

Attachment A
Call Volume by Device

Call Volumes by Device, October 1997 – August 1999.

Month	Call Volume	TTY	ASCII	Voice	VCO	HCO	Deaf/Blind
Oct-97	375,279	291,026	6,586	57,241	20,392	34	N/A
Nov-97	336,179	259,679	6,109	53,994	16,365	32	N/A
Dec-97	360,641	279,036	7,110	56,564	17,731	200	N/A
Jan-98	370,870	289,514	6,862	57,556	16,812	123	N/A
Feb-98	343,294	268,077	6,491	53,160	15,307	168	N/A
Mar-98	385,663	299,402	6,999	58,530	19,341	110	1,281
Apr-98	368,565	284,112	6,420	57,713	19,079	237	999
May-98	387,576	300,960	6,901	59,356	19,232	71	1,031
Jun-98	390,693	307,151	7,170	56,853	18,645	65	795
Jul-98	400,496	315,958	7,132	58,436	17,975	48	903
Aug-98	401,194	316,324	7,227	56,466	20,296	92	759
Sep-98	376,542	292,483	7,110	56,199	19,798	119	784
Oct-98	389,458	303,752	6,399	57,649	20,949	98	589
Nov-98	361,654	279,419	6,327	53,455	21,831	57	523
Dec-98	377,569	292,109	6,867	53,358	21,215	87	914
Jan-99	379,980	293,447	6,701	55,896	23,267	49	609
Feb-99	355,924	274,102	6,299	52,872	21,602	90	959
Mar-99	397,501	305,852	7,665	60,154	22,779	147	904
Apr-99	380,388	293,378	6,135	59,238	21,181	120	897
May-99	392,550	301,935	6,035	61,562	22,278	116	1,190
Jun-99	396,561	305,683	5,584	61,139	22,983	102	1,400
Jul-99	402,035	312,195	6,433	59,698	22,927	194	1,033
Aug-99	414,881	322,523	6,891	60,519	24,196	100	1,088

(SUGGESTED FORMAT FOR COVER PAGE)

PROJECT 20283

Submitted to the
Central Records
For
Relay Texas
Public Utility Commission of Texas

TITLE OF PROPOSED PROJECT: Request for Proposals to provide telecommunications relay service (TRS) for the state of Texas for the years beginning September 1, 2000 ending August 31, 2005.

RESPONDENT ORGANIZATION IDENTIFICATION NUMBER: (**Show** respondent organization's Federal Employer's Identification Number or social security number if an individual. If respondent organization is a corporation or if individual is incorporated, the charter number of respondent organization or individual must also be shown. If available, the incorporated respondent should attach a current franchise tax Certificate of Good Standing, issued by the Texas State Comptroller, to the proposal.)

PROPOSAL DEVELOPED BY: (Name, position, and telephone number of person responsible for development of proposal)

PROJECT ADMINISTRATOR: (Name, position, and telephone number of person to be in charge of proposed project)

PROPOSAL TRANSMITTED BY: (Name, position, and telephone number of official committing the respondent organization to the proposed project)

CONTRACTING OFFICER: (Name, position, and telephone number of official with authority to negotiate contracts for respondent organization)

DURATION OF PROJECT: (Beginning and ending dates of proposed project)

TOTAL BUDGET FOR PROPOSED PROJECT: (Total of projected expenditures listed in budget section)

DATE SUBMITTED: (Date proposal is submitted to PUCT)

Definition

HISTORICALLY UNDERUTILIZED BUSINESS (HUB)

(As defined in V.T.C.A., Texas Government Code, Section 2161.001)

“(2) ‘Historically underutilized business’ means:

- (A) a corporation formed for the purpose of making a profit in which 51 percent or more of all classes of the shares of stock or equitable securities are owned by one or more socially disadvantaged persons who have a proportionate interest and actively participate in the corporation’s control, operation, and management;
- (B) a sole proprietorship created for the purpose of making a profit that is completely owned, operated, and controlled by a socially disadvantaged person;
- (C) a partnership formed for the purpose of making a profit in which 51 percent or more of the assets and interest in the partnership are owned by one or more socially disadvantaged persons who have a proportionate interest and actively participate in the partnership’s control, operation, and management;
- (D) a joint venture in which each entity in the venture is a historically underutilized business, as determined under another paragraph of this subdivision; or
- (E) a supplier contract between a historically underutilized business as determined under another paragraph of this subdivision and a prime contractor under which the historically underutilized business is directly involved in the manufacture or distribution of the goods or otherwise warehouses and ships the goods.

(3) ‘Socially disadvantaged person’ means a person who is socially disadvantaged because of the person’s identification as a member of a certain group, including Black Americans, Hispanic Americans, women, Asian Pacific Americans, and Native Americans, and who has suffered the effects of discriminatory practices or other similar insidious circumstances over which the person has no control.”

IDENTIFICATION OF PROPOSER AS A HUB AND PROPOSED SUBCONTRACTS
 (Required to be submitted with all proposals regardless of the total dollar amount)

1. Is the proposer a certified historically underutilized business (HUB)? Yes No
 If yes, attach a copy of the certification.

2. If selected as the contractor, do you intend to subcontract all or any part of the work to be performed under this proposal? Yes No
 If yes, answer numbers 3 and 4 below.

- 3 a What is the total percentage of the work you expect to subcontract? _____ %
 b What is the total percentage of the work you expect to subcontract to HUBs? _____ %

- 4 The contractor intends to subcontract part or all of the work to the following subcontractors:
 (Include all of the work to be subcontracted.)

<u>Name and Address of</u> Subcontractor	<u>Amount to be</u> Subcontracted	<u>Percent of Total</u> Contract	<u>Hub?</u> <u>(Y or N)</u>	<u>Hub Vendor</u> <u>ID #</u>
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Note to Proposer: If the total amount of the proposal exceeds \$100,000 and the proposer intends to subcontract any part or all of the work to be performed under this proposal, the checklist in Attachment E ~~G~~ must be completed and submitted to the PUCT within 5 days of selection as the contractor but prior to the award of the contract. Special Provisions F, including the checklist **and** supporting documentation, **will** be incorporated into the contract.

