- One-on-one communication and corrective action, if appropriate, based on customer feedback
- Monthly test calls by a partner organization in AT&T
- Performance Management plan
- Individual training and development plans
- Individual improvement plans based on feedback from external test calls by the Department
- Yearly diagnostic testing (include actual call processing and typing assessment)
- Mid-year and year-end performance reviews

i. Appropriate Voice Tone of Operator - The Relay Operator will use a conversational tone of voice and not voice the conversation word for word as it appears on the screen. The tone of voice should be appropriate to the type of call being made when speaking for the TTY user. Example: The word "smile" should not be voiced; the voice tone should indicate a "smile in the voice." The Contractor trains Relay Operators to relay all calls with voice intonation that projects the "sprit of the speaker". Relay Operators periodically receive supplemental training, such as "The Sound of Your Voice", to reinforce the importance of appropriately projecting the customer's emotion to the other person throughout the call.

j. Change of Voice User During a Call – Relay Operators will activate the "gender" macro to notify TTY users of a new speaker. If either TTY user or standard phone user is confused about the change of the party on the other line, the Relay Operator will clarify as needed.

k. Change of Operator During a Call - Change of operators during a call is discouraged. An operator must stay on a STS call for a minimum of 15 minutes or on a non-STS call for a minimum of ten (10) minutes. If a change is necessary, both parties shall be informed. If a change of operators is requested by the TTY or standard phone user without explanation, it shall be done without questioning either party.

The Contractor's operator relief procedures are in full compliance with the FCC requirements and those requirements outlined by this Contract. Whenever a change of Relay Operator is necessary, it is always completed in the least intrusive way and both the TTY and Voice customer is notified of the change in operators. The relieving relay operator is required to provide his/her number to both customers on the call.

In addition, the transfer procedures are designed to create minimal intrusion on the customer's call. For example, the platform provides Relay Operator's with a "scratch pad" to communicate situational call details in test (eg, "will be making a sequence"), which mitigates transfer time required for verbal communications between operators.

l. Keep the User Informed – Relay Operators will keep the TTY user fully aware of the non-TTY user's tone of voice and inflection. All Relay Operators are trained on the importance of using nonjudgemental descriptors for background noise and keeping the customer informed of the voice person's tone of voice. In additions, the platform provides a menu of macros to efficiently notify TTY users of events outside the conversation proper, eg. (baby crying), (chewing), doorbell), loud music), and a large selection of others. The importance of providing this information to the caller is an essential element of the Contractors commitment to provide the service customers expect.

m. Call Status - Operators will keep the user informed of the status of the call, i.e. (dialing), (ringing), (busy), (disconnected), or (on hold) (transferring to billing department). The Contractor's platform includes a menu of macros to report call status quickly and efficiently. In the event a call status situation is not covered in the prepared macros, the Relay Operator will directly describe the status to the relay user. In addition, callers are notified of call status approximately every 15 seconds.

n. Users Control – Relay Operators are trained to acknowledge and comply with all TTY and voice customer requests to direct aspects of their call, eg. Not having the operator introduce or announce the call, or allowing the caller to provide his/her own explanation of the relay service. This type of request is referred to as a "No Announcement", and/or "No Explanation" request.

o. Explanation of Relay - The Contractors platform provides a macro that notifies TTY users (Relay Operator here . . . explaining relay. By the same token, the Voice customer is informed, "One moment please while I explain the relay service"). The Contractor has explanation phrases for every call type required by this Contract. Following is a brief menu of basic explanation phrases that are currently provided by Relay Operators:

- Standard Relay Call Explanation: "The caller is using VaRelay service to contact you. I'll be voicing what they type and I'll by typing what you say and anything else I hear."
- Voice Carry-Over Explanation: "The caller is using VaRelay service to contact you. You will hear their voice. I'll be typing to them what you say and anything else I hear."
- Hearing Carry-Over Explanation: "The caller is using VaRelay to contact you. The caller will hear your conversation but you will hear my voice as I speak their conversation.

p. Unlimited Redials on Busy Signal – The Contractors platform provided Relay Operators with a redial key that allows for unlimited and immediate

redialing on busy signals without the need to re-enter call details. This requirement is to include, but not be limited to, local calls, phone debit card calls, and long distance calls.

q. Comments to the Operator – Relay Operators are trained to provide all comments directed to both the Voice and TTY customer. Operators will advise customers of comments by saying or typing eg. (is sam available) or (operator can you hold for a minute). All comments directed to the Relay Operator by either party will also be relayed, for example, (Yes, I'll accept the collect call.)

r. Operator Conversations With Users - The Relay Operator will not have side conversations with the standard phone or TTY users.

