carry Over, and Two-Line Voice Carry Over go please visit our web site at www.mnrelay.org.



Instructions for Using Captioned Telephone (CapTel™) Relay

CapTel is an amplified telephone and relay captioning service that allows you to see word-for-word captions of your telephone conversation on a bright, easy-to-read display window built into the CapTel phone. With CapTel you can hear what is being said on the phone using your residual hearing, and you can also view captions of the conversation for added clarity (much like TV captioning).

CapTel is beneficial for people with moderate to severe hearing loss who are no longer able to understand telephone conversations, even with the use of an amplified phone, people who use hearing aids, assistive listening devices, or cochlear implants, and people who are deaf or hard of hearing but have understandable speech.

To use CapTel relay you must have a CapTel phone. You must also have an analog telephone line, or a digital subscriber line (DSL) with an appropriate analog filter. Using digital cable or voice over internet protocol (VoIP) is not recommended as the CapTel phone was not designed or guaranteed to operate on these types of lines.

To find out what type of phone line you have, contact your telephone company.

How CapTel Relay Works

Making a CapTel relay call is similar to making a call using a standard telephone. When you dial the phone number of the person you are calling, the CapTel phone automatically connects with the relay captioning service where a specially trained communication assistant (CA) transcribes everything the other person says into written text.

The captions appear on your CapTel phone just a few seconds after the other caller speaks – allowing you to understand everything being said.

Making a CapTel Relay Call

Dial the number of the person you wish to call. Your CapTel phone automatically connects to the captioning service.

When the person you are calling answers, you can listen and respond directly to them. Behind the scenes, the CA uses voice-recognition technology to automatically transcribe everything the other person says into written text.

As you listen to the other person, a text version of the conversation appears on the display screen of your CapTel phone.

Receiving a CapTel Relay Call

The person calling you dials the toll-free relay captioning service number (1-877-243-2823).

When the relay captioning service answers, the caller is greeted by an automated system, which prompts the caller to enter your area code and telephone number.

The relay captioning service connects the call to you and transcribes everything the caller says into captions appearing on your CapTel phone. You can listen, read the captions, and respond directly to the caller.

If an incoming call is not dialed through the relay captioning service, it will not be captioned. If you would like captions, ask the person to hang up and call back through the relay captioning service telephone number.

Two-Line CapTel

Two-line CapTel allows you to receive captions on all incoming calls – even if the other party does not call through the relay captioning service’s toll free number.

Like standard CapTel relay, two-line CapTel gives you live captions of everything your caller says during a phone conversation. You can hear the caller and read captions of what they say. With two-line CapTel, the conversation is carried on one telephone line and the captions are provided on the second line. This gives two-line CapTel relay users the ability to caption any phone call – incoming or outgoing – at any point in the conversation. Two-line CapTel also supports enhancements that you have purchased from your telephone service, including call-waiting.

For two-line CapTel you must have two phone lines with separate telephone numbers (one of the lines must be analog or DSL with a filter; the other may be analog, VoIP, or DSL with a filter).

For an instruction sheet on how to make and receive two-line CapTel calls, please contact the Minnesota Relay Outreach office at 1-800-657-3775 or visit our Web site at www.mnrelay.org.

Information Regarding Long Distance Calls

CapTel relay users who use a single-line CapTel must register their long distance carrier to ensure that their long distance CapTel calls are carried and billed through their existing long distance service or calling plan.

Individuals who place long distance calls *to* a single-line CapTel relay user must also register their long distance carrier so that their calls are carried and billed through their existing long distance service or calling plan.

CapTel relay users may register their long distance Carrier of Choice online at www.captionedtelephone.com/carrierchoice.phtml, or they may call CapTel Customer Service at 1-888-269-7477 (voice/CapTel/TTY).

If no carrier is registered, all long distance CapTel relay calls will be carried and billed by Sprint.

Filing a Complement or Complaint

Minnesota Relay strives to provide the best relay services available and we appreciate feedback about your experience with using our relay services. Please have the following information available when filing a commendation, complaint, or expressing a concern:

- Communications Assistant (CA) ID Number
- Date of the relay call
- Time of the relay call
- Nature of commendation, complaint, or concern

The following options are available to file a complement or complaint regarding CapTel relay:

- CapTel's 24-hour Customer Service (*excluding holidays*):
Voice/CapTel/TTY: 1-888-269-7477
E-mail: CapTel@CapTel.com
Online: www.captel.com/contact-us.php
- Minnesota Relay Outreach Office:
Voice: 651-602-9005 / 1-800-657-3775
TTY: 1-888-206-6555
E-mail: mn.relay@state.mn.us
- The Federal Communications Commission's Consumer Center:
Voice: 1-888-CALL-FCC (1-888-225-5322)
TTY: 1-888-TELL-FCC (1-888-835-5322)
Fax: 1-866-418-0232
Online: www.fcc.gov/complaints

**For information on other services offered through Minnesota Relay
or to schedule a free presentation, please contact:**

**Minnesota Relay Outreach
1-800-657-3775 (voice/TTY)
E-mail: mn.relay@state.mn.us
Visit our Web site: www.mnrelay.org**



Instructions for Using Two-Line Voice Carry Over (VCO) Relay

VCO relay is an option for people with hearing loss significant enough to prevent them from hearing and understanding conversations clearly over the telephone. Using VCO relay and a specially designed telephone with a text display, a VCO user can speak directly to the other person on the call. The communication assistant (CA) facilitates the conversation by typing the other person's spoken words to the VCO user. The text of the other person's conversation appears on the VCO users specialized telephone equipment.

Two-line VCO is an enhanced relay feature that offers you more control and allows for interactive conversation *without* the use of "GA" (go ahead) instructions¹. You can respond in real time, and even interrupt, rather than wait for the other person to say "GA." Unlike typical relay calls, the CA does not identify the relay and is present only to type the voice of the standard telephone user.

Requirements for Two-Line VCO

- A TTY or a personal computer equipped with a modem. (This is for Line 1.)
- One telephone line from your local telephone company; no additional services needed. (This is Line 1.)
- One telephone line from your local telephone company, with "Three-Way Calling" service installed by your local telephone company. (This is Line 2.)
- A telephone with a flash button is recommended for use with the telephone line that has "Three-Way Calling." Otherwise, the switch-hook on the telephone may be used to obtain a second dial tone. (This is for Line 2.)

Making a Two-Line VCO Relay Call

1. Using your TTY, VCO phone or computer, dial the two-line VCO number: **1-866-855-4611**.
2. Minnesota Relay will answer with the CA's number and gender: "MN RELAY CA XXXXF/M VOICE (OR TYPE) NOW GA."
3. Voice or type, "HELLO TWO LINE VCO PLS CALL ME BACK ON (provide the area code and number of Line 2, you voice phone).
4. The CA will call you back on Line 2. Answer by speaking and check that the CA can hear you. The CA will type back a response on your TTY or VCO phone. Ask the CA to hold.
5. Place the CA on hold on your voice phone and create a conference call as per your telephone equipment requirements.
6. From your voice phone, dial the number of the person you want to call.
7. Press the flash button or switch-hook to reconnect the Relay CA.
8. When the called party answers, the CA will start typing that person's spoken words to you. The Relay will not be identified or explained by the CA.
9. You will speak directly to the other person. There is no need for either of you to wait for a "go ahead" or "GA". The Relay and the CA will be "invisible."

¹ With *single-line* VCO, the term "GA" or "go ahead" is important for VCO relay calls for turn taking purposes. "GA" insures that the VCO user and the standard phone user do not respond at the same time and miss each other's communication.

Receiving a Two-Line VCO Relay Call

1. Answer the call with your voice and ask the caller to hold.
2. Place the voice caller on hold, and create a conference call as required by your telephone equipment.
3. Dial the two-line VCO number: **1-866-855-4611**.
4. Speak immediately when the CA answers. Explain that this will be a two-line VCO call and to type only what the other person says after you have “conferenced” that person into the call.
5. Instruct the CA to call your TTY/VCO phone number.
6. When your TTY/VCO phone rings, answer by typing—then “conference” between the voice caller on your voice line and the CA on your TTY/VCO phone line.

You will speak directly to the caller. There is no need for either of you to wait for a “Go Ahead” or “GA”. The Relay will not be identified or explained by the CA.

9-1-1 Emergency Calls

When making emergency calls, dial 9-1-1 directly without using Minnesota Relay. All 9-1-1 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but doing so may result in a delay in getting your call through.

Information Regarding Long Distance Calls

The long distance carrier you have chosen for your home service is NOT automatically applied to Minnesota Relay calls. To make sure your long distance Relay calls are carried and billed through your existing long distance service or calling plan, it is recommended that you submit a *Minnesota Relay Customer Preference/Profile form*. You may also inform the CA of your preferred carrier of choice prior to placing a long distance relay call.

If no carrier is indicated, long distance Minnesota Relay calls will be carried and billed by Sprint.

Importance of Completing a Customer Preference/Profile Form

A Customer Preference/Profile form allows you to customize your Relay call. By completing and submitting a *Minnesota Relay Customer Preference/Profile form* the Relay is able to store your call preferences in their database. This will allow your Relay calls to be set up quickly, and ensures that your preferred carrier is used for long distance calls.

You may complete the form online at: www.mysprintrelay.com.