Special Provisions **F**
Demonstration **of Good Faith Effort for Subcontracting**
with Historically Underutilized Businesses (**HUBs**)
(Required for all contracts exceeding \$100,000 where one **or** more subcontractors will be used to perform the work under the contract)

(General Services Commission rules, Chapter 111)

For contracts exceeding **\$100,000** where one **or** more subcontractors will be used to perform the work under the contract:

1. The contractor must make a good faith effort to award subcontracts to historically underutilized businesses (HUBs) in accordance with the following percentages:
 - 20% for professional services contracts as defined in Texas Government Code, Chapter 2254, Subchapter A;
 - **33%** for all other services contracts; and
 - 12.6% for commodities (materials, supplies, or equipment) contracts.
2. The contractor shall be presumed to have made a good faith effort by complying with the provisions in this attachment, including the attached checklist, which will be incorporated into the contract between the PUCT and the selected contractor.
3. To the extent consistent with prudent business practice, the contractor shall divide the contract work into reasonable lots.
4. The contractor must state in the proposal submitted in response to this RFP whether it is a Texas certified HUB and whether one or more contractors will be used to perform the contract. The contractor must also specify in the proposal the expected total percentage of work, if any, to be subcontracted and the percentage to be subcontracted to HUBs.
5. When the contractor is a HUB, it must satisfy the good faith effort requirements by performing at least **25%** of the contract work with its employees as defined by the Internal Revenue Service. The HUB prime contractor may subcontract the remaining **75%** of the contract with HUB or non-HUB subcontractors. Any contractor that seeks to satisfy the good faith effort requirement in this manner shall report quarterly to the PUCT, in the form required by the agency, the volume of work performed under the contract and the portion of the work that **was** performed with its employees. If a HUB contractor performs less than **25%** of the cumulative total contract **with its** employees, then for the next quarter, the contractor shall **report its** subcontractors as required by a non-HUB contractor.

6. The contractor must notify HUBs of the work that the contractor intends to subcontract. The notice shall be in writing. The notice shall include a description of the subcontracting opportunities and identify the location to review contract specifications. The notice shall be provided to potential subcontractors prior to submission of the contractor's proposal to the PUCT.
7. The contractor shall submit a copy of the notice described in section 6 above with its proposal and shall submit a statement within seven (7) working days following its submission of the proposal that specifies the expected percentage of work, if any, to be subcontracted.
8. The contractor shall send the notice described in section 6 above to at least five (5) businesses in the current General Services Commission directory of certified HUBs that perform the type of work required in the area in which the work will be performed. If the commission's directory does not include at least 5 businesses, the contractor shall send the notice to HUBs on lists of minority and women-owned businesses maintained by other government agencies or organizations. If a contractor uses a source other than the General Services Commission's directory, the selected HUB subcontractor must become certified by the General Services Commission on a form prescribed by the commission. See Attachment D of this RFP for a copy of this form.

The directory of certified HUBs may be obtained by the General Services Commission, 1711 San Jacinto, P.O. Box **13047**, Austin, Texas 78711-3047, (512) 463-3419. The directory may also be accessed on the Internet through a Worldwide Web home page at <http://www.gsc.state.tx.us/>. To inquire about whether a certain business is a certified HUB, call (512) **463-5872**.

9. If the contractor selects a non-HUB subcontractor through means other than competitive bidding, or a HUB bid is the lowest price responsive bidder to a competitive bid, but not selected, the contractor will be required to document the selection process.
10. The contractor shall maintain business records documenting its compliance with Chapter 111 requirements as identified in this attachment and shall make a compliance report to the PUCT in the format required by the agency's contract documents. The contractor shall report at least once for each calendar quarter during the term of the contract.
11. The PUCT will ensure that a contractor has complied with the provisions in Chapter 111 as described in this attachment as a condition of awarding any contract.

Demonstration of Good Faith Effort for Subcontracting
with Historically Underutilized Businesses (HUBs)
(Required for **all** contracts exceeding **\$100,000** where **one or more subcontractors**
will be used to perform the work under the contract)

CHECKLIST

(Required by General Services Commission rules, Chapter 111)

The selected contractor is required to complete this checklist and submit to the PUCT within 5 days of selection but prior to the award of the contract. The selected contractor must submit with this checklist supporting documentation explaining in what ways the contractor has made a good faith **effort** according to each requirement stated below. The contract will not be awarded until the **PUCT** has received these documents.

- Yes ___ No ___ (1) The contractor provided written notices to at least five (5) qualified HUBs or the contractor advertised in general circulation, trade association, and/or minority/women focus media concerning subcontracting opportunities.
- Yes ___ No ___ (2) The contractor provided written notice to at least five qualified HUBs allowing sufficient time for HUBs to participate effectively.
- Yes ___ No ___ (3) The contractor divided the contract work into the reasonable portions in accordance with standard industry practices.
- Yes ___ No ___ (4) The contractor documented reasons for rejection or met with the rejected HUB to discuss the rejection.
- Yes ___ No ___ (5) The contractor provided qualified HUBs **with** adequate information about bonding, insurance, the plans, the specifications, scope of work and requirements of the contract.
- Yes ___ No ___ (6) The contractor negotiated in good faith with qualified HUBs, not rejecting qualified HUBs who are also the lowest responsive bidder.

Contractors are encouraged to use the services of available minority and women; community organizations contractor groups; local, state, and federal business assistance offices, **and** other organizations that provide support services to HUBs.

I, the undersigned official of the contracting entity, do hereby attest that the contractor has made a good faith effort in subcontracting with HUBs **as** described above and in the attached supporting documentation.

Signature of Authorized Official
Entity

Date

Name of Contracting

The **PUCT** shall review the checklist and attached documentation submitted by the contractor and issue a written notice of acceptance or deficiency of a good faith effort within fourteen days of the agency's receipt. The notice of deficiency will state the reasons for deficiency.

Attachment F
VRI Call Volumes

**Video Relay Interpreting
Call Volumes**

September – November 1996

Month	Number of Calls	Minutes	Av. Length of Call
September	986	5,894.79	5.62
October	1,095	6,506.78	6.49
November	806	4,887.91	7.40

Note: The VRI trial ran from September 3, 1996 – November 27, 1996, from 8 a.m. to 8 p.m. Monday through Friday. There were **4** interpreter “stations” that received calls mainly from **9** public locations throughout Texas. The contract permitted up to 4 video stations and the average speed answer restriction was waived. Public sites experienced busy signals constantly throughout the trial. VRI calls were also accepted from private residences and businesses.

