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February 23, 2004

**BY HAND AND E-MAIL**

Marlene H. Dortch  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street SW,  
Washington D.C. 20554

**Re: *EX PARTE PRESENTATION --Telecommunications Relay Services And  
Speech-to-Speech Services for Individuals with Hearing and Speech  
Disabilities, CC Docket No. 98-67***

Dear Ms. Dortch:

On February 20, 2004, the undersigned had a telephone conversation with Jessica Rosenworcel of Commissioner Copp's staff to discuss Sprint's Petition for Reconsideration filed July 30, 2003 in the above-referenced proceeding. Sprint has asked for reconsideration of *Order* (DA 03-2111) issued June 30, 2003 by the Consumer and Government Affairs Bureau in this docket in which the Bureau, *inter alia*, established an "interim" compensation rate for Video Relay Service. My discussion with Ms. Rosenworcel was consistent with Sprint's position set forth in its Petition. I also faxed to Ms. Rosenworcel the instructions issued by NECA, the TRS Interstate Fund Administrator, to TRS providers for reporting their costs of providing various TRS services including VRS service. These instructions were included as Appendix A to NECA's Annual Submission of TRS Payment and Revenue Requirements for July 2002-June 2003 filed with the Commission on May 1, 2002 and referenced in Sprint's Petition at footnote 16.

If you have any questions, please contact me.

Sincerely,

Attachment

cc: Jessica Rosenworcel w/o attachment (by email)

## APPENDICES

A.) **TRS Provider Data Collection Form and Instructions**

B.) **Interstate TRS Advisory Council Information**

**Exhibit 1 Interstate TRS Advisory Council Membership List**

**Exhibit 2 Interstate TRS Advisory Council Meeting Minutes**

April 24, 2001

December 4, 2001



80 South Jefferson Road  
Whippany, New Jersey 07981  
Phone: 973/884-8063  
TTY: 973/884-8555  
Fax: 973/884-8469  
E-Mail: mbrenna@neca.org

Maripat Brennan  
Manager  
TRS and NBANC Administration

December 6, 2001

**TO: PROVIDERS OF TELECOMMUNICATIONS RELAY SERVICES (TRS)**

**SUBJECT: ANNUAL TRS CENTER DATA REQUEST**

Federal Communications Commission (FCC) rules require NECA, as TRS Fund Administrator, to collect data annually from all providers of TRS. This data is used to determine the total cost of providing relay service and to develop the reimbursement rate per completed minute to be paid to TRS providers for traditional TRS interstate minutes, Speech to Speech (STS) interstate minutes, and Video Relay Service (VRS) intrastate and interstate minutes. Eventually, after the carriers' end-user revenue data is collected on the FCC Form 499A on April 1, both sets of data will be used to calculate the carriers' fund contribution factor.

The TRS Center Data Request is designed to gather both actual and projected data to assure that the rate per minute calculations most accurately reflect the costs and demand for interstate TRS and STS services and intrastate and interstate VRS service in English and in Spanish. **Please complete the attached TRS Center Data Request for each center that you operate and return the form(s) to NECA as noted on the instructions by February 1, 2002.**

All data provided in the TRS Center Data Request is treated as proprietary and confidential. Individual TRS center cost and demand data is included in the annual NECA filing but identification of the provider and the center location is masked to retain confidentiality. Data is not disclosed to anyone other than authorized NECA staff or the FCC without prior notice and consent of those providing the data.

NECA will file the proposed 2002 – 2003 TRS, STS and VRS rates per minute with the FCC on May 1, 2002 as part of its Annual Report on TRS required by the Commission's rules. The new rates will become effective July 1, 2002 upon Commission approval. Providers will receive reimbursement at the new rates for minutes handled from July 1, 2002 through June 30, 2003.

Your effort and cooperation contribute to the success of this annual process. Please contact me with any questions you may have on the Data Request.

Yours truly,

Attachment

Cc: TRS Provider Distribution List

## TRS CENTER DATA REQUEST DISTRIBUTION LIST

Ameritech	Beverly A. Smith
AT&T	Sue Decker
Communications Services for the Deaf	Randy Gerloff
GCI	Jimmy Jackson
Hamilton Telecommunications	Beverly Smith
Kansas Relay Service Inc.	Rob Hodges
MCI Worldcom	Kim Wobschall
Southwestern Bell Telephone	Curtis Branum
Sprint	Paul Ludwick
Verizon	Paul Brizendine
Vista Information Technologies	Thomas E. O'Neill

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**Telecommunications Relay Services (TRS)  
Center Data Request Instructions**

**A. General Information**

This request has been designed to identify total traditional Telecommunications Relay Service (TRS), Speech to Speech (STS) Service and Video Relay Service (VRS) cost and demand data requirements. Providing this information will assure consistency in the development of an average rate per interstate minute for traditional TRS, a separate average interstate rate per interstate minute for STS, and an average per minute rate for VRS to be effective July 2003 through June 2003. Cost data submitted on this data request should be:

- **total annual costs** of providing traditional TRS, Speech to Speech and Video Relay Service in English and Spanish in each center, including local, intrastate, interstate and international costs
- reported in only **one category**; the section total of expense categories should reflect the total costs of providing each service in each center
- **actual 2000 costs, annualized costs for 2001, and projected costs for 2002 and 2003**
- **costs actually associated with TRS**; if a center performs multiple functions, such as operator services and TRS, an allocation of expenses will be required to report the costs associated with TRS. Any allocated costs should be developed from accounting records using acceptable and supportable allocation methods.