For questions, additional assistance, or to complete the form by phone, please call 1-800-676-3777 (voice/TTY) or send an e-mail to Sprint Relay Customer Service at: Sprint.TRSCustServ@sprint.com. Sprint Customer Service representatives are available 24/7.

Tips for Using Two-Line VCO Relay

1. When the CA calls your second line, answer: "Hello, CA. Can you understand my voice? Please type back to me if you can."
2. The CA should type "Yes" or "Yes, I can understand your voice."
3. On your voice line, repeat your intentions: "CA, I am making a two-line VCO call. I am going to put you on hold and conference in another person. I want you to type their voice, not my voice. Do you understand?"
4. Once the CA has typed "Yes", tell the CA you are putting him/her on hold.
5. You are encouraged to work with your CA as a team player. CA's are an important part of your call. The more clearly they understand your intentions, the better they can serve you.

Filing a Complement or Complaint

Minnesota Relay strives to provide the best relay services available and we appreciate feedback about your experience with using our relay services. Please have the following information available when filing a commendation, complaint, or expressing a concern:

- Communications Assistant (CA) ID Number
- Date of the relay call
- Time of the relay call
- Nature of commendation, complaint, or concern

Options for Filing a Complaint or Commendation

Minnesota Relay users have the following options for filing a complaint or commendation:

- The relay user may request to speak to a relay supervisor during or immediately after a call. In addition, the CA has the capability to transfer the caller directly to Sprint's Customer Service department.
- Sprint's 24-hour Customer Service:
Voice/TTY: 1-800-676-3777 E-mail: Sprint.TRSCustServ@sprint.com
Online: www.sprintrelay.com/contact_us/index.php
- Minnesota Relay Outreach Office:
Voice: 651-602-9005 / 1-800-657-3775 TTY: 1-888-206-6555
VP: 651-964-1514 / 1-866-635-0082 E-mail: mn.relay@state.mn.us
- The Federal Communications Commission's Consumer Center:
Voice: 1-888-CALL-FCC (1-888-225-5322) TTY: 1-888-TELL-FCC (1-888-835-5322)
Fax: 1-866-418-0232 Online: www.fcc.gov/complaints

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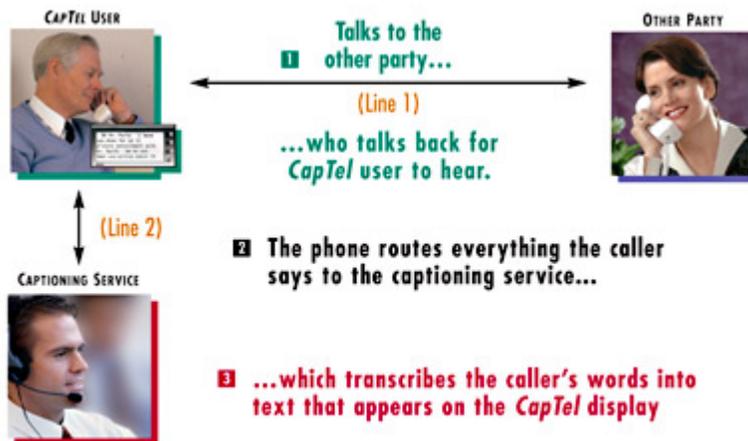


Instructions for Using Two-Line CapTel Relay

CapTel is an amplified telephone and relay captioning service that allows you to see word-for-word captions of your telephone conversation on a bright, easy-to-read display window built into the CapTel phone. With CapTel you can hear what is being said on the phone using your residual hearing, and you can also view captions of the conversation for added clarity (much like TV captioning).

Like standard CapTel relay, two-line CapTel gives you live captions of everything your caller says during a phone conversation. You can hear the caller and read captions of what they say. With two-line CapTel, the conversation is carried on one telephone line and the captions are provided on the second line. This gives two-line CapTel relay users the ability to caption any phone call – incoming or outgoing – at any point in the conversation. Two-line CapTel also supports enhancements that you have purchased from your telephone service, including call-waiting.

How Two-Line CapTel Relay Works



When a caller dials your phone number, they connect directly to your CapTel phone on one telephone line. As soon as you answer, the phone automatically dials the relay captioning service on the second line to establish captions.

There is an initial delay between the time you answer the call and the time that captions begin because it takes time for the phone to connect to the captioning service and initiate captions. During this time, your caller will hear everything you say. You may begin your conversation if you can hear the caller clearly enough. Or, you may ask your caller to hold for a moment while captions are established.

Once captions begin, you'll find they keep a close pace with the speed of your caller's voice.

Requirements for Two-Line CapTel

- A CapTel phone
- Two telephone lines with separate telephone numbers:
 - Line 1 (voice) can be an analog line, DSL with an analog filter, digital cable line, or VoIP line.
 - Line 2 (captions) must be an analog telephone line or DSL with an analog filter. (Note: line 2 can be a very basic line. There is no need for any telephone services such as caller ID, nor any need for long distance service on line 2.)
- If you are installing the CapTel in an office setting, check with the telephone system administrator to ensure that an analog port is available.

To find out what type of phone line(s) you have, contact your telephone company.

Benefits of Two-Line CapTel Relay

- You receive captions on all incoming calls – your caller dials you directly instead of placing the call through the relay captioning service.
- You can turn captions on (or off) at any point during a conversation.
- There is no separate telephone number for callers to remember – they just dial you directly.
- Captioning is available for every type of call, including emergency calls.
- Others in your home can pick up an extension line and share the call without interrupting the captions.
- If you have call-waiting and another call comes in, it will not interrupt captioning (you can even get captions on the incoming call).

Differences Between Standard CapTel and Two-Line CapTel

Standard CapTel	Two-line CapTel
Captions and voice are provided across one telephone line.	Conversation is carried on one telephone line, and captions are provided on the second line.
Captions must be initiated at the start of a call.	Captions can be turned on or off at any point in a conversation.
Callers must first dial the toll-free relay captioning service and enter their phone number in order for you to receive captions on their call.	Incoming calls are automatically captioned. Callers simply dial your phone number directly.
You cannot use call-waiting during a captioned call. Call-waiting tones may interrupt the captioning.	You can use call-waiting during a captioned call.
Automatic call-back (*69) option cannot be used.	Automatic call-back (*69) option is supported.
Calls to 9-1-1 and 7-1-1 are treated as Voice Carry Over calls and routed to 9-1-1 and Minnesota Relay directly. The 9-1-1 or relay operator's typed messages appear on the CapTel display, but you will not have sound over the phone line while receiving captions.	Calls to 9-1-1 and 7-1-1 are captioned through the relay captioning service on the second line. Your conversation is conducted on the first line. You get both sound and captions of the call.
Calls are automatically routed through the relay captioning service on outgoing calls only.	Calls are direct between parties. On every call (outgoing or incoming), the relay captioning service is connected automatically through the second telephone line.
Requires one telephone line.	Requires two telephone lines.

Getting a Second Telephone Line

If you don't already have a separate second telephone line, contact your telephone service provider to make arrangements. Charges for a second line will apply and vary by provider.

Note: If you already have a second phone line in your home or office (i.e. for a fax machine or other family members) be sure that it is not in use when you place or answer a two-line CapTel call. If the other line is already in use, the captions will not appear.

Updating Your Current CapTel Phone to Two-Line

First, make sure that you have a second, separate telephone line available (see "Requirements" above). Plug your primary telephone line cord (Line 1) into the jack marked with the wall-jack icon on the bottom of the CapTel phone. Plug the second telephone line cord (Line 2; the analog telephone line) into the other telephone jack (with no symbol).

Then, using the "Menu" key, scroll through the CapTel menu options until you see "2-Line Mode?" on the CapTel display. Press the button next to "ON" to activate two-line capabilities.

If you do not see "2-Line Mode?" in the CapTel menu system, please contact CapTel customer service for assistance. Refer to the Two-Line CapTel User Guide that came with your CapTel phone for more details.

Call-Waiting Feature With Two-Line CapTel

Call-waiting is supported by two-line CapTel. When you hear (or read in the captions) the "beep" telling you a second call is coming in, simply press the FLASH button on your CapTel phone. Your second caller will be on the line and you will receive captions of the conversation. You will still receive captions on your first conversation, if/when you return to the first caller by pressing the FLASH button again.

Getting Captions with Two-Line CapTel

You can turn the CAPTION feature on or off at any point during your telephone conversations. Simply press the CAPTION button to turn the feature ON or OFF while on a call. When the red light above the CAPTION button is lit, you will receive captions. When the light is off, the call will not be captioned. (The default setting is "ON".) There will be an initial delay before captions begin as the captioning service is connected to the call.

Information Regarding Long Distance Calls

Unlike standard CapTel relay, with two-line CapTel it is *not* necessary for either the CapTel user or individuals who place calls to the CapTel user to register their long distance carrier because Line 1 is providing a regular voice connection and connects with the other party *directly* without going through the CapTel captioning service. Therefore, billing of long distance two-line CapTel calls is identical to using a regular telephone, and neither the CapTel user nor the party calling the CapTel user needs to register their long distance carrier with CapTel.

However, if you revert from two-line mode back to standard CapTel (by disconnecting the second phone line and programming CapTel for one-line mode) then you and your callers must register your long distance carrier with CapTel. In standard (one-line mode) the long distance carrier you have chosen for your home service is NOT automatically applied to CapTel relay calls. To register your long distance carrier call 1-888-269-7477 (voice/CapTel/TTY).or complete the online form at: www.captionedtelephone.com/carrierchoice.phtml.

