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Overview

In 1989, the Texas Legislature authorized the Public Utility Commission of Texas (hereinafter referred to as the Texas PUC) to establish a Telecommunications Relay Service (TRS). In accordance with its responsibilities to oversee the TRS program, the Texas PUC promulgated Substantive Rule § 26.414 (Exhibit A) which regulates the provision of telecommunications relay services in Texas. In Texas, TRS is known as Relay Texas (RT). The Texas PUC contracts with Sprint to provide RT. From 1990 to 1995, Texas had one relay center located in Austin. In 1995, Sprint added a second center in Lubbock, Texas. In order to maintain a low ASA, the contract with Sprint allows up to 20% of Texas calls to be routed to other Sprint centers outside of Texas. Sprint TRS trains other centers with the same training system as provided for Texas centers. Speech-to-speech service is 100% routed to a specialized center in Missouri. Since its inception, Relay Texas has experienced steady and constant growth, processing approximately 50,000 calls in September 1990 and 447,439 calls in July 2002.

The Texas PUC remains committed to maintaining a TRS that provides telephone access for persons with hearing and speech disabilities that is functionally equivalent to the telephone access provided to those who do not have such disabilities. In addition, Relay Texas provides TRS to hearing persons who need to contact persons with speech and hearing disabilities. Texas plans to continue providing quality telecommunications services to those who have specialized needs and intends to keep abreast of expanding technology in order to better serve the users of the Relay Texas system. Furthermore, Texas has made strides to stay ahead of the game by

implementing services, like speech-to-speech relay and video relay, before those services are part of the mainstream in other state relay programs. Texas takes to heart its mission to make telecommunications available to all its citizens. The Request for Proposal for the provision of TRS (See Portable Document Format File: TX RFP 2000.pdf filed separately) was written to meet the criteria established by Title IV of the ADA as well as to meet guidelines set forth in Substantive Rule § 26.414.

Sprint has supplied Relay Texas data to the Texas PUC which has been incorporated into this report.

§ 64.604 Mandatory Minimum Standards:

(a) Operational Standards.

(1) Communication Assistant (CA)

Sprint implements extensive employee recruitment and selection procedures to ensure that persons who are selected and employed as CAs meet proficiency requirements. The minimum CA qualifications are as follows:

i) Employment Standards.

The first step in the CA's hiring process is a validated test that screens for typing, language skills, and other skills related to the CA position. When an applicant passes the test, a Human Resources representative screens the applicant over the phone or in person, for oral communication skills and work availability. If the applicant passes this step, he/she is interviewed in person by an Operations Supervisor for specific job dimensions that relate to the success of a CA. If the supervisor recommends the applicant for employment, the applicant undergoes a drug screen and security/reference check. This process ensures that only qualified applicants are hired to work at a relay center.

ii) Communications Assistant Training Program.

Sprint trainers use adult learning theories and training is adapted to each participant's learning modality. Sprint incorporates lecture, visual graphics, flow charts, videos, role playing, and hands-on-call training, to stimulate the CA's ability to learn.

New hires receive training in Deaf Culture, ASL translation, Oral Deaf, and sensitivity to the needs of persons with hearing and speech disabilities by a qualified

person who, if not deaf or hearing-impaired, possesses extensive knowledge in this area. During the CA's initial training, he/she is trained and evaluated on how to accurately reflect the TTY user's intent and on the CA's role in the relay process. CAs' performance based skills such as grammar; spelling and oral communication abilities are evaluated. Sprint works closely with local deaf and hard of hearing communities to identify knowledgeable presenters to assist with the training. Additionally, applicants are given four written and hands-on evaluations to demonstrate their ability to spell and type accurately and to process a call using live training terminals and role-plays written in varying levels of ASL. CAs also receive extensive training on how to improve their interpersonal skills so that they can work effectively with difficult and stressful situations that may arise during their employment.

Please review the Sprint TRS, Speech to Speech (STS) and Video Relay Service (VRS) Training outlines in Exhibit B.

A team of ASL fluent Sprint employees developed ASL Training workbooks that are utilized by CAs for ongoing training. These workbooks have been designed to provide supplemental training and to assist CAs toward the mastery of ASL translation on relay calls.

iii) Minimum typing speed of 60 words per minute.

All Sprint CAs type a minimum of 60-words per min (wpm). Sprint utilizes an oral-to-type test that simulates actual working conditions. CAs are tested on an ongoing basis to ensure that a 60-word-per-minute performance requirement is maintained.

The scores for each CA are the actual words-per-minute typed. Sprint utilizes technological aides during relaying such as pre-programmed macros and auto-correcting software, along with the CA's natural skill, to provide optimal service. The average typing speed at the two Texas centers is 68 wpm.

iv) CA Quality Assurance Programs.

- Individual Monthly Survey. Monthly surveys and formal reviews are used to monitor and evaluate the continuing training for our CAs. It evaluates all areas of work performance, personal effectiveness and attendance. The survey process goals are to respond to customer feedback and to provide the CA with clearly defined and objective performance measures. Two surveys are completed on each CA every month and include areas such as Typing Accuracy, Spelling, Conversational English/ASL Translation, Clarity / Enunciation, Caller Control, and Etiquette/Composure.
- Quality Assurance Test Calls. To ensure that all CAs are focused on FCC requirements and state contractual commitments, supervisors from every center pair up to perform 10 scripted test calls each on alternate centers for a total of 700 test calls. After each call, the supervisors fax the survey form to the appropriate center for the CA to receive immediate feedback. This feedback and appropriate guiding performance measures for specific components are addressed with each CA.
- Account Management and Trainer Test Calls. Additionally, the Operations department and members of the Account Management Team identify areas of

concern based on customer feedback, state feedback, individual survey results and customer contacts. Approximately 300 test calls per month are conducted focusing on the identified monthly call-processing topic. Results are compiled and shared with Operations' management. Based on the results, the trainers and management determine if refresher training is required and what method will be used for delivery.

(2) Confidentiality and Conversation Content.

Confidentiality for Relay Texas users is required by the Texas Human Resources Code, §82.002 (Vernon 1991 Supp. 1995). (Exhibit C) This law stipulates that a "qualified interpreter" and "relay agent" (same as CA) may not disclose or be compelled to disclose, through reporting, testimony, or subpoena, the contents of any relayed conversation. The law also stipulates that interpreters and relay agents commit a Class C misdemeanor[1] if they disclose the contents of any conversation, unless they obtain the consent of each party to the conversation. Additionally, Sprint requires CAs to sign the Relay Texas Code of Ethical Behavior affidavit, (Exhibit D) pledging adherence to RT rules and regulations. Any breach of this Code will result in disciplinary action that may result in termination of the CA.

Texas and Sprint understand that measures to ensure confidentiality are crucial to the success of any TRS operation and have implemented procedural and environmental measures to safeguard customer and call information. In accordance with the FCC regulations, all information provided for call set up, including customer database and

branding information, remains confidential and cannot be used for any other purpose. Sprint also prohibits the use of any information obtained during the processing of a call with a limited exception for STS calls.[2] After the inbound party disconnects, CAs lose the ability to view or access any information pertaining to that call. No written or taped information regarding the call is kept after the call is released from the CA position. After the call has been terminated, the billing information is transferred to the billing files and is no longer accessible except for billing purposes.

No one is permitted to watch or listen to actual calls except CAs and supervisory staff for the purpose of relaying, assisting or monitoring the call or for training purposes.

CAs perform their work in cubicles that are bordered by high sound-absorption acoustic tiles and they wear special noise reducing headsets. The cubicles are arranged to minimize the number of cubicles that are side by side. The CA work areas have a security card key access and visitors are not allowed in CA work areas. These special equipment and environmental arrangements reduce noise interference and supports confidentiality.

All relay center personnel are required to sign and abide by a pledge of confidentiality that is a promise not to disclose the identity of any caller or any information learned during the course of relaying calls. Employees are expected to abide by the pledge of confidentiality during and after their period of employment. Sprint's confidentiality policies are strictly enforced.

i) Confidentiality Policy CAs.

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[1] An individual adjudged guilty of a Class C misdemeanor shall be punished by a fine not to exceed $500. Chapter 12 Texas Penal Code, §12.23.

[2] See Section (a)(2)(v): STS Limited Exception of Retention of Information.

- Prospective CAs are screened in the interview process on issues regarding ethics and confidentiality. During initial training, CAs are presented with examples of situations that could be considered breaches of confidentiality.
- Stress can be a factor in maintaining confidentiality. CAs receive training on healthy detachment. When CAs require counseling due to a stressful call, they do not discuss any specifics about the call. Sprint contracts with professional agencies to provide its employees with the confidential assistance of professionally certified counselors.
- Breach of confidentiality. All claims of breach of confidentiality are fully investigated. If the investigation confirms that any employee committed a breach of confidentiality, the employee will be terminated.

ii) Security at the Relay Texas Centers.

- CA center has security key access.
- Visitors are not allowed in the CA work area.
- CA terminals screens are not visible from any window area.

iii) Objectivity

- CAs are not to advise, counsel, or interject personal opinions, even when asked to do so by the relay user. CAs do not make judgments on the content of the relay calls.
- CAs convey, in their tone of voice, the conversation typed and not personal emotional responses.

iv) CA Translation Policy.

- CAs relay everything that is said and everything that is heard. CAs do not omit or censor any aspect of the relay call. CAs convey all conversation content, including profanity. All conversation during initial call set-up and acceptance of charges from the called party is relayed. All comments to either party by the CA are relayed and typed in parentheses. CAs are prohibited from intentionally altering a relayed conversation and, to the extent that it is not consistent with federal, state or local law regarding use of telephone company facilities for illegal purposes, must relay all conversation verbatim[3] unless the relay user specifically requests summarization. Training is provided on various levels of English/ASL during the initial training, as well as throughout a CAs employment. In order to finish training successfully, the CA must demonstrate competent skills to translate the calls as requested.

v) STS Limited Exception of Retention of Information.

- At the request of a caller, Sprint Speech-to-Speech (STS) CAs will retain information from a call in order to facilitate the completion of consecutive calls. No information is kept after the inbound call is released from the CA position.

vi) STS Facilitation of Communication

- Sprint STS CAs receive training on how to facilitate STS communication without interfering with the independence of the user. STS CAs are evaluated on monthly on their ability to facilitate the call without altering content of the conversation or

compromising the user's control. Sprint relay users have full control of all of their relay calls.

(3) Types of Calls.

i) Sprint provides 24 hour, 7 day-a-week Telecommunications Relay Service (TRS) for standard (voice), Text Telephone (TTY), wireless, or personal computers (PC) users to place local, intrastate, interstate, and international calls.

ii) Sprint also processes calls to directory assistance and to toll free numbers.

iii) There are no restrictions on the duration or number of calls placed by any relay user. All relay users accessing Sprint retain full control of the length and number of calls placed at anytime through relay.

iv) Sprint processes international calls to and from anywhere in the world.

v) Extended Area Service (EAS) is available to all residents. This ensures that TRS callers are not billed for toll usage when completing EAS calls, including calls made by or to subscribers of optional EAS[4].

vi) Sprint works in conjunction with the Local Exchange Enhanced Services to provide additional functionality for users of TRS. Sprint processes collect and person-to-person calls and calls charged to a third-party as well as calls billed to prepaid and non-proprietary calling cards offered by the local or any other interexchange carrier.

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[3] CAs are trained to convey verbatim from voice to typed text. CAs are trained to interpret typed ASL to conversational English without altering the context of the conversation.

[4] Due to LEC proprietary issues, Sprint uses various "mileage-bands" in different parts of the state to mirror the EAS plans offered by the LECs to ensure that EAS users are not double-billed. For example, the mileage band in Dallas/Ft. Worth will be 70 miles to encompass the EAS plans offered by SWB or GTE. In other areas mileage-band may be 40 or 50 miles depending on the information obtained from the LEC's existing EAS plans.

Sprint will also process calls to or from restricted lines e.g. hotel rooms and pay telephones.

vii) When a long distance TRS call is placed through Relay Texas, the user will be billed in the same manner that a non-relay user would be billed. The relay user will only be billed for conversation time, (which does not include call setup time, in between calls and wrap up time) on toll calls. Billing will occur within 60 days of the call date. Sprint gives users the option of billing their calls to a non-proprietary LEC (local) or IXC (long distance) calling cards. Sprint will process calling cards offered by the user's carrier of choice if the carrier is a participant of Sprint's Carrier of Choice (COC) program and as long as Feature Group D is at the Carrier's access tandem. Sprint works with the LECs and IXCs to compile and make available to all TTY users a list of acceptable calling cards. The user's carrier of choice is responsible for providing call types and available billing options, and will also handle the rating and invoicing of toll calls placed through the relay. RT offers the capacity for accessing 900 services.

viii) Directory assistance service is available for relay users in Texas.

Note: A complete list of all call types proved by Sprint may be found in Exhibit E, Sprint Standard Features Matrix.