The "Relay Operator Code of Ethics" specifically prohibits Relay Operators from inappropriate side conversation. In the event that side conversation is necessary to facilitate a quality call, all call parties will be notified of the conversation.

s. Operator Participation in Calls - The Relay Operator will never become an active participant in a call by giving opinions, suggestions, or answers to questions posed by either the TTY user or standard phone user.

All Relay Operators are required to annually review and re-sign the "Relay Operator Code of Ethics", which clearly states that Relay Operators will not counsel, advice, not express personal opinions except about the tone of voice of the voice person. In addition, Relay Operators are coached to briefly explain the requirements of the Code of Ethics to relay users who prompt operator participation, in order to avoid perceptions of rudeness on the part of VaRelay.

t. Use of Third Person - If either party uses the third person form of speech, the operator will relay the statement in the third person.

Relay Operators are trained to relay conversation in the form of speech used by the voice customer – if s/he speaks in third person, the call will be facilitated to reflect this third person form of speech. It is the option of the TTY customer to inform a Voice user to refrain from third person references, and the Relay Operator will be glad to relay this instruction as given.

u. Hot-line Emergency Procedures - The Contractor will have a policy for handling emergency and hotline procedures. The policy will include procedures for referring callers to emergency services and numbers other than 9-1-1 (i.e. suicide prevention or crisis hot-line.) An updated copy of

these procedures will be submitted to the VDDHH Contract Administrator by March 1, 2004upon award of this Contract for approve.

The Contractor's emergency call handling procedures are currently compliant and in accordance with the FCC requirements as mandated in FCC Order 03-121 released on June 16, 2003.

The Contractor provides Relay Operators with immediate and direct access to a database that contains emergency agency listings based on the caller's Automatic Number Identification (ANI). If this number does not appear in the database it may be necessary to contact Directory Assistance. Using the caller's ANI, the Relay Operator can quickly secure the appropriate emergency agency listing and complete the relay call allowing for immediate emergency attention. Upon identification or receipt of the emergency number, the Relay Operator performs only two key strokes to initiate the call to the emergency agency. With Caller ID technology, the emergency agency will automatically receive the ANI of the relay caller eliminating the need for the Relay Operator to manually pass this information.

Once the appropriate emergency agency answers, the Relay Operator informs the dispatcher that the call is coming through the relay service and indicates whether the call is voice or TTY. The Relay Operator remains available to the emergency agency to provide any additional assistance as necessary or required in order to ensure the rendering of immediate emergency service. Each emergency call is given the Relay Operator's undivided attention. Typically, a supervisor will be immediately assigned to work with the Relay Operator in any emergency call situation. Calls to authorized emergency agencies (police, fire, ambulance, etc.) are completed free of charge to the caller.

The Contractor includes information on emergency calls in the Commonwealth VaRelay brochures. The brochures state "Relay Service is not a substitute for 911 emergency services. However, if we receive an emergency call, we will do whatever we can to connect the caller to the emergency service needed. To make sure your emergency call is handled as quickly as possible, please call your local emergency service number directly."

ATTACHMENT M
To
Contract VA-040201-AT&T

Operator Training

1) The Contractor's plan for providing ongoing training to operators, at a minimum, is as follows: (The VDDHH Contract Administrator must approve all plans.)

a. Training Requirements:

i. Instances to obtain an ASL translator/interpreter by identifying ASL gloss and grammar

The Contractor's current Cross Cultural Training package will be expanded and refined to provide for a dedicated "ASL Translation/Interpretation" training package. This training package will included, but is not limited to:

- Information related to the Virginia Department for the Deaf and Hard of Hearing (VDDHH)
- Virginia Relay Customers
- ASL Translation/Interpretation Default
- ASL Grammar Rules
- Understanding ASL Translation/Interpretation
- ASL Gloss
- Operators Proficient in ASL/PSE Translation/Interpretation
- Procedures for Obtaining Relief
- Relay Choice Profile Identifying Translation/Interpretation preferences

ii. Deaf culture and the needs of the hard of hearing community.
The Contractor's current Cross Cultural Training package, provided to all VaRelay Operators in initial training and reviewed annually, focuses intensively on Deaf culture and the requirements of the hard of hearing community.

iii. Needs of speech disabled users
The Contractor's Speech to Speech training includes class room instruction, written materials and audio tapes that enable help Relay Operators to recognize and successfully meet the needs of speech disabled users.

iv. Live TTY to TTY calls to "grass roots" Deaf users to familiarize operators with the flow and process of a TTY call.

