

ORIGINAL

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FEDERAL COMMUNICATIONS COMMISSION
OFFICE OF THE SECRETARY

Ms. Magalie Roman Salas
Secretary
Federal Communications Commission
445 12th Street, S.W., Room TWB-204
Washington, D.C. 20554

Re: Ex Parte – CC Docket No. 98-67 /
Telecommunications Relay Services for Individuals with Hearing and
Speech Disabilities

Dear Ms. Salas:

On September 27th, Dave Claus and I met with Greg Hubok, Janet Sievert and Suzanne Perrin of the Disability Rights Office and Jerry Stanshine of OET to discuss the feasibility of providing various services and features through the TRS relay service platform. The attached charts provide the substance of that discussion.

Two copies of this Notice are being submitted to the Secretary of the FCC in accordance with Section 1.1206 of the Commission's rules.

Sincerely,

cc: G. Hubok
S. Perrin
J. Sievert
J. Stanshine

Attachment

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List ABCDE



**Implementation of Class Services
as part of
Telecommunication Relay Services**



Caveats

- **Feature Definition Needed**
- **Feature Usefulness / Priorities**
- **Mandate Feature not Implementation**



Interrupt Capability

- **The ability of TTY user to interrupt the CA when the CA is typing a long voice menu.**
- **TTY users that have turbocode enabled devices can do this, whereas ASCII and baudot devices cannot.**
- **There exists a problem with long interactive voice menus and their compatibility with relay.**



Call Release

- **The ability for the operator to release (float) a data to data (protocol conversion) call.**
- **Currently possible, but modem, line and switch resources within the center are still consumed.**
- **Recommended that CA be present to guide the call under all situations.**



Return Call / Callback

- **User presses *69 to dial back the last number that dialed them.**
- **Currently the user would either dial back the relay center or the originating party depending on the ANI that was passed on the network.**
- **To work with relay, the user would have to be connected to a relay center and the relay center would have to have access to the last number that called the user.**
- **This feature is probably the most difficult to offer.**



Speed Dialing

- **For 8 number version, user presses a number (2 thru 9) then #. For 30 number version, user presses a number (20 thru 49) then #.**
- **This is currently offered using a relay user profile, identifying the numbers by either name or number.**



Repeat Dialing

- **User presses *66 and the LEC tries to dial a busy number every 2 minutes for 30 minutes. If it is successful, it rings back the user.**
- **Currently offer a similar feature while the user stays on line with the CA.**
- **Could have the CA dial the user back if reimbursed for CA time.**
- **Billing user for this feature would be difficult.**



Distinctive Ringing

- **User has either 2 or 3 numbers on the same line and they each ring differently.**
- **Cannot figure out how relay services is involved with this feature.**



Three Way Calling

- **User is able to bridge another voice caller onto an existing call.**
- **Would like to bridge an additional voice or data party onto a data to voice relay call.**
- **Either is possible but would require development effort.**
- **Single CA could handle call if proper conversation protocols were followed.**
- **Billing user for this feature would be difficult.**



Extended Community Call Blocking

- **User able to maintain list (with LEC) of numbers that are not allowed to be dialed.**
- **Currently offer 900 blocking as part of the relay user profile.**
- **Could expand this feature to allow international, toll call, and other call blocking.**
- **User would have to enter list.**