(4) Handling of Emergency Calls.

Sprint uses a system for incoming emergency calls that automatically and immediately transfers the relay user to the nearest Public Safety Answering Point (PSAP). Sprint considers an emergency call to be one in which the user of the relay service indicates

they need the police, fire department, paramedics, or ambulance. The following steps will be taken to connect the caller to the correct PSAP

- The CA, when told by a TTY/ASCII user (non-voice) that an emergency exists, will hit a “hot key”.
- The CA’s terminal sends a query to the E911 database containing the caller's geographic area ANI.
- The database responds with the telephone number of the PSAP that covers the geographic source of the call, and then, automatically dials the PSAP number, and automatically passes the caller’s ANI to the E911 service center.

The CA remains on the line until emergency personnel arrive on the scene unless previously released by the caller. The CA also verbally passes the caller’s ANI onto the E911 center operator. If the inbound relay caller disconnects prior to reaching E911, the CA will stay on the line to verbally provide the caller’s ANI to the E911 center operator.

Note: The Texas Commission on State Emergency Communications (CSEC) requires the capacity of transmitting TTYs in all workstations of Public Service Answering Points (PSAPs) to make 9-1-1 accessible to TTY users. CSEC also requires the placement of a TTY machine at the PSAP as a backup in the event that workstations fail. The Texas PUC, Sprint, Texas Commission for the Deaf & Hard-of-Hearing, Texas Association of the Deaf, the Self-Help Hard-of-Hearing, CSEC, and the Texas Deaf-Blind Association are actively instructing TTY users to dial 9-1-1, rather than calling RT, to obtain emergency help. These aggressive outreach efforts have helped reduce emergency calls to the RT center. During the last 6 months, Relay Texas averaged 42 emergency calls a month. People are informed of the

greater speed and reliability of dialing the 9-1-1 service directly. However, Relay Texas remains committed to the fastest and most effective means of processing emergency calls made through TRS.

(5) In-Call Replacement of CAs.

i) Ten and Fifteen Minute Rule Policy.

Sprint understands that a change of CAs can interrupt the natural call flow. Therefore, Sprint strives to keep the same CA dedicated to each call. Sprint will ensure that the CA remains on the call for at least 10 minutes (or 15 minutes for Speech-to-Speech calls). If a change of CA is unavoidable, CAs are trained to make this transition as smoothly as possible and to inform both parties.

A CA change may occur for the following reasons:

- Customer requests change of CA
- End user verbally abuses CA or uses obscenity towards CA
- The call requires a specialist (Speech to Speech, another language)
- Illness
- Potential conflict of interest (i.e. the CA identifies an end user as a family member or friend)
- Scheduled Breaks or Shift Changes

In instances where it is necessary to change CAs, a second CA will plug in a headset at the position and watch the call for several minutes in order to assess the “spirit” of the call and to make the transition smoother. After several minutes of observation, the second CA will wait until the voice person stops speaking and all conversation has been

relayed and will then type to the TTY user:

(CA# CONTINUING UR CALL).

The CA will say to the non-TTY user:

"THIS IS CA # CONTINUING YOUR CALL."

During initial training, trainees are required to practice this procedure. In addition, a training video was developed that clearly shows the procedure and how to ensure that the transition is as smooth as possible.

(6) Gender Preferences

i) When a Sprint relay user requests a CA of the opposite gender to the CA who initially receives the call, the relay user is switched to an appropriate CA as soon as one becomes available. If a change of CA is necessary during the call, every attempt will be made to accommodate the previous gender request.

(7) STS Called Numbers.

i) Sprint's relay customer database is available to Speech-to-Speech (STS) users. The database can be used to store a list of names, frequently dialed telephone numbers, and customer notes. The database automatically appears on the CA's terminal screen each time a user dials into one of the Sprint relay numbers. The customer database helps to facilitate call set up and conversing preferences for the STS user. Customer profile information contained in the Sprint Customer Database will be transferred to any new provider at the end of the contract term.

(b) Technical Standards

(1) ASCII & Baudot

Each Sprint CA position is capable of receiving and transmitting in voice, Baudot, (including Fast Type™, TurboCode™ and E-TurboCode™) and ASCII codes. Upon a call being received at the CA position, TTY signals are automatically identified as either Baudot or ASCII; if ASCII, the baud rate is detected. ASCII rates up to and including 19,200 bps are supported by the Sprint platform. The domestic TTY baud rate of 45.5 and the international rate of 50 baud are also supported. Intelligent modems allow the CA to handle either voice or data lines from the same CA work station.

This automatic identification of call types for incoming calls provides a quick and efficient technique for varied customer input and reduces the average CA work time to a minimum.

(2) Speed of Answer. RT's requirement for average answer time is the same as the industry standard: to maintain an average answer time of 3.3 seconds per call and allow no more than 30 seconds to elapse between the receipt of dialing information and the dialing of the requested number. The PUC relies on the Sprint Monthly Invoice to determine ASA for the month. (See attached PDF file, Texas TRS Supplemental.pdf) The monthly average ASA has been maintained during the last five years, failing to meet the 3.3 second average in only three months: January 1998 (3.9), June 1998 (5.1) and January 1999 (4.2). RT has multiple overlapping shifts throughout the day. RT also relies on historical data and projected growth to anticipate peaks and valleys. This system allows Sprint to meet demands during the peak-hour load, yet be cost-effective. RT's grade of service requirement is the same as the industry standard, which is one busy signal out of

100 attempts. During the peak-hours or an unexpected spike, calls are sometimes put in queue. However, the average answer time of less than 3.3 seconds per call during the last five years with exception of three months indicates that RT is meeting the minimum standards. For a description of Sprint's Quality Assurance Program on Speed of Answer, see Exhibit F.

(3) Equal Access to Interexchange Carriers.

Sprint provides Texas callers with the ability to have their intrastate, interstate and international calls carried by any Interexchange carrier who has agreed to participate in the Texas Carrier of Choice (COC) program. When a caller indicates his/her COC preference, the CA will verify that the requested carrier is a COC participant, if it is, the call will be routed accordingly. Callers will be able to use any billing method made available by the requested carrier including collect, third party, prepaid and calling cards. The current participating members of Sprint Carrier of Choice program are:

- AT&T
- Bestline
- Birch Telecomm
- Broadwing Communications
- Broadwing Telecommunications
- Century Telecom
- Coastal Telephone Company
- Excel
- Global Crossings LTD
- LDDS
- Lightyear Communications, Inc.
- MCIWorldCom
- McLeod USA
- Metromedia
- OPEX Long Distance
- Qwest

- Sage Telecom
- SimCom
- Sprint
- TEX-AN (Texas State network)
- Verizon Long Distance
- WilTel
- Working Assets
- WorldCom
- 10-10-220 (Telecom USA/ MCI)
- 10-10-275 (WorldxChange)
- 10-10-321 (Telecom USA/ MCI)
- 10-10-502 (WorldxChange)
- 10-10-629 (WorldxChange)
- 10-10-636 (Clear Choice Five Talk)
- 10-10-781 (WorldxChange)
- 10-10-811 (VarTec FiveLine)
- 10-10-834 (WorldxChange)

If a Texas caller does not indicate a COC preference to the CA either on-line or in the caller's customer database (or if the preferred carrier is not a COC participant), the call will be carried over the Sprint network. As with calls carried by Sprint, most COC participants limit billing methods based on the type of line from which the call originates. When the requested carrier is not a COC participant, Sprint has established a procedure whereby the carrier will be notified, verbally and in writing, of its obligation to provide access to TRS users and to encourage participation. The reactive procedure encourages the COC's participation; that is, a relay customer initiates and brings this to the attention of Sprint, failing that then to the PUC. So far all COC's who have been notified through this process have been willing to work with Sprint to be listed as part of TRS's COC listing.

Please see Exhibit G for a sample of Sprint's Carrier of Choice letter.

(4) TRS Facilities.

Sprint TRS and Sprint Relay Customer Service are both available 24 hours a day, every day of the year. Sprint utilizes both UPS and backup power generators to ensure that the relay centers have uninterrupted power even in the event of a power outage. UPS is used only long enough for the backup power generators to come on line – a matter of minutes. The backup power generators are supplied with sufficient fuel to maintain operations for at least 24 hours. The generators can stay in service for longer periods of time as long as fuel is available.

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

- Switch system and peripherals
- Switch room environmental
- CA positions (consoles/terminals and emergency lights)
- Emergency lights (self-contained batteries)
- System alarms
- CDR recording

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

commercial power is restored. Please refer to the Disaster Recovery Plan provided in Exhibit H, for a complete explanation of Sprint's back-up plan.

(5) Technology

Texas is proud that in the history of Relay Texas, the service has presented many "firsts". Video Relay Service is the newest feature that Relay Texas has for Texas and nationwide coverage. Here are the following features provided:

- Voice Carry Over.

  Sprint has provided voice and hearing carryover as standard TRS features longer than any other provider. Voice carryover (VCO) allows a user to speak directly to the person he/she is calling and to receive responses by text through the CA (and vice-versa). In addition, Sprint supports VCO-VCO, VCO-HCO, VCO-TTY, and Two Line VCO calls.

- Hearing Carry Over.

  Hearing carryover (HCO) allows a person to listen directly to the person called and to provide a response by text through the CA (and vice-versa). Sprint was the very first relay provider to offer HCO users what is known as voice progression technology. This advancement eliminates the HCO users need for reading macros and allows him/her to hear the call set-up, ringing and the called party answering the telephone.

- Internet Protocol TRS.

  Texas enjoys multi-vendoring in IPTRS by three IPTRS providers: AT&T, MCI, and Sprint. Texas does not have jurisdiction over IPTRS providers. However,

these IPTRS providers do welcome feedback from the Relay Texas administrator on quality issues. IPTRS providers offer a web-enabled, multi-language product. These IPTRS calls can take place anywhere there is an Internet connection. This feature provides a secure and interactive relay experience using intuitive features designed for TRS users.

- Video Relay Service.

  Relay Texas was the first state TRS program to provide video relay service with two trials. At this time Sprint is the only provider with a web-based platform to support VRS. VRS reports are provided to the PUC monthly and on-going communication on quality issues is maintained. Users of VRS utilize video conferencing equipment and high-speed telecommunication lines to access the service. Ninety percent of VRS customers use VRS through the Internet.

ii) Future Technology Developments.

Texas has always encouraged its TRS provider to constantly improve services by taking advantage of new technologies. Sprint is currently investigating future communication enhancements including, Caption Telephone and Real-Time Captioning service for conference calling, Speech to Text technology, Wireless Internet Relay through cell phone devices, wireless Video Relay accessibility and Palm Pilot and Two-Way Pager utilization through relay.

(6) Voice Mail and Interactive Menus.

When the Sprint relay caller reaches an answering machine, voice mail or interactive menu, the CA informs the relay caller by pressing a macro which reads (ANS MACH) or

(RECORDING) to keep the caller informed of the call progress. The CA then, if necessary, presses a hot key to record the voice announcement and relay the message back to the caller. The CA utilizes Sprint's recording technology to obtain all information necessary on the first attempt. The CA relays all of the recorded information to the customer and deletes the recorded message. This technology greatly reduces the CA work time, as the CA does not need to make multiple outdials. Sprint has developed a procedure using Ultra WATS lines to ensure that with additional out-dials the customer does not incur toll charges.

Callers to Sprint relay services access 900 services by dialing a free 900 number to access relay. 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 providers will rate and bill the user as if the call was dialed directly from the originating user's telephone. Texas 900 Services number is 900-230-2303.

(c) Functional Standards.

(1) Consumer Complaint Logs.

Sprint provides copies of each TRS Customer Contact form to the PUC. The form includes the date the complaint was filed, an explanation of the complaint, the date the complaint was resolved and explanation of the resolution and any other pertinent information to the Texas PUC. Further, Sprint maintains a log of each individual complaint and provides comprehensive reports on a monthly and annual basis to each of the states that Sprint serves. By June 25th of each calendar year, Sprint submits a 12-month complaint log report for the period of June 1- May 31, as well as a summary of the

complaint log. The last 5 years there were no complaints that were elevated to the commission level; thus far all complaints were resolved at the Sprint level.

(2) Contact Persons.

On an annual basis, the Texas PUC submits information to the FCC regarding the PUC TRS contact person

The contact person for TRS related issues is:

Ed Bosson

Relay Texas Administrator

1701 N. Congress Avenue

P.O. Box 13326

Austin, Texas 78711-3326

Email Address: ed.bosson@puc.state.tx.us

Phone Number: 512 936-7147 TTY

512 936-7148 Voice

512 936-7428 FAX

(3) Public Access to Information.