As TTY to TTY communication with Deaf consumers is one of the most effective training tools, the Contractor encourages the Relay Operators to continue TTY communication throughout their employment in order to maintain and increase understanding of the customers' needs and outlook.

v. Operation of telecommunications Relay equipment and TTY etiquette. The Contractor has an entire training module devoted to:
   - Background on the TTY
   - Parts of a TTY
   - How does the TTY work?
   - Using a TTY
   - TTY etiquette
   - Text pagers
   - Wireless pagers
   - PCs used for communication via relay
   - Cellular phones
   - Voice recognition technologies

vi. Both simulated and live on-line call processing
   The Contractors training platform is specifically designed to support call simulation. In turn, the initial training plan includes incremental periods of on-line practice with the guidance of a trainer or Supervisor.

vii. Specific training on all call types
   The Contractor offers a complete menu of call types, all of which are specifically presented during initial training. In addition to basic relay and carry over calls, instruction and practice is provided in specialty calls that include, but are not limited to:
   - IP Relay
   - Two-line VCO
   - Reverse Two-Line VCO
   - Speech to Speech (STS)
   - Speech to Speech – Voice Muted
   - Voice to Voice (VTV)
   - Voice to Text (VTT)
   - Voice to HCO (VTH)
   - Hearing to Hearing (HTH)

b. Off-line Training - Off-line training will be provided to existing operators on any new or modified procedures. The Contractor will provide refresher training in any problem areas that arise individually, from Contractor or Department monitoring, or as a result of quality assurance testing. A quarterly schedule of off-line training, including topics of training will be submitted to the VDDHH Contract Administrator 60 days prior to the onset of training.

The Contractor will provide experienced Relay Operators with on-going off-line training annually, with additional follow-up training for new employees.

Training will include both scheduled classroom training for all VaRelay Center personnel and individual off line review and training for identified development areas.

In addition, job aids and work station broadcast messages are provided to reinforce off line training in new methods and procedures.

c. Monthly Training Reports - The Contractor will submit a monthly report to the VDDHH Contract Administrator that captures and reflects the content and completion rate of all operator training and activities.

d. Training Schedule - The Contractor will submit timely schedules of all training with the VDDHH Contract Administrator monitoring the training activities at any time (without prior notice).

e. Special Training - A minimum of 20 hours training for operators will be provided by experts from deaf, hard of hearing, deaf-blind, and speech disabled communities in the field of language interpreting, ASL, Deaf culture, and speech disability. Preference will be given to trainers who are representative of the above-mentioned groups. The Contractor will ensure that all staff members working in any position in the VaRelay Center receive this training. The Department will allow the Contractor a period of one year from the employee's date of hire to complete this training.

The Contractors Cross Cultural Training currently provided in the first year of employment meets and exceeds the requirement above. In addition, all personnel are reviewed on cross cultural training on a regular basis. All such training is overseen by the VaRelay Manager, fluent in ASL and has a wide network of resources in the relay community.

f. Operator Participation in Outreach - Each operator will participate in a minimum of one (1) event per year in conjunction with the VaRelay or VDDHH Outreach as part of his/her training. An operations staff person in coordination with the account manager assigned to outreach will coordinate scheduling of these events with the Department. The VDDHH Contract Administrator will work with the Contractor to facilitate on-site opportunities. The Contractor will provide a monthly report of operator participation, which will include, but not be limited to, operator name, date, event, description of operator interaction and how it relates to Virginia Relay or VDDHH.

The Contractor has developed and presents Customer Connection Training to all Relay Operators. This training was designed to assist in preparing and encouraging employees to participate in outreach activities. Highlights from the training include but are not limited to:

- How hearing loss imposes on normal communication (Video: "Show & Tell: Explaining Hearing Loss to Teachers")
- How technology enables the Deaf community to communicate (Video: "Com Hear with Me!")
- Tools to increase awareness and sensitivity (Excerpt: "Communication and Adult Hearing Loss")
- Bird's eye view (Video: "Do you hear that?")
- Taking your learning's to the community: Responsibilities of the AT&T Ambassador

In an on-going effort to encourage employee outreach participation, additional Customer Connection Training has been developed and will be presented to the workforce. As part of operator training, all Relay Operators will be required to participate in a minimum of one (1) event per year in conjunction with the VaRelay or the VDDHH Outreach beginning in 2004.