Be aware that the call volumes for VRI were trials thus the call volume may not reflect the actual VRI once implemented.

Human Resources Code

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 for Evaluation of Interpreters, or another current certificate that the Texas Commission for the Deaf and Hard of Hearing 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.

Added by Acts 1991, 72nd Leg., ch. 333, Sec. 1, eff. Sept. 1, 1991. Amended by Acts 1995, 74th Leg., ch. 835, Sec. 21, eff. Sept. 1, 1995.

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.

Added by Acts 1991, 72nd Leg., ch. 333, Sec. 1, eff. Sept. 1, 1991.

Sec. 82.003. 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

Added by Acts 1991, 72nd Leg., ch. 333, Sec. 1, eff. Sept. 1, 1991

Glossary of NPA/NXX Terms Used in NPA/NXX Report

NPA: Numbering Plan Area, or Area Code.

NXX: The first three digits of a telephone number. Identifies the specific telephone company central office that serves that number.

Number of Relay Texas Subscribers: Number of different telephone numbers from this NPA/NXX. This only indicates phone numbers not how many people. For example, if a household has 3 different people who use Relay Texas, and they all share one telephone line, only one phone number is recorded. **Also**, separate lines that are through a switchboard are not indicated, only the switchboard number(s). The number of subscribers then does not accurately tell how many people use Relay Texas.

Completed Calls: The number of *successful* outbound calls. These are calls by which the caller reaches a third party. ***This does not include busy or no answer calls.***

Completion Rate: These are completed calls *divided by* outbound calls. This tells the percentage of successful (connection to the 3rd party) outbound calls. ***If there are certain areas (NPA/NXX) that have a significantly lower completion rate, it may indicate the need for outreach education and/or additional relay agent training.***

Percent of Relay Texas Calls: This is the Subscriber number of an area code divided by Total Texas Subscriber Number. ***This shows the utilization percent for each Texas area code.***

Agent Work Time: Time, in minutes, that a relay agent spends with a relay caller. This is calculated from the time the agent answers the phone until both relay users hang up. This includes time for general assistance such as busy, no answer, etc. This is the time billed to the TUSF. This is also known as Session Minutes. This will be compared to the invoice.

Conversation Time: Time, in minutes, from connection of caller to 3rd party to the moment one hangs up, during an outbound call. To begin timing, the relay agent pushes a start timing key. The computer should have an automatic time stamp that mark the end of the outbound call.

Percentage of Non-Conversation Time: Percent of time, during a call, when the caller is not connected to a 3rd party. The formula is Agent Work Time *minus* Total Conversation Time *divided by* Agent Work Time. ***Reducing this percent will reduce agent work time, which in turn reduces the***

fees billed to the TUSF. An unusually high percentage might mean the need for outreach education and/or additional agent training.

Inbound Calls: Number of calls *to* the relay center.

Outbound Calls: Number of calls attempted *from* the relay center. For example, a person may make a call to the relay center (inbound) and then have the agent make five different calls (outbound). *Attempted relay calls means the telephone number has been dialed. This includes busy or no-answer calls, as well as calls where the caller is connected to the 3rd party.*

Outbound/Inbound: This provides the average number of outbound calls per inbound **call**. Outbound calls/inbound calls. *This is used to verify Contractor's Invoice Report. This also gives insight as to whether Relay Users understand that they can make more than **one** outbound call with each inbound call.*

Attachment I

ASA Penalty Explanation

1. Refer to Texas Call Summary (see Example Data)
2. Review the **ASA** from the Total Day column.
3. Days in which the **ASA** is over 3.3 are considered days of non-compliance. The Texas Call Summary indicates that days 16, 22, 28, 29, and 30 are non-complaint days with corresponding ASAs of 4.2, 4.1, 4.1, 6.1, and 4.3, respectively.
4. The formula to determine the penalty is as follows:

1. Divide 3.3 (required **ASA**) by the **ASA** of the non-complaint day. Subtract this number from 1 to get the percent over compliance.

*Example: Day 16 is the first non-complaint ASA of 4.2 $3.3/4.2 = .7857$, $1 - .7857 = .2143$
21.43% is the percent over compliance for that day.*

2. Multiply base \$10,000 X this percent.
Example: $.2143 \times 10,000 = \$2,143$
\$2,143 is the penalty for that day.

3. Continue with the remaining days in which the **ASA** higher than 3.3

$3.3/4.1 = .8048$	$1 - .8048 = .1952$	$.1952 \times 10,000 =$	\$1,952
$3.3/4.1$			\$1,952
$3.3/6.1 = .5409$	$1 - .5409 = .4591$	$.4591 \times 10,000 =$	\$4,591
$3.3/4.3 = .7674$	$1 - .7674 = .2326$	$.2326 \times 10,000 =$	\$2,326

The total **ASA** penalty will be \$12,964 for that month. The penalty amount will be deducted from the invoice for that month.

