

# Tab 1

## State Program Narrative



## **Introduction**

This is an application on behalf of the State of Wyoming submitted, by the Wyoming Division of Vocational Rehabilitation, to have the Wyoming Relay Service be certified as a Telecommunications Relay Service pursuant to the rules and procedures set forth by the Federal Communications Commission. The State of Wyoming has been certified for the last certification time period beginning July 26, 2003.

Official notices, documentation, and correspondence related to this application should be directed to:

Lori Cielinski, TRS Program Consultant  
Division of Vocational Rehabilitation  
851 Werner Court, Suite 120  
Casper, WY 82601  
Voice/TTY: (800) 452-1408  
Voice/TTY: 307-577-0539  
Fax: (307) 472-5601  
Email: [lcieli@state.wy.us](mailto:lcieli@state.wy.us)  
Website: [http://www.wyomingworkforce.org/how/vr\\_wyrds.aspx](http://www.wyomingworkforce.org/how/vr_wyrds.aspx)

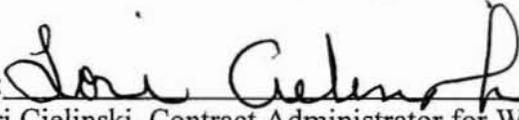
Operational questions about the center may also be directed to the following:

Dixie Ziegler  
Vice President of Relay  
Hamilton Relay, Inc.  
1001 12th Street  
Aurora, NE 68818  
Voice/TTY: 402-694-3656  
Toll Free: 800-618-4781  
Fax: 402-694-5037  
E-mail: [dixie.ziegler@hamiltonrelay.com](mailto:dixie.ziegler@hamiltonrelay.com)  
Website: [www.hamiltonrelay.com](http://www.hamiltonrelay.com)

## Request for Renewal of Current State Certification

Wherefore, the Wyoming Division of Vocational Rehabilitation requests that the Federal Communications Commission certify the Wyoming Relay Service provided through Hamilton Telephone Company in Aurora, Nebraska.

The Wyoming Division of Vocational Rehabilitation  
on behalf of the State of Wyoming

By:   
Lori Cielinski, Contract Administrator for WYRS

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Website: <http://www.wyomingworkforce.org/programs/vr/wrs.asp>

## **Overview**

The Wyoming Division of Vocational Rehabilitation submits the enclosed TRS Application for Renewal of Current Certification for Wyoming's Telecommunications Relay Service (TRS) by the Federal Communications Commission (FCC).

This application will establish that Wyoming's Telecommunications Relay Service state program (1) "meets or exceeds all operational, technical, and functional minimum standards contained in 47 C.F.R. § 64.604"; (2) "makes available adequate procedures and remedies for enforcing the requirements of the state program, including that it makes available to TRS users informational materials on state and Commission complaint procedures sufficient for users to know the proper procedures for filing complaints"; and (3) where our program "exceeds the mandatory minimum standards contained in § 64.604, the state establishes that its program in no way conflicts with federal law."

The Wyoming Division of Vocational Rehabilitation certifies that it has complied with, and will continue to comply with, the Americans with Disabilities Act of 1990, Title IV, Pub. L. No. 101-336, § 401, 104 Stat.327, 366-69 (adding Section 225 to the Communications Act of 1934, as amended, 47 U.S.C. § 225. The Wyoming Division of Vocational Rehabilitation also certifies that it has overseen its previous TRS provider, Sprint, and that it will continue to oversee its current TRS provider, Hamilton Telecommunications, as well as any future TRS providers, to ensure that all requirements are met. For the FCC's convenience, we have enclosed as Appendix A, State Legislation, in the form of Wyoming Statute 16-9-201 through 16-9-210 with an effective date of July 1, 1991. We have also enclosed the TRS Provider Contract as Appendix B.

The Wyoming TRS provides unrestricted statewide telecommunications relay services including traditional (TTY based) TRS, Spanish language TRS, Speech-to-Speech (STS) service, and Captioned Telephone Service to the citizens of Wyoming which are comparable to the services available through the switched public telephone network. All call types provided by Wyoming Telecommunications Relay Service can be accessed via the 711 dialing code as well as the dedicated toll-free numbers.

