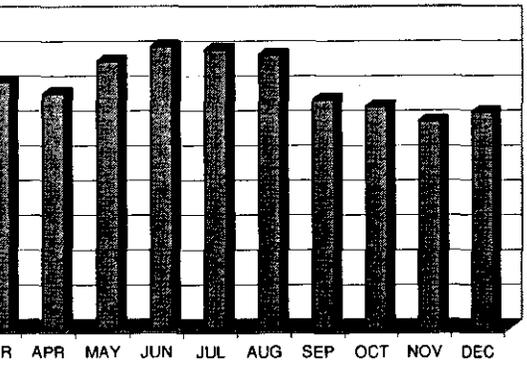


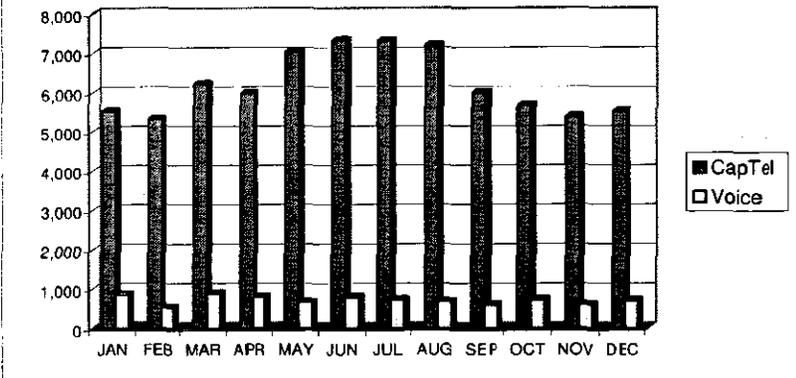
Called by CapTel or Voice Caller		
Month	CapTel	Voice
JAN	5,523	849
FEB	5,326	532
MAR	6,221	893
APR	5,981	798
MAY	7,039	671
JUN	7,328	792
JUL	7,318	723
AUG	7,199	688
SEP	6,000	598
OCT	5,677	726
NOV	5,381	600
DEC	5,534	700

Month	Total
JAN	13,663.24
FEB	13,437.73
MAR	16,114.27
APR	16,374.09
MAY	16,897.79
JUN	17,409.41
JUL	17,846.39
AUG	16,938.90
SEP	14,632.78
OCT	13,644.06
NOV	12,035.76
DEC	12,797.10

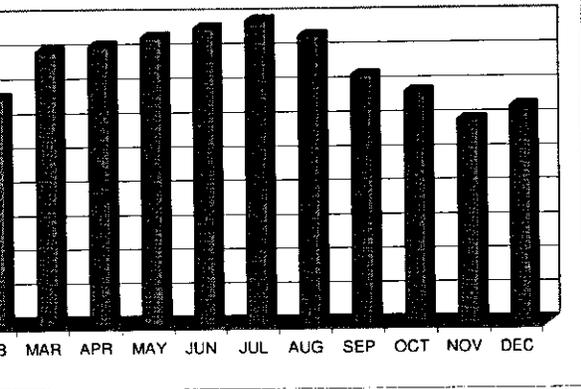
Total Number of CapTel Calls



Relay Hawaii CapTel Comparisons

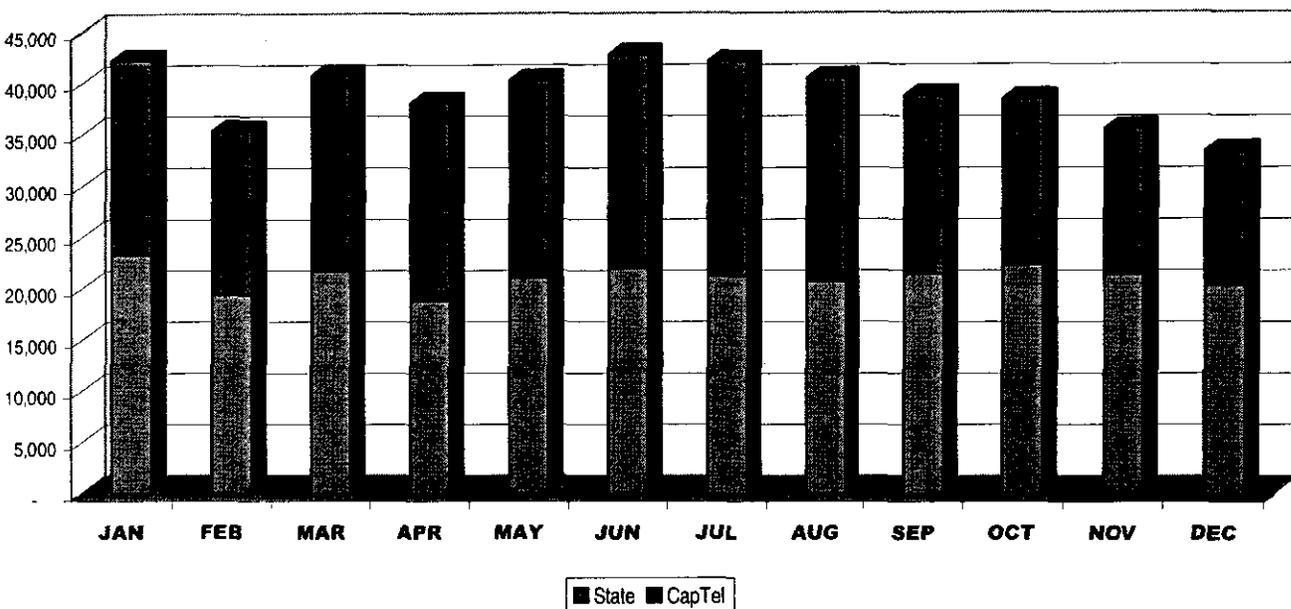


**Billable Minutes to Hawaii**



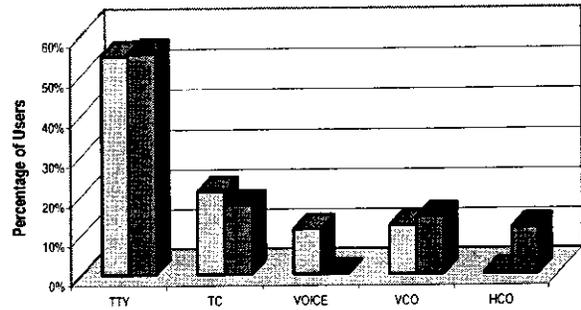
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Total	%
	23,321	19,445	21,727	18,814	21,040	21,956	21,167	20,676	21,449	22,278	21,373	20,294	253,542	54%
	18,924	15,884	18,994	19,218	19,188	20,760	20,858	19,742	17,245	16,093	14,096	13,031	214,032	46%
	42,245	35,328	40,721	38,032	40,228	42,716	42,026	40,418	38,695	38,371	35,469	33,326	467,574	