The Contractor will provide a monthly report of operator participation which will include but not be limited to the above requirements.

g. Operator Training on Using an ASL Translator/Interpreter - The Contractor will train Relay Operators as to the appropriate time and situation to obtain an ASL Translator/Interpreter, who may handle ASL translation/interpretation, and how to identify ASL gloss.

i. Operator Screening for ASL Translator/Interpreter of Relay Calls – The Contractor will train Relay Operators to identify ASL gloss and the need for an ASL translator/interpreter. In addition, the Contractor will screen Relay Operators capable of translation without assistance. Written criteria will include ASL translation testing developed with the assistance of interpreting professionals and approved by the VDDHH Contract Administrator.

ii. Probation Period After Training - Operators who are hired will serve a probationary period of at least 90 days with the continuation of their employment contingent upon performance judged to be satisfactory or better. During this time, the Relay Operator will identify himself or herself on relay calls as an operator in training. The Contractors platform can be programmed to identify all operators in training to TTY customers with a "T", along with their operator identification number and gender. Operators in training will identify themselves directly as such to Voice customers.

iii. *Training Procedures for Relaying Communication - The Contractor* will ensure that every Relay Operator is trained in, and will adhere to, the following procedures for all Virginia Relay calls:

1) User Control of Call
The Relay user has complete control of the call. Relay Operators are specifically trained to follow all Relay user's directive/instructions and refrain from taking independent action

2) Accuracy of Information in a Relay Call
Relay Operators will convey the full content, context, and intent of the communication they relay. Operators are not to leave out words or phases, summarize, paraphrase, add, or change the content of the call unless requested otherwise by a user. Example: "I know what the answering machine message says, just let me know when to leave my message." The Relay Operators are rigorously drilled in providing verbatim relay to both text and voice customers. Only in the instance of customer request will an operator omit or alter wording, eg. "asl translate" or "dont type options press 3".

3) Error Correction
Relay Operators will continue in a forward direction by typing xx (common TTY convention for error) and retyping the word, rather than using the backspace key to correct typing errors.

The Contractor's platform was developed to only allow the Relay Operator to backspace a maximum of two spaces. If an Operator backspaces more than twice, the platform will automatically send "xx" to the customer. Additionally, Relay Operators are trained to avoid backspacing and type "xx" to denote a typing error and then retype the word correctly.

4) Verify Spelling
Operators will.shall verify spelling of proper nouns, numbers, and addresses that are spoken. Example: To voice user: "is that name S M I T H?" To the TTY user: "(asking spelling of name)". Relay Operators are specifically trained to follow the spelling verification requirement and keep the TTY customer informed.

5) Operator Number and Gender
Relay Operators will provide their identifying number and gender at the beginning and end of every relay call. Relay Operators will continue to inform both the TTY and Voice customer when there is a change of Operator during the call.

In addition, the Contractor's platform provides a macro that immediately identifies a Relay Operator to the text user by number and gender when answering a call. Relay Operators are also trained to voice this information to any user who receives information by auditory means. Operators are also required to provide their identification number and gender upon customer request.

Relay Operators will continue to follow "Gender Request" procedures when a relay user requests an Operator of a specific gender. The original Operator will acknowledge the gender request and make every effort to comply. If an Operator of the requested gender is available, s/he will relieve the original Operator and facilitate the call. If it is necessary for the requested gender Operator to be relieved during the call, every effort will be made to locate an available Operator of the same gender to relieve and continue the call

6) Operators Will Not Drop Inbound or Outbound Caller if a Supervisor is Requested
The operator will stay on the line until both parties have terminated the call. If either customer remains on the line and wishes to speak to a supervisor, the Relay Operator will immediately contact the Customer Resource Center (CRC) and inform the representative that s/he is transferring a customer who wishes to speak with a Supervisor and remain one the line resolving the customer concern. If for any reason a Supervisor is unavailable to assist the customer, "Supervisor Not Available" procedures will be in place as outlined in Attachment I, Section 3) & 4).