**If your company has more than one TRS center, use a separate data request for each center. If a center provides Traditional TRS, STS and/or VRS, please complete the appropriate expense form page for each of the services performed. If any/all of the three services are performed in Spanish at the center, please complete the appropriate expense form page for each of the Spanish services. Each expense form is identified by service and language on the first line of the form. Please also complete a CONSOLIDATED REQUEST expense form by service and language, totaling all centers' expenses for each.**

**Almost all costs** of providing TRS, whether as part of a state-contracted service or a standalone service, **are reportable** for inclusion in the development of the reimbursement rate.

**To better understand expenses that are only attributable to interstate TRS/STS/VRS**, there is a separate section for each service, Section F, in which to **report interstate only TRS expenses**. An example would be an advertising or marketing campaign that was **specific to a provider's interstate only service**. These expenses **will be included** in the 2002 - 2003 rate development; care should be taken to ensure they are not also reported in another section of the form.

Return completed responses on or before **February 1, 2002** to:

Maripat Brennan  
NECA  
80 South Jefferson Road, Room S2082  
Whippany, New Jersey 07981

The **original signed forms must be returned** to NECA. Questions concerning the data request should be referred to Maripat Brennan at 973-884-8063 or via email to [mbrenna@neca.org](mailto:mbrenna@neca.org). This data will be the basis for the interstate reimbursement rates for traditional TRS and STS, and for the intrastate and interstate reimbursement rate for VRS, as well as the total fund size requirement for the three services. Carrier revenue information to determine the contribution base will be filed on April 1, 2002 via the FCC Form 499-A, Telecommunications Reporting Worksheet. NECA will use the provider cost and demand information and the carrier revenue information to calculate the carrier contribution factor. **On May 1, 2002, NECA will file for the provider reimbursement rates, fund size requirement and carrier contribution factor for the fund year July 1, 2002 through June 30, 2003.**

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**Telecommunications Relay Services (TRS)  
Center Data Request Instructions**

**B. Form Instructions**

**Center Name**

Enter the name of the state where the center is located or the name the provider uses to identify the center.

**I. Provider/Center Identification**

**A. Service Provider/Administrator**

Provide the requested information about the TRS provider -- the entity responsible for providing interstate TRS. The contact name requested is the name of the person who will serve as the official provider interface for the interstate TRS Fund Administrator.

**B. Center Location**

Enter the address of the center through which TRS is provided. The contact name requested here is the person familiar with center operations and demand data.

**C. Data Request Response**

List the name and contact information for the person to whom questions and requests for clarification regarding the data request response should be directed.

**D. Changes, Activities & Improvements**

If significant changes have occurred or are expected to occur with this center's service, please provide an explanation.

**E. Other Center Information**

Provide the requested information for each state served in the reporting center. The rate information is confidential and will not be shared with anyone outside of NECA. Indicate with a check whether the rate is for a completed/conversation or a total/session minute.

**II. Total Traditional TRS Expense Data - English**

Include **all costs attributable to providing traditional TRS in English** as required under Part 64 of the FCC rules, such as gathering traffic, the center itself, and handing off calls to the interexchange carrier. TRS costs do not include the costs of the interexchange carrier terminating the call after it leaves the center; those costs are recovered by the carrier from the TRS user. When reporting expenses, please **round only to the next dollar**; report all amounts in whole dollars.

**A. Annual Recurring Fixed/Semi-Variable Expenses**

1. **Rent:** Annual payments solely for land and/or buildings rented for the provision of TRS.
2. **Utilities:** Expenses associated with land and buildings, such as water, sewerage, fuel, and power. Telephone service costs, such as center toll free numbers, local and foreign exchange should also be included here.

**Telecommunications Relay Services (TRS)  
Center Data Request Instructions**

3. **Building Maintenance:** Expenses for maintenance and repair.
4. **Property Tax (if owned):** Taxes paid on property owned and used for the provision of TRS.
5. **Furniture (if leased):** Lease or rental expenses associated with center furnishings.
6. **Office Equipment (if leased):** Lease or rental expenses associated with office equipment.

<b>Subtotal Section A expenses.</b>
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**B. Annual Recurring Variable Expenses**

1. **Salaries and Benefits:** Compensation to employees, such as wages, salaries, commissions, bonuses, incentive awards and termination payments; payroll related benefits paid on behalf of employees, such as pensions, savings plans, workers' compensation required by law, insurance plans (life, hospital, medical, dental, vision); and social security and other payroll taxes.
2. **Telecommunications Expenses:** Expenses associated with costs of inspecting, testing, analyzing and correcting trouble; repairing or reporting on telecommunications plant (switching, transmission, operator, cable and wire) to determine need for repairs, replacements, rearrangements, and changes; costs for activities, such as controlling traffic flow, administering traffic measuring and monitoring devices, assigning equipment and load balancing, collecting and summarizing traffic data, administering trunking, and assigning interoffice facilities and circuit layout work. **Note: expenses reported here should be in addition to the telephone service expenses reported in Section A, 2.**
3. **Office Expenses:** Expenses associated with procuring office equipment and supplies; includes materials and repairs.
4. **Staff Management:** Costs incurred in providing overall administration and management, such as fees and expenses for office staff, secretaries, staff assistants, etc.; costs of supervision and office support.
5. **Billing Expenses:** Rating of toll messages and billing functions not recovered from other sources.
6. **Relay Center Management:** General and administrative costs not included in other accounts, such as providing food services, reference libraries, archives, and mail services.