## State Access to all Relay Products

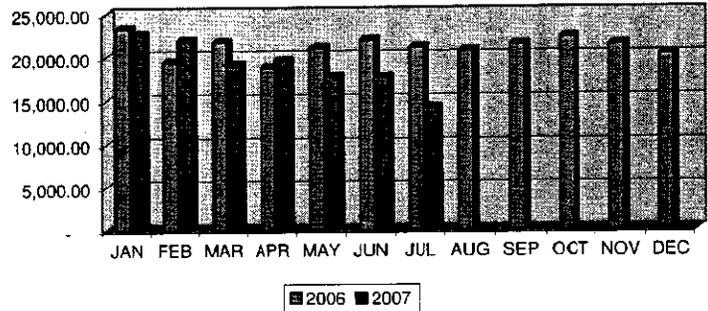


Percentage of Relay Users

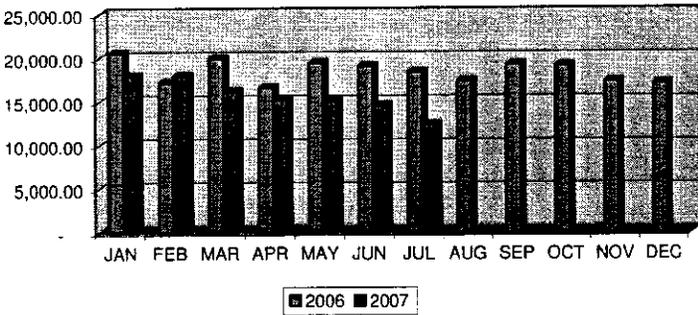
2006  
2007



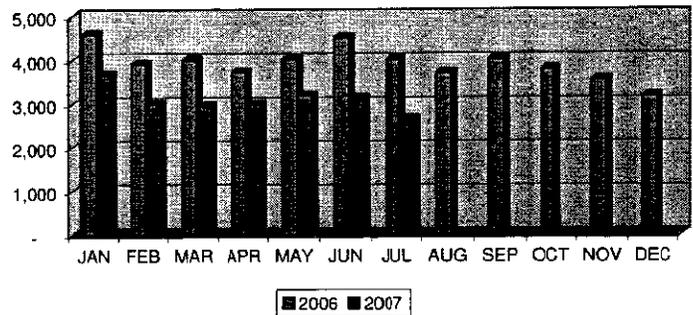
Relay Hawaii TRS Total Minutes



Hawaii TRS Billable Minutes to State



Relay Hawaii Total Number of Calls



	2006	2007	2008
	54.85%	55.41%	
	21.02%	17.62%	
	11.45%	0.09%	
	12.30%	14.47%	
	0.38%	11.69%	

Minutes	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
	23,321.01	19,444.55	21,727.20	18,814.23	21,040.29	21,956.07	21,167.49	20,676.02	21,449.10	22,278.30	21,373.22	20,294.33
	22,639.03	21,905.83	19,091.86	19,583.78	17,718.85	17,704.49	14,176.38					

Minutes	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
	20,598.25	17,196.18	19,957.67	16,618.49	19,458.28	19,081.33	18,411.21	17,405.40	19,272.15	19,153.92	17,357.16	17,140.26
	17,976.91	17,993.37	16,162.69	15,235.43	15,173.50	14,612.75	12,392.84					

Volume	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
	4,595	3,916	4,006	3,731	4,025	4,508	4,016	3,712	4,030	3,796	3,553	3,179
	3,665	3,004	2,956	2,997	3,199	3,130	2,659	0	0	0	0	0

Relay Hawaii Outreach Activities for the year of 2006 - 2007

Products

Type of Disabilties

Outreach Services/Events

Year (only monthly)	Name of Event	Location	Headed by	Sponsored	Goodwill/Exhibit	Presentation / Workshop	Information / Social	Total # of attendees	Deaf	Hard of Hearing	Deaf-blind	Other	Relay Hawaii and ACS	Signatures TT (signatures & on signatory mail	Sign to sign	Witness Handicaps	Cap TD	Reviews
8	Grand Opening: SILCH	Bishop St./Oahu	SILCH	X				30+	X	X	X	X						
14	Yes, Virginia, There is a Deaf Santa Claus!	Peartidge Center	AS/Intep, Prog.	X				130+	X	X	X	X						
12	Deaf Starbucks Social Gathering	Kahala Mall/Oahu	Hilo					70+	X	X	X	X						
17	Social Gathering	Hilo	B: Deaf Community	X				34	X	X	X	X						
9	Deaf Starbucks	Kahala Mall/Oahu	KCC					100+	X	X	X	X						
10	HCL Open House	HIV	Relay Hawaii	X				Child	X	X	X	X						
11	Relay Hawaii Wireless Splash	Maui	Relay Hawaii	X				14	X	X	X	X						
twelve	Pac Firm Cont	Hilo	Relay Hawaii	X				15	X	X	X	X						
13	on Deafness	Sharpton Wahi	Pac Firm cont	X				250+	X	X	X	X						
15	Ma Kuli Kauli/po'ouk	Lihue, Kaula	Kaula Deaf Club	X				20	X	X	X	X						
27	SPIN Conference	UH-Manoa	SP/N/CAB	X				300+	X	X	X	X						
14	BB Training	Maui	Relay-Hawaii SSRS	X				1	X	X	X	X						
15	BB Training-SUBK	Oahu/HCB	Relay-Hawaii SSRS	X				5	X	X	X	X						
16	BB Training Wksp	Oahu/HCB	Relay-Hawaii SSRS	X				40+	X	X	X	X						
17	BB Training Wksp	Oahu/HCB	Relay-Hawaii SSRS	X				25	X	X	X	X						
18 & 19	Deaf Social Event	Oahu	Deaf Leaders	X				40+	X	X	X	X						
30-June-04	NADC	Oahu	HCOB	X				500+	X	X	X	X						
18	ATRC Open House	Oahu	ATRC	X				80	X	X	X	X						
21	GEM Townhall meeting	Oahu/HCB	ASAD/DCH	X				25	X	X	X	X						
10	Deaf Starbucks	Kahala Mall/Oahu	KCC					90	X	X	X	X						
16, 17, 18	ASAD State conf.	KCC	HSLF/ASAD	X				200+	X	X	X	X						
16, 17, 18	Hawaii Sign Lang. Festival		HSLF/ASAD	X				300+	X	X	X	X						