Public access to RT information has been and will be provided as follows:

Information regarding RT is published throughout Texas in the Customer Guide section of local exchange companies' (LECs') telephone directories. (See attached PDF file, Texas TRS Supplemental.pdf) Periodically, Texas PUC Commissioners send a letter to all LECs reminding them of their responsibility to ensure that their telephone directories contain information about RT.

i) The Texas PUC has a designated staff member, the Relay Texas Administrator, who is responsible for ongoing publicity about RT.

ii) RT distributes a free, quarterly newsletter featuring articles about RT issues to interested persons across the state as well as the nation. See attached PDF file, Texas TRS Supplemental.pdf

iii) RT distributes brochures that explain how relay service operates as well as specific features and how they work. See attached PDF file, Texas TRS Supplemental.pdf

iv) RT sponsors a Relay Ambassador Project (RAP) that allows individuals or organizations to bid on outreach projects to educate Texans regarding the use of relay service. The RAP Request for Proposals (Exhibit I) specifies the need to reach underutilized and other target areas. RT has historically had contracts that cover most of Texas by a variety of organizations and individuals.

v) The Relay Texas Administrator maintains an Email Alert Group with a subscription of approximately 350 email addresses. The Administrator keeps the subscribers abreast of the latest news regarding TRS.

vi) The Texas PUC and Sprint have worked with other community organizations, businesses and service providers to develop information forums, seminars, and workshops to disseminate RT information and referral support information to Texas' diverse population.

(4) Rates.

Relay Texas users are charged no more for services than standard "voice" telephone users. Relay Texas users who select Sprint as their interstate carrier, will be charged the

Sprint rate. The caller will be billed only for conversation time. Those users who select a preferred interstate carrier via the Relay Texas COC list will be charged the COC's tarriffed rate and invoiced by the selected interstate carrier.

i) The Texas PUC has worked with Texas Telephone Association to make 7-1-1 fully accessible in Texas, and 7-1-1 service has been available in Texas since January 2001.

ii) RT provides the following toll-free telephone numbers:

- 1-800-735-2989 TTY, HCO, and Two-line VCO
- 1-800-735-2988 Voice;
- 1-800-735-2991 ASCII;
- 1-877-826-1789 VCO;
- 1-877-826-6607 STS;
- 1-877-826-6608 STS VCO;
- 1-800-662-4954 Spanish Relay;
- 1-877-826-9348 Reduced Typing Speed;
- 1-900-230-2303 900 Services; and
- 1-866-786-3684 VRS Voice

iii) Long distance charges are based on point-of-origin to point-of-destination and have the same toll rates as voice communication services with the regular telephone system, with respect to such factors as the duration of the call, time of the day, and the distance from the point-of-origination to the point-of-termination.

iv) RT users incur no additional telephone charges for the use of using RT.

v) RT users who use Sprint's network over RT pay 50% of the long distance rates on intrastate calls. If the RT user selects another carrier, other network's discounts apply, whenever applicable, for both intrastate and interstate calls.

By FCC jurisdiction, Sprint has two separate Message Telephone Service rates – one for interstate and one for intrastate. The following Table exhibits the discount off Sprint's MTS rates.

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

(5) Jurisdictional Separation of Costs

All Relay Texas intrastate and interstate minutes are reported separately and distinctly to the state on the Sprint invoice. The interstate and international minutes are reimbursed by the Interstate TRS Fund. The local and intrastate minutes are reimbursed by the Texas Universal Service Fund. Sprint provides separate monthly invoices for interstate and intrastate services. See attached Exhibit J, Texas PUC Substantive Rule §26.401 for additional details.

(6) Complaints.

The Texas PUC has established, with Sprint, a mechanism for receiving and resolving complaints from users of RT. Sprint provides a Customer Service toll-free voice and

TTY number (800-676-3777) 24 hours a day, 7 days a week, and 365 days a year. Complaints may be submitted in writing, in person, or over the telephone to Sprint, the Texas PUC, or a member of the Relay Texas Advisory Committee. Most complaints are made during the call and are resolved at that time. All other complaints have been resolved within 180 days as required by the FCC. The following are options that relay users may choose from in directing their concerns, complaints, or commendations, either during or immediately after the relay call:

- Request that the CA contact the relay supervisor.
- Contact Texas RT account manager at 800-578-6275 TTY.
- Contact the national Sprint Service Center at 800-676-3777 TTY/Voice.
- Contact the Texas PUC at 888-782-8477 (Voice), or the RT Administrator at 512/936-7147 (TTY).
- Submit concerns to the Relay Texas Advisory Committee.
- Send an email with concerns to relaytx@puc.state.tx.us

ii) Some complaints may be filed directly with the Federal Communications Commission (FCC) Common Carrier Bureau without initially going through the internal complaint mechanism available in Texas.

iii) Procedures & Remedies

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

Sprint will provide copies of each TRS Customer Contact form, which includes the date the complaint was filed, an explanation of the complaint, the date the complaint was resolved and explanation of the resolution and any other pertinent information to the Texas PUC. Further, Sprint maintains a log of each individual complaint and provides comprehensive reports on a monthly and annual basis to each state Sprint Serves (Exhibit K, Sprint Complaint Log).

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

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

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

If a miscellaneous complaint is filed with customer service, a copy is faxed to the Account Manager for resolution and follow-up with the customer. Texas customers also have the option of calling the Sprint 24-hour Customer Service department (1-800-676-3777) or the Texas Account Manager to file complaints or commendations. Texans also

have the option to contact the Texas State Relay administrator if they so choose. Sprint has the capability to transfer the caller on-line to the Customer Service department. A Customer Service representative will always answer the calls live. The Account Manager is responsible for tracking all commendations and complaints and sending copies of Customer Contacts to the State Relay Administrator by the invoice due date of the following month.

(7) Treatment of TRS Customer Information.

The Sprint Customer Preference Database includes such items such as types of call, billing information, speed dialing, slow typing, carrier of choice, as well as emergency numbers, blocked outbound numbers, language type (English, Spanish, ASL) and call notes are included in the customer profile. At the end of the ensuing contract(s) Sprint will transfer all Texas database records in a usable format to the next incoming relay provider, at least 60 days prior to the last day of service.

Exhibit A

§26.414. Telecommunications Relay Service (TRS).

(a) **Purpose.** The provisions of this section are intended to establish a statewide telecommunications relay service for individuals who are hearing-impaired or speech-impaired using specialized telecommunications devices and operator translations. Telecommunications relay service shall be provided on a statewide basis by one telecommunications carrier, except that the commission may contract with another vendor for a special feature in certain circumstances. Certain aspects of telecommunications relay service operations are applicable to local exchange companies and other telecommunications providers.

(b) **Provision of TRS.** TRS shall provide individuals who are hearing-impaired or speech-impaired with access to the telecommunications network in Texas equal to that provided to other customers.

(1) **Components of TRS.** TRS shall meet the mandatory minimum standards defined in §26.5 of this title (relating to Definitions) and further shall consist of the following:

(A) switching and transmission of the call;

(B) oral and print translations by either live or automated means between individuals who are hearing-impaired or speech-impaired who use specialized telecommunications devices and others who do not have such devices;

(C) sufficient operators and facilities to meet the grade and quality of service standards established by the commission for TRS, including the operator answering performance standards listed in §26.54(c)(2)(A) and (D) of this title (relating to Service Objectives and Performance Benchmarks).

(D) appropriate procedures for handling emergency calls;

(E) confidentiality regarding existence and content of conversations;

(F) capability of providing sufficient information to allow calls to be accurately billed;

(G) capability of providing for technologies such as hearing carryover or voice carryover;

(H) operator training to relay the contents of the call as accurately as possible without intervening in the communications;

(I) operator training in American Sign Language and familiarity with the special communications needs of individuals who are hearing-impaired or speech-impaired;

(J) capability for callers to place calls through TRS from locations other than their primary location and to utilize alternate billing arrangements;

(K) capability of providing both inbound and outbound intrastate and interstate service;

(L) capability for carrier of choice; and

(M) other service enhancements approved by the commission.

(2) **Conditions for interstate service.** The TRS carrier shall not be reimbursed from the Texas Universal Service Fund (TUSF) for the cost of providing interstate TRS. Interstate TRS shall be funded through the interstate jurisdiction as mandated by the Federal Communications Commission. Separate funds and records shall be maintained for intrastate TRS and interstate TRS.

(3) **Rates and charges.** The following rates and charges shall apply to TRS:

(A) Local calls. The calling and called parties shall bear no charges for calls originating and terminating within the same toll-free local calling scope.

(B) Intrastate long distance calls. The TRS carrier shall discount its tariffed intrastate rates by 50% for TRS users.

(C) Access charges. Telecommunications providers shall not impose access charges on calls that make use of this service and which originate and terminate within the same toll-free local calling scope.

(D) Billing and collection services. Upon request by the TRS carrier, telecommunications providers shall provide billing and collection services in support of this service at just and reasonable rates.

(c) **Contract for the TRS carrier.**

(1) **Selection.** On or before April 1, 2000, the commission shall issue a request for proposal and select a carrier to provide statewide TRS based on the following criteria: price, the interests of individuals who are hearing-impaired and speech-impaired in having access to a high quality and technologically-advanced telecommunications system, and all other factors listed in the commission's request for proposals. The commission shall consider each proposal in a manner that does not disclose the contents of the proposal to competing offerers. The commission's determination shall include evaluations of charges for the service, service enhancements proposed by the offerers, and technological sophistication of the network proposed by the offerers. The commission shall make a written award of the contract to the offerer whose proposal is the most advantageous to the state.

(2) **Location.** The operator centers used to provide statewide TRS shall be located in Texas.

(3) **Contract administration.**

(A) Contract amendments. All recommendations for amendments to the contract shall be filed with the executive director of the commission on June 1 of each year. The executive director is authorized to approve or deny all amendments to the contract between the TRS carrier and the commission, provided, however, that the commission specifically shall approve any amendment that will increase the cost of TRS.

(B) Reports. The TRS carrier(s) and telecommunications providers shall submit reports of their activities relating to the provision of TRS upon request of the commission or the Relay Texas administrator.

(C) Compensation. The TRS carrier(s) shall be compensated by the TUSF for providing TRS at the rates, terms, and conditions established in its contract with the commission, subject to the following conditions:

(i) Reimbursement shall include the TRS costs that are not paid by the calling or the called party, except the TRS carrier shall not be reimbursed for the 50% discount set forth in subsection (b)(3)(B) of this section.

(ii) Reimbursement may include a return on the investment required to provide the service and the cost of unbillable and uncollectible calls placed through the service, provided that the cost of unbillable and uncollectible calls shall be subject to a reasonable limitation as determined by the commission.

(iii) The TRS carrier shall submit a monthly report to the commission justifying its claims for reimbursement under the contract. Upon approval by the commission, the TUSF shall make a disbursement in the approved amount.

(d) **Special features for TRS.**

(1) The commission may contract for a special feature for the state's telecommunications relay access service if the commission determines:

(A) the feature will benefit the communication of persons with an impairment of hearing or speech;

(B) installation of the feature will be of benefit to the state; and

(C) the feature will make the relay access service available to a greater number of users.

(2) If the carrier selected to provide the telecommunications relay access service is unable to provide the special feature at the best value to the state, the commission may make a written award of a contract for a carrier to provide the special feature to the telecommunications carrier whose proposal is most advantageous to the state, considering;

(A) factors stated in subsection (c)(1) of this section;

(B) the past performance demonstrated capability and experience of the carrier.

(3) The commission shall consider each proposal in a manner that does not disclose the contents of the proposal to a telecommunications carrier making a competing proposal.

§26.414(d) continued

(4) The commission's evaluation of a telecommunications carrier's proposal shall include the considerations listed in subsection (c)(1) of this section.

(e) **Advisory Committee.** The commission shall appoint an Advisory Committee, to be known as the Relay Texas Advisory Committee (RTAC) to assist the commission in administering TRS and the specialized telecommunications assistance program, as specified by the Public Utility Regulatory Act (PURA) §56.111. The Relay Texas administrator shall serve as a liaison between the RTAC and the commission. The Relay Texas administrator shall ensure that the RTAC receives clerical and staff support, including a secretary or court reporter to document RTAC meetings.

(1) **Composition**. The commission shall appoint RTAC members based on recommended lists of candidates submitted by the organizations named as follows. The RTAC shall be composed of:
- (A) two persons with disabilities other than disabilities of hearing and speech that impair the ability to effectively access the telephone network;
- (B) one deaf person recommended by the Texas Deaf Caucus;
- (C) one deaf person recommended by the Texas Association of the Deaf;
- (D) one hearing-impaired person recommended by Self-Help for the Hard of Hearing;
- (E) one hearing-impaired person recommended by the American Association of Retired Persons;
- (F) one deaf and blind person recommended by the Texas Deaf/Blind Association;
- (G) one speech-impaired person and one speech-impaired and hearing-impaired person recommended by the Coalition of Texans with Disabilities;
- (H) two representatives of telecommunications utilities, one representing a local exchange company and one representing a telecommunications carrier other than a local exchange company, chosen from a list of candidates provided by the Texas Telephone Association;
- (I) two persons, at least one of whom is deaf, with experience in providing relay services, recommended by the Texas Commission for the Deaf; and
- (J) two public members recommended by organizations representing consumers of telecommunications services.