<b>Subtotal Section B expenses.</b>
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**C. Annual Administrative Expenses**

1. **Finance/Accounting:** Costs incurred in providing accounting and financial services. Accounting services include payroll and disbursements, property accounting, capital recovery, regulatory accounting, tax accounting, auditing, capital and operating budget and control, and general accounting. Financial services include banking operations, cash management, benefit investment fund management, etc.
2. **Legal/Regulatory:** Costs incurred for legal and regulatory services. Legal services include conducting and coordinating litigation, providing guidance on regulatory and labor matters, court costs, filing fees, cost of counsel, etc. Regulatory services include preparing and presenting information for regulatory purposes, such as responding to this data request.

**Telecommunications Relay Services (TRS)  
Center Data Request Instructions**

3. **Engineering:** Costs incurred in the general engineering of the TRS telecommunications plant; includes costs of research and development leading to implementation of new TRS feature unless specifically excluded.
4. **Operations Support:** Costs of training, scheduling, and counseling employees.
5. **Human Resources:** Costs incurred in performing personnel administration activities, including recruiting, hiring, forecasting, planning, and reporting.
6. **Billing:** Administrative costs of rating and providing billing information to interexchange and Exchange carriers, if not recovered by other means.
7. **Contract Management:** Costs of managing activities required by the provider contracts.
8. **Risk Management:** Management costs associated with workmen's compensation, payments in settlement of accident and damage claims, insurance premiums against losses and damages, sickness and disability payment, etc.
9. **Other Corporate Overheads:** Other administrative costs of providing TRS not included in previous categories, including marketing, advertising, customer service. **Note: Outreach expenses should be reported in Section II, E, 4.**

**Subtotal Section C expenses.**

**D. Annual Depreciation/Amortization Associated with Capital Investment**

1. **Furniture & Fixtures:** Depreciation expense on furniture and/or fixtures.
2. **Telecommunications Equipment:** Depreciation expense associated with capitalized costs of telecommunications equipment including switching equipment, operator services equipment, cable and wire facilities, transmission equipment, and power equipment.
3. **Leasehold:** Amortization of leasehold improvements – improvements which become a permanent part of a building, like walls or carpeting.
4. **Other Capitalized:** TRS depreciation expense not accounted for in other categories.

**Subtotal Section D expenses.**

**E. Other TRS Expenses**

1. **Taxes:** Include federal, state, local, gross receipts or other tax expenses. **Note: do not include property taxes previously reported in Section II, A, 4.**
2. **Other:** TRS costs not yet accounted for in the data provided, for example, profits or margins; attach an explanation of any expenses included in this category.
3. **Coin Sent Paid:** Costs incurred for coin sent paid TRS service, including technological and/or marketing expenses associated with industry solution.
4. **Outreach:** Costs of outreach programs to educate the public on TRS. **Note: marketing and advertising expenses should be included in Section II, C, 9.**

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**Telecommunications Relay Services (TRS)  
Center Data Request Instructions**

**Subtotal Section E expenses.**

**F. Interstate Only TRS Expenses**

**Note:** expenses reported here should be unique interstate expenses, significantly different from those reported elsewhere on the data request. They should not be included in any other category or reimbursed by any other entity; these costs will be included in the rate development. Space is provided to list "Other" interstate only expenses.

1. **Administrative:** Costs of performing administrative activities related only to interstate TRS, such as completing the Center Data Request and reporting interstate minutes monthly.
2. **Outreach/Advertising:** Costs of educational activities or advertising related only to interstate TRS.
- 3.-4. **Other:** List the expense in the space next to **Other** and provide the requested data. If additional space is required, add another page.

**Subtotal Section F expenses.**

**Total Traditional TRS Expenses - English**

**III. Total Speech to Speech Expenses – English**

Include **all costs attributable to providing Speech to Speech** in English as required under Part 64 of the FCC rules, such as gathering traffic, the center itself, and handing off calls to the interexchange carrier. TRS costs do not include the costs of the interexchange carrier terminating the call after it leaves the center; those costs are recovered by the carrier from the TRS user. When reporting expenses, please **round only to the next dollar**; report all amounts in whole dollars.

Follow the same instructions for Sections A through F as listed above in **Annual Traditional TRS Expenses**.

**Total Speech to Speech Expenses - English**

**IV. Total Video Relay Service Expenses – English**

Include **all costs attributable to providing Video Relay Service** in English as required under Part 64 of the FCC rules, such as gathering traffic, the center itself, and handing off calls to the interexchange carrier. TRS costs do not include the costs of the interexchange carrier terminating the call after it leaves the center; those costs are recovered by the carrier from the TRS user. When reporting expenses, please **round only to the next dollar**; report all amounts in whole dollars.