2) Obscenity

a. Relay Operators are trained to remain non-judgmental toward customers and to refrain from developing or acting on opinions about a customer's message. Relay Operators will not make a value judgment on the profanity, obscenity or legality of any messages.

b. Obscenity included in the conversation between the inbound and outbound parties, even if it is referring to a Relay Operator, will not be construed as

obscenity directed at the Operator. The Contractor provides rigorous training to Relay Operators to remain transparent throughout the call, even in the event of abuse remarks that refer to the Operator.

c. Escalation procedures for Obscenity/Abuse.
In the event that abuse is actually directed at, as opposed to referring to, the Relay Operator, the following escalation procedure is in place:

- Customer is informed, "Please refrain from making obscene remarks toward me. Would you like to place a call now?"
- If the customer continues making unacceptable remarks, the Relay Operator will advise the customer a second time to please refrain from making the remarks and ask if s/he would like to speak with a Supervisor, or would you like to place your call now?" Once again, the Relay Operator is attempting to get the focus of the customer on placing a call.
- After advising the customer two (2) times, Operator informs customer, "Transferring you to a Supervisor, please hold." Relay Operator will contact the Customer Resource Center (CRC), provide call details, and transfer the customer to the Supervisor.
- Once the call is transferred, the Supervisor will offer assistance. If the customer continues to use profanity or make obscene remarks, the Supervisor will inform the caller that s/he will be disconnected."
- Customer is disconnected. Supervisor will document details.

3) Caller's Name Not Required
Callers will not be required to give their full names or the full name of the party they are calling. This information will not be recorded in any form without the permission and knowledge of the caller (except for long distance billing purposes). If a full name would facilitate the call, the operator may ask for that information and explain the purpose for doing so. However, the operator will not refuse to process a call if the caller refuses to give full names.

The Contractor's standing policy is that no personal information is to be required from any customer except in the interest of call facilitation, which is very narrowly defined in order to avoid breach of transparency. It is also standing policy that a Relay Operator will never refuse to process any call for any reason; such refusal would constitute call abandonment, which is subject to disciplinary action.

4) Answering Machines
Relay Operators will leave messages on answering machines or other voice processing systems if the standard phone or TTY caller activates one while making the call.

Following are the procedures for fulfilling these requirements:

a. Keep Caller Informed - The operator will inform the caller when an answering machine has been reached, and will transmit to the caller the full content of the outgoing message, unless otherwise directed by the caller. The Contractor's platform provides macros to inform TTY customers quickly and accurately of the following:

- (recorded msg)
- (one moment pls)
- (and I will relay complete message)

Voice callers are informed of message machine contents verbally.

b. Ask to Leave a Message - The Relay Operator will ask the caller if s/he wishes to leave a message.

c. Messages Left on Machine - The Relay Operator will relay the caller's complete message to the machine, either by voice or by TTY. If the caller instructs the operator to leave a TTY message on a voice answering machine, or if an answering machine has both voice and a TTY outgoing message, the operator will leave the message as instructed.

Relay Operators currently inform TTY customers by macro (pls hold while I leave message). (message completed).

d. Message Confirmation - The operator will confirm to the caller that the message has been left.

Relay Operators currently inform TTY customers (message has been left) (hung up) ga or sk

e. No Charge for Redials - The caller will only be charged for one call (the first call) regardless of the number of re-dials required to capture the full outgoing message and to leave a message.

The Contractor's Play Back Device (PBD) enables the Relay Operator to record and play back the message as needed to capture the entire content accurately, without the need to dial back. If for some reason the Relay Operator must re-dial to capture a message, billing for the re-dial is automatically erased, as it is for leaving a message.

f. Message Retrieval – Relay Operators are trained and will retrieve messages from voice processing systems (answering machines, voice mail, etc.) and relay a TTY message to a standard phone user or a voice message to a TTY user verbatim.

g. Retrieval Procedures - The Contractor's ability to retrieve messages from answering machines at the same location or from remote location

answering machines. The Contractor currently has Single Line Answering Machine (SLAM) procedures in place that fully meet the requirement.

h. Retrieval Access Codes - Retrieval procedures to include methods for obtaining any necessary system access codes from the user and equipment required by the Relay user to access this feature.

Special training for SLAM calls include;

- requesting any access codes or passwords in advance,
- following all instructions
- informing the customer fully of the progress of the call.

5) Confidentiality of Calls and Section 8.01-44.3 of the Code of Virginia

a. The Contractor's policy as referenced in Attachment K "Customer Confidentiality" is in full compliance with the above requirement.

b. The Contractor and their employees will not use any information obtained from Relay calls for any other services they may provide to users of the Relay system, nor will they make any such information available for sale.