If no carrier is registered, all long distance CapTel relay calls will be carried and billed by Sprint.

Filing a Complement or Complaint

Minnesota Relay strives to provide the best relay services available and we appreciate feedback about your experience with using our relay services. Please have the following information available when filing a commendation, complaint, or expressing a concern:

- Communications Assistant (CA) ID Number
- Date of the relay call
- Time of the relay call
- Nature of commendation, complaint, or concern

The following options are available to file a complement or complaint regarding CapTel relay:

- CapTel's 24-hour Customer Service (*excluding holidays*):

Voice/CapTel/TTY: 1-888-269-7477

E-mail: CapTel@CapTel.com

Online: www.captel.com/contact-us.php

- Minnesota Relay Outreach Office:

Voice: 651-602-9005 / 1-800-657-3775

TTY: 1-888-206-6555

E-mail: mn.relay@state.mn.us

- The Federal Communications Commission's Consumer Center:

Voice: 1-888-CALL-FCC (1-888-225-5322)

TTY: 1-888-TELL-FCC (1-888-835-5322)

Fax: 1-866-418-0232

Online: www.fcc.gov/complaints

**For information on other services offered through Minnesota Relay
or to schedule a free presentation, please contact:**

**Minnesota Relay Outreach
1-800-657-3775 (voice/TTY)
E-mail: mn.relay@state.mn.us
Visit our Web site: www.mnrelay.org**



Instructions for Using Hearing Carry Over (HCO) Relay

HCO relay allows a person who can hear but who has very limited or no speech capability to make and receive phone calls. Using HCO relay and a specially designed telephone with a text display, an HCO user can listen directly to the voice of the other person on the call and type their response to a communication assistant (CA), who voices those responses to the other party.

To use HCO relay you must have a TTY (text telephone).

The term “GA” or “go ahead” is important for HCO relay calls for turn taking purposes. “GA” insures that the HCO user and the standard phone user do not respond at the same time and miss each other’s communication. When you hear “GA”, you will know that it is your turn to speak. The same is true for the CA and standard phone user, who will not respond until you type “GA.”

HCO User Placing a Call Through Relay

1. Place your telephone handset on the TTY and dial **7-1-1** or the toll free number: **1-800-627-3529**.
2. Minnesota Relay will answer and will give the CA identification number and gender. Type: “HCO PLS GA.”
Note: If you have completed a Customer Preference form indicating your answer type as HCO, the relay will recognize your phone number as an HCO user and you will not need to type “HCO PLS GA.”
3. After the CA types: “HCO ON GA”, type to the CA the phone number of the person you wish to call, followed by “GA”; then pick up the handset.
4. Wait for the CA to say, “One moment for your call to begin” to the person you are calling.
5. Place the handset in the TTY and type to the other person. When you are ready for the other person to respond, type “GA” and pick up the handset to listen to the other person.
6. When you hear the other person say “Go Ahead”, place the handset on the TTY and type your response to them. The CA will read your response to the other person.
7. Your conversation will continue in this manner until you are finished with your call.

HCO User Receiving a Call Through Relay

When people want to reach you by phone, they can call you through Minnesota Relay by dialing 7-1-1 or the toll free number: **1-800-627-3529**.

If you *have* completed a Customer Preference/Profile form and indicated your answer type as HCO:

1. Place your telephone handset on the TTY and type your greeting, followed by “GA.”
2. The CA will announce that this is a relay call by typing “MN RELAY CA XXXX WITH A CALL.”
3. Pick up the handset. Your caller will speak directly to you.
4. When you hear the caller say “Go Ahead”, place the handset on the TTY and type your response. When you are finished with your response, type “GA” and pick up the handset.
5. The CA will read your response to the other person.
6. Your conversation will continue in this manner until you are finished with your call.

If you have not completed a Customer Preference/Profile form and your caller requests HCO:

1. Place your telephone handset on the TTY and type your greeting, followed by “GA.”
2. CA will type “MN RELAY CA XXXX WITH A CALL. YOUR CALLER HAS REQUESTED HCO GA.”
3. Pick up the handset. Your caller will speak directly to you.
4. When you hear the caller say “Go Ahead”, place the handset on the TTY and type your response. When you are finished, type “GA” and pick up the handset.
5. The CA will read your response to the other person.
6. Your conversation will continue in this manner until you are finished with your call.

If you have not completed a Customer Preference/Profile form and your caller does not request HCO:

1. Place your telephone handset on the TTY and type your greeting, followed by “GA.”
2. CA will type “MN RELAY CA XXXX WITH A CALL GA.”
3. Type “HCO PLS GA.”
4. The CA will then connect HCO and type “HCO ON GA.”
5. Pick up the handset. Your caller will speak directly to you. (There may be a few minutes of silence while the CA asks the caller if they are familiar with HCO relay.)
6. When you hear the caller say “Go Ahead”, place the handset on the TTY and type your response. When you are finished, type “GA” and pick up the handset.
7. The CA will read your response to the other person.
8. Your conversation will continue in this manner until you are finished with your call.

9-1-1 Emergency Calls

When making emergency calls, dial 9-1-1 directly without using Minnesota Relay. All 9-1-1 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but doing so may result in a delay in getting your call through.

Information Regarding Long Distance Calls

The long distance carrier you have chosen for your home service is NOT automatically applied to Minnesota Relay calls. To make sure your long distance Relay calls are carried and billed through your existing long distance service or calling plan, it is recommended that you submit a *Minnesota Relay Customer Preference/Profile form*. You may also inform the CA of your preferred carrier of choice prior to placing a long distance relay call.

If no carrier is indicated, long distance Minnesota Relay calls will be carried and billed by Sprint.

Importance of Completing a Customer Preference/Profile Form

A Customer Preference/Profile form allows you to customize your Relay call. By completing and submitting a *Minnesota Relay Customer Preference/Profile form* the Relay is able to store your call preferences in their database. This will allow your Relay calls to be set up quickly, and ensures that your preferred carrier is used for long distance calls.

You may complete the form online at: www.mysprintrelay.com.

For questions, additional assistance, or to complete the form by phone, please call 1-800-676-3777 (voice/TTY) or send an e-mail to Sprint Relay Customer Service at: Sprint.TRSCustServ@sprint.com. Sprint Customer Service representatives are available 24/7.

Tips for HCO Relay Users

- Do not start typing until you see “HCO ON GA” on your TTY display or until you hear the CA state that “Hearing Carry Over has been activated.”
- Give the CA as much information as possible about your call prior to the CA dialing. For example, if you know you are calling an automated phone system that requires you to select from a number of options, let the CA know which options you want prior to the call.
- Once the call is connected, everyone on the call will be able to hear each other.
- Type “GA” when you are finished typing and are ready for a response.
- There are no restrictions on the length of your calls or the number of calls you make.
- Take all the time you need to complete your call. Do not be concerned if you feel that you do not type fast enough.
- When you are receiving a Relay call and have not completed a *Minnesota Relay Customer Preference/Profile form*, the CA will wait for you to indicate that you wish to make an HCO call. You can do so by typing “HCO PLS GA” on your TTY.
- Each time you place an HCO call, the CA will ask the called party if they have ever received an HCO relay call. If the person has not, the CA will explain relay before the call begins.

Filing a Complement or Complaint

Minnesota Relay strives to provide the best relay services available and we appreciate feedback about your experience with using our relay services. Please have the following information available when filing a commendation, complaint, or expressing a concern:

- Communications Assistant (CA) ID Number
- Date of the relay call
- Time of the relay call
- Nature of commendation, complaint, or concern

Minnesota Relay users have the following options for filing a complaint or commendation:

- The relay user may request to speak to a relay supervisor during or immediately after a call. In addition, the CA has the capability to transfer the caller directly to Sprint’s Customer Service department.
- Sprint’s 24-hour Customer Service:
Voice/TTY: 1-800-676-3777
E-mail: Sprint.TRSCustServ@sprint.com
Online: www.sprintrelay.com/contact_us/index.php
- Minnesota Relay Outreach Office:
Voice: 651-602-9005 / 1-800-657-3775
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Instructions for Using Two-Line Hearing Carry Over (HCO) Relay

HCO relay allows a person who can hear but who has very limited or no speech capability to make a phone call. Using HCO relay and a specially designed telephone with a text display, an HCO user can listen directly to the voice of the other person on the call and type their response to a communication assistant (CA), who voices those responses to the other party.

To use HCO relay you must have a TTY (text telephone).

With *single-line* HCO, the term “GA” or “go ahead” is important for HCO relay calls for turn taking purposes. “GA” insures that the HCO user and the standard phone user do not respond at the same time and miss each other’s communication. When you hear “GA”, you will know that it is your turn to speak. The same is true for the CA and standard phone user, who will not respond until you type “GA.”

Two-Line HCO is an enhanced relay feature that offers you more control and allows for interactive conversation *without* the use of “GA” (go ahead) instructions. You can respond in real time, and even interrupt, rather than wait for the other party to say “GA.”

Requirements for Two-Line HCO

- Direct-Connect TTY or Internet access with its own dedicated line.
- Voice telephone with its own telephone number.
- 3-way conference calling feature on the voice line (contact your local telephone company for information).
- As a two-line HCO user, you may want to use a speakerphone or a phone that allows you to use a headset for hands-free conversation. This will allow you to hear what the caller is saying while simultaneously typing your response.