Follow the same instructions for Sections A through F as listed above in **Annual Traditional TRS Expenses**.

**Total Video Relay Service Expenses - English**

**V. Total Traditional TRS Expenses – Spanish**

Include **all costs attributable to providing Traditional TRS** in Spanish as required under Part 64 of the FCC rules, such as gathering traffic, the center itself, and handing off calls to the interexchange carrier. TRS costs do not include the costs of the interexchange carrier terminating the call after it

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## Telecommunications Relay Services (TRS) Center Data Request Instructions

leaves the center; those costs are recovered by the carrier from the TRS user. When reporting expenses, please **round only to the next dollar**; report all amounts in whole dollars.

Follow the same instructions for Sections A through F as listed above in Annual Traditional TRS Expenses in English.

<b>Total Traditional TRS Expenses - Spanish</b>
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### VI. Total Speech to Speech Expenses – Spanish

Include **all costs attributable to providing Speech to Speech** in Spanish as required under Part 64 of the FCC rules, such as gathering traffic, the center itself, and handing off calls to the interexchange carrier. TRS costs do not include the costs of the interexchange carrier terminating the call after it leaves the center; those costs are recovered by the carrier from the TRS user. When reporting expenses, please **round only to the next dollar**; report all amounts in whole dollars.

Follow the same instructions for Sections A through F as listed above in Annual Traditional TRS Expenses in English.

<b>Total Speech to Speech Expenses - Spanish</b>
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### VII. Total Video Relay Service Expenses – Spanish

Include **all costs attributable to providing Video Relay Service** in Spanish as required under Part 64 of the FCC rules, such as gathering traffic, the center itself, and handing off calls to the interexchange carrier. TRS costs do not include the costs of the interexchange carrier terminating the call after it leaves the center; those costs are recovered by the carrier from the TRS user. When reporting expenses, please **round only to the next dollar**; report all amounts in whole dollars.

Follow the same instructions for Sections A through F as listed above in Annual Traditional TRS Expenses in English.

<b>Total Video Relay Service Expenses - Spanish</b>
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### VIII. Annual TRS Demand Data

All minute data should be reported in **conversation minutes**. Conversation minutes are measured in terms of conversation time, i.e., from point of call completion to disconnect. **Do not include** time for call set-up, call ringing, waiting for an answer, calls that reach busy numbers or receive no answers, and call wrap-up. **2000 minutes** should be **actual** TRS conversation minutes. **2001 minutes** should be **annualized actuals**, e.g., total the actual minutes for the number of months with actual minutes, divide the total by that number of months and then multiply by 12 to get the annual figure. Minutes for **2002 and 2003** should be **projected** conversation minutes for the years. The projected minutes should reflect reasonable growth rates and include other considerations that might increase or decrease the minutes handled by a center, such as adding a new state to a center.

Provide annual, annualized and projected minutes as follows:

#### A. English Minutes

##### 1. Traditional TRS Minutes Conversation Minutes

**Telecommunications Relay Services (TRS)  
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1. **Local:** TRS non-toll conversation minutes for completed calls that are included in local service billing.
2. **Intrastate Message Telephone Service (MTS):** TRS toll conversation minutes billed for completed calls within the state. Does not include toll free or 900 service minutes.
3. **Interstate MTS:** TRS toll conversation minutes billed for completed calls across state boundaries. Does not include toll free or 900 service minutes.
4. **International MTS:** TRS conversation minutes billed for completed international calls. Does not include toll free or 900 service minutes.
5. **Toll Free:** TRS conversation minutes for completed toll free calls (800/888/877, etc.). Do not include any toll free minutes in any of the other categories.
6. **900 Service:** TRS conversation minutes for completed 900 calls. Do not include any 900 service minutes in any of the other categories.
7. **General Assistance:** TRS minutes required to provide miscellaneous assistance or services such as time, temperature, service explanations, etc.

<b>Total Traditional minutes</b>
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**2. Speech To Speech (STS) Conversation Minutes**

1. **Local:** STS non-toll conversation minutes for completed calls that are included in local service billing.
2. **Intrastate Message Telephone Service (MTS):** STS toll conversation minutes billed for completed calls within the state. Do not include toll free or 900 service minutes.
3. **Interstate MTS:** STS toll conversation minutes billed for completed calls across state boundaries. Do not include toll free or 900 service minutes.
4. **International MTS:** STS conversation minutes billed for completed international calls. Do not include toll free or 900 service minutes.
5. **Toll Free:** STS conversation minutes for completed toll free calls (800/888/877, etc.). Do not include toll free minutes in any of the other categories.
6. **900 Service:** STS conversation minutes for completed 900 calls. Do not include 900 service minutes in any of the other categories.
7. **General Assistance:** STS minutes required to provide miscellaneous assistance or services such as time, temperature, service explanations, etc.

<b>Total STS minutes</b>
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**3. Video Relay Service (VRS) Conversation Minutes**

1. **Local:** VRS non-toll conversation minutes for completed calls that are included in local service billing.
2. **Intrastate Message Telephone Service (MTS):** VRS toll conversation minutes billed for completed calls within the state. Do not include toll free or 900 service minutes.