Every Contractor Relay Operator is required to adhere to the rules of confidentiality during all training sessions. Trainers are trained to present scenarios and procedures without revealing names or specifics about the callers.

All Relay Operators are required to sign the Pledge of Confidentiality, promising not to disclose the identity of any caller, fellow Relay Operator, or any information learned during the course of relay calls. This applies to all Relay Service personnel during the period of employment and after termination of employment.

The Pledge of Confidentiality, along with the Code of Ethics, is posted at each workstation within the VaRelay Center and in all reference tools. The VaRelay Team is made fully aware and understands the serious ramifications of violations of the Confidentiality responsibilities placed upon them.

c. In addition, Section 8.01-44.3 of the Code of Virginia prohibits the divulgence of communications by qualified interpreters or communication assistants. Such divulgence is defined as a civil offence punishable by recovery of actual damages or $100.00 whichever is greater.

All Contractor relay employees are committed by signature to the Pledge of Confidentiality and Code of Ethics; breach of either is subject to discipline up to and including dismissal. All interpreters and other non-Contractor employees who enter a Contractor Relay facility are required to

sign a non-disclosure agreement subject to loss of contract in the event of *breach.*

6) Training Confidentiality – Trainers - When training new operators by the method of sharing past experiences, trainers will not reveal any of the following information:

a. Names, genders, or ages of the parties to the call
b. Originating or terminating points of the call
c. Specifics of the information conveyed

The Contractors training staff undergo an extensive "Train the Trainer" program that is based on the principle of "Model the behavior". As Relay Operators are expected to maintain strict confidentiality, it is incumbent on all Trainers, Supervisors, and Managers to do so as well. As a result, Trainers are prepared with a series of techniques for providing trainees with illustrative but entirely anonymous examples of relay situations.

7) Training Confidentiality – Operators
The Contractor carefully covers all points below during all Relay Operators' initial training and are reviewed regularly throughout the term of their employment.

a. Operators will not discuss, even among themselves or with their supervisors, any names or specifics of any Relay call, except in instances of resolving complaints.
b. Operators may discuss the general situation in which they need assistance in order to clarify how to process a particular type of Relay call.
c. Operators will be trained to ask questions about procedures without revealing names or specific information, which would identify the caller.

8) Training Procedures for Emergency Calls Handled by Remote Center

a. The Contractor will have a mechanism in place to ensure uniform procedures that will be maintained during the call distribution process in the event that calls must be temporarily transferred to a non-Virginia Center during an emergency situation.

All Contractor Relay Operators receive the same rigorous training in processing emergency calls, the procedures for which are posted at every workstation in every center to ensure consistent, efficient and accurate call processing. In addition, Supervisors are instructed to provide immediate and exclusive support to any Relay Operator processing an emergency call.

b. This process will include, but will not be limited to, the process in place to ensure the immediate access to, and updating of, correct PSAP

information and the correlation of the inbound NPA/NXX/XXXX to the corresponding PSAP in Virginia.

The Contractors' platform incorporates automatic access to AT&T's corporate database – CSIDS – that lists all available PSAP's in the United States, its territories and Canada. It makes no difference whether a Relay Operator is located in Norton, VA or New Castle, PA – either can quickly access the police, fire, or ambulance resource existing in Virginia. CSIDS also provides numbers for poison control and other "non-emergency" resources, as long as the number is registered with the Local Exchange Carrier (LEC)

9) Operator Monitoring for Training Purposes

a. Relay Operators will be monitored throughout the entirety of the initial training period and subsequently on a monthly basis during side-by-side observation sessions with their Supervisors to ensure that proper procedures are being followed and that calls are being relayed appropriately. These observation sessions form the basis of the Relay Operators annual appraisal and development plan for the coming year.

b. Observing or listening to actual calls by anyone other than the Relay operator is prohibited except for training or monitoring (by supervisors or the Department's designee) purposes.

The Contractor welcomes individuals to visit the VaRelay Center in order to understand the service better, visitors are confined to conference rooms, training areas and hospitality areas. Visitors are strictly prohibited from entering the Call Center.

10) Operator Counseling - The Contractor is required to ensure that a counseling and support program that will help operators deal with the emotional aspects of relaying calls is in place. Since confidentiality prevents operators from talking about their calls with other operators, friends or family, operators need to have access to someone they can talk to and trust. They need to be able to talk about their emotions and learn ways to cope with their feelings. Those providing this staff support must have training in dealing with these situations. Operators will not give the support person the names of the callers involved. The counseling support system must follow the confidentiality provisions discussed above.