Example Data

Texas Call Summary

Date	12M - 6 A		6A - 12N		12N - 6 P		6P - 12 M		Total Day	
	NCH	ASA	NCH	ASA	NCH	ASA	NCH	ASA	NCH	ASA
1 Mon	241	1.1	1600	0.9	5567	0.8	2,699	4.6	10107	2.3
2 Tue	189	7.3	4107	4.8	5345	2.5	2766	1.4	12407	3.0
3 Wed	273	1.1	3566	1.7	5123	4.6	4107	1.5	13069	2.9
4 Thr	149	1.7	4561	2.9	5432	1.7	3092	0.8	13234	1.8
5 Fri	199	1.3	3221	0.8	5008	2.0	4561	1.2	12989	1.4
6 Sat	257	0.7	1567	1.6	2879	1.9	2143	1.3	6846	1.6
7 Sun	223	2.7	1445	1.0	2345	1.0	2534	4.4	6547	2.2
8 Mon	181	1.7	3892	1.0	5612	0.8	3546	2.8	13231	1.6
9 Tue	162	4.2	3590	2.8	5932	1.8	3892	1.3	13576	2.0
10 Wed	187	3.3	3256	1.4	5432	1.1	3122	1.2	11997	1.2
11 Thr	158	1.1	3555	1.0	5298	1.8	3256	1.0	12267	1.3
12 Fri	141	1.8	2309	0.9	5035	1.6	3555	1.1	11040	1.3
13 Sat	156	3.3	1845	0.8	2602	2.8	2654	1.0	7257	1.7
14 Sun	307	1.8	1322	1.0	2461	1.6	2433	4.5	6523	2.5
15 Mon	264	2.7	3901	1.0	5899	1.6	3511	3.4	12575	2.2
16 Tues	190	4.3	3256	4.4	5753	6.0	3901	1.3	13100	4.2
17 Wed	167	1.3	3553	1.0	5234	1.0	3975	1.7	12929	1.2
18 Thr	155	1.4	2920	0.9	4897	1.6	3553	1.6	11525	1.4
19 Fri	199	6.3	2998	1.5	4325	1.8	2920	1.2	10442	1.6
20 Sat	141	0.8	1910	1.5	2785	2.5	2335	1.1	7171	1.8
21 Sun	143	0.9	1201	1.3	2945	1.3	2132	4.0	6421	2.2
22 Mon	133	4.9	3798	0.8	5987	1.3	3700	8.5	13618	4.1
23 Tues	226	0.8	3425	4.4	5689	2.2	3222	1.0	12562	2.5
24 Wed	220	0.8	3109	2.6	5321	2.0	3441	1.0	12091	1.9
25 Thr	133	1.7	3287	3.0	4921	4.1	3109	1.0	11450	2.9
26 Fri	144	1.3	3456	2.5	4879	2.7	3287	1.5	11766	2.3
27 Sat	145	2.7	1541	1.4	2346	6.1	2341	1.1	6373	3.3
28 Sun	165	1.9	1398	6.0	2198	1.3	2233	1.6	5994	4.1
29 Mon	198	0.8	3084	0.8	5621	0.9	3456	9.7	12359	6.1
30 Tue	154	11.3	3920	4.1	5432	10.2	3084	1.8	12590	4.3

**Exhibit A
First Page, Invoice
(Sample)**

First Page, Invoice

**Relay Texas Compensation Invoice
May, 1999**

Invoice Date:
Invoice Number:

Total Service Compensation	<u>\$212,500</u>
Publicity Expense	<u>\$4,000</u>
XYZ Feature	<u>\$10,000</u>
Total Amount Due	<u>\$226,500</u>

TRS Provider

Date

Approved for payment:

Relay Texas Administrator
Public Utility Commission of Texas

Date

Relay Texas
Details of Compensation and Statistics
May, 1999

Minutes of Service	<u>1,000,000</u>
Less Interstate Minutes	<u>(150,000)</u>
Total Billable Minutes	<u>850,000</u>
Price per Minute of Service	<u>\$.25</u>
Sub Total Compensation	<u>\$212,500</u>
XYZ Minutes of service	<u>10.0000</u>
XYZ price per minute	<u>\$1.00</u>
XYZ Compensation	<u>\$10,000</u>
Total Service Compensation	<u>\$222,500</u>
<hr/>	
Number of Billable Calls	<u>255,000</u>
Average Length of Call (Billable)	<u>4.1</u>
Average Length of Call (Non-billable)	<u>3.6</u>

Exhibit C
Call Detail Report
(Sample)

Call Detail Report

	Minutes of Service	Number of Calls	% of Total
Total Calls	1,000,000	300,000	100%
Less Non-Billable	150,000	45,000	15%
Total Billable	850,000	255,000	85%

Call Detail - Billable

	Minutes of Service	Number of Calls	% of Total
Local	550,000	150,000	50%
Intrastate	50,000	15,000	5%
Intrastate Toll-Free	55,000	17,000	6%
8XX/9XX Pay Per Call	700	70	0%
Intrastate DA	48,000	1,200	0%
General Assistance	133,700	63,700	21%
Intrastate Busy/No Answer	12,000	8,000	3%
Emergency	600	30	0%
Total	850,000	255,000	85%

	Minutes of Service	Number of Calls	% of Total
Interstate	49,050	10,280	3%
Intrastate Toll-Free	90,000	30,220	10%
International	4,500	350	0%
Interstate DA	450	150	0%
Interstate Busy/No Answer	6,000	4,000	.01%
Total	150,000	45,000	15%

Exhibit D
Calls to Relay Texas
(Sample)

Calls to Relay Texas
By Device

May, 1999

Device Type	Number of Calls	% of Total	Minutes of Service	Average Length of Call	ASAI
TTY	233,500	75%	770,000	2.61	3.55
Spanish TTY	400	0%	1,200	3.25	
Voice	49,150	15.9%	150,000	2.29	3.15
Spanish Voice	20	0%	100	3.14	
VCO	18,790	6%	59,290	3.25	3.07
Spanish VCO	5	0%	10	2.15	
ASCII	6,215	2%	16,000	2.85	2.75
Spanish ASCII	0	0%	0	0	
STS (Speech Disabled)	805	.3%	9,000	12.0	3.88
STS (Hearing Disabled)	100	.03%	1,000	11.0	
HCO	165	.05%	700	4.51	1.89
Spanish HCO	0	0%	0	0	
Deaf Blind	850	.25%	2,700	3.58	4.55
Mandatory/ Optional, Desirable					

Exhibit E
Inbound & Delayed Call Profile
(Sample)

Inbound Calls and Delayed Call Profile
May 1999

Inbound Calls

	Offered	Answered			
To Relay Texas	245,000	240,000	245,000	5,000	2%

Delayed Call Profile

Section Data

Answer Seconds	0	5	10	15	20	25	30	40	50	60	90	120	180	180+	Total
Offered	52,000	173,000	4,000	3,010	2,500	2,200	2,000	2,100	1,200	850	800	600	400	350	245,000
Answered	51,900	172,700	3,750	2,700	2,000	1,600	1,400	1,100	700	650	650	300	300	250	240,000
Abandoned	100	300	250	300	500	600	600	1,000	500	200	150	300	100	100	5,000