## **Appendix R**

**Copies of Relay Brochures or Other  
Advertisements**

Please call for more information.

saAnn Tom, Relay Program Manager  
Relay Hawaii, 925 Dillingham Blvd.  
Honolulu, HI 96817-4506  
6-835-8169 — TTY Toll Free  
6-410-4256 — FAX  
0-357-5168 — VOICE  
Email: relayhawaii@sprint.com

**Relay Hawaii Customer Service**

TTY/ASCII/Voice/VCO/STS: 1-800-676-3777  
Toll Free: 1-800-676-4290  
Email: Sprint.trscustserv@sprint.com  
Video Relay Service from Relay Hawaii:  
[www.hawaiiivrs.com](http://www.hawaiiivrs.com)

**RELAY HAWAII**



Relay Services for  
people who are  
hard-of-hearing  
or speech-disabled



[www.relayhawaii.com](http://www.relayhawaii.com)  
Relay Hawaii is powered by Sprint.



## Relay Hawaii: improving quality of life.

Through Relay Hawaii's innovative Relay Services, the deaf, hard-of-hearing and speech-disabled can communicate with friends, family and co-workers through an array of traditional, online or video relay services.

## Accessing Relay Hawaii couldn't be easier. Just dial 711.

Simply dial 711 or the toll-free relay number to connect with a Relay Agent. The agent dials the requested number and relays the conversation between you and the other party. Calls can be made anywhere in the world, 24 hours a day, 365 days a year with no restrictions on the number, length, or type of calls.

- **Accurate and Transparent:** The operator voices everything you type and types everything you say.
- **Private and Confidential:** All Relay Hawaii calls are strictly private. No records of any conversation are maintained.
- **Free Services:** The service is free for anyone to use. Free equipment is available upon request to eligible parties. This service is funded by a surcharge on all telephone bills.

## Relay Hawaii: IMPORTANT INFORMATION

### CUSTOMER DATABASE PROFILE

A customer database profile stores an individual relay user's call preferences, expediting call processing. You can update your Customer Database Profile by contacting Sprint Relay Customer Service at 1-800-676-3777.

### CUSTOMER SERVICE

800-676-3777 or [sprint.trscustserv@sprint.com](mailto:sprint.trscustserv@sprint.com)

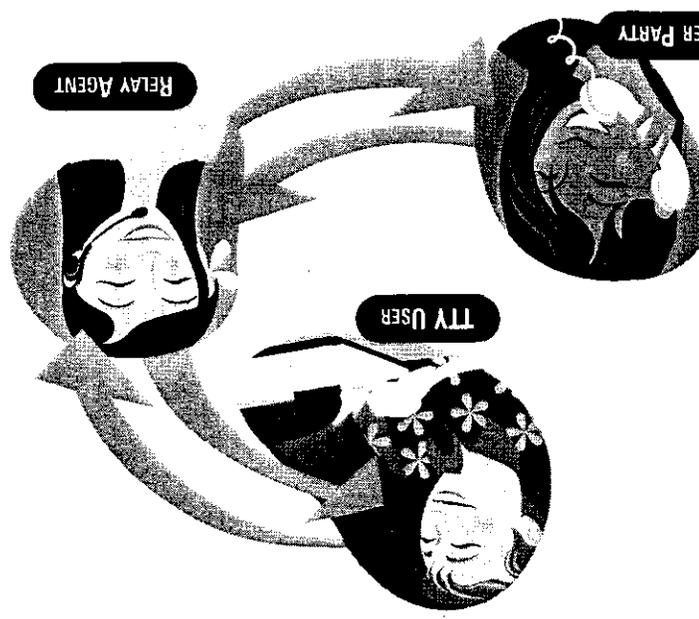
Customer Service is available to answer any questions and receive customer suggestions, comments, or complaints. When calling about a specific incident, please remember to provide the following information:

- Operator's ID number
- Date and time of call
- Telephone number you were calling to
- Or for assistance during a relay call, callers may ask to speak with a supervisor.