The Contractor has an extensive Employee Assistance Program (EAP) in place to provide employees with professional mental health support. All contact with EAP personnel or EAP referrals is held under the Contractors strict corporate Pledge of Confidentiality.

11) Operator Identification

a. Relay system operators will immediately identify themselves when answering a call by using the macro that states VA Relay OPR XXXX (F or M) where XXXX indicates the number assigned to that operator and the letters F or M indicate the operator's gender. The operator will voice this information to any user who receives information by auditory means.

The Contractor' platform provides a macro that immediately identifies a Relay Operator by number and gender when answering a call. Relay Operators are also trained to voice this information to any user who receives information by auditory means. Additionally, the Relay Operators are expected and required to provide their number and gender at any time upon request by any caller.

b. The Contractor will, upon award of contract, provide the VDDHH Contract Administrator a list of all operator numbers at the Norton Center. Any changes, additions, or deletions to this list will be submitted to the VDDHH Contract Administrator within 15 days.

c. Operator In Training Identification
Any operator in training class will automatically have the letter "T" follow the operator number and gender identification until the end of the ninety (90) day probation period. This will be done by the system and not be dependant on the operator. This information will be typed to all TTY users and voiced to all hearing users. The Contractor will establish this method to allow easy identification of the operator in training.

The Contractors platform has the capability to automatically include a "T" after the number and gender of any Relay Operator in training. The information will also be voiced to all hearing customers except that the words "in training" will follow the operator number. This identification will remain in effect throughout the 90 day probationary period.

12) Operator Policies and Procedures Manual - Within 30 days after contract award, the Contractor will provide the VDDHH Contract Administrator with two (2) complete Operator Policies and Procedures Manuals that must include, but not be limited to, references to confidentiality, handling of emergency and crisis calls, consequences of non-compliance with policies and functions of a Relay operator. Updates to the manual will be given to the VDDHH Contract Administrator as they occur.

13. Policies for 9-1-1 - Upon award of contract, the Contractor will have in place a policy for handling the emergency calls that it receives. The policy, which must

be approved by the VDDHH Contract Administrator, is to include, but is not limited to:

a. ANI/ALI
The Contractor's system is fully capable of processing information digits, also known as "ii" digits as required below:

Ability to receive the call information digits from the inbound caller, store the information digits, and send it out on the outbound call in a manner that will enable the PSAP to use the information to obtain the name, address, and location of the inbound caller without input from the operator.

b. Change of Operators
9-1-1 calls are never to be transferred. In the event that a Relay Operator is no longer able to continue the call, s/he may be replaced at the same workstation only by a supervisor, who has been involved in the entire call

c. Call Forms for 9-1-1 Calls
All forms used by Relay Operators and/or Supervisors in relation to 9-1-1 calls will be included in the policy documentation and provided in the monthly submissions to the VDDHH Contract Administrator.

d. Training for Hot-line Calls
The Contractor will develop and refine procedures in coordination with the VDDHH Contract Administrator to ensure that hot line and emergency policies and procedures meet the VDDHH standards to deliver the highest support level possible to VaRelay users. All hot line and emergency procedures will be approved by the VDDHH Contract Administrator before implementation.

e. Public Safety Answering Point (PSAP) Verification
The Contractor will submit a report to the VDDHH Contract Administrator listing all PSAP phone numbers, verifying that all Virginia PSAP numbers have been tested to ensure the accuracy of the VaRelay Center list at a minimum of every 6 months or at any time changes are made to the list.

f. The Contractor will submit a monthly report to the VDDHH Contract Administrator that will include the number of calls to 9-1-1 via the VaRelay. This report will detail any problems in contacting the appropriate 9-1-1 center. The Contractor will work with VDDHH to resolve any problems encountered in accessing emergency resources in the Commonwealth.

g. The Contractor is actively involved in a number of industry wide initiatives working on E-9-1-1 functionality.

h. The Contractor continues to work with the wireless industry to develop a plan for automatically receiving the location and phone number of a wireless call as well as a plan to pass the information to the PSAP.

i. Emergencies 9-1-1
While the Commonwealth and the Contractor will encourage Relay users to contact 9-1-1 directly for potentially clearer and quicker communications, the Contractor will process any 9-1-1 calls that reach the VaRelay Center with policies adhered to. In addition, the Contractor will continue outreach efforts to PSAPs to increase their availability to direct TTY calling.