Making a Two-Line HCO Relay Call

1. Using your TTY or computer, dial **7-1-1** or the toll free number: **1-800-627-3529**.
2. When the CA answers the call, inform her/him that this will be a two-line HCO call. You may do so by typing “2LHCO call. PLS CALL ME BACK ON MY VOICE LINE AT XXX-XXX-XXXX.”
3. The CA will dial your voice number and type back: “Dialing XXX-XXX-XXXX, Ring 1, 2, 3”.
4. Answer your voice line by typing “HELLO CA I AM GOING TO MAKE A 2 LINE HCO CALL. I (WANT/DO NOT WANT) YOU TO IDENTIFY AND/OR EXPLAIN RELAY. I AM GOING TO PUT YOU ON HOLD AND CONFERENCE IN ANOTHER PERSON. I CAN HEAR YOU AND THE OTHER PERSON. I WANT YOU TO VOICE WHAT I TYPE WHILE I TYPE IT. DO YOU UNDERSTAND?”
5. When the CA has confirmed, type “WHEN THEY ANSWER THE PHONE PLEASE VOICE (type your greeting before you dial your call).
6. Place the CA on hold on your voice phone and create a conference call as per your telephone equipment requirements.
7. From your voice phone, dial the number of the person you want to call.

8. Connect the conference *immediately* on your voice phone. Note that terms such as “hold”, “switch hook,” “flash”, “conference” and “link” may vary according to your telephone company’s features and procedures.
9. When the called party answers, the CA will start speaking your greeting to the person you have called.
10. You will be able to hear what the other party says. There is no need for either of you to wait for a “Go Ahead” or “GA”.

9-1-1 Emergency Calls

When making emergency calls, dial 9-1-1 directly without using Minnesota Relay. All 9-1-1 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but doing so may result in a delay in getting your call through.

Information Regarding Long Distance Calls

The long distance carrier you have chosen for your home service is NOT automatically applied to Minnesota Relay calls. To make sure your long distance Relay calls are carried and billed through your existing long distance service or calling plan, it is recommended that you submit a *Minnesota Relay Customer Preference/Profile form*. You may also inform the CA of your preferred carrier of choice prior to placing a long distance relay call.

If no carrier is indicated, long distance Minnesota Relay calls will be carried and billed by Sprint.

Importance of Completing a Customer Preference/Profile Form

A Customer Preference form allows you to customize your Relay call. By completing and submitting a *Minnesota Relay Customer Preference/Profile form* the Relay is able to store your call preferences in their database. This will allow your Relay calls to be set up quickly, and ensures that your preferred carrier is used for long distance calls.

You may complete the form online at: www.mysprintrelay.com.

For questions, additional assistance, or to complete the form by phone, please call 1-800-676-3777 (voice/TTY) or send an e-mail to Sprint Relay Customer Service at: Sprint.TRSCustServ@sprint.com. Sprint Customer Service representatives are available 24/7.

Filing a Complement or Complaint

Minnesota Relay strives to provide the best relay services available and we appreciate feedback about your experience with using our relay services. Please have the following information available when filing a commendation, complaint, or expressing a concern:

- Communications Assistant (CA) ID Number
- Date of the relay call
- Time of the relay call
- Nature of commendation, complaint, or concern

Minnesota Relay users have the following options for filing a complaint or commendation:

- The relay user may request to speak to a relay supervisor during or immediately after a call. In addition, the CA has the capability to transfer the caller directly to Sprint's Customer Service department.
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Instructions for Using Speech-to-Speech Relay

STS relay allows a person who has difficulty speaking or being understood on the telephone to communicate using his or her own voice or voice synthesizer. A STS relay communication assistant (CA) revoices the words of the person with a speech disability so the person on the other end of the phone call can understand them.

STS relay CAs are specially trained to understand a variety of different speech patterns including callers with cerebral palsy, Parkinson's disease, multiple sclerosis, Amyotrophic Lateral Sclerosis, muscular dystrophy, stuttering, a laryngectomy, stroke complications and other voice disorders or conditions affecting clarity of speech.

STS User Placing a Call Through Relay

1. Using your standard phone, dial: **1-877-627-3848**.
2. You will hear "Minnesota Relay Speech-to-Speech CA XXXX. May I have the number that you are calling please?"
3. Give the CA the area code and telephone number of the person you wish to call.
4. Tell the CA any special instructions that you have such as:
 - Repeat everything I say.
 - Repeat only if I am not understood.
 - Leave the following message on the called party's answering machine.
 - If you know you are calling an automated system that requires you to select from a number of options, let the CA know which options you would like before the call is placed.
5. The CA will verify the number with you before dialing, and will explain STS to the person you are calling (if necessary).
6. Once the call is connected, everyone on the call will be able to hear each other.
7. You will listen directly to the other person's response.

Tips for STS Users

- You may request a male or female CA and as long as one is available, your request will be honored.
- You or the person you are calling may request that the CA remain in the background and only begin revoicing if requested by either party. This is helpful when calling friends, family or others that are familiar with your speech.
- The CA will re-voice what you say every 3 to 4 words. It is helpful if you pause while the CA is revoicing.
- There may be instances when you will be asked to repeat your message to ensure that is conveyed correctly.
- STS relay calls can be made by anyone or to anyone with a speech disability.
- You may take all the time you need to complete your call.

9-1-1 Emergency Calls

When making emergency calls, dial 9-1-1 directly without using Minnesota Relay. Minnesota Relay can process emergency STS calls, but doing so may result in a delay in getting your call through.

Information Regarding Long Distance Calls

The long distance carrier you have chosen for your home service is NOT automatically applied to Minnesota Relay calls. To make sure your long distance STS calls are carried and billed through your existing long distance service or calling plan, it is recommended that you submit a *Minnesota Relay Customer Preference/Profile form*. You may also inform the CA of your preferred carrier of choice prior to placing a long distance STS call.

If no carrier is indicated, long distance Minnesota Relay calls will be carried and billed by Sprint.

Importance of Completing a Customer Preference/Profile Form (My Profile)

A Customer Preference/Profile form allows you to customize your STS relay call. By completing and submitting a *Minnesota Relay Customer Preference/Profile form*, the Relay is able to store your call preferences in their database. This will allow your STS relay calls to be set up quickly, and ensures that your preferred carrier is used for long distance calls.

A Customer Preference form (*My Profile*) allows you to customize your STS relay call by:

- indicating your long distance carrier of choice
- indicating how you would like your long distance calls billed
- listing frequently dialed and emergency numbers
- indicating how you will answer your phone when you receive a Relay call
- listing call setup and processing notes

The STS user has the flexibility to update their user preferences as needed. User information is confidential and secure.

To complete your Customer Preference form (*My Profile*), call Speech-to-Speech Customer Service at 1-877-787-1989. Customer Service Representatives are available to assist you 24/7.

New STS Enhancements

- ***My Support*** (Speech-to-Speech Customer Service)
Dedicated customer services staff is standing by to assist STS users or organizations serving STS users with basic information about STS, filling out customer profiles, and other features designed to support STS customers and their callers.

The Sprint STS *My Support* number is 1-877-787-1989 (available 24 hours a day, 7 days a week).

- ***My E-Mail Set-Up***

This feature makes relay call set-up a piece of cake for STS users.

STS users may tire and speech may become more difficult during long calls. In order to speed up the set-up of the call, Minnesota Relay offers *My E-Mail Set-up*. STS users can e-mail call instructions or information 2 to 24 hours prior to the call. This can include information such as the number to be dialed, the name of the person being called, the subject of the call, any special instructions, or anything that makes it easier for the STS user to complete the call. This feature cannot be used to request a specific CA, schedule a STS call, or in lieu of placing a live call.

Before you use *My E-mail Set Up*, it is important to call ***My Support*** (1-877-787-1989). The customer service representative will fill out your profile, such as your name, address, username, password, and other information. When your customer profile is completed, you are ready to use *My Email Set Up*.

- ***My Saved Messages***

Imagine spending time dictating a message for an answering machine and then getting a busy signal and being unable to leave that message. This is even more frustrating for STS users who may take 15 minutes to dictate that message.

With *My Saved Messages*, upon request, the STS CA can copy any messages desired onto the customer's profile for 24 hours. When the STS user wants to try the call again, he/she simply redials STS and asks the CA to retrieve the saved message. After 24-hours, the message copied into the profile is automatically deleted from the system.

- ***My Name*** and ***My Places***

With *My Name* and *My Places*, receiving calls is now easier than ever for STS users. Once a STS user registers *My Name*, voice callers can simply call STS relay and ask for the STS user directly by name – without having to provide the telephone number.

STS users can also be reached at multiple numbers. Simply add multiple telephone numbers and hours of availability and the relay will do the rest. When voice users call, we will simply reference the STS user's *My Places* to view the registered phone numbers. Different numbers can be added for certain times of the day and days of the week.

- ***My Style***

STS users are able to determine how they would like Minnesota Relay to support them. Whether the STS user would like the CA to re-voice the entire conversation, or simply repeat upon request, we will provide STS that meets the customers' needs.

- ***My Phonebook***

Minnesota Relay can store up to 30 speed dial numbers in a STS user's phonebook (in their customer profile). To place a call, the STS user simply asks for a caller by name.