(2) **Conditions of membership.** The term of office of each RTAC member shall be two years. A member whose term has expired shall continue to serve until a qualified replacement is appointed. In the event a member cannot complete his or her term, the commission shall appoint a qualified replacement to serve the remainder of the term. RTAC members shall serve without compensation but shall be entitled to reimbursement at rates established for state employees for travel and per diem incurred in the performance of their official duties, provided such reimbursement is authorized by the Texas Legislature in the General Appropriations Act.

(3) **Responsibilities.** The RTAC shall undertake the following responsibilities:
- (A) monitor the establishment, administration, and promotion of the statewide TRS;
- (B) advise the commission regarding the pursuit of services that meet the needs of individuals who are hearing-impaired or speech-impaired in communicating with other users of telecommunications services;
- (C) advise the commission regarding issues related to the contract between the TRS carrier and the commission, including any proposed amendments to such contract;
- (D) advise the commission and the Texas Commission for the Deaf and Hard of Hearing, at the request of either commission, regarding issues related to the specialized telecommunications assistance program, including devices or services suitable to meet the needs of persons with disabilities in communicating with other users of telecommunications services.

§26.414(e) continued

(4) **Committee activities report.** After each RTAC meeting, the Relay Texas administrator shall prepare a report to the commission regarding the RTAC activities and recommendations.
  (A) The Relay Texas administrator shall file in Central Records under Project Number 13928, and provide to each commissioner, a report containing:
    (i) the minutes of the meeting;
    (ii) a memo summarizing the meeting; and
    (iii) a list of items, recommended by the RTAC, for the Relay Texas administrator to discuss with the TRS carrier, including issues related to the provisioning of the service that do not require amendments to the contract.
  (B) Within 20 days after a report is filed, any commissioner may request that one or more items described in the report be placed on an agenda to be discussed during an open meeting of the commission. If no commissioner requests that the list be placed on an agenda for an open meeting, the report is deemed approved by the commission.

(5) **Evaluation of RTAC costs and effectiveness.** The commission shall evaluate the advisory committee annually. The evaluation shall be conducted by an evaluation team appointed by the executive director of the commission. The commission liaison, RTAC members, and other commission employees who work directly or indirectly with the RTAC, TRS, or the equipment distribution program shall not be eligible to serve on the evaluation team. The evaluation team will report to the commission in open meeting each August of its findings regarding:
  (A) the committee's work;
  (B) the committee's usefulness; and
(C) the costs related to the committee's existence, including the cost of agency staff time spent in support of the committee's activities.

Exhibit B

Sprint TRS Training Outline

Module	Module Description
Module 1	**Orientation** ▪ Objectives ▪ Welcome & History ▪ Future of Sprint ▪ What is Relay? ▪ CA Training ▪ Call Flow Chart
Module 2	**Phone Image** ▪ Objectives ▪ Introduction ▪ Communicating Information ▪ Using Conversational Tone ▪ Managing Dissatisfied Customers
Module 3A	**Overview of System and Equipment** ▪ Objectives ▪ Logging In ▪ Logging Out ▪ Screen Display ▪ Checking for Understanding ▪ Headsets ▪ Modem ▪ Error Correction ▪ Keyboard ▪ Last Typed Macro Feature ▪ English Macros ▪ Spanish Macros ▪ Telephony Terms
Module 3B	**Interactive Terminals** ▪ Knowing Your TTY ▪ Closing a Conversation ▪ Typing Background Noises
Module 3C	**Overview of System and Equipment (FRS Only)** ▪ Malfunctions ▪ Relay Procedures ▪ Confidentiality ▪ Statistics ▪ Handling Obscene Calls ▪ Requesting a Supervisor ▪ Reporting ▪ Macros

Module	Module Description
Module 4A	**Call Processing Procedures** ▪ Objectives ▪ Your Role as CA ▪ Call Processing for All States
Module 4B	Destinations of Traffic ▪ **Destinations not Allowed** ▪ **IntraLata Competition** ▪ **State Differences**
Module 4C	Answering Machines and Audiotext ▪ **Record Feature** ▪ **Voice Answering Machine** ▪ **Voice to TTY Answering Machine** ▪ **Information Line** ▪ **Audiotext** ▪ **Voice Mail** ▪ **Pagers/Beepers (TTY-Voice)** ▪ **Pagers/Beepers (Voice - TTY)** ▪ **Variations** ▪ **Answering Machine Retrieval**
Module 4D	Voice Originated Calls ▪ **Local Call Description** ▪ **Toll Free and Paid** ▪ **Paid over Sprint Network** ▪ **Paid over Alternate Carrier** ▪ **Variations**
Module 4E	Long Distance Calling ▪ **FONcard** ▪ **LEC Card** ▪ **Optional Cards** ▪ **Pre-Paid Cards** ▪ **Collect** ▪ **Third Party** ▪ **Immediate Credit**
Module 4F	VCO and HCO ▪ **Voice Carry Over (VCO)** ▪ **Inbound VCO Branding** ▪ **Busy Line** ▪ **No Answer** ▪ **Two-Line VCO** ▪ **Hearing Carry Over (HCO)** ▪ **Non-Branded HCO** ▪ **Branded HCO**

Module 4G	**Alternate Call Types** ▪ VCO to VCO ▪ VCO to TTY ▪ TTY to VCO ▪ HCO to HCO ▪ HCO to TTY ▪ TTY to HCO
Module 4H	**Customer Database** ▪ Customer Database Feature ▪ Customer Notes Window ▪ UCR Main Menu ▪ Name Submenu ▪ COC Submenu ▪ InterLata COC ▪ IntraLata COC ▪ Billing Method Window ▪ Billing Options ▪ Numbers Submenu ▪ Emergency Numbers ▪ Frequently Dialed Numbers (FD) ▪ Blocked Numbers ▪ Customer Notes
Module 4H	**Customer Database** ▪ Preferences ▪ Answer Type ▪ Language Type ▪ Outdial Restrictions ▪ Macros ▪ Last Number Redial

Module 4l	**Variations** ▪ Busy Signals ▪ Poor Connection ▪ No Answer ▪ Request for Information ▪ Speech Impaired ▪ Pacing Voice Customer ▪ Profanity towards CA ▪ Request for M or F CA ▪ CA Knows Customer ▪ Suicide ▪ Abuse ▪ Illegal Calls ▪ Sensitive Topics ▪ Redialing ▪ Switchboards ▪ Young Children ▪ Inbound ASCII ▪ Repeating Information ▪ Request for Relay Number ▪ Restricted Calls ▪ ASCII on Outbound Line ▪ Regional 800 ▪ Two Calling From Numbers ▪ LEC Service Office ▪ Double Letters ▪ Call Waiting ▪ Conference Calls ▪ Three-Way Calling ▪ Changing CAs ▪ 800 Number Referral ▪ Hard-of-Hearing Customer ▪ Call Backs for TTYs ▪ Multiple Calls

Module 4I	**Variations** ▪ Call Modification ▪ Holding ▪ Alternate Language ▪ Typing in Parenthesis ▪ Product Information ▪ Spanish Calls ▪ Voice Customer Hangs Up ▪ Variable Time Stamp ▪ TTY Customer Hangs Up ▪ Conversation being Recorded ▪ Prompting Voice for "GA" ▪ Non-Standard TTY Capability ▪ Internet Characters ▪ TTY does not type "GA" ▪ Cellular Long Distance Calls ▪ Party Line Calls

Module 5	**Emergency Call Processing** ▪ Emergency Calls ▪ Non-Emergency Calls ▪ Emergency Incident Form
Module 6A	**Performance and Procedures** ▪ Performance Measurement Plan ▪ Quality Customer Service ▪ Commitment ▪ Personal Effectiveness ▪ Assessment Survey and Replay ▪ Emergency Procedures ▪ Emergency Assistance Form ▪ Checking for Understanding
Module 6B	**Healthy Relay** ▪ Introduction ▪ Analogy ▪ Stretching Exercises ▪ CA Reinforcement ▪ Ergonomic Review ▪ Setting up Workstation ▪ GUAM - Get up and move
Module 6B	**Healthy Relay** ▪ Ergonomic Relief ▪ Slowing the Customer ▪ Overtime Relaxation

Module 7A	**Responding Positively** ▪ Stress Management ▪ Thoughts and Feelings ▪ Relaxing Emotionally ▪ Thinking Powerfully ▪ Exercise ▪ Nutrition ▪ Relaxation/Meditation ▪ Energy Resource Assessment ▪ Suggested Reading ▪ Leader's Notes
Module 7B	**Healthy Detachment** ▪ Interactive Communication ▪ TDD Communication ▪ Potential Stressors ▪ Detaching
Module 8	**Assessing Performance** ▪ Assessment Process ▪ Coaching ▪ Feedback ▪ Pass/Fail Guidelines ▪ Role Plays

Module 9	**Supervisor as Trainer and Coach** ▪ Introduction ▪ Objectives ▪ Being a Coach/Trainer ▪ An Adult Learner ▪ Giving Effective Instruction ▪ Feedback

Module 10	**A Healthy Approach to Relay** ▪ Learning Continuum ▪ Adult Education ▪ Dale's Cone of Experience ▪ Elements of Lesson Design ▪ Preparation for Training ▪ Warm Ups ▪ Voice Inflection ▪ Handling Interruptions ▪ Prep for Final ▪ Hearing Thru (TDD - Voice) ▪ Hearing Thru (Voice - TDD) ▪ Voice Thru (TDD - Voice) ▪ Voice Thru (Voice - TDD) ▪ Audiotext ▪ Information Lines ▪ Business Answering Machines ▪ Residential Answering Machines ▪ Beepers ▪ Spanish Answering Machine ▪ TTY Answering Machine

Speech to Speech Training Outline

Module 1	**Orientation** ▪ Objectives ▪ Welcome & Introductions ▪ Description ▪ History	What is Speech to Speech Differences from Relay Agent Training
Module 2	**Speech to Speech Customers** ▪ Objectives ▪ Introduction ▪ Phone Image ▪ Characteristics of Speech to Speech Customers ▪ Breaking the Stereotypes	Varying Speech Patterns Voice Synthesizers Types of Calls Transparency & Confidentiality Phrases
Module 3	**Attributes of STS CAs** ▪ Objectives ▪ Patience ▪ Concentration ▪ Listening Skills	Caller Control Sensitivity and Understanding

Module 4A	**Call Processing Procedures** ▪ Objectives ▪ Your Role as CA ▪ Billing ▪ Directory Assistance ▪ Changing CAs	
Module 4B	**Answering Machines and Audiotext** ▪ Answering Machines ▪ SA to SD Answering Machine ▪ Busy/Disconnects ▪ Audiotext Message ▪ Pagers/Beepers	
Module 4C	**Emergency Call Processing** ▪ Emergency Services ▪ EM Numbers ▪ Emergency Incident Form	
Module 4D	**Variations** ▪ Outbound to Relay ▪ Personal Conversations ▪ Operator Calls ▪ Talking on Hold ▪ Keeping the Customer Informed ▪ Differentiating STS and Relay ▪ Outdialing to STS	Using GA Spelling Announcement 900 Calls Request to Hold SD to SD through STS Non STS Calls

Video Relay Service Training Outline and Qualifications

Qualifications	▪ Certified by the NAD at levels III, IV, or V or certified by RID as IC/TC, CI, CSC, LSC or MSC of demonstrated State equivalent ▪ Possess a minimum of three years interpreting experience ▪ Possess English language skills at a college level ▪ Observe strict confidentiality guidelines using RID's Code of Ethics ▪ Function in a totally transparent mode ▪ Possess strong receptive and voicing skills ▪ Possess sensitivity to the needs of the Deaf, Hard of Hearing and hearing parties ▪ Have a wide range of experience working in the deaf Community utilizing ASL, PSE and Signed English Community utilizing ASL, PSE and Signed English communication modes in social, economic, and educational settings ▪ Possess interpreting experience for persons who have minimal language skills ▪ Possess computer literacy, including familiarity with current Windows operation system, and be able to operate computer and video equipment ▪ Exhibit superior customer service skills.

Training Modules	▪ History of Telecommunications relay services ▪ Orientation of VRS work station, video software and equipment ▪ Sign language interpreter code of ethics ▪ TRS operator rules of confidentiality and code of ethics ▪ VRS roles and responsibilities

Exhibit C

CONFIDENTIALITY OF CONVERSATIONS BILL

House Bill No. 1132

AN ACT

relating to confidentiality of conversations in which one of the parties is hearing or speech impaired; providing a criminal penalty.

Be it enacted by the Legislature of the State of Texas:

SECTION 1. Title 4, Human Resources Code, is amended by adding Chapter 82 to read as follows:

CHAPTER 82. CONFIDENTIALITY OF INTERPRETED, TRANSLITERATED, OR RELAYED CONVERSATIONS

Sec. 82.001. DEFINITIONS. In this chapter:

(1) "Qualified interpreter" means a person employed as an interpreter who holds a current certification issued by the Board of Evaluation of Interpreters, or another current certificate that the Texas Commission for the Deaf determines is comparable or appropriate and approves.