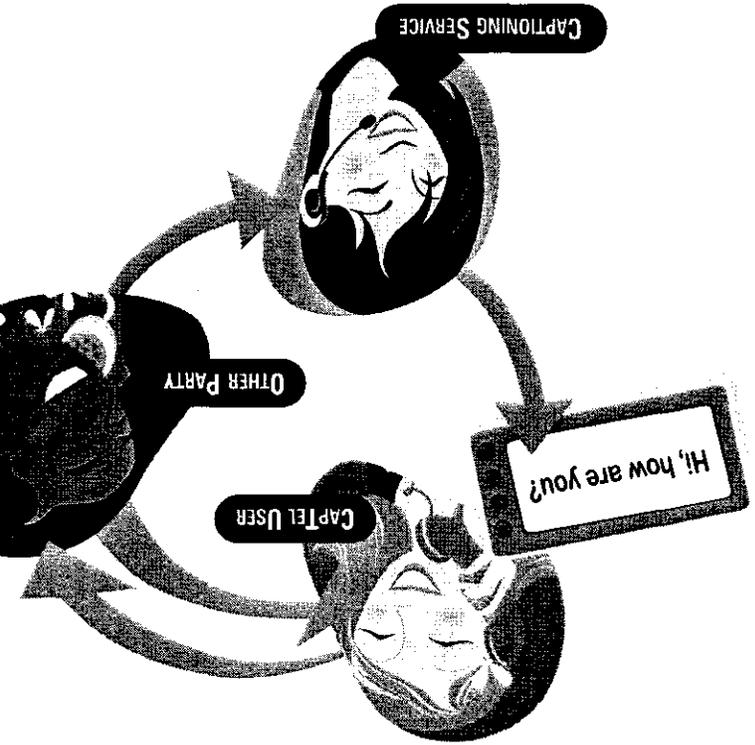
### EMERGENCY?

In case of emergency, relay users should dial 9-1-1 directly. If you cannot connect to emergency service on 9-1-1, you may call 7-1-1 and tell the operator you have an emergency. The operator will then relay your call to the appropriate emergency service provider.

For deaf, hard-of-hearing or speech-disabled users who wish to communicate with a hearing person, 711 or 447-5990 (TRS III RLV-90). For hard-of-hearing caller uses a TTY to type his/her conversation to a communication agent, who then reads the typed conversation to a hearing person. The agent then relays the hearing person's spoken words by typing them back to the TTY user.

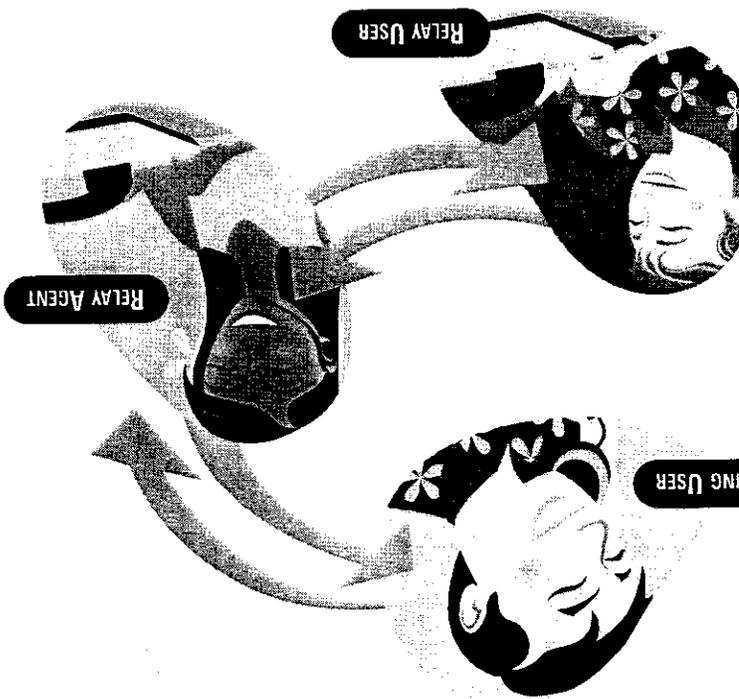


**CAPTIONED TELEPHONE (CAPTEL)** — For individuals who are deaf and use their own voice, people who wear hearing aids or anyone with a hearing loss. When using a CAPTEL phone, the other party's spoken conversation is displayed word-for-word (almost simultaneously) in an easy-to-read window. After dialing, CAPTEL automatically connects to a captioning agent (behind the scenes) who transcribes everything the other party says into written text using state-of-the-art voice recognition systems.

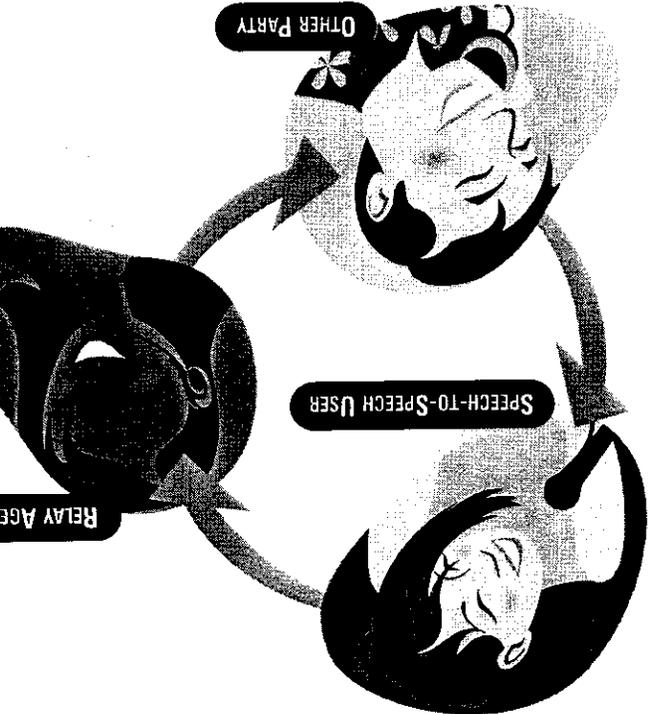


— Dial 711 or 1-877-447-5991.

g people can easily initiate calls to any type of relay user.