Filing a Complement or Complaint

Minnesota Relay strives to provide the best relay services available and we appreciate feedback about your experience with using our relay services. Please have the following information available when filing a commendation, complaint, or expressing a concern:

- Communications Assistant (CA) ID Number
- Date of the relay call
- Time of the relay call
- Nature of commendation, complaint, or concern

Minnesota Relay users have the following options for filing a complaint or commendation:

- The relay user may request to speak to a relay supervisor during or immediately after a call. In addition, the CA has the capability to transfer the caller directly to Sprint's Customer Service department.
- Sprint's 24-hour Customer Service:
Voice/TTY: 1-800-676-3777
E-mail: Sprint.TRSCustServ@sprint.com
Online: www.sprintrelay.com/contact_us/index.php
- Minnesota Relay Outreach Office:
Voice: 651-602-9005 / 1-800-657-3775
TTY: 1-888-206-6555
VP: 651-964-1514 / 1-866-635-0082
E-mail: mn.relay@state.mn.us
- The Federal Communications Commission's Consumer Center:
Voice: 1-888-CALL-FCC (1-888-225-5322)
TTY: 1-888-TELL-FCC (1-888-835-5322)
Fax: 1-866-418-0232
Online: www.fcc.gov/complaints

For information on other services offered through Minnesota Relay
or to schedule a free presentation, please contact:

Minnesota Relay Outreach
1-800-657-3775 (voice/TTY)
E-mail: mn.relay@state.mn.us
Visit our Web site: www.mnrelay.org



Instructions for Using Voice Carry Over (VCO) Relay

VCO relay is an option for people with hearing loss significant enough to prevent them from hearing and understanding conversations clearly over the telephone. Using VCO relay and a specially designed telephone with a text display, a VCO user can speak directly to the other person on the call. The communication assistant (CA) facilitates the conversation by typing the other person's spoken words to the VCO user. The text of the other person's conversation appears on the VCO users specialized telephone equipment.

To use VCO relay you must have either a TTY (text telephone) or a specially designed VCO telephone.

The term "GA" or "go ahead" is important for VCO relay calls for turn taking purposes. "GA" insures that the VCO user and the standard phone user do not respond at the same time and miss each other's communication. When you see "GA", you will know that it is your turn to speak. The same is true for the CA and standard phone user, who will not respond until you say "GA."

VCO User Placing a Call Through Relay

Making VCO calls using a TTY

1. Your TTY *should not* be in ASCII mode when making a VCO call.
2. Place your telephone handset on the TTY and dial the VCO Direct number: **1-877-627-3024**.
3. Minnesota Relay will answer and will give the CA identification number and gender. The CA will type "VOICE (OR TYPE) NOW GA."
4. Pick up the handset and speak to the CA providing the area code and telephone number for the person you wish to call, followed by "GA." Place the handset onto the TTY immediately after saying "GA."
5. When the CA indicates that the call has been connected, pick up the handset and speak to the other person. When you are ready for the other person to respond, say "GA" and place the handset back on the TTY.
6. The CA types the response of the other person for you to read on your TTY screen. Turn taking continues in this manner until the call is complete.
7. If you would like to make another call, don't hang up. The CA will remain on the line after you have disconnected from your initial call. Simply tell the CA that you would like to make another call and provide the phone number.

NOTE: If you prefer to keep the handset in one position for speaking rather than moving it to and from the TTY, you can use a Y-jack or line splitter. This allows the TTY and the telephone to be connected on the same line. The handset can remain in one position (either at your ear or holding it as a microphone), allowing you to speak into the phone and read the text with greater convenience.

Making VCO calls using a VCO phone

1. Dial the VCO Direct number: **1-877-627-3024**.
2. Minnesota Relay will answer and will give the CA identification number and gender. The CA will type “VOICE (OR TYPE) NOW GA.”
3. Provide the CA with the area code and telephone number for the person you wish to call, followed by “GA.”
4. The CA types the response of the other person for you to read on your VCO phone’s text screen. Turn taking continues in this manner until the call is complete.
5. If you would like to make another call, don’t hang up. The CA will remain on the line after you have disconnected from your initial call. Simply tell the CA that you would like to make another call and provide the phone number.

VCO User Receiving a Call Through Relay

When people want to reach you by phone, they can call you through Minnesota Relay by dialing 7-1-1 or 1-800-627-3529. If you haven’t completed a *Minnesota Relay Customer Preference/Profile form* indicating how you will answer incoming Minnesota Relay calls, you will need to answer incoming calls in one of two ways:

Answering voice first

1. Pick up the handset and say “This is a VCO call GA.” (If you are using a TTY without a Y-jack or line splitter, you must put the handset into the TTY immediately after you say “GA.”)
2. The CA will send her/his identification number and gender, followed by “VCO on GA.”
3. You may then speak directly to the caller, using “GA” to take turns.
4. The CA types the response of the other person for you to read on your text screen. Turn taking continues in this manner until the call is complete.

Answering TTY first

1. Place the handset onto your TTY (unless you are using a VCO phone or Y-jack/line splitter) and type “VCO PLS GA.” NOTE: if you have a VCO phone, simply press the VCO MSG button, which sends a recorded VCO prompt.
2. The CA will send her/his identification number and gender, followed by “VCO on GA.”
3. You may then speak directly to the caller, using “GA” to take turns.
4. The CA types the response of the other person for you to read on your text screen. Turn taking continues in this manner until the call is complete.

Two-Line VCO

This enhanced relay feature offers you more control and allows for interactive conversation without the use of “GA” or “go ahead” instructions. You can respond in real time, and even interrupt, rather than wait for the other person to say “GA.” Unlike typical relay calls, the CA does not identify the relay and is present only to type the voice of the standard telephone user.

Two-line VCO requires the following equipment:

- TTY or VCO phone
- Voice telephone with its own telephone number
- 3-way conference calling feature on the voice line (contact your local telephone company for information).

If you would like an instruction sheet on how to make and receive two-line VCO calls, please contact the Minnesota Relay Outreach Office at 1-800-657-3775 or visit our Web site at www.mnrelay.org.

Voice Carry Over with Privacy

This is similar to standard VCO. However, the CA will not hear the VCO user speaking, and only serves to type the other person's response back to the VCO user. The VCO user does not need to say "GA" when they are finished speaking, but they **must type** "GA" in order to bring the CA back on line to continue relaying the other person's response. The other person will be heard by the CA and must say "GA" each time he/she is finished speaking. ***You must request VCO with privacy at the start of your call.***

9-1-1 Emergency Calls

When making emergency calls, dial 9-1-1 directly without using Minnesota Relay. All 9-1-1 centers are equipped to handle TTY calls. Minnesota Relay can process emergency calls, but doing so may result in a delay in getting your call through.

Information Regarding Long Distance Calls

The long distance carrier you have chosen for your home service is NOT automatically applied to Minnesota Relay calls. To make sure your long distance Relay calls are carried and billed through your existing long distance service or calling plan, it is recommended that you submit a *Minnesota Relay Customer Preference/Profile form*. You may also inform the CA of your preferred carrier of choice prior to placing a long distance relay call.

If no carrier is indicated, long distance Minnesota Relay calls will be carried and billed by Sprint.

Importance of Completing a Customer Preference/Profile Form

A Customer Preference/Profile form allows you to customize your Relay call. By completing and submitting a *Minnesota Relay Customer Preference/Profile form* the Relay is able to store your call preferences in their database. This will allow your Relay calls to be set up quickly, and ensures that your preferred carrier is used for long distance calls. You may complete the form online at: www.mysprintrelay.com.

For questions, additional assistance, or to complete the form by phone, please call 1-800-676-3777 (voice/TTY) or send an e-mail to Sprint Relay Customer Service at: Sprint.TRSCustServ@sprint.com. Sprint Customer Service representatives are available 24/7.

Tips for Using VCO Relay

- Do not start speaking to the CA until you see "VCO ON GA" on the screen.
- The CA cannot hear you until the CA turns on the VCO feature. It is very important to wait for the "VCO ON" confirmation.
- The CA turns off VCO while the other person is speaking and will not hear you (the VCO user) until the "GA" is given.
- When connecting with the CA, please do not press any other keys. Doing so will send TTY tones to the CA and may cause confusion about which call method you want to use (TTY or VCO).
- Every time a VCO call is placed, the CA will ask the person being called if she/he is familiar with Voice Carry Over. If the person is not, the CA will explain how VCO works before the call begins.
- There are no restrictions on the length of your calls or the number of calls you make.

Filing a Complement or Complaint

Minnesota Relay strives to provide the best relay services available and we appreciate feedback about your experience with using our relay services. Please have the following information available when filing a commendation, complaint, or expressing a concern:

- Communications Assistant (CA) ID Number
- Date of the relay call
- Time of the relay call
- Nature of commendation, complaint, or concern

Options for Filing a Complaint or Commendation

Minnesota Relay users have the following options for filing a complaint or commendation:

- The relay user may request to speak to a relay supervisor during or immediately after a call. In addition, the CA has the capability to transfer the caller directly to Sprint's Customer Service department.
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- Minnesota Relay Outreach Office:
Voice: 651-602-9005 / 1-800-657-3775
TTY: 1-888-206-6555
VP: 651-964-1514 / 1-866-635-0082
E-mail: mn.relay@state.mn.us
- The Federal Communications Commission's Consumer Center:
Voice: 1-888-CALL-FCC (1-888-225-5322)
TTY: 1-888-TELL-FCC (1-888-835-5322)
Fax: 1-866-418-0232
Online: www.fcc.gov/complaints

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Visit our Web site: www.mnrelay.org**

January 20, 2015

RE: Captioned Telephone Relay Service and Equipment

Audiologists and Staff:

Captioned Telephone Service, a form of Telecommunications Relay Services¹, has been a vital tool to allow telephone access to people who are hard of hearing. It has provided a great many consumers with more independence, self-confidence, and security knowing that they can effectively make and receive phone calls.