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**Telecommunications Relay Services (TRS)  
Center Data Request Instructions**

3. **Interstate MTS:** VRS toll conversation minutes billed for completed calls across state boundaries. Do not include toll free or 900 service minutes.
4. **International MTS:** VRS conversation minutes billed for completed international calls. Do not include toll free or 900 service minutes.
5. **Toll Free:** VRS conversation minutes for completed toll free calls (800/888/877, etc.). Do not include toll free minutes in any of the other categories.
6. **900 Service:** VRS conversation minutes for completed 900 calls. Do not include 900 service minutes in any of the other categories.
7. **General Assistance:** VRS minutes required to provide miscellaneous assistance or services such as time, temperature, service explanations, etc.

<b>Total VRS minutes</b>
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**B. Spanish Minutes**

1. **Traditional TRS Conversation Minutes**
2. **Speech To Speech (STS) Conversation Minutes**
3. **Video Relay Service (VRS) Conversation Minutes**

**For Spanish Traditional TRS, Speech to Speech and Video Relay Service minutes, follow the instructions listed above for English minutes.**

**IX. Certification**

**A responsible accounting officer must certify the Center Data Request response. Please read the certification and sign accordingly.**

**A provider with more than one center may sign a single Certification followed by a list all of the provider's centers.**

Center Name: \_\_\_\_\_

**Telecommunications Relay Services (TRS) Center Data Request**

Please read the attached instructions carefully before completing the data request.

**I. Provider/Center Identification**

**A. Service Provider/Administrator**

Provider: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ Email ID: \_\_\_\_\_  
Address: \_\_\_\_\_  
City/State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

**B. Center Location**

Provider: \_\_\_\_\_  
Contact Name: \_\_\_\_\_ Email ID: \_\_\_\_\_  
Address: \_\_\_\_\_  
City/State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

**C. Data Request Response**

Contact Name: \_\_\_\_\_ Email ID: \_\_\_\_\_  
Telephone: \_\_\_\_\_ Fax: \_\_\_\_\_

**D. To assist NECA in data analysis, please summarize any service changes/activities/ improvements since the 2001 filing, or planned for 2002/2003, that caused/may cause substantial changes in cost and/or demand data. Examples: addition of a state; loss of a state contract; increase in volumes due to specific outreach program; call volume decrease due to use of internet or other non-TRS technology; decrease in minutes due to new, time saving TRS technology; changes in volumes due to abnormal weather conditions; etc. Include any characteristics unique to a center (center may be in a high/low cost area; partial volunteer or part time staffing) or changes in the TRS marketplace as a whole.**

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Center Name: \_\_\_\_\_

**Telecommunications Relay Services (TRS) Center Data Request**

**E. Other Center Information**

If additional space is required in responding to this section, please make copies of this page.  
Please note if there is a different rate for TRS, STS and VRS in Spanish.

**1. Current Contract and Interstate Funding Information for states/entities served by this center**

State/Entity: \_\_\_\_\_  
Contract Dates From: \_\_\_\_\_ To: \_\_\_\_\_  
Per TRS Minute Contract Rate: \_\_\_\_\_ Completed/conversation: \_\_\_\_\_ Total/session: \_\_\_\_\_  
Per STS Minute Contract Rate: \_\_\_\_\_ Completed/conversation: \_\_\_\_\_ Total/session: \_\_\_\_\_  
Per VRS Minute Contract Rate: \_\_\_\_\_ Completed/conversation: \_\_\_\_\_ Total/session: \_\_\_\_\_  
Are there any costs for interstate TRS currently being recovered by a means other than the TRS Fund? Yes \_\_\_ No \_\_\_ If yes, please indicate other source of recovery: \_\_\_\_\_

**2. Current Contract and Interstate Funding Information for states/entities served by this center**

State/Entity: \_\_\_\_\_  
Contract Dates From: \_\_\_\_\_ To: \_\_\_\_\_  
Per TRS Minute Contract Rate: \_\_\_\_\_ Completed/conversation: \_\_\_\_\_ Total/session: \_\_\_\_\_  
Per STS Minute Contract Rate: \_\_\_\_\_ Completed/conversation: \_\_\_\_\_ Total/session: \_\_\_\_\_  
Per VRS Minute Contract Rate: \_\_\_\_\_ Completed/conversation: \_\_\_\_\_ Total/session: \_\_\_\_\_  
Are there any costs for interstate TRS currently being recovered by a means other than the TRS Fund? Yes \_\_\_ No \_\_\_ If yes, please indicate other source of recovery: \_\_\_\_\_

**3. Current Contract and Interstate Funding Information for states/entities served by this center**

State/Entity: \_\_\_\_\_  
Contract Dates From: \_\_\_\_\_ To: \_\_\_\_\_  
Per TRS Minute Contract Rate: \_\_\_\_\_ Completed/conversation: \_\_\_\_\_ Total/session: \_\_\_\_\_  
Per STS Minute Contract Rate: \_\_\_\_\_ Completed/conversation: \_\_\_\_\_ Total/session: \_\_\_\_\_  
Per VRS Minute Contract Rate: \_\_\_\_\_ Completed/conversation: \_\_\_\_\_ Total/session: \_\_\_\_\_  
Are there any costs for interstate TRS currently being recovered by a means other than the TRS Fund? Yes \_\_\_ No \_\_\_ If yes, please indicate other source of recovery: \_\_\_\_\_