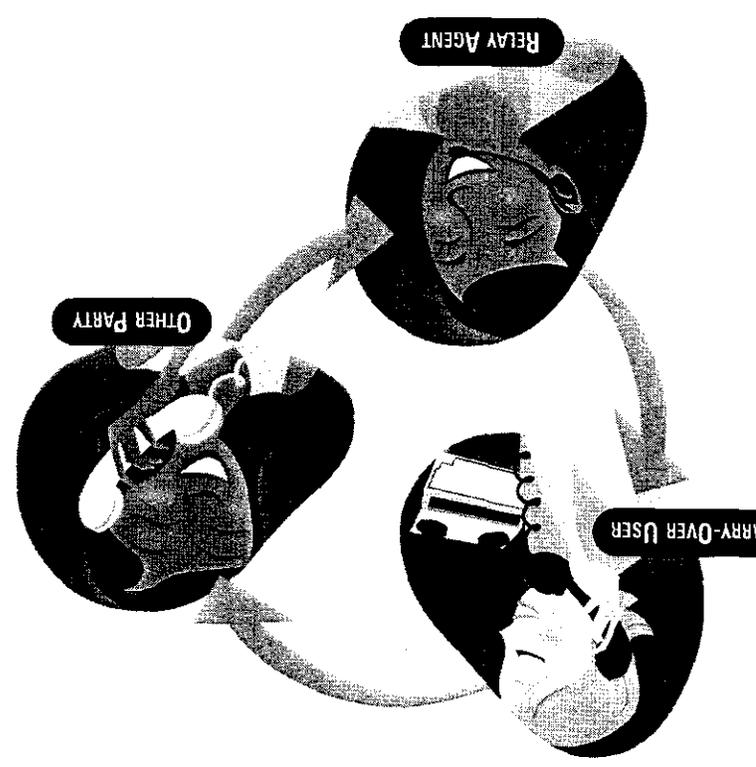


**SPEECH-TO-SPEECH**—For speech-disabled users calling the family or businesses, 711 or 1-877-447-8711 (TRS-HI STS-1) and repeat his/her responses to the other party.

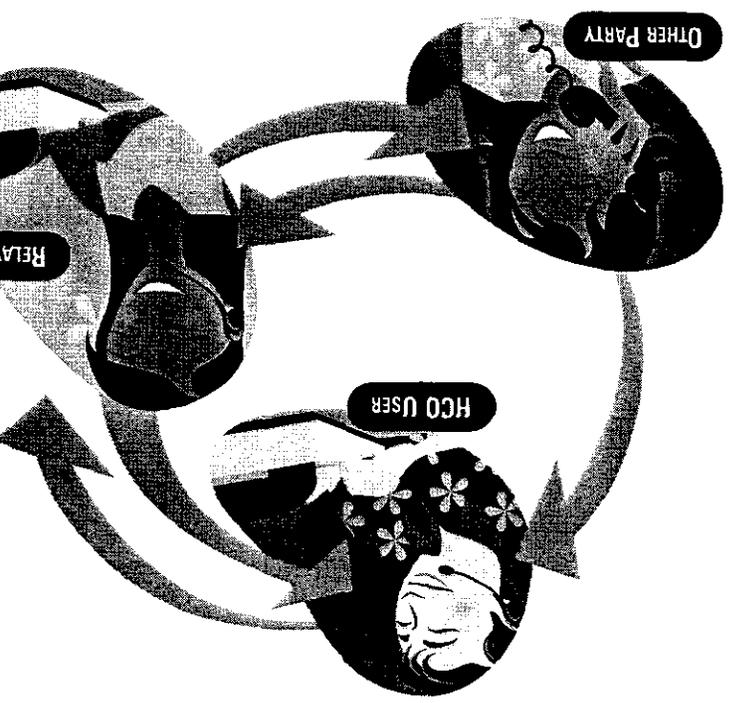


**HEARING CARRY-OVER (HCO)** — For people who can hear but have no audible or intelligible speech. 711 or 1-877-447-5992 (TRS-III RLY-90).

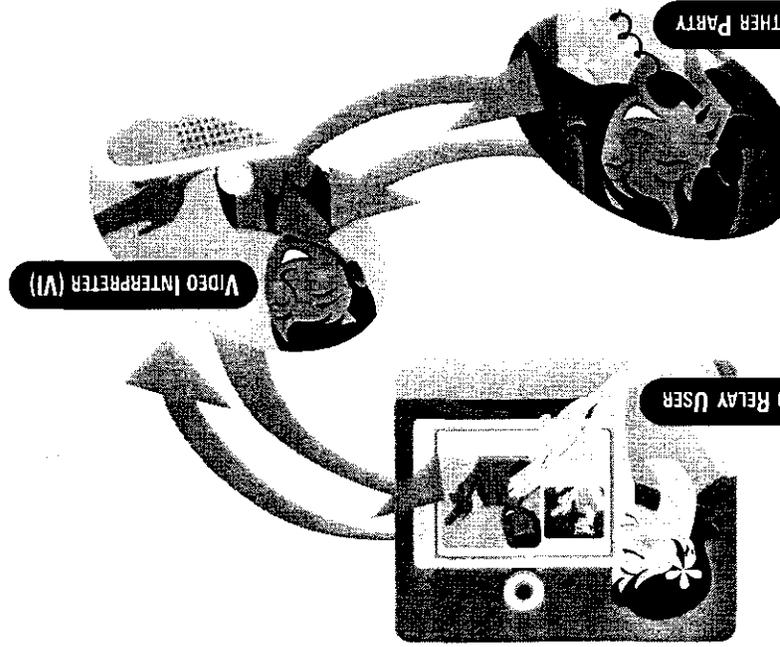
Using a text telephone (TTY), the HCO user types his/her conversation to hearing people. When the hearing person speaks, the Relay Agent serves as the VCO party's "ears" and types everything said to the VCO phone.