However, federal and state governments, who pay the cost to caption the telephone calls, have a responsibility to ensure that only people who genuinely need the service are using it.

Captioned Telephone Service is intended to be used by individuals whose hearing loss is significant enough that they can't use a standard telephone *or specialized equipment such as an amplified telephone or hearing-aid compatible phone*. This is why the Federal Communications Commission requires users of the service to certify, under penalty of perjury, that they have a hearing loss that necessitates the use of captioned telephone service. It is important that the person with hearing loss first determine whether or not an amplified or hearing-aid compatible phone can meet their needs.

Where Can Consumers Go to Try Assistive Equipment?

If you have various types of assistive telecommunications equipment in your office, have the consumer try out different types to see which one best meets their needs. If an amplified phone or a hearing-aid compatible phone does a good job providing the clarity and decibel gain that the person with hearing loss needs, that's great. If those types of devices are not sufficient, then the individual may benefit from using captioned telephone service.

If you don't have various types of assistive telecommunications equipment in your office, you can refer the consumer to the Minnesota Department of Human Services, Deaf and Hard of Hearing Services Division, which has five offices across the state that have technology labs exhibiting amplified phones, captioned telephones, visual signaling devices, assistive listening devices, and more. (mn.gov/dhs/deaf-services)

¹ Telecommunications Relay Services allow an individual who is deaf, hard of hearing, deaf-blind, or speech disabled to place and receive telephone calls. A specially trained communications assistant facilitates the telephone conversation between the person with a hearing or speech disability and the other person on the call. Relay services are provided free of charge and are available in all 50 states, the District of Columbia, Puerto Rico and the U.S. territories for local and/or long distance calls. The cost for relay services is paid from either a state or a federal fund.

What if the Individual Can't Afford an Amplified Phone or Captioned Telephone?

The Minnesota Telephone Equipment Distribution (TED) Program provides free specialized telecommunications equipment to income eligible Minnesotans who are having trouble using the telephone due to a hearing, speech, vision, or physical disability. Available equipment includes captioned telephones, amplified telephones, hands-free speaker phones, TTYs, light flashing ring signaling devices, loud ringers, and more. (mn.gov/dhs/ted-program)

A TED Program specialist will determine the most appropriate telephone equipment for the consumer. So, even if the person tries a captioned telephone in your office and they apply to the TED Program to receive free equipment, a TED Program specialist will assess the client's needs, have them try different types of equipment, and then provide them with the type of equipment that best meets their needs.

Who Provides Captioned Telephone Service?

There are currently four captioned telephone service providers:

- CapTel (www.captel.com)
- CaptionCall (www.captioncall.com)
- ClearCaptions (www.clearcaptions.com)
- InnoCaption (www.innocaption.com)

The captioned telephone service providers each provide their own outreach, sales, and installation of equipment. They are independent from the Minnesota Telephone Equipment Distribution Program.

Who Can I Contact If I have Questions?

Rochelle Garrow, Minnesota Department of Commerce
651-539-1878 / 800-657-3599
rochelle.garrow@state.mn.us

Sarah Maheswaran, Minnesota Telephone Equipment Distribution Program
651-431-5962 / 800-657-3663
sarah.maheswaran@state.mn.us

Best regards,



Rochelle Garrow
Minnesota Relay | Telecommunications Access Minnesota

Minnesota Relay and the Telephone Equipment Distribution Program provide independence for Minnesotans who have difficulty using the telephone due to a hearing loss, speech disability, or physical disability.

SAINT PAUL, MN – The Telecommunications Access Minnesota program within the Minnesota Department of Commerce administers two free programs that make it possible for people with a hearing loss, speech disability, or physical disability to conduct business, contact emergency services, and stay connected to family and friends.

Minnesota Relay serves as a communication link between a person with a hearing loss or speech disability and other individuals. There are many forms of relay services available to meet a variety of communication needs.

One of the newest services is captioned telephone relay (CapTel). CapTel is an amplified telephone that automatically connects with the relay captioning service, where a specially trained communications assistant (CA) uses voice recognition technology to generate captions by repeating everything the other person says. This allows a person with hearing loss to listen with their residual hearing, and also see word-for-word captions of their telephone conversation on a bright, easy-to-read display window built into the CapTel phone (much like TV captioning).

The Telephone Equipment Distribution (TED) Program provides specialized telephone equipment, free of charge, to people who are hard of hearing, deaf, deaf-blind, speech disabled, or physically disabled (eligibility requirements apply). Available equipment includes amplified phones, captioned telephones, remote controlled speaker phones, TTYs, Braille phones, light flashing ring signalers and more.

One of the largest demographics that can benefit from services provided by Minnesota Relay and the TED Program are Baby Boomers and senior, many who find it difficult to hear clearly on the telephone,” said Commerce Commissioner Mike Rothman. “Good quality amplified telephones, available through the TED Program, can provide the speech clarity and increased volume that consumers with hearing loss need in order to communicate effectively over the telephone. If an amplified phone doesn’t meet the person’s needs, they may benefit from CapTel relay service, which uses amplification but also has the added benefit of allowing the user to read written captions in the CapTel's display window.

For information on services offered through Minnesota Relay call 1-800-657-3775 or visit our website at: www.mnrelay.org.

For information on equipment available through the TED Program call 1-800-657-3663 (voice), 1-888-206-6555 (TTY), or visit our website at www.tedprogram.org.

**Appendix M: Minnesota Public Utilities Commission’s Order,
Minnesota Statutes Section 237.49, Minnesota Statutes Section
403.161, and Telephone Bill Demonstrating Surcharge Label**

BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

Don Storm
Tom Burton
Cynthia A. Kitlinski
Dee Knaak
Norma McKanna

Chair
Commissioner
Commissioner
Commissioner
Commissioner

In the Matter of the Budget
Proposed by the Board for the
Telecommunications Access for
Communication-Impaired Persons
Program (TACIP) and the Board's
Request for an Increase in the
Surcharge

ISSUE DATE: July 14, 1993
DOCKET NO. P-3008/CI-93-549,
P-999/CI-93-589
ORDER APPROVING BUDGET AND
AUTHORIZING INCREASE IN
SURCHARGE

PROCEDURAL HISTORY

On May 24, 1993, the Telecommunications Access for Communication-Impaired Persons Board (TACIP or the Board) filed its proposed budget for fiscal years 1994 and beyond. The Board's budget proposal included a request for an increase in the surcharge from its current level of 10 cents to 20 cents.

The matter came before the Commission on June 29, 1993.

FINDINGS AND CONCLUSIONS

Introduction

TACIP was created by the Legislature in 1987 to establish and maintain special programs that allow the telephone network to become fully accessible to people with speech and hearing impairments. In 1993 the Legislature extended eligibility for specialized equipment under this program to persons with mobility impairments. TACIP, under the direction of a twelve-person board, provides two services: (1) the distribution of specialized telecommunications equipment, and (2) telecommunications relay service (TRS), which transmits telephone messages between hearing persons and persons using telecommunication devices for the deaf (TDDs).

TACIP is funded by a monthly surcharge on each telephone access line in Minnesota. This appears as a separate item on each subscriber's monthly telephone bill. The current surcharge was set at 10 cents by the Commission in 1988 at the program's inception. This was the maximum surcharge allowed under the state's TACIP statute. The legislature amended the TACIP statute

in the 1993 legislative session to, among other things, (1) raise the maximum allowable surcharge to 20 cents per line, and (2) require the Commission to review the TACIP Board's budget for reasonableness. Laws of Minnesota 1993, chapter 272, section 11. The Commission may also modify a budget presented by the Board to the extent the budget is unreasonable. Id.

Reasonableness of TACIP Budget

In its first three years, TACIP accrued a surplus. Each year since then TACIP's expenses have increased substantially, exceeding the Board's annual revenues. The accrued surplus has been used each year to offset the annual revenue shortfall. TACIP's balance at the end of fiscal year 1992 was approximately 1.3 million dollars. The balance at the end of fiscal year 1993 will be approximately 256,000 dollars assuming no increase in the surcharge.

The increase in TACIP expenditures has resulted primarily from the expanded use of TACIP's message relay service. Indeed the demand for this service has exceeded the originally projected demand by a factor of three. More recent developments will place additional upward pressure on TACIP expenditures. The two principal developments are (1) technological upgrades required by the Federal Communications Commission (FCC) to implement the Americans with Disabilities Act of 1990 (ADA), and (2) the 1993 extension of eligibility for specialized equipment under TACIP to mobility impaired persons. These legal requirements in combination with the continued growth in the use of TACIP's message relay service will likely increase the program's budgetary requirements.

The budget proposed by the TACIP Board for fiscal year 1994 includes a 55.6% increase in expenses over the expense level for 1992. This represents a 22.6% increase over the estimated expenses for fiscal year 1993. Most of this increase is a function of the planned increase in costs under its message relay service contract with Deafness, Education & Advocacy Foundation, Inc. (DEAF or TRS Provider). The largest single component of the increase is DEAF's plan to hire additional communications assistants (CAs). These are the operators who relay calls between hearing persons and persons using TDDs.