**4. Current Contract and Interstate Funding Information for states/entities served by this center**

State/Entity: \_\_\_\_\_  
Contract Dates From: \_\_\_\_\_ To: \_\_\_\_\_  
Per TRS Minute Contract Rate: \_\_\_\_\_ Completed/conversation: \_\_\_\_\_ Total/session: \_\_\_\_\_  
Per STS Minute Contract Rate: \_\_\_\_\_ Completed/conversation: \_\_\_\_\_ Total/session: \_\_\_\_\_  
Per VRS Minute Contract Rate: \_\_\_\_\_ Completed/conversation: \_\_\_\_\_ Total/session: \_\_\_\_\_  
Are there any costs for interstate TRS currently being recovered by a means other than the TRS Fund? Yes \_\_\_ No \_\_\_ If yes, please indicate other source of recovery: \_\_\_\_\_

**5. Current Contract and Interstate Funding Information for states/entities served by this center**

State/Entity: \_\_\_\_\_  
Contract Dates From: \_\_\_\_\_ To: \_\_\_\_\_  
Per TRS Minute Contract Rate: \_\_\_\_\_ Completed/conversation: \_\_\_\_\_ Total/session: \_\_\_\_\_  
Per STS Minute Contract Rate: \_\_\_\_\_ Completed/conversation: \_\_\_\_\_ Total/session: \_\_\_\_\_  
Per VRS Minute Contract Rate: \_\_\_\_\_ Completed/conversation: \_\_\_\_\_ Total/session: \_\_\_\_\_  
Are there any costs for interstate TRS currently being recovered by a means other than the TRS Fund? Yes \_\_\_ No \_\_\_ If yes, please indicate other source of recovery: \_\_\_\_\_

Center Data Request

State Traditional TRS Expense Data - English	2000	2001 Annualized Actuals	2002 Projected	2003 Projected
<b>A. Annual Recurring Fixed/Semi-Variable Expenses</b>				
1. Rent				
2. Utilities				
3. Building Maintenance				
4. Property Tax				
5. Furniture (if leased)				
6. Office Equipment (if leased)				
7. Other				
<b>Subtotal</b>	0	0	0	0
<b>B. Annual Recurring Variable Expenses</b>				
1. Salaries & Benefits				
2. Telecommunications Expenses				
3. Offices Expenses				
4. Staff Management Expenses				
5. Billing Expenses				
6. Relay Center Management				
<b>Subtotal</b>	0	0	0	0
<b>C. Annual Administrative Expenses</b>				
1. Finance/Accounting				
2. Legal/Regulatory				
3. Engineering				
4. Operations Support				
5. Human Resources				
6. Billing				
7. Contract Management				
8. Risk Management				
9. Other Corporate Overhead				
<b>Subtotal</b>	0	0	0	0
<b>D. Annual Depreciation Associated with Capital Investment</b>				
1. Furniture & Fixtures				
2. Telecommunications Expenses				
3. Leasehold				
4. Other Capitalized				
<b>Subtotal</b>	0	0	0	0
<b>E. Other TRS Expenses</b>				
1. Taxes				
2. Other				
3. Coin Sent Paid Expenses				
4. Outreach Expenses				
<b>Subtotal</b>	0	0	0	0
<b>F. Interstate Only Expenses</b>				
1. Administrative				
2. Outreach/Advertising				
3. Other expense				
4. Other expense				
<b>Subtotal</b>	0	0	0	0
<b>Total Traditional TRS Expenses - English</b>	0	0	0	0

**Center Data Request**

Total Speech to Speech Expense Data - English		200	als	2001 Annualized Actuals	2002 Projected	2003 Projected
<b>A. Annual Recurring Fixed/Semi-Variable Expenses</b>						
1. Rent						
2. Utilities						
3. Building Maintenance						
4. Property Tax						
5. Furniture (if leased)						
6. Office Equipment (if leased)						
7. Other						
<b>Subtotal</b>			0	0	0	0
<b>B. Annual Recurring Variable Expenses</b>						
1. Salaries & Benefits						
2. Telecommunications Expenses						
3. Offices Expenses						
4. Staff Management Expenses						
5. Billing Expenses						
6. Relay Center Management						
<b>Subtotal</b>			0	0	0	0
<b>C. Annual Administrative Expenses</b>						
1. Finance/Accounting						
2. Legal/Regulatory						
3. Engineering						
4. Operations Support						
5. Human Resources						
6. Billing						
7. Contract Management						
8. Risk Management						
9. Other Corporate Overhead						
<b>Subtotal</b>			0	0	0	0
<b>D. Annual Depreciation Associated with Capital Investment</b>						
1. Furniture & Fixtures						
2. Telecommunications Expenses						
3. Leasehold						
4. Other Capitalized						
<b>Subtotal</b>			0	0	0	0
<b>E. Other TRS Expenses</b>						
1. Taxes						
2. Other						
3. Coin Sent Paid Expenses						
4. Outreach Expenses						
<b>Subtotal</b>			0	0	0	0
<b>F. Interstate Only Expenses</b>						
1. Administrative						
2. Outreach/Advertising						
3. Other expense						
4. Other expense						
<b>Subtotal</b>			0	0	0	0
<b>Total STS Expenses - English</b>			0	0	0	0