Cumulative Data

	0	5	10	15	20	25	30	40	50	60	90	120	180	180+	Total
Offered	52,000	225,000	229,000	232,000	234,500	236,700	238,700	240,800	242,000	242,850	243,650	244,250	244,650	245,000	245,000
Answered	51,900	224,600	228,350	231,050	233,050	234,650	236,050	237,150	237,850	238,500	239,150	239,450	239,750	240,000	240,000
Abandoned	100	400	650	950	1,450	2,050	2,650	3,650	4,150	4,350	4,500	4,800	4,900	5,000	5,000
% Processed	21%	92%	93%	94%	95%	96%	96%	97%	97%	97%	98%	98%	98%	98%	98%

Exhibit F
Exchange Usage Statistic
(Sample)

Exchange Usage Statistic
(Order based on Minutes of Agent Time)

NPA	Name of Exchange	No. of Subs	Percent of Total Texas Subs	No. of Completed Calls	Completion Rate	Conversation Time	Minutes of Agent Time	Agent Time that is not Conversation Time	No. of Inbound Calls	No. of Calls Handled	Handled Calls to Inbound Calls Ratio
210	SAN ANTONIO	1,717	7.96%	13,697	58.81%	68,446	96,117	28.79%	15,517	23,289	1.50
210	BROWNSVILLE	69	0.32%	1,230	58.18%	4,108	6,843	39.97%	1,330	2,114	1.59
210	LAREDO	50	0.23%	573	62.09%	3,988	5,235	23.82%	867	1,100	1.27
210	MISSION	93	0.43%	456	50.50%	2,378	3,498	32.02%	649	903	1.39
210	UNKNOWN	44	0.20%	301	53.75%	2,513	3,198	21.41%	384	560	1.46
210	MISSION	26	0.12%	341	64.58%	2,089	2,727	23.40%	382	528	1.38
210	HARLINGEN	32	0.15%	249	69.75%	1,010	1,517	32.84%	286	357	1.25
210	EDINBURG	25	0.12%	163	63.99%	908.57	1,308	30.53%	235	286	1.22
210	HANCOCK		0.04%	109	59.89%	468.95	780.73	39.94%	49	182	3.71
210	BULVERDE		0.04%	101	67.79%	495.52	718.20	31.01%	115	149	1.30
210	KERRVILLE	29	0.13%	81	63.28%	506.90	685.20	26.02%	93	128	1.38
210	RIO GRANDE CITY		0.04%	52	49.52%	552.52	660.42	16.34%	64	105	1.64
210	SAN BENITO	12	0.06%		60.34%	412.43	646.60	36.22%	136	174	1.28
210	DILLEY	10	0.05%		57.75%	366.12	571.93	35.99%	160	188	1.18
210	NEW BRAUNFELS	24	0.11%		68.60%	380.03	502.73	24.41%	68	86	1.26
214	(DALLAS	2,713	12.60%	22,899	64.31%	105,557	147,471	28.35%	23,639	35,065	1.51

214	IRVING	329	1.53%	2,410	61.81%	10,312	14,851	30.56%	2,595	3,899	1.5
214	GARLAND	192	0.89%	1,805	66.73%	9,952	13,167	24.42%	1,694	2,705	1.60
214	PLANO	197	0.92%	1,271	65.99%	5,522	7,832	29.49%	1,354	1,926	1.42
214	CARROLLTON	172	0.80%	1,075	66.94%	4,747	6,710	29.26%	1,127	1,606	1.43
214	LEWISVILLE	142	0.66%	826	68.72%	3,955	5,376	26.44%	840	1,202	1.43
214	FRISCO	45	0.21%	763	71.24%	3,547	4,653	23.76%	508	1,071	2.11

• Less than 10 subscribers.

Note: The above information is for example purposes only. The data does not include all area codes in Texas at the present time. There are 18 area codes in Texas. Exhibit is only a partial listing of exchange usage for July 1994.

Exhibit (continued)

214	MCKINNEY	57	0.26%	356	66.54%	1,802	2,374	24.09%	428	535	1.25
214	UNKNOWN	20	0.09%	185	66.07%	1,405	1,738	19.09%	198	280	1.41
214	RED OAK	19	0.09%	177	46.87%	698	1,235	43.49%	320	386	1.21
214	KAUFMAN	*	0.03%	162	63.79%	910	1,194	23.69%	157	254	1.62
214	ROCKWALL	27	0.13%	168	65.89%	810	1,146	29.22%	216	255	1.18
214	ROWLETT	27	0.13%	157	53.41%	698	972.53	28.16%	174		1.69
214	WYLIE	12	0.06%	135	80.37%	560	743.97	24.65%	86	168	1.95
214	ALLEN	20	0.09%	93	62.84%	463	646.05	28.32%	101	148	1.47
409	BEAUMONT	201	0.93%	1,400	56.78%	6,465	9,341	30.79%	1,585	2,466	1.56
409	PT ARElay TexashUR	66	0.31%	1,448	57.45%	5,011	8,197	38.86%	831	2,521	3.03
409	LUMBERelay TexasON	21	0.10%	755	65.14%	3,523	4,940	28.69%	565	1,159	2.05
409	BRYAN- COLLEGE STA	121	0.56%	533	61.41%	2,738	3,798	27.88%	638	868	1.36
409	CONROE	45	0.21%	479	67.09%	2,179	3,088	29.44%	504	714	1.42
409	NEDERLAND-PT NECHES	59	0.27%	573	62.21%	2,004	3,043	34.12%	611	921	1.51
409	IFREEPORelay Texas	22	0.10%	399	58.08%	1,641	2,753	40.35%	426	687	1.61
409	LUFKIN	26	0.12%	236	52.91%	1,901	2,693	29.38%	280	446	1.59