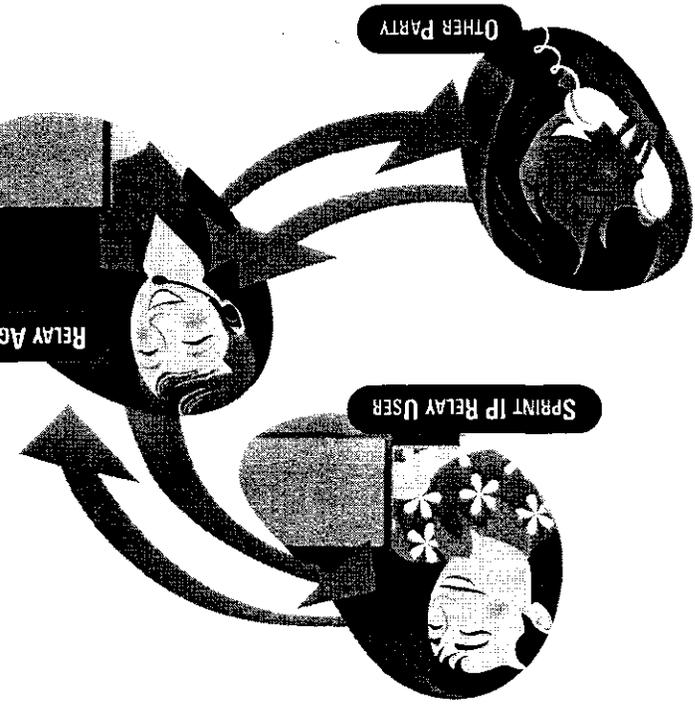
**CARRY-OVER (VCO)** allows people with a hearing loss to speak to hearing people. When the hearing person speaks, the Relay Agent serves as the VCO party's "ears" and types everything said to the VCO phone.



**RELAY SERVICE (VRS)**—This service is a communication for American Sign Language (ASL) users. It allows natural telephone communication between ASL users and hard telephone users. This service is easily accessible from home, or when you're traveling. Communication flows through a video interpreter (VI) via a desktop or laptop computer with conference capability at [www.hawaiiVRS.com](http://www.hawaiiVRS.com), or through a video phone.

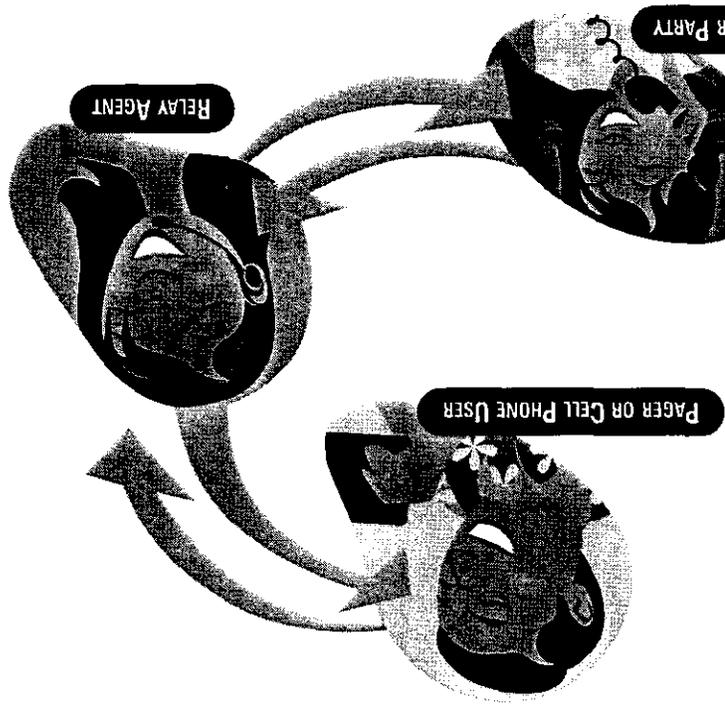


**SPRINT IP RELAY**—[www.sprintip.com](http://www.sprintip.com) A free service that combines relay service with the ease and ubiquity of the Internet, allowing users to make calls from any PC or selected Web-enabled Internet wireless device without using traditional TTY equipment. To connect using a website, go to [www.sprintip.com](http://www.sprintip.com). To connect with AIM® (AOL Instant Messenger), send a 10-digit number to the screen name SprintIP. Both access methods will connect the caller to an experienced Sprint Relay agent.



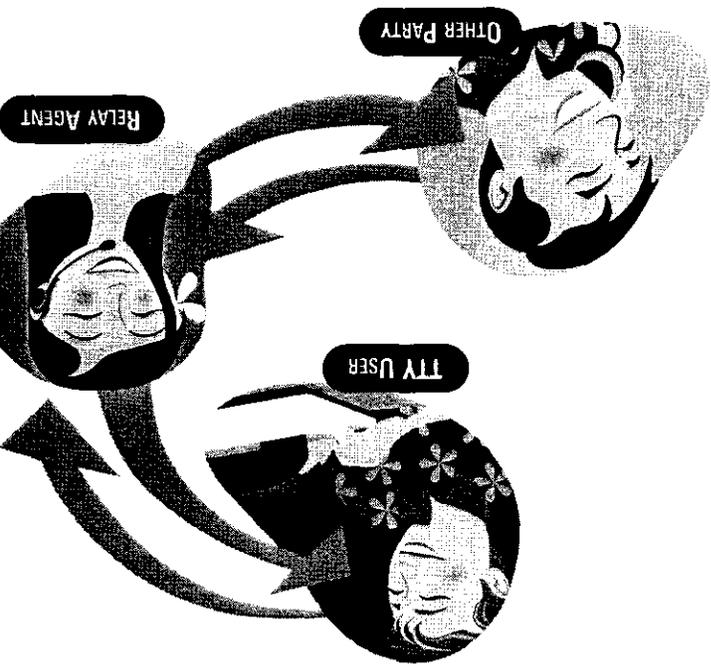
### TTY WIRELESS RELAY

Service that allows customers who are deaf, hard-of-hearing or have a speech disability to use wireless relay service on any wireless device and any standard or mobile telephone user to make a call.



### SPANISH RELAY — Dial 877-447-7261

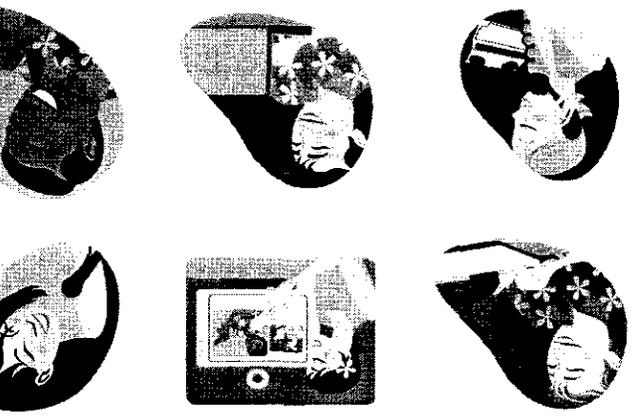
TTY users can type in Spanish and the conversation will be relayed in Spanish. TTY users can also request Spanish to English or English to Spanish translation via relay. To make a Spanish Relay call, dial 1-877-447-7261 and instruct the Relay Hawaii agent how you want your call translated.