(2) "Relay agent" means a person employed to relay conversations for a person who is hearing impaired or speech impaired over a dual-party telephone system.

Sec 82.002. CONFIDENTIALITY OF CONVERSATIONS. A qualified interpreter or relay agent who is employed to interpret, transliterate, or relay a conversation between a person who can hear and a person who is hearing impaired or speech impaired is a conduit for the conversation and may not disclose or be compelled to disclose, through reporting or testimony or by subpoena, the contents of the conversation.

Sec 83.003. CRIMINAL PENALTY. (a) A qualified interpreter or relay agent who is employed to interpret, transliterate, or relay a conversation between a person who can hear and a person who is hearing impaired or speech impaired commits an offense if the qualified interpreter or relay agent discloses the contents of the conversation, unless the qualified interpreter or relay agent obtains the consent of each party to the conversation.

(b) An offense under this section is a Class C misdemeanor.

SECTION 2. This Act takes effect September 1, 1991, and applies only to a conversation that is interpreted, transliterated, or relayed on or after the effective date of this Act. A conversation that is interpreted, transliterated, or relayed before the effective date of this Act is governed by the law in effect on the date the conversation was interpreted, transliterated, or relayed, and the former law is continued in effect for that purpose.

SECTION 3. The importance of this legislation and the crowded condition of the calendars in both houses create an emergency and an imperative public necessity that the constitutional rule requiring bills to be read on three several days in each house be suspended, and this rule is hereby suspended.

Passed by the House on May 2, 1991, by a non-record vote; passed by the Senate on may 25, 1991: Yeas 31, Nays 0.

Approved June 5, 1991.

Effective September 1, 1991.

Exhibit D

Pledge of Confidentiality

RELAY CENTER CODE OF ETHICAL BEHAVIOR

AS PART OF THE RELAY SERVICES ORGANIZATION, ALL EMPLOYEES, CONTRACTORS AND VISITORS ARE BOUND TO THE LAWS OF THE STATE AND THE FOLLOWING GUIDELINES:

1. **ALL TELECOMMUNICATIONS RELAY SERVICE CALL RELATED INFORMATION IS TO BE STRICTLY CONFIDENTIAL.** The employee, contractor or visitor shall not reveal any information acquired during or observing a relay call. Any call-related questions or problems are to be discussed with management.
2. NOTHING IS TO BE EDITED OR OMITTED FROM THE CONTENT OF THE CONVERSATION OR THE SPIRIT OF THE SPEAKER. The oyee shall transmit exactly what is said in the way that it is intended in the language of the customer's choice.
3. NOTHING IS TO BE ADDED OR INTERJECTED INTO THE CONTENT OF THE CONVERSATION OR THE SPIRITOF THE SPEAKER. The employe shall not advise, counsel, or interject personal opinions, even when asked to do so by the consumer.
4. TO ASSURE MAXIMUM USER CONTROL, THE EMPLOYEE WILL BE FLEXIBLE IN ADAPTING TO THE CONSUMER'S NEEDS.
5. EMPLOYEES WILL STRIVE TO FURTHER COMPETENCY IN SKILLS AND KNOWLEDGE THROUGH CONTINUED TRAINING, WORKSHOPS, AND READING OF CURRENT LITERATURE IN THE FIELD.

I have read and understand the Relay Center Code of Ethical Behavior. I agree to comply with this Code and any applicable State and Federal laws pertaining to Telecommunications Relay Services and understand that failure to do so will lead to company disciplinary action that may result in my termination and criminal prosecution.

_____ _____
EMPLOYEE/CONTRACTOR/VISITOR **DATE**

_____ _____
MANAGER/SUPERVISOR **DATE**

Exhibit E

Sprint TRS Standard Features Matrix

Relay Texas Standard Features Matrix

Revised: 6/1/02

Features	Description/Benefits
Answering Machine Retrieval	This feature allows TRS callers to retrieve their answering machine or voice-mail messages through the CA.
ASCII Split Screen	This feature allows High Speed ASCII computer users and CAs to type and communicate more clearly and quickly. Similar to voice-to-voice conversation, it provides the interrupt capability, when appropriate, for the ASCII user and the voice party.
Automated Number Identification (ANI) Technology	ANI is the telephone number of the line initiating a call. The number is identified by the switch and passed over the network to the CA workstation.
Background Noises	During the call, TTY callers will be informed of background noises through the CAs typing in parenthesis.
Beeper and Pager access	Sprint provides functionally equivalent pager calls, which are made to beepers and pagers, interactively and non-interactively. Calls are relayed between interactive paging services and the TRS users. For non-interactive paging services, calls are made to leave specific numeric information to accomplish those calls.
Branding of Call Type – Temporary	System database ability to answer the incoming call based on the previous call's communication mode (TTY, Voice, ASCII, VCO, HCO, Spanish, Turbo Code, Deaf-Blind).
Branding of Call Type – Permanent	System database ability to brand the caller's preferred communication mode – TTY, Voice, ASCII, VCO, HCO, Spanish, Turbo Code, Deaf-Blind – permanently.
CA Typing Speed	60 wpm.
CA 10-minute In-call replacement	CAs are required to stay with each inbound TRS call for a minimum of 10 minutes and with each inbound STS call for minimum of 15 minutes.
Caller ID	A network-based Caller ID feature. Relay calls placed through the Sprint network 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.

Features	Description/Benefits
Caller ID Blockage	This feature allows TRS callers to block their ID on a per call or per line basis.
Caller ID – Per Call Block	This feature allows TRS callers to block their ID on a per call basis.
Caller ID – Per Line Block	This feature allows TRS callers to permanently block their ID by utilizing the TRS Customer Database profile.
Carrier of Choice	System database that allows TRS callers to choose their preferred carrier for intrastate, interstate, and international calls.
Cellular/PCS Phone Access	Allows the TRS Cellular customers to reach the TRS' 800 number(s) to complete relay calls.
Choice of Gender	Sprint Relay will accommodate requests for specific CA gender at the beginning of the call or, during a CA transfer.
Customer Database	Allows the TRS callers to enter specific information in a profile, i.e., carrier of choice, emergency numbers, last number redial, customer notes, call block, frequently dialed numbers, etc., to expedite their call set-up time.
▪ **Name and Address**	Caller's name and address. Available information could save valuable time when calling for emergency service.
▪ **Long Distance profile**	Caller's preferred carrier for In-State and Out-of-State long distance calls. Callers also can indicate their preferred billing option when placing long distance calls.
▪ **Frequently Dialed Numbers**	Up to 10 numbers, it allows "speed dial" calls through the TRS.
▪ **Outdial Information**	It allows the CA to be aware as to how the caller will answer the phone and in which language type they will communicate.
▪ **Customer Notes**	It informs CA of special requests to handle your call, i.e., do not announce the service, preferred operator gender, etc.
▪ **Call Block**	Callers may enter telephone numbers from which they do not wish to receive relay calls.
▪ **Outdial Restrictions**	Callers may restrict the type of call, i.e., long distance, international, 900, etc., to be placed through the TRS.
▪ **Emergency Numbers**	Callers may enter emergency numbers such as fire, doctor, police, etc., to expedite the emergency call processing.
Deaf-Blind Pacing (Slow-typing)	The system provides functionality that automatically slows the transmission of data to Deaf-Blind users. The default speed is 15 wpm and the speed can be increased at the caller's request in 5-wpm increments.

Features	Description/Benefits
Delayed Call Announcer (Generic)	This feature alerts TRS callers that they are on-line and on hold for the next available CA when the call is not answered within 30 seconds. The message is, "WELCOME TO RELAY CENTER PLS HOLD FOR NEXT AVAILABLE CA."
Dialed Number Verification	This feature echoes the number calling to and the call type in the TTY dial string macro. This feature re-verifies the called number being dialed to ensure the accuracy of the type of call being placed.
Directory Assistance (Intrastate/Interstate)	This feature allows the TRS callers to reach the local (LEC) directory operator or long distance (IXC) DA operator. When the number is obtained, the caller may choose to place the call through the TRS or call direct.
Emergency Calls (E911)	Through Sprint's E911 database, this service allows Sprint TRS to forward the call to the appropriate Public Safety Answering Point as quickly as possible.
Enhanced Modems	New modems have been deployed to support enhancements in ASCII communication protocols. The capabilities of Sprint's new modems include autodetection; connections with modems up to 19.2k; and faster ASCII detection (3 seconds).
Error Correction	Sprint TRS workstations are equipped with the Error Correction capability to automatically correct common typographical errors and spell out abbreviations while increasing typing speed and reducing conversational minutes.
Gender ID	This feature provides the gender of CAs in the TTY/HCO/VCO greeting macros.
Hearing Carryover (HCO)	HCO allows speech-disabled or mute users with normal hearing to listen to the person they are calling. The HCO user types his/her conversation for the CA to read and voice to the standard (voice) telephone user.
HCO-HCO	HCO users can contact HCO users through the TRS. The CA will voice to both parties what is typed on each user's TTY.
HCO Permanent Branding	The permanent branding enables HCO callers to listen during call set-up. The HCO brand greeting macro is: **TRS 1234F YOU MAY HEAR VOICE** **OR USE TTY GA**
HCO-TTY	HCO users can contact TTY users through the TRS. HCO users can listen while the CA is reading/voicing the TTY user's typed message. The HCO user types their conversation directly to the TTY user.

Features	Description/Benefits
Inbound International	From any International location outside the United States, TRS, STS, and Spanish callers can reach the TRS through Sprint's International inbound 10-digit number, 605-224-1837.
Intelligent Call Router	A dynamic call router technology that automatically and seamlessly routes TRS calls to the first available English or Spanish CA in the network.
Intercept Message	This feature provides intercept messages in voice and TTY in the event of a system failure occurrence within the TRS switch, center, or outbound circuits.
Internet Relay Access	This feature allows TRS users to place text-to-voice calls from the Internet. Sprint has developed the product and will make available to the State. A dedicated web URL address will be assigned to the State.
Last Number Redial	The TRS users can request the CA to redial their last number. Sprint TRS is designed to store the user's last number dialed and it is dialed upon the user's command, **"LAST NUMBER REDIAL PLS GA"** or **"LNR GA".**
LEC Calling Services	Through the Customer Database feature, it allows the TRS callers to have traditional LEC services, i.e., Call Block, Frequently Called Numbers.
Local/Extended Area Service	Callers who subscribe to an extended area service plan will receive equivalent service through the TRS.
Machine Recording Capabilities ("Hot Key" Interactive Voice Response)	This feature reduces redials when CAs receive audio-text interaction machines. In most cases, it allows the callers to receive all of the information on the first call. It eliminates the number of redials.
Regional 800/888/877/866/855	This feature allows the TRS callers to reach the in-state 800/888/877/866/855 toll-free numbers.
Roaming Service	This feature allows relay calls to originate and terminate outside of the State.
Spanish to Spanish; Spanish to English Translation	Sprint offers Spanish Services, which provide Spanish to Spanish and English to Spanish translation handled by proficient bilingual (Spanish) CAs. Their workstations are modified to provide macros and other functions to the caller in Spanish.
Speech Disabled Indicator	The command (S) typed by a speech-disabled person would inform the CA that a speech-disabled person is on-line.

Features	Description/Benefits
Speech-to-Speech	Via dedicated STS toll-free access, it is the service for speech disabled customers who prefer to use their voice, with assistance from the CA if necessary, to communicate with the called party.
Speech-to-Speech/Spanish	Via dedicated STS toll-free access, it is the service for Spanish speech disabled customers who prefer to use their voice, with assistance from the Spanish CA if necessary, to communicate with the called party.
Speed of Answer (Service Level)	85% of calls answered within 10 seconds daily. It measures the time it takes the call to hit the CA position from the relay center call controller switch.
Text/Voice Transmission	The system's ability to toggle between inbound TTY, ASCII, TurboCode™, and Voice calls.
Toll Discounts	When TTY or Voice calls are carried over the Sprint network, in-state toll calls are discounted by xx% Day, xx% Evening, and xx% Night/ Weekend off the intrastate MTS rates and State-to-state toll calls are discounted by 50% off the interstate MTS rate.
Transfer Gate capabilities	The system's ability to transfer the TRS callers to Spanish gate, Speech-to-Speech gate, TTY Operator Service platform, and 24-hour Customer Service desk.
TRS Customer Service	On a 24x7 basis, TRS users will reach a live TRS Customer Service representative. TRS users may request for additional information about TRS-related services or to provide commendations and complaints. The toll free number is 1-800-676-3777 TTY/Voice/ ASCII.
TTY Operator Services (OSD)	Sprint's TTY Operator Services to complete a TTY to TTY call; obtain Directory Assistance information; or receive credit for erroneous billing. The toll free number is 1-800-855-4000.
TurboCode™	Enhanced baudot transmissions speed up to 110 words per minute. It'll enable the TRS TTY callers to have TurboCode™ capability to interrupt during transmission.