Center Data Request

Total Video Relay Service Expense Data - English	2000	2001 Annualized Actuals	2002 Projected	2003 Projected
<b>A. Annual Recurring Fixed/Semi-Variable Expenses</b>				
1. Rent				
2. Utilities				
3. Building Maintenance				
4. Property Tax				
5. Furniture (if leased)				
6. Office Equipment (if leased)				
7. Other				
<b>Subtotal</b>	0	0	0	0
<b>B. Annual Recurring Variable Expenses</b>				
1. Salaries & Benefits				
2. Telecommunications Expenses				
3. Offices Expenses				
4. Staff Management Expenses				
5. Billing Expenses				
6. Relay Center Management				
<b>Subtotal</b>	0	0	0	0
<b>C. Annual Administrative Expenses</b>				
1. Finance/Accounting				
2. Legal/Regulatory				
3. Engineering				
4. Operations Support				
5. Human Resources				
6. Billing				
7. Contract Management				
8. Risk Management				
9. Other Corporate Overhead				
<b>Subtotal</b>	0	0	0	0
<b>D. Annual Depreciation Associated with Capital Investment</b>				
1. Furniture & Fixtures				
2. Telecommunications Expenses				
3. Leasehold				
4. Other Capitalized				
<b>Subtotal</b>	0	0	0	0
<b>E. Other TRS Expenses</b>				
1. Taxes				
2. Other				
3. Coin Sent Paid Expenses				
4. Outreach Expenses				
<b>Subtotal</b>	0	0	0	0
<b>F. Interstate Only Expenses</b>				
1. Administrative				
2. Outreach/Advertising				
3. Other expense				
4. Other expense				
<b>Subtotal</b>	0	0	0	0
<b>Total VRS Expenses - English</b>	0	0	0	0

**Center Data Request**

Total Traditional TRS Expense Data - Spanish		2000	2001 Annualized Actuals	2002 Projected	2003 Projected
<b>A. Annual Recurring Fixed/Semi-Variable Expenses</b>					
1. Rent					
2. Utilities					
3. Building Maintenance					
4. Property Tax					
5. Furniture (if leased)					
6. Office Equipment (if leased)					
7. Other					
	<b>Subtotal</b>	0	0	0	0
<b>B. Annual Recurring Variable Expenses</b>					
1. Salaries & Benefits					
2. Telecommunications Expenses					
3. Offices Expenses					
4. Staff Management Expenses					
5. Billing Expenses					
6. Relay Center Management					
	<b>Subtotal</b>	0	0	0	0
<b>C. Annual Administrative Expenses</b>					
1. Finance/Accounting					
2. Legal/Regulatory					
3. Engineering					
4. Operations Support					
5. Human Resources					
6. Billing					
7. Contract Management					
8. Risk Management					
9. Other Corporate Overhead					
	<b>Subtotal</b>	0	0	0	0
<b>D. Annual Depreciation Associated with Capital Investment</b>					
1. Furniture & Fixtures					
2. Telecommunications Expenses					
3. Leasehold					
4. Other Capitalized					
	<b>Subtotal</b>	0	0	0	0
<b>E. Other TRS Expenses</b>					
1. Taxes					
2. Other					
3. Coin Sent Paid Expenses					
4. Outreach Expenses					
	<b>Subtotal</b>	0	0	0	0
<b>F. Interstate Only Expenses</b>					
1. Administrative					
2. Outreach/Advertising					
3. Other expense					
....4. Other expense					
	<b>Subtotal</b>	0	0	0	0
<b>Total Traditional TRS Expenses - Spanish</b>		0	0	0	0

**Center Data Request**

Total Speech to Speech Expense Data - Spanish		2000	2001 Annualized Actuals	2002 Projected	2003 Projected
<b>A. Annual Recurring Fixed/Semi-Variable Expenses</b>					
1. Rent					
2. Utilities					
3. Building Maintenance					
4. Property Tax					
5. Furniture (if leased)					
6. Office Equipment (if leased)					
7. Other					
<b>Subtotal</b>		0	0	0	0
<b>B. Annual Recurring Variable Expenses</b>					
1. Salaries & Benefits					
2. Telecommunications Expenses					
3. Offices Expenses					
4. Staff Management Expenses					
5. Billing Expenses					
6. Relay Center Management					
<b>Subtotal</b>		0	0	0	0
<b>C. Annual Administrative Expenses</b>					
1. Finance/Accounting					
2. Legal/Regulatory					
3. Engineering					
4. Operations Support					
5. Human Resources					
6. Billing					
7. Contract Management					
8. Risk Management					
9. Other Corporate Overhead					
<b>Subtotal</b>		0	0	0	0
<b>D. Annual Depreciation Associated with Capital Investment</b>					
1. Furniture & Fixtures					
2. Telecommunications Expenses					
3. Leasehold					
4. Other Capitalized					
<b>Subtotal</b>		0	0	0	0
<b>E. Other TRS Expenses</b>					
1. Taxes					
2. Other					
3. Coin Sent Paid Expenses					
4. Outreach Expenses					
<b>Subtotal</b>		0	0	0	0
<b>F. Interstate Only Expenses</b>					
1. Administrative					
2. Outreach/Advertising					
3. Other expense					
4. Other expense					
<b>Subtotal</b>		0	0	0	0
<b>Total STS Expenses - Spanish</b>		0	0	0	0