## **Historical Information**

A Telecommunications For The Communications Impaired program was established by the Fifty-First Legislature of the State of Wyoming 1991 General Session by enactment of House Bill No. 377, Section 1. W.S. 16-9-201 through 16-9-210, Section 2 (a) – (e), and Section 3. This program is also known as Wyoming Relay, or Wyoming Telecommunications Relay Service (TRS). House Bill No. 377 called for Wyoming to provide a 24-hour-per-day, seven-day-per-week telecommunications relay service to relay conversations between communications impaired persons who use specialized telecommunications equipment and noncommunications impaired persons whose telephone is not equipped with specialized telecommunications equipment.

In response to the Americans with Disabilities Act, the Wyoming Legislature gave the Division of Vocational Rehabilitation (DVR) administrative authority over Wyoming TRS, established a special fee as the method of funding, and mandated that the service begin by July 1, 1992 and be fully operational by July 2, 1993. (See Appendix A, State Legislation)

## **Advisory Committee and Cost Recovery**

House Bill 377, specifically Section 1 W.S. 16-9-202, created a committee on telecommunications services for the communications impaired. The seven (7) members of the committee are appointed by the Governor to serve three-year terms. While there are no specific requirements in the statutes that the membership of the Advisory Committee be from different user groups the Governor has appointed individuals to the Committee who are deaf, hard-of-hearing, late deafened, speech-impaired, children of deaf adults, parents of deaf children, service providers to individuals with hearing and speech-impairments, and staff of telecommunications providers. The committee's duties are to advise the Division of Vocational Rehabilitation on the administration of the Wyoming Telecommunications Relay Service. The Committee has taken an active role in advising on and providing education and outreach on Wyoming Relay Service. The Committee also has the responsibility of annually determining the amount of a special fee, which is the cost recovery method that Wyoming uses for the provision of intrastate relay service. Currently the special fee is \$0.06 per access line per month for up to 100 access lines per customer account for the local exchange companies. In the case of Radio Common Carriers, no customer is required to pay the special fee on more than one hundred radio communication service numbers per account in Wyoming. Since the last application for recertification Wyoming Telecommunications Relay Service has been able to maintain the special fee at six cents per access line while providing continuous high quality service and offering additional enhancements for users. (See Appendix A, State Legislation and Appendix J, Cost Recovery Mechanism)

## **Terminology Adopted**

“Person-first” terminology has been adopted by DVR and Wyoming Relay’s providers, and is incorporated into all printed publications and correspondence, as well as other forms of media used to promote Wyoming TRS.

Although original legislation establishing the Wyoming TRS and its funding uses the term “message relay system,” Wyoming uses “Telecommunications Relay Service” in DVR documents to be consistent with FCC regulation terminology. Original legislation establishing Wyoming TRS defined message relay system to “mean a statewide service through which a communications impaired person, using specialized telecommunications equipment, may send and receive messages to and from a noncommunications impaired person whose telephone is not equipped with specialized telecommunications equipment, and through which a noncommunications impaired person may, by using voice communication, send and receive messages to and from a communications impaired person.” By current standards this definition is limited. However the legislation also

says, “The division shall award the contract for this service to the provider based upon price, the interests of the communications impaired community in having access to a high-quality and technologically advanced telecommunications system, and all other factors listed in the committee’s request for proposal including proposals for a specialized telecommunications equipment distribution program.” The legislation also requires, “The system conform to any standards established by applicable state or federal laws or regulations.” Therefore, the division uses a definition of Telecommunications Relay Service consistent with the FCC definition as well as the intent of the legislation. This definition includes services that enable two-way communication between an individual who uses a text telephone or other nonvoice terminal device and an individual who does not use such a device, speech-to-speech services, video relay services, and non-English relay services.

Although original state documents use the term “Relay Agent,” Wyoming TRS uses the term “Communications Assistant (CA)” in DVR documents to be consistent with FCC regulation terminology. Wyoming TRS has also used the term Relay Operator synonymously with Communications Assistant to increase understanding and awareness in the general public who may know what an operator is but have no idea what a Communications Assistant is.

All printed publications, correspondence, or other forms of media used to promote Wyoming TRS produced by DVR or Wyoming Relay’s provider reflect the use of the term “Text Telephone (TTY)” which supersedes the terms “Telecommunications Device for the Deaf (TDD),” “TT,” and “Teletypewriter.”