Other significant components of the increase in expenses are (1) the additional maintenance and equipment costs associated with the TACIP WATS line which allows non-metro residents to gain access to the message relay service; (2) additional capital equipment to operate the message relay service in a manner that meets the increased demand for the service and applicable FCC standards; and (3) the cost of implementing a billing system to collect intrastate long distance charges.

The Commission finds that TACIP's budget for fiscal year 1994 is reasonable. Increased demand for the message relay service will certainly require additional CA personnel and equipment. Moreover, the budgeted increase in expenses under the message

relay contract is consistent with the projected increase in call volume for fiscal year 1994. The new FCC mandates are unavoidable and the cost of leasing the special modems for voice and hearing carryover capability identified in TACIP's budget are appropriate expenses of ensuring compliance with these requirements.

Implementation of a billing system to collect charges for intrastate long distance calls made through the message relay system is long overdue. The Commission approved tariffed rates for these calls in 1989 when it granted TACIP's request for a certificate of authority to resell intrastate long distance service. In the Matter of a Request for a Certificate of Authority to Resell Long Distance Service, Docket No. P-3008/NA-89-140, ORDER GRANTING CERTIFICATE OF AUTHORITY (September 26, 1989). TACIP's proposed billing system will begin recouping the costs associated with the provision of this long distance service from those actually benefitting from the service. The Commission is pleased to see TACIP implement this element of basic fairness.

The Commission's finding on TACIP's budget does not amount to approval of each specific element of that budget. The need for additional communications assistants, for example, is clear; yet the Commission questions the need to add the full complement of CAs contemplated in the proposed budget. The record suggests that the TRS Provider is over-staffed in the evening hours and that CA staff may not be used in the most efficient manner possible. Improvements in the management and scheduling of CA personnel and call processing may reduce the need for additional staff. Improvements that create further efficiencies in other areas may also reduce the upward pressure on costs. Although TACIP has submitted a reasonable budget for 1994, improvements may still be warranted and the Board should exercise considerable restraint in granting its contractors additional funds.

The Commission expects TACIP to investigate and study CA scheduling, work load and productivity during fiscal year 1994. In addition, the Board should work with its TRS Provider to improve specific areas of operation, including (1) the allocation of CA time devoted directly to the provision of message relay service; (2) call response time; and (3) the allocation of staff between peak and off-peak calling periods. TACIP should also require its TRS Provider to provide more specific data in these areas. The Board shall document and discuss the results of its investigation and its joint efforts with the TRS Provider to improve operating efficiency in TACIP's 1993 annual report to the Commission.

Surcharge

TACIP proposes increasing the surcharge to the 20 cent maximum authorized by statute. This amount would fund TACIP's projected expenses through 1997 without a deficit. The charge would create a surplus for fiscal years 1994 and 1995, which would be carried forward to offset the annual deficits predicted for 1996 and

1997. The surplus, however, would offset only a portion of the deficit expected for fiscal year 1998, leaving a projected revenue shortfall of \$376,000.

The Board's request rests on two principal assumptions: (1) an increase in equipment distribution expenses for fiscal years 1993 and 1994; and (2) an increase in demand for the telecommunications relay service, beginning with a 15% increase in 1994 and gradually declining to a 5% increase in 1998. The Board also cites the four cent reduction in the 911 charge effective July 1, 1993 as support for its proposed increase in the TACIP charge. The Board argues that the 911 reduction will sufficiently reduce the customer impact of the increase in the TACIP charge.

The Commission finds that a 17 cent surcharge will be sufficient to fund the budget submitted by TACIP for fiscal year 1994. The 17 cent surcharge will, in fact, generate a surplus of \$128,717 which could be used to meet unexpected expenses not included in TACIP's 1994 budget. A higher surcharge would generate a significantly larger surplus to offset projected deficits in future years. The Commission considers it imprudent and unfair to ratepayers to create a surplus specifically for the purpose of paying expenses anticipated several years hereafter. Creating a surplus of this kind would remove much of the Board's incentive to find efficiencies and reduce costs. It would also run counter to the principle of inter-generational equity, which holds that the ratepayers who pay for particular services should also benefit from those services. The ratepayers who create the surplus contemplated by TACIP may not be in a position to benefit from the surplus expenditures two, three or four years hence.

The Commission concludes that the Board has submitted a reasonable budget for 1994. Therefore, it is appropriate to provide the revenue needed to implement that budget. The Board's projections for years beyond 1994 become increasingly speculative as they move further into the future. The Commission finds it inappropriate to raise the surcharge to a level that would fund these projected expenses. Expenditures anticipated in future years should be reviewed and funded in the context of proposed annual budgets. The Commission expects the Board to file annual budgets which the Commission will review under Minn. Stat. § 237.52, subd. 2 (1993). The Commission will approve surcharge levels necessary to fund those budgets to the extent they are reasonable.¹

Telephone companies should implement the new 17 cent surcharge in the first practicable billing cycle following the date of this Order, but in no case later than August 1, 1993. The increase should be accompanied by a billing insert or a printed statement informing customers of the increase and the legal basis for the change. The statement should be worded as follows: "As

¹ The Commission, of course, cannot approve any surcharge in excess of the 20 cent ceiling set by statute.

authorized by Law, the surcharge for Telecommunications Relay Services has been increased from 10 cents to 17 cents per telephone line." A telephone company shall submit alternative language to the Commission within 10 days of this Order if it cannot use the language suggested herein. Telephone companies should file revised tariffs to reflect the change in the surcharge.

Budget Review Process

The Commission has serious concerns with TACIP's filing in this matter. The absence of adequate information and explanation in TACIP's written filing required substantial follow-up by Commission staff. This follow-up was generally conducted by telephone. Full and fair budgetary review is difficult under these circumstances. The process demands a much more complete written record. To that end, the Commission expects all future budget filings with the Commission to include, at a minimum, the following information and explanations:

1. a general narrative explaining the need for a change in the surcharge and identifying the inadequacies in the current surcharge.
2. For each line item in the budget, a separate column for each of the following:
 - a. the current dollar expense for each element of the line item;
 - b. the current total expense for the line item;
 - c. the proposed dollar expense for each element of the line item;
 - d. the proposed total expense for the line item;
 - e. the portion of the total increase attributed to the change in the number of items;
 - f. the portion of the total increase attributed to the change in the price per item; and
 - g. the percentage change in number, price, and total for each line item.
3. A calculation of the level of the surcharge needed to meet the proposed change in expenditures under the budget.
4. A narrative description of the items included in each line item.
5. Telecommunications relay data regarding the number of calls, including:

- a. the total number of incoming calls;
 - b. the total number of incoming calls actually answered by a communications assistant;
 - c. the average number of calls relayed per communications assistant on an hourly basis over a 24-hour period;
 - d. the average length of a relayed call;
 - e. the number of metro and outstate local calls and the percentage of total calls they represent;
 - f. the number and minutes of billable intrastate long distance calls and the percentage of total calls they represent;
 - g. the number and minutes of interstate long distance calls and the percentage of total calls they represent;
 - h. the number and percentage of total calls that are voice to TDD;
 - i. the number and percentage of total calls that are TDD to voice;
 - j. the number and percentage of calls answered within 10 seconds and within 30 seconds;
 - k. the percentage of time communications assistants are actually relaying calls;
 - l. the percentage of time communications assistants are not relaying calls and a description of the tasks assigned to communications assistants when they are not relaying calls; and
 - m. the percentage of time communications assistants are not relaying calls and not assigned tasks.
6. All work papers and calculations used to prepare the budget.
 7. Any other information the Board believes will help explain and justify its propose budget.

Identification of TACIP Surcharge

Minnesota law requires telephone companies to list the TACIP charge together with the 911 and telephone assistance plan charges as one amount on a customer bill. Minn. Stat. § 237.49. Typically, the TACIP component of that amount is referred to specifically in connection with communication impairment.

U S West Communications, Inc. (U S West), for example, identifies the three surcharges as "911/Tel Assist/Communication-impaired Surcharges."

Recently, however, the FCC issued a directive which prohibits telephone companies from identifying the TACIP surcharge in a manner that suggests the service is available only to one group of telephone subscribers. The Board, U S West and the Minnesota Telephone Association (MTA) agree that the references on current Minnesota phone bills must be changed to ensure compliance with the FCC directive. The Commission agrees since failure to comply may jeopardize FCC certification of Minnesota' telecommunications relay service.

U S West recommends using the word "tele-relay" to identify the TACIP surcharge on customer bills. U S West currently uses this term in other states, presumably without objection from the FCC. The Commission concludes that the term "tele-relay" would be appropriate in Minnesota and should be substituted for the TACIP references used to date. The term "tele-relay" refers generically to the primary service funded by the TACIP surcharge. It does not suggest in any way that this service is provided exclusively to the communication-impaired or any other discrete group. The term should, therefore, comply with the FCC directive.

If a telephone company cannot implement the TACIP reference required by this Order, it must inform the Commission of this fact by August 1, 1993.

ORDER

1. All Local Exchange Companies shall increase the TACIP surcharge from 10 cents to 17 cents per access line and shall revise their uniform TACIP tariffs accordingly. The new 17 cent surcharge shall be implemented in the earliest practicable billing period, but no later than August 1, 1993. The revised tariff shall be filed no later than August 1, 1993.
2. Any telephone company unable to begin billing the new surcharge by August 1, 1993 shall inform the Commission on or before that date of its inability to do so and shall provide the Commission with a proposed schedule for implementation.
3. The TACIP Board shall exercise substantial and careful fiscal restraint to minimize the need for future surcharge increases.
4. TACIP's budgets submitted to the Commission shall henceforth include the information identified above in the Commission's Findings and Conclusions.