Features	Description/Benefits
E-Turbo Code/ Dial Through™	Sprint offers the Enhanced Turbo Code/Dial Through technology. E-Turbo transmits data faster than the current Turbo Code product. It permits E Turbo TTY users to pre-enter the phone number and other information to be used through TRS. Once connected to the TRS center, the information will be transferred and processed through the system without CA's assistance. It speeds up the relay call set-up therefore enhances the relay experience.
Two-line VCO	This feature allows a VCO caller with two telephone lines to use one line for speaking directly to the hearing person while the other line is used to receive the CA's typed responses at the same time. It provides a more natural flow of conversation without pauses required with single line calls.
Voice Carryover (VCO)	VCO allows deaf or hard-of-hearing people who prefer to use their own voice to speak directly to the party they are calling. The CA will type the voiced responses back to the VCO user who can read the typed messages across the TTY screen.
VCO Gated services	Through State's VCO 800 number access, VCO users' calls will be routed to primary and secondary VCO centers where their calls will be processed by a dedicated pool of VCO CAs.
VCO-HCO	VCO users can contact HCO users through the TRS. The VCO user speaks directly to the HCO user and the HCO user types their conversation directly to the VCO user.
VCO Permanent Branding	This feature enables VCO callers to set-up the call without typing. The permanent VCO brand greeting macro is: **RELAY STATE 1234F VOICE (OR TYPE) NOW GA**
VCO-TTY	VCO users can contact TTY users through the TRS. The VCO user will use his/her own voice and the CA will listen to the VCO spoken words then type the message to the TTY user. The TTY user types directly to the VCO user without any CA interaction.
VCO-VCO	VCO users can contact other VCO users through the TRS. The CA will listen to VCO users speak and type the spoken words for the parties at both ends.
VCO w/ Privacy/NO GA	This is similar to the standard VCO feature however; the CA will not hear the VCO caller speaking through the TRS. The CA will only type voiced responses back to the VCO user.

Features	Description/Benefits
Voice Call progression	The system's ability to allow Voice or HCO callers to listen during call set-up, i.e., ringing or busy.
Voice Gender ID	This feature (macro) informs the outbound TTY caller of the gender of their caller.
900/800 Pay Per Call Services	Sprint provides a toll-free 900 number that allows the TRS users to make relay calls to any 900/800 Pay Per Call services.
7-1-1	With cooperation of Local Exchange carriers, wireless providers, and payphone vendors, Sprint Relay will accept 711 calls.

Optional Features

Features	Description/Benefits
French-Creole to French-Creole; French-Creole to English Translation	Sprint offers French-Creole services, which provide French-Creole to French-Creole and English to French-Creole translation handled by proficient bilingual (French-Creole) CAs. Their workstations are modified to provide macros and other functions to the caller in French-Creole.
Speech-to-Speech/VCO	This service enables the VCO users to call the voice users through a STS CA. When the voice user's requests are not understood or there is a request for clarification, the CA will assist verbally as needed and as they are capable.
Video Relay Services	Through videoconferencing technology, this service enables American Sign Language users to speak through sign language interpreters when placing calls to the standard (voice) telephone users or vice versa.

Exhibit F

Quality Assurance Program on Speed of Answer

As the Texas TRS vendor since April 1990, Sprint has developed the capability to effectively manage a human resource pool that provides unsurpassed quality. Sprint has grown their TRS Operations capability to handle approximately 27 million calls per year. Sprint has gained valuable experience in sizing its TRS Operations to accommodate contract requirements. Historical call detail is gathered by 15-minute periods throughout the years of providing TRS service. This historical information is combined with state-specific information to establish anticipated call patterns that accurately predict the personnel needs necessary to efficiently process the relay calls.

Sprint meets the requirement of answering 85% of all calls within 10 seconds on a daily basis by a live CA. (Abandoned calls are included in this 85/10 Service Level calculation.) Sprint will ensure that no more than 30 seconds elapses between the receipt of the dialing information and the dialing of the requested number.

Sprint samples the average answer time a minimum of every 30 minutes for each 24-hour period. Sprint's Traffic Management Control Center (TMCC) and our Enhanced Services Operations Control Center (ESOCC) are staffed with professionals who understand call processes, call volumes, distribution patterns, contract requirements and call routing, thus ensuring exemplary service.

The Sprint Centers that serve Texas are provided with sufficient facilities to provide a Grade of Service (GOS) of P.01 or better for calls entering the Texas call center switch equipment. Inbound calls that may be blocked within the Public Switched Telephone Network (PSTN) will receive a voice recording stating that all circuits are busy and to try the call again within a few minutes.

Performance of inbound traffic on each toll-free number where it enters the Sprint network is measured continuously and reported both daily and monthly. These measurements, which include traffic volume and blockage data, are compiled into a monthly report available to the state. In addition, the dedicated trunk facilities that route the call from the terminating network switch to the ACD (Automatic Call Distributor) at the serving relay center are monitored daily for compliance with blockage limitations. These data are monitored for both short and long-term trends to ensure the most cost-effective use of resources.

Exhibit G

Sprint Carrier of Choice Letter of Invitation

<insert date>

<insert carrier name>
<insert contact name>
<insert tel nbr or fax nbr>
<insert email address>

Re: <insert customer (end user name)>
<insert telephone number>

Thank you for your interest to complete <insert carrier name> Long Distance calls with Sprint Telecommunications Relay Service (TRS). As the default long distance carrier for processing relay calls in more than twenty-seven states (27), Sprint currently transports the traffic of customers who have selected you as their long distance carrier. However, many of your customers would prefer to use <insert carrier name> LD for their toll calls. At present, Sprint TRS is unable to send the toll calls from the regional centers or state access tandem to your network. Hence, this letter is being written to make you aware of a potential service-impacting issue regarding TRS calls and measures your company can take to ensure your customers' toll calls are completed through TRS.

The Americans with Disabilities Act of 1990 mandate TRS, and TRS standards are established and are monitored by the Federal Communications Commission (FCC). TRS is a service that links telephone conversations between standard (voice) telephone users and people who are deaf, hard of hearing, deaf-blind, or speech disabled using Text Telephone (TTY) equipment. The State Public Utilities Commission manages the day-to-day operations of TRS and has contracted with Sprint Corporation to provide relay service in their states.

Both, the Americans with Disabilities Act of 1990 and FCC's Order 00-56 on TRS mandate that all states provide TRS and that TRS users shall have equal access to their chosen interexchange carrier and to all other operator services, to the same extent that such access is provided to voice users. In order to provide this access to your customers, your company is encouraged to submit a letter of authorization to accept TRS calls from Sprint.

Attachment A lists the facility-based providers who currently participate at Sprint TRS Carrier of Choice program. If your company (or your facility based provider) is not currently listed, please review the following and determine the appropriate follow-up action needed to be taken:

Facility-based provider

1. If you ***are a participating member*** at Sprint Carrier of Choice program, please disregard.

2. If you ***are not a participating member*** at Sprint Carrier of Choice program, you need to establish a network presence at the regional centers or state access tandem and accept calls from Sprint through the industry method of Feature Group D trunking and TRS billing codes of Info Digit Pair 60, 66, and 67 (see below).

Non-facility based provider

1. If your underlying toll carrier ***is a participating member*** at Sprint Carrier of Choice program, Sprint can implement the IXC brand name and pass the toll call information to the underlying carrier's CIC code. Please submit a letter of authorization that would advise Sprint to implement the carrier brand name and to send the toll call information to its underlying toll carrier.

2. If your underlying toll carrier ***is not a participating member*** at Sprint Carrier of Choice program, you will need to work with your underlying toll carrier to establish a network presence at the regional centers or state access tandem and accept calls from Sprint through the industry method of Feature Group D trunking and TRS billing codes of Info Digit Pair 60, 66, and 67 (see below).

Before you submit a letter of authorization to Sprint TRS, please consider the following four factors:

1. Your (or your underlying toll carrier) CIC codes associated with 1+, 0+, and 0- dialing must be loaded into the regional (and/or state) access tandems.

2. You (or your underlying toll carrier) will need to support Feature Group D tandem interconnection.

3. You (or your underlying toll carrier) will need to ensure that your translation tables are updated in order to appropriately receive, rate, and bill Sprint calls per Bellcore industry standards. Sprint calls are designated as ANI II Digit Pair ***60, 66, and 67***.

4. If you utilize more than one underlying toll carrier to carry the toll traffic, select a single toll carrier that will accept Sprint traffic.

Note: For detailed information regarding access tandem interconnection and carrier of choice provisioning through Sprint, please refer to ATIS/NIIF-008, the "Telecommunications Relay service – Technical Needs" document.

Attachment B lists Sprint TRS Access Tandem Interconnection locations. The best way to provide access to your long distance network through relay service for your customers is to designate the 8 Sprint Regional TRS center/Access Tandem combinations as the points at which Sprint will hand off long distance relay service traffic to you. In this manner, any relay caller that wishes to use your services may be efficiently, and with minimal time delay, routed to your network. Should you not have a presence at one or more of the Sprint regional center/access tandem combinations, the traffic may be handed off at one of the regional center's access tandem.

Attachment C is a sample letter of authorization. Once Sprint receives your written request to participate in the Sprint TRS Carrier of Choice program, Sprint will schedule translation updates in the next available release (usually 30 to 90 days). **Information obtained from the carriers will be used solely for the purpose of providing equal access for <**insert carrier name**> LD customers and shall be held proprietary.**

Sprint welcomes your company's participation in our TRS Carrier of Choice program at **no cost** to you if your company has network presence at any of our listed regional center/state access tandem locations. Your participation at the Sprint Carrier of Choice program will create a win-win situation for our customers. Through Sprint, as the relay provider, customers will be able to enjoy uninterrupted service and your company will be able to generate additional revenue.

Thank you for your prompt attention to this matter. If you have any questions concerning with the letter, please do not hesitate to call me at <xxx-xxx-xxxx> or email at <insert email address>

Sincerely,

<insert name>
Account Manager –<Relay State>

Cc: Michael Fingerhut, Federal Regulatory, Sprint
<insert name>, Program Manager, Sprint

Exhibit H

Sprint Disaster Recovery Plan

Sprint's comprehensive Disaster Recovery Plan developed for Texas 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 rerouted if vulnerable circuits become inoperable, and problem reporting with escalation protocol. Besides service outages, the Texas Disaster Recovery Plan applies to specific disasters that affect any technical area of Sprint's Relay network.

The first line of defense against degradation of Texas is the Intelligent Call Router (ICR) technology that Sprint employs. During a major or minor service disruption, the ICR feature bypasses the failed or degraded facility and immediately directs calls to the first available agent in any of Sprint's eleven fully inter-linked TRS Call Centers. State-specific call processing software resides at each of Sprint's Relay Call Centers. Communications Assistants (CAs) are trained in advance to provide service to other States; the transfer of calls between centers is transparent to users.

Beyond the ICR, Sprint's Disaster Recovery Plan details the steps that will be taken to deal with any problem, and restore Texas to its full operating level in the shortest possible time.

Texas Notification Procedure

To provide Texas with the most complete and timely information on problems affecting their TRS, the trouble reporting procedure for Texas will include three levels of response:

- A 3-hour verbal report
- A 24-hour status report
- A comprehensive final report within 5 business days.

Sprint will notify the Texas PUC within three hours if a service disruption of 30 minutes or longer occurs. For service disruptions occurring outside normal business hours, the initial report will be provided by 8:30 AM on the next business day. This initial report will explain how the problem will be corrected and an approximate time when full service will be restored. Within 24 hours of the 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 service to Texas has been restored. The final comprehensive written report, explaining how and when the problem occurred, corrective action taken, and time and date when full operation resumed will be provided to the Texas Administrator within five business days of return to normal operation. Examples of service disruption to Texas include:

- ACD failure or malfunction
- Major transmission facility blockage
- Threat to Texas CAs safety or other CA work stoppage
- Loss of CA position capabilities.

Performance at each Sprint relay center is monitored continuously 24 hours a day, seven days a week from Sprint's Enhanced Services Operation Control Center (ESOCC) in Overland Park, KS.

Disaster Recovery Procedures

If the problem is within the relay center serving Texas, maintenance can usually be performed by the on-site technician, with assistance from Sprint's ESOCC. If the problem occurs during non-business hours and requires on-site assistance, the ESOCC will page the technician to provide service remedies. Sprint retains hardware spares at each center to allow for any type of repair required without ordering additional equipment (except for complete loss of a center).