409	NACOGDOCHES	32	0.15%	326	66.13%	1,367	2,004	31.79%	316	493	1.56
409	GALVESTON	64	0.30%	255	59.16%	1,381	1,961	29.55%	336	431	1.28
409	ORANGE	34	0.16%	275	63.66%	1,139	1,653	31.08%	283	432	1.53
409	HUNTSVILLE	21	0.10%	120	60.00%	1,207	1,459	17.20%	148	200	1.35
409	TEXAS CITY- LAMARQUE	34	0.16%	161	58.77%	955	1,364	29.98%	182	274	1.51
409	ANGLETON	22	0.10%	173	73.31%	1,021	1,274	19.86%	128	236	1.84
409	GLEN FLORA	*	0.02%	125	58.70%	831	1,154	28.01%	106	213	2.01
512	AUSTIN	3,079	14.30%	25,362	63.01%	122,803	122,803	28.24%	26,752	40,249	1.50
512	CORPUS CHRISTI	3911	1.82%	2,338	50.90%	10,662	15,663	32.28%	2,750	4,593	1.67
512	VICTORIA	65	0.30%	857	64.88%	2,717	4,248	36.03%	819	1,321	1.61
512	UNKNOWN	52	0.24%	341	62.80%	1,946	2,631	26.03%	362	543	1.50
512	KINGSVILLE	21	0.10%	257	61.05%	1,477	1,937	23.77%	251	421	1.68
512	ROBSTOWN	13	0.06%	163	61.74%	834	1,143	27.04%	156	264	1.69
512	BASTROP	15	0.07%	75	63.03%	764	962	20.59%	76	119	1.57
512	BUDA	21	0.10%	118	67.05%	521	708	26.33%	145	176	1.21
512	GEORGETOWN	21	0.10%	89	53.29%	415	600	30.89%	115	167	1.45

Exhibit G
NPA Usage Statistic
(Sample)

NPA Usage Statistic

NPA	Number of Subscribers	Percent of Total Texas Subscribers	Number of Completed Calls	Completion Rate	Minutes of Total Use	Percent of Total Texas Use	Minutes of Agent Time	Percent of Non-Conversion Time	Number of Inbound Calls	Number of Outbound Calls	Outbound to Inbound Ratio
210	2,372	11.02%	18,558	58.51%	93,025	11.62%	131,378	29.19%	21,501	31,719	1.48
214	4,096	19.03%	32,915	64.52%	152,807	19.08%	212,723	28.17%	33,928	51,014	1.50
409	1,186	5.51%	9,147	58.79%	44,026	5.50%	63,822	31.02%	9,414	15,560	1.65
512	3,921	18.21%	30,285	61.75%	145,267	18.14%	203,693	28.68%	32,349	49,048	1.52
713	4,370	20.30%	37,987	63.45%	181,073	22.61%	255,193	29.04%	39,946	59,872	1.50
806	678	3.15%	4,081	62.14%	20,008	2.50%	28,032	28.62%	4,644	6,567	1.41
817	3,044	14.14%	19,768	61.21%	97,861	12.22%	136,892	28.51%	21,983	32,296	1.47
903	780	3.62%	4,419	58.58%	23,474	2.93%	32,611	28.02%	5,181	7,543	1.46
915	1,082	5.03%	8,578	59.45%	43,248	5.40%	60,857	28.94%	9,717	14,429	1.48
Totals:	21,529	100.00%	165,738	61.83%	800,789	100.00%	1,125,201	28.83%	178,663	268,048	1.50

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purposes only. The data does not include all the area codes in Texas at the
exas. NPA Usage Statistic reports should include all the area codes.



Relay Texas Newsletter



Highlights of the April meeting

The Relay Texas Advisory Committee (RTAC) met on Friday April 19, 2002 at the Brown Healy Building in Aurin, Texas. Larry Evans, the new chairperson, led the meeting. Ed Bosson welcomed PUC Commissioner Brerr Perlman, who was observing the meeting. Ed also welcomed Kris Cue, the newest RTAC member who is representing the Deaf/Blind consumers of Relay Texas. Paul Rutowski of Sprint Relay welcomed Robert Giuntoli, his replacement as Sprint Account Manager for Texas. Below are highlights of the meeting.

TVIS Web Based Platform: Relay Texas Video Interpreting Service will soon be web-based. Users will log on to WWW.TVISONLINE.COM and will then connect to a video interpreter. The main reason for the change from an ILS (internet locator service) to the web-based platform is to gain easier access to call data in order to receive FCC reimbursements for calls. To use the web based platform, users will have to register (one time) and provide calling information. The web based access should be ready by May 1, 2002. (Note: As of this writing nuw.rvisonline.com is not yet available).

Starting last month, instead of operating 24 hours, the Austin relay center closes from 11 PM to 7 AM.

IP relay is using your computer (instead of a TTY) to make a relay call. As with TVIS, users connect to the relay agent via a website on the internet. Sprint and the PUC are still discussing IP relay for Relay Texas.

John Cage, a TCDHH regional specialist, has been working with various service providers in the Valley to provide Video services for callers to use TVIS. Agencies in Del Rio and Victoria will provide public video conferencing sites for deaf customers. Also, agencies in Aurin, Dallas, Houston and Rig Spring have or are planning to have public video conference sites.

E Turbo Code: E Turbo Code is a new feature at Relay Texas. ETC only works with Ultratec TTY's made since April 2002. The caller may dial Relay Texas by pushing the "relay" button on the phone and then types in the phone number of the person they want to call, which is sent to the relay agent. ETC also allows you to pre-set certain dialing info, such as VCO and billing information which is sent to the agent. This works well especially if you travel, and are not calling from your home number.

Since the \$35 STAP application fee was waived, TCDHH has been overwhelmed with STAP applications. They processed more in the first 4 months of FY 2002 than they did in all of 2001. TCDHH is requesting 2 more full time staff from the LRB.

SKSK

Veteran manager joins CSD

Mark Seeger has joined Communications Service for the Deaf (CSD) as the special assistant to the CEO (chief executive officer) for strategic planning at CSD. He is a veteran manager, with more than 19 years of experience in both public and private sectors. Prior to joining CSD, he was a senior marketing manager for telecommunication relay services (TRS) at Sprint in Austin, Texas. In this position, he supervised a national team of 21 marketing managers and was ultimately responsible for several multi-million dollar contracts.

Under his tenure, the Sprint TRS product reached unprecedented ratings and growth in all areas. It is also under his tenure that there were many "firsts" of variety of relay features that helped propel Sprint into being the provider with the highest number of states than any other competitors.

Other experiences include program management and direct services with the Texas Commission for the Deaf and Hard of Hearing, as well as professional certification as an ASL interpreter.