ATTACHMENT N

To

Contract VA-040201-AT&T

Enhanced Relay Features

1. Automatic Call Forward to the Relay Center - If requested by the Relay customer, incoming calls to the user's home will be automatically forwarded to the VaRelay Center by the call forward feature. The Center will route the call to a number as directed by the customer and be on the line to begin relaying the call as the customer answers.

2. Automatic Input of Terminating Number by Customer - In order to speed up the processing of calls, the customer, either TTY, ASCII, or Voice, have the ability to automatically input the terminating telephone number before the call arrives at the Relay Operator station through the Contractor's Upfront Automation platform.

3. Relay Calls Received via Text-Messaging Equipment – Contractor will provide Relay customers the ability to contact the VaRelay center in non-routine situations by initiating a relay call using only portable/wireless text-messaging devices. Such a connection may require the center to accept incoming text messages via an email address. Such connections would not be subject to the performance standards otherwise indicated in this document.

4. Spanish/English Translation Relay – The Maryland Relay Center will the primary location for Spanish to English translation relay service. At least one party must be a text user. These services will be at no additional cost to the customer or Commonwealth.

ATTACHMENT O
To
Contract VA-040201-AT&T

Sample Reports

Daily Traffic Report Data
Virginia Relay, Norton Center

Date of Report:

Number of Completed Calls:
- Text Inbound
- Text Sequence
- Voice Inbound
- Voice Sequence
- Total

Incomplete or Abandoned Calls:

Breakdown:
- TTY
- Voice
- ASCII
- VCO
- HCO
- STS
- 911 Calls
- 800
- 900
- Directory Assistance
- Service Recovery

Minutes:
- Intrastate (to be billed)
- Interstate
- International
- In-bound International Intrastate (to be billed)
- Total

Performance:
- CA Average Speed of Answer (seconds)
- Percentage Calls Answered by CA in 10 seconds
- Percentage Calls Answered by CA in 20 seconds
- Percentage Calls Answered by CA in 60 seconds
- Blockage Rate

Contract VA-040201-AT&T

Monthly Traffic Reports
Virginia Relay, Norton Center

Report 1, Fiscal Year-to-Date Traffic Report, by Monthly Columns (spreadsheet format)

Number of Calls

	Number of calls	Minutes	Percent of total
TTY Baudot			
TTY ASCII			
TTY Turbo Code			
TTY Sequence			
Voice			
Voice Sequence			
VCO			
HCO			
STS			
Total			

Call Breakdown

	Number of Calls	Minutes	Percent of total
Interstate			
International			
In-bound International Intrastate (to be billed)			
Total			

Other

	Number of Calls	Percent of Total
Directory Assistance		
911		
IP (terminating in Virginia)		
Video Relay (terminating in Virginia)		
7-1-1, Voice Initiated		
7-1-1, Text Initiated		
Abandoned Calls		

CA Answer Performance

Average Speed of Answer (seconds)	
Average Calls Answered in 10 seconds (%)	
Average Calls Answered in 60 seconds (%)	
Average Time in Queue (seconds)	
Average Occupancy Rate (%)	

Employment Levels at the Norton Center

Number of CAs	
Number of Management	
Total	

Average Length of Call

Session Minutes	
Conversation Minutes	

Report 2, Monthly Customer Contacts (spreadsheet and narrative formats)

Type of Feedback

	# from Text User	# from Voice User	If Other, describe
Complaint			
Compliment			
Other			
Total			

Contact Detail (information below to be provided for each customer contact listed above)

Type of Feedback
Text or Voice
Summary of Customer Comments
Summary of Follow-up (if indicated)
Days to Resolution (if required)
FCC Reportable (Y/N)

Report 3, Monthly Virginia Relay Traffic, All Calls, All Minutes, By All Centers (spreadsheet format)

Report to include number of Virginia Relay calls and minutes, by Contractor's relay center for:

Voice Incoming
Voice Sequence
Voice Total
Text Incoming
Text Sequence
Text Total
Combined Total

Report to include breakdown of above Virginia Relay calls, minutes and percentages for:

Intralata no toll
Intralata toll
Intertata/Interstate
800 Intrastate
900 Intrastate
Total Intrastate
800 Interstate
900 Interstate
Total Interstate
International

Exhibit B

Current State CapTel Contract with Sprint