Time Frames for Service Restoration

Complete or Partial Loss of Service Due to Sprint Equipment or Facilities

- **Sprint Call Center Equipment—**A technician is on-site during the normal business day. The technician provides parts and / or resources necessary to expedite repair within two hours. Outside of the normal business day a technician will be on-site within four hours. The technician then provides parts and /or resources necessary to expedite repair within two hours.
- **Sprint or Telco Network Facilities—**For an outage of facilities directly serving Texas, incoming TRS calls will immediately be routed to one of ten other centers throughout the US. No calls will be lost. Repair of fiber or network facilities typically requires less than eight hours.
- **Due to Utilities or Disaster at the Center—**Immediate rerouting of traffic occurs with any large-scale center disaster or utility failure. Service is restored as soon as the utility is restored, provided the Sprint equipment has not been damaged. If the equipment has been damaged the service restoration for Sprint equipment (above) applies.

- **Due to Telco Facilities Equipment**—A Telco equipment failure will not normally have a large effect on TRS traffic within the state unless it occurs on Telco facilities directly connected to the call center. In this case, normal Sprint traffic rerouting will apply.

  For a failure at a Telco central office in Dallas, for example, only local Dallas residents would be affected until the Telco has performed the necessary repairs. For situations like this, it will be at Sprint's discretion to dispatch a technician. The normal Telco escalation procedures will apply. The Telco escalation process is all during the normal business day; therefore, a trouble may be extended from one day to the next.

Trouble Reporting Procedures

The following information is required when Texas user is reporting trouble:

- Service Description ("Texas")
- Callers Name
- Contact Number
- Calling to/Calling from, if applicable
- Description of the trouble.

Service disruptions or anomalies that are identified by Texas users may be reported to the Sprint Relay Customer Service 800 number (800-877-0996) at any time day or night, seven days a week. The Customer Service agent creates a trouble ticket and passes the information on to the appropriate member of Sprint's Maintenance Team for action. Outside the normal business day, the ESOCC will handle calls from the Customer Service agents 24 hours a day, 7 days a week. The Maintenance Team recognizes most disruptions in service prior to customers being aware of any problem. Site technicians are on call at each of Sprint's11 TRS Call Centers to respond quickly to any event, including natural disasters.

Mean Time to Repair (MTTR)

MTTR is defined and detailed in Tables A-1 and A-2:

Table A-1 Time to Investigate + Time to Repair + Time to Notify

Time to Investigate	The time needed to determine the existence of a problem and its scope.
Time to Repair	Repair time by Field Operations plus LEC time, if applicable.
Time to Notify	From the time repair is completed to the time the customer is notified of repair completion.

Table A-2 Current MTTR Objectives

Switched Services	8 Hours
Private Lines	4 Hours (electronic failure)
Fiber Cut	8 Hours

Sprint's Mean Time to Repair is viewed from the customer's perspective. A critical element in the equation is the Time to Notify, because Sprint does not consider a repair complete until the customer accepts the circuit back as satisfactory.

Escalation Procedures

If adequate results have not been achieved within two hours, Texas user may escalate the report to the next level. Table A-3 details the escalation levels.

Table A-3 Escalation Levels

Escalation Level	Contact	Phone
2	Regional Maintenance Manager	Office Phone Number (913) 315-8047 Pager – 800-724-3329, Pin 3856901 (Numeric) Pager – 800-724-3508, Pin 3856901 (text)
3	Senior Manager, Technical Staff	Office Phone Number (913) 315-7788

Service Reliability

Sprint's service is provided over an all-fiber sophisticated management control networks support backbone networks with digital switching architecture that. These elements are combined to provide a highly reliable, proven, and redundant network. Survivability is a mandatory objective of the Sprint network design. 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 percent fiber-optic network, with significant fiber miles in Texas, provides critical advantages over the other carriers. These advantages include:

- **Quality**
  Since voice or data are transmitted utilizing fiber optic technology, the problems of outdated analog and even modern microwave transmission simply do not apply. Noise, electrical interference, weather-impacting conditions, and fading are virtually eliminated.
- **Economy**
  The overall quality, architecture, and advanced technology of digital fiber optics makes transmission so dependable that it costs us less to maintain, thereby passing the savings onto our customers.
- **Expandability**
  As demand for network capacity grows, the capacity of the existing single-mode fiber can grow. Due to the architecture and design of fiber optics, the capacity of the network can be upgraded to increase 2,000-fold.
- **Survivability**
  Network survivability is the ability of the network to cope with random disruptions of facilities and/or demand overloads. Sprint has established an objective to provide 100 percent capability to reroute backbone traffic during any single cable cut. This is a significant benefit to Texas, and a competitive differentiation of the Sprint network.

Currently, Sprint has over 23,000 miles of its fiber network in place and in service, with a fiber point of presence (POP) in every Local Access Transport Area (LATA). The 17 LATAs in Texas are

served by Sprint POPs. There are plans for additional fiber mileage, additional POPs, and added route diversity. There are more than 300 POPs in service on the network. With 22 POPs in the state, all areas will be adequately serviced by Sprint.

Switched services are provided via 37 Northern Telecom DMS-250/300 switches at 28 locations nationwide. Three DMS-300s located at New York, NY; Fort Worth, TX; and Stockton, CA, serve as international gateways. The remaining 46 switches provide switching functions for Sprint's domestic switched services. Texas would primarily be served by the DMS switches in Ft. Worth and Houston, with other diversely located facilities also serving Texas.

Interconnection of the 49 switches is provided in a non-hierarchical manner. This means that inter-machine trunk (IMT) groups connect each switch with all other switches within the network. Each of these IMT groups is split and routed through the Sprint fiber network over SONET route paths for protection and survivability. As an extra precaution to preclude any call blockage, Dynamically Controlled Routing (DCR) provides an additional layer of tandem routing options when a direct IMT is temporarily busy.

Reliability is ensured through a corporate commitment to maintain or surpass our system objectives. Beginning with the network design, reliability and efficiency are built into the system. Sprint continues to improve the network's reliability through the addition of new technologies such as Digital Cross-connect Systems, SONET, and Signaling System 7.

The effectiveness of this highly reliable and survivable network is attributed to the redundant transmission and switching hardware configurations, SONET ring topology, and sophisticated network management and control centers. These factors combine to assure outstanding network performance and reliability for Texas.

Network Criteria

System Capacity

The Sprint network was built with the capacity to support every interLATA and intraLATA call available in the US. With the continuing development of network fiber transmission equipment to support higher speeds and larger bandwidth, the capacity of the Sprint network to support increasing customer requirements and technologies is assured well into the future.

Service Restoration

Sprint provides for the restoration of service in the event of equipment malfunctions, isolated network overloads, major network disruptions and national/civil emergency situations. In the event of service disruption due to Sprint's equipment, service typically is restored within four hours after notification. Sprint does everything possible to prevent a total outage at its switch sites or at any of its' POPs through the use of advanced site designs. All processors, memory, and switch networks within our switches are fully redundant. All switch sites are protected by uninterruptible power supplies and halon systems planned in conjunction with local fire departments. Most of our new

sites are earth sheltered to increase survivability. A multi-pronged program is used to minimize outages:

1. Do everything possible to minimize the impact of a "single point of failure." This includes:

   - Diversification of all facilities demands between switch sites. All switch sites are connected to the long haul network over at least two separate Sprint fiber routes; many have three paths.
   - Deployment of multiple switches at large switching centers. This prevents a single switch outage from disabling the site.

2. Have systems in place allowing for the rapid redeployment of network resources in case of a catastrophic outage. Fiber cuts, which can affect thousands of calls at several locations, are sometimes unavoidable. Response to these outages is maximized through the following procedures:

   - Utilization of established plans to respond effectively to these outages.
   - The capability to rapidly deploy network transmission facilities when needed.

Immediate execution of alternate routing in the digital switches and cross-connect systems to assist in the handling of temporary network disruptions and forced overloads.

The entire spectrum of survivability needs, expectations, and requirements can be met by the proper engineering of customer and Sprint switches and facilities. Fiber Backbone Loop Topology and Reconfiguration

Fiber optic cable routes are designed to include redundant capacity to insure survivable fiber optic systems. Sprint's SONET network, using four fiber bi-directional line switched ring capability, allows automatic switching to alternate paths to provide for traffic rerouting in the event of a route failure. The SONET fiber optic backbone topology is currently designed with more than 100 overlapping rings to ensure sufficient alternate paths for total network survivability. Twelve operating SONET rings currently serve Texas, with ring augmentation planned for 2002.

Sprint Route Outage Prevention Programs

Call Before You Dig Program

This program uses a nationwide 1-800 number interlinked with all local/state government utility agencies as well as contractors, rail carriers, and major utilities. Sprint currently receives in excess of 60,000 calls per month for location assistance over the 23,000-mile fiber network.

Awareness Program

This Sprint program proactively contacts local contractors, builders, property owners, county/city administrators, and utility companies to educate them on Sprint's cable locations and how each can help eliminate cable outages.

Route Surveillance Program

This is a Network Operations department program using Sprint employees to drive specific routes (usually 120 miles) and visually inspect the fiber cable routes. This activity is performed an average of 11.6 times per month or approximately once every 2-3 days.

Technician Program

Technicians are stationed at strategic locations and cover an area averaging 60 route miles. Each technician has emergency restoration material to repair fiber cuts on a temporary basis. Other operations forces within a nominal time frame accomplish total repair.

Fiber/Switch Trending Program

This includes a weekly summary of equipment failure events highlighting bit error rate (BER) and cable attenuation. As a result, Sprint identifies potential equipment problems and monitors performance degradation to establish equipment-aging profiles for scheduled repair, replacement, or elimination. Aging profiles are computer-stored representations of the characteristics of a fiber splice. The profile is stored at the time the splice is accepted and put into service. A comparison of the original profile and current profile are compared for performance degradation. Maintenance is scheduled based on this type of monitoring.

Network Management and Control Systems

The Sprint network is managed and controlled by a National Operations Control Center (NOCC) located in Overland Park, KS. As a back up, a secondary NOCC is located in Lenexa, KS. The NOCC is designed to provide a national view of the status of the network as well as to provide network management from a centralized point. The NOCC interfaces with the Regional Control Centers (RCCs) to obtain geographical network status. The RCCs are responsible for maintenance dispatch and trouble resolution, and are designed to provide redundancy for each other and back-up status for the NOCC.

The NOCC and RCC work closely with the ESOCC in cases where a network problem may affect Texas operations. In cases such as these, the NOCC or RCC immediately alerts the ESOCC of the situation so that appropriate steps can be taken to minimize service impacts. The NOCC and RCCs also serve as reference points for the ESOCC when problems are detected in the TRS center that are not the result of internal center operations.

Network Management

Commitment to a digital fiber optic network permits Sprint to use a single transmission surveillance protocol to integrate internal network vendor equipment. This enhances Sprint's ability to automate and provide preventive, near real-time detection and isolation of network problems. The controlling principle is identification and correction of potential problems before they affect the Texas call capabilities.

Sprint divides the major functional responsibilities, facilities maintenance and network management, into a two-level organization which maximizes network efficiencies and customer responsiveness. The first level consists of the RCCs located in Atlanta and Sacramento. RCC personnel focus on the performance of individual network elements within predetermined geographical boundaries. The second level is the NOCC in Kansas City that oversees traffic design and routing for Sprint's 23,000-mile fiber optic network and interfaces.

This two-level operational control organization, combined with architectural redundancies in data transport and surveillance, control and test systems, ensures an expedited response to potential problems in both switched and private line networks.

Exhibit I

Relay Texas

REQUEST FOR PROPOSALS
For the
Relay Ambassador Program (RAP)

For September 1, 2002 through August 31, 2003

INTRODUCTION: Sprint Relay and the Texas Public Utility Commission are seeking proposals for the Relay Ambassador Program (RAP) which is a program that provides aggressive outreach to Texans on the use of Relay Texas. These proposals must focus on one specific target group and state clearly the ways in which the proposed activities will increase the exposure to and usage of Relay Texas.

CONTRACT TITLE: Relay Ambassador Program (RAP)

OBJECTIVE: To educate the public about the use of Relay Texas, specifically:

1. **Texas Video Interpreting Service (TVIS) Outreach to Non-Profit Groups.**
Sprint Relay and the Texas Public Utility Commission are seeking a subcontractor who is able to reach various organizations throughout Texas in a most comprehensive and cost effective manner. The subcontractor will be involved with the procurement and installation of necessary video conferencing equipment at different facilities, provide training on the use of the equipment, and perform outreach activities. Groups may include, but are not limited to: Deaf/Hard of Hearing agencies, State agencies, Schools, Colleges, Universities, Churches, and service providers.

2. **Texas Video Interpreting Service (TVIS) Outreach to individuals.**
We are seeking a subcontractor who is able to educate and promote the use of Texas Video Interpreting Service to individuals who could benefit from this service. Subcontractor must show ability to visit various locations where the majority of potential TVIS users are found. Subcontractor must address issues associated with equipment, call set up, procedures and thorough knowledge of computer technology and how to make Video Relay Calls. One-on-one training and installation expertise is necessary qualifications.