Seeger earned his Masters in human services administration from Sr. Edwards University and his Bachelor of Arts in math education from the University of Texas at Austin. He is the recipient of numerous awards and honors including his selection as one of the "100 Sprint Heroes", recognized from



Mark Seeger

more than 90,000 Employees Company wide

While many of us will miss Mark as a part of the Sprint/Relay Texas team, we'll still be seeing much of him as he continues to play a role in relay services in Texas. We wish him the best in his new endeavor.

SKSK

Using the internet to connect to Relay Texas

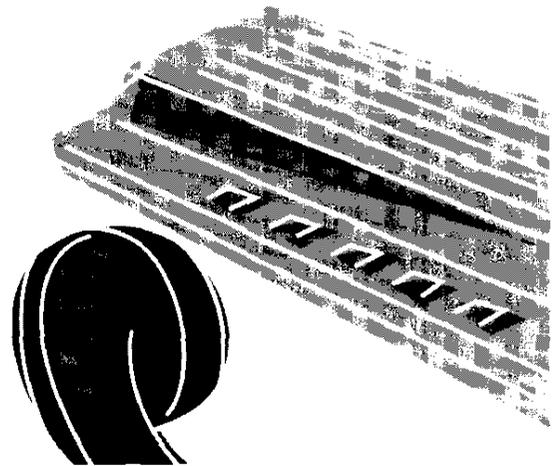
Sprint Internet Protocol Relay (IP Relay) service will be coming to Texas on July 8, 2002. Computer users can now access Relay Texas by going to www.sprintrelayonline.com

What is IP Relay? IP Relay means connecting to a relay agent via the internet – all you need is your computer – no special modems or a telephone. All you do is go to www.sprintrelayonline.com and sign in, and you will "chat" real time with an agent, who will make your call like any other standard (TTY) relay call. However, Sprint's IP Relay will have unique interactive features such as language preferences in English, Spanish, and French Creole, and "emoticons", such as the trademark "I Love You" sign that will reduce typing. The web layout will offer relay users text size and color options, background color options, split screen feature, ability to clear the screen, and utilize macros such as GA and SK. There will be dialing instructions, online help, and connection capability to Sprint Relay Customer Service. You will also be able to send out emoticons (happy face, kiss, etc.) to convey your emotions.

SKSK

Editor's note: The latest news is that MCI now provides IP Relay at this address: www.ip-relay.com; Hamilton, and AT&T will also be able to provide IP Relay in Texas in the very near future. This means once all of these vendors start providing IP Relay you will have four choices to choose from to provide IP Relay!





If you use a TTY and have voice mail or an answering machine at your home or office, you can call Relay Texas using your TTY to retrieve your voice messages. You will only need one phone line and a regular telephone handset. The TTY must not be direct connected.

Call Relay Texas and type, "PLS USE AMR GA" or "I WANT TO USE ANS MACH RETRIEVAL GA". You do not need to give the agent a number to dial, because the answering machine is at your same location. The agent will instruct you to "PLS PLACE UR HANDSET NEXT TO ANS MACH AND TURN ON GA". The agent hears the play back through the telephone handset. You will need to play back ALL the messages to the agent. When the play back is finished, place your handset back on the TTY and type "GA". The "GA" informs the agent you are ready for the messages to be typed. The agent will type all the messages to you.

VOICE MAIL SYSTEMS

If you are calling from a TTY to pick up voice messages from a "voice mail" system (such as Southwestern Bell's Call Notes) or a PBX mailbox system, the agent will need a number to dial, plus your PIN or access code. Before the agent dials, inform the agent of the instructions to access the system. Provide the commands to enter/press to pick-up new messages. You may provide instructions to save or delete your messages. The agent will understand that you want to "pick up or get messages" from the information you give, but it's a good idea to make sure the agent understands complicated instructions before the call is made.

TIPS FOR AMR and VOICE MAIL

Provide the agent with clear instructions. Try not to mix up AMR and Voice Mail system instructions when informing the agent you want to get messages. The relay agent handles AMR and "Voice Mail" very differently.

- To the relay agent AMR means "Answering Machine Retrieval" and since the answering machine is at your same location, the agent does not need a number to dial.
- To the relay agent "Voice Mail" or "get my messages" means that you will instruct the agent to dial a number and give the agent an access code or pin number and entry commands to pick up the messages.

SKSK

Robert Giuntoli, the new Account Manager for Relay Texas was transferred to Texas last March 18th. He has more than 10 years of experience in the Telecommunications Relay Service industry. He was involved with the implementation and rollout of Wisconsin Telecommunications Relay Service in 1992 with Society Assets, Inc as a Customer Service Representative. In 1995, he was hired by MCI as a Program/Center Manager for Florida Relay Service. In late 1998, RG joined Sprint as an Account Manager for Relay South Carolina and the Florida Relay Service. After his recent relocation to Texas, he is looking forward to meeting you all and share information on new services and features Sprint is offering for Relay Texas. Some examples of new features and services are E-Turbo, VCO-Direct, and IP Relay (Internet Relay). RG is currently working on the state-wide Relay Ambassador Program to educate the public and new users about TVIS (Video Relay).

Congratulations RG!

If you have any questions about Relay Texas, the best way to reach RG is by email at robert.w.giuntoli@mail.sprint.com. If you don't have email, you can call him at 1.800.578.6275 TTY or leave a message on his voice mail at 512.873.1055. His office is located at the Sprint Relay Center in Austin.

We will certainly miss Paul as our account manager, yet give a big, warm Texas welcome to Robert and look forward to working with him.

SKSK

Editor's note: It is interesting to note that three Texas account managers - all of them since 1990: Mark Seeger, Brandi Barus, and Paul Rutowski - have moved up to higher positions. Looks like Texas is a good training site for promotions for Sprint employees.



Robert "RG" Giuntoli

Paul Rutowski, Sprint Relay Texas Account Manager since December 1996, has moved up to the position of Customer Relations Manager - Eastern Division. He is now responsible for a team of Account Managers in the eastern half of the United States. His team consists of Account Managers for Connecticut, Florida, Minnesota, North Carolina, New Hampshire, Nevada, New York, Ohio, South Carolina, Texas, the Federal Relay Service, and Puerto Rico. He will also be overseeing Sprint's recently acquired account with Vermont. His office will remain in Austin, Texas at the Sprint Relay Center where he will be communicating with his team and overseeing the development of new services such as nationwide video relay service and internet relay.

Congratulations Paul!