**HAWAII EQUIPMENT PROGRAM (HEEP)** — This program provides equal access to all of Relay Hawaii's services, including specialized equipment to the deaf, hearing or speech-disabled individuals who are unable to use a standard or amplified telephone. This equipment is free to Hawaii residents or kama'aina. The Relay Hawaii Equipment Program is managed by Sprint and regulated by the Public Utilities Commission — State of Hawaii. It is funded through the Communications Relay Fund from a surcharge on all telephone lines State of Hawaii.

For more information about free equipment, please email [relayhawaii@sprint.com](mailto:relayhawaii@sprint.com)

**Communicate with each other in a whole new way.** Relay Hawaii is proud to offer these services. If you'd like more information or help determining the service that's right for you, please don't hesitate to contact us. We're eager to show you how to harness the power of Relay Hawaii and help improve your quality of life.



Need more training on Blackberry 8703e  
(wireless device)?

Sprint Relay Hawaii  
offers

FREE Blackberry 8703e training workshops

When: Wednesday, May 16 and Thursday,  
May 17, 2007

Time: 6:00 p.m. - 9:00 p.m.

Where: Hawaii Center for the Deaf and the  
Blind (HCDB)

Refreshments and drinks will be provided.

New announcement: Relay Hawaii Equipment Program provides another  
new FREE wireless device: TREO 700wx. New TREO 700wx forms will be  
distributed.

For more information, contact LisaAnn Tom, Relay Program Manager at 866-410-4256  
(FAX), Ltom.mysprint.tv (VP) or relayhawaii@sprint.com



Sprint



# Relay Hawaii Equipment Program (RHEP) now offering Wireless Devices

## Ask how you can qualify!

Meet the Sprint Relay Hawaii Representatives at the following dates and locations:

**Friday, March 9, 2007**  
**Deaf Starbucks**  
4211 Waialae Ave.  
Honolulu, HI 96816  
7 p.m. to 10:30 p.m.

**Saturday, March 10, 2007**  
**Hi-RAC meeting (Part II)**  
**HCIL Open House**  
Hilton Hawaiian Village  
Beach Resort & Spa  
2005 Kalia Road  
Honolulu, HI 96815  
Room: Honolulu 1  
9 a.m. to 12 noon

**Sunday, March 11, 2007**  
**Maui**  
**J.W.Cameron Center**  
95 Mahalani St.  
Wailuku, HI 96793  
Room: Auditorium  
1 p.m. to 3 p.m.

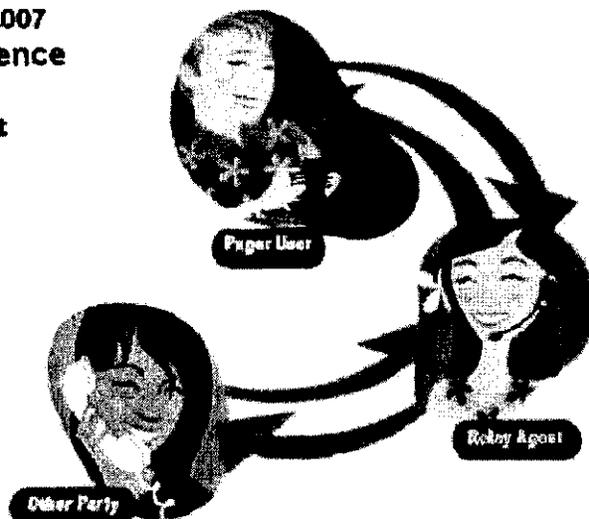
**Sunday, March 11, 2007**  
**Hilo**  
**(Hawaii Naniloa Resort)**  
**Naniloa Volcanoes**  
**Resort**  
93 Banyan Drive  
Hilo, HI 96720  
Room: Hoomailimali  
1 p.m. to 4 p.m.

**Monday & Tuesday, March 12-13, 2007**  
**23<sup>rd</sup> Annual Pacific Rim Conference**  
**on Disabilities**  
**Sheraton Waikiki Hotel & Resort**  
2255 Kalakaua Ave.  
Honolulu, HI 96815

Please call for more information.

**LisaAnn Tom, Relay Program Manager**  
Sprint Relay Hawaii  
925 Dillingham Blvd.  
Honolulu, HI 96817

**TTY: 866-835-8169**  
**FAX: 866-410-4256**  
**VOICE: 800-357-5186**  
**EMAIL: relayhawaii@sprint.com**



**A person with a hearing disability (who uses Relay Hawaii's communication service) tried to call you but was unable to get through. Below is their personal information, address, phone number and comments.**

**Personal Contact Information (please print clearly)**

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Ext: \_\_\_\_\_

Email: \_\_\_\_\_

For more information, contact Relay Hawaii's Program Manager, LisaAnn Tom. TTY: 866-835-8169 or e-mail: [relayhawaii@sprint.com](mailto:relayhawaii@sprint.com)

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

FIRST  
CLASS  
POSTAGE

**An important message  
to Hawaii's business community  
from Relay Hawaii . . .**

# PLEASE DON'T HANG UP!

**It could be a call from a Deaf or disabled customer.**



Thousands of people who are deaf, hard of hearing and speech-disabled call businesses and organizations just like yours every day. Sadly, many of these callers are hung up on by the person receiving the call because they think it's a telemarketer.

These hang-ups are frustrating for deaf and hard of hearing callers. After all, people with hearing disabilities need to communicate by phone just like everyone else – to make a doctor's appointment, contact their child's school, to make reservations at a restaurant, etc.

Relay Hawaii's innovative service allows the deaf and hearing-disabled to speak to businesses, organizations and individuals that use standard voice telephones.