**Center Data Request**

Total Video Relay Service Expense Data - Spanish		2000	2001 Annualized Actuals	2002 Projected	2003 Projected
<b>A. Annual Recurring Fixed/Semi-Variable Expenses</b>					
1. Rent					
2. Utilities					
3. Building Maintenance					
4. Property Tax					
5. Furniture (if leased)					
6. Office Equipment (if leased)					
7. Other					
<b>Subtotal</b>		0	0	0	0
<b>B. Annual Recurring Variable Expenses</b>					
1. Salaries & Benefits					
2. Telecommunications Expenses					
3. Offices Expenses					
4. Staff Management Expenses					
5. Billing Expenses					
6. Relay Center Management					
<b>Subtotal</b>		0	0	0	0
<b>C. Annual Administrative Expenses</b>					
1. Finance/Accounting					
2. Legal/Regulatory					
3. Engineering					
4. Operations Support					
5. Human Resources					
6. Billing					
7. Contract Management					
8. Risk Management					
9. Other Corporate Overhead					
<b>Subtotal</b>		0	0	0	0
<b>D. Annual Depreciation Associated with Capital Investment</b>					
1. Furniture & Fixtures					
2. Telecommunications Expenses					
3. Leasehold					
4. Other Capitalized					
<b>Subtotal</b>		0	0	0	0
<b>E. Other TRS Expenses</b>					
1. Taxes					
2. Other					
3. Coin Sent Paid Expenses					
4. Outreach Expenses					
<b>Subtotal</b>		0	0	0	0
<b>F. Interstate Only Expenses</b>					
1. Administrative					
2. Outreach/Advertising					
3. Other expense					
4. Other expense					
<b>Subtotal</b>		0	0	0	0
<b>Total VRS Expenses - Spanish</b>		0	0	0	0

Center Name: \_\_\_\_\_

### Telecommunications Relay Service (TRS) Center Data Request

#### VIII. Annual TRS Demand Data

##### A. English Minutes

##### 1. Traditional TRS Conversation Minutes

Minutes	2000 Actuals	2001 Annualized Actuals	2002 Projected	2003 Projected
1. Local				
2. Intrastate MTS				
3. Interstate MTS				
4. International MTS				
5. Toll Free				
6. 900 Service				
7. General Assistance (GA)				
Total Traditional Minutes				

##### 2. Speech To Speech (STS) Conversation Minutes

Minutes	2000 Actuals	2001 Annualized Actuals	2002 Projected	2003 Projected
1. Local				
2. Intrastate MTS				
3. Interstate MTS				
4. International MTS				
5. Toll Free				
6. 900 Service				
7. General Assistance (GA)				
Total STS Minutes				

##### 3. Video Relay Service (VRS) Conversation Minutes

Minutes	2000 Actuals	2001 Annualized Actuals	2002 Projected	2003 Projected
1. Local				
2. Intrastate MTS				
3. Interstate MTS				
4. International MTS				
5. Toll Free				
6. 900 Service				
7. General Assistance (GA)				
Total VRS Minutes				

Center Name: \_\_\_\_\_

**Telecommunications Relay Service (TRS) Center Data Request**

**B. Spanish Minutes**

**1. Traditional TRS Conversation Minutes**

Minutes	2000 Actuals	2001 Annualized Actuals	2002 Projected	2003 Projected
1. Local				
2. Intrastate MTS				
3. Interstate MTS				
4. International MTS				
5. Toll Free				
6. 900 Service				
7. General Assistance (GA)				
Total Traditional Minutes				

**2. Speech To Speech (STS) Conversation Minutes**

Minutes	2000 Actuals	2001 Annualized Actuals	2002 Projected	2003 Projected
1. Local				
2. Intrastate MTS				
3. Interstate MTS				
4. International MTS				
5. Toll Free				
6. 900 Service				
7. General Assistance (GA)				
Total STS Minutes				

**3. Video Relay Service (VRS) Conversation Minutes**

Minutes	2000 Actuals	2001 Annualized Actuals	2002 Projected	2003 Projected
1. Local				
2. Intrastate MTS				
3. Interstate MTS				
4. International MTS				
5. Toll Free				
6. 900 Service				
7. General Assistance (GA)				
Total VRS Minutes				

Center Name: \_\_\_\_\_

**Telecommunications Relay Service (TRS) Center Data Request**

**IX. Certification**

I hereby certify that I have overall responsibility for the preparation of accounting data for

\_\_\_\_\_  
(TRS, STS and/or VRS PROVIDER)

and that I am authorized to execute this certification. Based upon my personal knowledge and/or information provided to me by employees or agents responsible for the preparation of data submitted herein, I hereby certify that the data has been examined and reviewed and is true and correct, and complete.

**Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Title:** \_\_\_\_\_

**Providers with multiple centers may sign just one Certification and should list the centers covered by the Certification in the following space.**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_