Paul Rutowski

Relay Texas Newsletter

On Friday, April 19th, the Relay Texas Advisory Committee honored Eileen Atter, who, after 13 years of service to the committee, decided to step down to spend more time with her family and her growing business.

Eileen began her journey with relay services in 1988, while serving as an intern at the Texas Commission for the Deaf under the supervision of Larry Evans. Relay services were just starting to come of age, and local Deaf citizens were beginning to advocate for a state-wide relay service in Texas. Eileen was given the assignment to research relay services around the nation and decided to make this research her Master's thesis. Her research included which states had or had begun to fund a 24 hour relay service, including their call volumes and financial data. Her report also made suggestions regarding establishing a relay service for Texas, including consumer needs, (such as confidentiality, well trained operators, and emergency call assistance), funding, policy development and technological needs.

Once local Deaf leaders began lobbying for relay services in Texas, they shared Ms. Atter's research project report with legislators and Eileen began lobbying for services as well. (She was also pregnant at the time!) As many of you know, House Bill 174, sponsored by Senator Chet Brooks, also referred to as "The Klay Bill", passed in 1989 and Relay Texas opened its doors on September 1, 1990. The rest, as they say, is "history".

Many of us believe that Eileen's research, commitment and dedication to relay services for Texans had a huge impact on the passage of House Bill 174. Her commitment and dedication had continued for 13 years, as she was the first person to become a member of the Relay Texas Advisory Committee in 1989. While we know that she'll always keep

an eye on Relay Texas, we'll certainly miss her presence, input and her smile at our meetings.

Eileen, we salute you and thank you very much for your involvement!

SKSK



Eileen Atter

Relay Texas Newsletter

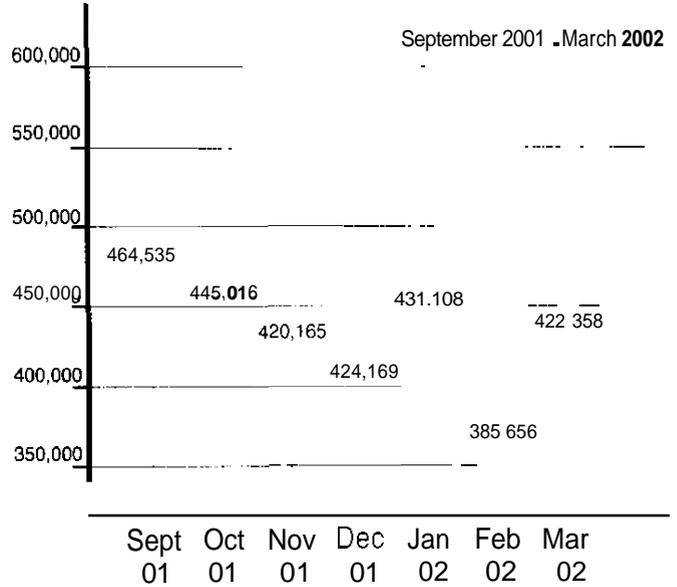
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Brett A. Periman, Commissioner

Ed Bosson, Relay Texas Administrator
Lisa Kriger Anderson, Relay Texas Assistant
Lane Lanford, Executive Director
(512) 936-7000 (V) (512) 936.7136 (TTY)
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Larry Evans, Chairperson

Hector Brual (OPUC)	Candice Clark (TTA)
David Coco (TCDHH)	Kathy Westberry (CTD)
Kris Cue (TDBA)	Karen Greebon (CTD)
Matt Martinez (TAD)	Herman Harrison (TTA)
Jack Clifton (TCDHH)	Lynn Stroud (SHHH)
Larry Whitworth (TDC)	Sandra Murgia (STAP)
Joseph Acosta (STAP)	Vacant (Consumers Union)

Robert Giuntoli, Account Manager
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1 800 735 2989 (TTY) 1321 Rutherford Lane
Suite 120
Austin, Texas 78753
1 800 735 2988 (Voice) www.puc.state.tx.us

1 800 735 2991 (ASCII)

Spanish Translation
1 877 826 1789 (VCO)

Texas Video Interpreting Service
(To Make a 900 Call)

IP: ils.deafonline.com
Speech to Speech

Speech-to-Speech/VCO

Public Utility Commission of Texas **Relay Texas/STAP**



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♦ Relay Texas / STAP ♦

Welcome to Relay Texas and STAP



Vision:

To allow comprehensive access to the telephone network by Texans who are telecommunicatively challenged (deaf, deaf-blind, hard-of-hearing or speech-impaired), and to allow hearing persons a way to contact persons with these disabilities.



- 7-1-1 (New short cut to reach Relay Texas. Best for TTY, Voice, and ASCII Users)
- 1-800-RELAYTX (TTY)
- 1-800-RELAYX1 (ASCII)
- 1-800-RELAYVV (Voice)
- 1-877-VCO1RTX (VCO)
- 1-800-662-4954 Spanish (relay, translation)
- 1-877-826-9438 Reduced Typing Speed (Slower typing speeds for deaf/blind or visually disabled)
- 1-877-826-6607 Speech-to-Speech
- 1-877-826-6608 Speech-to-SpeechNCO

The PUC administers Relay Texas, a program in which agents interpret telephone calls between people who can hear and those who are deaf, deaf-blind, hard-of-hearing or speech-disabled. In addition, the PUC and the Texas Commission for the Deaf and Hard-of-Hearing work together on the Specialized Telecommunications Assistance Program to help persons with disabilities buy equipment to enable them to communicate over the phone.

Relay Texas
Customer Database Profile
Form and Instructions.

■ Instructions are only for calls placed through the Sprint Relay Service.

Relay Texas

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Relay Texas Call Data

Universal Service Fund

Relay Texas Advisory Committee

Legislation

Universal Service Fund

STAP Law (Revised June 2001)

Legislation

STAP Law (Original 1997)

Relay Texas Law

STAP Law (Amended 1999)

Confidentiality Law

Contact Info:

Relay Texas - contact Ed Bosson at 512-936-7147 (TTY) or email relaytx@puc.state.tx.us

STAP - contact Lisa Kriger Anderson at 512-936-7148 (V/TTY) or email lisa.anderson@puc.state.tx.us.

Last Updated' 08/20/02

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