### **How can I tell if I'm receiving a call through Relay Hawaii?**

Calls initiated through Relay Hawaii's service typically begin with an agent announcing "This is Relay Hawaii" or "This is a customer of your business calling through Relay Hawaii." Paying close attention to what the person is saying and recognizing the name "Relay Hawaii," should help reduce hang-ups.





## **Appendix S**

**Copy of Legislation or Other Establishing  
TRS in the State**

## **Hawaii Revised Statutes, Volume 5**

### **§269-16.6 Telecommunications relay services for the deaf, persons with hearing disabilities, and persons with speech disabilities.**

(a) The public utilities commission shall implement intrastate telecommunications relay services for the deaf, persons with hearing disabilities, and persons with speech disabilities.

(b) The commission shall investigate the availability of experienced providers of quality telecommunications relay services for the deaf, persons with hearing disabilities, and persons with speech disabilities. The provision of these telecommunications relay services to be rendered on or after July 1, 1992, shall be awarded by the commission to the provider or providers the commission determines to be best qualified to provide these services. In reviewing the qualifications of the provider or providers, the commission shall consider the factors of cost, quality of services, and experience, and such other factors as the commission deems appropriate.

(c) If the commission determines that the telecommunications relay service can be provided in a cost-effective manner by a service provider or service providers, the commission may require every intrastate telecommunications carrier to contract with such provider or providers for the provision of the telecommunications relay service under the terms established by the commission.

(d) The commission may establish a surcharge to collect customer contributions for telecommunications relay services required under this section.

(e) The commission may adopt rules to establish a mechanism to recover the costs of administering and

providing telecommunications relay services required under this section.

(f) The commission shall require every intrastate telecommunications carrier to file a schedule of rates and charges and every provider of telecommunications relay service to maintain a separate accounting for the costs of providing telecommunications relay services for the deaf, persons with hearing disabilities, and persons with speech disabilities.

(g) Nothing in this section shall preclude the commission from changing any rate established pursuant to this section either specifically or pursuant to any general restructuring of all telephone rates, charges, and classifications.

(h) As used in this section:

"Telecommunications relay services" means telephone transmission services that provide an individual who has a hearing or speech disability the ability to engage in communication by wire or radio with a hearing individual in a manner that is functionally equivalent to the ability of an individual who does not have a hearing or speech disability to communicate using wire or radio voice communication services. "Telecommunications relay services" includes services that enable two-way communication using text telephones or other nonvoice terminal devices, speech-to-speech services, video relay services, and non-English relay services. [L 1988, c 207, §2; am L 1989, c 295, §2; am L 1991, c 63, §2; am L 1995, c 225, §§4, 5; am L 2003, c 50, §2]

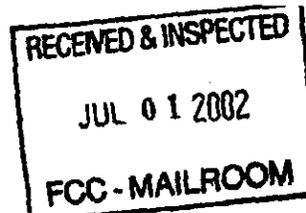


## **Appendix T**

**Copies of Complaint Logs from 2002-2007**

BENJAMIN J. CAYETANO  
GOVERNOR

DOCKET FILE COPY ORIGINAL



DENNIS R. YAMADA  
CHAIRMAN

WAYNE H. KIMURA  
COMMISSIONER

JANET E. KAWALO  
COMMISSIONER

STATE OF HAWAII  
PUBLIC UTILITIES COMMISSION  
DEPARTMENT OF BUDGET AND FINANCE  
465 S. KING STREET, #103  
HONOLULU, HAWAII 96813

June 26, 2002

Ms. Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW, Room TW-A325  
Washington, DC 20554

Dear Ms. Dortch:

Subject: Telecommunications Relay Services (TRS)  
Consumer Complaints Log for the Period,  
June 1, 2001 to May 31, 2002

As required by CC Docket No. 98-67, the State of Hawaii Public Utilities Commission (Hawaii PUC) is submitting its annual TRS consumer complaints log regarding complaints received from consumers relating to the provision of TRS in the State of Hawaii (State). The TRS complaints described in our submittal below covers the 12-month period, June 1, 2001 to May 31, 2002. As required by Federal Communications Commission (FCC) requirements, the Hawaii PUC's TRS consumer complaints log submittal includes the following minimum required information:

1. The date each complaint was filed;
2. The nature of each complaint;
3. The date of resolution of each complaint; and
4. An explanation of the resolution of each complaint.

**TRS Complaints Received by the Hawaii PUC**

The Hawaii PUC did not receive any complaints from consumers relating to the provision of TRS in the State for the period June 1, 2001 to May 31, 2002.

No. of Copies rec'd 073  
List ABCDE

Marlene H. Dortch  
Office of the Secretary  
Federal Communications Commission  
June 26, 2002  
Page 2

**TRS Complaints Received by the State of Hawaii Department of Commerce and Consumer Affairs, Division of Consumer Advocacy (Division)**

The Division did not receive any complaints from consumers relating to the provision of TRS in the State for the period June 1, 2001 to May 31, 2002.

**TRS Complaints Received by Hawaii's TRS Provider, Verizon Hawaii**

Hawaii's TRS provider, Verizon Hawaii, received a total of three complaints from consumers relating to the provision of TRS in the State for the period June 1, 2001 to May 31, 2002. Verizon Hawaii has forwarded the information to the Hawaii PUC for inclusion in our submittal to the FCC. The three complaints as reported by Verizon Hawaii are as follows:

**Complaint #1:**

**Date of Complaint:** November 19, 2001

**Name of Complainant and Title (if disclosed):** Ted Takai, Manager - Royal Adventure Travel

**Date Referral to TRS Provider (if applicable):** November 19, 2001

**Nature of Complaint (describe):** Ted Takai was upset that the TTY Communications Assistant (CA) repeats verbatim, any profane language from the calling party. One of Mr. Takai's agents received a call from a deaf customer using the Telecommunications Relay Service (TRS). The deaf customer's language contained a number of swear words. Although the operator apologized to the agent each time before relaying the profanity, Mr. Takai felt the CA should not have continued the call.

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