3. **Texas Video Interpreting Service (TVIS) Media – Videotape and/or CD.**
We are seeking a subcontractor who is able to create, script and produce a Video Tape/CD explaining video installation and step-by-step instructions on how to make TVIS calls.

4. **Texas Video Interpreting Service (TVIS) Website.**
We are seeking a well-qualified individual/group who can design a high quality informative website that will serve as a one-click resource for TVIS. This website will include phone numbers/IP addresses, instructions on how to accomplish TVIS calls, and explain the various ways of accessing TVIS (via IP, ISDN, and POTS on broadband (Cable or DSL)). This website will also include FAQs, Contact information, Technical Support Information and Customer Commendations/Complaints, as well as citing various Video Conferencing Products. Moderating a chat room on TVIS issues within a time-frame, downloadable documents, and quality graphics are possibilities.

The main focus of the RAP should be to provide education on Relay Texas to one of the topics mentioned above. Each proposal should focus/target only one topic listed. However, bidders may submit multiple proposals as long as *each proposal* is for *one topic.* Historically, RAP activities included group presentations with handouts of Relay Texas materials and demonstrations using Relay Texas. This type of proposal will not be considered *unless* the group presentations and handouts are innovative and stimulating (multi-media, etc.). Sprint and the Texas PUC value creativity and would prefer alternative outreach projects rather than the old style group presentations.

SCOPE OF PROPOSAL: Successful bidders will be evaluated on their ability to provide the following:

1. A list of proposed locations where outreach projects would place, including a list of the individuals/agencies/organizations you have contacted to arrange for outreach;
2. An explanation of the proposed content of project/workshop/training/seminars (what form of presentation, how long, what type of information will be used, and what type of effort/work is involved);
3. A list of the individuals who would actually work on the project, including résumés, and designated project manager;
4. A structural flow chart of the project;
5. A description of the technical equipment and materials necessary to the project;
6. A proposed method to measure the success of the project; and
7. A projected budget for all expenses related to the project, including but not limited to personnel time, equipment, and travel (to include a one day training session in Austin);
8. Disclosure of any funding received by you from another source for the same or similar outreach.

LIMITATIONS:

1. Sprint reserves the right to reject any or all the proposals for any reason whatsoever.
2. All materials, conceptions and products produced or conceived by the contractor, its employees, agents, consultants or subcontractors arising out of the contract project shall be the sole property of Relay Texas and Relay Texas shall have the exclusive right to copyright and patent these materials, conceptions and products, subject to applicable law. The contractor shall so bind all concerned.
3. All equipment, supplies and other assets purchased under a RAP contract become the property of Relay Texas.

4. All outreach ventures must be solely for the purpose of providing outreach on Relay Texas and not for your organization or agencies benefit. A brief introduction of your organization or agencies in the implementation of your project is permitted.
5. If you receive funding from another sources for a similar outreach project, the funding must be disclosed and documented.
6. Relay Texas reserves the right of prior approval on all video scripts prior to production.

REPORTING REQUIREMENTS: All contractors must submit quarterly reports for review by Sprint and the Relay Texas Administrator to demonstrate contract compliance. Reports are due to Sprint on the last day of the month in November, February, May, and August. The reports will be used to evaluate the contract performance and to determine whether the contracts should continue to be funded for the next quarterly period. All RAP contractors must provide receipts for each expense that exceeds $15.00 in each quarterly report. RAP contracts may be terminated for late or incomplete reports as well as noncompliance with contract.

AVAILABLE FUNDING FOR RAP: The amount available will be determined by the quality and cost effectiveness of the bids received and as approved by Sprint and the Relay Texas Administrator. All funding is subject to review and approval by the Public Utility Commission of Texas.

SELECTIONS: Sprint/Relay Texas will notify each bidder in writing of the selection or non-selection of proposals. Proposals will be reviewed by Sprint Relay and the Texas PUC. If a proposal is selected for the RAP, then the agency making the proposal will enter into a contract with Sprint for the actual performance of the proposed services. Sprint's Supply Chain Management Department will contact selected agencies to enact those contracts Sprint/Relay Texas reserves the right to draft contract provisions.

DURATION OF CONTRACT: September 1, 2002 to August 31, 2003. Sprint reserves the right to terminate any contract due to non-performance on a thirty day written notice to the contractor.

BINDING PROPOSALS: Each proposal must remain valid for a period of at least 90 days and must be signed by an officer authorized to bind the bidder to its provisions.

RFP RESPONSES: Bidders must provide a signed original and 18 copies of proposals. Proposals must be received on or before 5:00 p.m. Central on Monday, **April 8, 2002** at this
Address:

Paul R. Rutowski
Sprint Relay Regional Customer Relations Manager
1321 Rutherford Lane - Suite 120
Austin, Texas 78753

Proposals will be accepted in hard copy or CD but not by facsimile.
QUESTIONS: Please submit questions in writing and/or email only to:

Paul R. Rutowski
FAX: 512/873-1075
Email- paul.rutowski@mail.sprint.com

Exhibit J

CHAPTER 26. SUBSTANTIVE RULES APPLICABLE TO TELECOMMUNICATIONS SERVICE PROVIDERS.

Subchapter P. TEXAS UNIVERSAL SERVICE FUND.

§26.401. Texas Universal Service Fund (TUSF).

(a) **Purpose.** The purpose of the Texas Universal Service Fund (TUSF) is to implement a competitively neutral mechanism that enables all residents of the state to obtain the basic telecommunications services needed to communicate with other residents, businesses, and governmental entities. Because targeted financial support may be needed in order to provide and price basic telecommunications services in a manner to allow accessibility by consumers, the TUSF will assist telecommunications providers in providing basic local telecommunications service at reasonable rates in high cost rural areas. In addition, the TUSF will reimburse qualifying entities for revenues lost as a result of providing Lifeline services to qualifying low-income consumers under the Public Utility Regulatory Act (PURA); reimburse telecommunications carriers providing statewide telecommunications relay access service and qualified vendors providing specialized telecommunications devices and services for the disabled; and reimburse the Texas Department of Human Services, the Texas Department of Housing and Community Affairs, the Texas Department for the Deaf and Hard of Hearing, the TUSF administrator, and the Public Utility Commission for costs incurred in implementing the provisions of PURA Chapter 56 (relating to Telecommunications Assistance and Universal Service Fund).

(b) **Programs included in the TUSF**.
- (1) Section 26.403 of this title (relating to the Texas High Cost Universal Service Plan (THCUSP));
- (2) Section 26.404 of this title (relating to the Small and Rural Incumbent Local Exchange Company (ILEC) Universal Service Plan);
- (3) Section 26.406 of this title (relating to the Implementation of the Public Utility Regulatory Act §56.025);
- (4) Section 26.408 of this title (relating to Additional Financial Assistance (AFA));
- (5) Section 26.410 of this title (relating to Universal Service Fund Reimbursement for Certain IntraLATA Service);
- (6) Section 26.412 of this title (relating to Lifeline Service and Link Up Service Programs);
- (7) Section 26.414 of this title (relating to Telecommunications Relay Service (TRS));
- (8) Section 26.415 of this title (relating to Specialized Telecommunications Assistance Program (STAP));
- (9) Section 26.417 of this title (relating to Designation as Eligible Telecommunications Providers to Receive Texas Universal Service Funds (TUSF));
- (10) Section 26.418 of this title (relating to Designation of Common Carriers as Eligible Telecommunications Carriers to Receive Federal Universal Service Funds); and
- (11) Section 26.420 of this title (relating to Administration of Texas Universal Service Fund (TUSF)).

Exhibit K

Sprint Complaint Log, May 2002

	TEXAS May, 2002	AZ	FL	LU	MD	MN	MO	NM	NY	OH	SD	TX	CS	AM	
	COMMENDATION														TOTALS
	Agents	1	5	43		8	1				1	23			82
	Service			1								3			4
	TOTAL	1	5	44	0	8	1	0	0	0	1	26	0	0	86
	SERVICE COMPLAINTS														
#00	Answer Wait Time														0
#01	Dial Out Time														0
#02	Didn't Follow Database Inst.														0
#03	Didn't Follow Cust. Instruct.											1			1
#04	Didn't Keep Cust. Informed														0
#05	Agent Disconnected Caller	1										2			3
#06	Poor Spelling														0
#07	Typing Speed/Accuracy														0
#08	Poor Voice Tone														0
#09	Everything Relayed														0
#10	HCO Procedures Not Followed														0
#11	VCO Procedures Not Followed														0
#12	Two-Line VCO Procedures Not Fo														0
#13	Background Noise Not Typed														0
#14	Feelings Not Described														0
#15	Recording Feature Not Used														0
#16	Noise in Center														0
#17	Agent Was Rude												2		2
#18	Problem Answer Machine														0
#19	Spanish Service			1											1
#20	Speech to Speech														0
#21	Other Service Type:		1	3		1						1			6
	TOTAL	1	1	4	0	1	0	0	0	0	0	4	2	0	13
	TECHNICAL COMPLAINTS														
#22	Lost Branding														0
#23	Charged for Local Call														0
#24	Trouble Linking Up														0
#25	Line Disconnected														0
#26	Garbled Message			1									1		2
#27	Database Not Available														0
#28	Spit Screen														0
#29	Other Technical Type:														0
	TOTAL	0	0	1	0	0	0	0	0	0	0	0	1	0	2
	MISC. COMPLAINTS														
#30	Rates														0
#31	TTY Operator Service														0
#32	900 Number Access														0
#33	Carrier of Choice														0
#34	Network Recording														0
#35	Other Miscellaneous Type:														0
	TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0	0

TOTAL COMPLAINTS		1	1	5	0	1	0	0	0	0	0	4	3	0	15
OTHER CALLS															
#36	Branding/Database entry												9		9
#37	Request Directory Assistance												11		11
#38	Test Calls												38		38
#39	Instructions/General												157		157
#40	Send Information												20		20
#41	Billing Question												3		3
#42	Purchase TTY												72		72
#43	Referred to LEC												24		24
#44	Wanted Sprint Cust Svc												5		5
#45	Other														0
TOTAL		0	0	0	0	0	0	0	0	0	0	0	339	0	339
NON-STATE REPORTED															
#46	Request Relay Number														0
TOTAL		0	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL CONTACT		2	6	49	0	9	1	0	0	0	1	30	342	0	440

AZ	Contacts reported by Paul DeMarco-Wogstad	NY	Contacts reported by Sydney Thomas
FL	Contacts reported by Walter Berger	OH	Contacts reported by Diana Hatton
LU	Contacts reported by Angela Dauner	SD	Contacts reported by Scott Dinnell
MD	Contacts reported by Bertha Carter	TX	Contacts reported by Sharon Behringer
MN	Contacts reported by Joan Schuh	CS	Contacts reported by Customer Service
MO	Contacts reported by Lezlee Brown	AM	Contacts reported by Robert Giuntoli
NM	Contacts reported by Creighton Grotbeck		

updated 6/11/02

Tracking #:

TRS CUSTOMER CONTACT

☐ **Commendation**

☐ **Complaint**

Date Filed:	Time of Call:	State/Relay Called:
Name:		Tally Center:
Address:		Handling Center:
City:	State: Zip:	Agent #:
Phone:	☐ TTY ☐ VOICE ☐ VCO ☐ HCO	☐ Service ☐ Technical ☐ Miscellaneous
FAX:		**Person taking complaint information**
E-mail Address:		

Nature of Complaint/Notes

Service Complaints

#00	☐	Answer Wait Time	#11	☐	VCO Procedures Not Followed
#01	☐	Dial Out Time	#12	☐	Two-Line VCO Procedures Not Followed
#02	☐	Didn't Follow Database Instructions	#13	☐	Background Noise Not Typed
#03	☐	Didn't Follow Customer Instructions	#14	☐	Feelings Not Described
#04	☐	Didn't Keep Customer Informed	#15	☐	Recording Feature Not Used
#05	☐	Agent Disconnected Caller	#16	☐	Noise in Center
#06	☐	Poor Spelling	#17	☐	Agent Was Rude
#07	☐	Typing Speed/Accuracy	#18	☐	Problem Answer Machine
#08	☐	Poor Voice Tone	#19	☐	Spanish Service
#09	☐	Everything Relayed	#20	☐	Speech to Speech
#10	☐	HCO Procedures Not Followed	#21	☐	Other Service Type:
Technical Complaints					
#22	☐	Lost Branding	#26	☐	Garbled Message
#23	☐	Charged for Local Call	#27	☐	Database Not Available
#24	☐	Trouble Linking Up	#28	☐	Split Screen
#25	☐	Line Disconnected	#29	☐	Other Technical Type:
Miscellaneous Complaints					
#30	☐	Rates	#33	☐	Carrier of Choice
#31	☐	TTY Operator Service	#34	☐	Network Recording
#32	☐	900 Number Access	#35	☐	Other Miscellaneous Type:

Explanation of Resolution		
☐ Operations	☐ Account Manager	☐ Customer Service

Signature	Title	Date of Complaint Resolution