5. The TACIP Board shall file future budgets on or before January 31 of each year.
6. Telephone companies shall identify the TACIP component of the surcharge line item on customer bills as "tele-relay" service.
7. Any telephone company unable to implement the new term identifying the TACIP component of the surcharge line item shall inform the Commission of its inability to do so by August 1, 1993.
8. Telephone companies shall provide customers with a billing insert or a printed statement informing them of the increase in the surcharge and the legal basis for the change. The statement should be worded as follows: "As authorized by Law, the surcharge for Telecommunications Relay Services has been increased from 10 cents to 17 cents per telephone line." A telephone company shall submit alternative language to the Commission within 10 days of this Order if it cannot use the language suggested herein.
9. This Order shall become effective immediately.

BY ORDER OF THE COMMISSION

Richard R. Lancaster
Executive Secretary

(S E A L)

Minnesota Statutes

Chapter 237 Telephone, Telegraph, Telecommunications

Persons with Communication Disabilities

237.49 COMBINED LOCAL ACCESS SURCHARGE.

Each local telephone company shall collect from each subscriber an amount per telephone access line representing the total of the surcharges required under sections 237.52, 237.70, and 403.11. Amounts collected must be remitted to the commissioner of public safety in the manner prescribed in section 403.11. The commissioner of public safety shall divide the amounts received and deposit them in the appropriate accounts. The commissioner of public safety may recover from the agencies receiving the surcharges the personnel and administrative costs to collect and distribute the surcharge. A company or the billing agent for a company may itemize the surcharges on a billing statement sent to a subscriber.

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Minnesota Statutes

Chapter 237 911 Emergency Communication System

Prepaid Wireless Fees

403.161 PREPAID WIRELESS FEES IMPOSED; COLLECTION; REMITTANCE.

Subdivision 1. **Fees imposed.** (a) A prepaid wireless E911 fee of 80 cents per retail transaction is imposed on prepaid wireless telecommunications service until the fee is adjusted as an amount per retail transaction under subdivision 7.

(b) A prepaid wireless telecommunications access Minnesota fee, in the amount of the monthly charge provided for in section 237.52, subdivision 2, is imposed on each retail transaction for prepaid wireless telecommunications service until the fee is adjusted as an amount per retail transaction under subdivision 7.

Subd. 2. **Exemption.** The fees established under subdivision 1 are not imposed on a minimal amount of prepaid wireless telecommunications service that is sold with a prepaid wireless device and is charged a single nonitemized price, and a seller may not apply the fees to such a transaction. For purposes of this subdivision, a minimal amount of service means an amount of service denominated as either ten minutes or less or \$5 or less.

Subd. 3. **Fee collected.** The prepaid wireless E911 and telecommunications access Minnesota fees must be collected by the seller from the consumer for each retail transaction occurring in this state. The amount of each fee must be combined into one amount, which must be separately stated on an invoice, receipt, or other similar document that is provided to the consumer by the seller.

Subd. 4. **Sales and use tax treatment.** For purposes of this section, a retail transaction conducted in person by a consumer at a business location of the seller must be treated as occurring in this state if that business location is in this state, and any other retail transaction must be treated as occurring in this state if the retail transaction is treated as occurring in this state for purposes of the sales and use tax as specified in section 297A.669, subdivision 3, paragraph (c).

Subd. 5. **Remittance.** The prepaid wireless E911 and telecommunications access Minnesota fees are the liability of the consumer and not of the seller or of any provider, except that the seller is liable to remit all fees as provided in section 403.162.

Subd. 6. **Exclusion for calculating other charges.** The combined amount of the prepaid wireless E911 and telecommunications access Minnesota fees collected by a seller from a consumer must not be included in the base for measuring any tax, fee, surcharge, or other charge that is imposed by this state, any political subdivision of this state, or any intergovernmental agency.

Subd. 7. **Fee changes.** (a) The prepaid wireless E911 and telecommunications access Minnesota fee must be proportionately increased or reduced upon any change to the fee imposed under section 403.11, subdivision 1, paragraph (c), after July 1, 2013, or the fee imposed under section 237.52, subdivision 2, as applicable.

(b) The department shall post notice of any fee changes on its Web site at least 30 days in advance of the effective date of the fee changes. It is the responsibility of sellers to monitor the department's Web site for notice of fee changes.

(c) Fee changes are effective 60 days after the first day of the first calendar month after the commissioner of public safety or the Public Utilities Commission, as applicable, changes the fee.

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Details of Your Internet and Home Phone Charges (cont.)

Local Phone Service	
3 Way Calling Blocking	.00
Federal Access Charge	5.04
Access Recovery Charge	2.50
Related Monthly Charges Total	\$11.53
Taxes, Fees & Surcharges	
Local Phone Service	
Federal Excise at 3%	.78
State Sales at 6.875%	1.78
Special District Sales at .25%	.06
Tele-Relay & 9-1-1 & Telephone Assistance Plan Surcharges	1.03
Federal Universal Serv Fund at 17.1%	1.29
Taxes, Fees & Surcharges Total	\$4.94
Total Internet and Home Phone Charges	\$65.46

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Appendix N: Notifications of Substantive Change



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651.539.1500 FAX: 651.539.1547
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Via Electronic Filing (ECFS)

August 19, 2014

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street SW, Room TW-A325
Washington D.C. 20554

Re: Notification of Substantive Change to Minnesota's
Telecommunications Relay Services Program
(CG Docket No. 03-123)

Dear Ms. Dortch,

The Minnesota Department of Commerce – Telecommunications Access Minnesota (DOC-TAM) respectfully submits this notification of substantive change to Minnesota's Telecommunications Relay Services (TRS) program as required by 47 C.F.R. § 64.606 (f).

Minnesota contracted with Communication Service for the Deaf for the provision of TRS from July 1, 2006, through June 30, 2014.

On July 1, 2014, Minnesota began a five year contract for the provision of TRS with Sprint Communications Company L.P.

DOC-TAM certifies that Minnesota's TRS program continues to meet federal minimum standards under our new contract.

Sincerely,

A handwritten signature in blue ink that reads "Rochelle Renee Garrow". The signature is written in a cursive, flowing style.

Rochelle Renee Garrow, Administrator
Telecommunications Access Minnesota
651-539-1878
651-539-0109 (fax)
E-mail: rochelle.garrow@state.mn.us

Via Electronic Filing (ECFS)

June 21, 2017

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street SW, Room TW-A325
Washington, D.C. 20554

RE: Notification of Substantive Change to Minnesota's
Telecommunications Relay Services Program (CG Docket No. 03-123)

Dear Ms. Dortch,

Pursuant to Code of Federal Regulations, title 47, section 64.606, paragraph (f), the Minnesota Department of Commerce – Telecommunications Access Minnesota respectfully submits notification of substantive change to Minnesota's Telecommunications Relay Services (TRS) program.

On August 24, 2016, the Federal Communications Commission (FCC) released an *Order*¹ granting temporary waivers of two mandatory minimum requirements for traditional TRS, Speech-to-Speech relay service (STS), and captioned telephone relay service (CTS). The rules at issue required TRS providers to:

- Allow relay users to have long distance calls carried by their preferred long distance carrier.
- Offer the same billing options (such as collect, calling card, and third party billing) traditionally offered by wireline telephone companies.

The FCC temporarily waived these two long distance call requirements for traditional TRS, STS, and CTS, to the extent that the TRS provider does not assess a toll charger for long distance calls.

On May 12, 2017, Minnesota's TRS provider, Sprint, issued a letter to the Minnesota Department of Commerce stating that "In order to modernize our relay services and to ensure end users pay rates no higher than other non-relay telephone users for calls, Sprint will complete the upgrade of its Telecommunications Relay Service (TRS) and Captioned Telephone (CapTel) systems to remove long

¹ See *Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities*, Order, CG Docket No. 03-123, released August 24, 2016.

Marlene H. Dortch

June 21, 2017

Page 2

distance billing and carrier of choice functions on or before June 30, 2017.” Sprint stated that they will no longer assess toll charges for long distance traditional TRS, STS, and CTS calls. This includes all outbound intrastate, interstate, international, and payphone calls, as well as inbound intrastate and interstate calls, for traditional TRS, STS, and CTS.

Sprint stated that it is working with Inmate Calling Services providers to ensure that inmates in correctional facilities will continue to have access to functionally-equivalent calls through TRS.

In addition, Sprint stated that Operator Services and Operator Services for the Deaf (TTY access) will be decommissioned as end users will no longer have a need for billing support through the relay service.

Lastly, Sprint stated that Directory Assistance will be provided through TRS and CapTel at no charge to the end user.

The Department of Commerce certifies that Minnesota’s TRS program will continue to meet federal minimum standards.

If I can be of further assistance, please feel free to contact me.

Sincerely,



Rochelle Garrow, TAM Administrator

Phone: 651-539-1878

E-mail: rochelle.garrow@state.mn.us

cc: Daniel P. Wolf, MN Public Utilities Commission Executive Secretary
Michael McCarthy, MN Public Utilities Commission
Greg Doyle, MN Department of Commerce